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

- 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
- Focus on mapping the existing production processes and moving towards implementing changes
Documentation of the entire production process of NSC KR

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

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

- No1: Age
- No2: Sex
- No3: Region
- No4: Group of users
- No5: Frequency of statistics use
- No6: Statistical domains of interest
- No7: Purpose of statistics use
- No8: Assessment of products and services
- No9: Reasons of dissatisfaction
- No10: Assessment of the quality of products and services
- No11: Assessment of the official web-site of NSC
- No12: Assessment of NSC’s activities

Users’ satisfaction rate
Distribution of users

Po возрастным группам

Po целевым группам

- Государственные органы/управления: 33,1%
- Предприятия/организации/учреждения: 31,3%
- Студенты/школьники: 15%
- Частные лица: 11%
- Прочие: 5,1%
- Научно-исследовательские институты: 1,2%
- Международные организации: 1%
- СМИ: 0,9%
- Ассоциации/НПО: 0,9%
- Жогорку Кенеш: 0,5%

25-35 лет
старше 45 лет
36-45 лет
dо 25 лет
Users satisfaction rate
Statistical domains of greatest interest to users

- Заработная плата: 40.7
- Население: 38.0
- Сельское хозяйство: 35.1
- Уровень жизни населения: 33.2
- Образование: 32.7
- Занятость и безработица: 28.7
- Цены и тарифы на товары и услуги: 27.7
- Здравоохранение: 27.1
- Промышленность: 24.5
- Туризм и культура: 22.5
- Торговля и услуги населению: 22.1
- Малое и среднее предпринимательство: 19.2
- Национальные счета: 17.9
- Внешняя торговля: 17.8
- Транспорт и связь: 17.3
- Инвестиции и строительство: 17.2
- Государственные финансы: 15.6
- Правонарушения: 15.3
- Окружающая среда: 14.6
- Информационно-коммуникационные технологии: 13.1
- Индекс доверия населения: 12.5
- Гендерная статистика: 11.7
## Users satisfaction rate by region

### Survey 3

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfaction Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Джалал-Абадская область</td>
<td>24.6</td>
</tr>
<tr>
<td>Баткенская область</td>
<td>46.6</td>
</tr>
<tr>
<td>Ошская область</td>
<td>47.9</td>
</tr>
<tr>
<td>Иссык-Кульская область</td>
<td>49.6</td>
</tr>
<tr>
<td>Нарынская область</td>
<td>49.9</td>
</tr>
<tr>
<td>г. Ош</td>
<td>56.3</td>
</tr>
<tr>
<td>Таласская область</td>
<td>60.8</td>
</tr>
<tr>
<td>Чуйская область</td>
<td>62.8</td>
</tr>
</tbody>
</table>

### Survey 4

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfaction Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Джалал-Абадская область</td>
<td>50.7</td>
</tr>
<tr>
<td>Баткенская область</td>
<td>50.7</td>
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<tr>
<td>Ошская область</td>
<td>54.7</td>
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<tr>
<td>Иссык-Кульская область</td>
<td>60.3</td>
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<tr>
<td>Нарынская область</td>
<td>55.8</td>
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<tr>
<td>г. Ош</td>
<td>47.8</td>
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<tr>
<td>Таласская область</td>
<td>55.8</td>
</tr>
<tr>
<td>Чуйская область</td>
<td>50.7</td>
</tr>
<tr>
<td>г. Бишкек</td>
<td>50.7</td>
</tr>
</tbody>
</table>
Thank you!

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