

Response Burden II: How to reduce and manage burden?



Mojca Bavdaž (mojca.bavdaz@ef.uni-lj.si)

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Outline













16:30 Break 18:00







Holistic view of response burden





Two burden concepts





Time needed for a response

€\$£

Costs of responding

Actual RB



Feeling related to response

Perceived RB





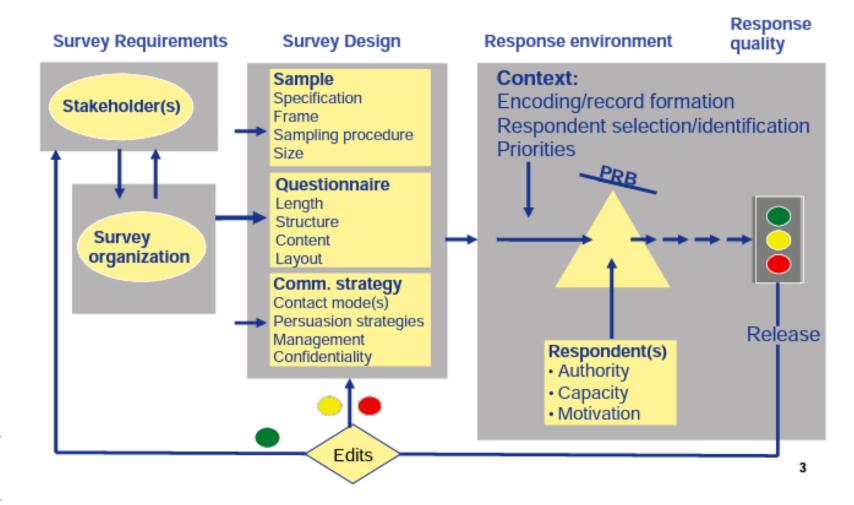
ASSOCIATION ACCREDITED

Cognitive Burden

Time Burden

Total business survey burden model













What actions are commonly used to reduce response burden?





Created by Creative Stall from the Noun Project

Exercise (worksheet)



List of 17 burden-reduction actions, alphabetically ordered.

Assign each action to one type of burden-reduction actions:

- research/survey design
- measurement instrument
- communication

Indicate for each action:

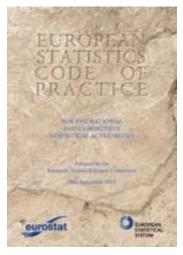
- ✓ if it has to be performed for the entire survey organisation or can target a specific survey;
- ✓ if it abolishes data collection or tries to improve it.





European Statistics Code of Practice





Principle 9: Non-Excessive Burden on Respondents

The reporting burden is **proportionate to the needs** of the users and is **not excessive** for respondents. The statistical authorities **monitor** the response burden and set **targets for its reduction** over time.



European Statistics Code of Practice





Principles addressing political reasons

- range and detail limited to absolutely necessary (9.1)
- administrative sources (9.4)
- data sharing within statistical authorities (9.5)
- linking of data sources (9.6)



Principles addressing methodological reasons

- information sought readily available from business accounts (9.3)
- electronic data collection (9.3)







Principle addressing strategic reasons

• reporting burden spread as widely as possible (9.2)



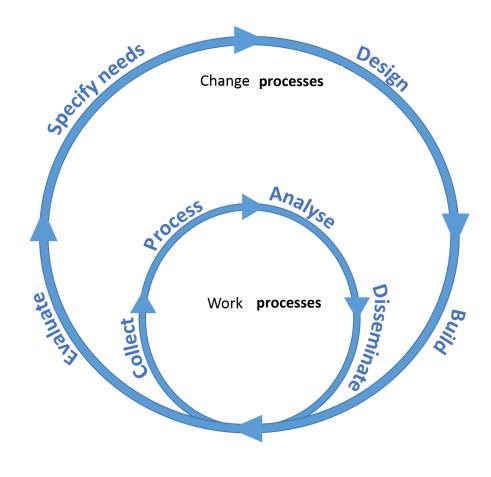


What parts of the GSBPM deal with response burden?



Generic Statistical Business Process Model (GSBPM)







Generic Statistical Business Process Model (GSBPM)



Quality Management / Metadata Management							
Specify Needs	Design	Build	Collect	Process	Analyse	Disseminate	Evaluate
1.1 Identify needs	2.1 Design outputs	3.1 Build collection instrument	4.1 Create frame & select sample	5.1 Integrate data	6.1 Prepare draft outputs	7.1 Update output systems	8.1 Gather evaluation inputs
1.2 Consult & confirm needs	2.2 Design variable descriptions	3.2 Build or enhance process components	4.2 Set up collection	5.2 Classify & code	6.2 Validate outputs	7.2 Produce dissemination products	8.2 Conduct evaluation
1.3 Establish output objectives	2.3 Design collection	3.3 Build or enhance dissemination components	4.3 Run collection	5.3 Review & validate	6.3 Interpret & explain outputs	7.3 Manage release of dissemination products	8.3 Agree an action plan
1.4 Identify concepts	2.4 Design frame & sample	3.4 Configure workflows	4.4 Finalise collection	5.4 Edit & impute	6.4 Apply disclosure control	7.4 Promote dissemination products	
1.5 Check data availability	2.5 Design processing & analysis	3.5 Test production system		5.5 Derive new variables & units	6.5 Finalise outputs	7.5 Manage user support	
1.6 Prepare business case	2.6 Design production systems & workflow	3.6 Test statistical business process		5.6 Calculate weights			
		3.7 Finalise production system		5.7 Calculate aggregates			
				5.8 Finalise data files			











What are common practices and challenging issues?









BLUE-ETS survey

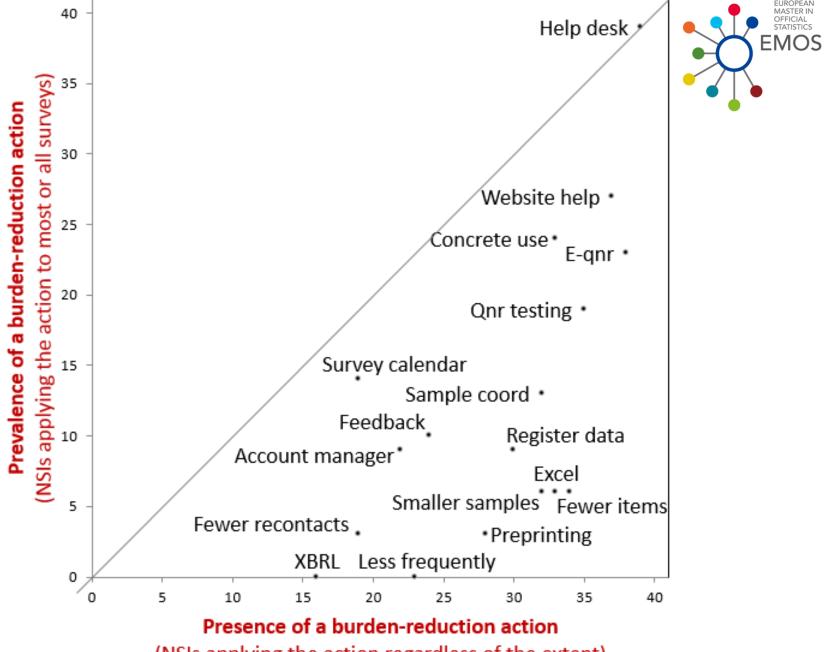
Team lead by Deirdre Giesen (Statistics Netherlands).

Survey completed in 2011.

Response from 41 out of 45 NSIs in 39 out of 43 countries.

Survey topics: burden measurement and reduction practices.





(NSIs applying the action regardless of the extent)

Bavdaž et al. (2015). Response Burden in Official Business Surveys: Measurement and Reduction Practices of National Statistical Institutes, *Journal of Official Statistics*, *31*(4), 559–588. http://dx.doi.org/10.1515/JOS-2015-0035

Burden indicators



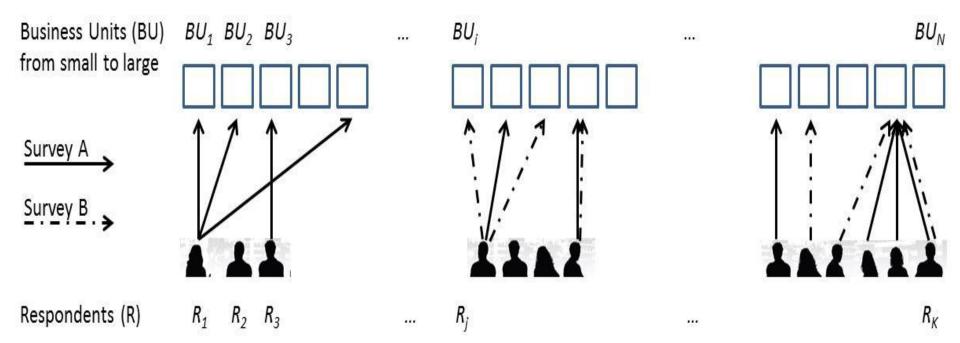
- Total actual burden at the national level
- Total actual burden of a survey
- Total actual burden of a unit

- Spread of total actual burden across units
- Spread of total actual burden of a unit in time
- Perceived burden of a survey



Challenges of burden measurement









Important (open) issues about burden



- Impact of RB on data quality
 - Actual vs. perceived RB
 - Actual RB: how precise measurement is needed
 - Perceived RB of a survey vs. attitude to statistics
- Causes and factors of RB
- Effects and efficiency of burden reduction actions





Past and future events focused on business surveys



- Fourth International Business Data Collection Methods Workshop, 14–16 September 2015, Washington, DC,USA, https://2015bdcmw.wordpress.com/
- Fifth International Conference on Establishment Surveys, ICES5, 20–23 June 2016, Geneva, Switzerland. *Proceedings* at http://ww2.amstat.org/meetings/ices/2016/proceedings/ICESV_ TOC.pdf *Conference* at http://www.portal-stat.admin.ch/ices5/
- Fifth European Establishment Statistics Workshop, EESW17, 30 August – 1 September 2017, Southampton, UK, http://www1.unece.org/stat/platform/display/ENBES/EESW17





Case study: Response burden management at Statistics Netherlands

Deirdre Giesen (d.giesen @cbs.nl) - presenter Anita Vaasen-Otten (amvj.vaasen-otten @cbs.nl)



References



- Bavdaž, M., Giesen, D., et al. (2015). Response Burden in Official Business Surveys:
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- European Statistical System (2011). *European Statistics Code of Practice*. Retrieved from http://ec.europa.eu/eurostat/web/quality/european-statistics-code-of-practice
- Giesen, D., and Vaasen-Otten, A. (2016). Response Burden Management for Business Surveys at Statistics Netherlands, *Proceedings of the Fifth International Conference of Establishment Surveys*, June 20-23, 2016, Geneva, Switzerland: American Statistical Association. Retrieved from http://ww2.amstat.org/meetings/ices/2016/proceedings/096 ices15Final00082.pdf
- Haraldsen, G., Jones, J., Giesen, D. and Zhang, L.-C. (2013). Understanding and Coping with Response Burden. In G. Snijkers et al. (Eds.), *Designing and Conducting Business Surveys* (219-252). John Wiley & Sons, Inc.
- UNECE (2013). The Generic Statistical Business Process Model. Retrieved from http://www1.unece.org/stat/platform/display/metis/The+Generic+Statistical+Business+Process+Model





Most icons retrieved from **thenounproject.com**. Acknowledgement: Creative Stall, Gan Khoon Lay & Giuditta Valentina Gentile, Gregor Črešnar, Jamie Wilson, Krisada.