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Office of the Republic
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#### **FOREWORD**

Dear readers,

Seventy years have passed since the establishment of the Slovene statistical office. Yet, even though many statistical offices have a longer tradition and are larger, our office is one of the most efficient and advanced, and in some areas among the best in the world. As it is common at jubilees, we reviewed the work performed in the past decade and then described it in this publication, which starts with where the publication issued at the 60<sup>th</sup> anniversary of Slovene statistics ended. The two publications together form a whole, but each is designed differently. The one issued ten years ago was designed as a historical overview of Slovene statistics by years, while the one in front of you, issued on the 70<sup>th</sup> anniversary, shows the operation of our institution in the past decade through descriptions of achievements and important milestones in this period. We are very proud of them. Reading this publication you will learn about us, the pulse of our institution and its orientation.

We are aware that our story can only be written together with you, the providers of data in enterprises and households, and, of course, with you, the users of our data and services, the media, researchers, entrepreneurs, politicians and others. Many of you cooperate with us in both roles. All of us together are partners in providing professional independence of our institution.

All of us are and will continue to be faced with lots of work as we wish to remain a highly professional and trustworthy institution in the international environment.

I hope you will read or perhaps at least browse this new chapter on our office, as well as visit our website where you can find many interesting data, analyses and commentaries carefully prepared by our statisticians.

Genovefa Ružić, Director-General

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#### AT THE BEGINNING

In 2014, the Statistical Office of the Republic of Slovenia celebrates 70 years of existence, as the »Statistical Office at the Presidency of the Slovene National Liberation Council« was established on 19 August 1944. Since then the institution has been renamed several times; all names are stated in the appendix on the history of the Statistical Office. With the adoption of the National Statistics Act¹ in 1995 the current name the **Statistical Office of the Republic of Slovenia** – abbreviated to SURS – was determined. Amendments to the National Statistics Act¹ adopted in 2001 further strengthened SURS's professional independence. A sound legal basis thus enabled SURS to develop into an impartial and trustworthy modern institution. The development in the past decade was influenced the most by the following facts:

- Slovenia joined the EU, SURS joined the European Statistical System, Slovenia became a member of the OECD and international standards were introduced, the most important milestone being the adoption of the European Statistics Code of Practice<sup>2</sup>,
- the importance of a standardised process of statistical surveys was recognised and the enforcement of the standardised process was enabled by the development of new information tools and technologies,
- the conditions of operation changed: there were initiatives of the Government of the Republic of Slovenia to reduce administrative burden and rationalise work, and related financial and human resource limitations.

In all the years the principles and rules of statistical data protection were strictly respected for strengthening and maintaining trust of data providers and users of statistical data.

**Implementing a statistical activity** means providing to all users quality, timely, temporally, spatially and internationally comparable data on the situation and trends in the economic, demographic and social fields, as well as in the field of environment and natural resources (as stipulated by the National Statistics Act).

**Implementing a statistical activity starts** by recognising **user initiatives and needs** for data, knowing what purpose the results will serve for and who their users will be. This is followed by planning the optimal method of conducting a statistical survey, i.e. according to **standardised procedures**. A statistical survey involves collecting the input data, which have to be statistically processed and analysed. For users, the most important are timely disseminated **high-quality** results, which in addition to numerical values bring relevant and unbiased commentaries. This is, in brief, the lifecycle of statistical data.

Because our main working material is data, we adjusted the following description of SURS's operation and development in the past decade to the principal parts of the lifecycle of a statistical survey and in this respect designed the first three chapters: from planning a survey via data collection and processing to dissemination of results. As quality is the central feature of statistics, both in terms of the institution's operation and the statistical process and statistical results, chapter four describes total quality management. The description ends with the presentation of SURS's development as a producer and the coordinator of national statistics, which is also part of the European and international statistical community. The publication ends with the description of changes at SURS in terms of the working environment.

National Statistics Act, OJ RS, Nos. 45/95 and 9/01.

See: http://epp.eurostat.ec.europa.eu/portal/page/portal/quality/code of practice (20.8.2014).

#### PLANNING AND PREPARATION OF A STATISTICAL SURVEY

#### Professional and thoughtful approach to statistical activity

In all of its strategic documents of the past decade SURS wrote that it will continue to be open for initiatives and needs of its users and that it will respond thoughtfully. Most initiatives were given at the meetings of statistical advisory committees, which cover all fields of statistics; in 2014 there are 23 statistical advisory committees with around 400 representatives of data users and data providers and they are a very important link in the formulation of the Slovene statistics.

Membership in the EU and in other international organisations provides SURS with access to information, knowledge, good practices and guidelines; SURS can make use of the solutions developed in the international environment and reasonably and critically transfer them into its own environment and take them into account in planning its activities.

In the past ten years SURS introduced several methods of consultation and brainstorming because it is aware of the importance of thorough and careful consideration in determining the strategic direction of the institution, in implementing new methods and procedures of operation, before starting to implement major survey revisions, and introducing new surveys.

In 2004, SURS introduced the so-called methodological board meetings, with selected topics on the agenda and discussions held with SURS's experts on individual fields of statistics. Decisions are adopted within a wider circle of SURS staff, which facilitates implementation and wider acceptance.

Since 2006, SURS has been using project management in introducing new procedures and methods of work in infrastructural areas, at implementing more complex surveys with longer periodicity (e.g. various censuses), at implementing major survey revisions, etc. An intranet site was dedicated to the exchange of information.

From 2006 on, when SURS introduced project management, the most important completed projects were the implementation of two censuses (the 2010 Agricultural Census and the 2011 Register-Based Population Census), and the introduction of electronic reporting eSTAT. In 2014, 7 projects with different implementation periods are being implemented; particularly worth mentioning are the upgrade of SURS's website to be completed at the end of 2014, the standardisation of statistical data processing to be completed in 2015, and the setting up of the statistical business register to be completed in 2016.

At one of the methodological board meetings in 2007, SURS discussed the statistical monitoring of globalisation; a year later within the economic area it set up a new area of economic globalisation, where data from the Register of Enterprise Groups, data on foreign affiliates and globalisation indicators (for the first time in 2013) are published. The area was developed on the basis of the cooperation of SURS in several Eurostat projects from 2005 on.

The monitoring of foreign affiliates (FATS) is part of the structural business statistics and in Slovenia it is the responsibility of SURS (for inward statistics on foreign affiliates) and the Bank of Slovenia (for outward statistics on foreign affiliates). The source of data is administrative and existing statistical data. SURS started to set up the Register of Enterprise Groups in 2007, and Eurostat set up the so-called EuroGroups Register (EGR), namely on the basis of data from Member States.

In 2007, the **Methodological Council** was established, which acts as an advisory body tasked with checking the methodologies of individual surveys and the justification and appropriateness of data collection. In addition to SURS's experts from various fields of statistics, most of the members are external experts on statistical methodology, which raises even further the quality of statistical products.



SURS's website - information on activities of the Methodological Council

### **General process model**

In the 2008–2011 period the processes of conducting statistical surveys were inventoried, which was the basis for standardisation and rationalisation of SURS's work. In 2012, the inventory was issued in the publication **Quality Guidelines**. In one place all processes are collected and briefly described in line with the general process model and basic steps of implementing individual sub-processes. The document was the first in a line of **methodological manuals** that contain a detailed description of the statistical process or sub-process and include both theoretical descriptions and practical guidance for implementation.



Methodological manual on quality guidelines (only in Slovene)



The general process model is an adjusted version of the internationally adopted Generic Statistical Business Process Model<sup>3</sup>. SURS thus introduced a standard for describing processes which is based on foreign practices and standards and thus enables direct comparability and linking with other members of the international statistical community.

1	2	3	4	5	6	7	8
ANALYSIS OF NEEDS AND REQUESTS	SURVEY DESIGN AND PREPARATION	SELECTION OF OBSERVATION UNITS	DATA COLLECTION	STATISTICAL DATA PROCESSING	DATA ANALYSIS	DISSEMINATION AND STORAGE OF STATISTICAL DATA	SURVEY DOCUMENTATION AND EVALUATION
Determining data needs	Planning of resources and determining the list of activities with deadlines	Preparation of data sources for sampling frame preparation	Preparation for data collection	Editing of administrative data sources	Time series analysis	Updating of outputs	Preparation of survey documentation
Studying of sources	Defining of survey results	Sampling frame preparation	Taking over administrative sources	Mikro-level editing	Analysis of adequacy and confirmation of results	Presentation of results	Collection of information for quality assessment
Verification of methodology	Preparation of the methodology for selecting observation units	Selection of observation units	Data collection and communication with reporting units	Integration of data sources	Interpetation of results	Publication	Process evaluation
	Preparation of statistical data processing methodology	Adress list	Data capture	Imputation		User support	
	Organisation of cooperation with other institutions and planning takeover of administrative units			Deflation		Storage of statistical aggregates	
	Questionnaire design and testing			Weighting		Storage of statistical microdata	
	Preparation of materials for communication with reporting units			Calculation of statistical estimates (aggregation)			
	Pilot survey design and implementation			Makro-level editing			
				Table preparation			
				Statistical data protection			

SURS's general process model, 2012

<sup>3</sup> See: http://www1.unece.org/stat/platform/display/metis/The+Generic+Statistical+Business+Process+Model (11.9.2014)

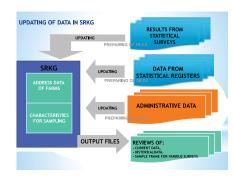


#### SURS, a register-based institution

SURS was the key institution in establishing three of the most important registers in the country: the **Register of Territorial Units** (handed over to The Surveying and Mapping Authority of the Republic of Slovenia in 1995), the **Central Population Register** (handed over to Ministry of the Interior in 1998) and the **Business Register of Slovenia** (handed over to Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES) in 2002). Among other important national registers, one has to mention the **Real Estate Register**, which was not established by SURS but via the *Statistical Advisory Committee for Real Estate Statistics*. SURS, however, was among the initiators of establishing this register.

Data in these and other registers are, of course, extensively used by SURS and are important administrative data sources. For its work, for the statistical purpose, SURS also needs statistical registers and databases which are most frequently set up on the basis of one administrative source and are significantly improved by related statistical data. Statistical registers are the basis for preparing statistical surveys as well as the data source for various surveys. The most important registers at SURS are:

- Statistical Register of Employment (SRDAP), which was established after the last census of workers in associated labour as of 31 December 1986. The main data source is the so-called M forms, and the source of data on the number of farmers is SURS's Labour Force Survey. From 2005 on SRDAP has been the source for very frequently sought monthly data on the labour force.
- Statistical Register of Agricultural Holdings (SRKG), which was set up in 2004 on the basis of data from the 2000 Agricultural Census, is the key information source for planning and preparing statistical surveys on agriculture and the basis for preparing the sampling frame of most surveys of agriculture statistics. The basic source for updating is data from several administrative sources of the Ministry of Agriculture as well as statistical surveys.
- Statistical Business Register (SPR), which originates from the statistical database of data on business entities and their parts, will be after it is set up in 2016 an important part of the statistical infrastructure supporting statistical processes, e.g. for preparing sampling frames, for addressing statistical questionnaires for enterprises, and as the basis for satellite registers. The SPR brings a systematic approach to keeping the data on business entities. The most important source for updating the data on units in the register is data in the Business Register of Slovenia (AJPES) and data from various statistical surveys.



Scheme of updating of the Statistical Register of Agricultural Holdings

#### Efficient use of administrative data

The established method of work at SURS is that for every survey a study is conducted whether there already are data sources in the environment that could be used for preparing results. In this way we would not burden enterprises, farms, households and individuals (i.e. reporting units) with data collection. The development of information technologies also enabled the public administration in Slovenia to have an increasing number of administrative sources and registers, so in planning the surveys SURS is constantly checking the available administrative and other data sources. SURS's practice is to sign with each institution an **agreement on the transmission and use of data** and a **technical protocol**; this provides an opportunity to have a say in making any changes to the data source and insuring the stability of administrative data collections. In mid-2014, SURS had agreements with 35 institutions regarding access to more than 60 data sources.

The use of administrative sources has significantly **reduced the burden of repor-ting units**; data are collected once for various purposes, administrative and statistical, and this brings financial savings. SURS also provided support to the system for safe data transmission to its servers.

**Linking** of various **administrative** data as well as their linking with statistical data makes it possible for SURS to prepare and publish more detailed data and more complex results than could have been prepared from statistical surveys only.

Despite extensive use of administrative data sources, existing statistical and other data sources, SURS is already studying the possibility of exploiting so-called **big data** and in 2014 joined a special Eurostat working group for developing statistics based on big data.

Three examples of very successful and efficient use of administrative data sources in conducting statistical surveys in the past ten years:

#### Register-Based Census of Population, Households and Housing in 2011:

Implementation of the register-based census was a large development achievement of Slovene statistics since it was conducted exclusively by using administrative and existing statistical data and by complex linking of sources. The main three input data sources were: for population the Central Population Register, for households the Households Register and for dwellings the Real Estate Register. Depending on the temporal availability of individual data sources, the census was conducted in three parts, each followed by data publication (the first already at the end of April 2011). The main advantages of the register-based census are significantly lower costs, very low number of people involved (fewer than 10) and reduced burden of data providers.



Leaflet on the register-based population census



#### Agricultural Census 2010:

SURS conducted the census as a combination of fieldwork and the use of administrative data sources; analysis and testing were done over a number of previous years. Fieldwork (finished in mid-July 2010) was followed by statistical data editing and linking of fieldwork data and administrative data, which was one of the most demanding tasks at SURS since it involved a large number of variables and data sources. At the end of September 2010 SURS published first provisional results. This publication was followed by several other publications of different results. Final data were published at the end of March 2012.

#### Surveys on turnover in trade and services:

In 2006–2008 SURS stopped collecting monthly data on turnover from about 4,000 enterprises from retail trade, wholesale trade and services. Their data were replaced by the administrative source, i.e. DURS data on value added tax. The calculation of turnover by using VAT data was first implemented in wholesale trade (statistical survey TRG/D), a year later in services (statistical survey STOR/M) and finally in retail trade (statistical survey TRG/M). Monthly data on turnover are now reported only by about 1,000 larger enterprises.

#### Revision of standard classifications

Classifications and nomenclatures contain international statistical standards adjusted to national needs. SURS uses them in its work from survey planning (e.g. selection of reporting units), survey implementation to dissemination of results. Because classifications and nomenclatures enable international comparability, they are usually revised at the same time in all EU Member States or even globally (e.g. UNESCO classifications).

In the past ten years several **revisions of classifications** were implemented, which had a strong impact on SURS's work and data dissemination:

- Standard Classification of Activities (SKD 2008). The classification came into force in 2008 and is derived from the European classification NACE Rev. 1. Implementation of the classification was a demanding project, which was in the first phase carried out by SURS and AJPES as the keeper of the Business Register of Slovenia (PRS) – AJPES converted PRS units to new main activity codes on 1 January 2008. SURS started to publish the results of most of the statistical surveys according to SKD 2008 in 2009 and provided the comparable time series calculated according to SKD 2008, mostly from 2000 on. At the revision of SKD, the Classification of Products by Activity, 2008 version (CPA 2008) was also revised.



Leaflet issued before the agricultural census (only in Slovene)



Publication on the Slovenian version of NACE Rev. 2 (only in Slovene)



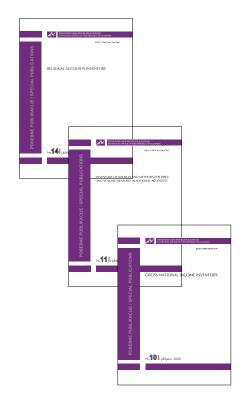
Standard Classification of Institutional Sectors (SKIS). The classification is revised at the revisions of the European System of Accounts (ESA). The last revision was implemented in 2013 at the adoption of the fourth edition of the European system of national and regional accounts. The previous revision was implemented in 2006 and contained additional breakdown in subsectors central government and local government, which has been preserved in the latest version. The 2006 decree of the Government of the Republic of Slovenia stipulated that for all business entities in the PRS the code of the institutional sector, which is assigned by AJPES when the business entity is entered into the Business Register, must be kept. In addition to SURS and AJPES, the Bank of Slovenia and the Ministry of Finance cooperate in preparing the SKIS.

In the past ten years SURS met all requirements of EU legislation in the field of national and regional accounts. Many methodological improvements were introduced, deadlines for first releases were shortened and the set of data was expanded: quarterly and annual non-financial accounts are regularly published for all institutional sectors, in 2010 data on government expenditure by function at the second level of COFOG (Classification of the Functions of Government) and regional household accounts at NUTS 3 level were published for the first time, in 2011 data on the value of fixed assets were published for the first time, in 2012 data on tourism satellite accounts were published, etc.

The first regular report on the value added tax and the report on government deficit and debt 2001–2005 were published together with the Ministry of Finance in 2004 and 2005, respectively. Several publications describing the sources and methods were prepared, the most extensive being the description of sources and methods for estimating gross national income (GNI).

In recent years in the field of national accounts preparations have taken place regarding the adoption of **ESA 2010** methodology; data according to this methodology were published for the first time in August 2014.

SURS was developing **satellite health accounts** together with the National Institute of Public Health, the Institute of Macroeconomic Analysis and Development, and the Health Insurance Institute of Slovenia in line with the recommendations of the OECD Manual A System of Health Accounts. First calculations were for 2003. In 2009, SURS started with regular implementation of the survey on health expenditure and sources of funding, which has been constantly upgraded within the methodology of health accounts.



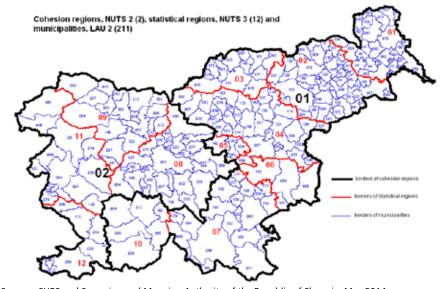
- Classification System of Education and Training (KLASIUS). The classification is based on the European regulation adopted in 2006. SURS started to use it in statistical surveys in 2009 and ministries of education and labour introduced it into the administrative environment. The project of introducing the system was finished in 2010, and in 2009 and 2010 SURS prepared web pages with e-search engines.
- Standard Classification of Occupations (SKP-08). The classification came into force in 2011 and is based on the resolution of the International Labour Organisation concerning the revision of the International Standard Classification of Occupations ISCO-08 from December 2007. SURS started the project of introducing the classification in 2009 and finished it in 2011. For this classification, too, SURS set up web pages and an e-search engine. The most active institutions cooperating in its introduction into administrative records were the Employment Service of Slovenia and the Health Insurance Institute of Slovenia.
- Classifications of Territorial Units. The EU regulation on the establishment of a common classification of territorial units for statistics (NUTS) from 2005 determined the territorial breakdown of EU Member States at the level of regions; at that time Slovenia was divided only into 12 statistical regions (NUTS 3 level). By changing the regulation, two years later Slovenia was divided also into two cohesion regions (NUTS 2 level) Vzhodna and Zahodna Slovenija. From 2007 on for lower territorial levels the Slovene Standard Classification of Territorial Units (SKTE) which covers levels from SKTE 4 (administrative unit) and lower has been used.



Logo of the Slovenian Classification System of Education and Training



SURS's website – for e-search in the Standard Classification of Occupations (only in Slovene)



Sources: SURS and Surveying and Mapping Authority of the Republic of Slovenia, May 2014

**GOUNG** 

#### Sampling of business entities and of persons and households

In 2004, SURS started to implement standardisation procedures in the field of sampling of business entities when it prepared and used for the first time the **common sampling frame**; this enabled control and harmonisation of enterprise sampling for different statistical surveys. Before that – in view of the defined target population – the sampling frame was prepared for each survey separately. Through the years the system was upgraded and optimised. In view of the user needs, the anticipated precision of estimates and the burden of reporting units, sampling plans are constantly checked and based on the findings appropriately modified. Information on the selection of units for one survey is taken into account in the selection of units for other surveys – so-called **coordinated sampling**.

In view of the selection of reporting units, statistical surveys on business statistics can be:

- full coverage surveys all units from the sampling frame are selected. An
  example of such a survey is the monthly report on earnings paid by legal
  persons, at which all legal persons and their units report their data on earnings paid;
- threshold surveys all units above a threshold are selected; the threshold is usually determined in view of the number of employees or turnover above a certain value or it can be determined as a cumulative share of the total, e.g. of employees or turnover. Such a survey is the monthly statistical survey on construction and new orders, in which so many of the largest units are included that the sum of their turnover is about 56% of total turnover of construction enterprises.
- random sampling surveys the included reporting units are selected from the sample frame to the sample at random, but the selection of random samples of enterprises is coordinated, whereby the overlapping of samples is minimised and the burden of small and medium-sized enterprises is dispersed. An example of such a survey is the quarterly survey on the performance of enterprises.

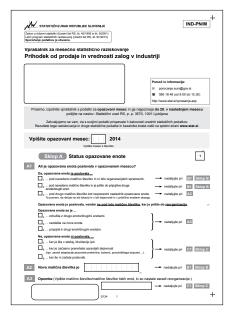
In **sampling of persons and households** the main source for selecting persons participating in the survey is the *Central Population Register*, which SURS links with other data collections (e.g. Register of Spatial Units, Real Estate Register, and the telephone directory). The **linked data** help us determine a good sampling frame (quality stratification, two-step sampling), which reflects in data quality as well as in the price of survey implementation. The sampling frame is also the basis for calculating weights, which make the collected data representative of the whole population.

In the field of short-term industry statistics, in 2005 SURS changed the methodology of calculating the industrial production index, namely value data collected with the survey on turnover, new orders and stocks (statistical survey IND-PN/M) were used for the calculation. In this way the burden of reporting units was greatly reduced, since the new questionnaire is simpler and shorter and the sample of selected enterprises is smaller. changed methodology eliminated some weaknesses of the previous one: the index thus takes into account the quality change. A year later monitoring of data on turnover and new orders on foreign markets was introduced, separately for the euro area and the area of other currencies.

#### DATA COLLECTION AND PROCESSING

Even though SURS uses many administrative data, some data are and will always have to be collected directly from reporting units, of course taking care of **non-excessive burden** on respondents.

In 2013, SURS thoroughly revised standards for questionnaires and accompanying documents that are sent to reporting units (e.g. notification letters). The revision of questionnaires was also necessary because of optical reading of data and introduction of e-reporting. Design elements of the questionnaire, standard parts of the text in the notification letter (by making the text more understandable) and data necessary for establishing contact with the reporting unit were standardised.







Some examples of questionnaires for statistical surveys (only in Slovene)

# Introduction of modern methods of interviewing persons and households

When SURS started to conduct the *Consumer Opinion Survey* in 1996, the data were collected for the first time with **computer assisted telephone interviewing**. At first, the interviewing was done in offices; for every interviewer a list of telephone numbers that had to be called was prepared. When the CATI studio was set up in 1997, SURS started to conduct interviews with multi-user access to a shared survey database (so-called CATI management), which automatically assigned telephone numbers to free interviewers. The CATI studio became an organisational unit that not only conducts telephone interviewing but also takes care of the implementation of the fieldwork surveys and surveys conducted with combined methods of data collection, e.g. fieldwork and telephone.

The CATI studio was being constantly improved, from modernising the supporting information technology to modernising the method of taking over fieldwork data (from using (floppy) discs to using mobile networks).



CATI studio, SURS

SURS is aware that households and individuals are not always thrilled about participating in various surveys, so it wishes to offer them a method of interviewing that will enable the simplest possible participation at the most appropriate time for them. This method is **web interviewing**, which SURS used for the first time in 2013 for the *survey on the careers of doctorate holders*.

One of the surveys at which SURS collected input data both via telephone and with fieldwork was the adult education survey, which was conducted every five vears, for the last time in 2011. Survey results show to what extent adults participate in any form of education and training, the ways in which they obtain knowledge, how adults assess their knowledge of foreign languages and computer skills. to what extent they participate in social and cultural activities, and why they do not participate in educational activities.

In 2010, SURS conducted for the first time the survey on the careers and mobility of doctorate holders, which was conducted for the second time in 2013. The survey is conducted according to the international methodology UNESCO, Eurostat), (OECD, which provides comparability of collected data and calculation of indicators at the international level, and will in the future enable monitoring of trends in careers and mobility of doctorate holders in Slovenia, Europe and the rest of the world.



Statistično raziskovanje o karieri doktorjev in doktoric se ovaja na podlagi Zakona o državni statistici (Uradni list RS., lit. 45/95 in lit. 9/01) in Letnega. programa statističnih razakovanj za leto 2013 (Uradni list RS, št. 89/12).

Zaupnost podatkov

Vsi podabli, is se zbereto s tem vprašahkom, so zauprii in zato skrbno varovani, uporabljajo pa se samo za statistične namene, tj. za zagotavljanje m izkazovanýe zbirníh podatkov o množíčníh pojavíh - v skladu z Zakonom o državní statistiki.

Objavljanje rezultatov

Regultati tega razisi ovanja bodo objavljeni na naši spletni strani www.stat.si - tam objavljamo tudi druge podatile in kazalnike iz drugih statističnih raziskovant.

Povezava na vorašalnik

S klikom na gumb poste preusmerjeni na uvodno stran vprašalnika, kijer vpršite uporabniško ime in geslo.

Vprašalnik

SURS's website – entry for web interviewing (only in Slovene)

Modern methods of data collection and constant improvement of communication with people and households are methods with which SURS wants to preserve or raise the level of cooperation of people and households in surveys. To this end, interviewer training was improved regarding communication with people and households, e.g. how to establish contact with the household and gain its cooperation. In 2014, SURS started to modernise notification letters and leaflets that households receive before the interview.





Examples of leaflets (only in Slovene)



#### **Business entities can report their data electronically (e-STAT)**

To simplify and accelerate data reporting in business statistics, in 2013 SURS introduced electronic data reporting, i.e. so-called e-STAT. After testing, such a method of data reporting is first being introduced in monthly surveys, which contributes the most to **reducing the reporting burden of enterprises**. Gradual transition to this method of work is planned for most surveys. SURS's information solution for e-reporting works in the common infrastructural environment at the **Ministry of the Interior** (originally at the Ministry of Justice and Public Administration) for the following reasons: technical support, common infrastructure for all electronic reporting services, optimised costs (licences). For business entities that will start or have already started to report electronically, in 2013 SURS set up a website with technical and practical information on the e-reporting system and on individual surveys.



SURS's website - entry for e-reporting (eSTAT) (only in Slovene)

The first survey in which reporting units reported electronically via the e-STAT application was the statistical survey on the usage of information and communication technologies enterprises. The survey was conducted for the first time in 2004 together with the statistical survey on the usage of information and communication technologies in households and by individuals. SURS publishes results of both surveys under the Information Society domain. In both surveys each vear questions are added the answers to which highlight a certain area of information society, e.g. e-commerce, e-skills, e-government, e-security.

SURS has quite a lot of experience in electronic data collection in cooperation with the **Customs Administration of the Republic of Slovenia** in external trade and with **AJPES** in several surveys. SURS has been cooperating with AJPES in data collection since 2005, when the two institutions joined their questionnaires on data on earnings of persons in paid employment into a **common e-questionnaire**. In this way the reporting burden was greatly reduced and data collection was rationalised. Also, the basis was laid for further successful cooperation in several other surveys, particularly in the field of labour statistics (e.g. survey on the structure of working time), education statistics (e.g. survey on awarding scholarships to pupils and students) and business statistics (e.g. survey on dividends).

#### **Setting up the Contact Centre**

Irrespective of the way in which reporting units report their data (electronically or by regular mail), the necessary **subject-matter and technical information** must be provided for them immediately or as soon as possible and this information has to be clear and reliable. In 2012, SURS set up the **Contact Centre**, in which a group of trained employees communicates with business entities via a free telephone number and a special e-mail address. A special **website** with frequently asked questions for each survey separately was also set up. By establishing the Contact Centre, the mentioned website and internal guidelines on encouraging units to cooperate in statistical surveys on business entities (preparation of reminders of the approaching deadline for data reporting, reminders that the deadline has expired, etc.), SURS finished the project with which it provided a single method of communication with business entities.



SURS's website - information for reporting units

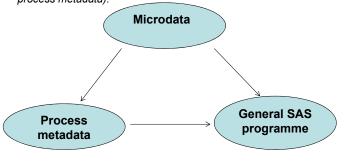
Since Slovenia's accession to the EU, external trade statistics has been split into the socalled Intrastat (statistics on the trade in goods between EU Member States) and Extrastat (statistics on the trade in goods of EU Member States with nonmember countries). For Extrastat the source of data is customs declarations (single administrative document, SAD), while data for Intrastat are collected with a statistical questionnaire via the national Intrastat information system. Most of the reporting units immediately transmitted their data electronically (data collected. verified and harmonised by the Customs Office Nova Gorica), which significantly administrative reduced the burden of data reporting. For implementing external trade statistics and the quality of its data, good cooperation between SURS and Custom Administration of the Republic of Slovenia (now Financial Administration of the Republic of Slovenia), which takes place at professional and operational level, is very important.

#### **Data editing procedures**

In the 2004–2006 period, SURS developed and successfully introduced automated data editing procedures in the monthly survey on earnings and in the monthly monitoring of turnover indices in trade and services. Deadlines for publishing results were shortened and the burden on employees was significantly reduced. Procedures were gradually used in other surveys as well and were the beginning of the introduction of general software solutions for process standardisation and automation. General software solutions are metadata quided; procedures are being rationalised since it is no longer necessary to develop appropriate software solutions for each survey separately; all data and parameters necessary for implementing a specific process in a specific survey are given in the external environment and represent input for the application. Such process organisation enables complete repeatability and traceability of individual phases of the process. In this way the following procedures are prepared: data editing, imputation of missing values, aggregation, calculation of sampling errors, calculation of standard errors, tabulation, and statistical protection. Work accelerated in 2012 with the implementation of the project Standardisation of Statistical Data Processing (SSDP).

Three pillars of the SSDP system:

- Standardised databases of microdata. Organised in standard mode, on the basis of common rules.
- General SAS programme. Once for several times approach. One software solution to support several parts of the survey process (data editing, imputations, tabulation, etc.) is used to manage several surveys.
- Process metadata. Rules for the implementation of general programmes, which are written outside the software code in a special database (the database of process metadata).



One of the first surveys in which general software solutions were used is the survey on living conditions, i.e. SILC, which SURS has been conducting since 2005. The survey is very complex since it is composed of two parts, namely the survey on living conditions and administrative (register) data. whereby eight different data collections are linked. A survey conceived in this way significantly reduces the reporting burden and financial resources needed for implementation. The survey is also the basis for calculating several derived indicators: social cohesion indicators, poverty indicators, material deprivation indicators.

#### ACCESS TO STATISTICAL DATA AND DISSEMINATION OF RESULTS

In the past decade people have been talking a lot about statistical literacy, i.e. being able to understand and critically evaluate statistical results that permeate our daily lives and the ability to appreciate the contributions that statistical thinking can make to public and private, professional and personal decisions<sup>4</sup>. SURS's mission is to offer to its users **understandable**, **relevant and useful** results of statistical surveys that are accessible in a simple way. In recent years SURS has improved the method of presenting results: several visual means are used (charts, maps, infographics), the geostatistics portal has been set up, simple and more complex tables are available, metadata (data on data) have been improved, etc. SURS has improved the quality of **storytelling**; employees preparing various publications participated in several focused training courses and an in-house **style guide** was issued.

SURS regularly organises press conferences. In 2013, it started to present some data on its website also in the form of **short video commentaries**.

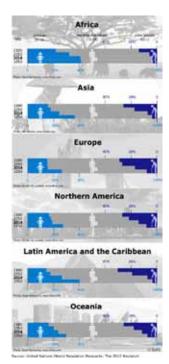
To **promote the use** and understanding of statistical data, in 2012 SURS started to cooperate with the Delo newspaper, which almost every day publishes infographics from various fields of statistics on its last page. SURS's data are also an important source for data journalism, where one should mention the use and presentation of SURS's data on the last page of Objektiv, the Saturday supplement of the Dnevnik newspaper.



Infographics from the Delo daily newspaper



Style Guide (only in Slovene)



From the special release World Population Day 2014, 9 July 2014



See: http://www.abs.gov.au/websitedbs/CaSHome.nsf/home/downloadable+files.es/\$file/Statistical\_ Literacy\_Paper.pdf\_item 4.1 (18.8.2014).

In the past decade, SURS revised and standardised its data publishing procedures. One has to mention the rules of transparency when an error in the release is detected: SURS removes the release from its website and publishes a temporary notice about the removal, which contains the anticipated deadline for preparing the correction and information about the cause of the error.

#### Web portal, the most important SURS's communication channel

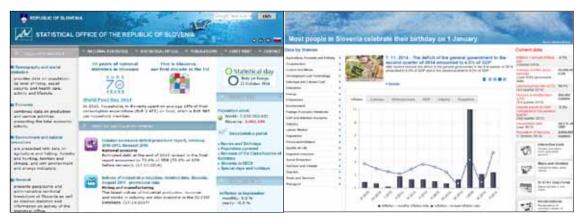
SURS set up its **first website** in 1996 and enabled 24-hour access to published data. SURS was constantly updating the contents of its website, setting up more and more **thematic pages** to support the organisation of work and informing of statistical data users. Within the action plan for e-government, in early 2004 SURS finished developing its website, which has been (with minor changes) the same until now. The website design followed modern principles and trends in website applicability and statistical data dissemination.

In 2005, SURS started to publish on its website the **release calendar**. Before that releases were announced only a week in advance. With more systematic monitoring of the statistical process the planning of releases for longer periods was improved. The so-called **standard release time** (10.30) was also enforced. This is the time when in a day all the latest statistical data are released at the same time.

In 2014, SURS is finishing **redesigning its website**, with which it will improve the user experience. Some of the objectives of the redesign are improved clarity and navigation, optimisation of the procedures of publishing data and information, and improved communication with users and data providers.



SURS's website - Release Calendar



Current SURS's website and the website upon redesign



#### SI-STAT Data Portal, a rich and free data source

Creation of the website and development of information technologies led to more convenient and detailed data publication. In 2003, SURS set up the SI-STAT database, which is based on the family of PC-AXIS tools developed by Scandinavian statistical offices and used by many statistical offices and institutions all over the world. The database first contained results of the 2000 Agricultural Census and the 2002 Population Census, and then gradually data from other statistical domains.

In 2005, the database was upgraded in line with the principle of a single entry point into the SI-STAT Data Portal with links to all published statistical data available on SURS's website and websites of other authorised producers of national statistics in Slovenia, Eurostat and some international organisations; later on also to various statistics produced by Slovenian ministries and government offices. In 2006, SI-STAT was upgraded with the possibility of presenting data on maps.



SURS's website - entry to SI-STAT Data Portal

SI-STAT has been **bilingual** since its establishment. In addition to data, metadata are also available to users for greater clarity and easier understanding of statistical data with specially marked important explanations (e.g. notes regarding methodological changes, breaks in time series, etc.).

By expanding the contents on the web portal, the Statistical Databank, established in 1979, lost its importance and was disconnected in 2011.

#### Development of the contents and the number of SI-STAT Data Portal users

	Tables	Statistical domains	Number of registered users
2004	130	2	-
2005	323	16	1,177
2006	781	23	3,200
2007	1,118	25	5,100
2008	1,277	25	6,800
2009	1,521	28	8,300
2010	1,774	30	9,100
2011	3,868	30	9,923
2012	4,656	30	10,669
2013	4,958	30	11,325

<sup>-</sup> no occurrence of event Source: SURS



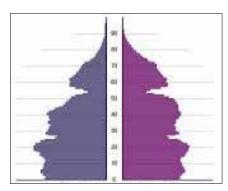
## Interactive contents with interesting presentations of statistical data

Since 2009, SURS has been offering to its website users more and more **interactive contents**, such as the **population pyramid**, an interactive graphical presentation of the development of the age and sex structure of the population of Slovenia from 1971 to 2061, and **Slovene Municipalities in Figures**, which reveals the differences and similarities among the Slovene municipalities, and also their position in the country – each municipality is presented with a brief article in which selected statistical data and indicators are described and presented on a map.

The beginning of interactive cartography at SURS was the Interactive Statistical Atlas of Slovenia that offered the users a wide range of statistical contents through a longer time period both at the level of municipalities and statistical regions. In 2011, the geostatistics portal was set up, which comprises various tools for spatial presentation of data, besides the mentioned presentation of the Slovene municipalities and the atlas also the thematic cartography, the database of place names, and KASPeR – a mapping presentation of statistical data e-dimensions. In the statistical world, KASPeR was the first web cartography tool that offered an insight into the selected contents of the 2011 Population Census up to the level of the smallest residential area – spatial unit of the size of 100 metres by 100 metres. Namely, in 2008 SURS was the initiator of setting up the national system of hierarchical grids that facilitates the presentation of official statistics not only on administrative units but also on a hierarchically prepared grid of cells of various sizes.







SURS's website - Population pyramid



SURS's website – the publication Slovene Municipalities in Figures

In 2014, SURS introduced **STAGE** (STAtistics and GEography) – a comprehensive system for the dissemination of geospatial statistical data. STAGE combines a wide range of contents and time series of the Interactive Atlas and the spatial precision of KASPeR. The option of spatial inquiry offers to the data user new dimensions of analyzing and presenting statistical data and also their transformation in a geospatial shape. The introduction of the STAGE application places SURS among the most sophisticated European statistical offices in this field.

On its website SURS also added the contents that are interesting to a wide circle of data users, for instance **Names and Birthdays**, and **Place Names**.



From 2009 on, on its website SURS enables the dissemination of news releases and links to web tools for collecting popular contents and to social media (Facebook, MySpace, LinkedIn, Twitter, Delicious, Google and other). Worldwide, SURS was one of the first statistical offices to use Twitter, by having published the abstract of each release.

#### Introduction of new publications with statistical results

The development of web services brought about changes in data publishing: the smaller the volume of printed publications, the larger the number of releases in electronic form. The printed publications are nevertheless published also **in electronic form**. In 2013, SURS issued its first electronic book *People, Families, Dwellings*, which can be read on tablets, smartphones and e-readers.



SURS's first e-book

The most important collection among SURS's publications is the **First Release** with which SURS disseminates the first and most important survey results on its website. The collection was set up in 2004 as a result of the acknowledgement that an increasing number of data users (the general public and the media) do not have enough time or understanding of statistics to use the publications that are long and do not sufficiently concentrate on the essence of the phenomenon, while at the same time these publications do not offer to more demanding users enough detailed data in the form that facilitates further work with the data. The First Release presents the results of statistical surveys in a brief **commentary** written in the storytelling technique (it points out the key information) and in **charts** and simple **tables**. Links are given to detailed data stored on the SI-STAT data portal, to methodological explanations, to the release calendar, and to data on the author who can provide additional information. A special computer-assisted system was devised to prepare and manage the collection.

In 2004, the first 222 First Releases were published and their number kept increasing every year. In 2013, SURS published as many as **521 First Releases** or on average more than two per day.





**Example of First Release** 



With the new technological development and having gained new insight into how to communicate with users of statistical data and information, SURS introduced new kinds of publications and new collections:

- Statistical Portrait of Slovenia in the EU: the position of Slovenia in the EU (2004),
- the **Brochures** collection (2006): focusing on individual fields of statistics or linked contents,
- **Some Important Statistics on Slovenia** (2006): a collection of statistical data from individual fields of statistics published in the last month (update of the Monthly Statistical Review),
- Slovene Regions in Figures (2006): a collection of statistical data and indicators presented at the level of statistical regions; in 2010 this publication became the first SURS's interactive electronic publication,
- special or promotional publications, for instance Slovenia 15 Years after Independence (2006), Slovenia and OECD Member Countries (2009), To Slovenia for its 20<sup>th</sup> Birthday Slovene Statisticians (2011), This is Slovenia Our First Decade in the EU (2014).

In addition to population data, the Brochures collection most often presented data on the environment, environmental protection, and sustainable development. In this way SURS continued making the public aware of the environment. These are cross-cutting publications, focused on the results of several statistical surveys: Environmental Indicators for Slovenia (2009), The Sustainable Development Indicators for Slovenia (2010), Environment, Energy and Transport in Figures (2011), Water – from the Source to the Outflow (2013).

The major part of the presented data originates from the results of the environmental economic accounts that were being developed by SURS during the last decade; initially in line with the arising international methodologies, in the development of which it cooperated, and then in line with the Regulation (EU) on environmental economic accounts<sup>5</sup>. These accounts comprise material flow accounts, NAMEA air emissions, environmental protection expenditure, environmental goods and services accounts, accounts on environment taxes and energy accounts. Data for the first two sets of accounts are published regularly, while the others are still being developed. In order to calculate the statistical data, SURS uses administrative data sources and the results of the statistical surveys.

In the preparation of the **Well-being Indicators for Slovenia**, SURS cooperated with the Institute of Macroeconomic Analysis and Development, the Slovenian Environment Agency, and the National Institute of Public Health. The joint release was in 2014 at http://www.kazalniki-blaginje.gov.si (in Slovene only).











Some of SURS's publications



Regulation (EU) No. 691/2011 of the European Parliament and of the Council on European environmental economic accounts.

The publication with the longest tradition at SURS is the **Statistical Yearbook**, which was for the last time published in its characteristic form in 2013. Instead of it, on its new website SURS shall provide to its data users the latest data, basic and detailed tables, and prepare a new, modern and visually attractive printed publication. From 2008 on, the SURS website presents all the volumes of the Statistical Yearbook published since 1953.

SURS also used to issue publications in the collections **Rapid Reports** and **Results of Surveys**, but in time their publication was discontinued, as detailed data presented in a form that allowed further work began to be published on the SI-STAT Data Portal, and the publication of new data became accompanied with the First Release.



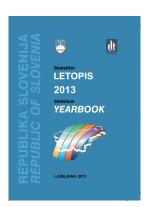
	Total number of –	of which				
	publications issued	First Release	E-release	Brochures	Rapid Reports	
2004	674	222	4	-	385	
2005	769	301	86	-	336	
2006	792	416	145	2	208	
2007	744	457	160	3	80	
2008	727	472	158	2	56	
2009	758	505	167	4	44	
2010	724	507	159	5	26	
2011	729	520	146	5	24	
2012	723	519	152	5	17	
2013	693	521	132	4	8	

<sup>-</sup> no occurrence of event

Source: SURS

#### Access to microdata for researchers

SURS began to systematically introduce the access to statistically protected microdata upon having set up the Data Protection Committee. SURS set up rules and access procedures for the registered research institutions, registered researchers and researchers of the government administration and published them on its website. Initially, data users received the data on CDs, and in 2005 the so-called secure room was introduced at SURS. The room contains computers with no links to the outside environment. The researchers can analyse the statistically



protected microdata, i.e. data that do not comprise (personal) identification data, for instance the personal identification number or the enterprise registration number, but comprise the statistical identifier.

To make the work of the researchers easier, in 2006 SURS together with the then Ministry of Higher Education, Science and Technology set up a **system for remote access to microdata**. Having signed the contract, the researchers can access via the Internet, via their computers with a system of passwords, to statistically protected microdata that were prepared for them.

SURS's service that facilitates researchers' access to microdata, their linking and analyses is important also as it facilitates them to make analyses: strategic decisions important for the country or the implementation of policies in various fields, for instance the social field, can be based on statistical data.

From 2011 on, SURS enables the researchers working with the data of the authorized producers of national statistics to use the SURS infrastructure for research purposes.

#### An efficient information security system

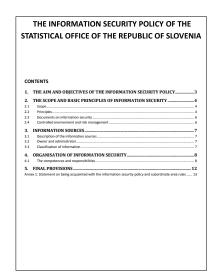
In recent years SURS has made a large progress in the field of information security, not only in view of the system and technical solutions, meaning a smoothly operating system, but also in raising awareness of its employees and data users accessing microdata. As regards the management of the information and data security, SURS has two committees, namely the Data Protection Committee and the Information Security Management System Committee. The entire system is in line with the internationally acknowledged standards (ISO 27001).

The **Data Protection Committee** was set up in 2004, aiming at comprehensive and transparent operation in the field of data security. Within its tasks the Committee addresses individual requests for acquiring access to microdata and samples for scientific and research purposes of Slovenian and foreign research institutions and individual researchers, and also deals with the proposals of the Slovenian and European legislative acts from the field of data security, and cooperates in shaping the procedures regarding statistical data security.

The Information Security Management System Committee was set up in 2008, aiming at comprehensive and transparent operation in the wider field of managing the security of data and information. It prepared the complete information security policy that was adopted in 2011 and comprises the security policy entitled the Information Security Policy of the Statistical Office of the Republic of Slovenia and 12 regulations that manage the individual fields of information security at SURS. On the intranet portal a webpage was set up where the employees can get acquainted with the information and can submit their questions to the Committee.



SURS's website – instructions concerning the access and use of statistically protected microdata



SURS's Information Security Policy – contents of the publication



### **TOTAL QUALITY MANAGEMENT**

## Commitment to follow the principles of the European Statistics Code of Practice

In 2005, EU Member States and Eurostat adopted the European Statistics Code of Practice (hereinafter the Code), which was updated in 2011 and thus harmonized with the Regulation on European Statistics<sup>6</sup>. By adopting the Code, the national statistical offices of EU Member States and Eurostat made the commitment to implement the activities that provide for high-quality statistics. As a reply to the demands stated in the Code, in 2005 SURS adopted the *Total Quality Management Strategy* 2006-2008 and then upgraded it and included it in the 2008-2012 Medium-term Programme of Statistical Surveys. The aim of the strategy was to preserve the independence of national statistics, to increase the quality of statistical products and services, and to balance between the providers and users of statistical data and information. The accomplished aims of the strategy are part of the everyday operation of SURS, the Code's principles are respected and on SURS's website two statements were published: *Quality Statement of the Statistical Office of the Republic of Slovenia and Confidentiality Statement of the Statistical Office of the Republic of Slovenia*.

In 2007, **peer reviews** took place at all statistical offices of EU Member States and Eurostat to determine the level at which the Code is fulfilled within the European Statistical System. After the review recommendations for the improvement were made for each EU Member State and Eurostat, a list of measures for improvement was elaborated and good practices were pointed out. As regards SURS, as many as **four good practices** were pointed out, namely (1) the Slovene National Statistics Act, (2) access to microdata by researchers, (3) the protocol of reporting errors in releases and (4) the system how statistical advisory committees operate. In 2013/2014 preparations for another peer review to be held in September 2014 were under way.

#### Reporting about the quality of surveys

In line with the Eurostat standard for reporting on the quality of statistical surveys, in 2006 SURS started to regularly prepare **standard quality reports** that comprise detailed descriptions on individual statistical surveys in view of all quality dimensions (relevance, accuracy, timeliness and punctuality, accessibility and clarity, comparability, coherence) and the values of quality indicators that facilitate an





Report of members of the peer review group, September 2007

Regulation (EC) No. 223/2009 of the European Parliament and of the Council on European statistics and repealing Regulation (EC, Euratom) No 1101/2008 of the European Parliament and of the Council on the transmission of data subject to statistical confidentiality to the Statistical Office of the European Communities, Council Regulation (EC) No 322/97 on Community Statistics, and Council Decision 89/382/EEC, Euratom establishing a Committee on the Statistical Programmes of the European Communities.

overview on the various quality components and the comparability of these among the statistical surveys and among countries. The standard quality reports for the statistical surveys are updated every five years.

SURS introduced also **annual quality reports**, which are much shorter and present to the user the most important quality indicators from a certain statistical survey in an individual year. Annual quality reports are translated into English.



SURS's website – published standard quality reports (only in Slovene)



SURS's website - published annual quality reports

In order to make the preparation of the reports easier, in 2011 SURS published a methodological manual in the series methodological material entitled **Quality Indicators**, which comprises theoretical definitions and practical instructions for calculating standard quality indicators used by SURS for estimating the quality of the processes and products (only in Slovene).



Methodological manual on quality indicators (only in Slovene)



# SURS'S ROLE IN SLOVENIA AND AS PART OF THE EUROPEAN AND INTERNATIONAL STATISTICS COMMUNITY

## Slovene national statistics: SURS and the authorised producers of national statistics

The National Statistics Act stipulates that the fundamental tasks in implementing the activity of national statistics are performed by SURS together with the authorized producers of national statistics (hereinafter: authorized producers), which accept this task and responsibility for the period of validity of the medium-term programme of statistical surveys. In the last decade the 2003-2007 and 2008-2012 medium-term programmes of statistical surveys were in force in Slovenia; the current medium-term programme of statistical surveys is valid for the 2013-2017 period. In all the stated periods the authorized producers were the Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES), the Bank of Slovenia, the National Institute of Public Health (NIJZ: until 2013 the Institute of Public Health of the Republic of Slovenia), the Ministry of Finance, the Pension and Disability Insurance Institute of Slovenia (ZPIZ) and the Employment Service of Slovenia. The Health Insurance Institute of Slovenia was an authorized producer in the 2003-2007 period. SURS, acting as the coordinator of national statistics, and the authorized producers exchange information, good practices and knowledge in the methodological and other fields, the common use of some infrastructural tools has been acknowledged, etc. The European Statistics Code of Practice applies to all the authorized producers, except for the Bank of Slovenia, which is liable to the European System of Central Banks (ESCB).

The operation of SURS is monitored by the **Statistical Council of the Republic of Slovenia**, which is a professional advisory body for strategic and development questions of national statistics and the highest representative of users and the professional public.

#### SURS, a partner in the European Statistical System

Slovenia entered the European Union in 2004 and SURS as the main producer of national statistics became part of the **European Statistical System** (ESS), which is a partnership between EU Member States and Eurostat. Most of the surveys conducted by SURS are governed by the European statistical legislation – the harmonization of Slovenian statistics with the EU acquis communitaire was a prerequisite for















Slovenia's accession to the EU. SURS takes part in the legislative procedures and participates in various projects the aim of which is to support the development of statistical domains within the ESS. SURS plays an active role also in international research projects (for instance the 7th Framework Programme), which involves the participation of other representatives of national statistical offices and universities.

In the first half of 2008, Slovenia held the presidency of the Council of the European Union and SURS held the **Presidency of the Council Working Group on Statistics**. During the presidency, progress was achieved in the discussion on the Regulation on European Statistics, and an agreement was made on the contents of the regulations on agricultural censuses, on trading among Member States and on the survey on living conditions. Important progress was made in the wording of the regulation on the statistics on sale and use of plant protection products. The negotiations on the regulation on the population and housing censuses were successfully concluded. which provided harmonized and comparable EU data for the first time in this domain.



SURS's presidency team of the Council Working Party on Statistics



#### Plans for the Slovene Presidency in Statistics (1 January – 30 June 2008)

#### 1. Priorities

General priorities of the Slovene Presidency are determined by the 18-month central minutes of the bowner present joints between the present joints of the present joint joints of present joints of present joints of the present joints of present joints of the present joints

Slovene Presidency will build on the progress made by previous presidencies and strive to complete the legislative dossiers that are already well advanced and achieve progress on newly initiated dossiers.

The specific priorities set by the Slovene Presidency in the field of statistics will

- Regulation of the European Parliament and of the Council on European statistics
- statistics
  Regulation of the European Parliament and of the Council concerning statistics on plant protection products
  Regulation (EC) of the European Parliament and of the Council amending Regulation (EC) No 638/2004 of the European Parliament and of the Council with respect to the modification of the threshold system and of the estimation measures for Community statistics relating to the trading of goods between Member States.
- Regulation of the European Parliament and of the Council on Community statistics relating to external trade in goods with countries which are not members of the European Union (Extrastat)

The Presidency team will consist of the following persons from the Statistical Office of Slovenia:

Ms Genovefa Ružić, Deputy Director-General - Chai

#### Slovenia adopts the common European currency

In 2007, Slovenia adopted the euro as its national currency. In line with the authorization of the Euro-coordination, led by the Bank of Slovenia and the Government of the Republic of Slovenia, SURS prepared the methodology for the recalculation of the time series, namely with the fixed exchange rate that keeps the index time series the same as before and is intended for the analyses for Slovenia, and also with the current average monthly, quarterly or annual exchange rate that is intended for international comparisons. SURS published the recalculations of time series of absolute data that were published in Slovenian tolars prior to 2007; however, it did no backward recalculations of the index time series, as the euro takeover was not considered to be a methodological change in monitoring the time series. During the preparations for Euro takeover in national statistics, 189 statistical surveys were identified (almost a third of all) that required adjustments. For coordinated informing of the data users on such extensive adjustments, a special thematic page was prepared containing all the explanations on how the euro takeover was implemented in national statistics. Due to the anticipated influence of euro takeover on price growth, SURS was preparing additional price analyses for those subgroups of products and services that had the largest influence on the common price movements and whose prices indicated the largest discrepancy from price movements in the past. The analyses were published on SURS's website.





SURS's website - Euro takeover in national statistics

In 2007, SURS published for the first time the residential housing price indices for the 2004-2006 period, followed by publication of quarterly data. The data source for existing dwellings was the records of the Tax Administration of the Republic of Slovenia and the so-called records on the real estate market at the Surveying and Mapping Authority; prices of new dwellings are reported to SURS by the investors. This index is part of the set of various indices of real estate that are being developed by SURS within the Eurostat pilot project Owner Occupied Housing (OOH). In 2013, data and procedures were prepared for setting up the regular production of the owneroccupied housing index.

In 2009, SURS published for the first time the services producer price index, calculated on the basis of 18 partial indices for selected service activities.



#### SURS, an internationally active institution

In 2006, Slovenia was granted the status of a permanent observer in the **OECD Committee on Statistics**, in which Slovenia was represented by SURS. This enabled the timely beginning of the activities for Slovenia to join the OECD, as orderly statistics are a prerequisite for this. Since mid-2010, when Slovenia became an OECD member, SURS has been regularly and actively cooperating in this Committee.

SURS is constantly active also in the development of statistics within the program of assistance to the Western Balkan countries.

SURS cooperates also with other international institutions, is member of the Conference of European Statisticians (CES), which is part of the United Nations Economic Commission for Europe (UNECE), cooperates in the work of the United Nations Statistical Commission and also with various other international organizations.





## SURS, (co)organiser of various events

In the 1987-2012 period, each year SURS and the **Statistical Society of Slovenia** organized an international statistical conference that lasted for a few days, the so-called **Statistical Days**. At the 20<sup>th</sup> jubilee event a special publication **Twenty Statistical Days in Radenci: Development of Statistics and Slovenia, 1987-2010** was published, and at each conference a Proceedings Volume was published. In 2013, the concept of the event was changed, so that a selected topical social theme is highlighted from the statistical point of view or is linked to statistical data. The conference conclusions include also the adopted intentions of SURS to implement activities in view of the themes discussed.

In 2010 and 2011, SURS organized **two round tables**, both times under the auspices of the President of the Republic of Slovenia; the first round table was organised under the co-auspices the Secretary-General of the OECD Mr Angel Gurría. The round tables focused on *the measurement and use of data on social progress and people's well-being* and *on the validity of development strategies and trust in statistical analyses, models and indicators*. At the beginning of the second round table, the occasional publication, published at the jubilee of the independent Slovenia, entitled **To Slovenia for its 20**<sup>th</sup> **Birthday – Slovenian Statisticians** was presented.

SURS was the co-organiser of two prominent **international conferences**; in 2008 it co-organised the 30<sup>th</sup> IARIW Conference – The International Association for Research in Income and Wealth – at Portorož, and in 2011, together with the UNECE, the Work Session on Statistical Data Editing in Ljubljana.



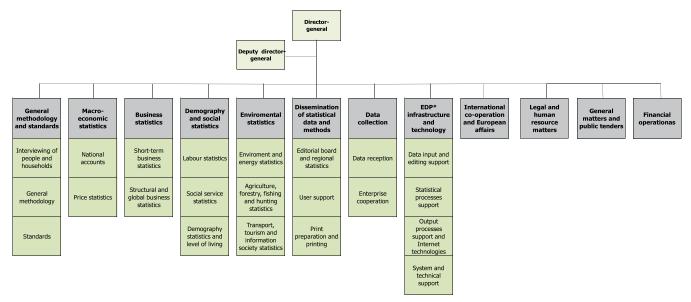


## **SURS AND THE WORKING ENVIRONMENT**

In line with the Slovene National Statistics Act, SURS operates as a professionally independent government office. Between 2003 and 2013 the Director-General of SURS was Ms Irena Križman and in mid-2013 this position was taken over by Ms Genovefa Ružić. From an organizational point of view, SURS is divided into sectors (further divided into divisions) and services. From the end of 2003 to the end of 2013, the number of SURS employees decreased by about a fifth (from 393 to 328). SURS adapted its organizational structure to the lower number of employees, to changes at work and the structure of the tasks. Thus it ensured an efficient allocation of the employees. In the last decade the educational structure of the employees improved, as in 2013 at least 73% of the employees had at least higher education (in 2003 the share was 57%). In 2013, 66% of the employees were women (2 percentage points less than in 2003). The average age of an employee in 2013 was 45.6 years (in 2003 it was 43.6 years).



Genovefa Ružić, Director-General



Scheme of organisation of the Statistical Office of the Republic of Slovenia, 23 September 2014

As in all other government institutions, from 2004 on also at SURS **performance appraisal interviews** are held with the employees. These also influence the best possible allocation of tasks and duties. In 2014, SURS started to develop the **employee competency model** in order to improve the planning of the training and to encourage taking care of own personal development of the employees.

SURS has always provided for the training of its staff both in Slovenia and abroad; the latter mostly through Eurostat. While planning the introduction of training to acquire new knowledge and skills, in 2008 SURS for the first time prepared a **catalogue of training** to be held in the next year. The catalogue summarizes a range of themes (training and knowledge) that are compulsory for all SURS's employees. Such training courses are for instance data security, clerical operation and safety at work. The statisticians, however, require also profound knowledge in the fields of sampling, use of various software tools for data processing, preparation of data releases, quality in statistics, and clear and efficient storytelling. In the last decade the acquisition of communication skills on the part of the employees proved to be an enormous challenge for SURS. The statisticians who were authors of First Releases, for instance, took part in workshops that lasted for a few days and were led by foreign experts and Slovene newspaper reporters. Many of the SURS's employees participated in the seminar on how to perform in front of a microphone and the camera.

In 2014, SURS for the first time organized the conference **Utrip statistike** (The Pulse of Statistics), a professional conference for SURS's employees focused on the work and progress achieved and the professional discussions.

To ensure efficient flow of information among SURS's employees and to optimize individual processes within the institution, in 2008 SURS upgraded its intranet site; thus a new **SursNet intranet portal** was set up. In this way the employees became authors and co-authors of the contents on various statistical fields, as the intranet portal is of an open type and facilitates publication not only to editors and authors but to all SURS's employees.



Logo of the conference



SURS's intranet portal SursNet (only in Slovene)

In 2007, the **Forum of Young Statisticians** was set up to improve the inclusion and connection of young statisticians into the operation of SURS. The members prepared a booklet, which compiles some basic information on SURS, so as to facilitate the adaptation of the new employees to their new work environment.

Until the end of 2011, SURS operated at **two locations** in Ljubljana (Vožarski pot 12 and Parmova ulica 33). After years of efforts focused on solving the issue of the location and space, in the beginning of 2012 SURS's need to gain adequate space that ensuring the highest standards on data protection, adequate working conditions for the employees and rational implementation of the activity of national statistics at a single location was fulfilled. The move to the new location at Litostrojska cesta 54 in Ljubljana was carried out quickly and rationally. SURS thus obtained a new, secure data centre, a modern library, a CATI studio and contemporary working premises.



Logo of SURS's Forum of Young Statisticians







Former SURS's locations at Vožarski pot 12 and at Parmova ulica 33, Ljubljana



The new SURS's location at Litostrojska cesta 54, Ljubljana

#### **SURS's information system**

A reliable support information system is required for the implementation of the statistical process and for its development. The core of such an information system is located at the heart of SURS's building, in a space called the **secure data centre**, which lies in the part of the building where adequate environment is ensured for the operation of the sensitive server equipment. Adequate environment, which also means adequate temperature, humidity and continuous power supply, is provided by an efficient cooling system, a system for uninterrupted power supply, a fire protection system, and a system for detecting hazardous elements and protecting against unauthorized access. As failure of one of the systems would endanger the functioning of SURS's information system, and possibly result in data loss, the devices providing conditions for the operation of servers are doubled.

Important aspects in designing the new premises and the secure data centre were efficiency and economy of operation. For instance, in winter the cooling system provides for optimum conditions also with the aid of the cold air from the environment. Together with the best possible arrangement of the server equipment, the use of the modern cold-hot zone sets up an energy saving system. Ten server racks hold over 30 server systems of various manufacturers that constantly operate and drive licensed as well as open source software. The disk systems store over 20 TB of data that are being regularly copied for security reasons; the most important of them are copied also to a secondary location in Maribor. Backup copies are being made late in the afternoon and at night, so as not to interrupt the statistical process. The most advanced licensed and open source development tools and databases are used for statistical data processing. The larger part of the solutions is the result of the knowhow of SURS's staff. The virtualization of the server environment (over 70% of SURS's servers are virtual) provides for high flexibility and availability of the entire information system.



Secure data centre - server room



Secure data centre - servers



## TO CONCLUDE

Even after 70 years, SURS continues its mission: it remains a development institution the vision of which is to be trustworthy and friendly towards data users and data providers.

This thought was written at the beginning of the last decade, in completely different economic and global circumstances, yet it remains important. SURS's main objectives are to further increase the use of statistical data and strengthen the users' conviction of the importance and necessity of data, to preserve trust of all stakeholders, and to preserve and increase the recognition of SURS and the Slovene national statistics.

An important role in achieving these objectives is played by SURS's employees; with their professionalism, expertise and efficiency they have contributed and will continue to contribute to the creation of high-quality statistical products and services.

This jubilee is for us the start of a new decade of work: on solid foundations SURS will be able to develop further and follow the motto that we can be even better. And last but not least, that it is wise to look ahead but take into account good practices and build on achieved results.

#### LIST OF ABBREVIATIONS

AJPES Agency of the Republic of Slovenia for Public Legal records and Related Services

CATI computer assisted telephone interviewing

CES Conference of European Statisticians

COFOG Classification of the Functions of Government

CPA Classification of Products by Activity

DURS Tax Administration of the Republic of Slovenia

EDP electronic data processing

EGR EuroGroups Register

ESA European System of Accounts

ESCB European System of Central Banks

ESS European Statistical System

EU European Union

eSTAT SURS's system of electronic reporting for enterprises

FATS Foreign Affiliates Statistics
GNI gross national income

ISCO International Standard Classification of Occupations
KASPeR mapping application of statistical data e-dimensions

KLASIUS Classification System of Education and Training

LAU local administrative unit

NIJZ National Institute of Public Health

NUTS Nomenclature des Unites Territorielle pour Statistique

OECD Organisation for Economic Co-operation and Development

PRS Business Register of Slovenia
SAD single administrative document

SILC Statistics on Income and Living Conditions

SI-STAT SURS's Data Portal

SKD Standard Classification of Activities

SKIS Standard Classification of Institutional Sectors

SKP Standard Classification of Occupations

SKTE Standard Classification of Territorial Units
SSDP standardised statistical data processing

SPR Statistical Business Register

SRDAP Statistical Register of Employment

SRKG Statistical Register of Agricultural Holdings

STAGE STAtistics and GEography (system of disseminating geospatial statistics)

SURS Statistical Office of the Republic of Slovenia

TB terabyte

UNECE United Nations Economic Commission for Europe

UNESCO United Nations Educational, Scientific and Cultural Organizations

VAT value added tax

ZPIZ Pension and Disability Insurance Institute of Slovenia

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Website of the Statistical Office of the Republic of Slovenia: www.stat.si

Internal SURS's documentation and the surs.net intranet portal



# **APPENDIX: History of the Statistical Office of the Republic of Slovenia**

1944 On 19 August the Slovene National Liberation Council adopts the decision to establish the Statistical Office of Slovenia.

On 16 June the Statistical Office of Slovenia is established by the National Government of Slovenia in line with the Yugoslav legislation and operates following the guidelines of the National Statistical Office of the Federal People's Republic of Yugoslavia.

In September statistical branch offices at district and county people's committees are established as assistance to the republic office in implementing statistical actions.

The first report on activities of the Statistical Office of Slovenia between the liberation and October 1945 is published, comprising fundamental principles of statistics (unity of theory and practice, democracy of the character of statistics, and cooperation of all bodies performing the statistical service) and the most important tasks (coordination of statistical work, training of statistical experts and training of the general public to understand the data).

- 1948 First post-war population census with which basic data on the population by counties, settlements and hamlets are collected.
- The Statistical Office of Slovenia is renamed the Republic Institute for Statistics and Records at the Economic Council of the Government of the People's Republic of Slovenia.

Due to growing needs for information, numerous serial publications start to be issued.

- The Institute for Statistics and Records of the People's Republic of Slovenia purchases the first IBM computer system, which includes verifying machines and tabulation machines.
- The first post-war population census is conducted in line with United Nations recommendations. At the census the people received a form »Registration for the Population Register«; the collected data served as the basis for setting up card files of permanent population by municipalities.

The first Statistical Yearbook of the People's Republic of Slovenia is published – for the first time the basic statistics for the years after World War II and more detailed data for 1952 are collected in one place.

With the reorganisation of public administration, the Statistical Institute starts to operate as an independent republic body named the Institute for Statistics and Records of the People's Republic of Slovenia.

1955 The second Statistical Yearbook of the People's Republic of Slovenia is published.

The Federal Institute for Statistics issues the principles for publishing official statistical data and assumes control over data publishing, so the Slovene Statistical Yearbook is abolished until 1964.

The Institute for Statistics and Records of the People's Republic of Slovenia starts to publish a magazine called Reviews and Studies with quality commentaries and analyses.

With the decentralization of the responsibilities of the federal state to the republic level the independence of the 1956 institution is strengthened; the institution is renamed the Institute of the People's Republic of Slovenia for Statistics. 1959 The Professional Council for Statistics is established, which is responsible for coordinating the statistical service and for harmonising the contents of statistical surveys and is a predecessor of the present Statistical Council of Slovenia. 1960 The first post-war census of agriculture is conducted. The population census is conducted – the collected data are used to set up the register of permanent population. 1961 Data on dwellings are also collected in larger settlements. 1964 The Statistical Yearbook of Slovenia starts to be published again. 1965 Reorganisation of the Institute of the People's Republic of Slovenia for Statistics by abolishing county institutes. The federal Basic Act on Statistics emphasises professional and methodological unity of statistics and leaves the 1966 issue of organisation to the republic legislation. 1970 In cooperation with OECD, the Institute of the People's Republic of Slovenia for Statistics sets up the multiannual project on improvement and modernisation of the statistical information system; it issues the publication entitled "Basic Register of Population – Draft Project", which is the visionary beginning of register-based statistics. 1971 The population census is conducted. For the needs of interviewers a statistical cadastre is organized, which is the basis for the Register of Territorial Units. On the basis of the population census the Central Population Register is established. 1974 With constitutional changes statistics becomes an activity of special importance and part of the social information The Institute of the People's Republic of Slovenia for Statistics is renamed the Institute of the Socialist Republic of Slovenia for Statistics. 1976 The Register of Organisations and Communities, the predecessor of the Business Register of Slovenia, is set up after having conducted the census of organisations and communities. 1977 The Statistical Society of Slovenia is founded. 1979 The Institute for Statistics purchases a powerful computer FACOM (Fujitsu), and opens the new computer centre. The first gueries in the Statistical Databank are enabled. 1980 With the introduction of a unique personal identification number the conditions are given for management of the Central Population Register. 1981 The population census is conducted. The first statistical advisory committee is established to meet the information needs with the help of data from the Register of Organisations and Communities.



1987	The Institute of the Socialist Republic of Slovenia for Statistics and the Statistical Society of Slovenia organize the first statistical conference called Statistical Days at Radenci; also conference proceedings are published.
1988	The act on statistical surveys important for the Republic of Slovenia is adopted.
1989	Upon the proposal of the Institute of the Socialist Republic of Slovenia for Statistics, the Government of Slovenia introduces the calculation of gross domestic product according to the internationally comparable methodology of national accounts (SNA93).
1991	The population census is conducted. Independence of the Republic of Slovenia - Institute for Statistics is an integral part of the then Ministry of Planning.
1992	The first, informal meeting with Eurostat: the Institute for Statistics prepares the first program of activities for Europeanization of Slovene statistics.  The Institute for Statistics becomes a member of the Conference of European Statisticians at the United Nations Economic Commission for Europe.
1993	Slovenia is included in the Phare programme of technical assistance in the field of statistics.
1994	Slovenia and Eurostat sign a declaration on statistical cooperation. The document describes the conditions that Slovene statistics has to meet before Slovenia's accession to the EU.  The Statistical Yearbook of the Republic of Slovenia becomes a bilingual (Slovene-English) publication.
1995	The National Statistics Act is adopted. The Statistical Office of the Republic of Slovenia becomes a professionally independent government service. The basic principles of operation are determined, the authorized producers of national statistics co-operate in creating the national statistics, the Statistical Council of the Republic of Slovenia is established, and the activity of national statistics is implemented in accordance with the programmes of statistical surveys.
	The Register of Territorial Units is taken over by the Surveying and Mapping Authority of the Republic of Slovenia.
1996	The first website of the Statistical Office of the Republic of Slovenia is set up.
1998	The Central Population Register is taken over by the Ministry of the Interior.
2001	The National Statistics Act is amended, making the adoption of statistical programmes more flexible, strengthening the independence of the Statistical Office and defining in detail the role of the authorised producers of national statistics in Slovenia.
2002	The population census is conducted.  The Business Register of Slovenia (formerly the Register of Organisations and Communities) is taken over by the Agency of the Republic of Slovenia for Public Legal Records and Related Services.
2003	SI-STAT database is set up.
2004	On 1 May Slovenia becomes a member of the European Union; the Statistical Office of the Republic of Slovenia enters the European Statistical System.
	The Statistical Office of the Republic of Slovenia celebrates 60 <sup>th</sup> anniversary of its establishment; the publication 60 Years of National Statistics in Slovenia is issued.



2005	The total quality management strategy is adopted.
2006	Slovenia is invited to be a permanent observer in the OECD Committee on Statistics; in this role it is represented by the Statistical Office.
	Introduction of standardized measurement of the quality of data in statistical surveys: Standard Quality Reports.
2007	On 1 January Slovenia joins the Economic and Monetary Union: after the successfully implemented national project of preparing for euro takeover – the Statistical Office is a member of the Project Coordination Team – euro is introduced in Slovene statistics.
	The first peer review of the level of implementation of the European Statistics Code of Practice in the national statistics is conducted.
2008	Slovenia holds the Presidency of the Council of the European Union; the Statistical Office chairs the Council Working Party on Statistics.
2009	The Statistical Office publishes data on Twitter for the first time (@StatSlovenija/@StatSlovenia).
2010	Slovenia becomes a full member of the OECD; the Statistical Office represents Slovenia in the session of the OECD Committee on Statistics in this new role.
	The agricultural census entitled Every Farm Counts is conducted between 1 June and 15 July.
2011	The first register-based census of population, households and housing is conducted completely without fieldwork.
	The Information Security Policy of the Statistical Office is adopted.
	Geostatistics portal is set up.
2012	Quality Guidelines, with which the Statistical Office gives a systematic description of individual parts of the process of conducting a statistical survey, are adopted.
2013	Electronic reporting for enterprises is being introduced and the Contact Centre for enterprises is established. Web surveying of persons and households is introduced.
	The first electronic publication (e-pub) for mobile devices entitled People, Families, Dwellings is issued.
2014	The web mapping application STAGE for visualising statistical data in spatial units is set up.
	The second peer review of the level of implementation of the European Statistics Code of Practice in the national statistics is conducted.

#### HOW TO OBTAIN STATISTICAL DATA AND INFORMATION?

 on Statistical Office's website www.stat.si/eng

#### via mail, phone, fax and e-mail

adress: Statistical Office of the Republic of Slovenia, Litostrojska cesta 54, 1000 Ljubljana, Slovenia

phone: +386 1 241 64 04 fax: +386 1 241 53 44

answering machine: +386 1 475 65 55

e-mail: info.stat@gov.si

#### by ordering statistical publications

adress: Statistical Office of the Republic of Slovenia, Litostrojska cesta 54, 1000 Ljubljana, Slovenia

phone: +386 1 241 52 85 fax: +386 1 241 53 44 e-mail: prodaja.surs@gov.si

#### by visiting the Information Centre

office hours: Monday to Thursday from 9.00 to 15.30 Friday from 9.00 to 14.30



