**On approval of the Methodology for conducting nationwide statistical observations by the method of a computerized telephone survey system**

Order of the Chairman of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan dated June 17, 2020 No. 29. Registered with the Ministry of Justice of the Republic of Kazakhstan on June 22, 2020 No. 20882

      In accordance with subparagraph 5) of Article 12 of the Law of the Republic of Kazakhstan dated March 19, 2010 "On State Statistics" and subparagraph 258) of paragraph 17 of the Regulation on the Ministry of National Economy of the Republic of Kazakhstan, approved by the Decree of the Government of the Republic of Kazakhstan dated September 24, 2014 No. 1011, ORDER:

      1. Approve the attached Methodology for conducting nationwide statistical surveys using the computerized telephone survey system.

      2. Recognize as invalid the order of the Chairman of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan dated May 3, 2017 No. 67 "On approval of the Methodology for conducting nationwide statistical observations by the method of a computerized telephone survey system" (registered in the Register of State Registration of Normative Legal Acts under No. 15225, published on June 27, 2017 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan).

     3. The Planning Department of Statistical Activities, together with the Legal Department of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan, shall ensure in the manner prescribed by law:

     1) state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;

     2) placement of this order on the Internet resource of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan.

     4. The Planning Department of Statistical Activities of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan to bring this order to the structural subdivisions and territorial bodies of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan for guidance and use in work.

     5. To impose control over the execution of this order on the supervising Deputy Chairman of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan (Dzharkinbaev Zh.A.).

     6. This order shall enter into force ten calendar days after the day of its first official publication.

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| *Chairman* | *N. Aidapkelov* |
|   | Approved by the order of the Chairmandated June 17, 2020 29 |

**Methodology for conducting nationwide statistical observations by the method of a computerized telephone survey system**

**Chapter 1. General зrovisions**

      1. The methodology for conducting nationwide statistical observations by the method of a computerized telephone survey system (hereinafter - Methodology) was developed in accordance with subparagraph 5) of Article 12 of the Law of the Republic of Kazakhstan dated March 19, 2010 "On State Statistics" (hereinafter - Law).

     2. This Methodology defines the main approaches to organizing and conducting the collection of primary statistical data within the framework of nationwide statistical surveys using the computerized telephone survey system (hereinafter - CTIS).

     3. The methodology is applied by the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan (hereinafter - the Committee) and its territorial bodies when conducting nationwide statistical observations.

     4. This Methodology uses concepts in the meanings defined in the Law, as well as the following definitions:

     1) preliminary contact - making a telephone call to the subjects of the survey in order to clarify the method of collecting primary statistical data and (or) notification of the date of the telephone survey;

     2) the subject of the survey - respondents, households, subject to survey in order to collect primary statistical data within the framework of nationwide statistical surveys using the CTIS method;

     3) supervisor - an official of the territorial body of statistics, who monitors and evaluates the quality of the work of a telephone interviewer;

     4) telephone interviewer - an official of the territorial body of statistics, whose functional duties include the collection of primary statistical data on nationwide statistical observations using CTIS.

**Chapter 2. Organization and conduct of a telephone survey**

**Paragraph 1. Stages of organizing and conducting a telephone survey**

     5. Stages of organizing and conducting a telephone survey:

     1) preparatory work for conducting a telephone survey;

     2) conducting a telephone survey;

     3) control and evaluation of the quality of the work of the telephone interviewer.

**Paragraph 2. Preparatory work for conducting a telephone survey**

     6. Preparatory work for conducting a telephone survey includes training telephone interviewers, developing a memo, determining the list of subjects of a telephone survey, notifying survey subjects of the time of a telephone survey.

     7. Training of telephone interviewers is carried out by sectoral structural divisions of territorial statistical bodies and includes:

     1) training telephone interviewers in statistical methodology, telephone survey technology, working with telephone survey software and entering primary statistical data into CTIS;

     2) the study of statistical forms intended for statistical observations, adapted for a telephone survey;

     3) studying the behavior of the subjects of the survey with the preparation of answers to their potential questions that arise during the telephone survey (for example: intonation, reaction to the answer).

     8. For each statistical form adapted for a telephone survey, the structural subdivisions of the Committee responsible for the development of the corresponding statistical form develop a memo for the telephone interviewer for statistical observation.

      9. The list of survey subjects with current telephone numbers (hereinafter - the List) given in Appendix 1 to this Methodology is formed on the basis of data from statistical registers by sectoral structural divisions of territorial statistical bodies through preliminary contact.

     10. Not later than three calendar days before the telephone survey, the subject of the survey is notified of the time of the survey by sending a one-time message via the short text message service ( SMS ) or by making a phone call.

**Paragraph 3. Conducting a telephone survey**

     11. Dialing to the subjects of the survey is carried out on stationary, in exceptional cases on mobile telephone numbers (in the absence of a fixed number and (or) not dialing).

     12. The duration of a telephone survey on one statistical form is no more than 30 minutes.

     13. The telephone interviewer processes the call, in cases where, when establishing contact with the subject of the survey:

     1) information is received that the telephone number does not exist and (or) is erroneous, a note is made about the incorrect number and dialing is terminated;

     2) information is received from the subscriber who answered the phone call that the phone number is erroneous, while the correct number of the subject of the survey is provided, the telephone interviewer enters the correct number into the system and makes a note about the need to call back;

     3) the subject of the survey at the time of dialing is not ready for a telephone survey and asks to call back, the telephone interviewer specifies a convenient time and makes an appropriate note about the need to call back at the set time;

     4) the survey subject refuses the telephone survey, the telephone interviewer makes a note about the refusal of the telephone survey and (or) the need to change the method of collecting primary statistical data with the consent of the survey subject;

     5) telephone contact is interrupted during a conversation, the telephone interviewer performs a redial from the moment of interruption of communication or sets the time interval for redialing. If it is impossible to further dial the subject of the survey to complete the telephone survey, the telephone interviewer makes an appropriate mark in the system about the impossibility of collecting primary statistical data using the CTIS method;

     6) the subject of the survey is ready to conduct a dialogue, a telephone survey begins.

     14. Dialing is considered not carried out in cases where the telephone number of the subject of the survey is not answered, busy, turned off. In these cases, the CTIS system calls back to the numbers of the subjects of the survey according to the time interval specified by the telephone interviewer. Repeated dialing is carried out at least 4 times before the expiration of the telephone survey period. If the call is not made, the telephone interviewer makes a mark "dial".

      15. When establishing the fact of "non-dialing", the provision by the subject of the survey of primary statistical data on statistical observations is carried out in alternative ways, specified in subparagraph 3-1) of paragraph 1 of Article 17 of the Law.

     16. The replacement of the non-responding subject of the survey depends on the specific type of statistical observation and is determined by the sectoral structural divisions of the territorial statistical bodies.

     17. During a telephone interview, the telephone conversation between the telephone interviewer and the interviewee is automatically recorded by means of the CTIS system.

     18. After the completion of the telephone survey, the collected primary statistical data are sent to a single database of the Committee's primary statistical data repository.

**Paragraph 4. Monitoring and evaluating the quality of the work of a telephone interviewer**

     19. In order to obtain reliable official statistical information, the quality of the work of telephone interviewers is assessed on a regular basis.

     20. Carrying out a quality assessment of the work of a telephone interviewer includes the following activities:

     1) preparation of the necessary documents (assessment sheet, reports on the results of telephone surveys downloaded from CTIS) for the assessed telephone interviewers;

     2) selective listening by the supervisor of the recording of telephone surveys (at least 5% of the total number of recordings);

     3) determination of the date of the assessment of the quality of work.

      21. Evaluation of the quality of the work of a telephone interviewer is carried out on the basis of the criteria specified in the sheet for assessing the quality of the work of a telephone interviewer in accordance with Appendix 2 to this Methodology and includes:

     1) completeness of coverage. The coverage criterion implies the maximum coverage of survey subjects from the List. The assessment is carried out on a scale from 1 to 3 (from 80% to 100% of survey subjects - 3, from 60% to 80% - 2, less than 60% - 1);

     2) accuracy. This criterion is based on the assessment of the quality of filling in statistical forms during a telephone survey to determine the errors made by a telephone interviewer when filling out a statistical form. Evaluation is carried out on a scale from 1 to 3 (no errors - 3, from 1-3 errors - 2, more than 3 errors - 1).

     3) competence. Compliance by the telephone interviewer with the requirements of the instructions for statistical forms when conducting a telephone survey. The assessment is carried out on a scale from 1 to 2 (full compliance with the requirements of the instructions for statistical forms -2).

     4) satisfaction of survey subjects. This criterion is based on the response of the interviewee about the quality of the telephone survey conducted. The assessment is carried out on a scale from 1 to 2 (from 80% to 100% satisfaction - 2, less than 80% - 1).

     The total score of the above criteria is no more than 10.

     22. The Supervisor fills out the assessment sheet and familiarizes the telephone interviewer with the results of the performance assessment within ten working days after it has been completed.

     23. The assessment of the quality of a telephone interviewer is carried out at least once a quarter for each telephone interviewer separately for each statistical observation.

     24. If inconsistencies are identified based on the results of the assessment, the supervisor decides whether it is necessary to retrain the telephone interviewer or replace him.

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|   | Appendix 1 to the Methodology for conducting nationwide statistical surveys using the computerized telephone survey system |

**List of survey subjects with current phone numbers**

      For respondents:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BIN/IIN1 | СATO2 | Name | Landline phone number | Mobile number |
| Intercity dialing codes | Phone number |
| 1 | 2 | 3 | 4 | 5 | 6 |
|  |  |  |  |  |  |

For households:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| House code | Apartment code | СATO | Address | House number | Apartment number | Landline phone number | Mobile number | Surname name patronymic (if any) of the contact person  |
| Intercity dialing codes | Phone number |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  |  |  |  |  |  |  |  |  |  |
|   | Appendix 2 to the Methodology for Conducting National Statistical Observations Using the Computerized Telephone Interrogation System |

**Telephone Interviewer Performance Assessment Sheet**

     Surname name patronymic (if available) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     Structural subdivision \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     Evaluation period \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     Name of statistical observation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| Completeness of coverage | Accuracy | Competence | Satisfaction of survey subjects |
| 1-3 points | 1-3 points | 1-2 points | 1-2 points |

The total score is indicated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     below 5 points - unsatisfactory; 5-8 points - satisfactory; 8-10 points - effective.

     Supervisor who conducted the assessment:

     Surname name patronymic (if any) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     Job title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     I am familiar with the results of the assessment:

     Surname name patronymic (if any) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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