

The Relevance of Qualitative Testing and Evaluation Methods in the Statistical Production Process

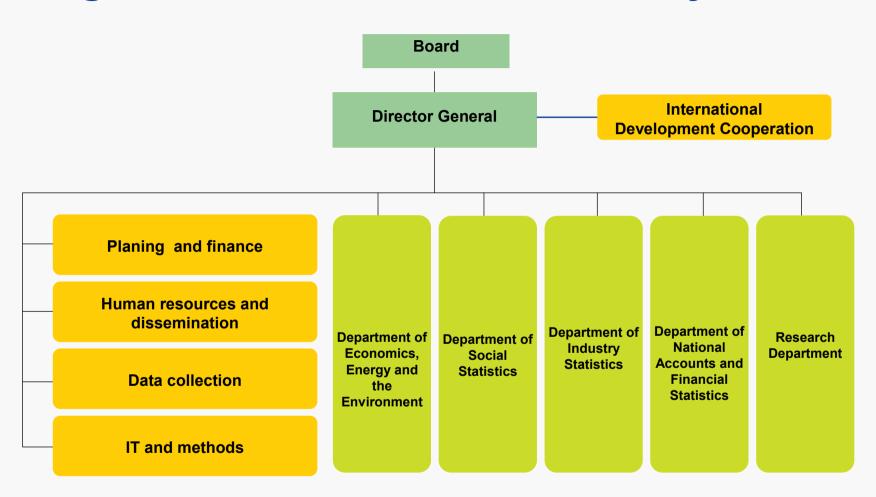
QUEST Workshop, Bergen Norway

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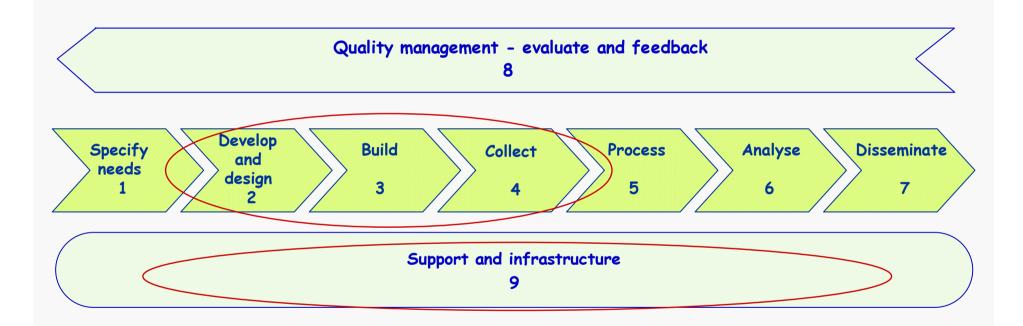


Department for Data Collection

- Established 1.1.2009
- Consisting of 5 divisions + Director's staff of 2 senior advisors
- Division for Statistical Populations
 - 29 employees
- Division for Survey Planning and User Testing
 - 18 employees
- Division for Questionnaire Design and Data Collection
 - 25 employees
- Division for Interviews
 - 17 employees + 200 interviewers
- Division for Data Processing and Support
 - 49 employees



Statistical Business Process Model at Statistics Norway





Need for information

Phase 1. Specify needs

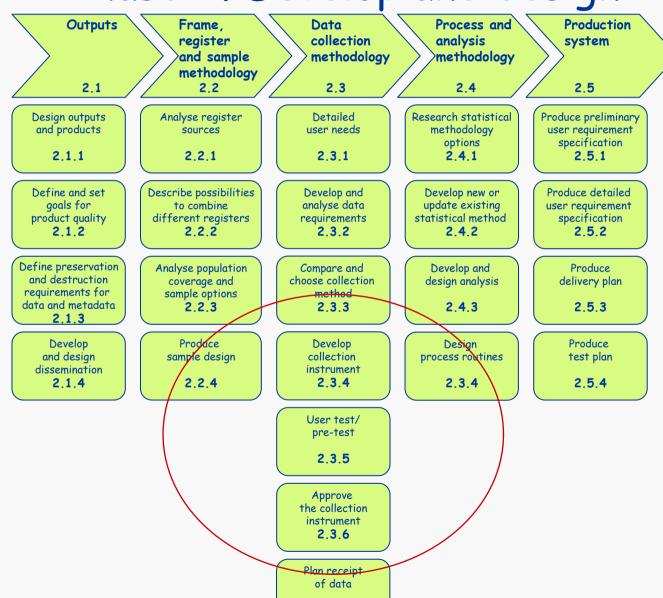
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Determine	Consult and	Establish	Check data	Prepare
need for information	confirm need	output objectives	availability	business
1.1	1.2	1.3	1.4	1.5
Identify need for information	Identify key users 1.2.1	Create conceptual definitions of variables 1.3.1	Determine internal sources of data to meet information need 1.4.1	Make a project description/ work plan 1.5.1
Develop concepts 1.1.2	Specify need in consultation with key users 1.2.2	Create operational definitions of variables 1.3.2	Determine external sources of data to meet information need 1.4.2	Determine the budget and financing 1.5.2
	Confirm need with key users 1.2.3	Create table outlines 1.3.3	Determine availability, suitability and access to data 1.4.3	Approval and kick off 1.5.3
	\		Make an agreement with data providers	
			1.4.4	
			Conduct gap analysis between information need and available data 1.4.5	
			Prepare strategy for collecting missing data 1.4.6	

Approved project/work plan



Approved project/work plan

Phase 2. Develop and design



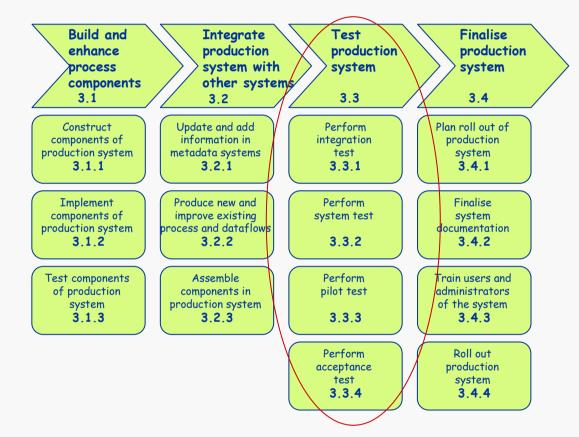
2.3.7

All designs approved



All designs approved

Phase 3. Build



System in production



Strategy 2007





- Statistics portray society
- Research of high quality
- Satisfied users and motivated respondents
- Cooperation to improve statistics
- Quality in every process







Quality at all levels

- Best methods and practice
- Systematic quality assurance of processes and products
- Human resources
- Prepared for change

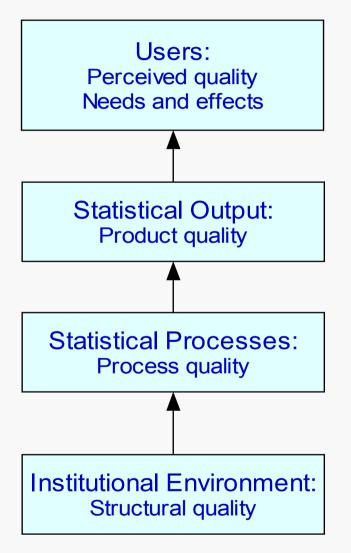
Quality in statistics:

- Relevance
- Accuracy
- Timeliness and punctuality
- Comparability and coherence
- Accessibility and clarity





Model for Total Quality and Code of Practice



The point of departure for systematic quality work is the "user needs"

The users demand "product quality":

- Relevance
- Accuracy and Reliability
- Timeliness and Punctuality
- Coherence and Comparability
- Accessibility and Clarity

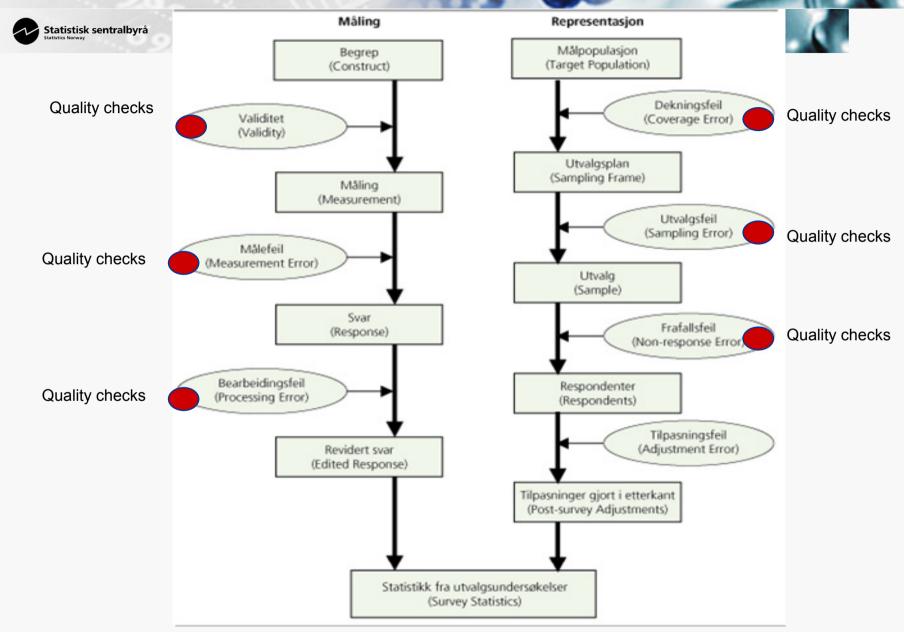
Study of processes is a precondition for improvements:

- Sound Methodology
- Appropriate statistical procedures
- Non-Excessive Burden on Respondents
- Cost effectiveness

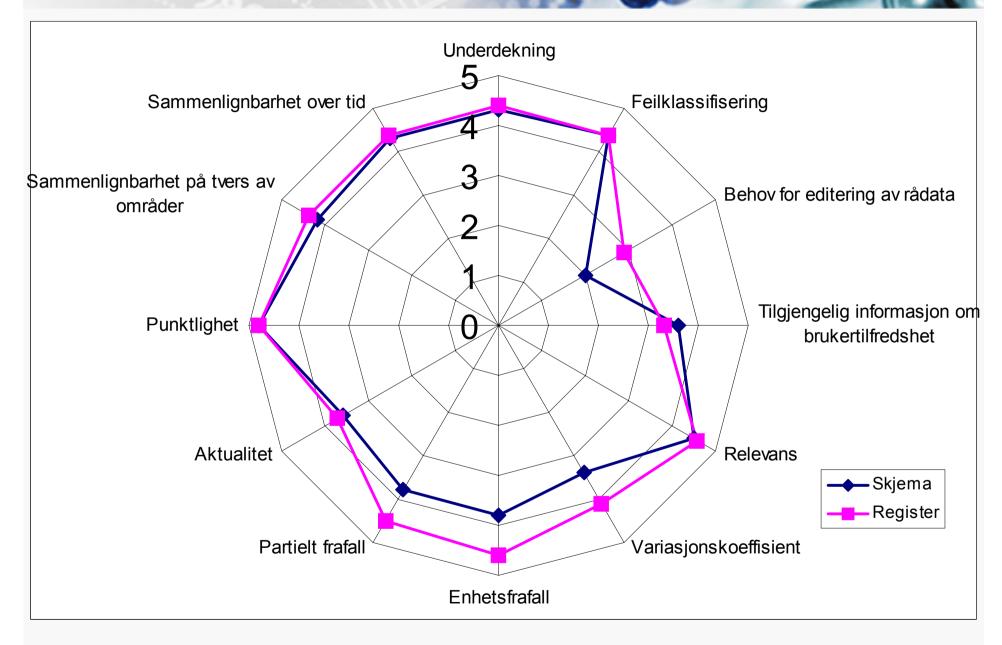
Structural conditions provide a framework:

- Professional Independence
- Mandate for Data Collection
- Adequacy of Resources
- Quality Commitment
- Statistical Confidentiality
- Impartiality and Objectivity











Challenges

- Pressure to reduce costs
 - Design for cost effective data collections
 - Electronic data collection
 - Mix/combination of modes
- Lots of effort put in revision of raw data
 - Improve the quality of survey instruments
 - Seek information about the respondent's motivation and ability to report data
- Need for improvement of actuality
 - Smoother data collection processes
 - More attention to the develop- and design phase



Statistical production process

Specify needs	Develop and design	Build 3	Collect 4	Process 5	Analyse 6	Disseminate 7
Determine need for information 1.1	Outputs 2.1	Build and enhance process components 3.1	Establish frame and registers, select sample 4.1	Classify and code 5.1	Acquire domain intelligence 6.1	Prepare data for dissemination database 7.1
Consult and confirm need 1.2	Frame, register and sample methodology 2.2	Integrate production system with other systems 3.2	Set up collection 4.2	Micro-edit	Produce statistics 6.2	Produce product 7.2
Establish output objectives	Data collection methodology 2.3	Test production system	Run collection	Me -control 5.3	Quality assure statistics 6.3	Release and promote product 7.3
Check data availability 1.4	Process and analysis methodology 2.4	Finalise production system 3.4	Finalise collection 4.4	Impute for partial non-response 5.4	Interpret and explain statistics 6.4	Manage user queries 7.4
Prepare business case	Production system 2.5			Calculate weights and derive variables 5.5	Prepare statistics for dissemination 6.5	
					Finalise content 6.6	