

# EU-ARMENIA TWINNING PROJECT

## Activity 1.3

*Cooperation with users and producers II*

## Statistical Information Dissemination

Yerevan, 29 February – 3 March 2016





## Mandatory result

### **Mandatory result MR1 related to this activity**

Statistical Information Dissemination System improved

*Benchmarked by*

- Statistical Information Dissemination System in place (July 2017)
- Statistical Information Dissemination System Strategy paper developed and adopted by the State Council on Statistics (July 2017)
- User satisfaction survey questionnaire updated, tested and published at the NSSRA website (July 2017)



# Purpose and expected output of 1.3

## Purpose

- Hold meetings with user and producer groups
- Receive input to user satisfaction survey and dissemination strategy from users and producers
- Further development of plan to cooperate with users and producers
- To involve relevant stakeholders in the discussions

## Expected output

- Mission Report with recommendations for strategy and plan for cooperation with users and producers of official statistics, including training and organizational setup. And input to update of user satisfaction survey.
- A lining up of work programme for the next activities (1.4 study visit to Statistics Denmark June 2016 + 1.5 scheduled to September 2016)



## Conclusions - overview

- Cooperation with users:
  - Ministries & research
  - Strategy or template for cooperation with users
  - User satisfaction survey
  - Template for user focus groups meetings
- Review of draft dissemination strategy (named concept paper)



# Conclusions - Cooperation with users: Ministries

- A successful user meeting with ministries was conducted
- Focus was on
  - getting participants to express their needs
  - listen carefully and understand
- Strong interest: 50 participants
- Comments and advice from the ministries for further development and prioritizing of the dissemination will be taken into account by NSSRA



## Summary of ministries' needs

- Cooperation with NSSR generally is working well
- Trust : Great trust in NSSRA
- Indicators: within economic areas OK, within Labour market more details are needed, e.g. regional data
- Time series are "damaged" by breaks, e.g GDP (shift of SNA version)
- Output format: Excel is needed for further processing



## Ministries #2

- Source for statistics:
  - Armstatbank is heavily used (80 per cent of the participants)
  - ArmDevinfo is unknown and not used by anybody
- Release calendar: used by almost all. 12 noon is OK . And it works.
- Error information would be important - IF errors occurred !!
- Documentation (Quality declaration): Most are satisfied with this. Moreover NSSRA staff is accessible for explanations, this is some times used as supplement
  
- Search functionality: As experienced users it is easy because they know the structure. This is used more than the search. Google is also used.



- Priority needs regarding NSSRA?; Migration (on the methodology), Regional distribution of water supply and consumption
- Similar meetings, training, workshops: YES!
- Different topics and target groups. Yes, but info about the *form and aim* should be given in advance in the invitation.
- Confidentiality concerns: well aware
- NSSRA is considered open and transparent: all agree





# Cooperation with users: Researchers

- A successful user meeting with researchers was conducted
- Focus was on
  - getting participants to express their needs
  - listen carefully and understand
- Strong interest: 25 participants
- Very lively and interactive discussion
- Comments and advice from the researchers for further development and prioritizing of the dissemination will be taken into account by NSSRA



# Summary of researchers' needs

- NSSRA is preferred source.
- More disaggregated statistics needed on the web site e.g *regional, even villages*, age. E.g, energy balance on sector and industry
- Individual data access: Researchers are well aware of confidentiality. But disaggregated and flexible de-identified micro data is a wish.
- Source for statistics: [www.armstat.am](http://www.armstat.am) and expert contact (and regional offices)
- Methodology and documentation: Quality declarations not known (should be marketed), more information on regional level



## Researchers #2

- Cooperation works in general fine,
- Coordination of data reporting: Reporting to NSSR (research and science statistics) works fine. However, the same (or overlapping) indicators are reported to several other authorities.
- Search functionality: good, Google is also used
- Errors in statistics: Never happens !
- Trust: In general Yes. Other sources may be in conflict with NSSRA => enhancing the National Statistical System.



# Further cooperation possibilities

- Teaching activities: the web site is important. NSSRA could cooperate and agitate for more teaching resources in the use of statistics
- NSSRA is *very open* for cooperation and students are heavy users of armstatbank
- Seminars, training, workshops: YES! Including the students
- Improvement needs:
  - Quality of data,
  - Reporting formats should be updated in cooperation with respondents
- Armstat sources used; 50 pct know Armstatbank, but less use it: Marketing needed
- Release calendar is not so well known: Marketing needed





# Strategy or template for cooperation with users

- Discussion on possibilities with user involvement e.g.
  - Focus groups
  - User satisfaction surveys
  - User committees
  - Usability test
  - Information meetings and training
  - User behaviour – web analytics



## User satisfaction survey

- The draft user satisfaction survey is very good
- Detailed comments provided
- The purpose is to find out how to improve the service, rather than having a positive picture
- Maybe use SurveyMonkey for web questionnaire



# Template for user focus groups meetings

- A guide for conducting focus group meetings has been used during the 3 previous focus group meetings. It can also be used structuring the coming meetings



# Review of draft dissemination strategy

- The draft dissemination strategy reviewed. It follows sound principles.
- This paper gives the overall ideas and objectives, while a more detailed paper could be called "dissemination policy"



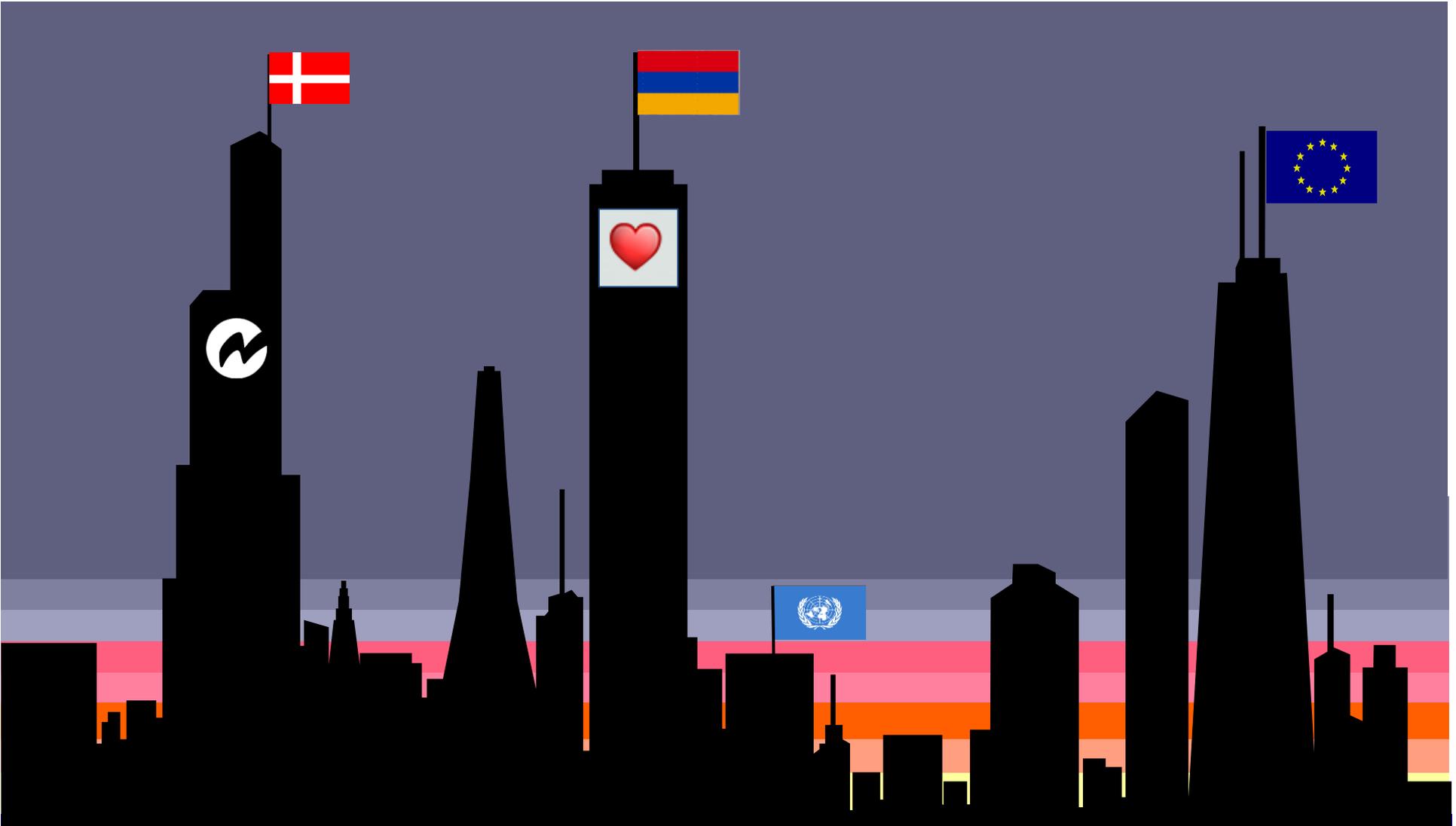
## Recommendations

- NSSRA should continue the user involvement by inviting other important user groups
- Conclude on a priority plan for dissemination activities and user relations for the next year
- Make a plan for external training courses



## Road map and time plan until next mission

- Cooperation with users
  - The ministries & researchers: Prepare and send them report on the outcome of the focus group meeting. Tell them what you are going to do to satisfy needs



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