



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

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Outline of Presentation

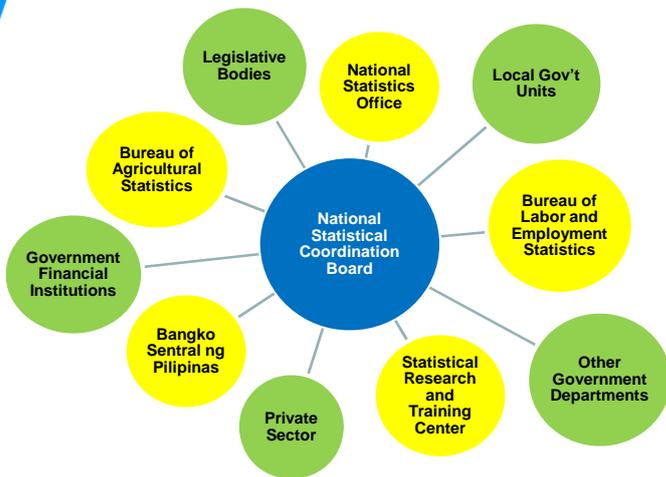
- I. Background
- II. Establishment Mechanisms
- III. Operations and Maintenance
- IV. Services Offered
- V. Problems Encountered
- VI. Recommendations
- VII. What Lies Ahead

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I. Background

The Philippine Statistical System

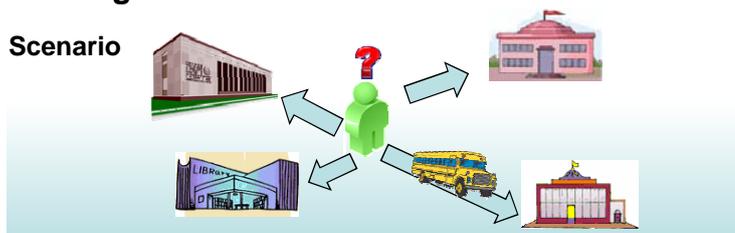


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I. Background

Scenario

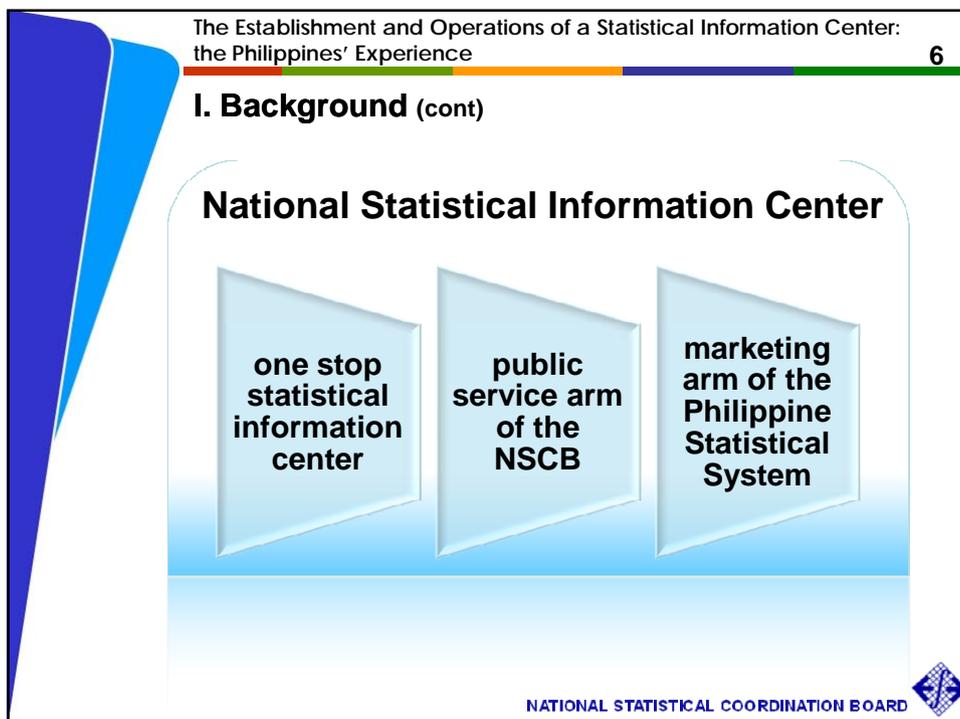
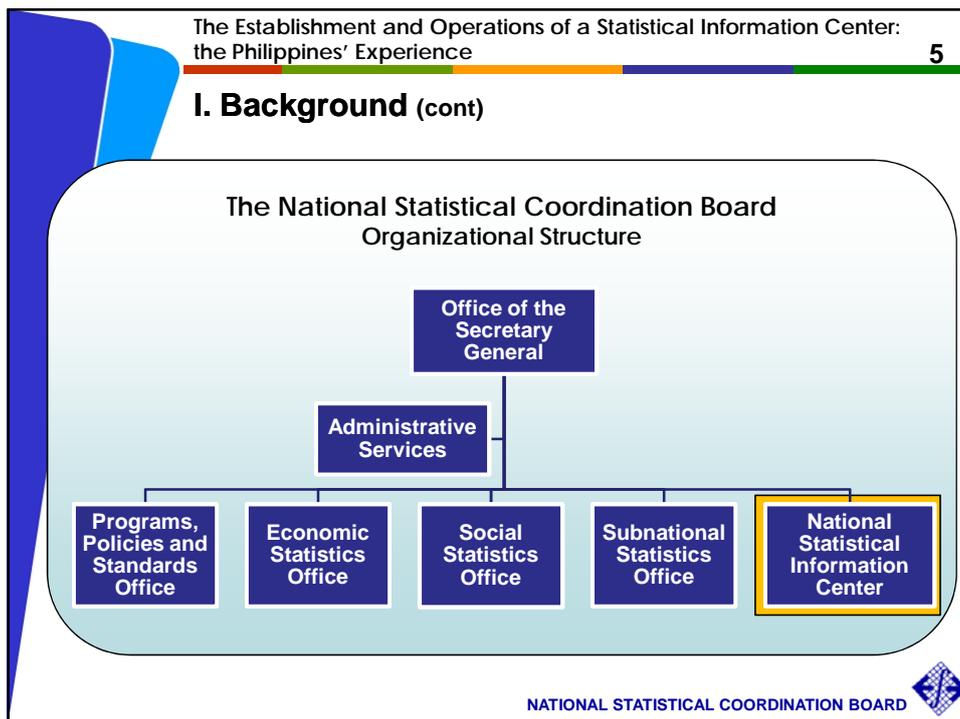


The National Statistical Information Center



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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)

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I. Background (cont)

3. Institutionalization

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

4. Localization

- Regional and provincial branches
- LGU-funded
- NSCB-assisted (technical)

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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

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II. Establishment Mechanisms

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

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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

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II. Establishment Mechanisms

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

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II. Establishment Mechanisms

4. Locations

Luzon

- Main Branch★
- 4 Regional Branches★

Visayas

- 2 Regional Branches
- 3 Provincial Branches★

Mindanao

- 4 Regional Branches

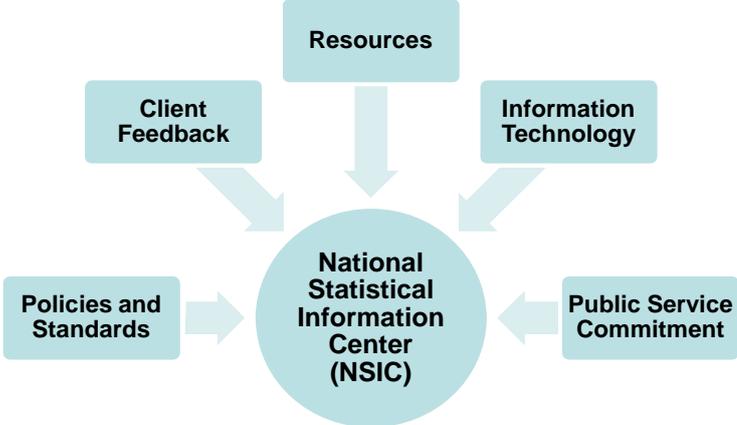


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III. Operations and Maintenance

1. Framework of Operations



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III. Operations and Maintenance

Policies and Standards  <ul style="list-style-type: none"> • NSCB Policies • UN FPOS • Good Practices 	Client Satisfaction  <ul style="list-style-type: none"> • Feedback • User's Forum • Technical Service 	Resources  <ul style="list-style-type: none"> • Financial • Human • Logistics • Systems
Information Technology  <ul style="list-style-type: none"> • Website • Databases • Online Services 	Public Service Commitment  <ul style="list-style-type: none"> • Professionalism • Public accountability • Efficiency in delivery 	

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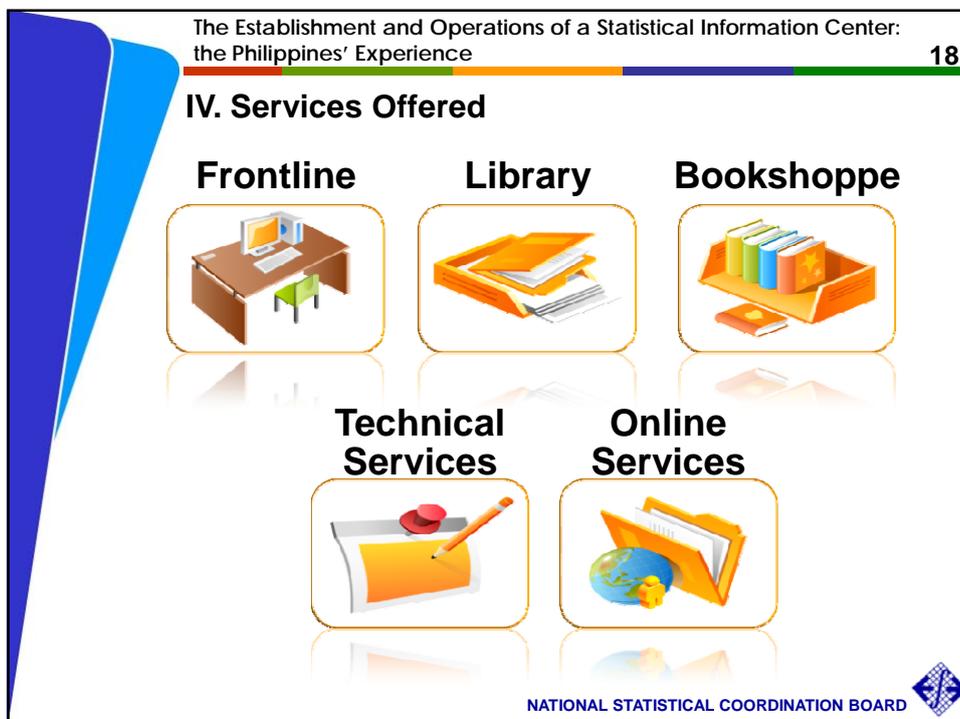
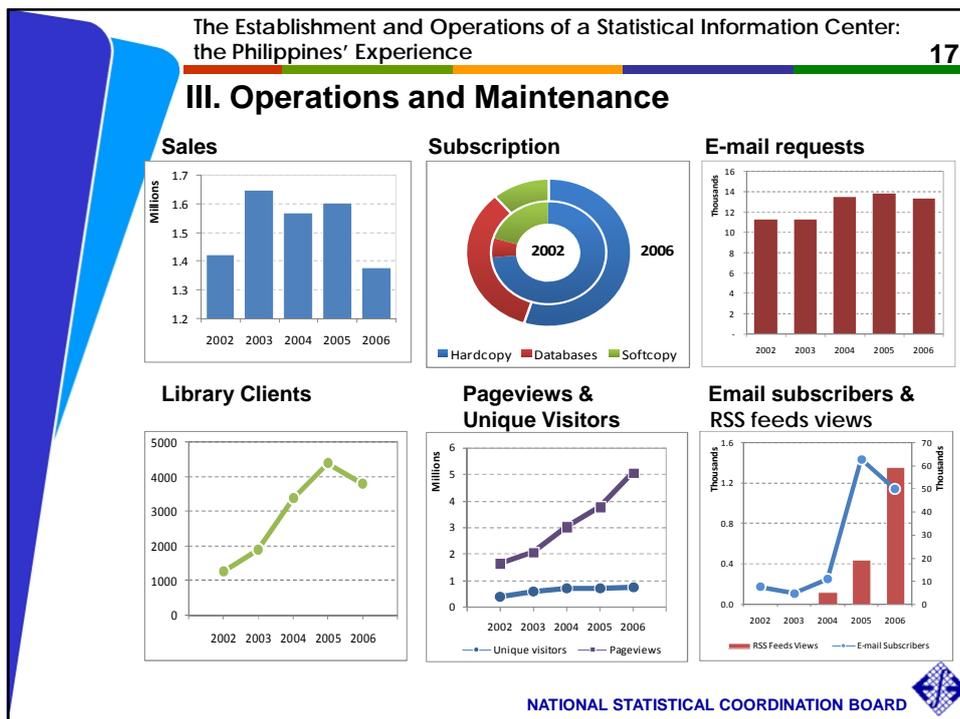
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III. Operations and Maintenance

Resources

 Financial <ul style="list-style-type: none"> • Revenues generated • National and local budget
 Human <ul style="list-style-type: none"> • Local staff • Civil service eligibles
 Logistics <ul style="list-style-type: none"> • Exchange programs • Complimentary copies • Donations
 Systems <ul style="list-style-type: none"> • IT-based • In-house developed

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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



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IV. Services Offered (cont)

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



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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



IV. Services Offered (cont)

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



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IV. Services Offered (cont)

Online Services

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



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V. Problems Encountered

“Hard sell” concept	Sustainability
Resource constraints	Limited products and services
Archiving	Limited market

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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	

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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**

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THANK YOU!

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