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**Managing staff Capabilities  
Of  
Statistic Organization**

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# Managing staff Capabilities Of Statistic Organization

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## **1-Introduction**

Managing staff Capabilities proper utilization now, more than ever, have become the pivotal core due to going into the third era of information technology that made a shift in management concepts, and approaches , interfaces between level of management, and division of tasks and responsibilities. However for whatever management in sector of an organization one would have to recognize its significance , mission , structure, and integration implementation then focus on the given issue, section, or sector .

One would present the missions and kind of Capabilities needed which are of different complexity for different application but the procedure are very similar in statistical organizations. The Human staff specialization and the required integration and interfaces between within the organization, external data sources as well end users of results is a must. This is in variety of deliverable be it in the form of strata and sectorial data bases, accorded indicators or time series, or already identified correlation between data for hypothetical, low performance or a given problems. The philosophy and fundamental basic concepts are what will be dealt with.

## **2-Significance & Missions:**

### **2.1 Statistical significance :**

Statistics is signified as an activity of different senses. It is required for description through portraying indicators of a situation or analyzing and interpreting **data** giving indicators and/or cause-effect relationship information according to needs of Experimenters Planners, Strategists, Decision-makers or Managers in all areas that includes phenomenas, events,

and implementation and changes in characteristics, capabilities, or situations. Sometimes it refers to calculated quantities such as in governmental statistics. In dealing with statistics, i.e. using it, there should be accompanying intruded meaning precisely to avoid confusion.

## **2.2 Mission Statement :**

To manage a statistical organization one should first define the mission (Mission statement) that presents the Scope, Scale, boundaries, and interfaces with organization clarifying the constraints and conditions. (Strategy) according to, if it is governmental, within an organization, or a department.

## **2.3 System approach in applying statistics:**

In accordance with system approach it has now, in the dynamic complexity existence, to start with detailed analysis of the situation or status, and/or experimentation to perceive **the role of the quantification, and statistical process to facilitate,** and help reaching the proper achievement. This includes evaluation and realizing the effectiveness and proper choice between alternatives and choice of proper of robust combination of inputs or variables.

## **3- Statistical Organization :**

A few issues are to be touched to clarify basic characteristics namely the classes, targeted data specification , management dimension .

**3.1 Classification:** Statistical Organizations or departments are sectors at different levels;

- National level within the government .
- Specialization level within a ,ministry or a department ( as in USA) or federations .
- Local level at governerate or state .

These organization are usually implementing regular statistics.

For example, National Statistical services is the main producer of data in most countries and has a leading role to play not only in data production but also in utilization and analysis. Hence, It should address production and reviewing any existing data, and putting strategy for continuous improvement of data collection, processing, retrieval, and dissemination.

Another type is system implanted collecting data within an organization or in a part of its activity such as production to be considered as reference for results ( rejection ratio and quality ) .

Research centers that requires testing notion or hypothesis , or evaluation of design where outsource is used to design how the evaluation will be through interaction with given technology practitioner .

### 3-2 Statistical organization 5 pivotal sectors :

3.2.1 Statistical sector

3.2.2 Researches & Planing of projects .

3.2.3 Computer and information sector data treatment and getting results.

3.2.4 Administration, finance and public relation

3.2.5 Data collection .

### 3.3 Data specifications:

The quality of data required specification determines the effectiveness of its use which can be summarize in what follows:

- |               |               |                  |                     |
|---------------|---------------|------------------|---------------------|
| • Accurate    | دقيقة         | • Timely         | جاهزة               |
| • Adequate    | كافية         | • Consistent     | متسقة               |
| • Reliable    | يعتمد على     | • Transferable   | قابل للنقل والسريان |
| • Easy to use | سهل الاستخدام | • Non-Duplicated | عدم الازدواجية      |

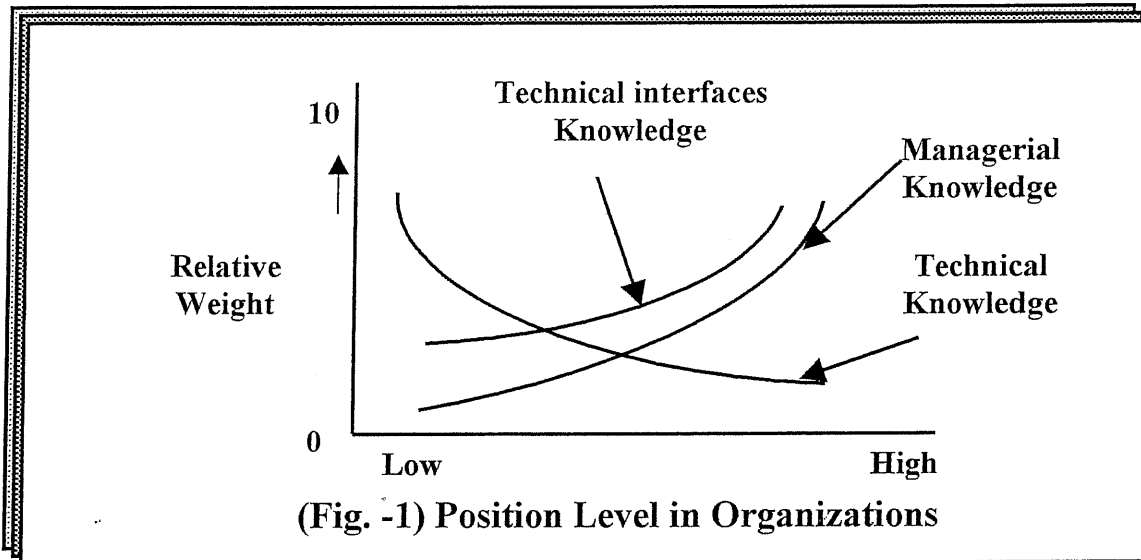
Quality today is monitored, from A to Z to reduce redoing ( rework )

### 3.4 Management Dimensions :

For organization management in a give activity, there are **three** dimensions to be well understood and to a great extend together with certain

level of practice in a number of activities of the given sector, has been found necessary, to internalize knowledge. The three dimension are:-

- Subject matter and content of technical knowledge .
- The organization concepts and approaches, And management knowledge .
- Technical interfaces knowledge .



#### **4- Human resources analyses and management**

##### **4.1 The objectives of human Resource Management are:**

- To improve usefulness and responsiveness of the staff ;
- Cooperation and integration between senior management and staff to reduce or prevent waste ; and achieve high level performance and continuous improvement .
- Target sustainable development of the capabilities to cope with changes in technology and needs and improve utilization of staff assets .

##### **which requires :**

- Accurate description of task processes ;
- Responsibility grouping chart ;
- Position description and means of assignment of staff and senior management .
- Means of identifying changes in expected needs and follow up of technology tools and rethinking future and required upgrading changes, and developments .

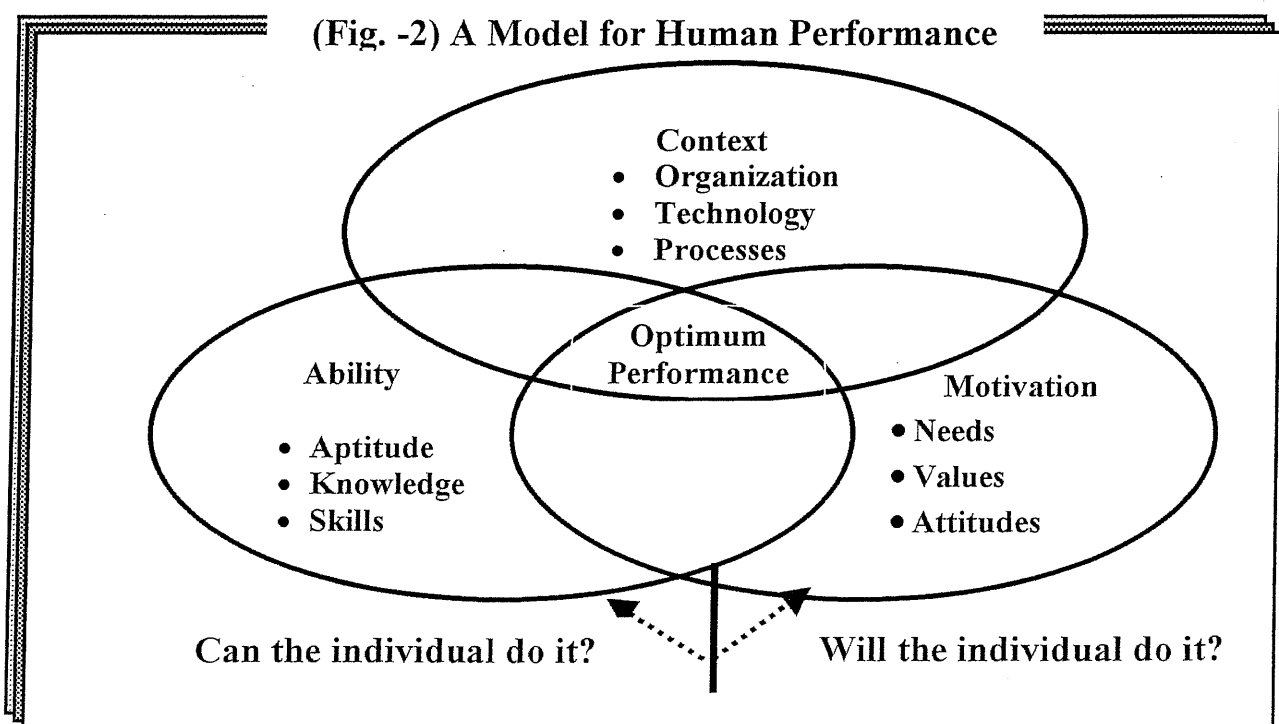
This is the knowledge procedures of rules and regulation which without being clearly stated, and being easily understood or actually transferred to staff as individual , group and subordinates , staff can only learn by trial & error. This is today too primitive .

This is not simple, but a challenge actually to realize one's potential, optimize ones knowledge, about the encompassing of the whole , and achieve self learning organization .

Dealing with human resource management is to comprise the Human resource itself and the new trends that is penetrating all kinds of organization, details of the Function Analysis of the organization as the base of specifying the jobs and qualification , and the human resource department and how it will be cooperative to empower and help attain high performance .

#### 4.2 Human Resource :

The optimum staff performance depends on combination of status and facts . The first is that the knowledge staff has ability to do the job and secondly that actually they will .(Fig.-2) <sup>(1)</sup> general , performances is affected



<sup>(1)</sup> Future work , Winslow – Bramer , year 1994

by ;

- context ,Organization, technology and process;
- Ability, i.e aptitude, knowledge , and skills ;
- Motivation, i.e need, values and attitudes .

There is a paradigm shift in how to move from only managing and treating staff as a resource only , and to add humanity for the benefit of both sides due to changes in human resources from just living batteries and Robot treated to staff of higher level of knowledge and capable of capable possible contribution since, jobs to be done, mostly require skills and knowledge and will be very costly to have always direct continuous supervision and the with the high level ICT<sup>(2)</sup>, it is required that individual must think too though he should always be aware of when and how to act or when to pass the buck ( which means considering quality of his output ) .

We now deal with the status of attitudes and approaches for H.R.<sup>(3)</sup> management starting with the philosophy and concepts the organization principles , structure , and means .

**The issues are :**

- Level of autonomy work planing .
- Performance or empowerment .
- Career planing .
- Training and a having self learning concept .
- Wage and incentives .
- Thinking the future . ( conferences and rich library ) .

Organizations now reclaim understanding , generally , performance as an action or process accomplished with precision and completeness . Adding that it is doing as well the right things tight done to the full capabilities of human resources involved.

Achieving optimum performance depends to a great extend basically on ;

---

<sup>(2)</sup> Information and Communication Technology

<sup>(3)</sup> Human Resource



Context , i.e. the organization , technology , and processes and procedure.  
Ability, i.e. the staff aptitude, knowledge and skills .

Motivations, i.e. needs, values and autonomy, empowerment, attitude, and incentives, are now required together with other aspects since for human resources proper utilization require realizing that the gap between employment sociology and ergonomics or robotics is closing . There is more and more people strive for a kind of self determination which can only be created through decentralization and provide scope for initiatives making staff possibly to feel self fulfillment .

This is needed, but should not be alternative to task fulfillment . Under new work ethics .(Fig.-3) show the combination of work and leisure and (Fig.-4) show notions which have received wide acceptance . The tasks at different level have evolved to be more and more challenging hence to specify subtask with level of autonomy and to ensure integration and commitment in quality and time is not simple .

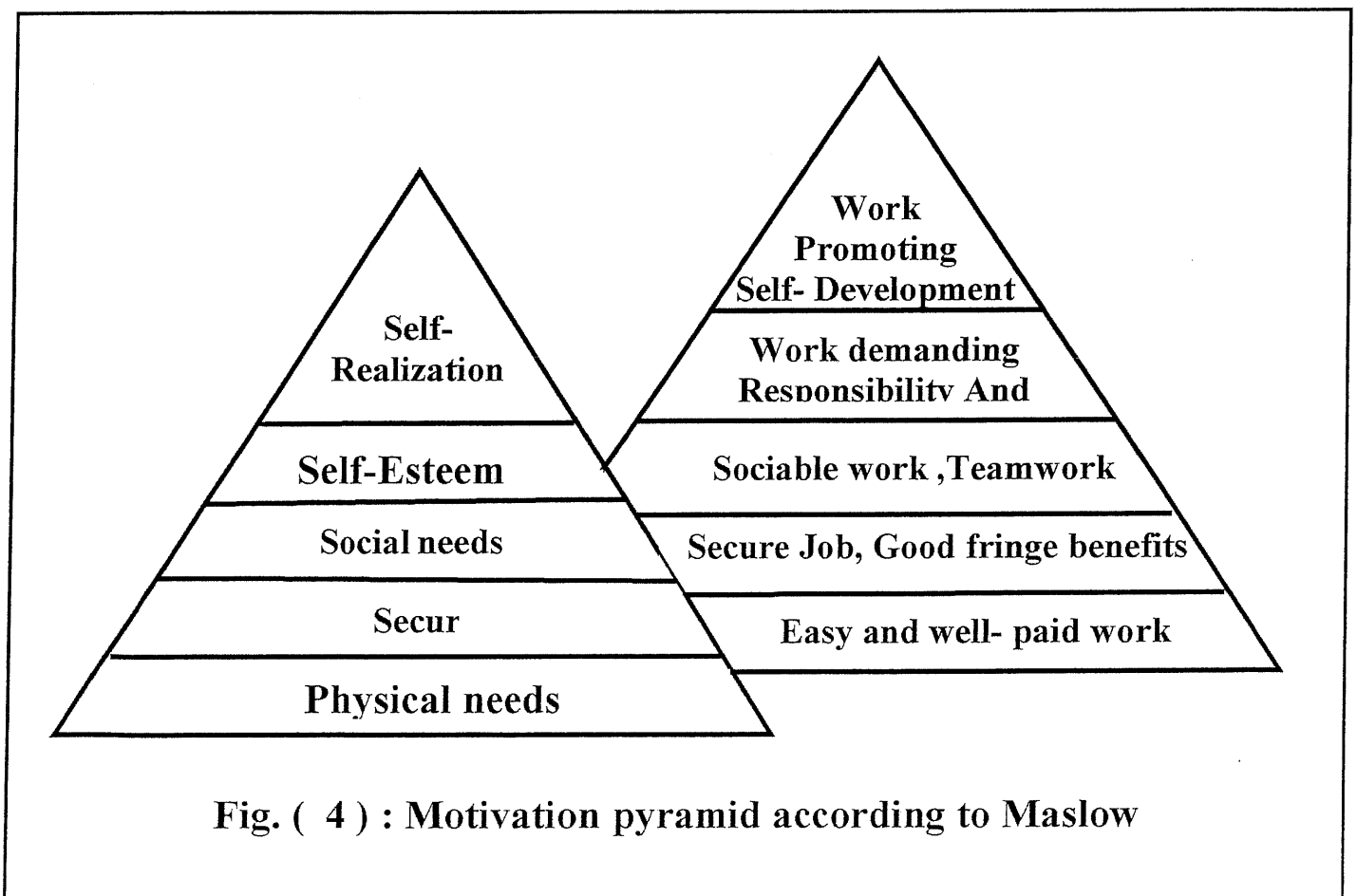
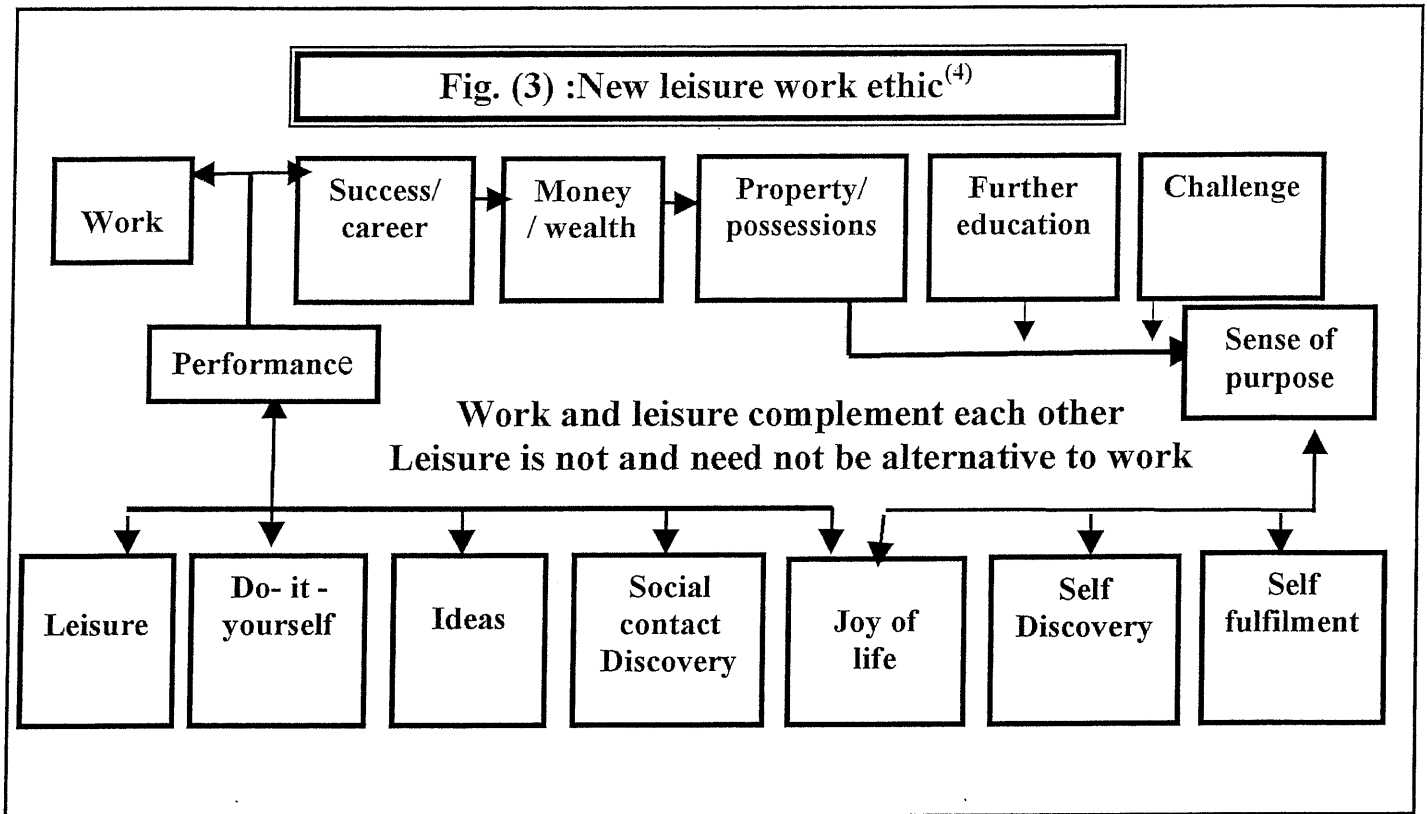
#### **4.3 Tasks, job specification and qualification :**

The start will be with how to implement the function them will be the extraction of the jobs' specification and qualification .

##### **4.3.1 Organizational Functional procedure and process :**

The organizational strategy ways and/or procedures to implement its mission is the bases for designing the structure of the organization and define the tasks, jobs specification and job qualification. Statistics generalization to implement procedure is;

- Data required decision.
- Data sources identification recognition.
- Data collection approach :-
  - Questionnaire preparation
  - Collection team or net.... Etc.
- Data entry ;
- Sorting and analysis, or interpretation; through packages together with tailor made additional made programs.
- Results dissemination;
  - Printed ;
  - CD.



To implement there is a kind of relation and task assignment or systematization with the branches to:

### **Data & Data collection:**

Data requirement: -

According to the task, the data required is usually chosen and decided upon between the data collector and the customer his accorded indicator since he should be acquainted with

- The accuracy of the possible collection.
- If there is Preliminary registration according to rules, law, or tradition.
- If it needs revision in its definition to avoid confusion.
- If it should be collected on the choice or answers.

### **Sources identification and recognition: -**

According to the defined data (raw data), one has to scan the target or possible sources of such data. In censuses it is all over; but in samples, it has to be recognized that it could represent the aspect of the demander's needs, and in experimentation, it includes how the controlled input and outputs are related, {dependent and independent variables}.

The sources of data has to be studied from the point of view how far they can respond objectively.

### **Questionnaire Scale and Scope:**

According to defined data required and recognition of the sources, the questionnaire and collection approaches are designed.

- In the design it has to consider ;
- The means of collections
- Education level of the respondent trust level ( cultural ) specially with relation to the organization ( statistics ).

Proper form of the questionnaire with respect to expression sequence .....etc .

This mechanism to be also made for the rest of the functions , i.e. data entry, sorting & dissemination .

#### **4.3.2 Job description :**

After designing the organization which having included the technology & procedure , and authority and grouping comes the description of jobs which contain the technical , management , and interfaces. Management comprises supervision and evaluation , integration and solving problem on the base of assigning tasks to lower level . For ones of basic or the first raw , it is necessary not to describe his dealings only but also given him or her chance to innovate , but change should be approved before applying .

#### **4.3.3 Qualification :**

As the jobs qualification always includes management and technology and interfaces which at the highest level becomes integration as shown in (Fig.- 1). The qualifications mostly are evaluated by level of education or certification be it in S.W. or skills such as ph.D. , bachelor , ..... etc or vocational yet it can be considered the first cut . However interviewing is necessary specially in critical jobs . Sometimes follow up or assigning tasks to prepare or implementation could be the indicator of qualification for a high level jobs .

#### **4.3.4 Training and Qualification :**

Training programs are needed for upgrading and updating in all jobs since statistics is affected by changes in the areas it deal with, whatever sector is under consideration which affect directly the data required , indicators, .... etc, and its correlation within the sector and impact on other sectors . Conferences, round tables, brainstorming , and rich libraries has also strong impact in problem solving , innovation, and creativity

However through qualification and training, organization should attain a harmonized staff ( sometimes stated as ; sharing or harmonized mental model SMM or HMM ) and reach self learning organization and staff .

#### 4.3.5 Wages and salaries :

Job rating creates sometimes subsequent iterations in factor of rates special with changes in technology and procedures and processes or organization reengineering like going to decentralization . The salary range are the base ( mini – max ) and additional overtime for additional any special tasks or projects . If it is not governmental and is profit oriented then profit share comes in . Putting the ranges and income incentive rules is dependant on how for the job is semi classical or does it need very special talents .

The multi aspects and systemic experienced staff are rare as integration and coordination is becoming a tedious job in the environment in going to lower segmentations of data with more and more characteristics and data identification .

#### 4.4 Personnel Department

##### 4.4.1 Involvement :

Human resources or personnel department has to be involved **critical** , **strategic** , **operation** decisions as the variety of task and need for high effectiveness and efficiency need continuous integration , and coordination between all departments to reach close to optimum performance . Approaching TQM ( Total Quality Management ) .

The proper involvement of personal department would have the impact of this department to be proactive and suggest changes or improvement in staff qualification and relation and interdependence is grouping for the organization goals . It could be also related to cost .

##### 4.4.2 Interface conditions :

According to researches, it have been seen that services and peripheral activities interfaces has reached now , due to its impact on final cost , performance, responsiveness to changes , and needs , it is a must to be fitting with the **core** or original activity . Mutual adjustment, is required to **create understanding interactivity** .

As it is diffusing now , the involvement of the personal department (as a service or peripheral activity) in the how of the various job's design and CEO are also to be involved in managing senior officers and others of the organization . To day in industry he has to review the three stages of design of the product of his company (preliminary , middle, final ) which means he is actually involved and monitoring activities not just giving instructions .

#### **4.4.3 Closing the gulf :**

Personal department if continuously monitoring would realize changes going due to different task and possible additions that is taking place in grouping and they become with time knowledgeable about the organization integration operations, and characteristics of its deliverables . This makes them surpass the basic principle and concepts, that they originally are enforcing the rules and discover the errors and deviation from the law, and start to take responsibility of preventing error and deviation through introducing additional means to avoid it being repeated not just action of enforcement or applying laws . This results into closing the gulf between this department and senior management as well as staff .

Hence if we go to personal department staff it would be a shift to plan for them according to organizational activity and goals to get some training and get knowledge about operations . This will create a kind of positive relations between staff and personal department , initiate possible cooperation, required .

### **5- Manuals for implementation:**

#### **5.1 Manual effectiveness :**

Manuals are an effective tool to make staff committed and better effectiveness of interface specially if the flow of actions and information will be expressed and described precisely .

Accompanied check list for individuals of the staff improve quality and compliance with requirement and time .

**5.2 The manuals and checklist will include the implementation mechanism or systematization starting from ;**

Preparation for regular or irregular tasks , dealing with identifying all inputs and going to all details till dissemination .

Manual content checklist could be also put on CD so that individuals can retrieve what is assigned for them .

**5.3 To do all above mentioned on a high level quality need ;**

Specialist and practitioner in Operational Reach (OR) and system practice.

A counter from the organization with background in systems and OR .

**6- Conclusion :**

In conclusion management staff is actually tailor made to a given organization . In statistics, regardless of the similarity of the steps , kind of inputs as data and treatment , yet the management to achieve result in accordance with objectives, different . guidelines and concepts can help but most important is the upgrading of knowledge level in different aspects . Systems and Operation Research in addition to specialization can result in effective and efficient achievement . A number of seminars and round table can help to come out with new views or approaches and implementing a pilot would show all issues and dimensions . Trials could be in lead time or preparation period for given or expected to be give tasks .