

## The National Statistics Committee of the Kyrgyz Republic

### **Quality Assurance and Survey of Users**

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Belgrade, Serbia, 10-13 December 2019



# The legal frameworks for the National Statistical System

The law of the Kyrgyz Republic on Official Statistics, enacted on July 8, 2019

The Regulation on the National Statistics Committee of the Kyrgyz Republic approved by the President

The NatStatCom reports to the President of the Kyrgyz Republic

The Chairperson and his deputies are appointed by the President of the Kyrgyz Republic



- Fully compliant with the UN Fundamental Principles of Official Statistics
- Sets the legal framework for development, production and dissemination of official statistics within the NSS
- Regulates rights and obligations of producers of official statistics, respondents and users

# Quality Assurance Project with Statistics Norway

Overall project goals:

- Introduction to Quality Assurance and staff capacity building in Quality Assurance
- Use of the <u>Generic Statistical Business Process</u> <u>Model (GSBPM)</u> in the statistical practice of NSC KR;
- Focus on mapping the existing production processes and moving towards implementing changes

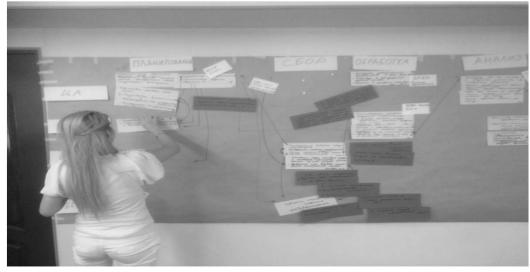


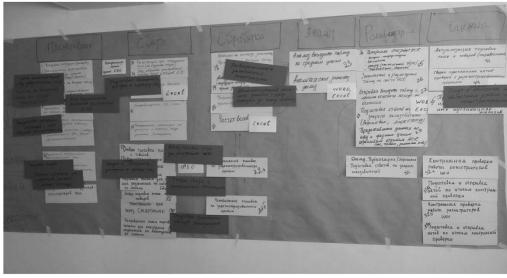
- 1. Overall information on each phase of GSBPM and its sub-processes provided by Statistics Norway
- 2. NSC tried to document production processes in line with GSBPM sub-process
- 3. NSC also identified weaknesses and problems in the production processes
- 4. NSC tried to find solutions to weaknesses and problems.

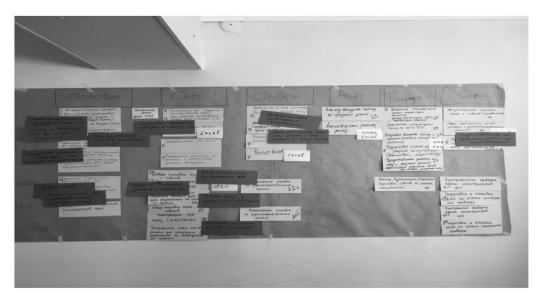


# Production process mapping and documentation











# Key challenges identified in the course of GSBPM implementation

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Specify needs	Design	Build	Collect	Process	Analyses	Disseminate	Evaluate
NSC KR focused on	No methodology	Integrated	Paper-based data	Data processing	Quality of analytical	Lack of single	No QM System in
government users'	department with	collection,	collection system	overlaps at different	materials should be	metadata and	place
needs	competence for the	processing and	(district, region,	levels of NSC KR	enhanced.	statistical output	
	whole NSC	dissemination tools	MCC, NSC) should	(district, region,		systems ready for	No QM Department
Weak interaction with		are built in isolation	be replaced.	MCC)	Use new tools for	dissemination	in charge for
other key users	Poor interaction	for each			production of new		evaluation of
	among subject	questionnaire	Build a new system	Lack of single	statistics and	Lack of competence	statistical business
Existing tools to specify	matter units and	(stove-pipe	for data collection -	metadata system	making good	in disseminating	processes and
	with owners of	approach)	NSC to collect data	integrated with data	analyses	statistics through	setting up specific
<ul> <li>needs are not</li> </ul>	administrative		directly from	production system		new channels	action plans
properly consulted and	sources to reuse	Lack of single	respondents		Lack of single	(social media)	
confirmed	services, systems	metadata system	through a new e-		metadata system		
	and databases in	integrated with data	forms system.		integrated with data	No dissemination	
NSC KR should review	design phase (stove-	production system			production system	policy with focus on	
relevance of current	pipe approach)		Use more			users' needs.	
statistical outputs with			administrative data				
key users and specify	Lack of single		and reduce number			Poor performance	
emerging needs.	metadata system		of questionnaires			in terms of	
	integrated with data					communicating	
Some statistics	production system		Lack of single			with and promoting	
produced for many			metadata system			use of statistical	
years and no one is			integrated with data			outputs by users	
certain if they are still			production system			and advocating	
relevant and						evidence based	
demanded.						decision-making	
Outcome: Very high							
burden on respondents							
and failure to meet							
existing and emerging							
needs of users							
adequately!							



### **Key conclusions**

- Need to improve interaction within NSC to streamline processes
- Use of administrative data and new data sources
- Need to reduce response burden
- Enhance interaction and communication with key users (business community, civil society, academia, mass media)
- Improve feedback with users
- NSC set up a specific department on quality assurance in 2019



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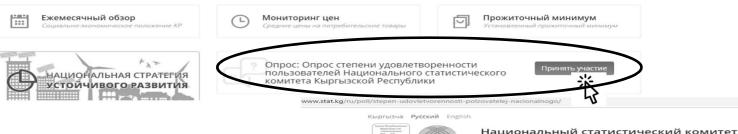
## Implementation of the National strategy for development of statistics of the Kyrgyz Republic - KGSTAT Twinning Partnership







Under the support of
Destatis within
KGSTAT project a
technical module for
survey of users was
developed



90=

Survey of users questionnaire



Кыргызской Республики

Главная / Архив опросов / Опрос степени удовлетворенности пользователей Национального статистического комитета Кыргызской Республики

Опрос степени удовлетворенности пользователей Национального статистического комитета Кыргызской Республики

#### Уважаемые пользователи!

Для улучшения качества официальной статистической информации и обратной связи с ее пользователями, а также определения их потребностей в официальной статистической информации Национальный статистической комитет проводит опрос и просит Вас ответить на наши вопросы. Благодарим за Ваше участие!

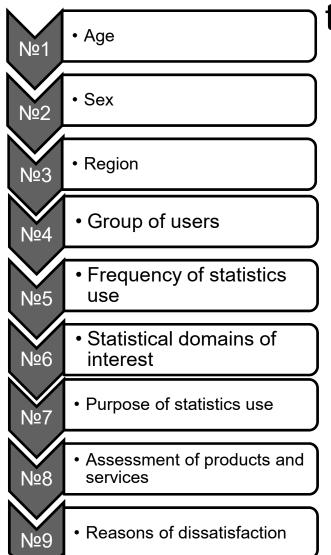
- 1. ВАШ ВОЗРАСТ?
- ⊚ до 25 лет
- ⊚ 25-35 лет
- ⊚ 36-45 лет
- ⊚ старше 45 лет
- 2. ПОЛ
- ЖенскийМужской
- 3. РЕГИОН ПРОЖИВАНИЯ
- ⊚ Биц
- ⊚ Ош

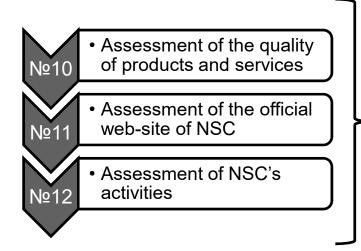




Обратная связь Карта сайта RSS

# Structure of the questionnaire



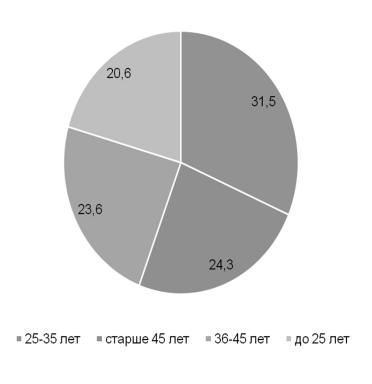




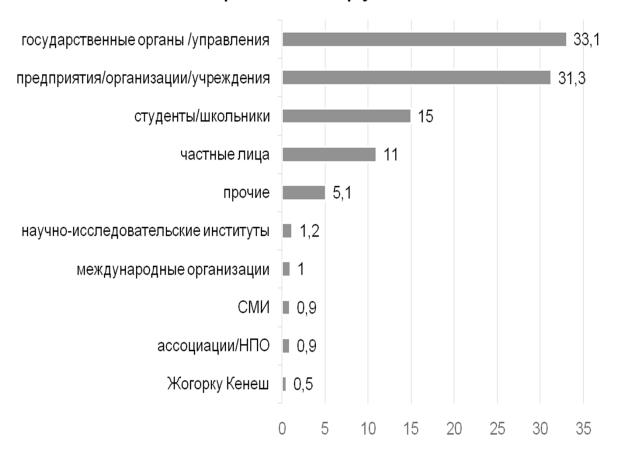


#### Distribution of users

#### По возрастным группам

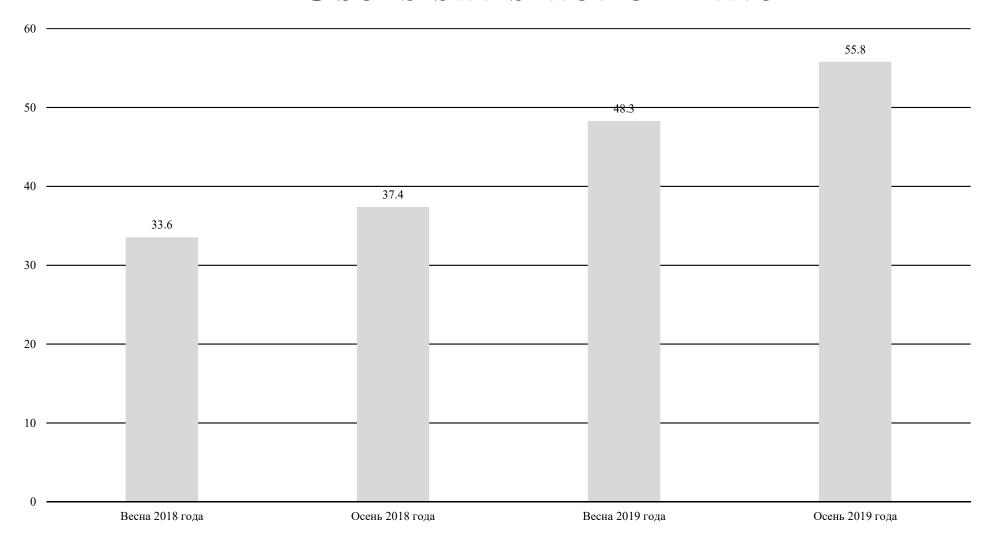


#### По целевым группам



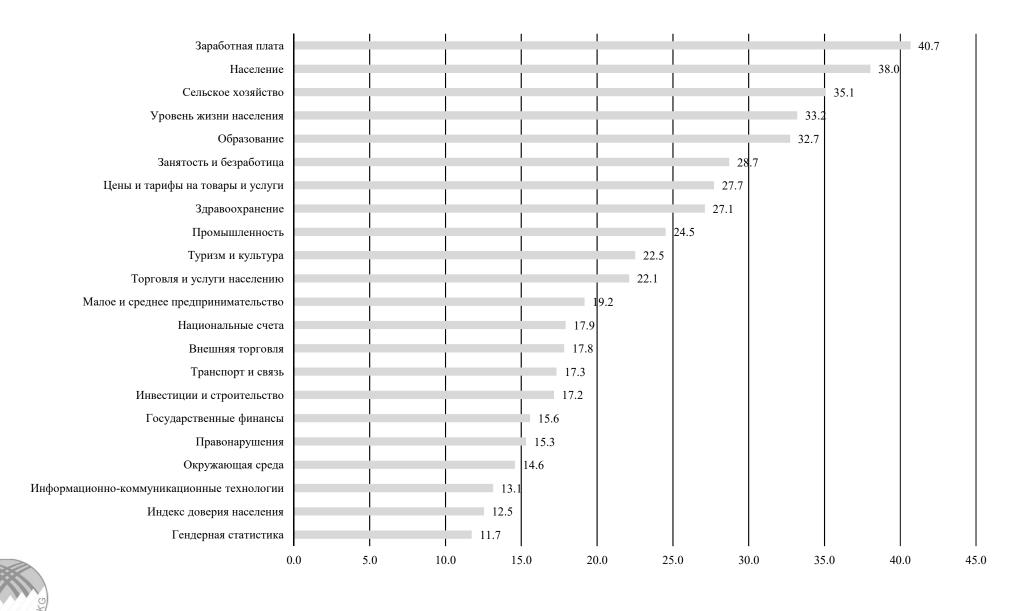


### Users satisfaction rate



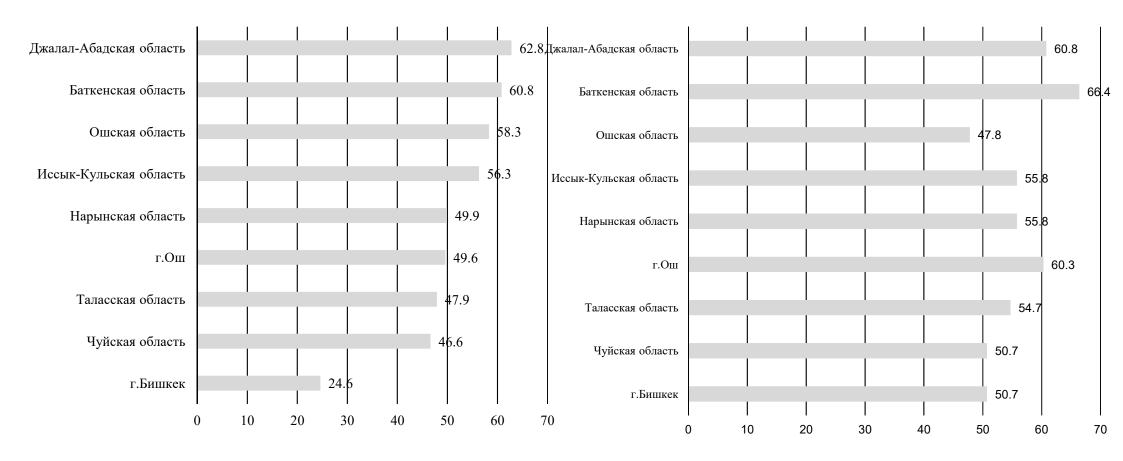


### Statistical domains of greatest interest to users



# Users satisfaction rate by region Survey 3

**Survey 4** 







## Thank you!

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