



Forwarding Armenian Statistics Through Twinning

AM09/ENP-PCA/TP/04

MISSION REPORT

on

BUSINESS STATISTICS

ACTIVITY B.4.1

WORKSHOP TRAINING

Mission carried out by

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Version: Final



National Statistical Service
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List of Abbreviations

| | |
|-------|---|
| EU | European Union |
| NSSRA | National Statistical Service, Republic of Armenia |
| RA | Republic of Armenia |
| SBR | Statistical Business Register |
| SBS | Structural Business Survey |
| SCM | Standard Cost Model |
| SD | Statistics Denmark |
| SRCRA | State Revenue Committee of Republic of Armenia |

0. Executive Summary

Component B involves the following objectives: 1) To identify and quantify response burden; 2) to improve reporting forms for business surveys, and 3) to define and adopt a strategy for reorganising the SBR with better coverage and actuality.

This mission was the fifth activity of component B. The key objectives of this activity were:

1. To advise on the on-going education (by NSSRA) of the staff of SRCRA concerning implementation of NACE in their systems;
2. To give a presentation of the purposes of an address register;
3. To prepare (initiate) a draft strategy for the future SBR of NSSRA - possible scenarios with respect to administrative sources, development of the SBR-survey, establishing of an address register, etc. - to be developed by NSSRA during Spring/Summer and further discussed during B4.2, B.5 (study visit) and B.6;
4. To continue the process from B3.2 on restructuring and redesigning of NSSRA reporting forms;
5. To introduce methods for testing reporting forms and develop a test program with respect to the restructured and redesigned reporting forms of NSSRA;
6. To review the SBR reporting form in order to optimize it, both from a data needs point of view and from a design point of view;

The mission was workshop training. The purpose of the activity was to train relevant staff members in issues related to test of reporting forms, calculation of response burden using the Standard Cost Model and Strategies for continued work with the business register of NSSRA.

The overall conclusion is that very good working relations have been established and that agreement on the main concepts regarding test of reporting forms was reached. Moreover, the work on the measurement of response burden is taking place.

With regard to Reporting Forms the main conclusions were that there is clearly a possibility 1) to create more user-friendly forms through redesign; 2) to decrease the response burden through improved data collection processes, and 3) to reduce the burden in relation to SBS and related questionnaires and to build experience and create a “model” for other areas.

The next activity (B.5) will take place April 23-27, 2012 as planned, and several follow-up actions must be performed by NSSRA in order for this activity to be fruitful.

Activity B.4.2 will take place in September 3-7, 2012 and will follow up on other activities initiated in B.4.1. Several follow-up actions have been suggested to prepare for this activity.

1. General comments

This mission report was prepared within the Armenian-Danish Project “**Forwarding Armenian Statistics through Twinning**”. Within the framework of this project NSSRA has decided on the reduction of reporting burden as an overall aim for component B of the project, *Business Register, Structural Business Surveys and Response Burden*. This involves several objectives:

- To identify and quantify response burden
- To improve reporting forms for business surveys
- To define and adopt a strategy for the reorganisation of the SBR with a better coverage and actuality – primarily based on data from administrative registers.

This activity was the fifth within component B – a “workshop training” mission. The purpose of this activity was to train relevant staff members in issues related to restructuring of reporting forms and the business register of NSSRA.

The concrete objectives / expected output of this mission, cf. annex 1, were:

- To advise on the on-going education (by NSSRA) of the staff of SRCRA concerning implementation of NACE in their systems;
- To give a presentation of the purposes of an address register;
- To prepare (initiate) a draft strategy for the future SBR of NSSRA - possible scenarios with respect to administrative sources, development of the SBR-survey, establishing of an address register, etc. - to be developed by NSSRA during Spring/Summer and further discussed during B4.2, B.5 (study visit) and B.6;
- To continue the process from B3.2 on restructuring and redesigning of NSSRA reporting forms;
- To introduce methods for testing reporting forms and develop a test program with respect to the restructured and redesigned reporting forms of NSSRA;
- To review the SBR reporting form in order to optimize it, both from a data needs point of view and from a design point of view;

The MS Experts would like to express their sincere thanks to all officials and individuals met for their hospitality and for the kind and active support as well as the valuable information which they received during their stay in Armenia. This has highly facilitated the MS Experts’ work.

The views and observations stated in this report are those of the MS Experts and do not necessarily correspond to the views of EU, NSSRA or SD.

2. Assessment and results

The observations in this report are based on interviews and discussion with managers and staff at NSSRA in the meetings and workshops held during the mission. Good progress has been achieved since mission B.3.2 with regard to the redesign of reporting forms, which will help to reduce the response burden. Further work is still needed in connection with calculation of response burden. The activities concerning the completeness and quality of Statistical Business Register have continued since mission B.2. The dialog with stakeholders where external interdependencies exist will need to be continued.

All in all, the MS Experts find that NSSRA and the staff participating to this activity clearly showed a positive and constructive interest and commitment in this component as well as good initiative in the actions taken since the last missions.

The work plan of this component was verified and some adjustments were made to it in the beginning of the mission B.4.1.

An overview of the current status and progress achieved since the last activity regarding the response burden measurement, design issues, tasks of the NSSRA necessary to be done before mission B4.1 was given by Mr. Gagik Ananyan, who also gave a status on the activities concerning the introduction of NACE Rev. 2 in the administrative registers as well as in the Statistical Business Register. The work with the Central Bank of RA to increase the completeness and quality of the information from State Register has been carried out with success. The delivery of information from State Revenue Committee is still under discussion.

2.1. Reporting forms

Current status of redesign process

Good progress has been made in the area of reporting forms. The new design for the front page of the survey forms has been approved. Several forms in the baseline measurement have been redesigned and approved by the State Council of Statistics and the Ministry of Justice and will be implemented starting in April:

- 1-TG – Annual survey on economic activity (as well as quarterly survey)
- 1-Trade – Monthly survey on trade
- Trade and Services 1 (no baseline measurement was made on this form)

Status for other forms in the baseline measurement:

- 1-Product – Monthly survey on industrial production (awaiting approval)
- 1-KS – Monthly survey on construction (draft)
- Energy and KAP (Communication) – content same but new design will be made
- Transport – no changes will be made to this form

Regarding 11-HM – Annual survey on fixed assets: The form has been updated with the new NACE indicators. NSSRA has consulted with accountants regarding the input to the form. There will also need to be changes to the software in connection with any changes to the form. A question protocol still needs to be completed by the Macroeconomic division.

NSSRA expects all forms in the above list to be redesigned and approved by the end of this project.

Presentation and workshop on test of reporting forms for Subject Matter and Methodology Divisions

A presentation on methods for test of reporting forms was held for subject matter division heads and staff. Some of the main points of the presentation were:

- Different test methods: Expert review, User test, Pilot test

- The test process – analysis of results and corrections to the form
- Recommended number of persons/enterprises to test with
- How to analyse and record results

The Power Point presentation is included in the Annex 8 of this report.

A workshop on methods for test of reporting forms was held with the Methodological Division. Some examples of how testing can be conducted were given.

Review of Business Register Survey and suggestions for design changes

The Business Register Survey was reviewed together with Methodology and Business Register Divisions, and the following changes were suggested:

- Question 6: Answer texts should be placed close to the check boxes
- Question 10,11,12: Change design so that these three questions are integrated in one question

During the mission, a draft of the revised questionnaire was made, which integrated the above suggestions. Examples of the existing and redesigned forms can be seen in Annexes B4.1.10 and B4.1.11.

2.2. Response burden

The results of the response burden surveys have been collected and tabulated by NSSRA. However, the response burden has not yet been calculated using the Standard Cost Model. During the mission, a new template was introduced to aid in calculating the baseline measurement (see Appendix 4).

A model for calculating the response burden was presented (see Annex 4). In the following discussion, several questions concerning the model were raised by NSSRA:

- How to calculate the hourly wage
- Whether minutes could be used instead of AMD
- How to update changes to the response burden based on the baseline measurement

The following suggestions regarding the calculation of the hourly wage were given:

- To calculate an average wage per enterprise type (Small, Medium, Large)
- To calculate a weighted average of the enterprise size groups

Other questions concerning response burden will be discussed during the coming study visit (Activity B.5).

2.3. Business Register

- The contact with the external stakeholders has been continued since mission B2, and some progress has been achieved.
- The Central Bank of RA

The extension of the annual Business Survey has been a success. The SBR population on Enterprises has been extended to 25,000. Also new enterprises and entrepreneurs registered since the 2011 SBR survey will be taken into the SBR population as well as ceased enterprises and entrepreneurs are marked as not active businesses.

- SRCRA

Political discussion concerning delivery of supplementary data from the tax register is still on going. An agreement on delivery of turnover and number of employees has not been realized. The data quality and lack of completeness are still a problem.

A great work has been done by NSSRA to introduce the NSSRA adjusted NACE classification for SRCRA, both centrally and regionally. Unfortunately, the SRCRA has not followed the instructions and has only used the 4 digit NACE code. Dialogue with SRCRA on changing this practice to getting the 5-digit code registered will be initiated by NSSRA.

- Addresses

The quality of the addresses is still a problem, mostly because enterprises have no legal obligations to register any kind of (address) changes to the administrative registers.

A presentation of the advantages of a common official address register was held with representatives from external stakeholders and for subject matter division heads and staff. The benefits for an extended use of such a register were stressed.

- Reuse of SBR data

A short presentation on the reuse of SBR data and data collected by other subject matter divisions were held for the Methodological Division. In addition, a demonstration of how to use merge fields in Word to prefill information in reporting forms was given.

- Strategy for the coming years

The MS Experts presented a draft to a strategy for the coming five year period. The strategy should outline a coherent overview of the possible developing scenarios related to the Business Register. The discussion was only at an overall level. The intention is that NSSRA is going to work with the different subjects, add new ones and delete/postpone others. The strategy has to include a description of the objective and which initiatives have to be taken to go from the existing situation to the desired situation.

The first draft outline of the strategy is included as Annex 5.

3. Conclusions and recommendations

3.1 Reporting forms

Good progress has been achieved since mission 3.2. The forms in the baseline measurement have either been redesigned or are in process. A significant decrease in the response burden will already be obtained through redesigning the reporting forms (both content and layout). The MS Experts recommend that the redesign process is conducted centrally by the Methodology division.

Further efforts need to be made in relation to redesign of the 11-HM Fixed assets form. The MS Experts have suggested that the Question Protocol which was introduced during the last mission can be supplemented with a fourth column "Can data be obtained from another source" (See Annex 6).

The MS Experts recommend that test procedures should be implemented for the redesigned forms before they are sent to the State Council of Statistics for approval. The forms which already have been approved, should at least be pilot tested with a small group of enterprises before they are implemented on the total population/sample. Changes to the Business Register Survey should also be tested before the survey is implemented.

It is recommended to conduct the following types of tests for all forms which have major design changes:

- Expert review (Methodology Division and relevant Subject Matter Divisions)
- Internal and external user tests (min. 5 persons)
- Pilot test (20-50 enterprises)

More details of how these tests should be conducted can be found in Annex B4.1.8.

3.2 Response burden

In relation to the calculation of the response burden for the baseline measurement, the following steps are recommended:

- Standard hourly wage should be calculated if the Standard Cost Model is to be used in order to make the response burden comparable with that of other countries or public authorities

The design changes to the forms are not reflected in the Standard Cost Model. Only the decrease in number of questions/fields is taken into account. However, the redesigned forms could be tested with a small number of enterprises from the baseline measurement in order to obtain respondents' feedback to the changes.

3.3 Business Register

The subjects which the MS Experts find could be considered as part of the strategy are presented in more detail in Annex 5. Some of the subjects are listed below.

Strategy elements with external interdependencies

The MS Experts recommend that the dialog with external stakeholders continue.

- The communication with SRCRA could include
 - Discussion on how to get from 4 to 5 digit NSSRA adjusted NACE Rev. 2
 - How the quality issues and extension of data deliveries might be solved
- Central Bank of RA
 - Discuss possibility for new surveys including entrepreneurs
- Implementation of a common national address register
 - NSSRA could define a pilot project
 - Find partners and financing for the pilot project

Strategy elements with only internal restrictions

Within this area the MS Experts recommend the following elements:

- During the Twinning project
 - Plan for redesign of the SBR survey forms, including test (already started)
 - Reconsider the samples to participate in the SBR survey (optimize the selection of 25,000 enterprises and 10,000 entrepreneurs to participate)
 - Reduce burden on NSSRA staff working with NACE Rev. 2

- Analyse the distribution of NACE Rev. 2. in SBR with a view to assigning a five digit code to enterprises where the revealed code from SRCRA has been at four digits
- Go through the tax forms to see if any information could be of interest for SBR
- After the Twinning project
 - Pilot study on the quality of the SBR reporting forms
 - Investigate if new technology might be necessary
 - Investigate the data collection procedure

4. Actions before next activities (B.4.2 and B.5)

4.1 Reporting forms

The following actions should be taken before the next activity (B.4.2.):

1. Redesigned approved forms which have not yet been implemented should be pilot tested if possible to ensure data quality.
2. Redesigned forms which have not been approved should be tested using the recommended methods before they are sent for approval.
3. User testing of the redesigned forms with selected enterprises from the baseline measurement could be conducted to determine if changes have improved user-friendliness and have helped decrease the response burden.

4.2 Response burden

The following actions should be taken before activity (B.5):

1. NSSRA should fill in the new template with data from the baseline measurement and send the completed template to Statistics Denmark before the study visit.
2. Other NSSRA surveys should be categorized and entered into the template

Statistics Denmark will answer any questions about the methods and give suggestions for further steps during the study visit.

4.3 Business register

The following actions should be taken before the next activity (B.4.2.):

1. Consider and develop the strategy concerning the SBR
2. Consider the development of the SBR reporting form
3. Define possible pilot projects
 - a. Addresses
 - b. Data quality issues related to the SBR survey
4. Prepare (plan for) testing the data from SRCRA

Annex 1. Terms of Reference

1. Purpose of activity

The purpose of this activity is to train relevant staff members in issues related to restructuring of reporting forms and of the business register of NSSRA.

2. Expected output of the activity

- To advise on the on-going education (by NSSRA) of the staff of SRCRA concerning implementation of NACE in their systems;
- To give a presentation of the purposes of an address register;
- To prepare (initiate) a draft strategy for the future SBR of NSSRA - possible scenarios with respect to administrative sources, development of the SBR-survey, establishing of an address register, etc. - to be developed by NSSRA during Spring/Summer and further discussed during B4.2, B.5 (study visit) and B.6;
- To continue the process from B3.2 on restructuring and redesigning of NSSRA reporting forms;
- To introduce methods for testing reporting forms and develop a test program with respect to the restructured and redesigned reporting forms of NSSRA;
- To review the SBR reporting form in order to optimize it, both from a data needs point of view and from a design point of view;

3. Project participants

Mr. Gagik Ananyan, Member of State Council of Statistics (*BC Component Leader*)

Mr. Ashot Ananyan, Head of Industry Statistics Division;

Mr. Georgy Torosyan, Head of Transport and Communication Statistics Division;

Ms. Mariam Petrosyan, Head of Construction Statistics Division;

Ms. Anahit Harutyunyan, Head of Trade and Other Services Statistics Division.

Ms. Vibeke Skov-Møller, Chief Advisor, Statistics Denmark

Ms. Ashu Conrad, Senior Advisor, Statistics Denmark

Other NSSRA staff members taking part in the activity

Mr. Stepan Mnatsakanyan, President of NSSRA

Ms. Anahit Safyan, Head of International Statistics Cooperation Division

Ms. Lilit Petrosyan, Head of Methodological Division

Mr. Laert Harutyunyan, Business Register Division

Mr. Garik Khachatzyan, Business Register Division

Annex 2. Programme for the mission 19-23 March 2012

| Time | Place | Event | Purpose / detail |
|---|----------------|---|---|
| Monday, Mar. 19 th Morning | Congress Hotel | Meeting with RTA | To discuss the programme of the week |
| Afternoon | NSSRA | Meeting with BC Component Leader and Experts | Current status. Progress and other developments since last activity: 1. Response burden measurement 2. Business Register (strategy) 3. Questionnaire design 4. Other relevant developments |
| Tuesday, Mar. 20 th Morning | NSSRA | Methodology and Subject Matter Division | 1. The reporting forms restructured this far by NSSRA. Discussion of possible adjustments. 2. Discussion of the “Fixed Assets” reporting form based on the revised content and on Statistics Denmark’s “Account statistics” reporting form (cf. report B3.2, section 4). |
| | NSSRA | Meeting with Methodology Division | The introduction of the NACE code in SRCRA, and NSSRA’s training of SRCRA staff. Update and discussion. |
| Afternoon | NSSRA | Methodology and Business Register Divisions | Discussion of the “Business Register” reporting form in the light of: 1. An accompanying question protocol 2. Possible new variables from SRCRA |
| Wednesday, Mar. 21 st Morning | NSSRA | Meeting with Methodology Division | Practical considerations regarding the SBR, including internal reuse of data. |
| | NSSRA | Seminar for NSSRA staff and external stakeholders | Presentation: The national advantages of a coordinated address register |
| Afternoon | NSSRA | Workshop | Presentation: Methods for test of reporting forms |
| | NSSRA | Meeting with Methodology Division | Drafting of a sequenced test plan for the redesigned reporting forms with particular focus on the forms being part of the baseline measurement |
| Thursday, Mar. 22 nd Morning | NSSRA | Meeting with BC Component Leader | 1. The Twinning’s recommendations regarding the SBR, including a scenario specific 3-5 year developing strategy. 2. Recommendations on reporting forms 3. Analysis of the answers to the response burden measurement, and the next steps. |
| Afternoon | NSSRA | Ad-hoc meetings | Drafting of report |
| Friday, Mar. 23 rd Morning | NSSRA | Ad-hoc meetings | Drafting of report and preparation of presentation on conclusions. |
| Afternoon | NSSRA | Debriefing with BC Project Leader | Conclusions, decisions and recommendations. Consequences for the next mission and implied work programme for BC Experts |

Annex 3. Persons met

To be completed during translation

Stepan Mnatsakanyan, President of NSSRA
Gagik Ananyan, Member of State Council on Statistics (BC Component Leader)
Lilit Petrosyan, Statistical Work Methodology and Classifications Division Head
Laert Harutyunyan, Head of Business Register Division Head
Anahit Safyan, International Statistics Cooperation Division Head
Arsen Avagyan, Agriculture Statistics Division Head
Ashot Ananyan, Industry Statistics division Head
Georgi Torosyan, Transport and Communication Statistics Division Head
Gurgen Martirosyan, Price Statistics and International comparisons division head
Garik Khachatryan, Business Register division
Laura Sargsyan, Business Register division
Karine Aramyan, Business Register division
Ruzanna Shaboyan, International Statistics Cooperation division
Marieta Tsaturyan, Marieta Tsaturyan, Social sphere and natural protection division
Hasmik Hakobyan, Industry Statistics division
Anahit Nazaryan, Social sphere division
Diana Gharagyozyan, Construction Statistics division
Lusine Shahinyan, Construction Statistics division
Anzhela Dashyan, Statistical Work Methodology and Classification division
Armine Shaboyan, Statistical Work Methodology and Classification division
Anna Israelyan, Transport and communication division
Diana Ananyan, Transport and communication division
Vardan Arevshatyan, Agriculture Statistics division
Anahit Harutyunyan, Trade and other services division
Marina Petrosyan, Construction Statistics division
Anahit Nazaryan, Construction Statistics division
Lusine Kalantaryan, Labour Statistics division
Susan Hunanyan, Labour Statistics division
Laura Beibutyun, Balance of payments and foreign trade statistics division
Hasmik Matinyan, Finance Statistics division
Vrezh Avetisyan, Yerevan Agency of NSSRA, Head
Artemida Sahakova, Yerevan Agency of NSSRA
Nadia Luizyan, Yerevan Agency of NSSRA
Arpine Ghazaryan, Yerevan Agency of NSSRA
Zaruhi Avetisyan, Yerevan Agency of NSSRA
Eva Abrahamyan, Yerevan Agency of NSSRA

Annex 4: Model for Calculation of Response Burden

An example of calculation of response burden

| Model | Description | Calculation example (for small enterprises) |
|-------------------------------------|---|--|
| Frequency | Frequency of survey (Annual =1, Quarterly = 4, Monthly = 12). In the example shown, the survey is a quarterly survey. | 4 |
| X | | X |
| No. of annual reporting enterprises | The number of annual reporting enterprises (according to size: Small, Medium and Large). In this example, there are 2000 small enterprises (number is rounded up). | 2000 |
| X | | X |
| Standard time used (min.) | The standardised time usage for the questionnaire is determined for the “normally effective” enterprise. Time is used for collecting information and entering data into the form by a qualified employee in the relevant enterprise size. | 10 min. |
| = | | = |
| Annual burden in hours | The total time in minutes used to fill out the survey for each enterprise size. The total annual burden in hours is reached by dividing by 60. | $80.000/60= 1333$ |
| X | | X |
| Average hourly wage (AMD) | The annual burden in hours is multiplied by the average hourly wage. | 120 |
| = | | = |
| Administrative burden in AMD | The total annual burden is reached by summing up the results from small, medium and large enterprises. | 160.000 |

Annex 5: Strategy for Business Register of NSSRA – a 3-5 year development strategy (draft)

1. Purpose of the strategy

The purpose of the strategy is to outline a coherent overview of the possible developing scenarios related to the Business Register of NSSRA for the coming 3-5 year period.

2. Overall objectives

Each of the scenarios, and the related initiatives, can be said to have three ultimate objectives:

- To improve the general quality of the information in the Business Register
- To improve the total coverage of the Armenian enterprises (including sole entrepreneurs)
- To contribute to reductions in the response burden put on Armenian enterprises by NSSRA

3. Main elements of the strategy

3.1. Elements with external interdependencies

State Revenue Committee

- a. Continue process of communication: To increase the completeness and quality of the information from SRCRA
 - A plan for introducing the five-digit NACE Rev. 2, both for Legal persons (Enterprises) and individual entrepreneurs.
 - A plan for delivery of (reliable) information on profit and number of employees.
(One plan for Legal persons and one for entrepreneurs – possibly with Legal persons as the primary interest).
 - Afterwards new information might come on the list of variables to be delivered to NSSRA.
 - Discuss the possibilities to make it compulsory to register any change in name, address (Legal person address/certificate address for entrepreneurs and real address of (main) activity) and information about liquidation.
- b. Activities in NSSRA
 - To reduce burden on NSSRA – be sure that only special/unusual questions about activity codes have to be answered by high qualified staff:
 - A plan for a more detailed introduction of the NACE Rev.2. in the regional offices.
 - Go through the web site to make the tool more user friendly, especially with regards to the search function.
 - Go through the detailed guidelines – is it possible to carry out any improvements?
 - Analyse the distribution of NACE Rev. 2. in SBR with a view to assigning a five digit code to Legal persons (enterprises) and individual entrepreneurs where the revised code from SRCRA has been at four digits with the aim to assign a five digit code to all active enterprises and entrepreneurs in the SBR.
 - Go through the tax forms to see if any information could be of interest for SBR – or other subject matter division – with the purpose of preparing new needs/wishes for delivering data from SRCRA in the future.

3.1.1. State Register of Enterprises (Ministry of Justice)

- a. Continue process of communication: To increase the completeness and quality of the information from State Register
 - Discuss the possibilities of making it compulsory to register any change in founder, director, name, address and information about liquidation.

- Include the Police in the discussion about this subject as the Police play a big role when an Enterprise cannot be found by NSSRA – regional offices.

3.1.2. Central Bank of RA

- a. Continue process of communication and cooperation: To increase the completeness and quality of the information.
 - Discuss the possibilities to repeat an extended survey within a given interval.

3.1.3. Address register (NSSRA, the Police or Ministry of Interior or other relevant body)

- a. NSSRA could work for financing of a pilot project to construct an address register containing official and (not least!) common addresses.
 - Define a pilot project, find partners and financing.
 - The pilot project should include an investigation of how addresses are built up today in different municipalities (or other relevant areas). It has to be detailed to catch all special situations (at least, all situations might be handled in one way or the other), as for instance houses placed in a far distance from roads. A big difference might exist between the cities and the rural areas. The situation could be that – to get the full benefits of an address register – it will be necessary to make some changes in existing, normal convention. For instance it could be a renumbering of some building numbers in order to ensure that it is possible to construct ‘districts’ on the basis of the address codes.
 - It might be necessary to describe how different stakeholders already handle addresses. Do other bodies/institutions already have something which could be used?
 - Rules about how an address should be registered have to be described.
 - The pilot project might be carried out in one smaller area of Yerevan.
- b. Stakeholders have to be included.
- c. Ultimately, a law would have to be adopted to ensure the general agreement on one, common address register for RA.

3.1.4. Consider the possibility of participating in the work about electronic reporting, cf. the

SRCRA’s “Template of contact on submission reports to tax authority electronically” (website)

The object should be to reduce the response burden by for instance making use of prefilling. Electronic reporting would also give a reduction in handling the received forms.

3.1.5. Co-ordination with provider and users

Some of the discussions have to be co-ordinated/include several stakeholders.

3.2. Elements with only internal restrictions

3.2.1. SBR survey

- a. A plan for redesign SBR forms (Legal persons and Entrepreneurs).
- b. Optimizing the statistical information given limited resources (covering a survey at 25,000 + 10,000 yearly SBR questionnaires)

Make a plan for

 - Analyse if it would be possible to cover the whole population (all enterprises and entrepreneurs) during a period, eg. 10 years.
 - Analyse how information about net profit and number of employees could be collected by other sub matter divisions for some enterprises (and entrepreneurs) when groups of enterprises are left out of the SBR survey.

- Analyse when and how it will be optimal to ask enterprises and entrepreneurs who have earlier informed NSSRA that they are inactive whether they are still inactive (that is, if they are still registered as active in the State Register).
 - New enterprises and entrepreneurs will automatically be part of the population – but what should be the criteria to include them in the survey?
 - Implementation plan.
- 3.2.2. Improved usage of the SBR in the statistical production process
- Analyse the possibilities for improved sampling and grossing-up using the improved SBR.
- 3.2.3. Pilot studies on quality of SBR reportings
- The objective is to analyse whether or not the information received from the enterprises (and entrepreneurs) is actually correct. This analysis should reveal the reasons for wrong information and how to get the correct data, eg. by educating the reporters of statistical information.
- 3.2.4. New technology for SBR system
- Although the resources are very scarce, considerations could be done about the future.
 - More and more data are going to be processed – the performance of the SBR system should be observed closely and it should be considered what would be the optimal time to switch to new software?
 - Would it be helpful for the staff in the sub matter divisions to have on line access to SBR information? And what about staff in the regional agencies?
- 3.2.5. Investigate the data collection procedure
- Common reuse of data
 - Common check for mistakes
 - Demands any updating procedures specially considerable resources

Possible table to be filled out to make an overview

| # | Objective | Initiative | Priority | Inter-dependencies | Start |
|---|-----------|------------|----------|--------------------|-------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| | | | | | |
| n | | | | | |

Annex 6: Question Protocol ver. 2

Question protocol Questionnaire name:

Date:

| Answer field name | Who needs this information? | For what? | Can data be obtained from another source? |
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