

Statistical Office of the Republic of Serbia

Results of the User satisfaction survey, 2023

Survey period: June 15 – July 15.2023

Division of communication and information
October 2023.

Introduction

By adopting the European Statistics Code of Practice (Code), the Statistical Office of the Republic of Serbia (SORS) committed to a comprehensive approach to high-quality statistics. The Code is based on a common definition of quality in statistics across the European Statistical System (ESS), ranging from governance and institutional issues to the production processes and dissemination of statistics. Principle 11 of the Code - indicator 3, states that user satisfaction "should be regularly and systematically monitored".

The goal of the User Satisfaction Survey is to obtain information about the needs of users, their satisfaction with data and services, as well as to obtain information about the quality of data and services. RZS conducts general User Satisfaction Survey every second year (the previous Survey was conducted in October 2021). In addition to this Survey, SORS continuously analyses user requests, media publications and web analytics.

This year, in the period from June 15 to July 15, SORS conducted this survey for the seventh time.

The questionnaire consisted of the following segments:

1. General aspect of data access and use
2. Quality of statistical data
3. Dissemination
4. Communication with users and satisfaction with the work of SORS and
5. Information about Survey participants.

The Survey was conducted through a web survey in Serbian and English. The news about conducting the Survey was posted on the website and on social networks Twitter and Instagram. Registered users were sent an email inviting them to participate in the Survey.

543 users participated in the Survey; compared to the Survey conducted in 2021 (when 484 users participated), the number of participants increased by 59, i.e. by 12%.

The comparison of the data with the data from the 2021 survey is given for those questions that remained the same in both surveys.

The results of this Survey are very important in formulating decisions that will ensure the successful implementation of the customer satisfaction strategy. Based on the results of the Survey, SORS will work on improving quality, dissemination and communication in order to increase the level of user satisfaction.

Content

Introduction	3
1. Socio-economic structure of the Survey participants.....	7
2. Data use	10
3. Quality of statistical data and services	14
4. Dissemination	24
5. Communication and work of SORS	28
6. User comments and suggestions	30

1. Socio-economic structure of the Survey participants

543 users participated in the Survey, of which 508 users were from the Republic of Serbia and 35 from abroad. Of the foreign users, 15 are from the region, of which six are from Bosnia and Herzegovina, four are from Croatia, three are from Montenegro and two users are from Macedonia. Almost half of the users from the Republic of Serbia are from the Belgrade region (47%), followed by users from Vojvodina Region (25%), then from Region of Šumadija and Western Serbia (15%) and from the Region of South and Eastern Serbia (13%).

Based on data on the age and gender of the participants in the Survey, as well as in the previous Survey, the largest number of users (33%) belongs to 40-49 age group.

The gender structure has changed significantly and this Survey shows approximately the same number of users of the female and male population, while in the previous Survey that number differed by more than 23 p. p. in favour of women.

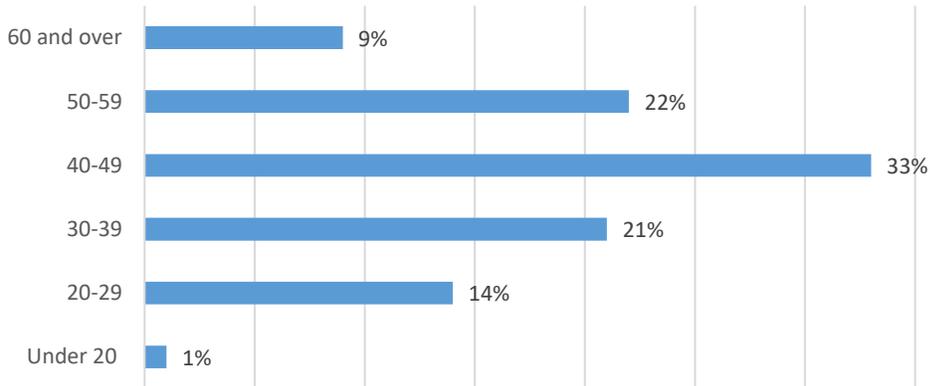
Highly educated users are still the most numerous (85%), although in this Survey, the number of users with secondary education has almost doubled (in contrast to the previous one, when there were 8% of such users).

Looking at the structure of users based on working status, the largest number of users are employed for indefinite time period (81%). The number of pensioners has increased from 2.5% to 7%, as well as the number of students/pupils - from 3.7% to 7%.

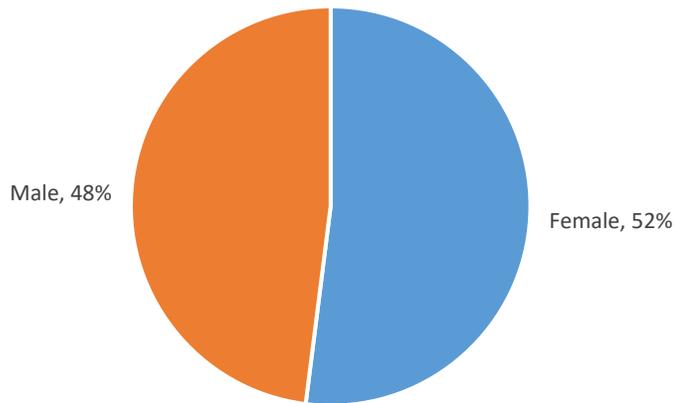
Based on data on user groups, business entities make up the largest user group with the same percentage as in the previous survey (27%), followed by users who belong to bodies/organizations of public administration and local self-government with a total of 29%. A total decrease of 10 p.p. is observed for these two user groups. p. The number of media (printed and electronic) increased from only 3.7% in the previous Survey to 8% in this one. International organizations record the same percentage (3%), while organizations/chambers/associations record a slight growth of about 2p.p. A large percentage of respondents (25%) as in the previous Survey (20%) selected the option *other*, stating that they are entrepreneurs, businessmen, farmers, self-employed, pensioners engaged under a contract, employees under a contract on temporary and occasional basis, court experts and volunteers.

Observing the field of work of the employed users, as in the previous Survey, it is apparent that the largest number of users work in the field of education, science, innovation - 19%, followed by public administration and local self-government with 13%, information and communication with 10% and trade with 9%.

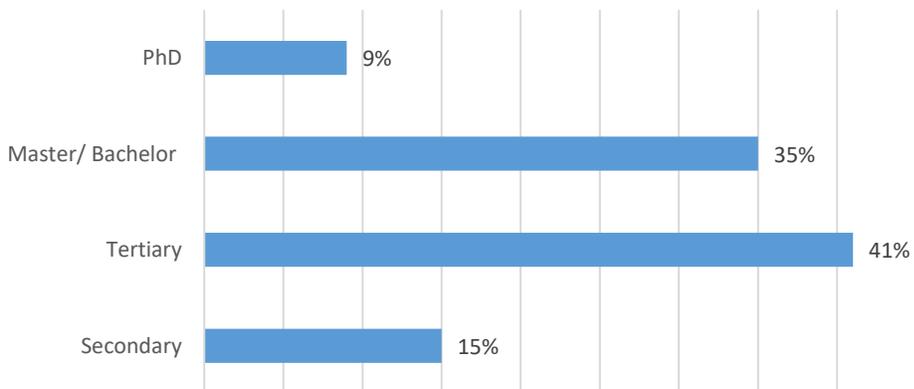
1.1. Age group



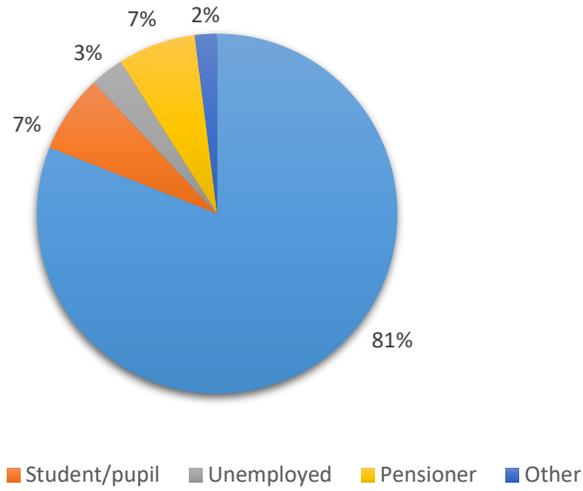
1.2. Sex



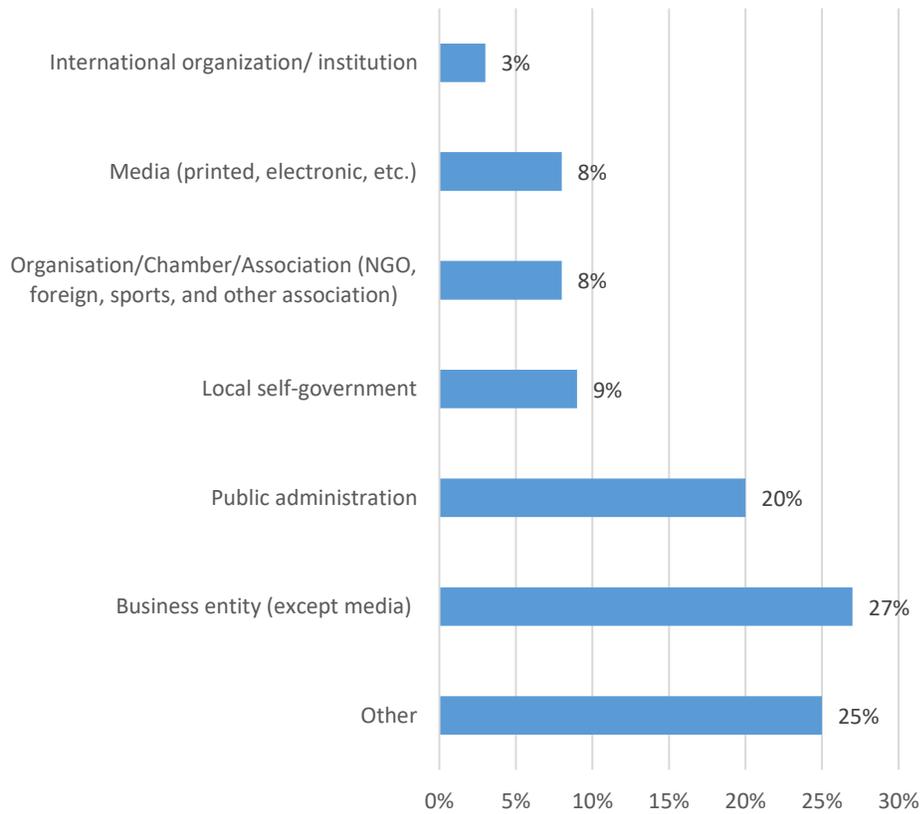
1.3. Highest level of school completed



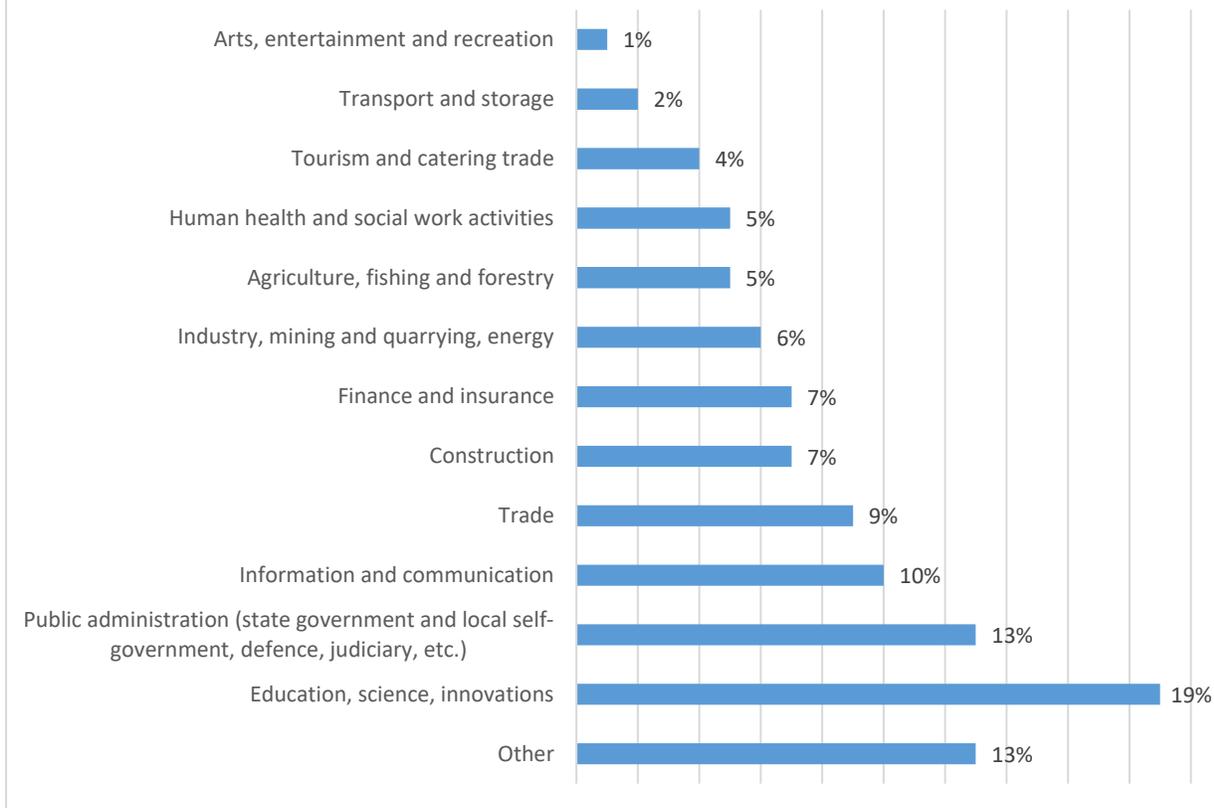
1.4. Working status



1.5. User group



1.6. Working area



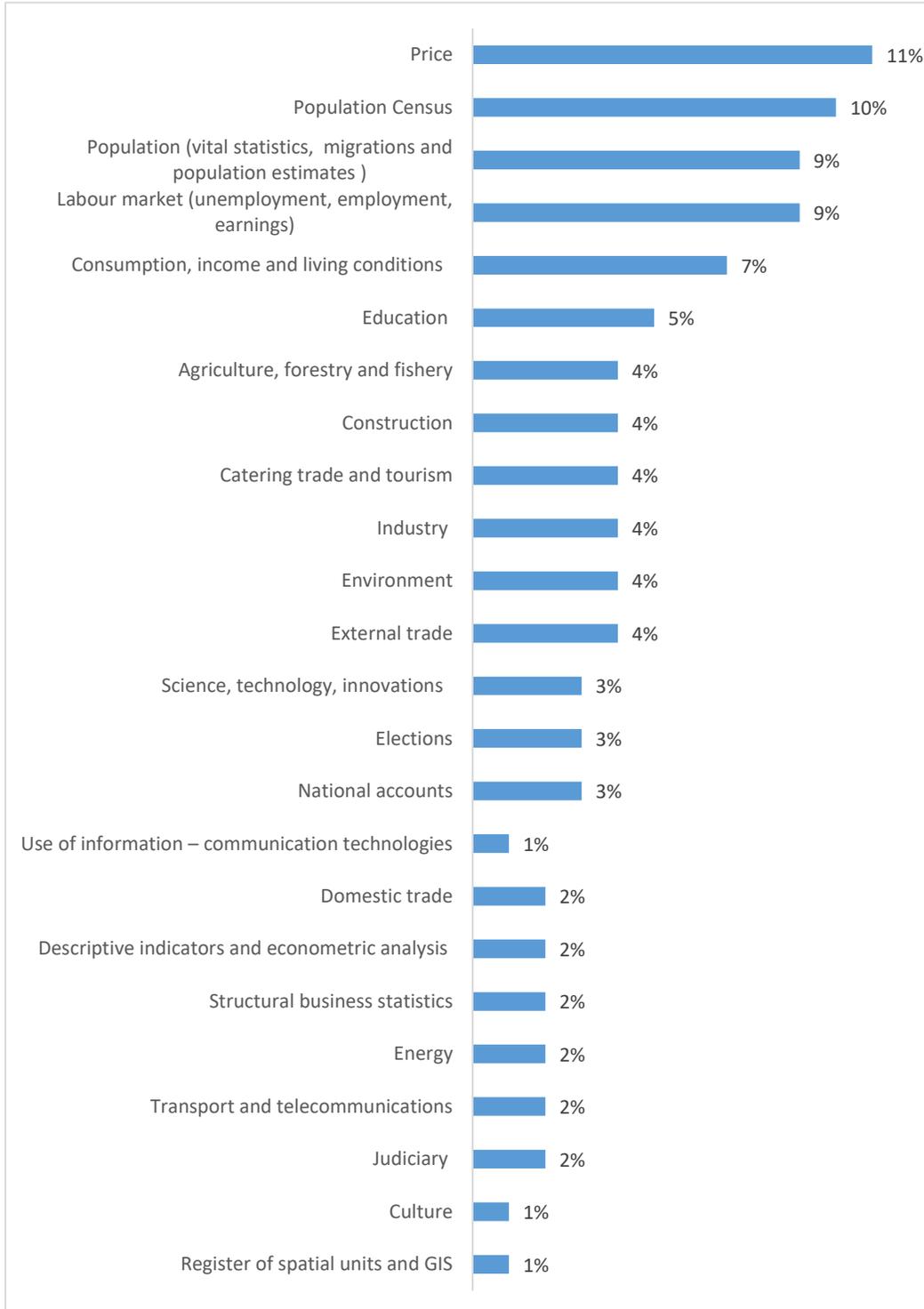
2. Data use

Based on the results of the Survey, the highest percentage of data use refers to Price Statistics data - 11%, followed by data from Census of Population, Households and Dwellings with 10%, then the data of Population Statistics and Labor Market Statistics - 9% each. 7% use data from Statistics of Consumption, Income and Living Conditions, and 5% use Statistics of Education. These six statistical areas make up 51% of the most frequently used data, the rest of 49% is distributed among the other 18 statistical areas.

Social conditions in the country often affect the use of statistical data, so the increase in inflation from the second half of 2021 has increased the need of users for Price Statistics data. With the implementation of the Census in 2022 and the continuous publication of data during 2023, the increased interest of users in these data can be observed. In this Survey, unlike the previous one, the Census of Population, Households and Dwellings and Population Statistics are separated into two statistical areas. Census data, together with vital statistics data, accounted for 12.7% of the most frequently used data in the previous Survey.

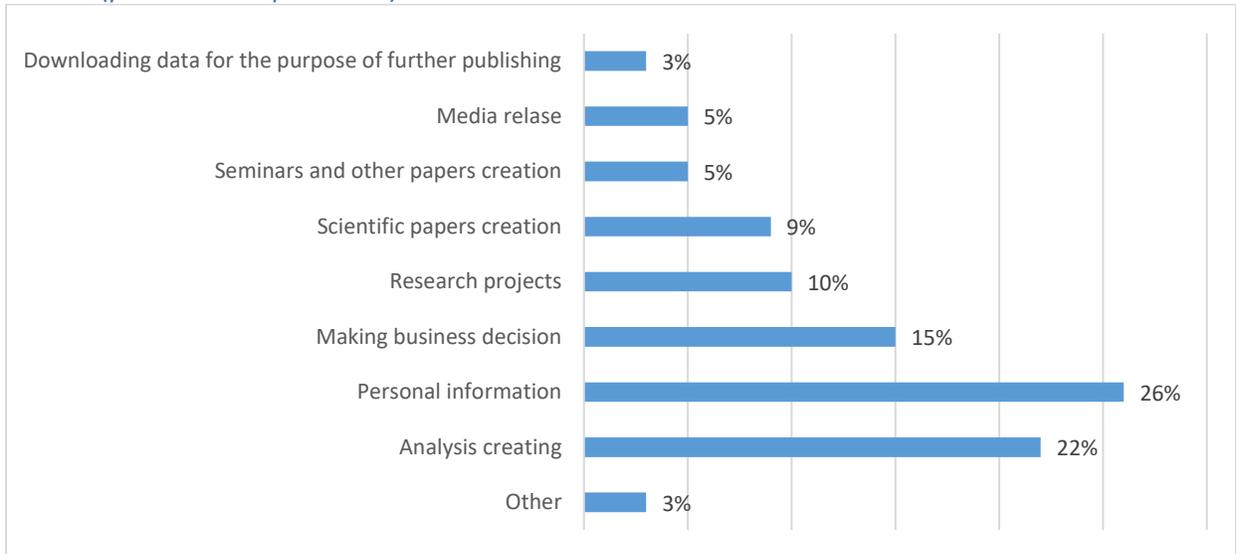
Labour market statistics and consumption, income and living conditions statistics, which in the previous Survey recorded 10% and 6% of the most frequently used data, record a standard higher percentage compared to other statistical areas. The use of Education Statistics data fell by 2p.p., and Agricultural Statistics by p.p. in relation to the previous Survey.

2.1. From which statistical areas do you use data the most frequently?
(possible multiple choice)



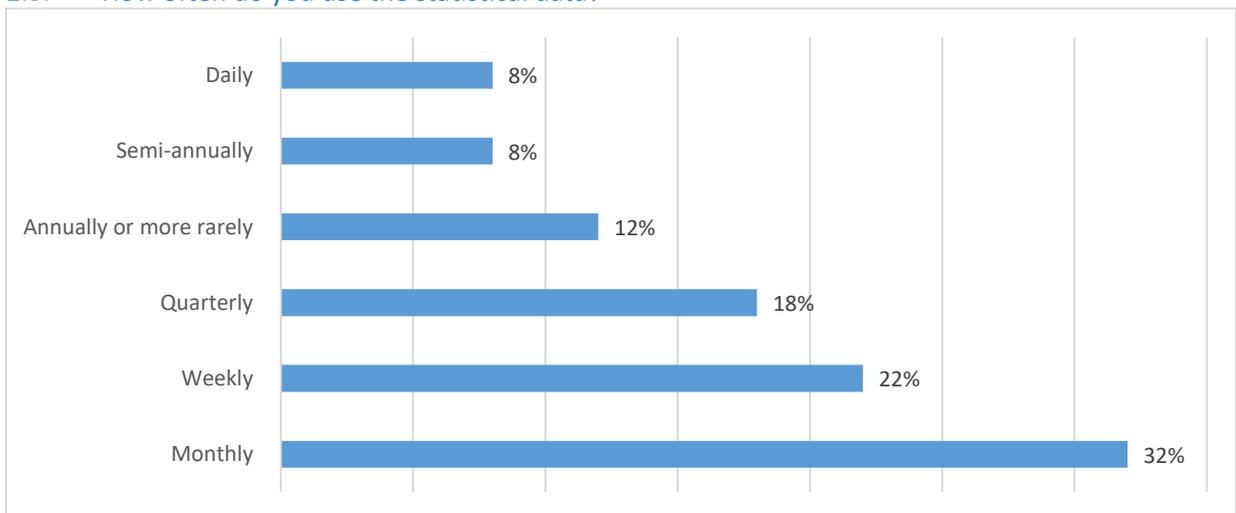
The purpose of data use is mostly personal information (26%) and is higher than the previous Survey by 7 p. p, followed by the creation of analyses (22%), which also recorded a growth of more than 5 p. p. Making business decisions is on the third place (15%), followed by research projects (10%) and the creation of scientific papers (9%). Data for the preparation of seminar and other papers and media publication is used by 5% of the respondents, and data for further publication is downloaded by 3% of the respondents. Participants in the Survey in the option *other* state that they use statistical data, among other things, for the needs of court expert opinions and public procurement.

2.2. For what purpose do you use the statistical data?
(possible multiple choice)



The dynamics of data usage is mostly monthly (32%), 22% of users use data on a weekly basis, while 8% use it on a daily basis, which means that more than 62% of users have a need to use data on monthly, weekly and daily basis, presenting increase of 7 p. p. in relation to previous Survey.

2.3. How often do you use the statistical data?

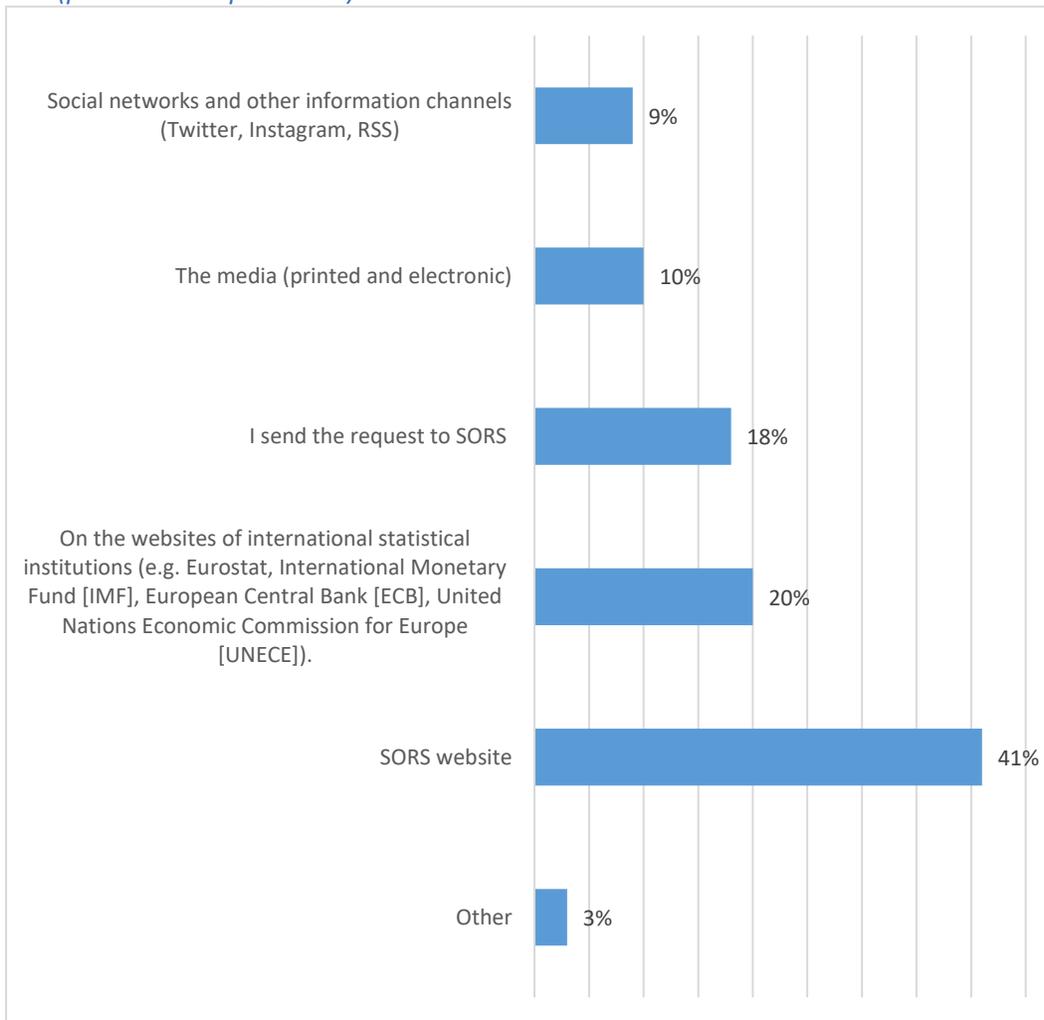


The most common way users get statistical data is using SORS website (41%) and it is less by almost 15 p. p. in relation to previous Survey. Websites of international statistical organizations are used by 19% of respondents and it is a new modality that we used for the first time in this survey. The third way in which

users get data is by sending requests to SORS (18%), which recorded a slight growth of 1.2 p. p. in relation to previous Survey. 19% of the participants in the Survey get statistical data through all types of media - 10% of them use printed and electronic media, and 9% use social networks. Access to data through the media (printed and electronic) decreased by slightly more than 3p.p., and through social networks it increased by about 1p. p.

As other sources through which they get the requested data, users mention: Portal of open data, Wikipedia, National Bank and databases of scientific works.

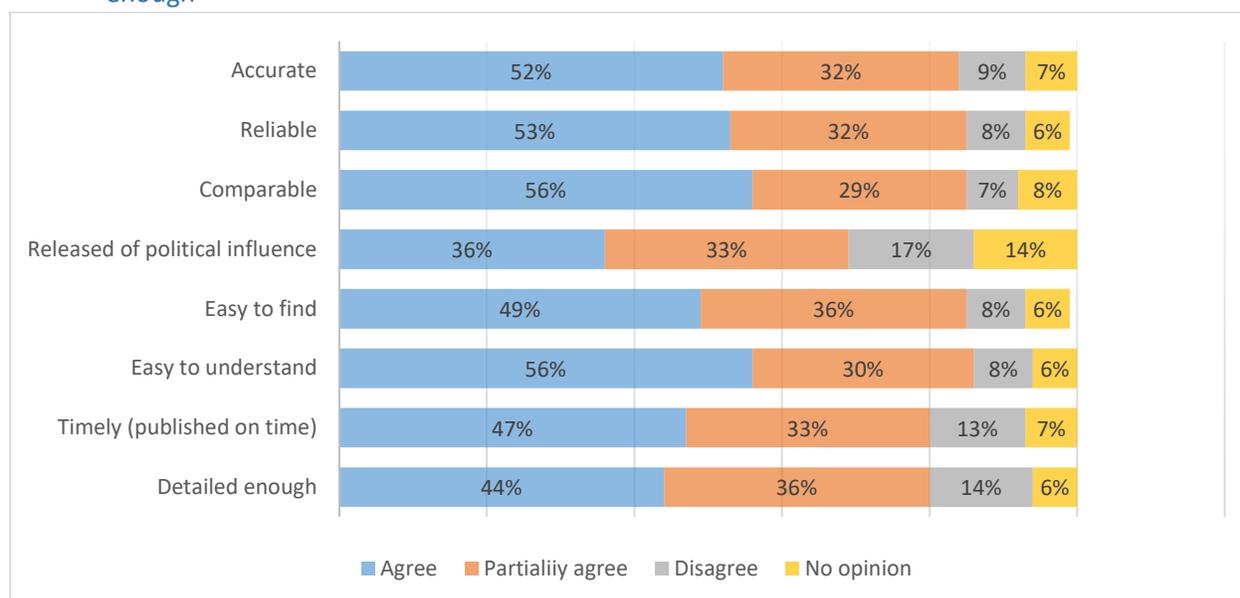
2.4. How do you acquire statistical data the most frequently?
(possible multiple choice)



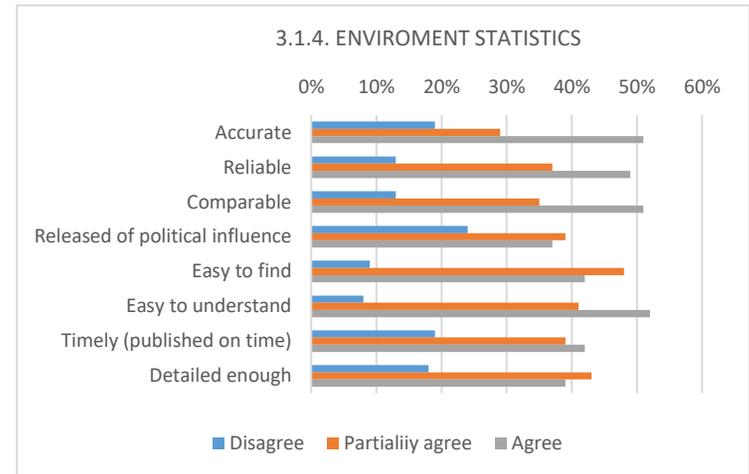
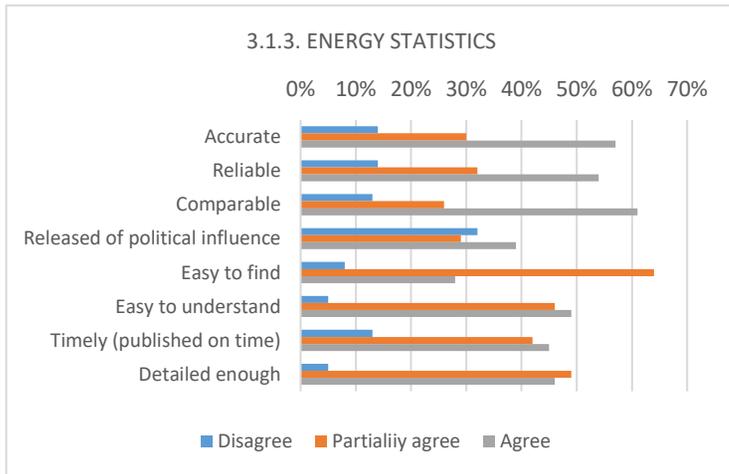
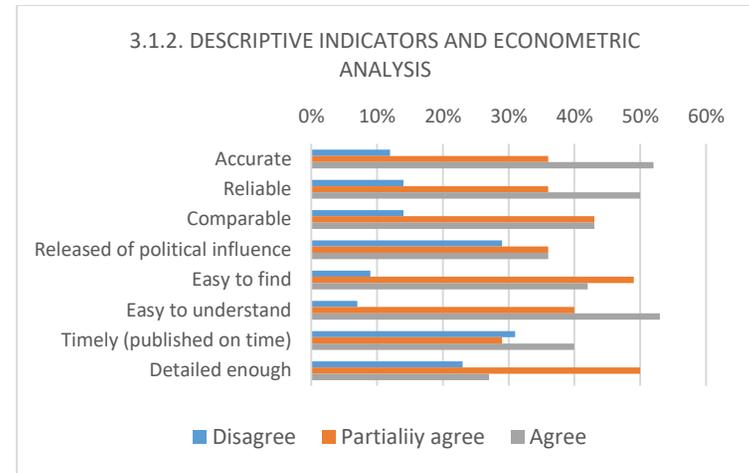
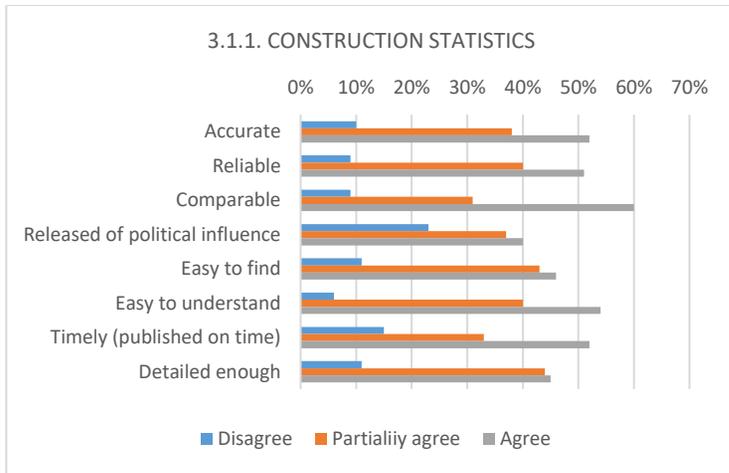
3. Quality of statistical data and services

More than 50% of users believe that the statistics produced by SORS are accurate (52%), reliable (53%), comparable (56%), easy to understand (56%), while the percentage of those who expressed agreement regarding availability, timeliness and details are slightly lower and ranges from 44% to 49%. In contrast to the previous survey, the percentage of users who agree with the view that the statistics produced by SORS are released of political influence decreased by 6 p. p. and now amounts to 36%.

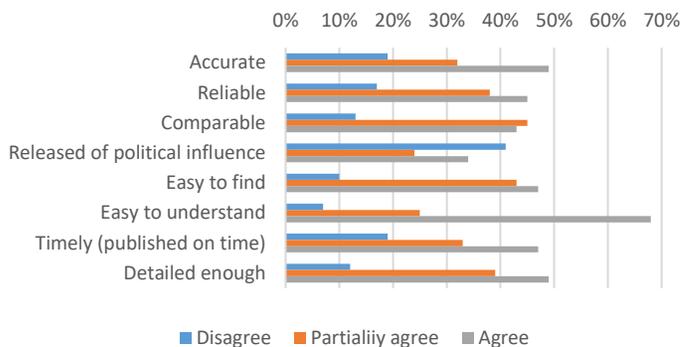
3.1. To what extent do you agree that the statistical produced by SORS: accurate, reliable, comparable, released of political influence, easy to find, easy to understand, timely and detailed enough



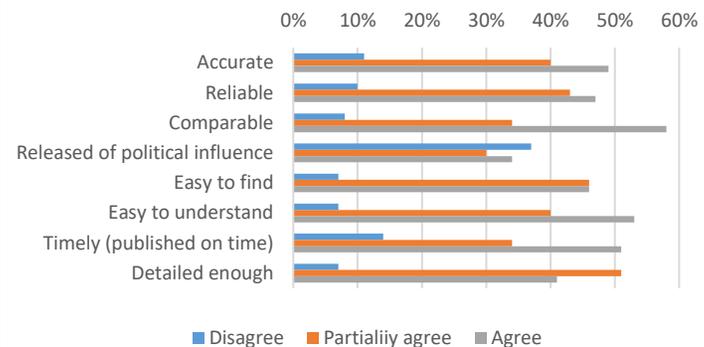
By crossing the data obtained in the question: *From which statistical areas do you most often use data* and *To what extent do you agree that the statistics produced by RZS are: accurate, reliable, comparable, released of political influence, easy to find, easy to understand, timely and detailed enough* - obtained is the following information displayed in graphs, by statistical area.



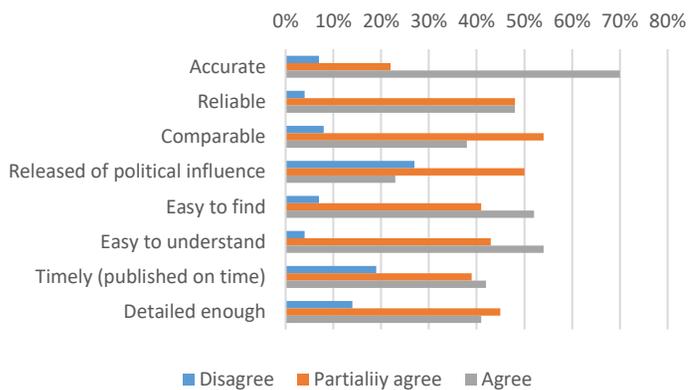
3.1.5. ELECTIONS STATISTICS



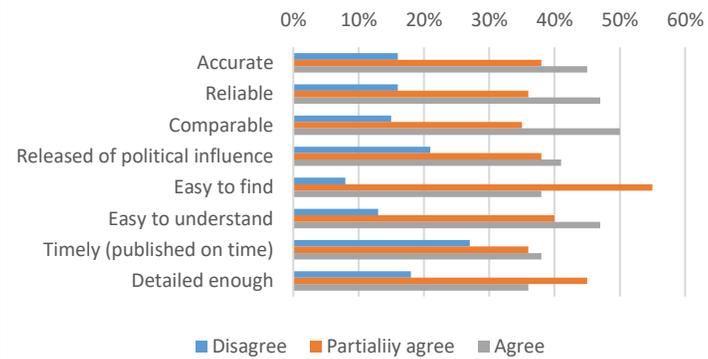
3.1.6. INDUSTRY STATISTICS



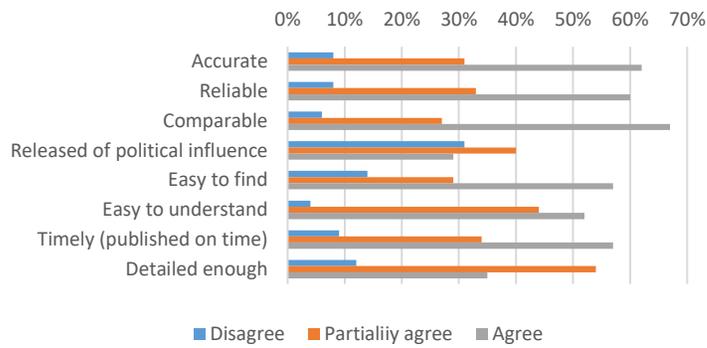
3.1.7. CULTURE STATISTICS



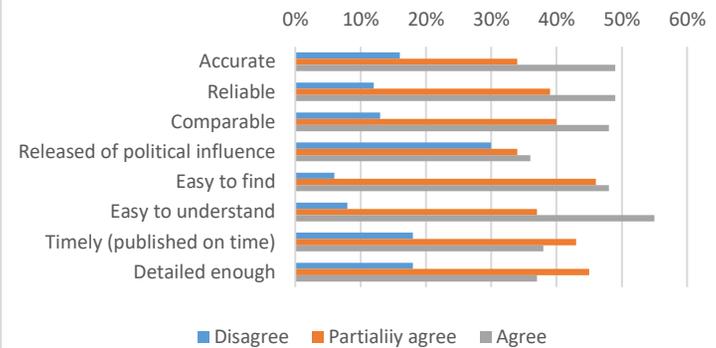
3.1.8. SCIENCE, TECHNOLOGY, INNOVATIONS STATISTICS



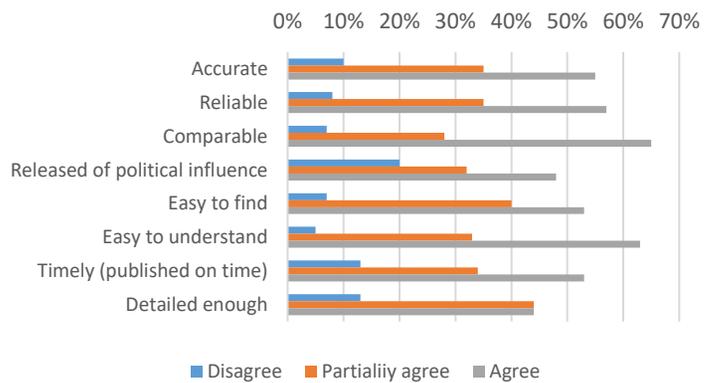
3.1.9. NATIONAL ACCOUNT STATISTICS



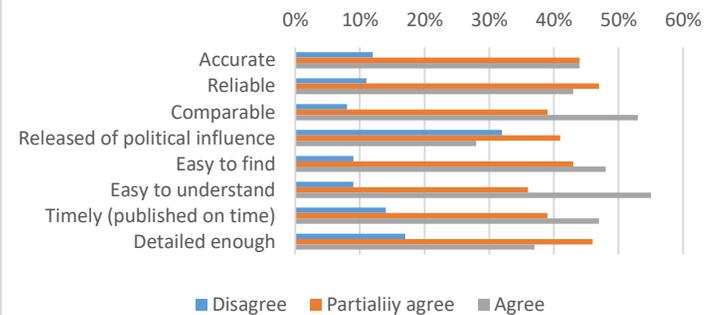
3.1.10. EDUCATION STATISTICS

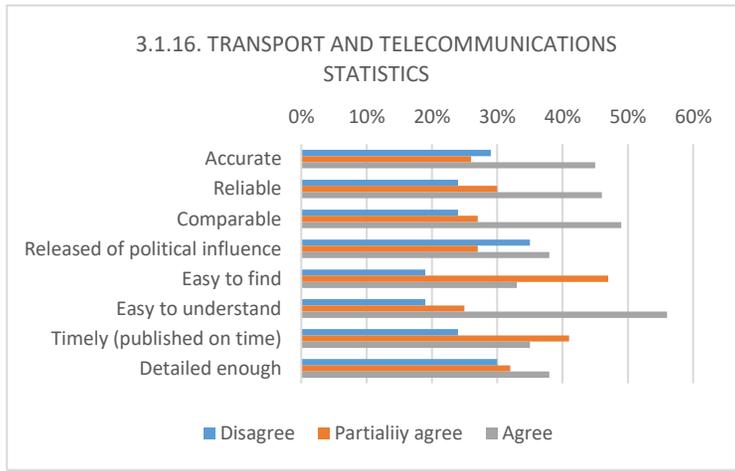
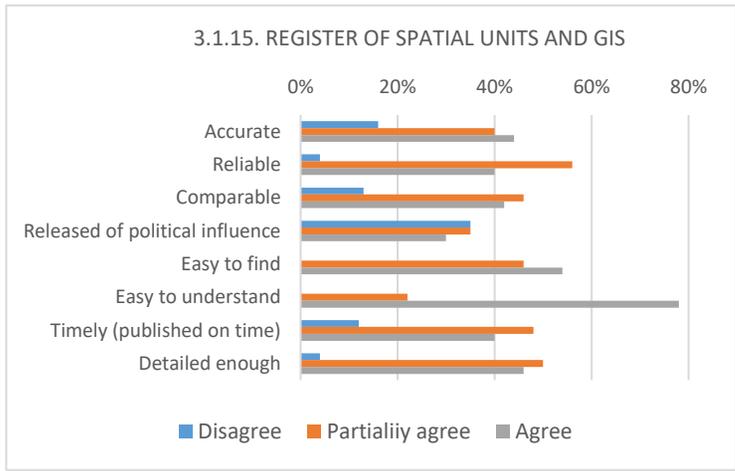
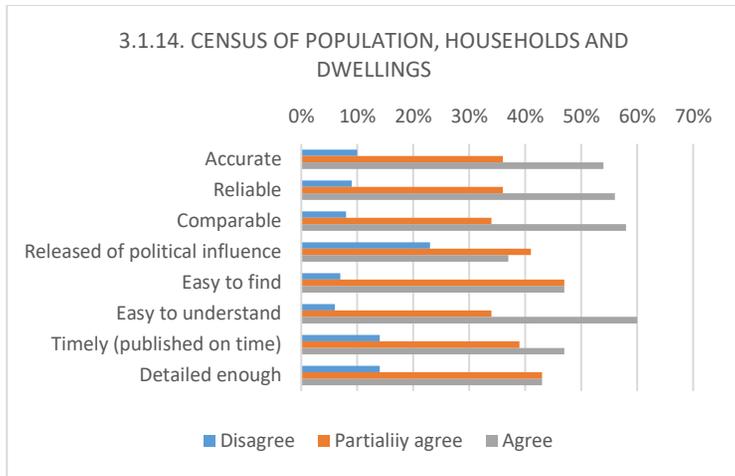
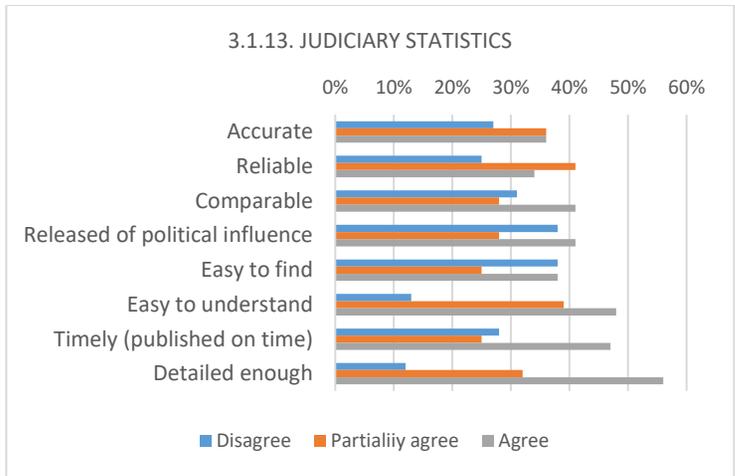


3.1.11. AGRICULTURE, FORESTRY AND FISHERY STATISTICS

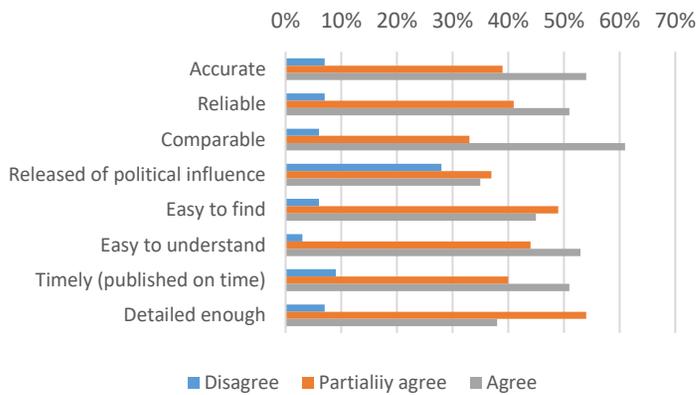


3.1.12. CONSUMPTION, INCOME AND LIVING CONDITIONS STATISTICS

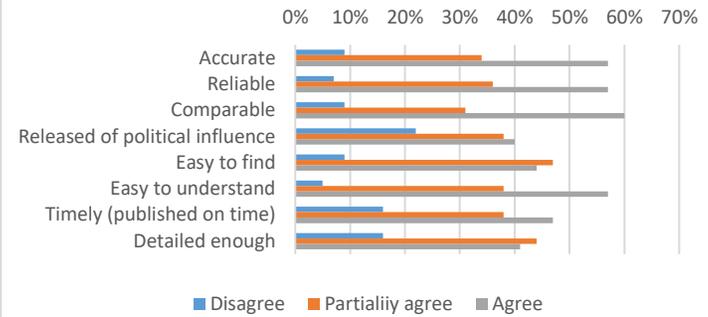




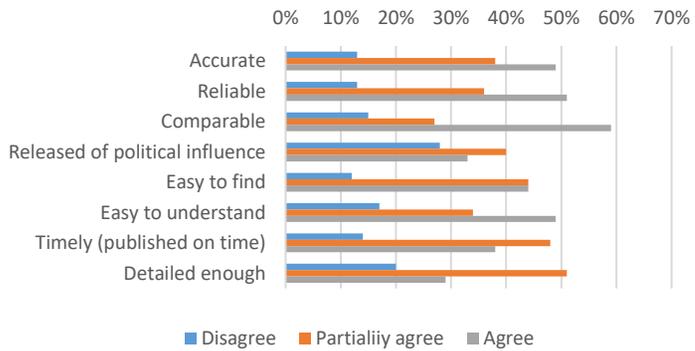
3.1.17. EXTERANAL TRADE STATISTICS



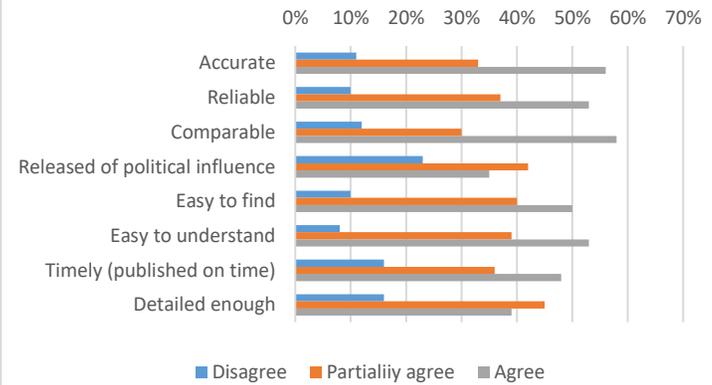
3.1.18. POPULATION STATISTICS (vital statistics, migrations and population estimates)



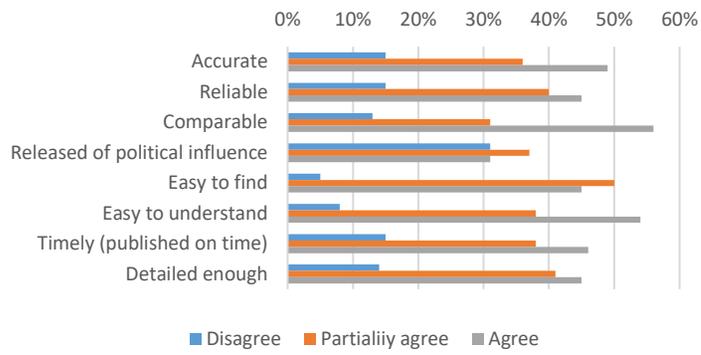
3.1.19. STRUCTURAL BUSINESS STATISTICS



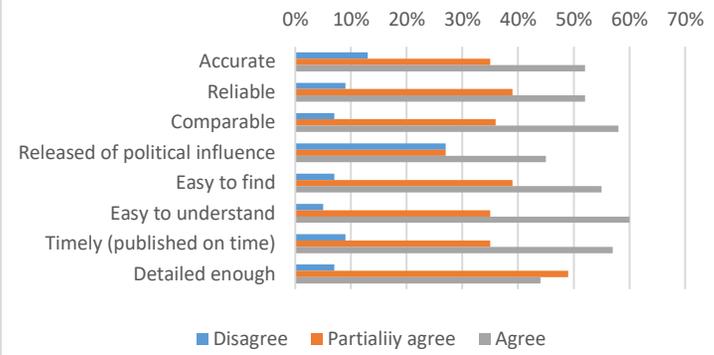
3.1.20. LABURE MARKET STATISTICS



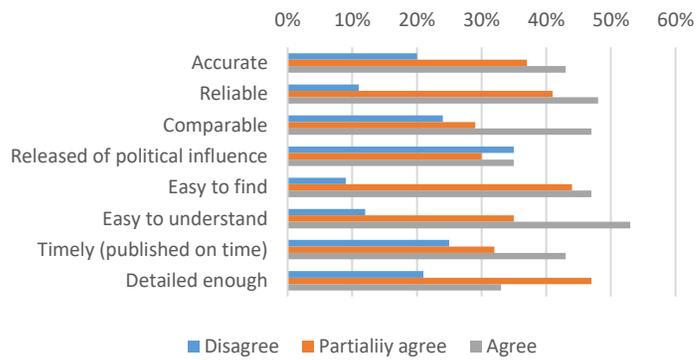
3.1.21. STATISTICS OF CATERING TRADE AND TOURISAM



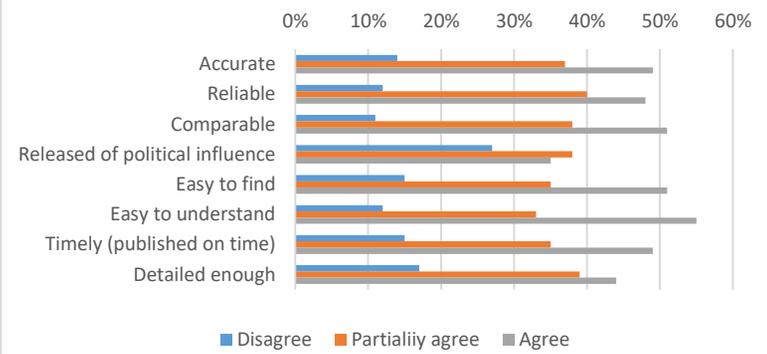
3.1.22. DOMESTIC TRADE STATISTICS



3.1.23. USE OF INFORMATION-COMMUNICATION TECHNOLOGIES

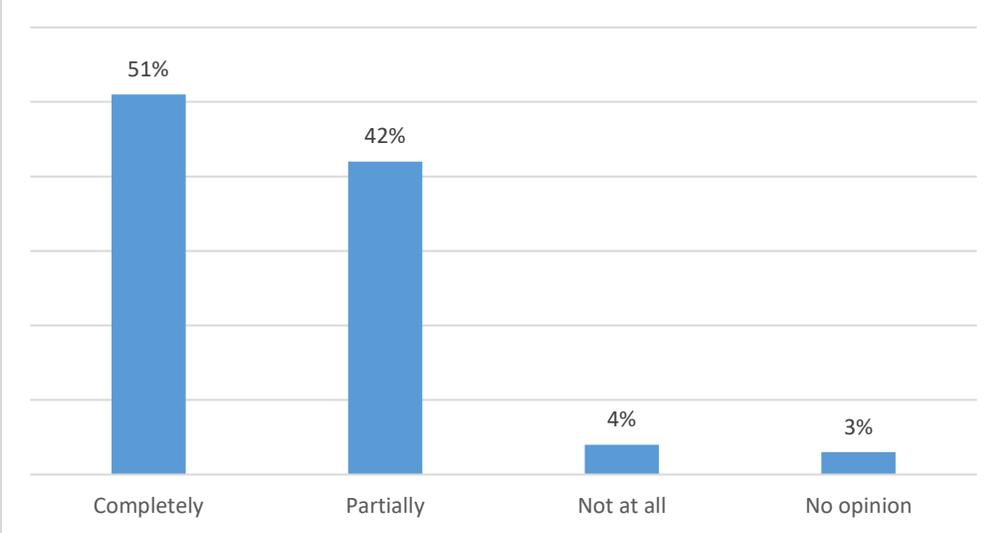


3.1.24. PRICE STATISTICS



51% of users expressed complete trust in statistical data, 42% expressed partial trust, while 4% did not trust statistical data at all, and 3% of respondents did not express their opinion.

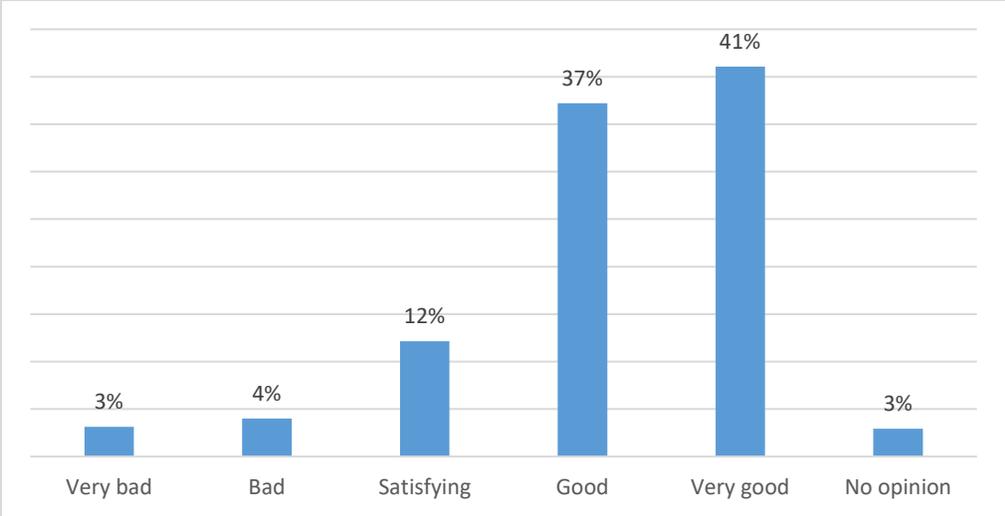
3.2. How much do you trust the statistical data produced by SORS?



The overall quality of the data provided by SORS was rated by 78% of users as very good and good, 12% considered the quality to be satisfying, while 7% of users considered the overall quality to be very bad and bad. 3% of users did not express their opinion on this issue.

Based on the results, the average rating of the overall quality was calculated, and it amounts to 4.13, being slightly increased relative to the previous survey when it was 4.08.

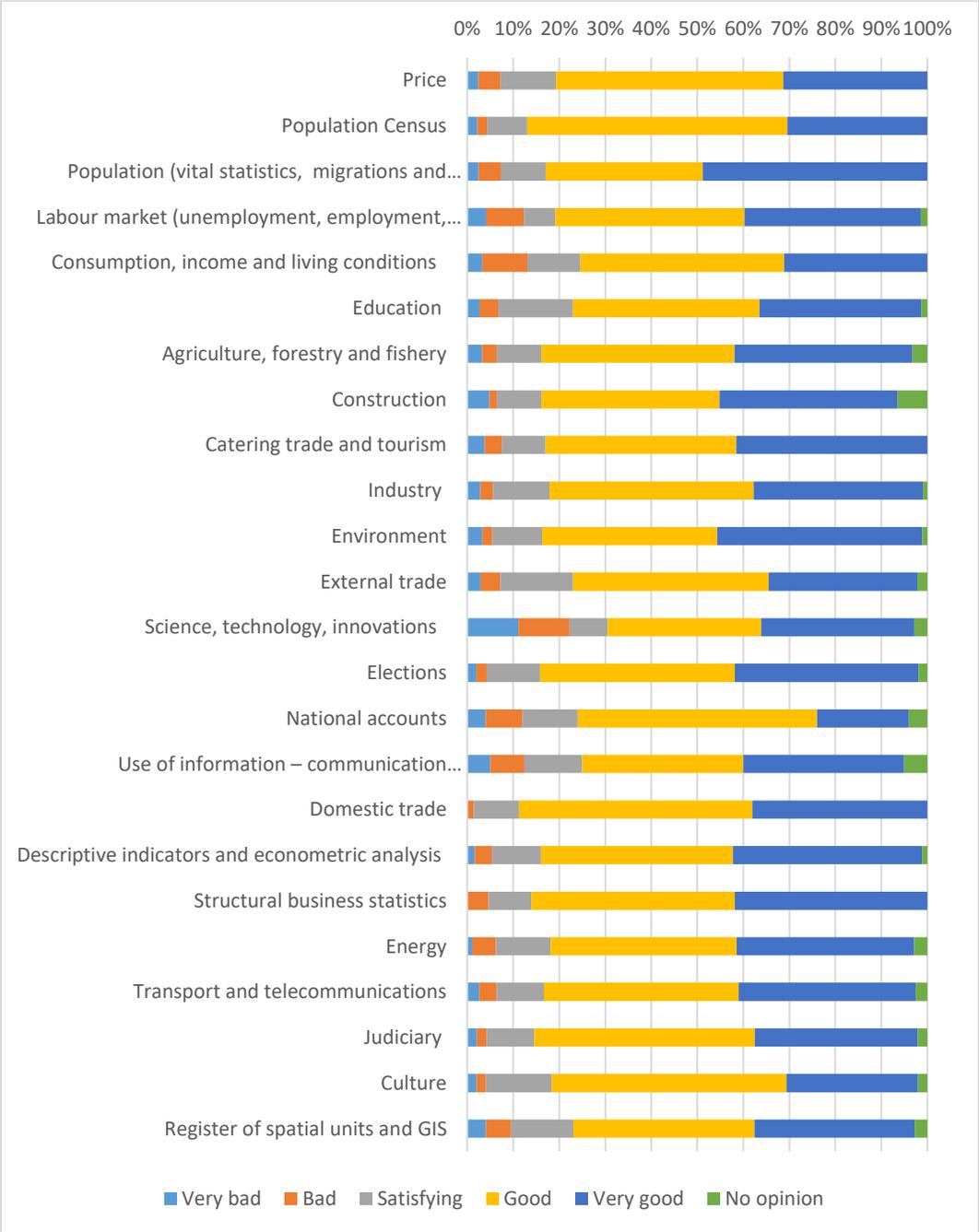
3.3. How do you estimate total quality of statistical data provided by SORS?



By crossing the data obtained in the question: *From which statistical areas do you most often use data* and *How do you rate the overall quality of the data provided by SORS*, we obtained processing results that show how the participants in the Survey evaluate the overall quality by statistical area.

The highest percentage of very good and good ratings is recorded in Domestic Trade Statistics (89%), followed by Census of Population, Households and Dwellings (87%) and Structural Business Statistics (86%). The same percentage (83%) is recorded in statistics of Population, Catering trade and Tourism, Environment, Judiciary and Descriptive indicators and econometric analyses. This is followed by Election statistics (82%), then the statistics of Industry, Transport and Telecommunications, Prices and Agriculture, forestry and fishing (81%). Other 12 statistical areas were rated by users as very good and good, ranging from 67% to 80%.

3.3.1. How do you rate the overall quality of data by statistical area?



By matching the data, we also obtained the average overall quality rating by statistical areas. The best rated statistical area is Domestic Trade (4.25), and the worst rated is Science, Technology, Innovation (3.69), which means that the difference between the best and worst rating is 0.56.

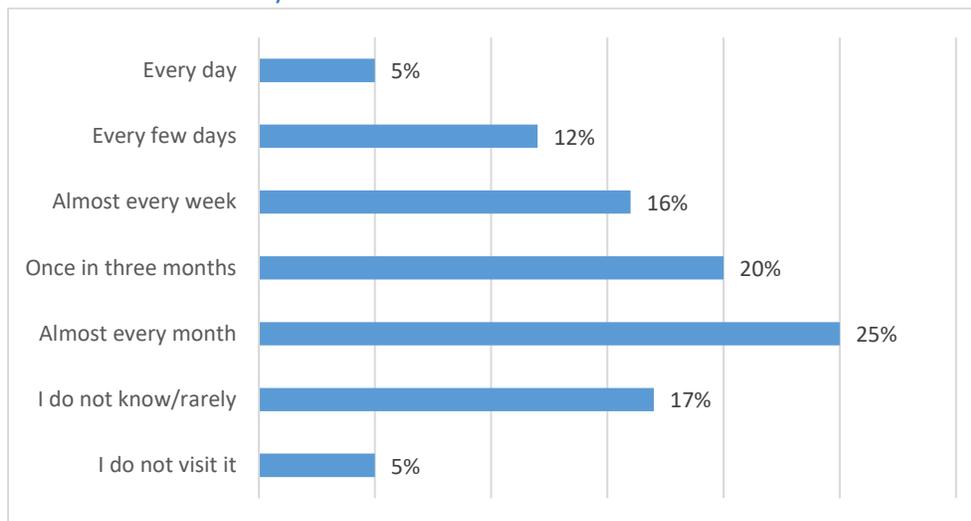
3.3.2. Ranking of statistical areas according to the average rating of overall quality

Rank	Statistical area	Average quality rating
1.	Domestic trade	4,25
2.	Structural business statistics	4,23
3.	Population (vital statistics, migrations and population estimates)	4,22
4.	Environment	4,20
5.	Descriptive indicators and econometric analysis	4,18
6.	Elections	4,18
7.	Judiciary	4,15
8.	Energy	4,13
9.	Agriculture, forestry and fishery	4,13
10.	Catering trade and tourism	4,13
11.	Transport and telecommunications	4,13
12.	Construction	4,12
13.	Population Census	4,11
14.	Industry	4,10
15.	Culture	4,04
16.	Labour market (unemployment, employment, earnings)	4,03
17.	Education	4,03
18.	Price	4,02
19.	External trade	3,99
20.	Register of spatial units and GIS	3,98
21.	Use of information – communication technologies	3,92
22.	Consumption, income and living conditions	3,90
23.	National accounts	3,79
24.	Science, technology, innovations	3,69

4. Dissemination

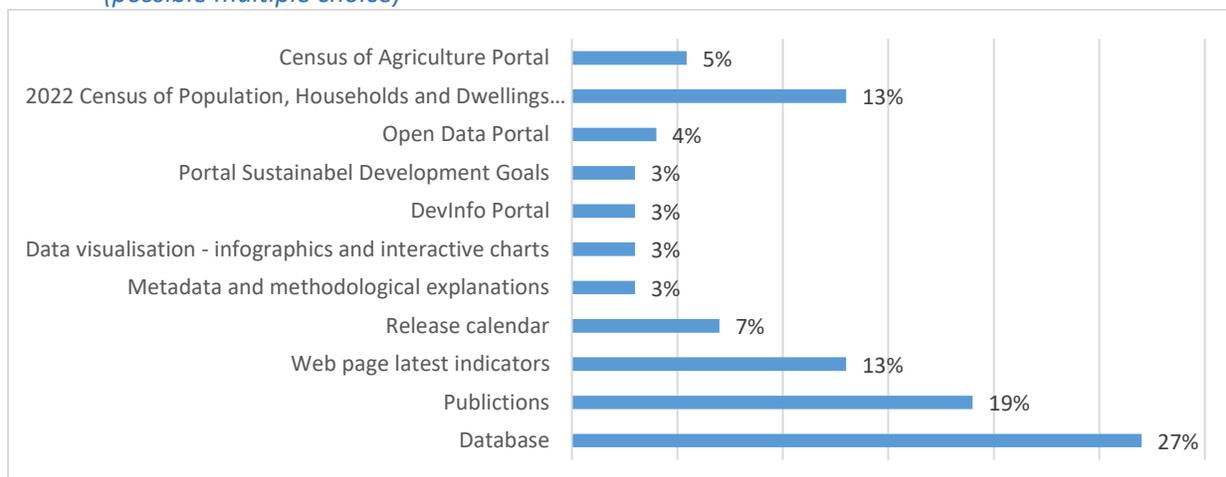
Out of the total number of respondents, 22% rarely or never visit SORS website. The frequency of visits to the website (daily, every few days, weekly) totals 33%, followed by monthly visits with 25% and quarterly with 20%.

4.1. How often do you visit SORS web site?



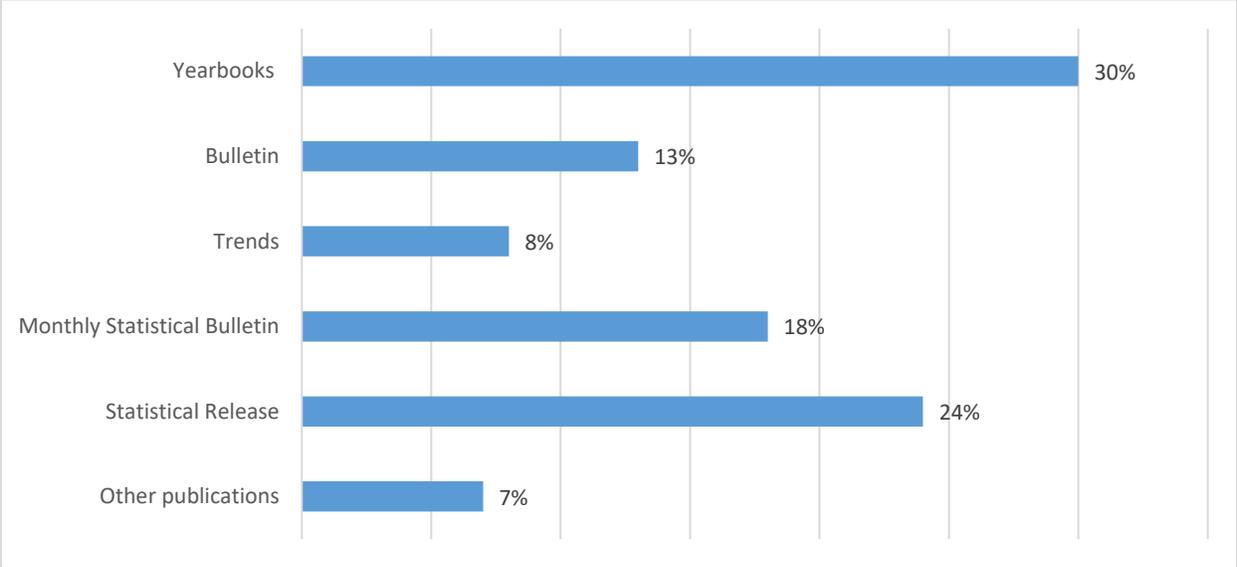
Users most often use the database (27%) and publications (19%), but this percentage has significantly decreased compared to the last survey, so the use of the database has decreased by about 12 p. p., and of the publications by 6 p. p. The Population Census and Agricultural Census portals, which were opened in 2021 and 2022, are used by 18% of respondents, and the Open Data Portal by 4%. The use of current indicators was reduced by 2 p. p. and now stands at 13%, while the use of the Publication Calendar has increased by about 3 p. p. and is 7%. DevInfo and Sustainable Development Goals portals, infographics and interactive charts as well as metadata and methodological information are used by 3% of users. Portals DevInfo and Sustainable Development Goals recorded a slight decline by around 2 p. p.

4.2. What type of SORS product do you use most often? (possible multiple choice)



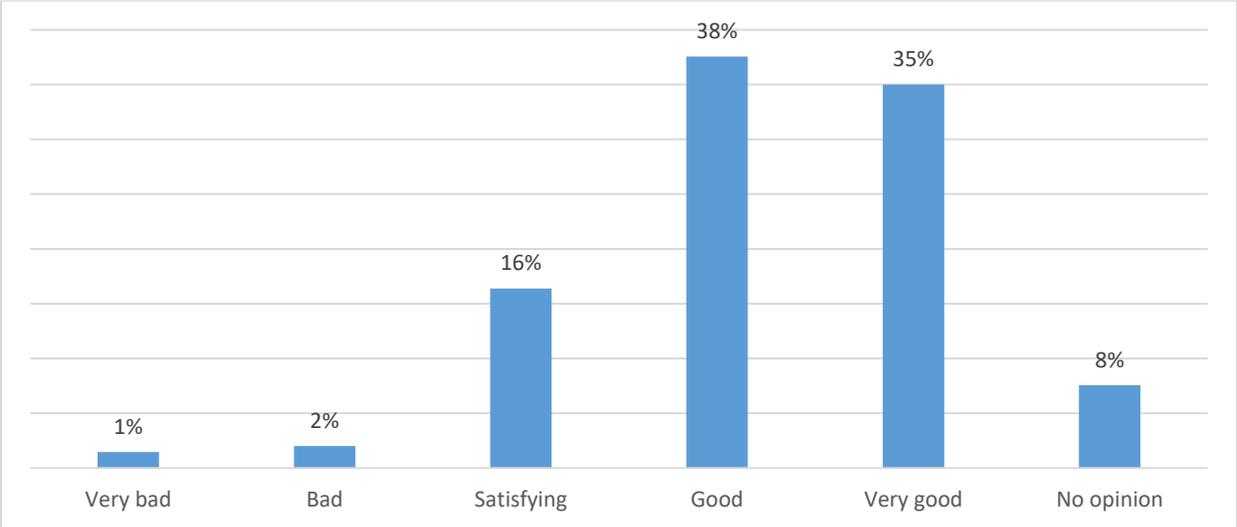
Out of 19% of users who use publications, 30% use yearbooks (Statistical Yearbook, Municipalities and Regions, Release calendar and Demographic Statistics) and this data represents a significant decrease of 10 p. p. in relation to previous survey. Then, as in the previous survey, statistical releases follow (24%) with an increase of 2 p. p., and use of the Monthly Statistical Bulletin (18%) and Trends (8%) remained almost unchanged. Bulletins are the next publications used (13%), which we did not examine in the previous survey, and other publications (7%), which recorded a decrease of almost 5 p. p.

4.2.1. Which publications do you use most often?
(possible multiple choice)



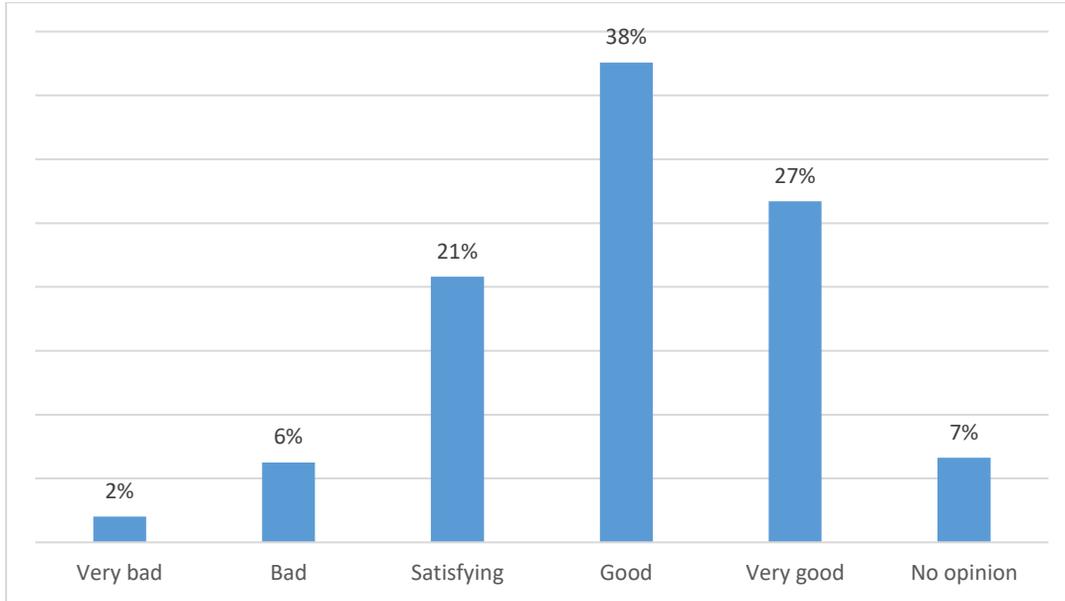
A total of 73% of users believe that the content of the website is good or very good, 16% think that the content is satisfying, and 3% that it is bad or very bad. 8% of users did not express their opinion about the content of the website. The respondents gave an average rating of 4.11, which is a slight increase compared to the previous survey, when it was 4.02.

4.3. How would you rate the content of the SORS website?



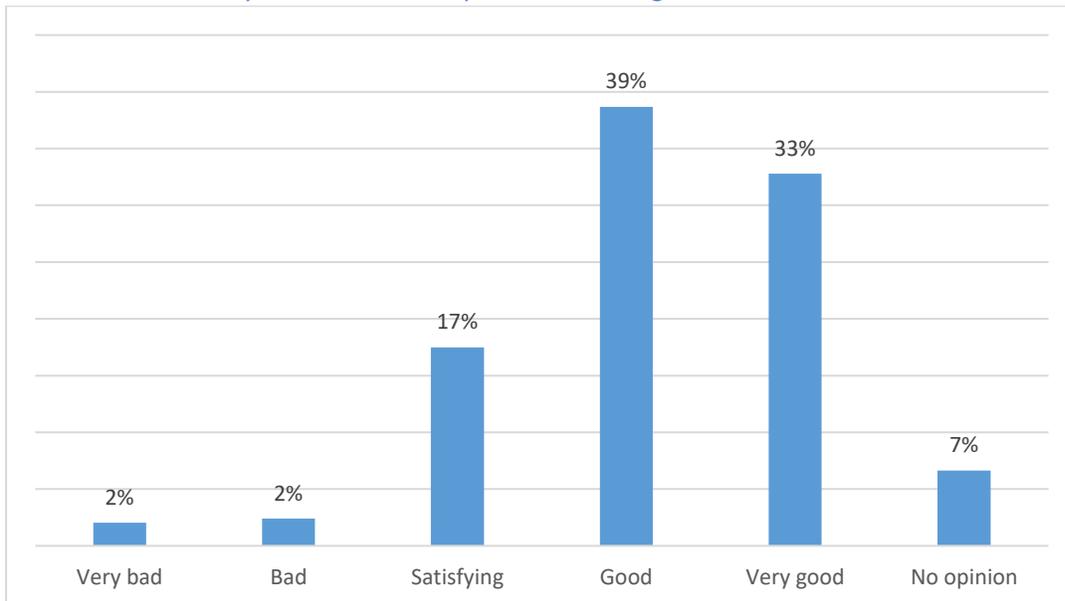
Users rated the navigation and the speed of getting the required data on the website with an average score of 3.86.

4.4. How do you rate the navigation and the speed of getting to the required data?



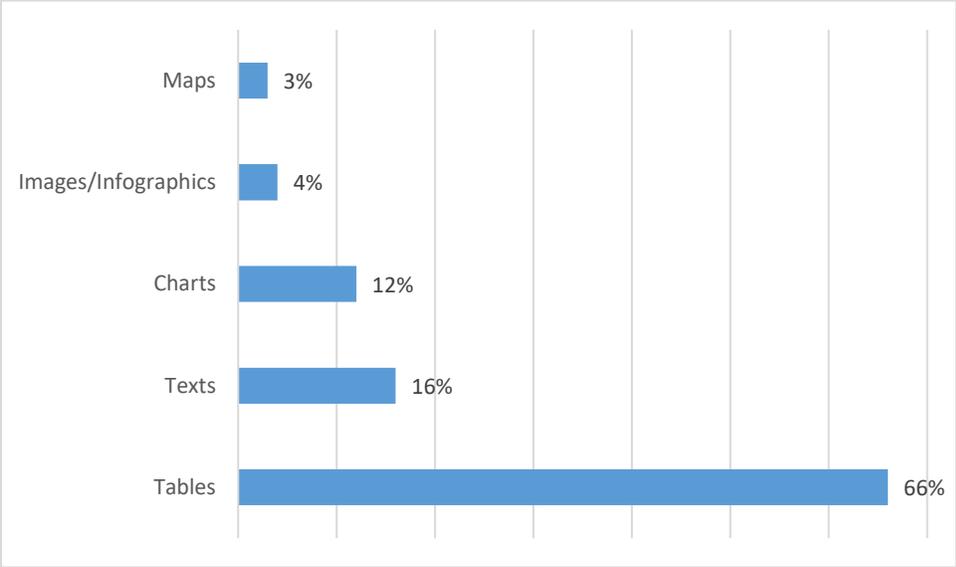
The overall experience of using the website was rated by users with an average rating of 4.05 and is almost identical to the previous survey when the rating was 4.02.

4.5. How would you rate overall experience in using SORS website?



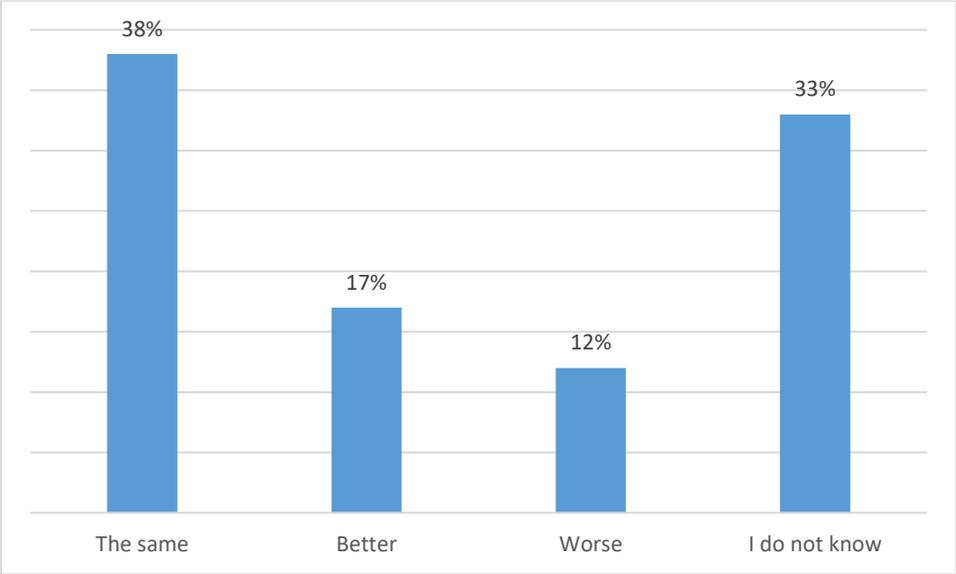
Tables are traditionally an unsurpassed way of presenting statistical data. As many as 66% of users prefer tables over other forms of data dissemination.

4.6. Which from of dissemination do you prefer?



Comparing the form of publication of SORS data in relation to other countries, 38% of users believe that the form is the same, 17% that it is better, 12% that it is worse, and a large number of users, even 33%, expressed the opinion that they do not know how to rate it.

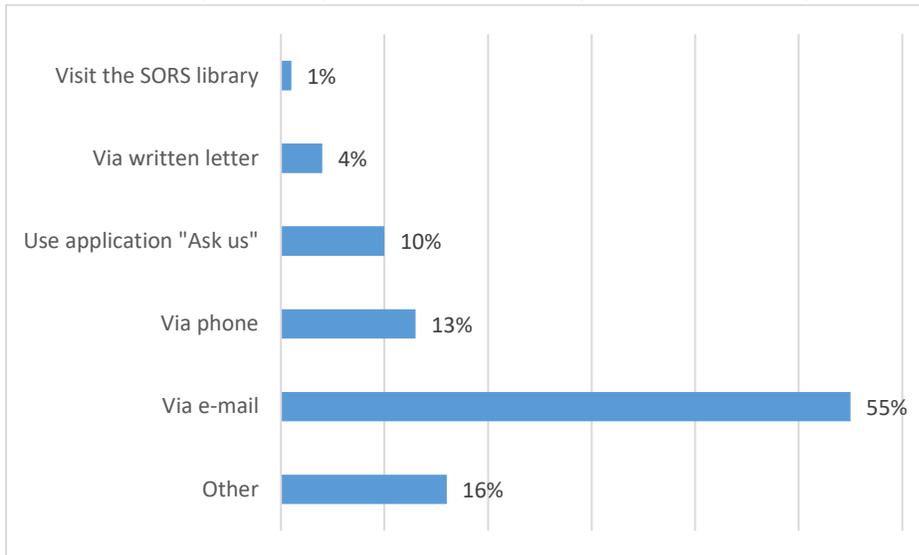
4.7. When you compare, how do you estimate the form of statistical data publishing, produced by SORS with those published by other countries and/or organizations?



5. Communication and work of SORS

55% of users communicate with SORS by e-mail, 10% use the electronic service for submitting requests (*Ask us*), which means that 65% of users use electronic means of communication. 13% of users contact SORS via phone, and 4% via written letter. Only 1% visit the library, while 16% of users contact SORS using other means of communication.

5.1. How do you usually contact SORS when you cannot find required data on the website?



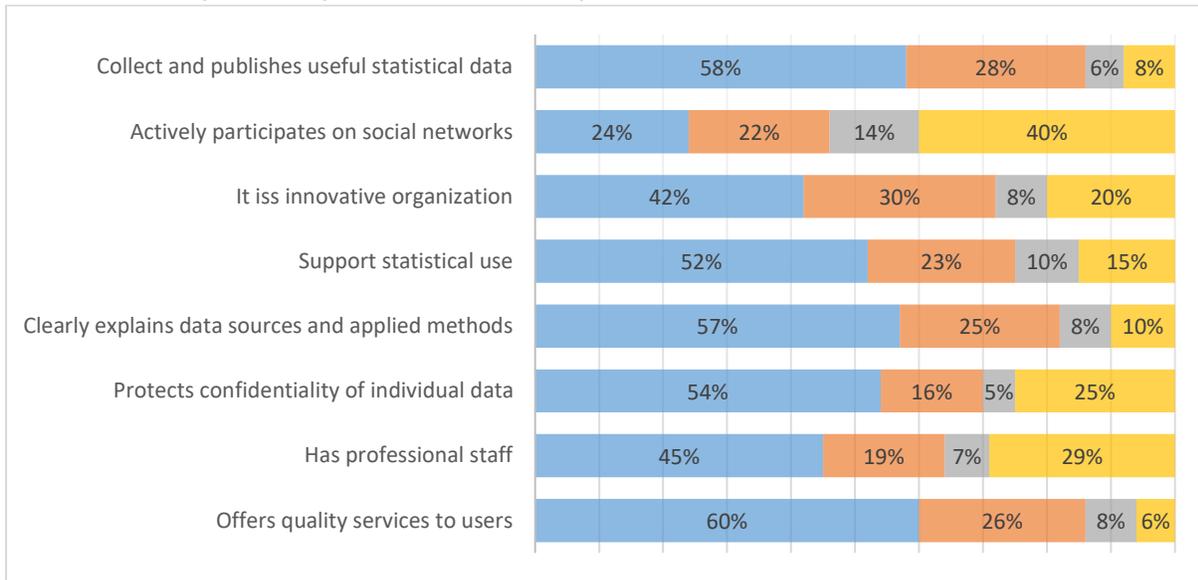
More than half of the users believe that SORS provides: quality service (60%), collects and publishes useful statistical data (58%), clearly explains the sources and methods used (57%), protects the confidentiality of individual data (54%) and promote the use of statistics (52%).

Compared to the previous survey, a slight decrease is noticeable, so the opinion that SORS provides users with quality service has decreased by 3 p. p., that it clearly explains the sources and methods used by 5 p. p., that it protects the confidentiality of individual data by 9 p. p., that it promotes the use of statistics by 5 p. p., while the attitude that SORS collects and publishes useful statistical data records the same percentage as in the previous survey.

The opinion that SORS employs professional staff is held by 45% of the respondents, and compared to the previous survey, a decrease of 6 p.p. was recorded.

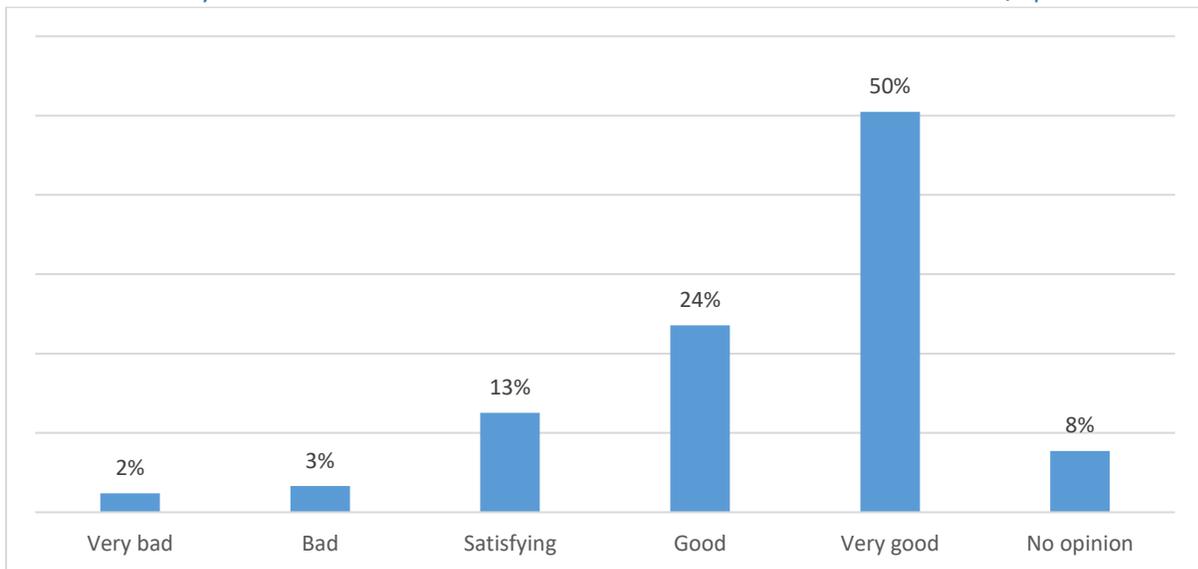
The opinion that SORS follows modern trends and introduces innovations is held by 42% of users, which is an increase of 1 p. p. Only 24% agreed with the opinion that SORS is actively present on social networks, and compared to the previous survey, there was a drop of 2 p. p.

5.2. How do you usually contact SORS when you cannot find the:



The respondents estimated the communication so far with an average score of 4.35, that is, 50% of the users consider the communication to be very good, 24% think it is good, while 13% of the users rated the level of satisfaction as satisfying. 5% believe that communication is very bad and bad, and 8% of users did not express their opinion.

5.3. How do you estimate the level of satisfaction with the communication so far/up to now?



6. User comments and suggestions

Users had the opportunity to enter comments and/or suggestions in the survey, if they wish, that they believe would improve the quality and dissemination of the statistical data. All user comments/suggestions as well as responses are given in the table.

4.4. Please, if you wish, write comments and/or suggestions that would improve the quality and dissemination of statistical data	Answer
<p>Monitoring/comparison of unofficial data on the number of members of national minorities and speakers of minority languages, with the aim of determining more precise data and possible changes in methodology in the approach to minorities. Unofficial data suggests that the numbers are much higher than those detected by the census.</p>	<p>In accordance with the Constitution of RS, every person has the right to freely declare his nationality, but also the right not to answer this question. In the census, data on nationality is collected exclusively on the basis of the respondent's statement. In the Methodological Instructions, it is especially emphasized that the enumerator, when asking about nationality, mother tongue and religion, must not exert any influence on the person providing the data and is obliged to enter exactly the answer that the person gave. We cannot comment the unofficial data.</p>
<p>The question in the census related to the mother tongue does not allow the option of specifying two or more mother tongues, and the data we have from the census is insufficiently precise because it requires bilingual speakers to opt for only 1 language, although it is possible that they consider two languages as their mother tongue (e.g. mother's and father's language in mixed marriages).</p>	<p>In 2022 Census (as well as in the previous census, in 2011), the respondents were given the opportunity to express themselves completely freely in the questions about nationality, mother tongue and religion. In the Methodological Instructions, it is especially emphasized that when asking these questions, the enumerator must not exert any influence on the person providing the data and is obliged to enter exactly the answer that the person gave. In this way, citizens were enabled to give double answers to all three questions. Unfortunately, this type of declaration cannot be displayed in the tables of census results as individual combinations, but only as aggregate data.</p>
<p>Why haven't you already published the data on population census at the level of local communities or villages? When will you release them?</p>	<p>In accordance with the Law on Official Statistics, SORS and other producers of official statistics collect and process data under the conditions and up to the level stipulated in the Plan of Statistical Surveys. The lowest territorial level for the publication of census data is populated places (including villages). Data on the number of inhabitants by sex and age, by populated areas, are published on May 25, 2023. For data at the level of local communities, you can send a request for special processing to the address stat@stat.gov.rs</p>
<p>All OK. Impressive. Thank you for your effort to make your site easy to use.</p>	<p>Thank you for your comment.</p>
<p>The population census application could have been done better. To brake less and make less mistakes.</p>	<p>Thank you for your comment, we are trying to improve every work process, including the data collection.</p>

<p>GDP by cities and municipalities</p>	<p>The lowest territorial level for publishing the data on GDP is at the level of NSTU 2 (region) and NSTU 3 (area), for the following statistical territorial units: Belgrade region / region; Region of Vojvodina and areas (districts): Zapadnobačka oblast, Južnobačana oblast, Juznobačka oblast, Severnobačana oblast, Severnobačka oblast, Srednjobanata oblast and Sremska oblast; Šumadija and Western Serbia region and areas: Zlatibor area, Kolubara area, Mačva area, Moravica area, Pomoravska area, Raška area and Šumadija area; Region of Southern and Eastern Serbia and areas: Bor area, Braničevska area, Zaječar area, Jablanica area, Nišava area, Pirot area, Danube area, Pčinj area and Toplica area. You can find the data in the publication Regional gross domestic product via the link: https://www.stat.gov.rs/sr-cyrl/publikacije/?a=09&s=090204&d=10&r=</p>
<p>It would be better if the system worked a little faster.</p>	<p>Please specify what you mean by "system" (system for collection, processing, dissemination or the entire statistical system)? You can always contact us via the official email address stat@stat.gov.rs</p>
<p>It would be good to increase the presence on social networks with attractive graphic displays // findings.</p>	<p>Through social networks Twitter and Instagram, we try to present statistical data in a modern way of publication. This is especially noticeable for the most requested statistical data (earnings, employment, unemployment, building permits, education, vital statistics) as well as for creating infographics on the occasion of important international holidays. In addition to the aforementioned regular announcements on social networks, SORS launched several campaigns in 2022: a campaign on SORS (on the occasion of 160 years of statistics), a general campaign on the Population Census 2022 (which included several segments, i.e. micro-campaigns) and a campaign on the Census of Agriculture in 2023</p>
<p>It would be nice to expand the range of data tracked. I never doubt your analysis, but what comes from local self-government units sometimes makes me uneasy about the expertise of those who provide you with the data.</p>	<p>Statistical surveys are carried out on the basis of the annual plan and budget approved by the Government of Serbia.</p>
<p>It would be very helpful if the Office expanded the Database with data on direct foreign investments, as is the case, e.g., with the State Statistical Office of the Republic of Macedonia. Thank you.</p>	<p>Data on foreign direct investments are the responsibility of the National Bank and you can find them on their website. SORS does not publish data from other producers of official statistics on its portal.</p>
<p>Detailed census data of the Principality and Kingdom of Serbia, SCS, Yugoslavia and SFRY easily searchable by settlement</p>	<p>Census books from the period of the Principality of Serbia, the Kingdom of Serbia, SCS and the Kingdom of Yugoslavia were scanned and published on our website. You can find them through the links: https://www.stat.gov.rs/sr-Latn/publikacije/?d=11&r= Unfortunately, we are currently unable to make them available in a more searchable format.</p>
<p>You will get more accurate data if you take care of those who provide you with that data. Do not expect accuracy when requesting data at the time of final invoice or VAT. For example, you request a quarterly construction report before the end of the billing period. The people who work for you are wonderful, very kind, just move the deadlines for data delivery.</p>	<p>Deadlines for the implementation of the survey on quarterly construction activity are determined in accordance with the deadlines for calculating the quarterly gross domestic product (GDP), as well as in accordance with the deadlines established by Eurostat and which are the same for all European national statistics. The indicators of quarterly construction activity aim to show the movement of construction activity as soon as possible, after the end of the reference period. Data are published as previous, so reporting units are allowed to adjust values for previous quarters. Previous practice has shown that corrections were carried out without major impact on the overall construction activity.</p>
<p>It would be helpful to know where methodology documentation for statistics is available, for example the weights of the various sector for industrial production, more detailed CPI inflation breakdown. In the press releases, for example the one for CPI inflation, it would be good to have also the data from previous month to better understand the changes (so for example: the yoy change in May and June in the next release)</p>	<p>Proposals will be considered in the nearest time.</p>

<p>I am very satisfied with the quality of the statistical data and I myself participated in the population census and made sure that the figures are significant and accurate. Therefore, I apply for Census of Agriculture, due to my experience in the previous Census.</p>	<p>Thanks for the comment.</p>
<p>When you remove the politics and politically suitable people and hire really professional ones, the quality and credibility will be there. Starting from the headquarters in Belgrade to regional departments throughout Serbia</p>	<p>Thank you for your opinion.</p>
<p>When it comes to tourist data, bearing in mind that the eTourist system is in operation, the data could be published more quickly and the number of foreign tourists could be obtained by states and for the municipalities, and not only at the level of the Republic.</p>	<p>From 2022, data on tourist turnover will be published, based on the statistical processing of data taken from the administrative source, the Central Information System in Catering Trade and Tourism (eTourist). After downloading the data from the mentioned source, the Statistical Office of the Republic of Serbia applies the validation of the downloaded material and various types of control with the application of methodological guidelines of the official tourism statistics. Each phase, from the initial download to the actual calculation and dissemination of data, requires a certain period of time. Regarding the availability of data at lower territorial-administrative levels, SORS strives at meeting the needs of users and can provide additional processing at the request of users of individual statistical results that are not included in the programs and plans of official statistics.</p>
<p>Correct cooperation, but nothing beyond that</p>	<p>Thanks for the comment.</p>
<p>Using valid sources to obtain data on price changes, especially readily available data such as import prices, rather than retail prices that are subject to manipulation such as mark-ups.</p>	<p>Retail prices are, as the name suggests, the final prices that the consumer (household) pays for purchased goods or services with all the elements that make up the retail price. They are clearly displayed in all retail establishments and service shops where the population is supplied.</p>
<p>A little faster response to emails, although I am satisfied because I always received the required data.</p>	<p>The average time for processing a user's request is two working days if the data is available or published. If it is necessary to perform additional calculations and comparisons (additional application of some of the statistical techniques) for the processing of requests, this requires the work of statisticians and methodologists and their additional involvement. In accordance with the Law on Information of Public Importance, the deadline for responding to a request is 15 days.</p>
<p>A little more graphics and maps to insert with animations, so as to attract the attention of the user.</p>	<p>A few years ago, we started visualizing data by creating interactive charts and infographics that you can view on the website https://www.stat.gov.rs/sr-cyrl/vizuelizacija/. Also, for the website of the Population Census, the display of census data on the map of Serbia was done.</p>
<p>Less political influence!</p>	<p>Thank you for your opinion.</p>
<p>Many countries in the region do not have this option for obtaining the data, I am quite impressed with SORS in that respect.</p>	<p>Thank you for your comment</p>
<p>Explain the methodology of some indicators in detail (scientifically) but also in the "vernacular" for the general public (give examples, etc.)</p>	<p>SORS, in an effort to meet its users requests as much as possible, aims to make methodological explanations, as well as to make information about the quality of statistical indicators, available to users in a structured and standardized way. This is made possible by allowing users on SORS website to view the so-called reference metadata, and on individual examples of each survey. SORS strives to establish a balance between sometimes conflicting aspirations as much as possible, i.e. that methodological explanations are professional and standardized, but also written in a concise and comprehensible manner. Regarding this, as well as other aspects, the user's opinion is important to us, for which we thank you.</p>
<p>Many authorities and institutions could follow your example!</p>	<p>Thanks for the comment.</p>

<p>The possibility of crossing areas, currently not possible to compare in the database. Example of population, education within urban settlements by working status and similar.</p>	<p>In the dissemination database, "Advanced search" is enabled, which provides users with the possibility to select classifications and all indicators derived on the basis of the selected classification and vice versa.</p>
<p>Continue as you did up to now.</p>	<p>Thanks for the comment.</p>
<p>Continue in the same manner.</p>	<p>Thanks for the comment.</p>
<p>I don't know where you got my email from, and I believe that it is an unauthorized use of personal data, and that is what you should be responsible for, if we had institutions...</p>	<p>During the Survey on user satisfaction, the email addresses of users who have submitted a request in the past two years are used. All users who submitted a request during that period (between the two surveys) are sent the email asking them to participate in the survey if they are interested. Email addresses are collected based on requests sent by users either through the "Ask Us" electronic service or directly to the official email address stat@stat.gov.rs. The "Ask Us" page lists the General Terms of Use and the possibility for the user to accept them or not. Link to the page: https://www.stat.gov.rs/sr-Cyrl/opsti-uslovi</p>
<p>No comment. As a journalist, I can say that I get all the information I look for in a short time, which is commendable.</p>	<p>Thank you, we try to respond to users' requests as soon as possible.</p>
<p>Publication of the entire archive on the Internet, as well as the data from other archives, which refer to the censuses.</p>	<p>SORS has been publishing all statistical releases and publications in electronic form since 2004. All editions of the Statistical Yearbook, Municipalities and Regions and all census books are available in electronic version, as State Registers since 1862. You can find old and rare publications on our website via the link: https://www.stat.gov.rs/sr-Latn/publikacije/?d=11&r=Yearbooks and some old editions of the Federal Statistical Office can be found on the page https://www.stat.gov.rs/sr-Latn/publikacije/?d=23&r=</p>
<p>Excellent cooperation, I wish you all the best</p>	<p>Thanks for the comment.</p>
<p>You do a great job and answer questions very quickly, good luck and success in the coming period.</p>	<p>Thanks for the comment.</p>
<p>In my opinion, bad models or the use and presentation of economic parameters, i.e. indicators. (I assume that this also occurs due to the political directions aiming to preserve the "big tiger" dream), but this is only my opinion. I assume that it is also due to "hairdressing" of the data from other institutions that you use, causing, therefore, the non-usability of certain economic indicators or analyses. But all in all, the work you do is very important and useful, so "thumbs up" for you and the work you do.</p>	<p>Thanks for the comment.</p>

<p>Data on energy consumption according to NACE 2 classification in two numbers (C23, C24, G47...). Calculate CO2 emissions based on NACE classification.</p>	<p>The Energy Statistics Group of the Statistical Office of the Republic of Serbia prepares national Annual Energy Balances according to the requirements of the Eurostat methodology, which are given through Regulation 1099/2008 and all its Amendments (the last Amendment is 2022/132). Balances are drawn up in the current year for the previous year, according to the deadlines defined by Eurostat. Also, in accordance with the defined requirements from the aforementioned Regulation, five international annual questionnaires for: electricity and thermal energy, coal, oil and oil derivatives, natural gas and renewable energy sources are filled out and submitted to Eurostat, the IEA and the UN (Eurostat/IEA Five Joint Annual Questionnaire). Display of energy sources and all their flows, including consumption, e.g. in the area of manufacturing (which excludes the energy sector, i.e. areas 05, 06, 19 and 35) is defined through sub-categories required by the methodology and questionnaires. The data submitted to Eurostat through the mentioned questionnaires can be found in the Eurostat database.</p> <p>https://ec.europa.eu/eurostat/databrowser/view/NRG_BAL_C_custom_7692183/default/table?lang=en</p> <p>The Department of Environmental Statistics works on the Air Emissions Account, in which the calculated emissions for pollutants and gases with a greenhouse effect (taken from an administrative data source) are distributed according to the NACE classification. More about the data can be found in the metadata for this account: https://data.stat.gov.rs/Metadata/25_Zivotna%20sredina/Html/250401_ESMS_G0_2021_1.html</p>
<p>I often find data related to tourism and services unusable, illogical, and as such I am not able to use them as I would like to and as the company I work for expects. This is not from yesterday and I am really disappointed. Regards</p>	<p>Data on tourist turnover (number of tourist arrivals and overnight stays) are obtained based on the application of official methodological frameworks. On the website of the Office (www.stat.gov.rs), in the area of "Catering Trade and tourism", you can find all the relevant methodological materials on the basis of which data users can better understand the way in which the data is obtained within the official tourism statistics. Also, on the mentioned site, users can look the reference metadata, and get more detailed information and details for the data they are interested in.</p>
<p>Search information only in order, and it could be different, for example, by areas.</p>	<p>Publications (news, events, releases, publications) on the site can be searched by part of the text, month, year, field and subfield of statistics. Link to the news page: https://www.stat.gov.rs/sr-cyrl/vesti/ Link to the publication/releases page: https://www.stat.gov.rs/sr-cyrl/publikacije/?d=1&r=</p>
<p>Search for alleged lost data on household censuses for 1879 to 1911, where family members are mentioned by first and last name. Survey on this topic is important for genealogy.</p>	<p>In the period you mention, seven population censuses were conducted: 1879 - partial census in the liberated regions, 1884, 1890, 1895, 1900, 1905 and 1910. SORS has the editions of the State Register of Serbia and Statistics of the Kingdom of Serbia, in which the results of the census are published. SORS does not have individual data on individuals.</p>
<p>Show projections of some leading indicators (retail trade, GDP, population, inflation, ...) more often</p>	<p>SORS publishes data on population projections, which you can find on our website via the link: link: https://www.stat.gov.rs/oblasti/stanovnistva/projecije-stanovnistva/ We publish analytical data on economic trends in the publication Trends, which you can download from our website via the link: https://www.stat.gov.rs/sr-cyrl/publikacije/?d=8&r=</p>
<p>When I arrived at the library in SORS, I got a reply that from now on I should go to the library of the Ministry of Finance for the necessary information. Regarding the requests for data that I asked for via email, I did not receive a single response.</p>	<p>The library at 20 Kneza Miloša Street, in the building of the Ministry of Finance, was moved in 2018 to SORS headquarters at 5 Milan Rakića Street. We are sorry that there was an error and that you did not receive an answer to your request, but we believe that the reason is purely technical (spam email), because SORS keeps a record of all user requests through the electronic service. You can always contact us via the email address stat@stat.gov.rs.</p>
<p>SORS presents itself as a republican, state Office, and all the data it publishes do not refer to the entire territory of Serbia. What is the purpose when it does not count the citizens of Kosovo and Metohija? Every time the data is incomplete. And what SORS publishes, who guarantees that it is true, that they do not manipulate the data? Is there an external independent audit?</p>	<p>Since 1999, the Statistical Office of the Republic of Serbia does not have possess data for AP Kosovo and Metohija. More detailed information on this can be found in the methodological notes in releases and publications.</p>

<p>Just keep up the good work</p>	<p>Thanks for the comment.</p>
<p>Just do your work professionally, follow the trends in the functioning of people and their behaviour, the development of technologies and it will be fine.</p>	<p>Thanks for the comment.</p>
<p>Cooperation with non-governmental organizations in the field of data promotion. For example, to promote the results from ARS, you cooperate with NGOs from that area that invest more in promotion in the media, and in return they can receive more detailed information from you that is not published, etc.</p>	<p>All SORS data is available to all users under equal conditions. We don't know exactly what data you refer to, but you can always send us a data request.</p>
<p>Statistics should be released from political influence and should timely and accurately publish data that are necessary for the development of the state and the society and important social phenomena.</p>	<p>Thank you for your opinion.</p>
<p>All information related to census methodology as well as documents that show reports from the field during the census.</p>	<p>Methodological materials for 2022 Census have been published on the website and you can download them via the following link: https://popis2022.stat.gov.rs/4-metodoloskimaterijali/</p>
<p>All praise for the promptness in submitting the requested data via e-mail.</p>	<p>Thanks for the comment.</p>
<p>I am very disappointed that you include the Czech minority in the "other" category. I understand the methodology, but it is not satisfactory. I am researching the Czech minority in Serbia, Croatia and Romania, I am currently writing an article about the linguistic features of their speech in Vojvodina and I was hoping to introduce the latest data on the number of Czechs in Serbia. But in the results of the 2022 Census, they are simply not there. The Czech language is the official language in Bela Crkva municipality, but it is not in the Census.</p>	<p>Data on the number of Czechs according to 2022 Census is published on our website and you can download it via the following link: https://data.stat.gov.rs/Home/Result/3104020102?languageCode=sr-Cyrl Your remark probably refers to the book "Nationality" where, unfortunately, due to limited space, it is not possible to include all national minorities. For more detailed information about the Czechs and about persons who declared that Czech language is their mother tongue, you can contact us directly via email at stat@stat.gov.rs.</p>

<p>Promote yourself more and when we fill out a survey or write a comment, respond to it.</p>	<p>The User Satisfaction Survey application is designed so that the email addresses from which users send the completed survey are not saved for anonymity and data protection. So we can only respond to users who expressed their desire to receive results and entered their email address in the application, other users can find the report on our website, which was stated in the introduction of the survey.</p>
<p>The employees of the Statistical Office are dedicated to their work and deliver the desired data in a short time. Thank you!</p>	<p>Thanks for the comment.</p>
<p>I want to praise their patience, expertise, education. Every new survey I do as an accountant for my clients also brings new doubts and the deadlines for submission are sometimes very short (because clients bring them late or with a delay). That's why my colleagues and I contact the statistics employees several times.</p>	<p>Thanks for the comment.</p>
<p>I want to praise you, your expediency, I honestly did not expect such treatment, I am delighted. Thank you for that. Kindest regards</p>	<p>Thanks for the comment.</p>
<p>It would be good if there were more publications and possibilities for data download if they were the same at the settlement level.</p>	<p>In accordance with the Law on Official Statistics, SORS and other producers of official statistics collect and process data under the conditions and up to the level stipulated in the Statistical Surveys Plan. The Regulation on establishing the plan of official statistics, for each calendar year, defines the territorial level of data publication for each survey conducted in the system of official statistics of the Republic of Serbia.</p>
<p>It would be significant if specific data were easier to reach and if they could be generated by administrative districts. Also, there is a lack of data that NBS has (e.g. export of services), but it also does not provide it by administrative districts.</p>	<p>Administrative districts are the same as statistical areas (Nomenclature of Statistical Territorial Units NSUJ3) Link to Administrative Territorial Division: https://www.stat.gov.rs/sr-cyrl/oblasti/registar-prostornih-jedinica-i-gis/administrativno-teritorijalna-podela-i-nstj-nivoi-1-2- 3/</p>
<p>Faster data processing and faster presentation of the obtained results</p>	<p>Timeliness represents the time difference between the end of the reference period and the date of publication of the results. SORS harmonized the timeliness of publication of statistical survey results with international standards and applies the extended general system of data dissemination of the International Monetary Fund, as well as EC regulations and Eurostat recommendations.</p>
<p>The visualization is nicely done for 2022 census, it just loads very slowly.</p>	<p>Thank you for your comment, we will do our best to improve the loading speed.</p>
<p>More maps using GIS</p>	<p>As part of the visualization of statistical data on SORS website, there is a certain number of maps that are an integral part of issued publications. It is planned to increase the number of maps that will be available to data users in the forthcoming period.</p>

<p>More data at the settlement level due to the monitoring of the relevant indicators of spatial development!</p>	<p>In accordance with the Law on Official Statistics, SORS and other producers of official statistics collect and process data under the conditions and up to the level stipulated in the Plan of the Statistical Surveys. The Regulation on establishing the plan of official statistics, for each calendar year, defines the territorial level of data publication for each survey conducted in the system of official statistics of the Republic of Serbia.</p>
<p>Make available factors (articles) that are part of certain product groups.</p>	<p>The list of specific products and services, the prices of which are monitored, is updated every year, new ones are introduced, and outdated ones or those that are no longer on the market are removed. The list contains over 650 products and services that are most common in household consumption.</p>
<p>More detailed statistics would be desirable.</p>	<p>Thank you for your comment, if you have a specific proposal, you can contact us at the official email address stat@stat.gov.rs.</p>
<p>Why is it often not possible or significantly difficult to compare the data published on the websites of the statistical offices of the European countries with the data of SORS?</p>	<p>We recommend you follow Eurostat's website (https://ec.europa.eu/eurostat), where in their database as well as in the publications, you can find data for all EU members, EFTA countries as well as data for candidate countries.</p>
<p>We must all do much more to promote the use of statistics in data-based policy and decision-making.</p>	<p>We agree with you, we try to promote official statistics according to our possibilities.</p>
<p>I have a complaint, why data on areas, yields and crop production are not kept by administrative districts?</p>	<p>Since 2014, crop production statistics data has been obtained by conducting regular annual statistical surveys according to the new methodology and definitions of agricultural statistics harmonized with the standards of the European Union countries. The new methodology requires that the published data meet the defined precision for each observed indicator up to the level of data publication. As surveys of plant production statistics are carried out on a sample of agricultural holdings of a certain size (defined by the financial means approved for conducting the survey), the precision of the data cannot be achieved for a territorial level lower than the region. The Regulation on establishing the official statistical plan for each calendar year defines the territorial level of data publication for this statistical area, the level of the Republic of Serbia and the regions.</p>
<p>Whenever we had a question and had to contact the Office, they were always professionally accommodating. Therefore, we are satisfied with all the contacts we had with the Office.</p>	<p>Thanks for the comment.</p>
<p>When it comes to the results of local elections, they are not detailed enough, because all groups of citizens are aggregated into one category.</p>	<p>The data are aggregated due to the large number of electoral list proposers into a specific group of citizens. For more detailed information on local elections, you can contact local self-governments.</p>
<p>With open data, the names of the indicators are missing (there is only a code), then the unit of measure and the source. A suggestion is to add this. With large datasets from Census 2022 downloaded in json format, some rows/data are missing at the end.</p>	<p>On the Open Data Portal, the following columns have been added for each dataset: unit of measure (code and name); data source and name of the indicator.</p>

<p>I used the data of the Statistical Office of the Republic of Serbia for the purposes of creating a master's thesis on electronic public procurement. On that occasion, I noticed that there was no data regarding public procurement. I contacted the Office by email in order to possibly get information about any statistical publication with that subject, but I received a reply that there is no statistics regarding public procurement. I believe that it is necessary to include this area in statistical studies because of its academic and practical importance.</p>	<p>Public procurement is the responsibility of the Public Procurement Office https://www.ujn.gov.rs/ and are not included in the Plan of statistical surveys.</p>
<p>The logic of the site could be improved. When searching for the data, it is not easy to find it. Keyword search is almost unusable. It might be useful to introduce a search by the level at which the data is available (republic, regions, municipalities/towns, settlements) and/or by the frequency of publishing (monthly, quarterly, annually, ten years).</p>	<p>Search by keyword is enabled for the entire content on web pages, while for the content of databases (publications database, dissemination database) search by keyword within databases is enabled.</p>
<p>Please don't send your interviewers to knock on my door ever again. How could such a thing occur to you? Instead of bothering people, you can mail them a questionnaire.</p>	<p>According to the survey methodology of the Household Consumption Survey (HCS), household surveys are conducted through "face-to-face" interviews. Due to the complexity of the survey and the questionnaires themselves, the survey must be performed by well-trained interviewers. Before the survey period, the Statistical Office of the Republic of Serbia sends letters to the households selected in the sample, in which they are informed that they will be visited by an interviewer, as well as about the purpose and importance of the survey. The questionnaire cannot be sent by mail, since there is no paper questionnaire. The instrument for data collection in the Labor Force Survey (LFS) is an electronic questionnaire, implemented in laptop computers with which the interviewers are equipped. During the first visit, the interviewers collect the contact phone number of the household, so that the next three interviews can be conducted by phone, from the call centre. The complexity of the ARS survey requires well-trained persons to conduct it professionally.</p>
<p>For example, back in 2007, I wrote a monograph where I analysed administrative districts, and now such data is not published?</p>	<p>SORS publishes data that it produced independently or in cooperation with other producers of official statistics in accordance with five-year program and annual plans.</p>

<p>You do not publish some data at all, such as medial earnings by municipalities, data on earnings by percentiles, while you publish other data in insufficient detail, e.g. the lowest territorial level in many census books consists of municipalities and cities instead of settlements, age categories can be so huge sometimes (e.g. 18-65), the database is less detailed than publications.</p>	<p>In accordance with the Official Statistics Plan for 2023, the publication of the results of 2022 Census of Population, Households and Dwellings is planned, in which the territorial level for data publication is defined. 2022 Census Results Publication Plan was developed and published on the website, in which the lowest territorial level for which data is published is specified for each indicator.</p> <p>Data publication is determined by the Official Statistics Plan. When defining the set of indicators, the level of disaggregation and the frequency of publication, among other things, the relevance, expediency, use value of the data, as well as the rationality of using the statistical authority's resources are taken into account. If it is noticed that there is a frequent interest of users for some data, such as medial earnings at lower territorial level, the justification of publishing such data will be considered. For the time being, data on medial earnings at the municipal level are submitted at the justified request of the user. Data on earnings by decile are published in the database. From the point of view of data relevance and rational use of resources, publishing data at such a low level as percentiles is redundant. Data on percentiles can also be provided to users upon explained and reasoned request.</p> <p>Link to the Publication Plan: https://popis2022.stat.gov.rs/publikacijenajava/</p> <p>The publication of all indicators at the settlement level is not possible due to data protection, because sensitive/individual data could be revealed indirectly or directly.</p>
<p>In addition, I am disappointed with the poor coverage of the census - under the condition that I can trust reliably SORS bases was the data from the so-called administrative sources that enabled the conclusion who was really in the country.</p>	<p>No census can provide complete coverage of the population because there are always people who, for whatever reason, do not want to be enumerated. This time, SORS had the opportunity to monitor the enumerators' work almost in real time. From administrative sources, only about 3% of the population was added, for whom it was determined with certainty that they were in the Republic of Serbia at the time of the census (data from all available administrative records were cross-referenced).</p>
<p>The data provided by SORS are reliable because you do not interpret them. How someone is going to use them, misuse or abuse is not related to data reliability.</p>	<p>Thanks for the comment.</p>
<p>Is there a possibility to create a publication, containing the data on the number of inhabitants of each street in a city. For example, in Kragujevac, to be able to click on a street and see how many inhabitants there are, etc.?</p>	<p>The lowest territorial level for the publication of census data is the level of inhabited places. Special processing is possible up to the level of local communities, statistical and census circles. Data by streets and house numbers are not available due to the protection of individual data of citizens.</p>
<p>There should be an ARCHIVE section on the site, where historical documents and publications could be found, especially old maps that present the former administrative-territorial divisions of Serbia.</p>	<p>All publications and announcements have been available in electronic form (pdf, word, excel) on SORS website since 2004. Also, SORS has scanned and posted on the website all statistical yearbooks and publications of municipalities in the Republic of Serbia (municipalities and regions) as well as population, household and dwellings census books. SORS will continue to digitalize old publications in accordance with the Law on Library and Information Activities and the Rulebook on Closer Conditions for the Digitalization of Library and Information Material and Sources.</p> <p>You can find old maps in the State Archives of Serbia.</p>

<p>Considering that I use your data regularly and very often in media reporting and surveys, I would ask you to explain the data in reports and releases so that anyone can understand them, regardless of the level of education. I'm afraid that being at risk of simplifying something, I'm actually conveying a falsehood because I don't have detailed professional training in the field of statistics. It is also desirable to write general data in a language that is easily understood by any data user of SORS.</p>	<p>During 2021, SORS started with a new system for publishing statistical releases, which implies that tables and graphs for are created based on data from the dissemination database. At the end of each release, there is a Methodological Explanation as well as a link to Reference Metadata. Reference metadata is metadata that describes the content and quality of statistical indicators, and the Quality Report is a report that contains information about the quality of the statistical product or process. In order to comply with Eurostat standards, in 2018, SORS developed an application for creating reference metadata and reports on the quality of RZSMETA.</p>
<p>All praise for your work, modernization and matching with EU statistics and openness to cooperation. Keep going the same way.</p>	<p>Thanks for the comment.</p>
<p>Praise to the employees of the Information and Data Dissemination Department. Professional and very friendly. They respond to every inquiry in a timely manner, and before the requested deadline.</p>	<p>Thanks for the comment.</p>
<p>Praise</p>	<p>Thanks for the comment.</p>
<p>The Census fiasco has drastically damaged the reputation of SORS and my trust in the data/analyses it publishes.</p>	<p>Thank you for your opinion.</p>
<p>Improve the connection of data from the monthly surveys of the Department of Industry and the Department of Agriculture (the same business entities are surveyed)</p>	<p>The data from the monthly survey of agricultural statistics are not fully comparable with the data of the monthly survey of industry statistics for the following reasons:</p> <p>Different methodologies and classifications are applied. Data related to milk and obtained dairy products in dairies refer to the input of raw milk and obtained finished dairy products that are ready for the market, according to the detailed classification of products that is an integral part of the valid EU methodology regarding statistics of milk and dairy products (COUNCIL DIRECTIVE No. 96/16/EC of 19 March 1996 on statistical surveys of milk and milk products, COMMISSION DECISION of 18 December 1996 laying down provisions for the implementation of Council Directive 97/80/EC on statistical surveys of milk and milk products). In particular, the input of cow's milk and the dairy products obtained from cow's milk (quantities) are monitored and published. Data on livestock slaughtering in slaughterhouses refer to the number, gross and net mass of slaughtered livestock - by types and categories of slaughtered livestock listed in the current EU Regulation determining survey in the field of livestock (Regulation EC No. 1165/2008). Industry statistics applies the Nomenclature of Industrial Products for the Monthly Industry Survey, which is based on CA (2010) and which is in accordance with the CPA (EU classification of products according to economic activity). The collected data refer to the entire realized production (including products used in further production process), stocks and sales of products.</p> <p>The coverage is different. In the monthly surveys of agriculture, the coverage of dairies and slaughterhouses is complete. A sample of the most significant reporting units is used in the Monthly Industry Survey. Reporting units are dairies, slaughterhouses and other manufacturers of industrial products. Data on manufactured quantities of industrial products are used to calculate the index of industrial production for a given month.</p> <p>Deadlines for publication (availability) of data is different. Statistics of Agriculture publishes the data of dairies 45 days, and the data of slaughterhouses 40 days after the end of the reference month. On the last working day of the month, Industry Statistics publishes the indices of industrial production for the previous month.</p>
<p>Simple and clear access to all available data</p>	<p>Thanks for your comment, we hope that with the planned redesign of the website, it will be easier to access the data on the site.</p>
<p>As for the consumer price index, it is nowhere to be seen which groups of products exist or which products/services are included in the calculation of the consumer price index.</p>	<p>The lowest level of publishing data on consumer prices in the Republic of Serbia is the four-month (4-month) level according to the Classification of Individual Consumption by Purpose (COICOP).</p>

<p>Regarding the communication with the Office, the answer was timely and correct.</p>	<p>Thanks for the comment.</p>
<p>There is plenty of space for improving the database. Not all data is available, nor is the database regularly updated.</p> <p>The base could be modernized a bit. Export that goes like a web page specifically annoys me. Otherwise, I am very satisfied with the bases and content.</p> <p>Enable as much data as possible by municipalities in the Database, that is, create a Database only at the level of municipalities, so that we are aware on which indicators you have data for at the level of municipalities. Thank you.</p> <p>It is very difficult to compare indicators from an open database because of enormously large documents that cannot be opened and viewed. Is it possible to display the statistics by year differently, that is, in several documents?</p> <p>I am downloading the necessary data from your database on SORS website. The database should be adapted to the needs of users to be more user friendly, with explanations to users of all the possibilities offered by the database and how users can use it most effectively.</p>	<p>One of the priority activities in the coming period is certainly the improvement of the platform for the availability of data published by the Statistical Office of the Republic of Serbia, which includes the official website and database.</p> <p>Realization of this activity requires significant engagement of experts from the field of IT, of which there are unfortunately not enough in our institution.</p> <p>The publication of the results of statistical surveys is in accordance with the Publication Calendar, and thus also the availability of new data series of for indicators in the database.</p>
<p>The site is a bit complicated, so it often makes it difficult for me to quickly find the information I need.</p> <p>The site is accessible for someone with a basic knowledge of statistics, but the data is not so easy to come to for someone new in the field of survey. it would be necessary to popularize SORS, statistics as well as the limitations of the methods used.</p> <p>Statistical data from the site are easily accessible to those who deal with statistics. If someone from the outside is looking for an information, it is difficult to navigate.</p> <p>I ask you to significantly improve the site in terms of improving navigation, easiness and speed of finding the necessary data by users. Improve SORS site a little so that people who don't have that much experience with the Internet can find their way around better, improve the design of the site, simplify it, and make it equal in quality with the sites of more developed countries.</p> <p>Site content is loading very slowly and needs to be sped up. The same applies to data on the Open Data portal, especially for large files with many lines.</p>	<p>The website of the Statistical Office of the Republic of Serbia was created in 2018, based on the model of the then current websites of the EU statistical offices. In the same year, a redesigned database was launched. Considering their financial and human capacities, it is difficult to keep up with them in the development and application of new web technologies.</p> <p>One of the priority activities in the coming period is certainly the improvement of the platform for the availability of data published by the Statistical Office of the Republic of Serbia, i.e. the website and database. Realization of this activity requires significant engagement of IT experts, but there are, unfortunately, not enough of them in our institution.</p> <p>Currently, SORS is working on the preparation of a video instruction on <i>How to access statistical data</i>, which will show, through an example, how to navigate and download data from the site or from the database. The video guide will be published by the end of this calendar year.</p>

<p>The site could be loading up faster...</p> <p>The site should open faster!</p>	
<p>Put as much data as possible by municipalities in the Database, that is, create a Database only at the level of municipalities, so that we are aware of which indicators you have data for at the level of municipalities. Thank you.</p>	<p>One of the planned improvements is actually grouping of indicators by the territorial level. Realization of this activity requires significant engagement of experts from the field of IT, but there are, unfortunately, not enough of them in our institution.</p>
<p>I suggest creating a special section on the website that would display all data on young people obtained from various statistical sources. If it is impossible to give all the data for young people aged 15 to 30 (Youth Act), the data available for them can be given plus data for young people 15-29 and 15-24. A similar example exists on the website of the Statistical Institute of Albania. It would be desirable if the data were presented at the national level and at the level of statistical regions and, if possible, also at the district level. In the future, if this is impossible now, it would be good to present them for the three age groups of young people: 15-18, 19-24 and 25-30. Previously, such data were available, and we need them for comparison with earlier surveys.</p>	<p>In the coming period, in addition to improving the platform for dissemination, we also plan to create pages with data on targeted groups of users, which certainly includes young people.</p>