Pilot survey on SDG 16: Kazakhstan’s experience on the indicator 16.3.3
Mandate of the Bureau of National Statistics


Regulation «On the Bureau of National Statistics ASPR of the Republic of Kazakhstan»

Annual statistical work plan

SDG Monitoring – Plan for the implementation of missing indicators for 2022-2025
Methodology of the SDG 16 pilot survey

1. **5 indicators**
   - Human Trafficking (*1 indicator – 16.2.2*)
   - Governance (*2 indicators – 16.6.2, 16.7.2*)
   - Access to justice (*1 indicator – 16.3.3*)
   - Discrimination (*1 indicator – 16.b.1*)

2. **500 households**
   - At least 500 respondents
   - Multhy-stage stratified sampling
   - IS «Statistical Register of housing stock»

3. **4 regions**
   - 4 heterogeneous regions (*North, Center, West, South*)
   - City/village

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The process of conducting a pilot survey of SDG 16

January 2020 - March 2021
- Preliminary information on the implementation of the pilot project
- Official invitation to participate in the pilot project
- Formation of the work plan
- Translation and adaptation of tools
- Forming a sample of respondents
- in 4 regions

April - May 2021
- Selection of field staff
- Training of field employees
- Data collection
- Field work quality control

May - June 2021
- Approval of questionnaires
- Preparation of the report
- De-identification of primary data (Database)
- Sending a report and database

July - August 2021
## list of problems and disputes

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Code</th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
<th>Ref</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Problems with LAND, OR BUYING AND SELLING PROPERTY (for example, dispute over a property title, the right to pass through property, or illegally occupying land)</td>
<td></td>
<td>101</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>B</td>
<td>Issues with HOUSING (for example, problems with a landlord or tenant over rent; damage or repairs; or eviction)</td>
<td></td>
<td>102</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>C</td>
<td>Trying to resolve FAMILY ISSUES (for example, divorce, child support, child custody, or a will)</td>
<td></td>
<td>103</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>D</td>
<td>Seeking compensation for INJURIES OR ILLNESS caused by an accident, poor workplace conditions, or wrong medical treatment.</td>
<td></td>
<td>104</td>
<td>02</td>
<td>98</td>
<td>99</td>
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<tr>
<td>E</td>
<td>Problems with EMPLOYMENT OR LABOR (for example, being dismissed unfairly, problems obtaining wages or benefits, or harassment)</td>
<td></td>
<td>105</td>
<td>02</td>
<td>98</td>
<td>99</td>
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<tr>
<td>F</td>
<td>Problems with GOVERNMENT PAYMENTS (including cash transfers, pensions, education grants, or disability benefits)</td>
<td></td>
<td>106</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>G</td>
<td>GOVERNMENT AND PUBLIC SERVICES OTHER THAN PAYMENTS (including problems accessing healthcare and education, problems obtaining ID or other personal government documents, lack of access to water or electricity)</td>
<td></td>
<td>107</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>H</td>
<td>Problems with other GOODS AND SERVICES (for example, problems related to poor professional services, faulty goods)</td>
<td></td>
<td>108</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>I</td>
<td>Issues with MONEY, DEBT OR FINANCIAL SERVICES (such as being unable to pay bills or debts, or problems collecting money owed to you)</td>
<td></td>
<td>109</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>J</td>
<td>ENVIRONMENTAL issues affecting you, your property or your community (for example land or water pollution, waste dumping)</td>
<td></td>
<td>110</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
<tr>
<td>K</td>
<td>NEIGHBORHOOD disputes, including problems with neighbours over noise, vandalism, or consumption of alcohol or drugs on the streets</td>
<td></td>
<td>111</td>
<td>02</td>
<td>98</td>
<td>99</td>
</tr>
</tbody>
</table>
Over the past two years, 10.8% of respondents have participated in a dispute and used an official or unofficial dispute resolution mechanism.

Respondents aged 22 to 39 years are more likely to participate in disputes – 48%
Challenges and solutions

Adapting issues to the national context – conduct extensive consultations with experts, provide variables/categories that are understandable to everyone and used in society

Translation of questions into other languages – translation using the T-R-A-P-D model, discussion of the translated version with field staff at the training

Obtaining consent to the survey – preliminary information, the choice of a convenient place and time, the possibility of a survey by phone, visiting at least 3 times. Incentive gifts.

Provision of technical equipment/servers – interaction with IT-specialists at all stages, availability of tablets that meet the requirements
Implementation of additional modules in household surveys (on victimization of the population and assessment of living standards) – 2023

or

Conducting a special survey on SDG16 – 2023.
Thanks for your attention!!!