Manual to Support National Data Collection on
SDG Indicator 16.7.1(b):

*Proportions of positions in national and local institutions, including **(b) the public service**, compared to national distributions, by sex, age, persons with disabilities and population groups*

UNDP Oslo Governance Centre

Table of Contents

This Manual will be periodically reviewed as the indicator is further refined, building from methodological discussions, possible new recommended standards and national experiences in measuring SDG 16.7.1(b).

For assistance in data collecting, processing and computing data for this indicator, or if you have questions around the inputting of SDG 16.7.1(b) data through the UNDP SDG 16 Reporting Platform, please contact SDG16indicators@undp.org at the UNDP Oslo Governance Centre.

Introduction

1. Who is this Manual for?

This Manual is for national entities involved in the production and compilation of the data needed to report on SDG 16.7.1(b), namely National Statistical Offices (NSOs) and relevant national institutions collecting data on public servants, such as a Public Service Commission or a Ministry of Public Administration (or the like), as well as individual data-producing ministries, departments and agencies.

While it is expected that NSOs will work closely with the above-mentioned data-producing institutions to locate and compile the necessary data for global reporting, it is important to underline that NSOs, as the coordinator of SDG statistical reporting in their respective countries, have final responsibility for the validation and accuracy of the data submitted.

2. What is the aim of this Manual?

This Manual aims to help NSOs and relevant data-producing institutions prepare for the national submission of data on SDG 16.7.1(b). Building on the metadata for this indicator, this Manual outlines key considerations to keep in mind for global reporting on this indicator throughout the data collection, processing and reporting phases. It is meant as a companion guide to the UNDP online SDG 16 Data Reporting Platform, which NSOs are invited to use to report on SDG 16.7.1(b) (and other SDG 16 indicators).

Scope of SDG 16.7.1(b) and main concepts

3. What does SDG 16.7.1(b) measure?

Goal 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Target 16.7: Ensure responsive, inclusive, participatory and representative decision-making at all levels

Indicator 16.7.1: Proportions of positions in national and local institutions, including (a) the legislatures; **(b) the public service**; and (c) the judiciary, compared to national distributions, by sex, age, persons with disabilities and population groups

SDG indicator 16.7.1(b) measures the 'proportional representation' (also known as 'descriptive representation') of various groups in the public service, that is, the extent to which the composition of the public service mirrors the composition of the national population.

More specifically, this indicator compares the proportion of women, youth, persons with disabilities and other nationally relevant population groups in the public service (across various decision-making levels and in various occupations) to the proportion of these groups in the national population.

4. How does it measure it?

SDG 16.7.1(b) compares the representation of a specific group (i.e. women, youth, persons with disabilities and a nationally relevant population group) in the public service to the representation of this same group in the national population by calculating a **ratio** whose value can starts with 0 meaning no representation, where less than 1 means under-representation, 1 means equal representation, and greater than 1 means over-representation.

The rationale for calculating such normalised ratios, rather than simply reporting the proportion of any given group in the public service, can be illustrated with an example. Let's assume that two countries report a proportion of 32% of 'young' public servants (aged 34 or younger). This proportion may be an over-representation of youth in country A where only 20% of the national working-age population is aged 34 or younger (Ratio = 32/20 = 1.6 > 1), but in country B where as much as 40% of the working-age population is 34 or younger, the same 32% would be interpreted as under-representation (Ratio = 32/40 = 0.8 < 1). In this example, the figure of 32% is <u>not</u> internationally comparable (it means over-representation in one country and under-representation in another), but the ratios 1.6 and 0.8 *are* internationally comparable. They help us understand whether 32% of public servants aged 34 or younger is close to, or far from, the share of this age group in the national population.

	Country A: *Ageing population*	**Country B:** *Youthful population*
% of 'young' **public servants** aged 34 years or younger	32%	32%
% of **working-age population** aged 34 years or younger	20%	40%
Ratio	32/20 = 1.6	32/40 = 0.8
Interpretation	**Ratio > 1: Over-representation** of youth in the public service	**Ratio < 1: Under-representation** of youth in the public service

Global reporting on SDG 16.7.1(b) requires the calculation of 5 'priority ratios', namely:

- Ratio 1a: Representation of women in the public service
- Ratio 1b: Representation of women *in decision-making positions*, in the public service
- Ratio 2: Representation of youth (aged 34 and below) in the public service
- Ratio 3: Representation of people with a disability in the public service

- Ratio 4: Representation of people belonging to nationally relevant population groups in the public service

The resulting ratios — can be interpreted as follows:

Greater than 1	The representation of [women/youth/disabled people/population group A] is **higher** in the public service than in the working-age population.
1	The representation of [women/youth/disabled people/population group A] is **equal** in the public service and in the working-age population. Parity is also between **0.97** and **1.03**.
Between 0 and 1	The representation of [women/youth/disabled people/population group A] is **lower** in the public service than in the working-age population.
0	There is **no** representation of [women/youth/disabled people/population group A] in the public service.

5. Why is it important to measure representation in the public service?

Measuring the extent to which public institutions are diverse and inclusive requires an understanding of which various population groups are represented in the public service (and which are excluded). This in turn provides insight on who is influencing public decision-making and policy outcomes, and how power is being exercised. Evidence shows that a more representative public service can:

- Increase the performance and innovation of the public service by building on the diverse knowledge, competencies and experiences of its workforce;
- Improve service delivery through better addressing the needs of different population groups and incorporating their knowledge in policymaking;
- Strengthen trust in government, as people perceive more inclusive policymaking processes to improve the quality and fairness of policy decisions, and to help curb the undue influence of vested interests over decision-making; and
- Provide a channel for historically marginalised population groups to participate in decision-making and exercise leadership in policymaking.

For more information on the benefits of building a representative public service and on how to promote the inclusion and participation of marginalised groups in public institutions, see this Policy Brief on SDG 16.7.1(b).

6. Which 'public servants' should be counted when reporting on SDG 16.7.1(b)?

In accordance with the definitions of 'General Government Sector' and 'General Government Employment' in the 2008 System of National Accounts (SNA) (with some minor modifications – see exclusions below), reporting on SDG 16.7.1(b) concentrates on:

- 'General government employment', with a focus on employment in all units of the **central/national/federal government**, i.e. all ministries, agencies, departments and non-profit

institutions at that level that are controlled by public authorities. More specifically, **public servants**[1] represent the total number of persons employed directly by those institutions (the below exclusions notwithstanding).

- Administrative levels: As outlined above, this indicator covers employment at both central and sub-central levels of government (but excludes local government[2]). Employment data will therefore be collected at two levels:
  - o Employment in national/central government; and
  - o Employment in 'state government units', described in the 2008 SNA as "institutional units whose fiscal, legislative and executive authority extends only over the individual 'states' into which the country as a whole may be divided" *(While the metadata for 16.7.1(b) does call for disaggregation by administrative level (national & sub-national level), reporting on this disaggregation can be submitted by email to sdg16indicators@undp.org.)*

Reporting on 16.7.1(b) <u>excludes</u>:

- Appointed/elected positions: SDG 16.7.1(b) only considers positions held by career public servants, i.e. obtained on the basis of merit and seniority. *(This is an important consideration to keep in mind when reporting on positions in the 'Manager' category, which in some contexts are appointed – for more information on the 'Manager' category, see <u>Q. 14</u> below.)*
- Consultants
- The military
- Staff employed in social security funds[3] (if they are separate from the federal/central level in statistics and/or in terms of functionality)
- Staff employed in state owned enterprises, public and quasi-public corporations at all government levels, as well as non-profit institutions.

Disaggregation

7. What are the disaggregation requirements of SDG 16.7.1(b)?

SDG 16.7.1(b) requires three levels of disaggregation:

- First, by decision-making level (based on occupational categories defined in the International Standard Classification of Occupations, ISCO-08);

---

[1] It is important to note that SDG 16.7.1(b) measures the representation of the broader category of 'public servants', not only 'civil servants.' While civil servants are top ranked employees, often covered under a specific public legal framework or other specific provisions, public servants are not as highly ranked and are involved in the provision of basic services to the population. In other words, a civil servant is a public servant, but a public servant is not necessarily a civil servant.

[2] Employment data from local government units should not be collected for reporting on indicator 16.7.1. Even though 'local government units', defined in the 2008 SNA as "institutional units whose fiscal, legislative and executive authority extends over the smallest geographical areas distinguished for administrative and political purposes", are, in principle, part of the general government sector, this metadata does not require reporting on government employment at this administrative level. In order for local government units to be treated as institutional units, the 2008 SNA specifies that they "must be entitled to own assets, raise funds and incur liabilities by borrowing on their own account; similarly, they must have some discretion over how such funds are spent. They should also be able to appoint their own officers, independently of external administrative control.

[3] The 2008 SNA explains that "Social security schemes are social insurance schemes that cover the community as a whole or large sections of the community and are imposed and controlled by government units. The schemes cover a wide variety of programmes, providing benefits in cash or in kind for old age, invalidity or death, survivors, sickness and maternity, work injury, unemployment, family allowance, health care, etc. […] When social security schemes are separately organised from the other activities of government units and hold their assets and liabilities separately from the latter and engage in financial transactions on their own account, they qualify as institutional units that are described as social security funds." (p.79)

- Second, by socio-demographic characteristics; and
- Third, the indicator zooms in on four categories of public servants on the frontline of service delivery – namely, police personnel, health personnel, education personnel and front desk administrative personnel (handling services related to social benefits, taxation, IDs and licenses).

Note: While the metadata for 16.7.1(b) does call for disaggregation by administrative level (national & sub-national level), reporting on this disaggregation dimension will be required at a later date.

The disaggregation categories for each of these disaggregation dimensions are listed below.

Disaggregation dimensions & disaggregation categories for SDG 16.7.1(b)

1. By decision-making level, based on occupational categories defined in the International Standard Classification of Occupations, ISCO-08:
- Managers (ISCO-08 Major Group 1):
  - Senior Managers: Senior Government Officials (ISCO-08 code 1112)
  - Other Managers: Managing Directors and Chief Executives (ISCO-08 code 1120) and Business Services and Administration Managers (ISCO-08 code 121)
- Professionals (ISCO-08 Major Group 2 – codes 242 and 2422)
- Technicians and Associate Professionals (ISCO-08 Major Group 3 – code 33)
- Clerical Support Workers (ISCO-08 Major Group 4 – codes 411 and 4110)

2. By demographic characteristics:
- Sex (male; female)
- Age group (below 25; 25-34; 35-44; 45-54; 55-64; 65 and above)
- Disability status (disability; no disability)
- Nationally relevant population groups (country-specific)

3. Focus on four categories of public servants on the frontline of service delivery:
- Police personnel (i.e. Police officers and other government employees in police facilities)
- Education personnel (i.e. Government-employed teachers and other government employees working in education facilities)
- Health personnel (i.e. Government-employed doctors, nurses and other government employees working in health facilities)
- Front desk administrative personnel (e.g. government employees handling social benefits & the issuance of IDs and licenses; government tax and excise officials)

The indicator also requires the reporting of **intersectional gender data**[4] – public servant data disaggregated not only by sex but also by other factors that shape access to the public service, such as age, disability status, or belonging to certain racial, ethnic or indigenous groups or another group identified in the country.

Here's a snapshot from the SDG 16 Data Reporting Platform showing how intersectional gender data is collected for public servant totals:

---

[4] Intersectionality is an analytical lens that examines how different social stratifiers (such as gender, class, 'race', education, ethnicity, age, geographic location, religion, migration status, ability, disability, sexuality, etc.) interact to create different experiences of privilege, vulnerability and/or marginalization.

Note 1: Orange-highlighted cells are mandatory for official reporting	Number of men	Number of women	Total
Section 2: Disaggregation by age groups			
Below 25 years			
Age 25-34			
Age 35-44			
Age 45-54			
Age 55-64			
Age 65 and above			
Section 3: Disaggregation by disability status			
Disability			
No Disability			
Section 4: Disaggregation by contextually relevant population groups			
Population Group A:			
Population Group B:			
Population Group C:			

Intersectional gender data is important to help identify varying forms of exclusion and marginalisation faced by different groups of women seeking employment in (or already employed by) the public service. This data can in turn be used to design targeted recruitment, hiring and promotion measures specifically aimed at overcoming the intersecting disadvantages faced by certain groups of women in the public service, including those in leadership positions.

Note: While a wide range of intersectional data could be collected by combining various disaggregation dimensions used by SDG 16.7.1(b) – such as data on disabled women in the public service across various age groups, or data on young public servants across nationally relevant population groups – global reporting on SDG 16.7.1(b) only requires intersectional <u>gender</u> data for the time being, that is, public servant data disaggregated by sex and ONE other socio-demographic dimension, such as age, disability status, or belonging to a certain racial, ethnic or indigenous group. Some countries may be collecting intersectional public servant data beyond those required by SDG 16.7.1(b). We encourage these countries to upload files with these additional disaggregations on the [SDG 16 Data Reporting Platform](#).

8.   How can public servant data be disaggregated by 'nationally relevant population groups'?

Recognizing the role of discrimination and inequality in generating uneven development outcomes for different segments of society, the 2030 Agenda specifies that its follow-up and review will be informed by "data disaggregated by sex, age, *race, ethnicity, migration status,* disability, geographic location, and other characteristics relevant in national contexts"[5]. Some of these disaggregation categories, especially, 'race', 'ethnicity', and 'migration status' can be considered by countries when defining 'nationally relevant population groups' for SDG 16.7.1(b). These nationally relevant groups are reported as Group A, B, or C. In addition to the aforementioned categories full consistency with international law would also include disaggregation by displacement status, religion, civil status, income, sexual orientation and gender identity.[6] They reflect some of the prohibited grounds of discrimination under international law. According to guidance of the Office of the UN High Commissioner for Human Rights (OHCHR), full consistency with

---

[5] UN General Assembly, 20th Session, 21 October 2015, Transforming Our World: The 2030 Agenda for Sustainable Development, UN Doc., A/RES/70/1, para. 74(g).
[6] OHCHR, 2016, A Human Rights-based Approach to Data: leaving no one behind in the 2030 Agenda, p. 6.

international law would also include a focus on displacement status, religion, civil status, income, sexual orientation, and gender identity.[7]

A good starting point to identify relevant population groups in your national context is to refer to the National Development Plan, the National Human Rights Strategy or other relevant Strategies that identify vulnerable groups. Such national frameworks typically have a focus on specific marginalised and vulnerable groups, and often call for disaggregated data to monitor their situation. Valuable guidance can also be obtained from national human rights institutions, which play a key role in monitoring the situation of vulnerable and marginalised groups, and as such are well placed to help identify relevant groups for targeted monitoring.

In certain contexts, population group status may prove to be a sensitive variable for data collection. For example, several countries actively restrict or ban identification of ethnic or religious status in national statistics, in order to protect vulnerable populations or discourage inter-ethnic conflict. According to the Human Rights Based Approach to Data, individuals should be able to choose to identify themselves as members of a minority, or not. It would not be appropriate for public service bodies (or any other institution collecting data on public servants) to assign public servants a certain membership of a particular population group. Rather, administrative data collection systems in the public service should allow public servants to self-report on membership of nationally relevant population groups, possibly through surveys providing necessary assurances of confidentiality.

9. How can public servant data be disaggregated by disability status?

Article 31 of the United Nations Convention on the Rights of Persons with Disabilities relates specifically to statistics and data collection. It requires States Parties to collect appropriate information, including statistics, to enable them to formulate and implement policies to give effect to the Convention, considering the need to comply with legally established safeguards, including legislation on data protection, to ensure confidentiality and respect for the privacy of persons with disabilities.

Countries can define or measure 'disability status' in two different ways. Typically, public institutions rely on employees' self-reports of a disability, validated by medical certifications. A common problem with this approach however is that discriminatory practices and implicit bias against persons with disability can make employees reluctant to voluntarily disclose their disability status to their employer. As a result, the 'disability' field in many human resource information systems is rarely updated if someone's disability status changes after his/her recruitment (when this information is first sought from employees), which makes it difficult to monitor the representation of persons with disabilities in the public service with accuracy.

A second, more novel approach consists in proactively reaching out to public servants on a regular basis to invite them to fill out a short survey, namely the Short Set of Questions on Disability elaborated by the Washington Group on Disability Statistics.[8] Rather than collecting data about physical impediments, this short questionnaire (six questions) aims to measure *functional limitations* that individuals experience in basic activities, such as difficulties in seeing, remembering or communicating. The main advantages of this approach are that it allows for the regular tracking of disability status among employees, at minimal cost,

---

[7] OHCHR, 2016, A Human Rights-based Approach to Data: leaving no one behind in the 2030 Agenda, p. 6.
[8] Washington Group questions are designed to provide comparable data cross-nationally for populations living in a variety of cultures with varying economic resources. The WG Short Set of questions was developed primarily for use in national censuses or surveys where the focus is on topics other than disability, such as labour force or living standards surveys, and where space for questions is limited. The questions cover six domains of functioning: seeing, hearing, walking, cognition (remembering and concentrating), self-care (washing oneself or dressing), and communication (understanding and being understood).

and based on self-assessments rather than on medical certifications, which may be more difficult for employees to obtain. The data collected also gives employer institutions a clear picture of the most commonly occurring limitations in basic activity functioning among their staff, which can in turn be used to devise appropriate coping measures (without which the performance of institutions can suffer). This second approach was successfully tested in South Africa, as described in the below box.

Measuring disability in the public service with the Washington Group questions:
A pilot study in the South African public service

In 2018, the national statistical office of South Africa tested the feasibility of integrating the Washington Group questions into the measurement of disability in the country's public service. The pilot administered both the short and extended sets of questions developed by the Washington Group (the extended set asks additional questions on the functional domains, especially on mental health – 'psychosocial disabilities' – and by asking more questions within each domain). The two questionnaires were administered randomly to two separate groups, through a web-based application, and employees were assured that survey data would be kept confidential. The staff was also exposed to a communication strategy to encourage their participation.

Three significant take-aways can be gleaned from this pilot study:

First, relying only on medical certifications is not sufficient to capture the full extent of functional limitations experienced by employees in their day-to-day life.

Second, it is useful to consider mental health as part of the concept of disability, as anxiety or depression have the potential of severely affecting the performance of an employee, and of an entire institution, when it happens at such a scale.

Third, the existence of a considerable 'hidden figure' of disability in public institutions that rely exclusively on self-reports by employees validated by medical certifications.

---

10. Why is there a particular focus on 4 categories of public servants on the frontline of service delivery?

As explained in Q.7, SDG 16.7.1(b) has a particular focus on four categories of public servants on the frontline of service delivery:
- Police personnel (i.e. Police officers and other government employees in police facilities)
- Education personnel (i.e. Government-employed teachers and other government employees working in education facilities)
- Health personnel (i.e. Government-employed doctors, nurses and other government employees working in health facilities)
- Front desk administrative personnel (e.g. government employees handling social benefits & the issuance of IDs and licenses; government tax and excise officials)

These four categories were first selected given the substantial portion of public service jobs they account for, and the frequent direct interaction with the public. As explained in Q.5, diverse representation among front-line service workers is important as it has been found to help raise the quality of public services by improving the understanding of community needs and ameliorating communication with the wider population.

Secondly, and importantly, in some countries, some of these 'sectors' are excluded from the national definition of the Public Administration or the Public Service, which may be limited to administrative

employees in line ministries and specific government agencies. When this is the case, overall totals of public servants submitted by these countries when reporting on SDG 16.7.1(b) will exclude the workforce in these sectors. These discrepancies in the scope of national definitions of the public service matter greatly because they affect who is counted and who is not, in overall totals. This may skew the gender / age / disability / population group representation ratios in overall totals, and our interpretation of how representative of the population the public service is, in any given country.

With this in mind, SDG 16.7.1(b) requires each country to report public servant data separately for these sectors, with the aim of making each country's reporting more comparable. It is also important, in the metadata section of the SDG 16 Data Reporting Platform, to specify whether overall totals of public servants include or exclude these sectors.

Data sources

11. What sources of data can I consider for reporting on SDG 16.7.1(b)?

There are two main methods used around the world to compile data on public servants: labor force surveys and administrative records. As explained below, administrative records are the most appropriate data collection method for SDG 16.7.1(b).

Administrative records are official employment records maintained by government agencies, often through a human resource management information system (HRMIS).[9] An HRMIS is the most common and most comprehensive method for collecting public servant data. It is typically maintained by a Public Service Commission or related institution such as a Ministry of Public Administration or a Ministry of Finance.[10]

- *Strengths:* Data contained in administrative records tends to be more robust and precise than survey data (i.e. no sampling error) and tends to be more up to date. This data also has the greatest potential for expansion on various dimensions of disaggregation.

- *Limitations:* Data contained in administrative records may be incomplete (some categories of workers – e.g. those working part-time – may be missing, or data on some socio-demographic characteristics of workers may not be collected) and may not always be harmonised across ministries, departments and agencies, or for subnational data, across states/provinces/districts.

Since administrative data produced by an HRMIS might not be considered 'official' data in its raw form, it is recommended that the national institution maintaining an HRMIS collaborate with the NSO for the latter to provide the necessary quality assurance over the statistics produced by this institution.

In other settings, individual ministries and agencies maintain a number of **administrative registers** created for administrative purposes, such as keeping a record of the activities, staff, etc. of the corresponding agency or institution. While these records were not designed for statistical purposes, they can be used to produce statistics as a by-product. Administrative registers are varied and cover a wide range of topics. Some examples relevant to 16.7.1(b) are employment registers (which would include public service employment data), population registers (which can be used for disaggregation by sex, age and nationally relevant

---

[9] A Human Resource Management Information System (HRMIS) is software used to facilitate the management of human resources (HR). It combines a number of necessary HR functions, such as storing employee data, managing payroll, recruitment, benefits administration, time and attendance, employee performance management, and tracking competency and training records.
[10] It should be noted however that human resources databases on police personnel are often maintained separately from a centralized HRMIS on the public service, often housed in a Police Service Commission (or a Ministry of Interior).

population groups), and medical registers (which can be used for disaggregation by disability status). Producing statistics on the composition of the entire public service requires the linking of these different databases by means of unique "identifiers" that link the information on an individual through different registers. This way of producing statistics on public servants offers clear advantages in terms of improving the coverage, cost and timeliness of data production and reducing the survey burden on respondents, but the development and integration of such databases requires considerable changes in the standard operating procedures of institutions, and possibly, in legislation.

In countries without an HRMIS in the public service, reporting on SDG 16.7.1(b) as a first step will require a mapping of relevant data sources and databases to report on the indicator, including on its disaggregation dimensions. Such a mapping should ideally be coordinated by the National Statistics Authority.

Common sources of administrative data on public servants

When the collection of administrative data on public servants is centralised, with an HRMIS maintained by a Public Service Commission or related institution, disseminated statistics on public servants can be found in:

- **Public service yearbooks**: Usually published by the entity maintaining the database on the public service workforce (such as a Public Service Commission), these reports tend to provide robust data across ministries, departments and agencies, across decision-making levels, and with some socio-demographic disaggregation.

- **Statistical yearbooks:** Published by NSOs, these reports typically have a section on employment statistics, with some data on the public service workforce (in some contexts, disaggregation by ministry, across decision-making levels and along socio-demographic lines may be more limited).

- **Gender reports:** Often published by a Gender Commission or related institution such as a Ministry on Women's Affairs, or by an NSO, gender reports highlight the status of women relative to men in a given country in various domains and across a series of indicators. Data on female representation in the public service is often available in a section on Employment, and data on female decision-makers is often placed in a section on Government.

- **National websites and online databases:** Usually hosted by an NSO or by a Public Service Commission, such databases provide the most detailed data, sourced either from labor force surveys or administrative records. These databases often are interactive, allowing users to create their own tables based on a selection of variables.

- **Reports published by regional or international organisations:** Such reports may contain relevant data, obtained through requests made to governments or by organisations fielding their own surveys. Relevant sources include: Global Report on Gender Equality in Public Administration (GEPA) (UNDP, 2021), Snapshot of Eastern Europe and Central Asia on GEPA (UNDP, 2020), Gender Equality in the Public Administration in Latin America (UNDP, 2019), OECD's Government at a Glance publications, the Gender Statistics Database of the European Institute for Gender Equality, and 'country gender assessments' produced by regional development banks.

If administrative records on public service are not available, the NSO (or another reporting entity) can use statistics from the Labour Force Survey, the rubric "Public Administration, Defense and Compulsory Social Security" (a category set by the International Labour Organisation (ILO) in its Standard Classification of Occupations (ISCO)). This rubric includes activities of a governmental nature, normally carried out by the

public administration. One advantage of labor force surveys is that data is relatively standardised and widely available across countries. However, in some countries, labor force survey data on "Public Administration, Defense and Compulsory Social Security" might be inconsistent with the national definition of the public service (or public administration). In case of any constraints, it is advised to insert a reference in the reporting platform, in the section dedicated to "Other methodological notes/deviations from global metadata"

12. What can NSOs do to enhance the harmonisation of administrative data collection across ministries & agencies, and its alignment with SDG 16.7.1(b)?

One of the following three scenarios may apply in your country with regards to the collection of administrative data on public servants. In the below table, some suggestions are offered to NSOs wishing to enhance the harmonisation of administrative data collection practices across national institutions, and their alignment with SDG 16.7.1(b) reporting requirements.

Centralised & harmonised data collection: Standardised administrative data records are available and are centralised for the whole or most of the public service	Such a centralised registry on the public service workforce is typically held by a **Public Service Commission** (or related institution such as a Ministry of Public Administration or a Ministry of Finance). To enhance alignment of data with SDG 16.7.1(b) reporting requirements, NSOs would need to establish contact with this entity to: ⇒ Share global reporting requirements for SDG 16.7.1(b) ⇒ Jointly assess current availability of data & compatibility with SDG 16.7.1(b) metadata ⇒ Jointly identify necessary adjustments to data collection practices
Harmonised data collection, but not centralised: Standardised administrative data records exist at the level of ministries / departments / agencies (i.e. they are not aggregated centrally)	Some **NSOs** may already be collecting, quality assuring and aggregating public servant data from individual ministries at their level for official statistical publications (e.g. a Statistical Yearbook, a Men and Women report, etc.). **NSOs** may be doing this by carrying out public service censuses, or surveys/censuses of economic establishments. If that's not the case yet, NSOs may wish to: ⇒ Establish contact with each ministry, department and agency and share global reporting requirements for SDG 16.7.1(b) ⇒ Jointly assess current availability of data & compatibility with SDG 16.7.1(b) metadata ⇒ Jointly identify necessary adjustments to data collection practices ⇒ Help establish a centralised data collection system between the ministries / departments / agencies and the NSO
Data collection is not harmonised, nor centralised: No standardised administrative data record currently exists. Each ministry / department / agency compiles its own statistics.	In countries with decentralised public administrations where **individual ministries, departments and agencies** compile their own statistics on public servants, statistics produced by one institution may not be fully comparable with that produced by another. In such a context, NSOs may wish to: ⇒ Establish contact with each ministry, department and agency and share global reporting requirements for SDG 16.7.1(b) ⇒ With each ministry, department and agency, jointly assess current availability of data & compatibility with SDG 16.7.1(b) metadata ⇒ With each ministry, department and agency, jointly identify necessary adjustments to data collection practices ⇒ Develop a national metadata that nationalises SDG 16.7.1(b) in terms of sources, disaggregation, data processing and data transmission.

13. What data protection considerations need to be applied when sharing public servant data with an institution maintaining a centralised database or with the NSO?

Data disclosed from a Public Service Commission (or from individual ministries, departments and agencies) to the NSO for SDG 16.7.1(b) reporting should be protected and kept private, and confidentiality of individuals' personal information must be preserved at any point in the process. In line with Principle 6 (on Confidentiality) of the Fundamental Principles of Official Statistics, it is important for national institutions collecting data on public servants to have data collection and data management systems that are equipped to protect the privacy of individuals at every stage in the statistical process. Furthermore, public servant statistics should not be published or publicly accessible in a manner that permits identification of individual data subjects, either directly or indirectly.

14. How do I transpose our national classification of public service jobs to the ISCO-08-based classification used by SDG 16.7.1(b)?

Reporting on indicator 16.7.1(b) needs to be done separately for various levels of decision-making. Since there is no international definition of 'positions' in the public service and most countries have their own national classification, a harmonised set of occupational categories in the public service is needed to ensure the comparability of data reported for this indicator.

The International Standard Classification of Occupations (ISCO-08) was used for this purpose. ISCO-08 is a tool for organising jobs into a clearly defined set of groups according to the tasks and duties undertaken in the job. It is officially endorsed by the International Labour Organisation (ILO) and it is the basis for many national occupation classifications and the standard for labour information worldwide.

For SDG 16.7.1(b) reporting, the first four 'Major Groups' of the ISCO-08 classification – (1) Managers; (2) Professionals; (3) Technicians and Associate Professionals; and (4) Clerical Support Workers – were used to identify broad occupational categories in the public service found to be relatively typical in every country. The ISCO-08-based occupational categories proposed for SDG 16.7.1(b) are meant to be broad enough to accommodate considerable diversity among national classifications.

Most countries have already established correspondences between their national classification of occupations, and the international ISCO-08 classification. For countries that have not done so yet, we provide below a list of specific criteria to guide the transposition from your national classification of public service jobs to the ISCO-08 based categories used to report on SDG 16.7.1(b). References to the most relevant ISCO-08 codes for each category are also provided. If you would like to also refer to the full descriptions of each category as provided in the ISCO-08 Group Definitions, please see Annex 1.

Managers (ISCO-08 Major Group 1)

Reporting on the category of "Managers" is broken down into two sub-categories – namely "Senior Managers" and "Other Managers" – to allow for an analysis of any differences in the composition of the public service workforce at these two different levels of decision-making.

- **Senior Managers** – *"Senior[11] Government Officials"* (ISCO-08 code 1112) are the small number of executive positions at the very top levels of the public service, representing typically less than 1% of a country's public servants.

---

[11] Note: The word *senior* denotes rank and is not a reference to age nor seniority in terms of length of career or tenure. Senior managers can be younger and have fewer years of experience than middle managers if they are, in fact, their superior in terms of hierarchy.

⇒ They are top public servants just below the Minister or Secretary of State/Junior Minister, including positions such as Permanent Secretary, Agency director or Director Generals.

⇒ They are NOT appointed by the government or head of government.[12]

⇒ They may be part of the 'senior civil service'.

⇒ They provide overall direction and management to a ministry or a particular administrative unit, oversee the interpretation and implementation of government policies, and in some countries, have executive powers.

⇒ Senior Managers may be entitled to attend some cabinet/council of ministers' meeting, but they are not part of the Cabinet/council of ministers.

- **Other Managers** – This category aggregates the sub-category of *"Managing Directors and Chief Executives"* (ISCO-08 code 1120), which generally captures a slightly larger share of leadership positions, averaging around 3% of public service positions (but can range from 1-10%), and the other sub-category of "Business Services and Administration Managers" (ISCO-08 code 121), which represents a larger category of decision-making and comprises 13% of public service positions, on average (but can include up to 25% of positions).

⇒ "Managing Directors and Chief Executives" (ISCO-08 code 1120) are just below the Senior managers. They formulate and review the policies, and they plan, direct, coordinate and evaluate the overall activities of a ministry or particular administrative unit with the support of other managers. They also provide leadership to professional teams in different policy areas. They may be part of the 'senior civil service', and they are often called Chief Executive, Managing Director or Senior Managers.

⇒ "Business Services and Administration Managers" (ISCO-08 code 121) establish and direct operational and administrative procedures, and provide advice to senior managers. They control selection, training and performance of staff; prepare budgets and oversee financial operations, control expenditure and ensure the efficient use of resources. They provide leadership to specific professional teams within a unit. They include Finance Managers, Human Resource Managers and Policy and Planning Managers.

Note: If a country is unable to provide separate data for the sub-categories of "Senior Managers" and "Other Managers", it should provide aggregated data for the category of "Managers" with a note to this effect in the metadata section of the SDG 16 Data Reporting Platform.

How to distinguish "Senior Managers" from "Other Managers" in a country's national classification of public servant jobs?

There are significant differences in how countries measure and categorise 'decision-making' in their public service. Some countries use titles, others use tiers & classes, others yet use grades & levels, while some

---

[12] If in a country all senior government officials are appointed by the government (or by the head of government), please provide a note to this effect in the appropriate metadata fields on the Reporting Platform ("Are senior positions appointed in all ministries, agencies and departments or only in some of them? At what level(s) are positions appointed?")

develop a typology of occupations. With SDG 16.7.1(b) distinguishing "Senior Managers" from "Other Managers", it is important for countries to know how to draw from their existing national classification to retrieve relevant data for these two sub-categories.

Titles: One way of identifying decision-makers is through job titles. For example, the category of "Senior Managers" can include those in positions of Permanent Secretary, Agency Director, Director Generals or Secretary General, and the category of "Other Managers" can include those in positions of Chief Executive, Managing Director or Head of Division, as well as Finance Managers, Human Resource Managers and Policy and Planning Managers.[13]

Tiers and Classes: Some countries define decision-makers by designating a separate tier or class of executives – such as a 'senior civil service'. Countries that have a senior civil service can focus on positions in this category to identify "Senior Managers" and "Other Managers". Other countries have a separate tier for "gazetted officers", which are executive/managerial level ranked public servants whose appointment is published in the government gazette.[14]

Grades and Levels: In most countries, a level in the hierarchy is signified by a grade, and decision-makers at the top of the hierarchy often have the highest grades. In some countries, however, grades are used for salary levels and thus do not necessarily indicate whether someone is in a decision-making position. For example, a highly skilled technical worker could be at a higher salary level than, say, the head of a public daycare. It is therefore important to use grades and levels that correspond to hierarchical levels, rather than salary levels, when reporting on SDG 16.7.1(b).

Occupational categories: Another way used by countries to categorise decision-makers is by their job functions. If that's the case, countries can draw from the above lists of leadership tasks typically performed by "Senior Managers" and "Other Managers" to identify relevant positions to include in the reporting.

Professionals (ISCO-08 Major Group 2)

The category of *"Administration Professionals"* (ISCO-08 codes 242 and 2422) involves staff with a large degree of variation in experience and areas of expertise.

- $\Rightarrow$ They do not have managerial responsibilities (beyond managing 3 staff maximum).
- $\Rightarrow$ They are usually required to have a university degree.
- $\Rightarrow$ They have some leadership responsibilities over a field of work or various projects.
- $\Rightarrow$ They analyse and formulate policy options, and prepare briefing papers and recommendations for policy changes. They also assess the impact, financial implications and political and administrative feasibility of public policies.

---

[13] Countries in Europe may want to draw from the readily available classification of top two tiers of administrators in the public administration used by the European Institute for Gender Equality (EIGE): To report on the category of "Senior Managers", non-appointed positions classified by the EIGE as "Level 1 administrators" can be considered – i.e. all administrative (non-political) positions from the head of the ministry down to the level of head of directorate or similar, where a directorate is a major section within the ministry. To report on the category of "Other Managers", non-appointed positions classified by the EIGE "Level 2 administrators" can be considered – i.e. all positions below the head of directorate down to the level of head of division/department, where a division/department is the first level of organisation below the directorate (i.e. the second level of functional organisation). A list of relevant positions considered by each country for Level 1 and Level 2 administrators can be found here (coverage for data collection 2020).

[14] In Latin America, a lot of countries divide employees into the following classes: Directors, Advisors, Professionals, Technicians, and Service. While most "Senior Managers" can be found in the Directors class, sometimes, "Other Managers" (such as heads of departments and units) can sometimes be found in the Professionals class.

⇒ Their areas of expertise may vary from law, economics, politics, public administration, international relations, to engineering, environment, pedagogy, health economics, etc.
⇒ They are typically called Economists or Policy Analysts.

Technicians and Associate Professionals (ISCO-08 Major Group 3)

The category of "*Business and Administration Associate Professionals*" (ISCO-08 code 33) performs mostly technical tasks related to enforcing or applying government rules.

⇒ They include "Government Regulatory Associate Professionals" (ISCO-08 code 335), who administer, enforce or apply relevant government rules and regulations relating to national borders, taxes and social benefits; investigate facts and circumstances relating to crimes; and issue or examine applications for licences or authorisations in connection with travel, exports and imports of goods, establishment of businesses, erection of buildings and other activities subject to government regulations. This category may include Customs and Border Inspectors, Government Tax and Excise Officials, Government Social Benefits Officials, Government Licensing Officials and Police Inspectors and Detectives, among others

⇒ They also include "Administrative and Specialised Secretaries" (ISCO-08 code 334) who provide organisational, communication and documentation support services to their administrative unit, and who take supervisory responsibility for office clerks in the unit. This category may include Office Supervisors, Legal Secretaries, as well as Administrative and Executive Secretaries, among others.

Clerical Support Workers (ISCO-08 Major Group 4)

The category of General Office Clerks (ISCO-08 codes 411 and 4110) performs a range of clerical and administrative tasks according to established procedures.

⇒ Tasks performed usually include: recording, preparing, sorting, classifying and filing information; sorting, opening and sending mail; photocopying and faxing documents; preparing reports and correspondence of a routine nature; recording issue of equipment to staff; responding to telephone or electronic inquiries or forwarding to appropriate persons; checking figures, preparing invoices and recording details of financial transactions made; transcribing information onto computers, and proofreading and correcting copy.
⇒ They are generally not required to have a university degree although many do.

15. How do I transpose our national classification of police, health, education & front desk administrative personnel to the ISCO-08-based classification used by SDG 16.7.1(b)?

As explained in Q. 10, SDG 16.7.1(b) has a particular focus on four categories of public servants on the frontline of service delivery:
• Police personnel
• Education personnel
• Health personnel
• Front desk administrative personnel (handling services related to social benefits, taxation, IDs and licenses)

For each one of these categories of employees, countries are asked to provide data on the composition of the workforce across the same five occupational categories used to describe the composition of the entire public service (as described in Q. 14). The below table provides guidance on how to transpose your

country's national classification in these four sectors into the ISCO-08-based occupational categories used to report on SDG 16.7.1(b).

Front-Line Service Workers

		Examples
Police Personnel	• Managers: 1112, 121, 134 • Professionals: 241-242, 25 • Technicians and Associate Professionals: 3355, 5412, 5413, 334 • Clerical Support Workers: 41	• **Managers (i.e. career public servants – NOT appointed)**: e.g. Police Inspector-General, police chief constable, police commissioner, police inspector-general, police superintendant, finance manager, human resources manager, policy and planning manager (in a police facility). • **Professionals**: e.g. Finance professionals, administration professional, information and communications technology professionals (in a police facility). • **Technicians and Associate Professionals**: e.g. Constable, police officer police patrol office, police inspector and detective, prison guard. • **Clerical Support Workers**: e.g. General office clerks (in a police facility).
Education Personnel	• Managers: 121, 1345 • Professionals: 231-235, 241-242 • Technicians and Associate Professionals: 531, 334 • Clerical Support Workers: 41	• **Managers (i.e. career public servants – NOT appointed)**: e.g. University dean, college director, school principal, childcare centre manager, finance manager, human resources manager, policy and planning manager (in an education facility). • **Professionals**: e.g. University and higher education teachers, vocational education teachers, primary/secondary school teachers, primary school and early childhood teachers. • **Technicians and Associate Professionals**: e.g. Child care workers and teachers' aides. • **Clerical Support Workers**: e.g. General office clerks (in an education facility).
Health Personnel	• Managers: 121, 1342, 1343 • Professionals: 22, 241-242 • Technicians and Associate Professionals: 32, 532, 3344 • Clerical Support Workers: 41	• **Managers** (i.e. career public servants – NOT appointed): e.g. Hospital director, health facility administrator, clinical director, community health care coordinator, aged care service manager, finance manager, human resources manager, policy and planning manager (in a health facility). • **Professionals**: e.g. Medical doctors, nursing and midwifery professionals, veterinarians, dentists, pharmacists. • **Technicians and Associate Professionals**: e.g. Health associate professionals, ambulance workers, personal care workers in health services, medical secretaries. • **Clerical Support Workers**: e.g. General office clerks (in a health facility).
Front-Desk Administrative Personnel	• Managers: 112, 121 • Professionals: 241-242, 25 • Technicians and Associate Professionals: 334, 335 • Clerical Support Workers: 41	• **Managers (i.e. career public servants – NOT appointed)**: e.g. Managing directors of government offices providing a wide range of administrative services, including registration services (e.g. delivery of personal identity documents, various types of licenses, building permits, etc.) taxation, social benefits, customs and border inspection, etc.; finance manager, human resources manager, policy and planning manager (in a government office). • **Professionals**: e.g. Finance professionals, administration professionals, information and communications technology professionals (in a government office). • **Technicians and Associate Professionals**: e.g. Customs and border inspectors, government tax and excise officials, government social benefits officials, government licensing officials. • **Clerical Support Workers**: e.g. General office clerks (in a government office).

16. How do I fill out the first page of the online SDG 16 Data Reporting Platform?

Global metadata reporting, which defines and describes indicator 16.7.1(b) data is done in four steps.

- **Step 1 – Source:** The first step requires users to input the **reference period** and **data sources** in three questions. Here, we breakdown these questions and describe the required information.

1. The *reference period* is the calendar year for which the data are collected for reporting. In many cases, the reference period and time period will be identical, but there are also cases where they are different.

This can happen if data are not available for the target reference period, but are available for a time period which is judged to be sufficiently close.[15]

Metadata fields

Source

1. Reference period (YYYY):

2. The *data source* is the specific data set, metadata set, database or metadata repository from where the data or metadata are available. The source of the data is often used as a synonym for the term "data provider"; however, in this context, **data provider refers to the organization or individual from where statistics are obtained**. Data source can also refer to the characteristics and components of the raw statistical data used for compiling statistical aggregates and can be categorized as administrative (data coming from administrative records e.g. public staff and payroll databases) or survey (data coming from surveys for a specific sector or institutional unit e.g. labour force survey)[16].

This indicator requires reporting public service employment at the central and sub-central government levels. In several countries, sub-central government corresponds to state or provincial government; therefore, select **Yes** or **No** indicating if there is a federal structure to the public service in your country. If Yes, describe in detail the sub-central level(s) of the public service that exist in your country. Lastly, kindly specify the data sources used for reporting your public service personnel figures and the URL to this source if available.

Note: The data source refers to the organization or institution where the statistics were obtained.

2. This indicator requires reporting at two levels:
- Public service employment in central government; and
- Public service employment in sub-central government, designated as 'state government units' in the 2008 SNA, and described as "institutional units whose fiscal, legislative and executive authority extends only over the individual 'states' into which the country as a whole may be divided. Such 'states' may be described by different terms in different countries. In some countries, especially small countries, individual states and state governments may not exist. However, in large countries, especially those that have federal constitutions, considerable powers and responsibilities may be assigned to state governments."

In several countries, sub-central government corresponds to state or provincial government.
  a) Is there a federal structure to the public service in your country?
  ○ Yes ○ No
  b) What sub-central level(s) of public service exist(s) in your country?

  c) Please specify the data sources used for the public service personnel figures reported in the next section:

	At central level:	At sub-central level
Total public service personnel	Data source(s): URL (if available):	Data source(s): URL (if available):
Police personnel	Data source(s): URL (if available):	Data source(s): URL (if available):
Education personnel	Data source(s): URL (if available):	Data source(s): URL (if available):
Health personnel	Data source(s): URL (if available):	Data source(s): URL (if available):
Front-desk administrative personnel (examples: registration/ licenses/taxation/ social benefits)	Data source(s): URL (if available):	Data source(s): URL (if available):

---

[15] undata glosssary: https://unstats.un.org/unsd/dnss/docs-nqaf/NQAF%20GLOSSARY.pdf
[16] undata glosssary: https://unstats.un.org/unsd/dnss/docs-nqaf/NQAF%20GLOSSARY.pdf

3. The metadata recommends to *exclude institutional units* such as the local government units, military, and public corporations when calculating public servant figures. Select either **Yes** or **No** in the corresponding field to indicate if these units are excluded from the calculations. Kindly explain the rationale for including any of these units when calculating public servant figures, if you selected Yes.

3. The metadata recommends that the institutional units listed below be excluded when calculating public servant figures. Please specify whether you were able to exclude these units when compiling public servant figures:

	Excluded?	If not excluded please explain:
Local government units (smallest geographical areas distinguished for administrative and political purposes: to be distinguished from 'state government units' as defined by the 20008 SNA – such as provinces or states – for which reporting is required)	○ Yes ○ No	
Military	○ Yes ○ No	
Public corporations and quasi-corporations owned and controlled by government units	○ Yes ○ No	

- **<u>Step 2 – ISCO 08 Occupational Categories:</u>** The second step requires users to input their ISCO-08 occupational categories (as described in Q. 15) in four questions. Here, we breakdown these questions and describe the required information.

1. Drawing from your national classification of public servant positions, please specify the grades, levels or occupations included under each one of the standardized ISCO-08 occupational categories as outlined under Q. 14.

2. Public servant figures classified by the standardized ISCO-08 occupational categories used by this indicator may not be available for all ministries, agencies and departments constituting the public service in your country. If this is the case, please specify for which institutional units this information is not available, so we can know which ministries, agencies or departments were excluded from the figures reported for each occupational category.

3. Some countries may find it challenging to map their national public service classification onto these standardized ISCO-08 categories. Please feel free to share with us readily available public servant data following your national classification by uploading a file to the UNDP SDG 16 Reporting Platform.

ISCO-08 occupational categories

1. Drawing from your national classification of public servant positions, please specify the grades, levels or occupations included under each one of the standardized ISCO-08 occupational categories used by this indicator:

Standardized occupational categories	ISCO-08 code	Corresponding grades, levels or occupations included in the national classification of public servant positions ⓘ
Senior Government Officials ⓘ	1112	
Managing Directors and Chief Executives ⓘ	112	
Business Services and Administration Managers ⓘ	121 ⓘ	
Administration Professionals ⓘ	21, 242, 25, 26 ⓘ	
Business and Administration Associate Professionals ⓘ	31, 33, 34, 35 ⓘ	
General and Keyboard Clerks ⓘ	41 ⓘ	

2. Public servant figures classified by the standardized ISCO-08 occupational categories used by this indicator may not be available for all ministries, agencies and departments constituting the public service in your country. If this is the case, please specify for which institutional units this information is not available, so we can know which ministries, agencies or departments were excluded from the figures reported for each occupational category:

3. Some countries may find it challenging to map their national public service classification onto these standardized ISCO-08 categories. Please feel free to share with us readily available public servant data following your national classification by uploading a file here:

Add File

4. In some countries *senior managers* and *other managers* are appointed by the government (or by the head of government), or they are career public servant positions obtained on the basis of merit and seniority. Kindly select **Yes** or **No** indicating if these managers are *Appointed* or *Career civil servants*. If **Both**, kindly insert the number of appointed and career civil servants if known. Similarly, kindly select **All** or **Some** indicating if senior positions are appointed in all ministries, agencies and departments, and **Yes** or **No** specifying the level.

4. Are 'Senior managers' and 'Other managers' appointed by the government (or by the head of government), or are they career public servant positions obtained on the basis of merit and seniority?

	Appointed	Career civil servants	Both appointed and career public servants (insert number of appointed and public servants if know)
Senior managers	○ Yes ○ No	○ Yes ○ No	_____ are appointed and _____ are career public servants
Other managers	○ Yes ○ No	○ Yes ○ No	_____ are appointed and _____ are career public servants

In some countries, senior positions in the public service are appointed by the government (or by the head of government). If this is the case in your country, can you please tell us:
A) Are senior positions appointed in all ministries, agencies and departments or only in some of them?
○ All   ○ Some
B) At what level(s) are positions appointed?

Senior Government Officials (code 1112) are appointed	○ Yes ○ No
Managing Directors and Chief Executives (code 112) are appointed	○ Yes ○ No
Business Services and Administration Managers (code 121) are appointed	○ Yes ○ No

- **Step 3 – Disaggregation:** Public servant data should be disaggregated by socioeconomic dimensions such as sex, age, disability status, and nationally relevant populations (as described in Q. 7). This step requires countries to select either **Yes** or **No** indicating if their public service data are available across these dimensions.

Disaggregation

1. Is public servant data disaggregated by sex available?
○ Yes   ○ No
2. Is public servant data available for the two youth age groups set by this indicator, or which other youth age groups do you use?

	Data available
Below 25 years	○ Yes ○ No
Age 25-34	○ Yes ○ No
Other youth age group(s) used by your country:	_____

3. Is public servant data disaggregated by disability status available?
○ Yes   ○ No
4. Is public servant data disaggregated by nationally relevant population groups available?
○ Yes   ○ No

- **Step 4 – Other Methodological Notes:** The fourth and final step on this page requires user to describe any deviations from the global metadata. For example, some countries may collect different age categories than those outlined in Q. 7.

Other

Other methodological notes / deviations from global metadata

[text input box]

---

17. How do I fill out the first table on page two of the online SDG 16 Data Reporting Platform?

Global data reporting on indicator 16.7.1(b) is done in three steps.

The first step requires you to input **headcount data in Table 1.** Here, we breakdown Table 1 in its various sections, and we describe what data is required in each section.

Note: Information for part-time positions should be given in full-time equivalents (FTE)[17] and should be counted only for permanent posts actually filled. It is important to consider the part-time or full-time status of posts to address the risk that some population groups may be underemployed and over-reported (e.g. If women are more likely to receive part-time posts than full-time posts, there might be a false impression that women are equally represented in these posts, when in reality they work less than their male counterparts due to their part-time status).

- **Section 1 – Disaggregation by occupational categories (decision-making levels):** This section captures the number of public servants (headcount), disaggregated by sex, in the <u>entire public service</u> (as defined by your country), by occupational category (using the five ISCO-08-based categories outlined under Q. 14)

TABLE 1: Raw Numbers

Note 1: Orange-highlighted cells are mandatory for official reporting	Number of men	Number of women	Total
Section 1: Disaggregation by occupational categories			
Total public service personel			
Senior Managers: Senior Government Officials		[orange]	
Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers		[orange]	
Administration Professionals			
Business and Administration Associate Professionals			
General and Keyboard Clerks			
Total national-level public service personnel (including police, education, health, front-desk administrative and all other public service personnel)			

Note: Countries are expected to fill out the above table to the best of their ability, and to report as many sex-disaggregated headcounts as possible, across all occupational categories. **_At a minimum, countries must fill out cells highlighted in orange_** *to enable the calculation of the 5 'priority ratios' defined by this indicator (see Q. 4)*

- **Section 1 (continued):** This section captures the number of public servants (headcount), disaggregated by sex, in <u>4 specific sectors on the frontline of service delivery</u> (as outlined in Q. 10), namely police personnel, education personnel, health personnel and front-desk administrative personnel (including

---

[17] A full-time equivalent (FTE) is a unit to measure employed persons in a way that makes them comparable although they may work a different number of hours per week. The unit is obtained by comparing an employee's average number of hours worked to the average number of hours of a full-time worker. A full-time worker is therefore counted as one FTE, while a part-time worker gets a score in proportion to the hours he or she works.

services related to registration, licenses, taxation and social benefits). The same 5 ISCO-08-based categories used for the entire public service are here again used, in each sector.+

Note 1: Orange-highlighted cells are mandatory for official reporting		Number of men	Number of women	Total
Section 1: Disaggregation by occupational categories				
Public service personnel in selected sectors				
Police personnel	Senior Managers: Senior Government Officials			
	Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers			
	Administration Professionals			
	Business and Administration Associate Professionals			
	General and Keyboard Clerks			
	Total national-level police personnel			
Education personnel	Senior Managers: Senior Government Officials			
	Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers			
	Administration Professionals			
	Business and Administration Associate Professionals			
	General and Keyboard Clerks			
	Total national-level education personnel			
Health personnel	Senior Managers: Senior Government Officials			
	Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers			
	Administration Professionals			
	Business and Administration Associate Professionals			
	General and Keyboard Clerks			
	Total national-level health personnel			
Front-desk administrative personnel (namely services related to registration, licenses, taxation and social benefits)	Senior Managers: Senior Government Officials			
	Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers			
	Administration Professionals			
	Business and Administration Associate Professionals			
	General and Keyboard Clerks			
	Total national-level front-desk personnel			

- **Section 2 – Disaggregation by age groups:** This section captures the number of public servants (headcount), disaggregated by age AND sex.

Note 1: Orange-highlighted cells are mandatory for official reporting	Number of men	Number of women	Total
Section 2: Disaggregation by age groups			
Below 25 years			
Age 25-34			
Age 35-44			
Age 45-54			
Age 55-64			
Age 65 and above			

*Note: Countries are requested to fill out the above table to the best of their ability, and to report as many sex-disaggregated headcounts as possible, across all age groups. If intersectional data is not available, countries can report total figures only (for each age group), in the last column (i.e. sum of male and female). **At a minimum, countries must fill out cells highlighted in orange** to enable the calculation of the 5 'priority ratios' defined by this indicator (see Q. 4)*

- **Section 3 – Disaggregation by disability status:** This section captures the number of public servants (headcount), disaggregated by disability status (see Q. 9 on two approaches for collecting data on disability status) AND sex.

Note 1: Orange-highlighted cells are mandatory for official reporting	Number of men	Number of women	Total
Section 3: Disaggregation by disability status			
Disability			
No Disability			

*Note: Countries are requested to fill out the above table to the best of their ability, and to report as many sex-disaggregated headcounts as possible, for public servants with a disability and for those without. If intersectional data is not available, countries can report total figures only (for 'disabled' and 'not disabled'), in the last column (i.e. sum of male and female). **At a minimum, countries must fill out the 'total' column highlighted in orange** to enable the calculation of the 5 'priority ratios' defined by this indicator (see Q. 4)*

- **Section 4 – Disaggregation by population group:** This section captures the number of public servants (headcount), disaggregated by nationally relevant population groups (see Q. 8 on how to collect data on population groups) and sex.

Note 1: Orange-highlighted cells are mandatory for official reporting	Number of men	Number of women	Total
Section 4: Disaggregation by contextually relevant population groups			
Population Group A:			
Population Group B:			
Population Group C:			

*Note: Countries are requested to fill out the above table to the best of their ability, and to report as many sex-disaggregated headcounts as possible, across nationally relevant population groups. If intersectional data is not available, countries can report total figures only (for each population group), in the last column (i.e. sum of male and female). **At a minimum, countries must fill out the 'total' column highlighted in orange** to enable the calculation of the 5 'priority ratios' defined by this indicator (see Q. 4)*

18. How do I fill out the second table on page two of the online SDG 16 Data Reporting Platform?

The second step consists in calculating **simple proportions** of women, 'youth', persons with a disability, and specific population groups (A, B or C) across each occupational category in the public service, and across the entire public service.

Using the headcount figures provided in the first table, the second table automatically computes the simple proportions required for the measurement of the 'priority ratios' (highlighted in yellow in the table below), namely:

- The proportion of <u>female</u> public servants <u>in decision-making positions</u> (in the 'Senior Managers' and 'Other Managers' positions)
- The proportion of <u>female</u> public servants *(across the 5 ISCO-08-based occupational categories)*
- The proportion of <u>'young'</u> public servants below 25 years of age *(across the 5 ISCO-08-based occupational categories)*
- The proportion of <u>'young'</u> public servants aged 34 and below *(across the 5 ISCO-08-based occupational categories)*
- The proportion of public servants <u>with a disability</u> *(across the 5 ISCO-08-based occupational categories)*
- The proportion of public servants in <u>various population groups</u> *(across the 5 ISCO-08-based occupational categories)*

TABLE 2: Proportions

	Proportion of female public servants	Proportion of 'young' public servants below 25	Proportion of 'young' public servants aged 34 and below	Proportion of public servants with a disability	Proportion of public servants in population group A	Proportion of public servants in population group B	Proportion of public servants in population group C
Total public service personnel							
Senior Managers: Senior Government Officials	0						
Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers	0						
Administration Professionals	0						
Business and Administration Associate Professionals	0						
General and Keyboard Clerks	0						
Total national-level public service personnel (including police, education, health, front-desk administrative and all other public service personnel)	0	0	0.00	0	0	0	0

*<u>Note</u>: Countries are expected to fill out the above table to the best of their ability, and to report as many proportions as possible, across occupational categories. **<u>At a minimum, cells highlighted in orange must be filled</u>** (they are automatically filled based on headcount data entered in Table 1).*

19. How do I fill out the third table on page two of the online SDG 16 Data Reporting Platform?

Using the proportions calculated in the second table, the third table computes **representation ratios** comparing the proportion of women, 'youth', persons with a disability, and specific population groups in the public service relative to the proportion of the same groups in the national population, across each occupational category.

To compute these ratios, we need **denominators** – i.e. statistics on the share of women, young people, people with a disability and specific population groups in the national population. The below box explains how these various denominators should be calculated, using national population statistics.

Once denominator figures have been added to Table 3, representation ratios will be automatically calculated based on pre-entered formulas linking back to the proportions calculated in Table 2.

How to calculate denominators for the representation ratios?

A) How to calculate denominators for female representation ratios
When comparing proportions of women in the public service (and in decision-making positions in the public service), with the share of women in the national population, SDG 16.7.1(b) uses 50% as the default share

of women in the national population. 50% is therefore pre-entered in Table 3 as the default denominator for female representation ratios.

B) How to calculate denominators for youth representation ratios

When comparing proportions of youth (34 and below) in the public service with the share of youth in the national population, the relevant share of the national population to be used as a comparator (denominator) is the share of the population that is:

- *Above* the minimum age required to apply for a public service job, and
- *Below* the age of 35

C) How to calculate denominators for representation ratios on people with a disability and on nationally relevant population groups

When comparing proportions of certain population groups and of people with a disability in the public service with corresponding shares of the same groups in the national population, it is important to use the *working-age population* of that group in the national population as a comparator (denominator). This means counting individuals in that group who are:

- *Above* the minimum age required to apply for a public service job, and
- *Below* the mandatory retirement age for public servants.[18]

These lower and upper age boundaries will vary depending on the country, and need to be defined by each country. For instance, if the minimum age to be eligible for a public service job in a given country is 18 years old, and the mandatory retirement age for public servants is 65 years old, then when comparing the proportion of public servants belonging to a particular population group (say, a particular ethnic group) with the corresponding share of this ethnic group in the national population, it is important to use as the denominator only on those members of this ethnic group aged between 18 and 65.

---

[18] In the event that a mandatory retirement age (MRA) has not been set specifically for the public service in a given country, the "default retirement age" (DRA) set by this country could be used as an alternative. The DRA applies to all employment in a given country, and "is the minimum age at which employers can (if they choose to) set a mandatory retirement age, requiring employees to retire." If neither a MRA nor a DRA exist in a country, it is suggested to use the age of 65 as a ceiling, which is a common MRA across countries.

TABLE 3: Ratios

	Female representation ratios	'Youth' representation ratios	Disabled persons representation ratios	Population group A representation ratios	Population group B representation ratios	Population group C representation ratios
	Proportion of female public servants in [occupational category x] / Proportion of women in the working-age population	Proportion of 'young' public servants aged 34 and below in [occupational category x] / Proportion of the working-age population aged above the eligibility age for a public service job and below 35	Proportion of disabled public servants in [occupational category x] / Proportion of disabled persons in the working-age population	Proportion of public servants belonging to population group A in [occupational category x] / Proportion of population group A in the working-age population	Proportion of public servants belonging to population group B in [occupational category x] / Proportion of population group B in the working-age population	Proportion of public servants belonging to population group C in [occupational category x] / Proportion of population group C in the working-age population
		Already provided to us by UNDESA for each country (Proportion of the population (both sexes) aged above 18 (the 'default' eligibility age for a public service job) and below 35)	Needs to be determined by each country (Proportion of disabled persons in the working-age population, for both sexes, above eligibility age and below retirement age for a public service job)	Needs to be determined by each country (Proportion of population group A in the working-age population, for both sexes, above eligibility age and below retirement age for a public service job)	Needs to be determined by each country (Proportion of population group B in the working-age population, for both sexes, above eligibility age and below retirement age for a public service job)	Needs to be determined by each country (Proportion of population group C in the working-age population, for both sexes, above eligibility age and below retirement age for a public service job)
	Denominator 50%	Denominator 0	Denominator 0	Denominator 0	Denominator 0	Denominator 0
Total public service personnel						
Senior Managers: Senior Government Officials	0.00					
Other Managers: Managing Directors and Chief Executives and Business Services and Administration Managers	0.00					
Administration Professionals	0.00					
Business and Administration Associate Professionals	0.00					
General and Keyboard Clerks	0.00					
Total national-level public service personnel (including police, education, health, front-desk administrative and all other public service personnel)	0.00	0	0	0	0	0

20. What if the format of the tables on the reporting platform is not appropriate for any given category in my country?

If the format of the tables is not appropriate for any given category in your country, please fill in the data to the best of your abilities and explain any adjustments in the comments box, below the appropriate table:

- Example 1: The row "below 35 years" also includes people aged 35.
- Example 2: Data for "Senior Managers" also includes "Other Managers"
- Example 3: Data for "Female" also includes "other"

Please mark "NA" for any category that is not applicable to your national context, and "-" when data is not available.

21. What if disaggregated data is not yet fully available for certain dimensions, or if your country collects more disaggregated data than required by SDG 16.7.1(b)?

The availability of public servant data disaggregated by age, disability status and nationally relevant population groups may vary across countries, and sometimes, across institutions within a given country. Countries are encouraged to report all data that is currently available on the SDG 16 Data Reporting

Platform, while they build additional capacities and adjust their data collection systems to allow for the further disaggregation of public servant data, as required by SDG 16.7.1(b).

Some countries may be collecting public servant data disaggregated along other dimensions than the ones prioritised by SDG 16.7.1(b), or in a different format than the one used on the reporting platform. We encourage these countries to upload files with these additional datasets on the platform, as their experiences could be of interest to other countries. UNDP, as custodian agency for this indicator, will facilitate peer learning around this indicator. We will therefore greatly appreciate hearing more about the data collection practices in place in your country's public service.

22. What if I need to update previously submitted data?

For assistance with updating/modifying previously submitted SDG 16.7.1(b) data through the UNDP SDG 16 Reporting Platform, please contact SDG16indicators@undp.org at the UNDP Oslo Governance Centre requesting to unlock your country data. Kindly use the following email format:

Title: Country Name, Indicator 16.7.1(b), Year

Body: Your request to unlock your country data with a brief explanation.

Annex 1: Full descriptions of ISCO-08-based occupational categories used for SDG 16.7.1(b) as provided in the ISCO-08 Group Definitions

Source: ISCO-08 Group Definitions

Managers (ISCO-08 Major Group 1)

Senior Managers

"*Senior Government Officials*" (ISCO-08 code 1112)

Senior government officials advise governments on policy matters, oversee the interpretation and implementation of government policies and legislation by government departments and agencies, represent their country abroad and act on its behalf, or carry out similar tasks in intergovernmental organisations. They plan, organise, direct, control and evaluate the overall activities of municipal or local, regional and national government departments, boards, agencies or commissions in accordance with legislation and policies established by government and legislative bodies.

Tasks include –
(a) advising national, state, regional or local governments and legislators on policy matters;
(b) advising on the preparation of government budgets, laws and regulations, including amendments;
(c) establishing objectives for government departments or agencies in accordance with government legislation and policy;
(d) formulating or approving and evaluating programmes and procedures for the implementation of government policies in conjunction or consultation with government;
(e) recommending, reviewing, evaluating and approving documents, briefs and reports submitted by middle managers and senior staff members;
(f) ensuring appropriate systems and procedures are developed and implemented to provide budgetary control;
(g) coordinating activities with other senior government managers and officials;
(h) making presentations to legislative and other government committees regarding policies, programmes or budgets;
(i) overseeing the interpretation and implementation of government policies and legislation by government departments and agencies.

Examples of the occupations classified here:[19]
- Ambassador
- City administrator
- Civil service commissioner
- Consul-general
- Director-general (government department)
- Director-general (intergovernmental organisation)
- Fire commissioner
- Inspector-general (police)
- Permanent head (government department)
- Police chief constable
- Police commissioner

---

[19] For the purpose of reporting on SDG 16.7.1(b), only those positions listed here that are NOT appointed should be included. For instance, Ambassadors, which are likely appointed, should be excluded.

- Secretary-general (government administration)
- Under-secretary (government)

Other Managers

"Managing Directors and Chief Executives" (ISCO-08 code 1120)

Managing directors and chief executives formulate and review the policies, and plan, direct, coordinate and evaluate the overall activities, of enterprises or organisations (except special-interest organisations and government departments) with the support of other managers, usually within guidelines established by a board of directors or a governing body to whom they are answerable for the operations undertaken and results.

Tasks include –
  (a) planning, directing and coordinating the general functioning of an enterprise or organisation;
  (b) reviewing the operations and results of the enterprise or organisation and reporting to boards of directors and governing bodies;
  (c) determining objectives, strategies, policies and programmes for the enterprise or organisation;
  (d) providing overall leadership and management to the enterprise or organisation;
  (e) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources; authorising material, human and financial resources to implement organisational policies and programmes;
  (f) monitoring and evaluating performance of the organisation or enterprise against established objectives and policies;
  (g) consulting with senior subordinate staff and reviewing recommendations and reports;
  (h) representing the organisation at official occasions and board meetings, in negotiations and at conventions, seminars, public hearings and forums;
  (i) selecting or approving the selection of senior staff;
  (j) ensuring the organisation complies with relevant legislation and regulations.

Examples of the occupations classified here:
- Chief executive
- Managing director
- Regional manager

"Business Services and Administration Managers" (ISCO-08 code 121)

Business services and administration managers plan, organise, direct, control and coordinate the financial, administrative, human resource, policy and planning activities of organisations, or of enterprises that provide such services to other enterprises and organisations.

Tasks performed usually include: --
  (a) formulating and administering policy advice, and strategic and financial planning;
  (b) establishing and directing operational and administrative procedures;
  (c) implementing, monitoring and evaluating strategies and policies;
  (d) providing advice to senior managers and board members on financial, administrative, strategic, policy, programme and legislative issues;
  (e) ensuring compliance with relevant legislation, regulations and standards;
  (f) controlling selection, training and performance of staff; preparing budgets and overseeing financial operations;
  (g) consulting with the chief executive and with managers of other departments or sections;
  (h) controlling expenditure and ensuring the efficient use of resources;

(i) representing the organisation in negotiations, and at conventions, seminars, public hearings and forums.

Occupations in this minor group are classified into the following unit groups:
     1211 Finance Managers
     1212 Human Resource Managers
     1213 Policy and Planning Managers
     1219 Business Services and Administration Managers Not Elsewhere Classified

Professionals (ISCO-08 Major Group 2)

"Policy Administration Professionals" (ISCO-08 code 2422)

Policy administration professionals develop and analyse policies guiding the design, implementation and modification of government and commercial operations and programmes.

Tasks include –
(a) liaising and consulting with programme administrators and other interested parties to identify policy needs;
(b) reviewing existing policies and legislation to identify anomalies and out-of-date provisions;
(c) researching social, economic and industrial trends, and client expectations of programmes and services provided;
(d) formulating and analysing policy options, preparing briefing papers and recommendations for policy changes and advising on preferred options;
(e) assessing impacts, financial implications, interactions with other programmes and political and administrative feasibility of policies;
(f) conducting threat and risk assessments and developing responses;
(g) reviewing operations and programmes to ensure consistency with policies of the organisation.

Examples of the occupations classified here:
▪ Intelligence officer
▪ Policy analyst
▪ Political adviser

"Administration Professionals" (ISCO-08 code 242)

Administration professionals apply various concepts and theories related to improving the effectiveness of organisations and the individuals within the organisation.

Tasks performed usually include: --
(a) evaluating the structure of organisations and suggesting areas of improvement;
(b) ensuring that the operational activities of an organisation are consistent with the policy objectives of the organisation;
(c) recruiting, training, developing and counselling personnel within an organisation.

Occupations in this minor group are classified into the following unit groups:
     2421 Management and Organisation Analysts
     2422 Policy Administration Professionals
     2423 Personnel and Careers Professionals
     2424 Training and Staff Development Professionals

Technicians and Associate Professionals (ISCO-08 Major Group 3)

"Government Regulatory Associate Professionals" (ISCO-08 code 335)

Government regulatory associate professionals administer, enforce or apply relevant government rules and regulations relating to national borders, taxes and social benefits; investigate facts and circumstances relating to crimes; and issue or examine applications for licences or authorisations in connection with travel, exports and imports of goods, establishment of businesses, erection of buildings and other activities subject to government regulations.

Tasks performed usually include: --
   (a) patrolling national borders and checking persons and vehicles, travel and transport documents and goods transported across the border to ensure enforcement of government rules and regulations;
   (b) examining tax returns to determine taxes payable by persons and businesses;
   (c) examining and deciding on applications for social benefits; examining and deciding on applications for government authorisations and licences necessary to travel, export or import goods, erect buildings, establish businesses or undertake other activities subject to government regulations;
   (d) monitoring the application of price, wage or weights and measures regulations;
   (e) obtaining and verifying evidence; interviewing witnesses and suspects;
   (f) and analysing documents and computer files.

They may receive guidance from senior government officials or managers. Supervision of other workers may be included.

Occupations in this minor group are classified into the following unit groups:
   3351 Customs and Border Inspectors
   3352 Government Tax and Excise Officials
   3353 Government Social Benefits Officials
   3354 Government Licensing Officials
   3355 Police Inspectors and Detectives
   3359 Government Regulatory Associate Professionals Not Elsewhere Classified

"Administrative and Specialised Secretaries" (ISCO-08 code 334)

Administrative and specialised secretaries provide organisational, communication and documentation support services, utilising specialised knowledge of the business activity of the organisation in which they are employed. They take supervisory responsibility for office clerks in the organisation.

Tasks performed usually include: --
   (a) coordinating, assigning and reviewing the work of clerical support workers;
   (b) desktop publishing; preparing and processing legal documents and papers such as deeds, wills, affidavits and briefs;
   (c) implementing and supporting the communication, documentation and internal managerial coordination activities of an organisational unit, on some occasions utilising specialised knowledge of the business activity of the organisation;
   (d) scheduling and confirming meetings and appointments and communicating messages for clients;
   (e) compiling, recording and reviewing legal and medical records, reports, documents and correspondence.

Occupations in this minor group are classified into the following unit groups:
   3341 Office Supervisors
   3342 Legal Secretaries

3343 Administrative and Executive Secretaries
3344 Medical Secretaries

Clerical Support Workers (ISCO-08 Major Group 4)

"General Office Clerks" (ISCO-08 code 4110)

General office clerks perform a range of clerical and administrative tasks according to established procedures.

Tasks include –
(a) recording, preparing, sorting, classifying and filing information;
(b) sorting, opening and sending mail;
(c) photocopying and faxing documents;
(d) preparing reports and correspondence of a routine nature;
(e) recording issue of equipment to staff;
(f) responding to telephone or electronic inquiries or forwarding to appropriate person;
(g) checking figures, preparing invoices and recording details of financial transactions made;
(h) transcribing information onto computers, and proofreading and correcting copy.

Examples of the occupations classified here:
- General office clerk
- Office clerk

"General Office Clerks" (ISCO-08 code 411)

General office clerks perform a range of clerical and administrative tasks according to established procedures.

Tasks performed usually include: --
(a) recording, preparing, sorting, classifying and filing information;
(b) sorting, opening and sending mail;
(c) photocopying and faxing documents;
(d) preparing reports and correspondence of a routine nature;
(e) recording issue of equipment to staff; responding to telephone or electronic inquiries or forwarding to appropriate persons;
(f) checking figures, preparing invoices and recording details of financial transactions made;
(g) transcribing information onto computers, and proofreading and correcting copy.

Occupations in this minor group are classified into the following unit group:
4110 General Office Clerks