Recent WEB DEVELOPMENT AT SORS

Statistical Office of the Republic of Serbia
www.stat.gov.rs stat@stat.gov.rs
NUMBER OF VISITS TO SORS’ SITE – by years

- New site
In the end of the 2010, User Satisfaction Survey was conducted and analyses done were good basis for further development and innovations in the dissemination of statistics through website.

In general, users expressed positive opinions about the services provided by SORS but the intensive work on redesigning website started in the 2011 and further development continued permanently.
CREATING NEW WEBSITE – HOW?

• Considering different user needs and approaches when accessing data, discussions were organised with:
  - Government and public administration
  - Research and scientific institutions

• Learning from experience of developed statistical offices and international organisations

• Permanent web satisfaction survey and appreciation of users’ suggestions
CREATING NEW WEBSITE – HOW and WHAT?

• Improving the content of the dissemination products and services

• Using standardised formats and development of user-friendly tools for flexible usage of the disseminated data on the web

• Implementation of the international standards for metadata; releasing reference metadata according to these standards together with the disseminated data

• Improving and adopting necessary internal procedures

• Introduction of two new websites for: Population Census and Census of Agriculture
NEW WEBSITE – Some verifiable results

• Significantly growth number of visits
• Increased number of downloads
• Significantly reduced demand for hardcopy releases
• Increased use of some website’s features in everyday operations of Government administration – example: DevInfo database (UNICEF adapted for Serbia), used for planning on national, regional and local level
• …