TWINNING CONTRACT

2023/447-234

EU FOR FURTHER
DEVELOPMENT OF
STATISTICS SYSTEM IN BIH

EU for Further Development of Statistics System in BiH

MISSION REPORT

Activity 3B: Information and Communication Technology (ICT) II

Component 3 – Information Society Statistics

Mission carried out by:

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Aarno Airaksinen, Statistics Finland

Online: 16, 17 September and 4 November, in-person: 03-05 December 2024

Version: Final

European Union Member State Experts (consultants) Contact Information

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Table of contents

List of Abbreviations

BC	Beneficiary Country (Bosnia and Herzegovina)
BHAS	Agency for Statistics of Bosnia and Herzegovina
BiH	Bosnia and Herzegovina
CBBH	Central Bank of Bosnia and Herzegovina
EU	European Union
EUD	European Union Delegation to Bosnia and Herzegovina
FIS	Institute for Statistics of the Federation of Bosnia and Herzegovina
LA	Language Assistant
MS	EU Member State
RSIS	Institute for Statistics of Republika Srpska
RTA	Resident Twinning Advisor
RTAA	Resident Twinning Advisor Assistant
STE	Short-Term Expert
ToR	Terms of Reference

Executive Summary

During the online sessions held on 16.-17.9.2024 the short-term experts presented their experience of building of ICT web questionnaires and how they evolved in time in Finland and Denmark.
During the mission in BiH held on 3.-5.12.2024 the discussion was continued on various issues related to the transition to digital data collection of ICT surveys. The BiH colleagues presented the draft web survey, and the short-term experts presented the controls used in all of the model surveys in their countries. In addition, E-commerce module, especially the definitions of E-commerce, web sales and EDI-type E-commerce, were explained and discussed in detail.

1. General comments

This Mission Report was prepared within the EU Twinning Project "Further Development of the Statistics System in Bosnia and Herzegovina". It was the second mission devoted to the Information Society Statistics component of the Project.

The purposes of the mission were:

- ICT Questionnaires, continued
- Status on the web survey implementation: challenges, problems etc.
- Presentations by STEs on how web-based surveying/data collection are performed in DK and FI (covered in online mission)
- Presentation by STEs on how to instruct IT experts to build web surveys (partly covered in online mission)
- Implementation on regular annual ICT questionnaire updates
- Mission Report
- Preparation of ToR for next activity

The consultants would like to express their thanks to all officials and individuals from Bosnia and Herzegovina met for the kind support and valuable information, and which highly facilitated the work of the consultant.

These views and observations stated in this report are those of the consultant(s) and the RTA and do not necessarily correspond to the views of EU, BHAS, FIS, RSIS, CBBH, Statistics Denmark, Statistics Finland, Statistical Office of the Republic of Slovenia and The Italian National Institute of Statistics.

2. Assessment and results

- *ICT Questionnaires, continued*

    This activity benefited from having the first version of the web-based questionnaire ready for review and discussion. The IT expert from BHAS presented the web-based questionnaire and introduced its structure and possibilities for navigation.

    The project participants went through the whole Eurostat model questionnaire and discussed in detail the content of the questionnaire and the controls used.

- *Status on the web survey implementation: challenges, problems etc.*

    Subjects discussed covered:

-the use of filter questions

-the length of definitions and other information about the questions shown in the questionnaire

-the complexity and structure of the e-commerce module including definitions (e-commerce, web-sales, EDI-type)

- the need to involve different employees to prepare an answer (IT-experts, accounting experts)

- the use of pre-filled register data (e.g. turnover, employment)

- *Presentations by STEs on how web-based surveying/data collection are performed in DK and FI (covered in online sessions)*

During the online sessions in September data collection timing and process, combination of different data collection methods e.g. web based and CATI, the handling of data collection related questions from respondents (roles and responsibilities in the statistical institutes) were presented.

Statistics Denmark has provided a link to the 2024 web-based questionnaire (English version). The Danish web-based solution was presented. BiH experts were given access to the web questionnaire to 'study' it after the online sessions.
Methods to manage the data collection process have also been presented and discussed.

- *Presentation by STEs on how to instruct IT experts to build web surveys (partly covered in online session)*

Standardized documents developed by and used in Statistics Denmark have been presented and shared.

- *Implementation on regular annual ICT questionnaire updates*

Standardized documents developed by and used in Statistics Denmark have been presented and shared.

3. Conclusions and recommendations

An important milestone has been reached by drafting the BiH web questionnaire presented during the mission in December. This also facilitated the discussion on the needs of the web survey.
The initial controls of the survey were prepared by the beneficiaries and further considered and discussed during the presentation on the controls by the short-term experts. These will be considered further by beneficiaries during the preparations of the survey.
The beneficiaries expressed that the dilemmas they were facing were clarified during the December mission. The discussions resulted into a better understanding of the overall web survey methodology. After the mission, the beneficiaries are better prepared to conduct the 2025 ICT survey.
Transition to web survey form of data collection will result in reduced costs of the survey. The transition to web-based data collection is expected to improve the overall data quality of the ICT survey.
The next mission tentatively planned for beginning of June 2025 will focus on the BiH experience and questions related to the first web surveying which will be carried out in the beginning of 2025.

4. What to do before the next mission

Action	Deadline	Responsible person
Finalise web questionnaire		BiH statistical institutions
Launch the survey	1st quarter 2025	BiH statistical institutions
Collect experiences on the web survey data collection	June 2025	BiH statistical institutions
Analyse the experiences on the data collection	June 2025/ at the next mission	BiH statistical institutions and MS STEs

Annex 1. Terms of Reference for the current mission

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Terms of Reference

EU Twinning Project BA 19 IPA ST 01 23

Component 3 - Information Society Statistics

Timing:
Online: 16-17 September (13.00-15.00 h) and
4 November 2024 (14.00-14.30 h)
In-person: 03 (at 10 a.m.) - 05 December (12 p.m.) 2024

Venue: Zoom and Sarajevo (Zelenih beretki 26, I floor),
Bosnia and Herzegovina

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Activity 3B: Information and Communication Technology (ICT) II

The objective of the component is to modernise the working methodology for ICT with emphasis on the data collection method – from physical surveys to web link surveying. The initial idea was therefore for the Project to assist on the creation of three web links for data collection - one for each statistical institution in BiH. However, as the amount of assistance the Project can offer can unlikely lead to the creation of three web links, it has been agreed that web links will be created outside the Project alongside with methodological support to the modernisation inside the Project.

Web links are already in use in other statistical areas. These links can be altered for the use of ICT data collection or new links can be created by BiH IT staff within the institutions.

1. **Mandatory result**

Working methodology for the ICT surveys (from data collection to dissemination) on households, individuals and enterprises modernised.

2. **Purpose of the activity:**

   - ICT Questionnaires, continued
   - Status on the web survey implementation: challenges, problems etc.
   - Presentations by STEs on how web-based surveying/data collection are performed in DK and FI (covered in online mission)
   - Presentation by STEs on how to instruct IT experts to build web surveys (partly covered in online mission)
   - Implementation on regular annual ICT questionnaire updates
   - Mission Report

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7

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- Preparation of ToR for next activity

3. Expected outputs of the activity:

- ICT Questionnaires, continued
- Status on the web survey implementation: challenges, problems etc. discussed
- Presentations by STEs on how web-based surveying/data collection are performed in DK and FI (covered in online mission)
- Presentation by STEs on how to instruct IT experts to build web surveys (partly covered in online mission)
- Implementation on regular annual ICT questionnaire updates discussed
- Mission Report produced
- ToR for next activity prepared

Annex 2. (input for the) Terms of Reference for the next mission

Activity 3C	Follow up and assessment of the **first round of CAWI data collection**
Budget section	III. Components Mandatory Results – Component X
Subject	• Assessment of the first round of web-based data collection: How did the web-based data collection work? Issues encountered during the first round (e.g. related to routing of questions, filters, availability of definitions, contacts from respondents, the technical functioning of the web survey, etc.) • Share of responses collected by CAWI /CATI - what can be learned from the analysis of data collection 2025? • Preparation of ToR for next activity
Methods	STE mission in BiH
Resources	MS: Aarno Airaksinen (FI), Agnes Tassy (DK), RTA, RTAA and RTALA BC: Relevant staff expected to be involved in the component 3
Duration	2 STEs x up to 3.5 working days for MS staff
Output	• Assessment of the first round of web based data collection made • Issues related to the above data collection discussed and potentially solved • Mission Report produced • ToR (including time (frame)) for next activity prepared
Time schedule	2nd week of June 2025 in Sarajevo

Annex 3. Persons met

BHAS:
Fahir Kanlic, Head of Department for Industry and Construction Statistics (*online sessions*)
Dajana Mrgud, Senior Adviser for Industry and Construction Statistics
Neno Svjetlanovic, IT expert, Department for Applications and Database Management

FIS:
Elvir Juljevic, Expert Consultant for Communication Statistics and Information Society
Muhidin Hadziahmetovic, Assistant Director of Sector for Business Statistics
Džemal Borovina, IT expert from Department for Data Entry Application Development (*online sessions*)
Elvira Ramic, Senior Advisor for Transport Statistics
Natasa Radovic, Senior advisor for software engineering
Amer Koric, Assistant director for Sector of ICT and Statistical Methods

RSIS:
Aleksandra Djonlaga, Senior Officer for Consumer Prices in Services
Mladen Maric, Head of the Department for Applications and Databases (*online sessions*)

RTA Team:
Niels Madsen, RTA
Larisa Muslimovic, RTA Assistant
Senka Ahmetovic-Palic, RTA Language Assistant

Signatures

For the approval of the contents of this report, representatives from BHAS, FIS and RSIS as well as MS experts and the RTA sign here:
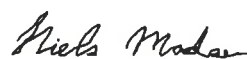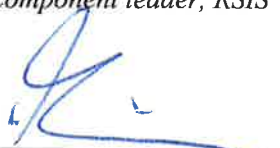
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Component leader, BHAS

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Component leader, FIS

Александра Боилага
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Component leader, RSIS

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