

Cutting Red Tape

Comparing Administrative Burdens across Countries

ANNEX B3



ORGANISATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT

ANNEX B3. EXAMPLE OF AN INTERVIEW GUIDE

The purpose of the personal interview is to make the business assess the time spent on performing the administrative activities imposed on them by the information obligations in the legislative acts and ministerial orders under examination.

The interview is based on filling out a chart consisting of the information obligations, data requirements and administrative activities, which are relevant for the specific business. (In practical terms the chart follows the structure of the Phase 2 reporting sheet, see example in the RTA manual.)

1. Setting up the interviews/recruitment of businesses

- Before the actual interview it is useful to spend a fair amount of time on selecting the right businesses. This is done by asking the businesses a set of questions to find out, if they belong to the relevant segment/target group.
- In order to prepare the businesses for the interview a short note (1 page) describing the project and the interview can be forwarded to the businesses.
- Finally, it can be helpful to bring along the list of the standard activities for the businesses to look at during the interview, because it makes it easier for them to select the activities.

1.1. *The interview*

The actual interview takes place as a semi-structured interview following this general question guide.

Introduction

- The consultant/interviewer gives a brief introduction to the examination, its purpose and why the enterprise has been selected.
- The consultant/interviewer gives a short introduction to the laws and/or information obligations that are the subject of the interview
- The consultant/interviewer gives a brief presentation of the enterprise in relation to activities, number of employees, turnover etc. according to the information already given by the enterprise during the recruitment. The enterprise validates the information.

Completion of the chart

- In one column the external time/cost is stated in relation to the listed information obligations and data requirements. This is the time used by or the money spent on an external auditor, if used. The expenditure of time/cost is to the best of the respondent's judgement. Likewise the costs for acquisitions purchased in order to meet specific information obligations and/or data requirements are stated.
- In the next column of the chart the overall expenditure of time is divided between the employees in proportion to which activities they carry out in the enterprise.
- The overall expenditure of time is then divided (as a percentage) between the relevant administrative activities in relation to each information obligations and data requirements. The time corresponding to the percentage is filled into the chart. At the same time information will be gathered about which groups of employees are carrying out which activities.

Finalisation

In addition to the collection of quantitative data at activity level, it is important that the interview sheds light on qualitative aspects as well so that such information can be included in subsequent reporting. It is, for example, important to gather knowledge concerning:

- Proposals for rule simplification
- Irritation burdens
- Best practice in businesses

The interview ends with a description of the following process.

Figure 1. Pre-filled sheet

Event: Hiring a worker																		
Information obligation: Informing employee on employment conditions/ contract Calculating administrative costs:																		
Law, article	Specific/ General	Level	Data requirement	Way of reporting	Standard activity	Population	Acquisitions			Time internal		Tariff pr. hour	Price		Price		Total cost	
							rate	Years	Annual cost	Internal	Internal	Wage category	Internal	External	Frequency	P=pi + pe	Q	P*Q
Council dir. 96/26EC changed by Council dir. 98767EC	G	B	Information on employee identification (name, number and address)	Both manual and digital	////////////////////////////////////	10	10	7	714	12.50	////////////////////////////////////	////////////////////////////////////	1569	1500	1	3069	10	30690
				////////////////////////////////////	Familiarisation SA1	10	10	////////////////////////////////////	////////////////////////////////////	0.50	75.00	Manager/ professional	38	1000	1	1038	10	10375
				////////////////////////////////////	Information retrieval SA2	10	10	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0	1	75	10	750
				////////////////////////////////////	Assessment SA3	10	10	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0	1	75	10	750
				////////////////////////////////////	Calculation SA4	10	10	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0	1	75	10	750
				////////////////////////////////////	Presentation of figures SA5	10	10	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0	1	75	10	750
				////////////////////////////////////	Correction SA7	10	10	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0	1	75	10	750
				////////////////////////////////////	Checking SA6	10	10	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0	1	75	10	750
				////////////////////////////////////	Description SA8	10	10	////////////////////////////////////	////////////////////////////////////	0.25	150.00	Senior manager	38	0	1	38	10	375
				////////////////////////////////////	External meetings SA11	10	10	////////////////////////////////////	////////////////////////////////////	1.00	50.00	Driver/ worker	50	0	1	50	10	500
				////////////////////////////////////	Inspection by public authorities SA12	10	10	////////////////////////////////////	////////////////////////////////////	0.25	50.00	Driver/ worker	13	0	1	13	10	125
				////////////////////////////////////	Internal meetings SA10	10	10	////////////////////////////////////	////////////////////////////////////	0.25	50.00	Driver/ worker	13	0	1	13	10	125
				////////////////////////////////////	Correction result from inspection by public authorities SA13	10	10	////////////////////////////////////	////////////////////////////////////	0.25	60.00	Administrative staff	15	0	1	15	10	150
				////////////////////////////////////	Training, updating on statutory requirements SA14	10	10	////////////////////////////////////	////////////////////////////////////	1.00	60.00	Administrative staff	60	500	1	560	10	5600
				////////////////////////////////////	Copying, distribution, filing, etc. SA15	10	10	////////////////////////////////////	////////////////////////////////////	1.00	60.00	Administrative staff	60	0	1	60	10	600
				////////////////////////////////////	Reporting/submitting information SA16	10	10	////////////////////////////////////	////////////////////////////////////	1.00	60.00	Administrative staff	60	0	1	60	10	600
				////////////////////////////////////	Settlement/payment SA9	10	10	////////////////////////////////////	////////////////////////////////////	1.00	60.00	Administrative staff	60	0	1	60	10	600
Do.	G	B	Description of duties or the like	Both manual and digital	////////////////////////////////////	20	20	0	0	2.75	////////////////////////////////////	////////////////////////////////////	169	500	1	669	20	13375
				////////////////////////////////////	Familiarisation SA1	20	20	////////////////////////////////////	////////////////////////////////////	1.00	75.00	Manager/ professional	75	0		75	0	0
				////////////////////////////////////	Information retrieval SA2	20	20	////////////////////////////////////	////////////////////////////////////	0.25	75.00	Manager/ professional	19	0		19	0	0
				////////////////////////////////////	Calculation SA4	20	20	////////////////////////////////////	////////////////////////////////////	0.50	50.00	Driver/ worker	25	250		275	0	0
				////////////////////////////////////	Presentation of figures SA5	20	20	////////////////////////////////////	////////////////////////////////////	1.00	50.00	Driver/ worker	50	250		300	0	0