

Strengthening Partnerships with Key Stakeholders and Providing User-centric Statistical Services and Data Products in the Singapore Department of Statistics

International Forum «Digital Transformation of Official Statistics»

Building trust through engagement: Communication with users and producers

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Introduction to the Singapore Department of Statistics (DOS)



- **Singapore's National Statistical Office (NSO)**
- **National Statistical Coordinator under the Statistics Act 1973**
 - Governs statistical activities of DOS and the gazetted Research and Statistics Units within government departments and statutory boards

DOS has multiple key stakeholder groups, with whom we engage and interact regularly



The SingStat website is DOS's primary interface with stakeholders

Where DOS shares our vision and mission and guiding principles, building trust with stakeholders in our statistics and processes



Our Vision

National Statistical Service of Quality, Integrity and Expertise

Our Mission

We Deliver Insightful Statistics and Trusted Statistical Services that Empower Decision Making



Our Guiding Principles: PRACTICE

Professionalism & Expertise

Relevance & Reliability

Accessibility

Confidentiality

Timeliness

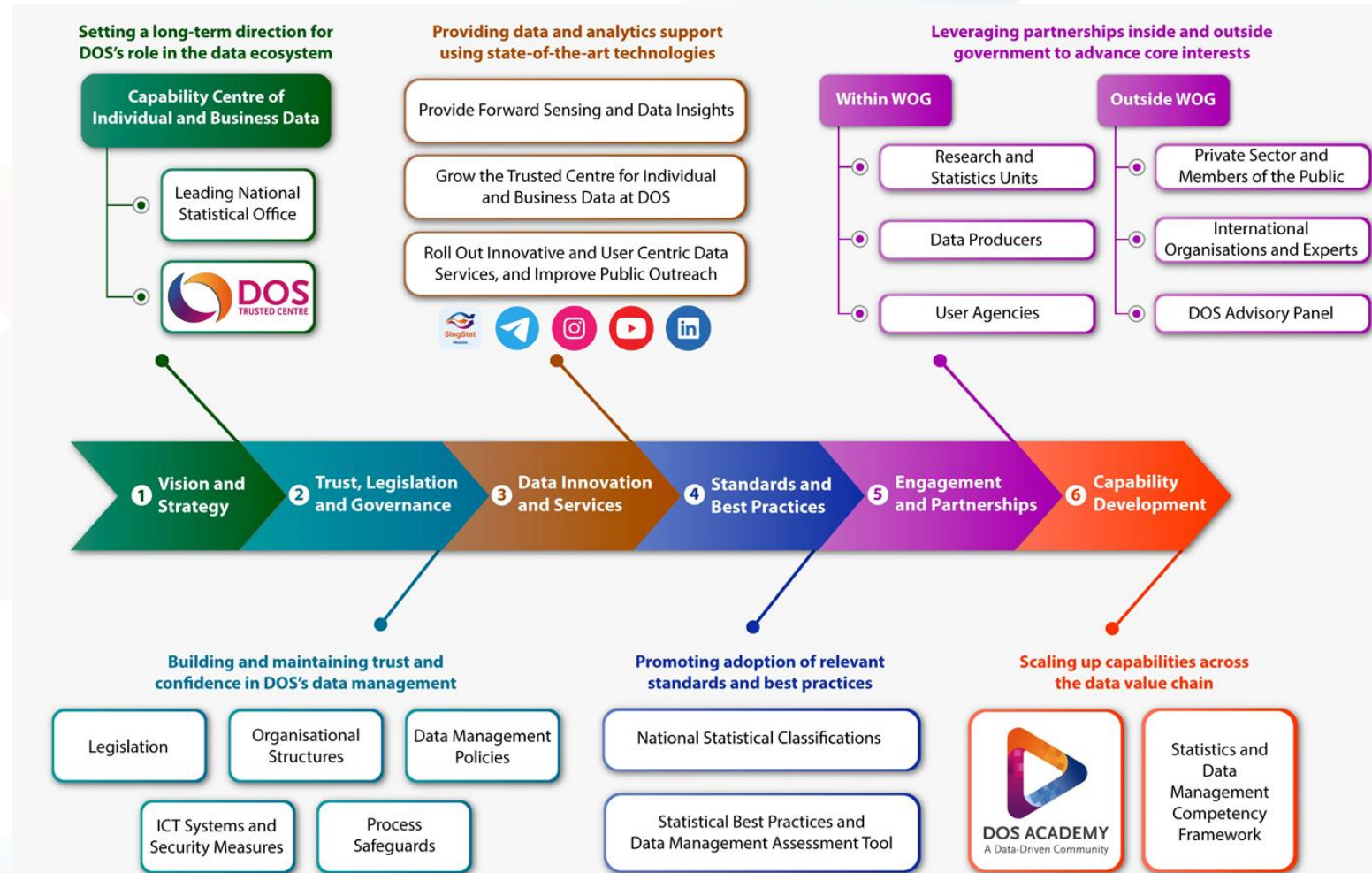
Innovation

Collaboration

Effectiveness

Website also features DOS's Approach to Data Stewardship and Governance

- Focuses on the production of quality statistics, development of national statistical standards and coordination of statistical activities
- **Protects and preserves the public's trust** in the management of data within DOS to ensure continued public support for data sharing and flow of data from the public
- Serves as a good knowledge base for adopting key principles of **responsible and ethical AI use**, such as data confidentiality, model transparency and interpretability, and accountability



DOS's public-facing platforms provide users with user-centric statistical services and data products

- Promote understanding and data exploration with more infographics and dashboards on the **SingStat Website**
- Facilitate access to around 150,000 data series from 70 public sector agencies via the **SingStat Table Builder**
- Ease access to commonly used data when on the go via the enhanced **SingStat Mobile App** with improved user-interface and functionalities



SingStat
Website



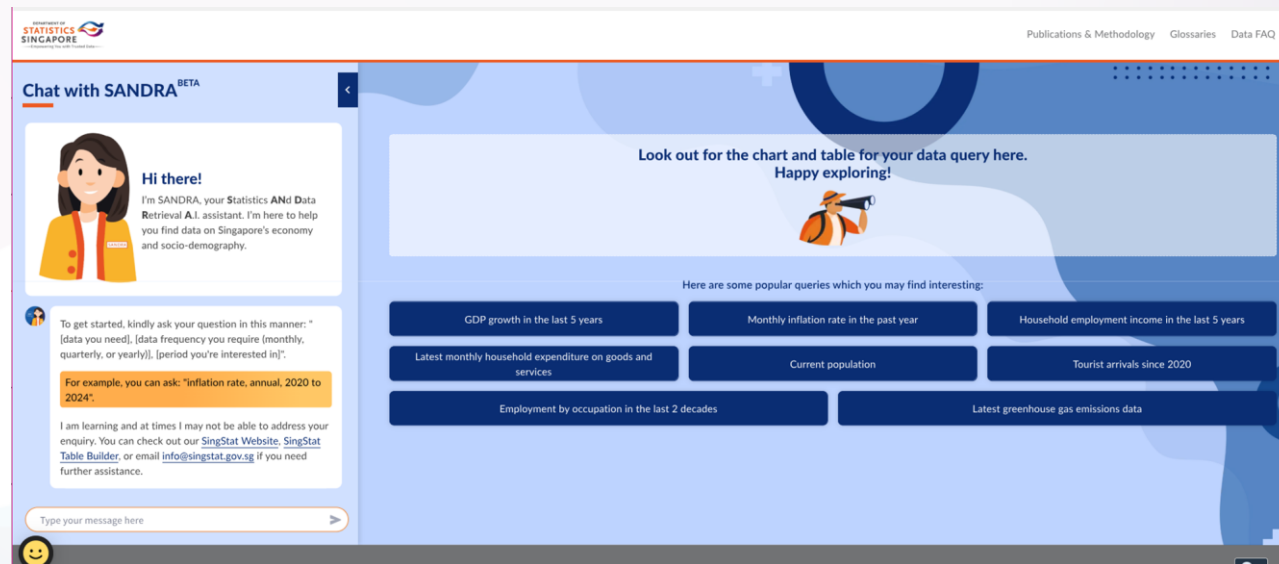
SingStat
Table Builder



Meeting Data Needs of the Public



- Assist users with their data enquiries on Singapore's economy and socio-demography with the **Statistics AND Data Retrieval A.I.** assistant (**SANDRA**), an artificial intelligence (AI) chatbot that uses natural language
- Understand context of users' queries through semantic search capabilities and use of Large Language Model
- Retrieves data from the **SingStat Table Builder** and presents the most relevant data in chart and table formats, while suggesting related data to facilitate data exploration



Introducing Statistics AND Data Retrieval A.I. assistant (SANDRA)

Meeting Data Needs of the Public

- Expand outreach to a younger population with DOS's Instagram channel, adding to existing **social media channels** (i.e., Telegram, Instagram, YouTube, and LinkedIn)
- Expand outreach to the public through **digital displays** in housing estates across Singapore on DOS's data digital services
- Expand outreach to students via the **Students' Corner** on the SingStat Website, and **'Life @ DOS' video series** to profile DOS as an employer of choice



Meeting Data Needs of Businesses

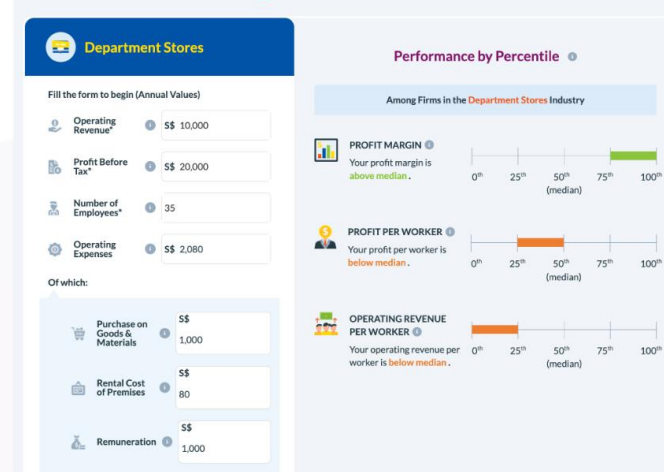


- Empower business decision making with **Business Insights Tools for Enterprises (BITE)** for industries such as Retail Trade, F&B Services and Wholesale Trade industries in consultation with key partner agencies

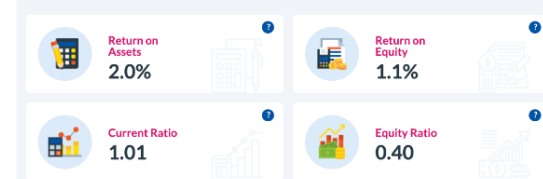


Benchmarking Tool

Performance Benchmarking Tool



Department Stores



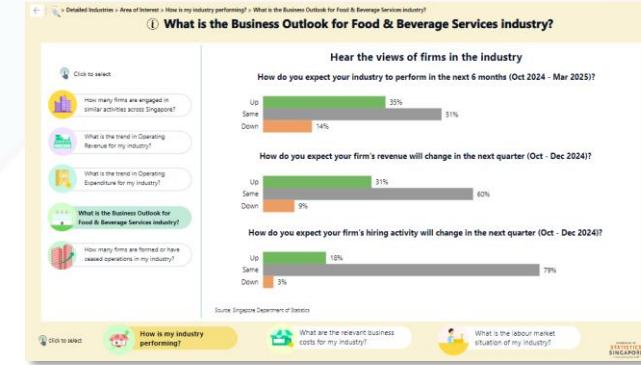
Performance Benchmarking Tool



Customer Profiler



Industry Profiler



Improving Standing in International Rankings



Meeting Data Needs of Researchers



- Support private **researchers** in undertaking sophisticated analyses on complex issues and challenges facing Singapore today
- Increase outreach to university researchers through the **Anonymised Microdata Access Programme (AMAP)**
- AMAP facilitates research by eligible academic researchers holding full-time appointments in Singapore's Autonomous Universities



(1) Annual Industry Surveys / (2) Census of Manufacturing Activities

- Operating revenue breakdown (e.g., sales of goods, services income, leasing income, royalties)
- Operating expenditure breakdown (e.g., purchases of goods, rental costs, freight & transport, maintenance & repair)
- Fixed assets breakdown (e.g., building & structure, transport equipment, computers & peripherals, other machinery & equipment)
- Total remuneration
- Value-added
- Operating surplus

(3) Census of Population / (4) General Household Survey

- Demographics (e.g., age, sex, marital status, no. of children born for female)
- Economic characteristics (e.g., employment status, occupation, industry, monthly income from work, usual hours worked)
- Education profile (e.g., highest qualification, field of study, country where highest qualification is attained, level of education attending)
- Household characteristics (e.g., house type, tenancy, household size, household income)
- Transport patterns (e.g., mode of transport, travel time)

(5) Household Expenditure Survey

- Demographics (e.g., age, sex, marital status)
- Economic characteristics (e.g., employment status, occupation, industry, monthly income from work)
- Education profile (e.g., highest qualification, level of education attending)
- Household characteristics (e.g., house type, tenancy, household size)
- Household income from all sources (e.g., work, rental, investment, government transfers)
- Household expenditure details (e.g., food, housing & utilities, health, education, transport, recreation at detailed levels)
- Availability of consumer durables/ services (e.g., car, air-conditioner, PC, mobile phone, Internet access)

Engaging International and Regional Organisations



- Co-lead initiatives in the **ASEAN Community Statistical System**
- Contribute as **Chair of the Bureau of the Asia-Pacific Committee on Statistics (UN ESCAP)**, 2025-2026
- Contribute as **Member of the United Nations Advisory Committee on Post Adjustment Questions**, 2023-2026
- Contribute as **Member of the High-level Group for Partnership, Coordination and Capacity-Building for Statistics** for the 2030 Agenda for Sustainable Development, 2023-2025
- Contribute as **Member of the United Nations Committee on Experts on International Statistical Classifications**
- Contribute to **international statistical discussions**, and support Singapore's reviews of **Sustainable Development Goals** with data provision for the indicators

Singapore Government agencies are both major data users and data producers



Government as data users
for policy planning &
analysis, and service
delivery purposes



Research & Statistics Units
and Administrative Data
Agencies in Government

Meeting Data Needs of Whole-of-Government



- Provide new economic and social **data for forward sensing** in close consultations with user agencies to support policy making
- Undertake economic and social **analytic projects** with government agencies, and support studies using **anonymised microdata**
- Empower agencies to **self-discover data insights** for policy planning, operations and service delivery
- Streamline WOG processes by **productionising and scaling AI/ ML models**
- Facilitate data comparability with the development of **national statistical classifications**

Meeting Data Needs of Whole-of-Government

- Scale up capabilities by leveraging the **Statistics and Data Management Competency Framework** to tailor learning opportunities for public officers through the **DOS Academy**



Mission

To scale up capabilities across the data value chain by providing learning opportunities on statistical skills and data competencies to officers



Vision

A leading academy promoting statistical best practices, and facilitating learning and upskilling of statistical skills and data competencies

KEY RESOURCES



Scale up your data capabilities with access to a comprehensive list of learning programmes/ sharing sessions



Embark on self-paced e-learning experience from list of curated resources



Strengthening partnerships with RSUs and administrative data agencies

Decentralised statistical system; official statistics on the Singapore economy and population are produced by DOS, while Research and Statistics Units (RSUs) in other government agencies produce statistics under their subject matter purview.

DOS is also a **major user** of data from RSUs and administrative data agencies, as source data to produce trusted statistics.

As National Statistical Coordinator



- 1 Engage public sector data users and suppliers
- 2 Provide advice on statistical subject matters
- 3 Set common standards, and develop and promote the observance of national statistical standards

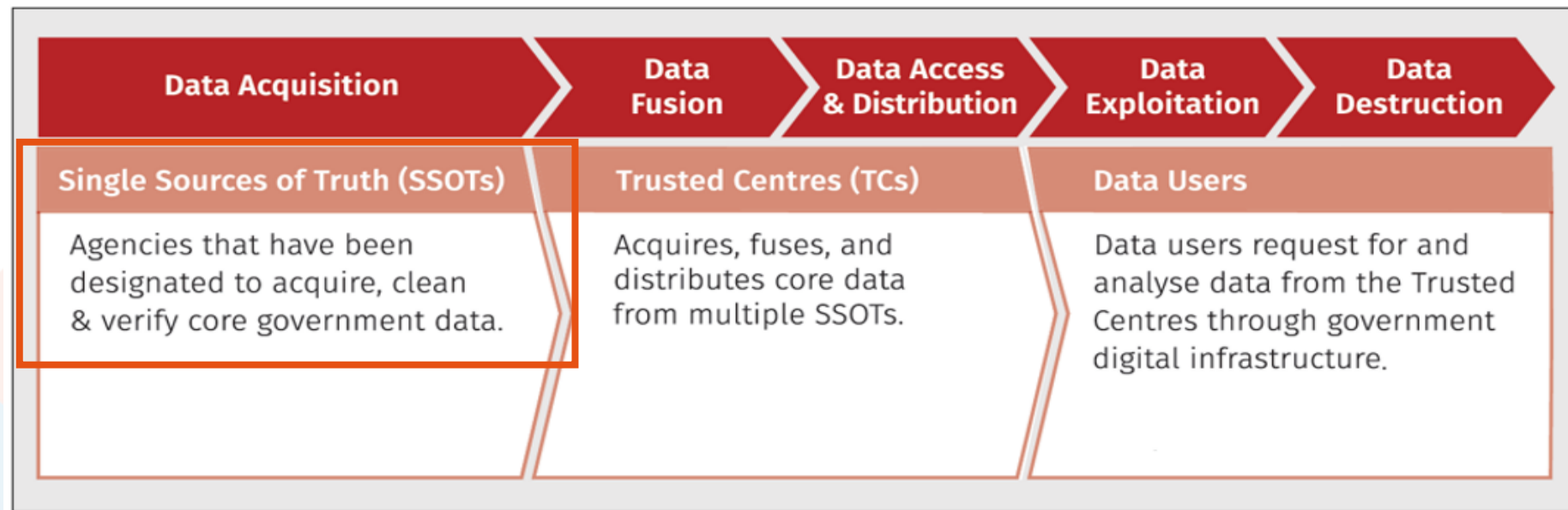
Maintain **national statistical standards and classifications** (e.g., Singapore Standard Industrial Classification) to ensure consistent framework for data collection and analyses across WOG.

Developed **Statistical Best Practice (SBP) Handbook** which provides comprehensive guidance on the end-to-end statistical processes.

Developed **Data Management Assessment Tool (DataMAT)** for agencies to assess the strengths and weaknesses of their statistical processes against the best practices in the SBP handbook.

Partnerships with administrative data agencies became even more important with the designation of DOS as Trusted Centre

In 2019, DOS was designated by the then-Smart Nation Digital Government Office as the **Trusted Centre for Individual and Business Data (DOS TC)**



With the TC, DOS took an important strategic step in expanding its **data stewardship role** for the public service.



Meeting Data Needs of Whole-of-Government

DOS TC shares frequently-used administrative data within government under the PSGA for policy analysis and service delivery



Public Sector (Governance) Act 2018 (PSGA)

Enables data sharing within government for policy making and service delivery, while imposing strong safeguards such as criminal penalties on public officers who commit acts of data misuse or disclosure without authorisation, including the unauthorised re-identification of anonymised data.

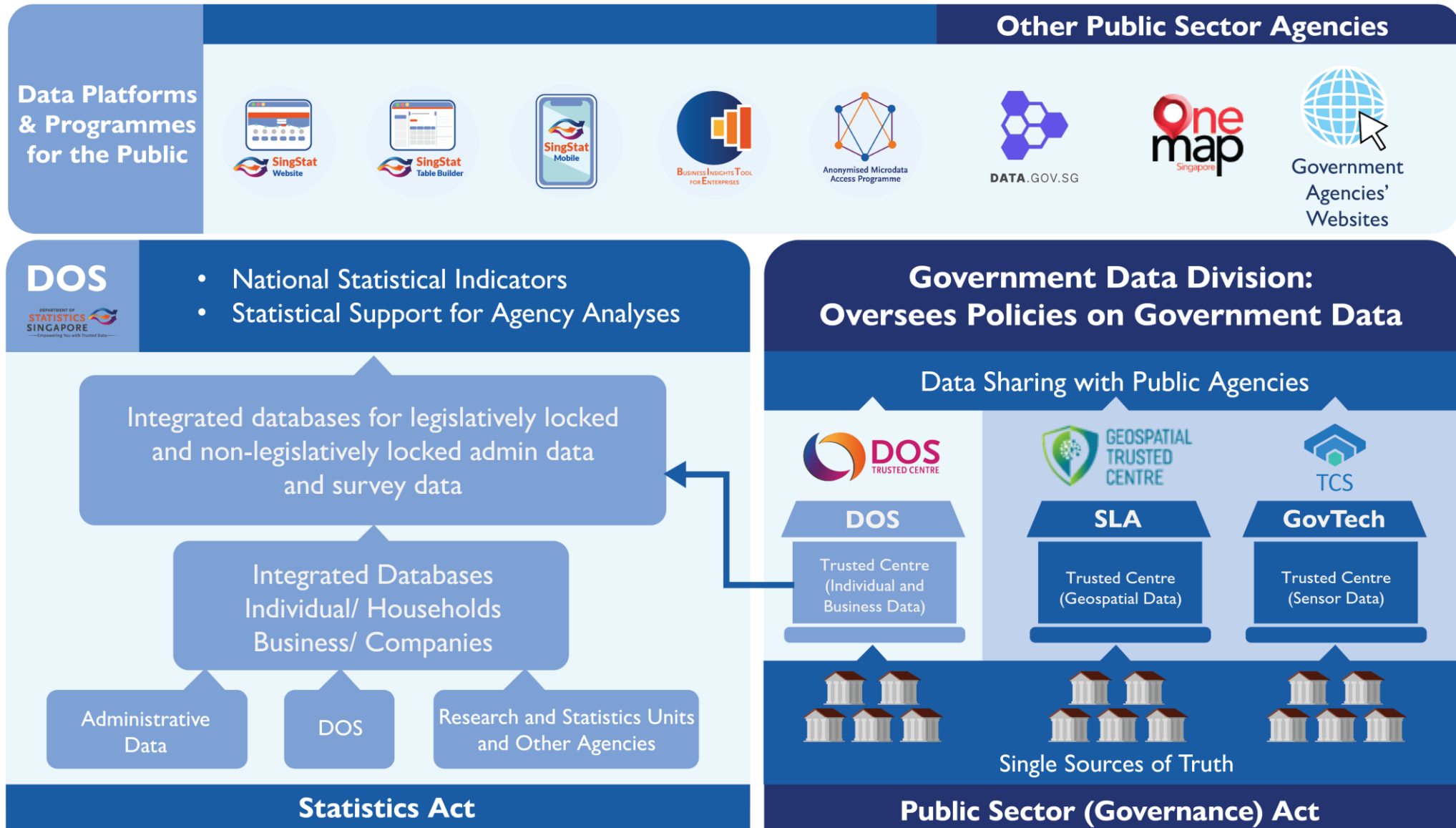


Trusted Centre for Individual and Business Data at DOS (DOS TC)

empowers government agencies to self-discover data insights for policy planning, operations and service delivery by providing public officers with access to a broad range of frequently and commonly used administrative data.

DOS TC does not hold or share data collected under the Statistics Act.

DOS's Role in the Government Data Landscape



Continuous engagement to strengthen partnerships in Whole-of-Government

Proactive **bilateral and multilateral engagements** with RSUs, administrative data sources including SSOTs and key users/stakeholders.

Reinforce DOS's role as **national statistical coordinator** with DOS-RSUs meetings and DOS Learning Days, which bring together statistical and data practitioners from government, private sector and other countries

Promote **whole-of-government awareness** of available statistics and datasets in DOS TC, and standards and practices to **uplift data quality**

Highlight cross-agency research opportunities by **showcasing impactful socio-economic studies and insightful new data releases** across government via the DOS Research Digest and eDMs



SINGAPORE DOS'S DIGITAL SERVICES TO THE PUBLIC

Find out more!



SINGSTAT TABLE BUILDER



Statistics **ANd** Data
Retrieval **A.I.**
Assistant

SANDRA

Statistics ANd Data Retrieval A.I. assistant



SINGSTAT MOBILE APP

Thank You

Our Vision

National Statistical Service of Quality, Integrity, and Expertise

Our Mission

We Deliver Insightful Statistics and Trusted Statistical Services that Empower Decision Making



www.singstat.gov.sg



info@singstat.gov.sg



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