



Mission Statement of STATISTICS AUSTRIA

Future-Trends-Prospects.
Future-Trends-Prospects.





*Director-General - Statistics
Prof. Dr. Tobias Thomas*



*Director-General - Finance
Dr. Gabriela Petrovic*

Dear Colleagues,

The key purpose of official statistics is to portray in figures trends in our society and our country as realistically as possible in order to provide a solid factual basis for informed decision-making. As a result of our membership of the European Union the products prepared in our organisation are also included in the overall data pool of the European Statistical System. Against this backdrop, compliance with fundamental principles such as objectivity, reliability, transparency and scientific methodology – as well as the continuous improvement and further development of our products – are basic prerequisites for the high standard of quality to which we are committed.


In order not only to meet the increasing demand for up-to-date and high-quality statistics but also not to burden enterprises and households with a constantly growing number of statistical surveys, Statistics Austria has consistently tried over the past years to build up its register competence and to contribute to the increased use of administrative data in order to reduce the load on our respondents. In an environment of limited resources we need to continue to strive to improve the efficiency of the statistical production process without adversely affecting the quality. The application of new technologies and the increasing integration of individual statistics offer new opportunities in these respects.

It is you, our staff, who lay the foundation stone for the excellence and success of our products. We trust that through your personal commitment and motivation, you will help us optimally to implement the aims and principles described in this paper and therefore fulfil our goal of being the leading information service provider in Austria. Together we shall succeed in realising this aspiration.

Statistics Austria Management Team

Preface

Guiding Principle



Statistics Austria strives to be a modern, high-quality information center for society, science, economy, politics and administration. A significant factor to achieve this is the production and communication of relevant "facts of life". Data information is provided in an easily accessible and comprehensible manner for further processing, following scientific principles and using various communication channels.

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Customer Orientation

Our attention centres on our customers - citizens, business enterprises, public administration, politicians and scientific communities as well as European and international institutions. To satisfy their information requirements through our products and services, is our most important target.

Product Quality

We ensure the highest quality and timeliness of our products and services. Impartiality, objectivity, relevance and accuracy of the data are of particular concern to us as well as the integration into an overall system of harmonized statistics for Austria and Europe. Our statistical data and analyses are generally accessible.

In order to achieve the product quality required, we proceed along the lines of internationally acknowledged scientific methods and standards, and promote innovative developments. For this purpose, state-of-the-art quality control instruments are used.

Staff Orientation

We promote an open, communicative and achievement-oriented business culture. We trust in qualifications and flexibility as well as in an openness toward change and self-improvement. Motivation, commitment and job satisfaction for all staff members are decisive factors in achieving success. Therefore, we promote learning, self-responsibility, innovative ideas as well as a team- and project-oriented way of working, and we support a co-operative management style.

www.statistik.at

Reducing Respondents' Burden

We regard the citizens and business enterprises providing us with data as partners. Wherever possible their cooperation with regard to statistical inquiries should be carried out on a voluntary and anonymous basis, with the help of electronic media and of sample surveys, only. The use of alternative data sources has clear priority over conducting surveys.

Data Protection

Strict confidentiality and data protection are of utmost concern to us when handling the individual data of citizens and business enterprises. Confidentiality provisions with regard to the publication of statistical results prevent the identification of individual persons or business enterprises.

Efficiency

We have a duty to all our clients, especially the public ones resourced by the taxpayers, to obtain optimum results with the resources available to us. In order to increase our efficiency, we regularly scrutinize our business processes to find ways of optimising our work, and use innovative EDP techniques as well as modern planning, management and controlling instruments.

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Our Services

Our Services



For your inquiries, STATISTICS AUSTRIA provides the following service institutions:

Information Office

A central point supplying general statistical information

Phone: +43 (1) 711 28-7070

Fax: +43 (1) 711 28-7728

e-mail: info@statistik.gv.at

opening hours: Mon - Fri 9 a.m. - 4 p.m.

Consumer Prices Index

tape: 0800 501 544

CPI-Information - Phone: +43 (1) 711 28-7645

e-mail: vpj@statistik.gv.at

opening hours: Mo - Fri 9 a.m. - 4 p.m.

Reference Library

for contemporary and historical information on Austrian and international statistical publications

Phone: +43 (1) 711 28-7814, 7815

Fax: +43 (1) 711 28-7728

e-mail: bibliothek@statistik.gv.at

opening hours: Mon - Fri 9 a.m. - 3 p.m.

Press Information

provided to journalists

Phone: +43 (1) 711 28-7777, 7767

e-mail: presse@statistik.gv.at

opening hours: Mon - Fri 8 a.m. - 4 p.m.

Address of all service institutions

Guglgasse 13, 1110 Vienna



Service

Use our extensive internet data supply:

www.statistik.at

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