

Statistics Portugal (INE) has ten year of experience in the modernisation of its statistical production and services, improving the efficiency and flexibility. The strategy implied replacing the existent stovepipe model with an integrated model.

The organization faced an extensive change. A central data collection department was created, and innovative initiatives were adopted, increasing productivity and re-organizing existing processes, freeing up resources to invest in more innovation and to develop new capabilities.

One example is the Integrated Survey Management System (SIGINQ), which covered firstly the business surveys, and after the social surveys. Having an integrated production system is a key element to improve the relationship with respondents. As long as the data collection processes occurs, paradata is automatically collected, offering knowledge about the respondents.

The extensive adoption of electronic questionnaires is another initiative to be mentioned, especially in business surveys. Nowadays, all business surveys have an electronic questionnaire and more than 93% of them are electronically collected.

Statistics Portugal also started an automated data collection project in 2013 with very encouraging results. Using this service a data provider can collect data in their own information systems, generating a single file and submitting it to Statistics Portugal with a single event.

Finally, the Simplified Business Information (IES) is a strong example on of how to improve the collaboration between statistical organisations in Portugal. IES system results from the joint efforts of four public institutions and makes it possible to acquire administrative and statistical information in a single process. Conducted electronically, it covers the whole population of enterprises, allowing the simultaneous compliance for several legal information obligations.

This paper describes a historical view of this experience and lists the results achieved and lessons learned.