

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

| <b>Processes</b>     | <b>Sub-processes</b>                   | <b>Sub-process description</b>  |
|----------------------|--|---|
| <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 (it is available on the Armstat website at <a href="https://www.armstat.am/am/?nid=191">https://www.armstat.am/am/?nid=191</a> ), which is also elaborated based 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/am/?nid=131">https://www.armstat.am/am/?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 RA 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>               | <p>The data are collected based on the Law on "Official Statistics" (see: <a href="https://www.armstat.am/am/?nid=638">https://www.armstat.am/am/?nid=638</a>) and “Five Year Statistical Program” (see: <a href="https://www.armstat.am/am/?nid=719">https://www.armstat.am/am/?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/am/?nid=191">https://www.armstat.am/am/?nid=191</a>), as well as on:</p> <ol style="list-style-type: none"> <li>1. Resolution No 13-N of RA State Council on Statistics dated 19 October 2018 on approval of statistical reporting form “Volume of services” Form 1- services (monthly) and of the instruction of filling in it.</li> <li>2. Resolution No14-N of RA State Council on Statistics dated 19 October 2018 on approval of statistical reporting form “Volume of services” Form 1- services (small) (quarterly)) and of the instruction of filling in it.</li> </ol> |
|                 | <b>2.2 Design variable descriptions</b> | For the collection of indicators is used the Revision 2 of Classification of Types of Economic Activity is used for the collection of indicators (Order of the Minister of Economy of RA N-1579 RA, OB 04.11.2013 30/(474)1, dated 10 December 2019) (NACE Rev.2)  |

|  |   |  |
|--|---|--|
|  |   | (see: <a href="https://www.armstat.am/am/?nid=370">https://www.armstat.am/am/?nid=370</a> ).   |
|  | <b>2.3 Design data collection</b>                 | <p>Statistical information is collected through the statistical reporting forms, approved by the RA State Council on Statistics, according to the Annual Statistical Program.</p> <p>Data collection is carried out mainly by widespread calculation method and in the case of financial services, it is used the administrative register data.</p> <p>Periodicity of statistical information collection (monthly or quarterly) of services and other objects is determined according to the respondents average monthly turnover volumes thresholds.</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 is implemented and immediately, economic entities of the relevant sectors are notified about being involved in the statistical observation field and then the relevant statistical information is collected.</p>   |
|  | <b>2.5 Design processing and analysis</b>         | <p>After the collection of information the statistical indicators are subject to arithmetic and logical checks, and in case of necessity the appropriate adjustments are carried out also by contacting the relevant organizations that provide the information. The submission of not reliable, incomplete or corrupted information on indicators, according to the requirements of the Article 169.2 of RA Code on “Administrative Offences”, causes liability in the manner prescribed by law. In order to ensure the completeness of registration field of restaurant service sphere the evaluation of non-observed (non-registered) field is carried out according to the results of the sample survey.</p> |
|  | <b>2.6 Design production systems and workflow</b> | <p>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.</p>   |
|  |   |  |

|                 |  |   |
|-----------------|--|---|
| <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 link: <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 arithmetic 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 and annual basis in accordance with the Annual Statistical Program.  |
|                 | <b>3.4 Configure workflows</b>                       | The derivation of statistical product is carried out by the following successive stages: <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.  |
| <b>Collection</b> |   |  |
|                   | <b>4.1 Create frame and select sample</b> | Basic information is collected from organizations, as well as from individual entrepreneurs, and for statistical purposes the all economic entities are involved in monitoring which ensures high degree accuracy. The statistical business register is used for the purpose to design the general population for the sampling.  |
|                   | <b>4.2 Set up collection</b>              | <p>In order to organize the collection of statistical data, 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 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 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>                 | Statistical data collection is carried out by the Armstat territorial units, regional 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. ( <a href="https://www.arlis.am/DocumentView.aspx?docID=122973">https://www.arlis.am/DocumentView.aspx?docID=122973</a> ).   |
|                   | <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 the IV</p>   |

|                  |   |  |
|------------------|---|--|
|                  |   | point of the link <a href="http://armstat.am/file/doc/99454478.pdf">http://armstat.am/file/doc/99454478.pdf</a> ).   |
| <b>5.Process</b> |   |  |
|                  | <b>5.1 Integrate data</b>                 | 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.   |
|                  | <b>5.2 Classify and code</b>              | 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.   |
|                  | <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 using the results of the sample survey of restaurants.   |
|                  | <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.   |
| <b>6.Analyze</b>     |  |  |
|                      | <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 summary data. Indices of services are calculated on a monthly, quarterly and annual basis and reporting month should correspond to the previous year's month, reporting quarter to the previous year's quarter, reporting year compared to the previous year.  |
|                      | <b>6.2 Validate outputs</b>              | 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.<br><br>Output data are compared with the previous month (period) indicators, as well as the relevant month (period) of the last year. It is carried out the study of differences between the data.   |
|                      | <b>6.3 Interpret and explain outputs</b> | There is no interpretation and explanation of the results after received summary indicators.   |
|                      | <b>6.4 Apply disclosure control</b>      | 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 and the Resolution of the SCS No 53 " Approval of the Order on Protection of Statistical Confidentiality" dated 25 June 2001, and only summarized data are provided (see: <a href="https://www.armstat.am/file/doc/99454478.pdf">https://www.armstat.am/file/doc/99454478.pdf</a> ). |
|                      | <b>6.5 Finalize outputs</b>              | Before the dissemination of summary information, it is conducted an analysis of the summary indicators of the service sector by time series, as well as the relevant indicators are compared with other types of formation sources.  |
| <b>Dissemination</b> |  |  |
|                      | <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/am/?nid=586">https://www.armstat.am/am/?nid=586</a>)</li> <li>• RA marzes and Yerevan city by figures (<a href="https://www.armstat.am/am/?nid=80&amp;id=2203">https://www.armstat.am/am/?nid=80&amp;id=2203</a>)</li> <li>• Armenia in figures (annual) (<a href="https://www.armstat.am/am/?nid=80&amp;id=2219">https://www.armstat.am/am/?nid=80&amp;id=2219</a>)</li> <li>• Social- economic Situation of the Republic of Armenia (monthly) (<a href="https://www.armstat.am/am/?nid=82">https://www.armstat.am/am/?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 support</b>                      | In case of the official request of the users of statistical 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.  |



|  |  |   |
|--|--|---|
|  | <p><b>8.2 Conduct evaluation</b></p>   | <p>The comparisons of data on the same organizations received by the same source included in the different reporting forms are implemented from the point of view of the quality management of statistical indicators. The relevant information provided by administrative registers, such as the body of state registration of legal entities of the RA Ministry of Justice and / or the Ministry of Finance serves as informational basis for the evaluation of information quality. Incorporation of information in the evaluation report, including quality issues and recommendations for further improvements</p> |
|  | <p><b>8.3 Agree an action plan</b></p> | <p>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. Forming of action plan based on evaluation report . Implementation of monitoring on impact of these actions</p>   |