

Quality Report for the Statistical Survey CONSUMER PRICE INDEX, 2013

Republika Srpska Institute of Statistics, Banja Luka, 2015



Table of Contents

1	Intr	roduction into the statistical survey and its output – Survey methodology	4
2	Rel	levance	7
3	Acc	curacy	7
	3.2.	Non-sampling errors	8
	3.2.		_
	-	3.2.2.1 Measures to reduce measurement errors	
4	_	3.3.1 Quality and performance indicator - Non-response rate (A4) and Non-response rate of variable (A5) neliness and punctuality	
•	4.1	Timeliness of release	
	4.1.		
	4.2	Punctuality of release	
5	Acc	cessibility and clarity	10
	5.1	Accessibility	10
	5.1.	•	
	5.1.	, ,	
	5.1. 5.1.		
	5. 1. 5. 1.		
	5.2	Clarity	
	5.2.	2.1 Disseminated results and publications	11
	-	5.2.2 Metadata	
	5.2.	5.2.3 Measures to improve clarity of disseminated results	
6		mparability and coherencemparability and coherence	
	6.1	Comparability over time	12
	6.1.	.1 Quality and performance indicator - Length of comparable time series (CC1)	12
	6.1.		
	6.2	Geographical comparability	
	6.2.	1.1 Comparability with the European Statistical System members	
	6.3	Coherence between preliminary and final data	
	6.4 6.5	Coherence with results of the reference survey	
7		sessment of users' needs and perceptions	
•			
	7.1	Classifying and understanding users	
_	7.2.	Measuring users' perceptions and user satisfaction	
8	Cos	sts and burden on respondents/reporting units	
	8.1	Survey costs of the Republika Srpska Institute of Statistics	13
		.1 Quality and performance indicator – Annual operating costs, average by main cost components	40
	8.2	CR1)Burden and costs of respondents/reporting units	
	8.2.	·	10
	indi	licators (PCR2)	
	8.3	Measures to reduce costs and burden	13
9	Cor	nfidentiality, transparency and protection	13
	9.1	Confidentiality and protection of data	13
	9.2	Transparency	14
1	0 Cor	nclusion	14

Introduction into the statistical survey and its output – Survey methodology

1.1 Purpose and periodicity of survey implementation

Consumer price index (CPI) measures changes in the average level of prices of products and services of the final monetary household consumption on the economic territory of Republika Srpska. Its main purpose is to provide a measure of the official inflation in Republika Srpska, through the monitoring of dynamics of price level changes.

CPI is designed to harmonize salaries in accordance with collective agreements, pensions and social benefits and to preserve values for contracts with index clauses. It also allows a comparison of inflation rates with other countries or a comparison of price trends within the country between different regions. In addition, CPI serves as a basis for deflating certain macroeconomic aggregates in national accounts statistics.

Consumer price index is calculated regularly, on the monthly basis.

1.2 Legal basis

The statistical survey Consumer price index in Republika Srpska for 2013 is carried out pursuant to the Statistical Programme of Republika Srpska for the period 2013 – 2015 (Decision of the National Assembly of Republika Srpska, No. 01-1901/12 on the adoption of the Statistical Programme, "Official Gazette of Republika Srpska", No.129/12) and in accordance with the Law on Statistics of Republika Srpska ("Official Gazette of Republika Srpska, No. 85/03).

1.3 Observation unit

Observation units are retail (consumer) prices of products and services that have the highest share in total final consumption of households. Also, changes of these prices reflect changes in prices of similar products and services. The survey takes into account the prices which are subject to common commercial transactions and which include value added tax (VAT).

1.4 Data collection

Prices are collected by authorised price collectors in several retail locations, selected as collection places, such as: stores selling consumer goods – supermarkets, hypermarkets and similar, specialised stores, retail shops in shopping malls, markets (green markets), utility companies, telecommunication companies, and other enterprises providing services to households.

The Republika Srpska Institute of Statistics provides price collectors with specifications (so-called cards), which include the following major data: description of product/service, appropriate COICOP codes, required units of measure. Based on these data, price collectors independently choose a specific product for which they will collect prices and detailed descriptions, at a specific collection place. Selection of a specific product should comply with the most sold product criterion In order to ensure that price collectors each month collect prices of the same products, and to allow for monitoring of products for which prices are collected, it is essential that price collectors complete the questionnaire on all additional characteristics of products, as well as information on possible substitutions of products/services, if there are any. This way of price collection enables tracking of price changes between two periods.

Few prices are collected centrally by the Institute and forwarded to price collectors. These are mostly prices of products and services whose prices are uniform on the entire territory of Republika Srpska.

For the consumer price index purposes, price collection is conducted on the following days in a month:

- For agricultural products sold at markets, prices are collected twice a month, in the first and third weeks of the month.
- Prices of gasoline are also collected in the first and third weeks of the month, on the same day,
- For all other products, in accordance with the current European standards, prices are collected once a month (between the 1st and 21st of the month) and the interval between price collections must be the same.

1.5 Coverage

Consumer price index in Republika Srpska is calculated on the basis of a representative list of products (so-called basket), which in 2013 consisted of 599 products and services. More than 9,000 prices are collected each month, in accordance with a pre-defined sample of retail stores. The survey covers the most important products and services which households buy for their final spending needs and whose share in the total consumption of households exceeds 0.1%. The list of products and services is updated regularly, in order to maintain representativeness, in line with changes in consumers' shopping habits.

Prices are collected at six geographical locations – cities (Banja Luka, Bijeljina, Doboj, Istočno Sarajevo, Prijedor and Trebinje), selected in accordance with the criterion of number of citizens and their role in the geographical area they belong to.

1.6 Definitions

Aggregate indices: indices calculated as weighted average of elementary indices, which refer to hierarchical positions, starting from products.

Aggregation (of indices): combination of linked categories, usually within a common group of the hierarchy, that provides information on a level broader than the one at which observations were made.

Base price: price in the base period.

Base indices: indices calculated on the basis of December of the previous year as the reference index period.

Base period: time period whose collected data are used as a basis for the calculation of indices or other ratios.

Price before replacement: price of a replacement product from the previous month.

Elementary item: a product identified by a price collector who also chooses specific types, brands and packaging. An appropriate quota is defined for each product.

Frequency of collection: frequency of collection of elementary prices. For CPI, these are collected once or twice a month.

Consumer price index represents a measure of average price changes for products (goods and services) which households purchase for their own needs, on the economic territory of Republika Srpska.

Unit of measure: actual unit associated with values in which collected amounts of individual products are expressed.

Basket of products: range of products and services bought by households through cash transactions, for which prices are collected. This range is selected with the aim of representing the most common consumer behaviour in terms of final consumption.

Chain index: indices linked with a common reference period, for example, with base indices – December of the previous year.

Retail price: the price paid by households to purchase individual goods and services, through cash transactions, on the economic territory of Republika Srpska. The survey serves to collect retail prices really paid at the moment of the purchasing process, including all taxes, but excluding possible subsidies on products.

Weights: values that express the significance (participation) of products in the basket and which are used to calculate aggregate indices as weighted averages, starting from elementary indices. They are based on data related to the final consumption of households or data on the estimated number of citizens according to the HBS results.

Collected amount: a specific sold amount of a product. It is expressed in various units of measure.

Selling place: stores, markets, retail shops, etc., in which prices are collected.

Product: any product or service for personal consumption of households, that can be purchased, joint name for products and services.

Average data: values calculated on the basis of collected elementary data. These are average prices or average indices that refer to a specific period. In general, for the CPI, average data are calculated as a geometric mean.

Reference base indices: indices calculated using the base 2010. These are obtained through chain links of calculated (previous) base indices.

Reference index period: period for which the index base is 100. CPI for Republika Srpska is calculated using December of the previous year as the basis (calculative indices) or 2010 as the base year (reference indices), which is the common base that allows for comparisons between different years.

Reference period of prices: period for which the price was valued. (For CPI in Republika Srpska, this period is December of the previous year).

Reference period of weights: the period which costs used for the calculation of weights refer to.

Representative item: product at the lowest level of aggregation, a product at a selling place at one geographical location, for which the weight can be estimated.

Change rate: price change rate in the current period, compared to prices from the beginning of the given period or from a specific earlier period.

1.7 Data processing

For calculating consumer price indices, it is necessary to calculate elementary indices and indices of representative items at the level of cities first. For this, geometric mean is used as a measure of average value. Aggregate indices are afterwards calculated using the Laspeyres formula for weighted arithmetic area, beginning with the lowest-level index - representative items, towards the level of total index for Republika Srpska.

Reference base for the calculation of indices is 2010.

Weights are values which indicate a relative share of selected products and services in the total consumption of households. Weights used for the calculation of consumer price indices are based on data on final monetary consumption of households. Two types of weights are used to calculate the CPI: population weights (so-called horizontal weights) for the calculation of average indices for each elementary item at the entity level and weights of consumption value in households on the territory on Republika Srpska (so-called vertical weights) for the aggregation of total index, starting from the lowest level of elementary indices.

The main source of data for the calculation of weights is the Household Budget Survey (HBS). Since January 2013, weights based on the Household Budget Survey 2011 data have been used for the calculation of consumer price indices. Weights are corrected each year by price changes in the previous year.

1.8 Data publishing

The Republika Srpska Institute of Statistics publishes consumer price indices for Republika Srpska, as an offcial measure of inflation. Data are published in several publications and their content refers to index numbers and/or change rates.

Depending on the type and purpose of publications, CPIs are published at the total index level, at the level of division indices (12), at the level of group indices (20) and at the level of class indices, in accordance with the Classification of Individual Consumption According to Purpose COICOP.

The most important types of indices being published are monthly indices, annual indices, chain indices, base indices and indices referring to the average annual period.

As regards the time schedule, CPI data are published in accordance with a predefined release calendar, according to which, for example, monthly releases are published 22 days after the end of the month, providing data from the previous month (these are also final data). Deadlines for other publications are also specified in the release calendar. For the annual bulletin the specified date is 21st July. The remaining two publications, namely the Statistical Yearbook and "This is Republika Srpska" are published at the end of the year, on 26th November and 5th December, respectively.

1.9 Key variables

- Retail (consumer) prices of food products,
- Retail (consumer) prices of non-food products,
- Retail (consumer) prices of services,
- Retail (consumer) prices of agricultural products,
- Weights (structure of household consumption)

1.10 Key statistics

- Monthly index price changes in the current month, compared to the previous month,
- Chain index- price changes in the current month, compared to December of the previous year,
- Annual index price changes in the current month, compared to the same month of the previous year,
- Average annual index price changes between the beginning of the year and the current month, compared to the same period of the previous year,
- Base index price changes in the current month, compared to the base year average (2010)
- Average prices in the current month
- Change rates (monthly, annual and for the average period).

1.11 Contact information

Prices and Living Standard Statistics Division within the Labour, Prices, Living Standard and Environment Statistics Sector of the Republika Srpska Institute of Statistics is responsible for the implementation of consumer prices survey.

Contact persons:

Biljana Tešić <u>biljana.tesic@rzs.rs.ba</u> 051 332-721 Željka Drašković <u>zeljka.draskovic@rzs.rs.ba</u> 051 332-716

2 Relevance

CPI is designed mainly for analyses and indexation for the needs of the domestic economy, but it also partly relies on internationally comparable methodological basis. Statistical concepts and definitions comply with international recommendations. The COICOP classification is used, but main purpose is to provide key indicators for the needs of the domestic economy. In this respect, CPI provides indicators used for the GDP calculation. The most important users of the CPI data are the Government of Republika Srpska, namely some of its ministries, chambers of commerce, economics institutes, banks, various associations, non-governmental organisations, independent researchers, etc.

3 Accuracy

3.1. Sampling errors

Although the survey on CPI does not cover the entire population, the sample selected for the collection of consumer prices is not random, but one selected in order to meet specific targets; thus, the sample is targeted. Minimum standards for the selection of a targeted sample for CPI imply that each category at the 4-digit level of the COICOP should contain sufficient elementary aggregates that can provide information about its changes in the population estimated as reliable and comparable. A basic principle of selection has been adopted, in order to ensure the representativeness of customers' habits in terms of coverage, most popular products in terms of purchase, most frequently visited selling places and top-selling services. When the sample (representative products, selling places and collection locations) is selected, the aim is to reduce sampling errors, within specified deadlines, using limited resources.

Numerical estimates of sampling errors are not calculated, as the sample is not targeted.

3.2. Non-sampling errors

3.2.1 Coverage errors and measures to reduce coverage errors

Since the sample is targeted, coverage errors are reduced to a minimum. Constant improvement of methodological processes serves to reduce non-sampling errors. The list of active selling places and the list of top-selling items and brands are regularly updated, in order to eliminate coverage errors.

3.2.2 Measurement errors

Measurement errors are possible in the phases of data collection and data entry. These can be made by price collectors or persons who enter the data. Questionnaires and all methodological instructions are sent to price collectors. Regular contacts with price collectors are maintained in order to minimize errors.

The most common reasons for the occurrence of errors include poor choice of a specific article and its price, insufficient attention during data collection or entry, lack of information in terms of supply and range of products within the selling place, insufficient engagement in finding adequate replacements, etc.

The first control of data is carried out by price collectors, who must record each price for the current month accurately. They also have to record each change of brand, type, quantity or selling place on the field. After this phase, data are controlled logically when they are entered. Once the entry of data into the database is completed, data are controlled automatically, in order to check the following: completeness of price entry, that is, are there prices equal to 0, control of prices for which excessive changes were recorded in comparison with the previously collected prices, control of price reductions by more than 50%, replacements of brands, types, selling places or reference quantities, without actual replacements, and control of change rates for each item in comparison with the previous month. In all cases in which a price deviates significantly from the one previously collected, without reasonable explanation for such deviation, price collectors return to the field for subsequent verification.

Any error made during the data collection and entry are corrected prior to the calculation of indices and average prices, in order to avoid subsequent revisions of calculated indices.

3.2.2.1 Measures to reduce measurement errors

The methodology of data collection and processing for consumer price indices is well documented. Regular meetings with price collectors are held annually, in order to clarify any doubts and changes in the basket, thus preventing misinterpretation of the methodology. As price collectors maintain regular contacts with selling places, they are able to get all relevant information about the monitoring of prices in advance, including information about the closure of selling places, termination of contracts with suppliers of certain brands, reasons for of price or product description cnahges, etc. Therefore it is very important to hire persons with experience to work on this task, because frequent changes of price collectors may disrupt the continuity in reducing measurement errors.

3.3 Non-response errors

3.3.1 Quality and performance indicator - Non-response rate (A4) and Non-response rate of variable (A5)

Retail (consumer) prices of selected representative products and services, which are used for the CPI calculation, are monitored at selected selling places chosen into the sample at the beginning of the year. Data referring to all selected selling places must be obtained each month, as the number of prices cannot be changed during the year. Since prices are collected by price collectors and taking into account the fact that there are methods of replacement for selling places which cease their operations temporarily or permanently, the 100% coverage is achieved each month. Thus, the non-response rate (A4) amounts to 0%.

The number of prices collected for selected products or services at selected selling places is defined at the beginning of the year, as the number of series. The number of series represents the total number of prices at each selling place and it cannot be changed during the year. The non-response rate of variable (A5) is 0%, because the number of collected series must be the same in each month.

3.3.2 Procedures in cases of non-response

There are no known cases of non-response, because there are replacement methods in cases of temporary or final closure of a selling place or in cases of missing products/services. Also, there are imputation methods when certain items are missing. In cases of imputation for seasonal products, it is possible to select a corresponding flag in the data entry procedure, which repeats the price collected during the previous collection, this being the price from the previous month or the price from the previous half of the month in case prices are collected twice a month.

Table 1 presents some cases of missing data and the time period for which imputations are done.

Table 1. Missing data in the CPI calculation

Description	Maximum price evaluation period (imputations)
Data not collected: price collector did not collect the price	1 month
Data not collected : temporary closure	2 months
Data not collected : final closure	1 month
Data not collected : product currently unavailable	2 months
Data not collected : product permanently unavailable	1 month
Data not collected : product is monitored by a municipal office	1 month
Data not collected : product monitored by BHAS	1 month
Data not collected : product unavailable due to seasonal reasons	depending on product (11 months at most)

In addition to checks made during the data entry (validation of prices in comparison with the previously collected ones), the second degree of control is carried out by the Prices Division, that makes further checks in accordance with pre-defined methodological procedures, in order to minimize process errors. Also, any type of process errors is eliminated while data are processed, in order to avoid subsequent revisions of published data. However, if an error occurs in published data, there is a unique correction procedure, in line with the Manual for the correction of errors in published editions of the Republika Srpska Institute of Statistics.

4 Timeliness and punctuality

4.1 Timeliness of release

4.1.1 Quality and performance indicator – Timeliness of preliminary results (T1)

Timeliness of the first release of survey results represents the difference between the date of first release and the end of reference period; for CPI 2013, the difference is 23.1 days after the end of reference period, on the average. First results are also final results. Timeliness may be affected by significant changes in the list of products or by updating of weights (mainly for data referring to January), which was not the case in 2013.

Table 2. Timeliness of preliminary consumer price index results for 2013

Name		Consumer price index											
Reference period	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	average
Date of release	22.02.	21.03.	22.04.	22.05.	24.06.	24.07.	22.08.	25.09.	25.10.	22.11.	26.12.	22.01. 2015.	-
Number of days	22	21	22	22	24	24	22	25	25	22	26	22	23.1

4.2 Punctuality of release

4.2.1 Quality and performance indicator – Punctuality of release (T3)

Actual release dates for consumer price indices in 2013 differ on the average 1.1 days from the planned release date in accordance with the Release Calendar for 2013.

Table 3: Punctuality of release for consumer price indices for 2013

name			Consumer price index										
Reference period	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	average

Release date according to the Release Calendar for 2013	22 days after the end of ref. month	-											
Actual release date	22.02.	21.03.	22.04.	22.05.	24.06.	24.07.	22.08.	25.09.	25.10.	22.11.	26.12.	22.01. 2015.	-
Difference between the actual and planned release dates	0	-1	0	0	2	2	0	3	3	0	4	0	1.1

5 Accessibility and clarity

5.1 Accessibility

Data on CPI are available in electronic form, at the website of the Republika Srpska Institute of Statistics www.rzs.rs.ba, in printed from, as well as in written form, as replies to each individual request submitted to the Republika Srpska Institute of Statistics. The most common electronic formats in which data are available are PDF, Excel, Word. When it comes to printed form, data are generally presented in books/brochures (Statistical Yearbook, Prices Bulletin, Monthly Statistical Review, This is Republika Srpska).

5.1.1 Dissemination channels

The following dissemination channels were used to publish CPI results:

Number	Dissemination channels	Used
1	Website of the Institute – Internet release	YES
2	Written requests of users according to their specification	YES
3	Data published via telephone	YES
4	Digital media (CD, floppy disk, etc.)	NO
5	Data presented at press conferences	YES
6	Thematic bulletin	YES
7	Special printed publications	YES
8	Databases available to external users	NO
9	Statistically protected microdata	NO

5.1.2 Quality and performance indicator – Rate of used dissemination channels (AC1)

The rate of used channels of dissemination is 66.6% (6/9X100).

5.1.3 Methods of dissemination

The following methods of dissemination were used to publish CPI results:

Number	Method of dissemination	Used
1	Website of the Institute – Internet release	YES
2	Websites of other institutions	YES
3	Websites of international institutions	NO
4	Written requests	YES
5	Telephone mediation	YES

6	Digital media (CD, floppy disk, etc.)	NO
7	Data presented at press conferences	YES
8	Statistical Yearbook	YES
9	This is Republika Srpska	YES
10	Statistical Yearbook	YES
11	Thematic bulletin	YES
12	Special publications	YES
13	Eurostat's publications	NO
14	Publications of other international organisations (OECD, IMF)	NO
15	Databases for internal use	YES
16	Databases available to external users	NO

5.1.4 Quality and performance indicator – Rate of used dissemination methods (AC2)

The rate of used methods of dissemination is 68.8% (11/16X100).

5.1.5 Quality and performance indicator – Number of accesses to the online database (AC3)

CPI database is not available online.

5.2 Clarity

5.2.1 Disseminated results and publications

Results of the survey on consumer prices are presented as index numbers and as absolute values (average prices). Data are presented in tables, with textual explanations, and in graphs in certain publications.

Statistical publications referring to Republika Srpska present consumer price indices to a certain level of detail, depending on the type of pulblication. For example, monthly releases contain data at the levels of total index, 12 main divisions and 40 groups of the COICOP classification. Thematic prices bulletin and monthly statistical review provide more detailed data, namely to the level of classes (94) of the COICOP classification.

The most important statistical publications providing data on CPI are:

- Release "Consumer price index in Republika Srpska for the month of 2013"
- Release "Average consumer prices for the month of 2013"
- Thematic bulletin "Prices Statistics" in the section referring to prices
- "Monthly Statistical Review" in the section referring to prices
- "Statistical Yearbook of Republika Srpska" in the section referring to prices
- "This is Republika Srpska" in the section referring to prices

5.2.2 Metadata

The most important metadata on consumer price indices in Republika Srpska are available at the website of the Institute www.rzs.rs.ba, in its part referring to metadata, and in various electronic and written forms, depending on the type of publications. Basic concepts, definitions and brief methodology of consumer prices are adapted for the purposes of other printed and electronic publications.

Monthly release provides a table review of indices of divisions and groups, comments on price changes at tge monthly and annual levels, as well as a brief description of main definitions and concepts in the CPI methodology.

Annual bulletin, in addition to a table presenting indices of divisions and groups, also provides tables of indices at the level of classes, a table with series of indices, graphs, a table review of weights used for the CPI calculation, and a broader description of methodology.

Statistical Yearbook provides data in tables of indices at the level of divisions and classes. It also presents a table with average prices for a number of representative items by class, as well as graphs and main concepts and definitions in the methodology.

Monthly Statistical Review, in the part referring to prices, provides a table review of index series at the total level and at the level of divisions, as well as a graph, comments on price changes at the monthly level and a brief description of methodology.

The publication "This is Republika Srpska", in the part referring to prices, presents a series of indices at the annual level, as well as a graph showing the comparison of inflation rates between the neighbouring countries.

5.2.3 Measures to improve clarity of disseminated results

Data on consumer price indices are presented clearly. In order to allow users to analyse and use the data on CPI, in addition to data provided in Excel format, the Institute's website also provides basic concepts referring to a particular type of data presentation.

In each answer to users' requests for CPI data, in addition to table overviews, we also provide a brief textual comment, as an explanation of the methodological concept used to calculate data. Also, users of data are contacted via telephone, in order to make it easier and less time-consuming for them to obtain the information they require.

5.2.4 Quality and performance indicator – Rate of metadata completeness (AC4)

Total number of used metadata elements from the recommended Reference ESMS is 56. The number of available metadata elements in the Consumer price index survey is 46. The rate of metadata completeness for consumer price indices is 82.1% (46/56*100).

6 Comparability and coherence

6.1 Comparability over time

6.1.1 Quality and performance indicator - Length of comparable time series (CC1)

Data on consumer price trends in Republika Srpska have been collected since 2005 and the first results were published in early 2008. Since then, the data have been published regularly, on the monthly basis.

Until 2013, there is a time data series referring to Republika Srpska, which is 5+1 years long. Value of the indicator, as these are monthly time series, is 6*12=72.

6.1.2 Breaks in time series

Since the data on Consumer price index for Republika Srpska have been collected (2005) until 2010 there was a time series with the reference base 2005=100, while there is a series with the reference base 2010=100 up until the current period. Series of data have been recalculated to the base 2010=100 at the total index level and at the level of divisions; thus, the total series length until 2013 is 2008-2013.

6.2 Geographical comparability

6.2.1 Comparability with the European Statistical System members

In spite of certain differences in methodologies between countries, consumer price index is considered to be a relative measure of inflation, but it is primarily used for national needs of each country. Regarding the CPI in Republika Srpska, most international recommendations have been complied with in recent years, but there is still no harmonised consumer price index which would primarily surve to compare inflation rates between the EU member states, to calculate the extent of convergence in terms of price stability within the Euro-zone. For the harmonised consumer price index, it is necessary to comply with most of the regulations laid down by the European Statistical System (ESS).

6.3 Seasonal adjustment

Data used for the calculation of consumer price indices are not seasonally adjusted.

6.4 Coherence between preliminary and final data

When results of the survey on consumer price indices are published, dissemination policy for preliminary data of this survey is not used. Preliminary data are also final data.

6.5 Coherence with results of the reference survey

No reference survey is carried out; monthly data on retail (consumer) prices are the only source of data for the calculation of consumer price indices.

7 Assessment of users' needs and perceptions

7.1 Classifying and understanding users

User requests for data on CPI are most relevant to classify and understand users' needs.

Main users of the CPI data are:

- Government and other public administration institutions, such as Ministry of Finances of Republika Srpska, Ministry of Economic Relations and Regional Cooperation of Republika Srpska, Ministry of Trade and Tourism of Republika Srpska, Banking Agency of Republika Srpska, municipal administration, as well as institutions at the BiH level, Central Bank of BiH, Insurance Agency of BiH, Directorate for Economic Planning, etc.
- Business entities (enterprises, lawyers and bar associations, Republika Srpska Chamber of Commerce)
- Science, research and educaton (faculties and research centres, citizens' associations)
- General public (physical entities)
- Media (radio and TV broadcasters and printed media)
- Foreign users (WB, IMF, embassies of foreign countries)

7.2. Measuring users' perceptions and user satisfaction

In order to measure user satisfaction in terms of the CPI data, it is necessary to use other methods, as there is no specific user satisfaction survey. Users' needs for data on CPI are identified through the records of received requests for data, as well as based on the total number of visits to the Institute's website.

In this regard, 57 individual user requests for data referring to CPI were answered in 2013.

8 Costs and burden on respondents/reporting units

8.1 Survey costs of the Republika Srpska Institute of Statistics

8.1.1 Quality and performance indicator – Annual operating costs, average by main cost components (PCR1)

Costs related to the CPI survey, observed as labour costs, that is, as the number of hours of work spent by employees engaged in the survey implementation, are presented in Table 4.

Table 4. Number of hours of work spent in 2013 (2+7)x2,072=18,648

	Number of hours of work spent
Collection, entry and control of prices	13,054
Calculation of indices	5,594
TOTAL	18,648

8.2 Burden and costs of respondents/reporting units

8.2.1 Quality and performance indicator – Annual burden on respondentsin hours and/or financial indicators (PCR2)

The burden on reporting units is insignificant, given that the data for the purposes of calculating the CPI are collected by authorised price collectors, whose work is provided and financed by the Institute. There is no common distribution of forms to the reporting units, as is the case with most other statistical surveys.

8.3 Measures to reduce costs and burden

Due to the insignificant burden and because there are no costs of reporting units, there are no specific measures to reduce costs.

9 Confidentiality, transparency and protection

9.1 Confidentiality and protection of data

Data collected for the CPI purposes are subject to legal frameworks of confidentiality and are used for statistical purposes only.

The Law on Statistics of Republika Srpska ("Official Gazette of Republika Srpska, No. 85/03) defines the legal framework for the protection and confidentiality of data. Thus, Article 17, item 3 stipulates: "Confidential data collected for statistical purposes must not be used for other purposes." Data confidentiality and protection are further regulated by the section DATA CONFIDENTIALITY AND PROTECTION OF INDIVIDUAL DATA of the Law on Statistics of Republika Srpska.

In addition, Rules on protection of confidential data in the Republika Srpska Institute of Statistics regulate how the confidentiality of individual data is ensured, as well as the procedures of provision, exchange and transfer of such data to users and/or groups of users.

Each letter sent to selling places, where CPI data are collected, specifies the Article of the Law which regulates the confidentiality and protection of data, as well as the number of the Official Gazette in which the Law on Statistics of Republika Srpska was published.

9.2 Transparency

Users are familiar with the method of use of data on consumer price indices. Statements and releases at press conferences, which refer to the survey on consumer prices, are absolutely impartial and politically neutral.

No errors were observed in the CPI publications for 2013; therefore, there was no need to correct them.

10 Conclusion

In the future period, it is necessary to improve the CPI methodology through the application of quality adjustments of price changes, seasonal adjustment methods and the application of other regulations and recommendations of Eurostat for the establishment of the HCPI. This would facilitate the transition to the Harmonised consumer price index calculation.

In addition to methodological improvements, it is necessary to establish, in cooperation with IT staff, a system for recording the number of accesses to the on-line monthly releases and number of accesses to electronic bulletins and other publications providing data on the CPI.