

---

**Self-assessment questionnaire on the implementation of the OECD  
Council Recommendation on Good Statistical Practice**

---

**National Statistics Institute**

**Chile**

**September 2019**

## Self-assessment questionnaire on the implementation of the OECD Council Recommendation on Good Statistical Practice

### General background

First, we would appreciate receiving brief descriptions of the National Statistical System including the following information whenever possible:

- Is the National Statistical System geographically, administratively, or institutionally centralised or decentralised?
- How many statistical operations are conducted for the production of official statistics?
- How many entities does the National Statistical System comprise?
- What are the main responsibilities of the various entities of the National Statistical System?

### Response from adherent:

*Please give brief answers here to each of the questions above:*

In Chile, the concept of the National Statistical System (NSS) is grounded in the practice of decentralized generation of statistics. Although it lacks an explicit legal basis, the recognition of a NSS can be discerned from various legal norms and regulations.<sup>1</sup> Nevertheless, no explicit responsibilities have yet been assigned. Currently, congress is considering a bill to create an institutionalized NSS.

The National Statistics Institute (INE) of Chile, officially created in 1843, is a technical, autonomous, public agency. INE, which forms part of the Ministry of Economy, is decentralized and controls its own assets. INE is charged with the production and dissemination of statistics and official censuses of the Republic, as indicated in Law No. 17.374<sup>2</sup>. From large logistical operations like the population census to economic indicators of employment and the Consumer Price Index (CPI), the information provided by INE creates a strong basis for the creation public policies and the implementation of private projects. INE disseminates more than seventy periodical statistical products.

INE has a stable national presence; it is composed of fourteen Regional Directorates, in addition to the National Directorate located in the metropolitan region. In total, INE has more than 2,300 officials. The vision for 2022 is that statistical production will respond with efficiency, modernity,

---

<sup>1</sup> See article 2, letters b), c), e), and j) of Law No. 17.374 and article 5, letters a), f), g), and i) of Decree No. 1.062.

<sup>2</sup> See article No. 1, Law No. 17.374.

and methodological rigor to changes in Chilean society and to territorial needs, seeking to increase the value of statistics in the country's development.

The law establishes, among other things, the obligation of all natural and legal persons of fiscal and semi-fiscal organizations, State enterprises, municipalities, and the armed forces (Articles 17 and 20) to provide data, background information, work plans, and statistics-related information required by INE, and the sanctioning of those who refuse to do so (Article 22). In addition, Article 29 states "The National Statistics Institute, the fiscal, semi-fiscal agencies, and State enterprises, and each of their officers are prevented from disclosing the facts connected with any person or entity they have become aware of as a result of the duties proper to their offices. Strict confidentiality of said facts shall be known as statistical secrecy". Similarly, Article 30 of the same Law states, "statistical data may not be published or disclosed with express reference to the persons or entities directly or indirectly involved, if prohibited by them".

In recent years, numerous initiatives have strengthened the institutional structure of INE and the quality of national statistics, enhancing their transparency, solidity and credibility. For example, INE began the Plan for Institutional Modernization in 2014 and the installation of the international standard reference model for the generation of statistical products (Generic Statistical Business Process Model, or GSBPM) in 2016.

The GSBPM used by INE is a national adaptation of version 5.0, which consists of eight large processes shown in the following table:



Currently, this model has begun the implementation phase, thus, beginning on 1 June 2019, INE began the integration of its processes and competencies approaches.

At present, the NSS has approximately 350 entities, according to the National Statistical Compilation Plan 2019 (PNRE), which is produced each year in compliance with the provisions of the corresponding law. The PNRE is a tool for the systematic compilation of statistics and serves as a guide for statistical production planned in the country by all the institutions of which the NSS consists. The PNRE is sanctioned by a Supreme Decree of the President of the Republic.

The regular budget (Program P01) for the year 2018 was 44.685 billion pesos, 100% of the total allocated. The budget of the year 2018 for censuses (Program P02) was 1.772 billion pesos, 87.4% of the total allocated for this purpose.

During 2018, in addition its regular statistical products, INE finished technical work on the new base year of the CPI (2018=100), which began publication in January of 2019. INE also advanced in its development of a new sampling framework for dwellings, which was based on the population census of 2017.

Elsewhere, INE directed the integration of administrative records and the updating of the sampling frame of the employment survey. In addition, INE, together with the Department of Immigration (part of the Ministry of Interior), completed the first study on the immigrant population of Chile. This study will now be undertaken each year.

Finally, one of the entities that plays a fundamental role in the NSS in Chile is the Central Bank of Chile (BCCh), an autonomous organization as established by the Organic Constitutional Law 1840. This law charges the BCCh with the production of national accounts, the recording of the balance of payments, and the collection of external-trade data and of financial and monetary statistics. The BCCh has already presented its own evaluation to the OECD, but this document does not incorporate the BCCh evaluation, despite its importance.

**Recommendation 1.** Adherents put in place a clear **legal and institutional framework** for official statistics which should in particular provide:

- i) details as to the organisation of the NSS, the legal status and role of the NSO, as well as the legal status, functions, relationship, rights and responsibilities of other institutions within the NSS;
- ii) a clear mandate for institutions of the NSS to collect data for statistical purposes.

**Good practice 1.1:** Existence of a comprehensive and coherent statistical legislation periodically revised and amended. The statistical legislation defines the nature of official statistics; the legal framework for the compilation, production and dissemination of official statistics; the legal status, role in the system, functions, relationship, rights and responsibilities of institutions within the NSS; the mandate for data collection; the coverage of statistical activities; and the role, functions and composition of the Statistical Council. The statistical legislation also regulates the organisation of the NSS; the independence of the NSO and its head; the relationship between the producers of statistics and respondents; the access to administrative records and their use for statistical purposes; the dissemination policy; the legal infrastructure for ensuring the confidentiality and the penalties in case of breach of confidentiality; budget issues; the availability of sufficient resources for financing statistical programmes, the international statistical co-operation, and the co-ordination of statistical activities within the country's statistical system.

**Good practice 1.2:** Laws and regulations governing the collection, compilation and production of official statistics are consistent with the Fundamental Principles of Official Statistics of the United Nations.

**Good practice 1.3:** Statistical authorities have a clear mandate for data collection and the authority to compel respondents to comply with data requests (e.g. the Population and Housing Census, the Census of Agriculture, surveys, administrative sources, etc.). In the case of Population and Housing Census, the obligation for citizens to participate and to respond to the questionnaires is legally binding and established by law.

**Good practice 1.4:** Statistical authorities are required by law to conduct a Census of Population and Housing and a Census of Agriculture at least every ten years.

**Good practice 1.5:** Statistical laws and regulations are publicly available.

**Response from adherent on Recommendation 1:**

***Please enumerate the main strengths and weaknesses identified with regard to recommendation 1. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 1 in your country?***

The legal framework for the compilation, production, and dissemination of official statistics is established in Organic Law No. 17.374<sup>3</sup>, and its regulations can be found in Decree No. 1.062<sup>4</sup>. Both of these documents were published in 1970. Currently, a bill is being considered that would create a new institutional framework for the NSS<sup>5</sup> and modernize INE, thus strengthening the statistical institutional framework and initiating a new NSS based on the principles recognized by the United Nations (UN) and the Organisation for Economic Co-operation and Development (OECD). Likewise, the bill establishes the creation of a council within the organic structure of INE, providing continuity and commitment and strengthening INE's position as head of the NSS. Under this new law, INE's role as head of the NSS will focus on obtaining technical consistency of statistics produced by agencies of public administration, thus ensuring an adequate use of relevant technical definitions and general guidelines applicable to the NSS.

The law will also establish the independence of INE, providing clear grounds for removal of its authorities. It will reinforce the concept of statistical secrecy and the powers of INE, expressly giving it the power to request administrative records. Finally, with the new law, INE will be empowered to issue general instructions associated with the process of producing statistics, which must be adopted by the agencies of public administration.

The current law is No. 17.374 of 1970, whose principle characteristics are listed below.

1. The law establishes that INE is a technical, autonomous, public organization, functionally decentralized and with its own assets. INE, which forms part of the Ministry of Economy, is responsible for official statistics and censuses of the Republic (Article 1). The independence of INE is normative, but it does not have perfect correlation in practice, because its national director is appointed by senior public officials to ensure that the appointee is suitable for the position. Nevertheless, the national director can be appointed to hold a position of exclusive confidence with political authorities<sup>6</sup>.
2. The functions of this institute are detailed in the framework of statistics and official censuses (Article 2).
3. The law specifies the responsibilities and duties of the director of INE (Article 3).

---

<sup>3</sup> See <https://www.leychile.cl/Navegar?idNorma=28960> and its official English translation: [https://www.ine.cl/docs/default-source/institucional/nuestra-instituci%C3%B3n/marco-normativo/ley7.374/ley\\_ine\\_17374\\_eng.pdf?sfvrsn=15c241d2\\_4](https://www.ine.cl/docs/default-source/institucional/nuestra-instituci%C3%B3n/marco-normativo/ley7.374/ley_ine_17374_eng.pdf?sfvrsn=15c241d2_4)

<sup>4</sup> See <https://www.leychile.cl/Navegar?idNorma=16705> and its official English translation: [https://www.ine.cl/docs/default-source/institucional/nuestra-instituci%C3%B3n/marco-normativo/reglamento/reglamento\\_eng.pdf?sfvrsn=38c241d2\\_4](https://www.ine.cl/docs/default-source/institucional/nuestra-instituci%C3%B3n/marco-normativo/reglamento/reglamento_eng.pdf?sfvrsn=38c241d2_4)

<sup>5</sup> Bulletin 10372-03, entered the National Congress on 4 November 2015. It is currently in its second constitutional process in the Senate Finance Committee. This procedure is documented at the following Web page: [https://www.camara.cl/pley/pley\\_detalle.aspx?prmID=10795&prmBoletin=10372-03](https://www.camara.cl/pley/pley_detalle.aspx?prmID=10795&prmBoletin=10372-03).

<sup>6</sup> Article 36 bis, <https://www.leychile.cl/Navegar?idNorma=1095821>

4. It specifies the obligation of all natural and legal persons, fiscal agencies, semi-fiscal agencies, State enterprises, municipalities, and the armed forces (Article 17 and 20) to provide data, background, work plans, or statistical information required by the institution, and the sanctioning anyone who refuses to do so (Article 22). Because there is no limit to the information that may be requested, it is understood that it includes administrative records. However, because their request and delivery are not expressly indicated, some problems occur in practice. Thus, some organizations claim confidentiality or secrecy, challenging INE's authority and making access difficult. To overcome this situation, INE has arranged a series of inter-institutional cooperation and information exchange agreements in order to access databases and information from other institutions.
5. The creation, operation, and responsibilities of the National Statistics Commission, a technical body attached to the national director, have been established. In practice, this commission has been formed. However, to date, it is still not fully operational, despite having met regularly in the past. All the minutes of these meetings are available on the INE website<sup>7</sup>.
6. The law also establishes the existence of a Technical Statistics Advisory Committee, which will coordinate the collection, classification, and publication of statistics from public organizations and will act as an advisor to the national director of INE. The Committee will also have a series of other functions established by legislation of the sector and will include the public and private sectors. To date, however, there are no records of its functioning (articles 10 to 13).
7. The law defines the sanctions for the unauthorized disclosure of information by INE officials, fiscal agencies, semi-fiscal and State enterprises (Article 29), establishing it as a crime. The concept of statistical secrecy, despite being old, is broad enough to protect against almost all potential violations.
8. The Regulation of the Institution also stipulates the functions and powers of its main internal units.

As indicated above, the power to collect data is generally broad, so it includes all types of collection, and non-compliance has an associated legal sanction (a fine). However, fines are low and not very intimidating when it comes to demanding compliance, and there is no legal norm referring specifically to the Population and Housing Census.

---

<sup>7</sup> <https://www.ine.cl/sistema-estadistico-nacional/comision-nacional-de-estadisticas/actas-de-la-comision-estadistica>

It is important to note that Law No. 17.374 does not regulate INE's budget, which is defined annually along with all other constituent bodies of the central government by the Public Sector Budget Law<sup>8</sup>. However, the law indicates the types of resources available to INE (Article 38)<sup>9</sup>.

One of the arguments put forward on the disadvantages of powers and faculties of INE is that legislation in this area is more than forty years old and that INE has been neglected compared to organizations whose regulations have been updated and to organizations created in the last twenty years. The statistical norms of this period were enacted in another context and, although they establish adequate concepts and functions for statistical development, they have been questioned by the legislation of more modern public institutions because they make it possible to deny the delivery of information, based on secrecy or confidentiality, as indicated above.

In order to reduce the disadvantages with regard to the powers in matters of access to the information for statistical purposes, INE has signed agreements that ensure the delivery and periodicity of the exchange of information<sup>10</sup> and reduce the number of the objections made to INE's requests.

Decree No. 1.062, which regulates INE, details the functions and responsibilities of the Technical, Operations, and Administrative Subdirectorates, as well as those of the Public Prosecutor's Office, the Internal Comptroller's Office, and the National Statistics Commission.

On the other hand, the NSS is a concept that has been developed in the practice of statistics management in Chile but does not have an explicit legal definition. Thus, the concept can be derived from different legal and regulatory norms<sup>11</sup>. Similarly, references are made that assume the existence of a NSS, for example the in National Statistics Commission and the National Statistical Compilation Plan (PNRE).

The most important reference is in the PNRE, which is sanctioned by Supreme Decree of the President of the Republic. The PNRE contains a list of organizations with statistical functions and, therefore, participants in a statistical system, indicating also the date and form of disclosure of

---

<sup>8</sup> <https://www.leychile.cl/Navegar?idNorma=1127180>

<sup>9</sup> "INE will have the following resources at its disposal for the achievement of its purposes: a) funds requested annually according to the Budget Law; b) proceeds from the sales of its publications; c) contributions and outlays from national, foreign, or international institutions with which it enters into agreements; and d) funds it receives for the rendering of services to national or foreign entities, both public and private."

<sup>10</sup> <https://www.portaltransparencia.cl/PortalPdT/pdttta/-/ta/AH007/AR/AREST/32315765>

<sup>11</sup> See article 2, letters b), e) and j) of Law No. 17.374 and article 5, letters a), f), g) and i) of Decree No. 1.062.



the statistics generated by each organization. Currently, more than 350 organizations participate in or provide data for the annual construction of the PNRE.<sup>12</sup>

Concerning the use of fundamental principles in official statistics, the "Recommendation of the OECD Council on Good Statistical Practice" states that four fundamental documents can serve as reference for the principles used in official statistics of OECD countries. INE currently has "The Code of Good Practices for Chilean Statistics 2015"<sup>13</sup>, which is based on the "Code of Good Statistical Practices for Latin America and the Caribbean".

In recent years, numerous initiatives have strengthened INE's institutional framework and enhanced the quality, transparency, reliability, and credibility of national statistics. For example, INE began the Plan for Institutional Modernization in 2014 and the installation of the international standard reference model for the generation of statistical products (Generic Statistical Business Process Model, or GSBPM) in 2016.

This model has now entered its implementation phase and on 1 June 2019, INE began to integrate the processes and competencies approaches, incorporating continual improvement as a standard practice, the origins of which are the commitments made in 2009/2010 with the OECD that focused on improving the quality of national statistics. This implementation phase goes hand in hand with the change in organizational structure of INE 2019<sup>14</sup>.

Although it is true that most of INE's statistical products follow guidelines of international practices, implementing transparent and robust documentation, some products still do not have the necessary documentation. However, as part of the institutional modernization process, INE is working on the documentation of each of the statistical production processes, following the recommendations of its Code of Good Statistical Practices.

INE's mandate for data collection and its authority to demand what has been requested, as was indicated in the first paragraphs above, is governed by Law 17.374, which establishes, among other things, a normative framework that requires entities to inform INE of background information requested for statistical purposes, explicitly including the Population and Housing Census. This obligation is described clearly and precisely in the law (Articles 17 and 20).

---

<sup>12</sup> <https://www.ine.cl/sistema-estadistico-nacional/plan-nacional-de-recopilacion-estadistica/inicio>

<sup>13</sup> <https://www.ine.cl/institucional/buenas-pr%C3%A1cticas/c%C3%B3digo-de-buenas-pr%C3%A1cticas>

<sup>14</sup> <https://inechile.sharepoint.com/sites/Intranet/Institucional/Documentos%20compartidos/Organigrama%20general%20INE.pdf>

Article 2(c) of the INE Law establishes the power to conduct official censuses in accordance with international recommendations, but it does not specify the time periods for conducting censuses. However, in recent decades, international recommendations to conduct Population and Housing Censuses every ten years have been implemented while still considering budget resources and the priorities of the government.

In 2017 a Population and Housing Census was conducted in an abbreviated form, with the regular census scheduled for 2022, as recommended. It should be mentioned that the 2012 Census, because to methodological problems, was not validated, and its data could not be used.

Currently, the collection process of the Census of Agriculture has been delayed, thus the period for its development has been extended ten years. This was decision was due to the execution of an abbreviated 2017 Population and Housing Census, which prevented INE from the having the necessary operational and logistical capacity on a national level to develop in parallel the agricultural census scheduled for that year. Thus, the Census of Agriculture was rescheduled for 2020.

In Chile, the mandate of the census of agriculture is provided by budget law to the Office of Agricultural Studies and Policies (ODEPA), a public organization under the Ministry of Agriculture.

These census processes illustrate the role played by inter-institutional cooperation at the national level, both in the planning and execution of censuses, making it possible to complete this nationwide task.

There are no special laws or provisions on the publication of statistical laws and regulations. General rules are applicable to such publication for all the public organizations. These rules establish a series of topics relevant to each agency and must be permanently available on the institutional websites, indicating the normative framework on each site. The publication of this information is of constitutional authority in Chile<sup>15</sup> and is regulated by Law No. 20.285<sup>16</sup> on Access to Public Information. Thus, INE's website provides all its relevant regulations, functions, and responsibilities, which are publicized with a banner specially designed for this purpose titled "Active Transparency"<sup>17</sup>.

---

<sup>15</sup> Article 8 of the Constitution of the Republic: "The acts and resolutions of the organs of the State, as well as their foundations and the procedures they use, are public. However, only a law of qualified quorum may establish their confidentiality or secrecy, when the publicity affects the due fulfillment of the functions of said organs, the rights of persons, the security of the Nation, or the national interest".

<sup>16</sup> <https://www.leychile.cl/Navegar?idNorma=276363>

<sup>17</sup> <https://www.portaltransparencia.cl/PortalPdT/pdttta?codOrganismo=AH007>

In addition to strictly legal information, most of its working methodologies for statistical production as well as the Code of Good Practices for Statistics in Chile, bulletins, and other documents are published on INE's website.

**Recommendation 2.** Adherents ensure professional independence of National Statistical Authorities. To this end, Adherents should ensure that the National Statistical Authorities:

- i) are professionally independent from other policy, regulatory or administrative departments and bodies, as well as from private sector operators, considering that professional independence of the producers of official statistics is essential for the production and the dissemination of objective statistics;
- ii) have the exclusive authority, as part of their professional independence, to decide on statistical methods and dissemination;
- iii) are protected, through the inclusion of explicit provisions in statistics legislation, from political and other interference in developing, compiling and disseminating official statistics.

**Good practice 2.1:** The professional independence of the Statistical Authorities from other policy, regulatory or administrative departments and bodies, as well as from private sector operators in compiling and disseminating official statistics is explicitly guaranteed by law, and ensured in practice by all entities of the NSS.

**Good practice 2.2 (adopted from the European Statistics Code of Practice):** The Head of the NSO, and where appropriate, the heads of other National Statistical Authorities, have responsibility for ensuring that statistics are developed, produced and disseminated in an independent manner.

**Good practice 2.3 (adopted from the European Statistics Code of Practice):** The Head of the NSO, and where appropriate, the heads of other National Statistical Authorities, have the sole responsibility for deciding on statistical methods, standards and procedures, and on content and timing of statistical releases.

**Good practice 2.4 (adopted from the European Statistics Code of Practice):** The Head of the NSO, and where appropriate, the heads of other National Statistical Authorities, have sufficiently high hierarchical standing to ensure senior level access to policy authorities and administrative public bodies. They are of the highest professional calibre.

**Good practice 2.5 (adopted from the European Statistics Code of Practice):** The appointment of the Head of the NSO and, where appropriate, the heads of other National Statistical Authorities, is based on professional competences only. The reasons on the basis of which the incumbency can be terminated are specified in the legal framework. These cannot include reasons compromising professional or scientific independence.

**Good practice 2.6:** National legislation provides a clear and detailed description of the procedure for appointment and dismissal of the Head of NSO. A list of conditions under which the Head of NSO can be dismissed is provided for by law.

**Good practice 2.7:** A clear reporting system for the Head of NSO is provided by law in order to ensure and reinforce its technical independence.

**Good practice 2.8 (adopted from the European Statistics Code of Practice):** The statistical work programmes are published and periodic reports describe progress made.

**Good practice 2.9 (adopted from the European Statistics Code of Practice):** Statistical releases are clearly distinguished and issued separately from political/policy statements.

**Good practice 2.10 (adopted from the European Statistics Code of Practice):** The NSO, and where appropriate, other Statistical Authorities, comment publicly on statistical issues, including criticisms and misuses of statistics as far as considered suitable.

**Good practice 2.11:** Data collection, data production, and release of information are ensured without formal approval from third parties.

**Good practice 2.12:** A Statistical Council including external experts advises the Heads of National Statistical Authorities on strategic statistical issues. The nature of the Statistical Council and the reporting arrangements to government are provided for by law.

### **Response from adherent on Recommendation 2:**

***Please enumerate the main strengths and weaknesses identified with regard to recommendation 2. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 2 in your country?***

The law concerning INE mentions the professional independence of INE's authorities. However, as was noted in the response to Recommendation 1, the law does not refer to the technical independence of other NSS authorities, including the Ministry of Economy (to which INE belongs), because of the ministry's political nature.

Nevertheless, INE's Code of Good Practice (in force since 2015) explicitly states that INE and other NSS members must be professionally independent from political, administrative, and other kinds of external interference in order to guarantee the credibility of official statistics.

The national director of INE has, at the level of the government structure, the rank of service director and, as established by law, INE forms part of the executive branch through the Ministry

of Economy, the governmental body to which INE belongs. Thus, the recommendation would not be complied with; however, because the importance of the institution for the country, the national director has had access in practice to the levels of government (president, ministers, and undersecretaries), on repeated occasions. An example of this access can be seen in the 2017 Census, when the director of INE established relationships with ministers and undersecretaries, creating the National Census 2017 Commission. The commission was in charge of adopting the necessary measures to coordinate the collaboration and participation of the public services, which are obliged to provide INE with aid, personnel, means of mobilization, and other elements, in order to make efficient use of human and physical resources. This commission was chaired by the Minister of Economy and was composed of the former national director of INE, together with the Undersecretaries-General of Government, Interior, Regional Development, Education, Transport, and Social Development.

Continuing with technical independence, Law 17.374 specifies that the INE must produce and disseminate its official statistics independently of political influences and other external interference. In addition, in Article 4, letter c, the law states that the director of the INE has the power to determine the standardization and periodicity of publications. The resulting calendar of statistical products is published annually on INE's website<sup>18</sup>, thus eliminating the influence of any declaration of a political nature. Although not all NSS member institutions have a publication calendar, products created by INE in collaboration with other ministries are covered by formal agreements that establish their completion and delivery, which guarantees compliance with this measure.

The law concerning INE does not explicitly establish whether the director of INE and other national statistical authorities are responsible for the methods, procedures, content, and timing of statistical publications. The law refers only to INE's authority; nothing is indicated with respect to the other NSS authorities. As indicated above, the government has presented to Congress a bill that, among other things, seeks to improve this situation by correcting some existing weaknesses.

Most of INE's products have well-defined statistical methods, standards, and procedures. The corresponding documents are available on the institutional website. Similarly, INE has a statistical agenda (publications calendar)<sup>19</sup> with specific times and dates. The calendar is published at the beginning of each year.

The high professional capacity of the national director is guaranteed by the details of his curriculum vitae<sup>20</sup> and by the requirements specified in INE's profile of the position. Likewise,

---

<sup>18</sup> <http://www.ine.cl/inicio/agendaestadistica>

<sup>19</sup> <https://www.ine.cl/inicio/agendaestadistica>

<sup>20</sup> <https://www.ine.cl/institucional/autoridades>

Article 39 of Law 17.374 establishes the professional requirements of the director, technical subdirector, operations subdirector, administrative subdirector, and the prosecutor, ensuring that the technical competencies of INE's authorities are adequate for their positions.

Although the statistical authorities belonging to the NSS have excellent professional and academic backgrounds, their appointments are based on positions of political trust and are chosen by the President of the Republic and/or his ministers.

The nomination of the national directors of INE<sup>21</sup> can be made using the selection mechanism for senior public management, or they can be appointed, always considering their professional skills. In either case, the election is the responsibility of the highest authority in the country, making the director a trusted official of the President of the Republic. In both cases, the President may refuse to renew the appointment after 3 years in office (Article 57, Law 19.882) or request early resignation<sup>22</sup> (Article 58, Law 19.882).

The President of the Republic determined, by means of a Supreme Decree, to exempt the nomination of the current director from the application of the selection mechanism for senior public management, a power granted to him by Law (Law 19.882, Article 36 bis). The President appointed him directly while considering the professional competencies for the position.

INE has a range of twenty-three short-term statistical products, which are published at a previously stipulated date and time. Each publication is delivered in the form of a statistical bulletin and includes (if necessary and only occasionally) technical supplements or methodological documents that complement the bulletin with technical details related to any new analysis or methodology. In addition, the INE has around seventy periodical publications, consisting of statistical yearbooks, databases, compendia, specialized working documents, methodological documents, manuals, syntheses, and infographics.

Similarly, INE provides information on the work plans of the institution and the NSS in its annual National Statistical Compilation Plan (PNRE).

Documentation on the progress of programmed work only occurs in structural statistical products, through periodic reports disseminated to the public. For example, a schedule of the entire process of the 2017 Census was published in periodic reports on the progress of the census in its different stages (pre-census, operational tests, pilots, delivery of questionnaires, training process for interviewers, preliminary results, census operation, final results, etc.). Similarly, the main

---

<sup>21</sup> <https://www.serviciocivil.cl/wp-content/uploads/2017/06/Ley-19-882-POST-REFORMA.pdf>

<sup>22</sup> <https://www.serviciocivil.cl/wp-content/uploads/2017/12/Protocolo-de-Egreso.pdf>

benchmarks of the statistical work programs are made available to the public, for example, the change in base year of short-term economic indicators, such as the Consumer Price Index (CPI) and methodological changes of the National Employment Survey (ENE).

INE, in accordance with its legal nature—a technical and independent body that oversees the objectivity, impartiality, transparency, and quality of statistical data—has a policy for its publications that separates them from all national and international political contingencies. This is reflected in the publication of short-term bulletins and reports, which are always accompanied by press releases that provide statistical data, as well as in the technical analysis of the figures provided, which are objective and impartial, without comments or political economic analyses.

Public statements issued by INE, arising out of the recognition of an error or problem related to the nature, methodology, and/or results of statistical products, are made by the national director or by a spokesperson designated for that purpose. These public statements or press conferences communicate in a strictly transparent and timely manner any change, update, or rectification of data and statistical information provided by INE.

With regard to political declarations, INE makes public comments related to statistical issues only, especially in the event that an organization or natural person external to INE makes an erroneous interpretation of its statistical data. Interpretations of statistical data or information can thus be clarified, strengthening the exchange and technical capacity to elucidate, recommend, and provide guidance on issues related to the nature of the organization. However, to date there is no protocol on how and when this type of comment or clarification should be made.

Most of the collection, production, and publication of structural and short-term statistical information mentioned above are guaranteed without the formal approval of third parties, especially for INE's regular products. Nevertheless, products collected using the budget or counsel of other institutions usually must have the final approval of the head of the institution, or both institutions must coordinate before, during, and after the publication of the results. For other organizations that produce statistics, third-party approval, if applicable, cannot be guaranteed.

There is no permanent Statistical Council of experts that advises the national director on strategic matters. However, the Organic Law of INE orders the creation of the “National Statistics Commission”, a technical organization attached to the national director (Article 5), in accord with norms of Statistical Secrecy. The purpose of the commission is to advise the National Directorate of INE on various topics, such as the preparation and approval of the National Statistical Compilation Plan (PNRE); the agreement on the principles, norms, and directives; and the promotion of the training of experts. In practice, this commission functions sporadically without

systematically meeting the goals established by law, and representatives of organizations may or may not be experts in the field.

**Recommendation 3.** Adherents ensure adequacy of human, financial and technical resources available for the production and dissemination of official statistics. To this end, Adherents should ensure that resources are:

- i) sufficient to allow National Statistical Authorities to meet their commitment to quality, and to meet professional standards thereby fulfilling their role as providers of reliable, relevant and accessible data for national and international use;
- ii) adequate to produce a minimum core set of data, to be defined nationally or internationally, to monitor the economy, society and the environment.

**Good practice 3.1:** National Statistical Authorities have sufficient funding for statistical production and dissemination, to support staff training, to develop computing resources, and to implement innovation. Resources are adequate in magnitude and in quality to meet statistical needs.

**Good practice 3.2:** The adequacy of resources is regularly monitored.

**Good practice 3.3 (adopted from the European Statistics Code of Practice):** The scope, detail and costs of statistics are commensurate with needs.

**Good practice 3.4 (adopted from the European Statistics Code of Practice):** Procedures exist to assess and justify demands for new statistics against their cost.

**Good practice 3.5 (adopted from the European Statistics Code of Practice):** Procedures exist to assess the continuing need for all statistics, to see if any can be discontinued or curtailed to free up resources.

**Good practice 3.6 (adopted from the European Statistics Code of Practice):** National Statistical Authorities implement a policy of continual vocational training for their staff.

**Response from adherent on Recommendation 3:**

*Please enumerate the main strengths and weaknesses identified with regard to recommendation 3. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 3 in your country?*



The availability of the necessary funds for the production and dissemination of statistics, staff training, and innovation depends upon INE's annual budget request<sup>23</sup> made in April of each year to the Directorate of Budget (DIPRES), an agency of the Ministry of Finance. The request includes necessary and sufficient resources for the compilation of regular statistics. Approval of the request depends on the decision of the Ministry of Economy, which centralizes the draft budgets of all its dependent services, and on an analysis by DIPRES and the Ministry of Finance on the specific situation of INE, and the importance of INE's activities compared to other proposed uses of public resources.

Each year, the budget law allocates the amount necessary to maintain the regular production of statistics. However, the requested amount is not always allocated for projects for improved production, staff training, innovation, and computer resources.

INE monitors the allocated annual budget each month. If any deviations from the plan are detected, they must be reported to the DIPRES of the Ministry of Finance, and when the reasons are justified, a modification, a reallocation, or an increase of resources may be requested. However, DIPRES may refuse the request because resources left over from one budget line may not be able to be reallocated to others or to emerging needs.

In addition to the regular budget, each year INE received a transfer of resources from other institutions of the public sector for conducting some surveys. Examples include the following:

1. National Urban Public Safety Survey, ENUSC (financed by the Undersecretariat for Crime Prevention of the Ministry of the Interior and Public Safety).
2. Survey of Labour Conditions, Encla (financed by the Directorate of Labour of the Ministry of Labour and Social Welfare).
3. National Time-Use Survey, ENUT (financed by the Ministry of Women and Gender Equity)
4. Microenterprise Survey, EME (financed by the Ministry of the Economy)
5. Survey of Companies on Access and Use of Information and Communication Technologies (financed by the Ministry of Economy).
6. Census of Agriculture (financed by the Ministry of Agriculture).

Because INE is not a constitutionally autonomous body, it must follow government guidelines in budgetary matters. However, given its ever-present budgetary restriction, INE encourages the search for external resources for investment activities such as training, innovation, and/or process improvement. Good examples are the Institutional Modernization Project financed by the Inter-

---

<sup>23</sup> <http://www.dipres.gob.cl/598/w3-propertyvalue-15891.html>. Also see the documentation in folder 3.1.

American Development Bank (IDB)<sup>24</sup>, the Consumer Price Index (CPI) project financed by the Chile-Mexico cooperation fund<sup>25</sup>, and the Regional Public Goods (BPR) project of the IDB.

The Institutional Modernization Project, with financing from the IDB through the Modernization Program of the Ministry of Finance, has enabled INE to work on the following four components:

- 1) Processes: with the objectives of designing and implementing a process-management model and of redesigning the critical processes of the institution. The methodological design of process management considers the Generic Statistical Business Process Model (GSBPM), the international standard of reference for statistical products.
- 2) Planning: with the objective of designing and implementing an integral system of planning, evaluation, and supervision.
- 3) People: with the objective of designing and implementing the policy of human-resources management of the institution.
- 4) Information and Communication Technology (ICT): the objective is centered on strengthening the institutional technology platform.

In total, INE has implemented ninety-six projects, which are divided into various components. For INE, this program will end in 2019.

The Technical Subdirectorate (SDT) is responsible for analyzing INE's regular statistical products in order to increase the value of the statistical data by updating INE's statistical production according to the needs of society and users in general.

This work is framed within the OECD Council Recommendation on the Code of Good Statistical Practice, which strives "to ensure adequacy of human, financial, and technical resources available to the National Statistical Authorities for the production and dissemination of official statistics". Specifically, it states that there must be "procedures ... to assess and justify demands for new statistics in relation to their cost" and "procedures ... to assess the continuing need for all statistics, to see if any can be discontinued or curtailed to free up resources".

Currently, the update of statistical products is not a permanent activity for which direct resources are available for implementation. Nevertheless, efforts are being made to integrate this process into the permanent functions of INE.

The evaluation of statistics within INE is presented in two ways:

---

<sup>24</sup> <http://modernizacion.hacienda.cl/proyectos/modernizacion-ine>

<sup>25</sup> <https://www.agci.cl/fondo-chile-mexico-menu/noticias-chimex/1923-resultados-convocatoria-2018-8-proyectos-se-adjudicaron-el-fondo-conjunto-de-cooperacion-chile-mexico-2>

1) Individual efforts are made to improve INE's regular products or to determine whether their continuity is appropriate. An example of this is the change in the base year for short-term economic statistics and for prices.

2) New initiatives include a process to detect and assess needs, which includes institutional support for the applicant (internal and external) in the formalization of their request. This process ends when the assessment of its relevance is reported to the applicant, thus resolving whether the initiative meets the minimum standards established to assess its feasibility. The feasibility assessment, in turn, determines whether it is possible to construct the identified product according to its technical, legal, operational, information technology, and economic-administrative dimensions.

The procedure for detecting and evaluating new statistical needs is based on the GSBPM standard, which describes and defines the set of processes for official statistical production.

The complete process of detection and assessment of needs consists of the following sub-processes:

1. Identifying needs
2. Understanding the need in detail
3. Evaluating feasibility
4. Formalizing the request

Specifically, an evaluation is made of national and regional statistical initiatives that propose the updating of regular statistical products, the modification of a project or product, or the development of a new project or statistical product. At this point, an assessment is made of the development of technical, legal, operational (data-collection strategies), information technology, and economic-administrative activities. The assessment of economic-administrative activities ensures an adequate evaluation of costs related to the execution of each new product and statistical project.

To date, this procedure has been applied within INE for each new initiative but has not been sanctioned by administrative resolution. Because it is not an administrative obligation, some statistical initiatives may not be evaluated under this standard.

In general, the evaluation of new initiatives is slow (an evaluation may last four months without approval). For each project, cost estimates are subject to the calculation of sampling sizes and

other parameters because there is no standardized formula that delivers cost estimates according to the nature of production.

Recently, a web platform has been launched that provides the System of Statistical Initiatives<sup>26</sup>. Through this platform, all the country's public services will be able to enter project proposals for new statistical products in the feasibility process, to ascertain whether the project can be implemented with the support of the institution.

There are no established procedures on the need to evaluate the continuation of statistical projects. Nevertheless, when a product is discontinued, the primary consideration is technical (quality and relevance of the product) and the second is the availability of resources. Technical considerations and the relevance of the project are always the most important in this evaluation.

Finally, to ensure the professional capacity of staff, INE has made great efforts to provide training in specific fields through face-to-face instruction with an internal trainer or through internally designed e learning. Because of a limited budget and the constant need for improvement, external resources are constantly sought to fill the needs and enhance the capacities of INE's professionals. The Institutional Cooperation Unit of INE has made great efforts to take advantage of international training opportunities.

Several years ago, INE introduced the Training Needs Assessment (TNA)<sup>27</sup>, which applies a methodology to collect information through an online form at the national level. On this form, department heads can choose the four most relevant training areas for their team, from a list of topics associated with the duties and functions of INE.

The purpose is to identify the most recurrent and necessary development needs that contribute to the achievement of INE's objectives. With the results of the TNA and the budget allocated for this service, the Annual Training Plan (PAC) is prepared and formalized with the participation of both the National and Regional Directorates.

In addition, INE has operated the Bipartite Training Committee (CBC)<sup>28</sup> for many years. This committee has an active role in training and provides a forum for organized participation of and consultation with officials, including representatives of both the officials and management of INE. In various meetings, agreements and products are generated that complement the functions of the training and development unit, supporting the formulation of plans and training programs.

---

<sup>26</sup> <https://www.ine.cl/prensa/detalle-prensa/2019/07/04/ine-pone-en-marcha-plataforma-web-para-canalizar-requerimientos-de-nueva-estadistica-publica>

<sup>27</sup> See the documents in the Annual Training Plan (PAC) folder.

<sup>28</sup> See the documents in the Annual Training Plan (PAC) folder.

Similarly, INE's Code of Good Practice seeks to ensure that the resources allocated to national statistical activities are sufficient and adequate for the production of official statistics.

**Recommendation 4.** Adherents protect the privacy of data providers (including individuals, households, enterprises, administrations and all levels of government) and guarantee by law the confidentiality of the individual information provided and its use for statistical purposes.

**Good practice 4.1 (adopted from the European Statistics Code of Practice):** Statistical confidentiality is guaranteed by law.

**Good practice 4.2:** Specific measures are in place to ensure the full protection of individual data from any potential disclosure without consent, with the aim to ensure the confidence of data providers in participating in statistical surveys: written instructions and internal guidelines are provided to statistical authority staff on the full protection of statistical confidentiality in the production and dissemination processes; appropriate penalties are prescribed for wilful breach of confidentiality and for any disclosure of individual data of a private nature that could infringe upon private life. These penalties are well-known to statistical staff and new employees sign legal confidentiality commitment upon appointment.

**Good practice 4.3 (adopted from the European Statistics Code of Practice):** The confidentiality policy is made known to the public.

**Good practice 4.4 (adopted from the European Statistics Code of Practice):** Physical, technological administrative and organisational provisions are in place to protect the security and integrity of statistical databases.

**Good practice 4.5:** Provisions are in place and internal guidelines are available to allow external users access to micro-data for statistical research purposes under strict protocols and only after anonymisation of the data.

**Good practice 4.6:** Privacy issues as regards the use of new data sources (e.g. social network data) are identified and procedures are implemented to guarantee statistical confidentiality.

**Response from adherent on Recommendation 4:**

*Please enumerate the main strengths and weaknesses identified with regard to recommendation 4. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 4 in your country?*

Within the framework of recommendation number 4, Article 29 of Law 17.374 states "The National Statistics Institute, the fiscal, semi-fiscal agencies, and state enterprises, and each of their officers are prevented from disclosing the facts connected with any person or entity they have become aware of as a result of the duties proper to their offices. Strict confidentiality of said facts shall be known as statistical secrecy". Infringement thereof by any person being bound by this obligation shall amount to the crime described in sector 247 of the Criminal Code<sup>29</sup>, a custodial sentence being imposed in every case. Similarly, Article 30 of the same Law states, "statistical data may not be published or disclosed with express reference to the persons or entities directly or indirectly involved, if prohibited by them".

INE has conducted a series of campaigns, both internal and external, to make known to the public the meaning of statistical secrecy and confidentiality of information, and, because of its importance, INE will continue to reinforce this concept. On the other hand, information providers are aware of these measures because all collection processes of INE, regardless of its modality, refer to them, and interviewers are trained to provide more information if necessary. Likewise, all the questionnaires include a clear display of information related to statistical confidentiality.

Similarly, a page on INE's website refers to statistical secrecy<sup>30</sup>. Moreover, all the inter-institutional agreements signed by the INE contain a specific "statistical secrecy" clause and an indication of INE's obligation to anonymize data provided to third parties<sup>31</sup>, in other words, to provide anonymous information in order to protect the data of informants.

According to INE's Code of Good Practices, each official with access to information of an individual or confidential nature formally signs a declaration of commitment to confidentiality, which indicates the sanctions for non-compliance. Furthermore, access to micro-data is subject to confidentiality protocols, which have been established for external users who access micro-data for statistical analysis and research purposes. The data must be safeguarded in accordance with the security and confidentiality protocols established by current regulations.

The objective of the confidentiality policy<sup>32</sup> is to define guidelines for the confidentiality and non-disclosure of institutional information collected, processed, and transmitted by INE. When necessary, the confidentiality policy for agreements and/or contracts with third parties also establishes clauses related to the security of institutional information, which includes security,

---

<sup>29</sup> <https://www.leychile.cl/Navegar?idNorma=1984>

<sup>30</sup> <https://www.ine.cl/institucional/buenas-pr%C3%A1cticas/secreto-estad%C3%ADstico>

<sup>31</sup> See folder 4.

<sup>32</sup> <https://www.ine.cl/institucional/politicas-de-privacidad/>

confidentiality, and intellectual property, in addition to integrity clauses for honorarium agreements.

The confidentiality policy is available on the website of the institution, as well as in each of the contracts signed by officials at the time they enter the institution, including staff providing services on an honorarium basis. Similarly, the monthly institutional induction process (e learning<sup>33</sup>) for new INE officials includes guidelines on statistical confidentiality, data protection, and information security. Moreover, the confidentiality policy is addressed in contracts with service providers who may have access to INE's data.

To protect statistical databases, INE's information technology team implements provisions that ensure the backup and protection of information. However, these measures have varying levels of security and standards, and no clear safeguards are in place for the preservation of final and preliminary databases. Similarly, appropriate indications or spaces for the storage of physical data (paper questionnaires) are sometimes lacking. Protocols exist in this area; however, they require a wider dissemination and a means of verifying compliance by those in charge.

In 2019, the Information Security Department was created to anticipate the needs of information security, ensuring their integrity, availability, and confidentiality. The department reports directly to the national director, and its objective is to lead the implementation of policies and controls, evaluating and reporting information-security risks. The department also seeks to install an information security system based on the Technical Standard ISO 27001 and recent presidential directives<sup>34</sup>.

In spite of important efforts, the necessary degree of development to certify and validate the existing controls in the institution has not yet been achieved.

INE has implemented some measures on information security, including the following:

1. Clean-desk and unattended-screen policies: the objective is that every official knows, understands, and assumes their rights, responsibilities, and obligations for the use of and/or access to INE's information assets, seeking an appropriate role for all officials involved. In addition, the policy aims to reduce the risks of unauthorized access, damage, or loss of information in the workplace and in the rest of INE's facilities.
2. Email policy: the objective is to ensure the correct use of the institutional e-mail system and to publicize its acceptable and unacceptable use.

---

<sup>33</sup> See folder 4.

<sup>34</sup> <https://www.ciberseguridad.gob.cl/media/2018/10/Instructivo-008-23.10.2018-Ciberseguridad.pdf>

3. Cryptography Policy: the objective is to ensure that institutional encryption is used securely to protect the confidentiality and integrity of data of informants and users.
4. In 2017, the Technical Committee on Information Security was created to ensure the development of policies, procedures, and regulations for the system of information security management. Representatives of all of the areas of INE belong to the committee.

To provide access to information by users, INE publishes an open data platform<sup>35</sup> with relevant figures, map galleries, spatial data, regional data, documentation, databases of census results, vital statistics, gender data and atlas, micro-data from the 2017 Census, results of the 2017 Census in various formats (Redatam, Excel, CVS), and data on immigration in Chile, among other information.

INE also has a Database Catalog<sup>36</sup>, which is organized by category, statistical product, and version. The catalog is available to the public in an open format (CSV). This assures that the information provided is anonymous, thus protecting informants' information.

The platform .STAT<sup>37</sup> was recently launched. This platform enables users to search for data from statistical indicators by source of information (for example, the name of the survey), topic, or keyword, or by using a schematic outline of the platform. The flexibility of the platform lets users personalize the visualization of results of their search and modify the rows, columns, and variables in the tables.

**Recommendation 5.** Adherents ensure the right to access administrative sources to produce official statistics. To this end, Adherents should ensure that:

- i) National Statistical Authorities have the right to access administrative data for the regular production of official statistics and to use them in the interest of ensuring quality of official statistics, raising the analytical value of official statistics, reducing burden on survey respondents and reducing cost of statistical programmes;

<sup>35</sup> <http://geoine-ine-chile.opendata.arcgis.com/>

<sup>36</sup> <https://www.ine.cl/bases-de-datos>

<sup>37</sup> <https://stat.ine.cl/?lang=es>



ii) National Statistical Authorities co-operate with owners of administrative records as regards their statistical quality and have authority to influence their design to ensure they are fit for statistical purposes.

**Good practice 5.1:** The Statistical Authorities are authorised by law to use administrative records for the regular production of official statistics.

**Good practice 5.2:** Administrative sources are used whenever possible and cost-effective to avoid duplicating request for information and reduce reliance on direct surveys.

**Good practice 5.3 (adopted from the European Statistics Code of Practice):** National Statistical Authorities are involved in the design of administrative data in order to make administrative data more suitable for statistical purposes.

**Good practice 5.4 (adopted from the European Statistics Code of Practice):** National Statistical Authorities co-operate with owners of administrative data in assuring data quality.

**Good practice 5.5 (adopted from the European Statistics Code of Practice):** Agreements are made with owners of administrative records which set out their shared commitment to the use of these data for statistical purposes.

**Good practice 5.6:** Recommended practices are available for the reporting and presentation of administrative data.

**Good practice 5.7:** Linking administrative data with survey data is encouraged by National Statistical Authorities with the aim of reducing the burden on respondents, reducing the costs in producing official statistics, and increasing the analytical value of official statistics.

#### **Response from adherent on Recommendation 5:**

***Please enumerate the main strengths and weaknesses identified with regard to recommendation 5. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 5 in your country?***

As mentioned in chapter 1, Articles 17 and 20 of the law concerning INE address access to administrative data for the production of official statistics, specifying that fiscal, semi-fiscal, State enterprises, municipalities, and the armed forces must provide data, background information, work plans, and statistical information required by the institution.

The data provided by the organizations mentioned in the law may include administrative records, but the provision of such records is not explicitly stated. The legal framework does not clearly

indicate the functions and duties that would enable INE to progress more rapidly and promote standards for the creation of administrative records. Other public services often impose secrecy on data that emerged after the creation of the law concerning INE. Because of this, INE has sought inter-institutional cooperation agreements<sup>38</sup> to obtain access to databases of other public organizations, as was established in the Code of Good Practices for Chilean Statistics 2015<sup>39</sup>.

With these inter-institutional agreements, INE is currently using administrative records for validating and comparing data as well as for complementing sampling frames with the necessary adjustments for statistical consistency and for generating statistics. These records come from vital statistics, authorization of building permits, transportation and communication statistics, and yearbooks (including of the Police, Ministry of Justice, and Special Investigations Police), among other sources. No overall guidelines and/or processes have been created for the publication of regular products based on administrative records. However, several areas of INE are increasingly using techniques that include the use of administrative records.

Despite obtaining access to administrative records, the quality of these records needs to be improved or a program needs to be initiated to better use them because most are not collected for statistical purposes. Instead, they respond to the needs of the institution that collects them.

Vital statistics come from the civil registry system, which keeps continual and obligatory records of vital statistics of the country. These records are recorded in the Civil Registration and Identification Service of Chile. An agreement between the participating authorities<sup>40</sup>, which has been in force since 1982 and which was updated in 2012, is used to obtain this information. A National Committee on Vital Statistics was created for this purpose in accordance with the agreement. The committee is charged with overseeing the correct functioning of the system of vital statistics of Chile, promoting its continual improvement, and publishing and disseminating its results.

This successful relationship has formed a strong commitment to the design of administrative data related to vital statistics, following the majority of the recommendations of the World Health Organisation (WHO) and the United Nations (UN). Nevertheless, the implementation of these recommendations has been slow. For example, the implementation of new forms for childbirth services, deaths, and fetal deaths, already approved by the committee, have not been put into practice because of the difficulties in moving to the required computer platform.

---

<sup>38</sup> <https://www.portaltransparencia.cl/PortalPdT/pdttta/-/ta/AH007/AR/AREST/32315765>

<sup>39</sup> <https://www.ine.cl/institucional/buenas-pr%C3%A1cticas/c%C3%B3digo-de-buenas-pr%C3%A1cticas>

<sup>40</sup> These authorities are the Ministry of Health, the Civil Registration and Identification Service, and the National Statistics Institute.

The two essential sources for the creation of vital statistics are the Civil Registration and Identification Service (registration of the four life events) and the Ministry of Health, which provides data on births and deaths. In addition, the Ministry of Health and INE review, analyze, classify, codify, compare, harmonize, and check health and socioeconomic data as appropriate for each institution. INE systemizes and presents all available information, together with its current population data, with which it calculates the rates and indicators used to understand and study past and present behavior of various sectors of the population and project its possible development in the future.

Other examples of organizations with which INE has current agreements include the following: the Internal Revenue Service (SII)<sup>41</sup>, National Customs Service, the Institute of Labour Security, Financial Market Commission (CMF), and the Superintendency of Pensions, among others. These agreements assure continuity in the provision of data with the necessary safeguards for confidentiality of the institutions involved while always maintaining the principle of statistical secrecy. At the end of December 2018, INE published a statistical note with recommendations for comparing its data with administrative data for employment figures<sup>42</sup>.

In 2018, INE applied TASC (tool for assessing statistical capacity) for the second time. TASC is a self-evaluation tool whose purpose is to measure and evaluate the statistical capacity of the NSS of a country. Specifically, TASC was used for assessing the operational capacity of INE to produce and disseminate basic statistics obtained from censuses, surveys, and administrative records. The first time this tool was used was in the year 2014.

TASC evaluates ten fundamental areas of INE and the NSS. The area of administrative records had lowest score in both 2014 and 2018 (27 of 100). Some of the most important observations resulting from the use of TASC were the following:

1. INE does not have enough personnel trained for working with administrative records.
2. INE does not have an updated inventory of the sources of administrative data, that is, of administrative records available in Chile, including their name, applicable laws, database in which they are stored, their objective, the responsible organization, reference population, geographic reach, etc.
3. Metadata are not available for all administrative records, nor for the design of observations with variables, the origin of data from statistical records, quality indicators, or for any of the procedures involved.

---

<sup>41</sup> SII provides information used in compiling the National Directory of Companies, a framework used for surveys of companies.

<sup>42</sup> [http://www.ine.cl/docs/default-source/laborales/ene/publicaciones/nota-tecnica-contraste-de-la-evolucion-del-empleo-con-registros-administrativos.rar?sfvrsn=444a58d2\\_8&download=true](http://www.ine.cl/docs/default-source/laborales/ene/publicaciones/nota-tecnica-contraste-de-la-evolucion-del-empleo-con-registros-administrativos.rar?sfvrsn=444a58d2_8&download=true)

4. The lack of clarity in and emphasis on administrative records used for statistical purposes creates problems and redundancies in several areas of work.
5. The lack of clarity of how the NSS is organized and governed has an impact on administrative records. In addition, there is a risk of duplication and/or creating problems with data outside of INE.
6. INE has not established an adequate coding system for facilitating the harmonization of administrative records. Furthermore, INE does not have specific form of documentation for processes that use administrative records as a source.

The bill creating a new institutional framework for the NSS encourages the intensive use of administrative records for statistical purposes by requesting and receiving the necessary background information and data from the agencies of public administration. The administrative records are then used to create statistics. The framework is of fundamental importance for the adequate use and access of this source of information.

To contribute to this end, in 2019, INE created the Subdepartment of Government and Administration of Data, which has among its functions the planning and management of administrative records, in accord with the statistical necessities of the INE. The subdepartment is to lead in the implementation of this institutional project.

**Recommendation 6.** Adherents ensure the impartiality, objectivity and transparency of official statistics, through the development, production and dissemination by the National Statistical Authorities of statistics respecting scientific independence put in place in an objective, professional and transparent manner in which all users are treated equitably. Equitable treatment implies in particular equal access to data by all users.

**Good practice 6.1:** Official statistics are collected, compiled and disseminated on an impartial and objective basis and determined by statistical considerations only.

**Good practice 6.2:** Equal access to official statistics for all users at the same time is guaranteed by law. If a public or private body has access to official statistics prior to their public release, this fact and subsequent arrangements are publicised and controlled. In the event that a leak occurs, pre-release arrangements are revised to as to ensure impartiality.

**Good practice 6.3 (adopted from the European Statistics Code of Practice):** Choices of data sources and statistical methods as well as decisions about the dissemination of statistics are informed by statistical considerations.

**Good practice 6.4 (adopted from the European Statistics Code of Practice):** Errors discovered in published statistics are corrected at the earliest possible date and publicised.

**Good practice 6.5 (adopted from the European Statistics Code of Practice):** Information on the methods and procedures used is publicly available.

**Good practice 6.6 (adopted from the European Statistics Code of Practice):** Statistical release and statements made in press conference are objective and non-partisan.

**Good practice 6.7:** Statistical release dates and times are announced in advance. A twelve-month-ahead advance release calendar is provided. Official statistics are released according to a standard daily time. Any divergence from the dissemination time schedule is publicised in advance, explained, and a new date is set.

**Good practice 6.8:** Any major revision or changes in methodologies are announced in advance.

**Good practice 6.9:** Internal guidelines are made available by statistical authorities to respond to erroneous interpretation and misuse of statistics. They are well-known by staff.

**Good practice 6.10:** Statistical plans and programmes, methodologies, processes and procedures quality assessments are made publicly available by the statistical authorities.

**Good practice 6.11:** Guidelines exist for the presentation of data, including the treatment of time series breaks, and seasonally adjusted data, with the aim to ensure that official statistical data and metadata are presented in a way that facilitates proper interpretation and meaningful comparisons.

**Response from adherent on Recommendation 6:**

***Please enumerate the main strengths and weaknesses identified with regard to recommendation 6. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 6 in your country?***

As noted above, Law No. 17.374 specifies that INE should produce and disseminate official statistics, regardless of political influences and other external interference. Specifically, Article 2(a) states that INE must "collect, technically develop, analyze, and publish official statistics", which in practice is fully complied with.

Similarly, Article 4(c) of the same law lists the functions and duties of the national director, who must "determine the standards and frequency for INE's publications". However, because the NSS is decentralized and some products are collected with the budget and/or advice of other institutions, those in charge often impose their views and opinions on the methodology and publication of the results of these products.

The 2008 Law No. 20.285 on access to public information regulates transparency in public functions, the right to access information from the agencies of public administration, the procedures for exercising the right to information and for the protection of this right, and exceptions to the access to information. All citizens are guaranteed access to information, including resolutions, acts, records, contracts, agreements, and information created with funds from the public budget.

INE also has a Transparency and Citizen-Assistance Unit, whose objective is to satisfy the information needs of all citizens for data generated by the institution. This area has several formats for user services, including the following:

1. A contact form with a user-registration system that gives detailed information on the case
2. Telephone numbers provided to users for obtaining further information
3. On-site information at the central offices of INE
4. An online chat forum, launched recently, enabling the user to contact an operator

To assure impartiality, scientific and technical rigor, objectivity, and transparency in official statistics, INE informs the public of results, figures, and data from statistical products through its communication platforms. Similarly, it informs the public about its sources, methods, and decisions regarding the dissemination of statistics.

INE also informs all citizens when there is a change in the publication calendar or when a specific product will no longer be published. Public statements on any methodological change, update, or contingent situation of the service are made with absolute impartiality while protecting the agency's integrity.

Thus, as stated in the Code of Good Practices of Chile and in the Code of Ethics of INE 2016<sup>43</sup>, INE is required to have documented procedures for evaluating and controlling the quality in each stage of statistical production, in accordance with internal guidelines and international norms. Nevertheless, most products do not include evaluations on quality, and of those that do include them, most do not make them available to the public. The only exception at present is the Family Budget Survey, which publishes all methodological documentation and a report on the quality of the results.

INE analyzes and documents the calculation of both sampling and non-sampling errors. However, this information is not publically available. When errors are detected in already published

---

<sup>43</sup> <https://inechile.sharepoint.com/sites/Intranet/DocumentosHome/Codigo%20de%20Etica%20INE.pdf#search=error>

statistics, they are corrected, and an errata sheet is disseminated in a timely manner through institutional communications channels (the web page at [www.ine.cl](http://www.ine.cl) and on social media, Twitter @INE\_chile and Facebook INE Chile). Nevertheless, this process is not documented or formalized.

Concerning methods and procedure for statistical production, INE publishes all of its products on its website and on its social media accounts (Twitter and Facebook). Thus, for example, each short-term or structural product has a microsite where INE publishes figures, bulletins, graphs, and methodology that describe the procedures that apply to each product. In addition, INE informs in advance of changes in the base year (CPI), updates of sampling frames (National Employment Survey), and publication of working documents on non-response used in the Family Budget Survey, among others.

However, this process is not documented or formalized, nor does it follow the same standard of publication for all products. Similarly, INE maintains constant communications with groups of experts and holds educational conferences with journalists and/or users specialized in communicating these changes<sup>44</sup>. These committees are convened, for example, when methodological changes are made, or according to other contingencies. Some committees also provide technical advice in various areas related to the functions of INE. The recognition of the professionals who make up these committees is based upon demonstrable educational requirements and experience and may be changed to meet specific needs.

INE's statistical products are published with date and time, strictly following a calendar published on the institutional website<sup>45</sup>, and are officially approved each year by resolution. When bulletins and related documents are disseminated, an accompanying press release is distributed to all national and regional communication media of the country, in addition to certain regional and national authorities, public agencies, academics, experts in economics and statistics, leading economic agencies (such as the Central Bank), and others.

Similarly, INE publicizes changes that occur in the publication dates or when a product is either added or discontinued. For example, in 2019, INE communicated to users the change in the publication date of bulletins of some statistical products and the elimination of some bulletins

---

<sup>44</sup> <https://www.ine.cl/prensa/detalle-prensa/2018/08/17/ine-realiza-primera-reuni%C3%B3n-de-grupo-de-expertos-de-estad%C3%ADsticas-laborales>; <https://www.ine.cl/prensa/detalle-prensa/2019/04/15/ine-reanuda-reuniones-con-grupo-de-expertos-en-ipc>; [https://webcache.googleusercontent.com/search?q=cache:8AehttxypaQJ:https://www.ine.cl/docs/default-source/default-document-library/presentaci%C3%B3n-ipc.pdf%3Fsfvrsn%3D6a205bd2\\_0+&cd=1&hl=es-419&ct=clnk&gl=cl](https://webcache.googleusercontent.com/search?q=cache:8AehttxypaQJ:https://www.ine.cl/docs/default-source/default-document-library/presentaci%C3%B3n-ipc.pdf%3Fsfvrsn%3D6a205bd2_0+&cd=1&hl=es-419&ct=clnk&gl=cl)

<sup>45</sup> <https://www.ine.cl/prensa/detalle-prensa/2019/01/02/ine-publica-calendario-de-indicadores-de-coyuntura-2019>

that were published in the calendar<sup>46</sup>, despite continuing to publish the databases of these products at the date and time published in the calendar.

Regarding internal guidelines in response to erroneous interpretation and/or to misuse of statistics, INE does not have formal instructions related to standards for dissemination of data. Nevertheless, most teams usually follow informal protocols (e.g., for authorizations, signatures, and inspections). These protocols are well known among INE personnel, as is the importance of being rigorous, impartial, and objective in the dissemination of data.

For inquiries made by the media, the national director is the official spokesperson and responds from a base of information provided by production teams. These processes are not documented nor are there any formal internal guidelines for post-publication procedures.

**Recommendation 7.** Adherents employ sound methodology and commit to professional standards used in the production of official statistics. To this end, Adherents should:

- i) apply appropriate statistical procedures and methods, including a stated revisions policy;
- ii) strive to adhere to international norms and standards, such as methodological manuals developed by the United Nations Statistical Commission or by the OECD, and international classifications in the statistics collected by the OECD.

**Good practice 7.1:** Official statistics are produced according to strictly professional considerations, including scientific principles and professional ethics with regard to methods and procedures used for the collection, processing, storage and dissemination of statistical data.

**Good practice 7.2 (adopted from the European Statistics Code of Practice):** Sound statistical methodology requiring adequate tools and procedures and expertise is implemented and guaranteed by the national statistics law.

**Good practice 7.3:** International statistical standards, guidelines and good practices are applied in the National Statistical System as appropriate.

**Good practice 7.4:** National statistical classifications developed by statistical authorities are consistent with international classifications. Detailed concordance exists between national classifications and the corresponding international classification.

<sup>46</sup> <https://www.ine.cl/prensa/detalle-prensa/2019/04/01/ine-informa-sobre-los-boletines-de-productos-coyunturales-que-dejaron-de-circular-a-partir-de-marzo-de-2019>



**Good practice 7.5 (adopted from the European Statistics Code of Practice):** Procedures are in place to ensure that standard concepts, definitions and classifications are consistently applied throughout the National Statistical Authorities

**Good practice 7.6:** Subject matter advisory committees made up of external experts advise on relevant statistical matters.

**Good practice 7.7 (adopted from the European Statistics Code of Practice):** Graduates in the relevant academic disciplines are recruited.

**Good practice 7.8:** Co-operation with the scientific community, academic institutions and international organisations is organised to improve methodology and the effectiveness of the methods implemented, and to improve methodological and technical skills of staff.

**Good practice 7.9:** Strategies for recruitment, as well as processes for technical and managerial development and training of existing staff, are established, implemented, and revised as required.

**Good practice 7.10:** In the case of statistical surveys, questionnaires and systems for production are systematically tested prior to the data collection.

**Good practice 7.11:** Parallel runs are undertaken when systems or questionnaires are redesigned in any significant way.

**Good practice 7.12 (adopted from the European Statistics Code of Practice):** Survey designs, sample selections and estimation methods are well based on regularly reviewed and revised as required.

**Good practice 7.13 (adopted from the European Statistics Code of Practice):** The business register and the frame for population surveys are regularly evaluated and adjusted if necessary in order to ensure high quality.

**Good practice 7.14 (adopted from the European Statistics Code of Practice):** Data collection, data entry, and coding are routinely monitored and revised as required.

**Good practice 7.15 (adopted from the European Statistics Code of Practice):** Appropriate editing and imputation methods are used and regularly reviewed, revised or updated as required.

**Good practice 7.16 (adopted from the European Statistics Code of Practice):** Revisions follow standard, well-established and transparent procedures.

**Good practice 7.17:** A revision schedule is published by the producers of official statistics.

**Good practice 7.18:** The design of statistical questionnaires used in survey-based data collection processes is regularly reviewed.

#### **Response from adherent on Recommendation 7:**

***Please enumerate the main strengths and weaknesses identified with regard to recommendation 7. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 7 in your country?***

Official statistics at INE are produced according to professional criteria on the collection, processing, storage, and dissemination of statistical data. In recent years, as part of the institutional modernization process, INE has been implementing process management (GSBPM), systematically fostering a culture of continual improvement in statistical production by oversight of the documentation of processes, measurement of performance, and automation (or digitization) of these. Under this model, the criteria and principles to be developed in each of the processes and sub-processes of statistical production are regulated. To date, the stages of all business processes have been completed; however, not all of them are documented or formalized, nor do they have performance indicators.

Because INE does not exercise the governing role of the NSS, it cannot ensure that other agencies that produce statistics adhere to international guidelines for their production or that documentation of these processes is available.

In terms of statistical classification, internal classifications are consistent with the various international classifications; in addition, national adaptations are based on international statistical standards such as ISIC REV 4, CPC 2.0<sup>47</sup>, and ISCO 08. Because of the importance of using the same classification, many of the statistics-producing agencies of the NSS use both international classifications and their national adaptations.

Officials of INE regularly conduct statistical classification audits and provide training for producers in other statistical agencies, as well as for producers within INE. This practice is valued, and it ensures the correct use and implementation of international and national classifications.

The conceptual definitions of transversal variables, such as household, enterprise, and establishment, are not fully harmonized at the institutional level—not all products and producers use the same definitions. For example, INE's household surveys recently adopted a standard definition of "household", which was applied nationally in the last population and housing census (2017) and is now used in household surveys. However, in other areas such as economic statistics, the creation of unique concepts, including company and establishment, is still pending. The same

---

<sup>47</sup> <https://www.ine.cl/docs/default-source/publicaciones/2015/cpc2.cl.pdf?sfvrsn=6>

problem occurs at the level of the NSS, where agencies use different definitions of the same variable.

INE has implemented mechanisms for public participation to encourage involvement in institutional activities. Thus, INE created a Civil Society Council (COSOC), whose function is to express its opinion to the National Directorate of INE regarding institutional processes. COSOC consists of members of different social organizations related to institutional work and meets regularly. The council has become a venue where various statistical issues are presented and observations, comments, and feedback are received. The council is periodically reconvened; in fact, this year there will be a new public appeal, which aims to summon new and greater participation so that the council will have representatives from academia, unions, international organizations, and NGOs.

In addition, Organic Law of INE establishes the National Statistics Commission and the Technical Statistics Advisory Committee, both made up of experts from different entities related to the work of INE. The law indicates the functions of both. However, as noted in recommendation 1, neither of the two bodies is currently in session, as established by law.

Furthermore, as part of the measures implemented by INE during the process of Chile's accession to the OECD, a series of expert advisory committees were created for improving the quality of statistical products, and many of these committees are still meeting regularly. For example, the group of experts in labour statistics has participated in the discussions on methodological changes to the National Employment Survey (ENE). Another example is the Committee of Experts of the Consumer Price Index (CPI). The aim of this latter committee, which brings together renowned national economists, is to discuss the main methodological advances in the CPI since January 2019 and their direct impact on products, in addition to modifications in the new CPI basket over the same period.

For the same purpose, INE organizes cooperation initiatives with other institutions, which has enabled the participation of international experts from institutions such as the following:

1. The International Monetary Fund (IMF)
2. The Economic Commission for Latin America and the Caribbean (ECLAC)
3. The Labour Organization (ILO)

For the Population and Housing Census and the Census of Agriculture, INE includes as a good practice the convening of external committees, which are advisory bodies whose purpose is to review the state of progress and planning and thus to provide transparency and legitimacy to

census operations. Such is the case of the committee convened for the 2017 Census, which was made up of representatives of the United Nations Development Program (UNDP), the Latin American and Caribbean Demographic Centre (CELADE), the International Labor Organization (ILO), and recognized national experts in the field.

Although all these committees have had very good results and have given greater transparency to the institutional processes, they are still not used in all the relevant areas of INE. The expanded use of the committees is an important challenge for the teams in charge of each statistical product.

Recently, a consultative "Statistical Advisory Council" was convened. This council consists of people with extensive professional experience and technical knowledge, and its main objective will be to advise the national director on matters related to the NSS bill, which is currently under discussion in the Senate.

Although INE systematically tests questionnaires and computer systems of its principal products prior to data collection, it does not do so for all its products. In some cases, because of strict deadlines for updates based on the results of the tests, only limited testing is done. In addition, the necessary resources for this type of test are not always readily available.

The products for which pilot surveys are used to detect possible problems in the instrument and/or in the processing systems do not have standardized protocols at the institutional level. Thus, it is extremely important to generalize the use of both pilots and protocols. It is essential that pilots and protocols become an obligatory stage both for regular statistics and, even more importantly, for new statistics.

Important instances in this area are the November 2016 operational trial of the 2017 Census, which was designated in planning for the census. Its execution represented a crucial stage in the census plan.

International observers from the Statistics Offices of Peru and Ecuador, as well as representatives from Latin American and Caribbean Demographic Centre (CELADE), participated actively in this exercise. Afterwards they met with INE's authorities to deliver the results of their observations and make a series of recommendations to improve the operation of the census.

Likewise, when significant changes are made to forms, pilot studies are undertaken to evaluate the possible impacts of these changes in the collection of statistics. Normally, INE provides ample

publicity of these changes and provides the necessary documentation to facilitate comparisons between the various versions of the studies.

In general, INE follows standardized processes for the design, selection methods, and estimation methods used in surveys of companies and households. Household surveys follow other national statistical offices, using standard methodologies with a framework of geographically stratified areas. However, INE should implement improvements in some areas when the sampling frame is updated in 2020.

For economic surveys, designs are stratified according to the number of workers or the size of sales; however, the sampling frame from which the sample is taken is limited by not having a designated policy on administrative records nor an economic census on which to base the sampling frame.

Currently, INE updates its methodologies for surveys every two or five years when the survey design is created and its improvements are evaluated. Short-term indicators are updated whenever a change in base year is made.

The directory of companies is mainly compiled from information of the Internal Revenue Service (SII). This information comes from the monthly tax statement, which must legally be retained and documented in the fiscal treasury (Valued Added Tax, or VAT). To date, the framework, and the information within it, has been annually “freed” with a delay of one year and six months. However, beginning in 2020, the directory will contain information from not only Form 29 of the statement on pending payments for VAT but also other records from SII, data collected during INE’s surveys, and other administrative records. In addition, the period for updating the framework was defined as at least once per year.

The new Sampling Frame of Dwellings (MMV), which is used in the sampling frame for household surveys, came into force in July 2019. INE constructed the MMV from information obtained in the 2016 Pre-census and the 2017 Census. This frame is based upon the definition of compact geographical areas with a uniform number of dwellings. The MMV uses socioeconomic stratification, and it will be updated every year from a base of administrative records and field observations. The sampling frame for agriculture is based on the 2007 Census but in 2020, after the Census of Agriculture is completed, a new sampling frame will be constructed.

INE’s unofficial protocols and manuals for the supervision and review of data during collection, entry, and coding enables units in charge of each product to review each of these stages, whether for surveys collected via web or for in-person interviews. Usually, reports are generated at each

of the stages and, if necessary, previously defined correction procedures are applied. However, these protocols are not fully standardized at the institutional level, so not all the standards are necessarily homogeneous among products or product families. Likewise, INE cannot ensure that these measures are applied in the statistical production of the other NSS agencies. Finally, it should be noted that budgetary resources for these activities are often limited.

INE has not established a schedule for the review of form and substance of official statistical products. Current reviews use the revision and rectification initiatives of each producing unit within of the institution. Thus, for example, in surveys with yearly (or higher) frequency, reviews of the product and its associated questionnaires are conducted in accord with their frequency. On the other hand, questionnaires for short-term products are updated according to the cycles (base year changes) of each product.

The hiring of personnel in the public sector uses a standardized system for the competitive hiring process established by administrative statute<sup>48</sup>. A web platform<sup>49</sup> publishes all openings in institutions of public administration.

Generally, applicants pass through four states before hiring.

1. Background review: the experience and profession of applicants are reviewed to confirm that they meet the requirements.
2. Technical examination: applicants take a technical exam to evaluate whether they have the minimum knowledge to perform their function within the institution, if required by the contracting department.
3. Psychological evaluation: applicants are evaluated to ensure that their psychological profile is suitable for their position.
4. Interview with the head of the unit: in this process, applicants are interviewed by the head of the unit to determine whether the applicant is fit to perform the function.

INE's strategic planning 2018–2022 establishes “organizational excellence” as one of its three strategic axes. This means not only making efforts to improve INE's own technical processes and results but also fostering the competencies of people working in the organization. The management of officials has been strengthened in recent years by the implementation of a comprehensive policy of personnel management in which the management of competencies and criteria for remuneration are the main points. This policy requires an effort not only to improve

---

<sup>48</sup> <https://www.leychile.cl/Navegar?idNorma=236392>

<sup>49</sup> [www.empleospublicos.cl](http://www.empleospublicos.cl)

technical processes and results but also to foster the structure and organization of the management of officials.

The application of the competency-management model covers five important topics: selection, induction, performance, mobility, completion, and, finally, training. INE reviewed of the structure and approved profiles of families of positions. Initially, 587 different profiles were detected within the institution and, after analysis, 264 profiles approved at the National Directorate level and 24 at the Regional Directorate level<sup>50</sup>.

Public institutions create an Annual Training Plan (PAC), financed by the annual budget of each institution. For INE, the plan is managed by the Subdepartment of Selection and Development, which compiles training needs every year in the month of October.

In the process of detecting training needs, an information-gathering methodology is applied by means of an online form that presents a list of topics from which officials are asked to indicate the four most relevant options for their team.

The purpose of this process is to determine which training needs are most common and relevant for achieving INE's objectives and, within the assigned budget, to create and formalize the process, including observations from the Regional Directorates of INE.

After prioritizing areas for training, the plan is sent to the Civil Service for review and approved by the director of INE by an exempt resolution.

In addition, each year the Institutional Cooperation Unit of INE manages a wide range of cooperative activities with national and international bodies, including participation in international seminars, workshops, and internships, thus promoting and incentivizing the professional development in officials of INE.

One of the most notable good practices in this area involves the Bipartite Training Committee, which plays an active role in responding to the participation and organized inquiry of officials. This committee includes representatives of officials and the Directorate of INE. In committee meetings, agreements may be made and products developed that complement the functions of the training and development unit, supporting the formulation of training plans and programs.

---

<sup>50</sup> See folder 7.

An e-learning platform was recently initiated<sup>51</sup>. With this platform, the Annual Training Plan (PAC) was able to increase the number of courses 125%, totaling 4,269 courses in 2018. Of these, 2,372 courses were on the e-learning platform and 360 were from the institutional induction program. An important number of these courses may be taken in the short term by officials of other institutions of the NSS.

**Recommendation 8.** Adherents commit to quality of statistical products and processes, in particular to key quality dimensions as defined in national and international quality assessment frameworks, for instance in the *Quality Framework and Guidelines for OECD Statistical Activities*: timeliness and punctuality (statistics are released in a timely and punctual manner); relevance (statistics meet the needs of users); accuracy (statistics accurately and reliably portray reality); credibility (confidence is placed by users in statistics products); coherence and comparability (statistics are consistent internally, over time and in space and it is possible to combine and make joint use of related data from different sources); and interpretability and accessibility (see Recommendation 9).

#### Quality management, monitoring, evaluation plans and reports

**Good practice 8.1:** A quality policy ensures that the producers of official statistics systematically assess the quality of official statistics. Quality policy is publicly available through guidelines, frameworks, reports, etc. and staff members receive appropriate training for their application.

**Good practice 8.2:** An efficient, and possibly independent, quality management system exists. It includes an appropriate organisational structure; quality indicators and other tools and processes for the planning, implementation, and monitoring of the quality of source data; and the collection, processing, and dissemination of official statistics.

**Good practice 8.3:** The national quality management systems are based on recognised models for quality frameworks, such as the IMF Data Quality Assessment Framework (DQAF), the European Foundation for Quality Management, European Code of Practice, the European Statistical System Quality Assurance Framework, Total Quality Management and ISO EN 9001, etc.

**Good practice 8.4 (adopted from the European Statistics Code of Practice):** There are regular and thorough reviews of key statistical outputs involving external experts where appropriate (ECoP).

**Good practice 8.5:** Quality assessment and certification processes guarantee the official nature of statistics produced in various parts of the NSS.

---

<sup>51</sup> <http://academiavirtual.ine.cl/portal/faqs.php>



**Good practice 8.6:** The organisational structure of the entities belonging to the NSS and governance arrangements are appropriate and regularly reviewed to assess and justify new statistical demands and related costs.

**Good practice 8.7:** Information and communication technologies are regularly monitored and assessed for use in data collection, data processing and data dissemination.

#### Accuracy

**Good practice 8.8 (adopted from the European Statistics Code of Practice):** Source data, intermediate results and statistical outputs are regularly assessed and validated (ECoP).

**Good practice 8.9:** National Statistical Authorities put in place processes to ensure that sampling and non-sampling errors are measured, systematically documented, and that information is made available to users.

**Good practice 8.10:** Studies and analysis of revisions are regularly conducted according to transparent procedures and the results are made available to users.

#### Timeliness and punctuality

**Good practice 8.11:** Timeliness meets international statistical release standards.

**Good practice 8.12 (adopted from the European Statistics Code of Practice):** The periodicity of statistics takes into account user requirements as much as possible (ECoP).

**Good practice 8.13 (adopted from the European Statistics Code of Practice):** A standard day time for the release of statistics is made public. (ECoP)

**Good practice 8.14 (adopted from the European Statistics Code of Practice):** Preliminary results of acceptable aggregate accuracy are released when considered useful. (ECoP)

#### Coherence and comparability

**Good practice 8.15:** Official statistics are consistent within datasets (i.e. elementary data are based on comparable concepts, definitions and classifications and can be meaningfully combined), across datasets (i.e. data are based on common concepts, units, definitions and classifications, or that any differences are explained and can be allowed for) and over time (i.e. data are based on common concepts, definitions, units, classifications, and methodology over time, or that any differences are explained and can be allowed for).

**Good practice 8.16 (adopted from the European Statistics Code of Practice):** Statistics from the different sources and of different periodicity are compared and reconciled (ECoP).

**Good practice 8.17 (adopted from the European Statistics Code of Practice):** Statistics are compiled according to common standards with respect to scope, definitions, classifications, and units in the different surveys and sources. (ECoP)

## Relevance

**Good practice 8.18 (adopted from the European Statistics Code of Practice):** Processes are in place to consult users, monitor the relevance and utility of existing statistics in meeting their needs, and consider their emerging needs and priorities. (ECoP)

**Good practice 8.19:** User satisfaction surveys are undertaken on a regular basis. The results are publicly released and considered as an input for decisions about plans and priorities and they are reflected in the statistical work programmes.

## **Response from adherent on Recommendation 8:**

***Please enumerate the main strengths and weaknesses identified with regard to recommendation 8. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 8 in your country?***

INE does not currently have a quality framework or policy as established in this recommendation and in other international guidelines. Consequently, the National Statistical System (NSS) does not have a framework that guarantees statistical quality.

Nevertheless, in recent years, INE has been developing and applying a series of initiatives to address key aspects of quality, which have been determined by national and international assessment frameworks. These frameworks must be formally incorporated in the short term so that both INE and the NSS have a quality policy.

The first initiative is the Code of Good Practices for Chilean Statistics, created in 2008. The objective of the code is to be a regulatory instrument structured by the principles of good practices that contribute to national statistical production. This code was based on fundamental ideas that govern the practice of statistical activities, and it was based on the Code of Good Practices of the United Nations.

Because of regional dynamics and the various projects developed by the institutional-strengthening working group of the Statistical Conference of the Americas (SCA ECLAC), INE revised and updated its National Code of Good Practices in 2015. The new version contains seventeen principles of good practices and includes the most recent recommendations of the Regional Code of Good Practices. These principles have three fundamental pillars:

### A. Institutional environment

- B. Statistical process
- C. Statistical production

The purpose of these principles is to increase user confidence in statistical authorities and to reinforce the quality of the statistics produced and disseminated under the responsibility of these authorities, thus promoting the use of the best international methods and practices in official statistics. However, this instrument has not been formalized and has not been correctly implemented within the INE, nor in the other institutions of the NSS.

A project named “Structure of the Statistical Quality Unit”, developed with the support of Statistics Canada (StatCan), resulted in a second initiative, which created the Statistical Quality Unit, in 2014. The purpose of the unit was to strengthen and centralize INE’s existing initiatives on quality and good practices.

Similarly, since October 2016, INE has had a Code of Ethics, whose objective is to establish and promote standards of conduct for officials of INE and to reach a high level of ethical commitment within the institution and its members as well as within the public with whom INE’s officials interact daily in the course of their duties.

This code was prepared through participatory work in which personnel offered their opinions and expectations regarding the main risks or possible risks to integrity and ethical standards when performing their duties.

In 2017, the first Committee for Institutional Quality was formed. The committee consists of subdirectors and department heads, according to the topic under discussion, and remains active to date. The objective of the committee is to establish a policy on quality in statistical production, which is to be extended throughout the NSS, with INE as the governing body. Clearly, this committee must be strengthened so that it can properly implement international standards and recommendations for reliable statistics of the highest quality.

In addition, INE is currently using the first Guidelines on Management and Documentation of Metadata (NGDM), whose objective is to document metadata that accompany statistical products, in accord with international practices on transparency, clarity, and accessibility. This process includes two international standards on metadata: the Data Documentation Initiative (DDI) y the Dublin Core.

In spite of efforts in this area (and because NGDM is a recent initiative), not all of INE’s statistical products have been documented. Similarly, INE does not have standardized or formalized

processes for the evaluation of quality for the NSS, nor does it certify the quality of statistics produced by the institutions of the NSS.

Some of the good practices on statistical quality that have been implemented within INE include the following:

1. INE has completed training in the majority of its teams on the correct use of data sheets (DDI and Dublin core), methodological documentation, and reports on quality. These practices are currently being implemented as part of the NGDM, and they have helped teams to incorporate the guidelines into their products little by little and to understand their benefits.
2. INE's online platform now includes a course on statistical quality. The purpose of this course is to create awareness of the necessity of recognizing the concept of statistical quality, its properties, and models that can be used to guarantee quality in production. Currently, 100 officials of INE are taking the course, and it will soon be available to the rest of the NSS.
3. On its website, INE is preparing a web page on which all documents and information related to quality will be published.
4. Since 2018, the Statistical Quality and Standards Unit has been preparing conceptual notes and disseminating them to officials. These notes are on topics of interest on statistical quality in INE, in processes, and in statistical products. These notes are available on the institutional intranet and are disseminated via e-mail to all of INE's officials.
5. INE has been using the Instrument for Quality Measurement of Administrative Records (IMCRA), an initiative undertaken in 2018. The initiative also includes a pilot program for two institutions of the NSS. Its aim is to enable the evaluation of administrative records in order to transform them into statistical records and maximize their use.

Although INE does not have a formal mechanism for quality measurement, it does have many instruments for its measurement. A notable example of measures currently being developed by INE is the standardized publication of tabulations of all products in CSV format, which assists in reconciling and comparing statistics from different sources.

Although systematic internal revision of statistics and publication of the results is not an institutional practice, INE recently created the Department of Statistical Analysis, which has among its functions the continual revision of the stages of statistical production within the institution.

Sampling errors are documented in the methodology of the product. For some products, errors of measurement of the principal estimate are reported. Recently, thanks to the implementation of the Guidelines on Management and Documentation of Metadata (NGDM), INE has been producing a report on quality that contains details of these errors. However, this documentation is only available internally and, as already mentioned, has not been applied to all of INE's production nor has it been standardized on a national level.

Similarly, no institutional guidelines are in place for reconciling statistics from different sources. INE has an external validation practice for study results, based on various sources, but this practice is not systematic nor is it applied to all products.

INE tries to use common nomenclatures in its statistical production. However, not all concepts, definitions, and statistical units use them. Thus, efforts must be made to disseminate and apply these standards. Nevertheless, the currently used classifications<sup>52</sup> have been formally approved by administrative acts, thus guaranteeing their use in statistical production.

The recommendation that mentions international standards for the publication of statistics is partially completed. Some products are published according to the recommendation, while other products (such as those related to structural statistics), because of their complexity, often have a period longer than suggested in international recommendations. However, there is a lack of systematized information on the time gaps between the processes of collection and publication, as well as on whether publication schedules meet users' needs and requirements.

As was mentioned above on recommendations on dissemination, INE's publication calendar includes the day and hour when short-term statistical products are published. This calendar is strictly observed. Users can find the calendar in various communicational platforms of INE.

Between November 2018 and March 2019, users were offered a satisfaction survey whose objective was to assess their perception and evaluation of customer service available at INE and to measure their level of satisfaction with INE's principal statistical products. The survey also had a module showing the statistics and/or initiatives that INE needs to increase users' level of satisfaction. The results of the survey will be available soon and will no doubt be information of fundamental importance for the continual improvement of INE's statistical production.

Finally, concerning information and communication technologies, the Institutional Modernization Project (financed with funds from the Inter-American Development Bank, or IDB) includes within

---

<sup>52</sup> These are classifications by activity (ISIC), product (CPC), and occupation (ISCO).

in its four axes the strengthening of technological infrastructure. The project requires a complete technological transformation of base infrastructure in order to meet internal needs for processing, storage, and analysis, as well as to meet external needs associated with the availability of data. Of the \$4.747 billion pesos available for the project, a little more than 60% has been allocated to this axis for strengthening technological infrastructure, which was initiated in 2015 and will be completed in 2019.

In recent years, INE has been building a technological platform that guarantees processing and storage capabilities with policies and methodologies that provide for a secure, integrated, and reliable infrastructure. As was mentioned previously, because this project presents the greatest challenge and the greatest use of resources, a wide range of initiatives from INE's areas of support have been developed. These initiatives can be grouped as follows:

- a. The definition and formalization of a strategy concerning information-technology services
- b. Technological platform with modernized and strengthened hardware, basic software, and communications
- c. Processes with support tools and with policies and plans in the areas of quality, security, operational continuity, and contract administration, among others
- d. Methodologies and standards for the development of software and websites
- e. Standardization and consolidation of databases
- f. Control and management of defined changes

In response to the transverse relevance of this area for INE's statistical production process, the Information Technologies Subdirectorate was created this year. This new subdirectorate has the same status within INE as the main areas of statistical production.

**Recommendation 9.** Adherents ensure user-friendly data access and dissemination, so that statistics are presented in a clear and understandable form, released in a suitable and convenient manner, including in machine-readable form ('open data'), can be found easily and are available and accessible on an impartial basis with supporting metadata and guidance. This also entails a commitment to respond to major misinterpretations of data by users.

**Good practice 9.1:** Statistical information is available through different dissemination tools, including media channels, Internet, online database and paper publications and easily downloadable in different formats.

**Good practice 9.2:** A dissemination policy ensures the free dissemination of official statistics.

**Good practice 9.3:** In order to ensure equal access to national statistics for international users, English-language statistical information (data and metadata) is available on websites of National Statistical Authorities.

**Good practice 9.4:** A corporate strategy and appropriate guidelines are in place for the preparation of statistical publications (paper and electronic).

**Good practice 9.5:** A corporate database and glossaries promote the use of standard statistical concepts and definitions.

**Good practice 9.6 (adopted from the European Statistics Code of Practice):** Users are kept informed about the methodology of statistical processes including the use of administrative data.

**Good practice 9.7 (adopted from the European Statistics Code of Practice):** Metadata are documented according to standardised metadata systems.

**Good practice 9.8:** A corporate strategy and appropriate guidelines are in place for the preparation and dissemination of metadata on concepts, scope, classifications, basis of recording, data sources, statistical techniques, differences from internationally accepted standards, annotation of good practices, geographical coverage, etc.

**Good practice 9.9:** Processes ensure that sampling and non-sampling errors are measured and systematically documented and that information is made available to users for all key statistical outputs.

**Good practice 9.10:** Internal guidelines are available in statistical agencies on responding to erroneous comments. These guidelines are well known by staff.

**Good practice 9.11 (adopted from the European Statistics Code of Practice):** Access to micro-data is allowed for research purposes and is subject to specific rules or protocols.

**Good practice 9.12:** Where a pricing policy exists for specific services or custom-designed products, conditions of sale are clearly communicated.

**Good practice 9.13:** Educational material is developed with the aim to enhance the use of official statistics and to avoid their misuse and misinterpretation.

**Good practice 9.14:** Official statistics are released in machine-readable form ('open data') that encourage reuse and analyses.

**Response from adherent on Recommendation 9:**

*Please enumerate the main strengths and weaknesses identified with regard to recommendation 9. Are other good practices relevant to this recommendation implemented in*

***your country? What kind of actions do you consider important to improve the situation as regards recommendation 9 in your country?***

INE has various tools for statistical dissemination, including the following:

1. INE's web page: [www.ine.cl](http://www.ine.cl).
2. INE's intranet, the channel of internal dissemination of information
3. Social Media (Twitter@INE\_Chile and Facebook INE Chile) through which INE's statistical products are disseminated
4. An online database with various formats (CSV, Excel, Redatam, INE.stat)
5. An open-data platform, or Open Data, available to all users

By presenting statistics in a clear and comprehensible manner, all these communication channels ensure that users have easy access to data and its dissemination.

At INE's web site, users can access the bulletins and principal statistical products, as well as methodological documents on which they are based. Many of these documents are available in both English and Spanish.

Similarly, since the middle of 2018, a series of working documents has been made available to experts, researchers, academics, students, and the interested public. These documents are based upon research by INE's technical teams, and they have resulted in studies on key conceptual, analytical, and methodological aspects of INE's products. The documents seek to promote an interchange of ideas among the various components of the NSS and to encourage analysis among users of data produced by INE.

In March 2019 began an important advance for the strengthening of dissemination of indicators when INE became the first Spanish-speaking institution to initiate the INE.Stat platform for disseminating its statistics.

Internationally, this tool is considered among the best for the storage and publication of indicators because it enables users to search for information interactively and flexibly, to personalize the results, and to export them in Excel, CSV, or SDMX-XML.

The first stage of the platform was provided to INE by the International Labour Organization (ILO) through a collaboration agreement aimed at implementing a labour market information system (LMIS). Because INE officially joined the Statistical Information System Collaboration Community (SIS-CC) of the Organization for Economic Co-operation and Development (OECD)—to which the



ILO is also a party—INE was able to expand the range of indicators to be published in this repository and join the community's objective, which is to encourage mutual support to achieve a more open and innovative dissemination of data and collective improvement of the .Stat.

The INE.Stat platform presents statistics in a more user-friendly, flexible, and interactive way and makes it possible for users to personalize the data search. Users can sort the information and define the visualization of the tables as they wish, changing rows to columns or applying different filters. In addition, INE.Stat offers the possibility of viewing various predefined intersections of data, exporting them in different formats, and complementing the search by accessing the metadata (i.e., the methodological data sheets that describe the indicators and include relevant information about the variables).

In this first stage, the INE.Stat platform has thirty-six labour market indicators available, consisting of labour informality (four), income (fifteen), micro-entrepreneurship (ten) and remunerations (seven). In the coming months, the platform will incorporate sixteen indicators derived directly from the National Employment Survey (ENE). At the same time, the platform includes eleven modules with statistics on the environment, covering one hundred and twenty variables related to topics such as water, air, biodiversity, land, and soils.

For the preparation of the documentation available to users, a publications-protocol manual defines standards, guidelines, types of publication, and the corporate image. This manual is published on the institutional intranet and is known to all officials and collaborators of the organization. INE also has a flowchart of the publication process with dates, times, deadlines, periodicity, and those responsible for the products to be published, among other items. At the same time, internal calendars with the periods and publication of various documents (yearbooks, syntheses, infographics, working documents, etc.) are always available.

As was described previously, the methodological changes to statistical products are always reported to the public. An example of this is the recent methodological change of the National Employment Survey (ENE), which was disseminated through press releases with the advances, methodological reports, technical supplements, working documents, and other documentation to support the entire process.

On the other hand, the sources from which the statistical data are extracted are of public knowledge and are cited in the corresponding texts and documents. Thus, for example, the report on foreigners residing in Chile as of December 31, 2018, has corresponding citations from the sources of the Department of Immigration, the Special Investigations Police, etc. The national

employment bulletins cite the institutions that provide administrative data, such as the Superintendency of Pensions.

Concerning the Guidelines on Management and Documentation of Metadata (NGDM) mentioned in Recommendation 8, INE has begun to implement guidelines for the creation of a minimum of three documents in each process and statistical product: the Methodological Document, the Quality Report, and the Technical Data Sheet. Together these constitute the institutional NGDM. However, the development of these documents is not yet established in practice for all teams; therefore, the contents published by each team are of varying depth. INE is making a great effort to bring all products into compliance with these guidelines.

For years, INE has had an educational module that produces didactic and training material on its main statistical products. In 2015, the educational project “INE in your classroom” was launched. This project is currently known as “INEduca”. The objectives of this initiative are to bring statistics closer to the educational community in a didactic and entertaining way, to publicize the importance of statistical data, and to contribute an educational resource, based on plans and programs of the Ministry of Education (MINEDUC), for students and teachers. In addition, a community outreach program in educational establishments is carried out through talks given by INE professionals.

In addition, INE produces a large quantity of informative and didactic material of its main statistics—including infographics, syntheses, microsites, and map galleries—in open-data formats, available to all users. INE has educational modules with a focus on students. The aim of these modules is to present INE's statistical products in a simple, straightforward, and didactic manner.

Finally, a good practice implemented during the 2017 Census was the translation of the census questionnaires into more than five languages including English, French, Portuguese, German, and Haitian Creole. The latter translation was for the Haitian-immigrant population, which represents an important percentage of immigrants in the country.

The purpose of this measure was that, at the time of the census, all people who did not speak Spanish could understand the questions. In the operations that took place in areas known for their migrant population there were teams that spoke French and Haitian Creole. Likewise, a bilingual team participated in the census operation at the airport.

**Recommendation 10.** Adherents establish responsibilities for co-ordination of statistical activities within the National Statistical System. To this end, Adherents should ensure that:

i) the co-ordination of statistical activities among statistical producers is done through the use of standard concepts and classifications and avoids the duplication of effort;

ii) responsibilities for such co-ordination function are clearly laid out and anchored in statistical legislation.

**Good practice 10.1:** The role and responsibilities of all producers of statistics are clearly determined by law. A co-ordinator of the National Statistical System, such as the NSO, is also designated by law.

**Good practice 10.2:** The designated co-ordinator has responsibility to co-ordinate the statistical activities of official producers in the NSS and to represent the NSS as a whole. This concerns in particular the use of appropriate statistical concepts and procedures, the implementation of international standards and efforts to minimise duplications in data collection, production and dissemination of official statistics.

**Good practice 10.3:** Procedures, mechanisms, tools, guidelines, or agreements are in place to ensure effective co-ordination within the NSS. Procedures include: establishment of a national statistics plan; co-ordinated data dissemination, e.g. through a single data portal; assistance with implementation of international standards and classification; and common quality management processes.

**Good practice 10.4:** Exchange of statistical information between statistical agencies is actively undertaken.

**Response from adherent on Recommendation 10:**

*Please enumerate the main strengths and weaknesses identified with regard to recommendation 10. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 10 in your country?*

As mentioned above, despite the age of the Organic Law concerning INE, Decree No. 1062 has been promulgated and remains in force. The decree establishes the regulations of INE, indicating the functions and responsibilities of the Institute, the national director, the National Statistics Commission and its members, and the Technical Statistics Advisory Committee. The decree also regulates the functions of the Technical, Operations, and Administrative Subdirectorates of the institution.

Within these provisions, it is stipulated that the national director will preside over the sessions of the National Commission, whose members will be bound by statistical-confidentiality rules to comply with international provisions and good practice. However, it is not explicitly mentioned in the law that INE exercise leadership of the National Statistical System (NSS), although this function can be inferred from the powers and responsibilities mentioned above.

Unfortunately, both the National Statistics Commission and the Technical Statistics Advisory Committee, both established by law, have not been able to carry out the functions as stipulated in the law, nor have they had continuity for completing tasks for the correct functioning and coordination of the NSS.

In addition, the legislation concerning INE does not establish the functions and responsibilities of the producers of statistics who are members of the NSS. Thus, INE has not promoted the adequate use of statistical concepts and procedures, the implementation of international standards, nor the necessary actions to minimize duplication in data collection among the member institutions of National Statistical System. One of the reasons for this situation is that INE has not been able to systematically implement each of these measures for all of its own products, making it very difficult to promote them to other members of the NSS.

In spite of this situation, INE carries out activities that, by law, are the functions and duties of the director and the commission. These functions include the preparation of the National Statistical Compilation Plan 2019 (PNRE), which is a tool for the systematized compilation of the statistical products of the NSS, prior to their collection and creation. The PNRE is a planned guide, which is presented through a data sheet based on the Metadata File currently being implemented by INE.

This plan is submitted for the approval of the Presidency of the Republic, and it must contain the statistical production of fiscal entities, semi-fiscal entities, municipalities, State enterprises, and universities that compile, process, and disseminate statistics in a systematized manner.

In July of each year, this information is collected so that it can be submitted for presidential approval by 1 December and that the files can be published during the first quarter of the following year. Currently, the surveyors have begun to identify the statistical production to be compiled in 2020. The inquiry was addressed to approximately 370 institutions.

All versions of the PNRE are available on INE's website and, beginning in 2019, will be available through a query system that seeks to standardize information on statistical products (including censuses, surveys, and administrative records) and their generation.

A still pending task is to detect duplication of the same variable from information provided by the institutions in the PNRE. With this information, the necessary alerts could be created, and thus, to the extent possible, a more efficient use of both economic and technical resources could be coordinated.

Although INE has the power to request information from various companies and establishments of the country, this process is different when dealing with State institutions or bodies, whose delivery in many cases depends on the preferences of the institutions or the authorities in charge. Thus, it is not always possible to access data with the necessary level of detail. Furthermore, as has already been mentioned, some institutions impose their confidentiality clauses on the statistical secrecy that governs the INE. The sharing of data between the member institutions of the NSS is constantly encouraged and in most cases is formalized through cooperation and information exchange agreements. This practice ensures only the continuity and regularity of the shared information but does not guarantee information of high quality. This latter point is clearly a challenge that INE, as head of the NSS, must face in the short term.

**Recommendation 11.** Adherents commit to international co-operation. To this end, Adherents should:

i) encourage statistical producers to achieve common goals in statistics jointly with the statistical producers in other countries and with international organisations, with a view to developing internationally comparable statistics, to designing international standards and to exchanging information on good practice;

ii) provide the necessary data for the OECD's reporting system and analytical work, in compliance with international statistical standards as recognised by the OECD and preferably using the Statistical Data and Metadata eXchange method/standard in particular for domains with internationally agreed Data Structure Definitions (DSDs).

**Good practice 11.1:** National statisticians participate actively and regularly in international expert groups, conferences and workshops.

**Good practice 11.2:** National Statistical Authorities participate in joint projects with other countries to share development burden.

**Good practice 11.3:** Heads of NSOs or their staff chair international statistical bodies.

**Good practice 11.4:** National Statistical Authorities participate in the main international statistical fora to exchange on their statistical practices, to participate in research and conceptual work and to contribute actively to the definition and design of international norms and statistical standards.

**Good practice 11.5:** Access to micro-data by international organisations is explored as a means to reduce the burden of countries responding to questionnaires.

**Good practice 11.6:** National Statistical Authorities provide complete and timely answers to the questionnaires of international organisations.

**Good practice 11.7:** Producers of official statistics use modern statistical and IT tools, such as SDMX for the regular transmission of data and metadata to international organisations, notably the OECD.

**Response from adherent on Recommendation 11:**

*Please enumerate the main strengths and weaknesses identified with regard to recommendation 11. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 11 in your country?*

INE actively participates in the different international statistical forums, such as the United Nations Statistical Commission and the various working groups held there. At the regional level, officials participate in the Statistical Conference of the Americas, which is the regional statistical body that promotes the development and improvement of national statistics and their regional and international comparability. Officials also regularly participate in the Committee on Statistics and Statistical Policy of the OECD and its various working groups. In addition, INE takes part in the statistical activities of other organizations such as the FAO, ILO, UN Women, and UNICEF, among other organizations.

Within the framework of the United Nations (UN), the director of the INE is officially the country's representative in the UN Statistical Committee and, at the regional level, is the official representative of Chile in the SCA-ECLAC. During the 2018–2019 biennium, the current director assumed the presidency of the Executive Committee.

In the OECD, the director of INE forms part of the Statistics and Statistical Policy Committee. The director was also part of the Bureau (executive committee) for two consecutive biennia (2014–2015 and 2016–2017). Likewise, in the International Conference on Labour Statistics (ICLS), INE officially participates as Chile's technical representative.

Within ECLAC, INE is participating in most of the current working groups: Censuses, Labour Market, Household Surveys, Poverty Measurement, National Accounts, Institutional Strengthening, Environmental Statistics, International Classifications, Agricultural Statistics, Gender Statistics, Information and Communication Technology Measurement, Disability Measurement, Childhood and Adolescence Statistics, and Administrative Records.

INE has led the working group on Labour-Market Indicators of the SCA-ECLAC since 2012. Likewise, INE coordinates working groups on Household Surveys and on Censuses for the biennium 2018–2019.

INE serves as technical advisor to the national council for the implementation of the 2030 Agenda for Sustainable Development, in which its main task is to participate in the Working Group on Indicators, advising and validating the national indicators framework. Because of these responsibilities, INE has actively participated in the preparation of the two Voluntary National Reports of Chile for the 2030 Agenda<sup>53</sup>.

In 2017, INE began its participation in the National Committee on the Montevideo Consensus<sup>54</sup> (CDM), as well as in the Editorial Committee and the Ad Hoc Working Group in charge of drafting a proposal for Indicators for the Regional Follow-up of the CDM, a framework that was approved in November 2017. In 2018, INE officially assumed the national coordination pro-tempore of the Montevideo Consensus.

Because of its activities and international recognition, INE receives a large number of invitations each year to participate in meetings, seminars, and workshops, where officials can exchange experiences and receive training in various areas, enabling the constant creation of new statistical capacities and the continual improvement of INE's teams.

One of INE's main weaknesses in this area is a lack of the necessary resources to participate in all the meetings and workshops to which INE is invited, including those that are most relevant to its work and institutional interests.

In spite of this, an important initiative provides INE with resources from international organizations, making it possible to participate in some of the meetings, either through the direct financing of these organizations or through financing from cooperation projects, such as the Chile-Mexico Cooperation Fund and Regional Public Goods Projects, among others.

---

<sup>53</sup> <http://www.chileagenda2030.gob.cl/documentos/informes>

<sup>54</sup> The Montevideo Consensus is the most important intergovernmental agreement on population and development in Latin America and the Caribbean.

In the area of international cooperation, INE's Institutional Cooperation Unit has among its functions the following:

- Promote and manage national and international cooperation.
- Design the plan for institutional cooperation and determine the necessary steps to complete it.
- Guide the development of national and international cooperation projects and monitor those that have been approved.

This endeavor has resulted in a continuous exchange in the form of internships (within INE and in other institutions), videoconferences for the exchange of good statistical practices with other national statistical offices (especially in Latin America and the Caribbean, and with other specialized institutions), and visits by international experts, among others activities. Thus, for example, after the 2017 Census, INE received delegations of the statistical offices from Argentina, Ecuador, Guatemala, and Colombia, among others, with the objective of observing in detail each of the stages of the census process. INE has also provided technical advice on issues such as cartographic updating and the hiring external companies to scan census questionnaires.

Another function of INE's Institutional Cooperation Unit is to coordinate and respond in a timely manner to requests for information from international organizations, national statistical offices of other countries, or national public institutions. To this end, internal and inter-institutional coordination has been developed to respond in a timely manner to each of the requests. In addition, INE established the good practice of holding periodic meetings with its institutional counterparts. The purpose of these meetings is to reach an agreement on which issues each institution should handle and on ensuring a response to questionnaires that are systematically received.

**Recommendation 12.** Adherents encourage exploring innovative methods as well as new and alternative data sources as inputs for official statistics, and in particular encourage statistical agencies to actively explore possibilities to use new data sources (including large datasets owned by the private sector), or to combine existing and new data sources as input for official statistics. At the same time, these opportunities are weighted against the limits of using modern information technologies and the need to maintain the quality of official statistics.



**Good practice 12.1:** National Statistical Authorities actively encourage and undertake research on new sources and new methods for official statistics, including in the private sector and through combination of existing sources.

**Good practice 12.2:** National Statistical Authorities develop methodological work and IT structure to ensure the quality of official statistics when new and alternative data sources are used as input.

**Good practice 12.3:** An explicit policy is formulated towards the use of “Big Data<sup>55</sup>” and private data that considers legal, technical and methodological implications.

**Good practice 12.4:** Implications for statistical infrastructure, statistical methods, and analytical tools are systematically assessed.

**Good practice 12.5:** There are explicit agreements between producers of official statistics and owners of private data; and legislation which regulate access to this information and deal with privacy issues.

**Good practice 12.6:** National Statistical Authorities participate in the development of capabilities to process geospatial data.

#### **Response from adherent on Recommendation 12:**

*Please enumerate the main strengths and weaknesses identified with regard to recommendation 12. Are other good practices relevant to this recommendation implemented in your country? What kind of actions do you consider important to improve the situation as regards recommendation 12 in your country?*

According to the recommendation on the development of and research on new sources and methods for official statistics, the teams related to short-term economic statistics frequently research the measurement of indicators and alternative sources. At present, however, this practice is not applied systematically, nor is it used for all official products generated by INE.

Although many of the indicators currently rely on direct surveys of informants, INE constantly evaluates alternatives that use of administrative registers, which would, among other things, reduce the burden on the informant and thereby increase the availability of time for the analysis of information from the most influential companies. Examples of this are the Commerce Indices and the Index of Sales of Services.

---

<sup>55</sup> Big data are data of high volume, velocity, and variety that demand cost-effective, innovative forms of processing for enhanced insight and decision making (definition based on Gartner).

Vital statistics are another example of good use of administrative records for statistical production. For thirty-five years, these statistics have been compiled by exchanging records as stipulated in the "Inter-institutional Collaboration Agreement". This agreement, signed in 1982 and recently updated, is between the Ministry of Health, the Civil Registration and Identification Service, and INE. In spite of the good performance in this area, important challenges remain, including the following:

1. Improvement of the timeframes for data publication
2. The incorporation of technology
3. International quality certification of the country's vital statistics, in collaboration with the Pan American Health Organization (PAHO) and the Latin American and the Caribbean Network for Strengthening Health Information Systems (RELAC SIS)
4. The improvement in the quality of administrative records, for which it is essential to continue focusing on the stage of information capture of the record

Aware of the importance of intensifying the use of administrative records in statistical production, INE is working on a project called "integrated system for the statistical use of administrative records". The aim of the project is to provide INE with a model for the organization of work teams and computer development that enables the integration of administrative records and surveys into statistical production, under a functional-theoretical framework and with international standards of quality and computer security. Similarly, the project's mission is to respond to the needs set forth in INE's 2018–2022 strategic axes and objectives, as well as to the need for improvements demonstrated during the application of the TASC (Tool for Assessing Statistical Capacity) by the Inter-American Development Bank in 2018 (IDB, 2018).

In general, the project involves the technological development of an integrated management system of work teams for statistical production. The project uses a value chain (established by INE through the Statistical Production Model (GSBPM)) for the interconnection of survey results with administrative records. Once achieved, it will be possible to obtain incremental databases for statistical uses in different fields of study. This will support efficiency in data-gathering costs and in informant burden, through continual improvement of the administrative-collection systems of institutions.

INE has a computational structure that ensures the statistical quality and protection of the indicators and databases generated. Currently, some of these indicators include the use of administrative records in their calculation. Similarly, with this computational structure, this source of information can be incorporated little by little.

The previously mentioned administrative-record project envisages the creation of a computer repository, or data and metadata warehouse, for the storage and integration of administrative records. Its design will consider international experience in the construction of data warehouses for statistical production based on administrative records. Experts in the Integrated System of Administrative Records will be in charge of the project, and its pillars will be people, activities, companies, and the Real Estate Registry.

In regard to the use of Big Data, the institution is not currently working on direct regulation for the integration of public and private data. However, progress has been made in the signing of agreements with public institutions for the management of large databases. Such is the case of the recent agreement signed between the INE and the Millennium Institute Foundational Research on Data. The agreement will combine resources, capabilities, and tasks, in order to develop subjects of joint interest in scientific and technological research related to the application of databases, the semantic web, algorithms, data mining, artificial intelligence, big data, and network behavior, among other topics, to statistical development and production.

In Chile, the Geospatial Data Infrastructure System (GDIS), an Institution led by the Ministry of National Assets, is responsible for promoting initiatives to make public geographic information accessible to government agencies, private entities, and the public, in order to support decision-making and policy formulation through inter-institutional coordination. These initiatives provide a robust legal framework and promote the use of modern technology platforms and compliance with technical recommendations.

Over the last ten years, INE has participated in the following activities related to geospatial data:

1. The implementation of standards for cartographic and geographic processes in the elaboration of products related to geodesics, interoperability, dissemination, metadata, and documentation
2. Leadership in technical working groups for the generation of street axes, for the national geodatabase of street names and numbers, for hydrography, and for administrative divisions, among other working groups
3. Transfer of knowledge to other institutions by the training and documentation of good practices, which have been reflected in documents such as "Good Practices and Success Stories in Geospatial Information Management", Chapter 3, *Urban Dynamics and Continuous Cartographic Update*<sup>56</sup>

---

<sup>56</sup> This document is available (in Spanish) at [http://www.ide.cl/images/Publicaciones/Documentos/LIBRO\\_BUENAS\\_PRACTICAS\\_2018.pdf](http://www.ide.cl/images/Publicaciones/Documentos/LIBRO_BUENAS_PRACTICAS_2018.pdf)

In addition, INE, as the guarantor of the production of statistical data at the national level, has a platform of statistical and geographic data freely accessible to all users. The platform provides the community with maps, applications, documentation, and other spatial information for use in consultation, analysis, and decision-making.