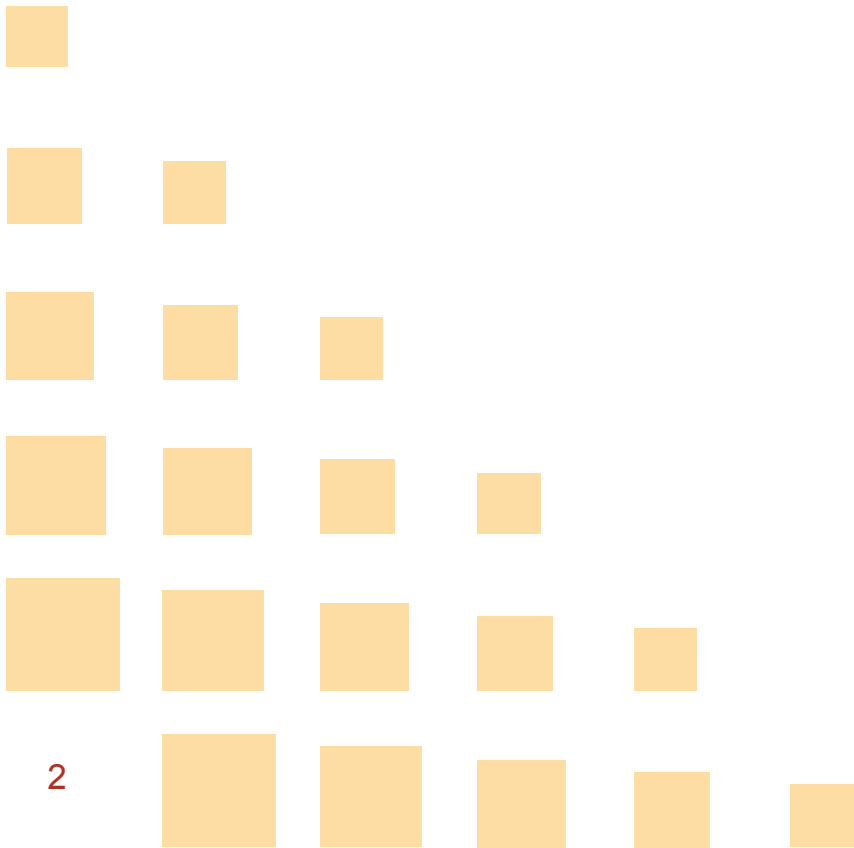


ANNUAL REPORT

STATISTICS ESTONIA 2013

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DEAR READERS!

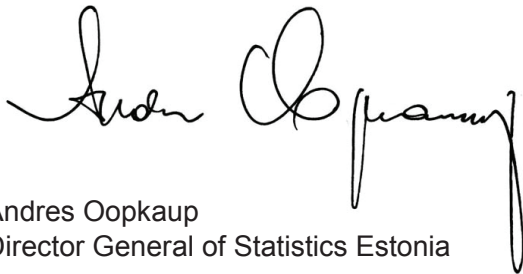
It is said that no two years are alike. This is certainly true when we delve deep into the processes. However, over a longer period we can see that many events simply follow a natural pattern. Overall, 2013 was just as eventful as previous years.

In addition to the release of regular statistics, Statistics Estonia was busy publishing the results of the 2011 Population and Housing Census, as most of the indicators were published last year. What is more, Statistics Estonia managed to stick to the release calendar. The census data have generated a lot of discussion and in-depth analysis. After all, that is why Statistics Estonia collects, processes and releases data.

Several things – lessons learned during the automation of census-taking, the limited state budget and the constantly growing demand for increasingly detailed information – have caused Statistics Estonia to review its business processes. In 2013 we focused on self-analysis and looked for ways to improve our performance. Statistics Estonia has defined a vision for development and a new strategy, to ensure that the required data will always be available to users. The new operational structure is expected to ensure faster processes and greater relevance. It is a huge challenge to try and improve our services.

These were not the only changes in 2013. Last year Statistics Estonia left the premises it had used for 50 years and moved into a new office building, which will definitely increase employees' satisfaction with the working conditions and thereby contribute to the production of reliable statistics.

While these changes took place, Statistics Estonia continued to produce statistics according to the statistical programme, in line with its mission to offer reliable and objective information about Estonia!

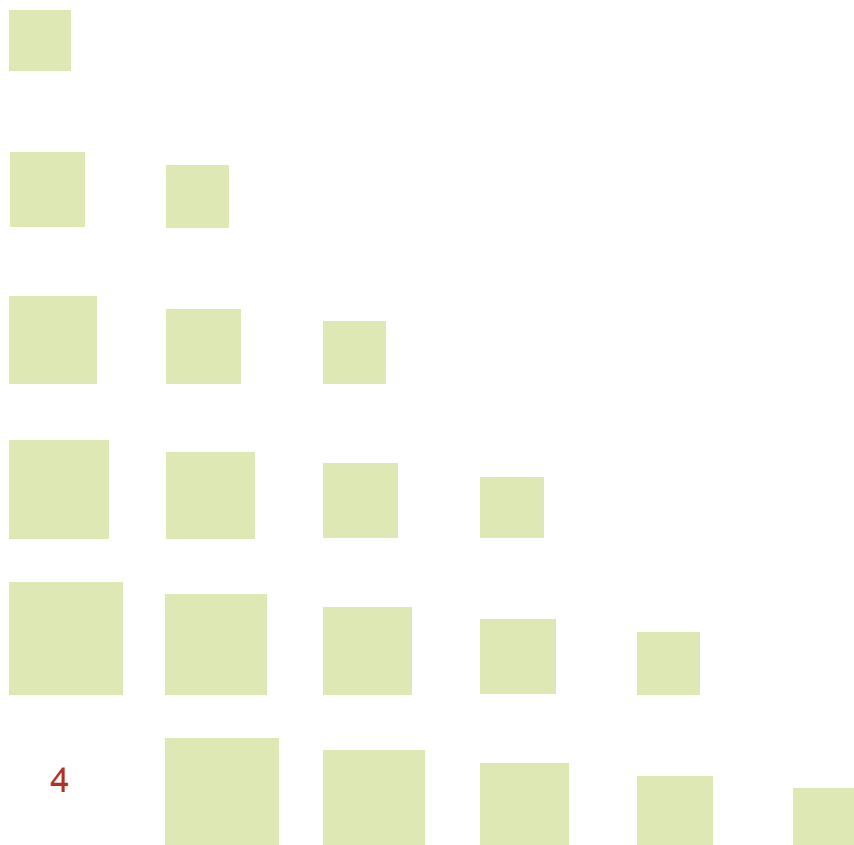


Andres Oopkaup
Director General of Statistics Estonia



MAIN EVENTS IN 2013

- On 25 October, Statistics Estonia released the data on households' living conditions – these were the last results of the 2011 Population and Housing Census to be published.
- On 1 November, Statistics Estonia's new office building at Tatari 51 in Tallinn was officially opened.
- On 12 and 13 November, the international conference "Demographic Processes in the Baltic Sea Region in the 21st Century" was held at the National Library of Estonia.
- On 12 November, at the conference of the Estonian Statistical Society, the Director General of Statistics Estonia Mr Andres Oopkaup presented Ms Cliona Georgia Dalberg with the Albert Pullerits young statistician's grant.
- In November, Statistics Estonia launched the free app "Estonian statistics" for smart devices, offering an overview of the latest statistics and the main indicators for Estonia.



FULFILMENT OF THE STATISTICAL PROGRAMME

The main task of Statistics Estonia is to provide reliable and objective information on the environmental, demographic, social and economic situation and trends in Estonia. For this purpose, Statistics Estonia performs statistical actions. These actions are listed in the statistical programme approved by the Government of the Republic of Estonia each year. The programme is prepared for five-year periods and has five major sections: main statistics, non-regular statistics, development actions, statistical analysis and statistical registers. The programme also includes projects funded by Structural Funds and the European Commission.

In 2013 the programme included 205 statistical actions with an estimated total cost of 6.3 million euros. The most costly action (600,000 euros) was the publication of the results of the Population and Housing Census (PHC). Statistics Estonia also continued preparations for the next census – the Register-based Population and Housing Census (REGREL) to be conducted in 2020–2021.

The programme included 159 annual statistical actions (part of main statistics), 24 one-off or non-regular (carried out after certain intervals) statistical actions, 10 development actions, 10 statistical analysis actions and 2 statistical registers. Five statistical actions were left out of the statistical programme in 2013.

In 2011 and 2012 preparations were made for the statistical action covering sales of literature (“Literature”). The action was to be part of main statistics in 2013. However, preparations took longer than expected and the joint working group of Statistics Estonia and the Ministry of Culture is still working on the methodology. Thus, the action was not added to the programme for 2013–2017.

The development action “Real estate rental prices” (requested by Eesti Pank and scheduled for 2013) was left out of the programme due to the limited budget. The actions “Foreign visitors in Estonia” and the Border Survey were also left out for the same reason – these actions are very important for Eesti Pank and the Ministry of Economic Affairs and Communications, but have been postponed since 2010 due to limited funds.

Statistics Estonia has applied for funds to increase the use of state registers and databases in the production of statistics. This would reduce the administrative burden, as some data would be available without having to ask enterprises and natural persons to provide these data. Due to limited resources, this action was left out the statistical programmes for 2012–2016 and for 2013–2017.

Below, new statistical actions and recurring actions in 2013 are outlined by subject area.

Environment

In this subject area, five new statistical actions were added to the programme and there was one recurring action.

In 2013, Statistics Estonia started environmental taxes accounts, air emissions accounts and material flow accounts, which allows the integration of environmental and economic datasets.

The “Environmental taxes accounts” is an action integrated with the national accounts system, in order to assess the burden and impact of environmental taxes and charges. Direct and indirect environmental taxes are distributed by the payer’s economic activity. This way, we can analyse the impact of taxes by industry. In other words, the environmental taxes accounts can be used to estimate the impact of taxation on the use of natural resources and on environmental pressure, but also on the competitiveness of enterprises. By including households and other sectors in this analysis, we can assess how environmental taxes (which is a measure of environmental policy) influence different aspects of production and consumption, or the tax burden and consumption patterns of households.

The objective of the statistical action “Air emissions accounts” is to determine the total air emissions from the national economy by economic activity. The accounts reflect emissions that affect air quality locally and emissions of globally significant greenhouse gases. Air emissions accounts help to analyse whether a growth in value added and GDP leads to an increase in air emissions or whether the industries are using more environmentally friendly processes.

The statistical action “Material flow accounts” is used to produce material flow indicators (e.g. used domestic extraction, material productivity and physical trade balance) that characterise material intensity and material productivity trends in the Estonian economy. Material flow accounts are an important source of information about the use of resources in Estonia as a whole – for example, the accounts specify total material input by type of raw material. The physical trade balance shows whether the country is a net exporter or a net importer of materials.

These accounts are used to produce indicators that are also included among Eurostat’s sustainable development indicators, among the OECD Green Growth Strategy indicators and used in the monitoring of the resource-efficient Europe initiative, for example. Environmental accounts allow us to combine environmental and economic data, because the accounts have been compiled based on the national accounts methodology. As a result, we can establish environmental pressure, economic gain and environmental protection measures by economic activity. In Estonia, these accounts and the related indicators are essential for the monitoring of several strategies and plans: the ecological tax reform (the Ministry of Finance, 2007), the National Reform Programme “Estonia 2020”, the operational programme for funds under the EU partnership agreement and for cohesion policy funds in 2014–2020, and the Estonian National Strategy on Sustainable Development “Sustainable Estonia 21”.

The statistical action “Energy accounts” integrates energy consumption indicators with economic indicators. The supply and use tables are used to assess the efficiency of energy consumption and the impact of economic levers by economic activity and in the country as a whole (generation of energy flow accounts that are harmonised with supply and use tables). Energy accounts serve as input for air emissions accounts, in order to integrate the statistics on air emissions from energy production with the national accounts.

The statistical action “Accounts of the environmental protection services and products sector” gives an overview of the sector volumes and allows us to analyse the trends.

The objective of the statistical action “Agri-environmental indicators” was to compile agri-environmental indicators (incl. nitrogen and phosphorus balance). The following statistics were published: 1) use of mineral and organic fertilizers (total amount, fertilized area, quantity per fertilized hectare by crop), indicators of environmentally friendly farming in agricultural holdings, changes in agricultural land use, water use in agriculture, organic farming, production of biofuel and energy crops, farmland bird index; 2) nitrogen and phosphorus balances (using the basic data of agricultural statistics). Statistics Estonia made preparations for the development and publication of indicators defined by Eurostat.

Economy

In this domain, three new statistical actions were added and there was one recurring action.

The objective of the statistical action “ESSnet project on the consistency of concepts and methods for business and trade-related statistics” is to modernise the production system of business and trade statistics. The modernisation concerns the definitions of the statistical indicators, the structure of statistical units, the classification requirements etc., so as to better meet the users’ growing demand for new indicators. Production of statistics pursuant to the updated requirements is scheduled to begin in 2017.

One of the new actions added to the programme in 2013 was “Producer price index of business services” for the production of business services statistics. The survey methodology was developed and the main concepts were identified and defined.

The “House price index” was another new statistical action added in 2013. The action covers indicators that reflect the price trends of dwellings purchased by households. In 2013 Statistics Estonia made preparations for the calculation of dwelling prices and the costs related to a dwelling purchase.

The Farm Structure Survey was conducted in 2013. It studies agricultural holdings in order to give an overview of land use, livestock farming, farm machinery, labour force and rural development. The Farm Structure Survey is used to estimate the number and structure of agricultural producers in

the country. Farm Structure Surveys are governed by EU legislation and mandatory for all EU countries. The harmonised methodology allows cross-country comparisons of changes in farm structure. The results are used as input for agricultural policy in Estonia as well as in the EU. The results will be published in 2014. The next Farm Structure Survey is scheduled for 2016.

Population

There were two new actions in population statistics.

At the request of the Ministry of the Interior, Statistics Estonia started the statistical action “Population projections based on the MicMac projection model”. The objective is to prepare population projections up to 2040. The main focus is on regional population projections. Statistics Estonia will make the regular population projections by county. In addition to that, for the first time, we will make population projections by main commuting areas and prepare demographic potential assessments and future scenarios for local governments. This work will continue in 2014.

The statistical action “Restoration of the time series of population statistics” provides more detailed information about the population of Estonia – the longer time series allow conclusions and analyses concerning demographic changes over time. The metadata on Estonian’s population figure dating back to 1959 were analysed.

Social life

In this domain, there were three new statistical actions and five recurring actions.

The indicators of the statistical actions “Absolute poverty” and “Material deprivation” are new indicators now published in the Statistical Database. Absolute poverty indicators for 1997–2012 and material deprivation indicators for 2004–2011 are available. The indicators will be updated annually.

The statistical action “Success on the labour market” established an integrated dataset for measuring labour market success in the society. The data of the Estonian Education Information System, the Estonian Tax and Customs Board, the Population Register and the Estonian Unemployment Insurance Fund were integrated for each person. These data allow us to assess the life choices and labour market success of persons with different educational qualifications, such as which fields of study are the best-paid. Indirectly, it is also possible to analyse the connection between a particular school and the wages later earned by graduates. The data are presented by school and offer important information for career counsellors and future students. The data also outline the fields of study where graduates are more likely to struggle to find employment after graduation.

Two analytical publications were published: “Laste heaolu. Child Well-Being” and “Sotsiaaltrendid. 6. Social Trends”.

The starting point for the publication on child well-being was the UN Convention on the Rights of the Child, which embodies child well-being. The publication focuses on topics that have a direct impact on child well-being: the environments, education, health and safety, and measures for supporting children. It is a great opportunity to assess different aspects of child well-being and agree on a set of indicators to be used for measuring child well-being in the future. In addition to the publication, Statistics Estonia released an e-publication at the beginning of 2014 on the measurement of child well-being – it outlines the different ways to measure child well-being and suggests some well-being indicators that should be considered in policy-making in Estonia.

“Sotsiaaltrendid. 6. Social Trends” analyses quality of life. Statistics Estonia followed the international initiative and developments in this area, such as the work of the Eurostat task force towards the development of a set of indicators for quality-of-life comparisons between EU Member States. In Estonia, there have not been any major public debates or round-table discussions with the aim to reach public consensus on how to measure quality of life. The authors hope to generate public discussion and increase awareness of this field.

The new statistical action “Projection of consumption expenditure” projected household consumption expenditure in 2013 and 2014, relying on the data of previous Household Budget Surveys and some additional data.

The statistical action “Methodology report of the Household Budget Survey” provides an overview of the objective, methodology, sample, fieldwork results, data quality and response rate of the Household Budget Survey.

The statistical action “Work-life Survey” focuses on labour relations, work organisation, working conditions, work environment and occupational health.

Other areas

The Urban Audit is an action that provides information about quality of life in European cities, so as to support EU policies of urban development. Data on Tallinn, Tartu and Narva were collected (from the subject-matter departments, city governments and the Ministry of Social Affairs) and then submitted to Eurostat. The data were collected in the following main areas: population and household structure, housing, health, crime, labour market, economically active population, income inequality, educational level, water consumption, waste management, culture, tourism and transport. Most of the data refer to 2011, with some data for 2010 and 2012 also collected.

Publication of the results of the 2011 Population and Housing Census

By the end of 2013 all the results of the 2011 Population and Housing Census (PHC 2011) had been published, including data on population composition and location, migration, dwellings and living conditions. The publication of census results was three times faster than in the 2000 census.

The information received from the census covers the whole country, is internationally comparable and also comparable with the previous census of 2000. There is a greater focus on the needs of regional users – most of the published tables provide information on the county level and a relatively large number of tables cover the lower levels of the settlement structure.

The 2011 census had a more extensive programme than the 2000 census. There were much more new statistics published.

- For the first time, we determined the people who have two places of residence.
- The census results show the actual level of education of Estonia's residents and the change in this indicator since 2000 – this information was not really available in any register.
- For the first time, we determined the size of the native and immigrant populations and the number of persons in the first, second and third generations of foreign-origin population.
- The structure of households and families in Estonia is now known. We also know how many lone-parent households there are, how many households have a missing generation and how many residents live alone.
- The results show that the households' living conditions have improved. People's dwellings have more space and better amenities. It appeared that there is considerable number of unoccupied dwellings.
- The 2011 census provided information about external migration, language skills, structure of occupations, internal migration (incl. labour and study migration), and so on. All this is necessary for the Estonian government and society in order to make the right political decisions.

There are 310 tables of census data, available to all users in the Statistical Database. The results have also been covered in news releases, the statistical blog and our publications. Statistics Estonia issued a news release and held a press conference every time that the results of a new subject area became available. There were 16 news releases and 14 press conferences related to the results of PHC 2011 or release of census data. The census data served as the basis for two publications: “Pilte rahvaloendusest. Census Snapshots” and the e-publication “Rahva ja eluruumide loendus 2011. Ülevaade Eesti maakondade rahvastikust” (in Estonian). The statistical blog published 12 census-related posts in 2013.

The census results concerning households were also presented at the conference “Demographic Processes in the Baltic Sea Region in the 21st Century” organised by Statistics Estonia and the Estonian Statistical Society on 12 and 13 November 2013. All important demographic processes – birth rate, natural increase, family structure, immigration and emigration – were discussed from the contemporary perspective.

Transition to register-based censuses – end of the first stage

In 2010 Statistics Estonia started preparations for the transition to register-based population and housing censuses (the REGREL project). The first stage of the preparations was extensive analysis, which began in autumn 2010 and was completed in September 2013.

The REGREL methodology project (with about 80% of the project funded by the European Social Fund) was a partnership between Statistics Estonia, the Estonian Institute for Population Studies (at Tallinn University) and the consultancy AS Ernst & Young Baltic. The analysis was carried out by a few dozen scientists and experts from the University of Tartu and from Tallinn University, by lawyers and by analysts from Statistics Estonia. A very important role was played by the representatives of databases and registers, who took an active part in the process.

The aim of the methodology project was to develop the methodology for personal and dwelling characteristics in a register-based census, and to analyse the quality and consistency of the registers that contain such statistical features. The project was only partially related to census purposes, as the main focus was on the obligatory characteristics stipulated in Regulation (EC) No 763/2008 of the European Parliament and of the Council and in the Commission Regulation (EC) No 1201/2009.

The analysis was carried out in two parts:

- meta-analysis of obligatory PHC characteristics;
- detailed analysis of characteristics that required data quality analysis (as indicated by the meta-analysis).

In addition to the meta-analysis and detailed analysis of characteristics, the team also made other preparations for register-based censuses:

- legal analysis;
- preparation of methodological guidelines for the creation of a census glossary;
- analysis of international experience and practice.

All in all, the project team analysed nearly 20 registers and the data collected by these.

One of the most significant outcomes of the methodology project was the network of main registers and databases for REGREL (containing data on the obligatory characteristics).

The team concluded that a register-based census in 2020 is possible, but requires the following improvements and changes.

- The accuracy of data on permanent place of residence must improve.
- Missing characteristics (occupation, job location) must be added to registers.
- It is necessary to improve the records on persons coming from abroad (incl. persons who have already come and settled).
- Better coverage is required for dwelling data, and these data must be updated.
- It is also necessary to improve the compatibility of registers, to systematically check and improve data quality, to improve the classifications, and to ensure better documentation of register data.

The results of the REGREL methodology project show that there is still much to do to prepare for register-based censuses. Statistics Estonia will manage and coordinate these activities. However, the most important work is to be done outside of Statistics Estonia – this means registers, on the one hand, and the respondents, residents and enterprises, on the other hand.

The next stage in the transition to register-based censuses is the identification of specific solutions and the implementation of the necessary changes in registers. The negotiations and preparation of the action plan began in autumn 2013 and will continue in 2014.

Statistical actions not included in the programme

Statistics Estonia also performs actions that are not included in the statistical programme, but are requested by customers.

In 2013 Statistics Estonia fulfilled 254 non-programme orders placed by enterprises, institutions and private individuals. Most of these were small-scale requests for more detailed statistics than publicly available. 24% of the orders concerned foreign trade statistics, 16% concerned micro-data, 5% concerned financial statistics of enterprises and almost 55% concerned other subject areas. Compared to 2012, the number of orders for information was about 5% smaller, but the cost of the orders grew by 60%. The total cost of these orders (i.e. the total sum paid by customers) was 22,260 euros.

Cost of orders fulfilled by Statistics Estonia, 2013 (euros)

Financial statistics	1 018
Foreign trade	5 380
Micro-data	3 600
Other orders	12 263
Total	22 260

The largest non-programme actions were the Household Finance and Consumption Survey (HFCS), "Impact of innovation measures on enterprises' competitiveness" and "Global value chains and international sourcing".

The Household Finance and Consumption Survey was conducted in cooperation with Eesti Pank. The objective of the survey is to collect information about the assets, liabilities, income and expenditure of households. Similar surveys are carried out by the central banks of all euro-area countries, under the coordination of the European Central Bank. The plan is to survey households every three years. The fieldwork was carried out by Statistics Estonia in the period of 4 March to 16 June 2013. The sample included 4,000 households. The generalisations and conclusions will refer to Estonia as a whole. The team is currently reviewing and validating the data and making preparations for an international database.

The National Audit Office of Estonia asked Statistics Estonia to survey enterprises and analyse the data for its audit "Impact of innovation measures on enterprises' competitiveness". The aim of the audit was to find out whether the state's innovation measures help to boost the innovation performance of enterprises and increase competitiveness. In order to assess the impact of the measures, Statistics Estonia surveyed enterprises that had received innovation performance grants from Enterprise Estonia in 2004–2012 and, for comparison, also surveyed enterprises who had not received grants. The enterprises who had received grants were asked to describe the impact of the support on the enterprise's economic indicators (turnover, exports, value added), whether they had developed new products or services, etc. Enterprises that had not received this grant were asked to explain why they had not applied for it. Both groups were asked what kind of support they would like to receive from the state. 1,700 enterprises were interviewed in total. In addition to analysing the survey data, Statistics Estonia analysed the financial indicators of both groups (those who did and those who did not receive grants) using the data of the statistical actions "Foreign trade", Enterprises' Innovation Survey and "Annual financial statistics of enterprises". The National Audit Office will publish the results of the audit in 2014.

The third major non-programme action was the survey "Global value chains and international sourcing", which provides information about medium-sized and large enterprises. The survey was funded by Eurostat and conducted in several EU countries. The results allow us to measure

the globalisation of the operation of Estonian enterprises and the use of cross-border advantages; to analyse the trends and the problems hindering business. The level of globalisation of business in Estonia and in other countries can be compared. The survey results serve as important input for enterprises and allow the preparation of profitable economic policies in Estonia and in the EU. The results have been published in the Statistical Database.

Statistics Estonia started the statistical action “Intrastat simplification”, which is part of the Eurostat project SIMSTAT (Single Market Statistics). It is estimated that the collection and submission of monthly intra-EU trade data to Statistics Estonia accounts for about a half of the respondents’ statistical burden. The SIMSTAT project, which is coordinated by Eurostat and carried out in EU Member States, aims to reduce the administrative burden in the preparation and submission of trade data. As a result of the project, each Member State will be able to modify the system used to collect intra-EU trade data and will have the freedom to use other data sources (above all, identifiable exports data from another Member State). This way, respondents will no longer be required to submit data on imports. Preparations were made for the exchange of exports data, but there were various methodological developments as well to improve the quality of intra-EU trade statistics. The eSTAT data submission channel was modified to allow the submission of large Intrastat (foreign trade statistics) forms. Starting 2014, users can also submit the forms in XML format. These modifications help to save respondents’ time when they submit questionnaires. The project will end in 2016.

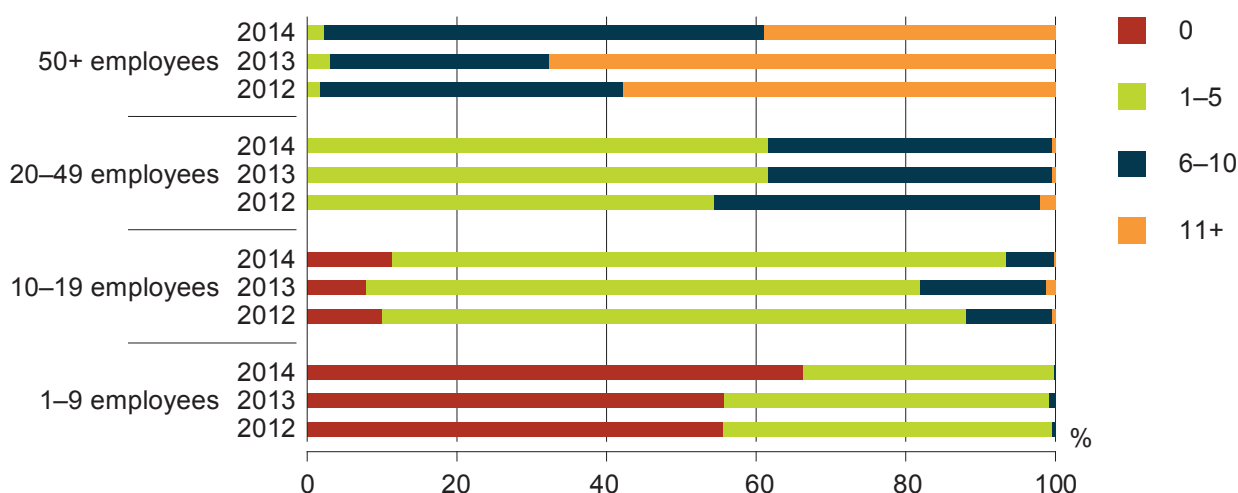
In 2013 Statistics Estonia also launched “Increased availability of gender pay gap statistics” which is a subproject of the Norway Grants programme. Its aim is to make the production of the relevant output indicators faster and ensure the annual monitoring of these statistics. The project focuses on gender equality in the labour market.

RESPONSE BURDEN

Statistics Estonia uses two indicators to assess response burden: the number of questionnaires per respondent and the time spent on completing a questionnaire. To achieve a more even distribution of the burden between respondents, sample surveys are used if possible (i.e. the questionnaires are completed by only a part of the reference group). Also, survey samples are coordinated, which prevents an overlap between different survey samples. In the period 2010–2014, the number of active enterprises has grown by a quarter. At the same time, the number of respondents has grown at a much more moderate pace – by a little over 10% – owing to the use of sample surveys.

Samples can be coordinated better in the group of small enterprises (1–9 employees), where the number of enterprises is big and relatively small samples will suffice. In 2013, 56% of small enterprises did not have to submit any questionnaires, while 43% submitted 1–5 questionnaires and only a small proportion had to submit more than 5 questionnaires. The average number of questionnaires in this group was 1.8 per respondent. In the next group by size (10–19 employees), 92% of enterprises were required to complete a questionnaire of some kind. The burden is considerably bigger for enterprises with 50 or more employees: 68% of these enterprises submitted more than ten questionnaires to Statistics Estonia.

Enterprises by size and number of questionnaires submitted, 2012–2014



The average number of questionnaires per respondent was 2.6, which is bigger than in 2012 (2.5). One enterprise had to submit 26 statistical questionnaires at most. If we consider the frequency of questionnaire completion – 12 separate completions for monthly questionnaires and four completions for quarterly questionnaires – the average number of questionnaires to be completed is as follows: enterprises with 1–9 employees submit fewer than six questionnaires per year on average, while enterprises with 50 or more employees have to complete more than four questionnaires per month on average.

There are no major non-regular statistical actions planned for 2014. Thus, response burden is not likely to increase. The burden will be reduced, because the use of annual reports has reached a new stage at Statistics Estonia – until now, the questionnaires were pre-filled with annual report data, whereas now industrial enterprises with 1–9 employees are completely released from the duty to submit the EKOMAR questionnaire (comprehensive annual questionnaire for enterprises). This means a reduced response burden for about 800 micro-enterprises. In order to expand the use of annual report data for pre-filling, we have changed the submission deadline for non-profit associations. Statistics Estonia is also analysing whether it would be possible to receive annual report data for pre-filling before the reports are approved and signed – this way, accountants could submit statistical questionnaires right after the submission of the annual report to the Commercial Register. The number of questionnaires submitted in 2013 is a preliminary estimate, because over the course of the year new entities will be subjected to reporting (for example, an enterprise may be added to the Intrastat samples if the enterprise's exports or imports turnover exceeds the set threshold). Also, the samples for some questionnaires are drawn at a later time.

To assess response burden, Statistics Estonia has since 2008 asked respondents to indicate the time spent on completing a questionnaire – this question is included in the questionnaires submitted through the electronic data transmission channel eSTAT. Since the response rate for this question is relatively low (10–20%), we use imputation to calculate the total burden. Questionnaires are grouped by the volume of the questionnaire, and the time spent on the completion of each questionnaire is estimated. Intrastat forms are an exception, because a major share of these questionnaires are received through a special channel where respondents are not asked to specify the time spent on completion. The total time spent on completing Intrastat forms has been estimated based on the Intrastat burden survey conducted in 2007 as well as on the number of questionnaires received and the number of items. In 2014 Statistics Estonia plans to conduct another Intrastat burden survey. To improve the response rate to this question, it will become partially mandatory to specify the time spent on completion. In 2013 the average time spent on completing a questionnaire remained on the same level as in 2012.

Average time spent on completing a questionnaire by reporting frequency, 2009–2013

(minutes)

Reporting frequency	1–2 times per year	4 times per year	12 times per year	Total
2009	173	47	110	104
2010	142	37	114	99
2011	165	38	125	110
2012	120	34	123	100
2013	116	33	124	102

On average, the completion of a questionnaire took one hour and 40 minutes in 2013. Annual questionnaires take more time, while quarterly questionnaires are less time-consuming. The average time spent on completing monthly questionnaires is primarily influenced by the extensive Intrastat forms. All in all, Estonian enterprises, institutions and organisations spent 63,400 working days to fill in statistical questionnaires in 2013.

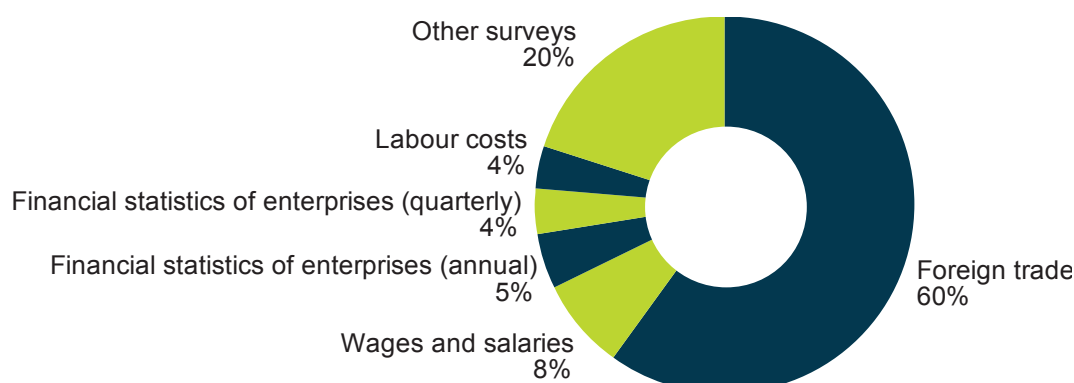
Total time spent on completing questionnaires, 2010–2013

(working days)

	Main statistics	of which Intrastat	Non-regular statistics	Total
2010	56 000	30 000	1 200	57 200
2011	61 000	35 000	6 200	67 200
2012	59 900	36 900	200	60 100
2013	60 200	39 400	3 200	63 400

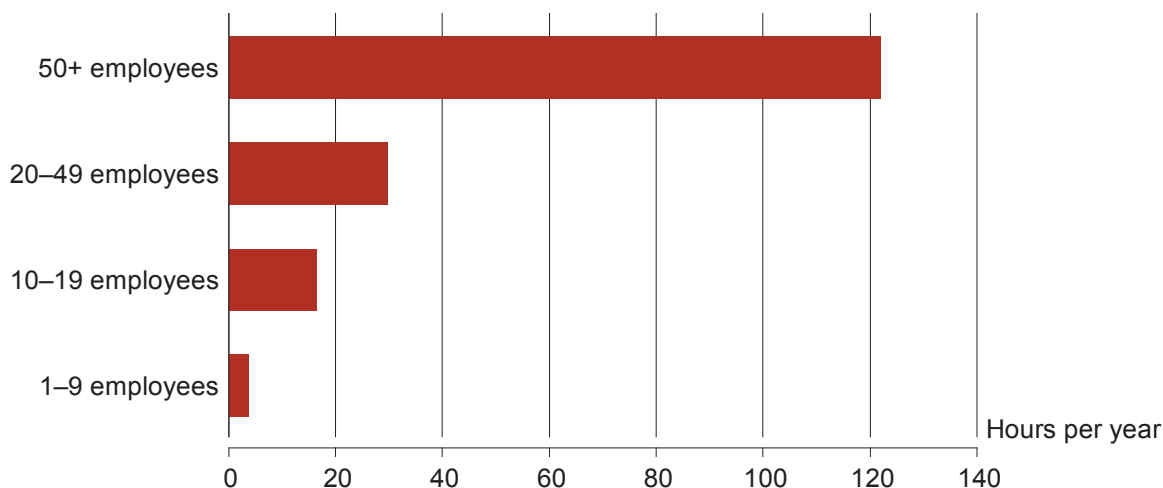
In case of the Intrastat forms, the upturn in the economy has meant an increase in the number of respondents and in the volume of the questionnaires, which in turn causes an increase in the response burden of Intrastat. The burden was also increased by several non-regular statistical actions in 2013 – the biggest of these were “Labour costs” and the Farm Structure Survey. The following figure outlines those statistical actions which in 2013 had a burden exceeding 1,500 working days.

Distribution of response burden by statistical action, 2013



The average response burden depends on the size of the enterprise/institution: the average burden of large enterprises/institutions (50 or more employees) is over 120 hours per year, while small enterprises/institutions (1–9 employees) spend less than 4 hours per year on statistical questionnaires.

Average time spent on completing questionnaires per enterprise by size of enterprise, 2013



Approval of classifications

In 2013, 40 classifications were submitted for Statistics Estonia's approval via RIHA (administration system for the state information system) – 18 of them were approved and 9 were not approved. In case of 13 classifications, the entity seeking approval withdrew the application due to issues with the classification (e.g. it did not meet the necessary requirements). Through RIHA, Statistics Estonia also approved the establishment, implementation and termination of databases and registers. Upon the creation (and implementation, if necessary) of a database or register, the relevant authorities review the use of classifications in the given database.

Designing a new public service for enterprises

In 2013, Statistics Estonia participated in a programme organised by the Government Office and the Ministry of Economic Affairs and Communications whereby participants were taught to design better public services. Among the three ideas chosen for prototyping was Statistics Estonia's new service concept – this data submission service would have a minimal burden on respondents (especially enterprises) and would allow users to immediately see the benefits of providing data. In the service design process, the participants applied all the newly acquired skills and asked for input from the representatives of stakeholders.

The newly designed service is a web environment where each user can create a personalised view always displaying the latest information that the specific user wants to see. At the same time, all the user's obligations and options are listed. With this set-up, respondents can see the connection between the data that they provide and the information offered to them in return. Another new function allows users to create groups and to securely collect and use data about these groups. The outcome of the programme was a prototype that was tested on users. It showed that respondents are very interested in this kind of a tool. Statistics Estonia is looking for resources to make this service available.

USERS' SATISFACTION WITH OFFICIAL STATISTICS

Statistics Estonia has conducted user satisfaction surveys since 1996. The objective of user surveys is to determine the reputation and user perceptions of Statistics Estonia, to specify the need for statistics, to study users' preferences when using statistical products and to get input for product development.

Until 2009, user surveys were conducted at least once a year, focusing both on existing and potential users. Since 2009 user surveys are conducted every second year in order to limit the response burden for users. The previous user satisfaction survey was conducted in 2011 and the next one is scheduled for March 2014. In 2013 Statistics Estonia studied user satisfaction in a specific target group: statistics users who use confidential micro-data for scientific purposes.

An indirect indicator of user satisfaction is the increasing use of statistics, which will be discussed in more detail below.

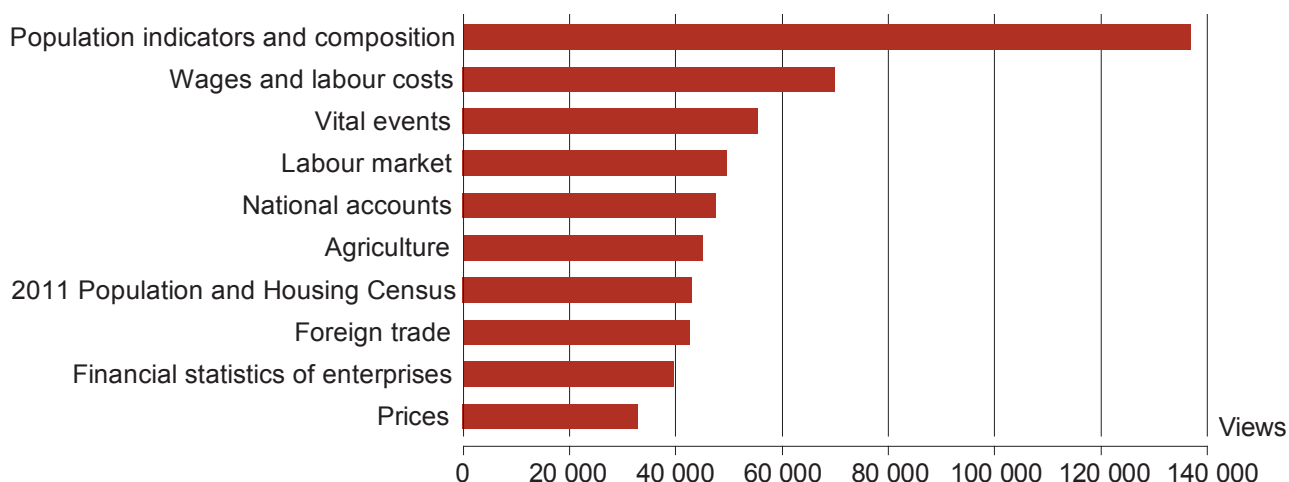
All the information published by Statistics Estonia is available to the public for free on the website www.stat.ee. The number of visitors to Statistics Estonia's website has increased year by year. If we omit the first three months of 2012 (when the website had a huge number of visitors due to the 2011 census) and compare the rest of that year with the same period in 2013, the number of visitors grew by about 10%.

The most popular source of statistical information is the Statistical Database, which saw a slight increase in users compared to 2012.

Users are increasingly using the interactive tools, the pre-defined tables and other ready-to-use materials as a source of statistical information. This is indicated by the active use of regional statistics (the e-publication "Piirkondlik portree Eestist", which was popular already in 2012) and the annually increasing number of people who use the pre-defined tables outlining Estonian and international statistics. In 2013, the number of people using the consumer price index calculator increased by about a quarter compared to the previous year. The number of requests for information received by Statistics Estonia has decreased somewhat, but the requests have become more detailed. This indicates that users are able to find the basic data on their own.

Based on the use of the database and pre-defined tables, the most popular subject areas in 2013 were population indicators and vital events, wages and labour costs, labour market, foreign trade, financial statistics of enterprises, agriculture and the 2011 Population and Housing Census.

Popular subject areas based on the number of views (database and pre-defined tables), 2013

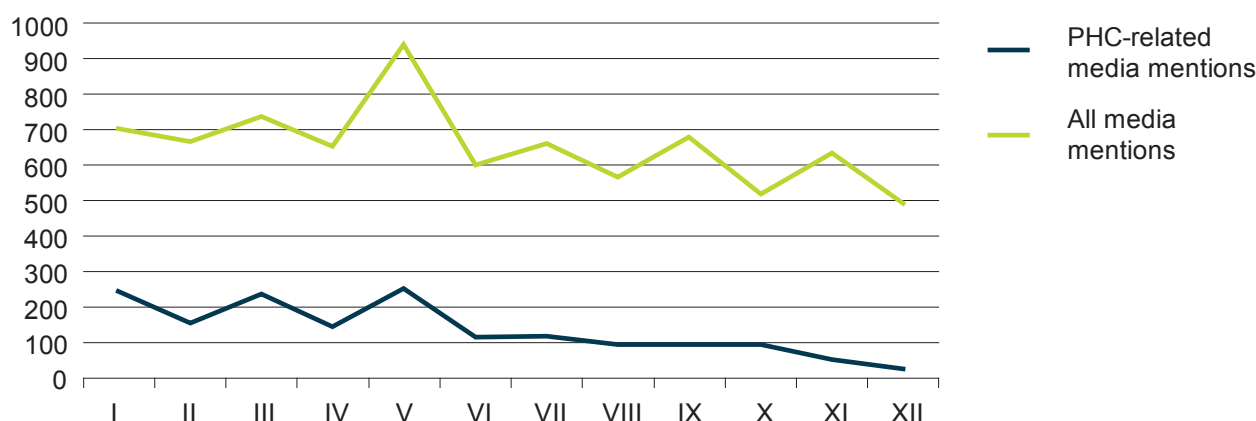


2013 was a busy year for Statistics Estonia: our staff attended nearly 70 conferences, seminars and other events. Statistics Estonia also organised training seminars for respondents and for statistics users (employees of government institutions, university students, librarians and others).

Media coverage

Statistics Estonia did not only publish regular statistics in 2013 but also the results of the 2011 Population and Housing Census. This is reflected in the media coverage – every fifth media mention was related to the census. The last census results were published in October. During the census and when the preliminary results were published in 2012, there was huge public and media interest in Statistics Estonia. Therefore, it was expected that the media coverage decreased somewhat in 2013. Last year there were over 7,850 media mentions concerning Statistics Estonia and official statistics. This is about 1,000 mentions or 12% less than in 2012. On average, there were 22 media mentions per day based on official statistics – down from 24 mentions per day in 2012. There were 654 media mentions per month in 2013, on average. 21% of all the mentions concerned the census.

Media mentions by month, 2013



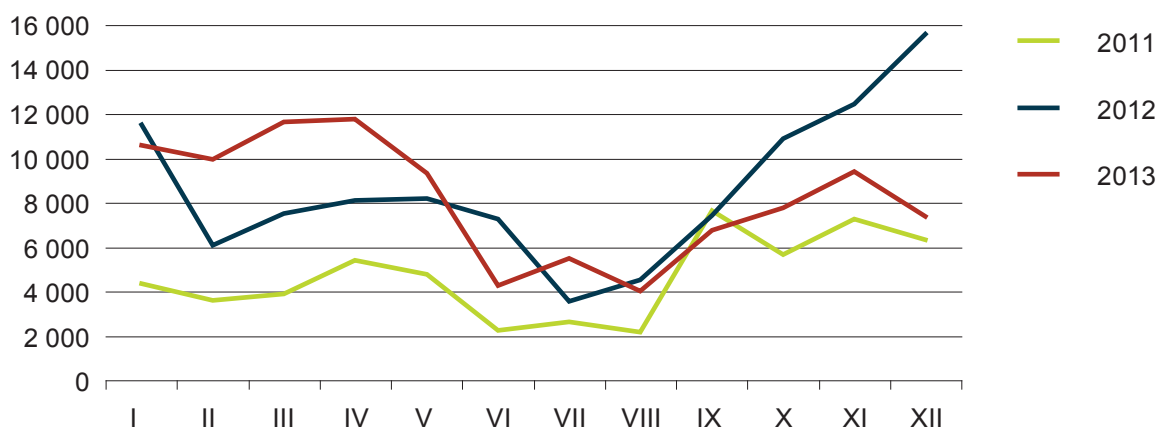
In 2013 Statistics Estonia published 154 news releases, all of which received media coverage. According to the media monitoring, each news release received 26 media mentions, on average, just like in 2012. The media showed the biggest interest in news releases that were accompanied by a press event (the presentations of the Statistical Yearbook of Estonia and the publication “Eesti piirkondlik areng. 2013. Regional Development in Estonia”) or concerned wages and salaries.

The news releases were viewed more than 182,700 times on Statistics Estonia’s website, which means 500 views per day (the corresponding indicators in 2012 were 223,400 and 600). Media reporting on news releases accounted for more than a half of all media mentions.

Statistics blog

In 2012 the blog achieved the highest annual number of visitors and the highest number of readers per blog post. In 2013 there were slightly fewer visitors – about 99,000, i.e. 4,000 less than the year before. The average number of visitors per month was 8,250. In 2013 there were 40 blog posts in total (down from 65 in 2012) which received more than 450 media mentions.

Visitors to Statistics Estonia’s blog by month, 2011–2013



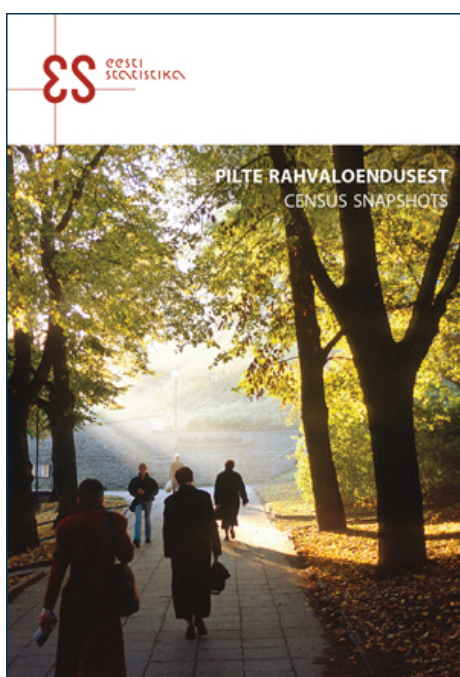
New tool for statistics users – “Estonian statistics” app



At the end of 2013, Statistics Estonia launched a new app for smart devices called “Estonian Statistics”. The app offers the latest statistics and an overview of the most significant indicators about Estonia, including the population, wages, prices, business, construction, real estate, agriculture, trade, labour market, tourism, the environment, census data etc. The statistical information can be displayed as figures, thematic maps and tables. Statistics news give information on new releases and updates. Users of the app can also read the statistics blog (in Estonian) which publishes analytical posts on topical issues.

Android and iOS users can download the app for free from Google Play or App Store. In one month, Statistics Estonia’s app has been downloaded more than 1,100 times. By making statistics available on smart devices, we can promote Estonia and reinforce the good reputation of Estonia’s e-services.

“Pilte rahvaloendusest. Census Snapshots”



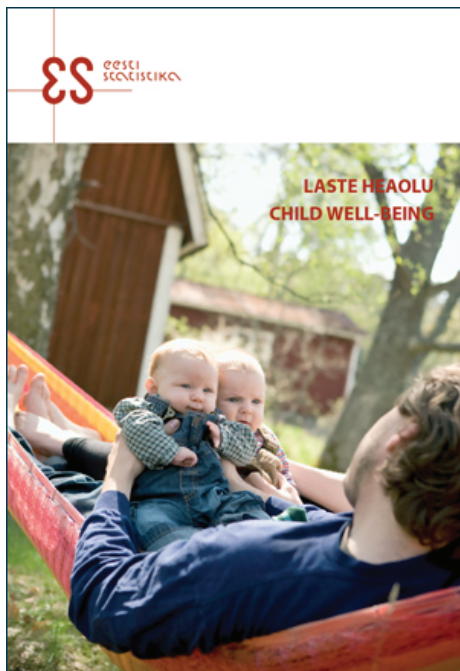
“Pilte rahvaloendusest. Census Snapshots” is a publication issued in 2013 that outlines the results of the 2011 Population and Housing Census, analyses some new trends based on the latest census and gives an overview of the demographic changes in Estonia in the last decade. The publication focuses on the following issues: geographic location of the residents, employment, migration and education. It analyses the changes in these domains and the impact of the trends on life in local government units. The publication was presented at a press launch where attendants learned about the residents working in Estonia and abroad, about their level of education and their incomes compared to the data of the 2000 census.

“Sotsiaaltrendid. 6. Social Trends”



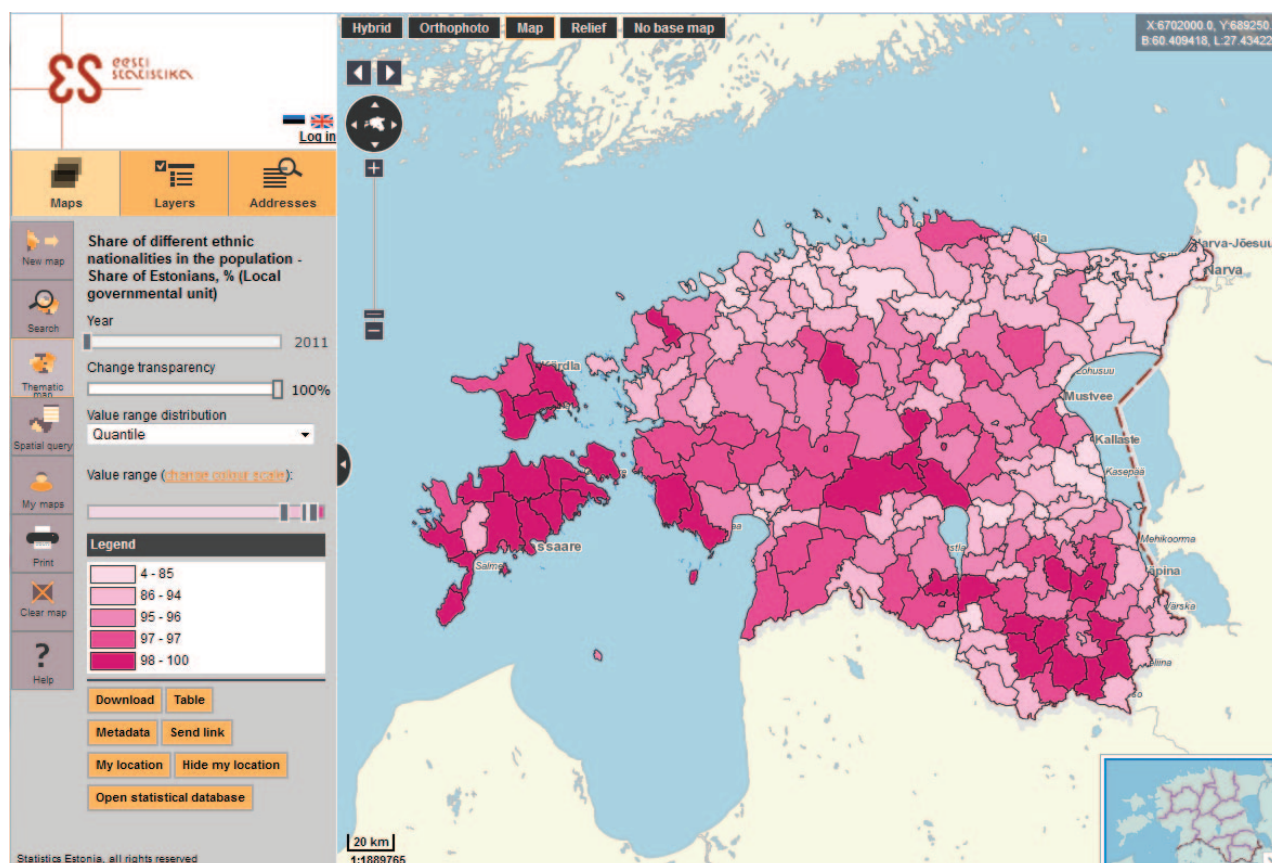
Every three years Statistics Estonia issues the publication “Sotsiaaltrendid. Social Trends”. The 2013 issue was the sixth in the series. It gives an overview of the quality of life in Estonia, using economic indicators as well as non-financial indicators. The main topics discussed are quality of life, living conditions, education, health, time use, social networks and social inclusion, the environment, security and subjective well-being.

“Laste heaolu. Child Well-Being”



The publication takes a comprehensive look at child well-being and gives an overview of child well-being in Estonia. The authors discuss children's environments and living conditions, family structure, financial circumstances, leisure opportunities, education, health, security, the role of the social insurance system and social welfare measures in supporting children, children's opportunities for civic participation, and problems and attitudes related to parenting.

Statistics map application



The statistics map application is a web-based tool that displays location-based statistics – users can view, use and search for thematic maps; download spatial data and data tables; and make spatial queries. The application is available in Estonian and also in English.

The map application mostly presents data collected in the Population and Housing Censuses (or in register-based censuses in the future). But location-based statistics in other subject areas (environment, population, economy, social life) are also available.

The users of the map application can be divided into two groups: unauthenticated users (those who have not logged in) and authenticated users (those that have logged in). Authenticated users have all the same possibilities as unauthenticated users (creating thematic maps and other related actions; downloading spatial data and tables) and they can additionally save thematic maps under their account and submit spatial queries for an area that the user has defined or drawn. The target group of the statistics map application includes persons who need location-based statistics and anyone else who is interested in such data. The application is available to users starting 2014.

Micro-data collected for statistical purposes used by researchers

Since the end of 2010, Statistics Estonia offers research institutions a new kind of access to micro-data collected for official statistics. To generate as much public value as possible from micro-data, researchers should have the best possible access to these data. For the use of confidential data for scientific purposes, safe centres have been set up on the premises of Statistics Estonia in Tallinn and in Tartu. For greater convenience, the safe centres can also be used over a VPN connection – this way, the number of users is not limited to the number of safe centre workstations, and approved users can access the data on Statistics Estonia's server from their own computer. Users are only required to work in Statistics Estonia's premises when using very confidential data (e.g. census data).

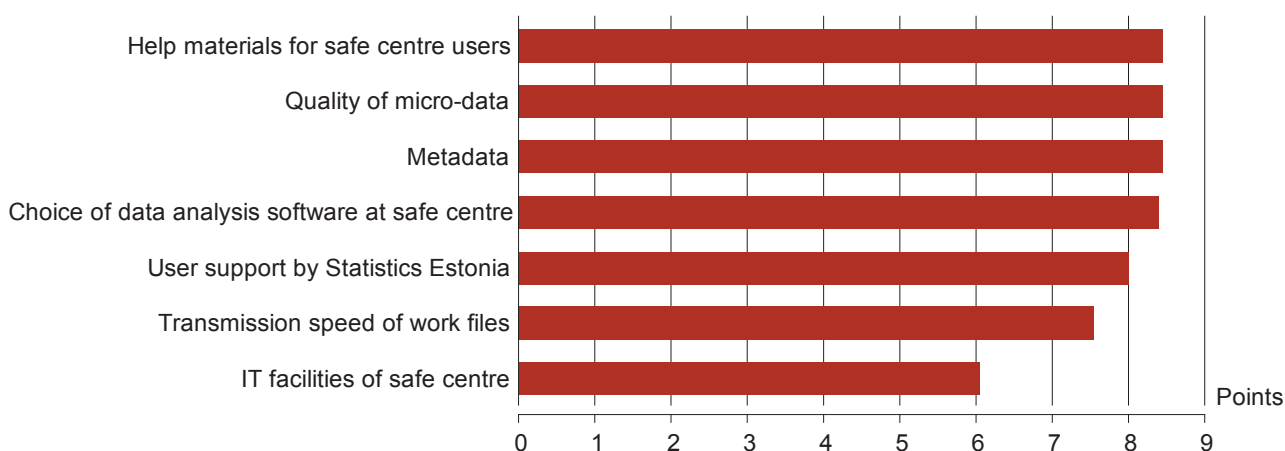
Research institutions are showing increasing interest in the use of micro-data – the number of agreements concluded was 7 in 2010, 13 in 2011 and 27 in 2013. The University of Tartu was the most active applicant for micro-data in 2013 – Statistics Estonia concluded 8 agreements with them granting access to micro-data. In 2013 similar agreements were also concluded with three foreign universities.

So far, the following data have been used most often for scientific purposes: social statistics (e.g. the Estonian Social Survey, Labour Force Survey, Time Use Survey, Work-life Survey), innovation survey data, foreign trade data and financial statistics of enterprises (EKOMAR questionnaire). The research based on the micro-data collected by Statistics Estonia is made available (subject to the author's permission) on Statistics Estonia's website at <http://www.stat.ee/teadustood> (only in Estonian).

Since access to micro-data (at Statistics Estonia's safe centre or via a VPN connection) has been available for more than two years, we conducted a small user survey in April 2013 to get feedback on users' satisfaction and needs, and identify any problems that the users have encountered. The process of applying for data was rated highly by the respondents – submission of the application and receipt of feedback (regarding the application) were rated with 9.1 points, on average, on a 10-point scale. The speed of receiving the data was rated just slightly lower (8.3 points). Nearly a third of the respondents gave a 10-point rating to the submission of the application and the quality of the feedback. 18% gave 10 points to the speed of receiving the data. Most applicants were satisfied with the application process.

In that survey, respondents were also asked to assess the help materials, the quality of data and metadata, the choice of data analysis software, the speed of receiving the results, the IT facilities of the safe centre and user support from Statistics Estonia.

Assessments of micro-data users on a 10-point scale



Overall, micro-data users are satisfied with Statistics Estonia's service. The main problems are IT-related – a slow system and outdated software.

Recommendation index is a very common indicator of customer satisfaction.^a The recommendation index is based on the idea that a person will recommend a service to his/her acquaintances if he/she is satisfied with it. In case of the question "Would you recommend the micro-data service (safe centre, VPN) of Statistics Estonia to your colleague?", nearly 60% of the respondents gave 10 points on a 10-point scale. Overall, the so-called recommenders accounted for more than three fourths of the respondents and there were only two non-recommenders. The recommendation index of the safe centre is 68%, which is very good on the recommendation index scale (a value over 50% is considered very good).

^a On the rating scale 0–10, those who give 9–10 points are considered steady recommenders and those who give 0–6 points are considered non-recommenders. The recommendation index is calculated as follows: the share of non-recommenders is subtracted from the share of recommenders.

Survey of main users

Each year Statistics Estonia asks the main users (ministries and other government institutions, county governments, associations of local governments, trade associations, research institutions) to submit proposals for statistics that should be collected in the coming years. In 2013 we studied which indicators published by Statistics Estonia users actually use. The list of indicators was based on the Statistical Database containing over 6,200 indicators. The goal was to get a thorough overview of the use of statistics and determine whether the scope of current statistical actions should be reduced to free up resources for new actions.

126 people participated in the user survey. The biggest number of respondents worked at the Ministry of the Interior (11) and the Ministry of Economic Affairs and Communications (11), followed by the Ministry of Social Affairs (7), the National Institute for Health Development (6) and Eesti Pank (5). The remaining respondents represented other ministries and government institutions, local governments, research institutions, the Government Office, the Chancellery of the Riigikogu, trade associations and research firms.

The responses showed that every indicator in the published statistics was useful for some respondent. As expected, demographic indicators and average wages are the most popular indicators. These were followed by indicators related to the labour market, income, labour costs, household budget, national accounts, consumer price index and structure of earnings.

The following indicators had the smallest number of users: film production, broadcasting, theatre, museum and print production indicators (cultural statistics); insurance indicators, economic accounts of agriculture, structure of agricultural holdings and communication indicators (economic statistics); environmental protection expenditure, water pollution, changes in biodiversity, and material flow accounts (environmental statistics). Nevertheless, the tables outlining these indicators are certainly not the least-used tables in the Statistical Database.

The survey also showed that there are very few possibilities for reducing the scope of existing statistical actions.

DATA QUALITY IN REGISTERS AND DATABASES

In 2013 the data quality in registers and databases was analysed in connection with the transition to register-based censuses (REGREL).

Population Register – permanent place of residence and interpersonal connections

Permanent/usual place of residence is one of the main census variables. Its quality determines several other variables: address-based household, family, locality, commuting etc. In case of the data on place of residence, we need to consider the technical aspects (the place of residence is registered at the level of dwellings; the dwelling exists and can be linked with other registers containing dwelling data) and data accuracy (difference between the actual and registered place of residence).

The Population Register (PR) is the most important source for data on place of residence. During the development of the REGREL methodology, Statistics Estonia analysed the addresses provided in different registers – the results show that the accuracy of address data in the PR cannot be significantly improved by using other registers.

The accuracy of the address data in the PR was assessed by analysing the place of residence information in the PR and in the 2011 Population and Housing Census (PHC 2011). We analysed the overlap between the address specified in the PR and the address given in the 2011 census, focusing on persons who had the same address in the register and in the census, and on the local government level.

The overlap between PR data and PHC 2011 data is 88% on the local government level. There were certain age-specific patterns: the accuracy of the place of residence registered in the PR was the lowest among 20–24-year-olds (73%), improved up to age 75–79 (95%) and then decreased again (84% for 95–100-year-olds). The data on place of residence are more accurate in case of women.

The technical quality of address data in the PR has improved significantly in the last two years. An address data system has been implemented – it includes address codes and address object codes (ADS_ID and ADS_OID) which allow linking people's address data with the data in other registers (where dwelling data are registered, such as the State Register of Construction Works). As at 1 January 2013, the records of the Population Register showed that an address at the level of dwellings was specified for 96% of residents and ADS_ID was specified for 90% of residents. As at 1 January 2014, these shares have increased slightly. Also, the availability and quality of ADS_ID and ADS_OID have improved. The share of addresses available at the local government and settlement level (3%) has not changed. If address has not been specified at the dwelling level, it is not possible to group people into address-based households. These persons also affect the households where they actually belong.

To identify families in a register-based census (REGREL), Statistics Estonia needs accurate address data and also information about interpersonal connections. The PR has data on a person's mother, father and spouse. As at 1 January 2014, mother's data are available for 75% and father's data for 68% of the residents registered in the PR. Information about parents is more likely to be available for persons born in Estonia (mother's data for 88% and father's data for 80% of these residents). Among children aged under 15, mother's data are available for almost 100% and father's data are available for 92%. For objective reasons, mother's and father's data are available for only 9% and 7% (respectively) of persons aged 75+. Compared to the situation as at 1 January 2013, the availability of data on parents and spouse in the PR has improved a little.

Electronic annual report

As part of the Eurostat-funded project “Developing a methodology for statistics production using combined administrative data sources and surveys”, Statistics Estonia assessed the possibility of using the note “Inventories” (a note to the annual financial statements) for the statistical action “Annual financial statistics of enterprises”. We analysed how enterprises report the inventories (raw materials and materials, work in progress, finished goods, merchandise purchased for resale, prepayments to suppliers) and considered possible imputation methods to compensate for missing data. When the annual report is submitted, the enterprise is free to decide which notes to include. Therefore, we know the total value of the inventories in the balance sheet for all enterprises, but in case of about a third of the enterprises we do not know the inventory items, because the enterprises have decided not to file this note. For the purposes of the statistical action “Annual financial statistics of enterprises”, we need to replace the missing inventory items. The testing of imputation methods will continue in 2014.

NEW STATISTICAL ACTIONS IN 2014–2018

The list of statistical actions for 2014–2018 contains 15 new statistical actions. Six new actions are stipulated by European Community (EC) regulations and two are development actions related to EU statistics (“Purchase, selling and rental prices of agricultural land” and “Simplification of Intrastat”). Four new actions have been requested by government institutions (“Population development”, “Health and living conditions of elderly people”, “Foreign trade in services” and “Warehousing of the data of social surveys and vital events for previous years”). Three new actions focus on quality improvement.

Based on type, two new actions fall under main statistics and seven actions fall under non-regular statistics. Four actions focus on development and two actions focus on statistical analysis.

No.	Name of statistical action	Estimated cost, thousand euros					Reason for inclusion of the action	Type of statistical action
		2014	2015	2016	2017	2018		
1	Purchase, selling and rental prices of agricultural land	27.7	14.4	14.8	15.2	15.6	Related to EU statistics	Development
2	Organic farming	5.0	5.1	5.2	5.3	5.4	EC regulation(s)	Main statistics
3	Foreign trade in services	–	2.7	2.8	2.9	3.0	Requested by the Ministry of Economic Affairs and Communications	Main statistics
4	Simplification of Intrastat	11.6	100.0	–	–	–	Related to EU statistics	Development
5	Revision of the data of population and social surveys based on the data of the 2000 and 2011 population censuses	23.2	–	–	–	–	Improvement of statistics	Non-regular statistics
6	Population development	37.0	–	–	–	–	Requested by the Ministry of the Interior	Statistical analysis
7	Comparison of census databases	–	28.2	28.2	–	–	Improvement of statistics	Non-regular statistics
8	Updating of the population grid map	15.0	15.4	15.8	16.2	16.6	EC regulation(s)	Statistical analysis
9	Health and living conditions of elderly people	–	12.1	–	12.1	–	Requested by the Ministry of Social Affairs	Non-regular statistics
10	Social Survey module “Material deprivation”	40.1	4.0	–	–	–	EC regulation(s)	Non-regular statistics
11	Labour Force Survey module “Young people in the labour market”	–	5.7	16.0	1.9	–	EC regulation(s)	Non-regular statistics
12	Labour Force Survey module “Entrepreneurs and sole proprietors”	–	–	5.7	16.0	1.9	EC regulation(s)	Non-regular statistics
13	Labour Force Survey module “Reconciliation of work and family life”	–	–	–	5.7	16.0	EC regulation(s)	Non-regular statistics
14	Warehousing of the data of social surveys and vital events for previous years	26.8	26.8	–	–	–	Requested by the Ministry of Economic Affairs and Communications	Development
15	Restoration of time series	24.0	24.0	24.0	–	–	Improvement of statistics	Development

NEW OFFICE BUILDING

Statistics Estonia's new office building, located at Tatari 51 in Tallinn, was officially opened on 1 November 2013. It marked the end of a seven-year project to improve the working environment (this section was written by Ms Taimi Saul who was the project leader since the beginning). The new premises of roughly 5,000 sq. metres are used by more than 300 employees. Statistics Estonia is the sole tenant of the building.

The search for new premises began in 2006. By that time, the former premises at Endla 15 were in a bad state and the conditions no longer met occupational health standards. The building kept changing owners, yet none of them invested in renovation.

Riigi Kinnisvara AS (State Real Estate Ltd, hereinafter RKAS) did not have any suitable rental premises available for Statistics Estonia. Due to government budget limitations, RKAS was unable to fund the construction of new rental premises. Thus, in 2011, RKAS invited tenders for rental premises for Statistics Estonia. There were 22 tenders, nine of which met the specified criteria. The successful tender was chosen based on the highest score, whereas rental price was just one of the many assessment criteria. The following criteria had been set: rental price 42.5%, ancillary costs 12.5%, number and type of rooms and suitability for tenant's needs 17.5%, architectural design (assessment of the outer appearance of the building (or part thereof) and its suitability for the tenant) 5%, technical construction quality 2.5%, location 17.5%, the developer's portfolio 2.5%.

Based on these criteria, the committee decided that the winning tender was submitted by the consortium of Kaamos Kinnisvara OÜ, Vindor Holding OÜ and Kaamos Ehitus OÜ (with the proposed premises located at Tatari 51).

On 11 January 2012, the three parties – RKAS, Statistics Estonia and Vindor Holding OÜ (part of Kaamos Group) – signed agreements on the construction of a new building for Statistics Estonia.

The cornerstone of the new building was laid on 28 September 2012 and the topping out ceremony was held on 8 February 2013, to celebrate the installation of the last beam at the top of the building. On this occasion, it is customary to have a party for the builders, in order to ensure that the building has good luck and good relations with the spirits in the building.

In September 2013, the premises were handed over to Statistics Estonia floor by floor. By the end of September, the premises were furnished and the staff moved in.

The building was designed by AS Nord Projekt. The architect was Kristijan Lind, with interior design by Karl-Erik Tarbe and furniture by AS Kitman Thulema. A time-lapse video of the construction process can be viewed online at <https://www.youtube.com/watch?v=yclPNQnodL4>.



Architecture

The central architectural concept of the building is juxtaposition. The eastern wing has a range of architectural features and is built to the ground, with a dark finish. It is in contrast with the other wing which is perpendicular to the eastern wing and raised on columns, with a white finish and fairly bare appearance. The sides facing Tatari and Vana-Lõuna streets are the most attractive architecturally.

The L-shaped building has six floors above ground. The main entrance is from Tatari street. In the western wing of the 6th floor, there is a south-facing terrace opening towards the back of the building. The terrace has glass walls on two sides to protect against wind.

There are 14 meeting rooms on five floors in the right wing of the building (where Tatari and Vana-Lõuna streets meet). The rooms have been named after small islands in Estonia. The rooms are available for everyone – all departments can book these rooms for meetings and seminars, regardless of the department's main floor. All departments have separate kitchen and lounge areas. The building includes toilets for the disabled.

The technical facilities are located on the first floor with separate access from the car park. The ventilation and cooling equipment is located on the 6th floor.

The symbols of Statistics Estonia are visible on three sides of the building. The most prominent of these are the illuminated grooves in the concrete wall facing Vana-Lõuna street – the grooves resemble the axes used as the background for Statistics Estonia's logo. There is a similar illuminated groove in the concrete wall next to the main entrance.

There is a car park with 120 parking spaces for employees at the back of the building.



Interior design

Statistics Estonia's new office building uses bright, bold colours and contemporary materials. White is a main colour, used for walls and furniture. The cheerful accent colours are used on walls and for furniture details. In the halls by the lifts, the architectural concrete surfaces have been left partially bare and are complemented by the board-formed concrete floor tiles. Bare concrete surfaces are also used in the exterior design. The terracotta red tone of Statistics Estonia's logo is used for small but important details in the building. The colour is used for the floor numbers and the desk front panels in the offices. The Perspex chairs and light fixtures in the information centre are in a similar orange colour. Most of the office furniture is made of white laminate, with similar models chosen for management and other staff. The stark white surfaces are balanced by the carpeting in the office rooms and by PVC flooring in the corridors and staff lounges. The PVC flooring has a youthful busy pattern of numbers and letters that symbolise the huge volume of information handled in the premises. The carpet tiles feature red stripes – the red colour harks back to Statistics Estonia's logo. "Less is more" was the principle for wall colours: white predominates, accentuated by bright citrus yellow and teal, which are two of the main colours of Statistics Estonia's visual identity. All in all, the interior design is bold, youthful and contemporary.



Innovative solutions used in the new building

- There are various solar shading elements on the sides of the building. On the south-facing side, the windows have panes with a high solar shading factor – the transfer of solar heat energy is 16% smaller compared to other windows, while the transparency coefficient remains high. On the western facades, there are vertical shades by the windows preventing the access of direct sunlight.
- The building uses automatic lighting. The lighting is motion-activated and regulated according to the intensity of natural light. Lighting control based on actual needs is not very common yet in offices, since these systems are relatively expensive. The use of correct lighting prevents glare and reduces thermal radiation from light fixtures, which in turn reduces the cooling

burden of the premises. Automatic lighting saves about 20% of the energy compared to regular lighting systems.

- The air extracted from the toilets, lift shafts and smoking room is transferred through a heat exchanger. It is common that the warm air extracted from these rooms (which is contaminated and cannot be mixed with the replacement air supply) is released directly in the atmosphere. In Statistics Estonia's new building, these rooms have extraction systems equipped with intermediate heat transfer (whereas exhaust air is safely separated from fresh air). This ensures greater energy efficiency and energy savings.
- The building automation systems are remotely monitored and controlled. This means that building maintenance and the monitoring of daily alerts are significantly faster and more cost-effective. With such automated systems, it is possible to determine (over time) the optimal settings for the technical systems, based on the tenant's needs and working practices.
- The building has two lifts which generate electricity from the braking force and transfer it to the building's power network. LED lamps are used in the lifts. When the lifts are idle, the lighting in the lifts is turned off. Advance opening is used in the lifts, which means that the doors start to open before the lift stops. With advance opening, the lifts move faster between floors and the waiting time is shorter.
- In the eastern wing, the rooms feature modular partitions that can be removed or relocated to flexibly change room sizes.

We hope that Statistics Estonia can stay in the new premises for a long time and that the improved working conditions boost performance and efficiency.



NEW STRATEGY, STRUCTURE AND WORK PROCESS

In 2013 Statistics Estonia prepared its strategy for 2013–2018. It is the third comprehensive long-term development strategy created by the statistical office of the Republic of Estonia.

Mission

The main task of Statistics Estonia is to provide reliable and objective information about Estonia.

Statistics Estonia has been established for the production of official statistics. Official statistics are public information that complies with specific principles and quality criteria. These have been agreed by the United Nations Economic Commission for Europe and in the Treaty on European Union. The principles and criteria are defined in detail in the European Statistics Code of Practice. Compliance with the Code of Practice is assessed by independent experts. Estonia underwent a peer review in 2006 and will be reviewed again in 2014.

Reliability means that the official statistics produced by Statistics Estonia reflect the real situation as accurately, truthfully and consistently as possible, and that the data sources and statistics production methods are chosen on the basis of scientific criteria.

Objectivity means that the statistics are produced in a systematic and impartial manner, which requires adherence to professional and ethics standards and the transparency of all activities for users and respondents.

The mission statement highlights two of the six quality criteria of official statistics (impartiality, reliability, objectivity, professional independence, cost-efficiency and statistical confidentiality), but these two cover the rest as well. For example, it is not possible to be reliable without impartiality and equal treatment of users; or to choose production methods without professional independence; or to assume that respondents trust Statistics Estonia with their data when the latter does not adhere to statistical confidentiality.

Statistics Estonia provides information about Estonia. Since Statistics Estonia is a part of the European Statistical System (ESS), it is also responsible for the provision of official statistics about Estonia on the international level. ESS is a partnership uniting Eurostat and the national statistical institutes of the European Union (EU) Member States. As a rule, Eurostat does not produce statistics. Instead, it consolidates the data received from Member States. The partnership ensures that the statistics produced in the ESS are comparable over time and space. The data produced by Statistics Estonia are submitted not only to the EU but also to many international organisations (such as the UN, OECD, etc.).

Statistics Estonia also disseminates European statistics to users in Estonia, relying on its expertise and knowhow.

Vision

Official statistics are the primary source of reliable information.

Given that the amount of available information is growing exponentially, it is more and more important to provide information that is reliable and can be trusted without having to check its quality. Many people who need to make decisions and substantiate their decisions have a critical need for reliable numerical data. Statistics Estonia's potential is to satisfy this public need.

Slogan

Informed decisions!

Statistics Estonia uses the slogan to promote its products and services. The slogan is also used in promotional materials.

Core values

The implementation of Statistics Estonia's mission and vision is based on three core values: reliability, co-operation and innovation. These values are considered in decision-making and communication with stakeholders.

The stakeholders include customers and partners. Respondents and statistics users are Statistics Estonia's customers. The respondents include enterprises, institutions, organisations and other economic units (incl. all public and private registers) and natural persons. Economic units are legally required to submit data for the production of official statistics. As a rule, natural persons provide data on a voluntary basis.

All the people in the society are users of statistics. Users can be categorised in different ways, for example into these three groups: the general public (usually use statistics without acknowledging it, e.g. through the media), specialists (e.g. journalists, government officials, marketing specialists, Eurostat) and researchers (they need very detailed data with thorough explanations).

Statistics Estonia's partners include Eesti Pank, the Statistical Council, the Ministry of Finance, the Information Technology Centre of the Ministry of Finance, the State Shared Service Centre, IT developers, and so on.

It should be noted that one and the same person or institution may be a respondent as well as a statistics user or even a partner for Statistics Estonia.

Main objectives

Statistics Estonia's main responsibility is to ensure the availability of basic statistics on Estonia, which means the completion of the statistical actions listed in the statistical programme and the publication of the output indicators specified in the Government of the Republic Order. Since resources are limited, they have to be used with increasing efficiency. Greater efficiency allows Statistics Estonia to raise the level of wages of its staff. At the same time, it is clear that a big focus on efficiency may affect the quality of official statistics – so much so that this type of information becomes marginal for potential users. If a statistical action needed by some users is not included in the statistical programme (due to insufficient public need), the users must have the possibility to order the production of these statistics for a fee. For this purpose, Statistics Estonia needs to develop the capacity to accept external orders, and describe these services in a user-friendly manner. However, the fulfilment of users' orders must not interfere with the contents and fulfilment of the statistical programme.

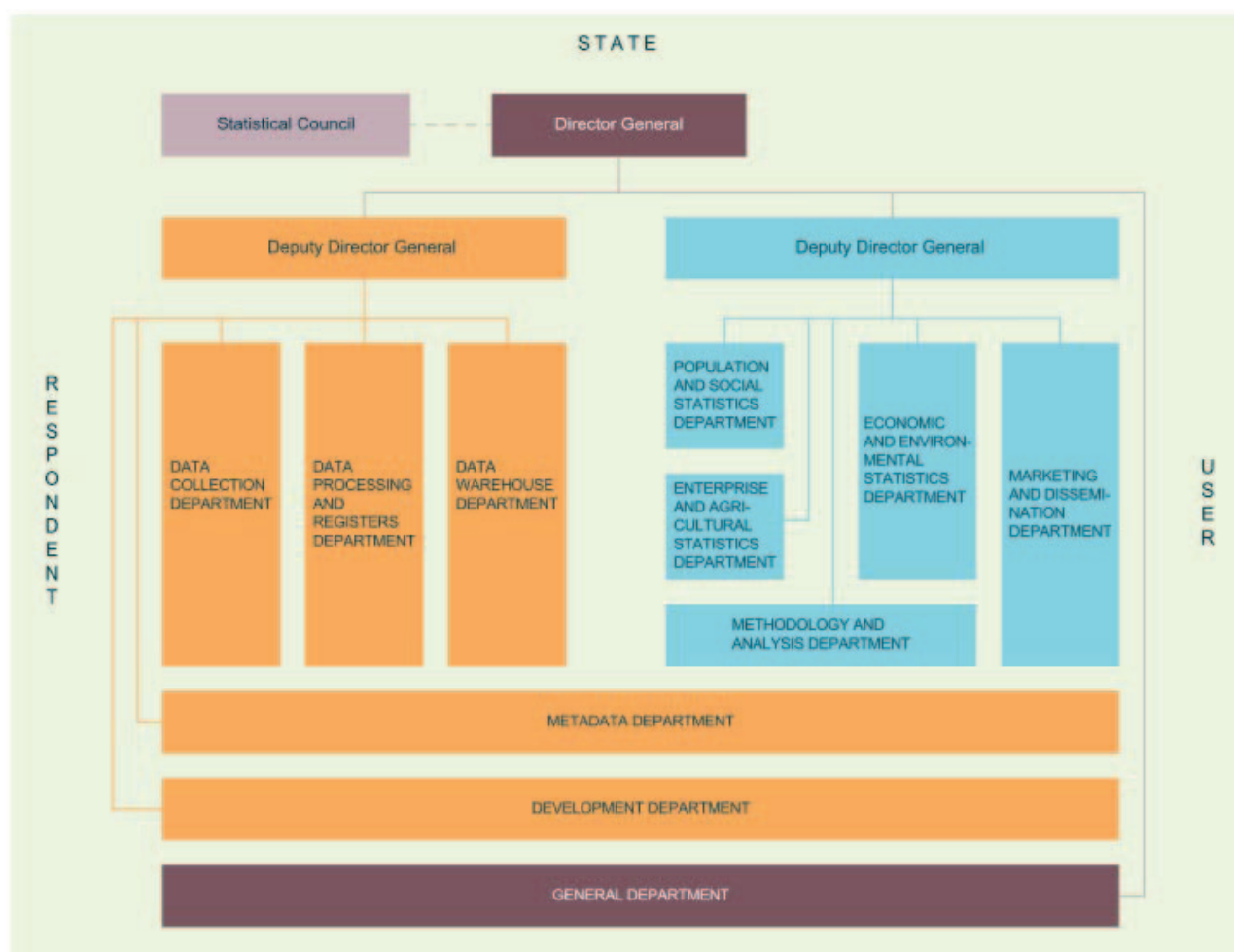
In this strategy period, Statistics Estonia has two main goals: 1) official statistics should cover all relevant domains (that users are interested in) ensuring consistency in the long term (comparability over time); 2) these statistics should be clear and understandable, and made available as fast as possible.

Thus, Statistics Estonia has five main objectives for the period 2013–2018:

- Produce relevant, understandable statistics;
- Measure changes fast;
- Provide basic statistics on Estonia;
- Ensure efficient use of resources;
- Develop the capacity for users' orders and develop the services.

During the formulation of the strategy, the team realised that the existing structure and work process had to be changed significantly in order to be able to fulfil external requests and achieve the objectives. Since the move to the new premises had already been scheduled for the end of September, there were only a few months left for reviewing the organisation structure and work process – it did not seem reasonable to relocate with the old structure in place. Thus, in the summer and autumn, the strategic planning was overshadowed by the big move and the restructuring. The finalisation of the strategy and the definition of the main directions and indicators continued in late autumn in the new building with the new structure.

The new structure is a step towards a process-based structure and reflects the generic statistical business process model. One department's output serves as input for another department. Most departments are now each responsible for one phase of the model. The figure below outlines Statistics Estonia's new structure where the business process flows from left to right, i.e. from respondents towards users.



The restructuring reduced the number of executive positions and the new structure is flatter. The old structure consisted of departments that each had 3–4 services. Now there are no services in the departments, which have 30–40 employees each.

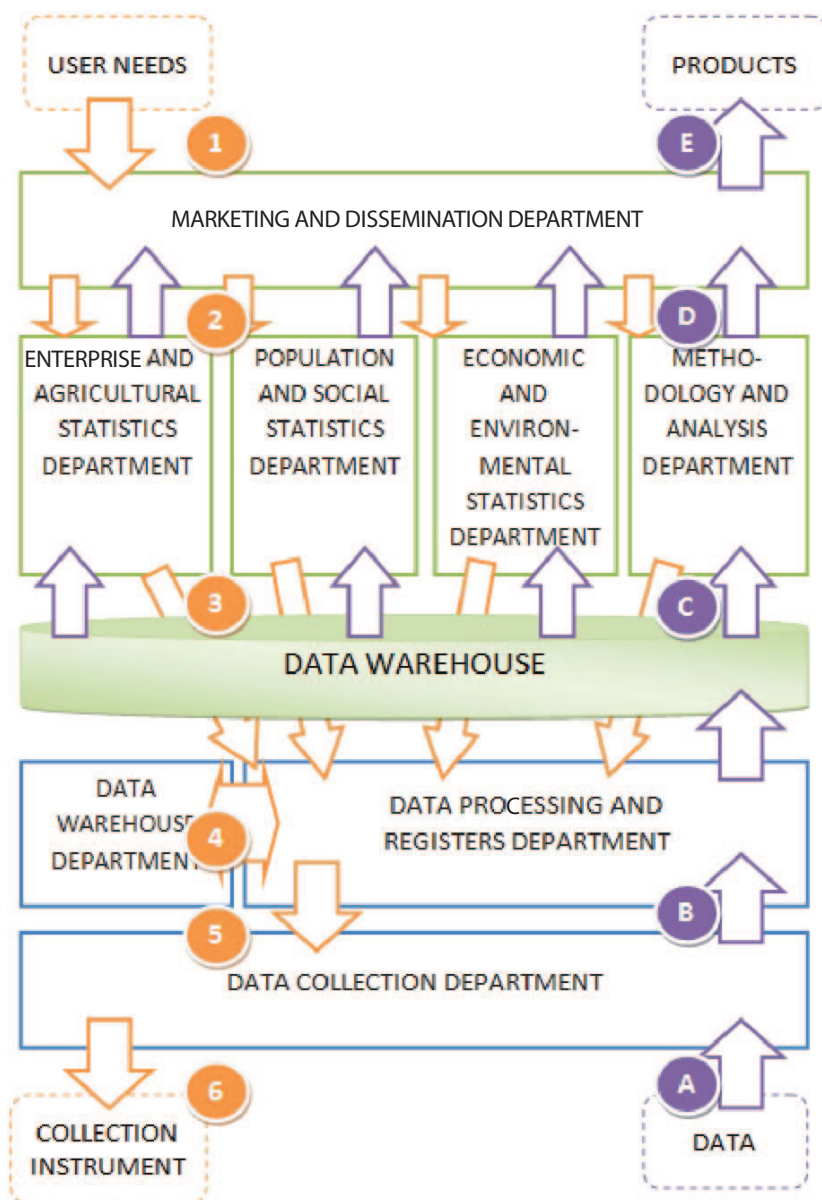
The key word of the restructuring was specialisation. It means that each department focuses on a specific phase of the statistical business process model, on specific sub-processes or on support processes.

In the new structure, there are three statistical subject-matter departments, formed on the basis of the five departments in the old structure. Data processing and the production system were separated from these functions and assigned to dedicated departments. The review of collected data is the task of the Data Collection Department. This work structure allows the subject-matter departments to focus on statistical analysis. As some of the duties of subject-matter departments were reassigned to other departments, it was possible to combine more subject matters in a single department. Thus, the Agricultural Statistics Department was merged with the Enterprise Statistics Department, which is now called the Enterprise and Agricultural Statistics Department. Wages and salaries statistics were transferred from the Price and Wages Statistics Department to the Enterprise and Agricultural Statistics Department, while price statistics are now under the Economic and Environmental Statistics Department.

The Methodology Department and the Marketing and Dissemination Department were reinforced so that Statistics Estonia could introduce new data sources quicker, apply newer and relevant production methods and give more consideration to users' needs in the provision of statistical products.

The restructuring supports changes in Statistics Estonia's work process and ensures that, despite limited resources, we will be better able to cope with the growing demand for official statistics.

Here is a brief description of Statistics Estonia's work process (see the figure below). The Marketing and Dissemination Department determines, collects and consolidates users' needs (1) which are converted into output indicators by the subject-matter departments and included in the statistical programme as statistical actions (2). Next, the Data Processing and Registers Department determines the input indicators required for the generation of these output indicators (3), specifies the target and sample populations and prepares the questionnaires etc. for data collection (4). The Data Warehouse Department creates the questionnaires, data processing tools and data warehouse (5). The Data Collection Department notifies the respondents that they need to provide data (6). The respondents complete the questionnaires or submit the data to the Data Collection Department via a transmission program. The Department offers user support (A) and checks the submitted data. The Data Processing and Registers Department processes the data (e.g. defines validation rules, manages survey populations and samples, handles exceptions, calculates weights etc.) (B), and stores the data and the quality report in the source data warehouse (C). Subject-matter departments obtain the data from the warehouse and produce the statistics and outputs (D). The Methodology and Analysis Department differs from the other statistical departments – instead of so-called regular production, it mostly tests the suitability of new methodologies and conducts one-off statistical actions not included in the statistical programme. The Marketing and Dissemination Department oversees the channels where the output is made available to users (e.g. the Statistical Database, the home page, publications, etc.) and provides help to users of statistics (E). These departments are supported by the Methodology and Analysis Department, the Metadata Department, the Development Department and the General Department.



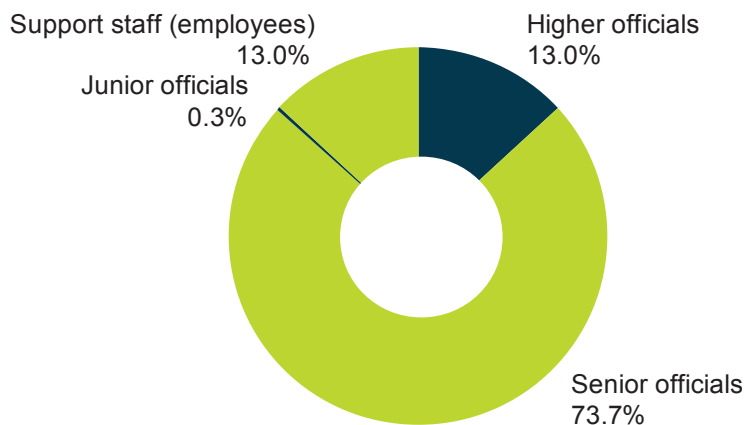
The new structure is in place, Statistics Estonia has moved into the new building and the new strategy will also be approved soon. However, the implementation of the new work process has just begun and will take 6–12 months, depending on how quickly people can adapt. In many cases we need to hire new people, since dozens of positions are unoccupied as a result of the restructuring.

PERSONNEL

New Civil Service Act

The civil service domain in Estonia experienced significant changes last year. The classification of places of employment has changed under the new Civil Service Act (hereinafter CSA), which entered into force on 1 April 2013. Under the previous version of the CSA, places of employment were categorised as follows: higher officials (executives), senior officials (Statisticians, Analysts, Personnel Specialists, Methodologists etc.), junior officials (Junior Administrative Assistants) and support staff (Interviewers and Price Data Collectors). These categories are no longer used pursuant to the new CSA.

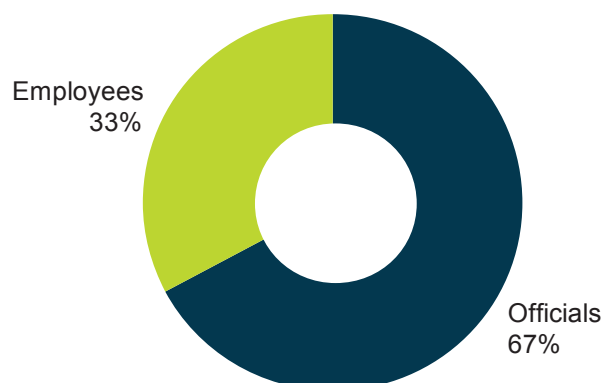
Official staff until 31 March 2013



The new staff list in force since 1 April 2013 is divided into officials (appointed under the Civil Service Act) and employees (employed under the Employment Contracts Act).

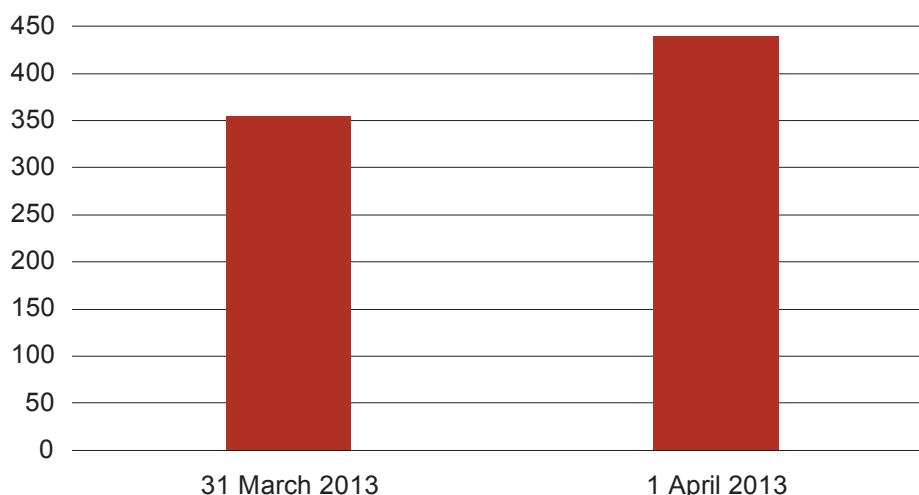
Previously only Interviewers and Price Data Collectors were hired as employees. Pursuant to the new CSA, the public servants providing support services (accounting, human resources, administrative functions, IT, maintenance etc.) are also employed under the Employment Contracts Act starting 1 April 2013. The number of Interviewers is also bigger. As a result, the number of staff positions with employment contracts has increased over three times.

Official staff as of 1 April 2013



The category of non-staff officials was abolished with the new Civil Service Act and all positions fulfilled for a fixed term are now also considered regular staff positions. As a result, the official staff of Statistics Estonia increased by 19.3%.

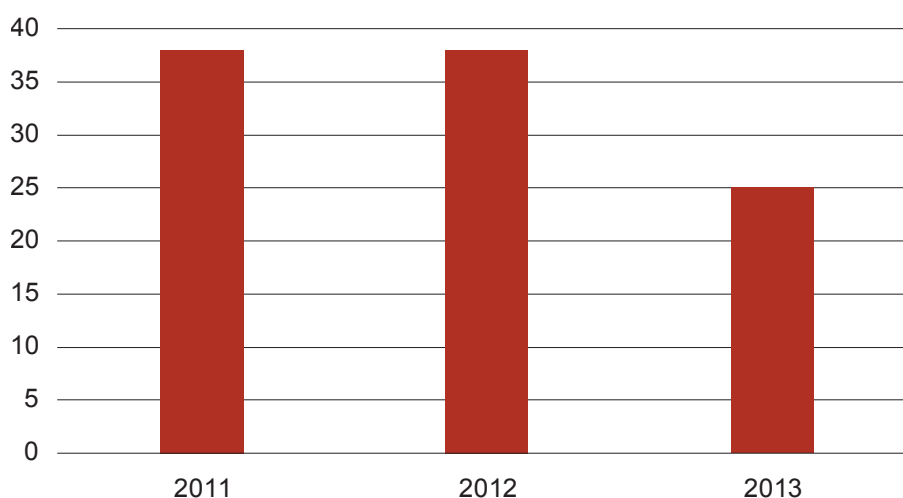
Official staff pursuant to the previous and current Civil Service Act



Fewer executive positions

2013 was a year of big changes for Statistics Estonia as the organisation was restructured in line with the revised strategy. The new structure, which is in force since 1 October 2013, no longer has services as sub-units in departments. To compensate, department heads have one or two deputies. Also, the position for a second Deputy Director General was created. As a result of the restructuring, the number of executives in the personnel fell by 34.2%.

Number of executive positions on the staff, 2011–2013



Labour turnover

In 2013, there were changes in the groups of public servants used to calculate labour turnover (see the footnotes under the following table). Therefore, the comparison with previous years is not accurate.

Nevertheless, it is clear that staff turnover has increased. One possible reason is the major restructuring within Statistics Estonia which caused and still causes additional stress and tension among staff. People keep an eye on vacancies on the labour market and, upon finding something suitable, choose a more stable employer that is not in a whirlwind of change like Statistics Estonia.

Labour turnover^a, 2008–2013 (percentages)

Group of public servants	2008	2009	2010	2011	2012	2013 ^b
Executives ^c	11.1	0.0	6.4	4.2	2.1	3.0
Senior specialists ^d	—	—	—	—	—	1.9
Mid-level specialists ^e	17.1	5.6	7.1	9.2	6.0	12.4
Junior specialists ^f	0.0	0.0	0.0	0.0	0.0	12.3
Regular staff ^g	16.6	5.6	5.6	6.7	4.2	10.4

^a The number of persons who have resigned is divided by the average number of employees and multiplied by 100. The number includes persons who have resigned on their own initiative, persons who have resigned by agreement of the parties and persons who have been dismissed (e.g. released from service due to age). The table does not include persons who have resigned from service due to the expiry of a term, unsatisfactory performance in the probationary period or unsuitability for the position (qualifications, health); laid-off persons and deceased persons. Until 2012 (inclusive), labour turnover did not include persons who resigned by agreement of the parties.

^b Starting 2013, comparisons with previous years are not accurate since the classification of places of employment and the calculation methodology have changed.

^c Until 2012 (inclusive) the group was called "higher officials" and included the Director General and Deputy Director General, the heads of departments, the heads of services, and other executive positions (e.g. Training Chief, Quality Manager, Project Leader, etc.). Starting 1 January 2013, the group is called "Executives". In the period of 1 Jan to 30 Sept 2013, the group included the Director General and Deputy Director General, the heads of department and their deputies, and the PHC Project Manager. Starting 1 October 2013, executives include the Director General and two Deputies and the heads of department and their deputies.

^d The group did not exist before 2013. Most of the employees in this group were included under senior officials and some (Training Chief, Quality Manager, Project Leader) were included among higher officials. In the period of 1 Jan to 30 Sept 2013, senior specialists included these positions: Development Manager for Data Collection, Financial Manager, Legal Specialist, Communications Manager, Principal Analyst, Principal Methodologist, Project Leader, Methodologist-Analyst, Leading Specialist in Personnel Coordination, Methodologist-Mathematician, Principal Methodologist-Mathematician, Marketing Manager, Senior Analyst and some Senior Methodologists, Analyst, Leading Methodologist, Leading Specialist, Leading Statistician, Leading Statistician-Methodologist. Starting 1 October 2013, the group includes the Financial Manager, Legal Specialist, Communications Manager, Principal Analyst, Principal Methodologist, Marketing Analyst, Legal Adviser, 10 Leading Specialists, 4 Leading Statisticians, 3 Chief Specialists and 3 Project Leaders.

^e Until 2012 (inclusive) the group was called "senior officials" and included all regular staff, except for the Director General and the Deputy Director General, the heads of department, the heads of service, Junior Administrative Assistants, Interviewers, Price Data Collectors, and other executives (e.g. Training Chief, Quality Manager, Project Leader etc.). Starting 2013, the group is called "mid-level specialists" and includes all staff that are not included among executives, senior specialists and junior specialists.

^f Until 2012 (inclusive) the group included only Junior Administrative Assistants. In the period of 1 Jan to 30 Sept 2013, the following positions were included: Data Collector, Data Collection Consultant, Archivist, Junior Administrative Assistant, Building Superintendent, Interviewer, International Cooperation Chief, Assistant, Price Data Collector, Specialist, Statistician (excl. two Statisticians). As of 1 October 2013, the group includes Customer Support Consultants, Interviewers, Price Data Collectors, Statisticians and Assistants.

^g Until 2012 (inclusive) the group included all regular (permanent) staff positions, meaning that positions filled for a fixed term were excluded. In the period of 1 Jan to 31 March 2013, all non-staff (fixed-term) positions were also included in labour turnover statistics. Starting 1 April 2013, all fixed-term positions belong to official staff and are included in labour turnover statistics.

Some facts

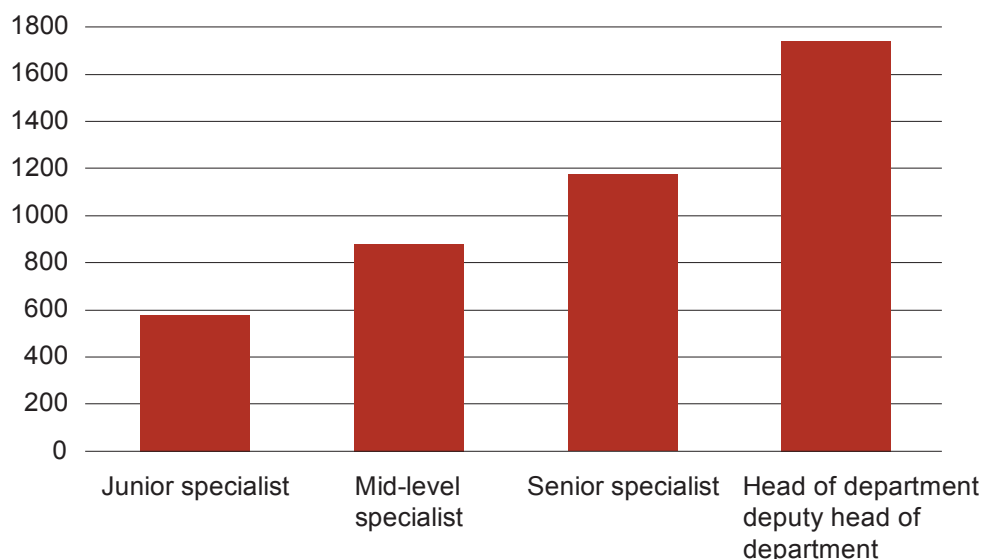
In 2013, an average of 432 public servants worked at Statistics Estonia.

Here are some facts about the personnel (as at 31 Dec 2013):

- 438.6 regular staff positions, including 80 positions for Interviewers and Price Data Collectors and 32.6 fixed-term positions;
- 353.2 staff positions filled (in full-time units);
- 407 public servants (incl. persons whose service was suspended), whereas 84 of them were Interviewers and Price Data Collectors;
- 85% of the staff were women; the share of women was 88% among Interviewers and Price Data Collectors and 84% among other staff;

- 77% of the staff have higher education; this share is 36% among Interviewers and Price Data Collectors and 88% among other staff;
- 53% of the personnel (217) have a Master's degree or doctorate (or the equivalent), including 27% (23) of Interviewers and Price Data Collectors and 60% (194) of the rest of the staff;
- the average age is 46.5 years: 52.3 years for Interviewers and Price Data Collectors and 45 years for other personnel;
- the average length of service at Statistics Estonia is 9 years: 6.8 years for Interviewers and Price Data Collectors and 9.6 years for other staff;
- the longest length of service at Statistics Estonia is 48 years, 11 months and 11 days;
- the most common first names are Anu (7) for women and Mihkel (5) for men;
- there are 260 different first names among the 407 public servants;
- service has been suspended in case of 20 persons (parental leave, maternity leave, suspension of service);
- the average wages of junior specialists (Customer Support Consultant and Statistician, excl. Interviewer and Price Data Collector) are 579 euros;
- the average wages of mid-level specialists (Analyst, Graphic Designer, Leading Statistician, Methodologist, Chief Personnel Specialist, Marketing Specialist, Senior Analyst, Senior Consultant, Senior Specialist, Senior Methodologist, Senior Editor, Senior Translator, Website Designer etc.) are 882 euros;
- the average wages of senior specialists (Financial Manager, Leading Specialist, Legal Specialist, Communications Manager, Principal Analyst, Principal Methodologist, Project Leader, Marketing Analyst, Legal Adviser etc.) are 1,175 euros;
- the average wages of heads of department and their deputies are 1,745 euros.

Average wages at Statistics Estonia, 2013



INTERNATIONAL COOPERATION

Compared to some previous years, Statistics Estonia's employees attended fewer international conferences in 2013. On the other hand, there were many events held in Estonia that our employees attended as participants and speakers.

The first major event organised in Tallinn was the ESSNet Data Warehousing seminar on 20 and 21 March. There were 60 participants from 23 countries. The aim of the Data Warehousing project is to develop more tightly integrated databases and data production systems for use in business statistics. At the seminar, the seven participating countries (incl. Estonia) presented their results to the attendants.

There was another seminar on project results in the spring. On 23–24 May 2013, the final seminar of the ESSnet AdminData WP4 project was held at Meriton Hotel in Tallinn. The seminar was organised by Statistics Estonia in cooperation with the United Kingdom's Office for National Statistics. There were 37 participants from 20 countries. The speakers presented the project outcomes and gave an overview of the methods used in different countries to use administrative data in the production of short-term statistics. There were also discussions about the advantages and risks related to the use of administrative data.

The most significant event of 2013 took place in the autumn: the 25th Conference of the Estonian Statistical Society on 12–13 November, held at the National Library of Estonia. The topic of the 2013 conference was demographic processes in the Baltic Sea region in the 21st century. The main aim was to analyse the factors influencing demographic processes today, and how the changes in population composition are reflected in people's lives as well as in the country as a whole.

The conference was held in two languages: in English on the first day with invited speakers from five countries, and mostly in Estonian on the second day. The 17th Baltic Seminar was held at the same time, featuring speakers from our neighbouring countries and from Slovenia and the Netherlands.

The programme of the Baltic Seminar was dedicated to lessons learned from the 2011 Population and Housing Census. One of the central issues was the release of census data according to European Union regulations and the preparations for the next census round in 2020.

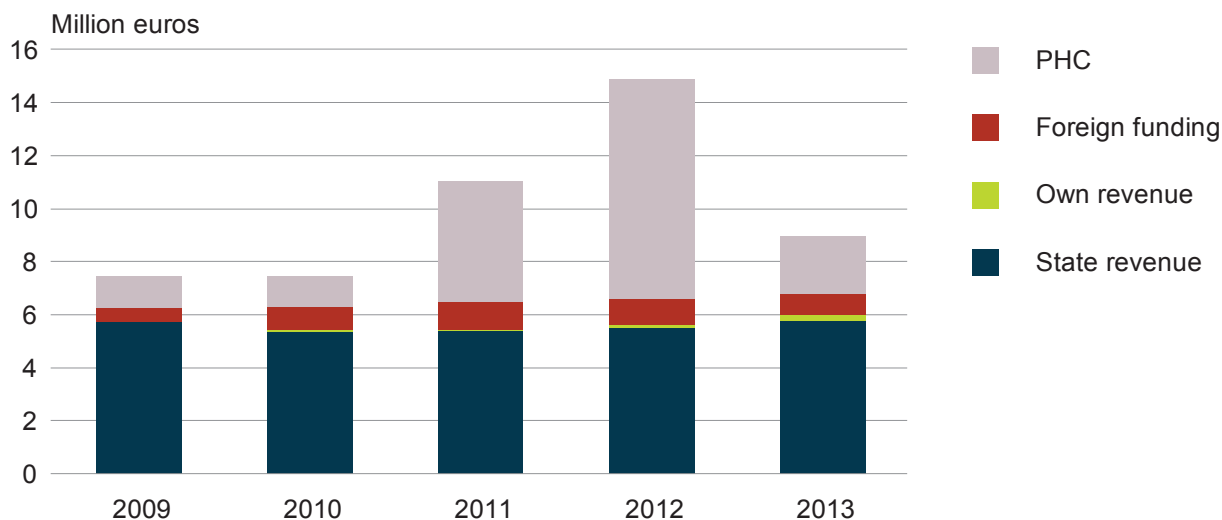
International cooperation was undertaken outside of Estonia as well. For the first time in history, Statistics Estonia was involved in a census monitoring mission organised by the Council of Europe (COE) in Bosnia and Herzegovina from 1 to 15 October 2013. Diana Beltadze, the PHC Project Manager at Statistics Estonia, was assigned by the COE as an observer to monitor the census in the Goražde monitoring area in Bosnia and Herzegovina. The observer's duty was to observe the conduct of the census in a territory where the ethnic composition of the population had undergone significant changes due to ethnic conflicts and the war. In total, 24 observers from European countries took part in the monitoring mission in Bosnia and Herzegovina.

The Deputy Director General of Statistics Estonia Ms Tuulik Sillajõe participated in the task force to develop the Code of Practice peer review methodology. The task force, which met in Brussels, prepared guidelines for the round of peer reviews scheduled to start in 2014 and covering all members of the European Statistical System.

FINANCING

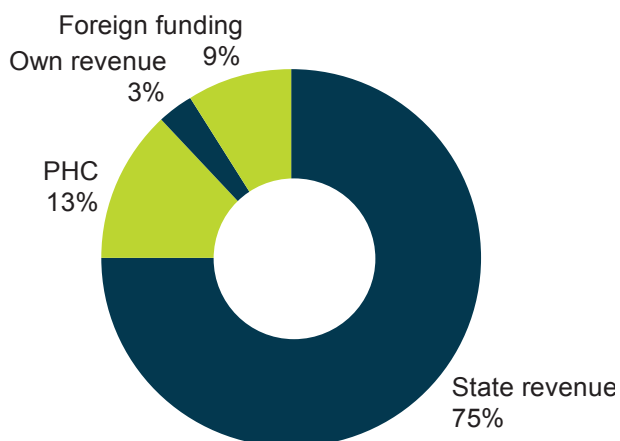
Statistics Estonia covers its operating expenses with state budget funds, income from its economic activities (own revenue) and foreign funding. Population and housing censuses (PHC 2011 and REGREL) receive separate funding from the state budget.

Financing of Statistics Estonia's expenditure, 2009–2013

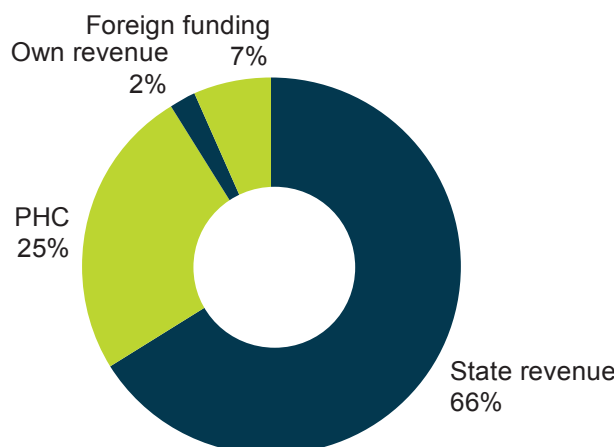


8.95 million euros were spent on Statistics Estonia's activities in 2013. Rental costs increased due to the move into new premises, while PHC expenditure decreased as the PHC 2011 project reached the final stage.

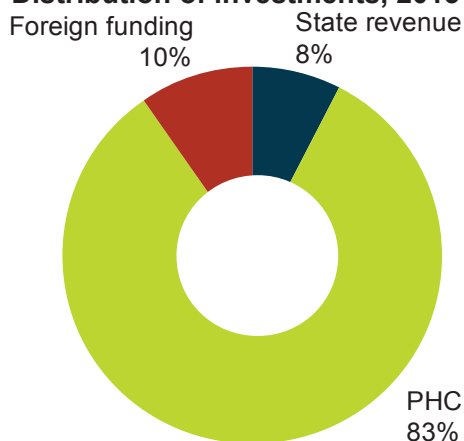
Distribution of personnel costs, 2013



Distribution of administration costs, 2013



Distribution of investments, 2013



Statistics Estonia's operating expenses and investments, 2009–2013
(thousand euros)

	2009	2010	2011	2012	2013
Total expenses	7 443.4	7 469.2	11 235.4	15 212.3	9 053.1
operating expenses	6 562.5	7 035.9	8 395.2	14 999.4	7 920.5
IT investments	880.9	433.3	2 840.2	212.9	1 132.6
Expenditure from state revenue	5 730.2	5 359.2	5 414.7	5 515.3	5 788.7
operating expenses	5 441.9	5 322.1	5 414.7	5 515.3	5 705.1
personnel costs	4 444.4	4 180.8	4 279.3	4 393.2	4 420.0
administration costs	997.5	1 141.3	1 135.4	1 122.1	1 285.1
IT investments	288.3	37.1	0.0	0.0	83.6
Expenditure from the revenue of economic activities	38.0	62.7	34.1	98.4	218.7
operating expenses	38.0	62.7	34.1	98.4	218.7
personnel costs	9.5	52.3	33.7	76.5	176.2
administration costs	28.5	10.4	0.4	21.9	42.5
Expenditure from supports received from the EU and Structural Funds	478.4	863.2	1 044.1	965.5	877.4
operating expenses	478.4	748.0	937.9	965.5	767.6
personnel costs	286.0	524.8	659.5	704.8	634.7
administration costs	192.4	223.2	278.4	260.7	132.9
IT investments	0.0	115.2	106.2	0.0	109.8
PHC 2011 expenditure	1 196.8	1 156.2	4 557.2	8 132.1	1 007.3
operating expenses	604.2	875.2	1 823.2	8 086.4	544.6
personnel costs	296.4	559.7	970.2	5 785.1	294.8
administration costs	307.8	315.5	853.0	2 301.3	249.8
IT investments	592.6	281.0	2 734.0	45.7	462.7
REGREL expenditure	0.0	27.9	185.3	501.0	1 161.0
operating expenses	0.0	27.9	185.3	333.8	684.5
personnel costs	0.0	22.4	140.9	299.6	465.2
administration costs	0.0	5.5	44.4	34.2	219.3
IT investments	0.0	0.0	0.0	167.2	476.5

PUBLICATIONS IN 2013

“Eesti piirkondlik areng. 2013. Regional Development in Estonia”

“Eesti statistika aastaraamat. 2013. Statistical Yearbook of Estonia”

Eesti Statistika Kvartalikirj. Quarterly Bulletin of Statistics Estonia

“Eesti. Arve ja fakte 2013”

“Estonija. Faktõ i Tsifrõ 2013”

“Laste heaolu. Child Well-Being”

“Mini-faits sur l’Estonie 2013”

“Minifacts about Estonia 2013”

“Pilte rahvaloendusest. Census Snapshots”

“Põllumajandus arvudes. 2012. Agriculture in Figures”

“Rahva ja eluruumide loendus 2011. Ülevaade Eesti maakondade rahvastikust” (e-publication)

“Sotsiaaltrendid. 6. Social Trends”



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