Presentation By;
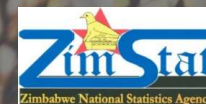**Godfrey Matsinde**
Zimbabwe National Statistics Agency

Communicating Data in VNRs and Engaging Data Users.

User Engagement Strategy for Zimbabwe

Presentation Outline

- ❖ Mandate of ZIMSTAT
- ❖ Regulatory Framework
- ❖ User Engagement Within NSS
- ❖ Key Principles
- ❖ Means of Engagement
- ❖ Achievements and Challenges Faced
- ❖ Conclusion

Who are we? ZIMSTAT???

Are a semi-autonomous agency under the Ministry of Finance and Economic Development

Mandated to:

- collect, produce and disseminate official statistics

- coordinate and supervise the NSS

Activities regulated by the Census and Statistics Act (CAP 10:29) of 2007 and provides for independence and oversight by a Board of Directors

❑ ZIMSTAT has been mandated with coordinating the National Statistical System to provide information on measuring the progress of the SDGs.

❑ It recognizes the importance of data and statistics to effectively plan, and monitor activities aimed at achieving the 2030 Agenda.

❑ It further recognizes the need to engage with data and statistics users in support of monitoring country priorities, including the SDGs.
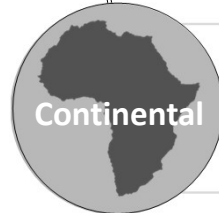
Regulatory Frameworks

CREATING CHANGE through
Collective Leadership
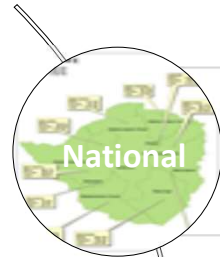
National

Census and Statistics Act (CAP 10:29)
Statistical production
Statistical coordination

Continental

African Charter on Statistics
(African Union adopted 6 principles*)

Global

Fundamental Principles of Official Statistics
(United Nations adopted 10 principles)

User Engagement Within NSS

To effectively communicate data within the NSS as well as engage data users, the Agency developed a User Engagement Strategy covering period 2019 - 2021.

❖ The Strategy is imperative to understand the needs of the users and effectively respond to their needs in line with the goals and objectives set forth in the second National Strategy for the Development of Statistics (NSDS).

❖ In particular, the strategy supports the following objectives from the NSDS:

(i) To improve quality, dissemination of statistics and public statistical literacy;

(ii) To improve statistical advocacy and integrate use of statistics in decision making and VNRs.

Key Principles of Engagement

The following key principles will underpin the engagement process:

<u>Timeliness</u>— To collect and disseminate statistics in a timely manner

<u>Clarity</u>—To explain the statistics we produce to inform public debate

<u>Impartiality</u>—Disseminate statistics that are impartial and without any influence from other parties.

<u>Credibility (integrity, trust)</u>—Share out methodology with our users; we will ensure that the statistics are well-documented and have a high quality and that they comply with international standards

<u>Accessibility</u>—Recognized that the statistics and data that we produce are a public good and we will strive to make data and statistics available on various platforms for easy access

<u>Consistency/reliability</u>—Be consistent in the collection, measurement and calculation of statistics to ensure accuracy.

Inclusiveness— Strive to obtain inputs from all user groups and recognize their diverse needs and expectations.

Value for money/prioritization— Aim to meet users' needs in the most efficient and cost-effective manner.

Responsive— Engage with stakeholders to identify their needs and produce statistics that satisfy their needs.

Transparent/openness— Be forthcoming about decision that the statistics office makes and would be open to receiving feedback and inquires on data.

Flexibility— Adapt to the changing user needs as resources permit.

Means of Engagement

ZIMSTAT will engage users during all stages of our work through various means. The Agency shall have open and active communications with user groups to build trust and facilitate collaboration.

- **Workshops and roundtable**— Organize workshops and roundtables in order to consult with users when introducing new products, when making significant changes or withdrawing a product.

- **Focus groups**— Conduct focus group discussions to investigate narrow topics with specific users in order to incorporate their feedback to ensure efficient delivery of statistical products and services.

- **Awareness fora**— Organize/participate in events including trade fairs, roadshow, commemoration days, that provide an opportunity for users to interact with our staff and increase awareness across different user groups.

- **Feedback mechanism** (surveys, emails, infodesk)—In all of our products, we will include details on how users can provide feedback to us. On a regular basis, Agency will conduct continuous user-producer dialogue, and conduct user surveys to gauge their satisfaction, where feasible.

- **Newsletters/press releases**— Inform users of recent and upcoming statistical products/publications in a timely manner.

- **One-on-one engagement** - Be open and accessible to users to encourage bilateral engagements.

- **Advisory groups/steering committee**— Convene advisory groups/steering committees comprised of users, and technical experts and will facilitate their work that will provide guidance and advice on specific, high-priority areas.

- **Electronic communication**— Make use of available platforms, such as Twitter chat/facebook/webinars/emails/SMS), to increase outreach and facilitate two-way communication with our users.

- **Formal agreements**— Enter into arrangements with other ministries, department, agencies and organizations through Memorandums of Understanding, Data Sharing Agreements or other appropriate mechanisms, where needed.

An implementation plan was developed/concretized outlining expected outputs, planned activities, timelines and success indicators.

Achievements and Challenges Faced

Implementation of the Strategy by ZIMSTAT had notable successes during the planned period some of which include

- ❖ Data dissemination workshops in all ten Provinces to disseminate MICS and Labour Force survey results
- ❖ The Agency showcased at the Zimbabwe International Trade Fair and Harare Agricultural Show
- ❖ Information was disseminated through the various data portals and twitter account
- ❖ Cluster meetings were held to discuss specific SDG indicators and ways of minimising data gaps
- ❖ A User-Producer workshop was held to foster interactions between users and producers of data and discuss how ZIMSTAT effectively satisfy user demands for quality statistics.
- ❖ To address the issue of data gaps, a Data Sharing Agreement template was developed with technical assistance from UNDP to improve supply of administrative data from line Ministries and organisations that produce data
- ❖ After then out break of the global COVID-19 pandemic, the Agency resorted to virtual meetings with users

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However, there were a number of challenges that were faced by ZIMSTAT during the planned period as some of the activities could not be implemented. The outbreak of COVID – 19 resulted in the cancellation of some activities such as face to face meetings. The Agency had to rely on virtual platforms for communication.

- ➢ Inadequate infrastructure resulting in the cancellation or reduction or meetings such as SDG cluster meetings and NSS Coordination
- ➢ Data sharing agreements not implemented. This activity was brought forward to 2021
- ➢ Dissemination of data through online platforms does not reach all users
- ➢ Lack of technical capacity and financial resources to carry out some of the planned activities, e.g user-satisfaction and time-use surveys

Conclusion

It has become evident that the lockdown restrictions imposed as a result of COVID -19 outbreak had changed how NSOs operate in data production. There is therefore need to adopt new technologies and methods in order to meet global demands for data and achieve the following;

❑ Effective monitoring of SDG implementation can only be possible if data is up to date, accurate, relevant, comparable and accessible.

❑ However, there still exit data gaps as some indicators do not have data collected on them or data is outdated.

❑ ZIMSTAT needs to work closely with key stakeholders within the NSS who produce admin. data to close some of these gaps through implementation of Data Sharing Agreements.

The need to partner Global institutions such as UN bodies, World Bank , Regional Bodies, hence becomes crucial for technical and financial assistance to counter the effects of the lockdown on data production.

THANK YOU !!!!!!!!!

Thank You !!!!!!