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ABBREVIATIONS AND ACCRONYMS USED

AGS – Assistant Government Statistician

BLK – Block

CB – Census Block

CBN – Census Block Number

CB Prelist – List provided on Prelisted Names of Heads of Household in a Census Block

CE – Census Enumerator

CS – Census Supervisor

DIS – District

DIV - Island Division

DCO – Division Census Officer or District Census Officer

EA – Enumeration Area

PC1 Form – Form No. provided to enumerators to update List of Heads of Households in a Census Block

PC2 Form – Form No. for Household and Institution Questionnaire

Form PC3 – Form No. for Personal Questionnaire

FVR – Field Visits Record

GS – Government Statistician

HHN – Household Number

O-in-CC – Officer-in-Charge of Census

PC Map1 – Reference for an Area Map that shows the Census Block location and boundary

PC Map2 – Reference to a Block Map with boundary and households marked as numbers

VIL – Village

Topic 1: GENERAL INFORMATION

Overview

The Census of Tonga

1.1 Purpose and Objectives of the Census

The national population census has been taken in Tonga as far back as 1891, though it was not carried out on regular census intervals. It was in 1956 that the census began being taken every 10 years. The 2011 Population Census is the first census undertaking of what will become a five yearly census interval.

A national population census may be thought of as a “stock-taking” of the whole country, particularly of its most precious resource, its **people**. Statistically it is the most important activity that a country ever undertakes. A great national effort is required to complete a census successfully. Much time, energy and money must be devoted to it. For this reason it is most important that all persons involved in the census devote their best efforts to the success of the census project. Only a well taken, complete and accurate census meets the national need for essential information about the population.

Population census is not just a count of people but has extended to collecting required information on the structure of the population, the number of males, females and their ages, along with a variety of other characteristics related to their civil, social and economic status. (Some questions are needed on the children females have had that may seem useless to some people). This information is used, with statistical techniques to estimate the forces that change the population, such as fertility and mortality. The questions asked in the Census Questionnaire have been carefully researched and developed, all are necessary and essential and all must be answered carefully and completely.

Successful planning for the future of the people of Tonga relies on information collected in censuses; the needs of children for education, of young adults for worthwhile employment and of older people for health provision are all related to the availability of accurate information on the numbers and characteristics of these groups.

The census collects and collates information as seen to meet the needs of the Tonga Government policy and decision makers and will be the base for government’s Strategic Framework.

1.2 Your Responsibilities as a Census Representative

As an Enumerator, **you** have the most important role in the success of the National Population Census of 2011. The people of Tonga and the Tonga Government are relying on you to **perform as conscientiously, accurately, efficiently and honestly** as you are able. No census has ever been successful without the **devotion to duty and hard work of its Enumerators**. You will be trained on how to do your work and it is important that you make sure that you know how to do it properly. It is essential that every citizen be counted and counted only once.

Administration

1.3 Terms and Conditions of Employment

You are employed to carryout the census work for 2011 under the terms and conditions of employment as specified in the Census Regulations 2011 and the requirement by the Statistics Act, sections 6 and 7. Arrangements were made between the Statistics Department and the

Ministry of Education Women’s Affairs and Culture regarding your temporary employment for the purpose of the census and by the power conferred to the Government Statistician under the Census Regulation as seen as necessary for the efficient discharge of the census fieldwork.

The Department will ensure that you know your terms and conditions of employment and to ensure that you understand your responsibilities and method of payment. If you have any questions, contact the AGS and O-in-CC or your DCO.

In the event of discontent that might arise concerning condition of work, rates of pay and terms of employment, **the decision of the Government Statistician will be final.**

1.4 Absence due to illness or accident

You should consult your CS and/or DCO on the occasion if you are ill or not available to carryout or to complete your census tasks. This will inform him/her to seek a replacement or to the possibility that you need help to complete your census assignment as scheduled. You are required to do that **well ahead of time.**

You have to inform your CS on the event of injury or accident on the job, preferably, **on the same day.** This is necessary in order that the CS can ensure you have taken time to seek treatment following an injury or accident. It would help your CS in making arrangements if needed for the completion of your assignment if the injury is serious and might take time to heal.

Legislation

1.5 The Statistics Act

• Authority for a Census

The authority for the questions asked on the census of population is provided under the *Statistics Act-31* of 1978 and as detailed on the Census Regulation of 2011.

Confidentiality and Security

The *Statistics Act* assures that all personal information collected on the census will be kept strictly confidential. This is one of the most important responsibilities of your job, and you are required to enforce this all the time during the census enumeration and after. The act prohibits you to disclose any information regarding an individual to any person, business, agency or other department of the government. This forbids you and warns you not to do so, and all returns and forms containing information collected from the census under the act should be safely kept and guarded to prevent any unauthorized access.

The Government Statistician will make arrangements for you to ascertain your participation in an “**oath of office**” that would verify publicly your complying with the rule of “**no disclosure**” of the information and data collected in the census and on your pledge to fulfill your census duties.

You should understand the legislation and policies that permits the Statistics Department to treat information collected as confidential and you should be prepared to explain them in brief terms to the respondent. By law, under the *Statistics Act*, personal information provided by respondents to the Statistics Department of Tonga must remain confidential.

Extracts from the Statistics Act 31 of 1978

(a) Oath of Office

The GS and every person employed or deemed to be employed pursuant of the Statistics Act shall before entering upon his/her duties, take and subscribe the following oath or affirmation:

I do solemnly swear (or affirm) that I will faithfully and honestly fulfill my duties as an employee of the Statistics Department in conformity with the requirements of the Statistics Act 1978 and of all rules and instructions thereunder and that I will not without due authority in that behalf disclose or make known any matter or thing that comes to my knowledge by reason of my employment.

(b) Personal information is never released

Except in respect of a prosecution under this Act, any return made to the Statistics Department pursuant to this Act and any copy of the return in the possession of the respondent is privileged and shall not be used as evidence in any proceedings whatever, and no person having made the declaration under Section 7 shall by an order of any Court, tribunal or other body by required testimony in any proceedings whatever to give oral or to produce any return document of record with respect to any information obtained in the course of administration this Act.

(c) Confidentiality of the Information

Subject to this Section and except for the purposes of a prosecution under this Act -

(a) no persons, other than a person employed or deemed to be employed under this Act, and sworn under Section 7, shall be permitted to examine any identifiable individual return made for the purposes of this Act; and

(b) no person who has been sworn under Section 7 shall disclose or knowingly cause to be disclosed, by any means, any information obtained under this Act, without the authority of the Minister or the Government Statistician in exercise of their powers under this Act;

(c) all returns and document containing information obtained under this Act which enable identification of individuals or establishment shall be kept at all times in a manner reasonably calculated to prevent any unauthorized person having access thereto.

• Failure to fulfill or false declaration

The *Statistics Act* makes misrepresentation of information by you as a census staff, or do not fulfill your duties as set out on the "oath of Office" an offence that can result in a fine not exceeding \$200, or in imprisonment for up to six months, or both.

• Failure to provide information

Section 17 (a), (b) and (c) of the Act warns you as a CE that any person who refuses or avoid to answer truthfully or falsely answer any question as a requisite for obtaining any information sought under this act or refuses and neglects to provide information or to fill in the schedule or form to the best of his/her knowledge and belief or provides misleading is guilty of an offence and can be convicted to a fine not exceeding \$100 or to imprisonment for up to three months or to both.

1.6 Privacy

The respondent has the right to expect that any information he/she gives you will be kept private. As the census representative, **you must respect this right.**

Public Communications

1.7 The Census Date

The main objective of the census is to record the people in Tonga at one particular point in time, i.e. the night of Wednesday 30th November 2011 or exactly, the 30th November before it changes at midnight to 1st December. All persons alive in Tonga on Census night are to be included. Babies born before midnight on 30th November are to be included and persons who die before midnight on Census night are to be excluded.

It is impossible for an Enumerator to visit all households on Census Night, and certainly not just before midnight, so enumeration must spread over a longer period, both before and after the actual Census Night. However **the aim should be to record the population as if, suddenly, at midnight, everything came to a complete stop and the population stood still ready to be counted.** In reality you should not be disturbing people this late at night.

1.8 The Census Message

The theme for the Tonga 2011 Census is simple: **Remember To Be Counted**. The Census Publicity Committee is publicising the message across the country. Every person in every household, young and old are encouraged to participate in the census and encourage respondents to fill the census questionnaires or answer questions from enumerators.

1.9 Your Role in the Program

As a CE, we're counting on you to enumerate all residents of Tonga. You are the Statistics Department's direct link with approximately some 18 thousands households all over the country. You are **THE MAIN PLAYER**, and the fundamental contributor in the census. You are placed in a team to carry out your census fieldwork. Your team comprises of 5 to 7 fellow CE and under the supervision of 1 CS. All CE and CS are placed under the Statistical Officials and you must keep them advised on problems as well as things that are working well during your census fieldwork. Your Statistical Officials are (1) AGS, Officer-in-Charge of Census and (2) Division Census Officers and/or District Census Officers.

You should be aware of the following and must take precautions:

- **Be aware of the public's attitude towards the census and of any negative media coverage in your area.** Notify your O-in-CC and/or DCO and/or CS immediately if you encounter any negative publicity that casts the Statistics Department or the census in an unfavourable light.
- **Notify your CS if you are asked to speak to community organizations.** During the census period, community groups or organizations may request that you talk to them in a kava meeting or such smaller groups. You should contact your CS who will make the necessary arrangements.
- **Refer media people and interested groups to the Statistics Office.** Whenever you receive a media request, or other requests concerning the importance of the census, you should refer it immediately to the Statistics Office. They are responsible for making official statements on the census to reporters and to any political and religious groups and interested parties. You are not allowed to make any statement about the census to media people, politicians and religious groups. Your duty is mainly to collect data and information from the households of Tonga.
- **Do not** make any commitment on behalf of Statistics Department for any promotional materials including advertising on radio, television and in newspapers.
- **Keep census forms secure at all times.** Make sure that the places where you keep the census forms such as any vehicle you may use or your house are always secure and locked and that all census forms are kept out of sight. Never leave any census information, especially questionnaires, in a public place.

Topic 2: PREPARATIONS FOR ENUMERATION

Overview

2.1 Preparations Before You Begin Enumeration

- You must study the relevant topics of this Guide;
- You must see that you have enough questionnaires, have the correct area and block satellite images, the correct CB listing and FVR-1 form for CE and FVR-2 for CS;
- Make sure you have your ID badge with you and have blue ballpoint pens;
- You must plan your enumeration route well;
- You should check that everything you need is packed in your **census bag**.

Get Yourself Prepared

2.2 Ensuring Quality Work

The **success completion of the census will rely on the quality** of your work and your ability to enumerate in your CB. **You will perform the fundamental role in achieving a high level of**

quality census work. As quality is very important, your work will be frequently **checked to ensure that the expected census standard is achieved**. Your **Census Officials** will perform **supervisory checks at each stage of your work and** at the completion of your census enumeration.

Your work has to meet the **required standards**. It will be returned to you with the problem areas identified if your work is not within standards. Such may include:

- not completing the expected workload
- questions are found to have no answers and/or are not properly answered
- not enumerating households that are occupied
- not doing your job according to the **set census procedures**
- not asking the questions exactly as they are written
- not including every person in the household e.g. babies, visitors, children, old people, etc
- not including or counting those who are mobile (move around on activities such as fishing or farming the land).
- any other incomplete or wrong working your CS and/or DCO finds out and returns to you must be corrected and completed.

You will be paid only when your **CS has verified** your work and your work is **accepted by your DCO**. You have to frequently **refer to the census guide and the questionnaire manual** to ensure that you are performing your census duties according to the set enumeration requirements.

2.3 What is a Census Block?

Census District (CD)

For administrative purposes, Tonga's five Island Divisions, Tongatapu, Vava'u, Ha'apai, 'Eua and the Niuaas, are each assigned with a Division Census Officer and each District is headed by a District Census Officer (DCO). The Census District is adopted as the **main sub-division** for the administration of the census.

Census Block (CB)

For census purpose villages are divided into Census Blocks. The CB is the **basic unit area** for census enumeration. A CB is assigned for a single CE to enumerate **households** where he/she can manage. You will enumerate **on the average 50 to 60 households** in a single CB with an **average population of 250 to 300 persons**. **There are exceptions where more than one CE will enumerate one CB or one CE enumerating more than one CB**. You will be informed if you are in that situation and you will be issued instructions and related documents.

2.4 What is a Census Block Number (CBN)?

Each CB is numbered into CBN, where CBN is a unique set of numbers, numbering the CB according to its geographic location in a village, district, and island division. Every set of questionnaire relates to a household or institution in a CB. You will number each questionnaire in use with the CBN assigned to you and you must issue a household number to each household you will enumerate in an orderly sequence in relation with the provided CB map and listing. For each set of census questionnaires the CBN is the identifier of a household in the CB.

Consequences due to Wrong CBN Numbers

You must ensure that correct census block numbers are written and are correctly copied on the enumeration forms in use. You are required to enter the correct CBN on each questionnaire so that the census forms in use for each household can be identified and correctly linked.

Wrong identification numbers will cause serious problems as it would not correctly locate and identify the households in your CB. You need to ensure that such mistakes do not arise as it will produce other problems such as double counting, no enumeration and confusion in completion of the census questionnaires delaying work between you and

your respondents.

Cautionary note: If you are responsible for more than one CB, be absolutely sure that every questionnaire in each CB has the CORRECT CBN for that CB.

2.5 The CBN on Census Questionnaires

Your materials should include the CBN of the CB you are assigned to. The example below defines the **CBN** as a combination of 7 digits numbers. The first four digits represent the island division (DIV), the district (DIS) and Village (VIL), known and referred to as the **Village number** and the last three digits refer to the Block (BLK). For example, **CBN 1101 29-0** is defined as:

<u>DIV</u>	<u>DIS</u>	<u>VIL</u>	<u>BLK</u>
1	1	01	29-0

The following extractions of the census forms show the CBN on forms PC1, PC2 and PC3 for a household and how they are related to form a file for a household:

Form PC1

- CBN relates to the Village No. and Block No.

[Form PC1] National Population Census - Kingdom of Tonga 2011					
Pre-Listing of Households					
Village Number:		<input type="text" value="1101"/>	Village Name: <u>KOLOFO'OU</u>		
Census Block Number:		<input type="text" value="29"/> <input type="text" value="0"/>	Enumerator's Name: <u>LOLINI MAFILE'O</u>		
Household	Name of Head of Household	M/F	Household	Name of Head of Household	M/F
1	<u>Tevita Vaipuna</u>	<u>M</u>	31	<u>Huang Yueqao</u>	<u>M</u>
2	<u>Phoenix Motel</u>	<u>M</u>	32	<u>Jing Deng Hua</u>	<u>M</u>
3	<u>Wang Longxiang</u>	<u>M</u>	33	<u>Wang Yamin</u>	<u>M</u>
4	<u>'Ofu Pekipaki</u>	<u>F</u>	34	<u>Liao (Chinese)</u>	<u>M</u>
5	<u>Faka'iloa Tunga</u>	<u>M</u>	35	<u>Moeeki Vakame'ulu</u>	<u>M</u>

Form PC2

- CBN relates to the Village No., Block No. and completing the Household No. and type for household No. 1 as on PC1 Form above

[Form PC2] National Population Census - Kingdom of Tonga 2011					
Household Questionnaire					
Village Number:		<input type="text" value="1101"/>	Village Name: <u>KOLOFO'OU</u>		
Census Block Number:		<input type="text" value="29"/> <input type="text" value="0"/>	Enumerator's Name: <u>LOLINI MAFILE'O</u>		
Household Number:		<input type="text" value="01"/>	Household Type: <input type="text" value="1"/>		
H1 Roster of Household Members					
List the names and sex of all persons residing in the household at midnight on Thursday November 30, 2011.					
Name	M/F	Name	M/F		
1 Head: <u>Tevita Vaipuna</u>	<u>M</u>	13			
2 <u>Salote Sina Vaipuna</u>	<u>F</u>	14			
3 <u>Heilala Molitika</u>	<u>F</u>	15			

Form PC3

- CBN relates to Village No., Block No., Household No. and Person No. and completing for all persons in the household as on PC2 Form above

National Population Census - Kingdom of Tonga 2011 Personal Questionnaire	
Village Number: 11101	Village Name: KALOFU'OU
Census Block Number: 290	Enumerator's Name: LALINI MAFILE'U
Household Number: 01	Person Number: 01
CIRCLE the appropriate code and ENTER in the box(es) provided	
P01 What is this person's full name? Tevita Vaipuna	2. Does this person have difficulty in: (circle the appropriate letter and insert the right number in boxes) a. Seeing, even wearing glasses? 1 = No difficulty at all b. Hearing, even if using a hearing aid? 2 = Some difficulties c. Walking, climbing steps or use of Arms? 3 = A lot of difficulties d. Remembering or concentrating? 4 = Cannot do at all
P02 What is this person's relationship to head of household? (office use only) Head of household	
P03 What is this person's sex? 1. Male 2. Female	P12 Injury or illness 1. Did this person have any health complaint, illness or injury during the last 2 weeks? 1. Yes 2. No → GO TO P13
	2. Where did this person seek care? a. Did not seek care → GO TO P12.3

National Population Census - Kingdom of Tonga 2011 Personal Questionnaire	
Village Number: 11101	Village Name: KALOFU'OU
Census Block Number: 290	Enumerator's Name: LALINI MAFILE'U
Household Number: 01	Person Number: 02
CIRCLE the appropriate code and ENTER in the box(es) provided	
P01 What is this person's full name? Salote Sina Vaipuna	2. Does this person have difficulty in: (circle the appropriate letter and insert the right number in boxes) a. Seeing, even wearing glasses? 1 = No difficulty at all b. Hearing, even if using a hearing aid? 2 = Some difficulties c. Walking, climbing steps or use of Arms? 3 = A lot of difficulties d. Remembering or concentrating? 4 = Cannot do at all
P02 What is this person's relationship to head of household? (office use only) Wife of head of household	
P03 What is this person's sex? 1. Male 2. Female	P12 Injury or illness 1. Did this person have any health complaint, illness or injury during the last 2 weeks? 1. Yes 2. No → GO TO P13
	2. Where did this person seek care? a. Did not seek care → GO TO P12.3

National Population Census - Kingdom of Tonga 2011 Personal Questionnaire	
Village Number: 11101	Village Name: KALOFU'OU
Census Block Number: 290	Enumerator's Name: LALINI MAFILE'U
Household Number: 01	Person Number: 03
CIRCLE the appropriate code and ENTER in the box(es) provided	
P01 What is this person's full name? Heilala Melitika	2. Does this person have difficulty in: (circle the appropriate letter and insert the right number in boxes) a. Seeing, even wearing glasses? 1 = No difficulty at all b. Hearing, even if using a hearing aid? 2 = Some difficulties c. Walking, climbing steps or use of Arms? 3 = A lot of difficulties d. Remembering or concentrating? 4 = Cannot do at all
P02 What is this person's relationship to head of household? (office use only) daughter	
P03 What is this person's sex? 1. Male 2. Female	P12 Injury or illness 1. Did this person have any health complaint, illness or injury during the last 2 weeks? 1. Yes 2. No → GO TO P13
	2. Where did this person seek care? a. Did not seek care → GO TO P12.3

The extractions of the census forms above show the CBN on the Forms PC1, PC2 and PC3 for a household and their relationships.

2.6 Preparing Your Census Bag

For Enumerators:

Packing into Your Census Bag

Your bag should have **adequate number of copies** of the following:

1. PC maps 1 and 2 (map of the Census Area and Block)
2. Household listing of the CB
3. Blank PC1 Forms (yellow)
4. Blank Household Questionnaire, Type 1 PC2 Forms (blue); Blank Institution Questionnaire
Type 2 PC2 Forms (green)
5. Blank Personal Questionnaires PC3 (white)
6. Field Visit Record form FVR-1

Note well: Check before you begin your enumeration that you have been given enough PC2 type 1 for households and type 2 for institutions forms, PC3 forms, FVR-1 form before going into the field.

7. Enumerator's Instruction Manual and Explanatory Notes;
8. Guide for Census Field Enumerators and Supervisors;
9. Certificate of "Oath of Office"
10. I.D. badge
11. Two ball point pens

For Supervisors:

Packing into Your Census Bag

Your bag should have **adequate number of copies** of the following:

1. PC map 1 and 2 (Census Area and Block maps) on all CB under your supervision
2. CB household listing on all CB under your supervision
3. Blank PC1 Forms (yellow)
4. Blank Household Questionnaire, Type 1 PC2 Forms (blue); Blank Institution Questionnaire
Type 2 PC2 Forms (green)
5. Blank Personal Questionnaires PC3 (white)
6. Field Visit Record form FVR-2
7. Enumerator's Instruction Manual and Explanatory Notes
8. Guide for Census Field Enumerators and Supervisors
9. Certificate of "Oath of Office"
10. I.D. badge
11. Two ball point pens
12. Stapler with staple

Topic 3: CENSUS BLOCK MAP AND HOUSEHOLD LISTING

Overview

3.1 Defining Household:

For the purpose of this census, a household is defined as **"Those persons who usually eat together and share the work of preparing the food and/or the cost of work for providing it"**. Normally household members live and sleep in the same building but experience has shown this is not always true, which is why the definition is based on **eating together** rather than on living or sleeping in the same building.

3.2 Defining Head of household:

The purpose of identifying the head of the household is solely to establish a reference point for all members to show their relationship with the head. The household members themselves need to

designate who they consider the person with the primary authority and responsibility for household affairs.

In traditional households, where there is a mother, father and children with perhaps other relatives, the person who provides the chief source of economic support for the household is often designated as head. Due to child rearing and related household and family responsibilities of the mother, this person is usually the father. However, in many households, spouses are treated as equal in household authority and responsibility and may share economic support. In these cases, the household members need to willingly designate one person as the head for reference purposes only and understand that this has no implication of that person being head in the traditional sense.

Note:

To reduce errors in population and housing counts, it is very important not to miss hidden households and be able to identify a household. Be alert to existing households within existing dwellings and not visible by a house structure.

3.3 Household Situations:

A household may be found in a variety of forms. It may spread over more than one building. Members of a family may sleep in two or even more buildings but share one place to cook and eat. They should be enumerated as one household. Two or more households can be found in one building. Two or more families who share the same building but who do not normally prepare food and eat together should be enumerated as two households, e.g. blocks of flats or servants who have their own quarters. Households may be found in buildings intended primarily for other purposes. A family may live in the back of their shop for instance. Boats tied up to a dock or even pulled up on shore may be permanently lived in and be counted as households. Enumerators should look out for such dwellings and enumerate their occupants as a household if they meet the definition. In doubtful cases, instead of grouping people into one household who should perhaps be separated, it is better to use two households.

Census Block Maps

3.4 Importance of Mapping and Household Pre-listing

On Monday 28th November 2011, this is the start of your census enumeration work, and you are expected to start on this day your CB fieldwork. The CB household pre-listing and mapping fieldwork must be carried out to ascertain the complete enumeration of all people in your EA.

You are expected during CB fieldwork to identify your CB boundary, update the CB PC map1 and CB listing of households. You must systematically cover your entire CB according to the block map provided. Any omission of households and dwellings in your CB will seriously have an impact on the census.

3.5 The Purpose of the Census Block maps

The entries you make on the map will be used to:

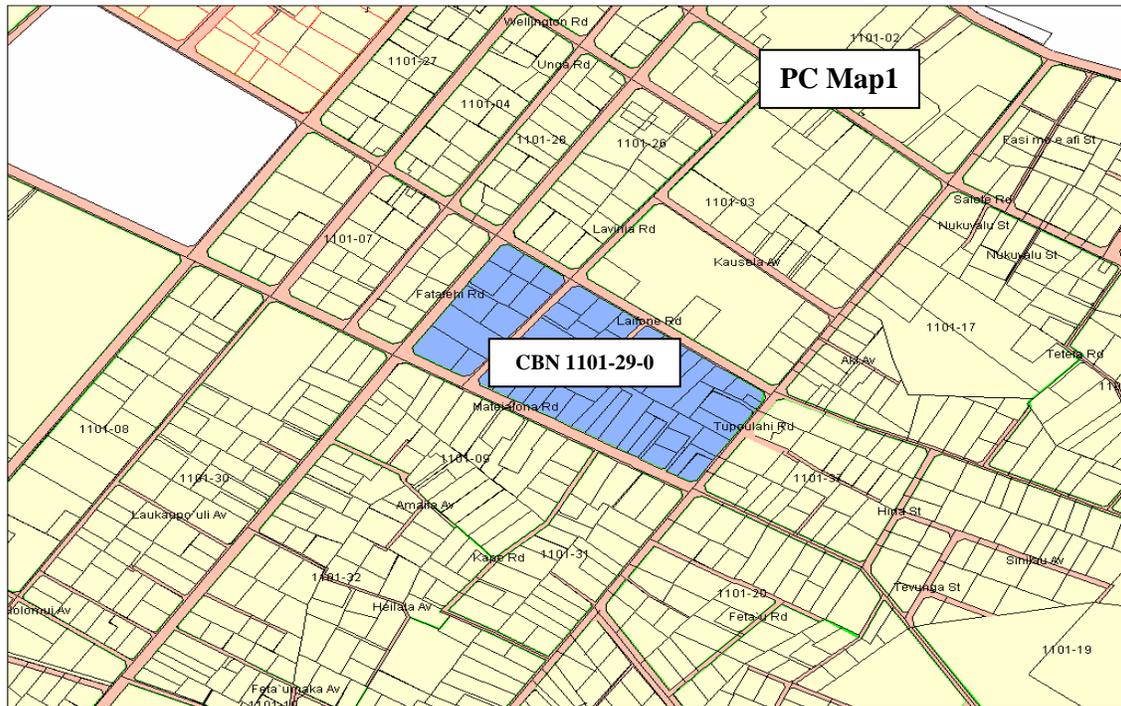
- update and verify maps for surveys;
- produce maps for the next census; and
- verify households and head of households with the population count.

YOU MUST RETURN YOUR CB MAP at the end of your assignment. When your CS visits you on the field and check your work, he/she must review your map with your CB listing to ensure that appropriate entries are made, complete and corresponds with census mapping instructions.

3.6 Type of Census Block Maps

You will be provided with two types of EA maps, PC map1 and PC map2. The PC map1 is an area map of the part of the village or suburb where your census block is located. PC map2 is an image of your census block showing locations of households and directions for enumeration.

Example of PC map1

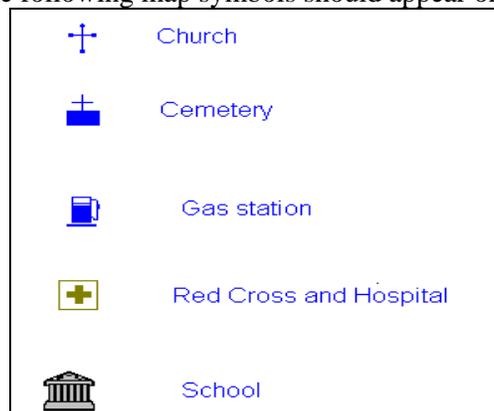


- The area map PC map1 provides the direction to the location of your CB, with the printed CBN.
- The shaded area designate the CB, the name of the roads illustrate the CB boundary.
- Your Census Block Number (CBN) is clearly marked on the satellite image.

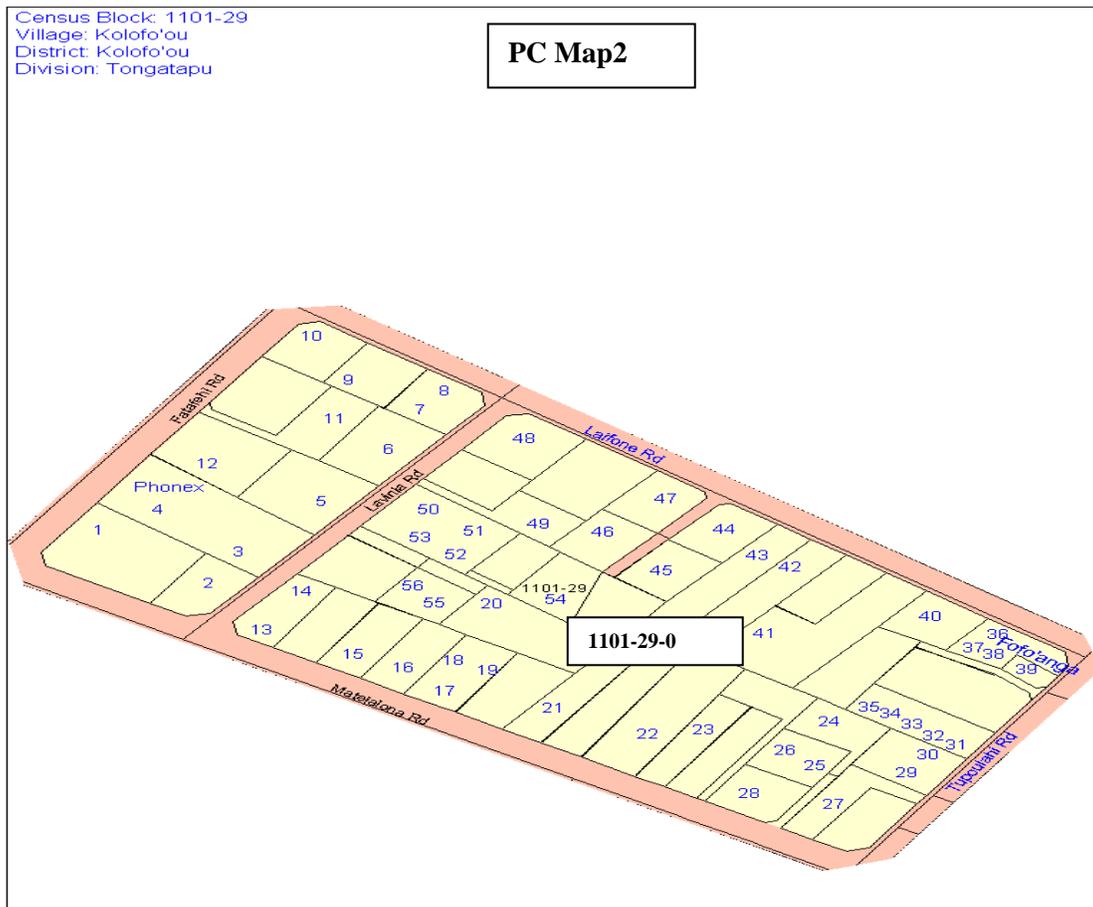
How to Read Your Map?

The following information will help you with reading of your map:

1. **North:** The direction north is indicated by the alignment of the block number.
2. **Map Symbols:** The following map symbols should appear on your map.



Example of PC map2



- You have to make ALL the required map entries on PC map2 as explained in section 3.10.
- Your CB is the shaded portion of the map. The boundary is indicated by the shaded roads.
- If the boundary between two CBs falls in the middle of a road, only the dwellings on the side of the road within the boundary of your CB are your responsibility.
- In some cases, a CB will contain other CBs that are to be excluded from your territory. The excluded CBs will have their own CB numbers and will appear as shaded areas of the map.
- Every CB must be enumerated separately.

Warning **Never** change your boundaries or enumerate outside the boundary line. If you are not certain about your CB boundaries, contact your CS.

3.7 Census Block Boundary

You have to locate and to correctly identify your CB boundaries. You must know your CB boundary well and **must ensure** that you do not cross over that boundary nor fall short from your boundaries. It has happened that CE does not know his/her CB boundaries. You must be certain that you know your CB boundaries and if you cannot identify your CB boundary you must contact your CS. When both CE and CS cannot identify your CB boundary, both must contact your DCO at the earliest.

First, walk around your CB with the map to make sure that you know where the boundaries are. The **number of your CB (CBN) will be shown on your map**. This number must appear on each Household and Individual Questionnaire that you complete and will put the questionnaires into

proper sequence. It is essential that you know where the boundaries of your CB are physically and where these boundaries meet other neighboring CBs. All areas must be completely covered so that no Households are left out and no Households appear in two CBs and are counted twice. Get together with your CS and adjacent CE within your enumeration team and ensure that you are aware of your **common boundaries**. Be especially careful that households on thinly populated or inaccessible areas are actually included in your enumeration.

Completing CB Maps

3.8 How to Update and Complete the CB map?

1. Follow the numbering of households on the CB household list provided.
2. You should draw onto your CB map new existing roads not shown and enter the name of roads and streets not available or provided.
3. Erase any road or street that no longer exists.
4. Correct road or street names which have changed, are missing or are incorrect and update any new street names.
5. Correct, add or cross out important landscape features such as a church, cemetery, gas station, medical center and school in accordance with the listed map symbols in section 3.9.
6. Your map comprises of numbered map blocks. Your map block boundaries are formed by roads and/or village boundaries, or by line in-between households/dwellings which then are split-up blocks.
 - When a block is split into two or more parts, the same map block number is use for each part and numbers are further assigned to represent each split up part. For example, map block number CBN 1601 02 - 0 are split into 3 parts as:
1601 – 02 – 1, 1601 – 02 – 2 and 1601 – 02 – 3. Others may be a combination of blocks which is more than one block.

3.9 How to Mark Your Enumeration Route on map?

Follow these guidelines wherever possible:

1. Start in the corner of your census block preferably where it is marked with Household 1 on your PC image2.
2. Mark an "X" to indicate your starting point on your Census Block map.
3. Proceed in any direction of the numbering of households as you cover the block.
4. Proceed your visits to households and mark the household number as you assigned on PC image2.
5. The CB Listing is a guide for your census fieldwork; and
6. When you find a household that is vacant or no longer in existence, mark on PC1 Form under that household No. the word “vacant” or with notes such as “not exist” and do not enumerate.

Pre-listing Households

3.10 The Purpose of the CB Listing

Your CB listing of households is to assist and guide you in locating all households in your CB. You are required to update that list as it is a census fieldwork necessity and would:

- provide updated list of households, a base for your census fieldwork
- ensure completeness of your enumeration

YOU MUST RETURN YOUR CB LISTING at the end of your census assignment.

3.11 Updating CB Listing

Efforts were made to provide you with an up-to-date CB listing of names of head of households, but that was not possible. Your CB would have on average, 60 households and the CB with more than 60 households will be assigned more than one CE. You are provided with the CB listing of head of household, the situation as it was in the Census 2006. You must update that listing with the situation it currently is as you visit. The CB listing must be updated with the exact full name of the head of household and the status of each household.

Example of CB Listing:

CB Listing:		
CENSUS BLOCK NO. :- 1101-29 - 0		
VILLAGE :-	Kolofu'ou	
DISTRICT :-	Kolofu'ou	
DIVISION :-	Tongatapu	
<u>H/HOLD NO.</u>	<u>NAME OF HEAD OF HOUSEHOLD</u>	<u>STATUS</u>
1	SINA KAVALIKU&TEVITA VAIPUNA	O
2	PHOENIX MOTEL (I)	O
3	WANG LONGXIANG	O
4	'OFA PEKIPAKI	O
5	FAKA'ILOA TONGA	O
6	MELIAME LOTAKI	O
7	WENJIE HUANG	O
8	TILINI TONGA	O
9	RESIDENT	V
10	LATU LAVAKI	O
11	PAULA TONGA	O
12	SAYAKA MIZUMOTO	O
..
..
58	TAULAKI 'OLIVETI	O
59	MAILE PAUNI	O
60	SUNIA KUKI	O

Updating and revising CB listing requires you to write the name of the head of the household on the CB Listing and the status of occupation. Write O for households that are occupied or V for households that are vacant. For household type 2 Institution, you should write the name of the institution on the CB Listing and put in bracket (I) for institution at the end as on H/hold No.2 above.

A new household that you have identified in your CB should be assigned with a Household No. and should be entered at the end of your household listing. That number should be marked on PC image2. A household that no longer exists or is now vacant should be marked "vacant" or with notes e.g "not exist" on that household No. on Form PC1.

Institutions should be listed with the name of the institution as shown under household no.2 in our example. You must also write, corresponding to each household or institution its status, whether it is:

- (i) occupied write O;
- (ii) unoccupied write U;
- (iii) vacant write V;
- (iv) no longer exist write N.

3.12 Pre-listing Households on Form PC1

During Tuesday 29th and Wednesday 30th November 2011, this is your first visit to households and to:

- i) Complete PC1 Form and complete Pre-listing head of households and institutions;
- ii) Ask how many people in each household. (To let you know whether you have enough forms for enumeration of households and institutions (PC2 – type 1 and 2) and individuals of households (PC3), and so that you set out with your enumeration papers ready for enumeration on 1st December);
- iii) Prepare your enumeration PC2 Form and get ready for your second visit on 1st December.
- iv) Make arrangements for your second visit with the household. Set your second visit for the best time for the household, if they are not usually at home.

Topic 4: ENUMERATION

Overview

4.1 Initial Preparations

As mentioned earlier the 1st December 2011, is the date set for your second visit to the household to start filling of forms by interview but, before that, you **must** make sure that you have:

- (i) Completed all requirements on your census maps and your household listings;
- (ii) Noted the number of households and institutions in your CB and you must complete PC1 in recording the heads of households and institutions;
- (iii) Noted the number of persons per household and institution.

Your program should allow for the possibility that you may encounter bad weather or may have other delays that may affect your census fieldwork. If you are in such a situation, please arrange with your DCO through your CS on how best to complete your census fieldwork.

In special cases where households are very isolated or are on remote islands, it will be possible to get permission from your DCO to make only one visit and complete all the forms at one time. In such cases, you must be quite sure that your enumeration is as close to the situation as it will be on the Census Date.

As you do your enumeration, please try to keep your schedules in good order. It is sometimes impossible to keep paper clean and completely dry but remember that others have to process and read your work so the sheets must be kept legible.

You should always carry your ID badge. That should be shown to the persons you interview when you introduce yourself and before you begin enumeration.

Usually CE and CS are appointed to communities which they know well and in which they are well known. Efforts were made to assign CE and CS to work at the CB he/she usually lives. This has great benefits for the accuracy and completeness of the enumeration and usually, the friendly atmosphere in which it is conducted. Occasionally though, past history may make your dealings with an individual or family embarrassing, to you or to them. If you are in such a case, please inform your CS at your earliest so that your CS could make arrangements for someone else to enumerate that Household.

4.2 Your Responsibilities during Enumeration

The census reference period is the **night of 30th November 2011**, as discussed under section 1.7.

Your **second visit** for interviewing and filling up of forms must be from **Thursday 1st December to Tuesday 6th December 2011**. Be informed that during this period there are only 4 working days which are Thursday, Friday, Monday and Tuesday. You must arrange your second visit so that you should complete the enumeration workload within the set dates. You must familiarise yourself with census forms PC2 and PC3 prior to your second visit. Ideally, you must finish your second round of visits by the end of Tuesday, 6th December 2011. During Wednesday and Thursday 7th and 8th December you must **check all your census fieldwork with your CS and be ready to submit to your CS by Friday 9th December 2011**.

Any incomplete census forms must be completed before the end of Thursday 8th December 2011. **You must check all you census work with your CS and immediately hand over all your census fieldwork by Friday 9th December 2011.**

In Summary:

These are your responsibilities during enumeration. You will:

- locate every household and institution in the CB and list on PC1 form;
- mark every household and institution in the CB onto PC image2;
- update CB Listing as provided to you as a guide;
- complete all questions on PC2 form by interviewing;
- ensure that every person staying in the household on the night of 30 November are listed on PC2 form;
- complete PC3 form for each person listed on PC2 form;
- before leaving the household, check and make sure that each questionnaire is complete and correctly filled in;
- complete the Field Visit Record FVR/1; and
- confirm that your CS closely supervises your work on the field, everyday.

Remember that your fieldwork is not complete until your CS certified your work. If your fieldwork forms are incomplete, your CS will return them to you for completion before certifying your work. Your 50% payment will not be paid until your work has been certified by your CS.

Your DCO will verify and ascertain that both CE and CS census work meet the expected census standard. You and your CS will only be paid when your DCO is happy with your fieldwork documents. If questions are found not filled, you will be instructed to go back to the household and to properly complete the blank questions under your CS supervision.

The GS retains the authority through your DCO to ensure the completeness of your census fieldwork documents

Relations with the Public

4.3 Relationship with the Respondents

It is important that the census be conducted in a professional, efficient and friendly atmosphere. Due to the extensive public communications prior to the census day, there should be no doubt in the minds of your respondents about your right to ask the questions specified in the census

schedules. You should show your ID badge to people you interviewed and they also have the right to see the questionnaires (uncompleted) to make sure that the questions you ask are relevant to the census. Make sure that you have studied the Questionnaire Manual prior to asking the questions and be certain that you refer back to the manual when you are not clear on a question.

4.4 Respondents' Rights and Privacy

You must only ask from respondents, questions as required on the prescribed census forms. You have to respect the privacy of the respondents and try not to argue with them. You should also try to respect the privacy of the household as a whole. You will notice that at the end of the personal questionnaire you are to note whether the person replying to your questions is the same one as is named on the questionnaire. It will not always be possible to question directly all people and in some cases, such as children, not at all desirable, but plan your interview to obtain a high proportion of adults, particularly women, to answer questions for their own form. First-hand information is usually more accurate than hearsay or secondhand information although the latter is better than nothing. This applies particularly to adult females who are likely to have much more accurate information about their own children's date of birth, and other fertility information concerning them, than anyone else. You should be very careful in reminding mothers to remember all their children, particularly their young children.

4.5 Conducting the Interview

Your success in collecting census information will depend on your knowledge of what to do in each household and in doing it quickly and efficiently.

Key guidelines that you must be aware of concerning your interviewing duties:

- Confine your interviews to the responsible member of the household. The Head of the Household must be interviewed and adult members of the household should also be interviewed if possible. Do not interview children, servants or neighbors of a household about its members except to find out the best time to call back if no responsible member is available on your visits.
- **Never permit the person you are interviewing to examine a form that was filled out for another Household. Keep such forms well out of sight to avoid such possibilities arising.**
- Do not express surprise or disapproval at any answers you may get to the census questions, including the way you look or by the tone of your voice. Your job is to record the facts, as they are reported by the respondents.
- Do not reveal your opinion of the census questions to respondents. The respondent should feel that these are serious matters and that their answers are important. Ask the census questions as if you are confident that you will receive an answer.
- Ask the questions in the exactly as they are worded on the questionnaire and exactly in order in which they appear on the form. Observe the skip patterns carefully and note where some questions apply only to persons of a certain age or to women only.
- Maintain a friendly manner. Avoid getting into argument or controversial discussion. Do not discuss controversial or political events. Remember you have a lot of work to do, it must be done well and many people must be interviewed in the time available.

Functions of the Interviewing Forms

4.6 Type of Forms

The people of Tonga will be enumerated using Household and Institution forms and Personal questionnaires. Each Household and Institution will have its own form to which the Personal questionnaires of each member of the household and institution will be attached. For this purpose

you will have to determine the household and institution in which each person lives.

4.7 The Household Questionnaire

The Household and Institution Questionnaire (PC2 Form in blue and green colour) apply to a household or institution and is the form to which all completed personal questionnaire must be attached to form a “file” on each household. Fill in the spaces for Village number and Name, Census block Number, Village, Name and Household Number. This household number will be unique to this Household. All households and institutions within your CB should be numbered, beginning from “01” consecutively.

Full names of all Persons who are to be enumerated on Census Date should be filled in next, question H1, beginning with the person you identify as **Head of the Household**. The Head is usually named by the household members, as being the **person most responsible for their well-being**. You will find that in some households the person who would normally be identified as the Head is absent so that another person must be nominated as the Head for census purpose. Households may be headed by persons of either sex, or even in exceptional cases, where all adults are temporarily absent, by an older child. After the head of the household as a father then next on the list should be the mother, next should be unmarried children, next married children, next relatives and then Visitors and Friends should be listed last. Newborn children not yet named may be listed as “Baby”. The sex of each Household Member should then be recorded as either M=male or F=female in the space provided. Sometimes, as with small children, the sex of the individual is not obvious. In such cases make sure you know by asking the Head of Household. Do not guess.

If you as an enumerator live in the CB you are enumerating, then you must remember to also enumerate your own household and to include yourself in your household.

If you find on your second visit that some persons have left the Household and were not there on Census Date you should delete their names from the list on the Household Form and mark the Personal questionnaire “**Not Present**” **but do not throw it away**. It should come in with the other completed forms, but attached to the back of the “files”. If you know where they went, put the name of the village or locality next to the name on the household questionnaire e.g. gone to Kolonga (or wherever). This information may be useful if it appears later that they were not enumerated at all. Similarly, if you find on your second visit that some persons have unexpectedly arrived and were present at Census Date, their names should be added to the Household questionnaire, and Personal questionnaire filled out for them.

One of the functions of the Household questionnaires is to allow a Preliminary Count of the Population (Males, Females, and Total Persons) to be issued by the Government Statistician and this information is compiled quickly from the Household questionnaire.

4.8 The Personal Questionnaire

The Personal forms PC3 are the most important part of the census and will contain all information collected for each Individual in the Household. Each individual person in the Household has a separate form for him/her and should have answers to all questions applicable to him/her. Fill out all the answers carefully and completely, putting a cross beside the question no. and sections not applying to the individual being enumerated.

The questions on the personal form PC3 are to be completed by putting a circle around the appropriate box and then write the appropriate code in the answer box provided. Ask each question exactly as they appear on the questionnaire. You have to interview the exact person concerned on form PC3. You should make sure that the correct sets of questions applicable to that

person are asked and that answers are obtained for all those questions. The only exception is that **“if the person is not in any circumstances going to be available to be interviewed” then you as an enumerator should ask the questions to a responsible person in that household.**

Enumerating an Occupied Household

4.9 Overview

• Arriving at a Household

Knock at the door and be sure that there is someone inside to answer the door and to receive you. When you introduce yourself, take care to say, **“The census is carried out by the Statistics Department of Tonga,”** clearly so that the respondent understands you. You should prepare your introduction, by stating your name and your business for visiting. You should know what you are going to say when the door opens or when you talk to someone in that household. You need to stress how important the questions on the census to the government and that they need to try and answer every question carefully and truthfully.

• Reason for Your Visit

You have to explain to the respondent the reason he/she should fill in the questionnaire and/or answer your questions on the questionnaire.

• Listen to the Respondent

Respondents should answer any questions accurately and truthfully. Be sensitive to issues the respondent may or may not be expressing, such as confidentiality or privacy concerns. If you indicate you are sympathetic to their concerns you will increase your chances of success.

• Personal Information

When a respondent does not want to put forward personal information, they can give the information to your supervisor instead. This may frequently happen when the respondent and you are personally acquainted. Make sure that your supervisor is actively liaising with you, have full knowledge of your enumeration progress and of your needs and any help you may require. Ensure that you receive your supervisor’s help on time.

4.10 Completing the Census Forms

Completing PC2 Form

Fill-in PC2 Form and make sure that the explanations concerning each question of the form is asked and is recorded with your full understanding of instructions supplied on the Enumerators’ Instructions Manual. Ask the questions and record the answers as explained.

Completing Form PC3

Complete Form PC3 by interview and see if there are more than twenty four members in the household. Instructions on more than 24 members living in a household are provided under section 7.2 of this Guide. You should have enough questionnaires for all members of each household in your CB. You should make certain there is a personal form for every member living in the household. Fill-in Form PC3 and be sure that the definitions and explanations on each question of the form is explained on the Enumerators’ Instructions Manual. Ask the questions and record the answers as explained.

4.11 Before Ending the Interview

Before concluding the interview ensure that the information provided are complete on all Forms and that questions are answered and are correctly recorded such that:

- Information provided is best received for all questions on the household form, PC2. Please try to get all the questions on PC2 Form answered to avoid any **NOT STATED** answer.
- All applicable questions are answered on the personal form, PC3. Quickly check that:
 - o Questions P1 to P12 are completed for all persons.
 - o Questions P13 and P16 are completed for all persons 6 years and older.
 - o Questions P17 to P28 are completed for all persons 15 years and older, and
 - o Questions P29 (1) to 29 (5) are completed for all females 15 years and older.
 - o Ensure that skip questions are correctly answered and see the linkages are correctly treated.
- The correct PC2 Form type is correctly used, type1 “blue” for household and type2 green” for institution.
- The CBN for all forms and map are correct.
- That the number on the person box on Form PC3 is correctly marked on the front of the questionnaire and corresponds with the person number on Form PC2.
- That you completed the certification part at the end of form PC2, household form and that you signed the form and write the date.
- Summarise the total persons, males and females for the CB by households and institution at the back of form PC1.

4.12 Before Leaving the Household

You should ensure to the respondent that he/she has provided you with valuable information and that you and the Government of Tonga appreciate the time and effort given. When you leave, be sure to thank the respondent on behalf of the Tonga Statistics Department for taking part in the census.

4.13 Edit the Census Forms at Home

At the end of your fieldwork on the same day at home, you must go over the forms that you have completed on that day. You must ascertain that your work is correctly recorded and is in line with the instructions and definitions provided on each question of the questionnaire. Any incorrectly recorded answer must be clarified and corrected on the next day when you return to the field.

Warning: Be careful to keep completed questionnaires separately from blank ones. Completed questionnaires are confidential and their security is your responsibility. Keep your completed questionnaires safe and out of view. Ensure that you store questionnaires in a secure place at home, preferably under lock and key.

Completing the Field Visit Report

4.14 The Purpose of the Field Visit Report

The purpose on completing the FVR-1 is to keep your DCO well informed and up to date on your progress. For these reports to be useful, you must complete them accurately and at the specified times. Your CS must visit you on the field and check your work on the specified dates and that would be verified by your DCO on the field. Your CS should complete FVR-2 form and will be certified by your DCO. It is very important that your work is reported daily on Form FVR-1 before your CS visits and checks to ensure that it is complete and that is up to the level of

expectation thus ensuring that information collected is of good quality. You must fill in the FVR-1 according to the instructions provided.

In the case of having more than one CB, you must fill-in separate reports for each CB.

4.15 When to Complete the Field Visits Report?

Complete your FVR-1 daily from the 28th November until 9th December 2011. Your CS must visit you everyday and check your census work and to certify your work on your field visit report form. You must make sure that your report is completed prior to your CS visit.

Your CS must complete form FVR-2 based on the number of CEs under his/her supervision and by CE activity. Your DCO will verify the fieldwork report of CS on the field during the census fieldwork period starting from 28th November until 9th December 2011. CS will be checked daily by DCO to ascertain that during the enumeration period all the fieldwork of CE are certify correct and complete.

Duties After Enumeration

4.16 When You Finish Enumerating Your Census Block.

You must carry out the following duties to ensure that your census fieldwork is fully completed:

- Ensure that you have totaled the number of males, females and total persons box in front of Form PC2;
- Ensure that you use the correct PC2 Form type, “blue” for household and “green” for institution;
- Ensure that the person number on PC2 Form corresponds correctly with the person number on top of Form PC3;
- Sort and check that you have completed all forms;
- Ensure that the FVR -1 is completed for your CB;
- Ensure that you summarise the total persons, males and females at the back of form PC1;
- Check all forms for non-response and refusal situations are already handed over to your supervisors and are filled on your FVR-1;
- Check your block map that all block features are marked;
- Check that your household and institution numbering on PC map 2 are inserted correctly and are corresponding to the household list of number on PC1;
- Check that the CBN on PC1 corresponds correctly with the CBN on top of Forms PC2 and PC3;
- Put together all complete materials for your CB, which include Maps (PC map1 and 2), List update (Form PC1), Household Questionnaire and Institute Resident List (Form PC2), Personal Questionnaire Form (PC3) and Field Visits Report (FVR-1);
- Pack your materials into your census bag;
- Return all materials in your census bag to your CS for checking;

Note:

Once you finish your enumeration role and hand over your work to your CS. Your CS will check it over a period of 5 working days and then it will be further verified by staff of the statistics office, as will DCO. If your work does not meet the required standards, you will be consulted for clarification and/or confirmation and your work will be returned to you with the problem areas identified for corrections. No additional pay will be issued for your time spent in making corrections if the returning work falls outside the enumeration period.

Topic 5: INSTITUTIONS

Overview

5.1 Defining an Institution

Some Households will be based in Institutions such as hotels, motels, guesthouses, dormitories, prisons or military institutions. An **Institution**, for census purposes may be defined as an organisation providing specified services or performing some general function for a group of residents or inmates who will normally be unrelated to each other. In listing Households for these Institutions the common eating arrangement still applies, so that it is possible, for instance, that more than one Household will occur in the grounds of one Institution. Where a group of unrelated, institution-based persons have common eating arrangements, they should be treated as one Household and the Head of Household identified as the one who has administrative responsibility, supervises or by common consent, seems to have some leadership authority.

• Arriving at an Institution or Guesthouse

You should consult the manager or speak with the manager if necessary. You should present yourself at the desk and state your business. You can make an appointment to see the manager later if he/she is not available; particularly in prison camps, the officials will screen visitors. Show your ID to the person in charge to prove the legitimacy of your visit.

• Reason for Your Visit

You have to explain to the respondent the reason he/she should fill in the questionnaire and/or answer your questions on the questionnaire.

Enumerating Institutions

5.2 Your Institution Responsibilities

Completing PC2 Form

You will list all residents or inmates of an institution on PC2 Form – “green colour”, according to those of high rank or of supervisory status, firstly if applicable. You should identify the sex of the person according to the form and total all persons at the end.

Completing Form PC3

Complete Form PC3 for all residents or inmates of the institution. There are two types of PC3 form in use. One referred to individuals in an institutions as (i) Personal Questionnaire for Institution Residents and normally are those whom been in Tonga for six months or more and (ii) Personal Questionnaire for Institution Residents normally as Visitors / Non Residents as those whom been in Tonga for less than 6 months.

Complete Form PC3 by interview and see if there are more than twenty four members in the household. Instructions on more than 24 members living in a household are provided under section 7.2 of this Guide. You should have enough questionnaires for all members of each household in your CB. You should make certain there is a personal form for every member living in the household. Fill-in Form PC3 and be sure that the definitions and explanations on each question of the form is as explained on the Enumerators’ Instructions Manual. Ask the questions and record the answers as explained. Make sure that you are using the correct PC3 form according to the residential status of the resident in the institution.

You should enumerate any **household attached to** an institution first by checking whether the household eating arrangements and the expenditure in preparing it is separate from the institution's eating arrangement. If separate, then the household attached will be treated as a household and the institution will be treated separately as an institution. The household located within the institution with one eating arrangement for both household and the institution will be enumerated as part of the institution.

5.3 How to Update and Validate Institutions during Enumeration?

It is your responsibility during pre-listing of head of households to update and validate this list to include institutions. In your CB, you need to:

1. Determine whether institution listed on CB pre-list still exists and is in your CB. If any of the institutions listed on your CB are found to be numerous households, please include them all at the end of your listing on PC1 Form and enumerate them separately as households.
2. Determine whether any additional institution is not listed on your CB pre-list. If you discover new institution type of household including lodging or rooming houses, add them to your PC1 Form and enumerate.
3. Some large institutions have been established as separate CBs. Arrangements were made for enumeration of these separately. In Tongatapu those would include:
 - i) Defence Camp, Senee, Vaha'akolo Road, Kolofo'ou near the Palace
 - ii) Janful International Dateline Hotel, Vuna Road, Kolofo'ou
 - iii) 'Ofa, Tui, 'Amanaki Alonga Centre, Taufa'ahau Road, Pea;
 - iv) Defence Camp, Taliai next to airport, Fu'amotu;
 - v) Hu'atolitoli Prison Camp, Taufa'ahau Road, Hu'atolitoli; and
 - vi) Queen Salote Nursing School, Vaiola Hospital, Tofoa.

If you don't know whether a large existing institution in your CB has been established as a separate enumeration area, contact your CS and/or DCO.

5.4 Enumerating a Household Attached to an Institution.

You are responsible for enumerating all households, including any household attached to an institution. For example, a motel owner may live in a household that is attached to the motel. To conduct enumeration at the household attached to an institution, follow the procedures for enumeration of that household separately as in Chapter 4 of this manual.

Warning If an institution contains what seems to be a household (i.e., the household dwelling is within the institution) enumerate the person(s) living in these household as part of the institution.

Topic 6. SOLVING NON-RESPONSE SITUATIONS

Overview

6.1 Resolving Non-response Situations

You will find that some situations will result in non-response, that is, a missing or incomplete questionnaire. This can happen when, for example:

- you are unable to contact the household for some reason,
- you cannot find anybody at a household;
- a respondent does not know certain information or refuses to give it to you.

When you make contact with a household, attempt to resolve non-response situations before you

leave the dwelling. Try to keep missing or incomplete questionnaires to a minimum. The procedures in this chapter will help you resolve these situations.

If, after following the procedures in this chapter and making the required number of follow-up attempts, you are unable to complete your enumeration, you should report that household to your supervisors in due time so that the CS and/or the DCO will try to resolve that non-response situation.

6.2 How to Resolve Non-response Situations - Resolving a Refusal?

If, after following the procedures in this chapter and making the required number of follow-up attempts, you are unable to obtain a complete questionnaire of a household or the household or member of a household refuses to be interviewed and to provide you with the required information, you should report that household to your CS in due time so that the CS and/or the DCO will make the necessary arrangements to resolve that refusal situation and to make arrangements for persecution.

It is your responsibility and duty to go back to the household to get the information required in the census forms.

6.3 When a Respondent Wishes to Mail the Questionnaire?

When a householder tells you he/she wishes to mail the questionnaire, a case where the householder may have filled in the forms for you, please assure him/her that the questionnaire has to be returned to you. This purpose is for checking and for verification of information supplied, that it follows the required census procedures and the questionnaire instructions. Also inform the household that you have to make a report on all forms from all households and must submit to you all forms.

Privacy

6.4 Respondent Does Not Wish to Be Enumerated

These instructions apply only to cases where the questionnaire is missing because the respondent is not willing to give you (the CE), the information needed to complete the questionnaire. If you encounter this situation, report immediately to you CS and/or DCO.

6.5 How to Resolve Non-response Situations, Absent Household?

If when you visit, there is no member of the household at home, make a good decision in deciding whether it is good to leave Forms PC2 and 3 at the house or leave a note under the door informing the householder that you called the house and the purpose of your call and that you will call again later. Make sure that you state the time so that the householder would try to be there to meet you. The forms or your note should be placed where the householder will notice it but it should not advertise the household's absence.

For such cases, discuss with your CS the possibility of follow-up by telephone. **If your CS and/or DCO approves**, try to obtain a telephone number for the household.

6.6 How to Resolve Non-response Situations, Absent Individual?

If the individual is absent on your first or subsequent visits, discuss with your CS the possibility of follow-up by telephone. Your CS will discuss that with your DCO. **If your DCO approves**, try to obtain a telephone number for the individual.

6.7 Other Missing or Incomplete Questionnaire Situations

For any other situation where the questionnaire is missing or incomplete, when:

- you have made at least three personal visits; or
- enumeration is completed for the CB; or
- you have determined that it is not possible to obtain the information needed to complete

the questionnaire.
You should talk to your CS in due time so that efforts are made to obtain the missing information.

Topic 7: POSSIBLE ENUMERATION SITUATIONS

Overview

7.1 Introduction

This chapter contains the procedures to follow when you encounter enumeration situations that would require additional steps and explanation.

7.2 More Than Twenty four Members in the Household

Since only twenty four persons can be listed on one PC2 Form “blue”, use more than one questionnaire if there are more than twenty four members in a household, and:

1. Make sure that the questionnaire identification numbers are correctly written in front of each questionnaire used.
2. Number the questionnaires (for example, 1 of 2, 2 of 2) should be written in front of each form used.
3. On the second PC 2 Form, draw an "X" through page 2.
4. Cross out the word “Head” on the second Household form and cross out the “Total” boxes on the first Household form.
5. Add the totals for Males, Females and Persons all on the second household form.

7.3 More Than Sixty Residents in the Institution

On PC2 Form “green”, use more than one questionnaire if there are more than sixty residents in an institution, and:

1. Make sure that the questionnaire identification numbers are correctly written in front of each questionnaire used.
2. Number the questionnaires (for example, 1 of 2, 2 of 2) should be written in front of each form used.

7.4 Language Problems Other than Tongan and English

If you cannot make yourself understood because the respondent does not speak either Tongan or English, follow these steps.

1. Determine what language is spoken in the household or institution.
2. Contact the Statistics Office at Phones 23300 and/or 23913 at your earliest so that arrangements could be made with the embassy concerned for an interpreter.
3. Contact the Statistics Office at the above-mentioned phones for an interpreter to assist you with Chinese households that you cannot communicate with.

Possible Household or Institution Situations

7.5 Diplomatic Missions Household

For the Tonga Census, diplomatic mission households for countries like Australia, New Zealand, China and Japan or any other country will be included in the census enumeration. Similarly, all foreign staff on working visas under these diplomatic missions will be enumerated.

7.6 Household or Institution Listed in Error

If you discover that you should not have listed a household or institution on PC1 Form on your final visit then you should revise PC1 Form by:

1. Drawing an “X” by that household or institution number,
2. Making a note on that household number,
3. Making sure that at the point of correcting the household number, what other forms that were completed, needs to be corrected also.
4. Ensuring that the corrections made on household number still corresponds correctly with the boxes for household number on other forms and on the PC map 2.

7.7 Missed Household

If you missed a household:

- Do not attempt to correct the PC1 Form and the block map.
- Add the missed household at the end of the list on Form PC1.
- Enumerate the household.

7.8 Apartment Buildings

To conduct enumeration in an apartment building, it will be much better to get the information from the owner on how many apartments that are occupied in the building before you list them out and enumerate, or to inquire at the desk about the people in the building.

Listing Apartment Units

When listing apartment units in your list updating on form PC1, make sure that you covered every apartment and make sure that you do not miss any apartment unit.

7.9 Buildings Where Each Apartment Resident Lives in a Single Room but Shares Common Facilities

If you come across a building that contains one-room apartments, ask the owner whether they supply food to the renter. If they do, that building should be regarded as an institution. If they do not and food is provided by the renter or cooked individually by renters even in a shared common kitchen facility, that should be taken as individual households. Points to determine:

1. If the building should be enumerated as an institution or as several private households.
2. Follow the definition for a household and enumerate the apartments as several private households.

7.10 A Household Unoccupied on Census Night, November 30, Is Now Occupied

When you make contact with the householder and you determine that the dwelling was **unoccupied on Census Night, November 30**, two procedures are required, one for the unoccupied dwelling and one for the current occupants.

Procedure 1:

FOR THE UNOCCUPIED HOUSEHOLD, ask where they were on Census Night, November 30th and whether they were at a household and were enumerated there. Make certain that you report this to your CS and/or DCO. Your CS and/or DCO will try to find out whether this unoccupied householder has been included at the place where they were on the Census Night.

Procedure 2:

FOR THE OCCUPANTS, ask the current occupants if they were enumerated at the address where they resided on Census Night, November 30th. If the occupants said they were already enumerated at that address, note down the name and place where they said they were enumerated at for later checking.

When you visit on December 2nd and find that the occupants of a household were not enumerated, on November 30th, please enumerate that household.

7.11 A Household With More Than One House

Refer to the Definition of a Household to clarify this house settlement.

Topic 8: ENTITLEMENTS

General

8.1 Pay Entitlements to CE and CS:

You will receive the following payment for your census duties and when your work has been verified as correct:

1. CE you will receive a taxable payment of TOP\$50 per day, and TOP\$60 per day for CS. Your total payment will be for 10 census working days and for the period you are required to complete your census enumeration duties. Your 10 census working days fall is from 28th November to 9th December 2011.
Note: You are entitled to **two** payments, 50% at the beginning of your census work and will be paid cash and 50% at the completion of your census assignment and have passed through your CS and endorsed by your DCO and will be credited to your bank account.
Please note there are some exceptions.
2. You will be informed on where you will receive your census payment, the date and the time.

8.2 Pay Entitlements to CE and CS for participation in Trainings

You will be paid TOP\$30 a day for your census training participations over a period of 5 days for transportation and daily refreshment.

8.3 Transport

Your daily wage rate of pay includes transportation allowance for census enumeration.

Please note there are some exceptions.

Topic 9: DEFINITIONS

Absent Household is a household for which there is no member at home. A household is considered absent if, after the first or subsequent visits, the Census Representative establishes that the household will not return before he or she completes enumeration and either the information to allow the questionnaire to pass edit cannot be obtained or a questionnaire cannot be obtained from the household.

Absent Individual is a household member who is not at home. An individual is considered absent if, after the first or subsequent visits, the Census Representative establishes that this person will not return before he or she completes enumeration and the information to allow the questionnaire to pass edit cannot be obtained from other household members.

Block Number is a set of numbers that identifies and numbers a census block. This number comprises of 6 to 7 digits that represent the island, district and village and the block location in corresponding with the census map.

Census Day is Wednesday night, November 30th, 2011. If a more specific time is required, use midnight between November 30th and December 1st.

Institution consists of one or more collective dwellings of a substantial size such as a large hotel, a hospital and staff residence or another large institution. It has been established as a separate enumeration area. It may consist of more than one type of collective dwelling and it may contain private dwellings. All military establishments, except permanent married quarters are institutions.

Dwelling A dwelling is a set of living quarters, designed or CONVERTED for human habitation, in which a person or group of persons resides or could reside.

Household A household is defined as “**Those persons who usually eat together and share the work of preparing the food and/or the cost of work of providing it**”. Normally household members also live and sleep in the same building but experience has shown this is not always so, which is why the definition is based on eating together rather than on living or sleeping in the same building.

Census Block is a geographic area for which a census representative is responsible. **(CB)**

Map Block is the smallest geographic area for which census data are collected and disseminated. Map blocks are bounded on all sides by roads, census boundaries that follow other visible features (such as village boundary, etc.) and/or census boundaries that do not follow visible features. For collection purposes, it is defined as a two-digit identifier and may extend to 3 when a block is split for census collection purposes.

Refusal is any field visit situation in which the householder refuses to complete the questionnaire (PC 2 and 3), and refuses to answer any questions concerning the census.

• **Partial Refusal** is any field visit situation in which the householder refuses to provide the additional information required for the questionnaire (PC 2 and 3) to pass edit.

• **Total Refusal for Population Questionnaires (Form PC 2 and 3)** is any field visit situation in which the householder will not supply information required to complete the questionnaire beyond Question 1.

Respondent is the person who completes the questionnaire or who provides the information to complete the questionnaire.

Target Population The **target population of the 2011 Census** includes persons living in Tonga and persons living outside Tonga on Census Day, as on Tonga Diplomatic Missions overseas.

Usual Resident of a household in Tonga is any person in the target population for which the dwelling is his or her usual place of residence.

Village is an area which has a legal name, legal boundaries and is incorporated under an Estate Holder.