



STATISTICS
ESTONIA

2014

ANNUAL REPORT

STATISTICS ESTONIA

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DEAR READERS!

It is often said that each year is different. This definitely applies in statistics and at Statistics Estonia. 2014 was a year of big changes for us. In 2013, Statistics Estonia focused on the planning, coordination and execution of structural changes, while most of the changes made in 2014 were undertaken to modify the production process according to the restructuring. The old and the new systems have been in place simultaneously, which has required a significant contribution from the entire staff of Statistics Estonia.

It has not always been smooth sailing. The biggest problems have been related to IT systems which do not always function as required. In 2014, there were major issues with the eSTAT data submission environment. We had to compromise on our IT solutions, which significantly increased the workload of the data processing units. We try to see the upside in every situation. Additional funds would certainly help, but we can also improve the situation by streamlining our internal processes. Statistics Estonia has identified lean manufacturing as a suitable methodology for improving its performance. The main idea of this approach is to maximize the share of activities that add value for customers – i.e. statistics users – and minimize all other activities.

The customer perspective also underlies the concept of “My Statistics”, a new potential application that Statistics Estonia developed in a service design project. There are four other proposed projects (new eSTAT, register-based population and housing census, employment register, and the use of income and social tax returns as input for wages and salaries statistics) that would significantly improve Statistics Estonia’s ability to offer relevant and useful information.

In 2014, the Ministry of Finance finished the consolidation of the IT functions in its area of government and there is now a dedicated IT unit – the Information Technology Centre for the Ministry of Finance. We hope that the consolidated unit can offer a faster and more vigorous response to any problems in Statistics Estonia’s systems and applications. In any case, we are positive about the future!

Based on statistics, 2014 (just as the year before) stands out for the slow economic growth. There are several reasons for this. On the one hand, the international economic crisis has had a deep impact on the Estonian economy. On the other hand, the situation in Ukraine also has a negative effect, mainly in terms of trade with Russia. In 2014, Statistics Estonia implemented ESA 2010, the new European System of National and Regional Accounts. The new system should enhance the quality of economic statistics and improve the accuracy of the statistical estimates concerning the Estonian economy.

Statistics Estonia plays an increasing role in the knowledge-based economy. There are ways for making our services more relevant. We have identified new data sources and the institutions in possession of these large datasets (e.g. banks and telecommunications enterprises) are ready to provide the data to Statistics Estonia. Our task is to create systems that are reliable and produce information that is relevant and useful for users.



Andres Oopkaup
Director General of Statistics Estonia



MAIN EVENTS IN 2014

- On 26 February, Statistics Estonia published the population projection until 2040. The projection was made in cooperation with the scientists of the University of Tartu. It is based on birth, death and migration statistics. The revised data for 2012 were used as the reference.
- On 5 March, Statistics Estonia launched the statistics map application which is a web-based application for the presentation of geo-referenced statistics in the form of thematic maps. Users can view, use and search for thematic maps; download spatial data and data tables; and submit spatial queries. The thematic maps and spatial queries are based on the data of the 2011 Population and Housing Census.
- On 8 September, Statistics Estonia published the revised time series of national accounts starting from 2000. The revisions were made due to the implementation of the new European System of National and Regional Accounts (ESA 2010).
- On 21 October, the Director General of Statistics Estonia Mr Andres Oopkaup presented the Albert Pullerits young statistician's grant to this year's winner Ms Kairiin Kütt for her Master's thesis in mathematical statistics. The thesis, entitled "Households and Families in Register-Based Census" and defended at the University of Tartu, analyses the determination of households and families using the indirect information in the Population Register.
- A pilot of the register-based census was conducted at the end of the year, in order to test the production system and algorithms for the generation of selected census characteristics.
- The best of 2014 were chosen:
 - Best Achievement 2014 – the customer support team for their work with respondents (team members: Olga Albrecht, Marina Kostina, Terje Ojala, Merike Dengo, Ülle Jõgi, Kertu Mits)
 - Best Team 2014 – the team that organised information seminars in counties (Birgit Hansson, Berit Hännilane, Marika Kivilaid, Siim Krusell, Koit Meres, Robert Mürsepp, Ene Palo, Mihkel Servinski, Tuulikki Sillajõe, Kaja Sõstra, Greta Tischler, Anu Tõnurist, Ülle Valgma)
 - Best Manager 2014 – Maia Ennok, Head of Data Warehouse Department
 - Best Blogger 2014 – Tiiu-Liisa Laes for her post "Child poverty in local governments"
 - Best Respondent 2014 – Fein-Elast Estonia OÜ
 - Best Partner 2014 (among registers) – Estonian Land Board
 - Best Partner 2014 (among research institutions) – Institute of International and Social Studies at Tallinn University

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. This information – official statistics – is produced and provided based on the needs of statistics users. Statistics are an essential input for Estonian ministries, European Union (EU) institutions, research institutions, trade associations, enterprises etc. The official statistics on Estonia are accessible to all people in Estonia and abroad, usually through various media. As a rule, Estonian users need more detailed statistics than European and international organisations.

To produce official statistics, 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 the Structural Funds and the European Commission. For each statistical action, there is an institution (often a ministry) that is the main user of the output or that represents public interest.

Among the representatives of public interest, the Ministry of Economic Affairs and Communications, the Ministry of the Interior and the Ministry of Social Affairs are the most active users of the official statistics output.

There were 202 statistical actions listed for 2014 according to the statistical programme for 2014–2018. The total cost of these actions was 8.2 million euros. The most costly action (about 1.2 million euros) was the preparations for the register-based population and housing census (REGREL) in 2020–2021.

The 202 statistical actions included 159 annual statistical actions (part of main statistics), 22 one-off or non-regular (carried out after certain intervals) statistical actions, 9 development actions, 10 statistical analysis actions and 2 statistical registers.

The following ten statistical actions (with a total cost of nearly 0.4 million euros) were left out of the programme in 2014 due to budget limits.

Statistical actions left out of the programme, 2014

| Name of statistical action | Code | Cost (thousand euros) |
|---|-------|--------------------------|
| Environmental taxes accounts (the grant ended in 2013) ^a | 10104 | 24.5 |
| Material flow accounts (the grant ended in 2013) ^a | 10601 | 24.5 |
| Wider use of administrative data | 20008 | 97.0 |
| Development of the services producer price index ^a | 20413 | 23.0 |
| Satellite account on pension schemes ^a | 21305 | 24.8 |
| Use of passenger cars | 22033 | 54.0 |
| Foreign tourists in Estonia | 22104 | 55.0 |
| Geo-coding of the data of the 1989 census | 30010 | 26.0 |
| Labour force accounts | 40715 | 25.0 |
| Restoration of time series | 50017 | 24.0 |
| TOTAL | | 377.8 |

^a Estonia is required to perform this action under EU regulations.

Until the end of 2013, the development of the statistical actions “Environmental taxes accounts” and “Material flow accounts” was financed by the European Commission through targeted grants. Since 2011, Statistics Estonia has applied for budgetary funds so that these actions could be added to the statistical programme. In 2014, the European Commission’s funding for these actions ended and,

without state budget funding, Statistics Estonia was unable to fulfil its obligations in 2014 with regard to the production of environmental economic accounts pursuant to Regulation (EU) No. 691/2011 of the European Parliament and of the Council. These actions will be added to the statistical programme for 2015–2019, as the necessary financing has not been available so far.

All in all, 12 new statistical actions were added in 2014, and there was one non-regular recurring action. Of these, 2 actions fall under main statistics and 3 actions fall under non-regular statistics. 5 actions focus on development and 3 actions focus on statistical analysis.

New statistical actions, 2014

| Subject area | Added to the programme | Left out of the programme due to lack of funds |
|--------------|------------------------|--|
| Environment | 0 | 2 |
| Economy | 7 | 5 |
| Population | 2 | 2 |
| Social life | 3 | 0 |
| Other areas | 1 | 1 |
| TOTAL | 13 | 10 |

Below, the new and recurring statistical actions in 2014 are outlined by subject area.

Economy

Six new statistical actions and one recurring action were added to the programme for 2014.

The purpose of the action “Purchase, selling and rental prices of agricultural land” (code 20415) is to provide information about the relevant transactions involving agricultural land (incl. prices).

The statistical action “Organic farming” (code 21222) provides an overview of organic crop and livestock farming and the production of organic products. The statistics include data on the area of organically farmed land, the sown area of field crops, and the number of livestock and poultry (both under conversion and fully converted). Organic farming output statistics are only provided for fully converted agricultural area, livestock and poultry.

The statistical action “Foreign trade in services” (code 22304) studies the foreign trade of goods exporters and importers together with the services provided to non-residents. It is difficult to measure the exports and imports of services because, unlike goods, services are intangible. Therefore, the cost of services is taken into account.

The output of the action “Implementation of the ESA 2010 data transfer program” (code 21412) will be revised national accounts indicators of EU Member States, compiled in accordance with the European System of National and Regional Accounts (ESA). It is, in turn, based on the international System of National Accounts (SNA). The previous versions of the methodology were developed in the 1990s. In 2003, the United Nations decided that the previous system required updating. The SNA modifications were finalised in 2008, after which the ESA 95 methodology was reviewed. The first version of the new methodology was completed by the end of 2009. The European System of National and Regional Accounts ESA 2010, adopted with Regulation (EU) No. 549/2013 of the European Parliament and of the Council, was published on 26 June 2013. Starting from 1 September 2014, ESA 2010 replaced the previous version ESA 95.

On 8 September 2014, Statistics Estonia published the revised national accounts time series starting from 2000. The revisions were made due to the implementation of ESA 2010. During the revision, all previous accounts were reviewed and supplemented with new data. In some cases, the calculation methods were improved.

The implementation of ESA 2010 had the biggest impact on GDP levels. In Estonia, the most important changes in national accounts in connection with ESA 2010 concerned the following items: recognition

of R&D and military expenditures as investments; calculation of non-life insurance and reinsurance claims; goods sent abroad for processing and merchanting of goods; classification of units; FISIM (Financial Intermediation Services Indirectly Measured) between resident and non-resident financial institutions; allocation of the output of the central bank; and valuation of the output for own final use.

Additionally, the following national accounts indicators were revised: indicators linked to the population number (which was revised based on the results of the 2011 Population and Housing Census), dwelling accounts, and labour market indicators associated with national accounts indicators. The reference year for chain-linking was changed from 2005 to 2010. The revised time series for 1995–1999 will be published in September 2015.

The statistical action “Simplification of Intrastat” (code 22305) is a development action. The aim is to reduce the response burden of enterprises by 50%, by enabling the EU Member States to use other countries’ statistics on intra-EU dispatches as the statistics on arrivals in a given country. Eurostat has launched a project for the simplification of Intrastat – SIMSTAT (Single Market Statistics) – which includes several improvements, including the exchange of micro-data on intra-EU dispatches (on the level of enterprises) between Member States. The EU Member States can use the dispatches statistics received from another country to check their data or to produce their own statistics on arrivals. The action was financed by the grant “Modernising Intrastat – Trade in Goods: Methodology related to modernising Intrastat”. Statistics Estonia was involved in the development of the international methodology.

The statistical action “Muutuv majandus ja tööturg. Changes in the Economy and Labour Market” (code 50016) refers to a publication on the links between the economy and labour market. Both the micro- and macro-levels are analysed. The publication outlines the relevant trends in this decade and compares the economic and labour market indicators of Estonia and other European countries. In addition to the changes in labour market and economic indicators, the publication takes a look at the factors behind these trends and at the presence of various issues in different social groups. The publication was released in October 2014.

The statistical action “Earnings (hourly earnings of male and female employees)” (code 21102) was added to the programme as a recurring action. Pursuant to Council Regulation (EC) No. 530/1999, this statistical action is performed every four years to collect data on the hourly earnings of male and female employees by occupation, economic activity, level of education, age, length of service and type of employment contract. The action also provides an overview of the deciles and median of the gross monthly earnings and gross hourly earnings of male and female employees by major group of occupations and economic activity.

Population

There were two new actions in population statistics.

“Revision of the data of population and social surveys based on the data of the 2000 and 2011 population censuses” (code 30006) was a one-off action. Its aim was to revise the social and demographic indicators for the period between 2000 and 2011 based on the population number established in the 2011 census. Two databases were created as part of this action. One is a database by individuals, so that people can be linked to the vital events in each year between the 2000 and 2011 censuses. The revisions were made using the same methodology at the national level and at the local government level. The second set of revisions was based on actual migration. A model was created for this purpose. The population figures calculated with the model are published in the Statistical Database”

Statistics Estonia started the one-off statistical action “Updating of the population grid map” (code 30009). The grid map, updated based on vital events, will be published in 2015. Demographic grid data are a vital source of information for several domains, such as regional policy, planning, transport, the environment, research etc.

Social life

In this domain, there were three new actions in the statistical programme.

The statistical action “Satellite account of culture” (code 40420) assesses the direct and indirect impact of cultural industries on the Estonian economy. Supply and use tables were used to estimate the direct

economic impact of the cultural sector. The tables were used to combine the demand and supply in culture. Based on this, the main cultural accounts indicators were calculated. The cultural sector is defined in accordance with the cultural statistics framework of ESSnet Culture.

The analytical publication “Puudega inimeste sotsiaalne lõimumine. Social Integration of Disabled Persons” (code 40613) provides an overview of the integration of persons with disabilities in the context of education and employment. The financial means and standard of living of disabled persons are analysed, including in terms of their role in social integration. The publication also considers the health status and leisure opportunities of persons with disabilities. The publication was released in December 2014.

The Estonian Social Survey consists of a standard survey conducted every year and ad hoc modules that cover different subtopics and are included after regular intervals. In 2014, the statistical programme included the ad hoc module “Material deprivation” (code 40019) which gives an overview of the financial means of households (financial problems; possession of durable goods; availability or lack of amenities; financial stress). Material deprivation among children was also studied. The indicators related to children refer to all household members aged 1–15 (except for two indicators of educational needs that apply only to children attending school).

Other areas

There was one new statistical action categorised under other areas.

The long-term purpose of the statistical action “Warehousing of the data of social surveys and vital events for previous years” (code 50015) is to create a data warehouse that serves as a single dataset containing social survey and demographic data for all years obtained from different information systems. This way, it would be simpler and easier to find the necessary information. Statistics Estonia started preparations for warehousing the data.

Preparations for the register-based population and housing census

Estonia plans to conduct the next population and housing census using only registers. Therefore, preparations for the Register-based Population and Housing Census (REGREL) continued in 2014. This preparatory work began in 2010 with the REGREL methodology project to check the quality and interoperability of state registers. The results were presented in 2013. The goal for 2014 was to develop a set of legal and organisational measures for improving the quality, timeliness and coverage of the data required for the register-based census.

Statistics Estonia made proposals and recommendations for improving the quality of the basic data in registers. In cooperation with the representatives of registers, we defined the long-term action plan for the 2016 and 2018 pilot censuses. The tasks related to data capture and data quality were specified.

The most important activity in 2014 was the provision of information – the requirements of the register-based census (mostly related to the availability and quality of data) were presented and explained to the public. The need for registers to provide adequate and accurate data that are updated in a timely manner was emphasised. Statistics Estonia proposed that the relevant Ministries should amend the relevant legislation to ensure the provision of high-quality data to Statistics Estonia. There was also a project launched in cooperation with the Information System Authority – the law firm LMP analysed the legal regulations governing registers and databases and prepared a list of the recommended amendments that would ensure the success of the register-based census.

On 7 August 2014, the Government of the Republic set up a census committee for the coordination of census activities on the national and regional level. The committee includes 14 members and is chaired by the Minister of Finance. The members include the Secretaries-General of the Ministry of the Interior, the Ministry of Social Affairs, the Ministry of Education and Research, the Ministry of Justice, the Ministry of Defence and the Ministry of Economic Affairs and Communications. The remaining members are the Directors General of the Estonian Land Board, the Defence Resources Agency, Statistics Estonia and the Estonian Tax and Customs Board; the chairmen of the management board of the Estonian Health Insurance Fund and the Estonian Unemployment Insurance Fund; and the representatives of the Association of Estonian Cities and the Association of Municipalities of Estonia.

At the end of the year, Statistics Estonia presented the results of the pilot census, which was an important step towards REGREL. In the pilot, we tested the concept of the register-based census and the performance of software systems. The next pilot census (census moment 31 Dec 2015) will test new working hypotheses regarding possible census problems and try to identify solutions.

In order to comply with EU requirements, Statistics Estonia needs data from at least 17 state registers and databases for the register-based census. These are: Population Register, Estonian Education Information System, Register of Taxable Persons, State Register of Construction Works, Land Register, Commercial Register, State Register of State and Local Government Agencies, Register of Social Services and Benefits, Address Data System, Health Insurance Database, National Defence Obligation Register, State Pension Insurance Register, register of persons registered as unemployed/job-seekers and of provided labour market services, Register of Prisoners, Register of Mandatory Funded Pension, Employment Register, and Register of Residence and Work Permits.

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. These actions are requested after the programme has been approved. The programme also excludes actions for which there is no wider public interest and which are generally performed using already existing data.

In 2014 Statistics Estonia fulfilled 309 non-programme orders placed by enterprises, institutions and private individuals. Most of these were small-scale requests for more detailed statistics than publicly available. A quarter of the orders concerned foreign trade statistics and 13% concerned financial statistics. There has been a significant increase in the share of orders fulfilled at the hourly rate – these orders accounted for almost a half of all orders. The volume of standardised orders decreased in 2014. These are orders that refer to specific commodity groups or companies based on selected variables (e.g. foreign trade statistics, data on economic units). To facilitate orders for statistics, Statistics Estonia has a separate price list for standardised orders for information. The total cost of orders (i.e. the total sum paid by customers) was 121,708 euros.

Orders for information fulfilled by Statistics Estonia and their cost (amount of revenue), 2014

| Order for information | Sum, euros | Number |
|---|----------------|------------|
| Foreign Visitors Survey | 75 000 | 1 |
| High-priority target groups in adult education | 8 584 | 1 |
| Determination of local activity spaces | 7500 | 1 |
| Foreign trade | 6 838 | 95 |
| Assessment of the impact of professional training for adults | 6800 | 1 |
| Pocket-sized reference book about Viljandi county ("Viljandimaa – arenev päris Eesti") | 2 700 | 1 |
| Preparation of micro-data for scientific research | 2 440 | 37 |
| Statistical overview of Ida-Viru county (based on the indicators of the development plan) | 2 000 | 1 |
| Financial statistics | 744 | 67 |
| Other orders for information | 9 102 | 104 |
| TOTAL | 121 708 | 309 |

The aim of the Foreign Visitors Survey was to determine the expenditures incurred by foreign visitors in Estonia, their travel motivation and behaviour, and satisfaction. The tourists leaving Estonia were surveyed at the border crossing points over two periods: from August to September 2014, and from November 2014 to January 2015. The survey was ordered by Enterprise Estonia who will use the collected information to develop the tourism sector. The data are also required by Eesti Pank for the calculation of Estonia's revenue from tourism. In addition to Enterprise Estonia and the tourism sector, the survey data are useful for the Ministry of Economic Affairs and Communications and for

local governments. The survey will continue in 2015 at the request of Enterprise Estonia. It is planned to add the survey to the statistical programme in the future.

The aim of the assessment of the impact of professional training for adults was to determine whether the labour market situation has improved for people who received training funded by the Structural Funds. Statistics Estonia's task in this project was to collect data and prepare the data for analysis: we collected the participants' applications from the training providers, and then entered and coded the data. The participants' data were linked to the data available in state registers, which provided information about a person's employment before and after the training. This analysis was requested by the Praxis Centre for Policy Studies. Statistics Estonia's partners in the project were the Ministry of Finance and the Ministry of Education and Research. The main outcome is an analysis to be published on the Praxis website in 2015. Also, training courses will be organised for analysts.

The publication "Viljandimaa – arenev päris Eesti" (in Estonian) provides an overview of the development strategy of Viljandi county. The overview is supplemented with statistics about key trends in Viljandi county, and illustrated with photos of success stories from the area. The pocket-sized reference book, which was released in May 2014, was ordered by Viljandi county government

Another order completed for a customer was "High-priority target groups in adult education", which analysed the residents' competitiveness, the distribution of jobs between economic activities, and various business indicators. An overview of each county was prepared, including an analysis of the residents' competitiveness and the characteristics of the business environment. This helped to highlight the target group (among adults) for whom professional training should be planned in the future. The analysis also contains recommendations for planning improvements in state agencies and educational institutions, in order to encourage the pursuit of education by people who have not received any training or have participated in training randomly. The analysis, completed in September 2014, was requested by the Ministry of Education and Research and carried out in cooperation between Statistics Estonia and the Praxis Centre for Policy Studies.

The analysis "Determination of local activity spaces" provides a unique overview of labour migration, as it outlines the local activity spaces in Estonia based on commuting data. The data of the 2011 Population and Housing Census were used to analyse the labour migration flows of Estonian residents and to determine the local activity spaces. The analysis was carried out in cooperation with the Ministry of the Interior, and an overview of the analysis was published in the 3/14 issue of the Quarterly Bulletin of Statistics Estonia.

At the request of the Ministry of the Interior, Statistics Estonia produced population projections for Estonia for 2013–2040, based on the results of the 2011 Population and Housing Census. The projections include estimates of the demographic potential of counties, major cities (over 10,000 residents) and local governments, as well as population projections for local activity spaces.

2014 was an important year for the Norway Grants project "Increased availability of gender pay gap statistics", as we started the creation of the reference databases and released a publication on the related methodology ("Palgaerinevuste statistika parem kättesaadavus: kasutatavad andmeallikad"). The unique aggregated database is based on the combination of the samples of the Estonian Labour Force Survey and the Estonian Social Survey; these data have been linked with the register-based wages and salaries data of the Estonian Tax and Customs Board. By using the wages and salaries data in the register as well as the additional characteristics from social surveys, it is possible to thoroughly analyse the gender pay gap and produce more detailed statistics than currently available. As a part of this project, Statistics Estonia will produce a new gender pay gap time series together with additional indicators for the period 2006–2013.

The Centre for Applied Social Sciences (CASS) at the University of Tartu completed an analysis of the gender pay gap in Estonia, using the new aggregated database. Their analysis includes a description and assessment of the factors that influence the wages and salaries of males and females, thereby determining the gender pay gap. In their analysis, they relied on international surveys and previous surveys conducted in Estonia. The methodological publication on data sources and the CASS analysis are available on the [project's website](#) (only in Estonian).

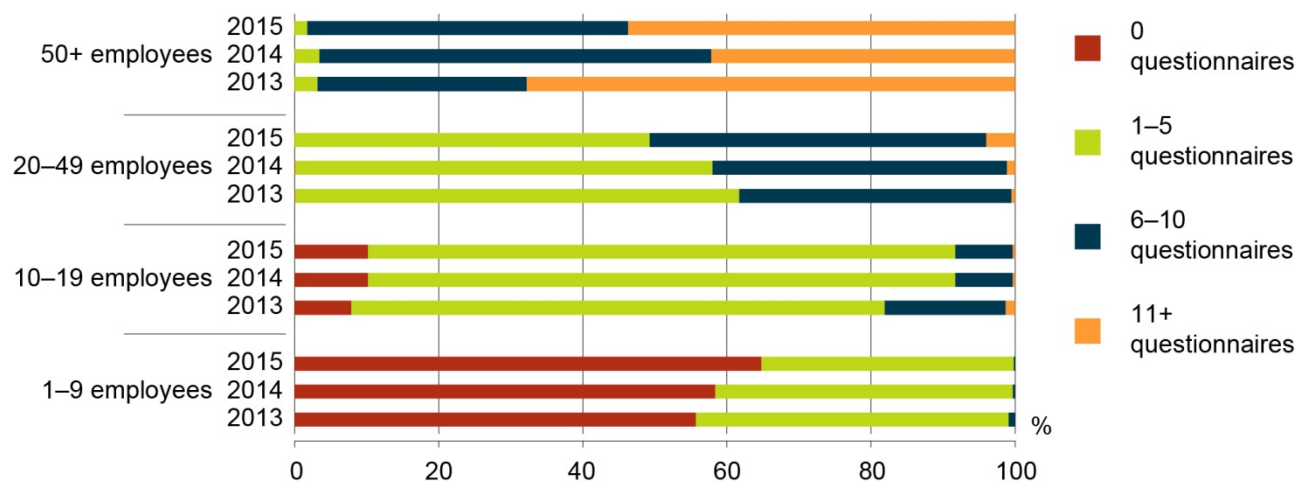
Also, there were three workshops organised as part of the project. The workshops, which included experts representing different stakeholders, focused on the methodological problems related to the aggregate database and on possible solutions to the problems; on the results of the completed analyses; and on the experience of the international experts from Statistics Iceland.

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 2010–2015, 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 2014, 58% of small enterprises did not have to submit any questionnaires, while 41% 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), 90% of enterprises were required to complete a questionnaire of some kind. Among enterprises with 20–49 employees, nearly a half had to complete more than 5 questionnaires. 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, 2013–2015



The average number of questionnaires per respondent was 2.2 in 2014, which is smaller than in 2013 (2.6). 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.

The burden was reduced for micro-enterprises because the use of annual reports reached a new stage at Statistics Estonia in 2014 – until then, the questionnaires were pre-filled, whereas starting from 2014 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.

A large non-regular statistical action is planned for 2015 – “Structure of earnings”. It will increase the enterprises’ response burden. The number of questionnaires to be completed in 2015 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 eSTAT electronic data transmission channel. 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 most of them 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 and 2014 as well as on the number of forms received and the number of items.

Average time spent on completing a questionnaire by reporting frequency, 2012–2014^a

(minutes)

| Reporting frequency | 1–2 times per year | 4 times per year | 12 times per year | Total |
|---------------------|--------------------|------------------|-------------------|-------|
| 2012 | 120 | 34 | 79 | 73 |
| 2013 | 116 | 33 | 71 | 70 |
| 2014 | 125 | 36 | 73 | 70 |

^a The indicators for 2012 and 2013 have been revised based on the results of the survey of Intrastat data providers.

In 2014 the average time spent on completing a questionnaire remained on the same level as in 2013. On average, the completion of a questionnaire took one hour and ten minutes in 2014. 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. The average time spent on the completion of an Intrastat form was 2.5 hours, while other monthly questionnaires take 0.5 hours, on average. All in all, Estonian enterprises, institutions and organisations spent 41,000 working days on the completion of statistical questionnaires in 2014.

Total time spent on completing questionnaires, 2010–2014^a

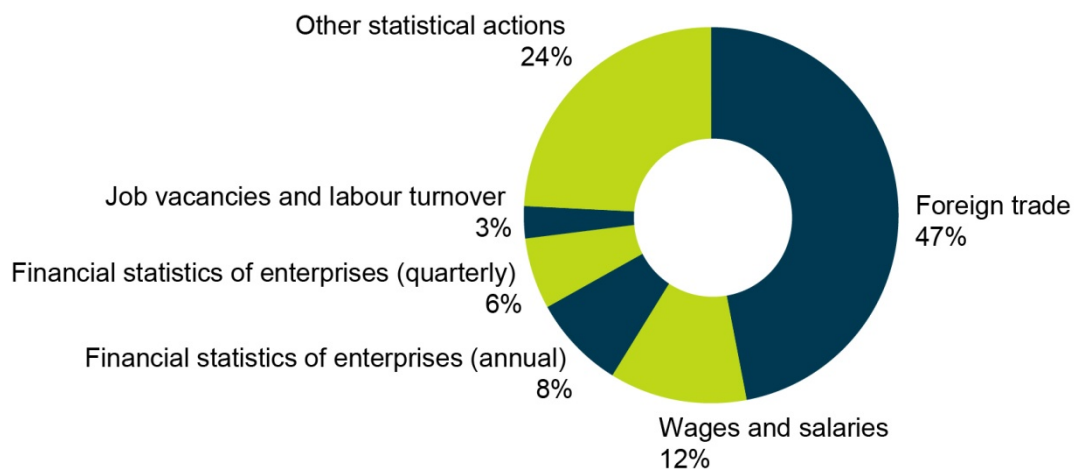
(working days)

| | Main statistics (incl. Intrastat) | Intrastat | Non-regular statistics | Total |
|------|--------------------------------------|-----------|---------------------------|--------|
| 2010 | 48 000 | 22 000 | 1 200 | 49 200 |
| 2011 | 49 000 | 23 000 | 6 200 | 55 200 |
| 2012 | 43 900 | 20 900 | 200 | 44 100 |
| 2013 | 40 200 | 19 400 | 3 200 | 43 400 |
| 2014 | 41 000 | 19 800 | 0 | 41 000 |

^a The indicators for 2010 and 2013 have been revised based on the results of the survey of Intrastat data providers.

The following figure outlines those statistical actions which in 2014 had a burden exceeding 1,000 working days.

Distribution of response burden by statistical action, 2014



In autumn 2014, Statistics Estonia carried out a survey of Intrastat data providers to measure the administrative burden caused by Intrastat and the factors determining the burden. The survey revealed that the perceived burden of Intrastat reporting has increased over the years, although the time spent on it has remained the same: 36% of the respondents stated that the burden has increased, with only 13% saying that it has decreased. The previous survey on Intrastat reporting took place in 2007.

The main factor behind the increase in the perceived burden is the various issues related to electronic submission – as a result, the submission of data is inconvenient and time-consuming. Most of these issues concern the eSTAT electronic data submission channel which had problems with dependability and functionality in 2014. Most of the comments and feedback concern problems with eSTAT. When we linked the responses with the data submission format, the results again indicated that the level of satisfaction with eSTAT is very low (comparable only with the satisfaction with using a printed report). The respondents who used eSTAT also had a more negative view of the perceived burden, compared to respondents using other forms of data transmission. Thus, the problems related to eSTAT had an impact on the overall survey results. Another problem for respondents was the specification of the commodity code in the Intrastat report. It is difficult to find the correct code because the classification is complex, there are many codes, and the invoices often do not specify the required code.

The respondents were also asked what they thought about the proposed simplification of Intrastat reporting (SIMSTAT project). 75% of the respondents supported the proposal. With SIMSTAT, the burden associated with the dispatches report would increase, but the obligation to declare arrivals would disappear partially or altogether. The 25% who did not approve of the SIMSTAT project claimed that SIMSTAT will mean a much bigger burden for those who have to report on dispatches.

Approval of classifications

In 2014, 11 classifications were submitted for Statistics Estonia's approval via RIHA (administration system for the state information system). Of these classifications, nine were approved after the applicant had made the required modifications. Two classifications were not approved. In 2014, already approved versions of 29 classifications were updated via RIHA.

DATA QUALITY IN STATE REGISTERS AND DATABASES

In 2014, the data quality in Estonian state registers and databases was analysed mainly in connection with preparations for the register-based population and housing census (REGREL).

Address Data System (ADS) – identification of residential buildings

The purpose of the Address Data System (ADS) is to ensure that address objects are identified the same way at their location and in different registers and databases. In the case of the register-based census (REGREL), it is crucial that residential buildings are identified accurately as address objects, because it determines the quality of several REGREL characteristics.

The ADS, which is operated by the Estonian Land Board, includes buildings listed in two datasets: the buildings in the State Register of Construction Works (EHR) (all those listed there) and the buildings in the Estonian Topographic Database (ETAK), i.e. buildings determined on the basis of aerial photography (all buildings in Estonia). To ensure identification, the buildings in EHR have to be matched with the buildings in ETAK. At the beginning of the identification process, all buildings in EHR were listed twice in ADS, but each building in EHR has to be matched with a building in ETAK. The matching of buildings means that two buildings (one in EHR and one in ETAK) are identified as the same building, and there will be one building listed in ADS (not two). About 34,000 residential buildings are known to be missing from EHR, but their locations are unknown. Once all the buildings in EHR have been matched with ETAK buildings, the quality of ADS data will have improved greatly as there will be no more duplicate listings and it will be possible to identify the buildings missing in EHR.

In the middle of 2013, the Land Board started the revision of addresses, carried out in cooperation with local governments. The project, which ended on 30 November 2014, has meant a significant improvement in the identification of buildings in ADS. Due to the scope of REGREL, the focus was on residential buildings, and non-residential buildings had a lower priority. The following table shows the rate at which the buildings were matched for identification.

Matching of buildings

(thousands)

| | Buildings matched before 2014 | Buildings matched in 2014 | | | | Matched buildings | |
|---------------------------|-------------------------------|---------------------------|------|------|-----|-------------------|-------|
| | | 1Q | 2Q | 3Q | 4Q | 2014 | Total |
| Residential buildings | 175.2 | 23.7 | 13.9 | 8.5 | 3.4 | 49.5 | 224.7 |
| Non-residential buildings | 28.2 | 3.7 | 4.1 | 2.2 | 3.8 | 13.8 | 42.0 |
| Total | 203.4 | 27.4 | 18.0 | 10.7 | 7.2 | 63.3 | 266.7 |

The following table outlines the distribution of buildings in ADS as at 1 January 2015.

Buildings in ADS, 1 January 2015

| | Residential buildings, thousands | Residential buildings, % | Non-residential buildings, thousands | Non-residential buildings, % |
|----------------------------|----------------------------------|--------------------------|--------------------------------------|------------------------------|
| Matched buildings | 224.6 | 76.7 | 41.9 | 8.6 |
| Unmatched buildings | 33.9 | 11.6 | 356.7 | 73.0 |
| Buildings missing from EHR | 34.1 | 11.7 | 90.1 | 18.4 |
| Total | 292.7 | 100.0 | 488.7 | 100.0 |

The total number of residential buildings in Estonia is 292,700, which is based on ETAK (i.e. these buildings can be seen in aerial photos). As at 1 January 2015, 224,600 residential buildings had been matched with buildings in EHR – this represents 76.7% of all the residential buildings in ADS. The row of unmatched buildings in the table above indicates the amount of duplicate listings. This means that the Address Data System includes 33,900 unmatched residential buildings from EHR – (as at 1 January 2015) no match had been found for these buildings from among 33,900 + 34,100 = 68,000 buildings in ETAK. The ADS database contains 292,700 + 33,900 = 326,600 residential buildings, of which 33,900 have duplicate listings.

The total number of non-residential buildings is 488,700. Of these, 41,900 (8.6%) have been matched and 356,700 have duplicate listings.

The Land Board plans to continue the project in 2015. The goal is to match all residential buildings. Once all the residential buildings in EHR (224,600 + 33,900 = 258,500) have been matched with the buildings in ETAK, there will be no more duplicate listings in the Address Data System.

Land Register – the match between apartment ownership and address object type

The census characteristics “tenure status” and “type of ownership” answer the same question from the perspective of individuals or the dwelling:

type of ownership – whether at least one member of the household owns the residential unit;

tenure status – whether the dwelling is owner-occupied or not.

The Land Register is the most important source of ownership data. To answer the questions inherent in REGREL characteristics, we have to match the permanent residents and their addresses in the Population Register with the owners and the addresses of the owned properties in the Land Register. Before 2014, it was difficult to match the records of the two registers based on the address of dwellings, because the apartment ownerships in the Land Register were linked to the cadastral unit – thus, there was not a one-to-one match between ownership and the relevant address object. The problem has now been solved – as at 1 January 2014, 91.1% of the apartment ownerships in the Land Register are classified as dwellings (the address object type).

Match between apartment ownership and address object type in the Land Register, 1 January 2014

| Address object type | Number of apartment ownerships | % |
|---------------------|--------------------------------|-------|
| Dwelling | 439 127 | 91.1 |
| Non-dwelling | 11 899 | 2.5 |
| Cadastral unit | 30 689 | 6.4 |
| Unknown | 428 | 0.1 |
| Total | 482 143 | 100.0 |

Population Register – place of residence and interpersonal relationships

An important part of the register-based census is the determination of households and families and their members using only the information available in registers. The Population Register (PR) is the main data source and other registers are only used for specifying some information. Therefore, the quality of the data in the PR is crucial, both in terms of place of residence data and interpersonal relationships.

The most important indicator of the technical quality of place of residence data is the link between the dwelling and the address identifier (ADS_ID) and the address object code (ADS_OID) in the Address Data System (ADS). This is necessary for the identification of register-based households, because a person cannot be assigned to a household if he or she has not been registered as a resident of a specific dwelling. Over the last three years, the technical quality of place of residence data has improved steadily. New address identifiers and address object codes have been added, while the number of object codes specified at the level of cadastral units has decreased.

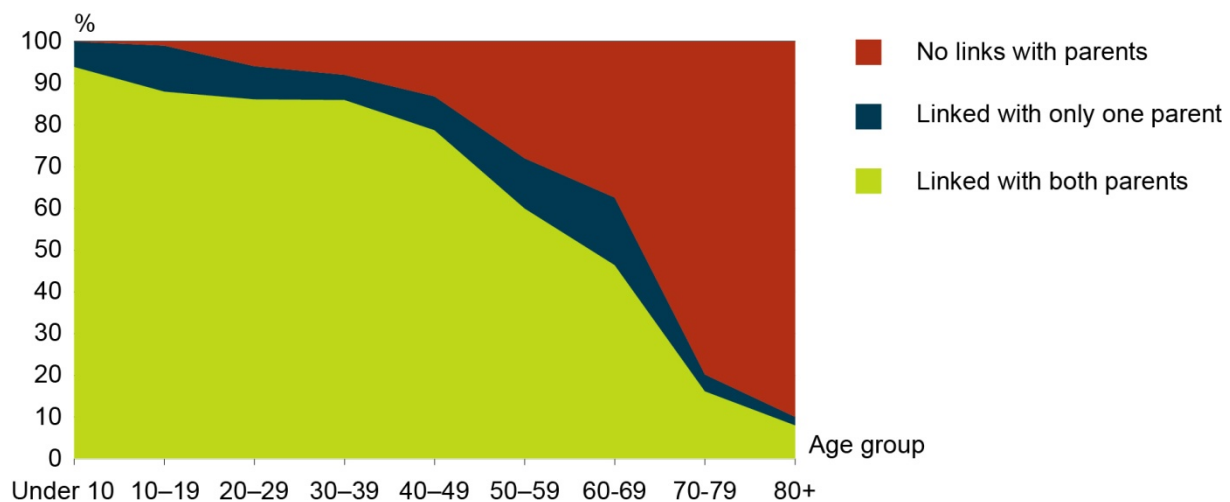
Improvement in the technical quality of the address data of permanent residents^a available in the Population Register, 1 January 2013 – 1 January 2015

| | 1 January 2013 | % | 1 January 2014 | % | 1 January 2015 | % |
|---|----------------|----|----------------|----|----------------|----|
| ADS_ID available | 1 224 866 | 90 | 1 260 210 | 93 | 1 319 495 | 97 |
| ADS_OID available | 1 195 816 | 88 | 1 232 901 | 91 | 1 257 480 | 93 |
| available at the level of cadastral units | 4 290 | | 2 340 | | 1 245 | |
| Permanent residents, total | 1 360 382 | | 1 354 889 | | 1 352 140 | |

^a Estonia is their country of residence according to the Population Register.

The prerequisites for the identification of families are correctly determined households and correctly reported interpersonal relationships (information about the mother, the father and the spouse). Based on the data of the Population Register as at 1 January 2015, 77% of the permanent residents are linked to the mother's ID code and nearly 70% are linked to the father's ID code. As expected, the availability of the parents' ID codes is heavily dependent on a person's age.

Permanent residents linked with both, one or neither parent by age group, 1 January 2015



These indicators are slightly better for Estonian-born residents (over 90% and 82%, respectively), and then also depend on a person's age. Compared to PR data for an earlier reference date (1 Jan 2014), the availability of all links has increased by one or two percentage points.

USERS' SATISFACTION WITH OFFICIAL STATISTICS

All the information published by Statistics Estonia is available to the public for free on the [website](#). The number of visitors to Statistics Estonia's website has increased year by year. Compared to 2013, the number of visits rose by 2% in 2014. The average number of visitors per week was 13,000, with 86% of these visitors based in Estonia. 6% of the visitors accessed the website via a mobile phone or tablet.

In summer 2014, Statistics Estonia launched the redesign of its website. It took users some time to get used to the new environment, which is why the number of visits decreased in August and September. By the end of the year, users were used to the new site design and the number of users of most products was back at the level of previous years.

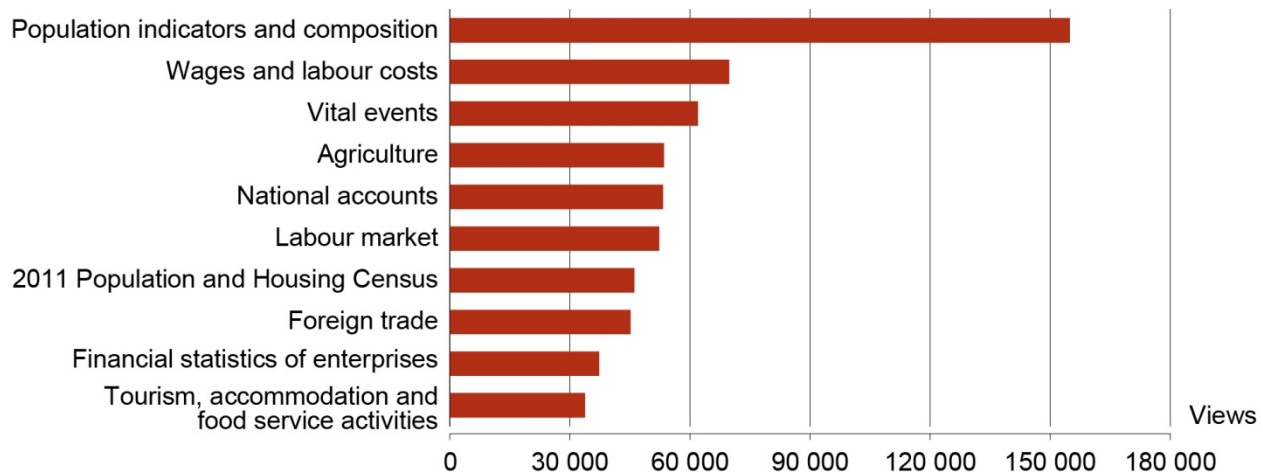
The most popular source of statistical information is the Statistical Database. The number of database users decreased slightly compared to 2013, but the number of visits and table views remained at the same level.

There was an increase in the number of users of the e-publication "Piirkondlik portree Eestist" (a source of regional statistics). The number of views of the pre-defined tables presenting statistics on Estonia showed a significant growth (25%), while the number of users of main indicators fell by about a third, especially in the second half of the year. The reason could be that five key indicators are now presented on the home page, meaning that users do not have to go and look at the pre-defined tables.

Compared to 2013, there were about a third more requests for information in 2014. The number of orders for information decreased by a tenth, and the cost of the orders fell as well.

Based on the use of the database and pre-defined tables, the most popular subject areas in 2014 (as in 2013) were population indicators and vital events, wages and labour costs, agriculture, national accounts and the labour market.

Popular subject areas based on the number of views (database and pre-defined tables), 2014



Media coverage

The number of media mentions in 2012 and 2013 was significantly influenced by the conduct of the 2011 Population and Housing Census (PHC 2011) and the publication of census results. In 2014, however, the census had a much smaller impact, as only 8% of the media mentions were PHC-related (21% in 2013).

Last year there were 6,275 media mentions concerning Statistics Estonia and official statistics. This is about 1,600 mentions or a fifth less than in 2013. If we omit PHC-related mentions from the total figures, the number of media mentions in 2014 was 8% smaller than in 2013. The total number of mentions in 2014 is at a similar level as before the census, i.e. in 2010 (6,000 mentions per year).

In 2014, Statistics Estonia had several important topics to be communicated through the media. At the start of the year, the population figures for 2000–2013 were revised based on PHC 2011 and register data (resulting in revisions in labour market indicators); also, the population projection up to 2040 was published.

In economic statistics, there was a big change with the implementation of the new ESA 2010 methodology in national accounts, which meant that the gross domestic product (GDP) for 2000–2014 was revised. ESA 2010, which was implemented in all EU Member States in 2014, means significant changes in GDP calculations.

Media monitoring, 2010–2014

| | Number of mentions (incl. PHC-related mentions) | PHC-related | Year-over-year change in number of mentions, % | Year-over-year change in number of mentions (excl. PHC-related mentions), % |
|------|---|-------------|--|---|
| 2010 | 6 630 | 179 | 36 | .. |
| 2011 | 7 606 | 954 | 15 | 3 |
| 2012 | 8 941 | 2 519 | 18 | -3 |
| 2013 | 7 853 | 1 631 | -12 | -3 |
| 2014 | 6 275 | 532 | -20 | -8 |

In 2014, online news sites were the main channel for coverage on official statistics – these sites accounted for over a half of all media mentions. Printed national and local dailies ranked second and third, respectively, among media channels. The distribution between channels was the same in previous years.

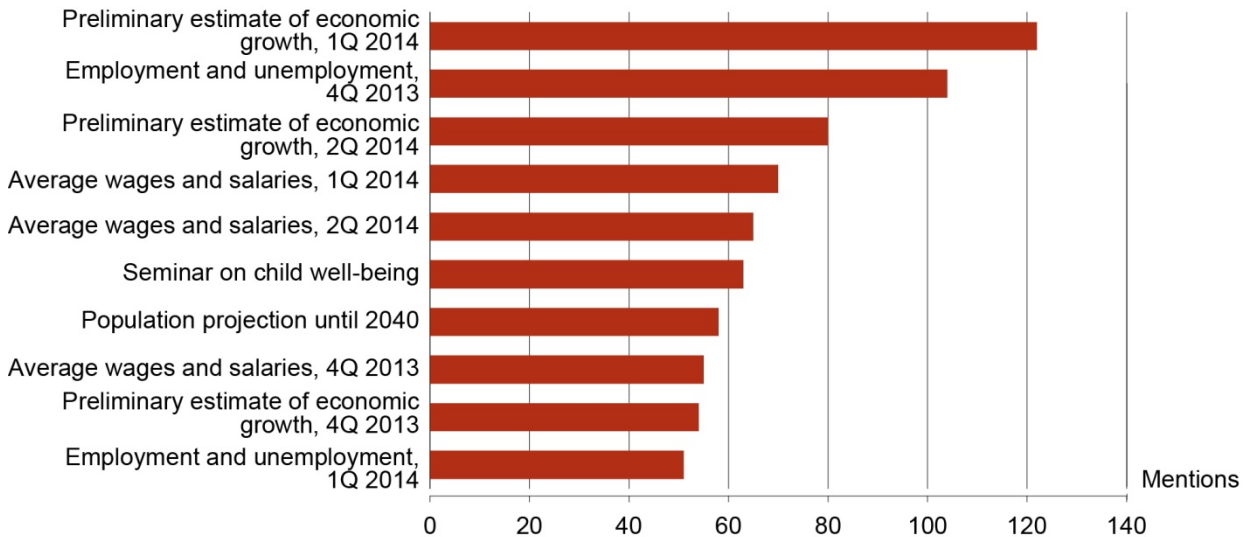
On average, there were 17 media mentions per day based on or discussing official statistics – down from 22 mentions per day in 2013. There were 523 media mentions per month in 2014, on average.

Media mentions by month, 2010 and 2014



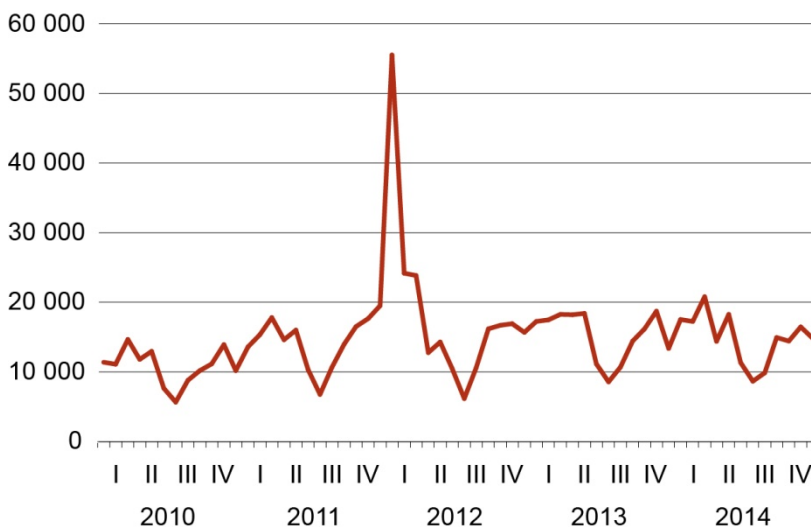
In 2014, Statistics Estonia published 146 news releases, all of which received media coverage. According to the media monitoring, each news release received 23 media mentions, on average (26 in 2013). The media showed the biggest interest in news releases concerning economic growth, the labour market and wages. Media reporting on news releases accounted for more than a half of all media mentions.

Top ten news releases based on the number of media mentions, 2014



In 2014, the news releases were viewed more than 178,700 times on Statistics Estonia’s website, which means 490 views per day (the corresponding indicators in 2013 were 182,700 and 500). This number is similar to that recorded in 2011, when the news releases were viewed 172,700 times on the website.

Views of news releases on Statistics Estonia’s website by month, 2010–2014

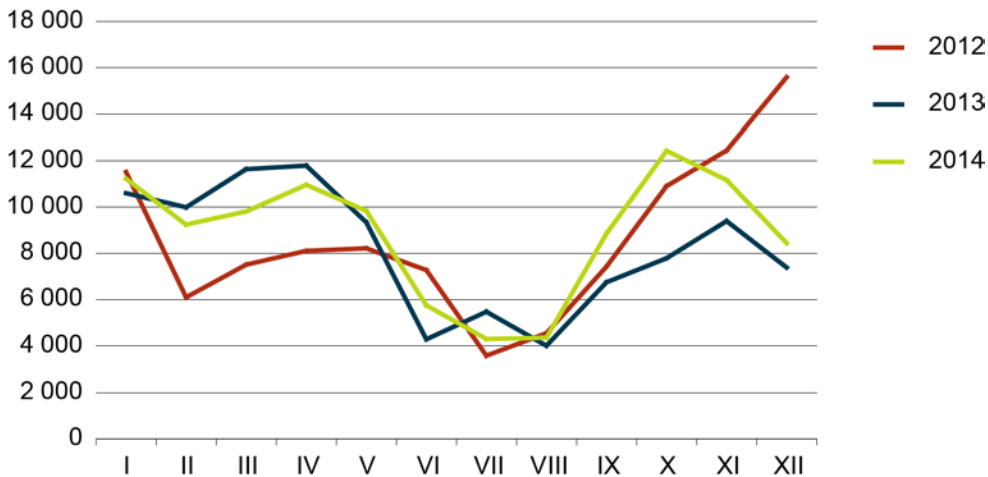


In 2014, the employees of Statistics Estonia contributed 11 articles that were published in the media (7 in 2013). Ene-Margit Tiit was the most prolific contributor with 3 articles published. Of these 11 articles, 10 discussed official statistics and one article was a response to the misinterpretation of official statistics.

Statistics blog

In 2014, the blog achieved the highest annual number of visits – 106,400 over the course of the year. The previous record was from 2012 (103,200 visits to the blog). There were 32 blog posts in 2014 (down from 40 in 2013) which received 358 media mentions.

Visits to Statistics Estonia's blog by month, 2012–2014



New tools and products for users

Statistics map application

The statistics map application is a web-based tool available to users since 2014. It displays geo-referenced 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 presents the data collected in censuses and demographic and social statistics. The plan is to add more geo-referenced statistics: the data collected in the register-based census and statistics on other subject areas (the environment, economy, agriculture).

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 geo-referenced statistics and anyone else who is interested in such data.

The application had nearly 12,000 users in 2014.

“Eesti rahvastik. Hinnatud ja loendatud”

The book studies the demographic trends in Estonia from the statistical perspective, using the results of the latest census and other surveys in order to compare Estonia with other European countries. The book is in Estonian.

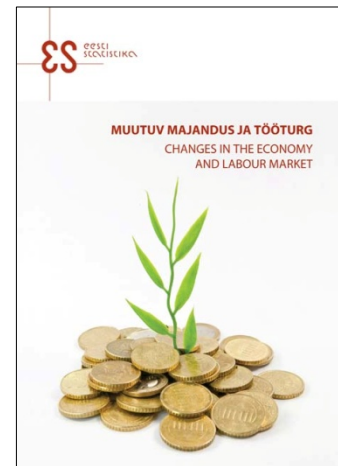
The book, published in November, discusses demographic estimates and censuses, and analyses the results of the 2011 census in Estonia (comparisons with other European countries are provided for most indicators).

The book launch was held at the Apollo book store with over 60 people in attendance.



“Muutuv majandus ja tööturg. Changes in the Economy and Labour Market”

This analytical publication on economic and labour market trends in Estonia was released in October. It analyses the links between economic conditions and the labour market, the changes that have occurred and the reasons behind them, and the trends in this decade. The economic and labour market indicators for Estonia are also presented by main social groups (by sex, education etc.) and in comparison with other European countries.



“Puudega inimeste sotsiaalne lõimumine. Social Integration of Disabled persons”

The publication, released in December, provides an overview of the integration of persons with activity limitations in social and economic life. The financial circumstances and standard of living of disabled persons are analysed, including the impact of those aspects on integration. Also, the health status and leisure opportunities of disabled persons are studied, among other things.



Micro-data collected for statistical purposes used by researchers

To generate as much public value as possible from available data, research institutions have the possibility to access the micro-data collected by Statistics Estonia, provided that the data will be used for scientific purposes. The decision to grant access is made by Statistics Estonia on a case-by-case basis, taking into account the risk of identification of individuals and data confidentiality. The type of access to micro-data depends on these two factors. The research based on the micro-data collected by Statistics Estonia is made available on Statistics Estonia's website.

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 24 in 2014. Similarly to 2013, the University of Tartu was the most active applicant for micro-data in 2014.

So far, the following data have been used most often for scientific purposes: social statistics (e.g. the Estonian Social Survey, the Labour Force Survey, the Work-life Survey), innovation statistics and the financial statistics of enterprises.

User Survey of Official Statistics

The User Survey of Official Statistics, which is conducted among the main users of official statistics, took place from 11 to 30 March 2014. The aim of the survey was to determine the level of satisfaction with official statistics; how users rate Statistics Estonia and the different subject areas of statistics; and how actively the statistical products and services are used. A similar survey was conducted in 2006, 2008 and 2011.

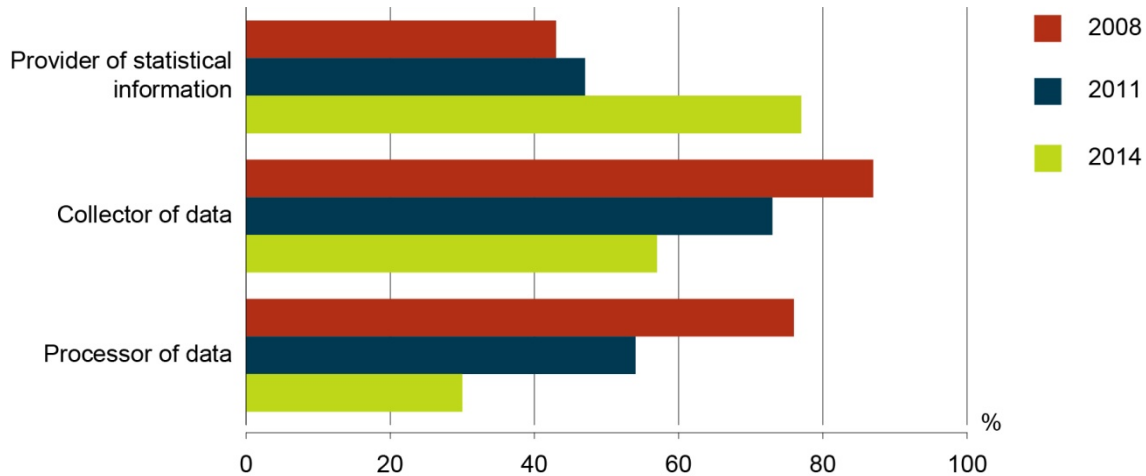
The following user groups were included: ministries and the government agencies under their jurisdiction, other public-sector organisations, county governments, local governments, research and educational institutions, private enterprises and non-profit associations (partnerships, associations,

unions, etc.), and university students. Notification letters asking the recipients to complete the questionnaire were sent by e-mail to 3,500 known contact persons. The questionnaire was also available on Statistics Estonia's website. 544 respondents completed the questionnaire.

Compared to 2011, Statistics Estonia was rated a little higher in 2014 – the average rating rose from 7.8 to 8.0 on a scale of 1 to 10.

Compared to previous surveys, there is a bigger share of users who see Statistics Estonia primarily as an information service provider, while a decreasing share of users think of Statistics Estonia as a collector and processor of data.

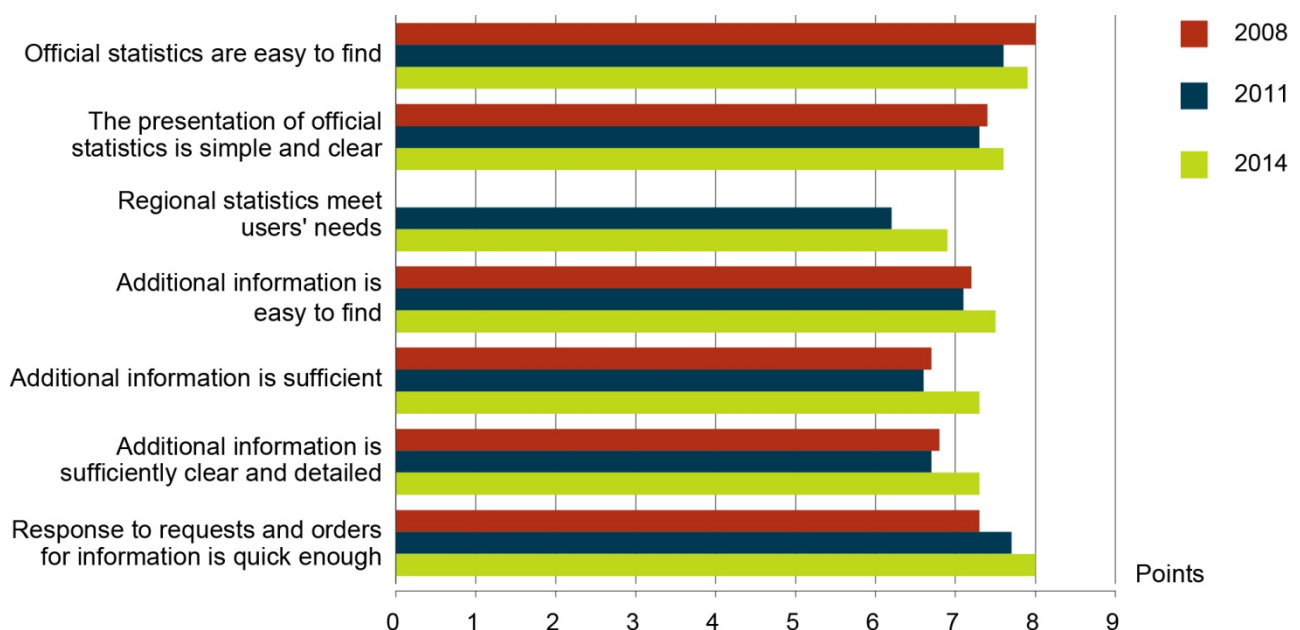
The role most characteristic of Statistics Estonia in users' opinion, 2008, 2011 and 2014



As expected, the Statistical Database is the most used source of statistical information – more than 90% of the respondents had used it. 79% had used Statistics Estonia's publications and, and 73% had used news releases pre-defined tables. The users' satisfaction with statistical products is quite good – over 7.5 for most products on a scale of 1 to 10.

Compared to 2011, users gave a better rating in 2014 to the following aspects: official statistics are easy to find; the statistics are understandable; additional information is easy to find, sufficient and sufficiently clear. The average scores ranged from 6.9 to 8.0 (from 6.6 to 7.6 in the previous survey).

Assessment of official statistics on a scale of 1 to 10, 2008, 2011 and 2014



The users would like Statistics Estonia to produce more detailed dataset on regional statistics, labour market indicators and earnings. In addition to that, the users would like the statistics to be published faster, and they expect more active use of the social media and several IT-related improvements, such as a more user-friendly database, data linking possibilities, and the greater use of registers and other data sources (for a reduced response burden).

As a new feature, the 2014 questionnaire included a question for the calculation of the net promoter score. The idea underlying the net promoter score is that whenever a person recommends something to a friend or a colleague, he or she takes responsibility for the quality of the thing recommended.

The net promoter score of Statistics Estonia's products and services was +34, which is a very good result. The net promoter score was +55 among frequent users (who use statistics several times per month) and +5 among infrequent users.

The main reasons why users would not recommend Statistics Estonia's products and services were:

- not sure whether the use of statistics would benefit the enterprise in any way;
- a negative perception of Statistics Estonia due to problems related to data submission;
- the statistics are released after a long interval.

The main reasons why users would recommend Statistics Estonia's products and services were:

- official statistics are reliable and accessible;
- the statistics are relevant; the publications/analyses are interesting;
- there is no alternative to Statistics Estonia as a data source;
- statistics are vital for decision-making and planning.

The purposes of using official statistics have not changed over the years – the biggest share use statistics to analyse the current situation and make the necessary decisions, to establish the economic situation, and to determine development trends. The respondents made many useful suggestions for improving the dissemination of statistics. Based on these suggestions, Statistics Estonia can continue to develop its products and services.

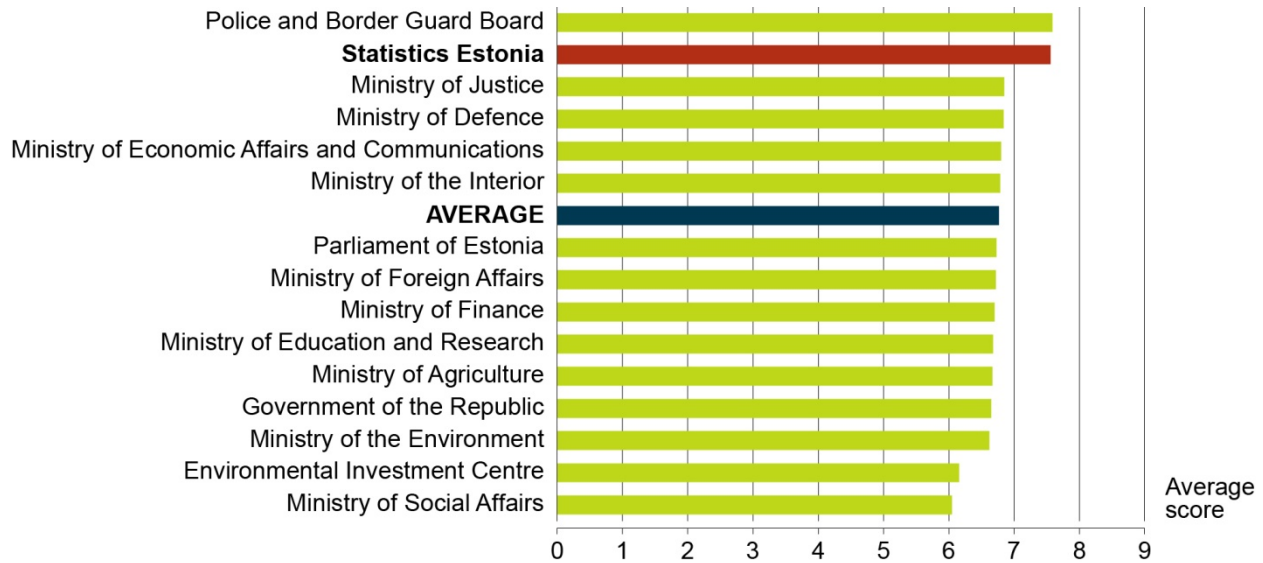
Survey on Communication between Government Agencies and the Media

At the beginning of 2015, the research firm Turu-uuringute AS carried out a survey among journalists to assess the media relations of the Government, the ministries and selected government agencies in 2014. Statistics Estonia was assessed by 63 journalists

It was an online survey with various aspects scored on a scale of 1 (the lowest score) to 9 (the highest score).

The media activities of Statistics Estonia received an average score of 7.56 – this was the second-best result among the institutions included in the survey in 2014.

General rating of media relations, 2014



The survey asked the journalists to assess twelve specific components of media relations. The journalists gave Statistics Estonia the highest score in the following eight categories: openness of reporting, speed of answering queries, reliability of information, speed of reporting, availability of the management, website, independence of reporting from party policy, clarity and understandability of the information published.

Statistics Estonia received the second-highest scores for the other components of media relations.

Journalists gave the highest score – over 8 points – to Statistics Estonia's reputation and independence from party policy. The scores for all other components of media relations were also higher than 7.

Assessment of Statistics Estonia, 2014

| | Average score |
|--|---------------|
| General image | 8.16 |
| Independence of reporting from party policy | 8.16 |
| Reliability of information | 7.84 |
| Openness of reporting | 7.73 |
| Availability of the press officer | 7.73 |
| Clarity and understandability of the information published | 7.73 |
| Availability of the management | 7.63 |
| Speed of reporting | 7.55 |
| Communication skills | 7.41 |
| Speed of answering queries | 7.24 |
| Use of social media | 7.24 |
| Website | 7.18 |

Promoter Index

In addition to conducting the User Survey of Official Statistics, Statistics Estonia participated in a customer feedback project organised by the Ministry of Economic Affairs and Communications. Statistics Estonia wanted users' feedback about its products and services. The Promoter Index methodology was used for this purpose. Over the summer, Statistics Estonia studied the satisfaction of respondents using eSTAT. In the autumn, we studied users' satisfaction with Statistics Estonia's website, the statistics blog, the map application, the statistics app, and the e-publication "Piirkondlik portree Eestist" (a source of regional statistics).

The Promoter Index among respondents was relatively low: the average for 11 different questionnaires was -5. The Index was the highest for the quarterly questionnaire "Road transport" (+33) and the lowest for the Intrastat report (-24).

The statistics blog, the map application and the e-publication on regional statistics were rated by a small number of users, but the Index scores were very high, ranging from +30 to +50.

The website was rated by more than 200 users, with the Promoter Index being -16. One of the reasons for the low score could be the fact that users were still unfamiliar with the new website design (this was pointed out by several users). Another reason cited for not recommending the website was the fact that users struggled to find the required statistics. The recommenders praised the website (for being informative and having a good structure), reliability and the quality of analyses.

Events and training

2014 was a busy year for Statistics Estonia. We attended nearly 70 conferences, seminars and other events. There were also seminars for statistics users: employees of government institutions, university students, librarians and others. Some of the most important events in 2014 are listed below.

In January, Statistics Estonia held a seminar with about a hundred attendants to present its publication "Laste heaolu. Child Well-Being". The contributors to the publication included analysts from Statistics Estonia as well as experts from the Office of the Chancellor of Justice, the Ministry of Social Affairs, the Ministry of Justice, the Ministry of Education and Research, the National Institute for Health Development, Tallinn University, the University of Tartu, the Estonian Health Insurance Fund and the Health Board.

In March, Statistics Estonia held a user event where we discussed the key issues covered in our analytical publications "Sotsiaaltrendid. 6. Social Trends" and "Eesti piirkondlik areng. 2013. Regional Development in Estonia". The seminar was very highly rated by the attendants.

In April and May, there were five information days held in five cities across Estonia – Tallinn, Tartu, Paide, Rakvere and Haapsalu. These events were organised together with the Ministry of Economic Affairs and Communications, as part of the project "Providing the pre-requisites for improving the quality of public services using ICT tools". At these events, Statistics Estonia made a presentation about the map application. There was also a display stand to showcase our products and services.

In May 2014, Statistics Estonia started a series of events held in counties. At these events, we discuss how to use statistics and focus on issues relevant for a given county. The event was held in four counties: Viljandi, Ida-Viru, Jõgeva and Hiiu counties.

In July, Statistics Estonia held the press launch of the publication "Eesti statistika aastaraamat. 2014. Statistical Yearbook of Estonia". At the event, the Director General Mr Andres Oopkaup spoke about the targets that Estonia has set for itself in line with the Europe 2020 strategy. Principal Analyst Mr Siim Krusell gave an overview of the main changes in Estonia in 2013 and of the trends in the last decade, that is, since Estonia's accession to the EU. Various media channels attended the launch (Kanal 2, TV3, Tallinn TV, radio news of Estonian Public Broadcasting, and Postimees newspaper). After the event, there were 50 media mentions and reports.

In October, there was a seminar related to the action "Increased availability of gender pay gap statistics" (this action is not part of the statistical programme). Statistics Estonia presented the results of the gender pay gap analysis. Experts from Iceland shared their experience with the production of gender pay gap statistics. The seminar was attended by 70 people.

In November, Statistics Estonia presented the publication "Muutuv majandus ja tööturg. Changes in the Economy and Labour Market" which analyses economic and labour market trends in the past ten years. Robert Mürsepp talked about general economic trends and knowledge-based economy; Siim Krusell's presentation was about young people in the labour market; and Yngve Rosenblad discussed the ageing and retirement of the labour force. The TV news team of Estonian Public Broadcasting and journalists from the newspapers Postimees and Saarte Hääl attended the event. In the morning before the event, Yngve Rosenblad was interviewed by the Vikerraadio radio station, Siim Krusell was interviewed on the morning show on the ETV channel, and Robert Mürsepp was interviewed by the Kuku radio station. There were 38 media mentions of the release of the publication.

At the end of the year, Statistics Estonia held a seminar for main users. The seminar theme was "Use of register data in national surveys and censuses". The goal was to provide an overview of the mapping of data sources for the register-based census, and of the quality and accuracy of the data.

In addition to these events, Statistics Estonia was also present (with an information stand and with speakers) at the annual conference of cities and rural municipalities, the GIS Day, and the Tallinn Entrepreneurship Day.

NEW STATISTICAL ACTIONS IN 2015–2019

The list of statistical actions for 2015–2019 contains four new statistical actions which are all stipulated by EU regulations.

| No | Name of statistical action | Estimated cost, thousand euros | | | | | Reason for inclusion of the action | Type of statistical action |
|----|--|--------------------------------|------|------|------|------|------------------------------------|----------------------------|
| | | 2015 | 2016 | 2017 | 2018 | 2019 | | |
| 1 | Social Survey module "Access to social services" | 15.0 | 40.5 | 10.0 | – | – | EU regulation(s) | Non-regular statistics |
| 2 | Satellite account on pension schemes | 24.8 | 24.8 | 24.8 | 24.8 | 24.8 | EU regulation(s) | Development |
| 3 | Environmental protection expenditure accounts (macro-level) | 62.7 | – | – | – | – | EU regulation(s) | Development |
| 4 | UOE (UNESCO, OECD, Eurostat) data collection on education statistics | 15.5 | 15.5 | 15.5 | 15.5 | 15.5 | EU regulation(s) | Main statistics |

STRATEGIC PLANNING

In 2014, Statistics Estonia's operations were based on the officially adopted development guidelines for 2013–2018. In October, the strategy for 2015–2020 was finalised. With this step, Statistics Estonia adopted a rolling strategy, which is a system already used by other agencies in the area of government of the Ministry of Finance. A rolling strategy means that the strategy is not defined for a fixed five-year period (as was the case so far) – instead, the strategy is reviewed annually. For Statistics Estonia, it means that each year we prepare two documents: a five-year statistical programme to be approved by the Government of the Republic (incl. a more detailed outline of the coming year), and also a strategy for the next five years with a more detailed plan for the coming year. This dual system differs from the systems used by most state agencies. As another innovation, the strategy will be approved by the Minister of Finance.

In terms of content, there are no major differences between the development guidelines for 2013–2018 and the strategy for 2015–2020. We still follow the course and targets defined in 2013. For clarity, the new strategy refers to the targets and priority areas as measures; it defines in detail the actions required for the implementation of the measures as well as the related indicators and initial and target levels.

Thus, Statistics Estonia had two objectives in 2014:

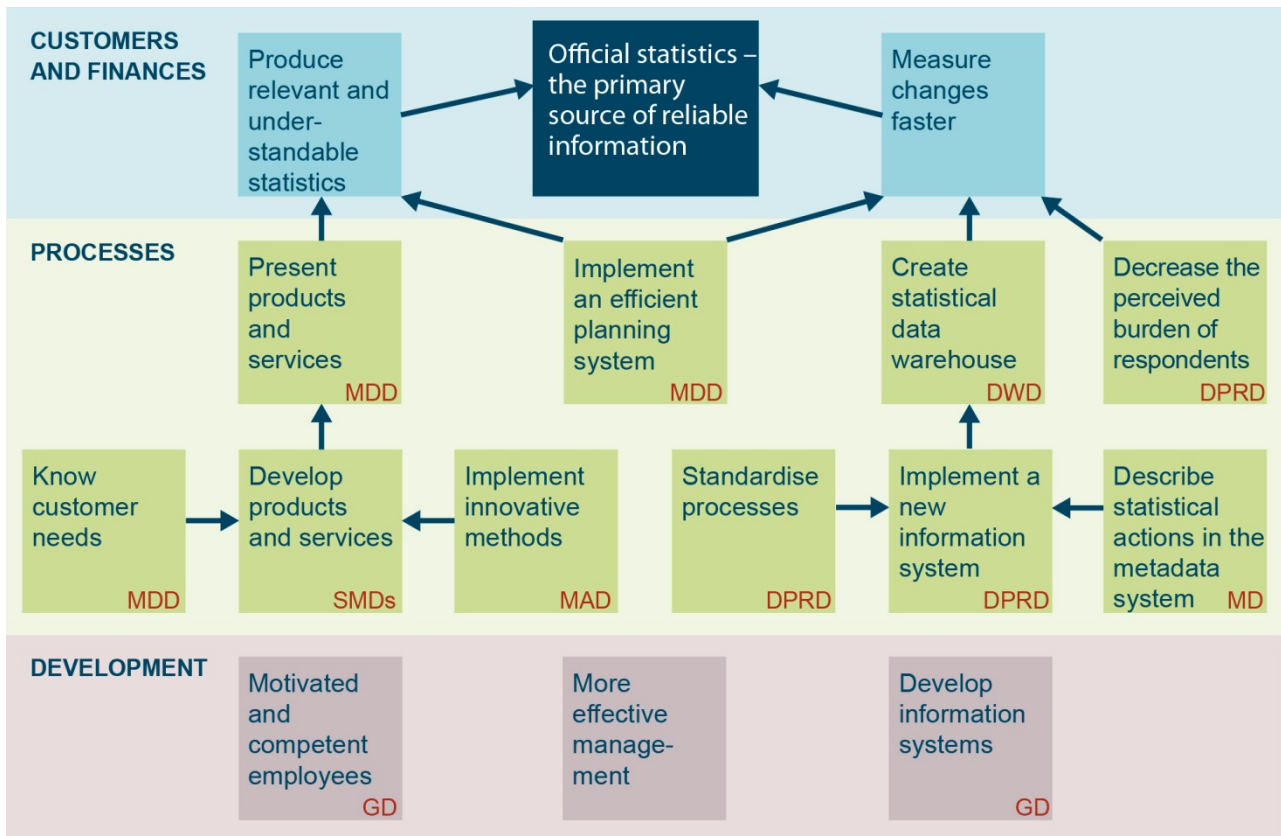
- produce relevant and understandable statistics;
- measure changes faster.

In other words, official statistics should cover the areas that are relevant for users, whereas there should be consistency in the long term (over time); also, the statistics should be clear and should be produced as fast as possible.

The implementation of the strategy is ensured by 10 measures related to the main activities and by 3 horizontal measures.

1. Know customer needs
2. Implement innovative methods
3. Develop products and services
4. Present products and services
5. Implement an efficient planning system
6. Describe statistical actions in the metadata system
7. Standardise processes
8. Introduce a new production system
9. Create a statistical data warehouse
10. Decrease the perceived burden of respondents
11. Motivated and competent employees
12. Develop information systems
13. More effective management

The strategy map of Statistics Estonia (below) shows the connections between the measures and the two main objectives.



DPRD – Data Processing and Registers Department; DWD – Data Warehouse Department; GD – General Department; MAD – Methodology and Analysis Department; MD – Metadata Department; MDD – Marketing and Dissemination Department; SMDs – subject-matter departments

An overview of the implementation of the strategy is available on Statistics Estonia's website. This overview is not duplicated here, but the strategy's indicators are referred to in many sections.

As for the strategy, it should be mentioned that there are targets in the strategy that do not yet have financial coverage (these items are marked accordingly in the strategy file). It is crucial to obtain the necessary funds. If it proves to be impossible, it means that the given target is not desirable enough in the society.

WORK ORGANISATION AND IMPLEMENTATION OF A NEW PRODUCTION PROCESS

Statistics Estonia's main budget has remained on the same level in recent years. Therefore, we have to actively look for ways to improve efficiency and cut costs, in order to ensure the adequacy of the output, to publish the statistics sooner, and to raise the wages of the staff.

There are many options for increasing efficiency, but some of these would mean a significant rise in the wage bill or investments in IT systems. For example, the creation of a survey lab would probably help to save on data review and revision, but would mean new labour costs, above all. Since the financial resources are extremely limited, we have to make the most of the existing resources and the investments made so far.

To make the work process more efficient, Statistics Estonia introduced a new organisational structure in October 2013. The restructuring reduced the number of executive positions (from 36 to 25) and consolidated the data processing and warehousing functions, which meant a decrease in the number of positions involved in data review. The implementation of these changes and the reorganisation of operations continued in 2014 and took a lot of time. In general, the work organisation now complies with the restructuring plan, but there are still a few positions whose duties have not yet been assigned to the new function. The reason is that some positions are still vacant, and the transfer of knowhow from one person to the next takes time.

The restructuring in October 2013 meant a large amount of simultaneous changes in the work process. Further changes in work organisation (as necessary) will be on a much smaller scale. In connection with this, there was a LEAN management training course in autumn 2014. The course was intended for the heads of structural units and for team leaders within Statistics Estonia. The course was very practical – after a brief theoretical introduction, the focus was on how to make the production process leaner. Five so-called improvement events took place during the training course. The improvement events will continue in 2015; further training has also been planned.

According to the LEAN methodology, the constant improvement of processes should result in more standardised and better-documented processes (Measure 7 in the strategy for 2015–2020). This, in turn, will provide the basis for the more efficient implementation of the information systems developed for the 2011 Population and Housing Census and for the register-based census (Measure 8 in the strategy for 2015–2020).

The implementation of the new production system is required for speeding up statistics production and for creating a data warehouse, making it the key priority of 2014 as well as 2015. The plan is to implement it in three stages from data collection to dissemination: new data collection software, new data processing software and new analysis software.

The new data collection software was implemented fully in 2014. It means that all questionnaires now use the new software and the new data collection software will be used for all statistical actions in 2015. The new data processing software will be used for 9% of statistical actions in 2015. The goal for 2016 is to use the data processing software for 45% of actions and the analysis software for 20% of actions. The share of actions that are performed using the new production system depends directly on additional investments. Software investments have not been budgeted for 2015 and there is a very slight chance of obtaining financing from the Structural Funds via the Ministry of Economic Affairs and Communications.

ESS CODE OF PRACTICE PEER REVIEW

The European Statistical System (ESS) Code of Practice includes 15 principles covering the institutional environment, the statistical production processes and the output of statistics. The review of the implementation of the Code of Practice is based on a set of indicators of good practice for each of the 15 principles. The quality criteria of European statistics are stipulated in European regulations on statistics.

The European Statistics Code of Practice and the peer reviews serve the following purposes:

- maintain and enhance the reliability of the ESS;
- ensure and improve the capacity to produce European statistics and the quality of the statistics;
- support the Member States in development actions undertaken for compliance with the Code of Practice;
- benefit from the development of various parts of the ESS.

In 2014 and 2015, there will be peer reviews in ESS organisations to audit compliance with the Code of Practice. The peer reviews consist of two stages: a self-assessment and a review by independent experts. Statistics Estonia completed the self-assessment in 2014: three long questionnaires were filled in, with more than 400 statements covered. All departments contributed to the self-assessment – key specialists from each function were involved depending on the Code of Practice topics.

The Estonian statistical system and Statistics Estonia meet the requirements for most of the indicators. There are some shortcomings, but efforts are being made to improve these aspects. The biggest shortcoming is the fact that the resources do not match the demand, which is the reason why Statistics Estonia has been unable to fulfil some of its obligations under European regulations. Also, the amount of development is limited, and participation in the development projects of the ESS is insufficient.

There will be a peer review in April 2015, conducted by qualified independent experts from outside the European Statistical System. Peer reviews using the same methodology will be carried in all EU Member States and in Eurostat. The results of the peer reviews will be published on Eurostat's website.

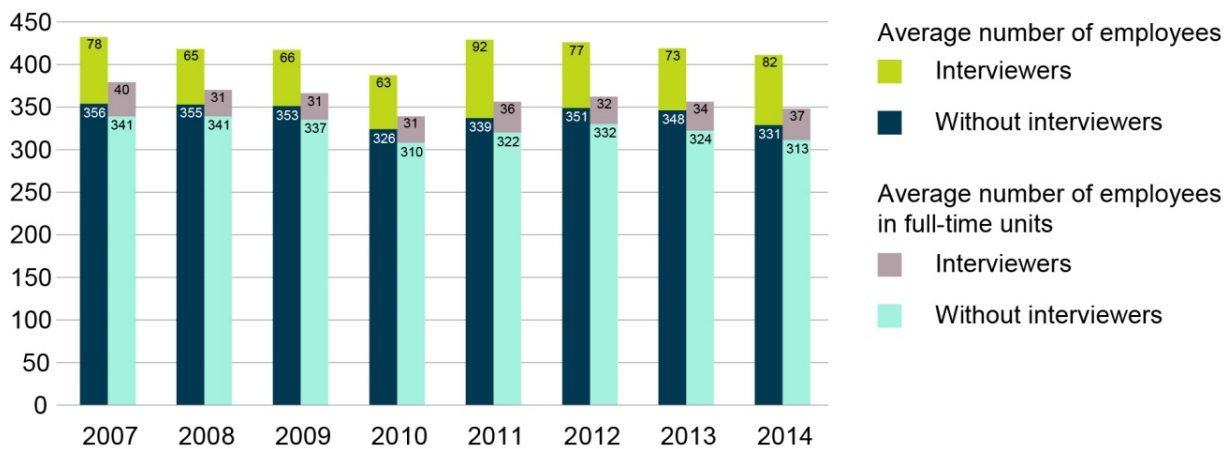
PERSONNEL

The objective of Statistics Estonia’s personnel policy is to develop the organisation’s personnel, recognise good performance and motivate the staff. Good personnel management helps to ensure that the organisation achieves good results and is competitive. An effective personnel policy fosters a sense of unity and a strong internal culture. For more information, please visit Statistics Estonia’s [website](#).

At the end of 2014, Statistics Estonia had 413 employees^a (421 at the end of 2013). The average number of employees in full-time units was 350 in 2014 (358 in 2013). The fact that the number of employees in full-time units is smaller indicates that there is a considerable number of part-time employees at Statistics Estonia.

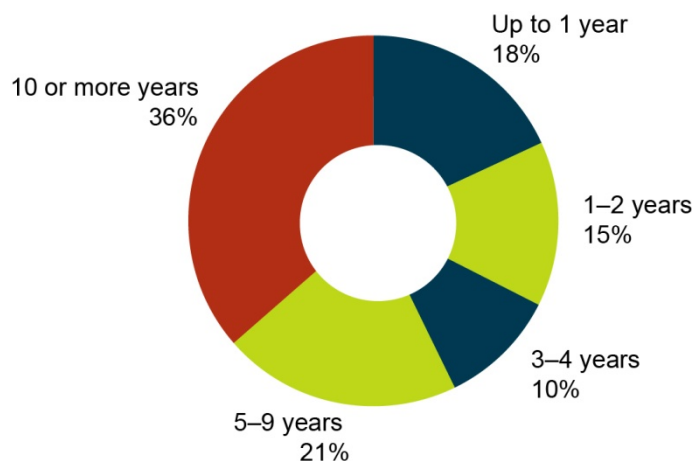
The following figure shows the average number of employees as well as the number of employees in full-time units. The number of interviewers is presented separately because the interviewers do piecework, unlike the rest of the staff who are employed and paid by the hour.

Statistics Estonia’s employees, 2007–2014



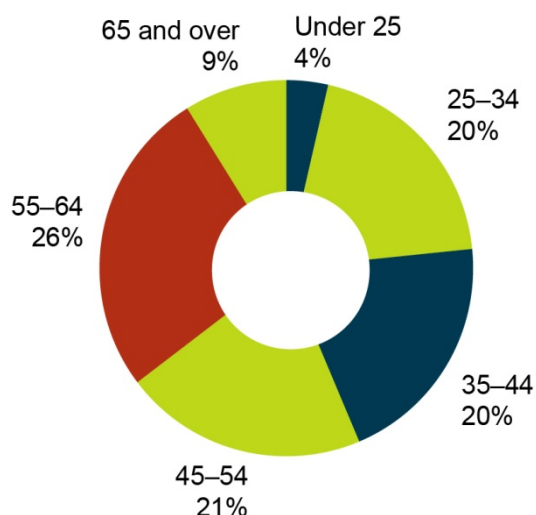
85% of Statistics Estonia’s staff are women and 15% are men. The average length of service in 2014 was 8.6 years and the employees’ average age was 47.

Length of service of Statistics Estonia’s employees, 31 December 2014



^a This number includes both officials (appointed under the Civil Service Act) and employees (employed under the Employment Contracts Act). The number of employees includes interviewers.

Age distribution of Statistics Estonia's employees, 31 December 2014



Labour turnover

In 2014, voluntary turnover remained at the same level as in 2013. There were more executives and senior specialists who left on their own initiative. This fact deserves attention, because it might be a difficult and time-consuming task to replace managers and qualified specialists.

Voluntary turnover rate^a, 2011–2014 (percentages)

| | Executives | Senior specialists | Mid-level specialists | Junior specialists | Voluntary turnover, total |
|------|------------|--------------------|-----------------------|--------------------|---------------------------|
| 2011 | 2.7 | 11.1 | 10.8 | 1.5 | 6.7 |
| 2012 | 2.8 | 0.0 | 6.4 | 2.2 | 4.2 |
| 2013 | 3.0 | 1.9 | 12.4 | 12.3 | 10.4 |
| 2014 | 12.6 | 10.7 | 8.4 | 11.7 | 10.2 |

^a The calculations include only those who have resigned on their own initiative. This means that the figures do not include persons who have resigned by agreement of the parties or due to the expiry of a term, unsatisfactory performance in the probationary period or unsuitability for the position (qualifications, health); and deceased persons.

Remuneration

The average monthly earnings (incl. bonuses) of Statistics Estonia's employees (excl. interviewers) were 1,104 euros in 2014 (978 euros in 2013). In 2014, Statistics Estonia paid a bonus to 292 employees, with the average sum of the bonus being 1,098 euros. The one-off bonus was not paid to interviewers and to employees who had worked for Statistics Estonia for less than six months.

Motivation

Statistics Estonia also uses the following ways to motivate its staff.

| Family | Work | Learning | Sports and health | Special occasions |
|---|--|---|---|--|
| 3 days of paid leave for a father upon childbirth | Recognition of the best performers each year | Motivational events in departments | 3 days of paid leave a year for health-related reasons or to care for a loved-one | Recognition of milestones in length of service |
| A children's Christmas party (a pack of chocolates and candy for each child) | Staff events (summer outing, holiday parties etc.) | Work-related training | Promotion of a healthy lifestyle (bicycle cage, shower rooms, flexible working hours) | Greetings on milestone birthdays |
| One day of paid leave at the start of the school year for parents whose child is in basic school | Free parking | Access to specialist literature in the information centre | A massage service on the premises | |
| One day of paid leave when the employee's child or the employee completes a level of education (day of graduation) | Compensation of mobile phone expenses up to the pre-defined limit (subject to agreement with the superior) | 30 calendar days of paid study leave per year for doctoral students (the employee's average wages are paid during this leave) | | |
| 3 days of paid leave when an employee gets married | Payment of bonuses | Teleworking (subject to agreement with the superior) | | |
| One day of paid leave when there is a family emergency | | Flexible working hours (subject to agreement with the superior) | | |
| 3 days of paid leave upon the death of a loved-one (spouse or partner, child, grandchild, parent, grandparent, sibling) | | | | |

Recognition of good performance

In 2014, Statistics Estonia started to choose the best performers and achievements of the year as a way to recognise the best employees and teams. The esteemed categories were developed by a working group that included the representatives of all departments. The winners are announced at the general meeting of Statistics Estonia and receive a certificate of appreciation, a small gift and a warm applause. The best of 2013 had not been chosen by the time that the Annual Report 2013 was published. Therefore, the best performers in 2013 are mentioned in this report.

There were four categories in 2013: Best Achievement, Best Team, Best Manager and Best Blogger. The Best Achievement title is awarded to an action or activity completed in a given year that has boosted the image of Statistics Estonia, has encouraged the use of statistics among users and has motivated the staff to contribute even more. The Best Team is chosen to highlight good cooperation between departments. The Best Achievement and Best Team are chosen based on the employees' vote. The Best Manager is determined by the results of the employee satisfaction survey – the title is

awarded for successful motivation of the team. The Best Blogger title is awarded to the employee whose post on Statistics Estonia's blog had the highest number of readers on the day of publication.

- Best Achievement 2013 – Tiina Pärson for the promotion of recreational running and running events at Statistics Estonia
- Best Team 2013 – the team that organised the move to Statistics Estonia's new building (Maris Kuum, Kristina Lauri, Ilvi Reitel, Petra Brenner, Veola Pärismaa, Karin Kallaste, Sille Tiitsmaa, Eha Pajor, Liivo Valdvee, Taimi Saul, Tiiu Vallner)
- Best Manager 2013 – Maia Ennok, Head of Data Warehouse Department
- Best Blogger 2013 – Kutt Kommel for his post about the average day of a woman in Estonia (to celebrate International Women's Day)

In 2014, we added three new categories: Best Respondent, Best Partner (among registers) and Best Partner (among research institutions). The Best Respondent title is awarded for the timely and correct completion of questionnaires. The Best Partner among registers is chosen as a way to recognise the institution that has made the biggest contribution to the smooth operation of Statistics Estonia, and to single out the best solutions. The Best Partner among research institutions is chosen to recognise the institution or person that has made the biggest contribution to the smooth operation of Statistics Estonia – through the active use of Statistics Estonia's data or through contribution to our publications. The best of 2014 are listed under Main Events at the beginning of this report.

Development and training

In 2014, 76% of Statistics Estonia's employees had higher education (this share is 40% among interviewers and 85% among other staff).

Statistics Estonia invested a total of 65,032 euros (of which 47,071 euros from the state budget, 16,527 euros from the REGREL budget and 1,434 euros from the budget of customers' orders) in staff development in 2014. This sum accounted for 1.4% of the wage bill. There were 167 training courses attended by 423 employees for a total of 495 days. In 2014, the biggest share of the seminars and courses were related to main activities and management.

An employee satisfaction survey was conducted in January 2014. The survey enabled the staff to assess the main aspects and factors related to employee satisfaction and job motivation. The previous employee satisfaction survey was conducted in 2010. Since then, there has been a number of major changes within the organisation, and this was reflected in the survey results.

The overall satisfaction level of Statistics Estonia's employees has not changed much compared to previous surveys – it is still at the satisfactory level. The employees continue to give high ratings to their and their co-workers' commitment to high-quality performance. The highest ratings were given to immediate superiors, who have always been highly rated by Statistics Estonia's employees. The new organisational structure introduced in 2013 received a good rating, but the employees commented that they were concerned about the smoothness of the workflow in the new structure. Several measures were implemented in 2014 to improve the situation. For example, the use of working hours and the workload were thoroughly analysed. Also, we started the implementation of lean management principles, which helps us to identify and improve the bottlenecks in the work process.

The improvement has been the greatest in the employees' satisfaction with working conditions and the premises, which is largely due to the fact that Statistics Estonia moved into a new building with good working conditions. Nevertheless, it takes time to get settled in the new building. Therefore, in 2014, we solved various issues and listened to the employees' suggestions for making the working environment more convenient and healthier. Ventilation and lighting in the offices caused the most issues, as these had to be adjusted on 570 and 370 occasions, respectively. To improve employee satisfaction, the bicycle parking cage was moved – it is now under a roof and can be accessed with the employee's access card. In addition to that, the turnstile settings were modified for easier access, a boot cleaner was installed, a massage service was launched, and so on.

Organisational culture and atmosphere received below-average ratings. As an improvement action, Statistics Estonia organised several exciting staff events in 2014. The departments were allocated funds for motivational events. There was active participation in group sports activities. The employees also gave low ratings to the development and training opportunities within the organisation. In this area,

one of the key improvement actions was the increase in the travel budget. At the end of 2014, Statistics Estonia started to improve the system of in-house training.

Based on the survey results, the area that needs improvement the most according to the employees is making the staff feel valued. Here, we also took various measures in 2014. For example, the bonus system was restored and the employees are able to take three days of paid sick leave in a year.

Staff events

In 2014, there were several staff events that many of our employees attended. The events were organised by the employees themselves. Despite the lack of snow in the winter, we celebrated Shrove Tuesday in February, taking advantage of Statistics Estonia's spacious car park – there were fun games and the staff were served split pea soup, sweet buns with whipped cream and tea. Instead of the traditional summer outing, there was a visit to the Sauna village in late summer. It was a sunny and active day with various games, and of course everyone could learn about the sauna traditions of different nations. In autumn, Statistics Estonia celebrated the one-year anniversary of its new building. To mark the occasion, there was a photo exhibition about the first year and the employees were surprised with a small gift and a sweet treat as they arrived at work in the morning.

The 2014 Christmas party for Statistics Estonia's staff had an atmosphere of mystery and history. It was held at the House of Blackheads in the Old Town. The masked guests learned medieval dances and customs. The children's Christmas party took place at the education centre of Tallinn Zoo. The children watched a Christmas play, recited a Christmas poem to claim their present from the Santa Claus, visited the exhibitions at the centre and ate some cake.

In December, all employees could take part in a book exchange. A shelf was assigned for this purpose in Statistics Estonia's information centre. The staff could bring in books they no longer needed at home or browse the shelf and find new books to read. The year ended with an exhibition of arts and crafts made by Statistics Estonia's employees. The exhibited items included handicraft, photos, paintings, books written or translated by our employees as well as a unique collection of fruit stickers.

Sports

To support an active lifestyle, Statistics Estonia's premises include a shower, a secure bicycle cage and a bicycle which the employees can use for short trips during the working day. All employees have the possibility to use flexible working hours, meaning that it is easier to make physical exercise a part of their day. To maintain and support good health, Statistics Estonia cooperates with the Estonian Blind Masseurs' Union who offer their services on a weekly basis at Statistics Estonia's premises.

In 2014, Statistics Estonia started several Endomondo challenges to encourage physical activity. 51 employees participated in the challenges (including challenges for most kilometres, most active minutes, etc.) and they burned over 2 million kilocalories in total. As has become a tradition, Statistics Estonia had teams who participated in the SEB women's race in May and in the 10k race during the SEB Tallinn Marathon in September.

INTERNATIONAL COOPERATION

Statistics Estonia's international cooperation in 2014 can be characterised as successful and varied, as there were visitors from many countries from Mongolia to Iceland.

On 19 June, Statistics Estonia welcomed a high-level delegation from the National Statistical Office of Mongolia, including the Chairman of the Office Mr Mendsaikhan Sonomtseren. The delegation visited us to learn about the successful e-census and about the use of registers in a population and housing census.

There were other top executives of NSIs who visited Statistics Estonia last year. On 22–23 May, Estonia hosted the annual meeting of the Baltic Steering Committee. As is customary, the Committee agreed on a range of expert meetings related to Baltic cooperation: 10 tripartite meetings on different topics were planned for the period of June 2014 to May 2015. At Statistics Estonia's proposal, a meeting on performance indicators and resource management at NSIs was planned for the first time.

On 25–28 August, Statistics Estonia hosted the workshop of the Baltic-Nordic-Ukrainian Network on Survey Statistics (BNU Network). There were 48 participants from the Nordic countries, the Baltic countries, Ukraine and Belarus. The lectures were given by speakers from Spain, the USA and the Netherlands. The purpose of the BNU Network is to develop cooperation between university students and lecturers (specialising in statistics) and specialists at NSIs, and to combine theoretical knowledge with practical experience. The workshop allowed the participants to share experience, present their research results, learn from the experts in their field and discuss common methodological problems. The BNU Network will hold its next event (an international conference) in Helsinki in August 2015.

Simultaneously with the workshop of the BNU Network, there were two seminars on the register-based population and housing census. The first was given by Erik Schulte Nordholt from Statistics Netherlands and the second by Manuela Lenk from Statistics Austria. The seminars focused on each country's experience in preparing and conducting a register-based census. Their experience helps Statistics Estonia to assess and minimise potential risks as we prepare for the next census round.

On 31 October, the fourth workshop under the Norway Grants project "Increased availability of gender pay gap statistics" took place. This time, the focus was on the gender pay-gap analysis performed by scientists from the University of Tartu using Statistics Estonia's integrated database. The workshop included some international experts – Margret Kristin Indridadottir and Margret Vala Gylfadottir from Statistics Iceland, who gave an overview of Iceland's experience in the calculation of the gender pay gap. 48 people from Statistics Estonia and other institutions participated in the workshop. The workshop materials are available on the [project's website](#) (only in Estonian). Both Statistics Estonia and Statistics Iceland are interested in continuing the cooperation in the future. A study visit to Statistics Iceland is planned for 2015.

In early December, Statistics Estonia welcomed the last international visitor of the year. It was Steven Vale from the Statistical Division of the United Nations Economic Commission for Europe. Vale was invited to speak about the Generic Statistical Business Process Model (GSBPM) and the Generic Statistical Information Model (GSIM). GSBPM is an internationally recognised and used model of the main statistical processes. It was also the basis for Statistics Estonia's production process. GSIM is a tool for describing the processes of statistical actions. Over three days, there were seminars attended by the management of Statistics Estonia and the representatives of all subject areas. The participants discussed the practical application of the business process model in the description of production processes, and learned about planned developments in the model. At the end of the visit, Steven Vale met with the management of Statistics Estonia to discuss the targets and actions in the modernisation of statistics in Estonia.

Among the business trips made by Statistics Estonia's employees in 2014, the cooperation seminars in Rome in April and in Riga in September were the most important. At these meetings, the Directors General of the NSIs discussed the ESS Vision 2020 strategy of the European Statistical System. The new Resource Directors' Group is also connected with the vision. The Deputy Director General of Statistics Estonia Ms Tuulikki Sillajõe belongs to the Resource Directors' Group, with one of her tasks being to advise the European Statistical System Committee on HR, financial and legal issues related to the implementation of the vision.

The new round of the European Statistics Code of Practice peer reviews was kicked off with a peer review of Eurostat. The European Statistical Governance Advisory Board (ESGAB) conducted the review; Statistics Estonia's Director General Mr Andres Oopkaup took part in the review process as the representative of a partner organisation.

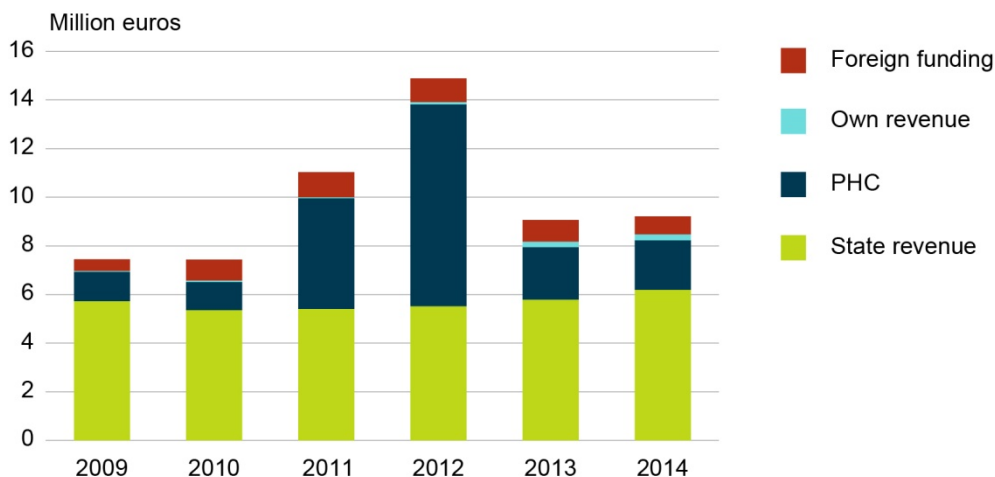
To ensure successful preparation for the register-based census (REGREL), the REGREL Project Manager Ms Diana Beltadze attended an international conference on census methodology in Washington from 31 July to 1 August.

In 2014, Statistics Estonia's employees made a total of 249 international trips to attend nearly 180 events. Our staff attended 18 seminars and 11 conferences in other countries, 10 meetings of the Working Party on Statistics at the Council of the European Union, 6 CMFB (Committee on Monetary, Financial and Balance of Payments Statistics) meetings and 6 OECD (Organisation for Economic Co-operation and Development) meetings. There were two UN events and two IMF events attended by Statistics Estonia's employees.

FINANCING

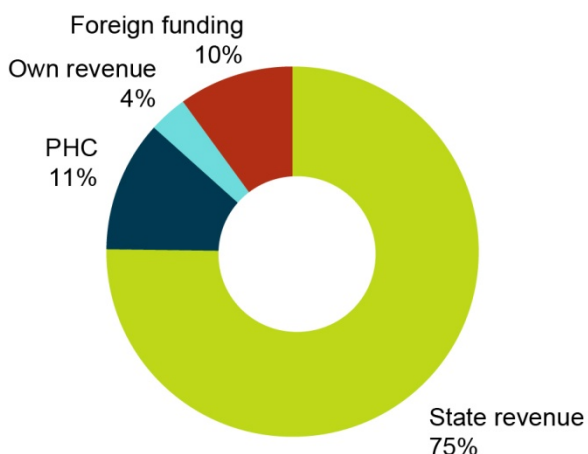
Statistics Estonia covers its operating expenses with state budget funds, income from its economic activities (own revenue) and foreign funding. Population and housing censuses (PHC 2011 and REGREL) receive separate funding from the state budget.

Financing of Statistics Estonia's expenditure, 2009–2014

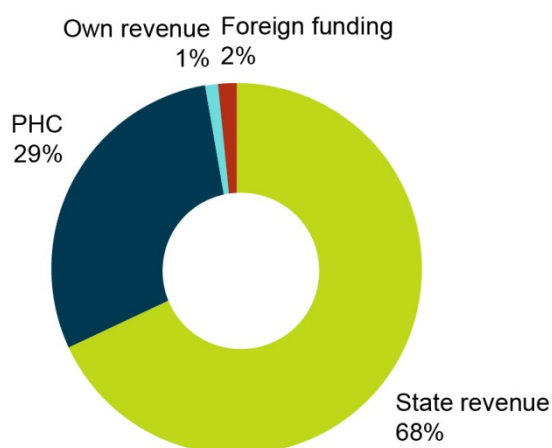


9.21 million euros were spent on Statistics Estonia's activities in 2014. Rental costs increased due to the move into new premises, while PHC expenditure decreased as the PHC 2011 project reached the final stage.

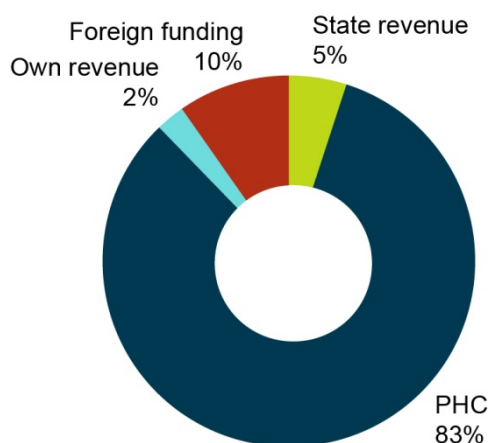
Distribution of personnel costs, 2014



Distribution of administration costs, 2014



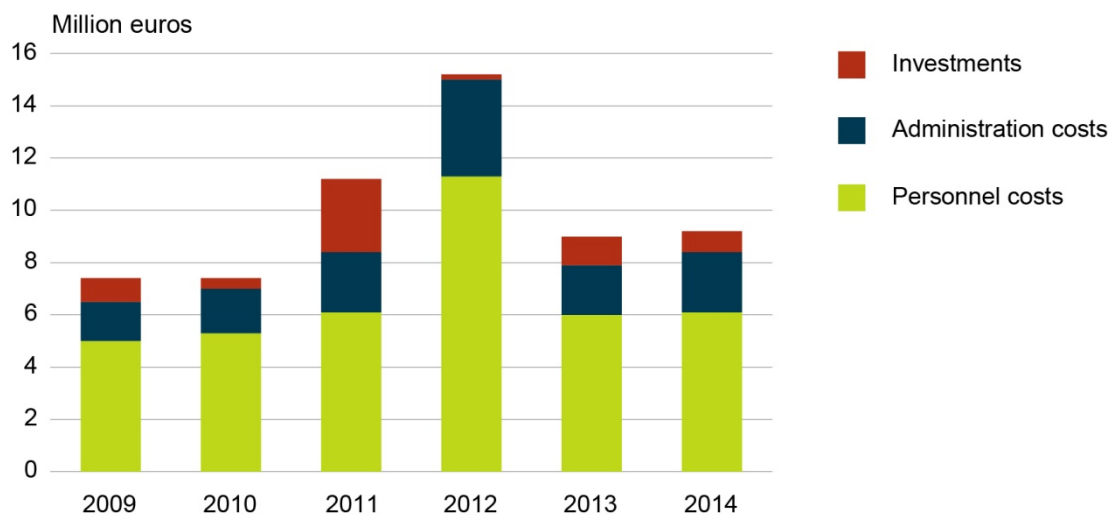
Distribution of investments, 2014



Statistics Estonia's operating expenses and investments, 2009–2014
(thousand euros)

| | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|---------|---------|----------|----------|---------|---------|
| Total expenditure | 7 443.4 | 7 469.2 | 11 235.4 | 15 212.3 | 9 053.1 | 9 208.9 |
| operating expenses ^a | 6 562.5 | 7 035.9 | 8 395.2 | 14 999.4 | 7 920.5 | 8 377.4 |
| IT investments | 880.9 | 433.3 | 2 840.2 | 212.9 | 1 132.6 | 831.5 |
| Expenditure from state revenue | 5 730.2 | 5 359.2 | 5 414.7 | 5 515.3 | 5 788.7 | 6 189.2 |
| operating expenses | 5 441.9 | 5 322.1 | 5 414.7 | 5 515.3 | 5 705.1 | 6 144.8 |
| personnel costs | 4 444.4 | 4 180.8 | 4 279.3 | 4 393.2 | 4 420.0 | 4 606.5 |
| administration costs | 997.5 | 1 141.3 | 1 135.4 | 1 122.1 | 1 285.1 | 1 538.3 |
| IT investments | 288.3 | 37.1 | 0.0 | 0.0 | 83.6 | 44.4 |
| Expenditure from the revenue of economic activities | 38.0 | 62.7 | 34.1 | 98.4 | 218.7 | 248.5 |
| operating expenses | 38.0 | 62.7 | 34.1 | 98.4 | 218.7 | 226.9 |
| personnel costs | 9.5 | 52.3 | 33.7 | 76.5 | 176.2 | 207.6 |
| administration costs | 28.5 | 10.4 | 0.4 | 21.9 | 42.5 | 19.3 |
| IT investments | | | | | | 21.6 |
| Expenditure from supports received from the EU and Structural Funds | 478.4 | 863.2 | 1 044.1 | 965.5 | 877.4 | 730.9 |
| operating expenses | 478.4 | 748.0 | 937.9 | 965.5 | 767.6 | 646.2 |
| personnel costs | 286.0 | 524.8 | 659.5 | 704.8 | 634.7 | 604.0 |
| administration costs | 192.4 | 223.2 | 278.4 | 260.7 | 132.9 | 42.2 |
| IT investments | 0.0 | 115.2 | 106.2 | 0.0 | 109.8 | 84.7 |
| PHC 2011 expenditure | 1 196.8 | 1 156.2 | 4 557.2 | 8 132.1 | 1 007.3 | 194.6 |
| operating expenses | 604.2 | 875.2 | 1 823.2 | 8 086.4 | 544.6 | 194.6 |
| personnel costs | 296.4 | 559.7 | 970.2 | 5 785.1 | 294.8 | 161.0 |
| administration costs | 307.8 | 315.5 | 853.0 | 2 301.3 | 249.8 | 33.6 |
| IT investments | 592.6 | 281.0 | 2 734.0 | 45.7 | 462.7 | 0.0 |
| REGREL expenditure | 0.0 | 27.9 | 185.3 | 501.0 | 1 161.0 | 1 845.7 |
| operating expenses | 0.0 | 27.9 | 185.3 | 333.8 | 684.5 | 1 164.9 |
| personnel costs | 0.0 | 22.4 | 140.9 | 299.6 | 465.2 | 542.1 |
| administration costs | 0.0 | 5.5 | 44.4 | 34.2 | 219.3 | 622.8 |
| IT investments | 0.0 | 0.0 | 0.0 | 167.2 | 476.5 | 680.8 |

^a Incl. non-programme actions and grants.

Statistics Estonia's operating expenses and investments, 2009–2014

PUBLICATIONS IN 2014

“2011. aasta rahva ja eluruumide loendus. Metoodika”

“Eesti piirkondlik areng. 2014. Regional Development in Estonia”

“Eesti rahvastik. Hinnatud ja loendatud”

“Eesti statistika aastaraamat. 2014. Statistical Yearbook of Estonia”

Eesti Statistika Kvartalikirj. Quarterly Bulletin of Statistics Estonia

“Eesti. Arve ja fakte 2014”

“Estonija. Faktõ i Tsifrõ 2014”

“Mini-faits sur l’Estonie 2014”

“Minifacts about Estonia 2014”

“Muutuv majandus ja tööturg. Changes in the Economy and Labour Market”

“Puudega inimeste sotsiaalne lõimumine. Social Integration of Disabled Persons”

“Põllumajandus arvudes. 2013. Agriculture in Figures”

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