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LIST OF ACRONYMS

AfDB	African Development Bank
CBR	Central Business Register
COFOG	Classification of Functions of Government
COS	Census of Services
GDP	Gross Domestic Product
NANGO	National Association of Non Governmental Organisations
SERA	Strategic Economic Research and Analysis
USAID	United States Agency for International Development
TOT	Training of Trainers
VAT	Value Added Tax
ZIMSTAT	Zimbabwe National Statistics Agency
ZIMRA	Zimbabwe Revenue Authority

1 INTRODUCTION

The Zimbabwe National Statistics Agency (ZIMSTAT) is preparing to conduct a joint Census of Services and Central Business Register project with technical and financial assistance from the Strategic Economic Research and Analysis - United States Agency for International Development (SERA-USAID). The main objective of the project is to come up with a functional Central Business Register and produce up-to-date statistics on the performance of the service sector in the country.

1.1 Central Business Register (CBR)

In order to have a reliable master frame and, in line with international best practices, ZIMSTAT is in the process of upgrading the Central Business Register. The Agency has been using multiple registers to conduct business censuses and surveys. It has become imperative that the Agency integrate these registers into one comprehensive frame, the Central Business Register. The revamped CBR will be used to provide an up-to-date and reliable master frame for all business censuses and surveys carried out in Zimbabwe.

1.2 Census of Services (COS)

The 2011 Census of Services is the first of its kind to be conducted in the country. Prior to the Census of Services, ZIMSTAT conducted a Census of Distribution in 1980/81. The primary objective of the Census of Services is to produce up-to-date statistics on the directions and magnitude of the expansion evident in the services sector; and; the changes in the cost structure and profitability that this has brought. Information obtained from the Census of Services will be used to estimate the contribution of the services sector to Gross Domestic Product (GDP) and provide weights for the Index of Services.

1.3 Training of Trainers

It is against this background that the Central Business Register and Census of Services project team had to undertake a training of trainers' workshop in Gweru from 17 to 23 June 2012. The objectives of the training were to:

- ▶ To understand survey instruments (that is, the questionnaire, enumerator manual) and why the questions or variables were selected.
- ▶ To pre-test the survey instruments for adjustments in order to finalize the instruments.
- ▶ To practice conducting the survey.

2 PROCEEDINGS

Day One: Monday 18 June, 2012

2.1 Introductions and Welcome Remarks

Mr. K.R.N. Shoniwa: Director-Production Statistics and Acting Director Corporate Services welcomed the group granting each member an opportunity to introduce him/herself. After the introductions, the Director went on to give his opening remarks. In his opening remarks, the Director gave a background of the CBR/ COS project, the objectives of the training of trainer's workshop, activities done so far and; words of encouragement.

2.1.1 The Central Business Register and Census of Services Project

The Zimbabwe National Statistics Agency (ZIMSTAT) is preparing to conduct a joint Census of Services and Central Business Register project. The main objective of the project

is to come up with a functional Central Business Register and produce up-to-date statistics on the performance of the service sector in the country.

i. Central Business Register

ZIMSTAT's Central Business Register has to be upgraded so as to have a reliable master frame that is in line with international best practices. In the past, the Agency has been using multiple registers to conduct its business censuses and surveys. This project is there to ensure all these registers are integrated into one comprehensive, reliable master frame that is up-to-date.

ii. Census of Services (COS)

The 2011 Census of Services is the first of its kind to be conducted in the country with an objective of producing up-to-date statistics on the directions and magnitude of the expansion evident in the services sector; and; the changes in the cost structure and profitability that this has brought. Prior to the Census of Services, a Census of Distribution was conducted in 1980/81. Data obtained from the Census of Services is meant to improve the quality of the country's Gross Domestic Product (GDP) and provide weights for the Index or indices of Services.

iii. Activities done to date

Various activities have been done to date to make the project a reality. These activities include:

• *Study Tours*

The Central Business Register and Census of Services project team undertook study tours to Statistics South Africa and Kenya National Bureau of Statistics in May 2012. The objectives of the study tour were to familiarize with the two countries' Central Business Register operations, database management systems, sampling procedures using the Central Business Register and sharing experiences in the conducting of a Census of Services.

The study tours brought out a number of recommendations include the following:

- ▶ There should be an agreement at corporate level between ZIMSTAT and ZIMRA so that the Revenue Authority can disclose the following details to ZIMSTAT: names and addresses of businesses, business partner numbers, turnover, number of employees, income tax, value added tax, other tax categories, zero rated products and/or names of tax exempted companies.
- ▶ As a starting point, the CBR-COS project should target establishments that are registered with the Registrar of Companies and paying Value Added Tax or Income Tax or are registered with Municipalities or Local Councils.
- ▶ ZIMRA and Registrar of Companies should be the main sources of administrative data for the Central Business Register.
- ▶ Soon after updating the Central Business Register, there is need to carry out censuses such as Census of Industrial Production and Census of Agriculture so as to benchmark economic surveys.
- ▶ ZIMSTAT should mobilize resources to continuously fund the Central Business Register.

• *Consultancy*

In June 2012, the Agency engaged a consultant to work on the CBR with the help of USAID-SERA. The consultant was engaged in order to review ZIMSTAT's existing register so as to understand its current state, problems and uses and come up with recommendations.

The consultant also assisted ZIMSTAT to develop a plan of action and timeline for the CBR design, questionnaire development, training, data collection, quality control, processing, analysis, reporting, and maintenance and updating of the CBR.

In the same period, another consultant was also engaged to work on the COS. The consultant is working online with the Manager for Services and informal Sector Statistics. He is currently reviewing questionnaires, manuals and other instruments to be used in conducting the census. The consultant is also assisting ZIMSTAT staff in developing methodology for an index of services that will show month on month changes in the output of the services sector and is to equip ZIMSTAT in doing the same.

- *Procurement of Hardware and Software*

The project received a server, 4 printers, 6 MS Office licenses, 2 laptops and 4 computers from the USAID-SERA program for use during the course of the project.

- *Conclusion*

In conclusion, the Director expressed gratitude to the USAID-SERA and the Government of Zimbabwe for availing financial and technical assistance to ZIMSTAT in support of the training of trainers' workshop, the actual conduct of the survey and, other activities.

The Director was also grateful to the whole group for working tirelessly to avail data in as much as a number of challenges are still being faced and, wished this would continue until the data has been collected and submitted to Head Office.

In this way, ZIMSTAT would continue to save the nation in providing data for policy and decision making.

2.2 Remarks from Dr. Bolnick: the USAID-SERA Chief of Party

The Chief of Party was invited to deliver some remarks about the USAID Strategic Economic Research and Analysis-Zimbabwe (SERA) Program, which is the main source of funding for the CBR and COS projects.

The Chief of Party thanked the organizers of the workshop for inviting him to participate and gave the main objective of the USAID-SERA Program which is to “strengthen capacity for effective economic policy management in Zimbabwe in order to help the country achieve sustainable growth, poverty reduction, and job creation. He further said that the SERA program provides funding, technical assistance, and in-kind support through two primary partner organizations namely ZIMSTAT and ZEPARU (the Zimbabwe Economic Policy Analysis and Research Unit). These resources are being used to support research and analysis on key economic policy issues; provide training for local economists; implement public information events on these issues; and improve the reliability and timeliness of economic statistics that are needed by policy makers, researchers, businesses, and the public at large.

He remarked that, in collaboration with ZIMSTAT management, the SERA Program identified three priorities for supporting statistical development in 2012: PICES, the CBR, and the COS. The justification for selecting these priorities was that the activities are fundamental building blocks for providing quality data on the economy, which is essential for evidence-based policy management and policy research.

The Chief of Party ended by thanking the CBR-COS planning team for their hard work in preparing for the Training of Trainers Workshop. All the Workshop participants were wished success in implementing the CBR and COS projects, and in helping ZIMSTAT revive its status as one of the premier statistical agencies in Africa.

2.3 Part One: The Central Business Register

2.3.1 The Central Business Register: Introduction, Mr. P. Makumbe

In leading the group into the understanding and appreciation of the importance of having one Central Business Register, the presenter highlighted the following:

- ▶ Coordination of individual surveys and administrative collections that constitute the economic statistics program of a statistical office is vital.
- ▶ This coordination depends upon the use of a common conceptual framework, such as the System of National Accounts (SNA) and, a crucial requirement for making such frameworks operational is to ensure that individual survey frames are properly harmonized.
- ▶ For each repetition of regularly conducted surveys, an up to date survey frame is required and, it is more effective and efficient to maintain this frame so that it can support the sequence of repetitions of these surveys than it is to create the frame afresh with each repetition.
- ▶ Thus, survey frame maintenance is best achieved through the development of a single statistical business register for use as the only source of frames for all business surveys.

2.3.1.1 Definition

A Central Business Register (CBR) is a database of enterprises/establishments operating in the economy covering all industries and geographical regions engaged in the production of goods and/or services.

The CBR is an important statistical tool that besides providing a master frame for conducting the sample survey for collection of data also provides basic statistics such as employment by sex, turnover by industry, sector and region.

2.3.1.2 Objectives of the CBR

The objectives of establishing a Central Business Register are:

- ▶ To create a comprehensive list of establishments and enterprises
- ▶ To establish a business directory based on the BR for public use
- ▶ To provide a master frame for the economic and social censuses and surveys such as:
 - CIP (Manufacturing, Mining & Quarrying, Construction, Electricity and Water Supply and Distribution)
 - Quarterly Employment Inquiry (QEI)
 - Volume of Manufacturing Index (VMI)
 - Business Tendency Survey (BTS)
 - Census of Services (CoS)
 - Census of Transport (CoT)
 - Information and Communications Technologies (ICT)
- ▶ To derive basic economic statistics such as number of employees, turnover, etc.

2.3.1.3 Important Characteristics on the Business Register

- ▶ Name of the Establishment
- ▶ Physical Address
- ▶ Postal Address

- ▶ Year of starting business
- ▶ Principal Economic Activity
- ▶ Sector
- ▶ Employment Size
- ▶ Annual Turnover (i.e. Annual Total Sales)
- ▶ Contact details, i.e. Telephone, Fax ,Email Address

2.3.1.4 Benefits of a CBR

- ▶ If survey frames are independently created and maintained, there is no means of guaranteeing that they are harmonized. As a result, unintentional duplications or omissions of enterprises may occur.
- ▶ A CBR therefore enables a practical application of a standard framework of units and their classifications, which, is a crucial requirement if surveys and survey outputs are to be harmonized.
- ▶ It is more efficient for a single organizational unit within the NSO to maintain the SBR as a source of frames for all business surveys than for each survey area to be independently maintaining its own frame.

2.3.1.5 CBR Outputs and Output Functions

The potential outputs of the CBR may be summarized as follows:

- ▶ *Frames* as the CBR's primary output for economic surveys
- ▶ *Samples, survey control files* and *survey shell databases* for business surveys.
- ▶ *Register based statistics* - including point in time statistical unit counts, and demographic data regarding births, deaths, mergers, changes over time.
- ▶ *Linkages* - between economic data collected by different surveys and held in different databases.
- ▶ *Monitoring respondents* – by indicating which enterprises are being contacted by which surveys and by enabling measurement of overall respondent burden.
- ▶ *Frames for surveys by other organizations* – in response to requests.

2.3.1.6 Uses of the CBR Information

Studies have shown that statistical business registers are used in five main ways:

- ▶ For the detection and construction of statistical units;
- ▶ As a tool for the preparation and coordination of surveys
- ▶ As a source of information for statistics and analysis of the business population
- ▶ As a tool for the mobilisation of administrative data;
- ▶ As a dissemination tool.

2.3.1.7 Method of Data Collection for the CBR

- ▶ The self-enumeration method which requires the establishment's contact persons to fill in the questionnaires will be applied.
- ▶ Field staff will also be required to make follow ups on all unreturned questionnaires during and after the survey period.

2.3.1.8 Sources of Data for the CBR

- ▶ Data for the CBR is collected from establishments that are resident in Zimbabwe. The establishments should fall under any one of the categories as classified by the

International Standard Industrial Classification of All Economic Activities (ISIC) Revision 4.

2.3.1.9 Conclusion

In conclusion, the presenter gave the milestones to date and the following activities which are to take place in fulfilling the project objectives:

- ▶ Training of enumerators
- ▶ Data collection
- ▶ Data processing
- ▶ Report writing
- ▶ Dissemination of results

Discussion

- ▶ The relationship between the CBR and the COS lies in the fact that the CBR is a database or a frame for all enterprises and establishments from which the COS can also draw its frames from. In as much as these are two separate projects, they will be conducted as one to save on costs and avoid respondent fatigue.
- ▶ For the spatial component to be addressed there is a need to have GPS equipment
- ▶ The current status of the register is that ZIMSTAT has a list of establishments with addresses in excel format.
- ▶ Establishments that are licensed by rural district councils will also be considered

2.3.2 Concepts and Definitions, Mr. C. Chingwara

It was highlighted by the presenter that during fieldwork, it was likely to happen that some respondents would ask for assistance in completing the questionnaire. Therefore, as part of fieldwork responsibilities, concepts and definitions used when collecting data for the CBR and COS need to be well understood.

2.3.2.1 International Best Practices

The importance of following international best practices when producing statistics was stressed. The use of international guidelines would also make the statistics produced by ZIMSTAT internationally comparable. International guidelines and recommendations to be used when collected data include:

- ▶ System of National Accounts (SNA) 2008
- ▶ International Standards Industrial Classification of All Economic Activities (ISIC) Rev. 4
- ▶ International Recommendations for Distributive Trade Statistics 2008
- ▶ International Recommendations for Trade in Services 2008
- ▶ Classification of the Functions of Government (COFOG)
- ▶ International Recommendations for Industrial Statistics (IRIS) 2008
- ▶ African Development Bank Statistical Business Register Guidelines

2.3.2.2 Concepts and Definitions

Institutional unit

- ▶ This is an economic entity that is capable in its own right of owning assets, incurring liabilities and engaging in economic activities and in transactions with other entities.
- ▶ There are two main types of units in the real world namely persons or groups of persons in the form of households and, legal or social entities.

Enterprise

- ▶ This is an institutional unit engaged in the production of goods and/or services.
- ▶ An enterprise may own one or more establishments.

Enterprise Group

- ▶ This consists of enterprises under the control of the same owner e.g. Industrial Development Corporation (IDC) Zimbabwe

Establishment

- ▶ This is an enterprise or part of an enterprise that is situated in a single location and in which one or predominantly one kind of economic activity is carried out.
- ▶ It is usually identified with an individual workplace in which a particular kind of productive activity is carried out, for example a shop, transport depot, bank or clinic.

Unincorporated Enterprise

- ▶ These are units set up for producing goods or services that are not incorporated as legal entities separately from their owners.
- ▶ They may include public agencies that are part of general government or sole proprietorships and partnerships owned by households.
- ▶ An unincorporated enterprise/establishment cannot be separated from its owner.
- ▶ Some unincorporated enterprises may behave in much the same way as corporations and such entities will be treated as quasi-corporations if they have complete sets of accounts, including balance sheets.

Type of economic organisation

- ▶ The characteristic for this item is intended to indicate whether the establishment is a single- or multi-establishment enterprise.
- ▶ For multi-establishment enterprises, the number and list of establishments with their physical addresses and other contact details is required for the update of the register.

Institutional sector

- ▶ An institutional sector is formed from a group of institutional units which are based on principal functions, behaviours and objectives.
- ▶ All resident institutional units are allocated to one and only one sector and, these are as follows:
 - General government sector*
 - This consists mainly of central (e.g. ministries) and local government (e.g. rural, town and city councils) units together with social security funds imposed and controlled by those units.

- It also includes NPIs engaged in non-market production and are controlled by government units or social security funds.
- ii. *Financial Corporations Sector*
- The sector includes all resident corporations whose principal activity is providing financial services.
 - This includes financial intermediation, insurance and pension fund services; Non Profit-making Institutions (NPIs) engaged in market production of a financial nature.
 - It is in this sector that we find banks, insurance companies, pension funds etc.
- iii. *Non-Financial Corporations Sector*
- Non-financial corporations are institutional units that are principally engaged in the production of market goods and non-financial services. Examples are institutions involved in agriculture, mining and manufacturing
- iv. *Household Sector*
- A household business is an establishment that is directly owned and controlled by members of the household either individually or in partnership with others.
 - The principal functions of households are to supply labour, to undertake final consumption and, as entrepreneurs, to produce market goods and non-financial (and possibly financial) services.
 - Fixed assets of a household business do not belong to the enterprise, but to the owner(s). The owner(s) of a household business is personally liable, without limit for any debts or obligations incurred in the course of production.
- v. *Non-Profit institutions Serving Households (NPISH) Sector*
- ▶ The non-profit institutions serving households sector consists of all resident non profit institutions (except those controlled by government) that provide non-market goods or services to households or to the community at large. An example here is that of

Co-operative

- ▶ Cooperatives are set up by producers for purposes of marketing their collective output.
- ▶ The profits of such cooperatives are distributed in accordance with their agreed rules and not necessarily in proportion to shares held, but effectively they operate like corporations.

Partnership

- ▶ This refers to a group of individuals who agree to contract and carry on a business with the objective of making a profit.
- ▶ The business is managed by all or anyone acting for all parties.

- ▶ A trading partnership must comprise at least two members and should not exceed a maximum of twenty members.

Private Limited Company

- ▶ This is a private corporation established to undertake a business with the objective of making a profit.
- ▶ The shares are closely held by the shareholders of the corporation who have control over its operations.
- ▶ A private Limited Company is registered with limited liability.

Public Limited Company

- ▶ A Public Limited Company is also a private corporation established with limited liability by a minimum of two persons to operate the business with the objective of making a profit.
- ▶ The shares in a Public Limited Company are openly held and, in the case of a company listed on the Stock Exchange, the shares are freely transferable.

Sole Proprietorship

- ▶ This refers to a business owned and operated by one person for his own profit.
- ▶ The owner has the exclusive right to control the operations of the establishment.

Principal kind of Activity

- ▶ The principal activity of an enterprise/establishment is the activity whose value added exceeds that of any other activity carried out within the same unit.
- ▶ Value added is computed by subtracting costs, such as labour compensation, supplies and materials used, and capital costs from outputs.

Period covered by the return

- ▶ This is the period during which the establishment has been in operation during the reference period.

Discussion

- ▶ More examples should be provided so that enumerators will get more understanding of the definitions
- ▶ In relation to the example given for the IDC structure, the CBR/COS team was tasked to clarify whether the subsidiaries are the establishments.
- ▶ Establishments that are licensed by local authorities will be taken on board. These are licensed under the Liquor Licensing Act, the Shop licenses Act or the Rural District Councils Act.
- ▶ For flea markets as long as they are not registered to operate or, do not have a license issued by local authorities, they will not be considered. These a usual issued with receipts to operate for a specified period.
- ▶ Definition of informal and informal sector should be provided

2.3.3 The CBR questionnaire, Section 1, Questions 1-3, Mr. L. Chinosengwa

Discussion

- ▶ In cases of briefcase companies, the current address of the owner should be recorded
- ▶ The identification box should be removed from the letter page to the cover page
- ▶ An extra item on the preferred method of data collection should be added to the questionnaire
- ▶ The highest authority at the enterprise/establishment should be the respondent
- ▶ The importance of having both physical and postal address was reemphasised since for ease of identification of establishments.
- ▶ ‘Business’ cell numbers are the ones to be supplied in the event that call backs have to be scheduled

Questionnaire issues

- ▶ Question 1(j) should read enterprise /establishment
- ▶ For items 1(c) and 1(d) some boxes should be provided so that respondents can fill in the dates as in items 3(b).
- ▶ Sequence of items in Question 2 should be revisited to start with those that are positive.
- ▶ Question 3- codes should be centred for ease of circling.
- ▶ Since there might be a time lag between when ZIMRA records are obtained and when the exercise is to be conducted, the item “ceased operations” must be maintained.
- ▶ The term “fiscal” should be replaced with “financial”

2.3.4 The CBR questionnaire, Section 1, Questions 4-7, Mr. Chingwara

Discussion

- ▶ Question 4- Change ‘business’ to enterprise and change wording. A fourth option of ‘equal’ should be added.
- ▶ Question 5(a), replace ‘company’ with enterprise, remove 5(b)

2.3.5 The CBR questionnaire, Section 1, Questions 8-10, Mr. Manyame

Discussion

- ▶ Question 8 , replace ‘establishment’ with ‘enterprise’ and add more space in the amount boxes
- ▶ Question 9 change wording to....’for year ending’ instead of ‘as at’ and include ‘wages, salaries in kind’
- ▶ Question replace ‘company ‘ with “enterprise” and code answers for circling
- ▶ Question 8 , replace ‘establishment’ with ‘enterprise’ and add more space in the amount boxes
- ▶ Question 9 change wording to....’for year ending’ instead of ‘as at’ and include ‘wages, salaries in kind’

2.3.6 The CBR questionnaire, Section 2, Questions 1-7, Mr. Manyame

Discussion

- ▶ Question replace ‘company ‘ with “enterprise” and provide codes for circling
- ▶ On Establishment ID on 1 and 2 add ‘of establishment’
- ▶ Change ‘principle’ to ‘principal’, on 5 replace and with comma and replace ‘are’ with is
- ▶ Include contact details on the establishment section
- ▶ Question 6 paraphrase to: “what is the main kind of economic activity” and, increase space for the answer box. Add ‘for official use’ in the code box

- ▶ Full names should be provided by enumerators, team leaders, coders and data entry clerks
- ▶ Whether to use the self enumeration or interview method. The issue is to be further discussed.
- ▶ The CBR Questionnaires seems to be too big and the number of variables to be collected needs to be limited
- ▶ The training of enumerators' workshop should be provided with enough days.

Day Two: Tuesday 19 June, 2012

The day started with the group going through the CBR questionnaire to check if all the changes had been effected

2.3.7 Amendments to the revised CBR questionnaire

- ▶ Question 2 to be repeated on the establishment sheet
- ▶ Question 3 to take question 2 date format
- ▶ Question 3 replace 'fiscal' with 'financial'
- ▶ Remove question 1g and paste it below Question 2 as in question 3
- ▶ Values should be recorded in absolute figures and not in thousands.
- ▶ On total turnover, the amounts should be recorded both in figures and in words
- ▶ Question 10 is now Question 13
- ▶ Question 10 remove 'principal'
- ▶ The issue of the CBR questionnaire being too big was raised again

Discussions

- ▶ At what point should a company be said to have ceased operations.
- ▶ The ZIMRA register is going to be used as the main source among other sources. This is because some companies have a tendency of evading tax.
- ▶ Recording of values in thousand dollars might result in loss of some information
- ▶ Total turnover should also be written in words.

2.4 Part Two: The Census of Services

2.4.1 The Census of Services: Introduction, Ms. M. Phiri

2.4.1.1 Definition of Services

According to the System of National Accounts (2008), Services are a result of production activities that change condition of the consuming units, or facilitate the exchange of products. They may be described as:

- ▶ *change effecting services*
 - Transporting, cleaning or repairing of goods
 - Provision of accommodation, medical treatment
 - Improvement of appearance (beauty therapy)
 - Changes in mental condition of persons (education, information, advice, entertainment.)
 - Maintenance of law and order and, defence.
- ▶ *Margin services*
 - These result when one institutional unit facilitates the change of ownership of goods/ services between two other institutional units as in wholesalers and retailers, financial institutions etc.

2.4.1.2 Background to the Census of Services

- ▶ The Census of Services (COS) 2011 is the first of its kind to be conducted in the country.
- ▶ Prior to the 2011 COS, a Census of Distribution (COD) was carried out in 1980/81.
- ▶ Focus of the COD focus was on retail and wholesale; hotel and catering and, personal and household services trades.
- ▶ The Census of Services is an expansion of the Census of Distribution

2.4.1.3 Objectives of the Census of Services

- ▶ To produce up-to-date statistics on the directions and magnitude of the expansion evident in the services sector and; the changes in the cost structure and profitability that this has brought. The Census designed to provide benchmark data on:
 - Size and characteristics of establishments in the service sector.
 - Turnover and expenditure.
 - Investment in the services sector
 - Taxation on services
 - Persons (by sex) engaged by establishment groups
 - Compensation of employees (by sex)

2.4.1.4 Uses of COS data

- ▶ Estimating the contribution of the services sector to the country's Gross Domestic Product (GDP).
- ▶ Providing reliable primary data for use in the compilation of input-output tables and national accounts statistics.
- ▶ Providing information for use in formulating policies for economic planning.
- ▶ Providing information for use in monitoring and evaluation of various development programmes
- ▶ Providing information for use in monitoring and evaluation of various development programmes
- ▶ Providing a frame for future service-related censuses and surveys
- ▶ Producing weights for the Index of Services
- ▶ In addition, the information is used by private sector and the general public in research and marketing projects.

2.4.1.5 Authority to Collect Data

- ▶ The 2011 Census of Services is to be conducted under the Census and Statistics Act Chapter 10.29 of 2007 which empowers ZIMSTAT to conduct censuses and surveys. The completion of questionnaires is also mandatory.

2.4.1.6 Period Covered

- ▶ Census of Services will collect data pertaining to the 2011 calendar year (i.e. 1 January 2011 – 31 December 2011).
- ▶ Returns covering a period less than twelve months are acceptable in cases where businesses started operations during the reference period.
- ▶ If accounts for the period have not been prepared, *estimates* should be provided.
- ▶ In all cases, unaudited figures are acceptable if accounts for the period have not been finalized.

2.4.1.7 Unit of Inquiry

- ▶ The establishment is the statistical unit for which information on the Census of Services will be collected.

2.4.1.8 Scope and Coverage

- ▶ COS covers registered establishments that were resident in Zimbabwe and mainly engaged in the rendering of services during 2011.
- ▶ The establishments should fall under any of the under-listed categories as classified by the International Standard Industrial Classification of All Economic Activities (ISIC) Revision 4.
- ▶ ISIC consists of a coherent and consistent classification structure of economic activities based on a set of internationally agreed concepts, definitions, principles and classification rule

2.4.1.9 Method of Data Collection

- ▶ In conducting the COS, the self-enumeration method will be used.
- ▶ The method requires respondents to complete questionnaires on their own.
- ▶ The completed questionnaires will be returned to the Agency either by email, post or handing over to ZIMSTAT field staff.
- ▶ Field staff will be required to follow-up on all unreturned questionnaires during and after the survey period

2.4.1.10 The COS Questionnaire

- ▶ The questionnaire is in the form of booklet covering all service categories except public administration and activities of extra territorial organisations were and, activities of households.
- ▶ Activities of households are covered under household surveys like PICES and labour force.
- ▶ The ISIC services sections covered are as follows:
 - Wholesale and retail trade; repair of motor vehicles, motorcycles
 - Transportation and storage activities
 - Accommodation and food service activities
 - Information and communication activities
 - Financial and insurance activities
 - Real estate activities
 - Professional, scientific and technical activities
 - Administrative and support service activities
 - Education
 - Human health and social work activities
 - Arts, entertainment and recreation activities
 - Other service activities such as activities of membership organizations, the repair of computers and personal and household goods and a variety of personal service activities not covered elsewhere in the classification.

Discussions

- ▶ A statutory instrument has to be gazetted and this is to be used in together with the Census and statistics Act.
- ▶ Use of well researched presentations is recommended for use during training of enumerators especially with some the graphics included in the presentations. This will provide enumerators with better understanding.

2.4.2 Wholesale and retail trade; repair of motor vehicles, motorcycles, Mr. T. Chitsamba

(ISIC Rev. 4: Section G)

- ▶ The category includes:
 - Wholesale and retail sale (i.e. sale without transformation) of any type of goods;
 - Rendering of services incidental to the sale of these goods
 - Repair of motor vehicles and motorcycles.
 - Some of the excluded items in this section excludes include the following:
 - Retail sale of automotive fuel and lubricating products,
 - Renting of motor vehicles and motorcycles
 - Repair and maintenance of bicycles
 - Renting and leasing of goods
 - These and others not mentioned are covered under other sections of ISIC Rev. 4. Reference should be made to this guideline.

Discussion

- ▶ Financial Statements should not be requested from companies
- ▶ All values to be recorded in United States Dollars. If any other currency was used, this should be converted using the applicable exchange rates.
- ▶ The cover page should read “Census of Services 2011 Questionnaire”
- ▶ “ For Official Use” should be indicated on the that identification or geo code box
- ▶ Identification box text should be in bold
- ▶ A larger font should be used in the text
- ▶ An instruction should be put for respondents to complete sections 1-6
- ▶ Codes included in the questionnaire where requested for by the Deputy Director General
- ▶ The Questionnaire layout needs to be revisited guiding the respondent where need be
- ▶ A table of contents can be used to guide the respondents
- ▶ Notes provided should follow the respective sections
- ▶ Identification should be put on cover page
- ▶ “Go to” instructions should be included
- ▶ In as much as it was a good idea to first conduct the CBR before the COS. The two exercises cannot be separated due to resource constraints.
- ▶ The issue of “specialized” and “general” should be made clear to enumerators.

2.4.3 Mock Interview: Mr. O. Manyame (Owner), Mr. Zinhumwe (Accountant) and Mr. Tafirenyika (Enumerator)

Discussions

- ▶ In the mock interview, the enumerator took about 45 minutes to explain the contents of the questionnaire with the respondent before he could leave it behind. This should guide when determining the days to be taken during the data collection exercise.
- ▶ The respondent must be given time to peruse the questionnaire
- ▶ Objectives of the Census should be clearly stated
- ▶ In some instances, the enumerator should assist the respondent in completing the questionnaire
- ▶ The reference period should always be emphasised when explaining the questionnaire contents to the respondents
- ▶ Income and expenditure items should include strictly business and not household transactions.

- ▶ Only Employees involved in software and database development should be included and not those who use computers
- ▶ Period of acquisition or disposal of assets should be stressed upon to ensure only acquisitions and disposals within the reference period are recorded.

Questionnaire issues

- ▶ The stated due date should be removed
- ▶ The instruction “Please Print” should be included under particulars of business
- ▶ Section 10 sub headings should be in caps
- ▶ Section 19: Persons Engaged and Section 20: Compensation of Employees should be combined to form one section.
- ▶ For totals, indicate the items being summed up
- ▶ Leave space between P11.24.6 and P11.25 as it is the starting point for another compulsory section
- ▶ Section 21: ICT use should be removed
- ▶ Sections 1, 22 and 23 to be removed since they are being addressed by the register.
- ▶ The paragraph on confidentiality needs to be reworded
- ▶ Provincial contact details to be put at the bottom (Mr Manjengwa to assist designing)
- ▶ In the manual it should be indicated that the census does not cover establishments involved in mining, manufacturing, construction, agriculture, electricity and water
- ▶ Queries to be directed to ZIMSTAT business cell numbers, landlines and emails
- ▶ Enumerators and team leaders should check for completeness of the questionnaire before leaving the establishment/enterprise.
- ▶ Leave space between P11.24.6 and P11.25
- ▶ Total number of hours worked should be asked for instead of the average number of hours worked.
- ▶ AfDB Business register guidelines should be provided to participants before the end of the training of trainer’s workshop.
- ▶ Instructions that are in tables should be taken out.
- ▶ Reword the item “other services” to “income from other activities”
- ▶ Reword “Business Activity” to “Economic Activity”
- ▶ Whichever method is used to come up with depreciation value does not matter. The necessary adjustments will be made by National Accounts section
- ▶ Make sure the US\$ is indicated on all sections where monetary values are needed
- ▶ In Section 14 remove investment tangible and intangible assets
- ▶ A ZIMSTAT unique Number should be used to identify enterprises/establishments
- ▶ The ISIC code can be removed from the identification box

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2.4.4 Transport and Storage, Mr. M. Viriri

- ▶ This category is broken down into twenty classes according to ISIC Rev. 4
- ▶ In this category is found the provision of passenger or freight transport by rail, pipeline, road, water or air and the associated activities such as terminal and parking facilities, cargo handling, storage etc
- ▶ Examples given for this category were as follows:
 - Transport of passengers – inter urban, inland transport
 - Transport of goods- rail, road and pipe line
 - Inland freight water transport
 - Courier Services e.g. Skynet and Courier Connect

- Cargo handling and Warehousing e.g., Michel Coats and Back Storage
- Service activities incidental to transport – e.g. Catercraft
- ▶ This section excludes activities of Travel Agencies covered under administrative and support activities.
- ▶ Refer to ISIC Rev. 4 for other items that are not included.

Discussion

- ▶ Mr Chikanda and Tafirenyika to find more examples for the training of enumerators
- ▶ Provincial Supervisors to site local examples in their areas

2.4.5 Accommodation and Food Services, Mr Mupfugami

- ▶ This section is as categorized in ISIC Rev. 4
- ▶ The category includes:
 - Special accommodation e.g. Students Hostels
 - Food and beverages, e.g. bars in hotels
 - Event catering e.g. conferences,
 - Mobile food service e.g. ice cream vendors
 - Conducted Tours e.g. Midlands hotel organizing a tour for TOT participants
- ▶ Other services e.g. operating a casino on hotel(only if owned by the hotel)
- ▶ The section excludes:
 - the provision of long-term accommodation as primary residences, which is classified in Real Estate activities (section L).
- ▶ Refer to ISIC Rev. 4 for more exclusions in this section

Discussion

2.4.6 Information and Communication, Mr Taongai

- ▶ The main components of this section are:
 - publishing activities
 - motion picture and sound recording activities
 - radio and TV broadcasting and programming activities
 - telecommunications activities
 - information technology activities
 - other information service activities
- ▶ Refer to ISIC Rev. 4 for excluded items

2.4.7 Finance and Insurance Services, Mr. T. Mhlanga

- ▶ This section includes financial intermediation activities
- ▶ Included here are:
 - Banking activities, e.g. Stanchart, Barclays and the central bank
 - Bureau de change e.g. western union
 - Insurance activities e.g. Old Mutual and Nyaradzo
 - Reinsurance activities
 - Pension funds e.g. Local Authorities Pension Funds
 - Stockbrokers
 - Asset Management

Discussion

- ▶ The term “income from” should be added before each item to make it clearer to the respondents

2.4.8 Real Estate Activities, Mr. A. Zinhumwe

This service category includes:

- ▶ Real estate activities with own or leased property
- ▶ Real estate activities on a fee or contract basis
- ▶ Refer to ISIC Rev. 4 for items excluded in this section

Discussion

- ▶ Value of goods purchased for resale is the amount received from selling goods bought by the establishment for resale without further processing.

2.4.9 Professional, Scientific and Technical Services: Mr Manjengwa

- ▶ This section includes specialized professional, scientific and technical activities.
- ▶ The activities require a high degree of training, and make specialized knowledge and skills available to users
- ▶ Included in this section are:
 - Legal services- e.g. Legal firms
 - Accounting, Bookkeeping, Tax Consultancy e.g. Ernest and Young
 - Head Office and Management Consultancy activities
 - Architectural and Engineering activities
 - Technical Testing and Analysis
 - Advertising and Market Research – e.g. Probe Market Research
 - Scientific Research and Development
 - Specialized Design activities
 - Photographic services – e.g. Stella Nova
 - Veterinary services
- ▶ Refer to ISIC Rev. 4 for items excluded in this section

2.4.10 Administrative and Support Services: Mssrs. T. Ngwenya and N. Mupfugami

2.4.10.1 Rental and leasing activities: Mr. N. Mupfugami

- ▶ Renting and leasing of motor vehicles - e.g. car hire and renting of other machinery
- ▶ Employment Activities: e.g. employment agents activities
- ▶ Travel Agents Activities: e.g. Wielands
- ▶ Tour operators
- ▶ Security Activities
- ▶ Cleaning and Landscaping Activities

2.4.10.2 Other Administrative and Support Services, Mr. T. Ngwenya

- ▶ Typing, photocopying activities etc.
- ▶ Event organization
- ▶ Packaging activities
- ▶ Call centre activities
- ▶ Other Administrative and Support Services

Discussion

- ▶ Listing of item in this section needs to be revisited

2.4.11 Public Administration and Defence and Compulsory Security: Mr Chingwara

- ▶ These are activities of a governmental nature such as legislative activities, taxation, national defence, public order and safety, immigration services, foreign affairs, administration of government programmes and, compulsory social security activities.
- ▶ The section also covers services rendered by the administrative departments of general government (including local government)
- ▶ The Executive i.e. the President's Office and the Prime Minister's Office is also include.

2.4.11.1 Activities to be considered

- ▶ Administration of the State and the economic and social policy of the community
- ▶ General (overall) public service activities
- ▶ Regulation of the activities of agencies that provide health care, education, cultural services and other social services, excluding social security
- ▶ Regulation of and contribution to more efficient operation of business
- ▶ Supporting service activities for the government as a whole
- ▶ Provision of services to the community as a whole
- ▶ Foreign affairs
- ▶ Defence activities
- ▶ Justice and judicial activities
- ▶ Public security, law and order activities
- ▶ Fire service activities
- ▶ Compulsory social security activities

2.4.11.2 How Output is Measured

- ▶ Output = intermediate consumption
 - + Compensation of employees
 - + Consumption of fixed capital
 - + Other taxes less subsidies on production
- ▶ Output is measured at cost basis
- ▶ Value added = compensation of employees + consumption of fixed capital

2.4.11.3 Data Sources

- ▶ Government Finance Statistics, or the
- ▶ Government's financial accounts

2.4.11.4 Classification used

- ▶ COFOG

Discussion

- ▶ A separate questionnaire should be designed for use in collecting data for public administration
- ▶ Reference: page 243 of ISIC Rev. 4
- ▶ In public administration, the expenditure approach and the production approach are the same since we use the sum of costs

2.4.12 Education: Mr Mapondera

- ▶ This section includes education at any level and covers:

- Schools and colleges whether public or private
- Sports and recreation
- Cultural activities

Discussion

- ▶ Considering current set up in the education system and how schools are being run, there is need to cover public schools separately from public administration

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2.4.13 Human Health and Social Services: Mr. H. Ngwenya

- ▶ This section includes the provision of health and social work activities starting from health care provided by trained medical professionals in hospitals and other facilities to social work activities without any involvement of health care professionals.
- ▶ Refer to ISIC Rev. 4 for other items that are not included.

2.4.14 Arts, Entertainment and recreation activities: Mr Manjengwa

- ▶ This section includes live performances, operation of museum sites, gambling, sports and recreation activities such as
 - State lotteries
 - Operation of sports clubs
- ▶ Refer to ISIC Rev. 4 for other items that are included and excluded.

Discussion

- ▶ Mr. Chigiji to provide assistance on variables to be captured

2.4.15 Other Service Activities

- ▶ This section includes the activities of membership organizations, the repair of computers and personal and household goods and a variety of personal service activities not covered elsewhere in the classification
- ▶ Examples of the establishments include Confederation of Zimbabwe Industries, nurses associations, accounting associations, trade unions political organisations i.e. women's leagues, youth leagues etc.
- ▶ Other services not elsewhere classified include pet cares services, e.g. SPCA

2.4.16 Extra Territorial organisations and bodies

- ▶ This class includes activities of international organizations such as;
 - the United Nations and the specialized agencies of the United Nations system,
 - regional bodies etc. the International Monetary Fund, the World Bank, the World Customs Organization
- ▶ Data sources are NANGO, Ministry of Finance and Department of Social Welfare

Discussion

- ▶ A special questionnaire should be designed to cater for this section

2.4.17 Other Income items, Mrs. P. Deve

- ▶ Only royalties, copyrights, franchise fees should be recorded in this section. Outright sales or acquisitions of such should be recorded under capital formation

2.4.18 Expenditure Items, Mr. D. Manjengwa

- ▶ Suggested corrections should be effected on the questionnaire

2.4.19 Taxes and Subsidies, Mr. C. Chingwara

2.4.19.1 Taxes on products

- ▶ Depend on the value or quantities of products.
- ▶ Only paid if there is production
- ▶ An ad valorem tax (calculated as a % of the value of item purchased) E.g. VAT
- ▶ Specific tax (are levied according to the quantity of the item purchased) E.g. excise duties
- ▶ Are excluded from basic prices but included in purchasers prices
- ▶ Value added taxes are collected at each stage of production
- ▶ Producers pays VAT on goods and services for intermediate consumption but are reimbursed from VAT they charge to customers

2.4.19.2 Taxes on Production

- ▶ Are not related to the values or quantities produced
- ▶ Paid even no production e.g. tax on vehicles, buildings and land
- ▶ Other taxes on production e.g. Tourism tax, progressive tax

2.4.19.3 Subsidies on products

- ▶ Depend on values and quantities of products
- ▶ On received when there is production e.g. food subsidies

2.4.19.4 Subsidies on Production

- ▶ Not related to quantities of products
- ▶ Received by producers even if no production e.g. employment subsidies
- ▶ Are included in basic prices, purchasers (Market) prices
- ▶ Zero subsidies for Zimbabwe

Discussion

- ▶ Presentation to be given to participants on soft copies via email

2.4.20 Exports of Goods and Services, Mr. H. Ngwenya

2.4.21 Hours Worked-Mrs. P. Deve

- ▶ Total number of hours should be used instead of average number of hours worked

2.4.22 Inventories, Mr. C. Chingwara

- ▶ This item consists of the following:

i. materials and supplies:

- ▶ materials and supplies consist of all commodities held in stock with the intention of using them as intermediate inputs in production; this includes commodities held in stock by the government.
- ▶ Items such as gold, diamonds, etc. are included when intended for industrial use or other production

ii. work-in-progress:

- ▶ growing crops;
- ▶ maturing trees and livestock;

- ▶ uncompleted structures (except those produced under a contract of sale agreed in advance or on own-account which are treated as fixed capital formation);
- ▶ uncompleted other fixed assets, e.g. ships and oil rigs;
- ▶ partially completed research for a legal or consultant's dossier partially completed film productions;
- ▶ partially completed computer programs.

2.4.23 Capital expenditure and Value of fixed assets, Mr. C. Chingwara

2.4.23.1 Fixed Capital Formation: Definition

- ▶ Refers tangible and intangible goods that have significant value from which the owner expects future benefits
 - These should be used for more than one year in the production process

2.4.23.2 Fixed Capital Formation: Scope

- ▶ Includes:
 - New capital goods
 - Existing capital goods
 - Improvements to existing capital goods
 - Improvement to land treated as a fixed asset separate from value of unimproved land
 - Cost of ownership transfer on non-produced assets
 - Can either be purchased, or Self-produced (own account capital formation)

2.4.23.3 Fixed Capital Formation: Main Types

- ▶ Dwellings
- ▶ Other buildings and structures including land improvements, and additions and major renovation (not routine repairs and maintenance)
- ▶ Transport equipment
- ▶ ICT equipment
- ▶ Other Machinery and equipment
- ▶ Weapons systems
- ▶ Cultivated biological resources
 - e.g. livestock, timber and fruit trees (these yield repeat products)
- ▶ Cost of ownership transfer on non-produced assets
- ▶ Intellectual property products
 - research and development;
 - mineral exploration and evaluation;
 - computer software and databases; and
 - entertainment, literary and artistic originals.

2.4.23.4 Consumption of fixed capital or depreciation

- ▶ The decline in the current value of the fixed asset as a result of physical deterioration, normal obsolescence or normal accidental damage”
- ▶ Commercial depreciation allocates the cost of acquiring capital assets to the periods over which it is used. The calculations often make use of historic costs and fiscal rules.
- ▶ Landscaping is part of capital formation

Discussion

- ▶ Presentation to be provided on soft copy via e-mail
- ▶ An imported asset is considered as new even though it has been used in its country of origin
- ▶ During training of enumerators, it should be stressed that only acquisitions and disposals of royalties, franchises etc. are captured under this section and not the fees.

2.4.24 Persons engaged, Compensation of Employees, Mr Viriri

Discussion

- ▶ Employees are a stock and thus data is recorded on a specific date
- ▶ Employee categories should be divided into permanent, casual, part-time, and contract
- ▶ Wages in cash and wages in kind should be separated

2.4.25 Number of Rooms and Room Occupants, Mr. D. Tafirenyika

- ▶ The section should read as follows:
 - Total number of stay units available
 - Total number of stay unit nights sold
 - Total number of beds
 - Total number of bed nights sold during

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2.4.26 CBR Final Corrections

- ▶ On the geo-code, EA should have three digits, enterprise six digits and establishment four digits
- ▶ Instruct respondents to print on the list of establishments, provide more space and add column for phone numbers
- ▶ Section on future correspondence to include: e-mail, fax, hand delivery, postal, phone/cell and courier service
- ▶ Include provincial contact addresses at the bottom of the introductory letter
- ▶ Questionnaires should be printed in colour

2.4.27 COS Final Corrections

- ▶ Section 8: indicate “for official use” on codes to the right of the tables
- ▶ Section 11 should read total number of hours worked
- ▶ Provide manuals and questionnaires to TOT participants on soft copy
- ▶ If a company was considered as services and on the ground it’s discovered that it’s under manufacturing during COS data processing then this should be pulled out and referred to CBR section for further action.

2.4.28 Way Forward, Ms. B. Changa

Ms. Changa highlighted the following:

- ▶ The project team is working CBR-COS Plan
- ▶ The plan should map the way forward or direction for the project
- ▶ The Project is a major exercise and this calls for serious planning
- ▶ The Overview plan started and has been drafted together with consultants
- ▶ ZIMRA register is critical for CBR to take off
- ▶ Dates for survey and other stages will be advised

2.4.29 Closing remarks-Ms. B. Changa

Ms. B. Changa thanked participants for coming to attend the workshop. It was highlighted that every contribution had been a valuable contribution. Some contributions had even triggered interesting questions and comments that would shape recommendations in other areas. She also highlighted that a draft plan will be taken to management for their considerations and recommendations before being finally adopted. The workshop was thus officially closed.

3 CONCLUSION AND RECOMMENDATIONS

3.1 Conclusion

The training of trainers' workshop was very useful and educative. Contributions from all members brought about a lot of improvements to the draft questionnaires. A set of revised draft instruments were produced as the major output of the workshop.

3.2 Recommendations

- 1 The workshop number of days were found to be inadequate as discussion progressed into late evening.
- 2 Future training of trainers workshops should be given sufficient days and also ensure that field practicals will be carried out.
- 3 Sufficient days should be provided for the training of enumerators' workshop.
- 4 The training of enumerators workshop to be conducted in an area where there are more industries in order to have an effective field work
- 5 Team leaders should be trained separately from enumerators or, rather be brought in at least two days before the main training and, they should be accommodated in separate rooms from enumerators.
- 6 Team leader should have their own set of tests
- 7 Give team leaders manuals and questionnaires some time before training.
- 8 There should be many examples in order to enhance clarify of presentations
- 9 Enough copies of ISIC Rev. 4 and other international recommendations should be availed to participants so as to fully equip themselves for the training of enumerators

4 LIST OF PARTICIPANTS

NAME	SEX	POSITION
1. Mr. K.R.N. Shoniwa	Male	Director Production Branch & Acting Director, Corporate Services
2. Ms. B. Changa	Female	Deputy Director, Central Services
3. Mr. C. Chingwara	Male	Manager
4. Mr. P. Makumbe	Male	Manager
5. Ms. M. Phiri	Female	Manager
6. Mr. O. Manyame	Male	Manager
7. Mr. J.G.A. Takavarasha	Male	Manager
8. Mr. E. Chikanda	Male	Manager
9. Mr. N. Mupfugami	Male	Manager
10. Mr. L. Chinosengwa	Male	Manager
11. Mr. L. Mapondera	Male	Manager
12. Mr. M. Viriri	Male	Chief Statistician
13. Mr. C. Mbuwa	Male	Principal Systems Developer
14. Mr. D. Tafirenyika	Male	Principal Statistical Officer
15. Ms. P. Deve	Female	Provincial Supervisor
16. Mr. D. Manjengwa	Male	Provincial Supervisor
17. Mr. T. Chitsamba	Male	Provincial Supervisor
18. Mr. T. Taongai	Male	Provincial Supervisor
19. Mr. A. Zinhumwe	Male	Provincial Supervisor
20. Mr. H. Ngwenya	Male	Provincial Supervisor
21. Mr. T. Ngwenya	Male	Provincial Supervisor
22. Mr. T. Mhlanga	Male	Provincial Supervisor
23. Mr. E. Muchabaiwa	Male	Statistical Clerk
24. Mr. R. Madzongwe	Male	Statistical Clerk
25. Mr. S. Wadyewata	Male	Driver

