

TWINNING CONTRACT

2023/447-234



EU for Further Development of Statistics System in BiH



STUDY VISIT REPORT

On

**Component 3 - Information Society Statistics - Information and
Communication Technology**

Activity 3S: Study Visit to Italy

12 – 14 November 2025

Version: Final

EU FOR FURTHER DEVELOPMENT OF STATISTICS SYSTEM IN BIH



Funded by
the European Union



STATISTICS
DENMARK



REPUBLIC OF SLOVENIA
STATISTICAL OFFICE

Statistics Finland

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List of Abbreviations

BC	Beneficiary Country (Bosnia and Herzegovina)
BHAS	Agency for Statistics of Bosnia and Herzegovina
BiH	Bosnia and Herzegovina
CBBH	Central Bank of Bosnia and Herzegovina
EU	European Union
EUD	European Union Delegation to Bosnia and Herzegovina
FIS	Institute for Statistics of the Federation of Bosnia and Herzegovina
LA	Language Assistant
MS	EU Member State
RSIS	Institute for Statistics of Republika Srpska
RTA	Resident Twinning Advisor
RTAA	Resident Twinning Advisor Assistant
SURS	Statistical office of the Republic of Slovenia
ToR	Terms of Reference



1. General comments

This study visit report was prepared within the EU Twinning Project "EU for Further Development of Statistics System in BiH" and organised under Component 3 - Information Society Statistics - Information and Communication Technology, Activity 3S Study Visit to Italy.

The purpose of the study visit was for the BC to gain insight into Istat's way of producing ICT statistics including:

- Working methodology for ICT surveys (providing a 'tasting menu' from data collection to dissemination / Eurostat transmission) on households, individuals, and enterprises. This will illustrate how the specific statistics that BC works on are produced in the hosting country
- Sharing experiences on transitioning from CATI or paper-based surveys to web-based data collection, as well as on the annual implementation of web surveys
- Important aspects to consider when preparing a web survey

The staff of BHAS, FIS and RSIS would like to express their thanks to all officials and individuals met for the kind support and valuable information which they received during the stay in Italy.

The views and observations stated in this report are those of the participants and do not necessarily correspond to the views of EU, BHAS, FIS, RSIS, CBBH, Statistics Denmark, Statistics Finland, Statistical Office of the Republic of Slovenia or The Italian National Institute of Statistics.

2. Lessons Learned

During the study visit to Istat, representatives of the statistical institutions of Bosnia and Herzegovina gained extensive insights into the full process of producing ICT statistics in line with Eurostat standards. A key lesson learned was the importance of a well-structured survey design, including clearly defined characteristics of both the ICT Survey on Enterprises and the ICT Survey on Households and Individuals. Presentations and demonstrations highlighted the value of mixed-mode questionnaire design, effective navigation within electronic questionnaires, and the use of online validation checks to reduce errors at the source.

Participants became familiar with advanced methodological procedures, including sampling strategies, weighting techniques, CV calculation, and the transition from the legal unit to the enterprise as the statistical unit. This helped clarify how methodological consistency contributes to the reliability and comparability of indicators across countries.

Another major lesson was the role of E&I procedures, non-response treatment, and consolidation techniques in improving data quality. Istat's approach to managing registers, monitoring data collection, and detecting critical issues provided useful examples of how institutional coordination and process integration can lead to more efficient survey operations.

Finally, the sessions on dissemination and data analysis demonstrated good practices for communicating ICT indicators, ensuring transparency, and applying results for policy-making. The visit reinforced the importance of continuous follow-up and inter-institutional cooperation to maintain high-quality Information Society statistics.

In addition, participants gained a clearer understanding of how to process documentation, workflow standardization, and metadata management contribute to long-term sustainability of statistical systems. The study visit also emphasized the value of investing in staff skills development and continuous methodological updates to keep pace with evolving ICT trends and Eurostat requirements.

3. Conclusions and recommendations

The study visit confirmed that Bosnia and Herzegovina's statistical institutions can significantly strengthen their ICT statistics by aligning more closely with Istat's methodological, technological, and organizational practices. The main conclusion is that improvements in sample design, non-response handling, register quality, and digital data-collection tools are essential for achieving higher accuracy, lower measurement error, and greater harmonisation with Eurostat requirements.

Recommendations made during the visit

- Enhance mixed-mode data-collection systems, with an emphasis on user-friendly electronic questionnaires and built-in consistency checks.
- Improve web survey for the next round of data collection, based on previous experience.
- Strengthen weighting procedures
- Improve registers and regular updating of enterprise contact data.
- Establish clearer non-response treatment protocols and data-quality monitoring procedures throughout the collection phase.
- Further develop internal dissemination practices, ensuring that ICT indicators are communicated clearly, regularly, and in formats aligned with Eurostat standards.

Application to institutions in Bosnia and Herzegovina

To apply the lessons learned, the statistical institutions of BiH should:

- Review and update national ICT survey methodology, integrating Istat's good practices
- Modernize electronic data-collection tools, including web questionnaires with guided navigation and automated validation procedures.
- Continuation of good collaboration among BHAS, FIS, and RSIS to ensure consistent processes, updated registers, and harmonised data-collection protocols.
- Implement a more structured monitoring framework for fieldwork and data processing.
- Improve internal workflows related to the dissemination and analysis of ICT results, ensuring consistency and clarity in outputs.

Moving forward, institutions will need to invest in capacity building, upgrade technical infrastructure for data collection and processing, and ensure ongoing cooperation with Eurostat and other partners. These steps will help ensure that ICT statistics in Bosnia and Herzegovina continue to develop and align with European best practices.

Annex 1. Programme

Wednesday 12 November 2025 – room 277		
09.30-09:45	Welcome and presentation of the agenda	
09:45-10.00	Presentation of Istat, and the Italian National Statistical System	<i>Marina Gandolfo</i>
10.00-10.30	Background information about ICT surveys in BIH	<i>Presentations by BC</i>
10.30-11.00	<u>ICT Community Survey on Enterprises</u> (Eurostat and Istat context): survey' characteristics, data collection phases, web modules and online checks	<i>Alessandra Nurra</i>
11.00-11.30	<i>Coffee break</i>	
12.00-12.30	E&I procedure, non-response items treatments, consolidation, critical issues for registers and statistical unit	<i>Alessandra Nurra</i>
12.30-13.30	<i>Lunch break</i>	
13.30-14.00	Follow-Up Session	
Thursday 13 November 2025 – room 277		
9.30-10.00	Sampling, weighting, and CV calculation in ICT enterprises (from legal unit to ent)	<i>Mariagrazia Rinaldi</i>
10.00-10.30	<u>ICT Community Survey on Household</u> (Eurostat and Istat context): survey' characteristics, questionnaire design in mixed-mode surveys, non-response treatments and critical issues	<i>Laura Zannella</i>
10.30-11.00	<u>ICT Community Survey on Household</u> The navigation within the electronic questionnaire	<i>Sabrina Barcherini</i>
11.00-11.30	<i>Coffee break</i>	
11.30-12.00	<u>ICT Community Survey on Household</u> Sampling, weighting, and CV calculation	<i>Claudia De Vitiis</i>
12.00-12.30	Monitoring data collection in ICT surveys	<i>Alessandra Nurra</i> <i>Laura Zannella</i>

12.30-13.30	<i>Lunch break</i>	
13.30-14.00	Follow-Up Session	
Friday 14 November 2025 – room 277		
9.30-10.00	<u>ICT Community Survey on Enterprises</u> : Dissemination of ICT Indicators and other surveys producing official information on Information Society in Istat. Data analysis	<i>Alessandra Nurra</i>
10.00-10.30	<u>ICT Community Survey on Household</u> Dissemination of ICT Indicators	<i>Laura Zannella</i>
10.30-11.00	<u>ICT Community Survey on Household</u> Data analysis	<i>Marina Zannella</i>
11.00 -11.30	<i>Coffee break</i>	
11.30-12.30	<i>To be defined</i>	
12.30-13.30	<i>Lunch break</i>	
13.30-14.00	Follow-Up Session and conclusion	



Annex 2. Persons met

Agency for Statistics of BiH (BHAS)

- Dajana Mrgud, Senior Advisor for ICT
- Jasna Isaković, Head of Department for Sample Design and Methodology
- Aida Zukanović, Survey Sampling and Methodology Department
- Neno Svjetlanović, Sector for IT, Department for Application and Database Development

Institute for Statistics of Federation of BiH (FIS)

- Elvir Juljević, Expert Consultant for Communication Statistics and Information Society
- Muhidin Hadžiahmetović, Deputy Director
- Nataša Radović, IT Expert
- Edina Mehidić, IT expert

Institute for Statistics of Republika Srpska (RSIS)

- Aleksandra Đonlaga, Senior Statistician
- Vedrana Dejanović, Senior Statistician
- Maja Jeličić, Director Advisor
- Pero Kazanović, IT expert

Project representative:

- Senka Ahmetovic-Palic, Resident Twinning Advisor Language Assistant

Italian National Institute of Statistics

- Alessandra Nurra, Division for structural statistics on businesses, governmental and non-profit organizations, Directorate for Economic Statistics
- Laura Zannella, Division for population register, demographic and living conditions statistics, Directorate for demographic statistics and population census
- Marina Zannella, Division for population register, demographic and living conditions statistics, Directorate for demographic statistics and population census
- Sabrina Barcherini, Division for data collection for surveys without an enumerator network, Directorate for Data Collection
- Claudia DeVitiis, Division for process Design and Registers Systems Support Service, Directorate for Methodology and Statistical Process Design
- Mariagrazia Rinaldi, Division for Methods, Quality and Metadata Service, Directorate for Methodology and Statistical Process Design
- Marina Gandolfo, Head - Division for international affairs, Directorate for external relations
- Graziella Sanna, Division for international affairs, Directorate for external relations