

SUPERVISOR'S MANUAL

for the

CARICOM COMMON CENSUS QUESTIONNAIRES

of the

2010 POPULATION AND HOUSING CENSUS

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LIST OF ABBREVIATIONS

ED	----	Enumeration District
SA	----	Supervisory Area
VR	----	Visitation Record
CSC	----	Census Supervisors Coordinator
OJT	----	On-the-job Training

1. OVERVIEW

A population and housing census is the single most extensive, complicated and expensive statistical operation that will ever be undertaken by a national statistics office. It is a snapshot and portrait of a country's population at a particular point in time. This point in time is called Census Night. The census is the main source of nationwide statistics, not only at the national level, but also at the sub-national level, down to the smallest geographical unit. This smallest geographical unit is referred to as an "enumeration district" (ED). The ED can be considered as a census/statistical "building block".

For operational, financial and other reasons, there are limitations to the amount and level of sophistication of information that can be collected on a full-coverage basis during a census. Complicated, detailed and specialized information is usually not collected in a census but by means of a survey on a sample basis.

The success of a census depends on a large number of factors. However, in the final assessment, the most important criteria of success are:

- The level of completeness (coverage) achieved, and
- The quality of the collected information.

Coverage and quality are the two key words that should be at the back of your mind during the entire census operation.

This Enumerator's Manual is a comprehensive guide to the field collection aspects of the census activity. It outlines in detail the role and responsibilities of the enumerators, in terms of the procedures involved in the actual enumeration of the members of all households. The manual also gives specific instructions in the form of notes to enumerators with respect to the various questions within the 2010 round of Population and Housing Census questionnaire.

The importance of the Enumerator's Manual cannot be over emphasized. It is to be used as a practical guide to enumerators and to supervisors. All field staff must be thoroughly familiar with its contents and instructions. As a supervisor, therefore, it is your responsibility to thoroughly read and understand the contents of The Enumerator's Manual.

But the success of the Census does not depend solely on the enumerator. To a large extent it also depends on you the supervisor. A good census requires good field supervision.

This Supervisor's Manual is intended to provide census supervisors with a complete description of their roles and responsibilities. It is to be used as a

training and reference guide during a census supervisor's course of work within his or her supervisory area. It provides guidelines for supervising enumerators during the Census.

2. THE CENSUS

See Section 2. of the Enumerator's Manual for an explanation of:

- What a population and housing census is
- Why a census is taken
- How a census is taken
- Who provides the census information, and
- The confidentiality of census information.

For the basic census definitions and concepts see Section 7. of the Enumerator's Manual.

3. THE SUPERVISOR'S RESPONSIBILITIES AND DUTIES

As a census supervisor you should know your responsibilities and duties be familiar with the supervisor materials. You will supervise the work of a number of census enumerators within your supervisory area (SA). You will be provided with credentials that will show that you are an official worker of the Statistical Office.

You are responsible for ensuring that your enumerators complete their work accurately and in a timely manner. During the census enumeration, you should verify that your enumerators list all buildings and housing units in their assigned Enumeration District (ED); complete questionnaires for all households in their EDs; and complete all questions on the questionnaire for each member of every household and for every dwelling unit.

During the census enumeration you should verify that enumerators are completing their Visitation Records (VRs) and updating their maps as required. This will involve visiting your enumerators in the field during the data collection process and again after the census is completed.

Your duties may also involve explaining to householders or community groups the purpose of the Census, why they should give information to an enumerator, and the importance of providing complete and accurate data.

Below is an overview of your job as a census supervisor. For more detailed information, refer to the appropriate chapters of this manual. As a supervisor, you will do the following:

- Know your interviewers – the enumerators training session will provide you with some idea of the capabilities of each enumerator under your supervision.
- Become familiar with your SA.
- Train enumerators under your supervision, if instructed to do so.
- Distribute assignments to each enumerator under your supervision.
- Show each enumerator under your supervision the boundaries of his/her ED prior to enumeration.
- Provide on-the-job training (OJT) and other assistance for your enumerators, as needed.
- Conduct an intermediate review of questionnaires, Visitation records, and maps for completeness and accuracy, and provide any assistance needed.
- Conduct visits to a sample of randomly selected occupied housing units.
- Revisit EDs that did not contain any housing units to verify that there are no housing units there.
- Visit and interview households with occupants who refused to cooperate with an enumerator, or assign these households to other enumerators.
- Provide assistance with EDs that enumerators were unable to complete due to difficult and unusual circumstances.
- Reassign EDs that require more work to be completed or corrected to other enumerators.
- Conduct a formal check of each enumerator's work at the end of the enumeration process.
- Periodically report on the progress of interviewing in your SA and turn in your completed work to your Census Supervisors Coordinator. (In some countries the CSC may be called by another name such as Area Coordinator or Senior Supervisor.

4. CENSUS DOCUMENTS AND MATERIALS

As a supervisor you must have a thorough knowledge and understanding of the documents involved in the conduct of the Population and Housing Census. These include the Enumerator's Manual, Supervisor's Manual, Visitation Record, Household and Personal Questionnaires, Enumeration District Map, and Census Control Forms.

Interviewer's Manual

The satisfactory completion of the Census questionnaires and forms used in the Census requires a good understanding of this document. As a supervisor It is even more important for you to completely master it because one of your duties would be to assist interviewers whenever the need arises.

Visitation Record

This is the first Census document to be completed by the interviewer at the commencement of enumeration. While its main purposes are clearly indicated within the document, it must be emphasized that it can be used as the basis to assess the rate of progress of the interviewer. You will be required in your capacity as supervisor to monitor the progress of the interviewer through the Visitation Record to ensure that enumeration will be completed in the expected time.

Census Questionnaires

These are the basic instruments for collecting and recording the Census data. A thorough understanding of them is absolutely necessary if you are to be a successful supervisor.

Census Maps

In addition to the ED Map there is the Supervisory Area Map. The latter shows every ED in your supervisory area. It shows major roads, names, and boundaries of important landmarks along with the boundaries of each ED. This map will help you to find and travel the EDs in your SA and supervise your enumerators. You are free to mark these maps in any way to aid your work and track the progress in your SA.

As soon as the area to be supervised has been assigned to you, you should collect all the Enumeration District maps relating to your area, and traverse the entire area with a view to identifying the boundaries of all the EDs contained therein.

Census Control Forms

These are specific forms which must be completed by the interviewer and the supervisor to ensure that there is complete coverage of the ED and information of the highest quality is being collected; and to keep track of the flow of completed questionnaires from field to office.

The Supervisor's Control Form lists the EDs in your SA by number. You will use this form to record to which enumerator each ED is assigned, and as a supervisory tool when reviewing an enumerator's work.

The Enumerator's Control Form is completed by the enumerator at the end of enumeration.

Supervisor's Kit

You will be provided with a supervisor's kit containing the materials listed below in order to help you complete your duties. Please ensure that you keep these materials with you at all times when you are working in the field and that you secure them in a safe place when you are not working, to prevent loss, damage, or anyone seeing information that is recorded on the forms.

You will be provided with the following items:

1. Your Identification Card (be sure to wear it where it can be seen)
2. Appointment letter
3. Census Supervisor's Manual – this manual
4. Supervisory Area map
5. Supervisor's Control Form
6. Enumerator identification cards
7. Visitation Records
8. ED maps
9. Census questionnaires
10. Call-back cards
11. Enumerator's manual
12. pencils or pens, green pencil for correcting questionnaires
13. portfolio (satchel) for holding materials

5. SUPERVISION PROCEDURES

As a supervisor you are required to report to your CSC who is your link to the Census Office. The Supervisor's Manual will be used as a training and reference guide during your supervisor's course of work within your supervisory area. However, you may contact your CSC whenever you have a question that is not covered in this manual, or if you are concerned about any of your job duties.

During meetings with your CSC, keep him or her informed about the progress in your supervisory area. If any of your enumerators produces poor quality work, resigns, or falls behind schedule, inform your CSC immediately. Your CSC will arrange for you to be provided with replacement staff and may also suggest ways to get the delayed work back on schedule.

It is essential that you take all the necessary actions to ensure that the enumerators under your supervision complete their work correctly and on time, and that you inform your CSC in the case of a delay or expected delay. You will also turn in your completed work to the CSC when your SA has been completely enumerated.

Each enumerator will be assigned to one ED at a time by the Census Office. After this assignment of Enumeration Districts, give each enumerator the material needed for interviewing. This will include an enumerator ID card, VR, ED map, call-back cards, census questionnaires, pencils, and a portfolio.

Show each enumerator under your supervision the boundaries of his/her ED prior to enumeration. As a rule, you should not give an enumerator his or her next ED until you have received and reviewed a set of completed ED forms for that enumerator.

Initial Observation

At the commencement of enumeration you will conduct an initial observation of each of your enumerators as they canvass and conduct interviews in their Enumeration Districts. This will help to ensure that the enumerators understand their training and follow the interviewing procedures. It will also help you to correct any problems early in the enumeration period. During these observation visits, be prepared to answer any questions that the enumerators might have. Try to schedule initial observations during an enumerator's first few days in the field. This will help the enumerator to get a good start, as well as correct any misunderstandings about census procedures.

Try to schedule your first few observation visits with the weakest enumerators, as determined by their answers to exercises during training and your own observations. While conducting an observation visit, allow enumerators to proceed normally with their interviews. Never interrupt the enumerator *unless there are serious problems*.

For example, you may want to provide correct information if an enumerator is giving incorrect information to a respondent. You may also want to interrupt the enumerator if it will help encourage participation by a household that is refusing to be interviewed. Otherwise, you should wait for the enumerator to leave the household before you take any corrective action or offer suggestions to the enumerator. If you find that an enumerator is not following instructions properly, you need to go over the correct procedures with the enumerator using the Enumerator's Manual before he or she goes to the next household.

During the initial observation visit you should verify that enumerators are following the rules concerning canvassing, interviewing, entering information in the VR, updating their maps, and completing questionnaires, as well as answering respondents' questions.

Observe the enumerator canvass and record at least five addresses in the Visitation Record and try to observe him/her complete the interviewing of at least three households. If the enumerator is unable to find any knowledgeable respondents at home, reschedule the observation for a time of day when people are more likely to be at home.

If you are not satisfied with the performance of an enumerator, instruct him or her on the proper procedures to follow, using the Enumerator's Manual. After you have instructed him or her on the proper procedures, observe the same enumerator at three additional households to see if the enumerator's performance improves.

If an enumerator performs his work satisfactorily, he or she should continue their work without any immediate supervision. If an enumerator's work is below average or poor, you will schedule an on-the job training (OJT) for him/her. Following this OJT, you will make a final decision about the enumerator's ability to perform the job and discuss it with your supervisor coordinator.

When an enumerator has demonstrated the ability to do acceptable work, consider giving him or her a second ED to work on if one of the following situations applies: (a) the enumerator is likely to complete the ED currently in progress before your intermediate review of his work and will need an additional ED before that time, and (b) the enumerator has completed the ED except for a few call-backs or other unresolved cases that cannot be completed

immediately. Record the assignment and completion of each ED by each enumerator on the Supervisor's Control Form.

After assigning Enumeration Districts, give each enumerator the material needed for interviewing. This will include an enumerator ID card, VR, ED map, call-back cards, census questionnaires, pencils, and a portfolio.

The Intermediate Check

As a census supervisor, you must make sure that enumerators complete their Enumeration Districts (EDs) accurately and on time. You will need to conduct an intermediate check of all your enumerators to assess their progress and the quality of their work. This second or intermediate review is done near the middle of the enumeration period.

In conducting this intermediate review of their questionnaires, VRs, and ED maps, it will not be possible to meet with all of them in one day. Therefore, you should schedule meetings at different times and places throughout your supervisory area, allowing you sufficient time to meet with all of them during the intermediate review period.

You should schedule your interim checks so that you visit any enumerators who received a "below average" or a "poor" rating during their initial observation first. Do not make any assumptions prior to your observations. Sometimes a good enumerator can pick up bad habits and sometimes enumerators who started with problems may become very good.

During the intermediate check, you will evaluate each enumerator's work and observe him or her interviewing, to determine the quality of the enumerator's work. This intermediate check may be conducted in conjunction with on-the-job training (OJT) as needed.

If the enumerator performs his or her work satisfactorily during the intermediate check, he or she may work without further observation. However, if you observe problems with the enumerator's work, you should conduct OJT at that time or schedule a time to do so in the future. If the enumerator's work does not improve after OJT, then you should contact your Census Supervisor Coordinator.

During an intermediate check with enumerators, you will need to accomplish a variety of tasks. You should review all completed documents from the enumerators (questionnaires, VRs, maps, etc). The review is based on definitions and guidelines found in the Enumerator's Manual.

During your review of VRs and ED maps, be sure to cover the following:

- Make sure that all entries are legible and are written in pencil.
- Check whether the enumerator is staying within his or her ED boundary, is canvassing or updating one block at a time, and is noting his or her progress on the ED map.
- Check that there is an entry in the VR for each building.
- Verify that the building numbers are unique throughout the ED.
- Review the enumerator's progress as recorded in the VR to see how much work the enumerator is performing each day and compare it to predetermined interviews/day rate based on estimated population.

You must not reveal census data to anyone who is not working with the Census Office. Never reveal any information about a particular person or household except to your CSC. This rule encourages respondents to participate in the census because they understand that their personal information will remain confidential.

Your job and your enumerators' jobs will not always be easy. There may be times when your progress is slow, even though you and your enumerators want to do a good job and keep on schedule. *However, you or your enumerators must not complete questions or questionnaires on your own, outside of recording answers that are given by an appropriate respondent in an interview.*

You should perform quality checks on a sample of the data that your enumerators collect. This means that you will be reviewing the work of your enumerators and will revisit some households in your supervisory area to check the data that your enumerators have collected.

If any of your enumerators submit data that have been falsified, the enumerator may be dismissed from his or her job.

Here are some examples of situations where you could expect a delay in the work involving one or more of your enumerators:

- An enumerator resigns.
- Some of your enumerators are slow in producing work. You will need to monitor the productivity of these enumerators carefully to determine if they will be able to complete their EDs during the enumeration period.

- One or more of your enumerators are completing fewer questionnaires per day than expected. You will need to monitor their interview rates to see if it is a temporary problem or a more serious problem that may delay interviewing in those EDs.
- There is a larger than expected number of housing units in your SA. If your enumerators are consistently finding more housing units and households than expected, this means that enumeration may take longer than expected in those EDs. Any of these problems may require organizers to add or replace staff to complete the enumeration on time. It is therefore critical that you inform your CSC of any of these events.

Final Review

The final review of the work of your enumerators is done before you accept the completed questionnaires. You should begin to schedule final reviews with enumerators when they complete their entire EDs. Completed questionnaires should be returned to you along with the VRs, ED maps and control forms from completed Enumeration Districts.

Use the VR and ED map to verify all listings and questionnaires. Note any inconsistencies found among the ED map, VR and questionnaires. You may need to send the enumerator back to the field to collect any missing information or resolve inconsistencies.

You will conduct a final review when an enumerator completes his or her entire ED. Do not accept incomplete, illegible, or inaccurate work from any enumerator. The CSC will review all the work and will reject incomplete, illegible, or inaccurate work, returning it to you for correction.

To minimize unacceptable work, have the enumerator make the necessary corrections in your presence, if possible. Some faults, such as faint or illegible writing by might be corrected easily without going back to the household involved by simply re-writing the information. This should be done in your presence.

During the final review, you will put questionnaires in VR listing order and verify that there is a questionnaire with matching identification for each entry in the VR. You will also verify that there is a matching map spot for every entry in the address listing book. As a general guideline, follow all the steps of review that were followed during the intermediate review.

Review completed VRs to verify that entries are complete and legible. If they are not, then return the VR to the enumerator for repair. If a completed ED has no dwelling (housing) units, question the enumerator to see how he or she

reached this conclusion. If there are no dwelling units in an ED, you will need to re-canvass the ED or verify this information with someone from the Statistical Office.

After checking all the questionnaires against the VR and the ED map, as well as checking all questionnaires for completeness, inconsistencies, and legibility, you will bundle all the questionnaires together along with the VR. You should also check the questionnaire counts on the cover sheet against preliminary population estimates, and investigate any discrepancies.

As a supervisor, you are responsible for arranging for safe custody of the completed schedules and all other documents (used or unused) after enumeration, and their delivery to your CSC.

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