

# FIFTH INTERNATIONAL WORKSHOP ON BUSINESS DATA COLLECTION METHODOLOGY

19–21 SEPTEMBER 2018 – STATISTICS PORTUGAL, LISBON

## DATA COLLECTION AND INFORMATION FLOW MANAGEMENT IN STATISTICAL SURVEYS CONDUCTED WITH THE USE OF REPORTING PORTAL.

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### Abstract

In the Polish statistical system, overwhelming majority of data from and about business are obligatorily collected via Internet. In order to enable respondents to report online, in 2007 Statistics Poland set up an Internet platform named “Reporting Portal”, designed exclusively for statistical purposes.

Reporting Portal, one of the biggest and busiest information systems in the Polish public administration, is responsible for collecting about 3,000,000 statistical questionnaires a year, used as a source of information for more than 200 statistical surveys carried out by the Statistics Poland on the basis of the annual programme of surveys. But processes performed by Reporting Portal include not only data collection itself, but also numerous activities associated with this process. Among other things, those activities include exchange of information connected with different stages of survey and intended for different groups of recipients. This exchange of information takes place within and, what is even more important, outside of the statistical services. As a result, Reporting Portal serves as a huge channel of communication between statisticians and respondents (more than 800,000 active users’ accounts all over the country) obliged to deliver the data. What is more, this communication is not only limited to sending typical announcements about obligations and deadlines connected with particular surveys; Reporting Portal provides also an opportunity for respondents to ask questions or to report problems connected with participation in a survey. This two-way communication requires perfect organization and planning, and, needless to say, involves large groups of employees of statistical services, almost permanently engaged in regular contacts with different groups of respondents.



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Polish experience from more than 10-year period of conducting statistical surveys online shows that this method relies very much on proper information flow. In many cases, appropriate information, delivered on time to a proper recipient, is the most important factor in the whole process of collecting the data. Apart from obvious benefits for statisticians, being well-informed on every stage of a survey is also necessary for respondents, in order for them to deliver the data of high quality and without delay.