



Palestinian National Authority
Palestinian Central Bureau of Statistics

ANNUAL REPORT 2010

TOWARDS INSTITUTIONALIZING TOTAL QUALITY MANAGEMENT



JANUARY, 2011





Palestinian National Authority
Palestinian Central Bureau of Statistics

Annual Report 2010

“TOWARDS INSTITUTIONALIZING TOTAL QUALITY MANAGEMENT”

JANUARY, 2011





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CELEBRATION
OF WORLD
STATISTICS
DAY

The infographic features a central dark green circle with a white border, containing the text '2010 INSTITUTIONALIZING TOTAL QUALITY MANAGEMENT'. This central circle is connected by a white line to five smaller circles of different colors: teal, green, blue, purple, and orange. The teal circle is at the top left, the green circle is at the top right, the blue circle is in the middle right, the purple circle is at the bottom right, and the orange circle is at the bottom left. The background is a dark blue gradient with white curved lines.

TOTAL
QUALITY
MANAGEMENT

2010
INSTITUTIONALIZING
TOTAL QUALITY
MANAGEMENT

STRENGTHENING
RELATIONSHIP
WITH PARTNERS
AND USERS

SOCIAL
RESPONSIBILITY

MAJOR
ACHIEVEMENTS
IN 2010

PREFACE



It is my pleasure, as the President of the Palestinian Central Bureau of Statistics (PCBS), to introduce the 2010 annual report on behalf of PCBS' Council and the Advisory Council for Palestine's official statistics. This year, PCBS made significant strides towards achieving the goals in its Strategic Plan. The annual report-2010 highlights major achievements of Palestine's official statistics as PCBS continued to succeed in providing quality statistics to meet the needs of all users.

Palestine's celebration of the World Statistics Day to promote official statistics was the premium event in 2010. Palestine joint other countries of the world in commemorating the occasion, through a special centralized event that was organized under the auspices of H.E. the Prime Minister Dr. Salam Fayyad. The year 2010 also witnessed the official opening of PCBS' two interlinked-buildings as another step towards institutional development.

Another remarkable achievement was the successful implementation of the first ever Agriculture Census, which was conducted in cooperation between PCBS and Ministry

of Agriculture. PCBS continued to succeed in fulfilling its mission, ensuring high quality statistics by meeting the requirements of the ISO-2008 certificate and continuously improving its services by conducting the third round of the User's Satisfaction Survey.

PCBS had made special achievements in other fields including honoring of its official statistical calendar, data dissemination, capacity building, stronger relation and cooperation with national and international institutions, in addition to many other achievements that will be elaborated in this report.

The achievements of PCBS were only possible because of the unlimited support from the President of Palestine H.E. Mahmoud Abbas and the Prime Minister H. E. Dr. Salam Fayyad, head of the Advisory Council for Official Statistics. PCBS also appreciates the support of PCBS' partners and stakeholders, members of the Advisory Council for Official Statistics, members of PCBS' Council, and all of PCBS' employees for their cooperation, sincerity, dedication and spirit of initiative and responsibility.

Ola Awad
President of PCBS
January, 2011

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EXECUTIVE SUMMARY

PCBS has accomplished a number of achievements during 2010 mainly in institutional development, promotion of official statistics, strengthening partnership with users, institutionalizing quality, sustainability of its statistical program and strengthening relation with local communities. The annual report 2010 includes five chapters that highlight achievements of PCBS in the different areas.

The first chapter of the annual report introduces the main event of 2010 in which PCBS joined the international statistical community in celebrating the World Statistics Day. The celebration of the World Statistics Day was proclaimed by the United Nations General Assembly to recognize the importance of statistics in shaping our societies. This international event was arranged to acknowledge the service provided by the global statistical system at national and international level to strengthen the awareness and trust of the public in official statistics. This day was intended to serve as an advocacy tool to further support the work of statisticians across different settings, cultures, and domains. PCBS celebrated that day through centralized event at Ramallah Culture Center under the auspices of H.E. Dr. Salam Fayyad and in participation of key national and international figures.

Chapter two presents the efforts made by PCBS to institutionalize total quality within the statistical system in Palestine. PCBS has developed and implemented the Quality Management System to demonstrate its commitment as provider of Palestine's official statistics and as trainer for statistical units within the national statistical system to meet requirements of users according to national and

international standards. PCBS had started the preparation to develop quality management system in 2008 and obtained the ISO9001:2008 certificate in 2010. The theme of "Towards Institutionalizing Total Quality" was selected for the Annual Report 2010 to emphasize the importance of this achievement in the development of Palestine's statistical system.

As a service provider, PCBS has always strived to provide user tailored statistics to all segments of users. Chapter three presents PCBS' efforts to maintain and further develop a mutual beneficial relationship with users to ensure best utilization of statistics in planning, decision making and research. PCBS implemented the third round of user satisfaction survey 2010 to identify user's needs and priorities and to better respond to the needs of the various sectors of beneficiaries. In addition, PCBS maintained interactive relationship with users through the user-producer dialogue program, training, workshops and agreements. PCBS also launched the first phase of the Metadata web portal to strengthen the statistical infrastructure of the national statistical system and to better serve users.

Chapter four highlights the major achievements of PCBS in the year 2010, namely the official opening of PCBS' two interlinked-buildings, the implementation of the first agriculture census and the statistical capacity building.

As social responsibility has become a traditional practice in PCBS, chapter five presents main activities of PCBS to strengthen relationship with local communities.

Chapter six presents the general directions of PCBS for the year 2011 that include strengthening the institutional work at the domestic, national and international levels as well as responding to the requirements of implementing the National Strategy for Official Statistics – NSDS - (2009-2013), the requirements of the National Mid-Term Development Plan (MTDP), and the needs of the national program for "Ending the occupation and establishing the state".



Tenth Meeting of the Advisory Council for the Official Statistics

COMPOSITION OF THE COUNCIL FOR YEAR 2010

MEMBERS OF THE ADVISORY COUNCIL FOR OFFICIAL STATISTICS

Head of the Advisory Council
Dr. Salam Fayyad
The Prime Minister

Secretary General of the Council
Ms. Ola Awad
President, PCBS

Name	Title	Institute
Dr. Asad Ramlawi	Director General, Preliminary and General Health	Ministry of Health
Mr. Yousif Al-Zumur	The General Accountant	Ministry of Finance
Dr. Salah Zuru	Assistant Undersecretary for Technical Affairs	Ministry of Labor
Mr. Hasan Jbarin	Assistant Undersecretary, Local Authorities	Ministry of Local Government
Ms. Fatena Watha'fi	Director General, Planning and Policies	Ministry of Women Affairs
Mr. Riyadh Abu Abed	Director General (Acting), Planning and Cultural development	Ministry of Culture
Mr. Imad Shanan	Director General, Civil Administration – The West Bank	Ministry of Interior and National Security
Mr. Sa'adi Hamoudi	Director General, Education Planning Directorate	Ministry of Education and Higher Education
Mr. Riyadh Al Shahid	Director, Statistics and Information	Ministry of Agriculture
Mr. Bader Abu Zahra	Director General, Monitoring and Evaluation	Ministry of Planning
Mr. Abdel Hafiz Nofal	Assistant Undersecretary	Ministry of National Economy
Dr. Hassan Abu Hassan	Director, Applied statistics program	Birzeit University
Mr. Mohammad Attallah	Head, Research Unit	Palestinian Monetary Authority
Dr. Samir Abdullah	Director General	Palestinian Economic Policy Research Institute (MAS)
Mr. Habib Abu Nafisa	Director, Finance Department	Engineers Association

Name	Title	Institute
Mr. Azzam Abu S'oud	Director, Chamber of Arab Commerce & Industry - Jerusalem	Union of Chambers of Commerce
Mr. Rezek Mahmoud Al Bayyari	Specialist, Research and Studies	Palestine General Federation of Trade Union/ Gaza Strip
Engineer Fuad Aqra'	Executive Director	Union of Palestinian Food Industries
Mrs. Feryal Salem Abdel Rahman	Member of the General Secretariat	General Union of Palestinian Women
Mr. Nabil Abu Diab	Director General	Association of Banks, Palestine
Dr. Allam Jarrar	Union of Palestinian Medical Relief Committees	The Palestinian NGO Network
Mr. Munjid Abu Jaish	Union of Agriculture Relief Committee	The Palestinian NGO Network
Dr. Abdul Rahman Tamimi	Chairman of the Board	The Palestinian Hydrology Group
Mr. "Mohamed Abdel Kader" Hussein	Director General	Faisal Hussein Foundation
Dr. Jad Ishaq	Director General	Applied Research Institute of Jerusalem
Dr. Abdullah Al Habil	Dean of Faculty of Economics and Administrative Sciences	A Azhar University
Ms. Ablah Masrouji	Program Director	Palestine General Federation of Trade Union/The West Bank
Mr. Amin Duraidi	Director General Administrative and Finance	Palestinian Central Bureau of Statistics
Mr. Nazmi Harb	Director General Planning and Development Directorate	Palestinian Central Bureau of Statistics
Mr. Abdullah Najjar	Director General (Acting) Censuses	Palestinian Central Bureau of Statistics
Mr. Ayman Dwaikat	Secretary of the Advisory Council	Palestinian Central Bureau of Statistics

MEMBERS OF
PCBS' COUNCIL
2010

Head of the Council, President of PCBS
Ms. Ola Awad

Members

Mr. Mahmoud Jaradat	Assistant for President, Statistical Affairs
Mr. Afif Abdel Aziz	Assistant for President, Complementary Affairs
Mr. Amin Duraidi	Director General, Administration and Finance Directorate
Mr. Raed Samara	Director General, Fieldwork and Surveys Directorate
Mr. Sufian Abu Harb	Director General, Computer and Information Systems Directorate
Mr. Saleh Al Kafri	Director General, Economic Statistics Directorate
Mr. Abdullah Najjar	Director General, (Acting), Censuses Directorate
Ms. Inaya Zidan	Director General, Methodologies, Standards, and Quality
Mr. Yousef Falah	Director General, Population and Social Statistics
Mr. Lauy Shehadeh	Director General, Cabinet Affairs
Mr. Majdi Samara	Director General, Palestinian Training Center
Mr. Mahmoud Abdel Rahman	Director General, Area Statistics Directorate
Mr. Nazmi Harb	Director General, Planning and Development Directorate
Ms. Haleema Saeed	Director General, (Acting) International Relations Directorate
Mr. Jawad El-Saleh	Technical Assistant for statistical affairs
Mr. Mohammad Omari	Deputy Director General , Planning and Development



PCBS' Council 2010

CHAPTER
ONE

CELEBRATION
OF WORLD
STATISTICS DAY

CHAPTER ONE

CELEBRATION OF WORLD STATISTICS DAY

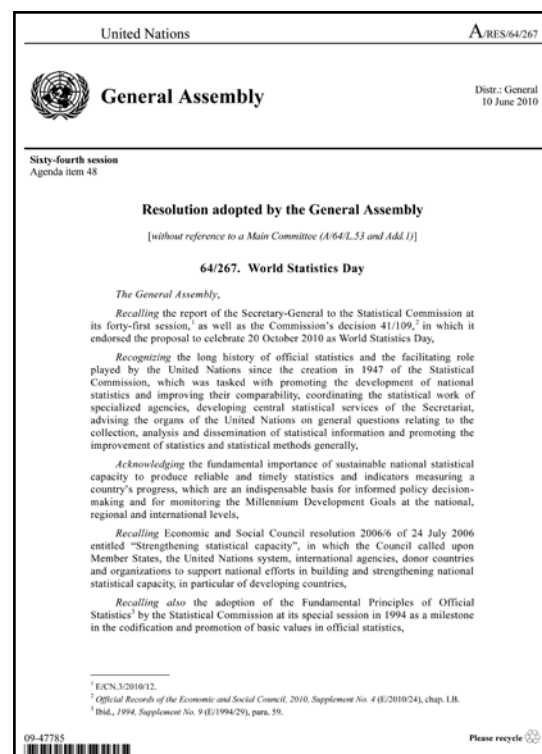
The world witnessed in 2010 the celebration of Official Statistics to highlight the role of official statistics and the many achievements of national statistical system. The UN General Assembly, through its resolution 64/267, decided to designate 20 October 2010 as World Statistics Day.



Logo of the World Statistics Day

1.1 The importance of the celebration:

The general theme of the celebration of the World Statistics Day was *“Celebrating the many achievements of official statistics and the core values of service, integrity and professionalism”*. The celebration of the World Statistics Day was proclaimed by the United Nations General Assembly to recognize the importance of statistics in shaping our societies. This international event was arranged to acknowledge the service provided by the global statistical system at national and international level to strengthen the awareness and trust of the public in official statistics. This day was intended to serve as an advocacy tool to further support the work of statisticians across different settings, cultures, and domains.



Resolution of the General Assembly of the United Nations on Celebrating the World Statistics Day

Speakers of the opening session



• H.E. Dr. Salam Fayyad



• Director of ESCWA Statistics Division Mr. Juraj Riecan

• The United Nations Humanitarian Coordinator Mr. Maxwell Gaylard



1.2 Objectives

As indicated by the United Nations Statistical Commission, the objectives of the World Statistics were:

- To highlight the role and importance of statistics in development and progress in various fields.
- Promote the concept of statistics at the global and national levels.
- To shed light on the statistical accomplishments in various fields.
- Increase the confidence of the public and users of official statistics and its important role.
- To highlight the different stages of the evolution of the statistical system in general.
- Support the work of statisticians in various field.
- Foster and climate of cooperation between the statistical institutions and their partners.
- Strengthening the national statistical system and its importance

1.3 Palestinian celebration of World Statistics Day

PCBS celebrated that day through centralized event at Ramallah Culture Center under the auspices of H.E. Dr. Salam Fayyad and in participation of key national and international figures. The celebration also featured Mr. Juraj Riecan, Director of ESCWA's Statistics Division; Mr. Maxwell Gaylard, Deputy Special Coordinator & United Nations Resident / Humanitarian Coordinator; Dr. Hasan Abu Libdeh, The Minister of National Economy and other key officials.

A documentary film about the development of PCBS was presented during the celebration of the World Statistics day showing major milestones in the life of Palestinian Statistics. In addition, special song on official statistics was presented during the celebration of the World Statistics Day.

1.3.1 Best media news item based on PCBS' statistics

As part of PCBS' celebration of World Statistics Day, PCBS announced the winners of the media contest for the best media news item based on PCBS' statistics during 2010. The contest aimed to strengthen the utilization of PCBS' statistics in the media, and also to encourage the media to incorporate statistics in their news and report writing. A national committee was formed to review submitted work and select winners based on sound criteria. The awards were distributed to winners in special session chaired by Dr. Hasan Abu Libdeh – The Minister of National Economy.

Dr. Hasan Abu-Libdeh, Palestinian Minister of National Economy Honors the Journalists who Won the Award of the Best Media News Item Based on PCBS' Statistics During 2010



Journalist Mohammad Al-Rujub, Award Winner, Best Radio Reporting Award



Journalist Fathi Al-Barqawi, Award Winner, the Best Radio Reporting Award



Journalist Ibrahim Abu-Kamish, Award Winner, the Best Newspaper Reporting Award



Journalist Tamir Obiedat, Award Winner, the Best TV Reporting Award

1.3.2 Specialized topics in statistics

To promote the role of statistics in planning and decision making, specialized topics were presented highlighting key issues regarding Palestinian society. One of the presented topics was on Palestinian demographic characteristics; the second was on the role of statistics in economic development while the third was on the separation and annexation wall and settlements.

Specialized Topics Speakers



Dr. Jad Isaac



Prof. Rita Giacaman



Ms. Inaya Zidan



Dr. Samir Abdullah

1.3.3 Awards for distinguished employee 2009/2010

As part of PCBS' celebration of World Statistics Day, PCBS honored two distinguished employees for their outstanding contribution to the development of Palestine's Official Statistics during 2010. This step comes in line with PCBS' policy to promote innovation and commitment within PCBS' working environment. The distinguished employee session was chaired by high level official from the General Employee Council.

Dr. Mahmoud Shaheen, Deputy Director General of the General Employee Council Honors the Distinguished Employee in 2010



Mr. Mahmoud Jaradat, Statistics Programs, Award Winner



Mr. Raed Samarah, Supportive Programs, Award Winner

1.3.4 Beauty of statistics

Swedish Professor Hans Rosling has been a pioneer in using information technology to popularize international statistics among the general public. He was a special guest speaker in Palestine to celebrate World Statistics Day. Prof. Rosling showed the beauty of statistics through data visualization, with his popular animations converting complex statistics into moving bubbles that reveal clear global trends.

1.3.5 A variety of Palestinian folklore

The celebration of the World Statistics Day was enriched with variety of Palestinian folklore including Dabke and traditional songs.

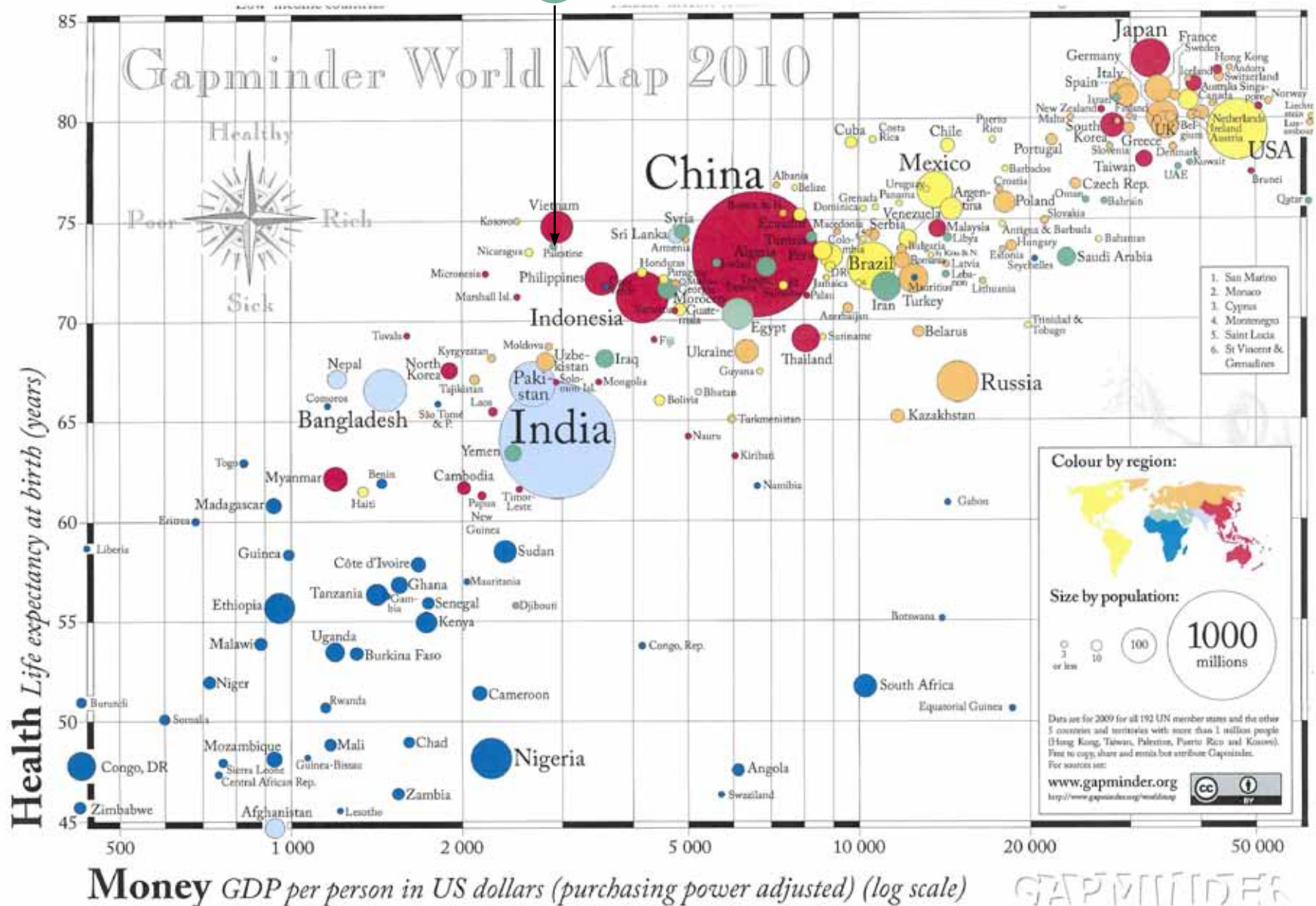


Folklore Shows "Funoniyyat Band"



• Dr. Hans Rosling Presenting
"The Beauty of Statistics"





- Part of the presentation “Beauty of Statistics”

1.3.6 PCBS launched a special web site for the celebration of the World Statistics Day

PCBS started three months prior to the World Statistics Day the preparation for the celebration of the World Statistics Day. A special web site was designed to document the celebration and promote statistics in Palestine. The celebration of the World Statistics Day was broadcasted live worldwide through PCBS web portal. In addition, PCBS seized this opportunity to promote its practices of social responsibility as well as dissemination means of official statistics.



World Statistics Day Website

1.3.7 PCBS' metadata system

As part of PCBS' celebration of World Statistics Day, PCBS announced the completion of phase one of the Metadata System and a special web site was launched on 20/10/2010 to serve that purpose. A special team was formed to revise, further develop, document, and disseminate metadata to serve all users especially statistical units at various ministries and governmental institutions. So far, PCBS has documented more than 20 surveys on the new system that uses the Accelerated Data Program (ADP) with technical support from PARIS21.



1.3.8 Celebrations in Still Pictures





CHAPTER TWO

TOTAL QUALITY MANAGEMENT

CHAPTER TWO

TOTAL QUALITY MANAGEMENT



PCBS has developed and implemented the Quality Management System to demonstrate its commitment as provider of Palestine's official statistics and as trainer for statistical units within the national statistical system to meet requirements of users according to national and international standards. The broad concept of quality consists of different criteria including relevancy, accuracy, timeliness, comprehensiveness, comparability and coverage.

As a step towards total quality management, PCBS started the preparation to develop quality management system and to obtain the ISO9001:2008 certificate with the aim to:

- Improve the competency of employees and provide them with necessary professional developments and incentives
- Reduce bureaucratic procedures to improve work efficiency
- Provide PCBS with competitive edge locally and internationally
- Improve the practice of responsibilities, authorities and delegations at all managerial levels
- Improve coherence among the different units in the organization

PCBS had started the preparation for

establishing a quality management system since 2008. The objective was to develop a system that will facilitate the ISO certification. PCBS reviewed relevant literature on the subject of quality management systems, examined the experiences of similar institutions in the field and conducted gap analysis to identify requirements necessary to meet the objectives. During 2009, PCBS identified necessary documents, trained employees on quality related subjects and prepared needed procedures.

In 2008, PCBS applied the system of quality management in



Training course on TQM Internal Auditing

practice and conducted awareness campaign targeting all of its employees to promote quality values and objectives. Standard procedures were tested and tailored to meet the needs of PCBS as the provider of Palestine's official statistics. Internal and external quality audits were implemented to ensure compliance with written requirements. In the last quarter of 2010, PCBS received the ISO-9001:2008 certificate.

PCBS reiterated its commitment to adopt and apply the principles of quality management system and to ensure its effectiveness according to the requirements of the international standard (ISO 9001) to promote adherence to the principles, best practices, recommendations as well as the Palestinian and international standards on the production of statistical data, and to provide all available means to establish Quality System with the following objectives:

- To support the national statistical system
- To strengthen the quality culture among employees through informed and active participation in the development of the Quality Management System.
- To promote decision making based on facts
- To check, review and improve the quality of official statistics in all of its components
- To continuously seek optimal utilization of available human and other resources
- To continuously improve the performance of employees through training and capacity building



Ms. Ola Awad, PCBS President Receives ISO Certificate from M.A.K International Representative



PCBS Team, Celebration the ISO Certificate

- To reduce the respondents burden
- To focus on the needs of users (individuals and organizations) at the local and international level by identifying and meeting their needs

PCBS is committed to develop performance indicators to monitor, check and measure the achievement of quality objectives, and to review these objectives periodically to ensure their relevancy

Total Quality Management Training Course

In the context of its pursuance to institutionalize Total Quality Management (TQM), PCBS organized in December 2010 a training course for its employees to develop their knowledge and skills in the use of relevant tools and methods in the field of management, organizational self-assessment and planning.



Mr. Norbert Audeoud, Expert, Total Quality Management (TQM) Training Course



Trainees in the Total Quality Management (TQM) Training Course



CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

**Palestinian Central Bureau of Statistics (PCBS)
Ramallah
Palestine**

has been approved by Lloyd's Register Quality Assurance
to the following Quality Management System Standards:

ISO 9001:2008

The Quality Management System is applicable to:

**Production and Dissemination of
Official Statistics**

Approval
Certificate No: MEA6010487

Original Approval: 14 September 2010

Current Certificate: 14 September 2010

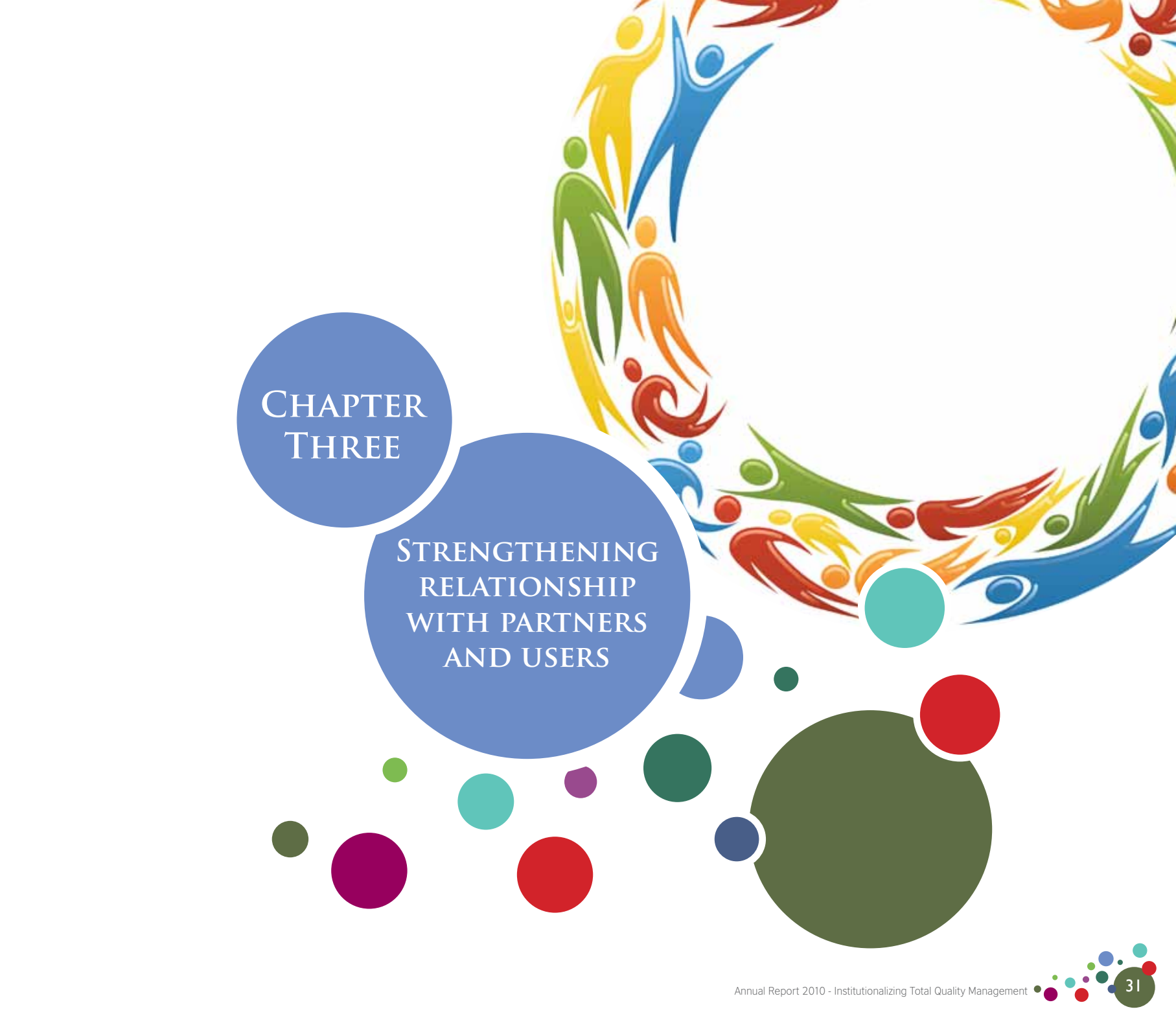
Certificate Expiry: 13 September 2013

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9001:2008



CHAPTER THREE

STRENGTHENING RELATIONSHIP WITH PARTNERS AND USERS

CHAPTER THREE

STRENGTHENING RELATIONSHIP WITH PARTNERS AND USERS

3.1 User's satisfaction Survey

PCBS had conducted the third User's Satisfaction Survey during the second half of year 2010. The sampled survey targeted about 1000 user representing institutions and individuals. Two types of questionnaires were used; a comprehensive one that investigates all of PCBS' services and a short one for evaluating PCBS' web services. The survey aimed to evaluate PCBS' core services such as publications, reports, user services, web site, workshops, and other dissemination means from user's perspectives.

The general preferences of users are more towards electronic dissemination. Of every four users, three of them prefer electronic dissemination. About two thirds of users prefer receiving the statistical releases via PCBS' web site while 12% of them prefer electronic mail.

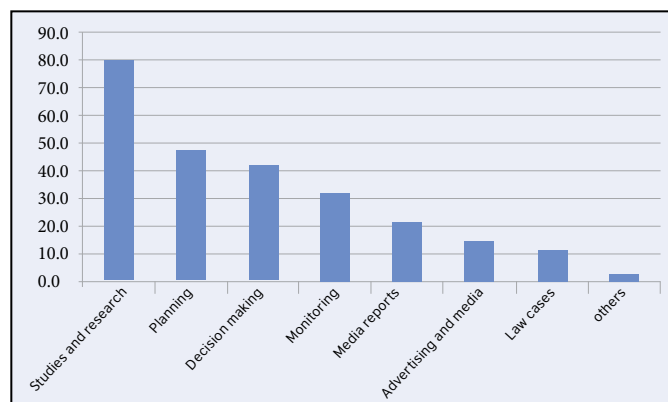
Users request greater attention by PCBS to provide detailed and tailored statistics pertaining to traditional subjects such as agriculture, economic and vocational education / graduates statistics as well as to relatively new subjects like good

governance.

The major area of data utilization is in research and studies (80%). In addition, 47% of users utilize PCBS' data in the field of planning. Some users use PCBS' data for legal purposes. The results clearly show the relevancy of PCBS data to the research and planning purposes. These results strongly support the previous findings from the User Satisfaction Survey-2004 and 2008 where research and planning ranked the highest as areas of utilization of statistics.

About one quarter of users never heard of PCBS' statistical calendar. For those who are familiar with the calendar, the utilization rate of PCBS' statistical calendar reached about 70%.

Regarding periodicity in using PCBS' statistics, about two thirds of users tend to use PCBS' statistics on monthly basis while 11% use it almost daily compared with about 15% use PCBS' statistics on weekly basis.



Percentage of PCBS Data Users Depending on Use Purpose by type of usage

3.2 Training of users

As part of its mandate in the capacity building and training of users in the use of statistics in ministries and other governmental institutions, PCBS organized during 2010 a number of training courses for selected governmental institutions in different areas including:

1. Seven training courses with more than 70 trainees in the field of statistical analysis using SPSS software:
 - Two training courses for the PNA's institutions
 - One training course for the Ministry of Education and Higher Education
 - One training course for the Council of Administrative and Financial Control
 - One training course for the Polytechnic University
 - One training course for the Palestinian Economic Policy Research Institute (MAS)
2. Seventeen training workshop on CensusInfo database for different governorates targeting local councils, municipalities, as well as academics from universities and colleges in Palestine.
3. Training of six students from local universities and colleges on different subjects.



Training Course on Statistical Analysis Using (SPSS), Organized by PCBS for Polytechnic University of Palestine



Training Course on Statistical Analysis Using (SPSS), Organized by PCBS for the Ministry of Education and Higher Education

3.3 User Producer Dialogue

As part of its policy to consult with users on regular basis and in-line with the user producer dialogue that PCBS has been carrying since its establishment, PCBS conducted in 2010 twenty-eight workshop in different governorates on statistical matters pertaining to economic, population, and area statistics. The workshops targeted users from governmental institutions, NGO's, private sector, universities, research centers and others.



Workshop on Statistical Classifications



Workshop on Family Survey



Workshop on Developing the Information System for Local Government



Workshop, Status of Sports

The year 2010 witnessed the implementation of a number of specialized workshops, namely:

3.3.1 Workshop on progress of societies

PCBS conducted in 2010 a three-day workshop on measuring the progress of societies to develop a national road map to measure progress in the Palestinian society. This activity is consistent with the Arab efforts that aim to play active role in the international project "measuring the progress of societies". The objective of the workshop was to shed light on a number of topics related to the concept of measuring progress in societies, key indicators and methodologies.



Workshop, Measuring Progress of Societies

3.3.2 Workshop on Measuring poverty in the Palestinian Territory

As part of PCBS' policy to continuously assess its programs to further develop the relevancy of its statistics and to meet the objectives of the National Strategy of Official Statistics, PCBS conducted a review of the estimates of poverty in the Palestinian Territory, with the help of technical assistance provided by the World Bank. A modified methodology was proposed in coordination with the Ministry of Planning and Ministry of Social Affairs. PCBS conducted a workshop to present to users the new methodology and the main indicators on poverty for 2009.



Workshop, Measuring Poverty in the Palestinian Territory

3.3.3 Workshop on Health National Accounts

Since 2006, PCBS has started the development of a National Health Accounts System based on the standards of Organization for Economic Cooperation and Development. This step comes in line with efforts of PCBS to develop national accounts that is internationally comparable. PCBS conducted on 29/11/2010 a workshop on National Health Accounts in cooperation with the Italian Cooperation and Palestinian Ministry of Health. The workshop discussed the Report of National Health Accounts 2006-2008 and proposed methods to improve the quality of relevant statistics.



Workshop, National Health Accounts

3.3.4 Workshop on releasing the preliminary results of the Migration Survey

PCBS announced the preliminary results of the first migration survey on 27/12/2010 in a workshop that was attended by key users, media and interested researchers. The migration survey -2010 is the first specialized national survey on migration to be conducted in the Palestinian Territory. The survey aimed to provide detailed and accurate statistics about internal and external migration in terms of size, characteristics and trends, migrant's money transfers, factors that influence the decision of emigration, the characteristics of returned emigrants and the reasons behind their return. The survey aimed to fulfill the urgent need for migration indicators in the light of the severe shortage in the field of migration statistics in general and international migration statistics in particular.

The survey also aimed to provide basic information on migration in the Palestinian Territory to help decision makers in the formulation, monitoring and evaluation of migration policies as well as population policies and programs.

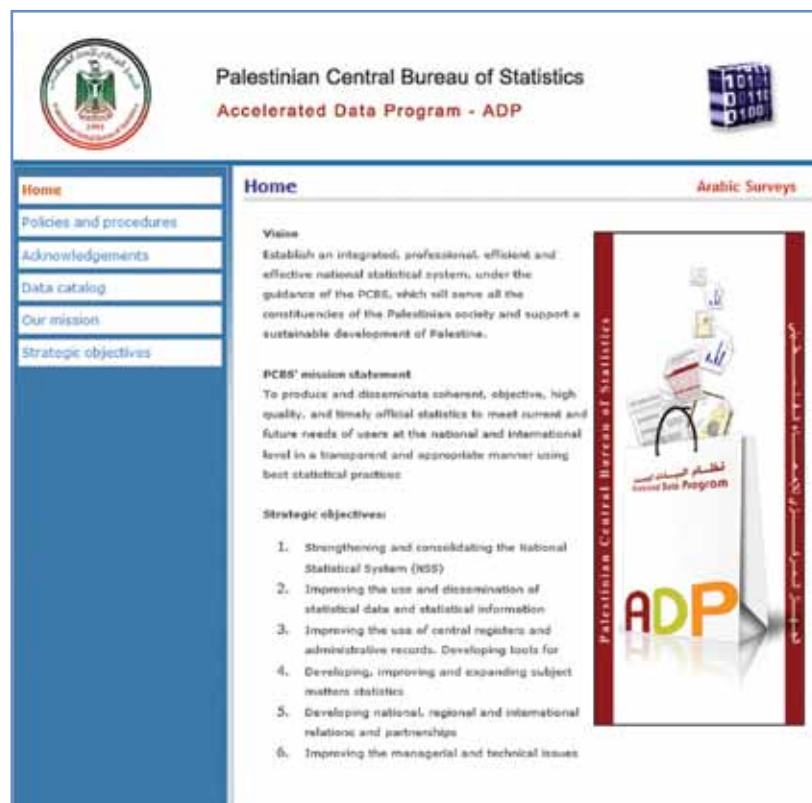


Workshop on Releasing the results of Migration Survey

3.4 Metadata System

PCBS has designated the development of a national metadata system as one of its development projects in 2010 as indicated in the National Strategy for Official Statistics (2009-2013), with the aim to provide high quality, reliable and timely statistics. The system is designed to support the national statistical system as whole and to be utilized by statistical units in various ministries and governmental institutions as a metadata reference repository. Accordingly, PCBS launched on 20/10/2010 the first phase of the metadata web portal that documents selected surveys using the tool "International Accelerated Data Program (ADP)".

The system documents relevant metadata of surveys including data collection, sample design, methodology, concepts, definitions, geographical coverage, survey's questionnaires, published reports and others. In addition, the system enables users to browse into the survey's variables and generate their own statistics.



Metadata Website

3.5 Proactive Dissemination

PCBS has, since establishment, devoted greater attention to maintain close relationship with users to identify their needs and provide them with user tailored statistics. Accordingly, PCBS started in 2006 its proactive dissemination concept through the mapping of statistical releases with national and international relevant anniversaries such as Palestinian Detainees Day, Nakba Day, Land Day, International Health Day, International Elderly Day, International Water Day and International Woman Day. The annual statistical calendar of PCBS was based on the concept of proactive dissemination. On these anniversaries, PCBS disseminates latest up to date indicators that correspond to these occasions from Palestinian perspective.

During the celebration of the United Nations Economic and Social Commission for Western Asia (ESCWA) of the World Statistics Day, PCBS was honored with a certificate from ESCWA for its proactive dissemination of statistics.



Ninth Session of the Statistics Commission of ESCWA - Beirut



Ms. Ola Awad, PCBS President Receiving a Certificate of Good Performance by Lebanese State Minister Mr. Jean Oghassabian During ESCWA Celebration of World Statistics Day-Beirut

3.6 ESRI International Award

The Electronic Statistical Atlas of Palestine is considered an advanced method of data dissemination where it links key statistical indicators with geographical locations thus giving users a comprehensive view of the social as well as demographic situation. It has further contributed to user friendly dissemination, thus saving time and effort of researchers and students to understand and link spatial data analysis as well as compare different data. The Atlas is considered a distinctive achievement since it contains computerized statistical maps using advanced Geographic Information Systems (GIS). The objective of Atlas was the dissemination of statistical data in the form of high-quality maps on a variety of geographic levels in an easy and simple manner. This allows better understanding of the indicators represented on maps for analysis, and helps researchers as well as policy-makers to utilize the data to better serve the public interest.

In line with its objectives to maximize the utilization of its large statistical databases, PCBS started in 2007 using GIS technologies to develop geographical databases based on data of the Population, Housing, and Establishment Census 2007. PCBS has computerized parts of the aerial photograph of the West Bank, in addition to the computerization of administrative boundaries and administrative divisions of the Palestinian localities as a step toward developing geographical databases for these localities.

In special ceremony organized by ESRI in the United States of America in July 2010, PCBS was honored with two international awards for its achievements in utilizing GIS technology in data dissemination. The first award for the building of geographical database and the second for its Web-based Statistical Atlas of Palestine. PCBS was selected from among 300,000 competing institution for these awards.



3.7 Statistics Day at Polytechnic University

PCBS has given special priority for mutual beneficial relationship with academic institutions in Palestine furnishing them with Public Use Files for research and analysis. In the aim to strengthen such relationship with the academic community, PCBS organized a Statistics Day at the Polytechnic University of Palestine in Hebron Governorate in cooperation with the Academic Association and the university. A publication Fair was organized during the Statistics Day in which PCBS' publications and others were presented to the participants.



Statistics Day, Polytechnic University of Palestine

3.8 Agreements and Memorandum of Understandings

During 2010, PCBS signed a number of agreements and Memorandum of Understandings with ministries, local authorities, and international institutions. A number of Memorandum of Understandings were signed to develop administrative records namely with Ministry of Health, Ministry of Justice, Ministry of Detainees, Ministry of National Economy, Ministry of Social Affairs, Ministry of Local Government, Ministry of Transportation and University of polytechnic -Palestine.



Dr. Ibrahim Al-Masri , the President of the Polytechnic University of Palestine during the signing of Memorandum of Understanding between the Ministry and PCBS



Dr. Ali Khashan Minister of Justice during the signing of Memorandum of Understanding between the Ministry and PCBS



Dr. Sa'di Al-Krunz Minister of Transportation during the signing of Memorandum of Understanding between the Ministry and PCBS



Dr. Hasan Abu-Libdeh Minister of National Economy and Trade during the signing of Memorandum of Understanding between the Ministry and PCBS



Mr. Isa Qaraqi' Minister of Detainees during the signing of Memorandum of Understanding between the Ministry and PCBS



Dr. Jihad Al-Wazir Governor of Palestine Monetary Authority and President of PCBS during the signing of Memorandum of Understanding



Minister of Social Affairs and President of PCBS during the signing of Memorandum of Understanding between the Ministry and PCBS

CHAPTER
FOUR

MAJOR
ACHIEVEMENTS
IN 2010

CHAPTER FOUR

MAJOR ACHIEVEMENTS IN 2010



H.E. Dr. Salam Fayyad Inaugurating
New PCBS Main Premises

4.1 Opening of PCBS new main office

The year 2010 has witnessed the official opening of PCBS' two interlinked-buildings as another step towards institutional development. The opening ceremony was organized under the auspices of H.E the Prime Minister of Palestine and the head of the Advisory Council for Official Statistics Dr. Salam Fayyad. In addition the ceremony was attended by the head of the Norwegian representative Office in Palestine and other public figures.



Mr. Tor Wennesland, Head of the Norwegian
Representative Office in the opening ceremony of
PCBS' new Premises

QUOTES FROM PCBS' GUEST BOOK

Jack Triess Quarles van Ufford
Netherlands Representative

Sincere congratulations with the
opening of the new office.
It all begins with statistics....

[Signature]

Thank you
for giving us
Palestine in Figures

[Signature]
Norwegian Representative

Congratulations on your very impressive
achievements to date. I look forward to
a working partnership to support you in
this important work.

[Signature]
World Bank

Statistics - the basis of life
best wishes for your work in the
new building for the benefit of the
Palestinian people

[Signature]
EU Representative

With the Best Wishes from the
Architecture Representative Office
in Ramallah. Congratulations
for this fantastic Building.

[Signature]
Architecture Representative Office

4.2 Agriculture Census 2010

The Agricultural Census is a large scale statistical operation that covers all agricultural holdings in the country. The census constitutes a fundamental pillar of the national statistical system and it aims to provide baseline data and detailed information on the structure and composition of the agricultural sector in Palestine and to meet the needs of planners and decision makers.

The Agriculture Census of Palestine was conducted in the year 2010. The census provided temporarily job opportunities in the field of fieldwork, data processing and supportive administrative positions. for more than 1600 new graduate for a period of 2-6 months. In the last quarter of 2010, PCBS finished the data collection of the census data by counting all of Palestinian households. During the first half of 2011, PCBS starts the processing of census questionnaires and tabulation of census results.

Census in Still pictures...



Fieldwork Activities of the Agriculture Census, 2010

4.3 Statistical Outputs

PCBS has managed during the year 2010 in honoring the release dates of its statistics as stated in its annual statistical calendar. The following summarizes the achievements of PCBS in terms of statistical releases:



Economic Statistics

PCBS published during 2010 more than 56 economic statistical output including statistical report, press release and digital data files (Public Use Files). These releases cover different economic subjects including Consumer Price Index (CPI), economic indices, Internal and External Trade, National Accounts, Transportation and communication, Existing Buildings, Investment, Construction, Finance and Insurance, Balance of Payments and others.



Population and Social Statistics

The number of releases in the field of Population and Social Statistics reached 34 covering Health, Education and Culture, Labor Force, Gender, Child, Research and Development, Youth, migration, Expenditure and Consumption, Poverty and others.



Area Statistics

Regarding Area Statistics, PCBS published 23 statistical output covering environment, tourism, water, energy, settlement, housing and others.



Annual Abstracts

PCBS issued during 2010 the second Annual Statistical Report for Governorates, Jerusalem Statistical Abstract (No. 12), Statistical Abstract of Palestine (No. 11) and Palestine in Figures for 2009.

4.4 Field work Surveys

During 2010, PCBS implemented 47 statistical survey covering economic, demographic, social and area fields. The year 2010 witnessed the implementation of important surveys namely Palestinian Household Survey, Disabilities Survey and migration Survey.



Fieldworkers in a visit to a Household, Palestinian Family Survey



Meeting on Labor Force Survey

4.5 Networking and Capacity Building

4.5.1 Training and capacity building of employees

PCBS has always given the training and capacity building of its employees in various fields great importance to ensure that they have the knowledge and skills necessary to perform their duties in high quality manner. The following table shows the internal and national training activities in which PCBS' employees participated during the year 2010.

Type of event	Internal			National	
	No. of activities	No. of participants		No. of activities	No. of participants
		PCBS' employees	Others		
Training course	13	222	55	15	48
Workshop	1	11	17	5	12
Study visit	-	-	-	-	-
Meeting, conference, Seminar	33	621	-	9	15
Total	47	854	72	29	75

Training of PCBS' Employees on Managerial Skills



Training on Engagement of Gender Issues in Statistics

4.5.2 Technical missions

During 2010, PCBS received 14 technical assistant missions to improve the skills of PCBS' employees and to revise the design of methodologies.



Technical Mission on Methods, Standards and Quality



Training Course on Measuring Progress of Societies

4.5.3 Relation with the Core Funding Group (CFG)

The Core Funding Group is the main donor of PCBS' programs. The group is represented by the Representative Office of Norway to the PNA and Swiss Agency for Development and Cooperation (SDC). The CFG held an annual and semi-annual meeting with PCBS during the year 2010 to discuss PCBS' programs and progress made according to annual plans.



Eighth Meeting with the Core Funding Group (CFG)

4.5.4 Relationship with the Media

As part of its policy to strengthen relation with the media for its roles in the dissemination of Statistics, PCBS organized more than 200 interview with the media and issued more than 240 press releases covering various aspects of the Palestinian society.



PCBS Team and the Core Funding Group (CFG) Members



Ms. Ola Awad, PCBS President in a Joint Press Conference with UNFPA Representative in Palestine.

4.5.5 Participation in regional and international events

PCBS' employees participated during 2010 in 94 regional and international events covering training courses, workshops, conferences, seminars and study tours. About 22 employees from other governmental institutions joined PCBS' employees in the participation. In addition, four of PCBS employees performed technical missions as experts to regional institutions.



PCBS Delegates Participate in the Thirty Fifth Meeting of the Board of Trustees of Arab Institute for Training and Research in Statistics-Amman



PCBS Delegates Participate in the Al-Khawarizmi First Conference on Statistics in the Arab Region-Duha



4.6 Special guests

PCBS hosted in its premises during 2010 a number of special guests.



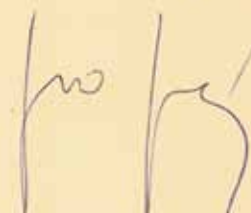
Meeting with international Delegations on the Status of Palestinian workers

FROM PCBS GUEST BOOK...

On behalf of the Consulate of the
Republic of Turkey in Jerusalem, I wish
great success in the mandate of PCBS.

Mehmet F. Şekerci
Consul

Congratulations
and good luck on your
way to the sovereignty!


Greek Rep.

The background features several large, flowing, wavy lines in a lighter shade of purple, creating a sense of movement and elegance. These lines sweep across the page, framing the central text.

Our Responsibility Towards Society

CHAPTER FIVE

SOCIAL RESPONSIBILITY



CHAPTER FIVE

SOCIAL RESPONSIBILITY

PCBS acknowledges that social responsibility is essential component of its professional mandate to interact with local communities and establish mutual beneficial relationship with them. Accordingly, social responsibility has become a traditional practice and PCBS utilizes such opportunities to promote official statistics.



PCBS' Social Responsibility:
Donations for Needy Families

5.1 Donation of extra belongings to needy families

On the occasion of Eid Al-Fitr, PCBS organized a donation campaign to collect from its employees extra belongings including clothes for needy families. The event was organized in coordination with the Ministry of Social Affairs.



PCBS' Social Responsibility:
Donations for Needy Families

5.2 Supporting the Old City of Hebron

In support of the decision of the Palestinian Cabinet to strengthen the resilience of the old city of Hebron, PCBS opened in May 2010 special office in the old city and equipped it with necessary equipments, so that it can provide relevant statistical services to the public.



PCBS President Ms. Ola Awad and Acting Governor of Hebron Governorate Inaugurating PCBS' Office in Hebron.

5.3 Donation to Elderly Nursery Homes

As part of its proactive dissemination policy where statistical releases are linked to national and international occasions, PCBS seized the opportunity on the International Elderly Day to make special visits to Elderly Nursery Homes and provide them with in-kind donations. In addition, PCBS disseminated on that day special statistics bulletin highlighting key indicators about Palestinian Elderly.



PCBS' Social Responsibility: Donations for Elderly Nursery Homes in Jenin

5.4 Helping Bedouin school of Al-Mu'rajat

In line with PCBS' practices to be a caring neighbor to local communities, PCBS provided in-kind assistance to the Bedouin school of Al-Mu'rajat including school stationeries and supplies. The school was identified by PCBS' fieldworkers during the Agriculture Census as in desperate need for such supplies.



Al-Mu'arajat Bedouin School

5.5 Honoring of Tawjihi students

PCBS shared with its employees the celebration in the passing of employees' close relatives in the Twajih General Examination through special event organized by PCBS on 5/8/2010. Traditionally, this occasion is highly cherished by families as Palestinian society values education in a very distinct manner.



PCBS' Social Responsibility: Honoring Tawjihi Students
(Relatives of PCBS' Employees)

5.6 Open Day

PCBS organized special open day for its employees in one of Ramallah's resorts. The open day included many events such as cultural, artistic and entertainment activities; in addition to promoting the Development Projects of the Bureau for the year 2010.



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*Better utilization of statistical databases and
agriculture census for planning and development*

CHAPTER
SIX

PCBS'
DIRECTIONS
2011

CHAPTER SIX

PCBS' DIRECTIONS 2011

The general directions of the Palestinian Central Bureau of Statistics for the year 2011 are comprised of strengthening the institutional work at the domestic, national and international levels; stability in the running programs of Palestine's official statistics through leading the capacity building of the national statistical system and responding to the requirements of implementing the National Strategy for Official Statistics – NSDS - (2009-2013), the requirements of the National Mid-Term Development Plan (MTDP), and the needs of the national program for “Ending the occupation and establishing the state”.

6.1. PCBS level

Administratively:

- Succession Planning: Initiate necessary measures to strengthen managerial skills at different levels of the organization with special focus on middle management to ensure availability of experienced and capable employees who are prepared to assume key roles as they become available.
- Working environment: Enhance job satisfaction and continue to improve working environment for all employees at all levels.

Technically:

PCBS' general policy aims to ensure efficient integration of the various monitoring mechanisms at the organization level (National Strategy for Official Statistics 2009-2013, Statistical program 2009-2011) as well as at the national level (National Mid-Term Development Plan, the national program for “Ending the occupation and establishing the state”). Accordingly, PCBS shall, during 2011, focus on:

- Further development and better utilization of PCBS' statistical databases with special attention on the agriculture census 2010.
- Continue to develop the relevant tools and techniques that are necessary to strengthen the concept of Total Quality Management to ensure continuous improvement of PCBS' services and outputs.
- Improve user's accessibility to PCBS' services with special attention on metadata.
- Further improvement of PCBS' statistical programs in line with the latest international, UN, and regional developments while maintaining priority for national needs.
- Improve administrative records to better serve the national statistical system.



2



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6.2 National level

As PCBS is the leading entity in the development of the national statistical system, it will, during 2011, emphasis:

- The further development of the national statistical system as stated in the NSDS.
- Dedicate greater attention to institutionalize the monitoring systems in active participation of the different partners.
- The utilization of statistical data by outreaching various segments of users.
- Active participation in national forums related to the development of sectoral strategies of line ministries in the field of statistics and the National Plan for Reform and Development as well as the national program for ending the occupation and establishing the state.

6.3 Regional and international levels

PCBS' policy is to sustain its leading role in the regional and international statistical levels through:

Strengthening of bilateral relations with the Arab statistical agencies and regional and international organizations in various relevant fields.

Active participation in regional and international relevant arenas,



