The Establishment and Operations of a Statistical Information Center: 
the Philippines’ Experience

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Outline of Presentation

I. Background 
II. Establishment Mechanisms 
III. Operations and Maintenance 
IV. Services Offered 
V. Problems Encountered 
VI. Recommendations 
VII. What Lies Ahead
I. Background

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The Philippine Statistical System

Scenario

The National Statistical Information Center
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I. Background (cont)

The National Statistical Coordination Board
Organizational Structure

Office of the Secretary General

Administrative Services

Programs, Policies and Standards Office
Economic Statistics Office
Social Statistics Office
Subnational Statistics Office
National Statistical Information Center

National Statistical Information Center

One stop statistical information center
Public service arm of the NSCB
Marketing arm of the Philippine Statistical System
I. Background (cont)

1. Conceptualization
   - One-stop shop for statistical information and services
   - Strong coordination functions with agencies

2. Establishment
   - Established on October 20, 1993
   - Technical assistance from Statistics Sweden
   - Financial assistance from the Swedish Agency for Technical and Economic Cooperation (BITS)

3. Institutionalization
   - Locally-funded project (1996-2006)
   - Regular program (2007-present)
   - National budget

4. Localization
   - Regional and provincial branches
   - LGU-funded
   - NSCB-assisted (technical)
II. Establishment Mechanisms

1. Establishment of the Philippine National Statistical Information Center

   - 1993
     • Foreign-funded
     • Main branch and 2 regional branches
   - 1996
     • Locally-funded
     • 4 regional branches
   - 2002
     • 2 regional branch
   - 2003
     • 1 provincial branch
   - 2004
     • 2 regional branches
   - 2005
     • 1 provincial branches
   - 2007
     • Regular program
     • 1 provincial branch

2. Mechanisms

   - Philippine Statistical Development Program
     • sets the directions, thrusts and priorities of the PSS for the medium term
     • geared towards the improvement of the delivery of outputs by the agencies
   - Government Statistics Accessibility Program
     • "pole vaults" the improvement in the accessibility of statistical information and services
     • develops the opportunities for greater benefit from the products and services of the Philippine Statistical System
II. Establishment Mechanisms

2. Mechanisms (cont)

General Standards On Statistical Information Dissemination

- Promote greater utilization of statistical information
- Foster generally accepted data dissemination practices
- Involve active participation of users in making statistics more accessible and useful

Pricing Policy

- Free access to an easily accessible set of basic and key statistics
- Cost-recovery principle
- Prescribes the framework on what and who to be charged

3. Mechanisms (cont)

Legislative support

- Congressional budget for establishment

Memorandum of Agreement with Local Government Units

- Coordination with local government units
- NSCB – technical support
- LGUs – logistics
II. Establishment Mechanisms

4. Locations

Luzon
- Main Branch
- 4 Regional Branches

Visayas
- 2 Regional Branches
- 3 Provincial Branches

Mindanao
- 4 Regional Branches

III. Operations and Maintenance

1. Framework of Operations
III. Operations and Maintenance

**Policies and Standards**
- NSCB Policies
- UN FPOS
- Good Practices

**Client Satisfaction**
- Feedback
- User’s Forum
- Technical Service

**Resources**
- Financial
- Human
- Logistics
- Systems

**Information Technology**
- Website
- Databases
- Online Services

**Public Service Commitment**
- Professionalism
- Public accountability
- Efficiency in delivery

**Resources**

**Financial**
- Revenues generated
- National and local budget

**Human**
- Local staff
- Civil service eligibles

**Logistics**
- Exchange programs
- Complimentary copies
- Donations

**Systems**
- IT-based
- In-house developed
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III. Operations and Maintenance

Sales

Subscription

E-mail requests

Library Clients

Pageviews & Unique Visitors

Email subscribers & RSS feeds views

IV. Services Offered

Frontline

Library

Bookshoppe

Technical Services

Online Services
IV. Services Offered (cont)

Frontline/Statistics Inquiry

• Information on what, where and when statistical data are available and in what form and how data can be accessed
• Thru telephone, fax, e-mail
• Accomplishment of questionnaires

Library

• Collection of local and international statistical publications and reference materials
• Library exchange program
• Free Internet access
• No membership; free to use
• Open from 8:00 a.m. to 5:00 p.m. with no noon break from Monday to Friday
### IV. Services Offered (cont)

#### Bookshoppe
- catalogue of available publications for sale
- more than 100 titles of printed publications and CD-ROMs of NSCB and other statistical agencies
- marketing arm of the major statistical agencies
- subscription-based
- contracts with bookstores, information brokers and independent vendors

#### Technical Services
- assistance and consultancy on data collection, presentation and analysis
- assistance on forecasting and other researches
- study visits/tours, press conference, user’s forum
- lectures on national accounts, input-output tables and poverty statistics
IV. Services Offered (cont)

Online Services

- Website
- Online databases (free and subscription-base)
- Downloadable technical papers
- OPAC
- RSS feeds
- Mobile edition of website

V. Problems Encountered

- “Hard sell” concept
- Sustainability
- Resource constraints
- Limited products and services
- Archiving
- Limited market
VI. Recommendations

- Coordination is a must
- Alternative channels of marketing
- Predict customers’ needs
- Innovative products and services
- Instill importance
- Continuous capacity-building
- Good customer relations
- Utilization of ICT

VII. What lies ahead

- Products and Services
  - Microdata access service
  - Alternative method of payment (online payment, prepaid cards)
  - More ICT services (SMS, kiosks)

- Operations
  - Financially-viable
  - More regional branches
  - Enhanced networking
  - Customer communication
THANK YOU!

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