



IMPLEMENTATION OF CAF IN THE REPUBLIC OF SRPSKA INSTITUTE OF STATISTICS - LESSONS LEARNED

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About the Republic of Srpska Institute of Statistics

- One of three statistical offices in Bosnia and Herzegovina (BH)
- Entity statistical office with the mandate for
 - collecting, producing and disseminating statistics for the level of Republic of Srpska (RS)
 - providing data necessary for compiling statistics at the BH level
- Legal basis and strategic documents
 - Laws on Statistics of RS and BH
 - Respective statistical programs



Quality in statistics – Contexts and Criteria

Quality contexts

- Output quality
- Quality of processes
- Quality of business
- Public image (reputation)
- Quality as perceived by users
- External factors

Quality criteria

- Relevance
- Accuracy
- Timeliness
- Punctuality
- Accessibility and clarity
- Comparability
- Coherence

Quality in statistics – the Frameworks

UN Fundamental Principles of Official Statistics

1. Relevance, Impartiality and Equal Access
2. Professional Standards and Ethics
3. Accountability and Transparency
4. Prevention of Misuse
5. Sources of Official Statistics
6. Confidentiality
7. Legislation
8. National Coordination
9. Use of International Standards
10. International Cooperation

European Statistics Code of Practice

- 1 Professional Independence
- 1bis Coordination and cooperation
- 2 Mandate for Data Collection and Access to Data **INSTITUTIONAL ENVIRONMENT**
- 3 Adequacy of Resources
- 4 Commitment to Quality
- 5 Statistical Confidentiality and Data Protection
- 6 Impartiality and Objectivity
- 7 Sound Methodology **PROCESSES**
- 8 Appropriate Statistical Procedures
- 9 Non-excessive Burden on Respondents
- 10 Cost Effectiveness
- 11 Relevance **OUTPUTS**
- 12 Accuracy and Reliability
- 13 Timeliness and Punctuality
- 14 Coherence and Comparability
- 15 Accessibility and Clarity

Quality in statistics – the **F**ocus



Impartiality and independence in work

Use of international and European standards

Statistical organization as a whole, committed to gain and maintain public trust in official statistics

Production of statistics based entirely on professional decision-making on methodology, terminology and data presentation

Development and implementation of professional codes

Why CAF?



- Need for introducing a systematic quality management
- We decided to use CAF because
 - it covers a wide range of requirements set in the indicators of ES CoP principles
 - it includes the Institute's principles of quality management
 - our partner organizations had positive experience with the implementation of CAF



Our CAF journey

The Onset

- Agreeing on the scope of necessary support and the steps of implementation of CAF with CSA RS and KDZ experts

The Self-assessment group

- 15 members - employees with good knowledge on organization, from different organizational sectors, levels of responsibility, working experience and gender

Training on CAF

- Training on the structure of the CAF model, phases of implementation, methodology of filling out the CAF questionnaire

The Self-assessment

- Completing and consolidating the questionnaire
- Reaching consensus on findings
- Drafting the Self-assessment report

Improvement plan

- Prioritization of proposed action
- Improvement plan with 42 action in total, 31 key action and 11 Quick-win actions, categorized in 10 action fields

Where are we now?

- 9th step of CAF implementation scheme – „Implementing the improvement plan“
- Second half of the project with over 70% of actions completed or ongoing
- Change of priorities due to COVID-19



The most important lessons learned

- CAF is an excellent diagnostic tool
- CAF is flexible, it acknowledges the specifics of the organization
- Education on CAF is very important
- Composition of the SAG should be a value added
- Communication is the key for successful implementation
- CAF scoring system enables comparison and monitoring of the results
- Individual evaluation contributes to objectivity and diversity of ideas
- Implementation of CAF requires top management sponsorship



Where do we go from here?

- Continue with the implementation of the CAF Improvement plan, taking into account six focus areas of CAF 2020
 - Digitalization, innovation, agility and diversity – part of modernization of statistics
 - The Institute's contribution to sustainability and SDGs - leading role in collection, presentation and dissemination of SDG indicators for the Republic of Srpska
 - Collaboration with citizens and civil society and building partnerships embedded in the principles of official statistics production



Contact

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