



Agency for Strategic planning
and reforms of the
Republic of Kazakhstan
Bureau of National statistics

Quality Report

On the volume of services rendered in the Republic of Kazakhstan in 2024

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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 (hereinafter – the Bureau)

S.1.2 Structural Unit

Department of Services and Energy Statistics

S.1.3 Contact Person's Name

Tortayeva Aigerim Kenzhetaevna

S.1.3.1 Head of the Responsible Structural Unit

Misyura Marina Vladimirovna

S.1.5 Postal Address of the Contact Person

010000, Astana, Mangilik El Ave. 8, House of Ministries, Entrance 4

S.1.6 Email Address of the Contact Person

a.tortayeva@aspire.gov.kz

S.1.7 S.1.7 Contact Person's Phone Number

+7 7172 749326

S.2 Introduction – Relevance

The basis for the formation of service statistics are statistical forms of enterprises and individual entrepreneurs in the service sector, one of which is the form «On the volume of services rendered» (2-services, annual frequency).

The main users are government bodies, local executive authorities, other agencies, as well as individuals and legal entities.

The Bureau holds working group meetings (focus groups) with the participation of potential users and respondents, representatives of interested government bodies, as well as the National Chamber of Entrepreneurs «Atameken». During these meetings, indicators of national statistical forms are thoroughly analyzed in terms of their relevance and to eliminate duplication with indicators from departmental statistical forms and administrative data sources. Feedback from respondents and users of official statistical information is provided through the Bureau's Unified Contact Center at 1446.

S.3 Metadata Update

S.3.1 Most Recent Confirmation of Updated Metadata

28.10.2024

S.3.2 Most Recent Metadata Publication

28.10.2024

S.3.3 Most Recent Metadata Update

28.10.2024

S.4 Presentation of Statistical Information

S.4.1 Data Description

Statistics of commercial services is a branch of statistics that reflects the patterns and trends of development of the commercial services market, the characteristics of its infrastructure and regional features.

This statistical form is submitted by respondents with the main type of activity in the service sector according to the following codes of the General Classifier of Types of Economic Activity (hereinafter referred to as OKED):

- 1) 58 – publishing activities;
- 2) 59 – production of films, videos and television programs, activities in the field of sound recording and publishing of musical works;
- 3) 60 – programming and broadcasting activities;
- 4) 62 – computer programming, consulting and other related services;
- 5) 63 – activities in the field of information services;
- 6) 64.20.0 – activities of holding companies;
- 7) 68 – real estate transactions;
- 8) 69 – activities in the field of law and accounting;
- 9) 70 – activities of parent companies; management consulting;
- 10) 71 – activities in the field of architecture, engineering, technical testing and analysis;
- 11) 72 – research and development;
- 12) 73 – advertising activities and market research;
- 13) 74 – other professional, scientific and technical activities;
- 14) 75 – veterinary activities;
- 15) 77 – rental, rental and leasing;
- 16) 78 – employment activities;
- 17) 80 – security and investigation activities;
- 18) 81 – building maintenance and landscaping activities;
- 19) 82 – office administrative and support services activities aimed at supporting business activities;
- 20) 90 – creative, arts and entertainment activities;
- 21) 91 – activities of libraries, archives, museums and other cultural activities;
- 22) 92 – gambling and betting activities;
- 23) 93 – activities in the field of sports, recreation and entertainment;
- 24) 95 – repair of computers, personal items and household goods;
- 25) 96 – providing other customized services.

S.4.2 Classification System

The following statistical classifiers are used during the survey process:

- 1) KATO - Classifier of Administrative-Territorial Objects;
- 2) OKED – General Classifier of Types of Economic Activities;
- 3) KFS – Classifier of Forms and Types of Ownership;
- 4) KRP – Classifier of the Size of Legal Entities, Branches, and Representative Offices, as well as Individual Entrepreneurs by Number of Employees;
- 5) KSE – Classifier of Economic Sectors.

These classifiers are available on the Bureau's website at www.stat.gov.kz in the «Main» / «Classifiers» section.

S.4.3 Sector Coverage

They represent legal entities and (or) their structural and separate divisions with more than 100 employees, as well as legal entities included in the sample with up to 100 employees and individual entrepreneurs with the main type of activity in the service sector, according to the codes of the General Classifier of Types of Economic Activity 58-60, 62, 63, 64.20.0, 68-75, 77, 78, 80-82, 90-93, 95, 96.

S.4.4 Statistical Concepts and Definitions

- 1) The basis for the formation of service statistics indicators is the Methodology for the formation of indicators for commercial services statistics, approved by the Order of the Acting Chairman of the Statistics Committee of the Ministry of National Economy of the Republic of Kazakhstan dated February 9, 2016 № 32;
- 2) Circle of respondents: legal entities and (or) their structural and separate divisions with more than 100 employees, as well as legal entities included in the sample with up to 100 employees and individual entrepreneurs with the main type of activity in the service sector, according to the codes of the General Classifier of Types of Economic Activity 58-60, 62, 63, 64.20.0, 68-75, 77, 78, 80-82, 90-93, 95, 96;
- 3) Tools: statistical form of the general state statistical observation «On the volume of services rendered» (index 2-services, annual frequency);
- 4) Observation type: selective;
- 5) Submission deadline: up to and including March 30th after the reporting period. Statistical forms may be submitted either electronically or on paper.

Electronic submission is carried out via the online data collection information system, available on the Bureau's website www.stat.gov.kz in the «For Respondents» / «Respondent's Cabinet» section.

The latest revision of the forms was in 2024. Statistical forms are available on the Bureau's website www.stat.gov.kz in the section «For Respondents» / «Statistical Forms for 2025» / «Annual Forms».

S.4.5 Statistical Unit

They represent legal entities and (or) their structural and separate divisions with more than 100 employees, as well as legal entities included in the sample with up to 100 employees and individual entrepreneurs with the main type of activity in the service sector, according to the codes of the General Classifier of Types of Economic Activity 58-60, 62, 63, 64.20.0, 68-75, 77, 78, 80-82, 90-93, 95, 96.

S.4.6 Statistical Population (Sampling Method)

Observation type: small enterprises – sample, medium and large enterprises – continuous, individual entrepreneur – sample.

S.4.7 Territorial Coverage

The Republic of Kazakhstan (all regions, cities of republican significance, and the capital)

S.4.8 Time Coverage

The survey has been conducted annually since 1998. Time series are available for the years 1991–2024. The time series are accessible on the Bureau's website at www.stat.gov.kz under the section «Main» / «Statistics» / «Industry Statistics» / «Service statistics» / «Dynamic tables».

S.4.9 Base Period

The base period is the year preceding the survey year.

S.5 Unit of Measurement

Thousand tenge

S.6 Reporting Period

Calendar year

S.7 Legal Basis

S.7.1 Legal Framework

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 the Order of the Chairman of the Agency of the Republic of Kazakhstan on Statistics dated July 9, 2010 No. 173;

3. Rules for the submission of administrative data by administrative sources on a free-of-charge basis, approved by the Order of the Acting Chairman of the Agency of the Republic of Kazakhstan on Statistics dated July 14, 2010 No. 183;

4. Statistical Work Plan, approved in accordance with the legislation by the Order of the Head of the Bureau of National Statistics of the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan;

5. Official Statistical Information Dissemination Schedule, approved by the Order of the Head of the Bureau of National Statistics of the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan;

6. Rules for the provision of statistical information free of charge that is not included in the official statistical information dissemination schedule, developed on the basis of primary statistical data submitted by respondents in accordance with the schedule for submission of primary statistical data, approved by the Order of the Chairman of the Agency of the Republic of Kazakhstan on Statistics dated May 20, 2010 No. 113;

7. Rules for the provision of anonymized databases for use in scientific and scientific-technical activities, approved by the Order of the Chairman of the Agency of the Republic of Kazakhstan on Statistics dated July 2, 2010 No. 168;

8. The Methodology for the formation of indicators for commercial services statistics, approved by the Order of the Acting Chairman of the Statistics Committee of the Ministry of National Economy of the Republic of Kazakhstan dated February 9, 2016 № 32.

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,” which ensures the confidentiality and protection of data provided by respondents;

2. Article 28 of the Entrepreneurial Code of the Republic of Kazakhstan dated October 29, 2015, which provides for the protection of information constituting commercial secrets;

3. The Information Security Policy (hereinafter – the Policy), approved

by the Order of the Head of the Bureau of National Statistics of the Agency for 9 Strategic Planning and Reforms of the Republic of Kazakhstan dated February 10, 2021 No. 20, defines the objectives, tasks, guiding principles, and practical methods for ensuring information security within the Bureau. The main objective of the Policy is to ensure the availability of official statistical information and the confidentiality of information stored and processed using the Bureau's computing resources, while maintaining its integrity and authenticity;

S.8.2 Data Confidentiality – Data Handling

Rules for the provision of anonymized databases for use in scientific and scientific-technical activities, approved by the Order of the Chairman of the Agency of the Republic of Kazakhstan on Statistics dated July 2, 2010 No. 168.

S.9 Publication Policy

S.9.1 Publication Calendar

According to paragraphs 1 and 2 of Article 26 of the Law of the Republic of Kazakhstan «On State Statistics» dated March 19, 2010 No. 257, the state statistics bodies ensure equal rights for users to simultaneous access to high-quality official statistical information, including in machine-readable formats and statistical methodology, by publishing it on the official website of the state statistics bodies. All statistical information provided in the Statistical Work Plan and the Official Statistical Information Dissemination Schedule is freely available on the Bureau's website www.stat.gov.kz.

The Statistical Work Plan and the Official Statistical Information Dissemination Schedule are available on the Unified Platform of Internet Resources of Government Agencies (UPIR GA) at www.gov.kz in the section «Bureau» / «Main» / «Main Documents».

S.9.2 Access to the Dissemination Schedule

The Official Statistical Information Dissemination Schedule is available on the Unified Platform of Internet Resources of Government Agencies (UPIR GA) at www.gov.kz in the section «Bureau» / «Main» / «Main Documents».

S.9.3 User Access

According to paragraphs 1 and 2 of Article 26 of the Law of the Republic of Kazakhstan «On State Statistics» dated March 19, 2010 No. 257, the state statistics bodies ensure equal rights for users to simultaneous access to high-quality official statistical information,

including in machine-readable formats and statistical methodology, by publishing it on the official website of the state statistics bodies. All statistical information provided in the Statistical Work Plan and the Official Statistical Information Dissemination Schedule is freely available on the Bureau's website www.stat.gov.kz.

The Statistical Work Plan and the Official Statistical Information Dissemination Schedule are available on the Unified Platform of Internet 10 Resources of Government Agencies (UPIR GA) at www.gov.kz in the section «Bureau» / «Main» / «Main Documents».

S.10 Frequency of Dissemination

Annually

S.11 Format of Dissemination, Accessibility, and Clarity

S.11.1 News Releases

Press releases are not produced

S.11.2 Publications

1. Electronic tables «On the volume of services rendered in the Republic of Kazakhstan» are available on the Bureau's website www.stat.gov.kz under the section «Main» / «Statistics» / «Industry Statistics» / «Service statistics» / «Electronic tables»;
2. Time series are available on the Bureau's website www.stat.gov.kz under the section «Main» / «Statistics» / «Industry Statistics» / «Service statistics» / «Dynamic tables».

S.11.3 Online Databases

The Bureau's website www.stat.gov.kz, Information-Analytical System «Taldau» / «Service statistics».

S.11.3.1 AC1. Data Tables – Consultation

Not implemented S.11.4 Access to Microdata Provision of anonymized databases is regulated by the «Rules for the Provision of Anonymized Databases for Use in Scientific and Scientific-Technical Activities», approved by the Order of the Chairman of the Agency of the Republic of Kazakhstan on Statistics dated July 2, 2010 No. 168.

Information on the application conditions for obtaining anonymized databases is available on the Bureau's website www.stat.gov.kz under the section «Main» / «For Researchers».

The application is prepared and submitted via the «Personal Account» / «User Account» on the Bureau's website www.stat.gov.kz, verified by an electronic digital signature, with the necessary documents attached.

S.11.5 Other

S.11.5.1 AC2. Metadata – Consultation

Not implemented

S.12 Availability of Documentation

S.12.1 Methodological Documentation

The Methodology for the formation of indicators for commercial services statistics, approved by the Order of the Acting Chairman of the Statistics Committee of the Ministry of National Economy of the Republic of Kazakhstan dated February 9, 2016 № 32 (registered with the Ministry of Justice of the Republic of Kazakhstan on March 5, 2016 № 13408), is available on the Bureau's website www.stat.gov.kz in the section «Methodology» / «Service statistics».

S.12.2 Quality Documentation

The Methodology for Assessing the Quality of Official Statistical Information, approved by the Order of the Chairman of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan dated May 23, 2018 No. 63.

S.13 Quality Management

S.13.1 Quality Assurance

The quality and reliability of services statistics data are maintained through generally accepted procedures:

- adherence to basic principles of primary accounting;
- use of standard statistical classifications of goods, products, and services;
- all control schemes (format-logical and arithmetic) are developed and implemented at the stages of collection and processing of primary data;
- to ensure the reliability of primary statistical data, the law provides for the possibility of obtaining additional information from respondents;
- comparative analysis of statistical data (in dynamics) is carried out.

S.13.2 Quality Assessment

The Methodology for the formation of indicators for commercial services statistics refers to statistical methodology developed in accordance with international standards and is approved by the Order of the Chairman of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan dated February 9, 2016 № 32.

S.14 Relevance

S.14.1 User Needs

Users of the information include government bodies, local executive authorities, other agencies, individuals, and legal entities. Statistical results are needed by users for the development and evaluation of state policy, decision-making, planning, scientific research, as well as for analysis and justification in business.

S.14.2 User Satisfaction

A user survey of official statistical information is conducted annually. The user questionnaire is available on the Bureau's website www.stat.gov.kz in the section «Home» / «Surveys» / «User Questionnaire». (<https://stat.gov.kz/ru/quiz/15128/>)

S.14.3 Completeness/R1. Data Completeness – Rate

Not applicable

S.15 Accuracy and Reliability (completed depending on the type of observation)

S.15.1 Overall Accuracy

The nationwide survey on service statistics is structured in such a way that potential errors can be minimized and controlled. However, during the implementation of the survey, inaccuracies may occur, which in statistics are referred to as random errors, even if the survey is conducted with the utmost care. Such errors are identified and corrected by the regional Departments of Statistics and the Bureau of National Statistics during the course of statistical observation.

The accuracy and reliability analysis is calculated for the volume of real estate services and the volume of sports and recreation services over the past five years using the variation coefficient.

The coefficient of variation is a statistical measure defined as the ratio of the standard deviation of a random variable to its expected (mean) value. It is used to compare the variability of the same characteristic across different populations with different means.

The coefficient of variation is calculated using the following formula:

$$CV = (\sigma/k) * 100\%,$$

where:

σ – is the standard deviation of the random variable;

k – is the expected (mean) value of the random variable.

In statistics, it is generally accepted that:

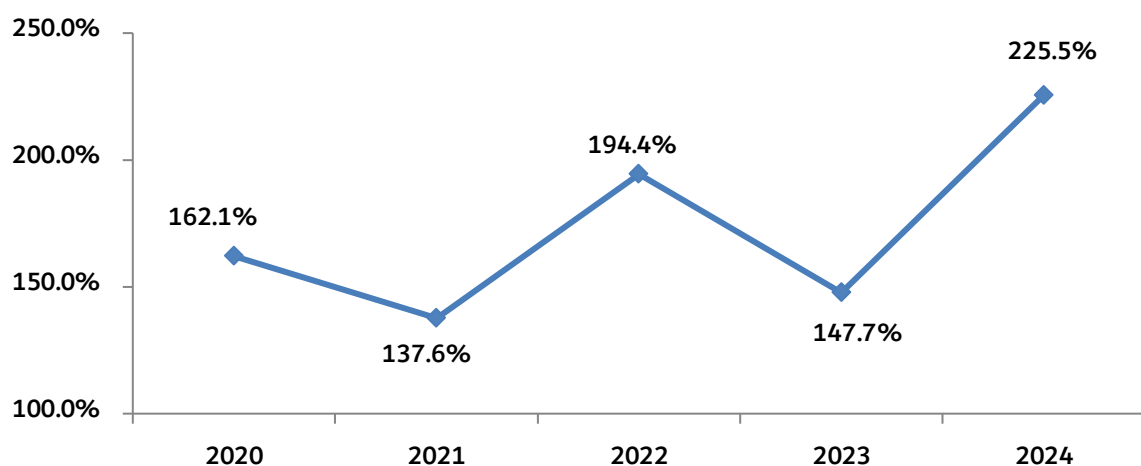
if the variation coefficient is less than 10%, the degree of data dispersion is considered insignificant;

if from 10% to 20% - average;

more than 20% or equal to 33% - significant.

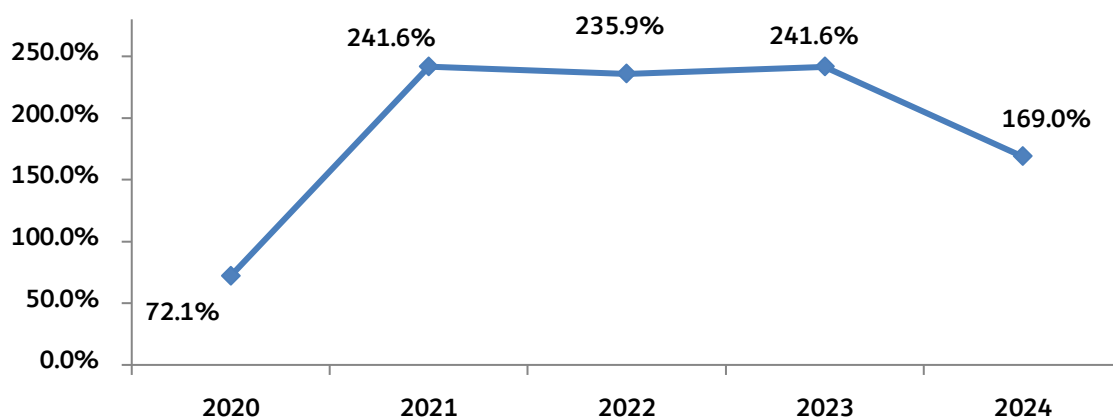
If the variation coefficient does not exceed 33%, the population is considered homogeneous, and if more than 33%, it is considered heterogeneous.

Coefficient of variation of the volume of services related to real estate in the Republic of Kazakhstan



As the analysis of the volume of services related to real estate for 2020-2024 showed, the data was heterogeneous. The general trend shows that the real estate market in the Republic of Kazakhstan has high volatility, in 2022 and 2024 the market was particularly unstable.

Coefficient of variation of the volume of services in the field of sports, organization of recreation and entertainment in the Republic of Kazakhstan



An analysis of the volume of services in the field of sports, recreation

and entertainment for 2020-2024 showed that the data was also heterogeneous. A sharp increase occurred in 2021, caused by the effects of the COVID-19 pandemic and changes in consumer behavior.

S.15.2 Sampling errors-indicators/A1

Not applicable

S.15.3 Non-sampling error

Not applicable

S.15.3.1 Coverage error

Not applicable

S.15.3.1.1 A2. Exceeding coverage is a percentage

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. The unit of absence is a share

Not applicable

S.15.3.3.2 A5. The point of no response is the share

Not applicable

S.16 Timeliness and punctuality

S.16.1 Timeliness

S.16.1.1 TP1. Waiting period-first results

The time spent on processing the first results, from the time the respondents submitted it to the first publication of the spreadsheet «On the volume of services rendered in the Republic of Kazakhstan», averages 88 days. The results in the spreadsheet are published annually on June 28 according to the Plan of Statistical work, which are final.

S.16.1.2 TP2. Waiting period - latest results

The first results are final

S.16.2 Punctuality

S.16.2.1 Punctuality/TP3

The data is published in accordance with the Statistical Work Plan and the Schedule for the Dissemination of Official statistical information, approved by the Order of the Head of the Bureau.

The actual and planned dates do not match due to technical failures in the system. The publication is postponed to the next business day if the publication falls on weekends or holidays.

S.17 Comparability

S.17.1 Geographical comparability

The data are comparable between the regions of the Republic of Kazakhstan.

S.17.1.1 Asymmetry in the mirror statistics of flows -coefficient/CC1

Not applicable

S.17.2 Duration of comparable time series/CC2

The survey has been conducted annually since 1998. Time series are available for the years 1991–2024, are accessible on the Bureau's website at www.stat.gov.kz under the section «Main» / «Statistics» / «Industry Statistics» / «Service statistics» / «Dynamic tables».

S.18 Consistency

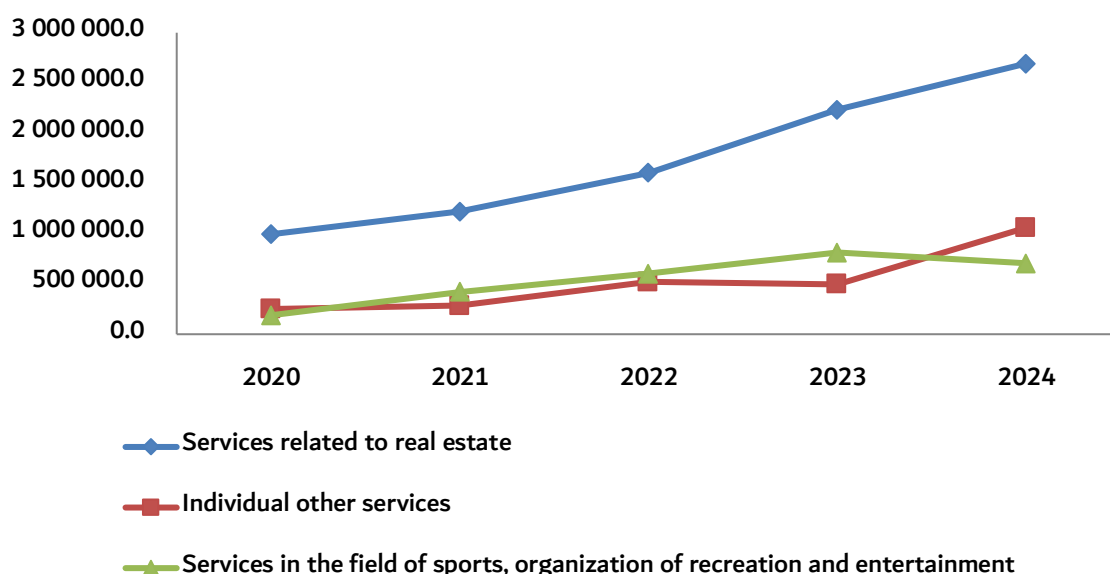
S.18.1 Consistency is external, cross-cutting

The Methodology for the formation of indicators for commercial services statistics has been developed in accordance with international recommendations (the Federal Republic of Germany) obtained within the framework of the KAZSTAT Project (Project to Strengthen the National Statistical System) and Eurostat standards.

S.18.2 Internal consistency

The consistency of the volumes of services is presented below.

Comparison of the volume of services related to real estate, individual other services and services in the field of sports, organization of recreation and entertainment for 2020-2024



As the graph shows, individual other services show the greatest

volatility in 2024, which may indicate instability and changes in consumer preferences. Real estate services have shown a steady increase in volumes in recent years. Sports, recreation and entertainment services are highly volatile, especially after the pandemic, which highlights the impact of external factors.

S.19 Load

The data is collected electronically and on paper at the request of the respondent. When collecting data online, automated arithmetic and logical controls are provided for the respondent, eliminating the possibility of typical input errors.

Information processing processes are automated, and controls of input and output information are provided. The average time spent filling out the form is 1-2 hours. Duplication with other surveys is excluded.

S.20 Revision of data

S.20.2 Revision of data/A6

Not applicable

S.21 Statistical data processing

S.21.1 Initial data

Statistical information on services statistics is formed on the basis of primary reports of respondents in the forms 2-services «On the volume of services rendered».

S.21.2 Frequency of the survey

Annual

S.21.3 Method (method) of collecting primary statistical data

According to services statistics, the statistical form is provided in electronic form or on paper. Filling out statistical forms in electronic form is carried out through the on-line Data Collection information system, available on the Bureau's Internet resource. www.stat.gov.kz in the «For respondents» / «Respondent's Cabinet» section.

S.21.4 Reliability of primary statistical data

In order to improve the quality of data, verify the correctness of filling out the statistical form and minimize the lack of answers to some questions of the statistical form, reliability checks have been defined at the level of entering primary data in electronic format, and various format-logical controls have also been included in the software for processing primary statistical information.

Format-logical controls: between sections, within sections.

S.21.5 Imputation - share/A7

Not applicable

S.21.6 Adjustment

The data is adjusted directly during statistical observation.

S.21.6.1 Correction for seasonal fluctuations

Not applicable

S.22 Remarks

In the future, we will continue to work on ensuring data quality.