How to Measure and Improve the Quality of Economic Statistics

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How can we measure quality of statistics?

• International Quality Standards on Statistics
  – DQAF of IMF
  – QAF of ESSC

• Measurement of the quality of statistics
  – Statistics User Survey

• Improvement the quality level
  – Feed backs from users
**Data Quality Assessment Framework-IMF**

**Aim:** Provide a flexible structure and a common language for the qualitative assessment of the statistics

- Useful to strength member countries’ statistical Systems
- Useful to IMF staff while preparing ‘Reports on the observance of standards and Codes’ (ROSCs) on the quality of data
- Help the users of data with gauging the data quality

<table>
<thead>
<tr>
<th>National accounts statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer price index</td>
</tr>
<tr>
<td>Producer price index</td>
</tr>
<tr>
<td>Government finance statistics</td>
</tr>
<tr>
<td>Monetary statistics</td>
</tr>
<tr>
<td>Balance of payments statistics</td>
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<tr>
<td>Income poverty statistics</td>
</tr>
</tbody>
</table>
User Survey on DQAF

- "The relevance and practical utility of existing statistics in meeting users’ needs are monitored."
- "Feedback from users on quality standards and on new and emerging data requirements"
- "The presentation of the monetary data is commensurate with users' needs"
- "… statistics are disseminated in formats to suit users' needs."
- "Different levels of metadata details are made available to meet users’ requirements"
- "Adequate assistance is given to users of monetary statistics"
# Quality Assurance Framework - ESS

## Institutional Environment
1. Professional Independence
2. Mandate for data collection
3. Adequacy of resources
4. Commitment to quality
5. Statistical confidentiality
6. Impartiality and objectivity

## Statistical Processes
7. Sound methodology
8. Appropriate statistical procedures
9. Non-excessive burden on respondents
10. Cost effectiveness

## Statistical Output
11. Relevance
12. Accuracy and reliability
13. Timeliness and punctuality
14. Coherence and comparability
15. Accessibility and clarity

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[Diagram showing the framework with a flow from documentation and measurement, evaluation, and conformity to user requirements and standards.]
User Survey in QAF

- **Indicator 4.3 - Method 2**: User Satisfaction Surveys or other indirect methods are implemented on a regular basis and their results are made public and incorporated where useful in Quality Reports, since they monitor “Relevance”, amongst other dimensions.

- **Indicator 4.4 - Method 6**: Feedback from different users is used as input to action plans (making use of User Satisfaction Surveys or Focus groups).

- **Indicator 11.3 - Method 1**: User satisfaction surveys (including e.g. compilation of quality indicators on user satisfaction) or similar user studies are carried out and assessed regularly with an office-wide scope.

- **Method 2**: Improvement actions arising from the user satisfaction surveys. Improvement actions arising from the user satisfaction surveys are defined and scheduled for implementation.

- “**Indicator 13.3 - Method 1**: Consultation of users on periodicity. The statistical authority consults users regularly on periodicity.”

- “**Indicator 15.1 - Method 2**: Consultations of users about dissemination. Users are consulted about the most appropriate forms of dissemination (e.g. Focus groups, Customer Satisfaction Surveys) on a regular basis.”
CBRT Statistics User Survey

- Eurostat
- European Central Bank
- World Bank
- Bank of England
- National Bank of Macedonia
- Statistical Office of Slovenia
- Statistical of Serbia

First CBRT Statistics Survey

Pilot survey – testing questions

Determining user needs, quality assessments and satisfaction

- Registered Users
- Web Based
- 4 sections 24 questions
- 675 participants

As part of the Asia-Pacific Economic Statistics Week, ESCAP
Economic and Social Commission for Asia and the Pacific
CBRT User Survey Results

➢ Quality levels of CBRT statistics

- Quality assessments of user sectors
- Quality assessments of user genders

Asia-Pacific Economic Statistics Week
CBRT User Survey Results

- **Quality of CBRT statistics in comparison with other domestic official statistics in Turkey**
  - Better, 59.6%
  - Same, 20.6%
  - Worse, 3.0%
  - No opinion, 16.9%

- **Quality of CBRT statistics in comparison with International Organizations’ (ECB, Eurostat, IMF, BIS, OECD etc.) statistics**
  - Better, 17.9%
  - Same, 36.6%
  - Worse, 15.4%
  - No opinion, 30.1%

- **Trust indicators of CBRT statistics**
  - Trust them greatly, 63.4%
  - Tend to trust them, 30.2%
  - Distrust them greatly, 1.0%
  - No opinion, 1.9%

- **Trust levels of user groups**

<table>
<thead>
<tr>
<th>User Group</th>
<th>Trust greatly/Tend to Trust</th>
<th>Distrust greatly/Tend to distrust</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Bank</td>
<td>100,0</td>
<td>0,0</td>
<td>0,0</td>
</tr>
<tr>
<td>Financial Institutions</td>
<td>98,1</td>
<td>0,9</td>
<td>0,9</td>
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<tr>
<td>Students</td>
<td>97,6</td>
<td>2,4</td>
<td>0,0</td>
</tr>
<tr>
<td>Non-financial Institutions</td>
<td>92,8</td>
<td>4,1</td>
<td>3,1</td>
</tr>
<tr>
<td>Academics</td>
<td>92,5</td>
<td>7,5</td>
<td>0,0</td>
</tr>
<tr>
<td>Government</td>
<td>90,6</td>
<td>9,4</td>
<td>0,0</td>
</tr>
<tr>
<td>Media</td>
<td>88,2</td>
<td>5,9</td>
<td>5,9</td>
</tr>
<tr>
<td>Other</td>
<td>84,8</td>
<td>7,6</td>
<td>7,6</td>
</tr>
<tr>
<td>Household</td>
<td>81,4</td>
<td>16,3</td>
<td>2,3</td>
</tr>
</tbody>
</table>
**CBRT User Survey Results**

- **Sufficiency of metadata**
  - Yes: 37.3%
  - Partly: 23.1%
  - No: 3.7%
  - No opinion: 35.9%

- **Easy accessibility of CBRT statistics**
  - Yes: 54.5%
  - Partly: 6.1%
  - No: 2.5%
  - No opinion: 36.9%

- **Rates of the statistical services**
  - Search facilities: 3.4
  - Help texts/help...: 3.5
  - Ease of use of the...: 3.6
  - EDDS extractions...: 3.7
  - Overall Average: 3.9
  - Navigation to...: 3.8
  - Alert and...: 3.9
  - E-Alert services: 4.0
  - Performance/speed: 4.1

- **Overall quality of CBRT statistics and related services**
  - Very good: 27.9%
  - Good: 56.0%
  - Adequate: 14.7%
  - Poor: 0.7%
  - Very poor: 0.7%
What is Next?

- Improving the weaknesses
- Recognising strengths and protecting them
- Increasing the overall quality level of CBRT statistics
- Regularly monitoring the product quality
- Conducting second user survey in 2016
- Comparing the results
THANK YOU !!!

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