TWINNING CONTRACT

JO/13/ENP/ST/23

Strengthening the capabilities of the Department of Statistics in Jordan

MISSION REPORT

on

Activity 3.5: Development of Quality Declarations – II

Mission carried out by

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STATISTICS DENMARK

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List of Abbreviations

CoP	European Statistics Code of Practice
DoS	Department of Statistics of Jordan
IMF	International Monetary Fund
MS	Member State
RTA	Resident Twinning Advisor
QD	Quality Declaration
SD	Statistics Denmark
SIMS	Single Integrated Metadata Structure
ToR	Terms of Reference
TQM	Total quality management

1. General comments

This was the fifth activity in component 3 and the actions planned for this activity were carried out as scheduled in the ToR, cf. annex 1 and the programme, cf. annex 2. The purposes of the mission were:

- To review final drafts quality declarations for the five economic surveys, the quarterly national accounts, the annual national accounts and a few other statistics
- To discuss how the upcoming population census can be presented in a quality declaration
- To discuss the online publishing of the quality declarations
- To review the experience from the training course
- To conduct a seminar with key external users where the quality declarations are presented

The consultants would like to express their sincere thanks to all officials and individuals met for the kind support and valuable information which we received during the stay in Jordan and which highly facilitated our work. The views and observations stated in this report are those of the consultants and do not necessarily correspond to the views of EU, DoS or SD.

2. Conclusions and recommendations

2.1 Quality Declarations

The Quality team has conducted a successful training course on quality work and quality declarations with some 25 participants. These have subsequently trained other staff.

Following this training, the QD Template has been implemented successfully for several statistics. Some of these had been translated and handed to the experts, who reviewed them, discussed them with the quality team and delivered proposals for amendments regarding 7 selected statistics. These proposals will be further considered by DoS.

Some issues, like sampling and sources and indicators of errors, needed further elaboration and would benefit from further enhancements, which were proposed by the experts.

Recommendations:

1. The Quality team (QT) should develop more comprehensive guidelines for content of each item
2. In particular the QT should develop & promote standard sentences, for the producers of QD, for some items, such as sources and accuracy
3. There should be links from QDs to statistics in all QDs (if there are any published on the web site)
4. Quality declarations should include the latest date of updating of the QD.

2.2 QD on the Census of Population

The experts had been asked to give recommendations on how to complete a QD for the Census.

A very good text is found on the DoS web site describing the Aqaba 2007 pilot census. This should be used as inspiration. But some aspects need further elaboration. The experts drew

attention to another source of inspiration, a quality declaration from Ireland on the 2006 Census. The experts delivered a sketch of a QD based on these two sources.

It is recommended that:

- DoS draws up a QD in the established QD format
- Publishes the QD progressively as the Census is carried out

2.3 Publishing the Quality Declarations

A test version of the DoS website for presenting QD was discussed. After a constructive discussion with the quality team and the IT-division the experts returned with a possible set-up for publishing QD on the DoS web site.

During Tuesday's session this set-up was presented, cf. annex 4. This short term solution is a swift way of making the DoS home page fit for QD. A long term strategy includes a database solution and is out of scope of this mission a will therefore be discussed in a forthcoming mission. The short term solution is to present QD in pdf format at a dedicated area on the home page.

The Quality team found the solution useful and agreed with the split in a short and long term strategy.

IT & Dissemination quickly developed and demonstrated a pilot of the dedicated area for QD on DoS web site following this model. The pilot was agreed to be very good. The Experts recommended that no later than 1.10.2014 the web site should be online with final versions of QD.

Further recommendations:

- Link to QD in Press releases
- Link to QD from tables and databases on the web site
- Release the pilot version of QD homepage, then editing the final drafts
- Suggested time line: no later than 1.10.2014
- Start with the QDs that are ready. Add QDs as soon as they are finished
- Long term: include QD in a comprehensive metadata system, to be further elaborated during next week's mission on metadata in the IT component.

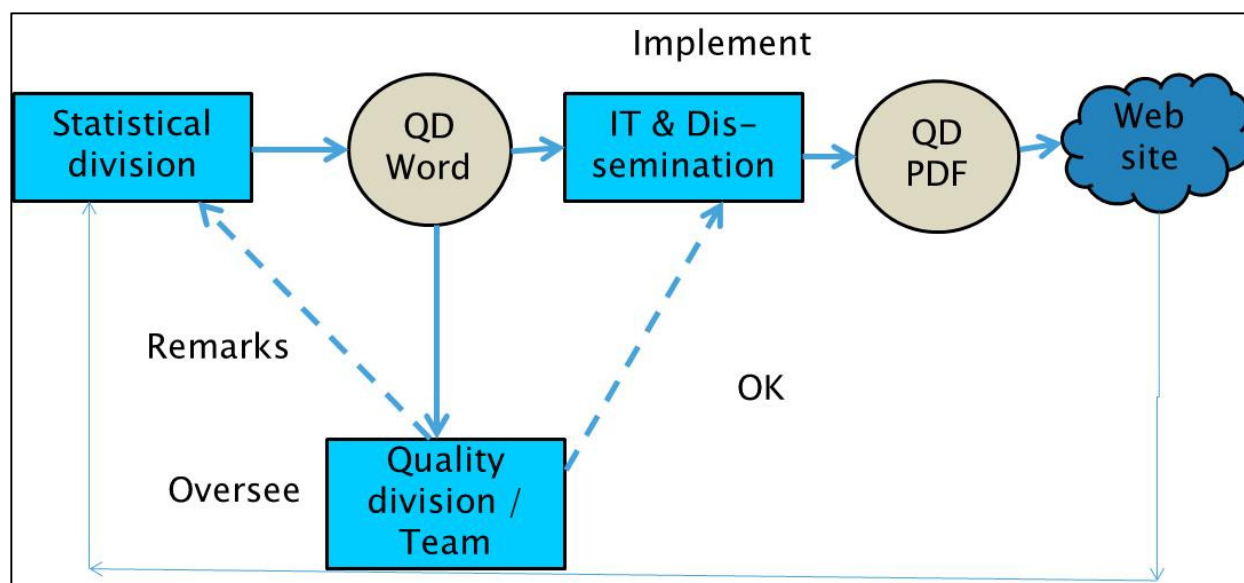The procedure for the work flow is outlined in fig. 3 below:

Fig. 3: Work flow

2.4 Updating QDs

During the review of the training course with the participants in the course, it was clear that the principles for updating the QD were not clear for them. It was pointed out by the Quality Division that each QD must be updated by the responsible statistician before publishing each new wave of the statistical product (e.g. Economic Surveys, Quarterly National Accounts).

There is a need for rules for this. The Experts recommend that these are established. It's recommended that the Quality team initiate this work. To monitor that QD are updated when figures are published, the experts recommend that date of latest update is shown in the QD.

2.5 Role of the Quality Team

The role of Quality team was also discussed. The Experts highlighted the importance of continuously working with elements of quality and develop an exhaustive strategy for their future work. Elements that are essential to be included in this strategy and in the work if the quality team are:

- continuously develop the templates and guidelines so they keep fit for purpose.
- follow/ monitor the ongoing work in the statistical division.
- create a link between management, statistical domains and Quality Division

In the short run it was recommended that the Quality team develop Standard texts for some crucial elements of the QD such as Sources and Accuracy.

This would improve and harmonize current and upcoming QD. Furthermore it will later on ease/reduce the work for the Quality team since the work load assisting the statistical divisions filling out the QD will be reduced.

2.6 Seminar with key users where QD was presented

Wednesday was dedicated to an all-day seminar with key users organised by the Quality team. To stress the importance of this work the Director General for DoS, his Excellency Dr.

Qasem Al-Zubi and also Mr Abed Wadood Matouk participated in the seminar. It was highlighted that dialog and quality work has a very high priority in DoS.

Also the RTA and Mr Lars Thygesen took the floor explaining the scope of the Twinning Project and stressing the importance of the work that is being carried out in DoS.

Mr Mohammad Khalaf, Head of Quality Division presented the work that has been carried out in DoS for this component. He focused on the work with the quality indicators, check list and the template for QD. This presentation was followed up by 3 examples of QD, one for each sector.

The participants reactions where very positive, and many used the opportunity to discuss specific problematic issues related to quality. Especially, the lack of a Business register in Jordan and consequences for quality for the samples drawn for surveys was raised by many.

The experts recommend that a strategy for developing a Business register must be prioritized by DoS.

The experts finally recommend developing a dissemination strategy with assistance from the Twinning.

Annex 1: Terms of Reference

Terms of Reference

EU Twinning Project JO/13/ENP/ST/23

18 -21 August 2014

Component 3: Quality and metadata

Activity 3.5: Development of Quality Declarations – II

0. Mandatory results and benchmarks for the component
- Statistics published by DoS are quality assured and documentation is improved (Apr 2015)
- Assessment report on current situation (Jan 2014)
- The consequences of applying the European Statistics Code of Practice in DoS are discussed (Apr 2014)
- Develop a standard format for a quality declaration (Jul 2014)
- A quality declaration for the national accounts is completed and published on the DoS website (Jan 2015)
- Develop a metadata strategy (Jan 2015)
- Design and test a quality audit (Apr 2015)

1. Purpose of the activity
- To review final drafts quality declarations for the five economic surveys, the quarterly national accounts, the annual national accounts and a few other statistics
- To discuss how the upcoming population census can be presented in a quality declaration
- To discuss the online publishing of the quality declarations
- To review the experience from the training course
- To conduct a seminar with key external users where the quality declarations are presented

2. Expected output of the activity
- Agreed on final versions of quality declarations for the five economic surveys, the quarterly national accounts, the annual national accounts
- Recommendations prepared on how the upcoming population census can be presented in a quality declaration
- Agreed on how the quality declaration are to be presented on DoS' website
- Recommendations prepared on how to develop the training course on quality declarations
- Feedback on presentation of the quality declarations gained from key external users of DoS' statistics

3. Participants

<u>DoS</u>
Mr Mohammad Khalaf, Head of Quality Division (*Component Leader*)
Mr Duraid Al-Shawawreh, Quality Division

<u>Quality team:</u>

Mr Bassam Al-Zain, Agricultural Survey Directorate
Mr Basem Shannek, Development & Strategic Planning Unit
Mr Mohammad Damrah, Economic Survey Directorate

<u>MS experts</u>
Mr Lars Thygesen, Director, Sales and Marketing, Statistics Denmark
Mr Henrik Sejerbo Sørensen, Head of Division, Prices and Consumption, Statistics Denmark

Annex 2: Programme for the mission

Time		Place	Event	Purpose / detail
Monday, morning	08.30 – 09.00	DoS	Preparations / Report writing	Preparations / Report writing
	09.00 – 12.00		Meeting with BC Component Leader and BC Experts	Discussions of the week's programme
				Presentation by DoS on the progress with completing the quality declaration template
				Discussions of final draft quality declarations for the five economic surveys, the quarterly national accounts, the annual national accounts
	12.00 – 01.00		Break / Preparations / Report writing	Break / Preparations / Report writing
Monday, afternoon	01.00 – 03.30	DoS	Meeting with BC Component Leader and BC Experts	Discussions on how the upcoming population census can be presented in a quality declaration
				-Experts are to present a European example. -DoS is to present elements of a quality declaration for the Jordanian census
	03.30 – 04.00		Preparations / Report writing	Preparations / Report writing
Tuesday, morning	08.30 – 09.00	DoS	Preparations / Report writing	Preparations / Report writing
	9.00 – 10.30		Component Leader and BC Experts	-Discussions of the test version of a web site with quality declarations presented by the Electronic Dissemination Division, containing at least two real quality declarations
				-Review of the presentation of the quality declaration on DoS' website.
	10.30- 12.00			Discussion of documentation Census in QD
	12.00 – 01.00		Break / Preparations / Report writing	Break / Preparations / Report writing

Tuesday, afternoon	01.00 – 03.30	DoS	Meeting with BC Component Leader and BC Experts	Discussions of the experience from the training course -Report from the Quality Team -Interview with participants carried out by the consultants
	03.30 – 04.00		Preparations / Report writing	Preparations / Report writing
Wednesday, morning	08.30 – 09.00	DoS	Preparations / Report writing	Preparations / Report writing
	09.00 – 12.00		Meeting with BC Component Leader and BC Experts as well as external key users	Seminar with key external users where the quality declarations are presented and discussion on how to involve users in DoS' work are discussed
	12.00 – 01.00		Break / Preparations / Report writing	Break / Preparations / Report writing
Wednesday, afternoon	01.00 – 03.30	DoS	Meeting with BC Component Leader and BC Experts	Follow up based on the feedback from the external key users of DoS' statistics
	03.30 – 04.00		Preparations / Report writing	Preparations / Report writing
Thursday, morning	08.30 – 09.00	DoS	Preparations / Report writing	Preparations / Report writing
			Meeting with BC Component Leader and BC Experts	Final discussions on quality declarations
	09.00 – 11.30		Ad-hoc meetings	Final clarifications with BC Experts, preparation of report and presentation for BC Project Leader
Thursday, morning	11.30 – 12.30	DoS	Meeting with BC Component Leader	Presentation for BC Project Leader
Thursday, noon	12.30 – 01.00	DoS	Debriefing with BC Project Leader	Conclusions and decisions and their consequences for the next activity and the implied work programme for BC Experts

Annex 3: Persons met

DoS:
Dr. Qasem Al-Zubi, Director General of DoS
Mr AbdelWadood Matouk, BC project leader

Quality Division:
Mr Mohammad Khalaf, Head of Quality Division (*Component Leader*)
Mr Duraid Al-Shawawreh, Quality Division
Mr Abdul Nasser K.N Tahat, Quality Division

Quality Team:
Mr Bassam Al-Zain, Agricultural Survey Directorate
Mr Basem Shannek, Development & Strategic Planning Unit
Mr Mohammad Damrah, Economic Survey Directorate

Other staff from DoS:
Hussam Aboshukur, IT-Dissemination
Mr Mohammad Abdel Razzaq, Head of Price Division
Mr Hohammad Tawalbeh, Head of Agricultural Economic Division
Mr Saad Al-Shawasreh, Head of Animal Production Division
Sana Alaween, Animal Production Division
Walid Battah, National Accounts Directorate
Khaled Alshatarat, Head of Environment Statistics Division
Mohammad Alshiab, External research

RTA Team:
Dina Moghrabi, Interpreter
Thomas Olsen, RTA

External:
Yaser Salih Ghoneim: The housing bank
Emad Jameil Joma'a: Jordanian University, Quality Assurance Center.
Nour Abu Na'meh: Zain-Jordan, Sales and marketing
Dena Kurdon: Zain-Jordan, Sales and marketing
Bassam Kanan: Natipnal Information Technology Center
Rabbah Abeljawad Al-ajlouni: Jordanian Chamber of industry
Mohammad Ajmad Abu-Alrob: Jordan Audit Bureau
Nayif Galeb Al-sowareah: Jordan Customs
Haitham Abdullah Aied Manaysah: Central Bank, Research unit
Sameer Mahmoud Yousef Salah: The German Jordanian University
Omar Abdullah Ali Al-Odwan: Public Security Directorate

Annex 4: Example on how to publish QD on DoS website