



Central Statistical Bureau of Latvia

annual report

2018





annual report
2018

Foreword



Dear reader,

A busy year to be remembered by the celebration of Latvia's centenary has been spent in the light of building partnerships with our data providers as one of the key CSB priorities in 2018. I can say with full confidence that CSB increasingly focuses on our client – enterprise submitting statistical reports. Aiming to improve communication with respondents and respond to their questions about surveys more promptly, we have opened a Call Centre.

I would like to emphasize that CSB does not ask respondents to submit data if needed information is available in administrative sources (e.g., annual reports, VAT declarations, etc.). However, many statistical indicators can not be acquired from alternative sources at the necessary level of detail and quality, within the needed term, or at all, moreover sometimes the sources available do not meet statistical standards. We are very honoured for the acknowledgement given us by enterprises – the businesses surveyed within the "Entrepreneurs' Choice" have given us the highest rating for cooperation and appraised our work as a client-oriented one.

We are proud to have introduced Quality Management System and attained international quality certificate. The ISO certificates gained prove that CSB is constantly seeking for improvement. We are producing official statistics based on international standards in both quality and information security management. We would not have achieved this without our employees working as a strong team as well as continuous development and improvement of our operational processes over the years. Conformity with the growing user needs and regulatory requirements is a challenge for any statistical institute, however it greatly contributes to our growth.

Our work is based on the CSB vision to be innovative and modern statistical institution, and we strive to ensure that in Latvia, just like in other countries, statistics is produced by combining new data sources and methods with traditional surveys and administrative information, thus providing decision-makers with as detailed and timely statistics as possible.

Based on the user needs and financial resources available, we have expanded range and level of detail of statistics by offering experimental statistics that is based on new data sources and methods.

In 2019, CSB is celebrating its centenary. Successful operation in continuously changing environment and improvement of our performance requires modernisation of statistical production processes, introduction of internationally recognised methods and models of work organisation, as well as being active cooperation partners.

I would like to express my gratitude to respondents, our co-operation partners, as well as every member of our effective team for their creativity in achieving CSB goals, as well as to wish us all great success in the next centenary and beyond.

A handwritten signature in blue ink, appearing to read "A. Zigmars". The signature is fluid and cursive, with a large, sweeping flourish at the end.

President of the
Central Statistical Bureau of Latvia



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ABBREVIATIONS, VISION, MISSION, VALUES AND ACTIVITIES

List of Abbreviations

BSS	business structural statistics
CAWI	computer-assisted web interviewing
CSB	Central Statistical Bureau of Latvia
CSSP	Committee on Statistics and Statistical Policy
DGINS	conference of Directors General of the national statistical institutes
EC	European Commission
ECB	European Central Bank
ERG	EuroGroups Register
ESBRs	European System of Interoperable Statistical Business Registers
ESF	European Social Fund
ESS	European Statistical System
ESSC	European Statistical System Committee
EU	European Union
EU–SILC	survey European Union Statistics on Income and Living Conditions
Eurostat	Statistical Office of the European Union
FRIBS	framework regulation integrating business statistics
GDP	gross domestic product
GNB	gross nutrient balances
HICP	harmonized index of consumer prices
IMF	International Monetary Fund
Intrastat	system for collecting information and producing statistics on the trade in goods between countries of the European Union
ISDMS	Integrated Statistical Data Management System
KAU	kind of activity unit
LKAU	local kind-of-activity unit
LMT	company “Latvijas mobilais telefons”
OCMA	Office of Citizenship and Migration Affairs
OECD	Organisation for Economic Co-operation and Development
OSS	Official Statistical System
SOPA	social assistance organization application
SBR	Statistical Business Register
SDG	UN sustainable development goals
SLS	State Land Service
SPOLIS	state social policy monitoring information system
SRS	State Revenue Service
SSDW	social statistics data warehouse
UNECE	United Nations Economic Commission for Europe
VIP	vision implementation projects
Vision 2020	development strategy of ESS

Vision, mission, values and activities

Aim

The main aim of the CSB is to provide official statistics and coordinate official statistics production system in line with internationally recognised principles, to provide users of statistical information with independent and high-quality official statistics, as well as to implement reporting line on other statistical institutions in the field of production of official statistics.

Official statistics is produced to meet the following objectives:

- draw up, implement, monitor or evaluate laws and regulations or development planning documents, or draw up development scenarios or projections;
- implement functions of a public institution provided for in the laws and regulations, except for taking control and monitoring of as well as imposing penalties against natural persons;
- provision of comprehensive information to general public.

Mission

The mission of the CSB is to provide users of statistical information with independent and high-quality official statistics for decision-making, research and discussion.

Vision

CSB is modern, innovative statistical institution, leader in providing qualitative statistics at national level.

Strategic aim of the CSB – to modernize provision of official statistics by implementing e-solutions, to develop methodology and to raise level of compliance with quality requirements by 5 %.

CSB employees have necessary competencies, skills and knowledge, are motivated, result-oriented and able to introduce innovative solutions.

Values

CSB bases its activity on the following values: knowledge, cooperation, openness, the rule of law and responsibility.

Our core value is highly-educated, professional, honest and reliable, quality- and goal oriented personnel possessing excellent communication skills.



CSB building
at Lāčplēša 1, Riga

Vision, mission, values and activities

Activities

- Provision of statistics and development of process-oriented production thereof.
- Development of availability of statistics by providing innovative solutions.
- Modernization of information systems for collection and processing of data and dissemination of statistics.
- Coordination of the official statistics system.

Strategic priorities

- Timely perception and production of statistics on new economic phenomena, including globalization, innovations, migration flows, climate changes, or development of digital information.
- Partnerships with data users, new data owners and data users Improvement of professionalism, activity efficiency and quality.
- Timely production and dissemination of statistics oriented to changing needs of data users, active informative support to experts analysing processes taking place in society, as well as partnership with research sector.
- Organisational development, implementing Generic Statistical Business Process Model.
- Development of the principle "Consult at First", moving towards united customer support service, surveillance of regular administrative burden with progress towards reduction thereof, active communication with the CSB data users on satisfaction with the statistics available and new data needed.
- Coordination of official statistics system development processes by creating united national statistics system.
- Continuous introduction of efficiency-enhancing innovative solutions in production of statistics.
- Efficient management of CSB resources, enhancing professional competences of employees and constantly moving towards optimization of institution support functions, digitalization of services and strengthening of e-solutions, including movement towards paperless office.



CALENDAR OF EVENTS 2018

Calendar of Events 2018



January

- Latvia (Central Statistical Bureau of Latvia) has been elected as a Member of the UN Statistical Commission from 1 January 2016 until the end of 2019 on a rotational basis.
- 15–16 January, Paris (France). M. Behmane, director of the Social Statistics Department, participates in OECD seminar "Migration".

February

- 1–2 February, Vilnius (Lithuania). Experts of the CSB take part in ESSnet regional conference: Main principles of ESS Vision 2020 data validation.
- 8 February, Luxembourg. President of the CSB takes part in the 36th ESS Annual Meeting: main achievements in the implementation of ESS Vision 2020, strategic objectives and structure of European statistical programme after 2020.

March

- March 8, Riga. CSB organizes meeting on Eurostat Grants scheme projects for statistical institutions, which provide European Official Statistics.
- 5–9 March, New York (USA). A. Žigūre, President of the CSB, takes part in the 49th session of the United Nations Statistical Commission: Data and indices for 2030 Agenda for Sustainable Development, open data and large-scale data for official statistics; climate change statistics.
- March 5, Luxembourg. CSB expert D.Zariņa takes part in Eurostat informative meeting on financial aspects of projects and e-grant agreements.
- 14-15 March, Luxembourg. CSB expert I. Ķemlere takes part in experience exchange work group meeting for European Statistical Data Users Support Centre employees, where she discusses on Eurostat dissemination tools, successful experience of European Statistical Data Users Support Centre, new European statistics.
- March 15, Luxembourg. To close derogations of ESA 2010, CSB expert I.Abražuns takes part in Eurostat seminar on challenges and discusses following issues: calculation of indicators of non-financial balance and calculation of missing time series of the previous year

April

- April 9-10, Paris (France). CSB experts U.Ainārs and D.Ķjaviņš take part in OECD seminar "Statistical Information System".
- April 11-12, Luxembourg. In Eurostat Special work group that was carried



Calendar of Events 2018



out within the framework of project "Report on International Transfer of Business Functions" CSB experts I.Kallione and I.Malašenko discussed improvement of methodology, FRIBS Preparation of Implementing and Delegated Acts on global value chains survey and presented methodological report project.

- April 11–12, Geneva (Switzerland). CSB expert A.Plāte takes part in UNECE in a high level seminar on Strategic Partnerships in Official Statistics
- April 11-13, Geneva (Switzerland). In UNECE seminar on standards to support and share statistical modernization CSB specialists J.Minkevica and D.Dille discussed on how to raise awareness on interrelations of "ModernStats" patterns and encourage exchange of experience, ideas and knowledge to modernize preparation of statistical data using these patterns.
- April 17-18, Riga. Annual Baltic Steering Committee Meeting on work and future tasks of SBS and foreign affiliate trade statistics (FATS) takes place.
- April 18-20, Athens (Greece). International seminar of Net-SILC3 project on best practice in EU-SILC survey and international conference of Net-SILC3 project take place.

May

- May 10 – 11, Vilnius (Lithuania). Baltic Steering Committee meeting.
- May 16-17, Barcelona (Portugal). Management of the CSB takes part in ESS seminar on management of IT information security incidents.
- May 17, Luxembourg. In the 37th meeting of the ESS Committee, A. Žigure, President of the CSB, discusses Annual Work Programme 2019, Approaches to Future Core Set Prioritization in ESS. Latvia (Aija Žigure) is designated as the new member of the Partnership Group.
- May 17-18, Riga. Two-day seminar "Ensuring process of quality management system in compilation and processing of statistical data" takes place in the CSB, aim of which is to raise awareness of CSB priorities and direction, as well as to involve in determination of goals, to determine troubleshooting in achieving goals.
- May 22-23, Sofia (Bulgaria). A.Žigure, President of the CSB, takes part in Eurostat seminar on the following stage of comparative assessment of national statistics institutions.
- May 22, Riga. CSB holds a seminar "Geospatial Statistics and Its Potential" during which invited representatives of local government interests and other data users were acquainted with the results of new survey on life quality in cities of Latvia conducted by the CSB.

Calendar of Events 2018

June

- June 1–2, Tallinn (Estonia). CSB management takes part in Baltic Steering Committee meeting.
- June 18-21, Geneva (Switzerland). A.Žīgure., president of the CSB, takes part in the 66th plenary session of the Conference of European Statisticians and OECD and 15th meeting of ISCO on increasing role of official statistics and ability of statistical institutions to adjust to new and growing needs of users in digital era.
- June 20, Luxembourg. In Eurostat special work group meeting CSB expert S.Prole shares experience on ESRs business architecture, also considering fundamental issues on the implementation of chain management of ESRs, framework and inclusive indicators.
- June 27-29, Krakova (Poland). J.Minkevica and I.Pauļuka take part in European Conference on Quality in Official Statistics with presentation on the experience of CSB in progress towards integrated quality and risk management in statistical institution.

August

- August 21-24, Jelgava. CSB expert M.Liberts organizes CSB, LU and LUA Workshop of the Baltic-Nordic-Ukrainian Network on Survey Statistics.

September

- September 1 – CSB turns 99 years since the establishment of the institution.
- September 7, Copenhagen (Denmark). President of the CSB, A.Žīgure, works in 69th Partnership Group Meeting and listens to Austrian Presidency report on developments in elaboration and implementation of legislative acts. Discusses on preparation for DGINS Conference 2018.
- September 10–12, Amsterdam (Netherlands). CSB expert Jānis Jukāms takes part in Eurostat meeting on application of data analysis and challenges in official statistics.
- September 10-14, Hague (Netherlands). CSB expert J.Breidaks takes part in conference and hackathon on use of R in official statistics.
- September 12-14, Oslo (Norway). CSB personnel specialists take part in UNECE conference "Human Resources Management and Training in Statistical Institutes".
- September 26-28, Geneva (Switzerland). CSB specialist P.Veģis takes part in UNECE/ Eurostat Population Census experts meeting on preparation for Population and Housing Census 2020 – methodology, new data sources, of which Big data, quality assessment of administrative data sources,



Calendar of Events 2018

Population Census after 2020, technological solutions, data dissemination, geospatial information and related topics.

Oktober

- October 2-4, Astana (Kazakhstan). CSB expert A.Švarckopfa takes part in Coordinators' Meeting of UNICEF TransMonee project, aim of which is to encourage cooperation of statistical institutions of the region mentioned to improve information quality, and solves issues on data collection concerning children suffered from violence.
- October 10-12, Bucharest (Romania). President of the CSB, A.Žigure, takes part in 104th conference of Directors General of the national statistical institutes (DGINS) and 38th ESSC meeting on progress towards provision of Trusted Smart Statistics.
- October 10-12, Geneva (Switzerland). In UNECE Workshop on Statistical Data Collection 'Resourceful Data Acquisition' CSB experts R.Skakunova and I.Oksentjuka obtain experience on how to identify innovative techniques and best practice in statistical data collection area.
- October 17-18, Luxembourg. CSB experts P.Onufrijevs and A.Pavlova take part in statistical micro-data exchange on international trade in goods and IT united work group meeting and discuss Intrastat modernisation issues.
- October 18-19, Bamberg (Germany). CSB expert P.Nalivaiko takes part in Conference of European Statistics Stakeholders on Big data, communication between national statistical institutions and statistical data users, use of administrative data, e-commerce, etc.
- October 23-25, Kiev (Ukraine). CSB expert M.Liberts takes part in a high level seminar of Eastern Europe, Caucasus and Central Asia countries and Mongolia on modernization of official statistics and introduces participants with experience of the CSB in use of R programme in production of statistics.
- October 24-26, Geneva (Switzerland). CSB expert S.Šulca takes part in UN meeting on migration statistics.

November

- November 5-6, Riga. Within the framework of project "Report on international transfer of business functions" CSB experts I.Kallione and I.Malašenko organize International meeting of Working Group on Methodology, where they present methodological report, discuss on experience and results achieved of various countries.
- November 7-9, Luxembourg. Within the framework of the grant project "Territorial statistics in 2017-2018" CSB expert O.Pritula takes part in Eurostat Working Group meeting, which for the first time is organized in



CSB KEY PRIORITIES AND PERFORMANCE INDICATORS IN 2018

CSB Key Priorities and Performance Indicators in 2018

All CSB activities were based on the provisions of the *Statistics Law* as well as goals, priorities and tasks set by the CSB Operating Strategy 2017–2019, leading to more up-to date production of official statistics resulting from introduction of e-solutions, improvement of methodology, and fuller compliance with general quality requirements. On 27 November 2018, the Cabinet approved “Central Statistical Bureau Regulations” and on 11 December 2018 also Official Statistics Programme 2019–2021. In 2018, production of official statistics was certified by ISO 9001:2015 standard “Quality Management Systems – Requirements” certificate.

Key CSB activities in reference period:

- implementation of Official Statistics Programme 2018–2020 within the framework of CSB competence;
- conduction of External Migration Survey for the first time. Aiming to develop methodology used for population estimate, an option to attract external expert was evaluated;
- timely production and dissemination of statistics in line with the changing needs of data users helping to draw up documentation for development planning, discussions, research, decision-making, as well as building of business environment in the country;
- development of new, innovative statistical products, specific target-oriented innovative solutions for publication of statistics, geospatial statistics, creation of new website, interactive online tool on internal migration since 2000. Publication of experimental statistics about villages as well as experimental agricultural statistics. In 2018, answers were given to 1 148 data requests received from inhabitants and public bodies, 21 data users regularly received collections of statistics, 223 media requests were responded, 139 news releases, information about latest CSB activities, as well as infographics were published;
- adevelopment of Official Statistics Portal project documentation within the programme European Regional Development Fund (ERAF) projects (2014–2020), announcement of procurements;
- work on the modernisation of external trade statistics system to create Common Imports-Exports Statistics Information System (VIESIS). Central Finance and Contracting Agency invited CSB to draw up and submit application for ERAF project External Trade Statistics Processing Systemā;
- formation of common customer service centre (call centre); improvement of communication with respondents by providing support and advice based on



CSB Key Priorities and Performance Indicators in 2018

the principle Consult at First;

- within the framework of the programme "Production of Statistical Information for the New EU Initiatives", 51 grant projects were active: 23 projects were launched, 19 projects were completed, and final reports of 16 projects were sent to Eurostat;
- CSB processes, Balanced Strategy Information Systems (BSIS) and RVS Horizon were improved and updated – business trip block was introduced, harmonisation, transmission and processing of invoices is electronic, all CSB functions were reviewed and optimised, work on the introduction of General Statistical Process Model continues. List of CSB positions was shortened by eliminating 31 posts. In 2018, CSB was awarded with the Data-Driven Nation e-index recognition for high performance in the digitization of public administration. E-index measures the use e-government options in public bodies as well as accessibility of the provided e-services to inhabitants and entrepreneurs.



Efficient management of the CSB resources, rise of professional competences, as well as other measures taken to improve management processes have facilitated implementation of the tasks set for 2018.

CSB Key Priorities and Performance Indicators in 2018

CSB operating results

Performance indicator	2017 (actual)	2018	
		planned	actual
CAWI data collection system introduced in household surveys <i>(as per cent of total number of household surveys)</i>	71	80	100
Statistical indicators published in on-line database <i>(million indicators)</i>	1 444	1 419	1 556
Official Statistics Programme for mid-term developed and implemented <i>(number)</i>	1	1	1
Interactive data visualisations used in data dissemination <i>(number)</i>	7	4	4
Innovative statistical products, specific target-oriented innovative solutions for publication of statistics, geospatial statistics produced <i>(number)</i>	1	1	1
Statistical data acquisition, processing, analysis, and dissemination development projects implemented, final reports on the implemented projects drawn up <i>(number)</i>	12	16	16
E-reporting <i>(share of reports submitted to EDC system, per cent)</i>	91	92	93
Methodology developed, experimental territorial statistics published using indirect estimation method <i>(indicators published by administrative territory)</i>	3	6	6
Social statistics data warehouse <i>(data types integrated, number)</i>	17	20	20



ACTIVITIES OF STATISTICAL COUNCIL IN 2018

Activities of Statistical Council in 2018

aspects of preparation of statistics, as well as main challenges faced by statisticians when carrying out surveys on innovations and research.

Before announcing in State Secretaries meeting, Statistical Council's evaluation of OSP project prepared by the CSB has significant role in development of official statistics system.

Last year Statistical Council's attention was also focused on quality issues in official statistics. As the managing institution of the NSS of Latvia, CSB has elaborated NSS quality policy and imposed common total quality requirements for Latvian statistical institutions, which is based on European Statistics Code of Practice.

On 12 December 2018 CSB and statistical institutions providing European Official Statistics signed **Memorandum of Understanding**, thus showing commitment to implement and promote observance of quality requirements in statistical area in their institutions.

More information on activities in Statistical Council is available in the CSB website

<https://www.csb.gov.lv/lv/dokumenti/oficialas-statistikas-sistema/statistikas-padome>

Memorandum of understanding among statistical institutions was signed

Photo from the left:

Vice President of the State Border Guard General **Guntis Pujāts**,

State Secretary of the Ministry of Agriculture **Dace Lucaua**,

Director of the National Health Service **Inga Milaševiča**,

Director of the Centre for Disease Prevention and Control **Iveta Gavare**,

President of the CSB **Aija Žīgure**,

Head of the Office of Citizenship and Migration Affairs **Vilnis Jēkabsons**



STATISTICAL DIMENSIONS





Statistical dimensions

Macroeconomic Statistics

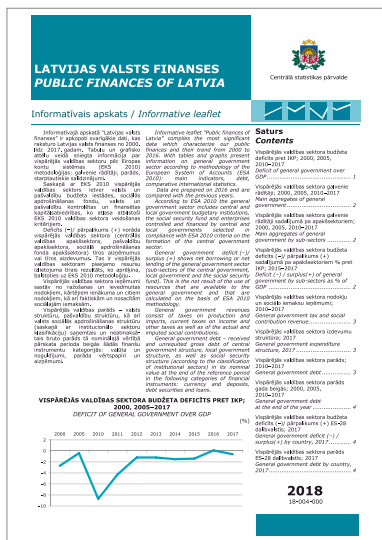
Activities for qualitative provision of requirements of European System of Accounts were implemented in Macroeconomics Statistics area. Actions for modernization and methodology development take place constantly.

On 1 August 2018 Latvia joined IMF Special Data Dissemination Standard Plus (SDDS Plus) and became the 17th country in the world that implements IMF data dissemination standard initiative at the highest level. This is a result of successful cooperation among the Bank of Latvia, CSB, the Treasury and other institutions.

In 2018 team of experts turned to automation of production of separate variables of macroeconomics statistics, i.e., set of data was elaborated for implementation of perpetual inventory of fixed assets pattern and parameters and formulae included in the pattern were aggregated. Automated pattern was elaborated. In December 2018 application elaborated was presented to main data users – the Ministry of Finance, the Ministry of Economics and the Bank of Latvia.

In cooperation with statistics mathematicians a model was elaborated in R Studio programme, which allows calculation of the number of employed for needs of quarterly national accounts in term t+60 days. This pattern allows saving time by calculating statistical indicators needed faster. Also, cooperation with other departments producing statistics was intensified to systematise use of price indices for calculation of various short-term national accounts indicators at constant prices. To satisfy analytical interests of national accounts system users, work on elaboration of changing revision database of macroeconomic statistics was started additionally, and it was foreseen to be made available to public, which until now was ensured only in a small amount of EU member countries. At the end of 2017 statistical assessments of accrued pension rights included (pension fund liabilities) were submitted to Eurostat and at the beginning of 2018 they were published in European System of Accounts ESA 2010 for the **first time**. Additionally, popular explanation of this new subject was prepared and disseminated to main users, data calculated with explanatory metadata can be found on the CSB website.

Within the framework of test cycle of Gross National Income sources and methods description, accordingly action points put forward by Eurostat, work on the implementation of GDP (GNI) methodology was continued, as well as update of GNI sources and methods description on data of 2010 was carried out. Process allowing to determine year-periodicity variables of the system of national accounts within the framework of supply-use table, additionally facilitating timely preparation (within two years) of supply-use tables (at current prices), was developed and introduced. Thus, CSB can provide provisional supply-use tables on 2016 to main data users (upon the request).



Statistical dimensions

In government finance statistics area cooperation with State Control experts has become active on aspects of preparation process of general government budget deficit and debt notification, opinion of national experts was given on surveys organized by Eurostat with an aim to promote development of government finance statistics methodology (in total more than 10 subjects, of which survey on the use of financial instruments of EU funds, survey on financial transactions in creditors' liabilities, survey on accounting of euro coins, survey on intergovernmental non-performing loans and accrued interest of these loans, survey on emissions quota trading schemes, survey on public concessions, survey on classification of hospitals, etc.)

In 2018, CSB has prepared and submitted package of documents to the Cabinet of Ministers, which is needed for project "Foreign trade statistics data processing system" to be launched in information and communication technologies AIM architecture version 41.0. **Aim** of this project is to elaborate foreign trade of goods statistics processing system by emerging and improving processes and services of the activity to effectively process the existing and in the nearest years foreseen new administrative data, which will allow reducing respondent burden in the future. CSB initiative has obtained support of the Cabinet of Ministers and, within the framework of ERDF project "Foreign trade statistics data processing system", cooperation with CFCA regarding submission of documentation determined in normative acts takes place.

Developing elaboration of new methodology, formation of new, extensive description of sources and methods used in calculations was started on the following areas of national accounts: "Description of sources and methods of non-financial sector accounts", "Description of sources and methods of regional accounts" and "Description of methodology of quarterly national accounts". Preparation process of this new methodology description will last all 2019, project will be concluded in 2020 and descriptions prepared will be publicly available. In September 2018 also work on project "Introduction of modified and modernized Intrastat system" was started, which will last until August 2019. During the project it is planned to elaborate various methods for use of Intrastat exports data of other EU member countries for partial replacement of imports data of Latvia from EU member countries.

Social Statistics

Social statistics developed in several directions. General objective of this development – to carry out qualitative preparation works so that Population Census 2021 runs accordingly requirements, additionally respecting that all data needed for the census must be obtained only from administrative data sources. In 2018 "Foreign (international) migration panel survey for complete assessment of number of Latvian residents" to improve migration statistics quality was carried out. Field works of both stages are finished. During the first stage answers on 13 486 households (sample 20 000) were obtained, but in the



Statistical dimensions

second – on 14 046 households (sample 19 000 (without addresses where during the first survey slum or inadequate housing was registered)). During the second stage the same dwellings were surveyed as during the first stage, to identify change in habitual residence of persons – either they live in the same dwelling, or have moved to another place of residence in Latvia or abroad, have arrived from abroad or other place of residence in Latvia. During the second stage of survey on migration, also questions on higher education attained abroad were asked. Additionally, during the second stage responsiveness reached 74 %. State budgetary financing of 164 628 euros was granted to ensure this priority measure.

Construction data from National Real Estate Cadastre Information System was also analysed last year to assess their quality and provide suggestions for further improvement. Special attention was paid to update of collective housing list to separate residents living in these dwellings from residents living in private dwellings, addresses with more than one residential building, as well as persons declared in multi-dwelling residential buildings, without specifying number of apartments. Accordingly, agreement concluded in 2017, data on seamen, medical personnel and their education were received. Also, agreements with the Roman Catholic Archdiocese of Riga and the Council of the Creative Unions of Latvia were concluded on provision of data.

For improvement of organization of next population census of inter-ministerial / inter-institutional working groups established, in regular session of the Ministry of Economics current issues related to the implementation of activities foreseen in “Measures provided for under the action plan for designing and organisation of Population and Housing Census 2021” were discussed and informative report was prepared, which on 24 April was placed in electronic document portfolio of the Cabinet of Ministers. In November meeting CSB, SLS, OCMA and MES informed on the progress in 2018 and tasks to be done in the future.

Also, assessment of the number of population at the beginning of 2018 was prepared, and new data on persons in state social care institutions (from SPOLIS) and (from SOPA) – on persons living in shelters and municipal long-term care facilities – were used for data quality.

Continuing improvement of methodological work, in cooperation with the University of Latvia within the framework of programme Horizon 2020, partners were found for elaboration of new population number of assessment method and migration calculation method – South Hampton University (Great Britain) expert Zhang Li-Chun. If CSB will receive financing needed, in 2019 elaboration and testing of new method might begin basing on recommendations of professor Zhang Li-Chun.

Development activities were also made out in carrying out household surveys. Respondent workload was reduced as most part of information on demographic



Statistical dimensions

indicators, education, profession of population, sector where they are employed, as well as information characterizing dwellings is obtained from administrative data sources. Additional data collection method was introduced in household budget survey, which will allow households not to overwrite receipts into household consumption diary, but to take a picture with smartphone and resend it to the CSB for data input, thus reducing respondent burden.

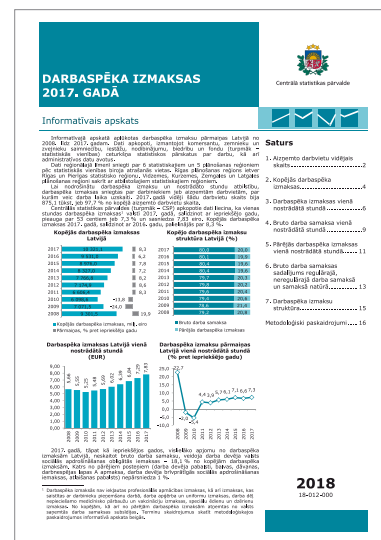
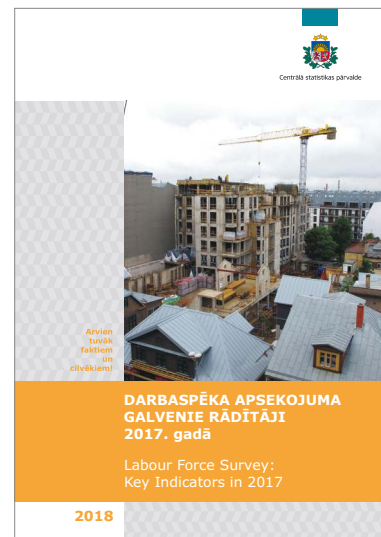
It must be emphasised that implementing CAWI data collection system in household surveys, also interviewer burden is reduced, optimization of costs is carried out, and instead of the planned 80 % opportunity to fill in the survey online is implemented in **all** household surveys in social statistics area. Moreover, in 2018 for the **first time** also respondents included in labour force survey had such opportunity.

Last year CSB in cooperation with the Bank of Latvia, carried out ECB survey on finances and consumption of households of Latvia, moreover, CSB as cooperation partner for this task was chosen for the second time. But the University of Latvia has invited CSB as cooperation partner to carry out "Cross-sectional study on risk factors for cardiovascular and other non-communicable diseases" within the framework of the ESF project "Complex health promotions and disease prevention measures". The research is very important for risk factor distribution for cardiovascular diseases as it is major public health concern in Latvia, which is shown by high death rates. This group of diseases is the most popular cause of death in Latvia – in 2017, 15.8 thousand persons died in the country, which is 56 % of total deaths. Also, indicators of incidence and hospitalized cases are high. Last year every fifth grown-up person was undergoing treatment from circulatory diseases. Implementation of such tasks is a proof of quality of work done by CSB.

Price Statistics

In terms set and in quality foreseen in methodological materials each month and quarter price index calculations are provided. Work in assessment of construction model area was started. A certified construction expert of the highest category assessed structure of construction models and gave conclusion on topicality of unified construction models used in CCI calculations relating to residential and non-residential buildings, as well as to need to renew or maintain them in the existing structure. Key recommendations of the expert foreseen elaboration of new models in the 2nd and 3rd quarter of 2019. For renewal of models of engineering structures (construction model "Road"), negotiations with experts from SJSC "Latvian state roads" were carried out. Starting with 2018, all existing indicators in indices of producer prices area are ensured with transition to new index reference period (2015=100), as it was foreseen by regulation on short-term statistics.

Last year activities were implemented in price registration and HICP calculation process modernization area. As it is foreseen to implement new data collection



Statistical dimensions

investment" to be filled in by budgetary institutions reduced by 18 % (from 473 to 389). Also, amendments in form "Report on building permits and commissioning of buildings" (1-BA), reducing it by two indicators, and in form "Report on construction work done by enterprises on own account" (1-construction), excluding 6 and joining part of indicators, were made. To reduce respondent burden and use data available to CIS, the number of respondents included in the sample of report "Report on building permits and commissioning of buildings" (1-BA) of 2018, who were surveyed with the help of form, was reduced by 58 units. In total, 33 respondents (construction boards) were surveyed using the form, but in 2019 it is planned to survey 19 respondents (construction boards) out of 120. Expanding use of administrative data, in short-term statistics of wholesale, trade of vehicles and parts thereof, as well as services sector, number of respondents (enterprises) of reports needed "2-turnover", "3-turnover" and "4-turnover" in 2018 was reduced by almost 1 000 or one fourth.

In 2018, appointments with representatives of national economic associations were made on work done in business statistics area, of which also discussed on adoption of FRIBS, profiling of enterprises and introduction of statistical unit "enterprise", business statistics future tasks were presented to participants. Issues on qualitative accounting of P&A statistical data in the next survey was solved with representatives of LMT. Analytical report "Statistics of P&A and innovative statistics: experience of Baltic States" was prepared and presented to Statistical council. Work on planning activities on improvement of ICT data acquisition process and upgrade of data quality were carried out, involving Latvian Information and Communications Technology Association and Latvia Internet Association into these activities.

Agriculture, Environment, Tourism and Transport Statistics

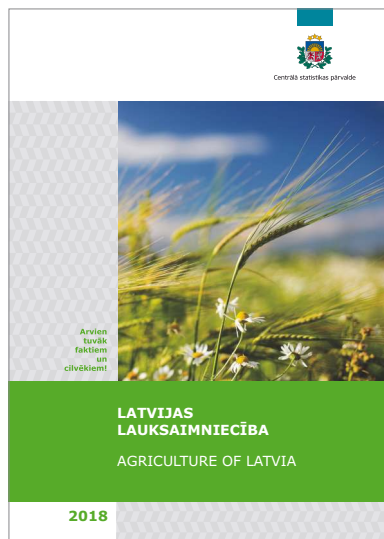
In 2018, several development projects were implemented, works for national needs were carried out and issues to reduce respondent burden were solved.

To optimize data acquisition process and reduce respondent burden, starting with 2018 methodology for broader use of administrative data available in livestock statistics was improved – new methodology was elaborated and used for meat (beef, mutton, goatmeat, horsemeat) production calculations in farms using information on animals slaughtered at herd level from Registry of Farm Animal Breeds and Slaughterhouse Electronic Reporting System managed by the Agricultural Data Centre. In the result number of indicators acquired in livestock surveys reduced by 58 %, but the number of respondents in livestock surveys – by 37 %.

Within the framework of the project "Establishment of statistical system for ensuring calculation of balance of cereals and oil vegetables accordingly united EU methodology" methodology of calculation of balance of cereals accordingly



Statistical dimensions



ESS agreement and for the first time calculation of balance of oil vegetables (rape seeds, sunflowers and soya) for 2017 was carried out, provisional calculation results and methodological report was sent to Eurostat on November 30.

To ensure qualitative basis for carrying out Agricultural Census 2020, within the framework of project on modernization of agricultural statistics, work on update of information from the Statistical Farm Register was started on farms on which there is no information available in administrative data sources – new form “1-farm” was elaborated for carrying out survey in 2019 and for preparation of validation and descriptions needed for elaboration of data introductory programme in ISDMS CASIS environment. Analysis and assessment of SRS information was continued with aim to use it for ensuring Agricultural Census 2020 data on employment in agriculture at farm level.

Work on implementation of regulation of the European Parliament and of the Council on Integrated Farm Statistics (IFS) and repealing Regulations planning of preparation and organization of Agricultural Census 2020 was continued:

- technical issues of the pace of census and choice of optimal kind of data collection were assessed to optimize costs of census;
- Inter-institutional working group on organization of Agricultural Census 2020 was created. First working group meeting took place in November, main aim of which was identify national needs for additional indicators in Agricultural Census 2020; project of list of indicators was prepared;
- options to make maximum use of information of administrative data sources for ensuring data of Agricultural Census 2020 were assessed. In the result, it is foreseen to obtain 62 % of indicators included in regulation project from administrative sources.

To ensure data users with information for programme of development of counties, for the **first time** experimental data on average yield of cereals, pulses and rape for yield of 2015, 2016 and 2017 by counties were prepared and published; assessment of their quality was carried out.

Implementing regulations on European Statistics regarding prices of natural gas and electricity and new methodology, information was obtained from merchants of natural gas and electricity, transmission and distribution operators, and for the **first time** detailed information on prices of natural gas and electricity, network prices (transmission and distribution), as well as on taxes, duties, payments was prepared. Information was calculated on household users and direct users who are not household users, accordingly consumer groups determined in the regulation.



COMMUNICATION WITH SOCIETY



Communication with society

Seminars for data users

On May 22 **seminar on statistics of territories** took place in Academic Center for Natural Sciences of the University of Latvia where participants were acquainted with results of the survey on life quality in eight largest cities of Latvia in 2017 carried out by the CSB. Statistics on territories that are smaller than cities or parishes; statistics based on mathematical modelling and other topicalities in statistics of territories proposed by the CSB were looked at.

It was attended by 36 representatives from large cities, Latvian Association of Local and Regional Governments, Latvian Association of Large Cities, planning regions, Ministry of Economics, Ministry of Environmental Protection and Regional Development, State Regional Development Agency, University of Latvia, Latvia University of Life Sciences and Technologies, Bank of Latvia, map publishers Jana Seta. Live broadcast was assured on the Internet, which at different times was followed by a total of 340 viewers. Video recording and presentations of the seminar are available here <https://www.csb.gov.lv/en/statistika/statistikas-temas/iedzivotaji/teritoriala-eksperimentala/teritoriala-statistika-un-izmantosana>.

On November 21-22 a **seminar on use of mobile data in statistics** took place where representatives from Statistics Estonia, Bank of Estonia, University of Latvia and "Positium LBS" – Estonian enterprise ensuring analysis of mobile data in official statistics – shared good practice in use of data which is at the disposal of mobile operators for statistics needs. Out of three mobile operators invited, representatives from LMT and Tele2, as well as many state institutions and media representatives attended the seminar

Experimental statistics on villages

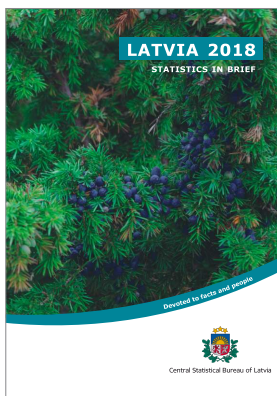
In 2018 territorial statistics was published: number of resident population by age and sex in villages (accordingly borders at the beginning of 2018 published by the State Land Service) and in Riga neighbourhoods. Until then such data was available at parish level of detail. New data sources and methods are used in calculation of experimental statistics, trying to expand range of statistics or level of detail accordingly needs of users.

CSB website gains new look and improved functionality

In July CSB website gained new design and its functionality was improved. One of priorities in the elaboration of new homepage was friendliness in use from smart phones and tablet PCs. Another task was to relieve search of data needed. Therefore, search engine was improved which helps finding statistical data needed in various kinds of content more successfully.

Migration flows of population in territory of Latvia have been visualised

In 2018 interactive web-based tool migracija.csb.gov.lv on inland migration of population of Latvia was developed where movement of population within borders of Latvia since 2000 can be seen. Data in map of Latvia can be seen by regions, counties, parishes and cities. Direction of migration flow in the map can



Communication with society



be switched (outflow, inflow) and time period can be changed (2000–2018, 2011–2018 and 2017–2018). Top 5, top 10 or top 30 territories or point chart map of all territory can be selected where population of territory selected departed or from where population arrived to the territory selected.

Recognition for high performance in digitalisation of public administration

On October 25, in forum "Data-based nation" in Cēsis, CSB received recognition on high performance in digitalisation of public administration in e-index awarding of winners. E-index measures use of options provided by eGovernment of institutions, as well as availability of e-services provided to population and entrepreneurs. This prize is awarded by Ministry of Environmental Protection and Regional Development.

One day in parents' shoes at CSB

On June 1, the International Children's Day, presence of children revived daily routine of the CSB. Children of 70 employees aged 2 to 12 years spent one day in their parents' shoes at the CSB.

"We also joined initiative "Children at work" for the first time, and responsiveness of employees was large – we hosted 70 children of our employees and offered them various activities. Thus, we want to emphasize that CSB is a family-friendly employer and we also care for children of our employees", said President of the CSB Aija Žigūre.

Children took part in statistics quiz, met friend of children Zibo who arrived to complement educational activity of AS "Latvenergo" on electrical safety. Children also prepared visual greeting for the centenary of CSB which will be celebrated in 2019.

Communication with society

Informative campaign #Statistics100

On October 19, the European Statistics Day, a video "Latvia. The first 100" was launched. In November a campaign **#Statistics100** was started in the CSB website and social networks Facebook and Twitter – a comparison of various statistical data with nowadays. One entry is published each week until the centenary of statistics in September 2019 (in total there will be around 50 entries). www.csb.gov.lv/lv/statistika/statistikai-100

Training visits

On February 14, the CSB participated in the Job Shadow Day where 5 youngsters from Riga, Jēkabpils and Gulbene followed work of 2 statistics mathematicians and geographic information systems specialist of the CSB.

On February 7 and April 11 CSB also hosted clerk groups from education center "BUTS" to learn on document management system of the CSB.

Students of two higher educational institutions were acquainted with statistics topical to them: On March 1 information was provided to students of business, marketing and trade management of university "Turība", on March 22 – to students of the Faculty of Social Science of the University of Latvia.

Publicity in media and social networks

In 2018, CSB published 140 news releases and other information on the latest CSB activities. Media have mentioned CSB 8 060 times, similar to a year ago (8 590): 75 % of mentions were in Latvian, 23 % in Russian and 2 % in English. Half of mentions was observed in online media (51 %), followed by radio (17 %), national newspapers (11 %), news agencies (10 %), regional newspapers (6 %), television (3 %) and magazines (2 %). Name of Aija Žigure, President of the CSB, appeared in media 50 times. Also, other CSB employees and public relations managers were quoted.

Hottest topics of the CSB news are: demography, inflation, wages, employment, GDP, etc. In 2018, two topics reached new record number of mentions – 165 publications in media with data from new migration tool and 164 times in media on average wage in the 2nd quarter exceeding one thousand.

At the end of 2018, @CSP_Latvija account had more than 5 000 followers and 370 posts. @CSB_Latvia account in English had 2 300 followers and 190 posts. Facebook account had 920 followers, and 103 posts.

Information requests

In 2018, CSB replied to 1 148 information requests from individuals, public administration institutions and enterprises, and 22 data users received regular tailor made datasets. CSB also sent answers to 222 media requests/ questions. Dienas Bizness, Diena, Latvijas Avīze, Latvijas Radio, Latvijas Televīzija, TV3 were the media requesting statistics or CSB comments the most often. In addition, 69 answers were given to Eurostat (Statistical Office of the European Union) data users regarding EU statistics.

INTRODUCTION OF PRINCIPLE
"CONSULT AT FIRST",
IMPROVEMENT OF COOPERATION
WITH RESPONDENTS





Introduction of principle “Consult at First”, improvement of cooperation with respondents

KONSULTĒ
VISPIRMS

CSB creates flexible, client-oriented cooperation by enhancing maximum individual approach and operational communication, providing support in problem situations. Forms of cooperation with respondents are improving all the time and it is important to reduce their burden and at the same time gaining high-quality statistical data. In this process activity of principle “Consult at First” has a significant impact. For more efficient communication at the end of 2018 Call Centre was established. Toll-free informative phone number **80000098** ensures connection of each call with CSB consultant which previously was not possible if the line was busy. Automatic system ensures call back to everyone who chose call-back option in case the line was busy and they did not wait for connection with the operator. CSB consultants call back everyone who called outside working hours or at weekend. Callers can also leave a voice message.

CSB is increasingly orienting on its client – an enterprise that has to submit statistical reports, and Call Centre provides opportunity to answer questions topical to respondents faster. Last year data were submitted by 32 thousand enterprises or one fourth of all economically active enterprises. Call Centre ensures that everyone receives consultation needed already after the first call.

Improving service-oriented customer service culture, in 2018 intensive communication with respondents took place regarding need for submission of reports, inclusion of respondents in surveys, on prolonging terms, answers on respondent letters regarding refusal to submit reports were given. During the last year 7 294 user registration applications in electronic data collection system (e-survey) were reviewed and processed, of which 2 766 were processed automatically. In 2018, 9 797 incoming and outgoing calls to consultative telephone were registered, answers to 2 159 incoming e-mail letters with respondent questions were reviewed and answered. Changes on 11 990 enterprises were made in statistical enterprise register.

For cost saving purposes correspondence with respondents on submission of reports takes place electronically by sending standardised reminder letter. Process of sending out letters is automatized using ISDMS. Respondents that do not react to e-mails or whose e-mail address is not registered are contacted over the telephone.

To optimize and integrate process of statistical data collection and introduce customer centre in the CSB, intensity analysis was carried out and solutions for improvement and more effective activity of functions carried out were looked for. For example, at request of accountants of the enterprise, to reduce bureaucratic burden in filling in forms, in 2018 enterprises did not have to fill in data on applicant of the form on title pages of forms, these data were automatically loaded from enterprise registration application, thus significantly relieving work

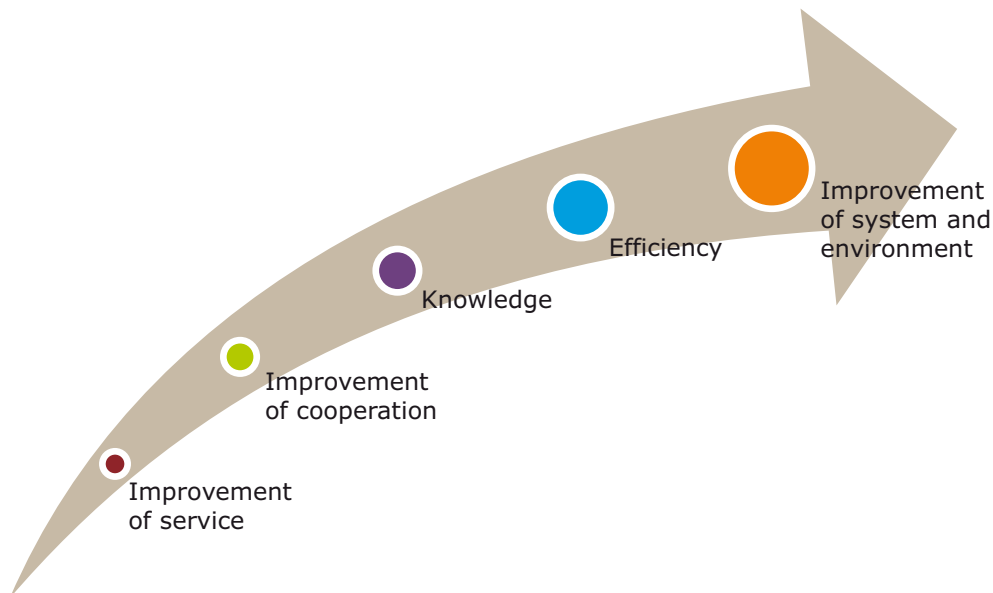
Introduction of principle "Consult at First", improvement of cooperation with respondents

of accountants. To strengthen good governance with respondents from financial sector testing of form "Report on costs" (1-costs) took place along with those who will be included in this survey next year. Large enterprises, for example, "Latvijas Dzelzceļš" and its holding companies also received on-site consultations.

To centralize statistical data collection and processing, last year reorganization was finished in Statistical Data Processing Department also including in the department Interviewer's Coordination Section and Population Survey Supervision Section which ensures collection and control of personal and household survey data, as well as use of administrative data and registers. This allowed to reduce statistics preparation costs and respondent burden.

Assessing things accomplished during the year in the implementation of principle "Consult at First" – in the improvement of service, cooperation, knowledge, work efficiency and system and environment – it must be concluded that CSB success story is customer support initiation in Anywhere365 system. Next challenge is introduction of online chat.

"Consult at First" in CSB → **key to success**





QUALITY IN STATISTICS –
THE WAY TOWARDS
INTERNATIONAL CERTIFICATE

Quality in Statistics – the Way towards International Certificate

The CSB quality policy is made up of the CSB vision, mission, values, priorities and commitment to meet all binding requirements, to adhere to the best practice and to ensure continuous improvement of its activities. The Quality policy is elaborated and pursued in accordance with the CSB mid-term operational strategy, and its implementation is ensured by the professionalism, competence and precise performance of each CSB employee.

Aiming to standardize statistical processes and assure quality, CSB has introduced the Quality Management System (QMS). Statistical processes according to internationally recognized statistical business process model are set in the QMS and described at procedure level. The QMS also provides for the requirements, evaluation and improvements of statistical products and services, and defines persons responsible for the process monitoring at each statistical production stage.

The institution's quality path began in 2004 with the participation in the European Conference on Quality in Official Statistics held in Mainz, Germany. In 2006, CSB launched the National Transition Programme project, during which the first version of the CSB Quality Guidelines and standardized national quality reports database was elaborated. By 2010, CSB had already introduced many elements of the Total Quality Management (TQM) and wanted to demonstrate compliance with an international quality standard or model. A decision was made to introduce quality management system based on ISO 9001:2008 standard, which would ensure that legal requirements and needs of the parties involved, including clients, are met. CSB acquired respective ISO licences and in 2011 trained managers for the QMS issues, ISO 9001:2008 standard requirements and process management. The first model of CSB business processes and a list of process owners was worked out. The core business processes were based on the Generic Statistical Business Process Model (GSBPM). Taking into account the results of the first assessment of CSB compliance to the standard, a schedule was set for further elaboration of the QMS, starting with the work on the description of main business processes. The first static multi-page process flow diagrams drawn in Visio proved that a software with interactive hierarchy and links should be sought. Evaluation and analysis of the available tools led to a decision on the use of QPR Process Designer and QPR Portal that would provide all CSB employees online access to current description of processes.

In 2013, the first version of CSB Quality Management System was approved. Over the upcoming years, CSB kept working to describe statistical production processes in more detail as well as introduced in the QMS management and support processes. Meanwhile many other development and improvement projects took place alongside in the institution.



Quality in Statistics – the Way towards International Certificate

In 2016, a third-party audit of CSB compliance with the new ISO 9001:2015 standard found that the QMS of CSB fulfilled 90 % of the standard requirements. In 2017, the CSB continued its work on the QMS development by establishing a risk management system and integrating it into the QMS.

In June 2018, CSB presented its experience internationally – in the European Conference on Quality in Official Statistics where CSB achievements were widely acknowledged by the colleagues from other countries. At the end of the year, a third-party certification audit was conducted, and it resulted in acquisition of ISO 9001:2015 “Quality Management Systems – Requirements” certificate.

By gaining the certificate CSB has not reached its destination, we still have plans for many new improvements. We believe that this is a very good investment and an excellent present for the CSB celebrating its centenary.

CSB President **A. Žigure** (on the right), Director of Statistical Methodology and Quality Department **J. Minkevica**, and Head of Quality Management Section **I. Paujuka** with ISO 9001:2015 certificate



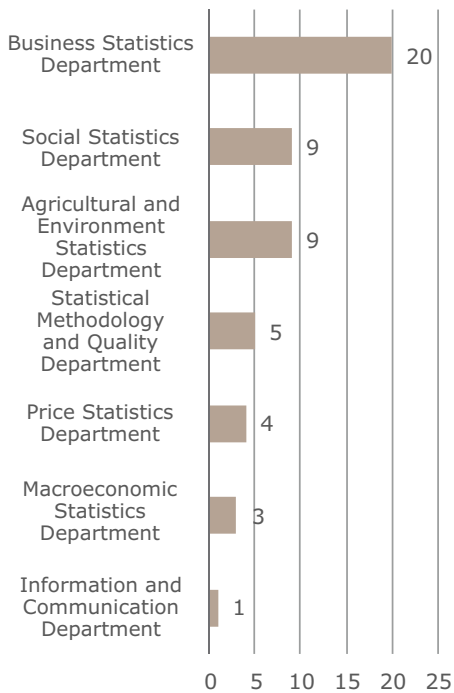
IMPLEMENTATION OF
DEVELOPMENTPROJECTS AND
COOPERATION IN SURVEY
STATISTICS





Implementation of Development Projects and Cooperation in Survey Statistics

Grant projects implemented in structural units
(number)



CSB has been implementing projects of the programme Preparation of Statistical Information for Creation of New European Union Initiatives (hereinafter – the programme) already for the **16th year**, thus facilitating development of both CSB and ESS.

Baltic-Nordic cooperation in survey statistics, in turn, has taken place for already more than 20 years.

The programme is aimed at promoting development of statistics. By implementing Eurostat grant projects, CSB facilitates modernization of statistics production, improves methodology and increases its work efficiency. By participating in the programme, CSB benefits:

- possibility to ensure development of statistics production without additional funding from the state budget;
- regular improvement and development of ways to produce statistics – drawing up and improvement of new methodologies, etc.;
- additional opportunity to motivate employees – opportunity to increase professional knowledge, gain international experience and new knowledge in project management, develop communication and cooperation skills.

The programme kept supporting ESS Vision 2020 objectives also in 2018, thus within the ESS allowing to produce statistics that has better quality, is more consistent, has higher comparability, meets rapid environmental changes, changing needs of data users, continuous improvements to standardization and quality, development of information technology infrastructure, as well as other activities commonly aimed at rising CSB efficiency.

In 2018, 51 grant project was active – 23 new projects were initiated, 19 projects were finished, but on 16 implemented projects final reports were prepared and sent to Eurostat.

Project: **“Passenger Mobility and Road Traffic Statistics”**, project manager **Dita Zemīte**.

The project was aimed at production of harmonised statistics for passenger mobility and passenger mobility indicators in Latvia.

Within the framework of the project, during the period from September to December 2017 for the first time a survey about mobility habits during one day of a week was conducted. It covered 11 000 inhabitants of Latvia aged 15–84 selected with the help of random sampling method. The response rate in the survey constituted 61.2 %.

Based on the project requirements and Eurostat manual, specific variables characterising passenger mobility were collected – travel purpose, average number of trips per day, travel distance and time, car occupancy, and travel

Implementation of Development Projects and Cooperation in Survey Statistics

modes.

Mobility determines how healthy is the lifestyle maintained by the society, how much and how effectively people spend time on mobility, opportunities for employees to work in higher-salaried regions and for employers to attract labour and best specialists from other regions, need for transport infrastructure improvements, as well as allows to evaluate quality of public transport services. Survey results are useful for strategic decision-making in ministries (for evaluation and improvement of sectoral policies), municipalities (for planning of service (including infrastructure) efficiency and development), merchants (development planning, including when planning placement of commercial objects, transportation, etc.), as well as researchers and scientists. At EU level, the data will be used to assess sustainable mobility and develop relevant EU policies. Interest in survey results has been expressed by both foreign and local data users, e.g., Ministry of Environmental Protection and Regional Development, VSIA "Autotransporta direkcija", Latvian mass media, and others. Various data requests related to the survey results were responded, e.g., information was given about mobility in cities, source data were provided for analysis performed within doctoral studies at the University of Switzerland. Survey results and user interest prove usefulness of the statistical product and the need for survey continuation.

Press release and data tables are available on the CSB website, a press briefing and workshop for data users were organised, and the results acquired were presented both in the Eurostat special working group meeting and Statistical Council.

Project "Modernization of Agricultural Statistics"

Project activities were started in July 2018 and will continue until July 2020. The project is aimed at modernisation of data acquisition methodological processes and introduction and implementation of new, integrated farm statistics production principles in line with the EU Strategy for Agricultural Statistics for 2020 and beyond and regulation for integrated farm statistics as well as produce statistics within the framework of ESS agreement needed to monitor related policies, especially Community agricultural and rural development policy, as well as environmental policies and policies aimed at adaptation to climate change and mitigation consequences thereof, EU land use policy and UN sustainable development goals (SDG).

Activity 1, manager **Ilze Januška**.

The main objective of the action – provision of good basis for Agricultural Census 2020 and annual agricultural surveys, updating of SFR information about holdings no information on which is available in administrative data sources, development of methodology used for evaluation (confirmation) of data on these holdings, evaluation of possibility to use information regarding labour force in



Press briefing on 14 November 2018: management of the CSB presents results of survey carried out for the first time on population mobility

Implementation of Development Projects and Cooperation in Survey Statistics

agriculture available in the State Revenue Service to provide data for Agricultural Census and future integrated farm surveys.

The action allowed to acquire information on holdings no information on which is available in administrative data sources, specify number of economically active holdings and work out methodology to evaluate influence of these holdings on agricultural production in Latvia.

The results will be used to conduct Agricultural Census 2020 in line with the provisions of the regulation on integrated farm statistics as well as to produce crop and livestock statistics at national level.

Activity 2, manager **Guna Karlsonē**.

The main objective of the action – development of sustainable methodology to estimate gross nutrient balances (GNB) in accordance with ESS Agreement on Nutrient Budgets, as until now GNB of almost half of EU countries, including Latvia, were calculated by Eurostat, and new agreement does not provide for that. GNB is among the key indicators characterising agriculture and environment; it covers important information on the use of nutrients – nitrogen and phosphorus – in agricultural production, characterizes sustainable impact of agricultural activities on environment, and is vital to monitor agricultural activities.

The tasks to be performed within the activity are: study and evaluation of GNB estimation methodology published in Eurostat/ OECD manual, identification and documentation of data sources, evaluation and documentation of available coefficients, including updating of existing and acquisition of new ones.

It has been expected that the project will allow to estimate GNB on 2018 and 2019 as well as recalculate time series starting from 2000 based on the new coefficients, as well as develop methodology meeting situation in Latvia. The statistics produced will be used by Eurostat, OECD, European Environment Agency, etc.

Project **“Testing and Piloting Survey on Gender-Based Violence”**, manager **Kalvis Okmanis**.

The project was aimed at testing Eurostat questionnaire to be used in survey on gender-based violence and piloting thereof.

CSB conducted survey on this topic for the first time, therefore a decision was made to attract an external expert responsible for interviewer training materials (on myths and stereotypes about violence and effects thereof on interview, what to expect when interviewing violence victim) and field work training to ensure that interviewers can receive feedback from respondents and provide psychological consultations, as well as for violence role plays for interviewers. Survey sample included 1 000 people, 534 of which responded (315 females and 219 males). The following interviewing methods were used in the survey:

Implementation of Development Projects and Cooperation in Survey Statistics

- computer-assisted personal interviewing (CAPI);
- computer-assisted telephone interviewing (CATI);
- computer-assisted web interviewing (CAWI).

At the end of the project, methodological report was drawn up, the activities related to the translation of the questionnaire were described, as was the interviewer selection and training, interviewing methods and impact thereof on survey results, field work, data processing, data quality, difficulties faced when conducting the survey, conclusions and recommendations for improvement of questionnaire and methodology, as well as Eurostat data tables were completed and sent.

When implementing the project, CSB gained experience that will facilitate work on the full-scope survey. Key challenges overcome during the project implementation:

- electronic questionnaire – it includes large number of questions and several transitions between the questions were very complex;
- fieldwork – questions cover many sensitive topics, such as sexual violence, child abuse, and intimate partner violence. Interviewers had a unique opportunity to take part in a psychotherapist supervision session;
- calculation of indicators – there are very many indicators, and conditions used to estimate them are relatively complex.

In the future, the CSB intends to carry out a full-scope survey, the results whereof seem interesting to the Ministry of Welfare, several non-governmental organizations, researchers, etc. users. Regular Conduction of the survey has been provided for under the Istanbul Convention.

Key conclusions on implementation of the grant project:

- Regardless the limited project implementation time – questionnaire was not available until the last moment and the indicators to be calculated were received after the project was started – the project took place successfully. The only hitch was due to the large volume of indicators;
- The response rate exceeded 50 %, which was more than expected in a survey on such subject;
- Interviewers mentioned that there were only few very negative respondents, however this is possible in any survey;
- As there was no upper age limit, elderly population had to be surveyed as well. It is hard to speak about this topic with people at older age – some of

Annual Report 2018 of the CSB programme **“Production of Statistical Information for the New EU Initiatives”** is available on the CSB website:
<https://www.csb.gov.lv/en/about-us/overview/eu-projects>

Implementation of Development Projects and Cooperation in Survey Statistics

elderly respondents found sexual harassment not relevant, as had been in retirement for decades, moreover, back then no one talked about it.

By continuing implementation of the development document ESS Vision 2020 activities and preparing for the Population and Housing Census 2021, within the framework of the Eurostat grant project **Improving the Use of Administrative Data Sources (Improvement of the Use of Administrative Sources (ESS.VIP Admin WP6 Pilot Studies and Applications))** (manager – Peteris Veģis), the project launched in 2016 and aimed at exploring ways of obtaining Census indicators on population education from administrative data sources, introduction of new ISCED classification, and development of proposals for estimating and imputation of the missing data was concluded. Final technical report was sent to Eurostat in June. Last year, also Eurostat grant project (launched in November 2017) aimed at studying feasibility of the use of administrative data, results of CSB regular surveys and Census 2011 was continued in order to provide address code, geographic coordinates, as well as data characterising households, families and housings for the Population and Housing Census 2021. In June, all findings were sent to Eurostat in the project Intermediate Report.

Survey statistics

Cooperation network, under the Umeå University (Sweden) proposal, was created in 1992. It engages specialists from the statistical institutes of all three Baltic states, Statistics Finland and University of Tartu, University of Latvia and Umeå University. The network is aimed at cooperation on survey statistics in education and research, by sharing knowledge, experience and ideas. The representatives are strengthening contacts between the statistical institutes and academic institutions, as well as staff, researchers and practitioners thereof, facilitating student interest in survey statistics, as well as motivating them to build their professional careers in this field. Currently, also Ukrainian and Belarussian national institutes have joined the cooperation network. Since, 1997 annual international conferences are held on this subject.

Last year, running Workshop of the Baltic-Nordic-Ukrainian Network on Survey Statistics was held in Jelgava (Latvia). It brought together 60 participants from 12 countries and the main topic of it was Population Census Based on Administrative Data. Specialists presented their latest achievements, exchanged experience and discussed problems faced by statisticians. The workshop also covered statistics based on mathematical modelling, sampling, combining different data (from registers, surveys), etc. CSB experts Mārtiņš Liberts, Pēteris Veģis, Elvijs Siliņš and Juris Breidaks presented the achievements of Latvia, spoke about the new challenges faced when getting ready for the Population and Housing Census 2021, and shared their experience in implementation of Eurostat projects on this subject.

Links to websites::

<http://home.lu.lv/~pm90015/workshop2018/index.shtml>

<https://wiki.helsinki.fi/display/BNU/>

INTERNATIONAL COOPERATION





International Cooperation

Sharing of experience and examples of good practice has made large contribution to the development of national statistical institutes (NSIs) and systems. CSB, within the competence thereof, always welcomes experience exchange with the interested parties.

Cooperation within the Baltic Region

In 2018, within the framework of the trilateral cooperation programme, Baltic states shared their experience in producing price, environmental, agricultural, etc. statistics, as well as discussed works to be done to get ready for the Population and Housing Census 2021.

In the Annual Baltic Steering Committee Meeting (held in Lithuania), heads of the national statistical institutes shared their latest achievements. Latvia presented results of "Mobility Survey of Latvia Population in 2017" and told about its current events in the use of administrative data

Experience Exchange

On 8–9 March in Tbilisi, Georgia, a technical seminar on living conditions in Eastern Europe, Caucasus and Central Asia took place. Representatives of Eastern Partnership countries were willing to find out more about the EU-SILC survey, as some of them are planning to conduct (or partially conduct) the survey in future and some are doing that already. The seminar welcomed also statistical institutes from Central Asia, and European Union was represented by the experts from Latvia and Hungary. Seminar participants discussed collection of indicators characterising income (expenditure) and living conditions, including, designing of the respective questionnaires, data analysis, sampling, calculation of weights, as well as future of the EU-SILC survey after its revision.

On 8–9 June, experts from the Agency on Statistics under the President of the Republic of Tajikistan visited CSB on a study visit. It was aimed at exchanging experience in working with database systems. The visit agenda included CSB systems storing data and metadata in databases. CSB representatives presented ISDMS and SSDW. The first one is used to draw up electronic questionnaires as well as for data processing, aggregations and archiving. The second one, in turn, ensures reception of administrative data and processing thereof. It allows users to link, select, and summarise data. The experts gave their preference to the SSDW.

CSB price statistics experts visited Statistical Service of Cyprus for an experience exchange visit on purchasing power parities programme. Both parties exchanged their experience in producing purchasing power parities in 2018 as well as discussed several discontinued and upcoming price surveys.

International Cooperation

Other Activities

Social Statistics Methodology Section Senior Expert in Methods, Lidija Spārīte, attended 7th Global Forum on Gender Statistics to learn experience and good practice of other countries in using gender statistics for political decision-making, measuring asset ownership and entrepreneurship from a gender perspective, as well as using alternative data sources and innovative data collection methods in gender statistics, etc.

Senior Expert in Methods from the same section, Anita Švarckopfa, participated in the UNICEF Meeting of European and Central Asian Statisticians aimed at enhancing cooperation NSIs and improving quality of information collected within the TransMonEE project. The meeting mainly was focused on the collection of data on violence against children. Both, gender- and violence-related issues are of a great importance within the context of the follow-up for the 2030 Agenda for the Sustainable Development as well as to reach sustainable development goals.

Viktors Veretjanovs, Senior Expert in Methods also working for the Social Statistics Methodology Section, attended UN inter-regional expert group meeting Placing Equality at the Centre of 2030 Agenda. He was asked to give presentation on the CSB experience in producing poverty and inequality statistics, proving that UN recognises our successful transition to the EU standards.

Deputy Head of Mathematical Support Division, Mārtiņš Liberts, went to the high-level seminar for the Eastern European, Caucasus and Central Asian Countries (EECCA) – Modernisation of Official Statistics. The seminar was aimed at discussing latest statistical production trends in EECCA countries, modernization thereof, use of alternative data sources, strategic partnership in official statistics, cooperation, as well as sharing examples of best practice.

Significant International Events

CSB President, Aija Žigūre, attended three **ESS Committee** meetings devoted to amendments to the existing and introduction of new binding legislation as well as other current issues, e.g., upcoming peer review, progress towards implementation of ESS Vision 2020 programme, setting of ESS priorities, as well as meaning and importance of statistics nowadays.

In 2018, CSB President, as an elected head of the national statistical institution, participated in two ESS Partnership Group meetings. **ESS Partnership Group** mainly is aimed at encouraging ESS development by promoting its Committee work efficiency, strengthening its strategic capacity, as well as encouraging



International Cooperation

cooperation among its members.

CSB President, together with Director General of Eurostat, Mariana Kotzeva, co-chaired meeting of the **High-level Group on Quality**. The meeting and the high-level group work in general are aimed at reviewing and identifying needs for modernisation of the common quality framework of the ESS. All meeting participants also expressed their opinion on the conduct of the upcoming ESS Peer Review exercise.

Sustainable Development Goals



49th Session of the United Nations Statistical Commission

On 6–9 March in New York, 49th session of the UN Statistical Commission took place. From 1 January 2016 to the end of 2019, Latvia was elected as a rotating member of the Commission.

The UN Statistical Commission is the highest body of international statistical community, in which Latvia is represented by the CSB President. Annual session of the Commission is an event of the international importance. It is organised to discuss and approve international statistical standards and methodology as well as make agreements on further development and improvement of international statistical system.

Knowing the global importance of the sustainable development goals (SDGs), Latvia highlighted the need to enhance international comparability and transparency of the national SDG indicators, as well as emphasized role of the NSIs in coordinating SDGs nationally. In respect to the statistics for refugees, Latvia pointed out that production of high-quality statistics is crucial for the key demographic indicators, as well as that national and international comparability of indicators on refugees shall be increased and confidentiality of sensitive data and data protection shall be ensured.

Next Stage of NSI Peer Reviews

On May 22–23 in Sofia (Bulgaria), informal seminar for the NSI heads on the next round of ESS Peer Reviews was held. Seminar participants discussed its possible coverage, methodology used, as well as comparability of the results obtained. CSB President chaired the session on the objectives of the next round of Peer Reviews, which was aimed at discussing and making agreement on the main ESS Peer Review goals, taking into account recent quality-related developments in the ESS.

Role of NSIs in Digitalization Strategies of Governments and the EU

On 19–20 November in Vienna (Austria), CSB President attended seminar of Directors General of the national statistical institutions on the NSI role in

International Cooperation

digitalisation strategies of governments and the EU. Participants shared their experience in digitalisation of public sector. They also discussed involvement of NSIs in the development of strategies, their role in management of public/private data, possible contradictions between traditional production of statistics and serving governments as data centres. All public digitalization risks and benefits were assessed as well.

Europe Day

Celebration of the Europe Day (in 9 May) has become an annual CSB tradition. This year, CSB was visited by the Deputy Head of State Inspection for Heritage Protection, Katrīna Kukaine, who told about diversity of cultural monuments as well as protection of cultural heritage and cultural environment. Another presentation – about architectural and artistic values of Latgale – was given by the Doctor of Art Sciences Rūta Kaminska, whereas restoration expert Ieva Jekševica gave insight into the process how cultural monuments are restored. At the end of the seminar, CSB employees had to use their knowledge about EU Member States, team up and take a small test.





MODERNIZATION AND MANAGEMENT OF RESOURCES IN CSB

Modernization and management of resources in CSB

To reach objectives and tasks in raising efficiency of work, function successfully in changing environment, CSB ensures implementation of tasks of institutional activity strategy implements process of modernization. That means: more effective use of resources, implementation of new technological solutions, optimisation of structure of institution and gradual implementation of General statistical process model in structure of institution.

Values of personnel of the Central Statistical Bureau



HONESTY



ACCURACY



SCIENTIFIC APPROACH

CSB positions



261
official



264
employee

One of most significant CSB long-term tasks is attracting professional and results-oriented employees to implement CSB mission – to ensure statistical information users with independent high-quality official statistics for decision-making, research and discussions. Personnel strategy is being implemented in the CSB, aim of which is to ensure successful functioning of processes which relate to work with human resources (of which, planning, selection, development, training, etc.), orienting on changes and challenges not only in the institution, but also in ESS.

On 31 December 2018 there were 525 positions in the CSB, of which 261 were positions of officials, 264 – positions of employees, of which 5 were on fixed-term until 30 December 2023 due to conduct of Population and Housing Census 2021. Total average number of actually employed in the CSB was 488.

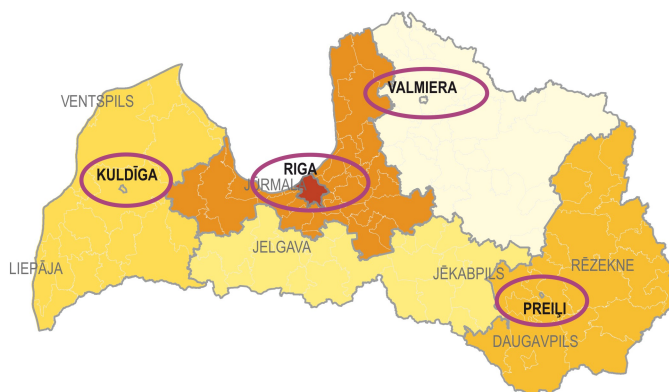
Actual geographical distribution of staff (31.12.2018.):

Riga – 437

Kuldīga – 16

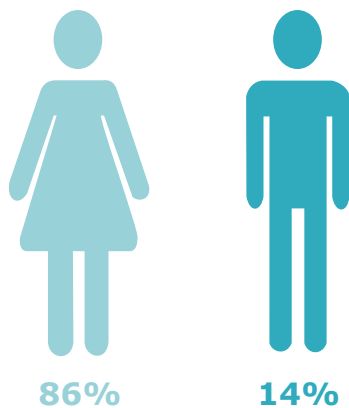
Valmiera – 18

Preiļi – 17



Modernization and management of resources in CSB

Breakdown of genders
employed in CSB



On 31 December 2018 there were 3 senior managers, 11 middle level managers and 53 lower level managers (excluding deputy heads) – 67 managers in total, which is 12 % of the total number of positions.

In 2018, out of all CSB employees there were 86 % of women and 14 % of men employed in the CSB; average age of employees – 47 years.

Loyalty of employees is acknowledged by the fact that more than 59 % of employed work in the CSB for more than 11 years.

"Public Administration Reform Plan for 2020" (approved in the Cabinet of Ministers on 14 November 2017) directions involved foresee reduction of number of workload by about 6 % during three years. During the reference period the CSB continued work started on the analysis of functions to be carried out and optimisation of work. Modernization process of the institution was developed by implementing General statistical process model in the structure. For example, reorganization was carried out in Social Statistics Department and the new structure is based on process model. Detailed descriptions of acquisition of product held by each department were prepared, which include description of methodology, elaboration of forms, data analysis and data processing. It is foreseen to supplement them with description of work mathematicians and programmers. It ensures corresponding work quality and, if needed, opportunity for one employee to replace another. Last year also in Statistical Data Processing Department reorganization was accomplished with an aim to ensure centralized process of data collection and processing. Optimization of the structure also took place in Information and Communication Department by organizing the procedure and determining responsibilities. To elaborate new statistical products and to develop innovative solutions for publishing statistics, of which also to create system for publishing geospatial statistics, number of specialists was optimized.

In 2018 in the result of redistribution and optimization of functions 31 position was abolished and remuneration was increased for other employees of departments, which is 5.58 % of total number of positions.

In 2018, there was selection announced on 64 job posts (50 – on posts of officials and 14 – on posts of workers). In the result of selection, 32 applicants were chosen for work in official and worker posts.

Last year 51 employee started job in the CSB, but 69 employees – terminated work. During the last years change of personnel has accelerated (in 2013 – 9 %, but in 2018 already 13 %), and this trend is increasing rapidly.

Implementing strategical aim of the CSB **"Employees have high level of competence, their skill and knowledge allow being leading experts"**, as well as basing on the confirmed CSB Personnel Management Strategy for 2017–2019, in 2018 priority areas of study were compilation of information and data analysis, information technologies, communication with media and clients, participation in European Statistical Training Programme and improvement of

Modernization and management of resources in CSB

professional skills for carrying out duties.

37 training courses, seminars were given in 2018.

- In internal training – 1 515 participants;
- In external training – 462 participants.

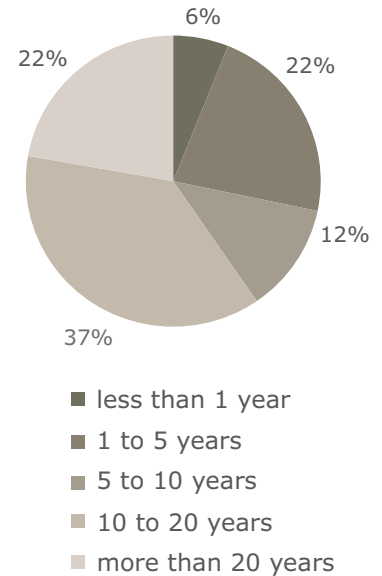
EWebsite of e-training “e-school” is one of internal communication channels for verification of knowledge, internal training and receipt of feedback for studies, as well as for experience exchange.

CSB appraises employees who show their activity and come up with new ideas or suggestions on improvements on how to enhance work process, or demonstrate extensive knowledge and analytical approach in solving various issues, take responsibility and think beyond their direct official duties. They are offered horizontal career or professional growth opportunities within the framework of the existing position. CSB specialists have opportunity to work and represent institution in interinstitutional working parties, to participate in high-level international activities on topics related to elaboration and coordination of new statistical standards and methodology, to take part in international conferences organized by the OECD with presentations on good practice of the institution in provision of statistics, as well as in meetings held by Eurostat committee, working parties and special working parties (Task Force), to improve qualifications in training courses for European statisticians. CSB experts are delegated to participate or supervise international projects, they are trusted to train other specialists of the institution thus gaining new experience and challenges in the existing position.

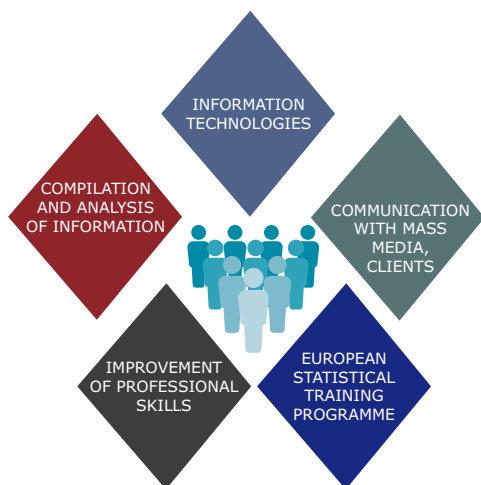
Financial management in our institution includes all administrative measures needed for provision of process in drawing up and implementing budget of the CSB, including control and responsibility measures. CSB improves internal control system on a regular basis, develops accessibility of e-services provided, as well as effective use of e-government options in internal work organization of the institution and interinstitutional cooperation processes. Balanced Strategy Information System (BSIS) ensures directors of departments and heads of sections with data on working time spent and expenses by products and processes, as well as on activity indicators, providing information in various analytical reports, summaries and charts, for implementation of control procedures, but president of the CSB – for taking decisions. For managing process of ensuring statistics heads at various management levels are increasingly using analytical information of BSIS data analysis tool MicroStrategy.

BSIS is improved all the time, providing opportunity to follow performance of work at product level. In 2018, new processes in Human Resources system Horizon Web were introduced: new version of the portal – self-service module HoP – was implemented so that employees could hand in various applications

Share of employees by work experience in the CSB



Modernization and management of resources in CSB



electronically more conveniently and faster. Active work on strengthening e-solutions was continued during the reference period, of which provision of paperless office activity: business trip block, preparation of invoices, progress and processing take place electronically, as well as management of CSB orders take place only electronically. In 2018, administration of new agreements concluded on grant projects take place only electronically ensuring management and introduction of e-grant projects in electronic system in website developed by the European Commission (Participation portal). As for several years already CSB is implementing projects co-financed by the EU structural funds, CFLA Cohesion Policy Funds Management Information System (CPFMIS) is used for administration of projects of structural funds.

With financing of state budget the CSB implements activity of the institution: execution of tasks of CSB competences of Official Statistics Programme is ensured, improvements of IT work and other supportive processes are solved, as well as Grant scheme projects are fulfilled within the framework of the grant agreements concluded by the EC.

To ensure implementation of functions, which, taking into account increasing requirements for statistical information for planning and introduction of



President A. Žīgure (from the right) and employees receiving CSB Award.

European-scale policy, are determined by new legislative acts of the European Union in statistics area, as well as national needs of Latvia (for example, provision of regional statistics, extension of statistics on cities under state jurisdiction, improvement of quality of administrative register data, assessment and provision of indicators in SDGs context, etc.), evaluating additional workload, the CSB handed in inquiry on allocation of financing for priority measure for preparation of Population and Housing Census 2021. In 2018, framework of financing allocated (EUR 164 628) for priority measure „Foreign (international) migration panel survey for complete assessment of number of Latvian residents” was carried out and simultaneously migration statistics quality was improved. Field work of both stages were finished and data processing, analysis and preparation for publishing is taking place.

Budget of Central Statistical Bureau in 2018



(euro)

1. Total revenues **10 928 355**

1.1. Subsidy from general revenue, total **10 749 842**

of which:

programme "Provision of Statistical Information".....9 942 567

programme "Implementation of European Community
initiative projects and activities" 718 872

programme "Implementation of European Regional
Development Fund projects and activities" 88 403

1.2. Revenue from chargeable services and other own revenue **172 236**

1.3. Transfers, total **6 277**

of which:

programme "Implementation of Other Projects and
Activities of European Union Instruments".....6 277

2. Total expenditure **10 896 953**

2.1. Current expenditure **10 341 062**

of which:

Wages and salaries 6 602 141

compulsory social security contributions..... 2 120 424

Business trip expenses 212 108

Payments for services, purchase of materials 1 406 389

of which payment for postal, telephone and other

communication services 131 444

expenditure on public utilities 143 103

expenditure on purchase of goods and equipment 130 671

2.2. Subsidies and dotations **771**

2.3. Maintenance costs of transfers **14 888**

2.4. Capital expenditure **540 232**

of which:

intangible assets 456 354

hardware, communication, and other office equipment..... 71 038

other fixed assets not classified above 12 840

3. Financial balance **31 402**



PRIORITY MEASURES TO BE CARRIED OUT IN 2019

Priority measures to be carried out in 2019

In 2019, main activities of the CSB are related to implementation of strategical aim determined in the CSB activity strategy – to upgrade provision of official statistics introducing e-solutions, to develop methodology and increase level of conformity to overall quality requirements by 5 % –, as well as of priorities confirmed and tasks to be done.

Activities:

- to ensure official statistics determined in *Official Statistics Programme for 2019–2021* within the framework of own competence;
- to assure data accessibility and to increase value added of statistics; to elaborate innovative statistics products through geospatial data publishing tool and publish there indicators characterizing economic activity at territorial level, as well as other data;
- to implement activities for improvement of quality of publicly available information ensuring and maintaining feedback with entrepreneurs, main users of indicators of national accounts system and other users of official statistics;
- to create interactive solutions with aim to improve accessibility and comprehensiveness of thematic statistics;
- to make improvements in publishing educational statistics – to upgrade website *School corner* in cooperation with teachers;
- to ensure interests of statistics producers and users in process of elaboration of *Official Statistics Portal*;
- to carry out coordination of system development processes of provision of official statistics determined in the *Statistics Law* and provision of elaboration, preparation and dissemination of European Statistics;
- to improve cooperation with respondents, within the framework of principle “Consult at First” to introduce client consultations online in Electronic Data Collection System, to ensure wider use of administrative data in provision of official statistics and reduction of respondent burden;
- to conclude new interdepartmental agreements on exchange of information with SRS, ADC, RSS, OCMA to reduce respondent burden and avoid duplication of statistical information to be submitted, as well as to continue work on system for quality assessment of administrative data;
- to introduce statistical units “enterprise” in structural business statistics accordingly plan of activities elaborated;

Priority measures to be carried out in 2019

- to ensure implementation of plan of activities for preparation of Population and Housing Census;
- to carry out survey of doctorate holders in European Social Fund project "Participation in international educational researches" (OECD);
- to implement development projects on acquisition, processing, analysis and dissemination of statistics, to prepare final reports to Eurostat on projects implemented;
- to continue CSB update process, to start elaboration of the project "Processing system of foreign trade statistics data";
- to introduce equipment corresponding to infrastructure needs which ensure continuity of CSB activity to follow information protection requirements at national and ESS breakdown;
- to implement innovative solutions to advance work efficiency and optimize management of CSB resources;
- to implement active international cooperation.

#STATISTIKAI100

CENTRAL STATISTICAL BUREAU OF LATVIA

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annual report
2018