Title of paper

“How to Measure and Improve the Quality of Economic Statistics: An Experience on Statistics User Survey”

Abstract

Developments occurring in the global market in recent years have increased especially the importance of economic and financial statistics. In addition, these developments have also raised the number of data users as well as the expectations from the quality level of the statistics.

Products which have quality are suitable for use and satisfy the demands and expectations of customers. This means that qualified statistics should satisfy the expectations and demands of their users. Data series can be disseminated to meet a range of users’ needs with various levels of detail.

How can we measure the quality of our statistics? One major way to do this is communicate with the users with a survey and determine their assessments about the statistics and related services. Institutions, which are responsible from official statistics, should regularly identify weaknesses and strengths of their statistics to continuously improve process and product quality. In Central Bank of Republic of Turkey (CBRT), we conducted our first statistics user survey in March 2015 to monitor views of our users to our products and services and the survey will be conducted the second time in March 2016.

We experienced that user opinions and feedbacks are an important tool to measure and improve quality of our statistics and publications. I think these assessments can be generalized to other statistic publisher institutions as well.

In the first part of the paper, I will mention the importance of the quality of the economic statistics emphasizing on the Data Quality Assessment Framework (DQAF) of IMF and Quality Assurance Framework (QAF) of Eurostat. In the second part, I will discuss “Statistics User Survey” as an indicator to measure the quality of the economic statistics and share the CBRT statistics user survey results on quality.