

## **Questionnaire for Social Security Institutions**

Dear Sir or Madam,

We kindly ask you to complete the questionnaire below. The data we request will be used exclusively for comparative research on social security institutions. Your responses will allow us to better understand the diversity of institutional arrangements, financing sources, and practices of cooperation with society and stakeholders.

Please provide as much detail as possible.

### **I. General Information**

1. Name of institution: Social Insurance Board
2. Country: Estonia
3. Email address of the person completing the questionnaire (for contact in case of questions): monika.heinrand@sotsiaalkindlustusamet.ee

### **II. Legal and Organizational Form**

1. What is the legal form of your institution (e.g., government agency, bank, insurance company, institute, public institution, special-purpose fund, other – please describe)?

Government agency

2. Who oversees the institution's activities (e.g., ministry, parliament, independent council)?

Ministry

### **III. Sources of Financing**

1. What are the main sources of financing for the institution (e.g., insurance contributions, employer contributions, taxes, other)?

State budget - taxes

### **IV. Expenditure Structure**

1. What are the annual operating costs of the institution?

17,1 mln EUR

2. What is the annual share of administrative and operational expenses in the total budget?

0,36%

## **V. Public Trust**

1. Are public opinion surveys conducted in your country regarding trust in your institution?

Yes

2. If so, what are their results from recent years (please provide indicators or reference sources)?

64%

## **VI. Stakeholder Collaboration**

1. How does your institution collaborate with social organizations (NGOs, trade unions, employers' organizations)?

The government agency cooperates with partners based on target groups and specific needs. Regular cooperation takes place through procurement partners and service contracts (for example, for the provision of women's support centre services). Other forms of cooperation are generally temporary in nature and depend on the topics currently being addressed. For example, cooperation with Peaasi involves sharing materials and information. Another example is cooperation with the Kaljulaid Foundation, with whom a separate agreement has been concluded for the use of our e-course materials.

2. Are there formal mechanisms for consultation, cooperation, and co-decision-making?

No. We assess needs and forms of cooperation based on the current situation and the requests received. For example, if an organisation wishes to involve us in a project activity, such requests are evaluated (in terms of content, format, alignment of objectives and values, and available resources), and our participation is then formally approved.

3. What partnership initiatives have been implemented in recent years?

- Collaboration with the Kaljulaid Foundation to raise employers' awareness of recognizing signs of violence.
- Women's Voluntary Defence Organization - increasing psychological preparedness
- MHPSS – implementation of the Mental Health and Psychosocial Support Framework.

## **VII. Service Quality and Customer Satisfaction**

1. Does the institution conduct service quality and customer satisfaction surveys?

Yes.

2. What are the results of these surveys from recent years?

The recommendation index across all services is 70%.

3. What actions are being taken to improve the quality of customer service?

- Analysis of client inquiries and interactions to review and improve service process and the planning of necessary training activities..
- Improvements to website and self-service texts based on analysis of website and Net Promoter Score (NPS) feedback
- Training of customer service staff and updating of guidelines.

### **VIII. Additional Comments**

1. Would you like to share any additional information or recommendations regarding the functioning of social security institutions in your country?

Thank you for your time and response.