



# Notifying and training procedure for respondents in Statistics Estonia

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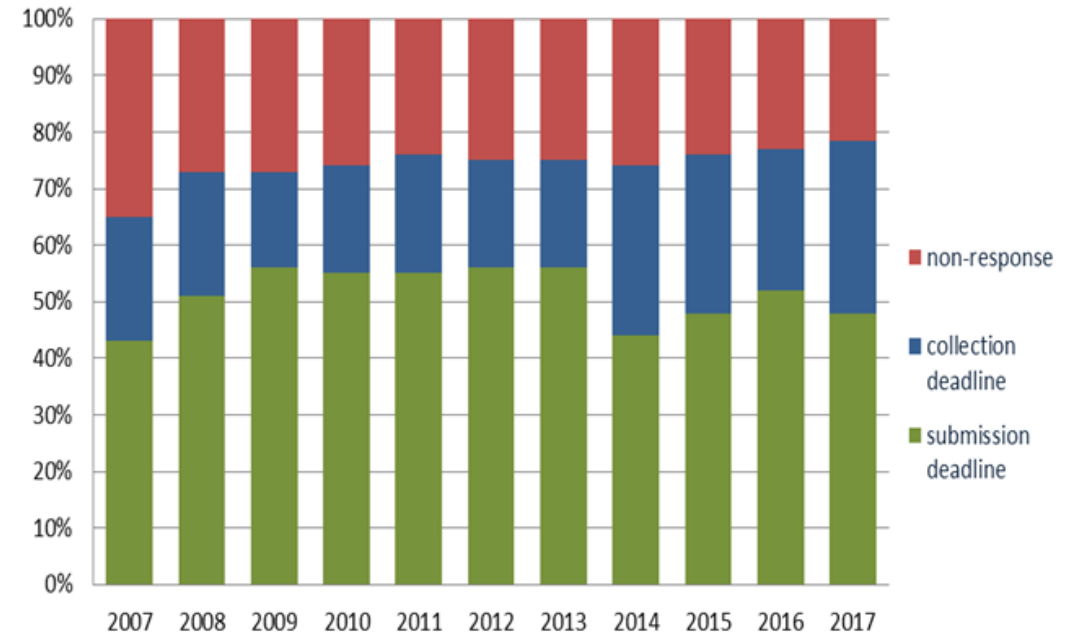
# Notifying and training

- Notifications
  - About the obligation to submit data
  - About changes or adjustments in questionnaires
  - Other notifications (information letters, descriptions of statistical activities, etc.)
  - Reminders (about approaching / expired deadlines)
  - Precept - warning (before penalty payment)
- Trainings
  - About questionnaires
  - About the data submission application eSTAT
  - Informative trainings
- Who we inform and train
  - Managers of the enterprise
  - eSTAT main users
  - Data providers

# Why?

- Every year - Statistics Estonia conduct about 160 statistical activities. 50 of these are based 100% on administrative data and for 70 we collect data from economic units and persons.
- We collect data with the help of 150 different questionnaires - about 140 of these can be filled in our electronic data collecting system eSTAT and the others are done by paper or by interviews.
- In a calendar year we collect data from 40 000 economic units. For economic units the submitting data is legally required
- In one year we collect ~420 000 questionnaires, on average 1700 in one day.
- In one year we send around 450 000 electronic notices to economic units.

Response rate 2007 - 2017



# Notifications about the obligation to submit data

- 15 December – notification about obligations in the following calendar year
- 12th date each month – notification about obligations imposed due the calendar year
  - The questionnaires which the enterprise must submit in the following year have been listed on Statistics Estonia's website under menu item "[Obligation to submit data](#)"
    - obligations are visible to the enterprise after entering the registry code
    - on the list are questionnaires, periods, deadlines, important information about data submission - questionnaires pages have links to the information about the purpose of data collection, information about where the data are used, published, etc.
  - For data submission, we recommend using the electronic data collection environment eSTAT. Links to information about joining and using eSTAT have been added.
  - Information about Statistics Estonia's right to issue a precept to the respondent for the elimination of the violation resulting from failure to submit data or submission of distorted data.

# Other notifications

- We thank respondents for their cooperation
  - Upon ending data collection with a questionnaire, we inform respondents about the data sources which are going to be used for data collection in the future.
  - When we send year-end greetings to enterprises who have submitted their data on time in the calendar year
- We inform respondents
  - About the objective and importance of the statistical activity, reason for data collection, data users, etc. <https://www.stat.ee/esms-metadata> . We send inform-letters, for example, for questionnaires EKOMAR – Economic activity (year), Economic activity (quarter); Intrastat; Manufactured goods; Innovation Survey, etc.
  - eSTAT main users – notification at the beginning of the year about their data submission rights and obligations in the calendar year
  - Information to new respondents about joining eSTAT - <https://www.stat.ee/en>

# Reminders

- Reminders are sent to enterprises that have not submitted their data to Statistics Estonia (partially completed questionnaires are regarded as questionnaires not submitted).
  - The letters are sent automatically by eSTAT on specified dates – 5 days prior and 3, 7 and 20 days after the submission Deadline (background paper appendix 1).
- In addition to the reminders sent from the eSTAT system, also separate reminders can be sent to economic entities:
  - When necessary, to respondents of questionnaires with a longer collection period, who have not submitted data by deadline
  - In the case of INTRASTAT questionnaires not yet started – reminders are sent by client support on the 25th date each month about all the missing periods
- Precept - warning (before penalty payment)
  - Monthly and quarterly questionnaires - the letters are sent about 10 days after submission deadline
  - Yearly questionnaires - the letters are sent about 20 days after submission deadline

# Trainings

- We wish to introduce to the managers, accountants, etc. of enterprises / economic entities
  - the objectives of specific statistical activities for which the enterprises must submit data
  - instruct and consult them on using eSTAT
  - instruct and consult them to complete questionnaires
  - consult them on the sources which are used to pre-fill the questionnaires
- On Statistics Estonia's website under menu item "Submit data" are available
  - information on organized training
  - the training programs
  - the training materials
  - registration for training
- Training providers include:
  - Heads of statistical activities
  - Head of client support
  - Leading statistician of the source database team
  - Senior consultant from Marketing and Dissemination Department

# Trainings feedback

- After training we ask participants for feedback. The link to the feedback form is sent to the e-mail address that participants provided during registration for training.
- The summaries of feedback forms will be available to all training providers and the training organiser, so that training sessions to data providers could be made more informative and accessible.
- In addition, we send each enterprise that received a training invitation (irrespective of whether they participated in the training session or not) a link to the training materials, so that there would be an option to review the materials when necessary.

This year, we started developing video tutorials - for the data submission application eSTAT and for various questionnaires. These videos will be added to the training materials on the website.



**Thank You!**



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