



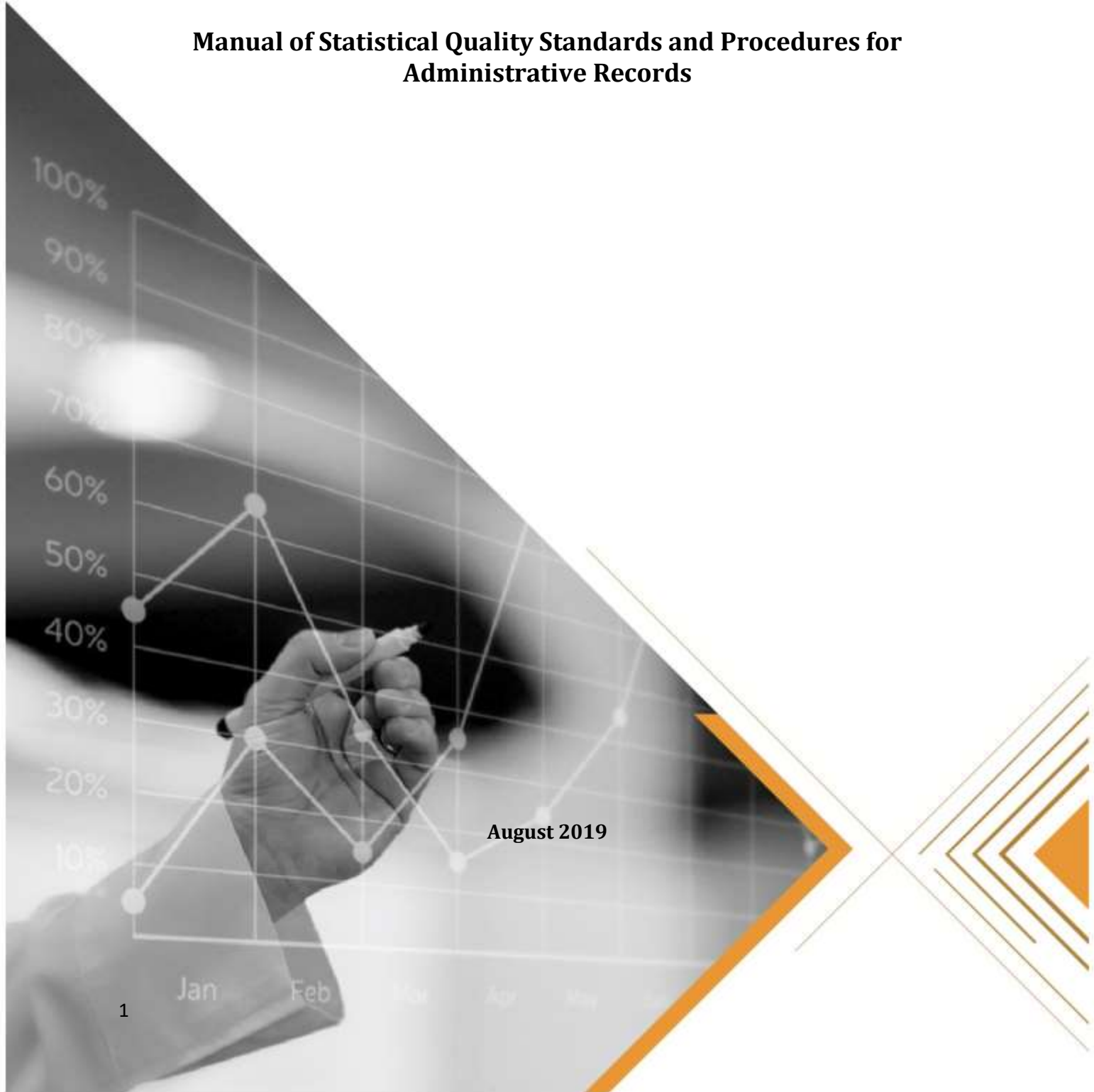
الهيئة الاتحادية
للتنافسية والإحصاء
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Manual of Statistical Quality Standards and Procedures for Administrative Records



Forward

Statistics quality is one of the most important pillars of the national statistics system governance. Indeed, applying quality standards would end up by producing trustworthy statistics for end users. This explains the reason why that the Federal Competitiveness and Statistics Authority (FCSA), in coordination with the various UAE government entities seeks to provide accurate statistics for decision and policy makers, media, business community, researchers, and the international community.

The main goal for publishing the “Manual of Statistical Quality Standards and Procedures for Administrative Records” is to help government entities through the data extracted from records to boost up the level of quality of such data, which in turn are used for planning and developing official statistics, which would have positive impact on the development of the national statistics system.

God is the arbiter of success,

Director-General
Abdullah Nasser Lootah

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Statistical Quality Standards and Procedures for Administrative Records Data

Introduction

Administrative records are defined as a set of data that arise as a result of administrative processes by the various entities, especially government entities, to individuals, organizations and the society. For example, the Ministry of Human Resources and Emiratization is tasked to regulate the UAE labor market in the private sector. As a result of the various processes it undertakes, electronic databases are established for companies and workforce of the private sector along with their various characteristics.

The “Manual of Statistical Quality Standards and Procedures for Administrative Records” implicates a set of procedures that help establish an integrated system of procedures for controlling the quality of administrative records data for various entities, mainly the federal and local government ones, and expand their use of data for statistical purposes and the development of statistical and competitiveness indicators.

During the processes of developing this manual, all recommendations, directives and procedures stated in the "National Framework for Statistical Data Quality" issued by the FCSA, were taken in consideration. This national framework is genuinely designed per the international frameworks, guides and experiences in the field of data quality, in general, and the records data in particular, which highlighted the fact that any system set to control the quality of the records data must include the following elements:

1. Ensure the continuity and sustainability of the data flow from the administrative records.
2. The adequacy and well coverage of administrative records to prepare official statistics.
3. Integrity of data collection systems and their relevance to prepare required statistics.
4. The consistency of administrative records data with statistical definitions and classifications based on international principle guidelines.
5. Adopt editing and processing mechanisms for administrative records data consistent with international best practices.
6. Conduct continuous periodical update of administrative records data used for statistical purposes.

To fulfill the purposes of this manual, quality assurance procedures are divided into eight sub-criteria within two main criteria and as follows:

The first key criterion: Managing institutional arrangements designed to support quality. This criterion includes two sub-criteria:

- 1) Organizational structure and institutionalization of procedures.
- 2) Providing resources and enhancing statistical capabilities

The second key criterion: Quality Management of the administrative records data. This criterion involves six sub-criteria:

- 3) Clarity of administrative records preparation methodology
- 4) Relevance.
- 5) Accuracy and credibility
- 6) Coherence and comparability
- 7) Accessibility
- 8) Timeliness and periodicity

Noteworthy, the list of procedures included in these criteria is important in achieving the quality of the criterion. However, it is not limited to these procedures as other ones could be added to realize the criteria.

Below we go through the most important procedures related to the above criteria. They are meant to further improve the quality of administrative record data of the government entities.

The first key criterion: Managing institutional arrangements designed to support quality.

1) Organizational structure and institutionalization of procedures.

- 1.1 Establishing or assigning a statistics organizational unit or tasked to manage administrative record data in the government entity. It should have crystal-clear tasks regarding managing, preparing, and processing administrative records data. A point of contact should be appointed to support FCSA and other entities through providing them with the required data and coordinating with them with regard to joint statistical work.
- 1.2 Drafting an official agreement or decision stipulating that the entity shall provide FCSA with the data and information necessary to prepare official statistics.
- 1.3 Having a consensus among the parties involved in the statistical system on the entity's responsibility for collecting data of its core business.
- 1.4 If there are administrative records available with another entity/ other entities on the same subject, appropriate arrangements should be made to integrate them within this system to ensure comprehensive coverage of the subject at the UAE level and develop mechanisms to submit the data required to the FCSA to prepare the relevant subject matter official statistics.
- 1.5 Drafting a document that includes a list of all the administrative data available with the government entity, in addition to descriptive information of this data. Data sets meant to be exchanged with the other entities should be identified.
- 1.6 Classifying data according to its confidentiality, provided that information security rules and regulations should be implemented to protect the confidentiality and privacy of such data.

2) Provision of resources and enhancing statistical enablers and capabilities

- 2.1 Providing the appropriate number of employees to carry out the tasks required to prepare administrative record data for statistical purposes.
- 2.2 Providing the appropriate qualifications to employees to perform the statistical tasks required for developing and managing administrative records and developing their skills to carry out these tasks.
- 2.3 Identifying the training needs necessary to boost up the employees' skills in the field of preparing and managing administrative record data for statistical purposes and qualify them to carry out the statistical tasks by setting up the necessary training plan to serve that purpose.
- 2.4 Participation in specialized workshops and training courses held by the FCSA or the other specialized statistical entities to develop their statistical capabilities in areas of preparing and managing administrative record data at their entities.
- 2.5 Providing computer resources and appropriate technical systems designed to prepare and process the administrative records data, including the equipment necessary for the electronic integration with the entities using such data, especially the FCSA.

Indicators and documents of the first key criterion

1. Existence of an organizational unit tasked to manage statistics and administrative records data.

2. A list of the duties and tasks of the organizational unit concerned with statistics and administrative records data management.
3. A joint agreement or decision stipulating that FCSA shall be provided with the required data.
4. A list of available data sets at the entity or a data index.
5. A list of data sets that are made available to the FCSA.
6. The confidentiality classification document of the data owned by a certain entity.
7. Number/ percentage of employees working in the organizational unit and tasked to manage the data.
8. Number/ percentage of employees who joined training courses in the field of administrative records data management and processing them for statistical purposes.
9. Average number of training hours in courses or programs held for capacity building in the field of administrative records data management and processing them for statistical purposes.
10. Computer programs and electronic systems designed for managing and exchanging administrative records data (mention the name of the program)

3.1

The second key criterion: Quality Management of the administrative records data.

3) Clarity and Accuracy of Methodologies

- 3.1 Prepare a document containing a clear methodology for how to prepare and manage administrative records along with the data collection methodology, the business process, the updating mechanisms, ... etc.
- 3.2 Making the metadata of administrative records available. These metadata should include sufficient information on the concepts, definitions and classifications used and other important aspects and procedures.
- 3.3 The statistical classifications used in preparing administrative records should be consistent with the nationally agreed classifications approved by the FCSA.

4) Relevancy

- 4.1 Clearly list the users of administrative records data available in the entity and determine the requirements of each of these entities from the administrative data.
- 4.2 Taking all necessary joint measures with the government entities to ensure that administrative records data meet the current requirements of data users in the statistical system, especially FCSA.
- 4.3 Conduct a regular, systematic opinion survey of the users of administrative records data they obtain from the entity and measure how satisfied they are about the relevance of the produced statistics.
- 4.4 Design administrative records data collection templates to achieve the requirements of the entities using the data. These entities, mainly the FCSA, should be notified with the intention to change the form of data collection used by the entity, to change the mechanism to collect the data or to change the concepts and classifications in place.

5) Accuracy, Reliability and Comprehensiveness

- 5.1 Procedures for preparing administrative records data should be in place to ensure higher levels of data accuracy and reduce data errors.
- 5.2 Implementing periodic control and review of administrative records data and work procedures to ensure data accuracy. This could be done through using an electronic record to analyze the accuracy of record data and issue data audit reports.

- 5.3 Availability of instructions for the various registration centers reporting to the government entity on the importance of being watchful when collecting data in registration centers, monitoring the process of collecting record data from registration centers regularly and periodically and undertaking improvement measures if there any violations committed that affects the accuracy of the data collected from these registration centers.
- 5.4 If the data are collected electronically, there should adequate instructions meant to verify its accuracy and to draw the attention of individuals providing the information with the importance of filling out their data accurately.
- 5.5 Availability of a methodology for examining and auditing the record data along with mechanisms to monitor errors and how to handle them.
- 5.6 Evaluating and improving the level of data comprehensiveness and level of coverage of record data collected in line with the entity's scope of work and monitoring shortage cases to be covered.

6) Coherence and comparability

- 6.1 Conformity of statistical concepts and definitions used in preparing administrative records with nationally agreed concepts and definitions adopted by the FCSA.
- 6.2 Examine the concepts, classifications, definitions and criteria used in administrative records and statistical standards approved by the FCSA and reduce these variations and differences in coverage.
- 6.3 Examine the internal consistency of administrative records data and perform a regular evaluation on the accuracy of these data.
- 6.4 Examine the consistency of the time series of statistics extracted from the record data and their sensibility over reasonable time periods.
- 6.5 Examine the consistency of statistics and data produced based on record data with other reliable statistics.
- 6.6 Conduct geographic data benchmarks between the UAE regions and emirates on one hand, and the UAE data with the data of other countries on the other hand.

7) Accessibility

- 7.1 Facilitating communication with data users, especially FCSA, and introducing them to the details of the accessible data in terms of their value, periodicity and novelty, while seeking to identify their opinion and their suggestions.
- 7.2 Existence of documented procedures to achieve an easy flow of required data from the Federal Entity for the Federal Competitiveness and Statistics Authority at the appropriate time.
- 7.3 Responding to the electronic integration initiative of the entity's record data with the FCSA.
- 7.4 Having mechanisms to determine the FCSA's needs for new data required to prepare the official statistics, such as adopting a consultative process conducted periodically to review the relevance of the existing data and to determine the FCSA's needs for new data required for the preparation of official statistics.

8) Timeliness and periodicity

- 8.1 Set up a schedule in coordination with the users of the record data showing the dates when data would be accessible.
- 8.2 Develop internal procedures to ensure the continuous provision of the required data to the entities in accordance with the agreed upon times.
- 8.3 Evaluate periodicity of the record data with regard to the preparation of official statistics.
- 8.4 The entity should monitor the level of commitment to provide data within predefined deadlines.

8.5 Inform users about any possible delays to provide them with data while explaining the reasons behind that and new dates for providing such data, provided that it does not exceed critical and important dates set for the publication of official statistics required by the decision-makers in UAE.

Relevant Indicators and documents to the second key criterion

1. A detailed document that involves a clear methodology on how to prepare and manage the record data provided to data users.
2. The percentage of descriptive information received through the entity's administrative records databases.
3. List of data users and the nature of their use of the entity's record data.
4. The record data collection form linked to the variables required by the data users.
5. Level/ percentage of satisfaction with the data and statistics produced by the entity.
6. Methodological document and procedures for auditing and examining the entity's record data.
7. The percentage of errors in the data set as per the type and cases.
8. Reports of the results of the record data quality audit, including errors and correctional methods.
9. Document of procedures adopted for the exchange of record data.
10. Percentage of achieving the electronic integration of the data list.
11. An agreed upon schedule showing dates for making data accessible for the users.
12. Percentage of data submitted to the FCSA out of the data list required to be delivered by the entity.
13. Percentage of data that is delivered per the schedule.

Self-evaluation of the Statistical Quality of the Administrative Records Data

Self-evaluation of the statistical quality of the administrative record data gives the opportunity for the government entity to monitor the level of commitment to implement the quality standards and procedures, identify strengths and opportunities for improvement and develop a plan to improve the quality level of administrative records data. It is preferable to conduct the process of quality self-evaluation periodically and regularly as follows:

1. Develop a check list of all the procedures mentioned above, with the possibility of adding any other procedures that were not mentioned in the manual, provided that they are relevant to the criteria identified in this manual.
2. Determine the level of implementation for each of the procedures mentioned, with an explanatory notes for reasons not to implement them.
3. Add a set of indicators and supporting documents mentioned in the guide or any other indicators and appropriate documents available at the entity to justify responses.
4. Prepare a report that clarifies the implemented quality procedures and improvement proposals to boost up the quality of the entity's record data.
5. Set up a timeline to implement the quality procedures which were not put in place and follow up on the implementation of this plan.
6. Repeat the quality evaluation process and measure its indicators annually to identify the progress in improving and developing the quality of the record data.

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