

# Bringing the data providers closer to official statistics



## EUROPEAN CONFERENCE ON QUALITY IN OFFICIAL STATISTICS 2024 ESTORIL - PORTUGAL

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EUROPEAN CONFERENCE ON  
QUALITY IN OFFICIAL STATISTICS  
2024 ESTORIL - PORTUGAL

# Statistics Portugal Initiatives

1. WebInq
2. Respondent Support Service
3. Opinion Questionnaire – Statistical Burden
4. Opinion Questionnaire – WebInq, E-forms and Respondent Support Service
5. Feedback to Data Providers
6. Dashboards with indicators and results



eurostat 

The conference is partly  
financed by the European Union



# WebInq



## Electronic response

- Simplify the response processes
- Reduce collection costs
- Increase the quality of the data collected

All the business surveys are available on WebInq

Online response rate

**98,9%**

The screenshot displays the WebInq interface for a user named Isabel Andrade Almeida. The main content area shows a survey unit profile for '01 000000000 - EMPRESA DE DEMONSTRAÇÃO XXX de testes 2014 a 2019 (PRODUÇÃO)'. The profile includes fields for NPC/NIF, Nome, Telefone, E-mail, and CAE Rev 3. Below the profile are navigation buttons: Responder, Entregas, Aderentes secundários, Unidades dependentes, and Alterar dados.

The interface also features a sidebar with navigation options under 'ADERENTE' (Alterar password, Alterar dados do aderente), 'CONSULTAR' (Unidades inquiridas, Mensagens, Perguntas frequentes), 'EXECUTAR' (Ativar chave-mestra, Ativar inquérito, Associar empresa, Responder via ficheiro XML), and 'INTERAGIR' (Apoyo ao aderente).

At the top, there are two tables: 'FORA DO PRAZO' and 'A DECORRER'. The 'FORA DO PRAZO' table lists several surveys with their respective deadlines, and the 'A DECORRER' table lists one upcoming survey.

Unidade	Inquérito	Prazo
01 000000000	ICC 2024 - Mai	10-05-2024
01 000000000	INTRA-CH 2023 - Mar	15-04-2023
01 000000000	INTRA-CH 2023 - Abr	15-05-2023
01 000000000	INTRA-CH 2023 - Jun	15-07-2023
01 000000000	INTRA-CH 2023 - Jul	15-08-2023
01 000000000	INTRA-CH 2023 - Ago	15-09-2023
01 000000000	INTRA-CH 2023 - Set	15-10-2023

Unidade	Inquérito	Prazo
01 000000000	INTRA-CH 2024 - Mai	15-06-2024



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# Respondent Support Service

## E-mail and telephone line to support business respondents

- Help using WebInq and filling the surveys
- Answer any question
- Help consulting and analysing feedback to data providers
- Motivate and encourage the response

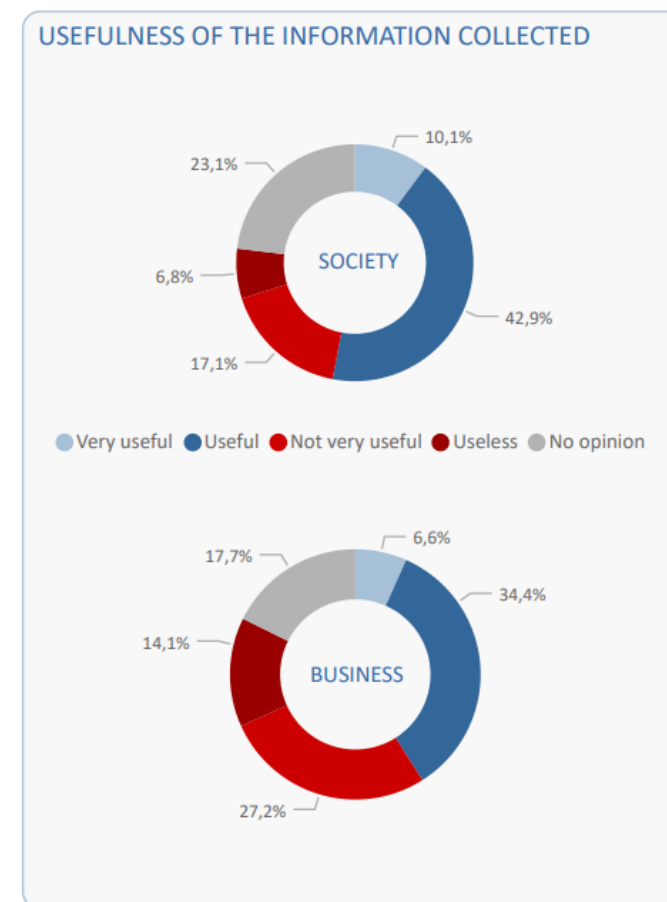
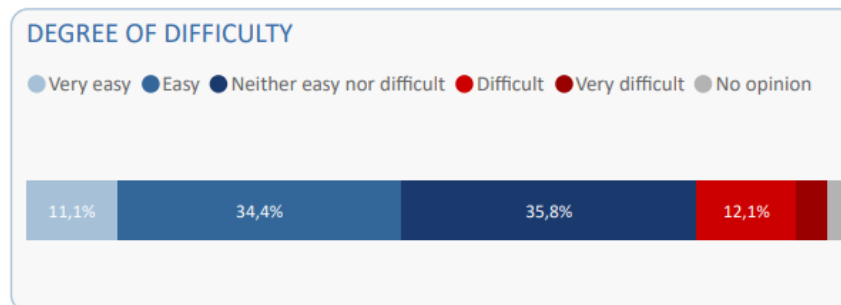
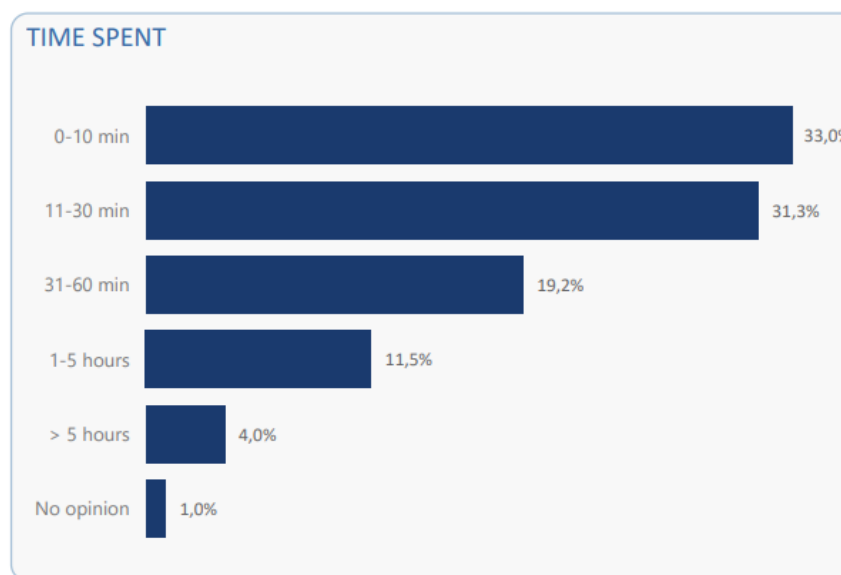
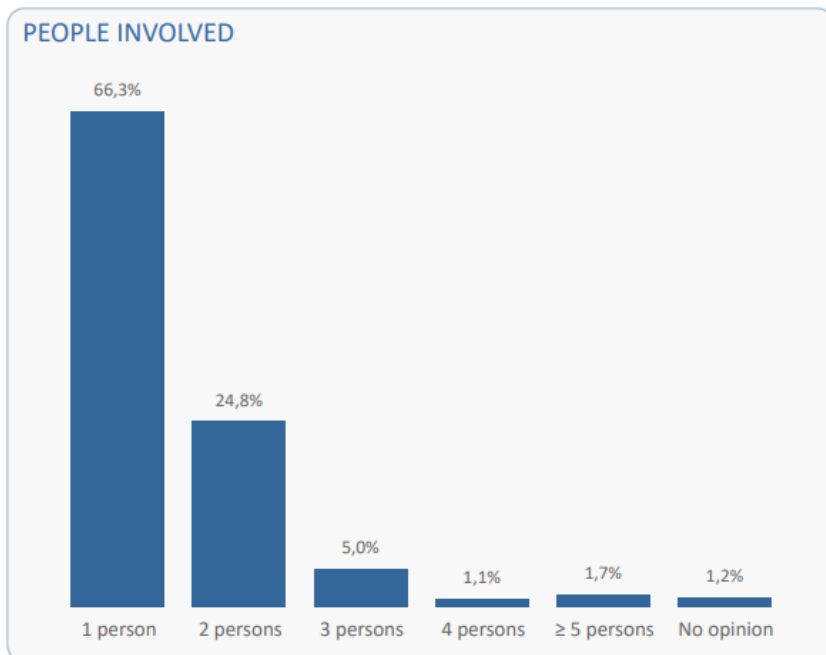
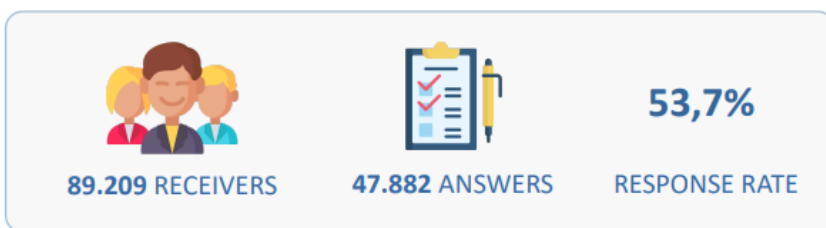
In 2023, the WebInq support team:

- Received and answered **10 432 e-mails**
- Received **11 892 calls**
- **Answered 97,9%** of all the calls





# Opinion Questionnaire – Statistical Burden





# Opinion Questionnaire – Weblnq, E-forms and Respondent Support Service

## Respondent's opinion about Weblnq, e-forms and respondent support service

- Available in 2018 and 2021
- Analyse the efficacy of the improvements implemented
- Collect relevant suggestions for procedures improvement

2018			2021		
56.062	34.572	61,7%	67.877	34.520	50,9%
RECEIVERS	ANSWERS	RESPONSE RATE	RECEIVERS	ANSWERS	RESPONSE RATE

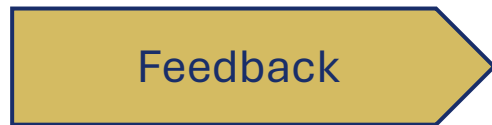




# Feedback to Data Providers

## Provide feedback to the respondents

- Appreciate the collaboration with Statistics Portugal
- Raise awareness about the importance of Statistics
- Promote the statistical literacy



Macroeconomic information

Personalized information

In 2023, Statistics Portugal made available:

- 8 Macroeconomic Feedback
- 21 Personalized Feedback

**CUSTOM FEEDBACK REPORT TO ENTERPRISES**

**IPEB - Perspectives on Export of Goods**  
**MAY 2016**

**ENTERPRISE IDENTIFICATION**

Nome: **Company Test** NPC: 000000000  
 Actividade: **45110 - Trade light vehicles**  
 Region: **11 - NORTH (NUTS II)**

**INTERNATIONAL TRADE OF GOODS - EXPORTS**

**ENTERPRISE INDICATORS, 2015**

**Main destination countries**

Country	Weight
Spain	3.3%
United Arab Emirates	34.7%
France	57.8%
Turkey	0.0%
Estonia	0.2%

**Main exported goods (NCB)**

Code	Description	Weight
84212300	Oil or petrol filters for internal combustion engines	28.0%
87089997	Parts and accessories for tractors, motor vehicles for the transport of two or more persons, motor cars and other motor vehicles principally designed for the transport of persons, motor vehicles for the transport of goods and special-purpose motor vehicles, n.e.c. (incl. of closed-deck forklift)	22.8%
84213100	Intake air filters for internal combustion engines	6.5%
84099900	Parts suitable for use solely or principally with compression-ignition internal combustion engines ("diesel or semi-diesel engines"), n.e.c.	4.6%
84029300	Ball bearings with greatest external diameter > 30 mm	4.4%

**ACTIVITY INDICATORS (Subclass CAE - 45110), 2015**

**Main destination countries**

Country	Weight
United Kingdom	9.6%
South Africa	10.1%
Spain	9.3%
Angola	15.0%
Belgium	18.0%

**Main exported goods by CPA**

Code	Description	Weight
29	Motor vehicles, trailers and semi-trailers	84.4%
45	Wholesale and retail trade and repair services	7.8%
28	Machinery and equipment, n.e.c.	3.6%
26	Computer, electronic and optical products	1.5%
27	Electrical equipment	0.6%

**Main exported enterprises**

Rank	Enterprise	Weight
1	DAMLER, IAG	1.0%
2	TOYOTA CAETANO PORTUGAL, SA	
3	SIVA - SOCIEDADE DE IMPORTAÇÃO DE VEÍCULOS AUTOMÓVEIS, SA	
4	SOCIEDADE HISPANICA DE AUTOMÓVEIS, SA	
5	JAGUAR - AUTOMÓVEIS LISBOA, SA	

**NORTH REGION INDICATORS (NUT II), 2015**

**Main destination countries**

Country	Weight
Spain	4.2%
France	8.5%
Germany	12.1%
United Kingdom	15.4%
United States	25.6%

**Main groups of exported products**

Code	Description	Weight
14	Machinery	14.3%
10	Clothing	12.5%
15	Vehicles and other transport equipment	9.4%
5	Plastics and rubbers	8.2%
11	Shoe	9.0%

**Major exporters**

Rank	Enterprise	Weight
1	CONTINENTAL MABOR - INDÚSTRIA DE PNEUS, SA	0.008%
2	FAURÍCIA-SISTEMAS DE ESCAPE PORTUGAL, LDA	
3	BOSCH CAR MULTIMEDIA PORTUGAL SA	
4	SIMMIA - SIDERURGIA NACIONAL, SA	
5	EMPERCON GMBH SUCCURSAL EM PORTUGAL	

**COUNTRY INDICATORS, 2015**

**Main destination countries**

Country	Weight
Spain	6.7%
France	5.1%
Germany	11.8%
United Kingdom	12.1%
United States	25.0%

**Main groups of exported products**

Code	Description	Weight
14	Machinery	14.3%
15	Vehicles and other transport equipment	11.4%
3	Mineral fuels	7.6%
10	Base metals	7.6%
5	Plastics and rubbers	7.4%

**Major exporting companies - ranking in all enterprises**

Rank	Enterprise	Weight
1	PETROLEOS DE PORTUGAL-PETROGAL, SA	
2	VOLKSWAGEN AUTOEUROPA, LDA	
3	NAVIGATOR FINE PAPER, S.A.	
4	CONTINENTAL MABOR - INDÚSTRIA DE PNEUS, SA	
5	FAURÍCIA-SISTEMAS DE ESCAPE PORTUGAL, LDA	

**INTERNATIONAL TRADE INDICATORS - ENTERPRISE AND NATIONAL TOTAL**

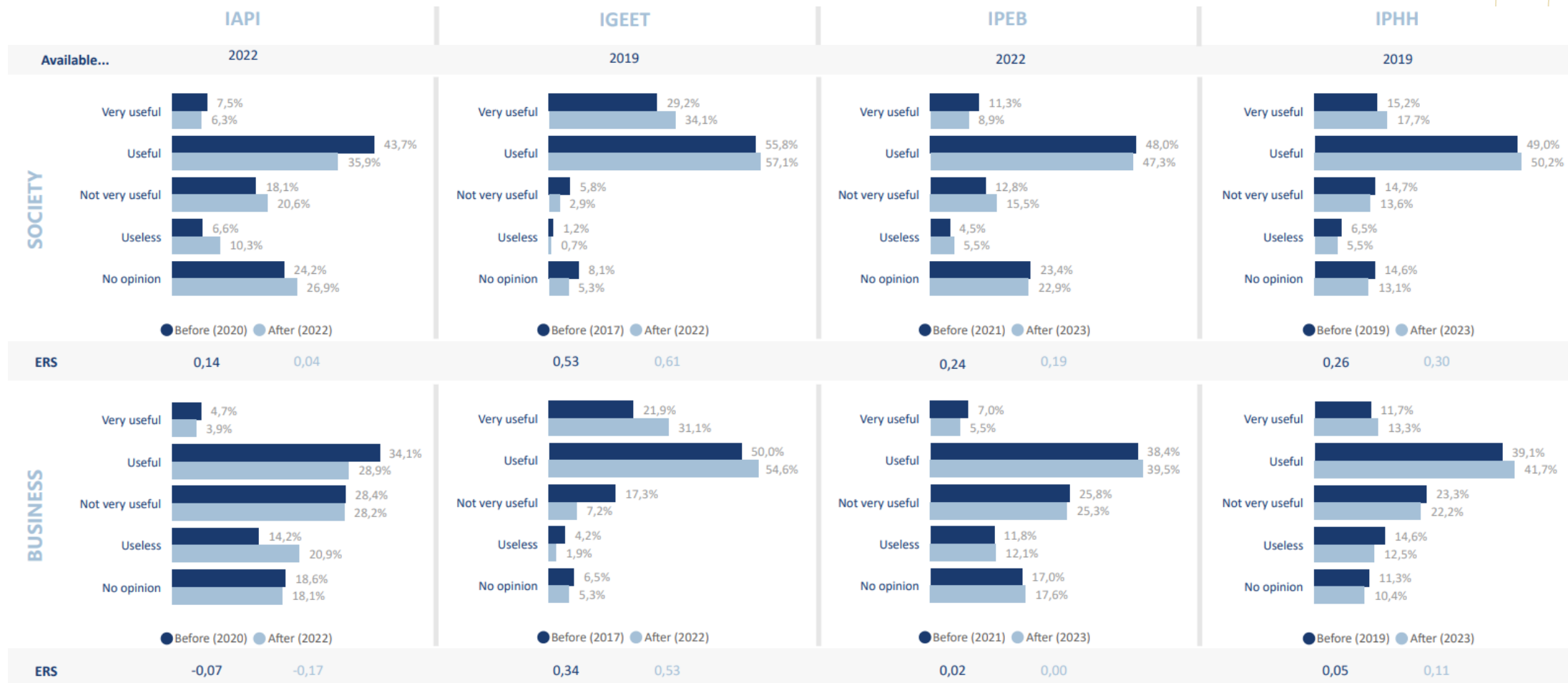
	Total National		Enterprise		Var. rate %	Weight 2015
	2014	2015	2014	2015		
Total	48 052 636	49 862 789	2 006	1 637	-18.4%	0.003%
Intra-EU	34 044 795	36 286 669	6.6%	1 374	-27.2%	0.002%
Extra-EU	14 008 901	13 577 119	-3.1%	632	0.8%	0.005%

**Exports, € (Enterprise)**

Line chart showing exports for Total, Intra-EU, and Extra-EU from Jan-12 to Jan-15.



# Feedback to Data Providers Usefulness



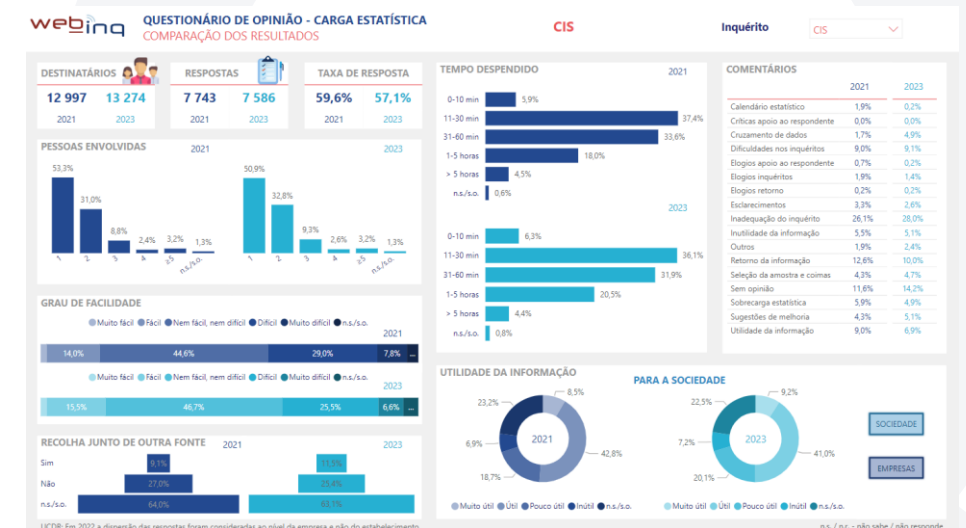




# Dashboards with Indicators and Results

## Dashboards available to business respondents on “Feedback to data providers”

- [WebInq annual indicators](#)
- [Opinion questionnaire – statistical burden – results \(every year\)](#)
- [Opinion questionnaire – statistical burden – results \(comparison\)](#)





## From now on...

- ✓ Keep improving WebInq features and e-forms
- ✓ Extend “Feedback to data providers” to other information areas
- ✓ Create an interactive “Feedback do data providers” through dynamic dashboards
- ✓ Reduce the statistical burden by using administrative data
- ✓ Consolidate a relationship with business which is increasingly seen as a partnership and not just a legal obligation

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Obrigada!  
Thank You!

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