

Indikátor dôvery v službách_en

1 Contact	
1.1 Organization	Štatistický úrad Slovenskej republiky
1.2 Address	Lamačská cesta 3/C, 840 05 Bratislava 45
1.3 Contact name	Juraj Lecký
1.4 Organization unit	Odbor štatistiky stavebníctva, obchodu a služieb
1.5 Phone number	+421 2 50236 341; +421 2 50236 339
1.6 Email address	info@statistics.sk
2 Metadata update	
2.1 Date of last update	03.04.2023
3 Popis štatistiky	
3.1 Popis údajov	
Statistical inquiry is focused on evaluating the current situation and determining the further expected development of main economic indicators in businesses in the service industry and, by its nature, belongs to the group of qualitative inquiries.	
3.2 Klasifikačný systém	
The indicator of trust in services is classified according to the Statistical Classification of Economic Activities in the European Community (NACE Rev. 2).	
3.3 Pokrytie štatistických oblastí a okruhov	
The trust indicator in services pertains to business entities whose main activities are classified within the service sector (Sections H-N according to SK NACE Rev. 2).	
3.4 Štatistické pojmy a definície	
The trust indicator in services is a composite measure calculated as the arithmetic mean of the cyclical balances of total demand level, expected demand, and business situation. The survey questionnaire covers the following areas: 1. Business situation trend 2. Level of demand 3. Number of employees 4. Expected demand 5. Expected price trend 6. Expected number of employees.	
3.5 Štatistická jednotka	

The reporting unit is a business enterprise.
3.6 Cieľová populácia
All enterprises with 10 or more employees registered in the commercial register and entrepreneurs with an annual turnover exceeding 5 million EUR are included.
3.7 Geografické pokrytie
The survey pertains to all regions of the Slovak Republic.
3.8 Časové pokrytie
The business tendency survey in services has been fully harmonized with the methodology requirements, as well as the way of ensuring and calculating composite indicators, of the European Commission since 2002.
3.9 Bázické obdobie
The base period is not relevant for submitting absolute values.
4 Merná jednotka
The published data for the services confidence indicator take the form of the so-called business tendency balance.
5 Referenčné obdobie
The reference period for the services confidence indicator is a month.
6 Inštitucionálny mandát
6.1 Právne akty a iné dohody
The competence of the Statistical Office of the Slovak Republic to collect data is generally regulated by Act No. 540/2001 Coll. on State Statistics as amended. The obligation of the addressed subjects to provide data is also provided for in this Act on the basis of the Program of State Statistical Surveys, which is established for a three-year period. The Business Tendency Survey in Services is part of the common harmonized program of EU business and consumer surveys carried out by partner institutions in EU member and candidate countries, coordinated and co-financed by the European Commission under a Framework Partnership Agreement.
6.2 Spoločné využívanie údajov
The Statistical Office of the Slovak Republic publishes processed data from the Business Tendency Survey for the services sector in the form of indicators on its website. The data is sent monthly to the European Commission in accordance with the Framework Partnership Agreement. The European Commission processes the data independently and publishes its own compiled indicators, so the values of the indicators published by it may differ from the values of the corresponding indicators of the Statistical Office of the Slovak Republic.

7 Štatistická dôvernosc'

7.1 Politika štatistickej dôvernosti

The Act No. 540/2001 on State Statistics, as amended, imposes on the Statistical Office of the Slovak Republic the obligation to protect confidential data and to use them exclusively for the creation of official statistics. Therefore, the Statistical Office of the Slovak Republic has established principles and procedures for protecting confidential data in an internal directive supplemented by a methodological instruction. While the mentioned directive regulates general matters related to the protection of confidential data, the methodological instruction focuses on specific methods and parameter values used in the confidentiality assurance phase of specific statistical surveys and datasets. The principles of the application of the protection of confidential statistical data are available on the website of the Statistical Office of the Slovak Republic:

[link](#)

7.2 Zaobchádzanie s údajmi

The Statistical Office of the Slovak Republic applies the rule of minimum frequency for $n = 3$, i.e. aggregated data for less than 3 companies are not published, in order to ensure the protection of confidential statistical data in tables with aggregated data. In addition, the office applies other rules for statistical results in tables with aggregated data, especially in cases where it is required by a separate regulation. The office ensures the protection of confidential statistical data in frequency tables so that it is not possible to reveal confidential statistical data about an individual or a group of individuals with common characteristics who are part of the table.

8 Politika zverejňovania

8.1 Kalendár prvého zverejnenia

The data is published in accordance with the calendar of the first publication, which is publicly available on the website of the Statistical Office of the Slovak Republic.

8.2 Prístup ku kalendáru prvého zverejnenia

The calendar of the first release is publicly available on the website of the Statistical Office of the Slovak Republic.

[link](#)

8.3 Prístup používateľov k štatistickým informáciám

The information on accessing statistical information can be found on the website of the Statistical Office of the Slovak Republic at the web address.

[link](#)

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9 Periodicita zverejňovania

The business tendency survey in services is published every month. Data for questions 1 to 6 are published on a monthly basis. Data for questions 7 and 8 are published quarterly (in January, April, July, and October). Data for questions 9 to 14 are published semi-annually (April, October).

10 Dostupnosť a zrozumiteľnosť

10.1 Tlačové správy

The public is informed every month about the publication of the results of business tendency surveys through informative reports on the website of the Statistical Office of the Slovak Republic. [link](#)

10.2 Publikácie

Detailed and analytically processed results of the business tendency surveys are published monthly until June 2022 in the form of the publication "Business Tendency Surveys", which can be downloaded in electronic form on the website of the Statistical Office of the Slovak Republic at <https://slovak.statistics.sk/wps/portal/ext/products/publikacie> . From July 2022, the results of business tendency surveys are presented in the database in the DATAcube of the Statistical Office of the Slovak Republic: <https://datacube.statistics.sk/>. The results of the business tendency survey in services are sent electronically to the respondents.

10.3 On-line databázy

The published data for the Business tendency survey in services can be found in the DATAcube databases of the Statistical Office of the Slovak Republic. You can find them at this [link](#) .

10.4 Prístup k mikroúdajom

The microdata used to calculate the published indicators are not made public.

10.5 Iné

The European Commission publishes its own outputs from the Business Tendency Surveys on its websites.

10.6 Dokumentácia o metodike

The basic methodological manual of the European Commission for business and consumer surveys is available on the European Commission's website at the following address: https://economy-finance.ec.europa.eu/system/files/2023-02/bcs_user_guide.pdf

10.7 Dokumentácia o kvalite

For the purpose of systematic production of statistical data, separate technical projects of statistical surveys and internal methodological guidelines of the Statistical Office of the Slovak Republic were developed, such as the Methodological Guideline for Indicators of the Quality of Statistical Outputs and Statistical Processes and the Methodological Guideline for the Application of Mathematical-Statistical Methods for Statistical Surveys.

11 Riadenie kvality

11.1 Zabezpečovanie kvality

The quality policy is defined and publicly available in the documents Quality Declaration and Quality Policy. The fundamental principles of the Statistical Office of the Slovak Republic emphasize customer orientation and focus on the quality of the office's products and services. These principles are transferred to the development strategy of the Statistical Office of the Slovak Republic for the given period in the vision, mission, and jointly recognized values. The Quality Manual covers all components of the ISO 9001:2008 standard. There are internal guidelines on value-creating processes supported by supporting management processes and resource processes. The Code of Procedures for European Statistics is the cornerstone of the entire quality management system.

[Declaration of quality](#)

[Quality policy](#)

[Quality guide](#)

[The Code of Practice for European Statistics](#)

11.2 Hodnotenie kvality

Currently, technical projects are prepared for each statistical survey, including all necessary issues related to data input, data completeness, and statistical controls. Evaluation of statistical surveys and methodological audits, including analysis of results and reporting of results, are integrated into the existing quality management system.

12 Relevantnosť

12.1 Potreby používateľov

Consultations with users are required by the Law on State Statistics, emphasizing cooperation with other organizations (ministries and state organizations) during the preparation of the Program of State Statistical Surveys. In practice, consultations with users operate on a bilateral basis and also as part of activities covered by an action program aimed at determining the expectations of key users, supporting better interpretation and use of statistical products. Currently, the European Commission is a key user of the survey's outputs, overseeing a network of similar surveys in individual EU member states and candidate countries, where they serve as a basis for analyzing the national economy and, together with data from other member states, for analyzing the economic development in the entire European Union, and specifically in the eurozone. Analysts in the public and private sectors in Slovakia and abroad also use them for their analyses.

12.2 Spokojnosť používateľov

User satisfaction is monitored through a special survey conducted regularly every two years.
[user satisfaction survey](#)

12.3 Úplnosť štatistických informácií

The data is provided in full accordance with the Framework Partnership Agreement between the Statistical Office of the Slovak Republic and the European Commission.

13 Presnosť a spoľahlivosť

13.1 Celková presnosť

The methodology for collecting source data and calculating indicators is based on general statistical methodological rules and recommendations for qualitative surveys, which ensures a standard high accuracy of the indicators.

13.2 Výberové chyby

Sampling errors are monitored during processing.

13.3 Nevýberové chyby

Respondents who do not complete the statistical survey by the given deadline are contacted again. In the event of non-response, their answer is imputed once based on the answer from the previous month. The average response rate is 70%.

14 Včasnosť a dochvilnosť

14.1 Včasnosť

Surveys are conducted during the first two to three weeks of the reference month, and their results are published during the last week of the reference month.

14.2 Dochvilnosť

New data is published in accordance with the calendar of the first release.

15 Porovnateľnosť a koherentnosť

15.1 Geografická porovnateľnosť

The published data is the result of a survey within the EU common harmonized program of business and consumer surveys, which ensures that the data for the Slovak Republic is largely comparable with corresponding data for other EU member and candidate countries. However, each country may use a partially different method of data collection for the purpose of the most effective use of available data.

15.2 Porovnateľnosť v čase

The published data are comparable throughout the entire time series from 2002 to the present.

15.3 Prierezová koherentnosť

Due to the absence of other data sources, there is no possibility to compare with data obtained from other sources, and therefore it is not possible to determine cross-sectional coherence.

15.4 Vnútrotná koherentnosť

There are no deviations, the statistical results are internally consistent.

16 Náklady a záťaž respondentov

When designing surveys and making changes to them, possible burden on respondents and overall costs are taken into account. The cost-effectiveness and burden of European statistical products are monitored by the Resources Management Directorate within Eurostat's competence.

17 Revízia údajov

17.1 Politika revízií

Answers for the previous month are revised. Revisions are carried out transparently and in accordance with the internal decision that sets the revision policy of the Statistical Office of the Slovak Republic. The same revision policy is applied to data published at the national level and to data sent to the European Commission. The revision policy includes the reasons and nature of the revisions. The revision policy and the Revision Calendar of the Statistical Office of the Slovak Republic are available on the website of the office.

[Revision Policy and Calendar](#)

17.2 Revízia údajov v praxi

Published data may be revised due to seasonal adjustment of time series or the availability of new, more accurate, or corrected source data.

18 Štatistické spracovanie

18.1 Zdrojové údaje

The sample survey has a sample size of 1,000 statistical units (EV VTS 1 — 12).

18.2 Periodicita zberu údajov

The survey is conducted on a monthly basis.

18.3 Zber údajov

The whole process is organized by the Department of Statistics of Construction, Trade and Services.

18.4 Validácia údajov

During the data collection, an automated input, completeness and statistical data control is performed.

18.5 Spôsob spracovania údajov

Percentages of individual answer options and subsequently conjunctural balances for individual questions are calculated from microdata. Conjunctural balances for individual questions are generally calculated as the differences between the percentages of positive and negative answers. The indicator of confidence in services is a composite indicator calculated as the arithmetic average of the conjunctural balances of demand levels, business situation, and expected demand.

18.6 Úprava údajov

The published time series are seasonally adjusted using the Dainties method.

19 Poznámka