



# **PEER REVIEWERS' RECOMMENDATIONS AND KOSOVO AGENCY OF STATISTICS OF REPUBLIC OF KOSOVO IMPROVEMENT ACTIONS IN RESPONSE TO THE RECOMMENDATIONS**

February, 2018

## **Peer reviewer's recommendations and improvement actions in response to the recommendations**

### ***CONSOLIDATE THE INSTITUTIONAL FRAMEWORK ( RECOMMENDATIONS 1-5)***

- 1. The future revision of the Kosovo Law on Official Statistics should preserve the professional independence of the Kosovo Agency of Statistics and state that the head of the Agency has sole responsibility for deciding on statistical methods, standards and procedures, while expanding her/his mandate to a longer period than currently. (European statistics Code of Practice, indicators 1.3 and 1.4.)**

#### **Current situation:**

Actually, amendments of the Law on Official Statistics are under discussion. In the Law on Official Statistics (LOS), article 7, there are emphasized the Responsibilities and Rights of the KAS as well article 12, point 2. In these articles is clearly declared that the KAS has the general responsibility for the production of Official Statistics and other issues provided by the Program of Official Statistics. In the point 2.3 and 2.7, specifically said:

2.3. KAS has to determine and develop the statistical methodology, classification and standards for producing Official Statistics;

2.7. KAS has to monitor the carrying out of statistical tasks imposed on other authorities by the statistical program;

2. Methods, classifications and standards used by these authorities shall be determined by KAS in accordance with Program of Official Statistics and the Annual Plan.

Also in the current Law on Official Statistics the mandate of CEO is 3 three years, renewable. (KAS has amendment the Law on Official Statistics, after was approved by the Government and Assembly of Kosovo (first reading) its again came back from starting point due to new government established). Actually, Law on Official Statistics is under discussion for the amendments. The final step to implement this recommendation depends on Government and Kosovo Parliament.

#### **Improvement action 1.1 the amendment Law on Official Statistics**

KAS will add a new article (besides points 2.3 and 2.7) in the amendment of the Law on Official Statistics regarding the decision-making on statistical methods, standards and procedures, stated: The Chief Executive Officer of KAS has managerial responsibilities under subparagraph 2.3 of paragraph 2 of Article 7 of the Law on Official Statistics. Which specify managerial responsibility of CEO of KAS refereeing to the Peer's recommendation "head of the Agency has sole responsibility for deciding on statistical methods, standards and procedures, while expanding her/his mandate to a longer period than currently"

Also, KAS is going to work closely with other stakeholders in order to be agreed regarding CEO mandate. The new article will be formulated: The CEO of KAS will be appointed according to the legislation for appointment of senior management positions, with the possibility of extending the mandate (Law on Senior Civil Service Positions, and even the Law on Civil Services is changing). However, this depends on other external factors from public institutions.

#### **Timeline:**

Year 2018

- 2. The Kosovo Law on Official Statistics should contain specific provisions on the right of the Kosovo Agency of Statistics to be involved in the design of administrative registers which are or may be used for statistical purposes, and be consulted on changes to and termination of such administrative registers and records. (European statistics Code of practice, Principle 2.)**

#### **Current situation:**

KAS is acting within the Law on Official Statistics and based on this basis it has access into most of the administrative data providers (according KAS request/statistical purposes). Furthermore KAS has signed MoU with other public Institutions in order to specify KAS needs (format of data, frequency, confidentiality, etc.) According to the Law on Official Statistics, Article 23, Access to administrative data is said:

1. All bodies of public administration shall give the KAS access to the information collected, processed and stored in the domain of their respective competencies, notably to registers and other data files, to the extent that is necessary for the production of Official Statistics, thus avoiding the imposition to response burdens on the units concerned.
2. The data for statistical purposes may also be obtained from public registers and administration data sources, in accordance with the legislation in force.

However the world is very dynamic and NSI should be in the same line in order to meet its needs for data sources.

#### **Improvement action 2.1, *the* amendment Law on Official Statistics**

KAS will add a new point/paragraph (besides points 1 and 2 within article 23 in the Law on Official Statistics) in the amendment Law on Official Statistics, regarding the second recommendation given by Peers team as following: Article 23 of the Law on Official Statistics after paragraph 2 shall be supplemented by the following new paragraph:

- 3. KAS should be consulted on, and involved in, the initial design, subsequent development and discontinuation of administrative records built up and maintained by other bodies, thus facilitating the further use of those records for the purpose of producing Official**

## Statistics.

Law on Official Statistics is under discussion. However this recommendation depends on Kosovo parliament.

## Timeline:

2018

- 3. The Kosovo Agency of Statistics should strengthen the corporate culture on confidentiality by building a thorough understanding and commitment of its staff to implement statistical confidentiality. Furthermore, KAS should guarantee its key data providers on the implementation of statistical confidentiality. (European Statistics Code of Practice, Principle 5.)**

## Current situation:

Several institutional arrangements are in place to protect confidential data from the technical and legal point of view. For example, confidentiality is ensured explicitly in the Law on Official Statistics and other legislation related to data protection in Kosovo. Also the technical measures have been taken in order to protect data by appropriate IT measures. When staff are employed by KAS, they are obliged to respect the confidentiality matter by signing the contract (a specific provision within the contract) also all instruction are given face to face by personnel manager at KAS. However KAS is going to take other measures in order to improve the Confidentiality issues regarding recommendation no 3.

## Improvement action 3.1 Strengthened confidentiality policy

KAS will be harmonised with other institutions in terms of respecting the confidentiality matters on two dimensions, by KAS staff to sign a specific declaration on the confidentiality issue and the second dimension is regarding the data protection for administrative providers and accessibility of KAS data. KAS will take necessary measures and actively making sure that feedback given to providers of administrative data respectively confidentiality. Additionally, KAS will guarantee the key data providers that statistical confidentiality will be enforced. (European Statistics Practice Code, Principle 5).

- Establish a policy on confidentiality
- Develop guidelines for providing statistical confidentiality both for micro data and tabular data.
- Develop an appropriate infrastructure for secure access by external users to statistical data. KAS will create a place where record matching can take place that would be only accepted for statistical purposes, so we can create further information/research resources, also scientific and public use files; visiting researcher desktop in a dedicated room of KAS; controlled remote data processing; special data processing
- Provide methodological support for providing statistical confidentiality and developing micro data or tabular data protection tools.

**Timeline:**

2020

**Improvement action 3.2- Implemented confidentiality declaration by employees**

Creation of a document for new KAS staff where they are required to sign a special commitment to confidentiality during KAS employment

**Timeline:**

Q4/2018

4. **The Kosovo Agency of Statistics should reinforce its coordinating role in the National Statistical System by giving visibility to Other National Authorities and the National Statistical System on its website, and share statistical standards relevant for producing Official Statistics, such as classifications. (Coordination)**

**Current situation:**

In Kosovo's statistical system there are mechanisms and tools through which activities within the Kosovo Statistical System are coordinated. The rules defined by the Law on Official Statistics are that within the KSS, KAS is the leading and main coordinator institution. In addition KAS is acting (implementing) in practice and is working to strengthen its role on this regard. In the legal aspect, this role of KAS has become even clearer by amending the draft Law on Official Statistics where it is stated "KAS is the national coordinator of the Statistical System of Kosovo". Except what was said above, within the KSS for different activities are established a few working groups with the purpose to harmonise and explain the methodology, concepts, methods, and classifications that are used in different subject matter areas between different public institution in Kosovo. These working groups are established, some are regular working groups covering a particular sector or survey whereas others were created when major statistical operations were undertaken (such as the population Census, Agriculture Census and the revision of the NACE, recently the ISCED classification moving from ISCED 97 to ISCED 2011, KAS is leading on these working groups and those classifications are going to be used from all other public institutions.) Besides at the operational levels also at the strategic level as it is the five years programme KAS coordinates activities in official statistics with other ONAs (CBK, MF and other institutions authorised by KAS). In the Programme of Official Statistics (POS) it is clearly described who produces what.

**Improvement action 4.1 develop a tool into KAS web site for ONAs**

Coordination of activities in order to avoid overlapping phenomena that can be carried out by one institution is a very important part of the coordination within the Statistical System. By the Law on Official Statistics, part of the coordination role of KAS is to define a

suitable methodology and a set of statistical standards to be used for the production of official statistics. Therefore KAS will provide information, on the latest standard classifications used on the official production statistics and will post it on its website in order to meet its role and supporting the ONAs regarding standards within the National statistical System. Of course this is preceded by working groups between respective ONAs with KAS. Within its strengthened coordination role, KAS will permanently share the statistical classification as following ISCED classification moving from ISCED 97 to ISCED 2011, international classification of crime for statistical purposes (ICCS) act and other statistical classifications in order to assist the ONAs to implement the latest standards and classifications to be used on the production official statistics.

**Timeline:**

Q3/2018 sharing the standards and classifications

**Improvement action 4.2 ONAs visibility to KAS website**

KAS will create a dedicated link to contribute on sharing information of ONAs interest ( linking their webpages on KAS webpage)

**Timeline:**

Q4/2018 give visibility to ONAs

- 5. The Kosovo Agency of Statistics should clarify the definition of Official Statistics by defining a set of criteria based on the CoP and establishing a mechanism to systematically evaluate compliance with these criteria by all relevant ONAs. A specific Coordination Committee attached to the Statistical Council could be established with the mandate to assess compliance with criteria required to qualify as a producer of Official Statistics. (Coordination, European Statistics Code of Practice, Principle 14.)**

**Current situation:**

The ONAs are defined in the Law on Official Statistics (CBK, MF and other bodies authorised by KAS) as producers of official Statistics meaning the list of ONAs is a static list. Actually there is not any formal committee or council (except the statistical council) that functions regarding the coordination whereas the list of criteria is not in place.

**Improvement action 5.1, definition of Official Statistics by defining a set of criteria**

1. KAS will amend the Law on Official Statistics: Subparagraph 1.4 of paragraph 1 of Article 5 of the Law on Official Statistics shall be amended as follows: the content "... determined by the Program" is deleted and instead the content is added "according to the

- criteria of official statistics". The list of criteria to define the producers of official statistics will be used from the CoP.
2. KAS will draft a list of criteria for what is defined as official statistics as an input for discussion with other stakeholders.

**Timeline:**

2018, Law on Official Statistics  
2020, criteria for official statistics

**IMPROVEMENT ACTION 5.2, the established a broad-based council/coordination committee**

A list of criteria and definitions will be used from CoP then a coordination committee will monitor and assess these criteria for the official producers' statistics in terms to improve aspect of coordination, and to systematically monitor the compliance of ONAs.

Also in Article 7 of the Law on Official Statistics, paragraph 3 after 3.4 shall be added a new point 3.5 as follows: shall create professional advisory boards for the relevant statistical areas and shall issue rules for their operation.

the second point among the other boards could as well possibly a coordination committee inside or separate to the Statistical Council be established, with the aim to improve this aspect of coordination, and to systematically monitor the compliance of ONAs. On the later stage (after established professional advisory bodies), the list of criteria for official statistics will be set.

**Timeline:**

2018, Law on Official Statistics  
Q4/2019, establish advisory bodies

***INCREASE RESOURCES AND IMPROVE COST-EFFECTIVENESS: (RECOMMENDATIONS 6-8)***

6. The Kosovo national authorities should ensure adequate resources to enable the Kosovo Agency of Statistics to fulfil its national and international obligations. (European statistics Code of Practice, Principle 3.)

**Current situation:**

Based on the disposable resources, KAS has achieved significant results in terms of production of statistics as well as increasing the quality of existing statistical products. Based on Eurostat's calculation, from 2014 to 2018 the number of data points available in Eurostat's database increased from 20,291 data points to 608,432 data points or expressed in relative terms, around +3000%. However it's a huge work ahead of KAS to be done in terms of fulfilling the user needs at national and international level data statistics. Therefore additional resources, both human and financial resources, are necessary. Year to year KAS's financial resources

have increased regularly over the past years. For the year 2018 10 more new positions are approved at KAS and also some additional funds for surveys. KAS has 159 positions approved included the last ten positions. Around 112 are in in head quarter office whereas the rest are based in the regional offices.

#### **Improvement action 6.1, Ensuring more resources (human and financial) by Kosovo Authorities**

During the preparation phase for the annual budget, KAS identifies the activities which have additional cost therefore, except the cost for the regular activities KAS submits each year a new, specific and well justified request for additional human and financial resources to the government and Parliament. That means KAS has described very detailed the new job positions for each year and will send the request to the government. However it should be noted that the budget decision is outside of KAS influence and the budget will be adopted based on the circumstances and government priorities and financial possibilities of Kosovo. KAS requests for human resources based on the Strategic programme 2018-2022 are for each year 10 more new positions. However the outcome depends on the government approval.

#### **Timeline:**

2018-2022

#### **7. The Kosovo Agency of Statistics should continue monitoring the workload and productivity of its regional offices in order to free potentially available resources to be reallocated for other activities in its headquarters. (European statistics Code of Practice, Principle 10.)**

#### **Current situation:**

Currently, KAS has 7 regional offices with a role to conduct and supervise data collection activities, performed either by interviewers as permanent staff or outsourced to private companies. Usually the heads of regional offices are the supervisors however in specific cases the subject matter staff can go on the field testing/verifying the enumerators' presence, checking the quality of data (re-interview), assessing the behaviour of enumerators, etc.

As it stands now KAS cannot reallocate employees from the regional offices due to fact that they have a very important role in the data collection at this stage (KAS mostly collects the data in the classic way).The reallocation is possible in the future in parallel with other processes applied in the HQ of KAS.

Currently there are 159 job positions in KAS, of which 112 are in the headquarters in Pristina, and 47 in the 7 regional offices.

#### **Improvement action 7.1, Rationalization of human resources through reallocation from Regional Offices to the HQ Office**

KAS' goal is to move slowly from the classical approach of data collection in the field to electronic access to data. The process of

reallocation of resources from the regional offices is correlated with this process in KAS. We are in the process to get access to an on-line platform to collect the data specifically in social statistics (vital statistics) as births, deaths, marriage, divorces, etc. as well as access to education statistics by having access on Ministry of Education Science and Technology ( MEST ) on-line platform (Q4/2019). After these processes and others are implemented, staff from regional offices could be transferred to the HQ from these commitments and will be able to be engage in additional surveys. The use of advanced technologies such as the use of web questionnaires seems to be difficult at this stage. However in the future it will be on the KAS Agenda to be implemented in particular in business statistics and other areas where it is possible. This development will make it possible to reduce the need for direct data collection by interviewers and thus it will free up resources in the regional offices. Additionally, KAS has reallocated some positions from regional offices to the HQ as well as inside the HQ office from one unit to another unit in terms of functionality. Also this action will be smooth shifted based on the Interoperability and using of data from completed registers of public administration institutions.

**Timeline:**

Started by Q3/2018 and continuously till 2020, however depends on modernization of data collection processes, etc.

- 8. The Kosovo Agency of Statistics should aim at increasing the capacities of its staff by developing an internal training programme, building on the extensive training already provided by international organizations. (European statistics Code of Practice, indicator 7.6.)**

**Current situation:**

Since 2001, KAS has increased its skills through intensive training by Eurostat participating in different horizontal activities as well as long term training in many subject matter areas considered with priorities for KAS. Also, KAS has institutional cooperation with other international organisations in the field of statistics such as Statistics Sweden (SCB/SIDA), IMF, World Bank and other organisations to support KAS in increasing the capabilities and skill to the level of European statistics. Training is being received from foreign experts in national accounts, agriculture statistics, business statistics, social statistics, IT, quality, and metadata, dissemination, management, etc.

Right now in Kosovo there is not any institution (public school or private company) that can provide the statistical training for KAS staff due to lack of competences except for the activities related to public common services as financial, procurement, human resources, IT, etc.

### **Improvement action 8.1, established core team and training modules**

1. To provide specific training for newcomers, in particular on issues such as confidentiality, legal system, methodology, quality reporting (ESMS and ESQRS) survey procedures and other internal organisation. KAS should develop a specific training module for newcomers to make sure that all staff is well informed of the rules under which they will operate as KAS staff members. In this context will be set the: Policy and legislation on KSS and KAS; confidentiality; metadata, impartiality, objectivity, documentation and ad hoc training where this is possible. Whereas on subject matter areas, training modules to be established in next coming years until Q3/2022.

2. Every staff member who has participated in a training event outside KAS (ESTP, IPA training, conferences, traineeships and other types) has to present the knowledge that s/he has acquired to relevant colleagues at KAS and ONAs, in the form of an internal seminar or internal training.

#### **Timeline:**

Q4/2018 a first training module regarding administrative issues and CoP principles

Q3/2022 the set of training modules is complete for all subject matter areas

Q4/2018 internal seminars or trainings are organized by all staff of KAS who have attended an external training or conference (this is already applied, however it will keep going).

### ***DEVELOP QUALITY MANAGEMENT AND METHODOLOGY (RECOMMENDATIONS 9-12)***

9. **The Kosovo Agency of Statistics should establish a broader quality management system. The Quality Manager, a senior expert responsible for quality should fulfil the role of Quality Coordinator and report directly to the CEO. The Quality Steering Group should support and guide the Quality Manager as a cross-organisational quality committee. (European statistics Code of Practice, indicator 4.)**

#### **Current situation:**

KAS has developed a Statement of Quality which is available on the KAS website; the document lists eleven principles, much in line with the CoP principles like professional independence and statistical confidentiality, on which the work of KAS is based. The Quality Committee has been established and a quality manager has been appointed to strengthen the quality system and the entire Statistical System of Kosovo. The European statistics Code of Practice has been introduced as well as the Quality Assurance Framework of the European Statistical System. KAS has organized a User Satisfaction Survey and developed a Staff Satisfaction Survey. KAS prepared

the ESQRS and ESMS based quality reports with associate guidance to staff (particularly survey statisticians). The ESQRS and ESMS quality reports are posted on the KAS website in all three official languages.

### **Improvement action 9.1, Fully functionalization of the quality Committee in KAS**

KAS will take measures to strengthen its quality management system in order to improve continuously the statistical processes and the product quality. Also the quality management system is going to be comprehensive in order to cover the following matters:

#### **Development:**

- product and marketing policy, accessibility of results, and monitoring the use and utility of existing outputs (CoP, Principle 11 user orientation);
- Managing response burden to avoid overlapping where it is possible by using administrative registers (CoP, Principle 9) and reviewing the questionnaires as much as possible
- Creation of procedures to internally monitor the quality of the statistical products is the responsibility of the corresponding production unit.
- Staff training (in specific subject matters),
- 

#### **Organizational structure:**

- Quality Manager prepares written reports for the CEO;
- The Quality Steering Group will be extended from time to time by including systematically the top management and middle management;
- Created target groups (users group by sectors) to get feedback information on quality issues.

#### **Quality project:**

- Develop quality guidelines describing comprehensively the statistical processes in use at KAS along the lines of the GSBPM (see Improvement Action 12), providing support to process managers for the implementation of quality management.
- Finalise the Quality Strategy.
- Coordinate the production of metadata reports for all statistical products.
- Improve timeliness in statistical production

#### **Timeline:**

Development Q4/2018; Organizational structure 2020; Quality project Q4/2019

**10. The Kosovo Agency of Statistics should establish processes to monitor and control the work of the interviewers who conduct the data collection. The focus should be on aspects like impartiality, confidentiality, and relevant quality dimensions. Results of this monitoring should be used for improvements of the data collection processes. (European**

**statistics Code of Practice, indicator 12.1.)**

**Current situation:**

KAS collects the data by its own staff in the regional offices as well as by private company (economic operator). KAS has seven regional offices which are located in the biggest cities of Kosovo. The staff in the regional offices are trained by head quarter office and enriched with experience on interviewing households or respondent units who conduct face-to-face interviews. Before the field work enumerators are trained, in both cases (enumerators of the Economic Operators (EO/Private Company) and regional office officers who perform as enumerator). Each subject matter unit does the control of the fieldwork in cooperation with the regional offices. Control of the fieldwork of the enumerators of the EO is done by two levels, Survey unit and regional offices. In some cases for control of the quality are prepared small test questionnaires with main variables. Regional office officers who are involved in the control of the fieldwork are trained in advance by the survey unit staff. Persons involved in controlling the fieldwork process make a report and give feedback to enumerators and to the survey management team. In general, the response rates both in household and business surveys are at a level of about 80%.

**Improvement action 10.1, Establish a common process and monitoring work of interviewers**

Regarding this recommendation action to be taken are as following:

- Creation of a common mechanism (a common questionnaire with short list of questions for checking/re interviewing) Q3/2018;
- To improve training focused on enumerator's behaviour, confidentiality issues, and quality dimensions. Q4/2018.
- use of field feedback/analytical reports of findings from the field Q4/2019
- Documentation of findings from field work control Q4/2019
- To elaborate procedures for controlling the work of interviewers and this will be systematically documented and implemented (Q4/2019).
- Analysis of the documentation (statistics) of these activities will be used for improvements of the data collection processes. Q4/2020
- To speed up the collection of data (electronically), Convert questionnaires to CAWI, CAPI and other possibilities. Q3/2018

**Timeline:**

Continuously till 2020

**11. The Kosovo Agency of Statistics should increase the use of electronic devices for data collection. It should engage in the development of an electronic data collection system. Data collection by Computer Assisted Personal Interviewing (CAPI), Computer Assisted Telephone Interviewing (CATI), and e-questionnaires should be developed in order to gain efficiency and increase data quality. (European statistics Code of Practice, indicators 9.3 and 10.2.)**

**Current situation:**

Data collection of KAS is mainly done through face-to-face interviews. The use of electronic devices for data collection such as tablets and the development of data collection processes like CAPI, CATI, and e-questionnaires are at an early stage at KAS. Therefore the process of data collection in KAS varies for example LFS data collection its being done through CAPI method, as well as the SILC survey will be developed with the CAPI method, while the ICT Survey will be developed this year through the PAPI method. The CATI method is at an early stage to be applied. However KAS is working to implement as much as possible the new approaches in the data collection process. Recently, KAS has an agreement with the World Bank to carry out surveys using tablets and the Survey Solutions software. Then this is going to be implement also in other survey to be carried out by KAS in the future

**Improvement action 11.1, Modernization of data collection (more electronic devices to be used on data collection)**

- The use of advanced data collection systems such as the CAPI and CAWI method, and the establishment of further systems for data exchange between KAS and other governmental institutions.

In the next coming years:

- The ICT Survey will be carried out through the CAPI method. (Q2/2019)
- LFS through the CATI method by combining CAPI & CATI, ( in the future) (2022)
- Use of CAPI (Personal Computer Interview) and CAWI (Personal Interview with Web Application). CAWI Q1/2018 , CAPI Q3/2018
- KAS has an agreement with the World Bank to carry out surveys using tablets and the Survey Solutions software. The same platform will be used in other statistical domain. Web-based data collection has been established for tourism statistics and will be extended for other surveys such as environment statistics. Web-based data collection will preserve confidentiality, reduce the form filling burden, and increase the efficiency of the statistical processes. The use of the internet could be further enhanced if all business data collection were processed through a common web site. Cooperation in the development of a data collection system and online questionnaires with other NSIs may be feasible. All these measures would increase the cost-effectiveness of data collection and the production of higher quality statistics including timeliness.

**Timeline:**

continuously till 2022

**12. The Kosovo Agency of Statistics should engage in the development of modules of the Generic Statistical Business Process Model (GSBPM) in order to increase the cost-effectiveness of the statistical processes and to enhance the quality of the statistical products. (European statistics Code of Practice, indicators 8.1-8.8.)**

**Current situation:**

KAS have taken several steps in order to modernise the statistical processes in the organisation. These steps are related at the planning cycle and monitoring the statistical process within a given period of time. In addition KAS has implemented the SIPK (System for recording time spent on each activity by employees) system, where are distributed all the GSBPM phases in order to harmonise the statistical processes. This has shown cost effectiveness in statistical processes by applying common approach on the level of organisation. However KAS is taking as value added the recommendation from the Peer team and will do the best.

**Improvement action 12.1, Starting to implement the Generic Statistical Business Process Model (GSBPM)**

Regarding this recommendation in order to increase the cost-effectiveness of the whole statistical processes and naturally to enhance the quality of outputs. KAS will be focusing on using the elements of GSBPM on :

- Development of a harmonized methodology for editing and imputation (Q4/2020);
- Integrating data and metadata standards, as a template for process documentation, for harmonising statistical computing infrastructures, and for providing a framework for process quality assessment and improvement. Q1/2021
- Phase 5 Processes: focuses will be on Sub processes 5.3- Review and validate, 5.4 Edit and impute; 5.5 Derive new variables and units; Q2/2021
- Phase 6 Analyse: 6.1 Prepare draft outputs; 6.2 Validate outputs; Q4/2022
- Phase 8 Evaluate: 8.1 Gather evaluation inputs; 8.2 Conduct evaluations and 8.3 agree an action plan as a feedback on improvement for the next stage. Q4/2022

**Timeline:**

Continuously till 2022

***STRENGTHEN RELATIONS WITH THE USERS ( RECOMMENDATIONS 13-14)***

**13. The Kosovo Agency of Statistics should strengthen relations with users on the basis of subject-matter working groups to understand better the needs of users and to get feedback about their experiences with statistical products. (European statistics Code of Practice, indicator 11.1.)**

**Current situation:**

KAS is producing statistics in order to meet the user's needs. Therefore this part is the most important dimension on KAS strategic and

yearly programme. Except the mechanism at the institutional level (for instance Statistical Council) as well at the level of subject matter are established working group to discuss methodology and methods applied in the official production statistics.

Right now, KAS has established working groups at the subject-matter level. For example, in the area of economic statistics, user groups are active in national accounts, government finance, energy statistics, tourism statistics, external trade statistics, manufacturing statistics, and statistical business register and agriculture statistics.

### **Improvement action 13.1, Establish target groups**

As it is mentioned above (by amendment of the Law on Official Statistics) KAS will establish other advisory bodies in terms of consultation, harmonisation and most importantly to get input from the user side in order to improve the quality of statistical products and covering the statistics that could have effect on KAS priorities by new requirements shown by different target users.

The focus will be on strengthening the cooperation on the existing working groups and establishing new working groups according to the specific thematic on different subject matter.

On economics and national accounts will be a list of target groups, on social statistics will be other target groups as well as in environment statistics will be established target groups. The meetings with target groups will be held systematically in order to get feedback about users' experiences with the KAS statistical products and emerging needs and priorities for the future. KAS consider that the meetings with user groups are a very important mechanism for improvement.

#### **Timeline:**

Q1/2019

**14. The Kosovo Agency of Statistics should develop stronger relations with academia by widening its service of access to data including anonymised micro-data for research purposes, by offering internships to students, and by incurring cooperation in conducting joint analyses. (European statistics Code of Practice, indicators 7.7 and 15.4.)**

#### **Current situation:**

KAS right now has just cooperation with universities on the subject matter level based on the data needs from their side. Among others, KAS offers access to some of its micro-data in a safe environment for researchers. However the intention of KAS is to strengthen the relation at the Institutional level in order to involve the academic institutions much more in statistics, both by academic staff to be involved in analysis together with KAS staff and by KAS staff to have possibilities to show the practical issues on producing statistics to the students.

**Improvement action 14.1, stronger relation to academia**

- Signing a MoU between KAS and the universities and other research institutions Q1/2019
- Joint analysis in cooperation between KAS and academia Q1/2022
- KAS to offer internships to staff of Academia Q2/2018 and continuously widening access to micro data Q2/2022

**Timeline:**

Continuously till 2022