Quality Report

On the main performance indicators of
communication enterprises, postal and courier
activities in the
Republic of Kazakhstan in 2024

Contents

S.1 Contact Information

S.1.1 Organization

Bureau of National Statistics of the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

S.1.2 Structural Division

Department of Service and Energy Statistics

S.1.3 Contact Person's Name

Krykbaeva Akmaral Mukhametdautovna

S.1.3.1 Head of the Responsible Structural Division

Misyura Marina Vladimirovna

S.1.5 Contact Person's Postal Address

010000, Astana, 8 Mangilik El Street, House of Ministries, Entrance 4

S.1.6 Contact Person's Email Address

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S.1.7 Phone number of the contact person

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S.2 Introduction - Relevance

Communications are an integral part of the economic and social infrastructure of the Republic of Kazakhstan, designed to meet the needs of individuals and legal entities and to ensure the security, defence, law enforcement and government agencies' need for communications services.

Communication and computing equipment, as well as information systems, constitute the technical basis for the collection, processing, storage and dissemination of information.

Communications statistics provide information to users at all levels on the state and development of the communications industry as a whole and its constituent types of communications, on the development of the Internet, including broadband Internet and mobile communications, on technical means of communications, and on the industry's contribution to the republic's GDP. Communication statistics also provide indicators for the International Telecommunication Union (number of mobile subscribers, number of fixed Internet subscribers using high-speed broadband access, number of mobile broadband subscribers), which characterise a country's level of development in information technology among the world's leading countries.

Communications statistics is a branch of statistics that studies the economic and operational activities of communications enterprises and the state of communications networks and facilities.

The basis for the compilation of communications statistics is the report in forms 1-communications «Report on postal and courier services» and 2-communications «Report on communications services».

The National Statistics Bureau of the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan (hereinafter referred to as the Bureau) holds working group (focus group) meetings with the participation of potential users and respondents, representatives of interested state bodies,

at which the indicators of national statistical forms are analysed in detail for their relevance and to eliminate duplication with indicators of departmental statistical forms and administrative data forms. Feedback from respondents and users of official statistical information is provided through the Bureau's Single Contact Center 1446.

S.3 Metadata Update

S.3.1 Last Confirmation of Updated Metadata
  24.08.2022

S.3.2 Last Publication of Metadata
  24.08.2022

S.3.3 Last Update of Metadata
  24.08.2022

S.4 Presentation of Statistical Information

S.4.1 Description of Data

  The main indicators of statistical observation in the field of communications include:
  1) PVI for communications services as a percentage of the previous year;
  2) volume of communications services;
  3) volume of Internet services;
  4) number of fixed Internet subscribers;
  5) number of mobile subscribers;
  6) number of mobile broadband subscribers.

S.4.2 Classification System

  The following statistical classifiers are used in the survey:
  1) CATO – Classifier of Administrative-Territorial Objects;
  2) OKED – General Classifier of Economic Activities;
  3) CFS – Classifier of Forms and Types of Ownership;
  4) CRP – Classifier of the dimension of legal entities;
  5) CSE – Classifier of Economic Sectors.
  These classifiers are available on the Bureau's website www.stat.gov.kz on the main page in the «Home» / «Classifiers» section.

S.4.3 Sectoral Coverage

  Respondent group: legal entities and/or their structural and separate divisions with primary and secondary types of economic activity according to the codes of the General Classification of Economic Activities 61 – telecommunications and 53 – postal and courier activities, as well as individual entrepreneurs on the list.

S.4.4 Statistical Concepts and Definitions

  1) Tools: Statistical form «Report on postal and courier services» (index 1-communication, annual frequency) and «Report on communication services» (index 2-communication, annual frequency).
  2) Type of observation: continuous.
  Respondents must submit the 1-communication form by 25 March (inclusive) and the 2-communication form by 31 March (inclusive) after the reporting period. This statistical form shall be submitted electronically or on

paper. The statistical form shall be completed electronically using the «Online data collection» system available on the Bureau's website www.stat.gov.kz in the section «For respondents» / »Respondent's office».

The form was last revised in 2022 and is available on the Bureau's website www.stat.gov.kz in the section «For respondents» / «Statistical forms for 2025» / «Annual forms».

Definitions:

1) subscriber - a natural or legal person with whom a contract for the provision of communication services has been concluded;

2) communication services - activities related to the receipt, processing, storage, transmission, transport, delivery of postal and special items, postal money transfers or telecommunications messages;

3) postal services - the receipt, processing, transport and delivery of postal and special items, as well as postal money transfers.

S.4.5 Statistical Unit

Legal entities and/or their structural and separate divisions that provided communication and postal courier services.

S.4.6 General total (The principle of choosing survey units)

The general population for the formation of the catalogue is the Statistical Business Register.

S.4.7 Territorial Coverage

Republic of Kazakhstan (all regions and cities of republican significance)

S.4.8 Time Coverage

In Kazakhstan, a communication survey has been conducted annually since 2004. Time series are available for 2004-2024. The time series are available on the Bureau's website www.stat.gov.kz under «Home» / «Statistics» / «Industry statistics» / «Information and communication technologies and communications» / «Dynamic series».

S.4.9 Base period

The base period is the year preceding the survey year.

S.5 Unit of Measure

Million tenge and units

S.6 Reporting Period

Year

S.7 Legal Framework

S.7.1 Legal Basis

1. Law of the Republic of Kazakhstan dated March 19, 2010 No. 257-IV «On State Statistics».

2. Rules for the submission of primary statistical data by respondents, approved by Order No. 173 of the Chairperson of the Agency of the Republic of Kazakhstan for Statistics dated July 9, 2010 (registered in the State Register of Regulatory Legal Acts under No. 6459)

3. Statistical Work Plan, approved by the Order of the Head of the Bureau.

4. Schedule for Dissemination of Official Statistical Information, approved by the Order of the Head of the Bureau.

5. «Methodology for statistics of information and communication technologies» dated October 21, 2016 No. 246

S.8 Confidentiality and Data Protection

S.8.1 Confidentiality Policy

1. Article 8 of the Law of the Republic of Kazakhstan dated March 19, 2010 "On State Statistics" guarantees the confidentiality and protection of data submitted by respondents.

2. Article 28 of the Entrepreneurial Code of the Republic of Kazakhstan dated October 29, 2015 ensures the protection of information that constitutes a commercial secret.

3. The Information Security Policy (hereinafter – the Policy), approved by the Order of the Head of the Bureau dated February 10, 2021 No. 20, defines the goals, objectives, guiding principles, and practices in the field of information   security.
The primary objective of the Policy is to ensure the availability of official statistical information, confidentiality of information stored and processed by the Bureau's computing systems, and integrity and authenticity of this information.

S.8.2 Confidentiality – Data Handling

Rules for the provision of de-identified databases for use in scientific and scientific-technical activities, approved by the Order of the Chairman of the Agency for Statistics of the Republic of Kazakhstan dated July 2, 2010 No. 168 (registered with the Ministry of Justice of the Republic of Kazakhstan on August 13, 2010 No. 6388).

S.9 Publication Policy

S.9.1 Publication Calendar

Paragraphs 1 and 2 of Article 26 of the Law of the Republic of Kazakhstan «On State Statistics» dated March 19, 2010, No. 257, state statistics authorities shall ensure equal rights for users to simultaneous access to high-quality official statistical information, including in machine-readable data format and statistical methodology, by posting it on the Internet resource of state statistics authorities. All statistical information provided for in the Statistical Work Plan and the Schedule for the Dissemination of Official Statistical Information is freely available on the Bureau's website www.stat.gov.kz.
The Statistical Work Plan and the Schedule for the Dissemination of Official Statistical Information are available on the Unified Platform of Internet Resources of State Bodies (EPIR GO) www.gov.kz in the section «Bureau» / «Home» / «Main Documents».

S.9.2 Access to the Schedule

Simultaneous and equal access of all users on the website of the Unified Platform of Internet Resources of Public Bodies (UPIR of the CS) www.gov.kz. in the section of the Bureau «Home» / «Basic Documents».

S.9.3 User Access

The Bureau's website www.stat.gov.kz «Home» / «Statistics» / «Social Statistics» / «Statistics of Education, Science, and Innovation» / «Electronic Tables».

S.10 Frequency of Dissemination

Annually

S.11 Format of Dissemination, Accessibility, and Clarity

S.11.1 News Publications

Press release not generated

S.11.2 Publications

1) Spreadsheets «Key performance indicators of telecommunications, postal and courier services in the Republic of Kazakhstan» are available on the Bureau's website under «Statistics» / «Industry statistics» / «Information and communication technologies and communications» / «Spreadsheets»;

2) Sustainable Development Goals indicators are available on the Bureau's website in the section Home - For users - Monitoring of Sustainable Development Goals until 2030;

3) Key indicators and dynamic tables are available on the Bureau's website under «Statistics» / «Industry statistics» / «Information and communication technologies and communications» / «Dynamic series»;

S.11.3 Online Databases

Internet resource of the Bureau www.stat.gov.kz. Information-analytical system «Taldau» / «Communication Statistics» / «Innovation activity of enterprises».

S.11.3.1 AC1. Data Tables – Consultations

Not implemented.

S.11.4 Access to Microdata

Rules for the provision of de-identified databases for use in scientific and scientific-technical activities, approved by the Order of the Chairman of the Agency for Statistics of the Republic of Kazakhstan dated July 2, 2010 No. 168 (registered with the Ministry of Justice of the Republic of Kazakhstan on August 13, 2010 No. 6388).

Information on the conditions for applying for databases in de-identified form is available on the Bureau's website www.stat.gov.kz in the «Home» / «For Researchers» section.

The application is completed and submitted via the «Personal Account» / «User Account» section of the Bureau's website www.stat.gov.kz, certified with an electronic digital signature and accompanied by the necessary documents.

S.11.5 Other

Not applicable.

S.11.5.1 AC2. Metadata - Consultations

Not implemented.

S.12 Documentation Availability

S.12.1 Methodology documentation

1. «Methodology on formation of indicators of statistics of research and development and innovation», approved by the order of the Chairman of the Committee on Statistics of MNE RK from October 6, 2016 №232 and registered in the Ministry of Justice of RK on November 8, 2016 №14404. Available on the Internet resource of the Bureau www.stat.gov.kz in the section «Methodology» / «Communication Statistics»;

2. «Methodology Statement on Statistics 2018» edition four, supplement. Available on the Internet resource of the Bureau www.stat.gov.kz in the section «Methodology»;

3. Reference Guide for the Collection of Administrative Data in Telecommunications/ICT, available on the website of the International Telecommunication Union (ITU) at www.itu.int.

S.12.2 Quality Documentation

1. Quality Policy approved by the Order of the Chairperson of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan dated November 16, 2020.

2. Quality objectives of the relevant structural division.

3. Documented information of the quality management system: Quality Manual; Documented Procedures; Instructions; Process Maps.

4. Standard Methodology for Describing the Process of Statistical Information Production by State Agencies, approved by Order No. 53 of the Chairperson of the Committee on Statistics dated March 30, 2015.

5. Methodology for Evaluating the Quality of Official Statistical Information, approved by Order No. 63 of the Chairperson of the Committee on Statistics dated May 23, 2018.

S.13 Quality Management

S.13.1 Quality Management

The quality and reliability of data on innovation statistics is supported by generally accepted procedures:

- observance of basic principles of primary accounting;

- use of standard statistical classifications of goods, products, services;

- development and implementation of various controls (format-logical, arithmetic) at the stages of primary data collection and processing;

- obtaining additional information from respondents to confirm the reliability of primary data;

- carrying out comparative analysis of statistical data in dynamics;

- definition of validity check at the level of input of primary data in electronic format, also inclusion of different format-logical controls in the software for processing of primary statistical information in order to improve the quality of data, to check the correctness of filling in the statistical form and to minimize the lack of answers on some questions of statistical form.

S.13.2 Quality Assessment

According to statistics, the ITU's methodological guidelines 'Handbook on the Collection of Administrative Data in the Field of

Telecommunications/ICT' and «Methodology for Statistics on Information and Communication Technologies» are used and comply with international standards.

S.14 Relevance

S.14.1 User Needs

Information users: government bodies, local executive bodies and other state bodies, individuals and legal entities – for analytical work.

S.14.2 User satisfaction

An annual survey of users of official statistical information is conducted. The user questionnaire is available on the Bureau's website www.stat.gov.kz in the «Home» / «Surveys»/ «User questionnaire» section.
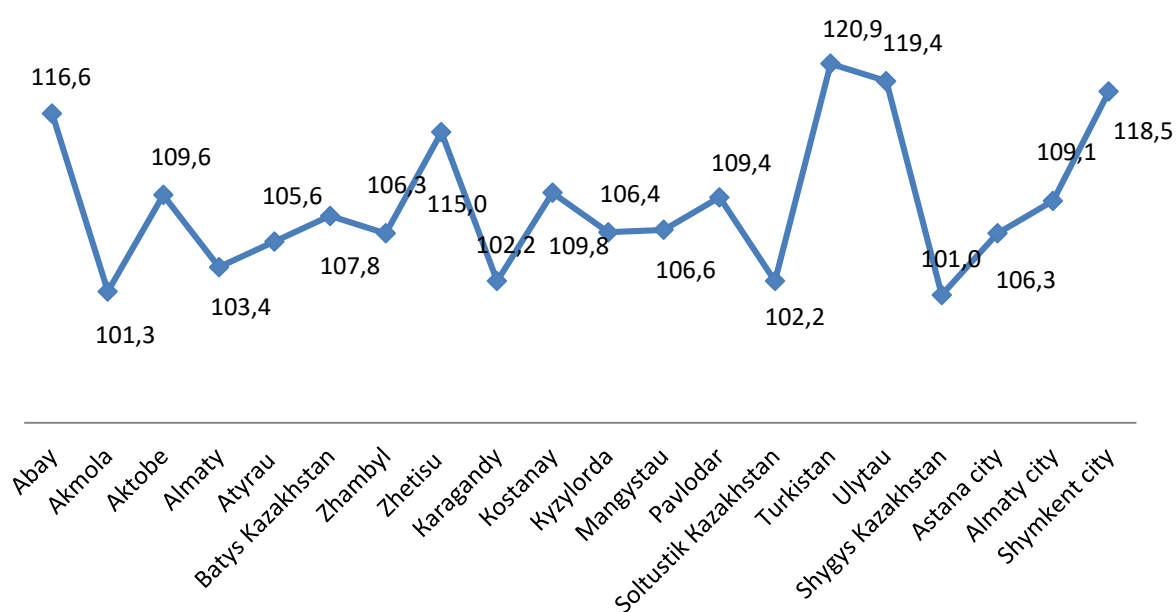
S.14.3 Completeness / R1. Data Comlpleteness - Share

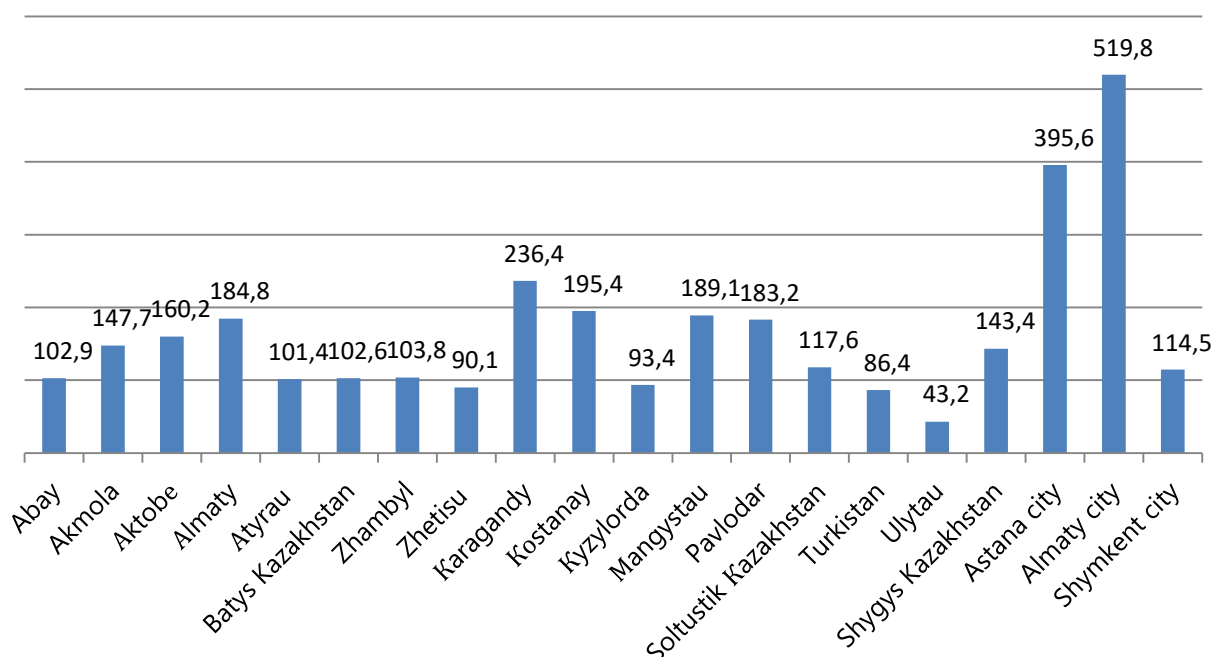## S.15 Accuracy and Reliability (based on observation type)

S.15.1 Overall Accuracy

The nationwide survey on communications statistics is designed to minimise and control potential errors. During the survey, inaccuracies may occur, referred to in statistics as random errors (incorrect data entry for costs, errors made by specialists when entering reports, etc.). Such errors are identified and corrected by the Statistics Departments of the regions and cities of Almaty, Astana, Shymkent and the Bureau during the statistical observation. The number of organizations that reported for 2024 was 1,386 units and the volume of communications services amounted to 1 404,3 billion tenge. The number of fixed Internet subscribers was 3 311,5 thousand units, the number of mobile subscribers was 26 466,4 thousand units and the number of mobile broadband subscribers was 24 513,7 thousand units.

PVI of communication services for 2024, in percent

The number of fixed Internet subscribers

Region	Value
Abay	102,9
Akmola	147,7
Aktobe	160,2
Almaty	184,8
Atyrau	101,4
Batys Kazakhstan	102,6
Zhambyl	103,8
Zhetisu	90,1
Karagandy	236,4
Kostanay	195,4
Kyzylorda	93,4
Mangystau	189,1
Pavlodar	183,2
Soltustik Kazakhstan	117,6
Turkistan	86,4
Ulytau	43,2
Shygys Kazakhstan	143,4
Astana city	395,6
Almaty city	519,8
Shymkent city	114,5

S.15.2 Sampling Errors – Indicators A1.
     Not applicable.
S.15.3 Non-Sampling Errors
     Not applicable.
S.15.3.1 Coverage Error
     Not applicable.
S.15.3.1.1 A2. Over-coverage – Share
     Not applicable.
S.15.3.1.2 A3. Common Units – Ratio
     Not applicable.
S.15.3.3 Non-Response Errors
S.15.3.3.1 A4. Unit Non-Response – Share
     Not applicable.
S.15.3.3.2 A5. Item Non-Response – Share
     Not applicable.
S.16 Timeliness and Punctuality
S.16.1 Timeliness
S.16.1.1 TP1. Time Lag – First Results
     The time taken to process the first results from the date of submission by respondents to the first publication is on average 52 days.
     The results are published annually, according to the release date, the approved Statistical Work Plan and the schedule of dissemination of official statistical information for the current year.

S.16.1.2 TP2. Time Lag – Final Results

The results are published annually, according to the approved Statistical Work Plan for the current year, the results are finalized.

S.16.2 Punctuality

S.16.2.1 Punctuality /TP3

Data are published and disseminated on time, according to the Statistical Work Plan and the Schedule for Dissemination of Official Statistical Information, approved by the Order of the Head of the Bureau.

S.17 Comparability

S.17.1 Geographical Comparability

Data are comparable across the regions of the Republic of Kazakhstan.

S.17.1.1 Mirror Flow Asymmetry – Coefficient /CC1

Not applicable.

S.17.2 Length of Comparable Time Series /CC2

Dynamic indicators based on communication statistics are comparable and continuous since 2004. Time series for 2004-2024 are available on the Bureau's website www.stat.gov.kz in the section «Statistics» / «Industry statistics» / «Information and communication technologies and communications» / «Dynamic series».

S.18 Coherence

S.18.1 External Cross-Coherence

The methodology for compiling indicators of ICT statistics is developed in accordance with international recommendations, received within the framework of KAZSTAT Project (Project on strengthening national statistical system) and Eurostat standards. The experience of the statistical office of Germany and Spain was used.

S.18.2 Internal Coherence

S.19 Load

Data are collected electronically and on paper at the respondent's request.

When collecting data in online mode, automated arithmetic and logical controls are provided for the respondent, eliminating the possibility of typical input errors. Information processing processes are automated with the use of local program complexes, input and output information controls are provided. The average time spent on filling in the form is 1-2 hours.

Duplication with other surveys is excluded. Administrative data are not used.

S.20 Data Revision

S.20.2 Data Revision /A6

No revisions or re-publications were made for 2024.

S.21 Processing of Statistical Data

S.21.1 Source Data

Statistical information on communications statistics is compiled on the basis of primary reports from respondents using the forms «Report on postal and courier services» 1-communications (frequency - annual) and «Report on communications services» 2-communications (frequency - annual). The statistical business register (SBR) is used as the general population.

S.21.2 Frequency of Survey

Annual.

S.21.3 Method of Primary Statistical Data Collection

According to communications statistics, statistical forms are submitted electronically or on paper.

Statistical forms are completed electronically using the «Online Data Collection» information system, available on the Bureau's website www.stat.gov.kz in the «For Respondents» / «Respondent's Office» section.

S.21.4 Reliability of Primary Statistical Data

In order to improve the quality of data, to check the correctness of filling in the statistical form and to minimize the non-response on some questions, the validity checks at the level of input of primary data in electronic format are provided, also different format-logical controls between sections, modules, items in the software for processing of primary statistical information are included.

S.21.5 Imputation – Share /A7

Not applicable.

S.21.6 Adjustment

S.21.6.1 Seasonal Adjustment

Not applicable.

S.22 Comments

Continue efforts to ensure the quality of data.