

Data quality studies at the Turkish Statistical Institute

Quality is a focus in the work of management and staff of Turkish Statistical Institute (TurkStat). The main goal of TurkStat is to provide current, reliable, accurate, timely and relevant data for the use of decision-makers, researchers, and the society in general. TurkStat gives priority to produce comparable statistics that is acceptable by the international community of statistics. Therefore, it is an important issue to build up quality into our programmes and products. Many activities have been carried out to monitor the production system and to improve the data quality.

The activities regarding to the improvement of the quality of data gathered from surveys can be evaluated under 3 main groups in the Turkish Statistical Institute.

1. Before the field application of the survey

Probability sampling methods are used for all national surveys in order to supply more reliable information.

Standard definitions, concepts and a questionnaire bank for standard questions for household based surveys are used to provide the comparability between surveys.

The training of the interviewers is carried out in the Headquarters via video-conference to 26 regional offices. It enables to train the staff for the survey at the same time by the experts of the subject.

Pre-testing for the questionnaire and pilot study for the surveys has been carried out regularly before the field application.

2. During the field application

Computer Assisted Paper Interview has been used for most of household based surveys and for some establishment surveys in order to reduce the entry and coding errors.

All of the interviewers have been monitored in the field by the supervisors.

Verification of some questionnaires has been done by controllers during the field application via consistency checks between questions and/or via direct telephone calls to sampling unit.

3. After the field application

Editing and coding procedures have been realised except CAPI based surveys.

Using Computer Assisted Telephone Interview is used to monitor the interviewers and produce performance indicators for the interviewers using quality control charts. It is also

used to calculate some error rates and point out the weak questions for several surveys of the Institution.

Consistency checks between surveys and time (some response reliability surveys were done)

Some quality indicators have been calculated that measures sampling and non-sampling errors.

Quality reports have been produced beginning from 2005 for Labour Force Survey.

User Satisfaction Surveys have been carried out to determine the level of satisfaction among users and get feedback, specific concerns and suggestions for improvement.