

# Annual Report

of the Statistical Office of the SR

## 2009



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# Introduction

The year 2009 represented the next year of activities in the national statistics of the Statistical Office of the SR and was **the first year of new euro currency**, to transition of which the Office has already been preparing in previous years and which has begun to use in presented statistics. The last year was also the year, when the Office focused, in particular, on increasing its efficiency in order to create required conditions to meet growing requirements of interested parties in spite of limited sources.

This objective was fulfilled by implementation of the ISO 9001:2008 standard to the quality management system of the Statistical Office of the SR (hereafter called "SOSR") realized in 2009, also the **first year of implementation of the SOSR Development Strategy to 2012**, an important part of the quality management system of the Office. The implementation of the strategy paid special attention to realization of programmes, which allow regulating internal processes, knowledge basis and systems in the Office so that the statistical products and services provided to user presented an added value. A significant measure in this connection was starting the realization of the **optimization programme of interfaces between processes, development of cost management** and other programmes to rationalize production cost and statistical products provision and also to decrease burden of customers by usage products and burden of respondents by providing data.



*Lada Ambrozová*

The suitability of the **quality management system adjustment** allowing meeting specified objectives was confirmed by the recertification audit performed by the classification society Bureau Veritas Certification in October 2009, three years after the first successful classification of the system. SOSR was the first central body of the state administration that acquire this type of certificate. The awarded certificate confirmed not only harmonization of the quality management system of SOSR with international standard ISO 9001:2008, but also the fact that the implemented system create appropriate conditions to develop higher efficiency of the Office and thus to improve further the quality of statistical products and services provided to customers.

SOSR paid increasing attention to **rationalization of statistical surveys** in order to decrease response burden in 2009. It has begun considering the possibilities to use existing administrative sources as well as seeking possibilities to produce new sources.

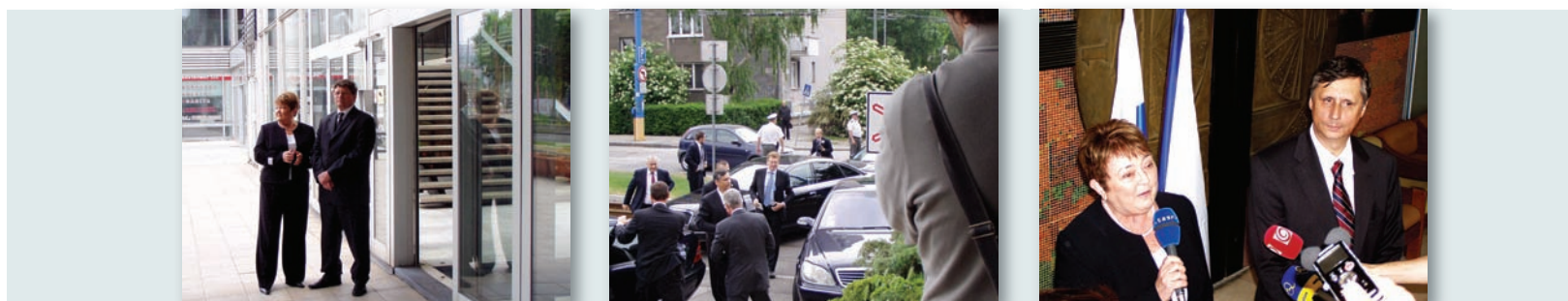


The Office participated actively in initiatives leading to the development of the European statistical system. Together with statistical offices of other member countries of the European Union, SOSR took part in the preparation of **new legislative framework of the European statistics**, as well as in further activities relating to the European statistical system as a whole.

In 2009, the methodology of the national statistics was strengthened by a formation of the **Statistical and Mathematical Methods Department**. The mission of the department is to develop the methodology in the field of preparation, realization and processing of statistical surveys in compliance with current trends in the European and world context. New methods of production of statistical retrievals, data processing, modelling and integration of data from different sources will be applied and the department will contribute to meet the strategic objective of the Office, i.e. increasing the quality of statistical production together with decreasing costs and administrative response burden.

The development of the **national account system** in compliance with new regulations and directions of the European Union was also the one of the main objective in the field of macro-economic statistics in 2009. Except of standard tasks that the macro-economic section met in accordance with Eurostat requirements, attention was paid to preparation of the *Report on deficit and debt of public administration* (notification tables) in regular dates to the 1<sup>st</sup> April and 1<sup>st</sup> October 2009.

**Price statistics** included in the consumer basket to calculate index of consumer prices the survey on prices in e-shops (Internet shopping) that was prepared methodically during 2009 for the first time since January 2010. The project relating to the experimental calculation of real estates prices index and its inclusion into the calculation of harmonized index of consumer prices (HICP) was successfully finished in cooperation with Eurostat and also the Office began to send HICP with constant taxes in monthly periodicity to Eurostat. The field of prices of production statistics published price indices in new classification SK NACE Rev.2.



The Statistical Office realized continuously the main objectives of the **foreign trade** statistics, such as to provide monthly indices of import prices to Eurostat and indices of export and import prices on request of national account statistics as well as on request of other departments in specified dates. The relevant amended legislation was implemented. Changes related also to the application programme equipment to process data from Intrastat and Extrastat. Adjustments were realized by two grants, in which, except of solver, the External Trade Statistics Department managing methodically changes of the application programme equipment and also its testing took part.

In 2009, the centre of activities in **economic statistics** was focused on the response burden reduction, mostly in small enterprises and for tradesmen. The objective was a gradual cancellation of the reporting duty of monthly surveys for tradesmen in order to replace the data collection by appropriate model estimation. In 2009, recalculation of time series of economic indicators to new classification SK NACE Rev.2 was gradually completed. In time

of economic crisis, new indicators expressing more accurate the short-term dynamic of changes in economy of the Slovak Republic were produced and published. EUROSTAT received relevant information from science and technique statistics and from information society statistics to be able to evaluate objectives of the *Lisbon Strategy*.

**Social statistics and demography** continued with the preparation of *Census of Population and Housing 2011 (CPH 2011)* in compliance with the regulation of the European Parliament and of the Council as well as in compliance with implementing regulations so that the census will provide data on the Slovak Republic harmonized with the European requirements. The survey and publication of data on incomes and living conditions of households (EU SILC 2009), which is a relevant source of information on income inequality and poverty, continued the further year. In 2009, the European survey on health (EHIS 2009) was realized as well as. The acquired data will be a significant data source and information on health to international comparison of Slovakia in the European Union





and on analysis of health condition of population in Slovakia. The year 2009 was also the year of methodological and organizational preparation of data collection on low-income households in order to construct living wages. Activities were realized in cooperation with the Ministry of Labour, Social Affairs and Family of the SR.

In the course of 2009, the Office performed **processing of results of the SR presidential election**, the elections to the European Parliament and to the bodies of regional self-governments of the SR concerning the election statistics. All information was available continuously at the Office's website.

The conception of **the statistical information** dissemination was prepared in accord with the direction of *Community Statistical Programme 2008 – 2012* at SOSR in 2009. Principles and forms of the statistical information dissemination resulted to significant changes that strengthened the Internet solving as a dominant and free of charge accessibility of information to users, to dissemination of the content of on-line databases and to development of the user-comfort application tools to statistical information dissemination. The Office focused on production of products with added value, i.e. user-acceptable products with knowledge interpretation, with higher share of incorporated analytical texts and with visualization of data (graphs, maps). The survey on satisfaction of users with products and services of SOSR was realized via on-line questionnaire over the course of 2009 to consider as better as possible the satisfaction of statistical requirements of customers. Results of surveys affected the production of prod-

ucts and dissemination forms and they will be gradually reflected in the improvement of activities and processes in the whole SOSR.

The year 2009 was also evaluated very significantly by SOSR in the field of informatics. The complex **renewal of information and communication technologies** was realized, i.e. at the level of working stations as well as at the level of central components by building of new computer centre equipped by modern technologies. The approval of the national project on *Electronic services of SOSR* created conditions to realize purposes of the conception of information system development of the SOSR, objective of which is to build up an integrated statistical information system (further only "ISIS").

Similarly as in the previous years also in 2009, the Office was actively involved in **international activities**. Representatives of SOSR actively took part in the preparation and approval of the European statistical legislation in meetings of working groups of the European Commission and of the Council. The Office was visited by many significant persons, such as the Prime minister of the Czech Republic Jan Fisher, the General Director of Eurostat Walter Rademacher, or presidents of statistical offices of neighbouring countries.

The appreciation of the personal work of SOSR is **the price Recruit Rank Awards** for the 2<sup>nd</sup> place that the Office acquired for the year 2009 in a prestige evaluation of 6 630 companies in Slovakia organizing a selection or recruitment of employees via the periodical and Internet portal Profesia.

# Identification of organization

<b>Title:</b>	Statistical Office of the Slovak Republic
<b>Acronym:</b>	SOSR
<b>Address of headquarter:</b>	Miletičova 3, 824 67 Bratislava 26, Slovak Republic
<b>Contact:</b>	telephone (operator) 50236 111
	Internet <a href="http://www.statistics.sk/">http://www.statistics.sk/</a>
<b>Management:</b>	The Statistical Office is a budgetary organization, with its incomes and expenditures being a part of the state budget of the Slovak Republic

## Main activities:

SOSR<sup>1</sup>:

- a) develops and publishes the policy of national statistics
- b) compiles the Programme of State Statistical Surveys in co-operation with ministries and state organizations
- c) defines methodology of statistical surveys and collects and processes statistical data
- d) defines methodology for maintenance of the system of national accounts and compiles national accounts
- e) sets up, releases and keeps classifications, nomenclatures and registers in co-operation with the ministries and state authorities
- f) defines the method of setting up the registers, assigns and issues identification numbers
- g) elaborates analyses of selected characteristics of the social, economic and environmental development of the SR
- h) co-operates with international bodies and organizations in introduction of standards and classifications in the field of statistics
- i) publishes the results of statistical surveys for the SR and individual geographical

and administrative units, regularly informs general public about social, economic and demographic development, provides statistical information and issues statistical publications and

- j) fulfils other tasks set by the act.

A specific task of the SO SR is preparation and processing of election results to the National Council of the Slovak Republic<sup>2</sup>, bodies of municipal self-governments<sup>3</sup> and bodies of regional self-governments<sup>4</sup>, arrangements and processing of results from the presidential election<sup>5</sup>, referendum<sup>6</sup> and elections to the European Parliament<sup>7</sup>.

<sup>1</sup> Act No. 540/2001 Coll. on State statistics

<sup>2</sup> Act No. 333/2004 Coll. on elections to the Slovak National Council in a wording of later regulations

<sup>3</sup> Act NCSR No. 346/1990 Coll. on elections to the bodies of municipal self-governments in a wording of later regulations

<sup>4</sup> Act No. 303/2001 Coll. on elections to the bodies of regional self-governments

<sup>5</sup> Act No. 46/1999 Coll. on presidential elections, plebiscite and its repeal

<sup>6</sup> Act NCSR No. 564/1992 Coll. on referendum in a wording of later regulations

<sup>7</sup> Act No. 331/2003 Coll. on election to European Parliament in a wording of the Act No. 515/2003 Coll.



# We increase the efficiency of the integrated management system

In the last year, the development of the quality management system focused on **increasing its efficiency** in order to create gradually required conditions to meet permanently more demanding requirements and expectations of customers in the environment of strongly limited sources.

**The implementation of the standard ISO 9001:2008 into the quality management system of SOSR** being realized in 2009 supported meeting this objective. This standard replacing originally introduced ISO 9001:2000 stressed better aspects leading to higher efficiency. Changes caused by the new standard were reflected in documented procedures of individual processes and in further documentation of the quality management system of SOSR.

**The first year of the implementation of Development Strategy of the SO SR to 2012** as an important part of the quality management system contributed significantly to meet the defined objective. Special attention was paid to realization of programmes that allow setting internal processes, knowledge basis and systems in SOSR so that statistical

products provided to customers will meet their requirements and will be an added value. The significant step in this connection was the realization of the optimization programme of interfaces between processes, development of costs management and further programmes leading to rationalization of production costs and statistical products provision and also decreasing the burden of customers relating to data usage and burden of respondents relating to data providing. The implementation of programmes used successfully experiences of the partnership national statistical offices.

The implementation of programmes was supported by corporate culture developed for purposes of common recognized values of SOSR, i.e. mostly those, which praise a personal responsibility of employees to achieve results of the institution under optimally expended costs.

**The level of the quality management system** was again examined by the **internal audits** performed in all processes of SOSR. The audits except an examination of the system harmonization with requirements of the standard ISO 9001:2008 examined an ability





of SOSR to provide quality outputs, i.e. by an examination of the quality management system adjustment in specified fields. Recommendations and proposals for improvements formulated in internal audits contributed to increasing efficiency of the system as a whole. The comprehensive evaluation of the system was recorded in the fourth **Report on evaluation of the quality management system of SOSR**.

**The recertification supervisory audit performed by the classification society Bureau Veritas Certification** confirmed also the harmonization of the implemented quality management system with the requirements of the ISO 9001:2008 in October 2009, three years after the first successful certification of the system. SOSR was the first central body of the state administration that acquired this type of certificate.

The awarded certificate confirmed that SOSR meets requirements of the international standard ISO 9001:2008 in regard to organization, acquiring, processing and providing of the official statistics in compliance with the valid standards. It is also an evidence that

the quality management system introduced in SOSR creates appropriate conditions for further improving the quality of products and services provided to users and to develop the Office towards higher efficiency.



# What the last year brought in methodology

The long-term objective of statistical surveys is to provide only surveys that are important and required in societal terms, are performed economically, without duplicity, with efficient usage of administrative sources and are acquired at qualitative and comparable level. One of the steps towards meet this objective in 2009 was a formation of the new Statistical and Mathematical Methods Department, mission of which is to develop methodology of preparation, realization and processing of statistical surveys.

Activities of the department are concentrated mostly on the following areas:

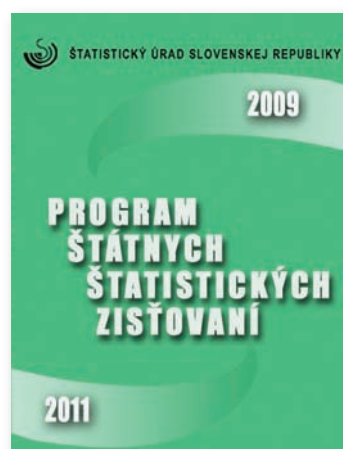
- ▲ minimizing the response burden and increasing the precision of surveys by improving the methodology of population production in reporting units and optimizing the range and structure of statistical retrievals,
- ▲ increasing the quality of populations of statistical data and final statistical outputs by development of methodology of statistical processing, mostly verifications and amendments of input data, estimations of values to non-delivered data (imputations) and calculations of population values of indicators and
- ▲ systematic evaluations of qualitative parameters of all process phases of statistical surveys and also processing the quality of statistical products provided to customers.

One of the main tools to increase the quality of statistical production under the current decrease of costs and response burden is usage of existing data sources produced generally for administrative purposes. Their direct usage for purposes of production of statistics is not possible because they require

application of many controls and calculations or to aggregate data from different sources. Mathematical and statistical methods have a significant task also in this respect.

Hard work in the statistical reporting system optimization led also to the reduction of a range and duplicity of acquired statistical information in 2009. The harmonization of national statistics continued in the European statistical system by the adoption of legal acts of the European Community and the European Union. SOSR on the base of these facts issued changes and amendments of the *Programme of State Statistical Surveys 2009-2011*.

The reduction of a range and duplicity of acquired statistical information can be demonstrated on the following examples. Effort to harmonize data acquisition relating to the development and structure of the employment and wages by districts of the Slovak Republic resulted in cancelling the survey *Annual report on labour (Práca 3 - 01)*. SOSR will receive data on development and structure of the employment and wages by districts of the Slovak Republic under the agreement with the Ministry of Labour, Social Affairs and Family



of the SR from the national statistical survey conducted by the Ministry. In case of data on administration, operation and maintenance of ducts and sewerages, duplicated addressing of the same circle of reporting units was eliminated. The survey *Annual report of operators of ducts and sewerages (Vod 1-01)* was dissolved and the data sources will be administrative data that are under administration of the Ministry of Environment of the SR. The other significant example of the reporting system optimization is changing the periodicity of selected modules of reports containing financial indicators in quarterly production statistics and in annual structural surveys.

The decrease of costs by enterprises caused by the duty to provide statistical information is an ambition of the national and European statistical system. The long-term problem is responding of small and middle enterprises tolerating higher burden compared to other enterprises, while they have often no access to high technologies or have not specialized employees to perform all duties. They have to turn the attention to relevant providers of services and it increases their costs. This fact was recorded by the Commission of the European Community analyzing the administrative burden as a whole, not excepting statistics. Thus SOSR made decision to reduce the range of the reporting data to the report *Annual report on physical persons not enrolled in the Business Register (Roč 3-01)* and also excluded entrepreneurs from the file of reporting duties of monthly surveys in trade, beverage and accommodation in order to replace this data by data from administrative sources in 2009. Similarly since 2010, the exclusion of the entrepreneurs from specifica-

tion of reporting units is planned in monthly statistical surveys in the sectors of transport, information and communication and selected market services.

In these activities the significant objective is the application of developed mathematical and statistical methods of production of statistical retrievals, data processing, modelling and integration of data from different sources.

In 2009, SOSR continued monitoring and evaluating the cost effectiveness of surveys on the side of respondents, i.e. in terms of reporting units as well as on the side of the producer of national statistics, i.e. in terms of SOSR. Also it has decided, as a coordinator of the national statistical surveys, to involve more intensively also ministries and national organizations providing the national statistical surveys in this process over the next period.

## Classification and registers

Activities realized during 2009 were focused on the development of the statistical classification and codes and on the harmonization with European and international standards.

Once the revision of the international standard classification of occupations ISCO 08, which was issued by the recommendation of the Commission No. 2009/824/ES from 29<sup>th</sup> October 2009, was finished, the process of the national version of the classification and its implementation into the statistical information system was launched. A part of this process, objective of which is to provide more appropriate and internationally comparable



classification also for domestic services of the employment and for other services aimed at clients, is also the preparation of the main methodological documents required for right application of classification.

*Statistical classification of the fields of study* was issued by the amendment of the Decree of SOSR No 559/2008 Coll. prepared in cooperation with the Ministry of Education of the SR. The Annex of the decree is supplemented by a converter to international level of education according to the international classification of education ISCED 1997.

In 2009, the methodological assistance was continuously provided to the Ministry of Labour, Social Affairs and Family of the SR in order to apply the classification of occupations within the project of *Integrated System of Type Positions* and to the Ministry of Finance of the SR in order to coordinate application of the economic classifications SK NACE Rev.2. and CPA 2008 for tax purposes. Under the classification CPA 2008, the business subject included tangible and intangible property and construction for purposes to define depreciative group.

The activities relating to the administration of statistical registers were focused on the harmonization with the Regulation (EC) No 177/2008 of the European Parliament and of the Council establishing a common framework to business registers for statistical purposes and repealing Council Regulation (EEA) No 2186/93.

Problems of the common infrastructure development required for regular updating of

the Eurogroup Register of enterprises (EGR) were solved in cooperation with Eurostat. In the EGR project, responsible body for which is Eurostat, the first cycle of exchange of information on the supranational groups of enterprises and the legal units belonging to these groups was realized. The cooperation result is establishment of the starting basis of the Eurogroup Register of enterprises, administrator of which is Eurostat. At the end of 2009, testing the exchange of data via the exchange format SDMX was started.

The electronic system of the register ASIS REGIS administration extended its functionality by the calculation of the main activity of business subjects on the base of statistical data classified by CPA 2008 and by functions of collective updating of the register from statistical and administrative sources for purposes to increase the quality of key parameters of statistical register in 2009.

In June 2009, the harmonized data collection on demography of enterprises under the common methodology of Eurostat and OECD was completed. The methodology of data imputation on the number of employees in small enterprises based on administrative data provided for this purpose by Datacentre was repeatedly applied to calculate indicators.



# Macro-economic statistics

The development of the national account system harmonized with the new regulations and directions of the European Union was one of the main objectives of the macro-economic statistics also in 2009.

In last year, the final annual sector accounts for 2006, preliminary ones for 2007 and estimation of 2008 based on new and adjusted data were compiled. SOSR conducted some improvements in the whole time series relating to the implementation of rules of the national account system. These improvements relates to re-classification of the private health insurance companies from the institutional sector of the public administration to the sector of financial corporations, to recording of payments for registration of motor vehicles and payments for disposal.

Emphasis was laid on the preparation of the Report on deficit and debt of public administration (notification tables) in regular dates to the 1st April and to the 1st October and on consistent meeting the deadlines of data delivery to Eurostat in valid formats of tables according to the Regulation of the European Parliament and of Council of EC No. 1392/2007 amending the Regulation of the Council (EC) No. 2223/1996 relating to the national account data delivery.

In September 2009, Eurostat realized the second visit in regard to the description of sources and methods of construction of gross domestic product (GNI Inventory). Tasks resulting from the visit of Eurostat at the end of 2008 were fulfilled the whole period since the beginning of the last year. These tasks were verified and gradually finished during the visit in September. Some tasks of the

Office followed from the second visit and it is required to pay them appropriate attention in 2010 in order that Eurostat accept our method of the compilation of national accounts.

The final commodity and sector supply/use tables for 2006 were compiled. Adjustments resulting from the reclassification of private health insurance companies were reflected in time series for 1995 – 2006 in compliance with the annual national accounts. Based on the revised balanced tables of supply/use for 2000 – 2005 and the revised quarterly sector structures for the 1st quarter of 1995 and for the 2nd quarter of 2009, the time series of indicators of the production and income method to constant prices of the previous year were back-casted and recalculation was realized by chain procedure of volume indices to reference year 2000.

In 2009, SOSR calculated the compensation for small companies exempted from VAT for purposes of own sources flowing from VAT relied on the methodology prepared by Eurostat and in compliance with the requirement of the Ministry of Finance of the SR.

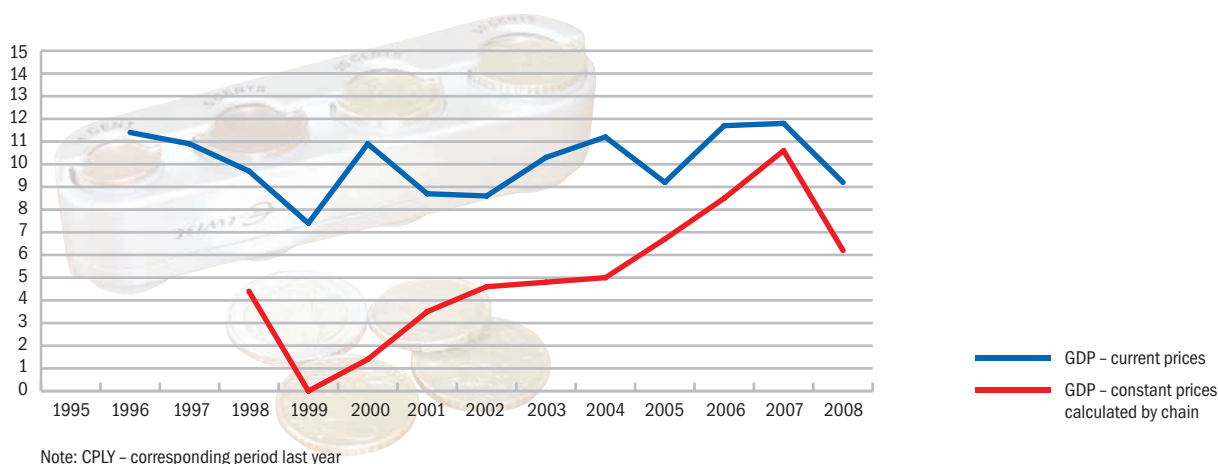
Within 45 days once the reference quarter ended, flash estimation of the GDP, the main aggregates and the employment was provided regularly. Quarterly data were compiled fully in compliance with the transmission programme ESA 95 and regularly released within 65 days once the reference quarter ended. Data of quarterly accounts are seasonally adjusted in accordance with regulations and directions of the European Union.

The activities of the grant project of Eurostat relating to purchasing power parity – PPP Pro-





## Increases of year-on-year development of GDP in %



duction of data by 25 member states (GP 01-08) were realized with the increasing effort.

All activities required by Eurostat were realized at the section of preparation of documents to compilation of the purchasing power parity. The most significant can be mentioned: calculation of weights of GDP (volumes and prices) for the purchasing power parity (PPP), price survey of selected comparable goods, services, construction projects and investment units, survey on wages in state administration and survey of prices of rental.

The survey on prices in e-shops was included in the consumer basket to the calculation of index of consumer prices in **price statistics** for the first time since 2010. The project relating to the experimental calculation of index of prices of real estates and its inclusion in the calculation of harmonized index of consumer prices (HICP) was successfully finished in coopera-

tion with Eurostat and also the Office began to deliver HICP with constant taxes to Eurostat in monthly periodicity. In prices of production statistics, price indices were published in new classification NACE Rev.2 for the first time.

The main activity of the **external trade** statistics, i.e. the delivery of monthly indices of import prices to Eurostat and indices of export and import prices for requests of national accounts as well as for requests of other departments was fulfilled. Specified deadlines were kept. The amended legislation was implemented. Changes also related to the application programme equipment to process data from Intrastat and Extrastat. Two grants dealt with adjustments, except of solver the External Trade Department of SOSR, which methodically managed adjustments of the application programme equipment and their subsequent testing after implementation, took part in them.

# Business statistics

The centre of activities in business **short-term statistics** was aimed at the recalculation of time series of short-term indicators in the structure of classification SK NACE Rev. 2. in order to deliver the first data files in new structure to Eurostat on time. Keeping deadlines of the first transmission was one of the priorities of Eurostat and the European Central Bank in relation to the continuing economic crisis. SOSR maintained all requirements in relation to the implementation of SK NACE Rev.2. The comprehensive evaluation of the compatibility with the regulation on short-term statistics showed SOSR was included in the first category of the member countries with the best level of compatibility. The special questionnaire on the complicated indicator of turnover for selected market services in the quality action plan of the short-term statistics was prepared and transmitted. SOSR also took part in the comprehensive evaluation of the quality of short-term statistics (Rolling review), which included evaluations of users, producers of national statistical data and self-evaluation in Eurostat.

**The annual structural statistics** compiled files of the final indicators for 2007 and files of preliminary data for 2008 and transmitted them on time. Also in this area, SOSR was included in the first category of the member states with the best level of compatibility with the regulation on structural statistics. SOSR joined testing the ability to complete the structured quality reports of the structural statistics data relating to the preparation of a new concept of the quality evaluation. Data files of foreign affiliates for 2007 were compiled and delivered according to the new regulation on statistics of foreign affiliates for the first time.

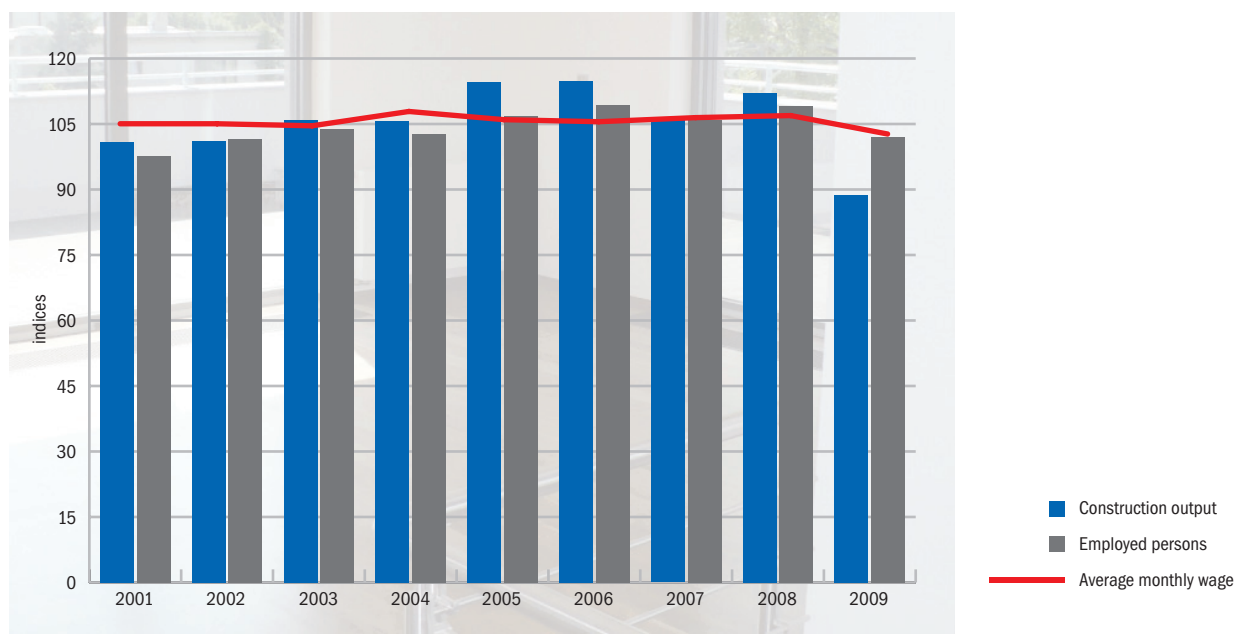
The weekly professional consultation at SOSR was prepared to experts from Tajikistan in the twining cooperation project and was connected with the visit of the workplace in Banská Bystrica. Experts were acquainted with the whole process of collection, processing and publishing results of industrial statistical surveys with the emphasis on the method of calculation of industrial production index.

In **business statistics**, activities were focused on further increase of harmonization with the European legislation, input and output quality of the statistical system and data availability rate in databases of Eurostat and SOSR. International activities were aimed at the realization of project activities in cooperation with Eurostat and the European Commission and related to the implementation of new regulations and to the harmonization of classifications and codes. Increasing attention was paid to decreasing the administrative burden of respondents in compliance with Eurostat recommendations.

The highest attention in **industrial and construction statistics** was paid to the implementation of new classification SK NACE Rev. 2. into data processing, to the back-casting of historical time series according to this classification and to the transition to new base period. Under the requirements of the regulation concerning the short-term statistics No. 1165/1998, relevant indicators were delivered to Eurostat in monthly periodicity and in March 2009 back-casted time series in the structure of SK NACE Rev. 2. for selected indicators by sectors and by individual months starting with January 2000 were delivered together with the results of January of 2009.



### Year-on-year development of selected indicators in construction (corresponding period last year = 100)



During the year, recalculations of time series were prepared by SK NACE Rev.2. in more detailed structures and the data basis published at the portal and in databases of SOSR was gradually extended. Great attention was paid to preparing the input methodology and to increasing the quality of information system outputs. In order to improve the communication with key customers, a working meeting with journalists of the periodical TREND relating to processing and results of annual surveys for the sector of industrial and construction statistics was realized. Working meeting dealt with methodological problems of reporting the selected basic indicators, problems of statistical data collection realization and elimination of possible risks resulting from the de-

livery of different data by reporting units for different subjects and purposes.

Additionally to the regular monthly delivery of required indicators of sectors of industry, construction, retail trade, services and investment in industry, the centre of activities in **business surveys** was focused on the preparation of documents and formation of conditions for implementation of SK NACE Rev.2. to new processing and retrospective back-casting time series in accordance with requirements of the grant activity. Improving the data basis quality in order to calculate confidence indicators in individual sectors and to produce the synthetic composite indicator, economic sentiment indicator (ESI) continued with in-

dividual consultations with respondents. Possibilities to use the processed results of data from business surveys in industry predicting the industrial production development in the SR conditions were presented at the workshop of the European Commission in Brussels in October.

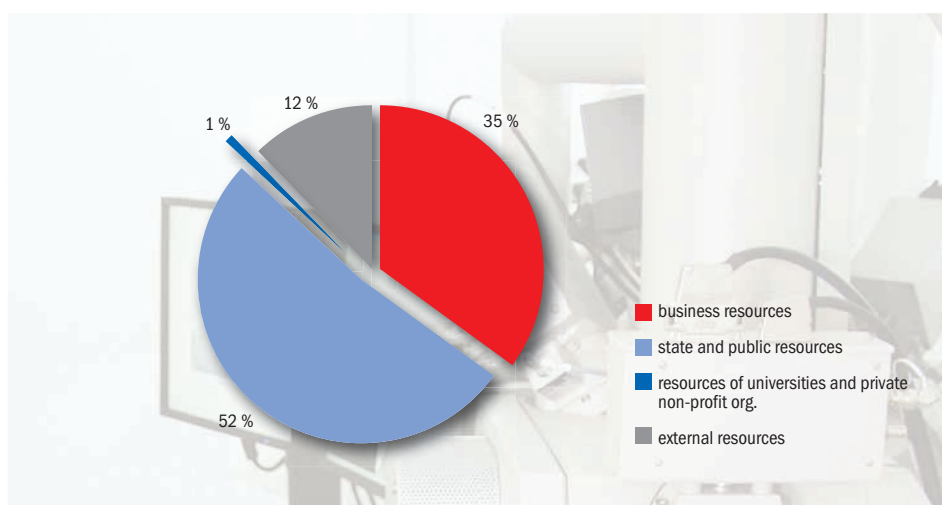
The **statistics of science, technique and innovations** paid attention to strengthening the survey by the second level of code of science fields, in which research and development works are mostly realized. Quality reports on surveys were prepared for individual sectors of research and development and data were delivered to international institutions in regular and monothematic questionnaires. The survey on innovations including pilot indicators on environmental innovations was realized according to the revised methodology of Oslo.

In 2009, a good cooperation with international organizations continued. Representatives of the business statistics took part in international workshops of Eurostat, OECD, European Commission and International Energy Agency (IEA). Many consultations relating to the business statistics were realized concerning the bilateral contacts with the Czech Republic.

The Statistical Office of the SR received for a half yearly stay an employee of the Turkey Statistical Office and provided the expert consultation in Montenegro in statistics of science, technique and innovations. The expert consultation was provided also to external delegation from Tajikistan in industrial statistics.

Development tasks aimed at the evaluation of the statistical data quality, updating balance tools and software products, the optimization of sample production, as well as at usage of

### Structure of expenditures on research and development by financial resources in 2008



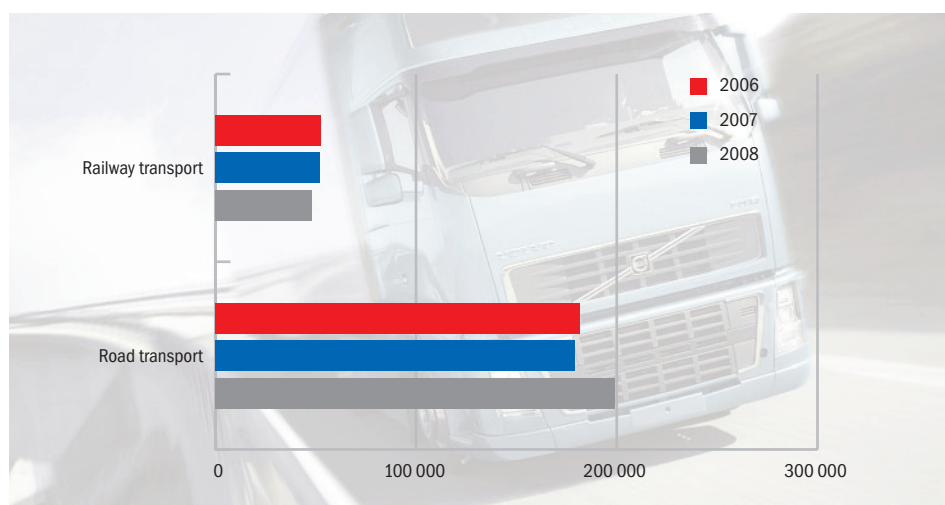
model possibilities and mathematical and statistical methods in a revision of time series of the short-term indicators were performed in cooperation with **research sphere** in business statistics. Three professional workshops were held in cooperation with INFOSTAT relating to the methodological development of time series; they were focused on a usage presentation of statistical data acquired by processing in order to estimate macro-economic quantities and indicators, on predicting the next development and on signaling turning points in economic cycles (*Evaluation of quality of statistical data – 2<sup>nd</sup> phase, Construction of leading indicator – signals of turning points – 2<sup>nd</sup> phase, Usage of quantitative and qualitative information on compilation of flash estimations of macro-economic indicators in conditions of the SR* ).

Significant attention in **statistics of transport, posts and telecommunications** and also in statistics of **information and communications**

was paid to recalculation of time series 2000 – 2008 for selected indicators by SK NACE Rev.2, in compliance with the regulation of the European Union relating to short-term business statistics. Mostly in the newly established sector, information and communications including different parts of SK NACE Rev.2, it was required to apply conversion coefficients in order to calculate time series. The statistical regulations of the European Union concerning the transport and data delivery to databases of Eurostat as well as to common questionnaires of international organizations were implemented to all sectors of transport relevant for the Slovak Republic. The revision of the Slovak language of the third version of *International notes of international organizations* was realized. The Office joined the grant cooperation with Eurostat in road transport.

The cooperation with international organizations continued with the participation in

### Transport of goods in thous. tons





working meetings organized by Eurostat. The expert consultation was realized in transport statistics in Tajikistan.

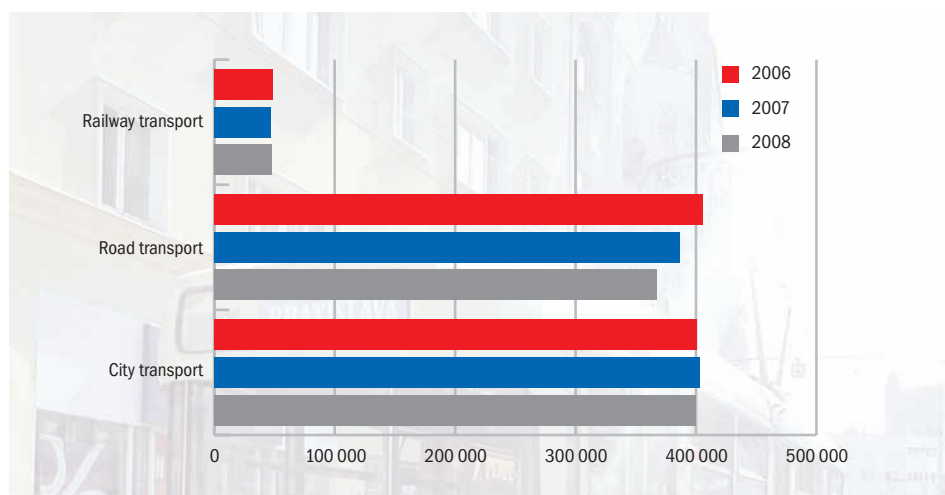
New classification SK NACE Rev.2 was introduced into the statistics of **selected market services** and data for time series 2000 – 2008 were back-casted in compliance with the new classification. Based on requirements of Eurostat, a new group of activities for services, or their aggregates including data adjusted by working days in quarterly periodicity delivered to the European database was created. Historical data back-casted by the new classification relating to new group of activities, or their aggregates were also sent.

**Tourism statistics** continued with analytical works in accommodation statistics and in data collection for domestic tourism. Data required by Eurostat in compliance with the regulation No 57/1995 are delivered in monthly, or in quar-

terly periodicity and are published by Eurostat in the publication *Data in Focus*. Activities relating to the production of the tourism satellite account (TSA) intensified; the methodology and basic data were presented in the international workshop and at the Office's website. Information required for the development and improvement of statistical methods in tourism and production of TSA was obtained by the participation in two international projects. Currently, selected tables on 2007 are available.

**Agricultural statistics and environment statistics** was focused on improving the quality of compilation of environment accounts and business accounts to agriculture at the level of NUTS 2. The main activities were aimed at profiling data sources, which are not available in SOSR. The Office participated in the revision of the integrated system of environment and economic accounts (SEEA) within the international cooperation.

## Transport of passengers in thous.



# Social statistics and Demographic Research Centre

Activities of **social statistics and demographic statistics** were affected mostly by the increase of public interest in social and demographic development, in its influence on consequences for society and perspectives to future. The main priorities were acquisition of quality internationally comparable statistical data on social situation and demographic development of population and increasing the publication of information on social situation of households. Attention was paid also on calculation of internationally comparable indicators of social inclusion and data on employment. Demographic indicators were processed up to the level of municipalities in order to support the regional development. The access to standardly issued publications was simplified and the number of publications provided free of charge increased.

Importance of social and demographic development was strengthened by different forms of media activities (press conferences, interviews) and also professional public activities (Demographic colloquium) at the side of the national statistics as a tool to supporting decisions. Attention was paid to dissemination of statistical data on social protection via form of publications and lectures.

International activities were focussed on the preparation of regulations of the European Commission to the regulations of the European Parliament and of Council (EC) No. 452/2008 concerning the production and development of statistics on education and lifelong learning, No. 1552/2005 on statistics relating to vocational training in enterprises and No. 1338/2008 on Community statistics on public health and health and safety at work. Activities relating to the preparation of the regulation of the European Parliament and of Council on European Demographic Statistics and regulations of the Commission implementing articles 3 and 6 of the regulation of the European Parliament and of Council No. 862/2007 on Community statistics on migration and international protection have begun.

Standard monitoring of the development of the population number and structure continued in **demographic statistics**. Information about the population development was provided to users; possibilities of data acquiring from administrative sources were verified.

Information required by the European legislation obtained from administrative sources



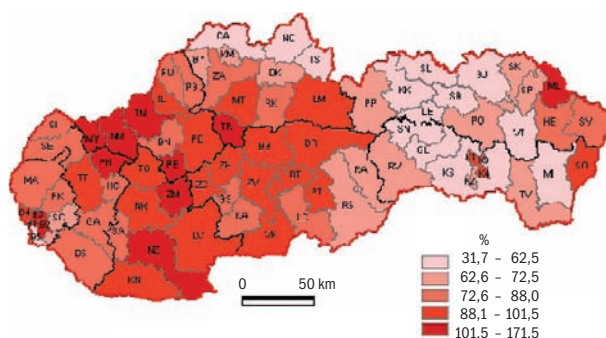
was methodically harmonized to develop the system of migration statistics.

To ensure CPH 2011, activities relating to the territorial preparation of this significant statistical action were realized. The harmonization of the survey content with international recommendations and requirements continued and conditions for its realizations were created.

The preparation of the survey of income and expenditures of private households continued in statistics of household account. Over the course of 2009, works were prepared to realize the task resulting from the government decision of the SR No. 263/2009 to the creation of conditions for improving the quality of the sample survey on incomes and consumption of households in 2010 in order to use them by construction of living wages.

The next wave of the survey on incomes and living conditions of households (EU SILC 2009) was realized. The survey is fully harmonized with the European Union requirements; it allows international comparison of the social situation of households in the SR. Required information on 2008 was transmitted to Eu-

## Index of population ageing\* in districts of the SR, year 2008



\* number of persons 65 years old and over per 100 children 0 - 14 years old

rostat, data of survey were provided also to other external users. The survey on 2009 was conducted; the survey on 2010 has been prepared methodically and organizationally.

**Labour and wage statistics** introduced the new classification SK NACE Rev.2 in the system of quarterly statistical information on labour market. Time series of indicators on employed persons, average monthly wages and indices of labour costs since 2000 were recalculated by the new classification as well. Increasing



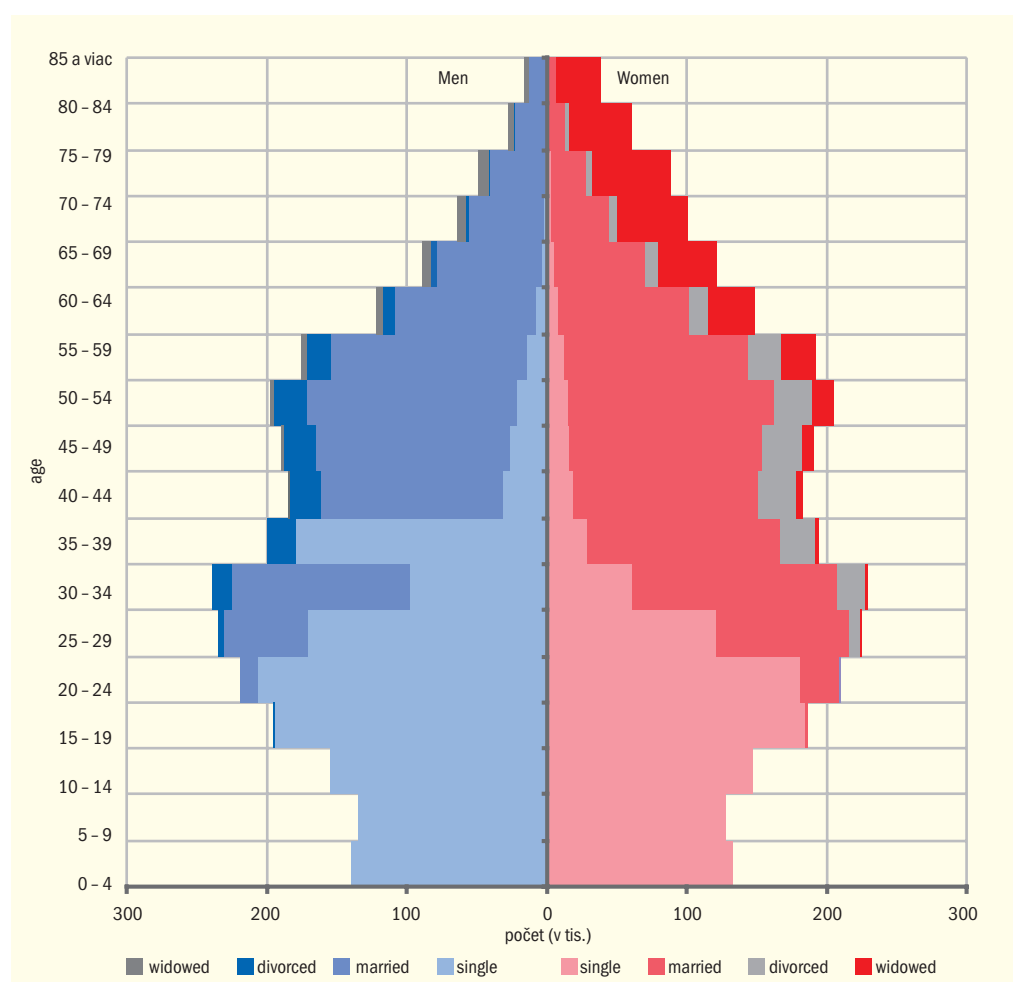
attention was paid to a smooth transition to reporting financial indicators and remuneration for labour in new currency Euro.

The labour force sample survey was extended by the additional school-to-work transition survey in the 2<sup>nd</sup> quarter. Moreover SOSR contributed to production of an additional survey that is preparing on 2011 by testing the

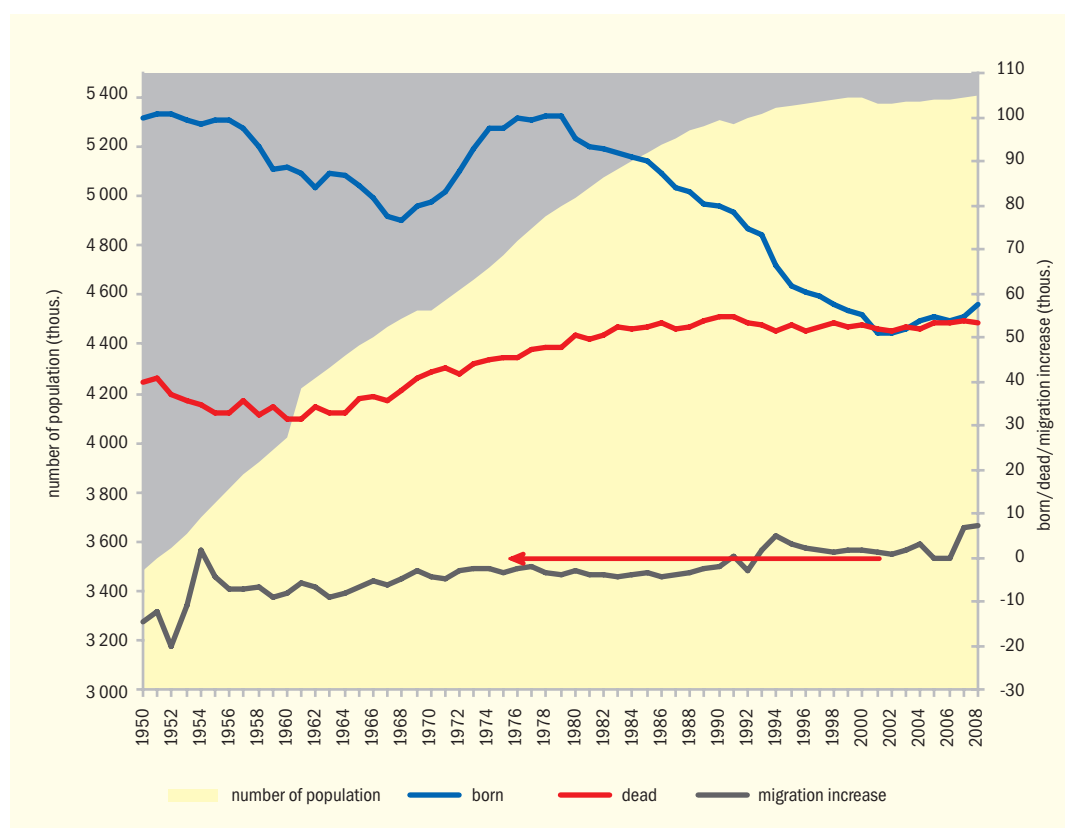
questionnaire design and by the collection of selected indicators on employment of persons with long-term health problems.

In the continuing process of the statistical reporting system optimization, preparatory works on the unification of the annual survey on labour conducted by SOSR with ministerial information system on labour price of the

### Structure of the SR population by family status and by age, 2008



## Characteristics of development of population number in the SR, 1950 - 2008



Ministry of Labour, Social Affairs and Family of the SR started. The aim of such reporting system rationalization will be to decrease the administrative response burden.

For purposes to make available easier access to data on employees and average monthly wages obtained from business reports to public, the publication with results on 2008 was displayed in full wording at the Office's website.

The most significant task in **social statistics** was the realization of the first European survey on health (EHIS 2009), it will continue with processing and dissemination of results in 2010.

In 2009, data on facilities of social services, on disability to work for disease or accident, on non-profit associations, on social insurance company and health insurance companies were produced to domestic users based on the quarterly or annual data collection



within statistical surveys and from administrative sources. Surveys on non-market services were extended by surveys in budgetary and allowance organizations and by surveys on small municipalities in compliance with three-year periodicity of the collection. The selected statistical information was published in supplemented range also in publicly available database of SLOVSTAT including data on financial flows in health and education.

Activities were focused also on preparing the implementation of the European victimization survey and European module on disability and social integration in the form of pilot projects aimed at translation and testing of methodologies and questionnaires. In this group of activities, the Office joined the project EUMIDA aimed at production of database on European universities. The third area of the cooperation was data production in statistics of social protection by the methodology of ESSPROS, data on financial flows in health by the methodology of the health account system and the production of data on accidents at work and occupational diseases by the methodologies ESAW and EODS.

**Demographic Research Centre (DRC)** dealt with 4 planned tasks assigned by SOSR in 2009. The result of these activities was 2 publications issued directly in INFOSTAT: (*Population development in the SR 2008* and *Methodologies of prognostication of input parameters for prognosis of population*), documents for publication issued by SOSR *Population movement of the SR 2008* and documents to publish the life tables.

Additionally to planned tasks, employees of the centre were involved to deal with non-planned (current) tasks required by individual departments usually in the form of working documents, supporting documents, opinions and evaluations. DRC developed the cooperation with domestic and non-domestic demographic institutions; employees took part in many projects, prepared presentations on professional conferences and articles to professional periodicals.

DRC was a co-organizer of the 12th Slovak Demographical Conference aimed at the topic *Demographic future of Slovakia* and an organizer of the demographical discussion afternoons held each month and focused on current topics (e.g. prepared census of population in 2011, population ageing, postponement of parenthood to higher age, demographic future of districts of the SR).

Comprehensive information on DRC activities is available at the website [www.infostat.sk/vdc](http://www.infostat.sk/vdc) and is a subject of a press conference at SOSR.

# Election statistics

In 2009, SOSR realized three main tasks at the election statistics department.



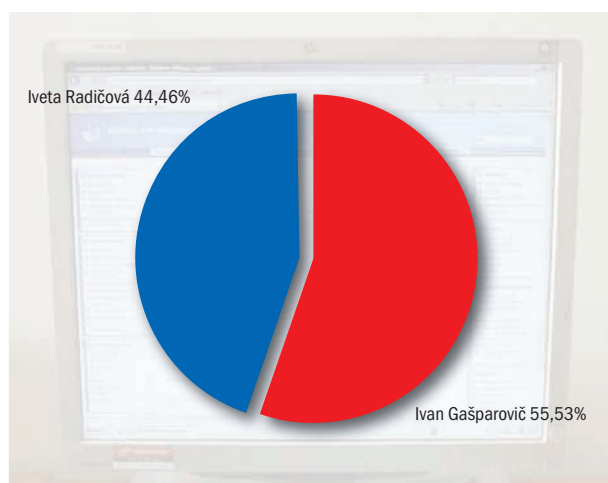
The first task was processing of results of the SR **presidential election**. The direct election of the president was realized the third time. SOSR issued the methodology in compliance with the Act No. 46/1999 Coll. on presidential elections, plebiscite and its repeal and on amending some other provisions and prepared the project of automated processing of results of voting in the presidential election. It created expert (summarizing) units to all district election commission and to the Central Election Commission. These units summa-

rized results of voting by computer technique and prepared proposals of records with results of voting to relevant election commissions. The SR presidential election was held in two rounds, similarly as in the previous two elections. SOSR released the election result at its website and issued also the publication and CD with the election result.

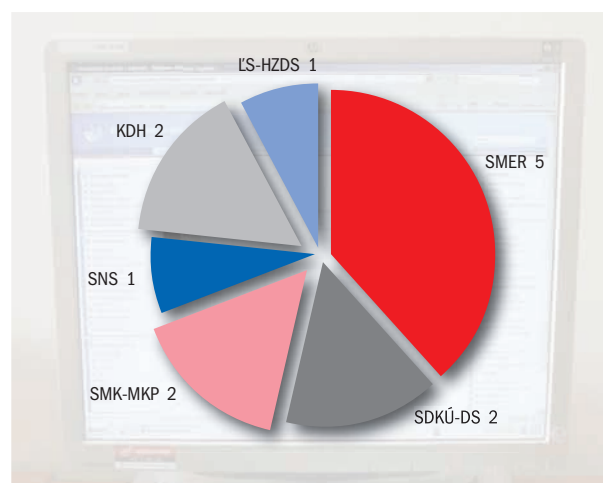


Population of the Slovak Republic elected its representatives **to the European Parliament** the 6<sup>th</sup> June 2009. SOSR provided the register of candidates in electronic form to prepare processing of results and cooperated with the Central Election Commission in order to con-

## Share of votes for candidates in 2<sup>nd</sup> round of the presidential election in the SR



## Mandates assigned to political parties in election to EP 2009

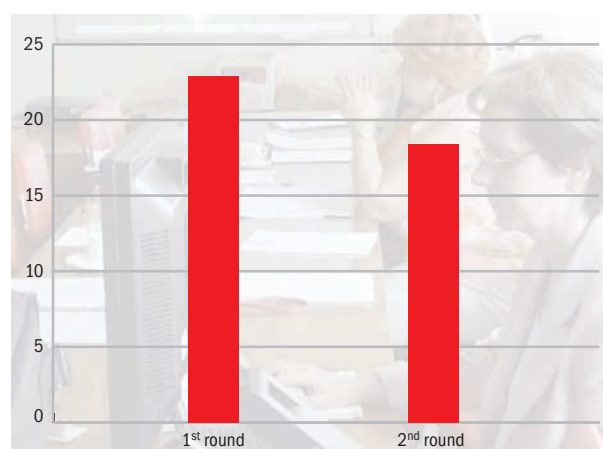


trol candidate documents. It issued the methodology relating to processing results of voting in elections and prepared the project of automated processing of results of elections. Once all tasks, which are laid down in the Act No. 331/2003 Coll. on election to European Parliament, were fulfilled, it released results of elections at its website and issued the publication and CD with results of elections.



The third significant task was preparation of processing and processing of results of the **elections to the bodies of regional self-government** at the election statistics department. SOSR issued the methodology and prepared the project of automated processing of results of elections in compliance with organizational and technical provision of the elections. Before the elections representations of regional self-government specified the election districts, in which deputies were elected. The number of election districts, to which SOSR created expert (summarizing) departments increased to 90. The president of the municipal self-government was elected in the 1<sup>st</sup> round of the elections in four districts. The 2<sup>nd</sup> round of the elections was realized in four districts. The results of the 2<sup>nd</sup> round were also processed by expert (summarizing) units working in election districts of relevant districts. SOSR released results of elections (in paper and also in electronic form) and also published them at its website.

### Participation in elections to Higher Territorial Units (in %)



Besides the Slovak Republic presidential election, the election of deputies of the Slovak Republic to the European Parliament and the elections to the bodies of regional self-government, SOSR provided also the new election to bodies of municipal self-government; the chairman of the National Council of the Slovak Republic declared it on 25<sup>th</sup> April 2009. The elections were declared in 16 municipalities that came under 11 district election commissions. SOSR set up an expert (summarizing) unit to each district election commission and also to the Central Election Commission that processed results of the elections at its level. Results of elections were released in printing form and at the website of SOSR.

Workplaces of SOSR in regions contributed largely to fulfilled all tasks at the election statistics department.

# Cooperation with the Institute of Informatics and Statistics

The Institute of Informatics and Statistics (INFOSTAT) as **research and development work station in national statistics** participates in activities of SOSR yearly. The cooperation between the INFOSTAT and SOSR is based on the contract concluded by both organizations for a relevant year. The content of the contract reflects priority statistical activities of the Office.

In 2009 INFOSTAT dealt with 22 main tasks divided to 62 partial outputs.

There were following areas in terms of specification:

▲ **development and innovation** – of subsystems of METIS, REGIS relating to the automated statistical information system (ASIS); software to business surveys, balancing of energy, farm register, updating of inputs and outputs from sample survey in road freight transport (RFT), calculation of indicators of foreign affiliates statistics (FATS);

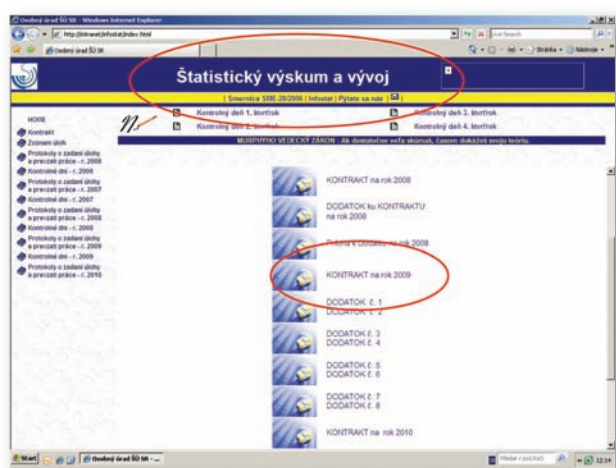
Urban and municipal statistics (UMS) and Urban Information System (UIS);

▲ **methodological solutions** – of consolidated indicators of production data for selected domains; compilation of leading indicator; tourism satellite account; accounts in social statistics; flash estimations of GDP and employment; analyses and modelling of time series; prognostication of input parameters for prognosis of population; sample surveys of population; accounts in social statistics (health accounts, accounts of education);

▲ **analyses** – of standardization of data and metadata to exchange data of the statistical information system (SIS); content linking of sample surveys of population; possibilities of construction of the satellite account of science and technique in condition of the Slovak Republic;

▲ **forecast** – of the short-term development of the economy in the SR.

The activity of INFOSTAT for 2009 is completely documented in a special report available at the Office's website [www.statistics.sk](http://www.statistics.sk), in part *About us/Key documents/Annual Reports*.



# We serve our customers

Customer services continued realizing action programmes to meet strategic objectives. Based on **Marketing Plan** of SOSR for 2009, many activities were performed in order to meet requirements and expectations of customers in the largest measure. A great number of processed files of data, questionnaires and tables in different periodicity were provided to significant domestic and non-domestic customers during the year. Regarding domestic customers, there were especially legislative and executive bodies of state administration, mostly the Ministry of Finance of the SR, the National Bank of Slovakia, the Ministry of Economy of the SR, the Ministry of Labour, Social Affairs and Family of the SR, the Ministry of Construction and Regional Development of the SR, the Ministry of Education of the SR and the Ministry of Environment of the SR. 123 data files, which they used for management and decision

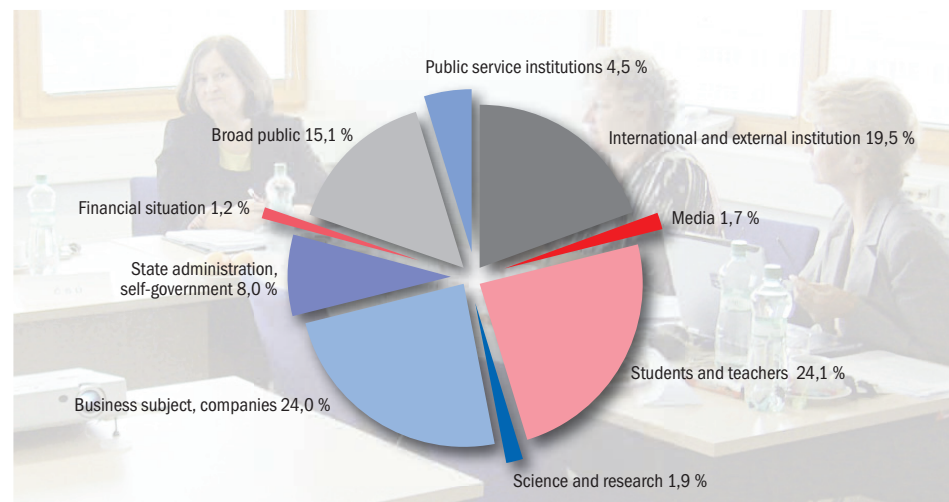
making processes, were provided them together. Regarding international and intergovernmental organizations, there were mostly EUROSTAT, Organization for European Economic Cooperation and Development (OECD), European Commission, UN ECE, Statistical Division of the UN, Economic and Financial Committee of the Commission (ECFIN), International Labour Organization (ILO), United Nations Food and Agriculture Organization (FAO), United Nations Educational, Scientific and Cultural Organization (UNESCO) and International Energy Agency (IEA), 264 data files of all statistical topics were provided them during the year.

Marketing activities were aimed at understanding of customers and increasing their knowledge. Individual department and workplaces of SOSR organized many working





## Requirements by groups of customers in 2009



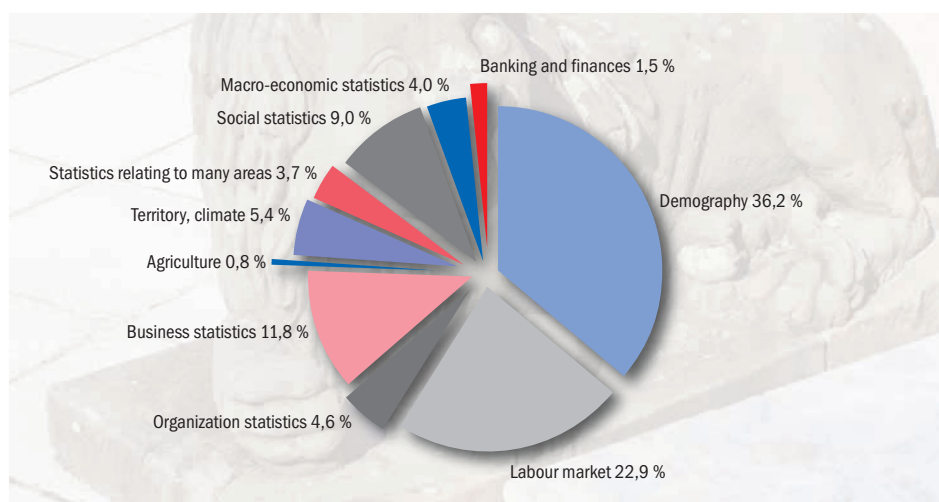
meetings focused on finding expectations of key customers, on support of better interpretation and usage of statistical products in this way.

During the last year, different statistical information were provided via **information service**. Together 3 406 requests for information were met (by 3,6 % more than in 2008), of which 2 834 were domestic and 572 non-domestic. The most requests were registered from students, further from the business sector, international organizations, but also from general public. This data do not include a great number of the requests for information met by phone or by personal visit. Information was provided standardly by retrieval from database or publications, but also on the base of individual processing. The highest interest was in information about demography and labour market.

The **development of Internet solution** as a dominant trend of the access to customers to products of the Statistical Office continued further with the production of products and statistical information dissemination. Conditions for establishment of an electronic catalogue of products, which provided unified and comfort access of all issued publications to customers were created. Capacities of databases were increased and an access of the non-sighted and disabled to the statistical information was made available in compliance with the standard of the Ministry of Finance of the SR.

In 2009, public database **SLOVSTAT** at the Office's website was intensively used by the professional and laic public. 10 095 registered users visited the public database in total and 287 881 data extractions were realized from 755 tables. The number of extractions in-

### Share of table displaying in database RegDat (year 2009)



creased twofold in comparison with the previous year. Users were interested mostly in indicators from labour market, prices and quarterly national accounts from statistical topics. The most extractions were made by users from business sector (more than one half) and students (almost one quarter).

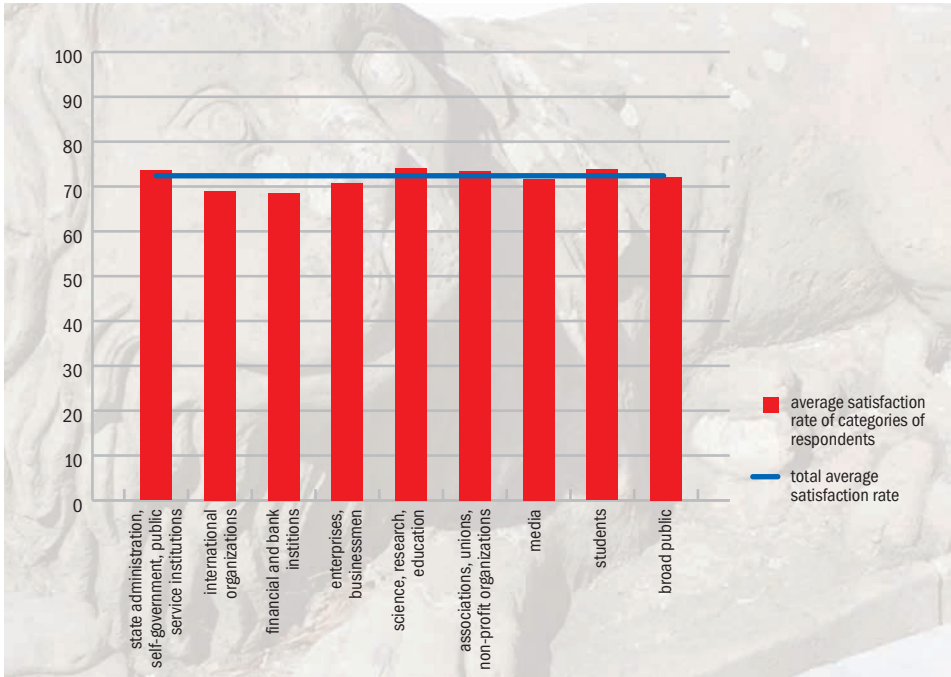
31 786 users visited the regional **RegDat** database in the last year, they realized 38 529 visits and 253,7 thousand data extractions from 320 data matrices. Users were interested most in statistical data on demography, labour market, business and social statistics.

In order to get feedback from customers, to understand their expectations and to respond competently to requirements, SOSR conducted the **survey on satisfaction** with products and services via more detailed structured electronic questionnaire in 2009. 1 013 questionnaires

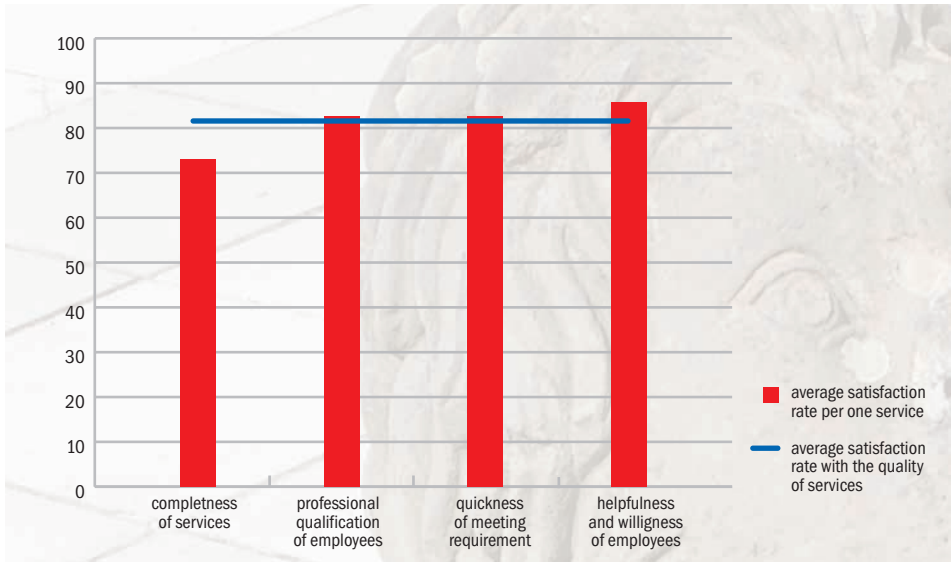
were evaluated, response rate was 47,1 %. More than a half of respondents were students and representatives of enterprises and entrepreneurs. Respondents assessed 36 items in five areas. They have a possibility to express their satisfaction, or dissatisfaction e.g. with concrete products, level of services, with databases, availability and timeliness of information required, understandability of methodological notes, level of website as well as products of statistical domains. The analyses of the survey results showed the total average rate of satisfaction with the statistical products and services of SOSR reached 72,5 points.

The level of services providing by the employees of the Office can be considered as the strongest feature of SOSR. Respondents assessed as the highest level of the satisfaction helpfulness and willingness (85,8 points), professionalism of employees, promptness of

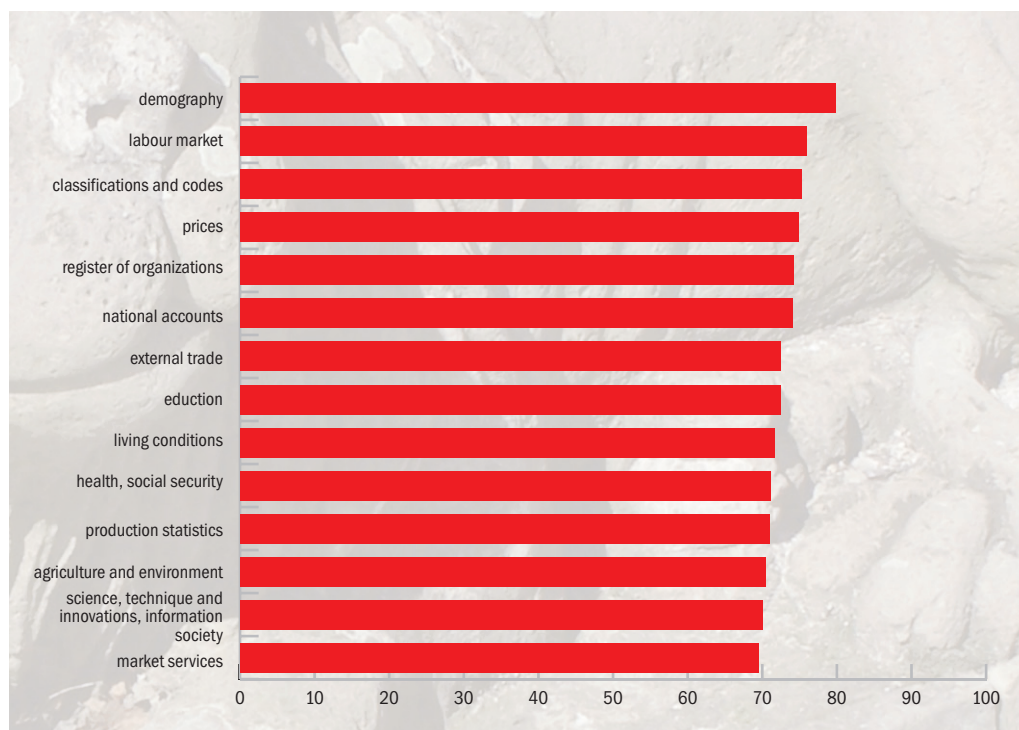
Average satisfaction rate of respondents (in points)



Satisfaction rate with the quality of SOSR services (in points)



### Satisfaction rate with the quality of products by statistical domains (in points)



meeting the requirements. The lower level of the satisfaction of respondents concerning some evaluated areas indicates that a scope for improving the quality of products and services of SOSR is opened up mostly in the areas of comparability, availability and updating of provided statistical information and also in databases. The average rate of the satisfaction with these items oscillated between 65,7 and 68,2 points.

The production and dissemination of customer-oriented products and services will continuously consider obtained information and requirements of customers and gradually will

be reflected in improving activities and processes in the Office.

**Statistical publications** were issued continuously in compliance with the *Catalogue of Publications 2009* at the headquarter and at workplaces of SOSR in regions in monthly, quarterly and annual periodicity. From the total number of 67 titles issued by the headquarter, there was 39 in printed and 28 in electronic form in 2009. The main comprehensive and sector publications are *Statistical Yearbook of the SR 2009*, *Statistical Yearbook of regions of Slovakia 2009*, yearbooks of industry, construction, science and technology, transport, posts

and telecommunications, quarterly *Statistical Report on Basic Development Tendencies in the SR* (which is submitted to the Government of the SR), *Trends of social development in the SR 2009, Slovak Republic in figures 2009*. Based on new conceptional purposes in the production of statistical products, i.e. orientation on the production of products with added value, the Office issued representation publication *Regions of Slovakia 2009* on occasion of the election to the Higher Territorial Units. Additionally to the plan these publications were issued for example *Social protection in the SR in years 1995 – 2006* and *Slovakia in EU – National Accounts*.

Workspaces of SOSR in regions issued together 84 titles. In addition to the Catalogue of Publications, publications on election to the bodies of regional self-government, propagation publications and titles from demography and social statistics were released. In accord with the *Strategy of SOSR to 2012* in production of products and with policy of dissemination of Eurostat, the publication activity conception on the next period was adopted over the course of 2009. The publication activity of SOSR in regions was also unified, it was reflected in the *Catalogue of Publications 2010*.

Current trend in dissemination of statistical information required largely and by the latest tools and methods to conceive the statistical data in order to help easier understanding and quick orientation. SOSR prepared recommendations for the compilation and adjustment of statistical tables, graphs and maps for its partners in the national statistical system (NSS) in order to produce input products including also statistical data.

The Office continued with the grant project of Eurostat *European Statistical Data Support (ESDS)* relating to customer services. The European Statistical Data Support Centre working at the Statistical Office provided an assistance to navigation at the website of Eurostat, to search the European statistical data in databases of Eurostat, and also to answer technical questions relating to registration, extractions and downloading of data from statistical databases the fourth year. Information on the European statistics released in the part *European Statistics – ESDS* at the SOSR's website was updated continuously in order to provide users the access to the most updated information and publications. The propagation leaflet on Eurostat was released in order to propagate Eurostat and the European statistics disseminated at its website, as well as to provide the basic information on services of the European Statistical Data Support Centre. In 2009, the presentations about dissemination and use of the European statistics were realized for student and academic community of the Comenius University in Bratislava.





# **We publish** periodical Slovak Statistics and Demography

The issue of the scientific periodical Slovak Statistics and Demography continued with 19th year in 2009.

The periodical presents scientific articles and information articles in chapters, professional articles from statistics and demography in discussions and opinions submitted by employees of SOSR, professionals from universities and faculties of the whole Slovakia, scientific workplaces and other institutions. Authors from the Czech Republic also contributed to the periodical. Also analytical studies, overviews and professional opinions of individual authors are presented in the periodical. In 2009, some historical studies from demography were released in the periodical.

The redaction council was leaded by Mr. Milan Olexa during the whole year 2009. At the end of 2009, he introduced by the occasion of his going to retirement new president to the members of the council Mrs. Ľudmila Ivančíková, who was appointed to this post by the President of SOSR.



# International activities

SOSR was very active concerning the international cooperation in the last year. In this field, its activity was focused mostly on activities relating to the **European Statistical system**. Professionals of SOSR took part in meeting of working groups of the European Commission and of the Council, and so they actively participated in preparation of legislative proposals and adoption of legal acts of the European Union aimed at introduction of new statistical methods, increase the quality and comparability of data at the European level. In 2009, 25 new statistical legal acts of the European Union came into force, of which 8 regulations of the European Parliament and of the Council. The most significant of them was the new regulation on European statistics No. 223/2009 from 11<sup>th</sup> March 2009 adjusting the legal framework of production, development and dissemination of the European statistics and functioning of the European statistical system in compliance with the statistical principles and *European Statistics Code of Practice*.

The other legal acts related to agricultural statistics, environment statistics, trade within the Community, external trade with third countries, information society and statistical

data collection of the European Central Bank. 17 regulations of the European Commission had implementing form.

Additionally to activities relating to the European statistical system, the Office cooperated also with other **international organizations and institutions**, such as Statistical Commission of the UN, Conference on European Statisticians at the UN ECE, the OECD Committee on Statistics, International Labour Organization (ILO), Food and Agriculture Organization (FAO), United Nations Educational, Scientific and Cultural Organization (UNESCO), World Trade Organization (WTO) and its representatives actively participated in statistical events organized by these international organizations.

The Office visited many delegations of external and international statistical institutions in order to intensify **bilateral international cooperation**. One of the most significant was undoubtedly the visit of the Prime minister of the Czech Republic Jan Fischer during its first official travel to Slovakia after an appointment to the prime minister post. Other



significant personalities, who were welcomed at SOSR were General Director of Eurostat Walter Rademacher (16. – 17. June) and its deputy Maria Bohatá (3. – 4. December). Bilateral Slovak-Poland meeting of presidents and other members of the management of statistical offices was based on the invitation from SOSR and was held 28. – 29. May 2009 in Bardejov. The highest representatives met on 26. – 27. November 2009 in Bratislava as a result of the signed memorandum on the co-operation of statistical offices of 5 neighbouring central European countries in order to evaluate realized activities and approved the cooperation plan over the next period.

The Office also organized successfully other international events, such as the international conference to cross-border cooperation in Bardejov, the scientific colloquium to statistics on incomes and living conditions of households (EU SILC) or the mission to the description of sources and methods of the compilation of gross national income (GNI Inventory).

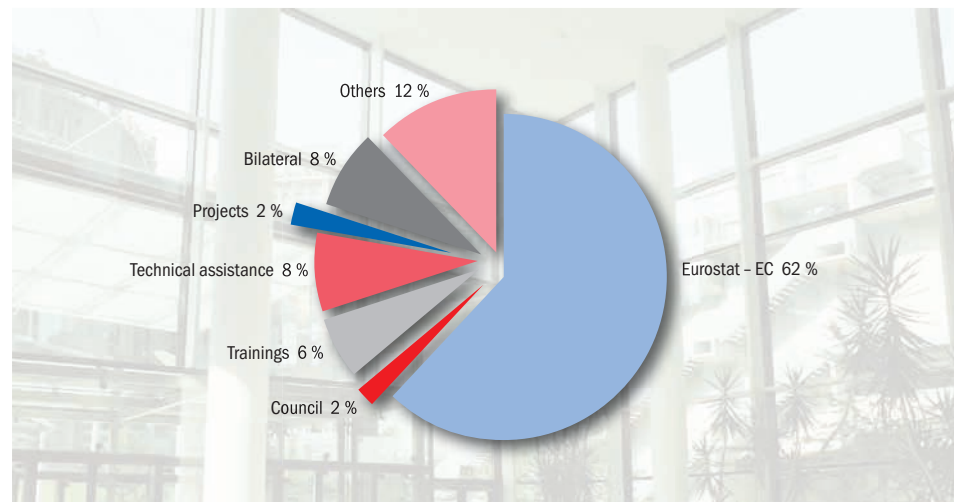
The Office participated more actively in **external assistance** to other countries. The second

year, it took part in the project implementation, aim of which is to strengthen the national statistical system of Tajikistan. The Slovak experts cover components such as statistics of poverty, industrial statistics, transport statistics and quarterly national accounts in this project. In 2009, experts realized 4 working missions to Tajikistan and Tajikistan statisticians visited SOSR for purposes of study visit aimed at industrial statistics. The Office provided consultations as well as for representatives of Azerbaijan Statistical Office. A half-year professional fellowship dealing with activities relating to science and technique statistics was attended by the employee of the Turkish Statistical Office at the Office.

SOSR employees took part in 232 **external business trips** in this year, i.e. 309 individual commencements. The most trips were realized to Luxembourg to meetings of working groups and committees of Eurostat. The aim of other external business trips was the participation in meetings of working group STATIS at the Council of the European Union, active presentations at international confer-



### External business trips by purpose



ences, workshops, exchange of experiences and knowledge via consultations with experts of other statistical offices, the participation in professional trainings of the *European Statistical Training Programme*, missions relating to development assistance provided to other countries and workshops being a part of grant projects.

Employees of the Office dealt with 29 grant projects funded by the European Union, which contributed to the implementation of new European regulations and development of the Slovak statistics in the last year.





# Human resources

Employees are the highest treasure of the Statistical Office. Quality personal work and attention to human resources is therefore a significant priority of the activity not only of the whole Personnel Office but also of the all head employees. SOSR make all to satisfy working and social needs of its employees, to allow their professional growth within its financial and material possibilities.

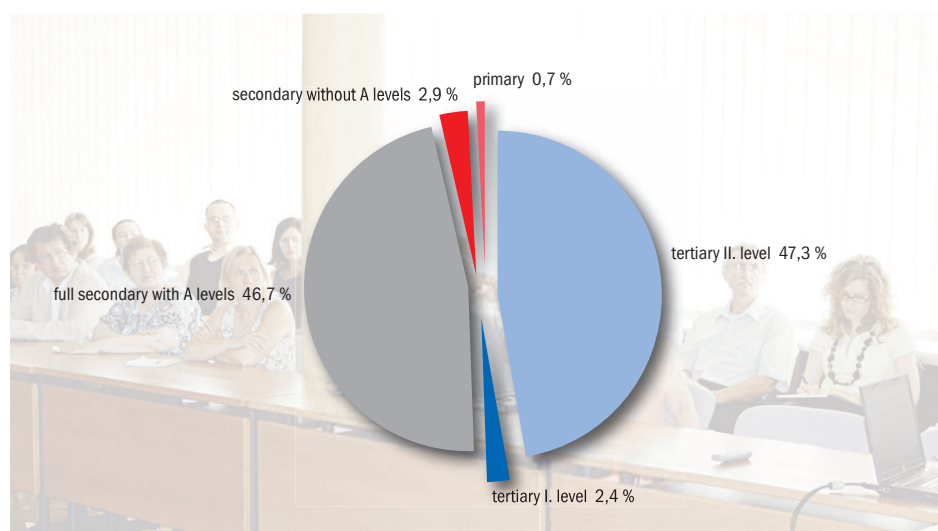
In 2009, **998,8 employees** (the average registered recalculated number), of which 346 employees at the headquarter and 652,8 employees at the workplaces of SOSR in regions. **Education and age structure** of employees of the Office to the 31 December 2009 are depicted in the following graphs.

78,4 % women and 21,6 % men were employed at the Office. From the total number of 136 heads, 69 % represented women and 31 % represented men.

The Statistical Office approaches the recruitment of qualified and productive employees professionally. In 2009, the Personnel Office realized 41 **public competitions** to occupy vacant civil servant posts. The success of the Office in this area is the price *Recruit Rank Awards 2009* awarded by the company Profesia for the best evaluated public competitions at Slovakia based on evaluations of applicant for a job. SOSR acquired the second place in the category Companies. 97 % of posts were occupied to the 31 December 2009.

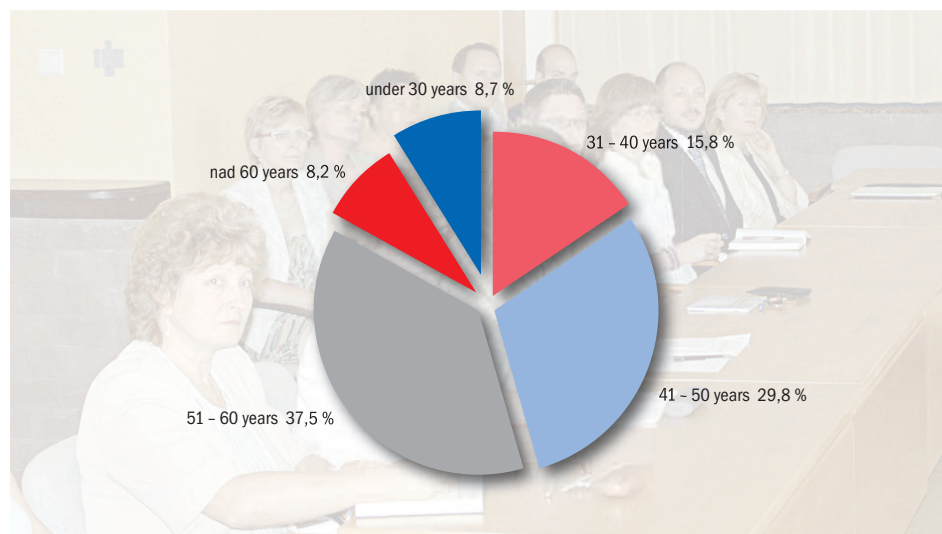
The realization of professional education activities included in the *Education Plan of Employees for 2009* was a base of the **education of SOSR employees**. Planned events were supplemented by workshops that resulting from current requests of the departments and employees during the year. The education was aimed at increasing the knowledge in relevant issues, language preparation, skills in usage

## Education structure of employees





### Age structure of employees



of information and communication technologies, personality development, communication with customers and managerial preparation. The circle of the prepared education events provided an occasion for the development of employees from all target groups.

In other education of managers, the Personnel Office repeatedly organized highly evaluated training *Effective manager* by attendants. Based on requirements of the *Development Strategy of SOSR to 2012*, new training focused on the personality development and the communication skills were prepared and realized, such as *Couching*, *Presentation and public performance* and *Training of effective communication with customers*.

A significant area of the education was increasing knowledge and skills of employees – specialists in the field of statistics. This group of

employees have the possibility to choice from the offer of education activities at national or international level. The Personnel Office continued realizing the professional education programme *Schola Statistica* in cooperation with external lectors. With the exception of trainings aimed at different statistical specializations, a part of the programme was also trainings to target group of new employees of the Office. These trainings were an occasion to obtain basic statistical information and to exercise basic mathematical and statistical methods used by the processing of statistical data. The trainings of *Schola Statistica* were realized in the education centre of SOSR in Klatova Nová Ves or in classrooms of Infostat. 118 employees in total took part in these professional trainings.

122 employees took part in workshops and trainings at international level. The highest interest was in professional statistical train-

ings organized in individual countries of the European Union concerning the *European Statistical Training Programme*.

The increasing interest of employees to improve their communication in foreign languages was presented by the high participation in half-intensive or intensive courses of the English and French language. 339 employees from the whole office took part in the education relating to the language preparation in the last year.

The information technologies realized trainings to work with applications in order to support publication and presentation of statistical information, with information personal system and with office package of Microsoft Office 2007. In this field of the education, 1 140 employees took part in total.

In 2009, **2 960 participants** were educated in 338 education activities. The total costs spent on the education of employees of the Office amounted to EUR 81 742.

**Library of SOSR** is a significant source of information to employees of the Office and its external customers. The main activity of the li-

brary is aimed at supplementing, registration and providing of library fund, to which 1 576 new publications were added and 87 titles of daily press and periodicals. It represents the amount of EUR 19 957 in financial statement.

5 377 borrowings were registered in the library to 3 146 readers, of which interested persons from external environment prevailed largely.

The Statistical Office also considers as an integral part of the human resources the survey on satisfaction of its employees. Therefore it realizes continually **the corporate culture survey and satisfaction of employees** in cooperation with the Centre of social researches at Infostat in compliance with strategic activities of its development. The survey results help to discover the internal environment of the Office, the identification rate of employees with individual elements of the corporate culture and provide possibilities to improve the working climate supporting objectives and the vision of the Office. The survey shows a positive trend in the development of the Office's corporate culture, i.e. in the field of professional self-confidence of employees, appreciation of possibilities of the professional growth, working climate in departments, team cooperation and solidarity.



# Information sources and information and communication technologies

The aim of each organization is increasing the quality and availability of services together with effective spending of financial, human and technological sources required for the development and maintenance of the operation of the total technological infrastructure. Currently, the effective functioning of each organization is inseparably connected with information technologies (IT) with many key and supporting functions in order to provide and realize services inside the organization, but also outside the organization towards external partners, users or suppliers.

IT play an important role to the functioning of the organization itself and both elements are largely mutually linked, when the quality and availability of services is fully connected with effective fulfilling the IT functions. It is required high level of an interdependence and dependence of the organization relating to the IT functioning in practice. A lapse of key elements of IT in the organization has a direct impact on the quality and availability of services and can even paralyse the functioning of the organization as a whole or its critical parts connected with provision of services. The year 2009 was the year of increasing the quality and availability of information and

technological services in the IT of SOSR. In order to achieve this goal, it was necessary to solve procedural changes within IT and to define clear interfaces and rules.

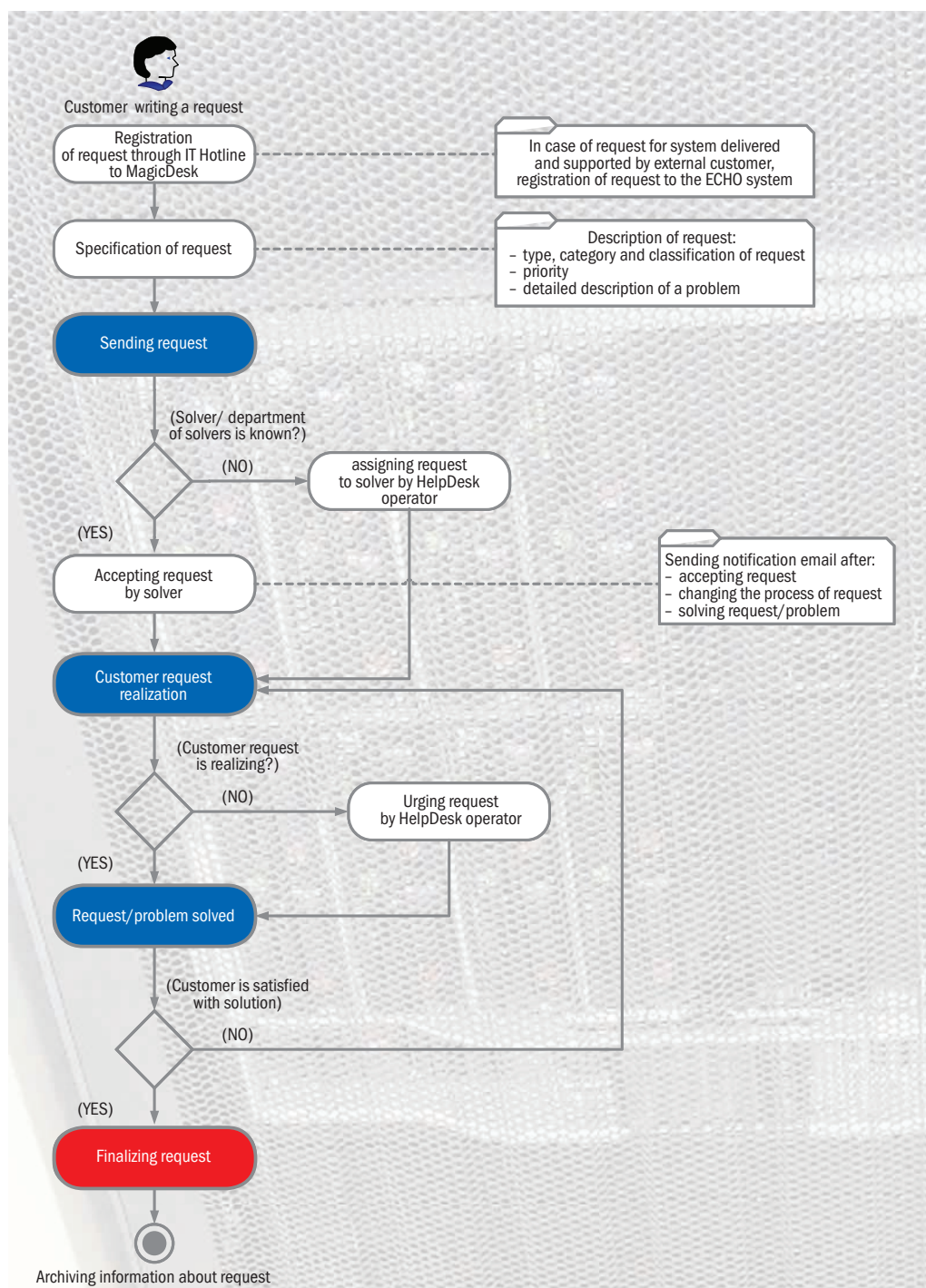
The most important change occurred in communication with the internal customer that is a leading customer of information and technological services. The central model of ordering and registration of the client requests via helpdesk, in which categories of services, responsible IT specialists and evaluation criterion of quality of performed work were clearly defined, was created. This change brought an added value in registration of requests, shortening of reactive time on requests and last but not least in measuring and improving the quality of provided services. It created also conditions for the planned introduction of ITSM (IT Service Management) in environment of SOSR in 2010.

In 2009, the Office has to deal with the availability of services and related components of information and communication technologies (ICT). Reasons for change were mostly the old server architecture, the insufficient providing of key components of ICT and relatively high demands for administration of ICT. The man-

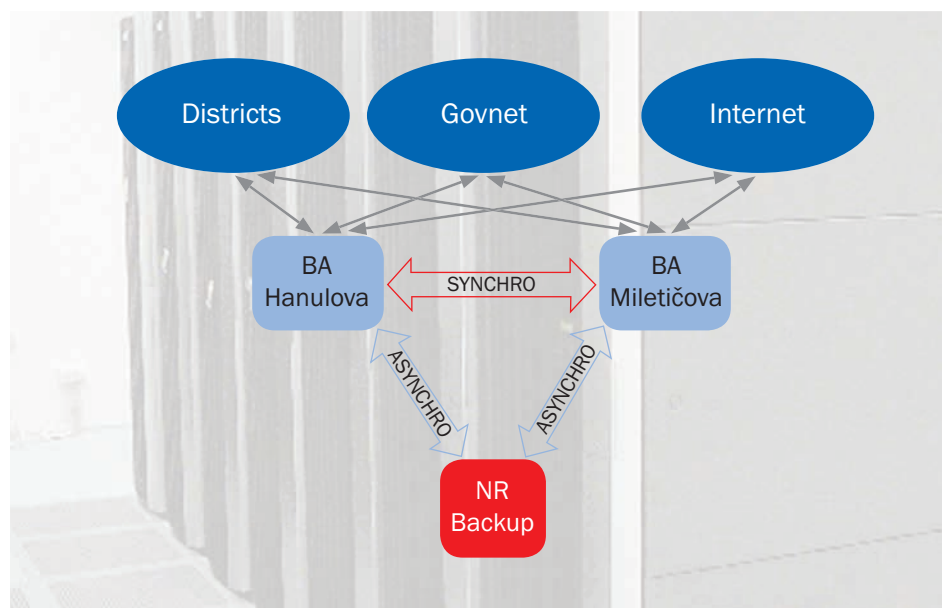




## Life cycle of the internal customer request



### Target topology



agement of SOSR agreed the strategic plan to modernize and consolidate ICT at SOSR. The consolidated solution should lead to the high availability and elimination of SPOF (Single Point Of Failure), reliable and secure operation and easier maintenance. The aim of the strategy should be the high available solution of information and technological services, with the emphasis on redundancy of localities and components of ICT. The whole process of modernization has three phases: building of new Datacentre at the Office at Hanulova street with the possibility of the physical copy of a backup to other locality (SOSR, Miletičova 3), modernization of Datacentre in the headquarter of SOSR and building of a backup Datacentre at the workplace of SOSR in Nitra in case of breakdown, serv-

ing as a secure storage of the important data in order to provide full recovery of information systems.

In 2009, SOSR was successful in raising financial resources to realize the first phase of the proposed solution. The Office built up a modern computer centre at the level of Tier III (by Uptime Institute) from these resources, with the emphasis on redundancy of key ICT components. The project objective was also the consolidation of database and selected infrastructure services. All works were performed under the full operation of SOSR's IT without momentous compromises because of building on "a green meadow" in the locality of the building of SOSR's workplace at Hanulova Street in Bratislava.



# Financial results

The Act No. 596/2008 Coll. on state budget approved expenditures in the amount of EUR 25 831 218 appointed for the SOSR chapter. The budget was adjusted by nine budgetary measures to EUR 33 040 135 in the course of 2009. Adjustments of the budget mostly related to the transfer of expenditures from the capital expenditures budgeted to the elections and preparation of COP 2011 to the current expenditures, further they related to an increase of the budget on the statistical survey on incomes and living conditions of households (EU SILC 2009) and an increase of the budget by means in the amount of EUR 10 000 000 budgeted to rebuilding of information and technological base of SOSR. Under the Decision of the Government of the SR No 93 from 28 January 2009 and No 460 from 17th June of 2009, expenditures were bound in the amount of EUR 481 939 in total in the SOSR chapter by budgetary measures of the Ministry of Finance of SR. The last budgetary measure of the Ministry of Finance of the SR bound capital expenditures in the amount of EUR 2 459 144 budgeted to COP with the possibility to use them in further budgetary year in accordance with the paragraph 8 of the Act No 523/2004 Coll. .

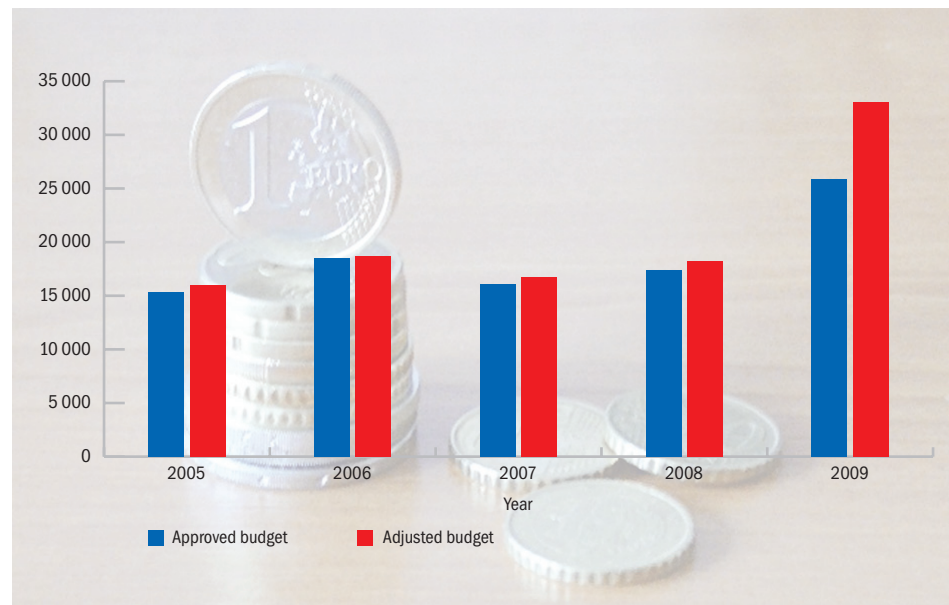
The non-fiscal income was approved in the amount of EUR 805 388, included were the first budgeted current incomes in the amount of EUR 225 388 and incomes from expected sale of buildings in the administration of SOSR in the amount of EUR 580 000. This amount also increased the budget of capital expenditures. For reasons of crisis on the real estates market, incomes from a sale of the building and area were actually realized only in the amount of EUR 176 713. No-realized incomes from a sale of the building in the amount of

EUR 403 288 was budgeted in capital expenditures. The first budgeted current incomes were realized in the amount of EUR 186 464. No-realized incomes in the amount of EUR 38 924 was caused by stoppage of incomes from renting of office spaces affected by a decrease in the demand and also by lower incomes for a sale of statistical information, because of continuing trend of their free of charge providing mostly via Internet. Incomes actually amounted to EUR 1 384 809, including non-fiscal EUR 363 177 and non-budgetary EUR 1 021 632. Non-budgetary incomes were received from external grants provided by the European Commission in order to introduce new statistical surveys.

Adjusted budget of expenditures EUR 33 040 135 was spent in the amount of EUR 32 631 744, i.e. to 98,8 %. A reason for lower spending was binding of capital expenditures in the amount of EUR 403 288 due to no-realization of capital expenditures. The special types of expenditures of the total expenditures were in the amount of EUR 15 511 476 (of which COP EUR 1 628 335, the SR presidential election, the elections to the European Parliament and the elections to the bodies of regional self-government together EUR 3 890 010 and the rebuilding of the information and technological base of SOSR EUR 9 993 131). Expenditures on wages and insurance represented 70,6 % of the other expenditures in the amount of EUR 17 120 267 spent on the current statistical activity, goods and services 19,9 %, current transfers 7,4 % and capital expenditures 2,1 %.

Expenditures were realized in the amount of EUR 8 968 153 and related contributions to insurance companies in the amount of 3 110 531.

### Comparison of approved and adjusted budget



Expenditures on goods and services in the amount of EUR 3 411 739 were largely spent on current statistical activities, such as print of statistical questionnaires, statistical data processing, technical support services of information and communication technologies, expenditures relating to the statistical data collection and travel expenditures. A considerable part represents expenditures on the operation of buildings and objects in the administration of SOSR, i.e. energies, expenditures required for reconstructions, maintenance and guarding, operation of motor vehicles and also expenditures to social areas, such as contribution to social fund, catering and education of employees.

## Special types of expenditures

### Census of Population and Housing 2011

EUR 1 628 335 were spent on preparatory activities relating to CPH, of which EUR 1 043 760 on goods and services and EUR 227 778 were capital expenditures. A considerable part of expenditures on goods and services was spent on the computer technique purchase, information and communication technologies, and preparation of study and overhead expenses. Capital expenditures were spent on a payment of the communication infrastructure, machines and passenger cars.



## Election

Together EUR 3 890 010 were spent on the SR presidential election, the elections to the European Parliament and to the bodies of regional self-government. Expenditures were spent mostly on overtime bonuses, bonuses and related contributions to insurance companies of employees participating in processing of results of elections. Expenditures on goods and services were spent on the material provision of professional summarizing units, on the computer technique purchase, on technical support services and on work contracts. The other expenses in the amount of EUR 557 404 were transferred to Infostat that technically and technologically provided the preparation and processing of all elections. Capital expenditures in the amount of EUR 244 784 were spent on the computer and reprographic technique purchase.

## Computer centre

The Ministry of Finance of the SR provided financial resources in the amount of EUR 10 000 000 from the reserve for purposes to rebuild the information and technological base of SOSR. These resources were spent on preparation of study, reconstruction of computer centre rooms, building of computer and connecting networks, computer technique purchase, special equipment, software and trainings of employees.



# Priorities in 2010

The continuing **optimization of statistical surveys and reduction of statistical burden** of respondents and also producer will be a priority to 2012. The cost reduction caused by a duty to provide statistical information is an ambition of the national statistics as well as of the European statistical system. It will be especially focused on small and middle enterprises that tolerate higher burden compared with other enterprises, while they have often no access to advanced technologies or have not professional employees in order to meet requirements and they have to use professionally oriented providers of services to meet the requirements, what increases their costs.

The statistical producer will continue in the process to decrease the range and periodicity of acquired data, usage of administrative data sources, usage of mathematical and statistical methods to production of samples, imputations and data estimations.

The statistical information system will continue to **stabilize and harmonize data and metadata**, as logical part of continuing stabilization of data bases. This activity will cover structural metadata (nomenclatures and definitions) and reference metadata, but imple-

menting of the standard on exchange of statistical information SDMX (Statistical Data and Metadata Exchange) and the European standard to reference metadata will be taken into consideration. The objective is to improve the quality of the metadata national system, to harmonize and integrate it into the European statistical system.

The priority objective of methodological activity will be a development and legislative **issue of the national version of the classification of occupations** fully harmonized with internationally standard classification of occupations ISCO 08.

The very important task of the field of registers will be the **adaptation of the system of confidential data exchange relating to the group of enterprises** between Eurostat and SOSR in form SDMX into the automated statistical information system, subsystem to administration of statistical registers (ASIS REGIS).

In 2010, additionally to standard activities relating to the compilation of annual accounts for 2009 and quarterly accounts (4<sup>th</sup> quarter of 2008 and first three quarters of 2009), atten-



tion of macro-economic statistics will be paid to activities focused on **improving the quality of data basis to compilation of national accounts**. Further activities will be aimed at the preparation to compiling the order of national accounts at quarterly level to all sectors of the economy. Attention will be further paid to summarization of documents required for the implementation of the classification SK NACE Rev.2 to national accounts in compliance with the prepared implementing regulation. Also **the system of compilation of supply/use table** will be **improved** through new software tool SNA\_NT. Under the conclusions of the second visit of Eurostat on the description of sources and methods of the gross national income compilation (GNI Inventory) from September 2009, the adjustments required by Eurostat will be incorporated.

Price statistics will be aimed mostly at the **implementation of the regulation** of Eurostat relating to seasonal goods included in consumer basket **to calculate harmonized index of consumer prices (HICP)** and will continue with the experimental calculation of the index of real estate prices and its inclusion to the calculation of HICP.

The key task of **external trade statistics** will be to **increase the quality of data provided to reporting units**. In order to achieve higher quality of data, working meetings are planned mostly with important reporting units. The objective of meetings will be to present the methodology of data providing, to remove unclearness and so achieve as high as possible quality of provided data.

Activities relating to modernization of methods to ensure inputs and also outputs of the statistical information system will continue in business statistics. The final solution is the decrease of administrative response burden by searching possibilities of broader usage of administrative sources and more effective usage of the surveyed data in the information and publication system of the Statistical office. The process of back-casting time series of indicators will continue in the structure of SK NACE Rev. 2 in structural business statistics. The priority will be also the preparation of quality reports to evaluation of individual statistics and the **increase of the harmonization of business statistics with macro-economic statistics**. One of the priorities in 2010 will be also the **realization** of the ad hoc **survey on access of enterprises to finances**. Hard





work will be aimed at **improving the quality of the tourism satellite account compilation**. **The preparation of Farm structural census 2010** will be finished and before the end of the year data collection will begin. The European methodology on the compilation of economic accounts to environment will be gradually implemented. The priority task of business tendency surveys will be the implementation of the classification of SK NACE Rev. 2 to process and back-cast time series of indicators by individual sectors and months.

Priorities of demographic statistics will be aimed at the **preparation of Census of Population and Housing 2011** in compliance with the Act No. 263/2008 Coll. on census of population and housing. Activities relating to the data transition on the international migration from administrative sources and the **realization of sample survey on incomes, expenditures and consumption of households** in 2010 so that data could be used to construct living wages will continue.

Labour and wage statistics will conduct except the standard labour force sample survey also the **additional survey on harmonization of labour and family life** in the 2<sup>nd</sup> quarter of

2010 and the process of **harmonization of the annual survey on labour with department information system on labour price** of the Ministry of Labour, Social Affairs and Family of the SR will finish.

Social statistics will process and **publish the results of the European survey on health** (EHIS 2009). SOSR will provide statistical information in the field of financial and non-financial data on health and data on accidents at work and in 2008 to Eurostat. It will realize providing of quantitative and qualitative data on the social protection in 2008 in compliance with the legislation and methodology of ESSPROS. The integration of selected relevant administrative sources to the automated statistical information system (ASIS) will continue, data collection to the **the 4th Continuing Vocational Training Survey** (CVTS4) will be **prepared** under the prepared regulation of the Commission.

Priority of election statistics will be **processing the results of voting in the election to the National Council of the Slovak Republic**, which has been declared on 12<sup>th</sup> June 2010 based on the decision of the Councillor of the National Council of the Slovak Republic. The second important task will be the preparation and

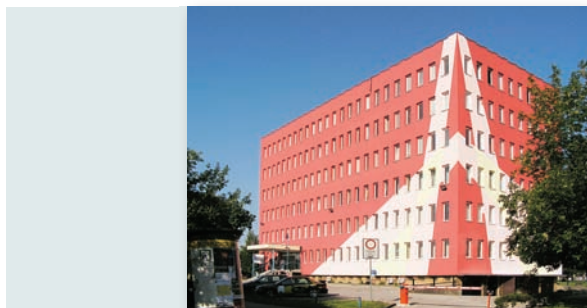


processing the results of the elections to **bodies of municipal self-government** in November 2010. Additionally to these tasks SOSR will continuously realize activities in compliance with the relevant act concerning the realization of the new election to the bodies of municipal self-government in dates according to the decision of the Councillor of the National Council of the Slovak Republic.

The field of dissemination and providing information will pay attention to the **extension of range and forms of products accessible via Internet**, which will be a dominant form of statistical information dissemination. **The quality change of print publications** shall support more the dissemination of knowledge on statistical indicators and their methodology, on possibilities and limits of their usage. They will include the added value largely in the form of analytical texts and data visualization. The implementation of the marketing strategic objective will require to intensify communication between different groups of statistical users and producers and to **develop user-oriented statistics**. In connection with **the World Statistics Day** celebration that UN declared on 20<sup>th</sup> October 2010, the Office will realize many activities in order to acquaint

the Slovak public with the mission and tasks of the official statistics in different areas of the society and to present achieved results of SOSR.

Priorities of **information technologies** will be aimed at three areas. The first will be providing the accessibility of information systems in newly built computer centre of SOSR. Attention will be paid mostly to the stabilization of the network WAN (Wide Area Network) in this field and to minimize the risks resulting from operation of server applications geographically separated from client working stations. The second area will be implementation of ITSM processes (IT Service Management) in the field of the management of information technologies (IT). Current trends, information and recommendations relating to the information technologies and ITSM will be applied to define process approaches and standardized recommendations. The implementation objective should be mostly transparency of IT services, full control over IT assets, optimization of used resources, introduction of processes by recommendations of ITIL (IT Infrastructure Library), internationally recognized standard to management of services of information and communication



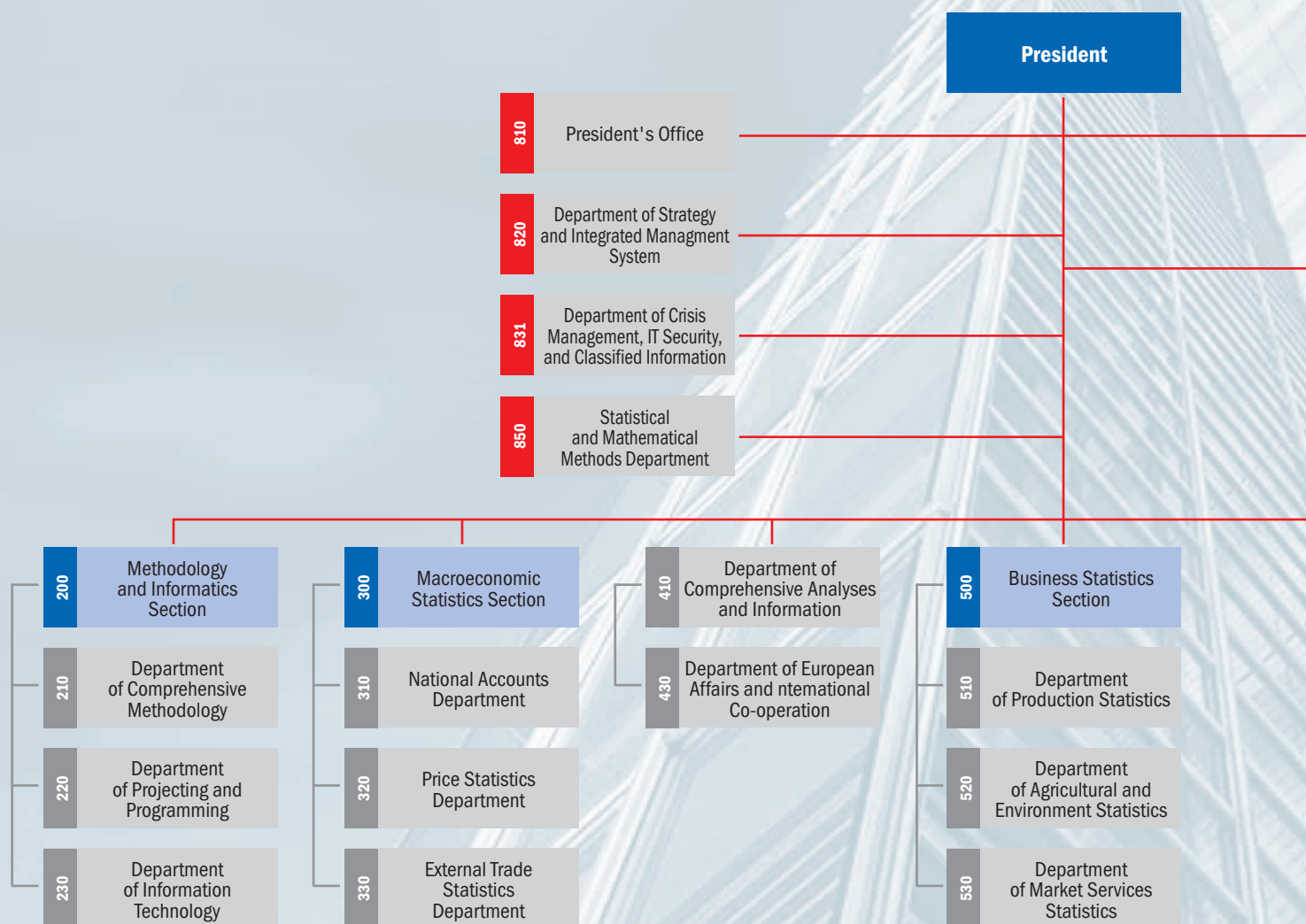
technologies and harmonization of organization objectives with IT objectives in regard to the organization management. The third area, the implementation of ITSM processes is closely connected with the previous area and will require not only the optimization of interfaces between the IT department and other departments of SOSR, but also construction of modern IT department in terms of the organizational structure of the Office.

The management of human resources will be influenced by economical measures in the state administration and with it related pressure on maximum economical usage of budget resources also in 2010. The significant priority of this period will be a personnel provision of specific tasks of COP 2011, the elections to the National Council of the Slovak Republic and to bodies of municipal self-government. The great opportunity to development of employees of SOSR will bring the realization of two projects of **education funded by the European Social Fund aimed at development of user (client)-oriented national statistics**. More than 600 employees will join this projects and education activities to improve the quality of professional, managerial, communication and language competences.





# Organizational structure 2009



**Vice-President**

**Head of Civil Service Office**

103

Civil Service Office  
Secretariat

110

Personal Office

120

Department  
of Economic Affairs

130

Department  
of Office Service

600

Social Statistics  
and Demography  
Section

610

Department  
of Population Statistics

620

Department  
of Labour and Wages  
Statistics

630

Department  
of Social Statistics

11000

Regional Office  
Bratislava

12000

Regional Office  
Tmava

13000

Regional Office  
Trenčín

14000

Regional Office  
Nitra

15000

Regional Office  
Žilina

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Regional Office  
Banská Bystrica

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Prešov

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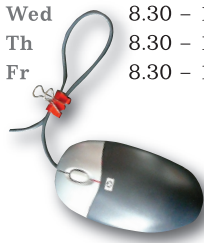
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Th – Fr	8.00 – 12.00	

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