



EUROPEAN
STATISTICAL
SYSTEM

**IMPROVEMENT ACTIONS
CROATIA**

**PEER REVIEWERS' RECOMMENDATIONS AND
IMPROVEMENT ACTIONS OF THE NATIONAL
STATISTICAL SYSTEM OF CROATIA
IN RESPONSE TO THE RECOMMENDATIONS**

1. Recommendation

The Croatian Bureau of Statistics should develop a more proactive culture, emphasising innovation, and presenting and celebrating success. (Improvement-related: ES CoP, Indicators 3.1, 10.3 and 7.1)

Current situation:

The Croatian Bureau of Statistics (CBS) is a state administrative organisation with professional, independent and impartial staff. The Croatian Bureau of Statistics continuously implements measures to explore the statistical potential of new data sources, and these actions align with the Croatian Bureau of Statistics' vision of promoting innovative statistics. As the Peer Review team pointed out, the Croatian Bureau of Statistics believes that a proactive culture that encourages innovation and celebrates success is essential for staff to integrate innovation into their work. However, at the moment, not all members of the staff of the Croatian Bureau of Statistics are familiarised enough with the success achieved by other organisational units; therefore, since the middle of 2023, the Croatian Bureau of Statistics has taken some actions in that respect and the members of the Board of Directors have to inform their colleagues in the sessions about the success of their staff. This is the first step of changing corporate mindset towards implementing the vision and mission through a stronger emphasis on collaboration.

Improvement sub-action 1.1: Organise sessions of the Board of Directors to share positive and success stories

The management will organise sessions at which members of the Board of Directors will inform their colleagues about the success achieved by their staff (use of potential new sources of data, innovative statistics, new methodological and technical aspects, new partnerships). Such sessions will encourage Directors to collaborate to obtain the best possible practices.

Deadline: Q2 2023 (annually afterwards)

Responsible institution for improvement sub-action 1.1: Croatian Bureau of Statistics

Improvement sub-action 1.2: Set-up of an internal communication channel

Information on success will be shared with the Croatian Bureau of Statistics staff via an internal communication channel. In this way, the employees of the Croatian Bureau of Statistics will be informed about the accomplishments of their colleagues, potential new sources of data, innovative statistics, methodological and technical developments, new partnerships, projects that staff members are working on, etc. This will improve internal culture of sharing good practices.

Deadline: Q2 2024

Responsible institution for improvement sub-action 1.2: Croatian Bureau of Statistics

Improvement sub-action 1.3: Publish achievements on the Croatian Bureau of Statistics website

Special achievements will be highlighted on the website of the Croatian Bureau of Statistics under the section News.

Deadline: Q2 2024

Responsible institution for improvement sub-action 1.3: Croatian Bureau of Statistics

2. Recommendation

The Croatian Bureau of Statistics should review and optimise its organisational structure to streamline the collection, production and dissemination of official statistics, as part of the initiatives to increase its cost effectiveness (reallocating any resource savings) and to ensure that tangible improvements to statistics and efficiency savings are derived from the quality management system. (Improvement-related: ES CoP, Indicators 10.4 and 4.1)

Current situation:

The (four) regional offices and (24) sub-units of the Croatian Bureau of Statistics are responsible for data collection in their local areas, including interviewing, price collection and assisting with the census.

The Croatian Bureau of Statistics has already started analyses and discussions with regional offices, with the aim of redistributing work tasks. In 2023, regional offices, whose job description includes data collection and processing, have already been assigned additional tasks related to the implementation of regular statistical surveys, in order to relieve the burden on production directorates, which can thus redirect part of their capacities to the development of new surveys or the improvement of current surveys. Sectors and units within the Croatian Bureau of Statistics that closely collaborate with regional offices have started to transfer knowledge and are continuously conducting internal trainings for the staff that works in regional offices and sub-units. In addition, the Croatian Bureau of Statistics has developed the GSBPM (Generic Statistical Business Process Model) module as a part of the POMI quality application. This action will ensure that improvements to statistics and efficiency savings are derived from the quality management system.

Further, the project "Introduction of the Cost Estimation System of Statistical Processes and Products" is currently underway in the Croatian Bureau of Statistics and the System will be put into regular use as from January 2024. The system will provide data on the consumption of working time by individual products and processes, based on which it will be possible to draw detailed and reliable conclusions about the workload for specific products and processes of the Croatian Bureau of Statistics, at the level of all organisational units as well as the staff.

Improvement sub-action 2.1: Preparation of process descriptions according to the GSBPM (Generic Statistical Business Process Model)

To optimise the organisational structure of the Croatian Bureau of Statistics, it is necessary to revise the descriptions of each sub-process of the GSBPM module, for each activity from the Annual Implementation Plan (using the instructions from the GSBPM handbook).

Deadline: Q2 2025

Responsible institution for improvement sub-action 2.1: Croatian Bureau of Statistics

Improvement sub-action 2.2: Implement and use of the software for cost management

The Croatian Bureau of Statistics has developed and will implement and use a software solution for cost management with the aim of generating costs per statistical products (from the Annual Implementation Plan) and processes.

Deadline: Q2 2025

Responsible institution for improvement sub-action 2.2: Croatian Bureau of Statistics

<p>Improvement sub-action 2.3: Decide on the reorganisation of staff or tasks</p> <p>Based on the analysis of costs obtained through the cost management system (for 2024 and 2025) and making relevant and up to date business decisions, concerning the reorganisation of staff or tasks within the Croatian Bureau of Statistics the Director General may, if necessary, occasionally make decisions on temporary staff reorganisation.</p>
<p>Deadline: Q3 2026</p>
<p>Responsible institution for implementation of sub-action 2.3: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 2.4: Adopt the new Regulation on Internal Organisation</p> <p>Based on the quality management system, the CBS will make further adaptations to the organisation of the statistical production. It plans to propose the new Regulation on Internal Organisation within the next two years (upon the adoption of the Act on Salaries in Civil Service), in order to rationalise the data collection process and automatization of the production of the official statistics. Additionally, in order to optimize the dissemination process (make statistics more accessible to users, in user-friendly formats), the CBS is making efforts in upgrading the existing dissemination base, which will result in a decrease in workload of the CBS staff.</p> <p>Concerning the regional offices, the new regulation envisages new assignments (data analysis) which will be discussed and agreed upon before the adoption of the regulation. Data obtained from the Internal Cost Management System, which calculates costs of statistical products, processes as well as cost centres, will be used as a basis for conclusions on the current workload and discussions for further actions.</p>
<p>Deadline: Q1 2026</p>
<p>Responsible institution for improvement sub-action 2.4: Croatian Bureau of Statistics</p>

3. Recommendation

The Croatian Bureau of Statistics should streamline its programming and planning arrangements to enhance cost effectiveness (Improvement-related: ES CoP, Indicators 1.5 and 11.2)

Current situation:

Planning documents and reports are drawn up in accordance with ES CoP indicators 1.5 and 11.2, as well as with the existing national legislative framework.

The Croatian Statistical System operates in accordance with the Official Statistics Act, which prescribes long-, medium- and short-term planning, with the aim of ensuring the regular production of official statistics for European and national needs, the further development of official statistics and ensuring efficiency in their realisation. In particular, it has a long-term Strategy, a medium-term Programme and a short-term Annual Implementation Plan. Each of the above has its own clear purpose, which do not overlap, but rather complement each other in a way that a plan relating to a shorter period of time ensures and describes the manner of implementation and achievement of the objectives set out in the plan set for a longer period of time. Therefore, the level of information in each plan is different; from general information in the long-term Development Strategy, to detailed levels of data in the short-term Annual Implementation Plan. The coordination of these activities is managed by the Croatian Bureau of Statistics.

Furthermore, the Croatian Bureau of Statistics is established as a state administration body. Therefore, it necessarily functions within the framework of the law relating to the functioning of the system of state administration bodies in the Republic of Croatia and is obliged to prepare planning documents relating to this system, especially for the purpose of the financial planning of the funds required for the performance of all entrusted tasks.

For this reason, the Croatian Bureau of Statistics, as well as the other producers of official statistics that are in the system of state administration bodies and are financed from the state budget, are obliged to prepare planning documents for the tasks for which they are responsible.

Improvement action:

The Croatian Bureau of Statistics has a diverging view and hence does not propose any improvement action.

4. Recommendation

The Croatian Bureau of Statistics should develop and implement an active human resources/rewards (motivation) strategy/policy that includes the effective use of existing resources to enable competitiveness in the IT labour market, hybrid working, staff mobility, and an active internal training plan that covers quality management and methods. (Improvement-related: ES CoP, Indicators 3.1 and 3.2)

Current situation:

Tangible and intangible rights of employees in the state administration system are regulated by the Civil Servants Act and regulations adopted pursuant to this Act. The Collective Agreement for Civil Servants and Employees (Collective Agreement) establishes working hours, vacations and leaves, salaries and bonuses, as well as other tangible rights arising from the employment in state bodies.

Some of the salaries and benefits established by the Collective Agreement are the following: holiday allowance, Christmas bonus, severance pay upon retirement, financial assistance in various cases, for example death of a civil servant or his spouse, child and parent; sick leave longer than 90 days, birth of a child; reimbursement of transport costs; jubilee awards for continuous work in state bodies; general physical examination; days off for getting married, having a child, moving house, performing in cultural and sports events, etc.

Despite the wide range of tangible and intangible rights of employees in the state administration system, motivational factors for retaining existing employees and hiring new ones are not clearly and effectively set. Salaries in the civil service are not conditioned by employees' efficiency, so employees with the same job classification coefficient for salary calculation receive the same salary, regardless of whether they have invested maximal or minimal effort. The absence of a link between efficiency and the amount of salary systematically affects the motivation of civil service employees, including the motivation of the Croatian Bureau of Statistics employees. Within the current legislative framework, the Croatian Bureau of Statistics implements rewards (motivation) through the following:

- Regular and extraordinary promotion to a higher-paid position.
- Working at a separate location in a hybrid work model. The Croatian Bureau of Statistics is an active participant in the pilot project implemented by the Ministry of Justice and Administration).
- Continuous improvement of expert knowledge, skills and abilities of employees through internal and external training programmes: learning foreign languages, ESTP courses, courses organised by the School of Government and Public Administration, IT courses, professional courses), including the acquisition of academic titles by attending university and professional studies, in accordance with the regulations and internal acts of the Croatian Bureau of Statistics.
- Flexible working hours determined by the internal act of the Croatian Bureau of Statistics.

The adoption of the new Civil Servants Act, as well as a completely new regulation, the Act on Salaries in Civil Service, will allow changes in relation to the current system of salaries in state bodies. The new regulation envisages promotion in terms of the amount of salary for the same job, which will depend on the work performance. It also envisages rewarding (motivating) civil servants with bonuses for their work performance through annual evaluation, as well as monetary rewards for exceptional work results (bonus) during one calendar year, in the form of a one-off monetary reward.

<p>Improvement sub-action 4.1: Develop a reward (motivation) policy for human resources</p> <p>Based on the legislative framework applied in the civil service and examples of good reward/motivation practices, the Croatian Bureau of Statistics will develop a motivation system that will encourage the efficient use of human resources by applying different forms of tangible and intangible reward/motivation.</p> <p>The first step is the analysis and classification of reward/motivation methods established by the legislative framework, internal procedures and examples of good practice, including tangible and intangible forms of rewards and benefits, hybrid working, staff mobility and an active internal training plan, developing the concept of the motivation system, as well as estimating costs.</p> <p>The development of the complete motivation system can be affected by the dynamics of the implementation of the reform of the salary system in the civil service and the adoption of planned regulations.</p>
Deadline: Q3 2025
Responsible institution for improvement sub-action 4.1: Croatian Bureau of Statistics
<p>Improvement sub-action 4.2: Create an effective collaborative hybrid working environment and enhance skills of remote collaboration.</p> <p>Remote collaboration is one of the key skills in hybrid work environment. This requires technical skills in using application such as Microsoft Teams, which has multiple functions (video meetings, file sharing, etc.). The Croatian Bureau of Statistics will provide education on remote collaboration skills, provide the necessary technical prerequisites and promote and encourage the possibility of hybrid work.</p>
Deadline: Q4 2025
Responsible institution for improvement sub-action 4.2: Croatian Bureau of Statistics
<p>Improvement sub-action 4.3: Implement a reward (motivation) policy for human resources</p> <p>The Croatian Bureau of Statistics will implement the adopted reward (motivation) policy for the Croatian Bureau of Statistics employees and ensure the provision of human and financial resources for its implementation.</p>
Deadline: Q2 2026
Responsible institution for improvement sub-action 4.3: Croatian Bureau of Statistics
<p>Improvement sub-action 4.4: Promote the idea of staff mobility (temporary staff transfer within the units of the CBS, seconded national experts)</p> <p>Promote the possibility of temporary internal movement of staff to various workplaces based on legislative framework applicable in civil service and the possibility of participating CBS employees as seconded national experts in EU institutions and international organizations.</p>
Deadline: Q4 2026
Responsible institution for improvement sub-action 4.4: Croatian Bureau of Statistics
<p>Improvement sub-action 4.5: Increase the number of CBS staff attending the internal training programme</p> <p>Increase the number of attendees by at least 10% for organized training courses for CBS staff based on the Internal programme of professional development and training of CBS employees for each year. Promoting the attendance at internal training programmes would be a priority.</p>

Deadline: Q4 2026
Responsible institution for improvement sub-action 4.5: Croatian Bureau of Statistics
Improvement sub-action 4.6: Evaluate the impact of the motivation system on employee satisfaction Conducting a survey on employee satisfaction with the reward/motivation policy and its impact on the work performance after full implementation of the new regulatory framework in the state administration.
Deadline: Q3 2027
Responsible institution for improvement sub-action 4.6: Croatian Bureau of Statistics

5. Recommendation

The Croatian Bureau of Statistics should develop an IT strategy that incorporates appropriate hardware and the use of the government cloud to support modern analytical methods and techniques, including data science and machine learning. (Improvement-related: ES CoP, Indicator 10.2).

Current situation:

The Croatian Bureau of Statistics currently has its *system room* on its premises (at Ilica street 3 and Branimirova street 19, with most of the system at Ilica street 3). Since the system room does not meet the TIER 3 standard, the Croatian Bureau of Statistics is obliged to move the IT infrastructure to the national Shared Services Centre (according to the [Law on National Spatial Data Infrastructure](#), OG, Nos 56/13, 52/18 and 50/20), which is one of the key projects of the Ministry of Justice, Public Administration and Digital Transformation¹ and the Government of the Republic of Croatia. It enables the entire state infrastructure, all data of public administration bodies, to be located at one place. The implementation of this project enables all public sector bodies to use a common, reliable and scalable ICT infrastructure through the "cloud", which brings a number of benefits - more efficient public administration, a greater number of digital public administration services, better connection of databases and registers, management and control of costs from one place, safer and faster data exchange, cheaper system, faster development of new services, better communication between public authorities, faster access to the latest technologies.

Improvement sub-action 5.1: Develop a comprehensive IT strategy

The Croatian Bureau of Statistics will develop a comprehensive IT strategy that includes the necessary hardware, software and infrastructure to support modern analytical methods and techniques, including data science and machine learning. This strategy will involve a detailed assessment of the current IT infrastructure to identify the needs for hardware and software upgrades, ensuring that the integration with the state cloud is seamless and efficient.

A hardware procurement plan will be developed to ensure the necessary resources in supporting the migration to the state cloud.

Deadline: Q4 2027

¹ Former Central State Office for the Development of Digital Society. With the entry into force of the Act on Amendments to the Act on the Organisation and Scope of State Administration Bodies (Official Gazette, No. 57/2024), the Ministry of Justice, Public Administration and Digital Transformation took over the functions, equipment, archives and other documentation, resources, finances, rights and obligations of the former Central State Office for the Development of Digital Society in accordance with the organisation and scope prescribed by this Act, as well as its staff.

Responsible institution for improvement sub-action 5.1: Croatian Bureau of Statistics
<p>Improvement sub-action 5.2: Develop a comprehensive policy and <i>roadmap</i> to actively engage in the development and implementation of advanced analytics techniques</p> <p>The Croatian Bureau of Statistics (CBS) will develop a comprehensive policy and <i>roadmap</i> to actively engage in the development and implementation of advanced analytics techniques.</p> <p>The roadmap will include:</p> <ol style="list-style-type: none"> 1. Assessment of current capabilities. 2. Collaboration with scientific institutions. 3. Training and capacity building. 4. Pilot projects. 5. Integration into regular operations. 6. Continuous monitoring and evaluation.
Deadline: Q4 2027
Responsible institution for improvement sub-action 5.2: Croatian Bureau of Statistics

<p>6. Recommendation</p> <p>The Croatian Bureau of Statistics should implement the system for estimating the costs of statistical processes and products that it has been developing and use it to justify the resources needed. (Improvement-related: ES CoP, Indicators 3.3 and 10.1)</p>
<p>Current situation:</p> <p>In order to calculate the costs of statistical processes and products, and to use the information on costs to justify the resources needed, the Croatian Bureau of Statistics has been implementing the project "Introduction of the Cost Estimation System of Statistical Processes and Products" which will end in December 2023. The System will be put into regular use as from January 2024.</p>
<p>Improvement sub-action 6.1: Implement a cost management system by all heads of the organisational units</p> <p>Upon the completion of the project (31 December 2023), the heads of the organisational units of the Croatian Bureau of Statistics (directorates and independent departments) will become the owners of the processes within their directorates/departments. They will be responsible for planning and executing the costs of their organisational units (costs of products and processes, indirect costs).</p>
Deadline: Q1 2024
Responsible institution for improvement sub-action 6.1: Croatian Bureau of Statistics
<p>Improvement sub-action 6.2: Integrate cost measurement into the planning cycle of annual / multi-annual programmes</p>
Deadline: Q4 2025
Responsible institution for improvement sub-action 6.2: Croatian Bureau of Statistics

7. Recommendation

The Croatian Bureau of Statistics should cooperate more closely with the Central State Office for the Development of the Digital Society² in developing and implementing Croatia's digital strategy; this includes creating a common understanding about the respective roles of the Croatian Bureau of Statistics and the Central State Office for the Development of the Digital Society² in quality assurance, encouraging the reuse of data from administrative sources and proactively engaging and collaborating closely with the Central State Office for the Development of the Digital Society² in the development of a Data lake. (Improvement-related: ES CoP, Indicators 8.7, 2.2 and 9.6)

Current situation:

The Croatian Bureau of Statistics is a member of various working groups in cooperation projects between the Croatian Bureau of Statistics and the Ministry of Justice, Public Administration and Digital Transformation (former Central State Office for the Development of the Digital Society) in the implementation of the Law on State Information Infrastructure, which is currently in a drafting phase.

1. Working group for coordination of state information infrastructure and digital transformation projects.
2. Expert working group for the Path to the Digital Decade.
3. Working group for the compilation of the Draft Open Data Policy and the Draft Action Plan for the Implementation of the Open Data Policy.
4. Action plan for improving the interoperability of digital public services, confirmation of participation in the meeting and information.

Improvement sub-action 7.1: Participate in the project of developing a national Data lake

The Croatian Bureau of Statistics (CBS) will participate in the pilot project of developing a Data lake, a database established by the Ministry of Justice, Public Administration and Digital Transformation (former Central State Office for the Development of the Digital Society) as well as in various other projects of establishing population registers and dwelling registers. With these activities, the Croatian Bureau of Statistics directly secures the possibility of using the established registers and directly participates in the establishment and formats of the data structures that will be used in databases.

Deadline: Q4 2027

Responsible institutions for improvement sub-action 7.1: Croatian Bureau of Statistics, Ministry of Justice, Public Administration and Digital Transformation

Improvement sub-action 7.2: Work on the interoperability of digital public services

The work on the interoperability of digital public services will include the following activities:

- The CBS cooperation for Digital Croatia Strategy: Establish a framework for cooperation in developing and implementing Croatia's digital strategy. This includes joint initiatives, shared resources, and coordinated efforts to achieve digital transformation goals.
- Reuse of Data: Create guidelines and procedures for the reuse of data from administrative sources to enhance data integration and utilization.
- Regular Meetings: Organise regular meetings between the CBS and the Ministry to monitor progress, address any issues and ensure ongoing collaboration.

² With the entry into force of the Act on Amendments to the Act on the Organisation and Scope of State Administration Bodies (Official Gazette, No. 57/2024), the Ministry of Justice, Public Administration and Digital Transformation took over the functions, equipment, archives and other documentation, resources, finances, rights and obligations of the former Central State Office for the Development of Digital Society in accordance with the organisation and scope prescribed by this Act, as well as its staff.

- **Training and Capacity Building:** Provide training and capacity-building programs for staff to ensure they are equipped with the necessary skills and knowledge.

The CBS is already participating by providing data to the Open data portal and continues to work with the Ministry to expand the set of published data.

Deadline: Q2 2027

Responsible institution for improvement sub-action 7.2: Croatian Bureau of Statistics

8. Recommendation

The Croatian Bureau of Statistics should continue to ensure the harmonisation of concepts, definitions and classifications, and consistency across sources to make them more suitable for statistical purposes. (Improvement-related: ES CoP, Indicators 8.1 and 2.1)

Current situation:

According to the Official Statistics Act, the Croatian Bureau of Statistics and other producers of official statistics have the right to access all available data sources. The legal framework also stipulates that, for the purpose of producing official statistics, producers have the right of access to administrative data sources free of charge. Data sources used for producing official statistics have gradually evolved over time, from using traditional surveys to accessing administrative and other data sources. In order to reduce the burden on reporting units and to introduce new statistical activities, the Croatian Bureau of Statistics is increasingly turning to administrative databases maintained by ministries and other bodies. The utilisation of administrative data sources for producing official statistics depends on many factors, e.g. some administrative data are not suitable for use for statistical purposes due to the non-statistical classifications they use. Therefore, some additional actions have to be undertaken by the Croatian Bureau of Statistics and other producers of official statistics to make these data more suitable for statistical purposes. Accordingly, administrative sources should apply statistical classifications whenever appropriate.

Improvement sub-action 8.1: Analyse available data sources used by the Croatian Bureau of Statistics and compile an inventory of administrative sources.

The Croatian Bureau of Statistics will review and analyse available data sources in the context of the classifications they use. Based on the information collected, an inventory of administrative data sources will be prepared. Once it compiles the inventory, the Croatian Bureau of Statistics will get a better insight into which administrative sources use statistical classifications and which do not.

Deadline: Q4 2026

Responsible institution for improvement sub-action 8.1: Croatian Bureau of Statistics

Improvement sub-action 8.2: Adopt a national version of Statistical Classification of Economic Activities which corresponds to NACE Rev. 2.1 (NKD 2025)

At the end of 2024 and the beginning of 2025, the Croatian Bureau of Statistics will intensively carry out promotional activities in order to inform the general public about the application of the new classification of economic activities. In accordance with the Official Statistics Act, the NKD 2025 will be published in the Official Gazette and information about the new classification will be highlighted on the website of the Croatian Bureau of Statistics.

Deadline: Q4 2024

Responsible institution for improvement sub-action 8.2: Croatian Bureau of Statistics

Improvement sub-action 8.3: Implement the NKD 2025 in administrative registers that contain economic activities

The implementation of the NKD 2025, which corresponds to NACE Rev. 2.1, will be organised in the Administrative Business Register and the recoded database of business entities will be delivered to other users of administrative sources, i.e. the Statistical Business Register, the Croatian National Bank, the Croatian Chamber of Commerce and other institutions that use the NKD 2025 in regular production. The Croatian Bureau of Statistics will take the necessary actions to ensure that administrative registers using economic activities start applying the NKD 2025. As this classification is mostly used in administrative sources, the CBS will work on harmonising concepts and definitions across administrative data sources which will include the following:

- Analysis of the use of concepts and definitions
- Organisation of meetings/working groups with the holders of those data
- Agreement on the use of concepts and definitions applicable to statistical purposes utilizing developed tools i.e. the NKD 2025 explanatory notes and the NKD 2025 search engine

The same approach used for the NKD 2025 classification will be implemented for other statistical classifications that are stored according to the GSIM into the classification database KLASUS, i.e. the National Classification of Occupations – NKZ, the Combined Nomenclature – CN, PRODCOM, ISO 3166, NUTS, ICD-10 etc.

Deadline: Q4 2027

Responsible institution for improvement sub-action 8.3: Croatian Bureau of Statistics

Improvement sub-action 8.4: Harmonise concepts, definitions and classifications across administrative sources.

- Analysis of the use of concepts and definitions.
- Organisation of meetings/working groups with the holders of those data
- Agreement on the use of concepts and definitions usable for statistical purposes.

Deadline: Q4 2027

Responsible institution for improvement sub-action 8.4: Croatian Bureau of Statistics

9. Recommendation

The Croatian Bureau of Statistics should formalise and publish all agreements with administrative data providers to enhance transparency. (Improvement-related: ES CoP, Indicators 8.6 and 15.6)

Current situation:

In accordance with the Official Statistics Act (Official Gazette, No. 25/20), the Croatian Bureau of Statistics, as well as other producers of official statistics, has the right to access, free of charge, administrative data sources and data collected by the method of observation and monitoring in order to implement official statistics activities. At the request of the Croatian Bureau of Statistics or another producer of official statistics, providers of administrative data sources and data collected by the method of observation and monitoring are obliged to provide the requested data for use free of charge. Furthermore, providers of administrative data sources and data collected by the method of observation and monitoring are obliged, for the sake of effective access to data, to enable the Croatian Bureau of Statistics, at their special request, to assess the content and possibilities of the aforementioned data sources.

Agreements concluded by the Croatian Bureau of Statistics with providers of administrative data sources contain the subject of the agreement, the method and time of data delivery by the provider, the method of access and use of data, the dissemination of data and the protection and confidentiality of the submitted data. They also contain a catalogue with the list of variables (data) that are submitted by the provider of administrative data source to the Croatian Bureau of Statistics for the purposes of official statistics, which is an integral part of the Agreement.

Information about the Agreement concluded with the provider of administrative data source, as well as the Catalogue with the list of variables to which the Croatian Bureau of Statistics has access, or which are delivered to the Croatian Bureau of Statistics based on a particular agreement, are not publicly available to its users.

Improvement sub-action 9.1: Publish information about agreements concluded with administrative data providers.

In order to increase the transparency of the use of administrative data sources in statistical processes for their users, the Croatian Bureau of Statistics will publish information about all agreements concluded with providers of administrative data sources and a list of variables to which data delivery applies based on the agreement (Catalogue of variables) on their website.

Deadline: Q4 2024

Responsible institution for improvement sub-action 9.1: Croatian Bureau of Statistics

Improvement sub-action 9.2: Regularly publish information about agreements with administrative data providers, including the list of variables.

The Croatian Bureau of Statistics will regularly publish on its website, information about the agreements it will conclude with providers of administrative data sources and the list of variables (data) that the Croatian Bureau of Statistics will access.

Deadline: Q4 2027

Responsible institution for improvement sub-action 9.2: Croatian Bureau of Statistics

10. Recommendation

The Croatian Bureau of Statistics should develop a strategic approach to identify and exploit the statistical potential of new data sources. (Improvement-related: ES CoP, Indicators 10.3, 2.1 and 4.2)

Current situation:

The Croatian Bureau of Statistics has no centralised point of information regarding new data sources used internally. Efforts to use new data sources primarily in price statistics resulted from effective cooperation between the subject matter statisticians and the IT department. There are also some other projects using new data sources which have been started recently in other subject matter organisational units of the Croatian Bureau of Statistics. The need for a strategic approach to identify and exploit statistical potential of available new data sources is recognised.

Improvement sub-action 10.1: Develop a centralised system with structured information about new data sources at the Croatian Bureau of Statistics

The Croatian Bureau of Statistics will establish a system of structured information, a centralised resource for storing and obtaining information on internal portfolio of new data sources (type of data, use cases, acquisition details, contact info/responsible units, etc.). All organisational units (departments) at the Croatian Bureau of Statistics will have access to the system and thus be responsible for updating

information about their new data sources portfolio. Access to the central system containing compiled structured information, periodically updated, will thus enable a strategic approach to identify and exploit the statistical potential of new data sources.
Deadline: Q4 2025
Responsible institution for improvement sub-action 10.1: Croatian Bureau of Statistics
Improvement sub-action 10.2: Report on new data sources Information about new data sources will be included into the Croatian Bureau of Statistics' annual report.
Deadline: Q4 2026 (annually afterwards)
Responsible institution for improvement sub-action 10.2: Croatian Bureau of Statistics

11. Recommendation

The Croatian Bureau of Statistics should develop and implement guidelines for the treatment of errors in published statistics and review its dissemination practice for sampling errors. (Improvement-related: ES CoP, Indicators 6.3, 12.2 and 12.3)

Current situation:

In case of unplanned revisions that may become necessary due to an error, the Croatian Bureau of Statistics corrects the disseminated figures very promptly in all relevant publications and notifies key users about the extent of the revision. However, there is a lack of follow-up discussions on errors that have occurred, which could prevent similar errors in the future.

The current practice of the Croatian Bureau of Statistics is that sampling errors are reported only for key indicators, which means that users are not informed about the confidence limits for indicators at a more granular level.

Improvement sub-action 11.1:

Develop a policy for the treatment of errors in published statistics
The Croatian Bureau of Statistics will develop an error treatment policy that provides a common framework for the management of errors. The policy will include errors classification, information on procedures in case of error detection, responsibilities, etc.

Deadline: Q2 2025

Responsible institution for improvement sub-action 11.1: Croatian Bureau of Statistics

Improvement sub-action 11.2:

Implementation of the policy for the treatment of errors in published statistics
The Croatian Bureau of Statistics will implement the policy for the treatment of errors in published statistics. The policy will be implemented by applying internal procedures that include recording of errors and taking actions to prevent similar errors in the future.

Deadline: Q4 2025 (annually afterwards)

Responsible institution for improvement sub-action 11.2: Croatian Bureau of Statistics

Improvement sub-action 11.3: Publish confidence limits for more indicators at a granular level

The Croatian Bureau of Statistics will publish information about sampling errors for more indicators at different breakdowns.

Deadline: Q4 2025 (annually afterwards)

Responsible institution for improvement sub-action 11.3: Croatian Bureau of Statistics

12. Recommendation

The relevant authorities, in cooperation with the Croatian Bureau of Statistics, should establish population and dwelling registers to create appropriate preconditions to significantly improve the quality of population and social statistics. (Improvement-related: ES CoP, Indicators 7.3, 2.2 and 4.2)

Current situation:

The Peer Review team indicated that a more comprehensive use of administrative data is hindered by insufficient interoperability and inconsistency of administrative data in terms of concepts, definitions and classifications, as well as the absence of an administrative register of buildings and dwellings and, to date, a population register. Consequently, there are significant gaps in the national data ecosystem in domains relevant to population and social statistics. The fact that there are still no population and dwelling registers, creates a situation where the quality of relevant processes, such as sampling, editing or data completion, is not at the level it could be.

Under the auspices of the Ministry of Finance - Tax Administration, an inter-institutional Working Group for the Implementation of the Project for the creation and establishment of the Population Register has been established and has been responsible for the preparation and implementation of all technical and methodological preconditions for the creation of an administrative register of persons, families and households. Representatives of the Croatian Bureau of Statistics are involved and have been a part of the Working Group.

A proposal for a Central Population Register Act has been developed and is currently passing legislative procedure in the Croatian Parliament. The proposal (version available on 23 November 2024) is available in Croatian language at https://www.sabor.hr/sites/default/files/uploads/sabor/2024-07-04/152401/PZ_37.pdf.

This Act is planned to enter into force from 1 January 2025, except certain explicitly designated provisions, which are planned to enter into force from 1 January 2026 (most notably the procedure and rules for utilising the Register by users) and from 1 June 2026 (information inserted in the Register based on persons notification). In November 2024, the proposal for the Central Population Register Act is still in the legislative procedure and is therefore subject to potential changes.

Furthermore, a proposal on the Management and Maintenance of the Buildings Act has entered legislative procedure (proposal available in Croatian at https://sabor.hr/sites/default/files/uploads/sabor/2024-10-05/110201/PZ_49.pdf). In November 2024, the Proposal of the Management and Maintenance of Buildings Act is still in the legislative procedure and is therefore subject to potential changes. This Act is planned to enter into force from 1 January 2025.

The Croatian Bureau of Statistics will, within the framework of its competences, continue to contribute to defining the methodological aspects of the future Central Population Register, the Information System to be used for monitoring data on housing units as well as Register of communities of building co-owners.

<p>Improvement sub-action 12.1: Define the needs and methodological viewpoints of the Croatian Bureau of Statistics with regard to the Central Population Register</p> <p>Define the main internal standpoints of the Croatian Bureau of Statistics, compiling methodological guidelines that are important for the statistical applicability of the future Register, proposals of variables and standards as well as proposals for the main quality aspects which are to be taken into consideration from the Bureau's point of view.</p>
<p>Deadline: Q4 2023</p>
<p>Responsible institution for improvement sub-action 12.1: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 12.2: Participate in the work of the Working Group for the Implementation of the Project for Creation and Establishment of the Population Register</p> <p>Participate in the work of the Working Group for the Implementation of the Project for Creation and Establishment of the Population Register and relate implementation working groups during the entire establishment process, most notably by providing methodological guidelines, best EU official statistics practices and legal frameworks, statistical means for determining quality of administrative database as a source of official data, quality frameworks applicable to extensive administrative data infrastructures which are to be used as data sources, etc.</p>
<p>Deadline: Q4 2025</p>
<p>Responsible institution for improvement sub-action 12.2: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 12.3: Develop the Central Population Register</p> <p>A proposal for the Central Population Register Act is currently passing legislative procedure in the Croatian Parliament. The proposal for the Central Population Register Act, inter alia, outlines the scope of persons included in the population, definitions of “household” and “household identification code” and rules for aggregating household data. It also provides an overview on what the Register should consist of (general and special part), data sources, manner of information delivery and updating of the Register, procedures and manner of utilization of the Register by users. It foresees that the responsible authorities will be obliged to secure the data in question for the needs of the Central Population Register within six months from the date of entry into force of the Central Population Register Act. In addition, the Central Population Register is to receive the data from data sources within twelve months from the date of entry into force of the Act.</p>
<p>Deadline: Q2 2026</p>
<p>Responsible institution for improvement sub-action 12.3: Ministry of Finance-Tax Administration</p>
<p>Improvement sub-action 12.4: Establish within the Information System of the State Geodetic Administration of the Republic of Croatia monitoring of data on housing units as well as establish and operationalize the Register of communities of building co-owners</p> <p>According to the current Proposal of the Central Population Register Act, the State Geodetic Administration of the Republic of Croatia will be responsible for establishing in its Information System monitoring of data on housing units, ensuring future monitoring of data on the quality of housing and provision of identification codes to housing units.</p> <p>The Proposal for the Central Population Register Act contains, among other, definitions on “housing unit” (defined as a family house or dwelling where permanent or temporary residence can be registered), “household”, “household identification code” (defined as an identification code of a housing unit), “quality of housing”, “spatial distribution of population“. The Special part of the Central Population Register (the Register will consist of a general and a special part) will, among others, include information on the housing unit and quality of housing for the population (from the Information System of the State Geodetic Administration). The State Geodetic Administration is to establish the Information System for monitoring data on housing units within 12 months from the date of entry into force of this Act.</p>

<p>In addition, a Proposal on the Management and Maintenance of Buildings Act has entered legislative procedure. The Proposal provides, among other, definitions for “functional building unit”, “auxiliary premises”, “special parts of the building”, “dwelling”, etc. It defines a “community of building co-owners” as separate entities with legal personality and a personal identification number. It also foresees that the Register of communities of building co-owners is to be maintained by the state administration body responsible for geodetic and cadastral affairs, which should determine a unique identifier for the building and each separate part of the building. In line with the current Proposal, the Register of communities of building co-owners is to be established within one year from the date of entry into force of the Management and Maintenance of Buildings Act.</p>
<p>Deadline: Q2 2026</p>
<p>Responsible institution for improvement sub-action 12.4: State Geodetic Administration of the Republic of Croatia</p>
<p>Improvement sub-action 12.5: Communicate with and provide all needed methodological support of the CBS, within its legal boundaries, to competent authorities with regard to potential activities related to the development of the Register of Buildings and Special Parts of Buildings</p> <p>Communicate with competent authorities (Ministry of Finance, Ministry of Spatial Planning, Construction and State Property, the State Geodetic Administration, etc.) to ensure the participation of experts from the Croatian Bureau of Statistics in the future work on the implementation of the methodological preparation of the Register of Buildings. Among others, this would entail initiatives to present the importance of statistical information on dwellings for official statistics, presentation of the best EU initiatives utilised for official statistics on dwellings, provision of all relevant information on quality frameworks applicable to extensive administrative data infrastructures which are planned to be used as data sources, participation in the design of the content and timetable needed for the establishment of the Register of Buildings, etc.</p>
<p>Deadline: Q2 2026</p>
<p>Responsible institution for improvement sub-action 12.5: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 12.6: Participate in the preparation of the legal and methodological basis for the future administrative Central Population Register</p> <p>Participation of the Croatian Bureau of Statistics, within the framework of its legal competences, in providing draft proposals of legal and methodological acts related to the future administrative Central Population Register as well as with regard to its development.</p>
<p>Deadline: Q4 2026</p>
<p>Responsible institution for improvement sub-action 12.6: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 12.7: Provide adequate methodological support to secure optimal interoperability of the future Central Population Register</p> <p>Participation of the CBS, within the boundaries of the Official Statistics Act and its strategic framework, in the work on establishing the prerequisites for the integration of administrative databases embedded by the Central Population Register framework and on ensuring the statistical usability of the Register in real time in an interoperable and scalable manner. The CBS will actively advocate, when necessary and required, its methodological support regarding the establishment of methodological interoperability between different databases, supporting when feasible broader engagement of resolution of any sub-optimal methodological functionalities.</p>
<p>Deadline: Q3 2027</p>
<p>Responsible institution for improvement sub-action 12.7: Croatian Bureau of Statistics</p>

13. Recommendation

The Croatian Bureau of Statistics should draw up quality reports covering all statistical domains and use these as inputs for the planning and implementation of a programme of quality reviews that includes external experts. (Compliance-relevant: ES CoP, Indicators 4.3 and 4.4)

Current situation:

The Croatian Bureau of Statistics has developed a very comprehensive quality management system based on the Total Quality Management model. Quality reports are available for a certain number of statistical products. The Peer Review team is of the opinion that by publishing quality reports for all statistical domains, not only would an important milestone in enhancing the information service for users be reached, but there would also be a solid basis for designing and implementing regular quality reviews. In addition, quality reviews including external expertise have been completely lacking up to now.

The Croatian Bureau of Statistics has organised a web portal intended for publishing quality reports. Currently, the published quality reports do not cover all statistical surveys announced in the Annual Implementation Plan and are now in function only for statistical surveys produced by the Croatian Bureau of Statistics and not by external experts. The aim is to organise publishing of quality reports in accordance with the Calendar of Statistical Data Issues and the Publishing Programme, i.e. within two weeks from the date of final publication of the data. Achieving this goal, users will have complete information about the published data on time and in one place.

Improvement sub-action 13.1: Publish quality reports

Create a calendar for quality reporting for each statistical product in accordance with the Annual Implementation Plan and organise their publishing on the website of the Croatian Bureau of Statistics covering all institutions that participate in statistical data production.

Deadline: Q1 2026

Responsible institution for improvement sub-action 13.1: Croatian Bureau of Statistics

Improvement sub-action 13.2: Implement a plan for quality reviews, including the engagement of external experts to review key statistical domains, as appropriate

In order to improve the quality of statistical surveys, a plan for quality reviews will be prepared and implemented. In accordance with the required knowledge on certain statistical field, external experts will be engaged.

Deadline: Q4 2027

Responsible institution for implementation of sub-action 13.2: Croatian Bureau of Statistics

Improvement sub-action 13.3: Coordinate the dissemination of quality reports for all producers

Deadline: Q1 2026

Responsible institutions for improvement sub-action 13.3: Croatian Bureau of Statistics, Croatian Institute of Public Health, Ministry of Economy and Sustainable Development, Ministry of Agriculture

Improvement sub-action 13.4: Monitor quality reporting

Monitor quality reporting and use results for 2026 in preparing the Annual Implementation Plan for 2027 and continue with these activities as part of the programming procedure.

Deadline: Q4 2027

Responsible institution for improvement sub-action 13.4: Croatian Bureau of Statistics

14. Recommendation

The Croatian Bureau of Statistics should formulate guidelines to help subject matter statisticians to know when to engage with methodologists. (Improvement-related: ES CoP, Indicators 7.2, 7.1 and 8.3)

Current situation:

Subject matter statisticians are allowed to decide for themselves whether to consult methodological experts for tasks where specialised expertise could be needed. E.g., in the event of item non-response in a sample survey, statisticians may decide on their own to input the missing values.

Improvement action 14: Develop internal guidelines on methodology support

The Croatian Bureau of Statistics will develop internal guidelines that provide subject matter statisticians with information on when they should engage with methodologists. These guidelines will include information on the structure of input data that statisticians provide to methodologists, information on deadlines, cases when methodology support should be asked for, etc.

Deadline: Q2 2025

Responsible institution for improvement sub-action 14: Croatian Bureau of Statistics

15. Recommendation

The Croatian Bureau of Statistics should enhance the content and the technical capability of its release calendar. The release dates of statistics produced by other national authorities developing, producing and disseminating European statistics should be visible and easily accessible to users, and the technical functionality of the release calendar should be enhanced by modern features. (Improvement-related: ES CoP, Indicators 6.5 and 13.2)

Current situation:

Not all other national authorities (ONAs) have published a release calendar on their websites, although they are obliged to respect the deadlines for dissemination specified in the Annual Implementation Plan of Statistical Activities. The current situation makes it difficult for users to get a full picture of all statistical publications produced by the Croatian Statistical System.

Improvement sub-action 15.1: Enable access to the release calendars of ONAs through the CBS dissemination portal

On its dissemination portal, the Croatian Bureau of Statistics will provide access to the release calendars of those ONAs that publish their release calendars to get a complete picture of all statistical products of the Croatian Statistical System.

Deadline: Q4 2025

Responsible institution for improvement sub-action 15.1: Croatian Bureau of Statistics

Improvement sub-action 15.2: Introduce additional functionalities for the enhancement of the release calendar

The Croatian Bureau of Statistics will improve its own release calendar, such as introducing the possibility of informing users about the future release dates of certain statistical products.

Deadline: Q4 2025

Responsible institution for improvement sub-action 15.2: Croatian Bureau of Statistics

16. Recommendation

The Croatian Bureau of Statistics should raise the profile and strategic focus of the Statistical Council to support bids for resources and adopt a more strategic approach to support the Croatian Bureau of Statistics in developing and implementing more innovative approaches to statistics. (Improvement-related: ES CoP, Indicators 1bis.3 and 3.4)

Current situation:

The Statistical Council is established according to the Official Statistics Act (Official Gazette, No. 25/20) as an advisory and expert body for strategic issues of official statistics, and to ensure the impact of users, science, and the public in general on official statistics activities. Thirteen members represent institutional users, the scientific community, businesses, civil society, and the media. Currently, the meetings of the Council are initiated to discuss strategic plans and provide updates on ongoing activities. However, the potential of the members could be explored more with the intention of achieving better and innovative approaches to statistics, for mutual benefit.

Improvement sub-action 16.1: Increase the inclusion of the Statistical Council into different initiatives and discussions, where appropriate

Deadline: Q4 2025 (annually afterwards)

Responsible institution for improvement sub-action 16.1: Croatian Bureau of Statistics

Improvement sub-action 16.2: Initiate discussions with the Council on better use of its potential

Exploring the potential of the Statistical Council to support the Croatian Bureau of Statistics in developing and implementing more innovative approaches to statistics. The Croatian Bureau of Statistics will intensify and customise its interaction with the Statistical Council to maximise the potential of their expertise, which could be applicable in the context of the official statistics system.

Deadline: Q4 2026

Responsible institution for improvement sub-action 16.2: Croatian Bureau of Statistics

17. Recommendation

The Croatian Bureau of Statistics should develop and implement a strategy to engage with potential users of the statistics produced by the Croatian Bureau of Statistics and actively exploit structures that support user engagement. (Improvement-related: ES CoP, Indicators 11.1 and 15.2)

Current situation:

The Croatian Bureau of Statistics is continuously making efforts to improve all forms of relations with its users, so that official statistics can be presented in a more efficient and modern way and better adapted to user needs. To ensure the influence of users on activities of the national statistical system (NSS), the Croatian Bureau of Statistics has established the Statistical Council of the Republic of Croatia as an advisory and expert body for strategic issues of official statistics. To receive feedback from users regarding the quality and content of statistical data, several standing user groups for individual statistical areas have also been established.

<p>Improvement sub-action 17.1: Develop a communication strategy and a communication plan</p> <p>The Croatian Bureau of Statistics will draft a communication strategy that will support the Development Strategy of Official Statistics of the Republic of Croatia and contain a communication plan. This will enable better engagement with potential users of the statistics produced by the Croatian Bureau of Statistics and the achievement of the goals set by the Strategy.</p>
<p>Deadline: Q4 2024</p>
<p>Responsible institution for improvement sub-action 17.1: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 17.2: Implement the communication strategy and the communication plan</p> <p>The Croatian Bureau of Statistics will implement the communication strategy and monitor its results. The effect of the implementation of the communication strategy will be measured through the achievement of the set communication goals, as well as through the evaluation criteria for each planned activity of the communication plan. The activities defined will be revised if necessary, depending on the circumstances affecting their implementation.</p>
<p>Deadline: Q4 2027</p>
<p>Responsible institution for improvement sub-action 17.2: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 17.3: Organise regular meetings with user groups for the main statistical areas</p> <p>The Croatian Bureau of Statistics will implement a structured approach to increase the effectiveness of user groups. This will include holding annual user group meetings, ensuring that feedback and suggestions are systematically collected and addressed. In addition, if necessary, new groups of users will be established for areas that require special attention.</p> <p>To fully utilize the potential of user groups in the formation of new and existing statistical products and services, guidelines for the work of user groups with clear goals, roles and responsibilities will be drawn up</p>
<p>Deadline: Q4 2027</p>
<p>Responsible institution for improvement sub-action 17.3: Croatian Bureau of Statistics</p>

18. Recommendation

The Croatian Bureau of Statistics should intensify activities to increase the general statistical literacy of users, particularly for general statistical issues and quality aspects relevant for official statistics. (Improvement-related: ES CoP, Indicators 6.4 and 15.6)

Current situation:

The Croatian Bureau of Statistics continuously invests in statistical literacy products on general statistical issues for different age groups, targeting primarily students and the general public. Several major projects have been implemented so far in order to improve statistical literacy and to better present data produced – “Back 2 Basics Statistics”, European Statistics Competition (Statistics Competition at the national level) and STEDy (Statistical Educational Portal).

However, there is still a need among users to obtain a better understanding of statistics and to be able to evaluate their quality. Therefore, the Croatian Bureau of Statistics recognises the need to enhance statistical literacy, particularly regarding general statistical issues and quality aspects of official statistics.

<p>Improvement sub-action 18.1: Strengthen collaboration and partnerships with stakeholders</p> <p>The Croatian Bureau of Statistics will be proactively involved in strengthening partnerships with key stakeholders, including the scientific community, the ministries, other public/private institutions and relevant stakeholders. Activities will be aimed at initiating, organising and participating in thematic panels, conferences, round tables and similar events to position the Croatian Bureau of Statistics as a key source of data on social and economic trends. This will enhance the visibility of official statistics and relevant quality aspects, as well as statistical literacy among different groups of users.</p>
<p>Deadline: Q4 2027</p>
<p>Responsible institution for improvement sub-action 18.1: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 18.2: Educate the public about the importance of statistical data</p> <p>To improve statistical literacy, the Croatian Bureau of Statistics will organise workshops/webinars for students and professors, lectures at faculties, media appearances and similar events that will focus on understanding the basic concepts of official statistics, data interpretation and the application of statistics in different areas. By providing hands-on experience and real-world examples, these activities will empower users to better understand and use statistics for informed decision-making.</p>
<p>Deadline: Q4 2027</p>
<p>Responsible institution for improvement sub-action 18.2: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 18.3: Prepare educational materials and newsletters</p> <p>The Croatian Bureau of Statistics will prepare various educational materials like brochures, infographics and leaflets to make statistics more understandable and engaging. These materials will be distributed through various dissemination channels, primarily through the Croatian Bureau of Statistics website and social media platforms. Newsletters highlighting some key statistical indicators (e.g. statistical review of the week) and an overview of activities from the scope of work of the Croatian Bureau of Statistics will also be disseminated regularly to keep users informed. In all activities, the Croatian Bureau of Statistics will promote the national and, at the same time, European values and principles that govern its work.</p>
<p>Deadline: Q2 2026</p>
<p>Responsible institution for improvement sub-action 18.3: Croatian Bureau of Statistics</p>

19. Recommendation

The Croatian Bureau of Statistics should improve the range of means of accessing microdata, and the user-friendliness of associated processes. (Improvement-related: ES CoP, Indicator 15.4)

Current situation:

The Croatian Bureau of Statistics provides access to microdata for scientific purposes in accordance with defined conditions and rules and well-established procedures for handling such data. The requests for access to confidential data for scientific purposes are considered by the Statistical Confidentiality Committee. A special contract is signed between the Croatian Bureau of Statistics and the research entity after the request has been approved. Access to confidential data may be granted in the "safe room", on removable media or remotely.

<p>Improvement sub-action 19.1: Analyse the possibilities of improving the process of using microdata for scientific purposes</p> <p>The Croatian Bureau of Statistics will review the current process of accessing microdata for scientific purposes and analyse the possibilities of improving access and associated processes, taking into account all the necessary measures to protect statistical data and security.</p>
<p>Deadline: Q4 2025</p>
<p>Responsible institution for improvement sub-action 19.1: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 19.2: Discuss with the scientific community about possible improvement for access to microdata</p> <p>To support this recommendation, the Croatian Bureau of Statistics will discuss with the scientific community how to best improve access to microdata and associated processes. The establishment of a user group for the scientific community will ensure ongoing cooperation in this area.</p>
<p>Deadline: Q4 2025</p>
<p>Responsible institution for improvement sub-action 19.2: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 19.3: Prepare an action plan based on the conducted analysis</p> <p>After reviewing the current process of accessing microdata for scientific purposes and analysing the possibilities of improving access and related processes, the Croatian Bureau of Statistics will draft an action plan in accordance with the results of the analysis as well as its own capabilities and capacities.</p>
<p>Deadline: Q2 2026</p>
<p>Responsible institution for improvement sub-action 19.3: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 19.4: Implement an action plan for improving microdata access</p> <p>The Croatian Bureau of Statistics will implement an action plan for improving access to microdata and related processes and monitor its implementation.</p>
<p>Deadline: Q4 2027</p>
<p>Responsible institution for improvement sub-action 19.4: Croatian Bureau of Statistics</p>

20. Recommendation

The Croatian Bureau of Statistics should engage more actively with the scientific community to draw on their expertise. (Improvement-related: ES CoP, Indicators 7.7 and 4.4)

Current situation:

In order to strengthen its ties with the scientific community, the Croatian Bureau of Statistics has initiated several efforts to improve collaboration. It will maintain its existing partnerships with the scientific community in Croatia, focusing on developing new methodologies, updating existing ones, and defining indicators. The Bureau has already established cooperation with institutions such as the Faculties of Economics in Zagreb, Split and Rijeka, as well as the Baltazar Polytechnic. Additionally, it has recently begun collaborating with the Faculty of Science and Mathematics in Zagreb and the Faculty of Organisation and Informatics in Varaždin, and it will actively pursue further communication and new collaborations.

<p>Additionally, at project level, the CBS uses the resources of the scientific community, both to improve the methodology and to find new mathematical models and automate the statistical data processing process.</p>
<p>Improvement sub-action 20.1: Conclude agreements with the scientific community</p> <p>The Croatian Bureau of Statistics will continue the already established cooperation with the scientific community and start new collaborations with the scientific community through formal agreements that will envisage the cooperation on projects.</p>
<p>Deadline: Q4 2027</p>
<p>Responsible institution for improvement sub-action 20.1: Croatian Bureau of Statistics</p>
<p>Improvement sub-action 20.2: Promote the Croatian Bureau of Statistics among the scientific community</p> <p>Activities will include raising awareness among students and similar groups. Participating in student events (such as Career Days at faculties), the Croatian Bureau of Statistics has already begun promoting its work among students in an attempt to raise awareness of its work and to inspire young talents (scientists) to cooperate with the Croatian Bureau of Statistics. In this way, the Croatian Bureau of Statistics will draw on their expertise, and the presence and usage of official statistics in the scientific community will be more widespread.</p>
<p>Deadline: Q4 2023 (annually afterwards)</p>
<p>Responsible institution for improvement sub-action 20.2: Croatian Bureau of Statistics</p>

<p>21. Recommendation</p> <p>The Croatian Bureau of Statistics should review and clarify the status of the other national authorities developing, producing and disseminating European statistics. (Improvement-related: ES CoP, Indicator 1bis.1)</p>
<p>Current situation:</p> <p>The Croatian Statistical System is a fairly centralised system with good cooperation and communication between institutions. However, further review of practices and clarification of functions is needed.</p>
<p>Improvement sub-action 21.1: Review practices and the status of each ONA developing, producing, and disseminating European statistics.</p> <p>The process will result in an official conclusion signed by the Director General of the CBS and formalised Agreements with all ONAs.</p>
<p>Deadline: Q2 2026</p>
<p>Responsible institutions for improvement sub-action 21.1: Croatian Bureau of Statistics, ONAs</p>
<p>Improvement sub-action 21.2: Set up the procedure of regular review of the pros and cons of each statistical producer of European statistics to be considered as an ONA</p>
<p>Deadline: Q4 2026</p>
<p>Responsible institution for improvement sub-action 21.2: Croatian Bureau of Statistics</p>

22. Recommendation

The Croatian Bureau of Statistics, in collaboration with the Committee for the Official Statistics System, should formulate and publish national guidelines to ensure quality in the development, production and dissemination of European statistics, applicable to all other national authorities. The implementation of the national guidelines should be monitored and reviewed. (Compliance- relevant: ES CoP, Indicator 1bis.2)

Current situation:

The Official Statistics Act applies to the whole Croatian Statistical System and specifies that statistical principles apply equally to all producers of official statistics. Each of them has to ensure the quality of the statistics they produce by following national, European and international standards.

The Committee for the Official Statistics System has been established according to the Official Statistics Act (Official Gazette, No. 25/20) as a coordinating body consisting of the representatives of all producers of official statistics for the purpose of ensuring the efficiency, quality of production and dissemination of official statistics, and to support the determination of methodological bases for the implementation of statistical surveys.

According to the Official Statistics Act, the Croatian Bureau of Statistics is responsible for monitoring the implementation of ES CoP principles, drafting national guidelines for the development, production, and dissemination of official statistics, and performing other organisational and supervision functions. In 2022, the Croatian Bureau of Statistics developed and published the [Quality Guidelines of the Croatian Bureau of Statistics \(gov.hr\)](#), with the plans for developing national guidelines soon.

Improvement sub-action 22.1: Draft National Quality Guidelines for the Croatian Statistical System, in cooperation with the ONAs

Deadline: Q4 2024

Responsible institutions for improvement sub-action 22.1: Croatian Bureau of Statistics, ONAs

Improvement sub-action 22.2: Adopt the National Quality Guidelines for the Croatian Statistical System by the Committee for the Official Statistics System of the Republic of Croatia

Deadline: Q1 2025

Responsible institutions for improvement sub-action 22.2: Croatian Bureau of Statistics, ONAs

Improvement sub-action 22.3: Publish the National Quality Guidelines on websites of the Croatian Bureau of Statistics and the ONAs

Deadline: Q1 2025

Responsible institutions for improvement sub-action 22.3: Croatian Bureau of Statistics, ONAs

Improvement sub-action 22.4: Incorporate the commitment to the ES CoP and National Quality Guidelines as a statement into agreements between the Croatian Bureau of Statistics and the ONAs

Deadline: Q4 2025

Responsible institutions for improvement sub-action 22.4: Croatian Bureau of Statistics, ONAs

Improvement sub-action 22.5: Support the implementation of the National Quality Guidelines

The Croatian Bureau of Statistics will organise regular meetings/educations/trainings for the purpose of mutual support in the implementation of the national guidelines.

Deadline: Q4 2025 (annually afterwards)
Responsible institution for implementation of sub-action 22.5: Croatian Bureau of Statistics
Improvement sub-action 22.6: Develop a system for monitoring the implementation of the National Quality Guidelines
Deadline: Q4 2025
Responsible institution for implementation of sub-action 22.6: Croatian Bureau of Statistics
Improvement sub-action 22.7: Implement the system for monitoring the implementation of the National Quality Guidelines
Deadline: Q4 2026
Responsible institution for implementation of sub-action 22.7: Croatian Bureau of Statistics

23. Recommendation

The Croatian Bureau of Statistics should formalise agreements with all the other national authorities developing, producing and disseminating European statistics. The agreements should include a commitment to the ES CoP, the implementation and periodic review of national quality guidelines, methodological support and consultations, training and dissemination. (Compliance- relevant: ES CoP, Indicator 1bis.2)

Current situation:

The Croatian Bureau of Statistics has agreements with all the ONAs, and they mainly regulate the cooperation in production of specific statistics. E.g., Agreement between the Croatian Bureau of Statistics, the Croatian National Bank and the Ministry of Finance on Producing National Accounts of the General Government and Associated Statistics; the Agreement between the Croatian Bureau of Statistics and the Croatian Institute of Public Health for the Purpose of Death Statistics, the Agreement between the Croatian Bureau of Statistics and the Ministry of Economy and Sustainable Development on the Production of Waste Statistics, and agreements between the Croatian Bureau of Statistics and the Ministry of Agriculture, Forestry and Fisheries on the production of fisheries statistics and the FADN (Farm Accountancy Data Network).

There is a need for strengthening the cooperation and regulate specific issues and responsibilities between the CBS and each ONA, as well as within the NSS, such as harmonising practices, commitment to the ES CoP, implementation of the National Quality Guidelines, methodological support, training, dissemination, etc.

Improvement sub-action 23.1: The Committee for the Official Statistics will discuss and agree on general aspects of the agreements to be concluded with ONAs

The general aspects of the agreement will include the commitment to the ES CoP, the implementation and periodic review of national quality guidelines, methodological support and consultations, training and dissemination.

It will be recorded in the minutes of the Committee meeting.

Deadline: Q2 2026

Responsible institutions for improvement sub-action 23.1: Croatian Bureau of Statistics, Committee for the Official Statistics
Improvement sub-action 23.2: The CBS will agree on specific aspects of agreements with each ONA
Deadline: Q2 2026
Responsible institutions for improvement sub-action 23.2: Croatian Bureau of Statistics, ONAs
Improvement sub-action 23.3: Formalise agreements with all ONAs In cooperation with each ONA, the Croatian Bureau of Statistics will draft agreements that cover the roles of each institution in the production of official statistics including general aspects, as well as specific provisions that define other specific collaborative issues between both institutions.
Deadline: Q2 2026
Responsible institutions for improvement sub-action 23.3: Croatian Bureau of Statistics, ONAs

24. Recommendation

The Croatian Institute of Public Health should engage with the Croatian Bureau of Statistics to strengthen compliance with the ES CoP, especially relating to the aspects of communication with users, such as the release calendar, user groups and publishing customised user requests. (Improvement-related: ES CoP, Indicators 6.5, 11.1 and 15.3)

Current situation:

The Croatian Institute of Public Health (CIPH) has not published a release calendar on its website. However, it is obliged to respect the deadline for dissemination specified in the Annual Implementation Plan of Statistical Activities of the Republic of Croatia.

For all regular health and statistical surveys, the Annual Implementation Plan (AIP) defines the content of the survey, data collection, collection periods, the level of publishing the results, limitations of the publication of results, as well as relevant national and international standards. In this way, instructions to all involved parties about data sources and basic methods and deadlines are published and the conditions for equal access to all users are met. All published data are accompanied by a methodological explanation and in case of an error discovered in the published statistics, corrections are made and published.

Data are disseminated by means of publications, which are available on the official website of the Croatian Institute of Public Health (www.hzjz.hr). Publications are annual and published online. The Croatian Health Statistics Yearbook is published in both Croatian and English and contains comprehensive data from numerous health statistics areas. Data from the published tables are also available for download in Excel format.

User-friendly data access and dissemination is ensured by the user-friendly format of the Croatian Health Statistics Yearbook and other publications with detailed data categories adjusted to user needs and simplified methodology descriptions. When user needs are not met by published data, there are contacts (name, phone and e-mail) published on the official website of the Croatian Institute of Public Health, which users can use to contact the personnel working on health data directly with their inquiry. For more simple inquiries, data are adjusted and delivered to the user by e-mail or phone without any costs for the user. For more complex data adjustments, a formal request by e-mail or by letter has to be sent to the Directorate of the Croatian Institute of Public Health.

As a result of the Act on the Right of Access to Information (Official Gazette, Nos 25/13, 85/15 and 69/22), there is an increasing number of users' requests for information that require the analysis of indicators that

do not belong to the routine data processing. The Croatian Institute of Public Health submits the data within the legal deadline. Legal templates for users are published on the official website of the Croatian Institute of Public Health (https://www.hzjz.hr/ostvarivanje-prava-na-pristup-informacijama/).
<p>Improvement sub-action 24.1: Develop and publish a release calendar</p> <p>Based on the deadlines specified in the Annual Implementation Plan of Statistical Activities of the Republic of Croatia, the Croatian Institute of Public Health will create an annual release calendar. It will be published on its official website (www.hzjz.hr) three months before the first publication, no later than 1 October of the previous year. The calendar will contain all planned publications of statistical surveys that are under the jurisdiction of the CIPH.</p>
Deadline: Q4 2024 (annually afterwards)
Responsible institution for improvement sub-action 24.1: Croatian Institute of Public Health
<p>Improvement sub-action 24.2: Publish regularly customised user requests</p> <p>The Croatian Institute of Public Health will start publishing the data prepared for customised user requests, without disclosing users' personal information.</p>
Deadline: Q4 2024 (annually afterwards)
Responsible institution for improvement sub-action 24.2: Croatian Institute of Public Health
<p>Improvement sub-action 24.3: Create a web form that will help users define the request more clearly.</p> <p>Currently, users send their data requests by e-mail to the employees of the Croatian Institute of Public Health, and a web form will be created to ease the process of requesting customised data.</p>
Deadline: Q4 2024
Responsible institution for improvement sub-action 24.3: Croatian Institute of Public Health

25. Recommendation

The Ministry of Economy and Sustainable Development³ should develop and implement an approach to user engagement to enhance the relevance and completeness of waste statistics. (Improvement-related: ES CoP, Indicator 11.1)

Current situation:

The core of the waste information dissemination system of the Ministry of Environmental Protection and Green Transition is its website and reports, handbooks and leaflets, which can be downloaded from this site. Spatial data on waste management infrastructure in the Republic of Croatia, such as the locations of waste management centres, locations of municipal waste disposal sites, locations of recycling yards, etc. are also publicly available through the ENVI Geoportal (<https://envi.azo.hr/?topic=8>).

³ On the date of entry into force of the Act on Amendments to the Act on the Organisation and Scope of State Administration Bodies (Official Gazette, No. 57/2024), a new Ministry of Environmental Protection and Green Transition was established, which took over the tasks from the former Ministry of Economy and Sustainable Development relating to environmental protection including waste statistics, nature protection and water management. The internal organisation of the Ministry of Environmental Protection and Green Transition, the names and scope of administrative organisations and other internal organisational units, the management method, the approximate number of civil servants and state employees, as well as other issues of particular importance for the work of the Ministry are defined by the Regulation on the Internal Organisation of the Ministry of Environmental Protection and Green Transition (Official Gazette, No. 71/24).

The whole information dissemination system is completed by answering telephone and email requests, letter requests and requests received via IT helpdesks and scheduled consultations with users on the Ministry's location. Meetings with competent authorities where reports/publications/data are presented, are held by the Ministry annually.

Furthermore, since 2019 an email address (statistike.otpada@mzozt.hr) is established and it has been in use. Through this email users regularly schedule consultations with Ministry employees, Ministry receives feedback information on the published publications/data and receives proposals from different user groups related to the creation and publication of the waste statistics. The information about the email address is provided on the Ministry website on the following link: <https://isgo-portal.mingor.hr/hr/poslovi-nositelja-statistika-otpada>.

Additionally, on the Ministry's website the Information Access Request Form (https://mzozt.gov.hr/UserDocsImages/NASLOVNE%20FOTOGRAFIJE%20I%20KORI%C5%A0TENI%20LOGOTIPOVI/doc/obrazac_zah_tjeva_za_pristup_informacijama.doc) is available for the users. The procedure for providing information (feedback) to users is defined by the Act on the Right of Access to Information (Official Gazette, Nos 25/13, 85/15 and 69/22).

Thus, established information dissemination system enables both the wider interested public and experts in the waste management system (including experts from private companies, public administration, consulting and research) to get the information they need in an efficient and effective way.

The focus of the waste information collected and disseminated in Croatia is on the waste prevention, reuse, waste generation, waste collection, waste treatment and improperly disposed waste into the environment and waste management capacities. This reflects the current state of the Croatian waste management system.

Since the Ministry procedure for receiving the feedback information from the waste statistics users includes: email, letters, telephone consultations, consultations on the Ministry's location, IT helpdesks and annual meetings with competent bodies, the new activity which will include conduction of periodic user surveys among the targeted user groups, as well as the publishing the electronic form for waste statistics feedback information on the Ministry's website – section dedicated to the waste statistics, would complete that procedure and make it whole.

Improvement sub-action 25.1: Conduct user surveys among the following user groups every two years and publish the electronic form used in the surveys to be available to users throughout the year on the Ministry's website – section dedicated to the waste statistics⁴:

1. Ministries and national competent authorities whose tasks are the development or control of the Croatian waste management sector economy, infrastructure and health protection
2. Regional competent authorities (counties)
3. Local competent authorities (towns/municipalities)
4. The waste management sector (waste collection, waste treatment (including landfilling and recycling companies, etc.))
5. Academic community and other waste management consultants
6. Non-governmental organisations
7. Journalists who deal with environmental topics.

Deadline: Q4 2025 (biannually afterwards)

Responsible institutions for improvement sub-action 25.1: Ministry of Environmental Protection and Green Transition, Croatian Bureau of Statistics

⁴ <https://isgo-portal.mingor.hr/hr/poslovi-nositelja-statistika-otpada>

Improvement sub-action 25.2: Provide support to the Ministry in strengthening the compliance with the ES CoP
Deadline: Q4 2023 (annually afterwards)
Responsible institutions for improvement sub-action 25.2: Croatian Bureau of Statistics, Ministry of Environmental Protection and Green Transition

26. Recommendation

The Ministry of Agriculture⁵, in cooperation with the Croatian Bureau of Statistics, should establish a quality policy and a quality management system and ensure sufficient resources for statistics-related activities. (Compliance-relevant: ES CoP, Indicators 4.1 and 3.1)

Current situation:

The Ministry collects statistical data on fisheries and the quality of data is ensured through a well-developed data validation system. Data are collected from end users in electronic format through various web and mobile applications and in paper reports from fishermen using smaller vessels. Its goal by 2025 is to ensure that all fishermen submit data in a digital form. However, there is no quality management system comprising a quality policy and other tools necessary for the completion of quality tasks relevant for the statistical production process. The Ministry could draw on the experience and knowhow of the Croatian Bureau of Statistics, where a comprehensive quality management system is in place.

Improvement sub-action 26.1:

 Implement the National Quality Guidelines in line with ES CoP

The Ministry of Agriculture, Forestry and Fisheries will ensure the establishment of a quality policy and a quality management system through implementing the national quality guidelines.

Deadline: Q4 2026

Responsible institution for improvement sub-action 26.1: Ministry of Agriculture, Forestry and Fisheries

Improvement sub-action 26.2:

 Prepare quality reports for 2025 and onwards

Deadline: Q4 2025

Responsible institution for improvement sub-action 26.2: Ministry of Agriculture, Forestry and Fisheries

Improvement sub-action 26.3:

 Prepare a detailed description of fishery statistics using the GSBPM module of the POMI quality application and database for 2024 and onwards

Deadline: Q4 2025

Responsible institutions for improvement sub-action 26.3: Ministry of Agriculture, Forestry and Fisheries, Croatian Bureau of Statistics

⁵ In the Programme of Statistical Activities 2021-2027 the Ministry of Agriculture is designated as the producer of official statistics. Due to the amendment to the Act on the Organisation and Scope of State Administration Bodies (Official Gazette, Nos 85/20, 21/23 and 57/24), which has been in force since 17 May 2024, the Ministry has changed the official name into the Ministry of Agriculture, Forestry and Fisheries, that is the producer of official statistics for the field of fisheries and the FADN.