



Experience Sharing on 2025 Review Questionnaire Completion

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**Stats Café on Completing the Questionnaire for the 2025
Review of Progress in Implementing the Regional Action
Framework on CRVS in Asia and the Pacific**

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Overview of questionnaire completion process

- ✓ The internal timeline for completing the questionnaire for us was determined to be maximum 2 months, we believe this deadline to be reasonable, when a few government agencies are involved in data collection. However, we managed to collect the data in a short time, as we have a national multisectoral working group in regards of CRVS, and the well-coordinated work between member agencies, as well as the use of various communication tools expedited the accomplishment of this task.
- ✓ The steps required to complete the questionnaire were as follows: the national focal point received the task from ESCAP, delivered it to other related agencies, further the representatives of all three relevant agencies - Civil Status Acts Registration Agency, Ministry of Health, Ministry of Justice and Statistical Committee, worked in collaboration, dividing the work between competent departments and being in touch with each other, when needed. Finally, the national focal point had the completed questionnaire and sent it to ESCAP.
- ✓ The approval process in case of communication between government agencies is limited to exchanging letters either signed by the heads of agencies (ministries) or their deputies, or communicating through official e-mails of the relevant representatives. We have an electronic communication system called “Mulberry” which unites all government agencies in one intranet making it very quick and efficient to exchange official letters, but it still usually takes 10-15 working days to review and reply to letters sent through “Mulberry”, which must be signed either by heads of those ministries (agencies) or their deputies. In this particular case we chose to communicate by e-mail, to make the process quick.



Identifying and communicating with stakeholders

- ✓ The identification of stakeholders was not a sophisticated process due to the existence of a working group, that I mentioned earlier, as well as distinct division of responsibilities between government agencies and years of close interaction with each other, which has given clear understanding about who exactly is in charge of certain information. So, there was no distinct process of identification, it was already well known what exactly we need to do to accomplish the task.
- ✓ In the process of receiving inputs from stakeholders we communicated through official e-mails and direct phone calls, also we had an offline meeting for a discussion. Each responsible party filled in their part of the questionnaire, then the national coordinator, who is the representative of the Ministry of Health of Armenia, finalized it and sent to ESCAP.



Validating information and filling out the questionnaire

- ✓ The questionnaire consists of modules related to different agencies, so, the key steps in processing data were these: we divided work accordingly, discussed and obtained all necessary information, including the necessary series of statistical data.
- ✓ As far as the latter were the product of official statistics, the production of which includes also the data validation process, there was no need for additional validation of information, as Statistical Committee of the Republic of Armenia is the responsible agency for the implementation of the development, production and dissemination of official statistics according to the statistical programs.



Challenges encountered and solutions

- ✓ Due to the well-organized interaction within the professional working group, mentioned earlier, we did not encounter serious challenges in filling in the questionnaire.
- ✓ Specifically in this case we did not have difficulties, but usually, we resolve challenges through discussions and finding solutions. However, often we may encounter new challenges that appear due to the rapidly changing world, which require trainings of our working group in order to stay up-to-date.
- ✓ We advise everyone to form relevant national working groups, clearly divide the work and responsibilities, interact with each other in a well-organized manner, with each involved participant realizing their share of responsibility and importance of their work to be done in a proper way.



Feedback for support on questionnaire completion

- ✓ I think different kinds of needed support would depend on the specifics of collaboration level of government institutions and agencies of the given country, so it is going to differ from one country to another, nevertheless. Below are some potential impediments which can constrain effective and timely data collection:
 - lack of coherent work between government agencies in overall
 - lack of well-organized communication (e-mails, direct discussions through phone calls, offline and online meetings) between **the middle tier** workers of various government agencies, as the middle tier is crucial
 - practicing communication only through official letters and acknowledging information obtained exclusively that way, which certainly delays information exchange, as often this type of communication takes weeks
- ✓ The world is changing rapidly and we need to adjust and conform to new standards, best international experience, so it is highly recommended to actively be engaged in conferences, online and offline trainings both within the country and abroad.
- ✓ Addressing the above-mentioned shortcomings would certainly accelerate data collection and problem solving.



Thank You