

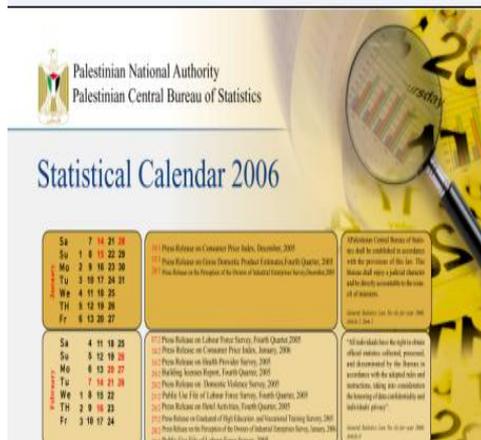
# National Strategy for Developing Palestine's Statistical System: PCBS' dissemination way

The sky is the limit



Ola Awad; Acting President

Ramallah, Palestine



# The Transformation: 1993 2010



Production - Focused System



Marketing – Focused System



User - Focused System



Partnership - Focused System



National Information System



Code of Practice

Advocate Statistics

Metadata System

Classification Server

Monitoring Systems



# The Transformation: 1993 2010

## NSDS objectives:

1. **Strengthening & consolidating NSS:**
2. **Improving dissemination of statistics:**
3. **Improving the use of administrative records**
4. **Expanding subject matters statistics**
5. **Developing relations and partnerships**
6. **Improving managerial & technical issues**

## NSDS Success factors:

**Culture**

**Feedback**

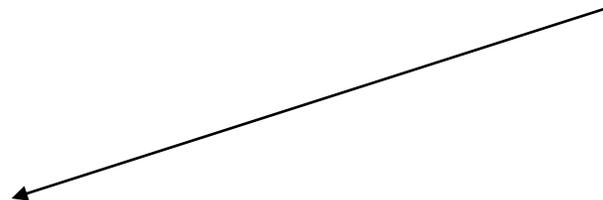
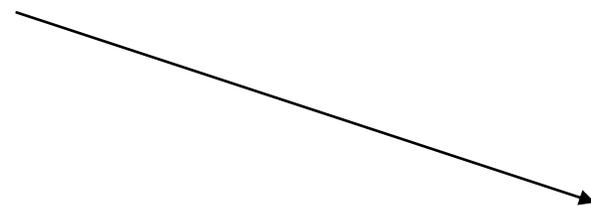
**Identity**

**presence**

**Empower**

**Networking**

**Relevancy**



## The success factors:

1. Moving from statistics stereotyping to Official statistics cultures (Community level campaigns, community leaders, social responsibility, advocate statistics as public good)
2. PCBS identity and presence (Proactive dissemination)
3. User empowerment (Dissemination of Public Use Data Files, User producer dialogue)
4. Networking (National committees, MoU)
5. Feedback (User satisfaction survey; Zero time feedback)
6. Program relevancy (Monitoring Systems)

## **BUT, not without Dissemination 101:**

- 1. Neutral & independent legal entity**
- 2. Emphasized user services to enlighten the public**
- 3. Emphasized coordination to eliminate redundancy and reduce information overload**

Article 4: “All individuals have the right to obtain official statistics collected, processed, and disseminated by the Bureau in accordance with the adopted rules and instructions, taking into consideration the honoring of data confidentiality and individuals’ privacy. “

## Proactive dissemination

1. Develop common calendar based on international and national occasions and anniversaries (Water day; environment day, child day, women day; land day, ... etc)
2. Tie release of statistics based on the common calendar
3. Basis for the statistical calendar
4. Started in mid 2005 as off the plan activities; now core of the dissemination strategy

**Lessons learned:** Strong presence; relevancy of statistics (talk the talk; raise user expectation; higher dependency on PCBS' data; Global Statistics)

## Social Responsibility

### **Part of society: Give and take approach**

In October, PCBS' employees volunteer to assist villagers in collecting olives; in January we collect statistics about the olive season; in March we disseminate statistics relevant to the olive season

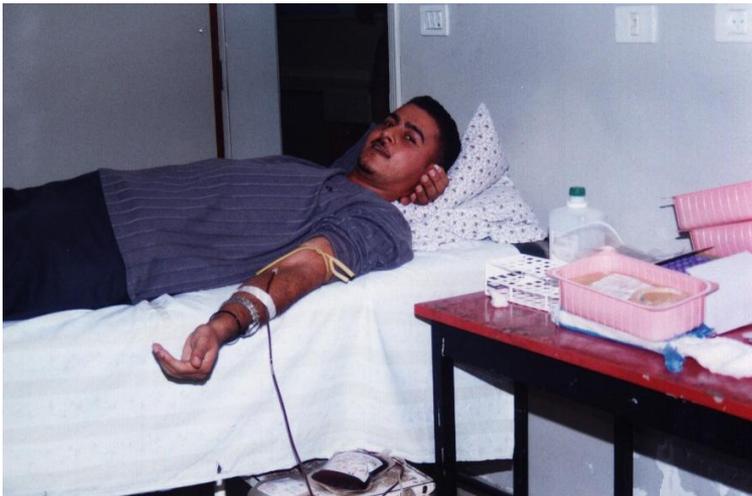
**Lessons learned: Credibility among respondents yields higher response rate; PCBS becomes well known in local communities not just researchers**

## Social Responsibility



The Palestinian Central Bureau of Statistics Release A Report about Olives Presses in the Palestinian Territory, 2006

- 159,059 tons of pressed olives & 34,002 tons of extracted oil.
- 12,319.4 thousand USS the output value of olive presses.



PCBS' employees in national campaign for blood donation

## Interaction with the users

1. Statistical library (Internet access; photocopy services; suitable space; **close to expert advice**)
2. User producer dialogue (**Part of the project value chain cycle**)
3. E-publishing: Interactive CD; PalInfo; CensusInfo (Districts data files for municipalities); all publications posted on the web free of charge)
4. User services division: Walk In or fax a data request or submit electronic request and track it (**Three days maximum and your data is ready**)

## Users' empowerment

1. Micro data for public use (Every one)
2. Micro data for special use (Researchers; partners)
3. Statistical calendar – Hold PCBS accountable on its scheduled releases
4. Code of practice – This is how we do things at PCBS? Now you know!
5. Offices in districts – convenience & accessibility

## Networking

1. Partnership with ministries, local universities and research centers through MOU
2. Free access of post graduate students to PUF in local universities
3. PCBS represented in national committees (e-government; national databases; PalInfo; ICT; ...etc)

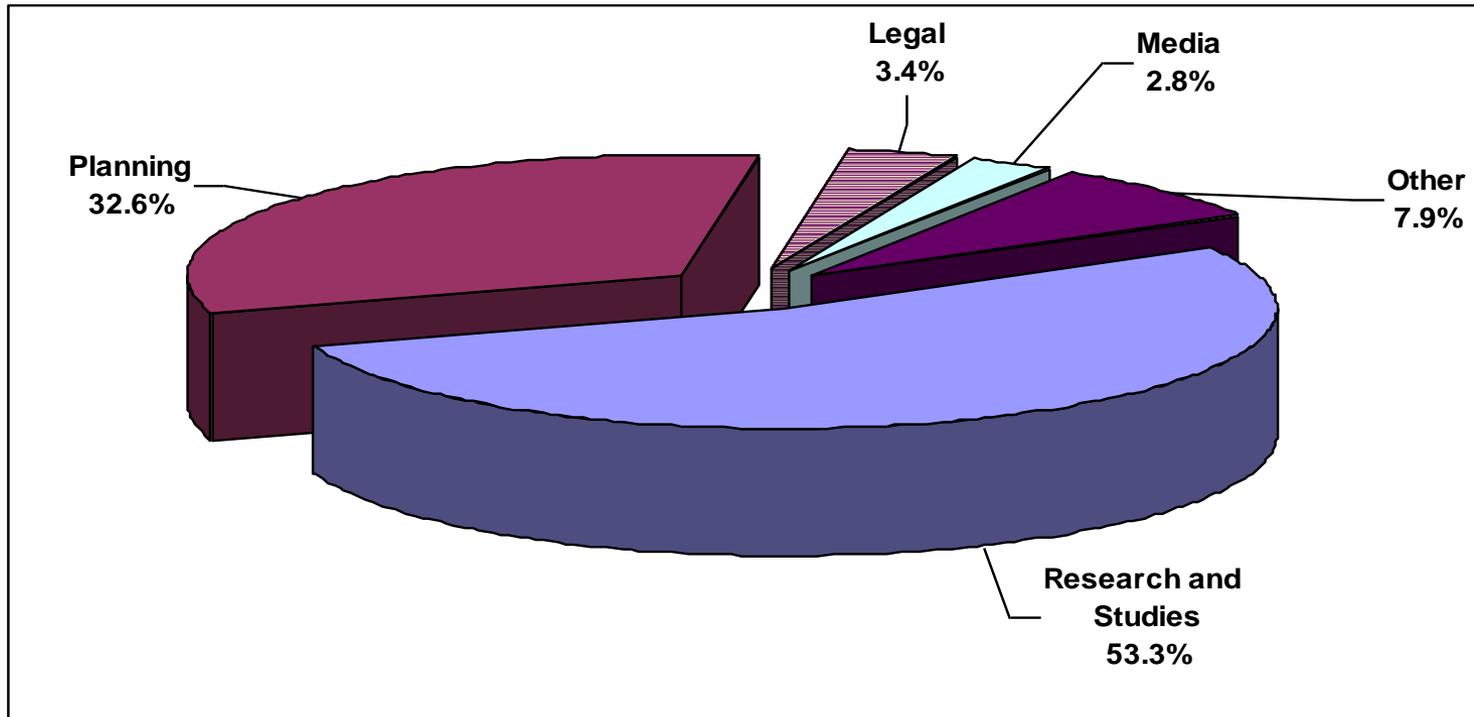
**Lessons learned: Do not wait to be invited – Lead initiatives to build relationships**

## User Feedback

1. User satisfaction survey (2004; 2008)
2. Zero – time user feedback
3. User producer dialogue
4. A monthly meeting with the media

**Lessons learned:** Introduced e-services upon user requests; implement annual report of user requests that PCBS was unable to deliver; implement employee survey (satisfied employees = satisfied customers); small area statistics

## User satisfaction survey 2008



**Self learning**

**Self assessing**

# What are we doing Now!

## 1. Assess how are we doing?

- MTR 2005; MTR 2008
- Master plan 2000-2010
- Findings of User Satisfaction Survey



## 2. Identification of development projects

- Metadata; dissemination
- Administrative records
- Data quality; monitoring systems



Relevancy of NSS

- Internal peer review
- Follow up by PCBS council
- Part of State building plan
- Focus on internal research and development

## Challenges ahead...

- 1. Partnership: Implementation of the NSDS; monitoring systems**
- 2. Coverage: First ever Agriculture census 2010; small area statistics; more dependency on administrative records**
- 3. Infrastructure: Metadata System; administrative records; classification servers**
- 4. Global: Maintain internationally comparable statistics**
- 5. Dissemination: Add “human touch” to PCBS’ statistics**

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