



CONFERENCE OF EUROPEAN STATISTICIANS

WP.20

Workshop on Statistical Data Collection: Riding the Data Deluge

20 April 2015

29 April – 1 May, Washington D.C., United States of America

Data Collection at Statistics Netherlands: Challenges and solutions

Magchiel van Meeteren (Statistics Netherlands)

Abstract

Overcoming a restrictive head start

Statistics Netherlands now has over 15 years of experience using CAWI and 6 years of experience with mixed-mode designs. At this point in time, 70% of all surveys are performed mixed mode. Assessment of the current results of data collection at Statistics Netherlands reveals that all the channels used come with their own challenges: in the areas of response, rapid social and technical developments, as well as budget cuts.

This presentation highlights the managerial issues accompanying these challenges. The data collection division (DVZ), one of the five main divisions of Statistics Netherlands, is currently in the process of reorganisation, investing in both the short and the long term.

The presentation starts with an insight into the organisation and the characteristics of data collection at Statistics Netherlands. The various channels are subsequently presented, with their own specific issues and countermeasures. Thirdly, I shall discuss the actions we have taken to meet the three goals of the current reorganisation:

- Increased satisfaction of both customers and respondents: reducing administrative burden for businesses, decreasing time to market, expanding service windows and introducing customer services monitoring,
- Strengthened chain management: Lean Operational Management, increased effort on maintenance, intake teams, KPIs
- Renewal of all major processes and IT

Achieving these goals will result in a data collection division that remains attractive for both internal and external customers, delivers data in time and on budget, and is equipped for future developments.

If there is a need to discuss any of these subjects into more detail, please feel free to contact me during the sessions. I'm very interested in how other NSIs handle similar challenges.

