



Regional Thematic Conferences on “Managing a statistical organization in times of change”

Statistics: Problem or Solution for Angolan Users?

Pretória, 7-9 October, 2019

Are the perceptions of Statisticians in line with users?



- ❑ The NSO and the NSS in Angola offer an essential insight to determine what data is needed to understand a thematic, and have the skills and competencies to state how reliable their findings are;
- ❑ We fill the void of statistical information by applying techniques and methods, statistical criteria correctly, and producing accurate results in line with the national needs;
- ❑ Due to the lack of statistic literacy people/users may not realize it, but statistics permeate most of the decisions we make every day.

Example: The Government is going to build a school and, in other side, we need resources to carry out a survey. Due to the social implications the choice is going to be to build a school instead of providing financial resources for the survey. We do not have information about the number of beneficiaries for that school; which kind of school should be built, etc.

It would be most appropriate to have information on the area in which the school is to be built, the number of children or beneficiaries; access to energy, water among other aspects and subsequently build the school.

Users and their Needs

- ❑ Information is increasingly regarded as an indispensable element for decision making at all levels;
- ❑ It is one of the essential bases for modern management and is strategic in the economic and social development of societies and at the same time in strengthening the rights and freedom of citizens;
- ❑ The Angola National Strategy for Statistical Development (NSSD) guides to meet the users' needs. We should, in advance, know: *Who the users are? What information needs to be met?* and, *How to make the information available?*

For example: By knowing the users, we are able to disseminate statistical information through different ways. Furthermore, it is important to taking into account that the demand for statistics use and how it is supplied depend on the type of users. It is of foremost importance to identify who the users are (Young people, International organizations; Government; Political analysts; Companies; Researchers; Students; Journalists; Interested citizens).



What means to meet users' needs?

- ❑ The usefulness and quality of the statistical information disclosed and the associated services should be guaranteed, as user satisfaction is a final step, and the ultimate goal of NSO and NSS;
- ❑ Users can have different experiences in the use of statistical information made available through different ways such as:
 - ✓ NSO web page;
 - ✓ Digital publications - These are interactive products containing short texts, dynamic infographics, maps, videos, graphics and photographs;
 - ✓ Regular Publications - Annual and / or monthly printed or digital publications with topics that are relevant to the user;
 - ✓ Leaflets or other brochures - Their purpose and content is the promotion of statistical information.

Prerequisites to Strength Credibility and Promote Satisfaction to Users

Angola NSO define as priority:

- ❑ Relevance – adoption of the user's perspective to value the information that is produced;
- ❑ Timeliness - timely availability of information may be a key element in decision-making. We create a dissemination calendar that must be followed;
- ❑ Accuracy - errors reduce the degree of credibility and consequently the level of utilization.;
- ❑ Exemption - the NSO, more and more, cultivate the image of independence and professional competence;

Prerequisites that may Strength Credibility and Promote Satisfaction to Users (Cont.)

- ❑ Harmonization - to enable comparison of data. This particularity is of great importance in the context of Community integration (SHaSA II, UN Methodological publications);
- ❑ Continuous dissemination and uninterrupted - particularly important feature for the operation of econometric models using data series (National Accounts);
- ❑ Consideration as a factor for reducing uncertainty - information is only really useful if it has a surprise element, example, if it contains something that is not known or expected.

Behavior of satisfied users / customers

- Use the information that the NSO produces whenever they need it;
- Recommend to third parties the use of information from the NSO, helping to spread a good image of the Institution;
- Respond to the NSO's surveys whenever they are asked to, aware that they are contributing to work quality;
- Always have doors open for any type of user and try to respond as much as possible to their needs.

Quality Management

- ❑ Statistical quality management seeks to ensure that the statistical compilation systems / procedures and work processes implemented are efficient, effective and minimize the likelihood of error or failure; **This is the challenger.**

- ❑ In the course of statistical operations, the quality of processes and final results should be a constant concern;

- ❑ In statistics, quality can be defined according to various dimensions, elements and indicators. Users expect:
 - ✓ Get reliable data on which to base their own decisions;
 - ✓ Get timely data, otherwise the data will be useless;
 - ✓ Know if the statistics will be reviewed and what is the revisions policy followed;
 - ✓ In fact, quality dimensions cover all aspects of how statistics meet users' needs and expectations about the information disclosed.

Quality Management (Cont.)



- ❑ To ensure quality, there is the need for the NSO to have effective leadership, the one that Envisions, Enables, Empowers, and Energizes, all team, towards good results;
- ❑ Lets underline that the desired leadership, that works as a leverage to the management, has to be secured with **proper legislation** for preventing from interruptions, dismissal, interferences that may harm success;
- ❑ It is crucial to ensure the effective application of the Code of Conduct at the level of the NSO as well as in other NSS producing bodies;
- ❑ For quality management it is also important to observe the Data Quality Assessment Framework;

Quality Management (Cont.)

- ❑ Strategic Statistics Planning, based on the Country Development Plan, in line with continental integration and SDGs, is crucial for quality management commitment;
- ❑ Best assess and improve the value chain of statistics production;
- ❑ Tailored NSO staff training and alignment of training to development needs;
- ❑ Strengthen the skills of data collectors from the primary data suppliers;
- ❑ Make the best use of the administrative data;
- ❑ Strengthen the legal and institutional framework to improve NSS performance in production and statistical coordination.

Quality Management (Cont.)

- ❑ Improve the challenges of a centralized and decentralized statistical system;
- ❑ Strengthen statistical coordination, through out the Statistical National Council with all delegate organs, civil society organizations, academia as well as United Nation agencies;
- ❑ Strengthen NSO's organizational and operational capacities through training actions and lectures;
- ❑ Strengthen Journalists through lectures, seminars and open doors sessions;

The NSO manager continually, advocate for autonomous NSOs (depending directly to the President or Vice President or National Assembly) for fostering efficiency and effectiveness because otherwise, there will be a slow, unresponsive, and very bureaucratic statistics issues resolution.

Analysis and Analytical Frameworks

- ❑ Angola NSO, is integrated in an environment where the need and quest for fast information is increasing, the use of analytical frameworks is the key to meet the objective of supplying statistical information, specifically when the information is huge and require powerful tools.

- ❑ By internal information technology strategy or donor "imposition" the Angolan National Statistics Institute uses as statistical and analytical softwares:
 - SPSS;
 - STATA;
 - CsPro;
 - Survey Solution;
 - Excel;
 - Others.

- ❑ Use of CAPI methods for all surveys and census to improve the data quality and delivery results on time.

Thank You!...
Obrigado!...
Merci!...
Shukraan!...

