



UNIUNEA EUROPEANĂ



Programul Operațional Capacitate Administrativă  
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Instrumente Structurale  
2014-2020

## ROMÂNIA DURABILĂ

Proiect coordonat de către Departamentul pentru Dezvoltare Durabilă

### Quality Profile

#### Indicator profile:

*TSW1672 - Share of individuals who submitted completed forms to public authorities via the Internet in the last 12 months*

#### Goal:

*Goal 16 - Peace, justice and efficient institutions*

#### 2030 Target:

*16.7 - Develop efficient, accountable and transparent institutions at all levels*

### 1. Contact

#### 1.1 Contact organization - the contact points for the data or metadata:

Eurostat

#### 1.2 Contact organization - the contact points for the data dissemination:

National Institute of Statistics

#### 1.3 Contact mail address:

[datestat@insse.ro](mailto:datestat@insse.ro)

#### 1.4 Contact phone number:

021-3181824 / interior 1278





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### 2. Statistical presentation:

#### 2.1 Data description:

The proposed indicator is relevant for highlighting the degree of development of institutions on the digital side, the online interaction between people and public authorities having multiple cost and efficiency advantages, due to optimizing the use of human and material resources, simplifying bureaucratic procedures, also provides transparency, which leads to increased social trust, the consolidation of democracy and the alleviation of corruption.

#### 2.2 The impact of the phenomenon on the 3 dimensions (environment, social, economic):

**Environmental impact:** positive, by reducing the use of printed forms.

#### 2.3 It is used to monitor progress at European and Global level:

[https://ec.europa.eu/eurostat/cache/metadata/en/isoc\\_i\\_esms.htm](https://ec.europa.eu/eurostat/cache/metadata/en/isoc_i_esms.htm)

#### 2.4 Classification:

NUTS1, optional: NUTS 2. Common classification of territorial units for statistics (NUTS 1). From 2008, collection based on NUTS1 disaggregations is mandatory (regional disaggregations are available for all countries), while NUTS2 disaggregations are still optional.

#### 2.5 Coverage - sector:

The ICT survey in households per person covers those households that have at least one member in the age group 16-74 years. Household internet access refers to the percentage of households that have access to the Internet, so that anyone in the household can use the Internet.

#### 2.6 Statistical concepts and definitions:

The questionnaire collects data on Internet users, ie those people who used the Internet three months before completing the questionnaire. Users who access the Internet regularly are those people who use the Internet at least once a week.

The observation unit of the questionnaire are people aged between 16 and 74 years. The indicator is expressed as the share of people who have used the Internet to interact with public authorities, both in the country as a whole and in macro-regions and development regions.

#### 2.7 Base period:

Not the case

### 3. Unit of measure:

Percentages



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### 4. Reference Period:

Year

### 5. Institutional Mandate:

#### 5.1 National level:

Not the case

#### 5.2 European level:

Regulation (EU) 2019/1700 of the European Parliament and of the Council of 10 October 2019 establishing a common framework for European statistics on persons and households.

### 6. Confidentiality:

#### 6.1 Confidentiality - policy:

Regulation (EC) no. Regulation (EC) No 223/2009 on European Statistics provides for the need to establish common principles and guidelines to ensure the confidentiality of data used for the production of European statistics and access to such confidential data, taking into account technical developments and user requirements in a democratic society.

#### 6.2 Confidentiality - data treatment:

Not the case

### 7. Release calendar:

In December of the year in which the investigation was conducted.

### 8. Frequency of dissemination:

Annual

### 9. Accessibility and clarity:

#### 9.1 Dissemination format - Publications/ Press release:

Various articles in the publication Explained Statistics and other publications on Economics and the Information Society.

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Programul Operațional Capacitate Administrativă 2014-2020



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### 9.2 Dissemination format - online database:

NSI: The indicator can be found in the [TEMPO online](#) statistical database

EUROSTAT: The indicator can be found in the [Eurostat](#) database

## 10. Quality management:

### 10.1 Quality assurance:

The National Statistical Institutes shall provide Eurostat with metadata and quality reports containing general methodological information of the survey on: statistical unit, target population, sampling design, responses and non-responses, data processing and sampling errors, etc.

### 10.2 Quality management - assessment:

ICT (Information and Communication Technology) statistics have a generally good quality. This survey is considered a reliable source that applies high standards in terms of methodology. The ICT survey is carried out on a sample basis, the resulting errors being associated with random sampling. Every year, the National Institutes of Statistics provide metadata and quality reports that allow the assessment of the survey carried out in each reporting country and the detection of vulnerabilities.

## 11. Relevance:

### 11.1 Relevance - User Needs:

Implementing and monitoring the Sustainable Development Goals is a common call for action to protect the planet: citizens, policy makers, international institutions, public administrations, private institutions, various other institutions, researchers, non-profit organizations, television, media, partnerships with other states and other users of statistical data.

Updating the national set of sustainable development indicators involves bringing public and private institutions closer together, providing decision-makers with opportunities to understand their needs, as well as directions to influence citizens' behavior. Thus, citizens become the main catalysts in the process of creating a sustainable society.

### 11.2 Relevance - User Satisfaction:

At the level of the National Institute of Statistics, user satisfaction is constantly measured through the statistical survey "User satisfaction". This is an exhaustive statistical survey, which is carried out with a periodicity of three years, starting from 2015. In other words, so far, three such studies ([2015](#), [2018](#) and [2021](#)). Respondents to this survey include central / local public institutions, non-governmental organizations, academia, and companies.



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In general, the respondents appreciate the work done by the experts of the National Institute of Statistics as having a high level of complexity, and the statistical data are reliable and relevant in relation to the needs of users. However, like all national organizations producing official statistics, the National Institute of Statistics is facing the problem of respondents, which remains at a fairly high level.

### 12. Coherence and comparability:

#### 12.1 Comparability - geographical:

The European model questionnaire is widely used in the Member States, but occasionally, due to differences in translation, reference periods, treatment of non-responses or different targeting of questionnaires, data for some countries have little comparability.

Data are disseminated in territorial profile, at country, macro-region and region level.

#### 12.2 Comparability - over time:

The indicator shows a good overall comparability since 2003. The low comparability for certain variables is a consequence of the methodological changes needed to monitor the evolution of ICT (eg mobile internet).

#### 12.3 Length of comparable time series:

2015-first reference period

#### 12.4 Coherence:

The data allow the correlation of the results of the survey on the use of ICT with the sociological, demographic and economic environment of the observed statistical units. The source for the framework populations for the ICT survey is the population register.

The internal coherence between the related questions of the questionnaire is verified by detailed validation rules after the data have been transmitted to Eurostat. If inconsistencies in data are detected, reporting countries are required to verify and review their results (sometimes for previous periods).

### 13. Data revision:

#### 13.1 Data revision - policy:

Statistical data revision policy: <https://insse.ro/cms/en/content/revision-policy>

#### 13.2 Data revision - practice:

Statistical data revision calendar: <https://insse.ro/cms/en/content/revision-policy>



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### 14. Statistical processing:

#### 14.1 Source data:

Data are collected by national statistical institutes on the basis of the annual Eurostat questionnaire template. The sampling method is stratified random sampling that allows representative results to be obtained for the required disaggregations.

#### 14.2 Frequency of data collection:

Annual

#### 14.3 Data collection:

Data is collected through face-to-face interviews, by telephone or online questionnaires.

#### 14.4 Data validation:

The data transmitted by the reporting countries to Eurostat are subject to detailed checks by applying automatic validation procedures at the level of variables and disaggregations. An additional step in data verification is time series checks.

#### 14.5 Data compilation:

Since 2014, national statistical institutes only transmit microdata to Eurostat. This microdata is verified before calculating the aggregates and calculating the final weights.

#### 14.6 Adjustment:

Not the case

### 15. Comment:

Not the case



