**Monitoring of the proposals for improvement**

**stemming from the User Satisfaction Survey**

The Statistical Office of the Republic of Serbia (SORS) sees its User Satisfaction Survey (USS) as an extremely important tool for quality management. Therefore, SORS is very dedicated to monitoring users‘ proposals in order to improve its products and services.

With this aim, a list of proposals for improvement is added at the end of each USS, and the activities for their implementation are regularly monitored. To carry out some activities, more than one year or two are required for their full implemention.

This report is a summary of the activities conducted in 2021, 2022 and in the first quarter of 2023 in order respond to users‘ proposals and suggestions in the 2021 and 2022 USS.

Users‘ proposals for the improvement of SORS products and services:

1. **Provision of more data on the level of districts, municipalities/cities (tourism, LFS, HBS, SILC)**

Pursuant to the Law on Official Statistics SORS and other official statistics producers collect and process data under the conditions and up to the levels laid down in the Plan of Official Surveys. [The Regulation on Establishing the Plan of Official Statistics](https://www.stat.gov.rs/en-US/o-nama/dokumenti) defines for every calendar year the territorial level of data release for each survey carried out within the official statistical system of the Republic of Serbia.

* Data of the [tourism statistics](https://www.stat.gov.rs/en-US/oblasti/ugostiteljstvo-i-turizam/turizam) are published monthly on municipal level in pdf and excel formats. Since March 2023, the indicator – *tourist arrivals and overnight stays by municipalities – monthly data* has been uploaded in the dissemination database, thus enabling the users to create a table by selecting a municipality, time period, type of tourists.
* Data of the [Labour Force Survey (LFS)](https://www.stat.gov.rs/en-US/oblasti/trziste-rada/anketa-o-radnoj-snazi) (data on quarterly flows between different labour market status – employed, unemployed, outside labour force) are published on the level of regions because the sample size is not sufficient to ensure data representativeness on the municipal level.
* Data of the [Household Budget Survey (HBS)](https://www.stat.gov.rs/en-US/oblasti/potrosnja-prihodi-i-uslovi-zivota/potrosnja-domacinstva) are available on the level of regions; as in LFS they are not representative on the municipal level.
* Data of the [Survey on Income and Living Conditions (SILC)](https://www.stat.gov.rs/en-US/oblasti/potrosnja-prihodi-i-uslovi-zivota/prihodi-i-uslovi-zivota) are regularly collected and published in line with the methodology that is aligned with the Eurostat methodology. The data from the Survey on Income and Living Conditions (SILC) are published on the level of the Republic of Serbia. This level of data publication is defined in the Regulation on Establishing the Plan of Official Statistics.

1. **Provision of demographic indicators on the level of settlements** 
   * Pursuant to the Plan of Statistical Surveys and European statistics practice, demographic data are not published on the level of settlements. At users‘ requests, SORS, according to its human and technical resources, proceeds to additional data processing on the level of settlements, while respecting statistical confidentiality.
   * Data of the Census of Population, Households and Dwellings are published up to the level of settlements depending on the type of indicators. At users‘ request the data can be transmitted also on lower territorial levels if they do not endanger statistical confidentiality (in line with the Decision on the Dissemination of Sensitive Census Data).
2. **Provision of international trade data according to the Customs Tariff** 
   * International trade data according to the International Trade Statistics Classification (ITSC) are available in the dissemination database. In the scope of the indicators *Exports and Imports, by ITSC commodities* one can enter a code of the Customs Tariff (CT) using a filter, which allows a commodity to be shown according to ITSC. The correspondence between CT and ITSC is not always one-on-one, i.e. one commodity of ITSC can cover more than one commodity according to CT. This possibility of search has been existing since 2018 when the dissemination database was redesigned.
3. **Provision of data on the use of social networks and online media** 
   * According to the Plan of Statistical Surveys, SORS conducts the survey on the [Usage of Information and Communication Technologies](https://www.stat.gov.rs/en-US/publikacije/?a=27&s=2702&d=&r=) on annual level. The questionnaire for the survey is formulated according to the Eurostat methodology, where it was previously tested and accepted by all member countries and candidate countries.
4. **Further improvement of statistical data quality, particularly in the sense of timeliness, data detail level and impartiality;**

**Accelerating the processing and release of data from some statistical areas in order to improve timeliness (it was mentioned that the Monthly Bulletin is published two months and 10 days after the reference period, that the bulletin from judiciary is published only in December of the current year for the previous year, etc.).**

* + [Мonthly Statistical Bulletin](https://www.stat.gov.rs/en-US/publikacije/?d=3&r=) has been published since 1952 and represents a unified publication of monthly/quarterly (preliminary) results from more than one statistical areas. The publication includes data series on manufacturing, trade, prices, employment, salaries and wages, monetary flows and demography. All these data are also available in regular statistical releases/press releases where timeliness, i.e. dissemination frequency is shorter than that of the Monthly Statistical Bulletin.
  + Vital statistics has introduced, since 2021, the release of preliminary data on births and deaths in the form of a statistical release ([statistical release Births and Deaths](https://www.stat.gov.rs/en-US/publikacije/?a=18&s=1803&d=&r=)) and in the form of excel table [Preliminary Results on Live births and Stillbirths and Deaths by regions, 2022/2023](https://www.stat.gov.rs/media/358556/prethodni-rezultati-mart_2023-po-regionima.xlsx).
  + [Bulletins from judiciary](https://www.stat.gov.rs/en-US/publikacije/?a=14&s=&d=5&r=) are published before the [statistical releases](https://www.stat.gov.rs/en-US/publikacije/?a=14&s=&d=1&r=) that are published for minor and adult perpetrators of criminal offences 6 months and 15 days from the reference period, and for legal entities and responsible persons perpetrators of criminal offences 8 months from the reference period. It is planned to switch to electronic data collection from administrative source, thus the time from the reference period to the time of publication will be shorter.
  + It is planned that the statistics of education start to retrieve data from the Register of the Ministry of Education, starting from the next school year (2023/2024).

1. **To adapt to average users the survey methodologies in order to make them user-friendly** 
   * SORS developed in 2018 an application for the creation of reference metadata and quality report – RZSMETA. In order to be harmonised with Eurostat standards the structure of the system of reference metadata of the Statistical Office of the Republic of Serbia has been created according to SIMS 2.0. from 2016. Reference metadata are metadata that describe the content and quality of statistical indicators, and the Quality Report is a report that contains information on the quality of a statistical product or process. [Reference metadata](https://www.stat.gov.rs/en-US/istrazivanja/referentni-metapodaci) are published on SORS website. Serbian versions should be published at the same time with the first release of data. Metadata and quality reports are formed through the application in SDMX format and are transmitted to relevant institutions. These files are transmitted to Eurostat via the Metadata Handler application. If Eurostat has some comments, corrections can be made only in the Metadata Handler application.
2. **Simultaneous publication of data in statistical releases and in the database; Linking the tables from publications with the database** 
   * During 2021, SORS started a new system for the publication of statistical releases that implies that tables and charts are to be created based on the data from the dissemination database. That is, in order to publish statistical releases it is necessary to have the data stored in the dissemination database, meaning that publication is synchronised.
   * Таbles from statistical releases are linked with the database and can be retrieved in excel format.
   * It is planned to publish statistical releases according to this new system until the end of 2023.
3. **Innovation is necessary in the work of institutions when presenting data through analysis, i.e. in-depth analytical presentation; Provision of more detailed analytical comments on data**
   * The publication [Тrends](https://www.stat.gov.rs/en-US/publikacije/?d=8&r=) represents a synergy of traditional presentations and modern graphical solutions for presenting and disseminating large datasets. With the aim to offer an as precise as possible view in the current economic situation and its short-term evolution, we show via a modern concept quarterly series of the most important statistical areas as well as a set of indicators that can predict cyclical movements with high reliability.
4. **To digitilise older data/publication**
   * Since 2004, [all the publications and statistical releases in electronic form](https://www.stat.gov.rs/en-us/publikacije/)  (pdf, word, excel) have been available on SORS website. SORS have also scanned and uploaded on its website all [Statistical Yearbooks](https://www.stat.gov.rs/en-US/publikacije/?d=2&r=) and publications [Municipalities in the Republic of Serbia/Municipalities and Regions](https://www.stat.gov.rs/en-US/publikacije/?d=13&r=) as well as [the books of the censuses of population, households and dwellings](https://www.stat.gov.rs/en-US/publikacije/?d=4&r=).
   * SORS will, pursuant to the Law on Library and Information Activities, and Rulebook on Detailed Conditions for Digitalisation of Library and Information Collections and Sources, continue to permanently digitalise [old publications](https://www.stat.gov.rs/en-US/publikacije/?d=11&r=), as the only source of statistical data.
5. **To enable cross-referencing of data from multiple surveys**
   * The [dissemination database](https://data.stat.gov.rs/?caller=SDDB&languageCode=en-US) allows [advance search](https://data.stat.gov.rs/AdvancedSearch?languageCode=en-US)*,* which offers the users the possibility to select a classifiction and all indicators that are derived on the basis of the selected classification and vice versa.
6. **To improve data visual presentation** 
   * During 2020, SORS developed a [web page for visualisation](https://www.stat.gov.rs/sr-cyrl/vizuelizacija/) where interactive charts and infographics are placed. Since 2021, infographics have been introduced also in the Release Calendar so that users can be informed on their release.
   * Since May 2023, current indicators have been published both in the form of tables and in the form of charts.
7. **To improve and simplify the publication of information on public calls and particularly to up-load them on the website** 
   * Since 2020, a special page c[оmpetitions and calls](https://www.stat.gov.rs/sr-cyrl/o-nama/javni-konkurs-za-popunjavanje-izvrsilackih-radnih-mesta-u-rzs/) has been created where the current content of all public calls and competitions carried out by the SORS are up-loaded. The banner of this page is up-loaded also on the first page of the website.
8. **To redesign the SORS website, rendering it more modern, efficient and simpler for use and navigation**
   * Improvement of search on the website using the key word

Keyword search is enabled for the whole content on webpages, while for the content of databases (database of publications, dissemination database) keyword search is enabled within the databases.

* The functionality of the button back to top is in the process of improvement, as well as the linking of news/information and statistical releases with the previous ones.

1. **To be more up-date, active and picturesque in social networks and to promote more intensely the purpose of SORS existence and field of work**
   * In addition to regular annoucements, SORS launched several campaigns in 2022: the campaing on SORS (on the occasion of the statistics 160 anniversary), general campaign on the 2022 Population Census (that included several segments, i.e. micro-campaigns) and campaign on the 2023 Agricultural Census.