

# Response Burden II: How to reduce and manage burden?

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# Holistic view of response burden



# Two burden concepts



Time needed for a response



Costs of responding

**Actual RB**



Feeling related to response

**Perceived RB**

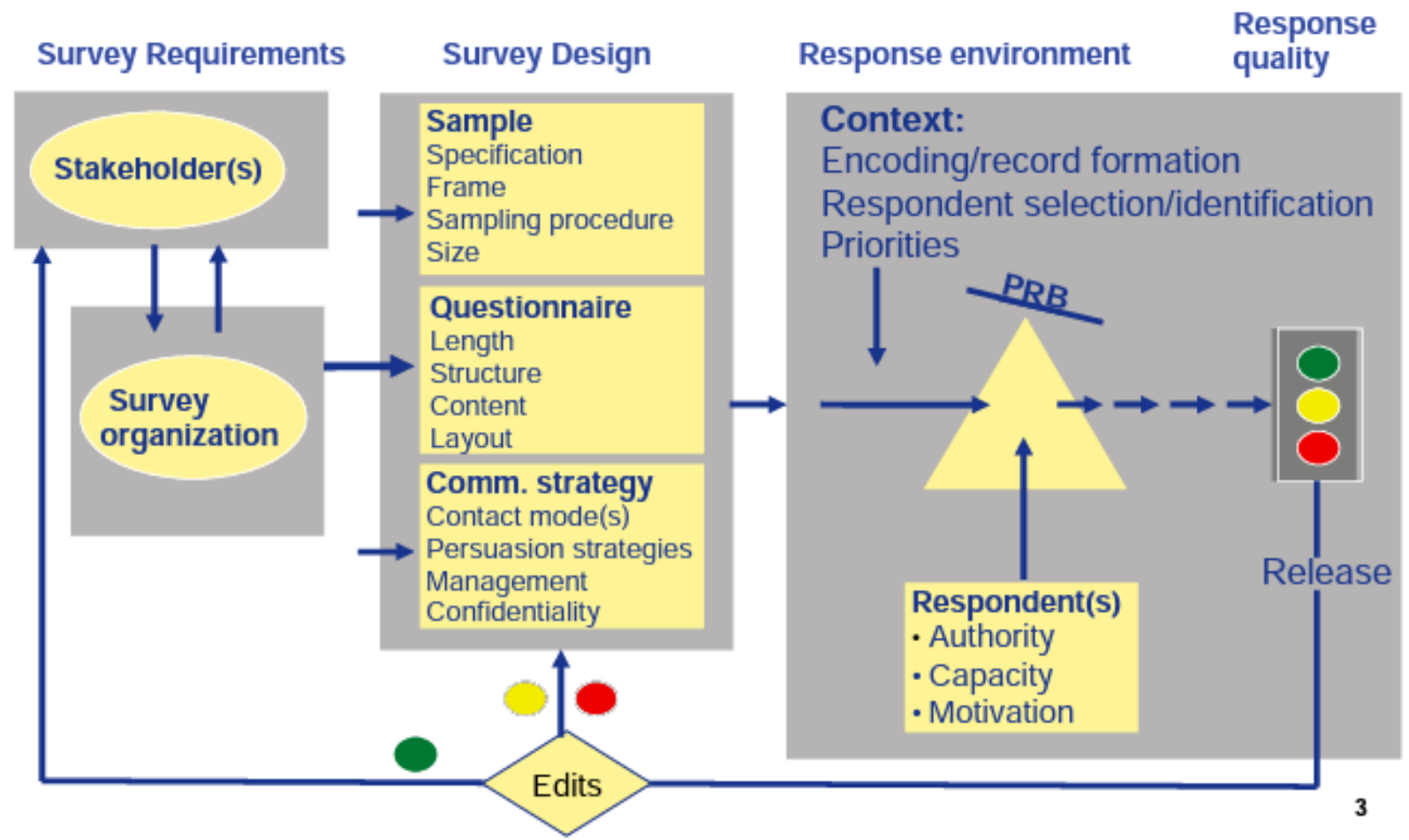


**Cognitive Burden**

**Time Burden**



# Total business survey burden model



# What actions are commonly used to reduce response burden?



# Exercise (worksheet)

List of 17 burden-reduction actions, alphabetically ordered.

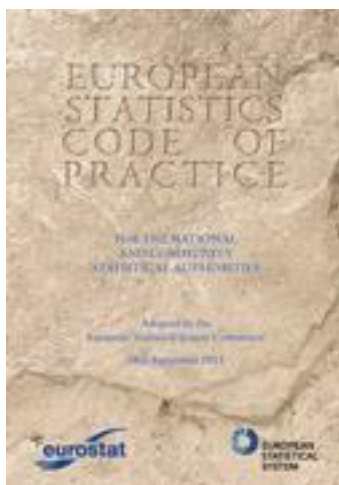
Assign each action to one type of burden-reduction actions:

- 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)

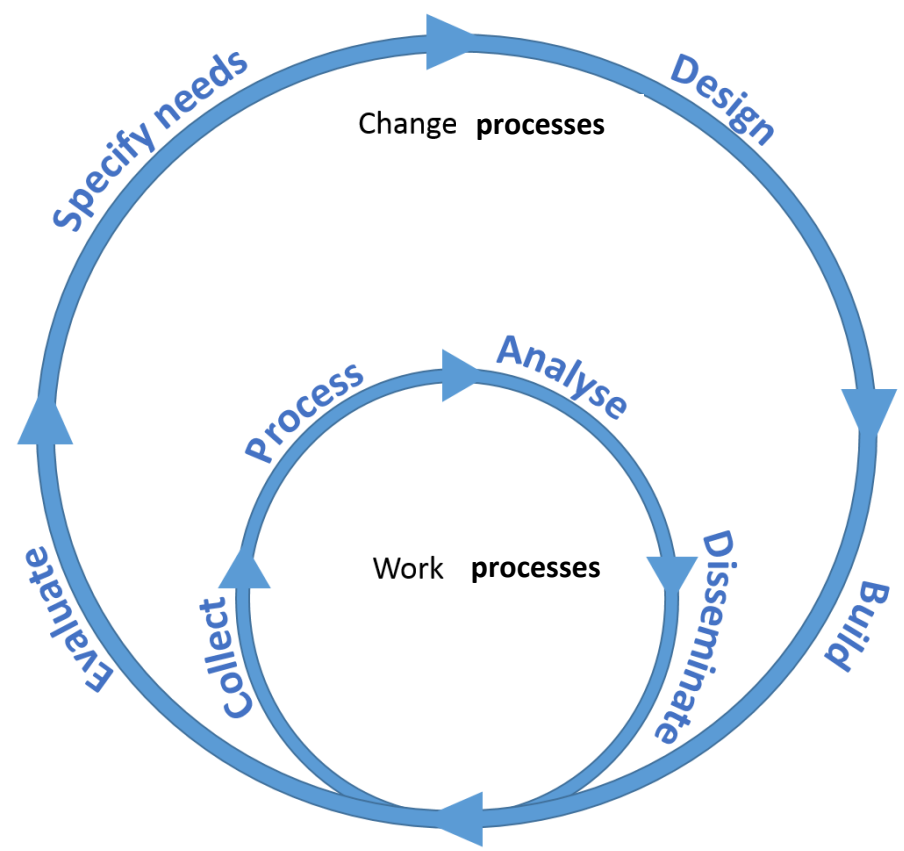


## Principle addressing strategic reasons

- reporting burden spread as widely as possible (9.2)

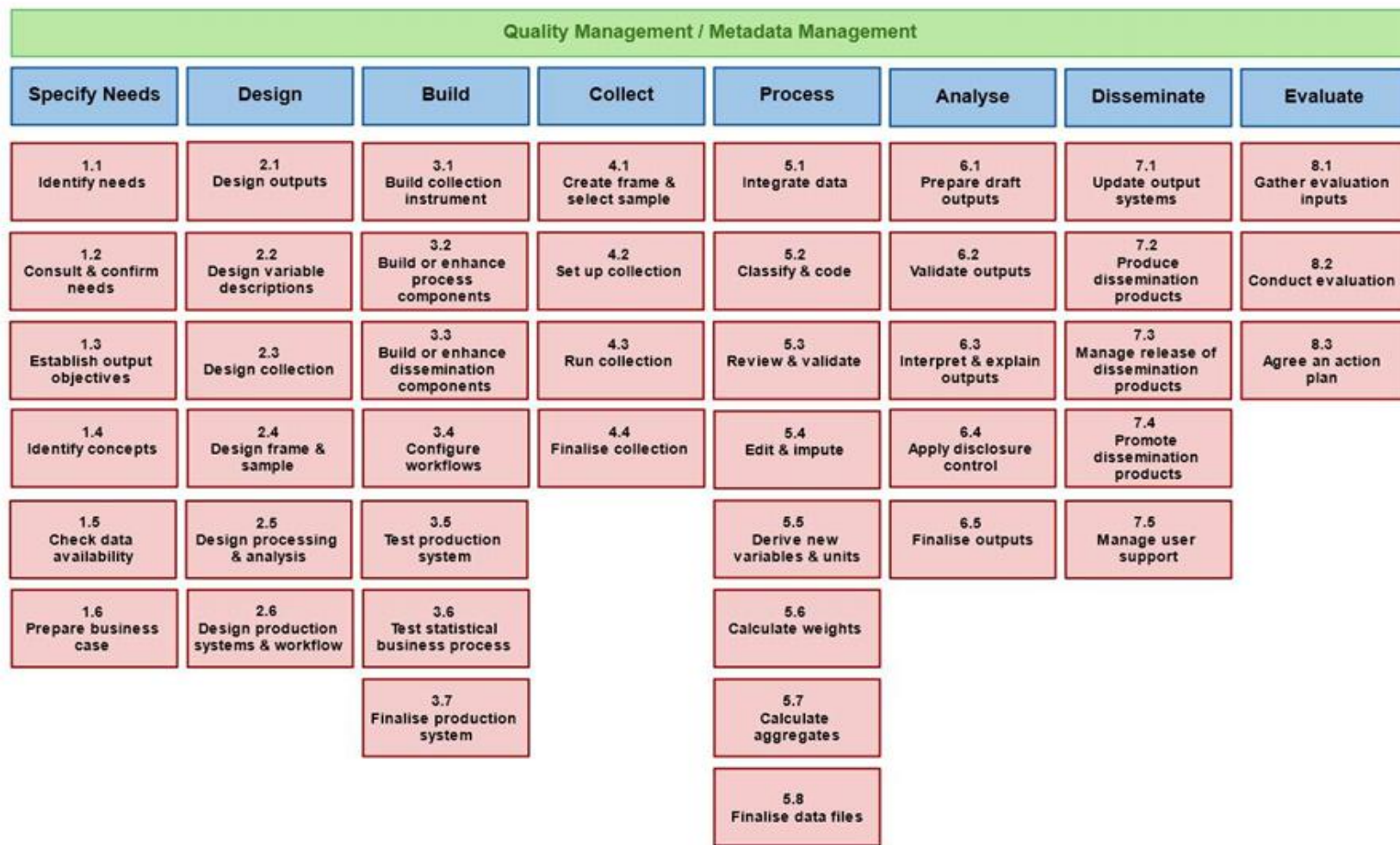
# What parts of the GSBPM deal with response burden?

# Generic Statistical Business Process Model (GSBPM)



Adapted from: UNECE (2013). Communicating GSBPM. Retrieved from <http://www1.unece.org/stat/platform/display/GSBPM/Communicating+GSBPM>

# Generic Statistical Business Process Model (GSBPM)



# What are common practices and challenging issues?



# How do NSIs reduce burden?

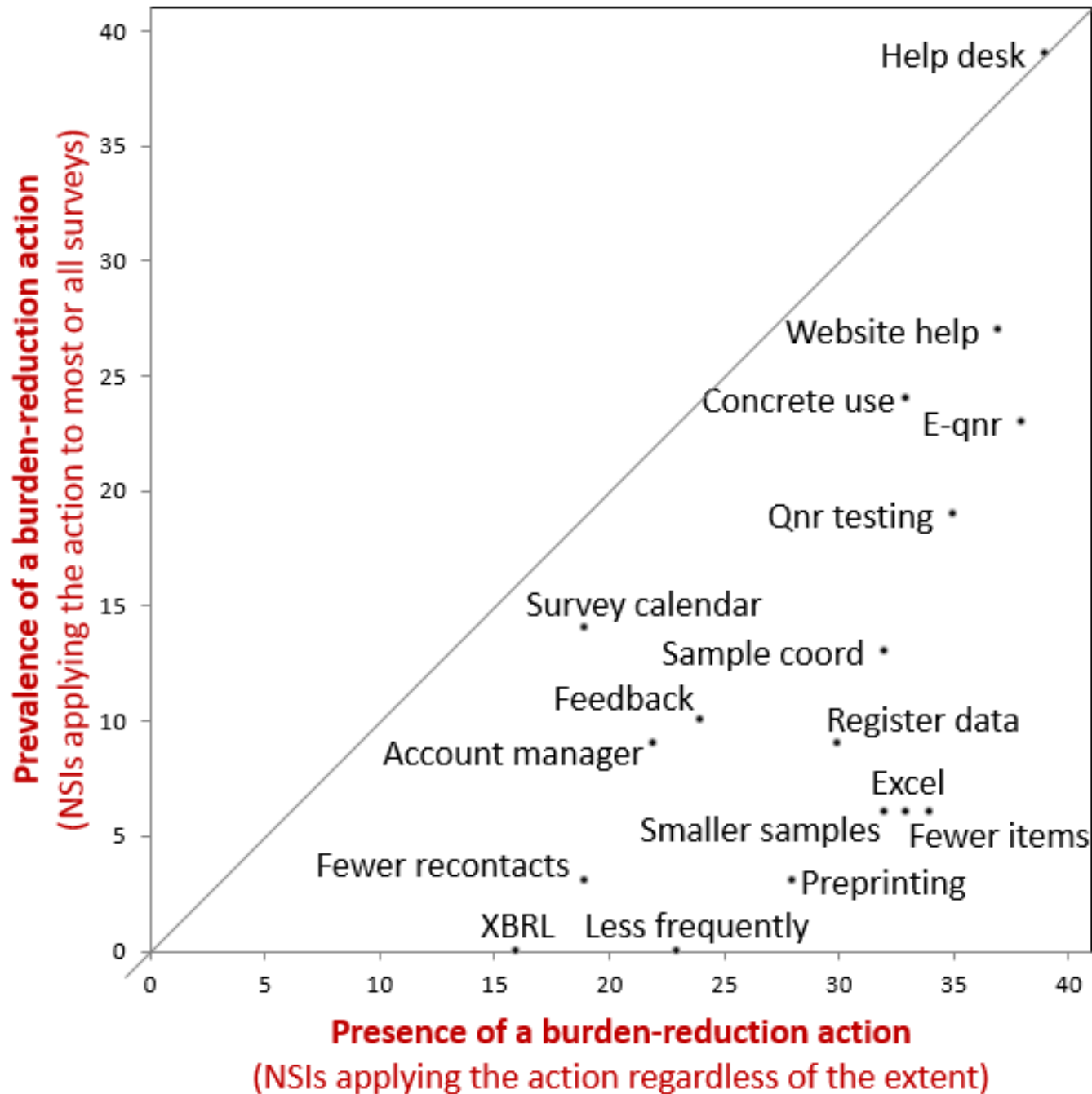
BLUE-ETS survey

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.



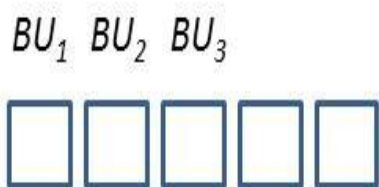
# Burden indicators

- 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

Business Units (BU)  
from small to large



...



...



Survey A →

Survey B →

Respondents (R)

$R_1$   $R_2$   $R_3$

...

$R_j$

...

$R_K$

# 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](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

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