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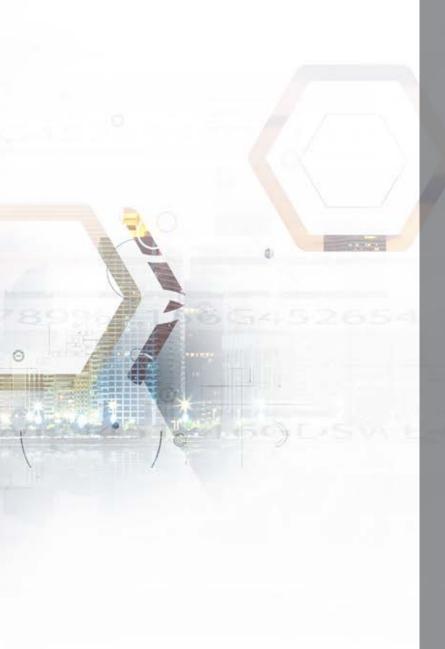








adstatistics



# Vision

To become a globally recognized statistics centre, contributing to development in the Emirate of Abu Dhabi.

# Mission

#### The centre aims to:

- Develop and organize the statistical system of Abu Dhabi Emirate.
- Provide relevant and reliable official statistics serving policy makers, the business community and the public.

# Values

- Independence
- Transparency
- Reliability
- User focus
- Confidentiality



His Highness Sheikh

Khalifa bin Zayed Al Nahyan

President of the United Arab Emirates



His Highness Sheikh

Monammad bin Zayed Al Nahyan

Crown Prince of Abu Dhabi and Deputy Supreme

Commander of the UAE Armed Forces



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# MESSAGE FROM THE BOARD CHAIRMAN

It has taken SCAD a relatively short space of time to carve out a place for itself among the key contributors to the development process in the Emirate of Abu Dhabi. As Abu Dhabi's official statistical authority, SCAD has the core function of developing and organizing statistical work in the Emirate, as well as producing, analyzing, and disseminating official statistics. SCAD is also responsible for integrating and coordinating the use of standardized statistical concepts. Since its inception, the Centre has determinedly carried out its duties and responsibilities to the fullest - positioning it amongst the leading statistical bureaus world-wide.

The substantial achievements and contributions SCAD has made - examples of which are set out in this report – would not have materialized without the sustained care of HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, Ruler of Abu Dhabi; and the unlimited support of HH Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the Armed Forces, Chairman of the Executive Council.

SCAD's achievements over the past few years have transformed into reality the original aspirations from the Centre's first strategic plan. It is a deep conviction at SCAD that progress is an ongoing process without boundaries. In our effort towards modernizing the statistical system of the Emirate of Abu Dhabi and putting it on par with the world's developed systems, we are tirelessly implementing of our ambitious strategic plan for the next five years (2015-2019).

While mindful of the rapid growth in Abu Dhabi's development, and the challenges this presents for statistical work in the Emirate, we are determined to shoulder our responsibilities, help chart out the road to development, adhere to standards of statistical excellence, and provide the statistical tools necessary for monitoring. In doing so, we will engage in comprehensive cooperation with our statistical partners, be they private or public users, or producers of data. May Allah grants us success.

H.E. Ali Majed Almansoori



# FOREWORD BY THE DIRECTOR GENERAL

The commencement of SCAD's operations, in April 2009, marked a milestone in the history of development in the Emirate of Abu Dhabi. Within a relatively short time, by the Grace of Allah Almighty and thanks to the wise guidance the Centre continues to receive, SCAD has emerged as a significant contributor to economic and social development in the Emirate. SCAD boasts a long list of major accomplishments and developments that conform to the highest international statistical standards and methodologies.

To continue to fulfil its mission and support Abu Dhabi's development plans, SCAD is pleased to present the fourth issue of its Annual Review. It includes the Centre's key achievements and illustrates that SCAD has come a long way in its endeavour to build a statistical system that produces relevant statistical indicators to meet the needs of decision-makers and the business community - especially in terms of coverage, accuracy, and timeliness.

SCAD's proud achievements over the past six years, are strongly supported by the remarkable increase in the number of official statistical indicators produced by the Centre, and the notable improvement in their quality. The number of indicators has grown seven-fold from 192 in 2009 to 1,297 in 2014. While the number of publications has increased to 113 titles, including books, specialized periodic reports, and bulletins.

On the international relations front, SCAD has entered into several successful partnerships with a globally renowned statistical bureaus, while domestically, the Centre has concluded bilateral agreements with 35 local entities.

In the area of human capacity building, SCAD has been successful in attracting promising national cadres and developing their skills and capabilities. Another accomplishment, in this regard, was the launch of SCAD's Statistical Training Institute, which provides specialized training services to more than 60 government entities.

In conclusion, I would like to recognize the valuable support SCAD receives from the Executive Council of Abu Dhabi. The Council has been instrumental in encouraging data producing government agencies, and other entities to cooperate and coordinate with the SCAD - thereby benefiting statistical work in Emirate of Abu Dhabi.

#### H. E. Butti Ahmed Mohamed Bin Butti Al Qubaisi

# **CHAPTER 1**

# **ABOUT SCAD**



# **1.1** Introduction and History

Statistics Centre – Abu Dhabi (SCAD) is the official source of statistical data in Abu Dhabi Emirate. It was established on 28th of April 2008 in accordance with Law No. (7) of 2008 promulgated under a decree by HH Sheikh Khalifa bin Zayed Al Nahyan (may Allah protect him), entrusting SCAD with the task of developing and organizing statistical work in the Emirate of Abu Dhabi and the production, analysis and dissemination of all the official statistics of Abu Dhabi Emirate.

The Centre is also responsible for the integration and harmonization of statistical standards, concepts and definitions for all statistics produced by other local departments across the Emirate of Abu Dhabi. As a main source of official statistics in Emirate of Abu Dhabi, SCAD assumes the responsibility for the collection, classification, storage, analysis and dissemination of official statistics and the release of the results of social, demographic, economic, environmental and cultural surveys. As part of its key function, SCAD also coordinates with the federal statistics office of the UAE for their statistical needs.

The activities of the Centre encompass all statistical areas in accordance with relevant international standards and ethics, such as independence, professionalism, impartiality, objectivity, confidentiality, cost effectiveness and quality of statistics. SCAD plays a key role in the overall development of the Emirate through the provisioning of relevant statistical indicators required by the key decision and policy makers in the Public and Private sectors of Abu Dhabi.

### 1.2 | Function and Scope

According to Law No. 7 of 2008, SCAD is the sole source of official statistics in of the Emirate of Abu Dhabi. SCAD is assigned with the following functions and authorities:

#### **Development of statistical and calendars**

Develop statistical plans and programmes to support the development of the Emirate of Abu Dhabi and announce in advance the annual calendar of statistical releases and publications to help in policy planning and key decision making.

#### **Production of official statistics**

Collect, classify, store, analyze and disseminate a wide range of social, demographic, economic, environmental and agricultural statistical data, also known as official statistics, by developing and using state-of-the-art means and following established procedures.

#### **Execution of field work activities**

Conduct field work statistical activities at the Emirate level such as surveys, censuses and opinion polls, including surveys that may be requested by other government entities.

#### **Development of Abu Dhabi Statistical System**

Lay the foundations and rules that regulate statistical work in Abu Dhabi and collaborate with the various government entities in the preparation and dissemination of statistics in order to develop their own administrative records.

#### **Raising statistical awareness**

Raise awareness about the role and importance of statistical data and information in setting policies, development programmes and decision making.

#### **Promoting external cooperation**

Participate in statistics-related international cooperation and expertise exchange, and host local, regional and international conferences, symposia and workshops related to statistical issues.





### **1.3** | Board Members





**H.E. Ali Majed Al Mansoori**Chairman of Statistics Centre - Abu Dhabi
Chairman of the Department of Economic Development



H.E. Rashed Lahej Naser Al Mansoori General Manager - Abu Dhabi Systems and Information Centre



Dr. Tareq Ahmed Mohamed Al Ameri Director - Social Development Sector - General Secretariat Executive Council



Saeed Rashid Ali Al Zaabi Director - Office of Corporate and Strategic Affairs - General Secretariat Executive Council



Dr. Saleh Hashem Sayed Al Hashemi Director - Infrastructure and Environment Sector - General Secretariat Executive Council



Khaleefa Salem Al Mansouri Director - Economic Development Sector - General Secretariat Executive Council



**Ghobash Saqr Ghobash Saeed**Director - Human Development
Sector - General Secretariat
Executive Council

According to Law No. 7 of 2008, SCAD is a financially and administratively autonomous entity with full legal capacity to act independently. It is managed by a board of the directors chaired by the Chairman of the Department of Economic Development, with members from related work areas.

SCAD's Board is the sole authority empowered to manage SCAD and run its affairs within the jurisdiction of the centre's law. In particular, SCAD's Board is responsible for:

- Setting SCAD's general policy and adopt the plans necessary to execute it
- Reviewing SCAD's annual plans and identifying the priority areas of the statistical work in order to contribute to the Emirate-wide strategic planning and the policies related to statistical work
- Forming standing and ad-hoc committees out of its members or others to follow up on the duties assigned to them
- Passing SCAD's annual draft budget and approving the annual financial account statement
- Reviewing and approving SCAD's annual report at the end of each year
- Issuing SCAD's organizational structure and identifying the competences and functions of the departments and divisions and all of SCAD's administrative units
- Adopting training plans and programmes necessary to provide sufficient numbers of qualified UAE nationals
- Issuing all the necessary regulations and decisions to regulate the work in SCAD
- Accepting aid, grants and other subsidies offered to SCAD to contribute to the achievement of its objectives
- Setting fees and charges for the services rendered by SCAD, as well as amend, repeal or waive payment of such fees and charges after the Executive Council's approval
- Carrying out any duties assigned to SCAD by the Executive Council



SCAD's Board is the body responsible for reviewing annual plans and identifying statistical priority areas in order to contribute to the Emirate-wide strategic planning and the policies related to statistical practice



## 1.4 | Leadership Team





**H.E. Butti Ahmed Mohammed bin Butti Al Qubaisi** Director General Statistics Centre - Abu Dhabi



**Abu Baker Abdullah Al Amoudi Executive Director** Statistics Sector



**Badria Abdalla Obaid Executive Director** Data Sector



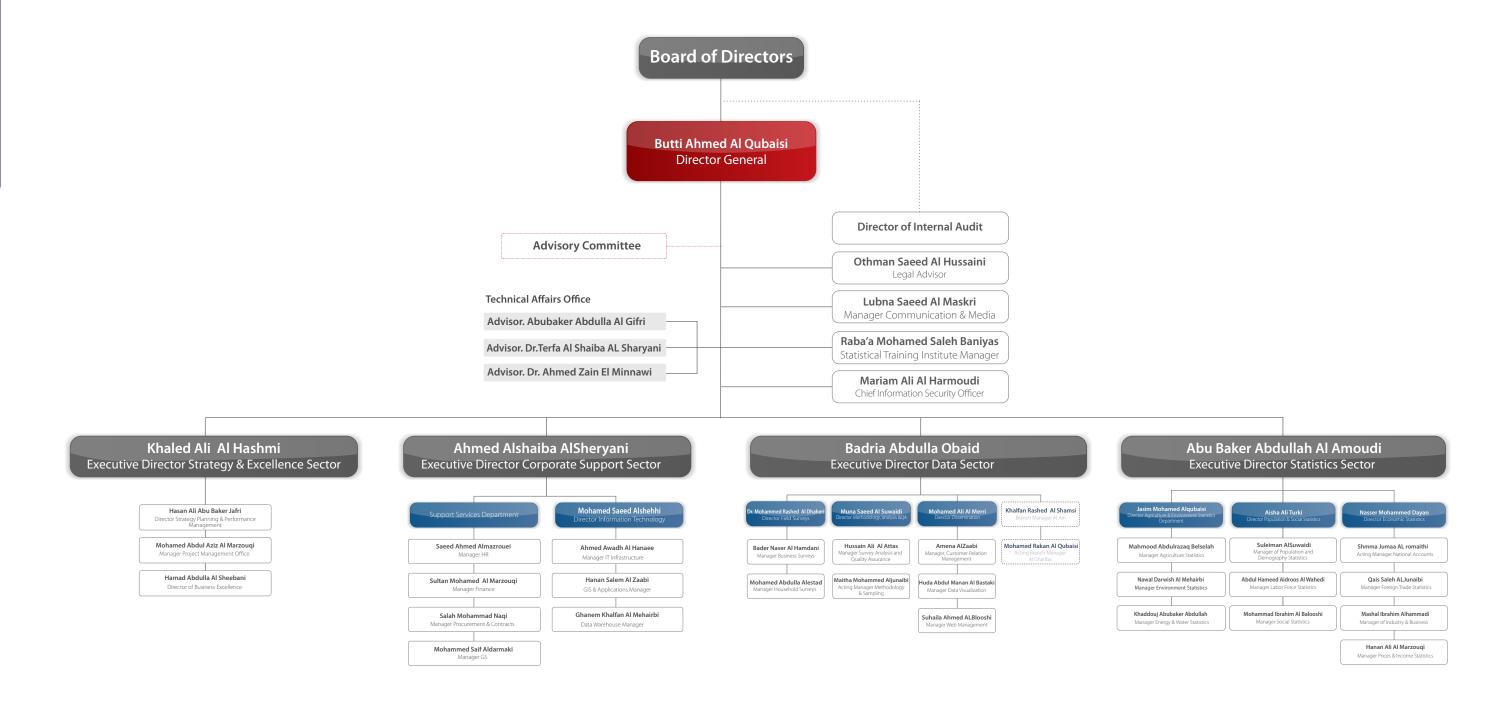
**Khaled Ali Alsafi Al Hashmi Executive Director** Strategy and Excellence Sector

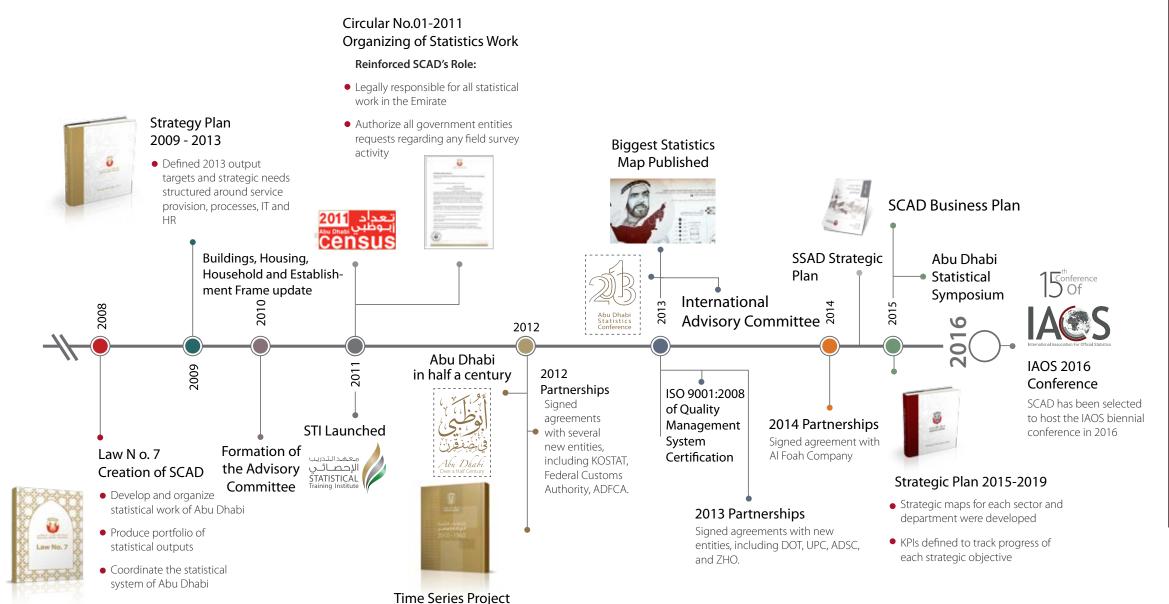


**Ahmed Alshaiba AlSheryani Executive Director** Corporate Support Sector

Over the course of the past five years SCAD has notched up many proud accomplishments, toward building a statistical system for the Emirate and the regular production of statistical indicators that meet the requirements of decision makers, the business community, with extensive coverage attention to accuracy and timeliness.

# **1.5** Organization Structure





Thanks to the full government support, continuous engagement of its stakeholders and untiring efforts of its Executives and employees, SCAD has achieved significant milestone in a very short span of time. The results achieved by SCAD during last five years are not only motivational but also a great source of inspiration for the organization to achieve more during the coming years.

# CHAPTER 2

# PERFORMANCE HIGHLIGHTS



Like previous years, 2014 has also been a very successful year for SCAD in terms of achieving its statistical production targets, completing all major projects on time as well as introducing several enhancements in various aspects of its business. This success was achieved on the back of strong support from the Chairman and the board members, full involvement of the Director General and his executive team in strategic matters, support from the government entities of Abu Dhabi and last but not the least, the dedicated efforts of the employees of SCAD.

The credit also goes to the effective engagement of all the stakeholders including but not limited to the General Secretariat of the Execution Council, key data providers, representatives of academia and the private sectors. SCAD has improved its performance in various areas through several initiatives that are highlighted in the following sections.

### 2.1 | Evaluation of SCAD's First Five-year Strategy

Among the key start-up initiatives, SCAD developed a 5-year strategic plan in 2009 to identify its priorities, focus areas and key performance targets. This strategy helped SCAD align its activities and efforts towards its long-term aspirations and goals. Accordingly, SCAD executed several strategic initiatives over the past five years to achieve and in most cases, exceed its strategic targets as outlined in the Centre's initial strategy.

#### Below is a brief assessment of strategy execution:

#### Strategic Objective **Achievements** • Significantly increased the number of key official statistics **Enhance statistics to support** produced by SCAD in a very short span of time economic, social, environment and infrastructure agenda • Achieved most of the targets for planned publications and statistical releases • Delivered various training programmes and statistical courses for government agencies, private sector and general public **Raise Statistical Awareness** • Organized workshops and lectures for the key users and data producers • Developed best-practices based methodologies • Improved planning, design and execution of surveys Strengthen data collection • Implemented e-Statistics to improve and automate data collection from administrative sources · Deployed necessary technologies to improve efficiencies Build the whole range • Developed and implemented various management systems to drive of infrastructure quality and excellence • Established a statistical training institute **Develop competencies** · Developed and delivered statistical training courses for SCAD employees, and capabilities stakeholders and general public

SCAD continued to pursue its strategic priorities and commitments throughout 2014, with a focus on meeting its stakeholders' expectations and achieving excellence in every aspect. Since its inception in 2009, SCAD has made significant achievements that, for a relatively young organization, are quite remarkable, given the challenge of operating in the field of Statistics

# 2.2 Key Results Achieved

Key Result	2011	2012	2013	2014	
PRODUCTS and SERVICES					
Number of Official Statistics released Number of Publications released Customer Satisfaction Website Visits Number of e-Services  Avg. Response time for data requests (days)	542 42 70% 138K* 7	544 68 81% 105K 13	1,227 83 75% 116K 24	1297 95 76% 122K 30	
STATISTICAL PRODUCTION	5 - 10 - 10 - 10 - 10 - 10 - 10 - 10 - 1				
% KOS calculated from administrative datasets Number of recurring surveys conducted Opinion polls Number of datasets available through interactive tools Number of entities connected through E statistics	- 2 - -	- 12 - -	49% 7 - 3 -	56% 7 6 13 57	
STAKEHOLDER ENGAGEMENT					
Partnership Agreements  - With govt entities (local and federal)  - With academia  - With international statistics agencies Statistical Training provided to Government Entities Number of ADGE employees trained by STI ** Number of seminars and conferences held	7 - - -	18 36 241 2	60 998 4	70 61 5 4 59 1,196	
BRANDING and RECOGNITION					
Significant Recognitions / Awards achieved so far	8	32	51	53	
PEOPLE					
Number of Employees Representation of Emiratis Gender Diversity (women representation) % of employees with University Degrees % of employees with master degree Employee Satisfaction	189 66% 38% 85% - 65%	195 70% 45% 85% 25% 62%	201 71% 46% 86% 24% 65%	217 75% 40% 82% 28% 68%	
ENVIRONMENT					
Reduction in waste (Ton) Number of employees trained on EHS	3 46	1.3 88	1.2 170	8.55 170	
COMMUNITY					
Spending on Community Support (AED) Volunteer Blood donations	6,250 45	34,000 50	213,155 75	139,957 55	

<sup>\*</sup> Due to Census Year that generated a large traffic volume on SCAD website in 2011 \*\* Accumulative number of ADGE employees that have been trained so far

### 2.3 | Summary of Overall Accomplishments



#### Some of the key accomplishments of 2014 and the previous years are outlined below:

Statistical Production

- Exponential increase in official statistics released over the past few years
- Managed and successfully delivered Abu Dhabi Census and a number of large scale survey projects
- Developed comprehensive time series datasets for the past 50 years Designed a comprehensive

quality management framework to elevate the overall quality of the statistics across Abu Dhabi

Capability Development SCAD has taken a lead role in developing statistical capabilities within its organisation as well as helping government entities improve their statistical knowledge and awareness. For this, SCAD has established a Statistical Training Institute (STI) in 2011 to:

- Provision of statistical training to SCAD and other Government employees
- promote statistical awareness in the Emirate by holding conferences, seminars, workshops and other events
- A large number of employees in Abu Dhabi have been trained in various statistical disciplines by the STI so far

Innovation

- GIS maps
- Handheld devices integrated with maps
- Interactive data visualization tools
- Multinode

Stakeholder Management

- Consistently achieving or exceeding stakeholders' expectations SLA's and MoU's have been signed with key data providers to ensure a high degree of cooperation and collaboration at all levels
- A stakeholder engagement plan is updated annually and regular meetings are conducted at various levels to address key issues and find solutions



# Organizational Development

- Implementation of the Generic Statistical Business Process Management (GSBPM) model based on international best practices
- Implemented Statistical Standard Operating Procedures (SSOPs)
- Centralised Programme Management Office for key initiatives and Surveys and equipped it with best in class systems and procedures
- Adopting state-of-the-art technologies to improve key business processes
- Promoting innovation through incentives and rewards for its employees
- Strategic Planning and Performance Management Framework to achieve balanced results that contribute to the vision of Abu Dhabi
- Embedding excellence culture in every aspect of the organisation by continuously assessing and enhancing its work practices in all areas

# Human Capital

Considering its employees as the most valuable assets, SCAD has established dedicated programmes to continuously engage its employees and raise their skills and competencies.

- Consistently achieving or exceeding its Emiratisation targets
- All managerial positions are held by UAE nationals
- SCAD is an equal opportunity employer and offers unique development opportunities for all segments of employees e.g. a number of females are represented in key management positions as well as in various technical areas
- SCAD leadership maintains regular contacts with the staff to understand their issues and communicate management vision

# Society

As a socially responsible organization, SCAD is fully aware of its commitments towards society and has taken a lead role in various society related initiatives, inlcluding

- Training courses for Schools
- Participating in blood donation campaign
- Sporting events for staff families and other community members

# CHAPTER 3

# SIGNIFICANT ACHIEVEMENTS OF 2014

### 3.1 | Statistical Production

Over the course of the past few years, SCAD has consistently met it ambitious statistical release schedules, steadily expanding it product portfolio, while ensuring conformity with the international standards of statistical dissemination.

SCAD's other periodic statistical products cover Consumer Price Index (CPI), Building Material Prices (BMP), Mechandise Trade, Gross Domestic Product (GDP) at constant prices and GDP at current prices, which offered significant value to the economic decision and policymaking process in Abu Dhabi.

#### 2014:

- Prices: CPI by region, Quarterly PPI and IPP, hotel price index
- National Accounts: Quarterly GDP was compiled, Annual GDP 2012 produced in 16 months and GDP 2013 estimates produced within 6 months
- Labour Force: LFS results produced in 5 months

**2013:** Monthly Foreign trade indicators were released, CPI by region was introduced, to strengthen the data, a Unified Code for business establishment was initiated

**2012:** GDP at constant prices was released, Census results along with SIS tools on census data were compiled, ICSIC 4 classification was adopted, Labour Force survey results were published?, food statistics were published?

**2011:** The main focus was on the 'Abu Dhabi Census' project, so regular statistical work was carried out

**2010:** The Statistical Year Book was published, monthly release of CPI and BMP initiated, key publications produced on social, education, agriculture and climate sectors





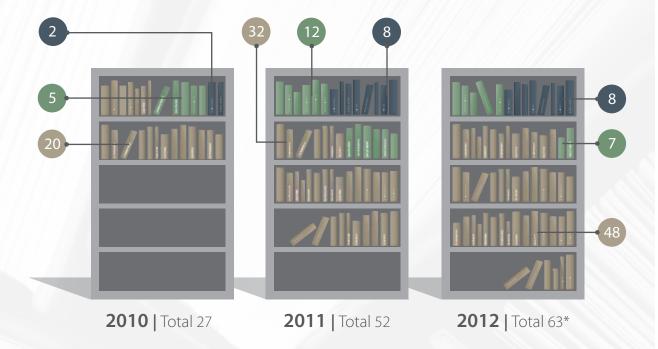


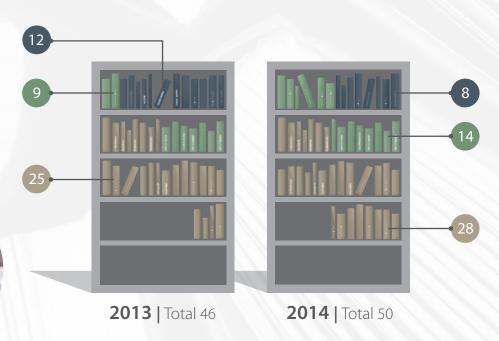
A publication is a stand-alone document produced by SCAD either electronically (normally in PDF format) or as a hard copy. It is used to summarize a wealth of statistics and present them in an easy-to-interpret format for differing audiences. It may also include brief expert commentary from SCAD's specialists.

In 2014, SCAD produced around 50 publications covering diverse topics, ranging from general publications released annually like the Statistical Year Book, to more specialized and detailed monthly reports, such as the Consumer Price Index Report. Many of the specialized reports are produced on a quarterly and annual basis as well.









\* Some of the planned publications for 2011 were delayed due to Abu Dhabi Census in 2011 and were released in 2012 – due to

#### **General Publications**

- Statistical Year Book
- · Time Series Updated
- Business Plan
- Annual Review 2013

#### **Economic Publications**

- Consumer Price Index Monthly, Quarterly and Annual
- Non-oil Merchandise Trade Through The Ports of Abu Dhabi – Monthly, Quarterly and Annual
- Building Materials Price Monthly, Quarterly, Annual
- Hotel Establishments Semi Annual
- Hotel Price Index Quarterly
- Industrial Producer Price Index Quarterly
- Transportation Statistics Annual
- Bank Statistics Quarterly
- GDP only for Quarter 1
- National Accounts Annual
- Economic Survey Results Annual
- · Foreign Investments in Abu Dhabi Emirate Annual

#### **Population and Social Publications**

- Education Annual
- Birth Statistics Annual
- Culture, Entertainment and Social Statistics Annual
- Population Estimates Annual
- Death Statistics Annual

#### **Environment and Agriculture Publications**

- Agriculture Annual
- Waste Annual
- Climate Change Annual
- Energy and Water Annual
- Environment Statistics Annual
- Agriculture Producer Price Index –Semi-annual
- Agriculture Land Use Annual
- · Air Quality Aannual



## 3.3 | Major Survey Projects executed in 2014



- Economic Surveys (Quarterly and Annual)
- Industrial Production and Producer Price Survey
- Foreign Investment Survey
- Household Income and Expenditure Survey (HIES)
- Consumer Prices Survey
- Ramadan Food Price Survey
- Building material Prices Survey
- Foreign Trade in selected services
- Establishments Frame Update
- Construction Cost Survey
- Labour Force Survey
- Yearly Environmental Survey
- Agricultural Census
- Improve Coverage of foreign trade of goods by other emirates ports
- Household Frame Update
- Disability Survey
- Sports Survey



## 3.4 | Key Statistical Activities

- In order to improve the timeliness of GDP and other economic variables, FDI estimates were produced for the first time in 2014.
- Quarterly GDP estimates were produced for the first time as a result of quarterly economic survey with the large establishments in each economic activity – the estimates will be compared with the results of the annual GDP.
- The Establishment Frame was updated in 2014 and will be made part of the recurring annual plans.
- SCAD has improved the representative sample of the Annual Economic Survey to enhance the accuracy of data – the sample now covers the focus sectors highlighted in Abu Dhabi 2030 vision including the SMFs
- The preparatory work to build an inventory of industrial establishment was completed in 2014 and the execution is planned in 2015 – this will standardise the statistical work in Abu Dhabi.
- A flexible survey has been designed for the financial activities related to the banking sector in Abu Dhabi

   the survey was electronic and conducted through email, thereby reducing the respondent burden and the statistical compilation time.
- Coordination with the Municipality of Abu Dhabi for the production of rent index of the residential units by building type and by region in Abu Dhabi region as well as for the index of commercial leased property
- Conducted training for the data providers in the Department of Finance on the key principles in the National Accounts
- Updated the Household Frame used for all household surveys such as Labor Force, HIES and Sports surveys

   the process took approximately 9 months to design, collect and analyse data that was targeting high Emirati population areas. The data will be compared with the administrative sources to test the quality
- The Annual Labour Force Survey was conducted to produce the estimates of the labour force and the employment. The survey was conducted using iPads with SCAD's pre-installed programmes and implementing their built-in validation rules.





- Along with the LFS, the migration survey was also conducted with less number of questions to capture only key migration data that will be used in population estimates / projections
- For the first time in the UAE, SCAD conducted the Disability Survey to identify the prevalence of disabilities as per international definitions. The sensitivity testing was done in field with the help of Zayed Higher Organization – the collected data is currently being analysed
- SCAD designed five surveys for the Family Development Foundation, covering the family, youth, adults, the elderly and children.
- SCAD designed the Sports Survey and the data collection methodology for Abu Dhabi Sports Council, completing the work in short timeframe
- Worked with the National Bureau of of Statistics (NBS) and Dubai Statistics Centre on the design of a unified Lahour Force questionnaire.
- Revised population estimates from 2006 to 2010 and compiled population projections for 2030
- SCAD contributed to the implementation of the Agricultural Census in collaboration with Abu Dhabi Food Control Authority, completting the first phase of the census, which included the counting of livestock holdings, and providing data on the structure of the livestock sector in the Emirate. The second phase included plant holdings and mixed holdings where the cadres of the fieldwork began collecting data using electronic questionnaire.
- SCAD conducted aerial photography of the vegetation, which covered all areas of the Emirate. in addition to aerial photographs, the survey also produced tree statistics by type, using state-of-the-art technology.
- SCAD contributed to the preparation phase of the project of Occupational Health and Safety Survey, which is the first survey of its kind, in coordination with Abu Dhabi Centre for Health and Safety and Environment. The role of SCAD was to provide technical support, data collection through survey and the design of the sample from the framework of the economic establishments operating in the Emirate of Abu Dhabi.

- SCAD worked on the project to build draft inventory of greenhouse gas emissions for the Emirate of Abu Dhabi in cooperation with the Environment Agency - Abu Dhabi. It also contributed to the computation of the Energy Balance and the GHG Emission Inventory project by providing environmental and energy data to the Ministry of Energy and the Dubai Carbon Centre for use in the preparation of national environment data.
- Participated in Maritime Plan 2030 Project in collaboration with the Abu Dhabi Urban Planning Council through the provision of technical support and statistical data to conduct studies and draw development policies within the plan.
- Worked with the National Bureau of Statistics (NBS) on unifying environmental statistical methodology according to the General Gramework of Environmental Statistics-2013, and a thorough assessment of the situation of statistics in the Emirate of Abu Dhabi within the new framework of environment statistics.
- Participated in the Groundwater Wells Census Project with the Environment Agency - Abu Dhabi, the Farmers' Services Centre and the Department of Economic Development, and participated in the Groundwater Meters Installation Project by providing the data and teachnical support needed for the project.

SCAD plans to produce quarterly GDP estimates, using inputs from its Annual and Quarterly Economic surveys and relevant administrative sources



### 3.5 | Strategy Development for 2015-19

In 2014, SCAD reviewed its current strategy in line with the input from its key stakeholders as well as the future vision of the Abu Dhabi government and accordingly, developed the next five years' strategy that aims to address the following:

- Statistical System of Abu Dhabi (SSAD) a detailed SSAD strategy has been drafted through several consultation meetings and a long-term implementation plan is now being finalized with the key stakeholders
- Alignment of SCAD with SSAD SCAD's strategy has been updated based on the strategic priorities of SSAD and accordingly, SCAD will undertake its role to fulfill SSAD agenda
- Capability Development across SSAD the overall capacity across SSAD will be enhanced through capable workforce, efficient systems and implementation of statistical methodologies and procedures across the Emirate of the Abu Dhabi

In addition to that, SCAD also cascaded its new corporate strategy to the entire organizational units in 2014. For this, extensive sessions were conducted with each business unit to align their functional objectives with the corporate objectives to ensure all efforts would lead towards achieving common vision.



### 3.7 | Stakeholder Engagement Program

An effective coordination and collaboration with the stakeholders is extremely critical for any statistics office and therefore, SCAD places great emphasis on stakeholder management practices. For this, SCAD has signed MoUs and SLAs with various government agencies to formalize the cooperation between SCAD and those entities. In 2014, SCAD initiated a comprehensive stakeholder engagement programme to further strengthen its relationships with the stakeholders. Below are some of the key accomplishments of this programme in 2014:

- Stakeholder Categorisation SCAD has devised a mechanism to assess the relative importance of the data providers based on the contribution of their data in the statistical production, whether it is through administrative data or surveys. Based on that, SCAD has identified critical and high-priority data providers and will work closely with them to build their statistical capacity in the coming years
- Enhancing SLA Framework SCAD has revisited the SLA framework to incorporate various aspects including but not limited to the provision of timely and high-quality data by the data provider, provisioning of technical assistance by SCAD, statistical training and capacity building, exchange of data through automated channel (e-Statistics), etc., based on the enhanced structure, SCAD will then revise the SLAs with its stakeholders during the coming years.







**Engagement Program** 



### 3.8 | Statistical Quality Management Framework

SCAD aims to adhere to high quality standards for its statistics to maintain and improve trust of the users who use these statistics in policy formulation and decision-making. In order to comply with international standards, SCAD developed an initial Data Quality Framework in 2013 and conducted a pilot study of selected datasets to understand the current situation in terms of various dimensions of the quality.

Based on this study, SCAD developed a comprehensive Statistical Quality Framework that covers data collected through administrative sources as well as the surveys. This quality framework will be implemented across all entities involved in the statistical activities in Abu Dhabi. Some of the key accomplishments made in 2014 are given below:

- · Comprehensive Quality Framework has been developed and the necessary information was shared with the entities in the form of brochures
- · Comprehensive manuals, procedures, evaluation mechanism and implementation tools have been developed
- A training programme has been designed and the selected entities will be trained in the framework
- The surveys completed in 2014 were assessed through the new Quality Framework – based on this exercise, further enhancements were made in the framework



### 3.9 Government-wide Coordination Process for the Surveys

Following on the circular issued by the GSEC to all government entities in 2011 to coordinate with SCAD for all their survey related requirements, SCAD has designed a comprehensive process to coordinate the survey related requirements with the concerned entities and accordingly respond to each request based on the criticality and need.

- · 61-government entities to activate the integrated procedures for the planning and implementation of statistical projects, and to give their comments and provide SCAD with a list of surveys / opinion Poll
- Analysis of all government entity needs, including 43 surveys and opinion polls, within the approved statistical projects definition

#### Surveys:

- Two surveys were implemented in 2014 operational plan
- Three surveys will be carried out in 2015
- Eleven surveys will require technical advice, including one survey that will start in 2016

### **Opinion Polls:**

• Six opinion polls were implemented in 2014

# 3.10 | Providing Technical Consultancy to Government Entities

SCAD aims to adhere to high quality standards for its statistics to maintain and improve trust of the users who use these statistics in policy formulation and decision-making. In order to comply with international standards, SCAD developed an initial Data Quality Framework in 2013 and conducted a pilot study of selected datasets to understand the current situation in terms of various dimensions of the quality.

Entity	Nature of Technical Support provided by SCAD
Abu Dhabi Municipality	Review Questionnaire
Abu Dhabi Food Control Authority	Sample Design
Abu Dhabi Education Council	Sample design and selection and review the questionnaire
Abu Dhabi Sports Council	Sample design and selection, review the questionnaire, Data Collection Methodology and Processing Methodology and Prepare training Manual and train the field staff in methodology aspects
Department of Economic Development	Sample design and selection and review the questionnaire, prepare Sample Methodology, Prepare training Manual and train the field staff for Methodology aspects
OSHAD (Abu Dhabi Environment, Health and Safety Center)	Sample Design, Review Questionnaire
Family Development Foundation	Sample Design, Review Questionnaire
Industrial Development Bureau	Data Collection and Processing Methodology and Prepare training Manual for Methodology aspects and review the questionnaire
Telecommunications Regulatory Authority	Sample Design and selection
Abu Dhabi Housing Authority	Review Questionnaire

### 3.11 | Implementation of e-Statistics

An ambitious initiative launched by SCAD, e-Statistics will streamline data collection, statistics production and dissemination of statistical indicators within the Emirate of Abu Dhabi. Upon successful completion, this e-Statistics initiative is expected to provide decision makers in the Emirate with relevant, high quality statistical data in a timely manner.

This will involve establishment of automated mechanisms to collect data from over 65 Abu Dhabi and other Government Entities, enabling a "single source of truth" for all statistical data related to the Emirate of Abu Dhabi and building the capability to produce relevant dashboards to different stakeholders to assist in decision-making.

### In 2014, the following has been achieved:

- Automated 33 Data Sets Collection
- Created Centralized Administrative Data warehouse (repository)
- Provided Business-to-Business Data Exchange to make data transformation services easy to maintain and can be reused as a common service in a SOA
- Provided Enterprise Business Intelligence Dashboard
- Secure, monitor, and report on data files transferred through multiple protocols with full visibility into the file transfer lifecycle
- Enhanced the business monitoring and controlling of data collection and dissemination processes by automating the data exchange between SCAD and Abu Dhabi Government Entities (ADGEs)



# 3.12 | Improved and Innovative Data Dissemination Services

#### Interactive Tools Website

Over the past few years, SCAD has developed many interactive and informative tools. To consolidate and showcase these tools, a mini-website was created and released in February 2014. The Interactive Tools website includes four mobile apps, eight eBooks, thirteen data visualization tools and many infographics.

### **Table Builders**

In 2014, SCAD incorporated more datasets into the statistical information systems – particularly the Table Builder tool. Additional data sets include Labour Force Survey, Abu Dhabi Education, HIES; AD Half Century and CPI.

These data sets are available to Abu Dhabi government agencies through the SCAD Data Portal.

### **Data Visualisations**

In 2014, SCAD applied new skills in interactive design.

StatSilk is an easy-to-use visualization system that can take data and quickly present it in a template-based design. The tool is excellent for dissemination of time series data.

D3 or Data Driven Documents is a new development language using HTML5 and scalable images. It gives great flexibility and is seen as a future direction for SCAD data visualizations.

Foreign Trade, Population Estimates, Education, Population Projection, Environment, and AD Half Century data were used for interactive data visualizations in 2014.

Furthermore, as part of its presentation at the International Association of Official Statistics (IAOS) in Vietnam in 2014, SCAD team wanted to highlight the future of statistics.

One prototype application that attracted a lot of interest, was the use of augmented reality using statistics. A test mobile application was built to recognize a real world image and then overlay (augment) it with statistical data.





**Video:**Statistical Tools



### 3.13 | Client Services and Relationship Management

To improve the efficiency in which the SCAD receives and responds to client requests and feedback – all client services were offered through the SCAD website in 2014.

#### On-line services include:

Data request

- Submit a CV
- Statistical Coordination

- Subscribe to Publication
- Feedback
- Meeting Request
- Training

In 2014, SCAD established a permanent Call Centre that is responsible for all incoming calls to SCAD. The call centre staff answer standard questions, and manage the distribution of complex queries to appropriate areas of SCAD. The Call Centre received over 13,160 calls in 2014.

The SCAD Team receives around 80 data requests and 1,200 phone calls each month. These were previously handled manually. To provide efficient data and advice services for all SCAD clients, an automated Data Request Management system has been implemented in 2014.

The system has a client database and integrates with data requests from the SCAD website.

Clients receive confirmation and tracking number via email and SMS.



### 3.14 | Embedding Excellence Culture in SCAD

SCAD continued its journey to excellence in 2014 by carrying out a comprehensive Self-assessment exercise based on the excellence model criteria, in order to identify areas for improvement and areas of strength.

Based on the gap analysis, a team structure was put in place to ensure the active participation of over 50 employees involved in the development and implementation of the various improvement plans. The Director General was directly involved in the monitoring of the progress as well as sponsoring the key changes that SCAD would undergo to become an excellent organization.

As the leadership of the centre was keen to develop the capacity of SCAD's staff and to embed the culture of excellence, over 75% of the staff participated in corporate excellence culture awareness sessions and 10 Emirati employees were trained as EFQM Certified assessors in order to institutionalize the process of self-assessment and continual improvement to sustain excellence.



# 3.15 | SCAD's Governance Framework

As part of its aim to become an excellent organization that is managed by effective processes and systems, SCAD undertook a key project in 2014 to develop an effective governance framework with the aim to:

- Document the corporate governance policies and procedures
- Serve as a means of defining and clarifying the responsibilities associated with all personnel responsible for originating and processing documents and records pertaining to the Board and its Committees
- Provide management with a tool to address governance related issues

The governance framework and the related manual were approved by the Board in 2014.

### 3.16 | International Cooperation

SCAD is actively developing the international cooperation to learn and exchange statistical knowledge, best practices and to participate in global and regional forums for the statistical development projects. One of the focus areas of international cooperation is the statistical capacity building within the young UAE Nationals.

SCAD is becoming an active member of the international statistical community and is making visible efforts to add value to the international statistical activities. SCAD is increasingly participating in global and regional conferences with distinguished papers to share SCAD's knowledge, accomplishments and the specific implementation experience that would be beneficial for other statistical agencies.

In a short span of time, SCAD has successfully managed to established partnership agreements with some of the best statistics office around the world. SCAD has signed MoUs with the following major offices:

- Australian Bureau of Statistics (ABS)
- Statistics Korea (KOSTAT)
- Federal Statistics Office (DESTATIS Germany)
- The Italian National Institute for Statistics (Istat)





### 3.17 | Hosting of IAOS Conference 2016



The International Association for Official Statistics (IAOS) is an international organisation that brings together producers and users of official statistics to promote the understanding and advancement of official statistics and to foster the development of effective and efficient official statistical services on a global basis. IAOS conducts an annual conference with representatives from international statistics offices and related agencies. In November 2013, SCAD expressed its intent to host the 2016 conference in the Emirate of Abu Dhabi and, based on the strong submission that demonstrated the readiness of the Emirate of Abu Dhabi for the event, the IAOS officially announced in Oct 2014 that Abu Dhabi is to host the Association's 2016 conference.

This conference will enhance the international profile of SCAD, the Emirate of Abu Dhabi and the UAE at large.

### 3.18 | The International Advisory Committee (IAC)



The IAC was formed in response to a Board decision to create an international committee of prominent international experts to ensure that the Centre keeps up with the rapid development in statistics and support the vision of Abu Dhabi government. The committee members meet on biannual basis and have a renewable term of two years. In 2014, the IAC meeting was held along with SCAD's Local Advisory Committee in the form of a workshop. The main agenda of this workshop was the design of future Statistical System of Abu Dhabi (SSAD) and the challenges faced by the data providers and how to remove those obstacles in future.

### 3.19 Promoting Innovation through "Ibdaa"

In recognition of the importance of innovation and its potential contribution to optimising organisational performance, SCAD encourages its staff through its "Ibdaa" (creativity) programme, to create outstanding, new, innovative, and practical ideas. The "Ibdaa" programme further highlights SCAD's commitment to continuously motivate its employees through various incentives, and to encourage them to think creatively and propose ideas that will contribute to the overall performance of the organisation and add value to the customers and society.

In 2014, SCAD received 449 ideas from the employees through Ibdaa program which is significantly higher than the ideas received in 2013 (154).



### 3.20 Key Recognitions and Awards

As part of SCAD's efforts to raise its profile locally and internationally, SCAD has been developing various systems and best practices internally. These efforts have received local, regional and international recognitions:

- In 2014, SCAD received Platinum Level Accreditation from "Ideas-UK" for the second successive year for the programme "Ibdaa" that encourages staff suggestions for innovation. The award was presented in Ideas-UK's 28th Annual Conference, held on 13 November 2014, to the Centre's Director General, HE Butti Ahmed Mohammed Bin Butti Al Oubaisi
- In 2014, SCAD received the Excellence in GIS Implementation Award for the second successive year. SCAD won the EGI award for the use of Geographic Information Systems (GIS) in statistics for 2014 for the second successive year. The award was given during the Esri user conference for the Esri software "GISWORX 14" Users, held in Dubai by GISTEC, the Official representative of many leading GIS companies. The award is one of the highest international GIS awards in the Middle East and North Africa in the field of geographic information systems , and it is dedicated to entities whose work uses this technology in a creative manner.
- In 2013, SCAD's web portal won the award for the best Arab Website in the Strategic Award Category by the Pan Arab Web Awards Academy.
- In 2013, SCAD received the GIS Excellence Award at the GISWORX Annual Convention for its implementation of GIS systems. SCAD was also the first Government entity to present a technical paper at one of the conference workshops.
- In 2012, SCAD was recognized as a Strategic Partner of the Critical Infrastructure Authority (CINA) for its role in promoting CINA's initiatives and providing it with up-todate accurate statistical data.
- In 2012, SCAD received the SAS Excellence in Government Award in the Middle East. The award recognizes excellence in advancing the business of government through SAS software.
- In 2012, SCAD was awarded the President's Award in GIS Strategy by the Environmental Systems Research Institute (ESRI).







The rapid development of Information Technology and its increasing role in in the world of statistic, have made technology an issue of central importance to statistics offices like SCAD. Over the past few years, SCAD has been focusing on developing its state-of-the-art technology infrastructure to drive efficiency and effectiveness in the entire value chain of the organization. SCAD has implemented several technology projects that played a key role in successfully achieving its key performance targets.

- · An ERP system has been implemented for Corporate / Support Functions and is fully functional
- · Implemented an interactive Intranet to promote electronic collaboration and employee engagement
- Implemented Electronic Document Management System to efficiently manage the electronic information in a sustainable manner
- Developed data portals for the entities (WRM, EAD, DED, EFYD, ADEC, etc)
- · Integration with Customs Department to achieve online / real time information exchange
- Implemented an Enterprise Project Management system to improve the execution of strategic projects and surveys



# **CHAPTER 4**

# **CORPORATE ACTIVITIES**

# **4.1** Leadership Communication



### 4.1.1 Board Meetings

SCAD enjoys full support and guidance from its Chairman and members of the board. IN 2014, regular board meetings, convened to discuss pre-defined agendas, key strategic aspects were reviewed by the boards in an open and transparent manner. The board members were fully involved in the strategy update process in 2014 and gave valuable inputs to ensure alignment of SCAD's new strategic priorities with Abu Dhabi Government's vision. Wherever required, the board members provided their recommendations as well as made key decisions on the matters falling within their jurisdiction as per the agreed governance procedures.



### 4.1.2 Strategy Retreat

Every year, SCAD organizes a strategy retreat to review current performance, identify key strategic issues and the strategy to address these challenges. The strategy retreat is led by the Director General, facilitated by the Strategy team and the entire leadership including line managers participate in the retreat.

In 2014, the theme of the strategy retreat was the "Statistical System of Abu Dhabi (SSAD)" and the leadership team openly discussed the strategic challenges faced by SCAD as well as the data providers and users in the larger context of Abu Dhabi. The participants also discussed and proposed the key strategic objectives that SCAD would consider for the next 5 years.



### 4.1.3 Annual Stakeholder Forum

Successful stakeholder engagement has been one of SCAD's critical success factors to accomplish its performance targets and meet or exceed stakeholders' expectations. SCAD maintains a regular contact with its stakeholders throughout the year and hosts on an annual basis, a stakeholder forum by senior representatives from attended all key segments of its stakeholders including but not limited to users, data providers, the private sector, academia and the media.

In 2014, the Stakeholder Forum was organized with the key theme of Building an Efficient Statistical System for Abu Dhabi - in this forum, SCAD consulted its stakeholders through various workshops covering topics like designing the future state of the SSAD, governance structure, implementation approach of the key strategic initiatives, etc.

SCAD received a valuable feedback from the stakeholders that helped in shaping the Centre's future strategy.

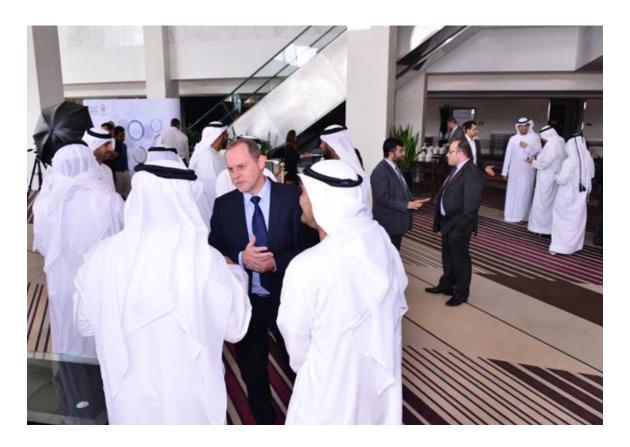
### 4.1.4 Quarterly Performance Review Sessions

In 2014, SCAD initiated a Quarterly Performance Review Meeting (QPRM) process by engaging the entire management team on a quarterly basis. The QPRM is chaired by the Director General, attended by the Executive and middle management teams. The agenda of the meeting is to review the:

- corporate performance for the previous quarter
- performance of each of the five strategic themes that provide a holistic picture of issues, challenges and results for each theme
- analysis of the strategic issues and challenges faced by the organization
- progress of the action plan agreed by the respective owners

### 4.2 | Employee Engagement

• Annual Open Forum: SCAD organizes Open Forum for all its employees where the leadership and the executives share with the employees the key messages related to the current and future plans and seek their input to ensure alignment across all levels of the organization. This event is part of the leadership communication sessions to engage all employees and provide them with a platform to communicate directly with the leadership and better understand the organizational directions for the future



• Tanafus: Launched a quiz programme to instill the spirit of competition and enrich the statistical awareness among SCAD staff through encouraging them to search and obtain accurate information from reliable sources. The programme is based on a system that poses 4 monthly questions; one every week. The weekly winner is announced and monthly prizes are awarded to the selected candidate who is able to accurately answer all questions every month. In 2014, on an average 75 employees (35% of all staff) attmepted each week to answer the questions, of whom approximately 72% answered correctly.



• **UAE National Day:** SCAD organised a special ceremony to celebrate the 43rd UAE National Day. The ceremony activities depicted the nation's heritage and highlighted the role of statistics in development. In his speech at the ceremony, HE Butti Al Qubaisi, Director General of SCAD conveyed the Centre's sincerest congratulations to the wise leadership on this cherished occasion, adding: "Today we are overwhelmed with joy and pride as a nation that has rallied around its leadership and, with strong will and determination, built a world-renowned country. Therefore, this ceremony does not only mark the national anniversary of the state, but also symbolises the will of its great people who have fondly safeguarded its beloved homeland. May our nation ever live in pride and glory".

The ceremony featured several interesting segments including Nabataean poetry, in which many employees recited their refined poems. The Tanafus quiz show concluded with an honouring of the winners by the DG. Next was a show by Al Aazi Folk Band from Al Tafawuq School, followed by a segment of Jiu-gitsu sports, and finally, sections on Emirati heritage, such as traditional costume and Youla contests for children.



### 4.3 | Community Support

As a socilly responsible organisation, SCAD actively engages various segments of the society to understand their expectations from SCAD and identify how the Centre can add value to the society. For the first time in 2014, SCAD developed a comprehensive mechanism to contact various segments of the society including but not limited to the neighborhood of SCAD offices, citizens and residents and government employees. SCAD included in this initiative the support staff office boys, drivers and cleaners who help SCAD maintain a professional image of its facilities.

SCAD designed a questionnaire to understand their needs and expectation and based on their feedback, a number of actions were taken to enhance the community satisfaction. Some of these improvements include:

- SCAD issued instructions to the employees to comply with parking rules to ensure minimum disturbance to the neighbors due to parking space used by the employees and visitors
- SCAD increased the number of social visits (to schools and other facilities) to raise their statistical awareness
- SCAD participated in various campaigns including but not limited to blood donation, the Earth Day, paperless day, etc.

In 2014 SCAD developed for the first time, a comprehensive mechanism for communication with various segments of the society, to learn about their needs and expectations from SCAD in order to cater for them in its plans and social responsibility initiatives











### **4.4** | STI Statistical Training Institute (STI)

The Statistical Training Institute (STI) was established in May 2011 as part of SCAD, to improve the statistical capability of the Emirate of Abu Dhabi. The creation of the STI was in line with Article 5 of Law No. 7 of 2008, which requires SCAD to establish an institute for statistical training.

The mission of the STI is to support the statistical work undertaken in Abu Dhabi Emirate by improving the skill and knowledge of the staff working in statistics related functions in government and semi-government entities to assist the government of Abu Dhabi in making decisions related to planning and determining policy.

The STI offers courses in a wide range of topics including economic, demographic, social, agricultural, and environmental statistics. The training programmes also cover a wide variety of areas including data analysis, censuses and sample surveys, statistical reports, national accounts, metadata, price indices, demography (mortality, life tables, marriage and divorce rates, population estimates and projections, and sources of population data) and the 'Statistics for Non-Statisticians' course.

#### Achievements of the STI in 2014

- Training Needs Analysis, based on the Human Capital Readiness analysis conducted by SCAD
- Designing the 2014 STI training calendar, which includes 11 certificate courses
- · Agreement with the Royal Statistical Society to conduct RSS examination at the STI
- Designing STI Website
- Maintain re-certification ISO 10015 for training
- Conduct the Statistical and General courses as per calendar
- Designing the STI training policy
- · Conduct Survey projects as per planned
- Organize internal speakers to conduct lectures in STI





# 4.5 | SCAD in the Media 2014

Throughout 2014, the role of SCAD was prominent in the local and international, Arabic and English, publishing, broadcast and social media, which shed the spotlight on SCAD's news, such as the release of publications and statistics, the launch of statistical projects, foreign visits, events, awards and initiatives, besides highlighting the efforts and courses of the Statistical Training Institute. Below are instances of distinguished media coverage in 2014:



# SCAD IN THE MEDIA 2014

Throughout 2014, the role of SCAD was prominent in the broadcast and social media, which shed the spotlight on SCAD the launch of statistical projects, foreign visits, events, courses of the Statistical Training Institute. Below are institute.

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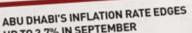


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# UP TO 3.7% IN SEPTEMBER

Posts 334 Followers14690

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**RISE BY 11.5%** 

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ABU DHABI NON-OIL **EXPORTS RISE BY 11.5%** 

**ABU DHABI GDP TOPPED** DH953.2B IN 2013

ABU DHABI HOTEL PRICES DROP 14.2% DURING JUNE

**ABU DHABI'S INFLATION RATE EDGES UP TO 3.7%** IN SEPTEMBER

# CHAPTER 5

# MOVING FORWARD

# 5.1 | Key Focus Areas for Next Five Years

Key Focus Area / Theme for 2015-19 Strategy

**Strategic Relevance** 

Develop and enhance the **Statistical System of Abu Dhabi (SSAD)** 

As part of SCAD's mandate and mission to develop and coordinate an emirate-wide Statistical System

Produce Value-added Products & deliver Innovative Services

After producing a wide-range of statistics, SCAD now needs to focus on how to add value through enhanced products and services

Strengthen & Optimize **Data Collection processes** 

SCAD needs to continue improving data collection processes by:

- Developing new admin sources and integrate them to minimize dependencies on surveys
- Optimize and improve surveys to gain efficiencies

Build **Sustainable** Relationships with stakeholders

- Enhance Stakeholder relations through more structured and formal engagement mechanism
- · Gain support through mutual cooperation and coordination

### **5.2** Key Initiatives planned during next three years

- E-Statistics continue to automate & integrate more admin sources
- Development of Top-Tier (high-value) Statistical Products
- Implementing Statistical Quality Management Framework across government entities
- Developing, enhancing administrative data sources
- Development & Implementation of Statistical Methodologies across government entities
- Implementing governance mechanism to regulate statistical activities across Statistical System of Abu Dhabi
- Organizing IAOS 2016 conference in Abu Dhabi
- As part of its programme of public events and seminars to underline the role of official statistics, SCAD will
  host the Abu Dhabi Statistical Symposium 2015 at Zayed University. Under the theme "Building Excellent
  Statistical Technologies", the symposium will shed light on recent developments in statistical technology,
  highlight how statistical technology can help improve international coherence and tackle real world
  problems, and foster the development and use of new statistical innovations. The one-day event, which
  is set to attract a number of distinguished international speakers, will comprise a keynote address on
  "the internet of things", themed sessions on "technology innovations" and "big data" and a round table
  on "international coherence". It will bring together around 350 delegates, including government policy
  makers, academics, industrialists, researchers, students and practitioners.