

# **Eight Management Seminar for the Heads of NSOs in Asia and the Pacific**

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## **Communication to Data Suppliers**

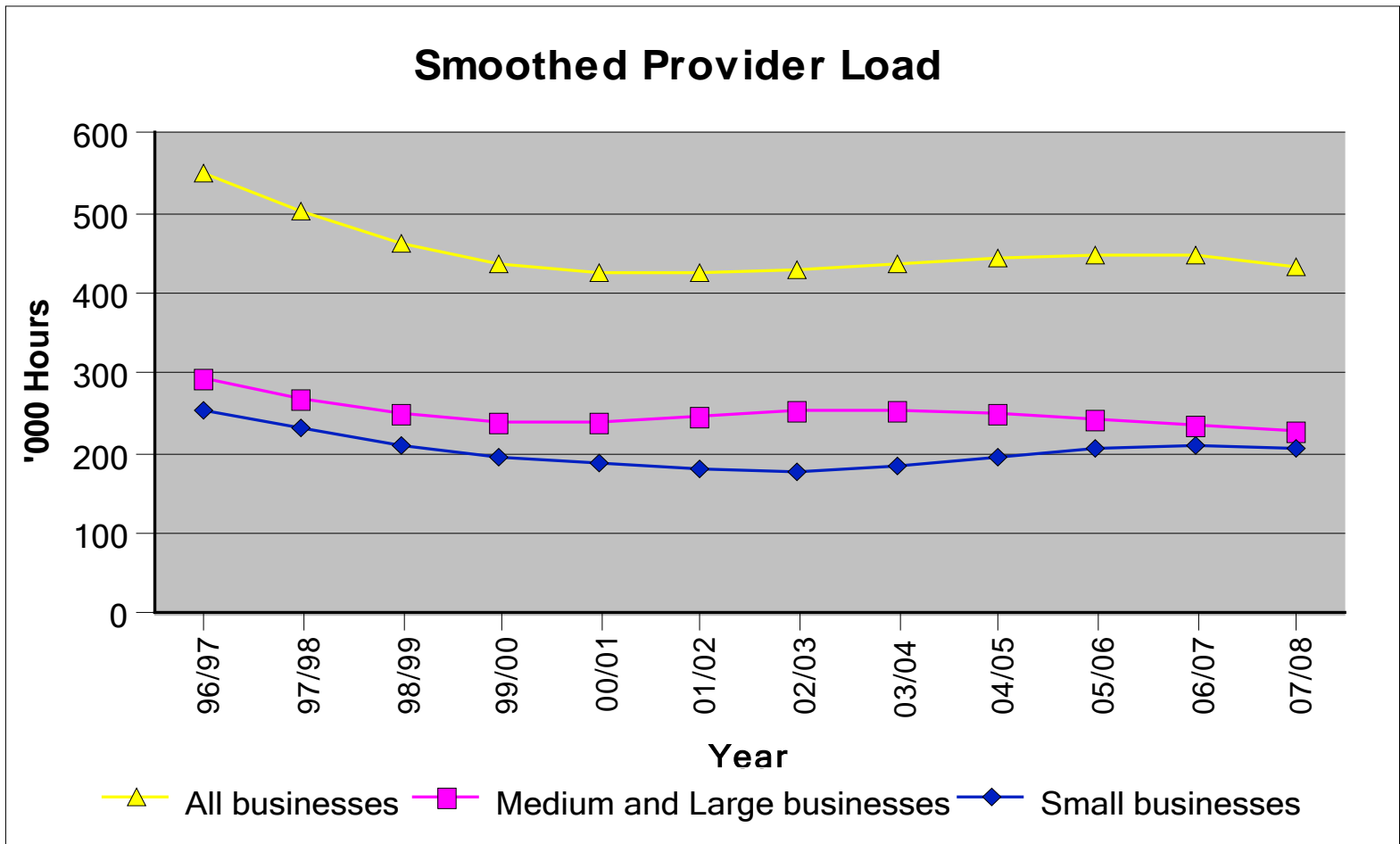
### **Experience of Australia**

**Denis Farrell  
Australian Bureau of Statistics**

# Introduction

- major changes in ABS relationships with data suppliers over the last 10 years
- strategic review and fundamental change in approach adopted by the ABS in 2001-2002
- emphasis on data quality and managing provider load
  - elimination of all censuses except population and agriculture
  - administrative sources being leveraged
  - investment in new methodologies and technologies
- cost considerations driving efficiencies
  - methodological innovation
  - adoption of communication and technological developments in data collection practices

# ABS Business Provider Load



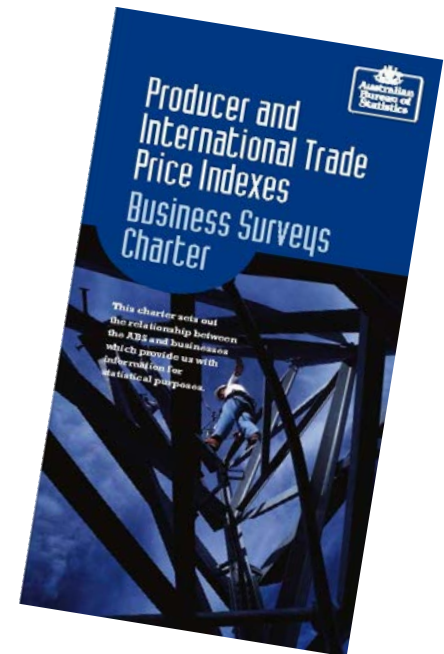
# ABS Data Supply Foundations

- legislation
- parliamentary scrutiny
- stakeholder relationships
- survey charter



# Business Surveys Charter

- what the ABS is, its mission, its legislation, and what it does
- what the provider can expect from the ABS
- data supplier responsibilities
- a commitment by the ABS to minimise costs to data suppliers
- how to contact the ABS, and how to obtain more information about the ABS and its work



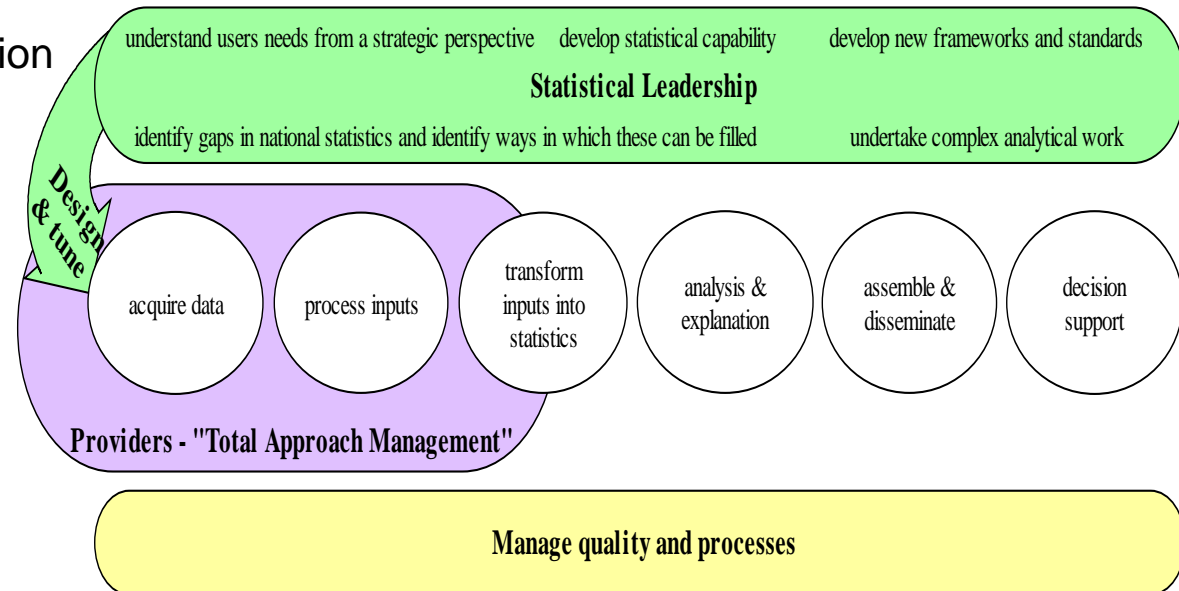
# Strategies for Data Supplier Cooperation

- high quality survey instruments
- extensively tested instruments and explanatory material
- mail and telephone based follow-up (or response chasing) to encourage the cooperation of data suppliers
- call centre based assistance for the completion of forms
- capacity for suppliers to negotiate flexible response timing that best suits their business or household circumstances
- opportunity for small businesses to seek exemption from a survey
- provision of results from participated surveys where requested

# Traditional ABS Approach

Each business statistics area was responsible for all elements of

- development
- despatch
- collection
- processing
- analysis and
- output preparation



# Disadvantages of Traditional Approach

- dispersion of responsibility
- methodologies and systems were often based on local knowledge and traditional methods
- technology was used in specialised ways
- integration of information from different sources was difficult
- data suppliers were treated as individual suppliers for individual collections



# Business Statistics Innovation Program

## Opportunities

- organisational change – functional specialisation
- technological, communications and methodological developments
- increased access to administrative data, particularly taxation data
- availability of a comprehensive business number and register
- desire to reduce response burden
- increased capacity to do analytical and other "subject matter" work
- increased coherence across statistical collections
- continually improve productivity to meet rising costs

# New Arrangements

- Economic Statistics Data Centre (ESDC)
  - a centre for sample selection, despatch, collection, data capture, follow-up functions for all business collections
- Business Statistics Centres (BSCs)
  - survey development, editing data and the production of regular ABS outputs
- National Statistics Centres (NSCs)
  - statistical leadership in a field of statistics, focusing on the future
  - expert in matters of policy and developments in their field
  - close links with relevant stakeholders
  - influence matters affecting statistics within and outside the ABS
  - undertake complex analytical work and
  - contribute to statistics in the national and international contexts

# Key methodological and technological developments

- development of systems and processes that allowed easier use of both survey data and administrative data (particularly taxation data)
- adoption of centralised optical character reading capabilities to cover all business collections and expansion of its functions to include imaging, automated repair and automated coding
- adoption of methodologies based on significance for prioritising editing and follow-up
- adoption of new estimation systems (eg generalised regression and automated imputation for partial non-response)
- expansion of collection options to include electronic & telephone data reporting

# Key methodological and technological developments

- rationalisation of administrative data acquisition processes & systems
- development of systematic quality assessment and assurance strategies for administrative data
- establishment of an Input Data Warehouse (IDW) that enables central warehouse storage and management of input data, analysis of business processes, analysis of final micro-level datasets, and an on-line amendment facility
- introduction of a provider management framework to support improved management of and relations with our data providers

# Improved Processes

- integration of telephone and computer systems
- standardisation of correspondence with data suppliers
- creation and implementation of the Provider Information Management System (PIMS)
  - which established a single source of information and record of all contact made with individual data suppliers
- use of operations research techniques to develop best practice methods of contacting clients based on past experience

# Administrative Data Objectives

- minimise respondent burden
- minimise the costs of direct collection of information from data suppliers
- provide a source of data to construct registers
- provide a source of data to support efficient sample selection
- provide a source of information to support estimation, imputation, editing and data confrontation processes

# Administrative Data Examples

- taxation data for
  - Business Register
  - benchmarks for ABS surveys and
  - income measures for national accounts
- international trade data from customs
- building approvals to monitor construction activity
- motor vehicle sales for new motor vehicles
- data on financial institutions and financial flows from the Reserve Bank and the Prudential Regulation Authority

# Current Initiatives

- integration of business surveys
- use of administrative data wherever possible
- use of modelling to extend the usefulness of collected and administrative data, and
- the adoption of e-reporting by businesses



- Questions