



STATISTICAL COMMITTEE OF THE REPUBLIC OF ARMENIA (ARMSTAT)

INFORMATION DISSEMINATION AND
COMMUNICATION POLICY OF THE
STATISTICAL COMMITTEE OF THE
REPUBLIC OF ARMENIA

YEREVAN - 2016

CONTENTS

Introduction...	4
1. THE MAIN ELEMENTS OF STATISTICAL DATA DISSEMINATION AND COMMUNICATION POLICY	5
1.1. General provisions...	5
1.2. Definition of dissemination...	5
1.3. Official statistics...	6
1.4. Statistics areas...	6
1.5. Ownership of information, services and publications	7
1.6. Accessibility and availability of statistical information...	7
1.7. The main means of dissemination	8
1.8. Armstat data use...	8
1.9. Principles of statistics dissemination...	9
1.10. Individual data...	10
1.11. Comparisons of statistical data...	10
1.12. Open day...	11
1.13. External identification of the Armstat	11
1.14. User involvement and feed-back: Cooperation with users, questionnaire.	11
1.15. Confidentiality and security of statistical data	12
2. PUBLICATION OF OFFICIAL STATISTICS...	13
2.1. Preparatory procedure of information publication...	13
2.2. Accessibility of official statistics before publication...	13
2.3. Pre-release calendar of statistical indicators	14
2.4. Calendar of statistical publications...	14
2.5. Catalogue of statistical publications...	14
2.6. Suspension of statistical publications...	15
2.7. Publication of preliminary and final data...	15
2.8. Delay of publication of statistical data	15
2.9. The procedure of detecting, specifying and correcting the published mistakes...	16
2.10. Informing the users about the detected and corrected mistakes	16
2.11. The policy and procedure of the revision of statistical indicators in the Armstat	17
3. NSS RA PUBLICATIONS	18
3.1. Types of statistical publications...	18
3.2. Confirmation of the release of statistical publications...	19
3.3. Format of statistical publications...	19

3.4.	Responsibility of punctuality and deadlines of the release of statistical publications.....	19
3.5.	Data from other institutions... ..	19
3.6.	International comparisons... ..	20
3.7.	“Statistical Yearbook of Armenia”... ..	20
3.8.	Monthly informational report... ..	21
3.9.	Statistical bulletin... ..	22
3.10.	Statistical report... ..	22
3.11.	Press release... ..	22
3.12.	Preliminary publications	23
3.13.	Statistical reports... ..	23
3.14.	Methodological guidelines	23
3.15.	Statistical surveys.....	23
3.16.	Special editions.....	24
3.17.	Unplanned editions.....	24
4.	DISSEMINATION OF NSS RA PUBLICATIONS	24
5.	INTRODUCTION OF DATA INTO THE PROCESS	25
5.1.	Information/data inquiry (requirement).....	25
6.	INFORMATION DISSEMINATION DIVISION	26
6.1.	Statistical information dissemination and public relations division.....	26
6.2.	Armstat open library.....	27
6.3.	Maintenance of Armstat statistical publications, Armstat archive.	28
6.4.	Reception window (Armstat information center-reception).....	28
7.	EUROPEAN SUPPORT TO STATISTICAL DATA	28
	CONCLUSIONS	29

Introduction

In national statistical services of countries having liberal economy, among them in the National Statistical Service of the RA (hereinafter referred to as Armstat), there is an increase in the necessity of enhanced dissemination of statistical data. To continuously enhance the dissemination of statistical information, and also to improve its quality and user friendliness, it is necessary to have a clear-cut dissemination policy, as well as general strategy of further development, more detailed projects, actions and guidelines for different directions of dissemination process.

Policy development in the sphere of information dissemination and its practical implementation is not a spontaneous, but a long-lasting and not an easy process.

The necessity of the above mentioned also derives from the RA Law “On State Statistics”, which clearly defines the order of organizing state statistics in the Republic of Armenia, the relations to the collection, processing, compilation, summarizing, maintenance of statistical data on social-economic procedures, population and its vital spheres, as well as exchange and statistical information dissemination.

Social-economic reforms under the conditions of the country’s transition to liberal economic system, the quick shifts occurring in economy have created principal necessity to provide the users of statistical information with more precise, creditworthy and up-to-date statistical publications.

Among the most important objectives of statistics is the provision of statistical product to users of statistical information (hereinafter referred to as “User”) in line with market demand.

The development of statistical system is a constant dialogue between the producers and users of statistical information and a complex procedure.

1. THE MAIN ELEMENTS OF STATISTICAL DATA DISSEMINATION AND COMMUNICATION POLICY

1.1. General provisions

The Armstat has the mission to collect, publish and disseminate official statistics for public use.

The objective and meaning of work of the statistical system is to meet the requirements of present and future users of statistical information.

As a body pursuing public interest the activity of the Armstat (article 6 of the RA Law "On State Statistics") should be accepted by the public and directed to both RA resident and non RA resident users.

Statistical information users are distributed in 10 main groups. They are the representatives of state governance, financial organizations, business society, trade unions, media, civil society (non-profit organizations, individuals), research institutions, educational institutions, international organizations and other users.

The supreme body of governance of the Armstat is the State Council on Statistics (hereinafter referred to as "the Council") which approves the Annual Program of State Statistical Work (hereinafter referred to as "the Program").

In the territory of the Republic of Armenia the Armstat coordinates and implements state statistics, statistical activities stipulated in the Program.

The Program is developed on the basis of assessments of Users' needs. It includes the list of statistical activities (indicators), their periodicity, the list and periodicity of statistical publications to be published, the list of statistical information users, composition of free information, the order of providing it, etc.

The relations related to statistical information dissemination are regulated by the RA Law on State Statistics, and Three-year program of state statistical work of the Republic of Armenia, the Program and, in cases stipulated by law, other legal acts.

1.2. Definition of dissemination

The dissemination of publication (issuance) is putting into circulation the copies made by any means of creation with the consent of the author or copyright holder, if their accessibility meets public requirements.

The dissemination of statistical data includes implementation of a variety of activities in electronic and paper versions, dissemination of statistical methodology (metadata), statistical data and statistical publications (handbooks, reports, etc.) via post, phone, library, Internet, USB sticks, press conferences, presentations, scientific and other conferences.

Statistical information shall be accessible for public. It shall be comprehensible and easy to understand not only for professionals, but also for non-professionals.

Information dissemination process is conditioned by a clearly developed state statistical policy, qualified specialists and availability of information technologies.

One of the most important objectives of statistics is to provide users with statistical product relevant to their needs. One of the prior directions of improving statistics is the innovation of statistical information dissemination experience and the policy of its implementation, as well as the introduction of new approaches in this sphere.

Modern information and communication technologies give an opportunity to take into account a wider frame of user needs. However, in this field the Armstat, like the statistical service of any other country, can't help facing real limitations of resources (financial, human resources, etc.).

1.3. Official statistics

In the Republic of Armenia the Armstat is the body which is authorized to carry out official statistical activities. However, it is not the only body: among the "producers" of official statistics are state agencies conducting administrative registers. Naturally, the Armstat takes a central position in this list.

Statistical information is a data base and is an object of copyright.

Statistical information shall be considered official if it is published by:

- The Armstat,
- Local and functional divisions of the Armstat,
- Other state agencies on the basis of information provided by the Armstat.

All information published by the Armstat is official regardless of the means of dissemination (paper, electronic, media, etc.).

The copyright of statistical publications published by the Armstat belongs to the Armstat and those relations are regulated by copyright related legislation.

State and local self-governance bodies, among them the RA Central Bank, carry out branch (departmental) and local (municipal) accounting (statistics) through conducting administrative registers.

Administrative registers include the necessary indicators presented by the providers of statistical information to the Armstat, which together with the data (information) collected via statistical and administrative observations make up the integrated system of the RA state statistical information.

The authorities implementing administrative statistics publish the results (departmental and community information) of information functions performed by them (administrative observations) in a manner defined by laws and other legal acts mentioning the source.

1.4. Statistical areas

Official statistics includes the following social-economic sectors (areas, subareas):

1. Economy and finances,
2. Population and social processes,

3. Business statistics (industry, construction, trade and services),
4. Transport and tourism,
5. Foreign trade,
6. Agriculture, forestry and fishery,
7. Food security,
8. Environment and energy,
9. Other.

Sometimes there are exceptions and the information is not mentioned in any of the above mentioned.

1.5. Ownership of information, services and publications

Management of statistical information of the Armstat, the means of dissemination (receiving), are the following:

- ✓ Post,
- ✓ Electronic mail,
- ✓ Phone,
- ✓ Internet,
- ✓ Armstat open library,
- ✓ Press conference, meetings,
- ✓ Etc.

Statistical data are summarized in:

- ✓ Statistical publications (printed or electronic),
- ✓ Statistical data bases,
- ✓ Armstat web pages,
- ✓ Responses to statistical inquiries,

Services provided:

- ✓ Statistical data, publications, etc. in the Armstat websites,
- ✓ Quick written response for the publications already published,
- ✓ Response/data made by a Armstat expert relevant to needs,
- ✓ Armstat open library,
- ✓ Access to data through the library,
- ✓ Subscription to publications.

1.6. Accessibility and availability of statistical information

Statistical information is equally and simultaneously accessible for all users of statistical information, taking into account the limitations, specifically the provision on statistical secret, etc. defined by the RA Law "On State Statistics" and other laws.

With the aim of providing accessibility of statistical information the statistical information related to the social-economic situation of the country is disseminated (for free) to the users of statistical information, as well as in form of press releases according to the timetable mentioned in the Program.

The Armstat provides relevant statistical information in compliance with commitments under the RA international contracts international (interstate/intergovernmental) organizations and foreign countries, as well as on the basis of arrangements made in the given year, implements new surveys and statistical activities.

1.7. The main means of dissemination

The main means of statistical information dissemination is the official website of the Armstat: <http://www.armstat.am> (mirror website: <http://www.armstat.info>), as well as the following websites: <http://www.armstatbank.am> and <http://www.armdevinfo.am>.

Almost all statistical publications of the Armstat have printed (paper) versions and are issued according to the Program of the given year and “Calendar of Statistical Publications” deriving from the Program (are mostly posted in websites at 12.00).

The delays in statistical publications are announced in advance and a new date of the publication is defined (an explanation for the reason of the delay is also provided).

1.8. Armstat data use

All statistical publications of the Armstat have a relevant password defined in the Program.

The official language of statistical publications is Armenian. In cases defined by the State Statistical Work Program as well as in other cases, if necessary, publications are made in Russian and/or English (another foreign language). In case of misreading the controlling version (copy) is Armenian.

References in statistical publications are made with the aim of familiarizing the readers with the source of information.

When statistical data, graphs (diagrams), tables from the Armstat website are used, they shall have reference to relevant Armstat URLs.

Statistical publication, no matter whether it is in paper or electronic form, as a rule shall contain the following necessary information:

- ✓ Name of the publication,
- ✓ The person responsible for the publication,
- ✓ Serial number and date of the issue,
- ✓ Time of signing the publication,
- ✓ Print run,
- ✓ Name, address of the printing house, publisher.

Statistical publications shall have:

- ✓ Armstat logo, 
- ✓ Sign of the copyright being protected by law, ©,

- ✓ The Armstat official website: <http://www.armstat.am>,
- ✓ References to other data base, publications, sources (in case of applying restrictions by the holder of the copyright of the materials permission for use shall be obtained beforehand),
- ✓ A separate announcement on the Armstat official website and/or in the given publication about the corrected information, presence of the mark of correction on the relevant indicator () (if necessary, also information about being subject to correction in future, notification also in methodological clarifications),
- ✓ in case of the absence of the phenomenon posting of the sign “-”, in case of there being no data at the moment of publication “ ... ”, in case of slight value/quantity of the indicator “ 0.0” and in case of not calculating the indicator “X”.

In separate cases the slight differences between the sum and result of the components are accounted for by rounding the data.

1.9. Principles of statistics dissemination

The directions defined in the Armstat Program are anchored on “Fundamental Principles of Official Statistics” (adopted by United Nations Economic Commission for Europe on 15.04.1992 in its 47th session in Geneva, UN Statistical Commission on 14.04.1994, and UN General Assembly Resolution N68/261 on 29.01.2014) and international statistical standards and criteria developed on their basis (“European Statistics Code of Practice” adopted by European Statistical System Committee on 24 February 2005, “Quality Declaration of the European Statistical System”, “European Statistical System Standard for quality reports”, Handbook - Eurostat, Luxemburg 2009, the International Monetary Fund (IMF) “Specific Data Dissemination Standard” (SDDS), World bank “Statistical capacity indicator” etc.).

UN Fundamental Principles of Official Statistics are:

(approved by the UN 47 session of the Summit, Geneva, 15.04.1992 and by the UN Statistical Commission 14.04.94)

1. significance, objectivity and availability,
2. professional standards and ethics,
3. accountability and transparency,
4. prevention of misuse,
5. sources of official statistics,
6. confidentiality,
7. legislation,
8. national coordination,
9. implementation of international standards,
10. international cooperation.

Principles defined by the European statistics code of practice

(approved by the statistical program committee on 24.02.2005, Recommendation of the Commission on the independence, integrity and accountability of the national and Community statistical authorities to the Parliament and Council, Brussels, 25.05.2005)

1. professional independence,
2. mandate for data collection,
3. adequacy of resources,
4. commitment to quality,
5. statistical confidentiality,
6. impartiality and objectivity,
7. sound methodology,
8. appropriate statistical procedures,
9. non-excessive burden on respondents,
10. cost effectiveness,
11. relevance,
12. accuracy and reliability,
13. timeliness and punctuality,
14. coherence and comparability,
15. accessibility and clarity.

1.10. Individual data

Individual data are collected for clearly defined and declared legal purposes and cannot be used for other purposes, except in a manner defined by law.

The demands for individual data can be confidential (for scientific work), after providing such information the user shall eliminate the received information.

A relevant contract between the Armstat and the individual shall be signed, according to which in case of breaking the clauses of the financial and legal contract the one who breaks the rules shall be subject to liability.

Each Armstat separate division shall define within the framework of its activities its rules and principles in a more detailed and specific way as to what data shall not be grouped together.

1.11. Comparisons of statistical data

In statistics of significant importance are the comparisons (combinations) of data included in different periods of indicators of the given statistics sphere, which gives an opportunity to the statistical information user to explore various social and economic procedures.

1.12. Open day

One of the most important directions of statistical data dissemination policy is the transfer of knowledge via seminars, training dialogues. In the Armstat open days are organized for target groups, different institutions and public in general.

The Armstat plans, develops and organizes training courses/seminars for its internal and external users. The courses/seminars are carried out on a specific day of the observed year (usually on Wednesday of the second week of the month, 12.00-13.00 o'clock).

The Armstat can also implement ad-hoc thematic trainings if necessary.

The groups of users of statistical information are both Armstat internal users (representatives of staff organizational divisions and separated subdivisions) and external users (state administrative bodies, financial organizations, business community, trade unions, mass media, civil society (non-governmental organizations, individuals), research institutions, scientific-educational institutions, international organizations etc.)

Special target groups are mass media for which training courses on statistical material of public interest are organized. There is a high possibility that in the course of communication and/or discussion with media the training course will turn into a press conference that is why the courses shall be organized in a way that the specialist conducting the training course shall be able to provide well-organized, comprehensive and complete rendering of the material. The knowledge obtained through the seminar shall promote their further activity in order to reproduce and interpret statistical information impartially, objectively without any misrepresentation.

1.13. External identification of the Armstat

All Armstat employees shall act so that their work is in line with the current principles.

All Armstat statistical publications, guidelines and other materials shall be composed in cooperation with the Statistical Information Dissemination and Public Relations Division of the Armstat personnel.

1.14. User involvement and user feed-back.

Collaboration with users, questionnaire

The aim of the Armstat strategy is user satisfaction and productive use of statistics since it is only useful when it is used. Statistical data are not published for archive. If statistics is not a tool for decision making and does not contribute to the relevant perception of socio-economic phenomena by authorities and public it does not fulfill its main objective.

One of the methods to ensure feed-back from users is organization of dialogues with target (focus) groups. Specific user groups which are created in advance by the Armstat are invited to a working group meetings where users are to respond to questions developed in advance and interact with each other. The

ongoing meetings with the group give the Armstat a possibility to have a clear overview of their current needs and problems. As a result the Armstat shall fulfill their statistical needs more productively.

Conducting surveys on user satisfaction is of high importance too and it should be done at least once every two-three years.

User-friendliness of the official Armstat web-page and the way statistical information is posted is also very important for users to maneuver on the web-page and find the needed information easily by spending as little time as possible.

It is constantly necessary for the Armstat to observe where users have difficulties or even fail completely in the course of searches on the web-page.

Based on Fundamental Principles of Official Statistics and European Statistics Code of Practice, as well as giving importance to enhancing permanent contact with users the Armstat has developed a questionnaire to observe their attitude, expectations and needs. Their sincere and easy responds foster further improvement of statistical information dissemination and quality of official statistics presentation.

1.15. Confidentiality and security of statistical data

The Armstat ensures the confidentiality and security of statistical data provided to it.

According to article 14 of the RA Law "On State Statistics" statistical data shall be considered confidential (hereinafter referred to as statistical secret), if it is possible to reveal (identify) by means of them the provider of statistical information directly or indirectly to obtain individual (personal) information. The data available for public from other sources shall not be considered a statistical secret.

The data that are statistical secret are not subject to publication or any other form of dissemination without the consent of the provider. The consent shall be in written form. In case of legal persons the consent is reached by another body having relevant authorization in conformity with its executive body or statute. The consent can contain restrictions as to data use. The provision of non-dissemination or non-publication of information is not valid in case it is information reflecting natural or other monopolous activity, the non-publication (non-dissemination) will have an essential impact on the maintenance of principles of statistical information integrity. In such cases the decision on the publication (dissemination) shall be made by the the Council.

Direct revelation of the provider of statistical information occurs when its name, location, password of classification identification are revealed. Indirect revelation occurs when it becomes possible to find out the personality of a unit by means of data not mentioned above.

In exceptional cases the data containing statistical secret can be provided or published in a manner and to the extent devoid of giving an opportunity to reveal the individual data directly, with the aim of carrying out scientific research upon the decision of the Council.

2. PUBLICATION OF OFFICIAL STATISTICS

The Armstat is the only body bearing responsibility as to what, when and how statistical data shall be published.

If the date of any statistical publication coincides with a non-working day, the date of the finalization shall be considered the next working day, and for publications having the periodicity of the last day of the month (for example 30/31) - the last working day of the last month of the period.

The Armstat shall make an announcement beforehand about a delay, change or non-publication of the date of any indicator within 3 working days.

2.1. Preparatory procedure of information publication

Preliminary and brief information of the Statistical Committee of the RA (Armstat) undergoes some phases of development before publication, which makes it possible to prevent and to correct possible mistakes providing the user of statistical information with final (creditworthy) outcome. This procedure is described below.

Statistical information is collected, processed, summarized and prepared for publication by the relevant Armstat divisions carrying out statistics.

After checking the ready material and making some corrections the head of the given division submits the hard copy of the material to the member of the Council who is responsible for the given sphere. After the Council member has compared, revised and rechecked the information both the paper and electronic versions of the latter are sent to Statistical Information Dissemination and Public Relations Division, which carries out all activities related to the final check-up, correction, summary, calibration, formatting and preparation of publication.

After the approval of the Armstat President the electronic copy of the material to be published goes through final refinements necessary for posting on the web and only after that it is submitted to Information Technologies Development Division of Information Resources Management and Technologies Department with the aim of posting it (www.armstat.am official website).

Statistical Information Dissemination and Public Relations Division concurrently submit the paper and electronic versions of the material ready for publication to Armstat Printing and Copying Division or relevant publishing house.

2.2. Accessibility of official statistics before publication

Statistical data shall not be accessible for anyone before their publication. This is one of the most important principles of statistical information dissemination and is developed to provide simultaneous accessibility for everyone without any exceptions.

Like the Armstat President, all Armstat personnel employees carrying out statistics can use the unpublished data (in rough draft) for necessary daily calculations.

2.3. Pre-release calendar of statistical indicators

The Armstat “Pre-release calendar of statistical indicators” (hereinafter referred to as Calendar of indicators) includes information about when statistical data shall be published per year, according to months and contains the list of expected indicators beginning from January of the given year up to December 31st.

The calendar of indicator is posted in three languages (Armenian, English, and Russian) on the Armstat official website.

The publication of the Calendar of indicators on the website is among the first publications (usually the first working day in January).

The calendar of indicators contains the name, periodicity (monthly, quarterly, semi-annual, annual), date of publication (the working day after the reporting period), the current status (operative, preliminary, corrected, final) of each indicator, the fact of being a new indicator, the source (Armstat, RA Central Bank, RA Ministry of Finance, etc.).

2.4. Calendar of statistical publications

The Armstat “Calendar of Statistical Publications” (hereinafter referred to as Calendar of publications) is compiled according to the Program of the given year. According to the Program, the Calendar of publications provides the users with statistical publications (statistical handbooks, statistical summaries, informational monthly reports, statistical reports, press releases, etc.) per year according to the corresponding password. It includes the list of publications expected to be published in the given month.

The calendar of publications is posted in three languages (Armenian, English, and Russian) on the NSSRA official website.

The posting of the Calendar of publications on the website is among the first posts (usually the first working day in January).

The Calendar of publications includes the name, type (statistical handbooks (including the yearbook), summaries, informational monthly reports, statistical reports, press releases, etc.), periodicity (monthly, quarterly, semi-annual, annual), the language of publication (Armenian, English, and Russian), and the date of issue (month or working day after the reporting period).

2.5. Catalogue of statistical publications

With the aim of creating more favorable conditions for the users of statistical information to use statistical publications more efficiently the Armstat develops and publishes the “Catalogue of Statistical Publications” per year. It serves as addenda to the above mentioned part of the Program and aims at

providing public with detailed information about the list of statistical publications, their periodicity and brief contents.

The publication includes information about all expected publications with small pictures of expected covers, brief description. The information about the publication also includes the expected date of release (per months), language (Armenian, Russian and/or English), and format (PDF, paper).

This publication (Armenian, English) is released on the first working day of each year and is posted on Armstat official website. It is also published in hard copy.

2.6 . Suspension of statistical publications

There may be cases of suspension of statistical publications. That procedure is confirmed by the Council.

The information on the suspension shall be available on the Armstat official website with the aim of ensuring transparency.

2.7. Publication of preliminary and final data

The Armstat, as an authority pursuing public interest, publishes various data (preliminary-operative and checked (final)) on different statistical spheres. The preliminary data of the next period are accessible for public via the Armstat official website (also in published version) together with the final one. This is as well available on the Armstat official website.

The most accessible form of disseminating preliminary statistical information is press releases. Those are short summaries of indicators and thematic releases (monthly and quarterly) based on the current-operative data.

The preliminary main macro-economic indicators received in the current operative summary on RA social-economic situation are published in a press release monthly on the 20th day of the month following the reporting period (if it is a non-working day then - on the next working day) not later than at 12.00 o'clock, as a rule, represented in a table.

Summaries of macroeconomic indicators on the RA socio-economic situation are press releases which are issued quarterly for publication in mass media after publication of the monthly statistical report "RA socio-economic situation" within two working days. They include analytical, table and graphic material.

2.8. Delay of publication of statistical data

The Armstat by all means publishes the data (publications) planned in the Program of the given year according to the timetable announced in the Calendar posted on the Armstat official website.

However, due to unforeseen circumstances (in case of extreme necessity), the issuance of data (publication) can be delayed by one or several days and/or a new date for publication is announced.

In case of delay the Armstat shall post an announcement on its official website in approximately the following wording: "The date of the publication has been changed or delayed day/month/year due to unforeseen circumstances. Thanks beforehand for your understanding. Armstat".

2.9. The procedure of detecting, specifying and correcting the published mistakes

The preliminary or calculated indicators available in the Armstat can be corrected in further publications due to the fact that the reporting period does not give an opportunity to check the accuracy of the preliminary information more deeply, which, according to the provisions of point (f) of article 15 of the RA Law on "State Statistics" requires additional time.

Though the Armstat spares no efforts to minimize the number of mistakes in statistical publications, sometimes they are inevitable. The users are very likely to use the data before the mistakes are corrected, that is why the corrections have to be made as quickly as possible and be published on the Armstat official website so that it is clear what has actually been corrected.

The mistakes in statistical information can be caused by the mistakes, incorrect demonstration of comparisons during the use of arithmetic inaccuracies or simply by carelessness.

The mistakes caused during the compilation of statistical publications can be found in the current period.

The version with the mistake shall not be removed from the Armstat official website. Both versions of the data shall be available. In case of big number publications the list of corrections is printed and put in each copy, as well as it is posted on the website.

If the correction takes a longer time than one working day the version with mistakes shall be removed from the Armstat official website and an announcement shall be posted as to when the corrected version will be available. The original version shall be posted together with the corrected one.

2.10. Informing the users about the detected and corrected mistakes

The mistakes detected in statistical data can be insignificant and significant (rude):

- ✓ Insignificant are those mistakes that mostly cause no confusion among the users of statistical information as such mistakes are either logically noticeable (typographic, technical, automatic) or are not of statistical nature (are not within the scope of statistical mistakes),

- ✓ Significant (rude) are those mistakes which can cause misinterpretation of statistical information among the users of statistical information and have a certain impact on the quality and creditworthiness of the published material.

The insignificant mistakes detected are usually corrected both in electronic and paper versions (if possible).

If the insignificant mistake is found by the division which made the mistake they immediately inform about it the Information Dissemination and Public Relations Division which corrects the relevant mistake as

quickly as possible without any registration as it has no influence on the correct interpretation of statistical information.

The correction of the mistake in the electronic version is marked with an asterisk (*) and a link (for example “Corrected on ...27/...07/...2015”), both on the relevant page of the publication and in the description of the publication on the website (in case it is available).

If the slight mistake is discovered by the Information Dissemination and Public Relations Division, the head of the relevant division is immediately informed about it and relevant measures are taken to correct the mistake.

The significant (rude) mistakes are immediately corrected. In the same principle the correction of the mistake in the electronic version is marked with a red asterisk (*) and a red link (for example “Corrected on ...27/...07/...2015”).

Information Dissemination and Public Relations Division informs all addressees about the correction of the mistake in form of table on an attached sheet named “CORRECTION” in the printed (paper) version of the material. On the left part of the table is the mistake and on the right part – the corrected version, hence the user of statistical information is properly informed about the inaccuracy leaving no place for any possible misinterpretation.

2.11. Policy and procedure of revision of statistical indicators in the Statistical Committee of RA

Revision in statistical practice is a necessary and continuous process. It supposes a methodological and/or technical change (range of changes) which results in specifying the indicator(s) providing their impartiality, objectivity, methodological basis, the efficiency of data use, topicality, accuracy, reliability, timeliness, punctuality, interconnection, comparability as well as the quality assurance obligation.

The provision of comparability of indicators of time series on international levels is one of the main issues of revision.

The main objective of the revision of statistical indicators is raising the awareness of statistical information users and making the Armstat statistical products more accessible, as well as continuously improving the integration of Armenian Statistics to international procedures of statistical information and harmonizing with other statistical systems.

In the current stage of statistics the data and statistical tools obtained with the aim of revision give an opportunity to carry out such activities for the period mainly after 2000.

During the revision of indicators included in time series certain additional activities, expertise evaluations and additional calculation are carried out.

As in international practice, in Armenia as well statistical data are revised on regular basis. This process involves current revisions and complex (wide scale) revisions.

Current revisions

Current revisions are carried out monthly, quarterly and annually which are carried out in case of data corrections and/or data availability for separate months, quarters and year.

Usually, monthly and/or quarterly data of the current year can be revised during the next months/quarters, at the same time all the previous months/quarters are also subject to review.

The structure of complex (wide scale) revisions

Complex revisions include a certain statistics sphere and/or the whole system for a long period. Complex (wide-scale) revisions are carried out due to both methodological changes and/or introduction of revised classifications, as well as general censuses (at least once in ten years) and new evaluations of lump sample surveys (implemented at least once in 5-7 years). Complex revisions are carried out by parallel agreement (coordination) of the main revisions of microeconomics – national accounts statistics (NAS), payment balance (PB), foreign debt position (FDP), international investment position (IIP), state finance statistics (SFS) and other main revisions.

To carry out the revision related activities data received from the RA state governance agencies (RA Central Bank, RA Ministry of Foreign Affairs, RA Ministry of Finance, etc.) and other international organizations, as well as the results of new sample researches and surveys.

According to new methodologies, the changes are made both in terms of classifiers and methodology. Simultaneously, the Armstat, with the aim of improving the level of integrity and reliability of any indicator, carries out revisions of time series for some indicators on the basis of recommendations and comments of international and local experts.

The Armstat regularly revises the statistical series in compliance with the methodological requirements recommended and suggested by international statistical structures and introduced classifiers.

3. Armstat PUBLICATIONS

3.1. Types of statistical publications

Statistical editions are forms of statistical publications. The Armstat publications are available in printed (paper) and/or electronic forms.

All Armstat statistical publications are available on the Armstat official website and in the library free of charge.

The Armstat publications are released in one of the forms mentioned below:

- Statistical handbooks (including statistical yearbook),
- Statistical bulletins,
- Monthly informational reports,
- Statistical reports,
- Press releases,
- Catalogue of statistical publications,
- Pre-release calendar of statistical indicators,
- Calendar of statistical publications,

- Methodological guidelines,
- Other topical publications.

All publications are released in a certain periodicity (monthly, quarterly, semiannual, and annual).

The Armstat can also have other publications which are not mentioned in this list.

The homepage of the Armstat website also contains informational database “Data Dissemination Calendars”, “Main Statistical Data”, statistical handbooks on “Catalogue of Statistical Publications”, “Statistical Yearbook of Armenia”, “National Accounts of Armenia”, as well as 4-5 new publications published during the given year.

In the homepage there are also sections on “Projects”, “News”, “Press Releases”, “Events” and others, which aim at making it easier for the user to search any information.

3.2. Confirmation of the release of statistical publications

Each publication of the Armstat shall be approved by the Armstat President and by the person responsible for the regulation and coordination of the given statistical sphere (Council member).

3.3. Format of statistical publications

The Armstat, alongside with the professional aspect, bears responsibility for the format (design) of each statistical publication.

The Armstat shall provide one copy of each printed publication to the open library of the, National Archive of Armenia, RA National Library and RA National Book Chamber.

3.4. Responsibility of punctuality and deadlines of the release of statistical publications

The Armstat divisions implementing statistics that take part in the preparation of compilation of any statistical handbook bear responsibility in terms of provided charts, graphs (diagrams), map illustrations, statistics to the Council member regulating and coordinating relevant statistical sphere. The head of the division shall be able to meet the deadlines of statistical publication compilation.

3.5. Data from other institutions

The Armstat, as an official disseminator of statistics, receives statistics also from other institutions which is included in its publications. The Armstat mentions the source of information and bears no responsibility for its accuracy.

3.6. International comparisons

The Statistics Department of International Monetary Fund (IMF), with the aim of providing quality, transparency, data comparability of statistical information of different countries, providing the international community with a wider opportunity to use these data, informing about the applied methodology and its further development plans, in December 1997 established a “General Data Dissemination System” (GDDS) to which Armenia acceded on 29 March 2001, and “Special Data Dissemination Standard” (SDDS) in March 1996 to which Armenia acceded on 7 November 2003, hence becoming the 54th country getting membership of the strictest international standard applied in statistics.

GDDS is the consistent part of the IMF integral system of the collection, development quality periodicity as well as dissemination of statistical data. It contains strict requirements of permanent protection, and information about it is available for public in IMF standard dissemination bulletin <http://dsbb.imf.org/Pages/SDDS/Home.aspx>. The bulletin of standards dissemination currently includes comprehensive documents (metadata, as well as their brief methodology) on RA statistical experience in terms of SDDS data category which makes reference to the up-to-date data of the country posted on the summarized national data conducted by the Armstat: <http://docs.armstat.am/nsdp/>. The metadata are available in the Armstat official website, section “Classifiers and Methodology”, “Metadata”.

SDDS contains 22 groups of indicators which are included in real, monetary, financial, external and social-demographic sectors. These indicators are updated monthly and quarterly, and the metadata and their brief methodology are updated at least on yearly basis. The dates for the update of data are available in the calendar of preliminary dissemination conducted by the Armstat <http://docs.armstat.am/nsdp/arc/>.

Some statistical publications contain international comparisons so as to make it possible to compare RA related similar statistical information to that of the CIS and other countries.

The statistical information of international comparisons is taken from similar international statistical sources (publications).

Any international information shall have a reference to the source. The Armstat bears no responsibility for the accuracy of such information.

3.7. “Statistical Yearbook of Armenia”

“Statistical Yearbook of Armenia” (hereinafter referred to as Yearbook) is a complete, three language publication (Armenian, English and Russian) addressed to a wide number of statistical information users..

It is printed, published in yearly periodicity at the end of each year.

The Yearbook presents statistical charts about the social-economic situation of Armenia during the last 5 years. Some indicators are presented for the RA regions and city of Yerevan.

At the end of each section of the handbook there are graphs of some indicators. It is regularly complemented with new chart materials and graphs.

All data available in the publication are calculated according to the principles of up-to-date statistical methodology which provides certain opportunities in the sphere of their comparability.

Some indicators published in the previous publication are corrected in the given publication and some indicators are preliminary.

The Yearbook also contains international comparisons to carry out comparisons among the RA, CIS and other countries.

The Yearbook is available free of charge both in the Armstat official website and in printed (paper) version.

3.8. Monthly informational report

The monthly informational report (hereinafter referred to as Report) on “Social-economic situation of the RA” is one of the main (monthly-periodical) statistical publications of the Armstat.

The reports are made according to the annual Program approved by the Council on the basis of state statistical reports (questionnaires, bulletins, etc.), calculations and their summary by the Armstat, submitted by branch (departmental) and local (municipal) authorities carrying out statistics and providers of other information, as well as indicators developed by the Armstat, implemented surveys, materials of informational and publishing activities (handbooks, bulletins, press releases, statistical reports).

Since April 1999 the contents of the reports is presented in compliance with the sections of “General Data Dissemination System” (hereinafter referred to as GDDS) developed by the International Monetary Fund (hereinafter referred to as IMF). It is a more complete, comprehensive publication, rich in tables, containing some textual explanations and methodological clarifications.

The reports are provided to users monthly on the last working day following the reporting period (30/31). The monthly information is presented in a brief form, while the quarterly information is more detailed, expanded and general.

The statistical information of the reports is presented in an ascending and discrete form (for example, the January-March issue of the report includes the indicators of January, February and March in an ascending format, the reporting month (March) is separate).

The quarterly issues include annexes containing international comparisons of the main macroeconomic indicators of CIS countries, interesting statistics, brief methodological clarifications of statistical indicators (definitions of the main statistical indicators, calculation methodology, criteria, etc. The section is regularly updated in compliance with international standards, new indicators are added, described and defined).

The preliminary or calculated indicators of the reports can be subject to corrections in the next publications due to the fact that the reporting period does not give an opportunity to check the reliability of preliminary information more thoroughly, which, according to point (f) of article 15 of the RA Law “On State Statistics”, requires additional time.

3.9. Statistical bulletin

Statistical bulletin is the presentation of statistical dynamic indicators of any separate sector of the country's economy in form of a table (subsector, sphere) (without any text), in certain periodicity (monthly, quarterly, annually).

Statistical bulletins, according to the timetable planned in the Program are published in monthly, quarterly, semiannual periodicity.

3.10. Statistical report

With the aim of informing public about the country's poverty level and social situation the Armstat yearly publishes the statistical-analytical report on "The Social Snapshot and Poverty of Armenia" with the analytical and technical support of the World Bank.

The report is designed to inform public about information on the country's living standards and social situation of the given year. It provides detailed statistical information about the current social and economic developments, describes the dynamics of poverty on national and different social-economic, demographic and geographical levels.

The report is based on the results of the integrated survey of household living conditions (ISHLC) carried out yearly. Such statistical surveys are internationally considered a more important tool of collecting data describing the living conditions of the population. Via the surveys valuable information about the households and individuals is collected which gives the Armstat an opportunity to provide public with up-to-date information about the changes of population's income, expenses, poverty level and other indicators yearly.

The basis of the periodical "The Social Snapshot and Poverty of Armenia" is the data collected via the household surveys carried out in the reporting period. The RA population census data base is used to form the survey sample. The scope of the formed sample gives an opportunity to provide minimal representativeness of data as per regions.

With the aim of documenting the social-economic condition and level of poverty in Armenia the report presents a comprehensive analysis of the changes of social-economic developments and poverty level of the Republic of Armenia.

3.11. Press release

One of the most accessible ways of information dissemination is the press release. They are brief summaries of indicators (with a monthly and quarterly periodicity) based on current-operative data.

The main preliminary macroeconomic indicators received via current-operative summary and describing the social-economic state of the RA are published on monthly basis at 12:00, on the 20th of the month following the reporting period, as a rule in form of a table.

The summaries of macroeconomic indicators describing the RA social-economic state are provided to mass media on quarterly basis within two days after the publication (printing) of the monthly statistical report “RA Social-economic State”. They also include materials in form of tables, graphs.

Topical releases also include table format materials covering international comparisons.

Apart from what is planned, topical press releases are also prepared for press conferences organized by the Armstat, for the presentations of the Armstat statistical publications, participants of seminars and other events.

3.12. Preliminary publications

Before final summary and publication of information collected in the result of censuses (for example population census) preliminary results are published (publications). They can be subject to changes conditioned by structural and logical calibration works of the information data base.

In other words, this is a publication, where the data are published (released) for the first time.

All first publications are available for free in the Armstat official website. Printed (paper) versions are also available.

3.13. Statistical reports

Statistical reports are the results of complete (comprehensive) individual or multiple researches (surveys). Usually they are published in annual periodicity.

Reports on some statistical spheres may be made less frequently.

3.14. Methodological guidelines

The methodological guideline includes the sources and methods of collecting statistical information. It is published in Armenian, English and Russian, both electronically and in hard copy.

The Armstat official website regularly posts statistical publications (Armenian, Russian, and English) which include mainly definitions of statistical indicators and methodological clarifications.

To make the progress of international statistical methodology development accessible and to be well aware of it the Armstat open library receives and preserves the publications of different international organizations, as well as those from statistical services of other countries.

3.15. Statistical surveys

Surveys include both individual and/or group works, which are the result of various statistical researches. The authors can be both Armstat employees and cooperation parties.

Both the printed (paper) and electronic versions are available.

According to the annual Program, the Armstat carries out statistical researches (observations, surveys), and the summary of these materials are published in statistical handbooks, reports, booklets, etc.

In case of implemented joint researches, observations, projects the Armstat can be a co-author in joint publications.

3.16. Special editions

Special editions are especially important for the further development of statistics and are mainly expert-oriented. They are published on regular basis and include subjects necessary for the improvement of methodology.

3.17. Unplanned editions

From time to time the Armstat can release publications which are not planned in the Program, and consequently in the pre-release calendar of statistical indicators and calendar of publications. In such cases the unplanned publications shall be announced in the Armstat official website at least three working days before so as to ensure that all users are informed about the unplanned issue.

Separate topical publications. In certain cases publications of other formats are applied. Specifically, within the limits of the competence granted by the RA Law “On State Statistics” and in case of availability of relevant resources, the Armstat carries out publication of information not included in the Program or publishes information of other degrees of aggregation and synthesis included in them (included statistical information via users’ written answers to written questions not having the format of the mentioned publication).

4. DISSEMINATION OF NSSRA STATISTICAL PUBLICATIONS

The Armstat disseminates statistical information via the official website, library, paper publications, big information agencies and other means.

The dissemination of hard copies of Armstat statistical publications is carried out free of charge.

The EU Twinning project has enhanced the approximation of Armenian statistics to EU standards for a number of statistical spheres. In the result of the project the Armstat database www.armstatbank.am was introduced on September 14 2012 (60 statistical tables (bases)), which is accessible for public in large. www.armstatbank.am is an available means to access the Armstat data based on user friendly PX-Web software (developed by Swedish Statistics) which gives the users an opportunity to download the statistical data in a preferred format.

www.armstatbank.am has made it possible for the user to get the needed charts and indicators in a simple procedure, to be provided with quick and easy accessibility to statistical information and to download data in MS Excel, xml or other formats, as well as to easily draft and create graphs and charts built in compliance with users' requirements. Armenia is the first country in the world to use 2012 version of PX-Web.

The Armstat together with the UNICEF, population fund and development programs implements a wide-scope multiannual project "To enhance the capacities of partner state agencies on national and regional level regarding the starting operation of ArmeniaInfo with the aim of monitoring and covering the progress of Millenium Development Goals (MDG) and Sustainable Development Project". The overall objective of the project is the presentation of Armenia's MDG and other social-economic indicators in ArmeniaInfo format which is accessible for all users.

MDG indicators are presented in a common format accepted throughout the (DevInfo). The MDG indicators data base for Armenia has been posted in www.armdevinfo.am. It allows to quickly estimate the degree of development of RA regions and to discover the problems of each region on the way to reach the mellienium goals.

Quality declarations for all statistical products are available for users of statistical information. The materials about the Twinning project and the declarations – 136 ones in Armenian and English - developed within the component "Quality Assurance" have been posted on the Armstat official website under the headings "Strengthening of the Armstst of Armenia through Twinning" and "Documentation".

The internal dissemination of the Armstat statistical information is carried out via the Internet.

5. INTRODUCTION OF DATA INTO PROCESS

National statistics is a symbol of democracy. Though national statistics tends to meet the users' requirements, there are cases when the user is not able to find the needed statistical information and data which does not necessarily mean that this information does not exist.

Predicting the further requirements of the users is one of the main directions of the Armstat statistical information dissemination policy. That is why certain statistical information is available only upon request.

5.1. Information/Data inquiry (requirement)

The Armstat statistical information is available in Armenian, English and Russian. The inquiry (demand, requirement) of information can be accepted by:

- post,
- electronic mail,
- phone,

- personally from the open library of the NSSRA,
- fax,
- Other.

The request for information is answered by phone, electronic mail or post (written notice). The user can make sure by phone how the needed information can be ordered.

6. INFORMATION DISSEMINATION DIVISION

6.1. Statistical Information Dissemination and Public Relations Division

This division of the Armstat coordinates the compilation of annual draft Program and the research of the opinion and requirements of the users and providers of statistical information, monitors its implementation and makes a report on its implementation.

Provides the quarterly monitoring of statistical activities of the Armstat personnel structural and separate divisions involved in the Program and makes a report on their performance.

Takes part in the activities on compiling a document about the Armstat mid-term expenses plan policy. On quarterly periodicity carries out the development of result indicators prediction describing the implementation of the plans defined in the Armstat state budget, as well as the quarterly (ascending)

information about result indicators performance describing the implementation of these programs.

Coordinates the activities of releasing statistical publications prepared by the Armstat personnel divisions carrying out statistics: proofreading, editing, paper form publishing and the development of their electronic versions and their postage on the Armstat official website, provides their format and release.

Provides the postage of new bases on the Armstat official website, continuous update of the posted bases, monitoring and update of changes in the list of statistical information users, dissemination of published statistical materials as per the list of statistical information users.

Within the framework of cooperation provides exchange of statistical information among international organizations, statistical services and interstate statistical committee of the CIS (as well, the electronic exchange of the templates of monthly, quarterly, annual reports).

Organizes the dissemination of statistical publications among the users of statistical information, carries out the activities of electronic archiving of statistical publications, as well as research-surveys of statistical information users' demand.

Public relations: The NSSRA works for the users of statistical information, establishes productive relations (to fulfill the objective of direct or indirect dissemination of the Armstat information).

The objective of public relations is to inform both the Armstat employees and target groups about the NSSRA objectives, help them reach these aims via communication.

The relations with the mass media are essential for the Armstat, as they are the main users of official statistics and are an important link between the Armstat and other users, between the statistical data and public in general.

In fact, mass media are one of the main means of conveying official statistical information to public; hence it is very important to be on good terms with them.

This link provides the organization of press releases, interviews, briefings, makes clarifications and announcements within the scope of its competence.

The journalists' questions are answered by heads of relevant divisions of the Armstat personnel. If an approval is needed it shall be done by the Armstat President or the person authorized by him.

While publishing statistical information it is important to take into account that the audience is not only statisticians and that the information shall be comprehensible (accessible) for everyone.

The journalists very often do not use the information provided to them, they use the part of information that might interest the readers. That is why it is very important that there are no misunderstandings between the Armstat and the journalists.

While using statistical data mass media shall always refer to the Armstat as a source.

If any Armstat employee finds a mistake, misinterpretation or misinformation or something of the kind in the mass media, informs the Public Relations Division and the latter immediately contacts the journalist publishing the article and asks that he/she should make adjustments to the publication.

The Armstat Statistical Information Dissemination and Public Relations Division is responsible for monitoring the requirements of statistical information users including researches among them, investigations and surveys. It is also responsible for those surveys which tend to discover the users' problems, aims.

Reputation related surveys aim at revealing results about increase and decrease tendencies of the Armstat reputation among the users. Such surveys are very important for the improvement of Armstat further work.

With the aim of properly covering the activities of the Armstat the division collects relevant materials and information from the Armstat divisions, summarizes and analyses Armstat related materials in mass media. Notifies the Armstat President, Head of the personnel and other officials about the Armstat related materials posted in mass media. Provides the authorization of journalists in the Armstat, organization and conducting of announcements about Armstat President's, Deputy President's, Council members', Head of personnel's and other officials' press conferences, interviews, briefings and a topic of public interest.

6.2. Armstat open library

The information dissemination division includes the Armstat open library in its composition. The working hours are 9:00-18:00 (closed on holidays and non-working days).

At least two PCs with internet connection are available for the statistical information users in the library.

The librarian is responsible for the registration of the new literature into the library, their insertion in the registration book and the computer, conducts the literature registration book of the library and their distribution and classification in the computer.

The librarian familiarizes the Council members and heads of relevant divisions of the Armstat personnel with the new literature and registers and serves the visitors.

The librarian collects mass media materials related to the Armstat activities, creates a systemized archive for them.

All the statistical publications included in the Program are available in the Armstat library.

6.3. Maintenance of Armstat statistical publications, Armstat archive

The copies of the Armstat statistical publications are preserved in "Armenian National Archive" state non-commercial organization by the RA Ministry of Territorial Management (SNCO), in the Agency of Protection of Cultural Values of the RA Ministry of Culture, in the "National Book Chamber of Armenia" SNCO, the RA National Library.

The statistical publications of the Armstat are posted in the Internet in due manner, are always available in the Armstat open library and archive (including the electronic archives of the Armstat publications).

6.4. Reception window (Armstat information center-reception)

The reception window (Armstat information center-reception) provides the reception of applications, letters, reports and other documents addressed to the Armstat in the information center-reception.

The reception window employee organizes the formalities of the reception of citizens and gives entrance permission.

He/she prepares reports on the visitors to the Armstat, aims of the visits, number of the visits to be submitted to the Head of personnel of the Armstat.

The reception window employee ensures the entrance of Armstat authorized journalists to the building, organizes the visits of journalists, officials and citizens to relevant Armstat divisions.

7. EUROPEAN SUPPORT OF STATISTICAL DATA

The Armstat shall provide all users with information and data from the Eurostat official website free of charge. The users shall be provided with the information on the basis of the information posted in Eurostat official website. Upon request of the users in case there is no such information in the Armstat official website the demand is sent to Eurostat.

CONCLUSIONS

Useful is the statistics which is made use of. Statistical data are not published for archive. If statistics is not a tool for decision making and does not help to understand occurring phenomena, it does not perform its main function.

One of the prior directions of statistical reorganization is the innovation of statistical information dissemination experience and the policy of its conduction and the implementation of new approaches in that sphere.

It is necessary that the Armstat continues the statistical institutional reform procedures in the context of adhering to internationally accepted statistical principles, which is a more integral and operative satisfaction of statistical information users.

Statistical information, like any other product, shall meet the requirements of a series of qualitative and quantitative standards (beginning from contents, ending with dissemination). A quicker dissemination of information will be in place only in case of introduction of modern technologies.

If the statistician does not know the user, he/she will not understand whether they are satisfied with the service provided, will not know that there is a non-efficient service in statistics and it will be hard to develop the direction which will meet their information requirements.

Different groups of statistical information users have different needs and monotonous provision of services will be incomplete and insufficient from all viewpoints.