

Internet-based data collection of statistical offices (IDEV)

"Internet Datenerhebung im Statistischen Verbund"

Published On: 17 June 2014

Organisation: Federal Statistical Office

Country: Germany

Level of government: Central government

Sector: General public services

Type: Data, Digital

Launched in: 2005

Link to the innovation's website

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Description

The Internet-based data collection of statistical offices (IDEV) provides a form-based web data collection to make it easier for citizens, companies, and government statistical offices to provide and obtain data without paperwork. IDEV servers are operated by the statistical offices of the federal Länder and the Federal Statistical Office.

Why the innovation was developed

The innovation was developed as part of the Government's strategy for reducing the cost of bureaucracy caused to the economy.

Objectives

Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Reduce the burden on respondents.
 - Improve data and service quality.
 - Unify procedures and interfaces for higher efficiency and scalability.
 - Improve timeliness.
 - Save implementation costs.
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Main beneficiaries

Businesses, General population, Government bodies, Government staff

- Citizens and companies that wish to do away with paperwork.
 - Statistical Offices that improve the efficiency and user-friendliness of data collection services and procedures.
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Results

Efficiency

- Implementation of and changes to surveys require considerably less resources.
 - Generic, metadata-driven approach minimises need for software programming and dramatically reduces implementation costs.
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Service quality

Other:

- Improved data quality.
 - User-side validation possible.
 - Minimised need for call-backs by statistical offices.
 - Detailed response.
 - Reporting history.
 - Reminder service.
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User satisfaction

Higher user satisfaction.

Evaluation

Development

Design

IT staff consulting with users and others.

Testing

Piloting.

Implementation

Resources used:

- Design and implementation EUR 500 000.
 - In-house staff and hardware EUR 300 000.
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Partnerships

Private software producer

Private sector

Private software producer with experience in official statistics contracted for design and implementation.

Lessons Learned

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