Palestinian Central Bureau of Statistics (PCBS)

Measuring the Actual and Perceived Response Burden of Economic Surveys Which Were Implemented by PCBS in 2013

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Background

❖ Average number of the implemented surveys by PCBS are about 20 surveys (6 of them are enterprises surveys).

❖ PCBS reaches more than 20,000 enterprises per year during data collection of the surveys.

❖ There is 100% overlapping among all large enterprises in surveys. And about 20% overlapping between each two enterprises surveys in the middle and small enterprises .

❖ Personal visits and face to face interviews using paper questionnaires is the main method used in most of the households and business surveys, whereas PC-Tablets devices (CAPI) is used recently in small number of surveys.

❖ Response in the surveys is relatively good, it is more than 80% in all the business surveys.

Response Burden in economic surveys 2013:

❖ The economic surveys are the main surveys of enterprises in Palestine, they have been implemented annually since 1996.

❖ In 2013, the response burden questionnaire is attached to all the responded enterprises of the economic surveys 2013, the field interviewers filled the paper questionnaires through direct interviewing of the respondents.

❖ There was part of the sample (about 34.0%) responded to the extra supplementary survey (the economic environment survey.

Response Burden Questionnaire :

Contains 16 questions covering quantitative and qualitative indicators of the response burden. The components of the questionnaire are:

a.   Actual response burden :

Total response time, Number of participating persons in providing the data, number of visits to the enterprise in short period.

b. perceived response burden:.

Difficulty of the questions ,Reasons of the difficulty, Availability of time to respond.

c. Motivation and Satisfaction:

Usefulness of statistics to the enterprise and to the society, Assessment of spent time of interviewing.

d. Enhancement of data collection process

Best method for data collection, Best time of interview in the day, Best period (month) of interview in the year. (all of them according to respondent perspective)
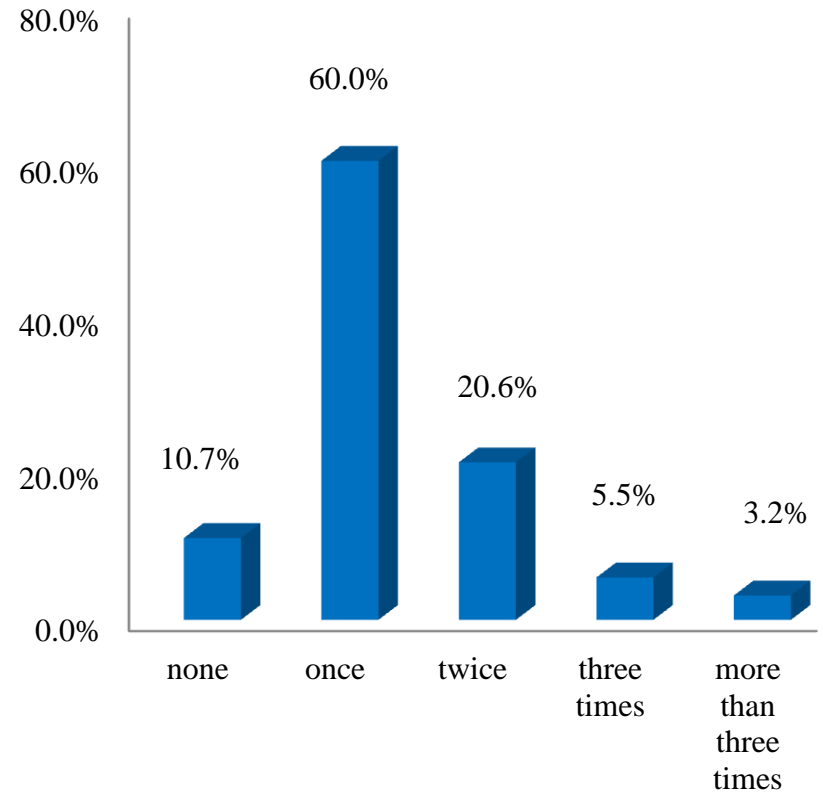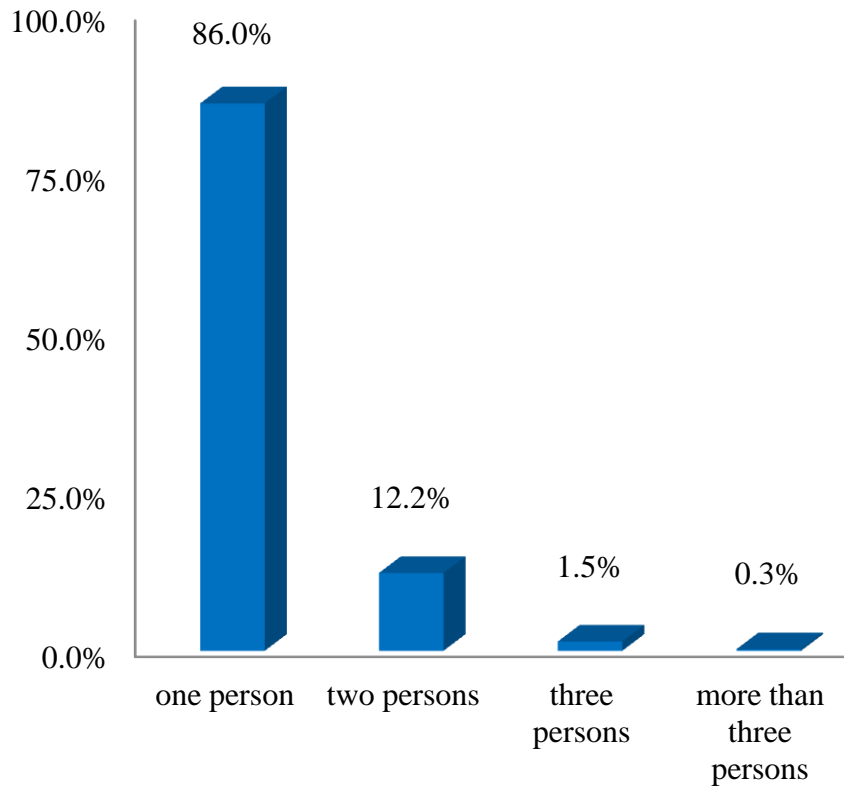
Main findings:

Actual response burden:

Total Response Time (in minutes)		
Mean		81.2
Median		70.0
Mode		60.0
Minimum		10.0
Maximum		360.0
Percentiles	20	45.0
	40	60.0
	60	90.0
	80	120.0
	100	360.0

Mean and Median of the Responding Time According to Different Variables:

1. With or Without Supplementary	Mean	Median
With supplementary	90.6	80
Without supplementary	76	60
Total	81.2	70

1. Enterprise size	Mean	Median
1--4 employees (small)	70.6	60
5--9 employees (medium)	87.2	80
10 employees and more (large)	100.8	90
Total	81.2	70

1. Source of data	Mean	Median
Accounting registers	99.2	90
Estimated data	76.6	60
Both sources	92.3	90
Total	81.2	70

100.0%

86.0%

75.0%

50.0%

25.0%

12.2%

1.5%

0.3%

0.0%

one person   two persons   three persons   more than three persons

80.0%

60.0%

60.0%

40.0%

20.6%

20.0%

10.7%

5.5%

3.2%

0.0%

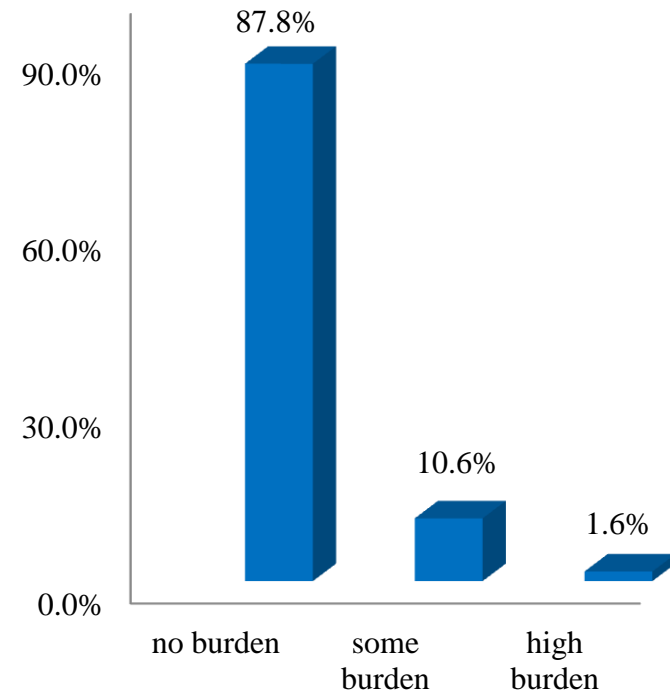none   once   twice   three times   more than three times

■ **number of participating person in the response**

■ **number of visits to the enterprise in one year by PCBS**
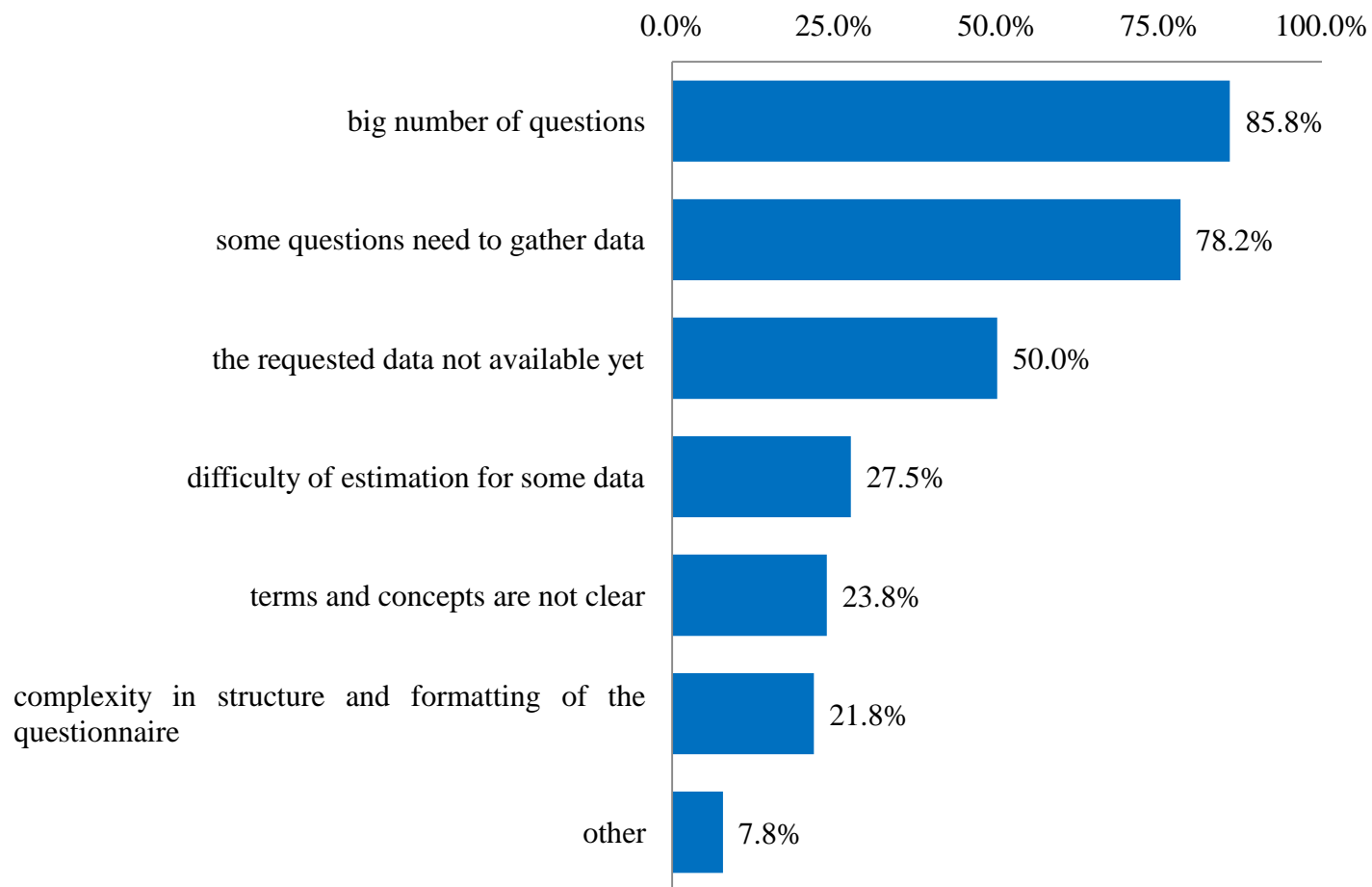
Perceived burden results:
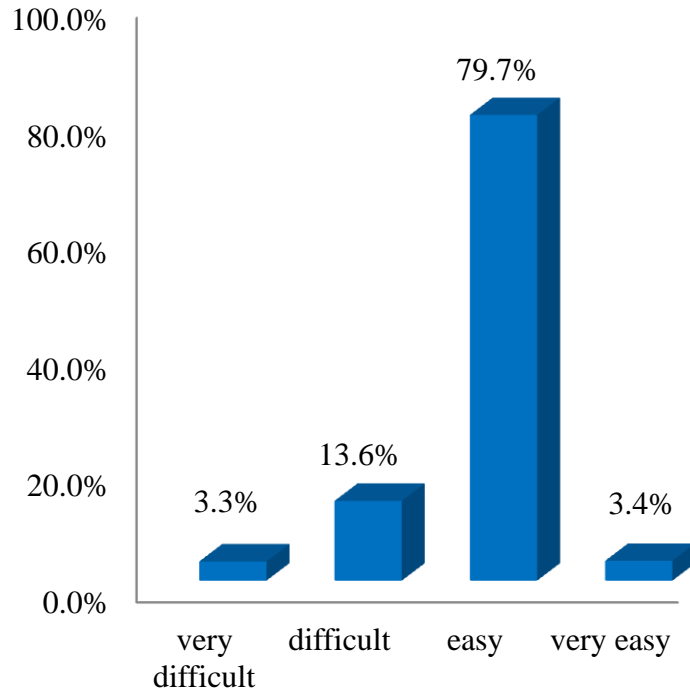
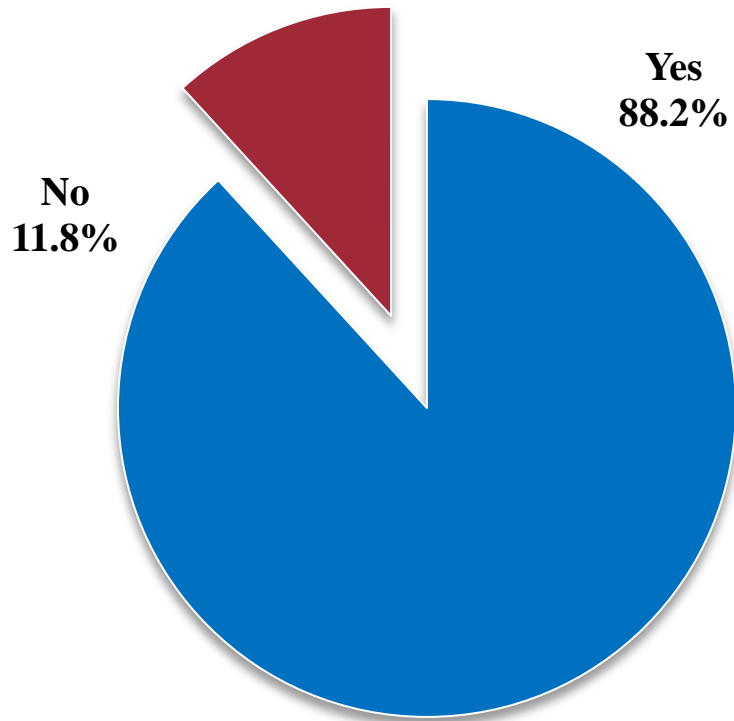Left chart — **how do you evaluate the difficulty of the questions?**

Category	Percentage
very difficult	3.3%
difficult	13.6%
easy	79.7%
very easy	3.4%

Right chart — **was the responding to the questionnaire burdensome on your enterprise?**

Category	Percentage
no burden	87.8%
some burden	10.6%
high burden	1.6%

Reasons for feeling some or high burden

	0.0%	25.0%	50.0%	75.0%	100.0%

- big number of questions — 85.8%
- some questions need to gather data — 78.2%
- the requested data not available yet — 50.0%
- difficulty of estimation for some data — 27.5%
- terms and concepts are not clear — 23.8%
- complexity in structure and formatting of the questionnaire — 21.8%
- other — 7.8%

Did you participate in response to PCBS surveys in the previous period?

Yes 88.2%

No 11.8%

Did you have the time to respond and answering the questions?

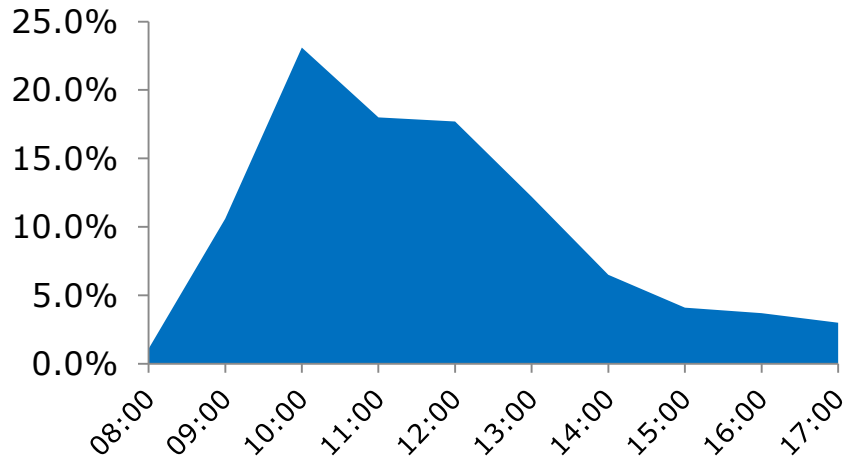Almost Yes 27.8%

No 2.3%

Yes 69.9%
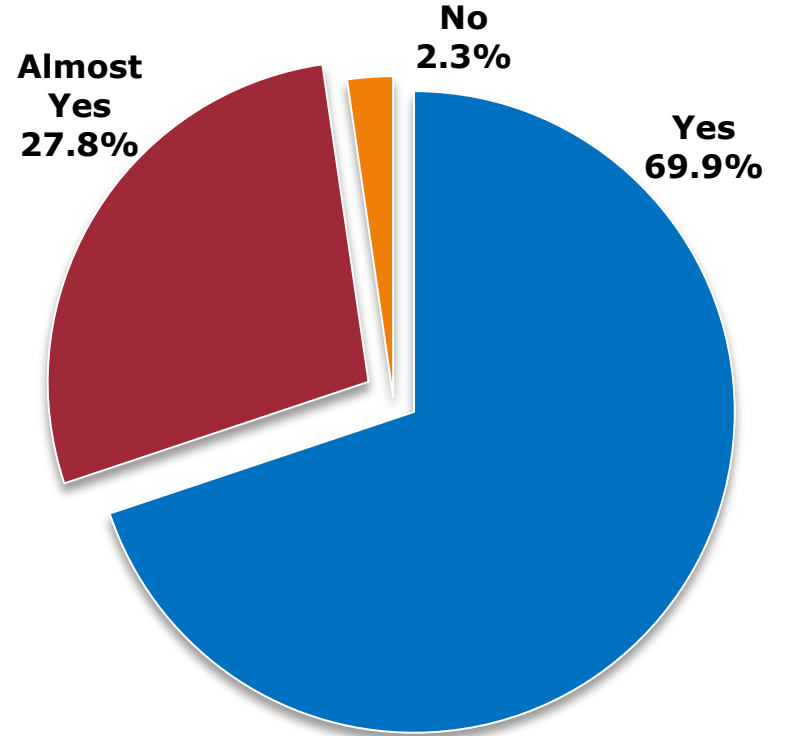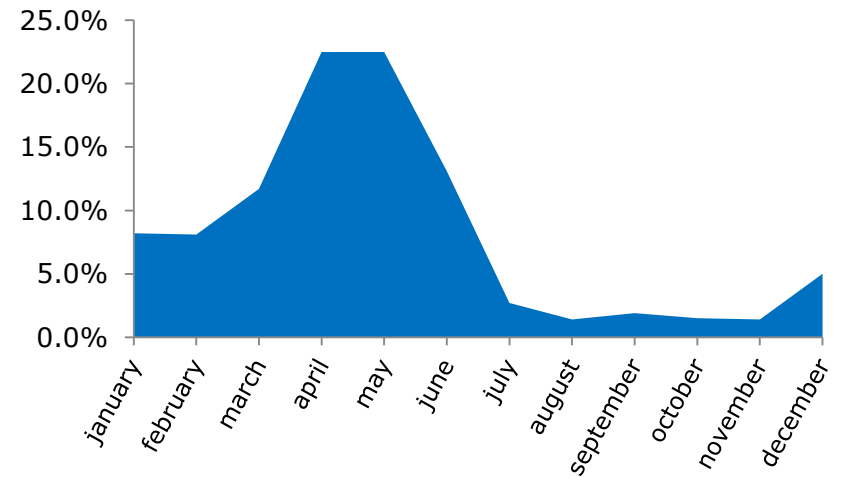
Motivation and Satisfaction:
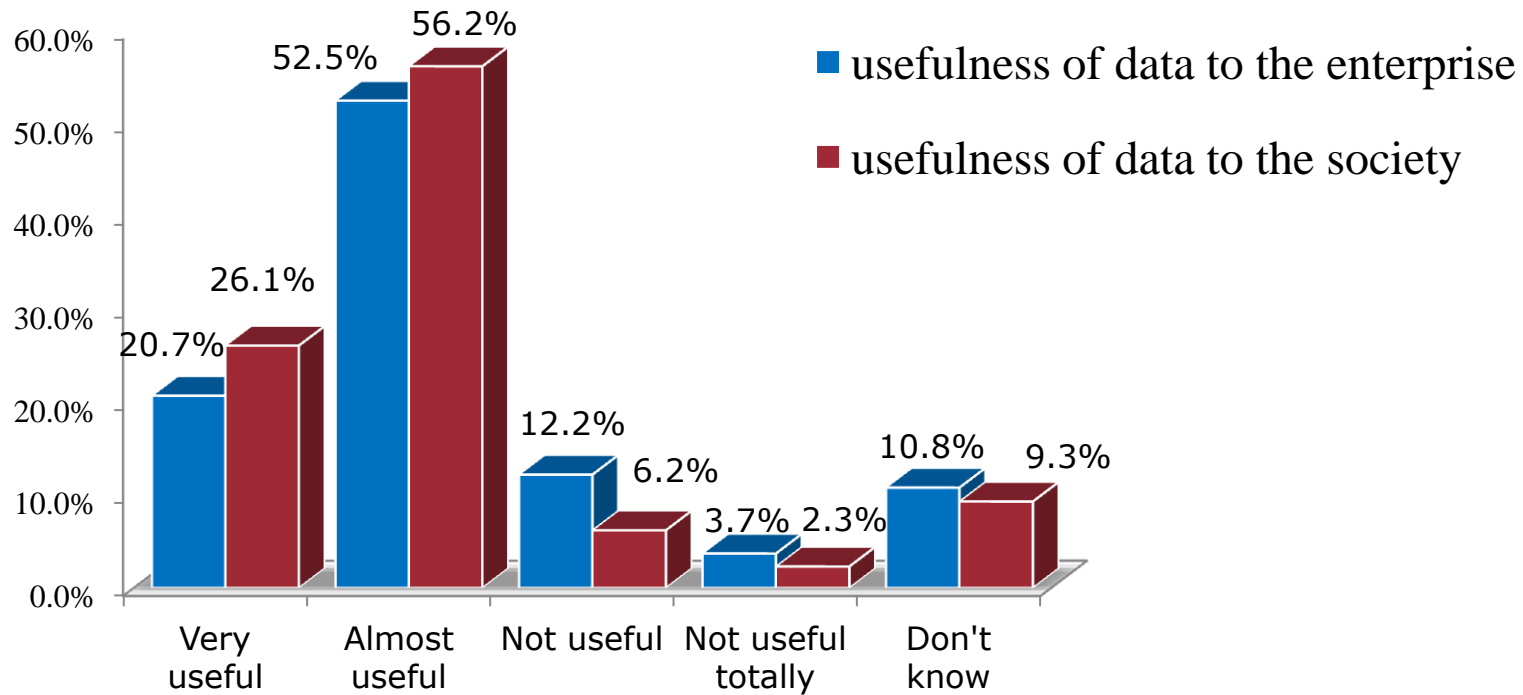
Enhancement of data collection process:

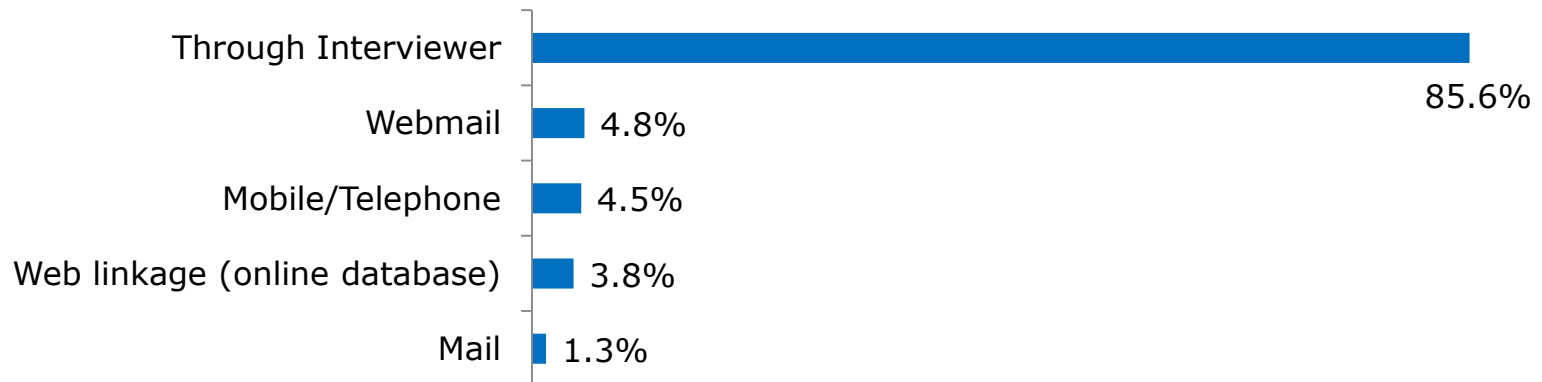### Best time in the day to visit the enterprise

Best month in the year to visit the enterprise

Best method to provide data

Through Interviewer	85.6%
Webmail	4.8%
Mobile/Telephone	4.5%
Web linkage (online database)	3.8%
Mail	1.3%

Conclusions:

The results of the response burden survey are very helpful to improve and manage data collection process. So, there is a need to monitor the response burden periodically and doing that for all the enterprises and households surveys.

There are some actions had been followed in PCBS depending on the results of the response burden survey, such as: benefiting from the suggested periods and methods of data collection for the economic surveys especially for large enterprises, and reviewing the questionnaire to omit the unnecessary questions, which was done, and it is expected to reduce the response time after reduction the questionnaire.

PCBS decided to add one question to all the questionnaires, this question is to know what reasons of the refusal, this will help to know whether the burden is the main reason for refusals or not.

Thank you for your kind attention