



**BUREAU OF STATISTICS  
LESOTHO**



***2016 LESOTHO POPULATION AND HOUSING CENSUS***



**INSTRUCTIONS MANUAL  
FOR  
SUPERVISORS**

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## **A. INTRODUCTION**

### **POPULATION AND HOUSING CENSUS**

1. Population census is the complete process of collecting, compiling, evaluating, analyzing and publishing or disseminating demographic, economic and social data within a specified time, to all country's population.
2. Housing census is the total process of collecting, compiling evaluating and publishing or otherwise disseminating statistical data pertaining at a specified time to all occupants of the country.
3. The term 'census' implies that each individual within a country should be enumerated.
4. Census is held in order to provide information, which is essential for both the formulation of sound development plans and effective administrative decisions. It is of greatest importance to everyone living in Lesotho.

### **B. Organizational Structure**

5. Lesotho is divided into 10 districts 80 constituencies 129 community councils and Enumeration Areas within constituencies.
6. The Director of the Bureau of Statistics is responsible to the Lesotho Government for the overall census undertaking and the census organization structure is as shown below: -

#### **The 2016 Population and Housing Organization Structure**

MINISTER OF DEVELOPMENT PLANNING  
PS DEVELOPMENT PLANNING  
CENSUS COMMISSIONER-DIRECTOR (BOS)  
DEPUTY CENSUS COMMISSIONER  
REGIONAL CENSUS COORDINATORS  
DISTRICT CENSUS COORDINATORS  
CENSUS SUPERVISORS  
CENSUS ENUMERATORS  
CENSUS COMMITTEES

7. To help you carry out your work successfully, you will be aided by district census coordinators. He/she supervisor has been posted in the field to help you with your difficulties and will guide you to your enumeration areas. He/she will participate in training you for the job and will check on the accuracy and completeness of your work.

8. Each Enumeration Area (EA) is the responsibility of an Enumerator who is required to visit every household in it and to record the information required of all persons. You are responsible for the EA's to which you have been assigned. Your supervisory area may contain about.....EAs.

### **C. Conditions of Service**

9. Because of the importance of the census and the complexity of the questionnaire a minimum standard of G.C.E./ C.O.S.C is required in Educational qualifications.

10. Employment will only be offered to those who will satisfy the standard set at the training course in both theoretical as well as practical work. As a supervisor you have to master the questionnaire and know your role.

11. You will be trained for a period of 10 days. After the training you will be sent to your Areas of supervision made up of EAs assigned to you by your supervisor. You will work in this area until enumeration is completed.

12. During fieldwork, you will be expected to work every day including Saturdays, Sundays and Holidays during irregular hours, starting your supervision very early in the morning and stopping late at night. Remember you have to check each enumerator as early as possible during the period of enumeration.

13. Transport to your area will be provided by the Office of Statistics if ever necessary. In the mountain areas, when necessary, hire horses to travel to EAs under your supervision.

14. On reaching your areas of work, you have to seek and find your own accommodation in one of the villages, preferably one that is centrally situated within the area. In this situation you will find most village headmen very helpful.

15. You have to provide your own food and clothing.

16. You are a survey officer and your legal duties are prescribed in the Statistics Act of 2001. They will be explained to you during training sessions.

## **D. Your Job**

17. You will be responsible, under the constituency supervisor, for:

- (i) Maintaining good relations with the public,
- (ii) Assigning work to the enumerators,
- (iii) Supplying enumerators with the necessary materials and information,
- (iv) Reporting progress and serving as a link between the constituency

Supervisors and enumerators;

- (v) Close supervision of the work;
  - a. Ascertaining the Enumerators' understanding of the questionnaire during the first few days of enumeration.
  - b. Ascertaining complete coverage of all households in assigned EAs.
- (vi) Detailed checks on the enumerator's work at the end of fieldwork each day
- (vii) Collection of completed work.

## **E. Public Relations**

18. The survey can only succeed with the cooperation of the people. It is your duty to secure cooperation with the public.

19. Your main task is to ensure that the work goes on smoothly and to settle any difficulties, which may arise from time to time. Make sure that the enumerators behave in a manner that is tactful and respectful of all whom they encounter.

20. It may be that from time to time, through no fault of his/her an enumerator encounters difficulties with members of the public. He/she will report this to you as soon as possible. You should at once look into the difficulties on the spot and try to settle them.

21. If in spite of your best efforts, the person still continues to obstruct the survey officers in their duty, you should inform your constituency supervisor immediately.

## **F. Assignment of Duties**

22. As a supervisor, you will participate in assigning duties to the enumerators. Of the five EAs you will be supervising, assign each to an enumerator. Each enumerator is supposed to complete the assignment within the enumeration period.

## **G. Field Supplies and Information**

23. Before going into the field with your enumerators, you must make sure that you have been issued all the materials you will need for carrying out the census. In addition, check that all the necessary information that you need during your stay in the field is available to you.

## **H. Reporting Progress**

24. From time to time, as your supervisor may direct, you should make progress reports to him/her about the work and any other matter on which you may need his/her help. You will serve as a link between the constituency supervisor and the enumerators.

## **I. Supervising the Field Work**

25. This is the most important part of your duties. We depend upon good supervision for the quality of the information we get from the survey.

26. You will be required to supervise the work in a number of Enumeration Areas (EAs as directed by your supervisor).

27. Since as a supervisor one of your main duties is to supervise enumerators and guide them, you will also have to be a good enumerator. You must therefore become familiar with your area, all the schedules and the instructions issued to Enumerators.

28. The work of the Enumerator should be checked in the field at the end of work each day. You must ensure that they are in possession of all necessary documents, that they are in the field at the prescribed time and that they perform their duty satisfactorily.

29. You will check the completeness, consistency and accuracy of the responses recorded in the questionnaire. These will be done during your field visits (post and spot checks) and also upon the completion of the whole EAs.

### **a. Check of Coverage**

30. "Check of coverage" in the field is aimed at measuring the extent to which the Enumerator has been able to cover the following:

- (i) All the villages in the area assigned to him/her;

- (ii) All the households in all the villages assigned;
- (iii) All persons in the household, all outdoors sleepers, (e.g. night watchmen, those at a wake, etc) inmates of institutions, and persons in hotels, rest houses etc.

It should be emphasized that the enumeration should not stop until you are satisfied that all persons have been enumerated and all EAs have been covered.

31. You must check before 10<sup>th</sup> April 2016 that, Enumerators' List of Villages (a copy of which should be in your possession) include all the villages in the EAs under your supervision.

32. You must ensure that all the institutions and hotels have been identified and mapped.

33. You must ensure that all dwellings are visited, and that at the end of enumeration every house in your area bears a label (sticker) showing that it has been visited (see paragraph 35).

34. All dwellings are to be visited by the enumerator. You must arrange your visits in advance. Before census night, ask your enumerators to prepare their itineraries for the coverage of their EA, so that you are in a position to find them each day. You will inform your supervisor about your own movements so that they can contact you should the need arise.

35. All dwellings visited by an enumerator should have been marked with a sticker. If for any other reason (e.g. refusal) the enumerator will not put any sticker at all but will write down the details of the household on the call- back list and report the problem to you.

36. During your field visits, you should select **five households** at random in each EA under your supervision and list the usual members of the household and their visitors who spent the reference census night in the dwelling units as well as usual members of the household who were absent.

37. You will record the names and the residence status of the persons (member present, visitor etc.) on the special form designed for that purpose.

Note that in rural areas where an EA consists of more than one village you should select the households from more than one village.

38. In some cases you may record the names of persons in the selected dwelling units before the regular enumerator enumerates the persons in those dwelling units.

You should therefore explain the purpose of your visit and inform them that the regular enumerator will also visit the household to interview them and record their detailed particulars.

39. When your enumerators hand over their questionnaires to you after completion of enumeration you should use your completed forms for the final check of coverage.

40. You should check that the enumerators have also covered the questionnaires completed by the enumerators with your forms to ensure that the households and the number of persons you recorded.

41. If in your check you find the discrepancy of less than five persons in an EA which cannot be explained by the arrival and departure of visitors to the dwelling units you should ask the enumerator to go back to the field and make the necessary correction.

42. For discrepancies involving five or more persons you should inform your constituency supervisor who may order a re-enumeration of the area concerned.

43. A failure to obtain some or all information for one or more households is called 'non-response'. One of your important supervisory duties is to reduce the extent of 'non-response' as much as possible.

44. Non-response may arise from various sources but the most important ones are:

- (a) The enumerator's inability to find the respondent at home for the interview.
- (b) The respondent's refusal to be interviewed.

One of the most effective ways of reducing the extent of non-response is to make repeated visits to the household, particularly for the case where the respondent is 'not at home'.

45. If the entire household is temporarily absent at the time of the first call the household record should be assigned to the household by entering the identification particulars, household number and name of household head (if ascertainable).

## **b. Checking the Questionnaire**

46. In addition to the general supervision, you will make certain of other checks, which are designed to ensure that we get complete and accurate information from the census.

47. These checks must not be allowed to hold up progress of the survey. You will work as long hours as may be necessary to enable you to complete your checks before the enumerator leaves the village and or area he/she is working on.

48. Check whether rejected questionnaires have been crossed out, and none have been pulled out of the book. Also check that writing is legible.

49. You will make at least one spot check on each enumerator under your control during enumeration. You must be present at least during one complete interview to ensure that each enumerator does his/her work correctly. It is best that you complete these checks during the first three days of enumeration because if mistakes are only discovered at the end, it will be much difficult to correct them. When the interview is finished and the enumerator has signed the questionnaire you should write your name in full and also 'present' at interview.

50. Use a ballpoint pen for corrections and any remarks you make on the questionnaire. (Enumerators use blue; Supervisors use red, green is for survey Office only).

51. In no circumstances should an entry be crossed-out so that it cannot be read. If you find it necessary to make corrections, or to instruct the enumerator to make them, the wrong entry should be crossed out using one line, and the correction made neatly using the appropriate pen.

52. During enumeration you will check your enumerator's daily output, carrying out checks as specified in paragraph 54. Do not take away EA books from an enumerator. Stop him for a few minutes, if necessary, and check the questionnaire he has completed since you last saw him. Send him back to correct any mistakes before going on to enumerate other households.

53. A mistake is an entry or omission that cannot be corrected automatically except by going back to the household concerned.

### **c. Detailed checks**

54. You will make a detailed check of each completed questionnaire starting with part A on Identification. Check That:

(i) The household number has been entered in appropriate boxes and ensure that different households in the same village do not have the same number, and in urban areas different households in the same EA do not have the same household number.

- (ii) There are no blank columns.
- (iii) In B5 and B6, no children are recorded as being older than their parents.
- (iv) In B18 no person is recorded as married (codes 2 and 3), separated (code 5), divorced (code 6) or widowed (code 7) if less than 12 years in B5.
- (v) If code 1 has been recorded in D24 then entry in D25 is coded 'NA'. NA in D25 applies to all those aged 0 to 1 year.
- (vi) E32 and E33 are clearly described. In E32 type of work done should be specified e.g. Typist, Personnel officers, Accountant, Driver, Medical Doctor etc. In E33 main activity or main produce or service of place where worked should be clearly specified e.g. Gold Mine, Garage, Filling Station, Wholesale, Retail Shop, Ministry of Education etc.
- (vii) If questions on fertility apply to an individual number of children living with a particular individual should be equal to the number listed in B2. Check with the enumerator for any inconsistencies. If this cannot be resolved the enumerator should be sent back.
- (viii) Children should relate to females 12 to 49 years and there should be consistency otherwise **enter 00 in column 33 if a woman** is 12 to 49 years and has never born a child.

#### **d. Final Check**

55. The final check will take place after the enumeration when the Enumerator hands over to you the entire census documents. This final check, is the last opportunity for you to correct serious errors. In some cases, you will have to send the enumerator back to the field to correct the mistakes. If the enumeration was bad you will have to report to your constituency supervisor who may send another enumerator to re-enumerate the whole or part of the EA.

56. If your first Field Check was scrupulously carried out, any shortcomings in the work of the enumerator would have been detected and corrected and there would be no need for re-enumeration. Your final check would then serve as confirmation that the enumeration was satisfactory.

57. The final check will be carried out in the same way as your field check. This means that you will carry out the following check **on all the questionnaires** in addition to the final check of completeness of coverage of enumeration.

(i) Check the Group Entries for errors (i.e. missing, wrong, agree and inconsistent entries)

(ii) Check the individual entries for omissions.

(iii) Check that the number of villages enumerated in an enumeration book agrees with the number listed on the front page and that all entries on this page have been made.

## **J. Acceptance / Rejection of Work**

58. Accept the work of an enumerator if there are only a few rows (40 rows or less) of the questionnaires for an EA with serious errors, which cannot be corrected in the office. Otherwise refer the case to your constituency supervisor who may order re-enumeration of the area concerned by another enumerator.

## **K. End of Enumeration Activities**

59. At the end of enumeration the enumerator will report to you that he/she has finished work. You will then check his/her books. Make sure that:

(a) All questionnaire forms are still in the books and that none taken out

(b) All totals are correct and have been correctly entered on the control list and at the front cover of the enumeration books.

60. Then carry out the checks detailed in paragraph 54 on the completed questionnaires in each EA books. If you find any mistakes, you should send the enumerator back to correct them. See paragraph 53 for the definition of a mistake.

61. When you are satisfied that all is in order sign the front cover.

62. Your signature on the front cover means that you have made all the necessary checks and that the work is satisfactory. It is your certificate that the enumerator is to be paid.

63. Remember that all your work will be checked in turn. The constituency supervisor will check all the questionnaires you have initialed and if you have passed mistakes without explanation, you may be penalized.

## **L. Collection of Completed Work**

64. Check that the enumeration kit is complete and in turn issue the enumerator a receipt, that is the Delivery and Retrieval form with his/her signature and your signature attached to it.

65. After completing work in the area under your supervision hand over the work to your constituency supervisor who will also issue you a receipt.