

Supervisors

Instructions Manual

2005

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INSTRUCTIONS TO SUPERVISORS

Introduction:

1. Supervisors are answerable to the Census Commissioner and hence to the Government of Kiribati for the efficient conduct of the census in their areas.
2. These instructions are to be read with Instructions to Enumerators.
3. As a supervisor, your tasks are;
 - a. to do the household listing on your islands and keep a record, send a copy to the office
 - b. to mark the village maps and boundaries
 - c. to fully understand the “Questionnaire and Instructions to Enumerators manual”
 - d. to assist Island Councils in the recruitment of enumerators
 - e. to train enumerators on the Questionnaire
 - f. to supervise the enumeration
 - g. to check the enumerators have completed the Questionnaire properly
 - h. to account for and to return census Questionnaire both used and unused.
4. These issues are discussed in greater details below. Remember that no instructions will cover every eventuality and there will be occasions when you have to take actions on your own initiative. Make sure that any action you take accords with the instructions and are consistent with our objective, which is an efficiently run and accurate census.

Recruitment of enumerators:

5. It is important to recruit the right kind of person as enumerators. Make sure that enumerators must satisfy the following criteria;
 - a. must be mature
 - b. must have a minimum of Form 3 education
 - c. must be willing to learn and be capable of learning
 - d. must be acceptable to all sections of the community
 - e. must be resident in the area in which they will be working
 - f. must be available full time for the census
 - g. must be physically fit and of an even temperament
 - h. and very importantly, must understand and be able to write in English.

Training:

6. Training is the most important single part of preparing for the census. Get it right and a smooth and successful enumeration is assured. Get it wrong and there will be many mistakes to put right of which it will be impossible and costly to set right.
7. Your purpose in training is to make sure that coverage will be complete and that the information recorded will be accurate. A secondary purpose is to ensure that if mistakes are made, they will be recognized immediately by your enumerators and these are corrected on the field.
8. Before you start training, you must be thoroughly familiar with the **Questionnaire**, and the **Instructions to Enumerators Manual**. For training purposes, Instructions to Enumerators is the key document. There is no question or problem likely to arise that cannot be dealt with by referring to it.
9. There is a lot of work to be carried out in an enumerator's work. Mostly it is to complete a questionnaire accurately. If a person cannot do this after three days of training, he or she is unsuitable as an enumerator and should be replaced, **Allow only competent enumerators into the field to obtain quality work.**
10. Although it can be an easy job, training at this level is also laborious and demands patience.
11. We suggest you divide the day's training into four sessions of one and half hours and that you allow a 30 minutes break in between each session with an hour break over lunch.
12. Encourage discussions and make sure that everyone takes part and the best result to be sure is to give a small test for filling the questionnaire accurately. Remember there is no such thing as wasting time to be certain of their competent. This will surely make a smooth census undertaking.

Below is the tentative program that is well defined in this ‘Manual’ they are guidelines to assist with the training of the Enumerators.

Program for training of Enumerators – 2005		
Day 1		
Session 1	0900 - 1030	Introduction of Population Census
	1030 - 1100	BREAK
Session 2	1100 - 1230	Personal Questions 1 -10
	1230 - 1330	LUNCH
Session 3	1330 - 1500	Personal Questions 11-20
	1500 - 1530	BREAK
Session 4	1530 - 1600	Discussions on Questions 1 – 20
Day 2		
Session 5	0900 - 1030	Personal Questions 21 – 26
	1030 - 1100	BREAK
Session 6	1100 - 1230	Personal Questions 27 – 31
	1230 - 1330	LUNCH
Session 7	1330 - 1600	Discussions on Questions 1 – 31
Day 3		
Session 8	0900 - 1030	Household Question 1 – 5
	1030 - 1100	BREAK
Session 9	1100 - 1230	Household Question 6 – 9
	1230 - 1330	LUNCH
Session 10	1330 - 1600	Discussions on Questionnaire
Day 4		
Session 11	0900 - 1330	Trial Interviews

First Day Session 1. Introductory (0900 – 1030)

13. Start training with a description of the purpose of the census and how the information will be used. Explain the terms and conditions of service so that each person is aware of his or her duties. Impress on your enumerators that a high standard of work is expected and that checks exist to make sure we get it. Stress that staff will only be paid when they have completed their work to your satisfaction and to that of the Census Commissioner. Failure to finish the work, or misconduct may lead to forfeiture of all or part of the payment provided and may subject to a breach of condition under **the Census Act Cap 8**.
14. Issue a copy of the questionnaire to each enumerator. Explain the layout – that it is in two parts, one concerned with people and the other concerned with the households.
15. Explain that the part of the questionnaire which is concerned with people is divided into four sections. The first and second is **FOR ALL PERSONS**. The third and fourth is **FOR ALL PERSONS BORN IN 1990 OR BEFORE**. The exception is that the fourth is **FOR FEMALES ONLY BORN IN 1990 OR BEFORE**. Then carry on to the Household Questions.
16. Show that the questionnaire can be completed correctly by following the Instructions on the form itself and referring for clarification in the ‘Instruction to Enumerators manual’. Do this by asking questions of one person in the group and recording the answers. Having done so, ask each enumerator to complete a questionnaire in respect of his or her own household. When they have done so, examine the completed forms and take notes of areas where they have many mistakes or have difficulty in understanding the questionnaire. Repeat the process until you are certain that there are no mistakes or until you are fully satisfied. The ones, who can not get competent to do the job, have to be replaced. Then either train the new ones or consult the Statistics Office for advice. A good census comes out from efficient enumerators.
17. Issue ‘Instructions to Enumerators Manual’ and explain that they contain information which they will need if they are to do their job accurately. Good Quality work is expected.

First Day Session 2. (1100 – 1230): Parts 1 and 2 of Instructions to Enumerators. Questionnaires 1- 10

18. In this and the following sessions work through the ‘Instructions to Enumerators Manual’ paragraph by paragraph (concentrating on part 3), making sure that census concepts and definitions are understood. The best way of doing this is to encourage discussion. You will find that your enumerators will ask about

exceptional cases. This is good for both trainers and trainees. Discussing the exceptional case as well as the normal case helps to clarify difficult and exceptional situations. All such questions can be solved by referring to the 'Instructions to Enumerators Manual'. Whenever a difficult point is raised, allow the enumerators themselves to discover the possible answers but never let them exaggerate answers to questions they are not supposed to answer or let them state that they can always and will ask the supervisor for answers.

19. As you discuss each question, allow enumerators time to fill in the details for their own household or **for one real household upon the consent of the household** on training questionnaires. By comparing this, and their earlier attempt to complete a questionnaire, you can sum up the lessons learned.
20. There are two points which need to be stressed particularly in this session
 - a. **The census is concerned with those who stayed in the household on Census Night or the normal household they live in. A person can only have been in one place at that time. That is where he or she should be enumerated.**
 - b. **Date of Birth. Enumerators must record a year of birth for all persons. If the year is not known, they must estimate it as best as they can with regard to the age of the child.** Now it should be easier to get the birth date for the old i.e. 70 and upwards.

It is an instructive exercise to make trainees estimate someone's age from their appearance alone and then to compare the different estimates with the actual age of the children or the parents or even other relatives for example brothers or sisters.

First Day Session 3. (1330 – 1500): Questions 11 – 20

21. Continue using the Instructions to Enumerators as people need to hear instructions follow them and also might be reading it to refer in their own time.
22. Stress that Questions 16-20 concerns health issues only and can be explained as the purpose of it is to gather information for medical planners. **THIS WILL TARGET THE PERSONS 10 YEARS AND OVER.**

First Day Session 4. (1530 – 1600): Discussions on Questions 1-20

23. This is the time to discuss openly from each trainee so as to ask further on clarifications and please remind them that incompetent enumerators will be replaced. Hint: A reminder is that there is no such thing as stupid questions. Summarize the day by briefly ask them to study further into the questionnaire and their instructions to make sure no further misunderstanding at the end of Day1.

Second Day Session 5: (0900 – 1030): Questions 21 – 26.

24. Start fresh for the new day and advice them that the following 21-26 questions which are for 15+ years of age of all people and questions 27-31 are women only questions for the 15+ years of age.
25. Activity questions are related to the Status of Employment in actual fact they are what we called the Employment questions i.e. whether you are employed or have a job and what it is, who are you working for and if no job what are your status about finding one. Are you looking for one or are you alright without it. What are your reasons for not having a job.
26. The rest is again just following the Instructions to Enumerators manual and advice them on how to fill in the Activity questions.

Second Day Session 6: (1100 – 1230): Questions 27-31

27. These set of questions are to be clarified to be for women only 15+ years of age but only on unexpected circumstances will be filled for women with a kid under this age which could happen. However stress that their role is to ask every women look old enough to bear a child with courtesy.
28. Very often enumerators neglect to ask these questions of young women who are unmarried and may still be attending school. Very often the enumerators know they have not borne children but it is not known in the Census Office. Any female past the age of puberty is capable of bearing children and it is important to know that a woman has not borne a child as it is known that she has. We must have complete records for every woman born in 1990 or earlier. You have to remind the people about confidentiality once again, and that is really needed for fertility data of the women of Kiribati

Second Day Session 7: (1330 – 1600): Discussion on Questions 21-30

29. Encouraging questions from the trainees and wrapping up of the session which is completed on the questionnaire for the people only.

Third Day Session 8: (0900 – 1030): Household Questions 1-5

30. These questions are fairly simple however it is also known from experience that respondents are quite likely loose concentration at this point and are therefore likely to joke on answering. Be certain to avoid these attitudes as these questions are vital to justify the welfare of households in Kiribati.
31. Household questions topic 1 which is housing and lands up to 5 Capital goods are to thoroughly go through with the help of Instructions to Enumerators Manual.

Third Day Session 9: (1100 – 1230): Household Questions 6-9

32. Before the next break questions to go through relates to 6-9 questions. These are fairly simple to explain and again follow procedures laid in the Instructions to Enumerators Manual.

Third Day Session 10: (1300 – 1600): Any Questions for the whole questionnaire

33. *Encourage questions by forming up groups even if a group of 2 will always help to encourage participation in voicing enquires.*
34. When you are satisfied that **Instructions to Enumerators** on the personal and household questionnaire had been done and are fully understood, pairs of enumerators should conduct mock interviews between themselves with particulars being recorded on training questionnaires. Your purpose at this stage is to make sure that questions are asked in the right order, in the right way and in the right manner. Emphasize that the information recorded must be consistent and that if is not, enumerators must ask further questions until the answers are clear.
35. At first enumerators will find the process of questioning and answers difficult. You must go on with this stage of training until all enumerators are confident with the form itself and know the sequence, flow and wording of the questions so well that the interview becomes conversational and natural.
36. Teach enumerators to not look at the questionnaire but at the respondent and to listen to what is said. In a single sentence a person may give the enumerator the answers to several questions. For example;

- a. Enumerator: “What work did you do last week?”
- b. Respondent: “I work at the Council Office as an account clerk”

37. That sentence has the answers to question 21 to 26.

38. Teach enumerators to have answers clear in their minds before they write it down. Learning to conduct an interview will only be excellent after so much practice. Some enumerators will need more time than others. Remind them materials will be provided.

Fourth Day. Session 11: (0900 – 1330): Trial Interviews.

- 39. When you are sure that each enumerator has understood what is wanted and is able to get it, they are ready to be sent into the field. This session is an opportunity to test and improve their interview skills.
- 40. Sent them out to fill in one page questionnaire form for real to be certain of their confidence. By this time they will know how to approach any house to enquire information.
- 41. Tell them to meet at second session of the day which is from 1130-1330 to get the questionnaire back. The afternoon session for the whole day and the fifth day is set aside for further questions and assessing your enumerators.
- 42. After all this is done and everything goes well they are ready for the enumeration day, BUT IF THERE ARE STILL SOME ENUMERATORS THAT CANNOT DO THE JOB, you have to replace them and your witness will be the training questionnaire that they fill in for trial or you will be a best judge for that.
- 43. The final step is to allocate enumerators with areas that are Enumeration Areas (EA) and clarify boundaries of each EA

Public relations and discipline.

- 44. The census can only be carried out with the willing help of the people and it is your responsibility to make sure the work goes smoothly and to settle at once any difficulties which may arise.
- 45. The census is being taken under the provision of the **Census Ordinance** and enumerators should be aware of the legal provisions.
- 46. If enumerators are properly disciplined and showed normal standards of courtesy there should be no problems, but it may be that an enumerator misconducts

himself or herself. In such a case you should act as you see fit. You may dismiss the offender and he or she may forfeit all part of the payment provided for.

Enumeration materials

47. Questionnaire books and letters of identity are accountable. If a book is lost, the person responsible will not be paid until the supervisor and the Census Commissioner are satisfied that no records are missing. If a completed or partly completed book is lost, the enumerator responsible is to be sent back to re-enumerate the household concerned with the guidance of the Supervisor.

Enumeration Areas

48. Enumeration area boundaries have no legal or administrative significance. They are boundaries of convenience for the census. Your task is to conduct a household listing and the demarcation i.e. ensure you have EAs prepared as well as a list of a number of houses at these EAs. Forms will be provided. A range of the number of houses will fall between 45 to 75 houses depending to your convenience and best judgement. (80 houses will be too much whereas 40 houses will be too little).
49. It is important that enumerators know the boundaries of their areas and work within them, for only in this way can information be related to the areas from which is collected. Also it will avoid the possibility of double counting.
50. Some enumeration areas will contain more than one village. Ensure that enumerators use a separate book for each village, as villages have to be differentiated in the population census reports.

Before Enumeration

51. Assign enumerators to their areas and issue them with their materials (as defined in the 'Instruction manual for Enumerators').
52. If EA boundaries run through villages walk along the boundaries with enumerators concerned so that there will be no confusion.
53. Deal with any question enumerators may have.

54. Where reserve enumerators are provided for, they are to work full time during the enumeration. Use them to replace sick or injured personnel, to handle special jobs such as visiting small offshore islets and settlements or covering an institution or to help in areas where the work is going more slowly than expected. But brief them accordingly. If there are no special jobs for them at the outset, assign them to help in the largest EAs. (Replacement will include wages).
55. Arrange to visit each enumerator in turns soon after the start of the enumeration as much as possible.

During the Enumeration

56. Supervisors are responsible for dealing quickly with any difficulties which may arise. They must therefore be accessible and easily found. They should always leave word as to where they are going and when they will be back to the enumerators in case they need them.
57. Supervisors will visit each enumerator during the first day of the enumeration to satisfy themselves, that the work has begun properly and so that any mistakes can be correct before serious harm is done.
58. Keep a close watch on progress. An enumerator should cover at least 15 households a day. Make sure they do as the earlier they complete census within their allocated areas the better.
59. Enumerators should have no difficulty in covering their area within the eight days allocated, but some EAs may have unexpectedly large populations or progress may be slower than planned for reasons as various as high winds at sea, or and influx of visitors to attend a feast of any sort.
60. Some enumerators will finish their work sooner than others. If there are serious delays in an EA, they may be used to help others as in a team environment to move the process rapidly. Should this be necessary, issue spare books for the purpose, otherwise no book is to be used in more than one village or in more than one EA. However above all you are the best judge for this situation.

Check that coverage is complete

61. In the course of your visits you may satisfy yourself that all household are being visited and that enumerators are working systematically.

62. At the end of enumeration every household should have been visited and should bear the label showing that the inhabitants have been enumerated. If this is not the case, look into the matter. It may be that a household have been missed, send the enumerator to cover them.
63. When the enumerator has finished, compare your list of heads of household with those the enumerator has recorded. Enquire into discrepancies. Amend your list to show people who has come or had gone since it was compiled.
64. As mentioned earlier, Enumerators sometimes have difficulty in finding people at home during the day. This is particularly the case in urban areas. Enumerators must make return visits as soon as possible and should not allow a long list of call backs to accumulate since this slows work still further and involves them in extra traveling. Early mornings and evenings after work are good times for finding people at home and your enumerators and yourself must be prepared to work done.

Check that reporting is accurate

65. In addition to checking completeness of coverage, you are required to check the accuracy of reporting.
66. In the course of each visit to an enumerator you will be present during a complete interview to make sure he or she is doing the work properly. Pay particular attention to the way the enumerator asks questions. They should be asked in the same order and in the same way as they are set out in the '**Instructions to Enumerators Manual**'. Check that the enumerator is asking all the questions – he or she must not assume, for example, that because a woman born in 1990 is not married she has not borne a child.
67. In households where an enumerator has to estimate the ages of respondents you should independently form your own estimates and check them afterwards against the years of birth the enumerator has recorded. If the two sets of estimates vary greatly discuss the reasoning with the enumerator.
68. Discuss and correct mistakes after the interview. **Do not interrupt the interview as this upsets both the enumerator and the respondent.**
69. When you have sat through the interview, write "**present at interview**" at the top of the completed questionnaire for the household. This will enable other people to check the quality of your supervision.
70. Next check internal consistencies of questionnaires already completed. Make sure there are no blanks in the record which have been left to be filled in afterwards.

Make sure that men are not reported as bearing children, that children do not appear as older than their parents, that there are entries for special questions 21 – 26 for all persons born in 1990 or earlier. And that there are entries for questions 27 – 31 for all women born in 1990 or earlier.

71. Make these checks on three questionnaires in each book that has been completed or partly completed. **An error is also an omission which cannot be corrected except by going back to the household concerned.** For instance, if an enumerator has a record for a woman born in 1990 but have made no entries on lines 27- 31, he or she has made a mistake. Send him or her back to correct it.
72. Do not pass poor work. If an enumerator's work is not proper and he is incapable of improving it or is unwilling to do so, replace him with a reserved person. You are also the best judge for this situation. Other problems unresolved will involve the Census Commissioner.
73. If the enumerator has made small errors which can easily be put right, have them corrected on the spot. Supervisors sometimes notice minor errors and require enumerators to copy out the whole books full of information. This is wasteful and leads to further errors during copying. **Do NOT do it.** Either cross out a single person record such as person 3 or cross out diagonally across the page for say the whole page correction and use the next page as described in the Instructions to Enumerators manual.
74. If you find any mistakes during your checks on internal consistencies, you must check every questionnaire the enumerator has completed and you will sign each one. It will pay, therefore, to make your first check early and prevent mistakes.

A checking List

75. Ask yourself these questions, and if the answer to all of them is 'yes', the enumerator is doing his/her job well. If the answers are 'no', mistakes are being made and you must have them corrected.
76. These are the questions you should check against.
77. **Is the enumerator putting in answers to the questions correctly?**
78. **Is the front cover correctly completed?**
79. **Are household numbers in sequence? Do they correspond to the numbers on the label?**
80. **Are all entries legible (readable)?**
81. **Does each household start on a new page?**
82. **Are entries for relationship, sex, and age compatible with one another?**
83. **Is the enumerator did ask about the respondents' real father and mother?**

84. Are the migration questions being dealt with correctly?
85. Are entries for educational attainment corresponds with age?
86. Are the health questions answered correctly i.e. 'N' or 'R' or 'S' or 'Q' by the persons 10 years and over?
87. Is the enumerator asking the economic questions of all people born in
 - a. 1990 or earlier?
 - b. Do they distinguish 'cash work' from other work?
 - c. Do they state occupation and employer's name correctly?
 - d. Are they seeking a job?
 - a. Is the enumerator asking the fertility questions of all women born in
 - e. 1990 or earlier?
 - f. Has the enumerator recorded answers for all females on lines 27 – 31?
 - g. Is the enumerator entering '0s' where applicable?
 - h. Is the enumerator completing the household section correctly?
88. These are also the questions the Census Headquarter staff will ask when they inspect the records before paying the staff. Be sure everything is in order.

At the end of enumeration

89. When an EA has been covered, check that,
 - a. all questionnaire books are accounted for,
 - b. all pages are still in the book and none has been taken out,
 - c. all questions have been completed correctly, and
 - d. details on the front cover have been entered properly and that totals or summaries are correct.
 - e. Check the 'checked' 'signed' and 'date' is on.
90. If any book is missing or has been mutilated, note the fact. Send enumerators back to find the missing book and correct mistakes.
91. When you are satisfied that all is in order, sign the front cover of each book as your certificate that all is well and you have carried out the checks.
92. When all EAs have been covered and you have checked the work, you will be ready to meet the Census Office team at the time arranged.
93. All your enumerators should come with you in case there are any questions about individual EAs. And you should bring with you all questionnaire books – whether they have been used, partly used or not used at all. Identity cards or letters should also be returned.
94. The Census Office team will check the work and if everything is in order, will authorize payment to the enumerators. (If all concerned have done their work properly, nothing will have gone far wrong. If, however, there have been serious

failures, payment will not be authorized until they have been made good and the records have been returned to Tarawa where they will again be checked and passed. Payment will then be authorized to be made through the Treasury in the normal way).