

**Statistical product** –Volume indices of services/ Volume indices of services (monthly/ quarterly),  
Volume indices of services by the types of services (monthly)

Processes	Sub-processes	Sub-process description
<i>Specify needs</i>		
	<b>1.1 Identify needs</b>	The main purpose of the collection of indicators is to provide monthly and quarterly information on services volume by type. The indicators are applied in the field of services for the purposes of strategy development, solutions of strategic tasks, analysis of business environment, revealing social development trends and other purposes.
	<b>1.2 Consult and confirm needs</b>	The indicators are collected according to the Annual Statistical Program (see: <a href="https://www.armstat.am/en/?nid=191">https://www.armstat.am/en/?nid=191</a> ), which is also elaborated based on the users requirements on statistical information taking into account the limits of available resources, the capacity of statistical information providers and cost-effectiveness. The users' opinions about statistical information are studied by business discussions as well as through the "User satisfaction survey questionnaire" which is available on Armstat website (see: <a href="https://www.armstat.am/en/?nid=131">https://www.armstat.am/en/?nid=131</a> ).
	<b>1.3 Establish output objectives</b>	In the process of the collection, use, publication and storage of needed information (data) for the calculation of indicators the provisions of Law "On Official Statistics" related to the statistical data confidentiality are strictly followed. (see: <a href="http://www.armstat.am/file/doc/99486043.pdf">http://www.armstat.am/file/doc/99486043.pdf</a> ):
	<b>1.4 Identify concepts</b>	The need to introduce indicators is stimulated by the

		requirements of users for statistical information.
	<b>1.5 Check data availability</b>	Legal entities and individual entrepreneurs in the services sector are the main sources for the calculation of the indicators. Data collection of the sector is carried out by the statistical reporting form according to the Annual and Five –Year Statistical programs.
	<b>1.6 Prepare business case</b>	The data needed for calculation of indicators are obtained from the statistical reporting forms. Before the approval of the statistical reporting form by the RA State Council on Statistics and its state registration by the RA Ministry of Justice, as a legal act the discussions on indicators included in them and the instructions for their completion are carried out with different interested institutions, research organizations, and users, as well as the opinion of international experts is taken into account.
<b>2.Design</b>		
	<b>2.1 Design outputs</b>	The data are collected based on the Law " On Official Statistics" (see: <a href="https://www.armstat.am/file/doc/99514643.pdf">https://www.armstat.am/file/doc/99514643.pdf</a> ) and “Five Year Statistical Program” (see: <a href="https://www.armstat.am/en/?nid=719">https://www.armstat.am/en/?nid=719</a> ), as well as the Resolution No. 05-N of RA State Council on Statistics “On Approval of the Procedure for the collection of statistical data” dated 20 June 2016 (see: <a href="https://www.arlis.am/DocumentView.aspx?docID=122973">https://www.arlis.am/DocumentView.aspx?docID=122973</a> and Resolution “On Approval of Annual Statistical Program” (see: <a href="https://www.armstat.am/en/?nid=191">https://www.armstat.am/en/?nid=191</a> ), as well as :  1. the Resolution of RA State Council on Statistics of 11 May 2020 No. 14-N on making changes in the Resolutions No. 10-N and No. 13-N of 19 October 2018.
	<b>2.2 Design variable descriptions</b>	For the collection of indicators the Classification of Types of Economic Activity Rev. 2 is used (see:

		<a href="https://www.armstat.am/en/?nid=370">https://www.armstat.am/en/?nid=370</a> .
	<b>2.3 Design data collection</b>	<p>Respondents can submit statistical reports both in paper and electronic form. Reports received both in paper and electronic forms are kept.</p> <p>For the calculation of the volume of services, monthly reports are collected from those economic entities (legal entities and individual entrepreneurs) of RA Marzes and the Yerevan City, whose last year turnover was more than 24 million drams. In case of having less than 24 million drams annual turnover by the results of the previous year, the collection of reports from the respondents is being stopped.</p> <p>The cease of the collection of reports does not refers to those economic entities, which, depending on the type of activity, cannot be considered as micro-entrepreneurship entities. The latter submit a report, regardless of the annual volume of services.</p> <p>And the monthly information on financial and information technology services is received from the state bodies with administrative authorities.</p> <p>The basis for updating the database is the constantly updated database of the business register.</p> <p>The annual database of economic entities in the field of monitoring of the unit is compared with the administrative database of the RA State Revenue Committee and the addition of missing data is implemented.</p>
	<b>2.4 Design frame and sample</b>	<p>The design of the general population is implemented to provide complete information regarding the sphere. For this purpose, the receiving of information from all possible sources on the fact of activity of economic entities of service sector previously known</p>

		is implemented and immediately, economic entities of the relevant spheres are notified about being involved in the statistical observation field and then the relevant statistical information is collected.
	<b>2.5 Design processing and analysis</b>	After the collection of information the statistical indicators are subject to arithmetical and logical checks, and in case of necessity the appropriate adjustments are carried out also by contacting the relevant organizations that provide the information. In order to ensure the completeness of registration field of restaurant service sphere the evaluation of non-observed (non-registered) field is carried out.
	<b>2.6 Design production systems and workflow</b>	The preparatory work is carried out for all processes from the collection of information and until its publication, particularly, related to the appropriate notification of respondents, the training of the staff through professional courses etc.
<b>3. Build</b>		
	<b>3.1 Build collection instrument</b>	The statistical reporting form needed for the collection of information and the instruction for filling in it, are available in paper and electronic form (see: <a href="https://www.armstat.am/am/?nid=547">https://www.armstat.am/am/?nid=547</a> ).
	<b>3.2 Build or enhance process components</b>	The methodological guidelines and instructions necessary for information calculation and verification of needed information are available. Input software (Microsoft Office Access) has necessary tools for arithmetical and logical checks of input data, systems for checking the sum total, logical chains, organizations' registration, identification and tax codes compliance and other automated checks systems.
	<b>3.3 Build or enhance dissemination components</b>	The dissemination of information is possible in paper, as well as in electronic form of publication of information on monthly, quarterly, semiannual and annual basis in accordance with the

		Annual Statistical Program.
	<b>3.4 Configure workflows</b>	<p>The derivation of statistical product is carried out by the following successive stages:</p> <ol style="list-style-type: none"> <li>1. collection of information,</li> <li>2. arithmetical and logical checks and adjustments,</li> <li>3. information input through the pre designed input software (Microsoft Office Access software),</li> <li>4. comparison of obtained summary data with the corresponding time series,</li> <li>5. dissemination of information in paper or electronic forms through the yearbooks, information reports, statistical handbooks, as well as through the official response letters upon the official requests.</li> </ol>
	<b>3.5 Test production system</b>	Due to indicators changes in the statistical reporting form the input software is regularly undergoing to relevant changes. The testing of software is also carried out in case of need.
	<b>3.6 Test statistical business process</b>	In parallel with the inclusion of the indicators in the statistical reporting form, the field examination of the latter is implemented to reveal the opportunities of the respondents to provide with the indicators, as well as to test their understanding of it.
	<b>3.7 Finalize production system</b>	The composition of methodological clarifications on the completion of indicators available in statistical reporting form and provision to the statistical information providers (respondents) is carried out. The consents of information providers on indicators got during the workshops are summarized.
<i>Collection</i>		
	<b>4.1 Create frame and select sample</b>	<p>The statistical business register is used for the purpose to design the general population for the sampling.</p> <p>For the calculation of the volume of services, monthly reports</p>

		<p>are collected from those economic entities (legal entities and individual entrepreneurs) of RA Marzes and the Yerevan City, whose last year turnover was more than 24 million drams. In case of having less than 24 million drams annual turnover by the results of the previous year, the collection of reports from the respondents is being stopped.</p> <p>The cease of the collection of reports does not refer to those economic entities, which depending on the type of activity, cannot be considered as micro-entrepreneurship entities. The latter submit a report, regardless of the annual volume of services.</p> <p>And the monthly information on financial and information technology services is received from the state bodies with administrative authorities.</p> <p>The basis for updating the database is the constantly updated database of the business register.</p> <p>The annual database of economic entities in the field of monitoring of the unit is compared with the administrative database of the RA State Revenue Committee and the addition of missing data is implemented.</p>
	<p><b>4.2 Set up collection</b></p>	<p>In order to organize the collection of data from Statistical reports provided by organizations in paper form, , the formation of order on printing of relevant statistical reporting form and in case of need of the instruction of filling in it, their printing and distribution to the relevant organizations is implemented according to the number of organizations previously known as subject to observation. At the same time the statistical reporting forms and the instruction of filling them in are accessible on the Armstat official website (see: <a href="https://www.armstat.am/am/?nid=547">https://www.armstat.am/am/?nid=547</a>). The required network</p>

		<p>resources for the report collection in the electronic form are in place.</p> <p>The responsible staff of structural and territorial units has relevant knowledge and skills for the organization of the statistical information collection process.</p>
	<b>4.3 Run collection</b>	<p>Statistical data collection is carried out by the relevant structural-territorial subdivisions of Armstat regional and Yerevan City departments` by hand, mail and electronic system means according to the Resolution of RA State Council on Statistics No 05-N on the “Approval of the Procedure of the collection of Statistical Data” dated 20 June 2016 (see <a href="https://www.arlis.am/DocumentView.aspx?docID=122973">https://www.arlis.am/DocumentView.aspx?docID=122973</a>).</p>
	<b>4.4 Finalize collection</b>	<p>The collected information, after being arithmetically and logically cross checked, is input in the electronic environment. The information input is carried out automated, as well as by direct input of information in electronic environment.</p> <p>The reports received by paper and electronic forms after being entered in the electronic environment are archived, keeping confidentiality in accordance to legislative requirements (see: <a href="https://www.arlis.am/DocumentView.aspx?DocID=120755">https://www.arlis.am/DocumentView.aspx?DocID=120755</a>, Chapter 7, Article 23).</p>
<b>5.Process</b>		
	<b>5.1 Integrate data</b>	<p>The unification of relevant data received from the Armstat Yerevan and marz (regional) departments in one common database is implemented, in a result of which the duplications would be excluded.</p>
	<b>5.2 Classify and code</b>	<p>The coding process by the main type of activity of the organization according to the classification of economic activities (NACE Rev. 2), as well as the encoding of marz and territorial units in accordance with a predetermined order is implemented.</p>

	<b>5.3 Review and validate</b>	The cross checking of incomplete and corrupted presented data , as well as the compiling of incorrect encoded data with requirements of pre-approved classifications is implemented. In the case of need, the validation of relevant codes on registration in the tax bodies, identification, registration of organizations in state register is implemented using the data provided by the business register maintained by the Armstat and by the body of the RA Ministry of Justice implementing state register of legal entities being used as an administrative data source.
	<b>5.4 Edit and impute</b>	The completion of the missing data is implemented using the data on the indicator presented for the previous period in case of the lack of the alternative information on them. The completed data in case of being available for the next periods is subject to adjustment.
	<b>5.5 Derive new variables and units</b>	In order to ensure the completeness of registration field of restaurant service sphere the evaluation of non-observed (non-registered) field is carried out.
	<b>5.6 Calculate weights</b>	As the information provided by the organizations ensures the statistical completeness of the service sphere, therefore there is no need to calculate additional weights.
	<b>5.7 Calculate aggregates</b>	The summary data by separate statistical indicators are derived based on the input data through the pre-designed software.
	<b>5.8 Finalize data files</b>	Often, the calculation of primary indicators that are subject to further adjustment is done due to the necessity to obtain operative statistical data. The first published data is classified as preliminary. The changes in the published data are guided by explanatory notes.
<i>6. Analyze</i>		
	<b>6.1. Prepare draft outputs</b>	The creation of indicator groups, as well as time series of statistical indicators is implemented based on obtained statistical



		<p>summary data. In terms of chronological comparability the volume indices of services are calculated on a monthly, quarterly, semiannual and annual basis, reporting month to the previous year's corresponding month, reporting month to the previous month, reporting period to the corresponding period of the previous year, reporting quarter to the previous year's corresponding quarter, reporting quarter to the previous quarter, reporting semester to the corresponding semester of previous year, reporting year compared to the previous year. The received indicators are used to create the time series of indicators.</p>
	<b>6.2 Validate outputs</b>	<p>The methodological requirements to the received indicators are strictly followed during the whole process of indicators receiving according to the pre-defined classifications, methodological guidelines and the instruction on completing the statistical reporting form.</p> <p>Output data are compared with the previous month (period) indicators, as well as the relevant month (period) of the last year. The study of differences between the data is carried out.</p>
	<b>6.3 Interpret and explain outputs</b>	<p>The logical analysis of the received summary indicators is carried out taking into account the impact of various phenomena taking place in the economy on the given sphere.</p>
	<b>6.4 Apply disclosure control</b>	<p>The confidentiality of statistical indicators (not containing individual (personal) data) that is subject to publication, as well as requested by the users of statistical information is strictly followed according to the Law "On Official Statistics" (see: <a href="https://www.armstat.am/file/doc/99514643.pdf">https://www.armstat.am/file/doc/99514643.pdf</a>), Chapter 7, Article 23 ).</p>
	<b>6.5 Finalize outputs</b>	<p>Before the dissemination of summary information an analysis of the summary indicators of the service sector by time series , as well as by comparison of the relevant indicators with other types of formation sources is carried out.</p>

<i>Dissemination</i>		
	<b>7.1 Update output systems</b>	The available time series are updated every month setting the indicators on services and «Armstat.Bank» is also updated every year - (see the link: <a href="http://armstatbank.am">http://armstatbank.am</a> ) in the services sector by Yerevan and marzes.
	<b>7.2 Produce dissemination products</b>	<p>All the production steps are implemented for the disseminating products: preparation of explanatory text, tables, charts and other materials, editing of these products and making them compliant with publishing standards.</p> <p>The information on the statistical indicators is published in Armenian, Russian and English through the yearbooks, statistical handbooks and monthly informational reports.</p> <ul style="list-style-type: none"> <li>• Statistical Yearbook of Armenia (<a href="https://www.armstat.am/en/?nid=586">https://www.armstat.am/en/?nid=586</a>)</li> <li>• RA marzes and Yerevan city by figures (<a href="https://www.armstat.am/en/?nid=80&amp;id=2203">https://www.armstat.am/en/?nid=80&amp;id=2203</a>)</li> <li>• Armenia in figures (annual) (<a href="https://armstat.am/en/?nid=82&amp;id=2325">https://armstat.am/en/?nid=82&amp;id=2325</a>)</li> <li>• Social- economic Situation of the Republic of Armenia (monthly) (<a href="https://www.armstat.am/en/?nid=82">https://www.armstat.am/en/?nid=82</a>).</li> </ul>
	<b>7.3 Manage release of dissemination products</b>	The dissemination of statistical information is carried out according to the schedule envisaged by the Five-Year and Annual Statistical Programs. In case of the changes and adjustments made in the indicators provided by the providers of statistical information the indicators already published by the Armstat are also being changed and adjusted correspondingly.
	<b>7.4 Promote dissemination products</b>	Submission of dissemination products. Use of tools to manage communication with users. Use of website, Facebook, etc.
	<b>7.5 Manage user</b>	In case of the official request of the users of statistical

	<b>support</b>	information related to the information not being published, the calculation of additional indicators is carried out at possible extend and submitted to them following the principle of confidentiality of statistical information.
<i>Evaluation</i>		
	<b>8.1 Gather evaluation input</b>	The collection of data received from the same source and/ or from the administrative register on relevant organizations is carried out for the purpose of comparison.
	<b>8.2 Conduct evaluation</b>	The comparisons of data received from the same source included in the different reporting forms of the same organizations are implemented from the point of view of the quality management of statistical indicators. The relevant information provided by administrative register serves as informational basis for the evaluation of information quality.
	<b>8.3 Agree an action plan</b>	In the case of detection of discrepancies between the information received from different sources on the same indicator being compared, the revealing of the possible reasons is carried out, and the corresponding final adjustment is implemented based on it.