



**Report on the Central Business Register and  
Census of Services  
Training of Enumerators' Workshop  
2-12 October 2012**

**Prepared by the Central Business Register and  
Census of Services Project Team  
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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
SERA	Strategic Economic Research and Analysis
USAID	United States Agency for International Development
TOE	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 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 Enumerators**

It is against this background that the Central Business Register and Census of Services project team had to undertake a training of enumerators' workshop at Mkoba Teacher's College, Gweru from 2 to 12 October 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: Tuesday 02 October, 2012**

#### **Travelling to training venue**

## **Day Two: Wednesday 03 October, 2012**

### **2.1 Introductions and Welcome Remarks**

Mr. K.R.N. Shoniwa: Director-Production Statistics and Acting Director Corporate Services welcomed all trainers and participants present. In his opening remarks, the Director gave a background of the CBR/COS project and the activities done so far.

#### **2.1.1 The Central Business Register and Census of Services Project**

The project is to be implemented 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 Central Business Register and produce up-to-date statistics on the performance of the service sector in the country.

##### **i. 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 bench-mark 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 reviewed ZIMSTAT's existing register to understand its current state, problems and uses and came 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 was working online with the Manager for Services and informal Sector Statistics. He reviewed questionnaires, manuals and other instruments to be used in conducting the census.

- *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*

The Director expressed gratitude to USAID-SERA and the Government of Zimbabwe for availing financial and technical assistance to ZIMSTAT in support of the training of enumerators' 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 though there a number of challenges being faced in terms of response rates.

## **2.2 Housekeeping issues: Mr. A. Lutuli, Vice Principal, Mkoba Teacher's College**

The Vice Principal summarized the rules and regulations as follows:

- No alcohol is permitted on college premises
- Gates are locked at 2200 Hours
- Smoking is restricted to areas outside hostels and lecture rooms
- Electric gadgets are to be used in laundry rooms only
- Respect should be given to college employees

## **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 surveys and administrative collections that constitute the economic statistics program of a statistical office is crucial
- ▶ 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 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.

#### **2.3.1.5      *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.

#### **2.3.1.6      *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.

### **2.3.2      Data Collection Procedures, Mr. T. Taongai**

The presenter highlighted the following:

- ▶ Trainees should be presentable when visiting establishments.
- ▶ Interviews should be conducted professionally and respectfully.
- ▶ Considering that this is a business survey it is important that enumerators rise to the occasion and be well informed.
- ▶ Confidentiality of information should be maintained
- ▶ Objectives of the survey should be clearly stated
- ▶ When an enumerator arrives at an establishment, he/she should identify the main respondent.
- ▶ During data collection, all necessary procedures should be followed accordingly.

### **Discussions**

- ▶ Enumerators and team leaders should be provided with enough resources such as airtime, enough vehicles, identification cards, corporate wear and field duty allowances.
- ▶ Diaries should be used instead of notebooks
- ▶ If bags are to be provided, they should be professional bags and not school satchels
- ▶ Head Office staff should ensure all changes noted from the provinces are effected in the register.
- ▶ The IT section should ensure emails in provinces functional and that there are computers in all districts.
- ▶ Provision of feedback in the form of reports, pamphlets etc. as this encourages respondents to supply information.
- ▶ In order to harmonize, the CIP questionnaire should remove the within 21 days deadline.
- ▶ The project should be sufficiently publicized
- ▶ Enumerators' should observe company rules e.g. reverse parking



- ▶ Administrative issues to be looked into latter
- ▶ Enumerators should be well versed with the questionnaire

### 2.3.3 Roles of Field and Head Office staff, Ms. P. Deve

#### a) Enumerators

##### ▶ before data collection

- ✓ Identifying establishments
- ✓ Despatching questionnaires and noting down despatch dates.
- ✓ Noting down appointment dates for collecting the completed questionnaire. *Please keep your appointment to maintain a good reputation*
- ✓ Recording any changes pertaining to the principal activity of the establishment
- ✓ Alerting the team leader of any problems encountered during data collection
- ✓ Recovering the questionnaires and checking for completeness before leaving the establishment. *A check checklist should be used to ensure all sections of the questionnaire have been completed.*
- ✓ Schedule for call-backs
- ✓ If establishment has responded electronically, ask for the date this was done and confirm with the COS section.
- ✓ Fill in your details on the last page and sign if you are satisfied with the questionnaire.

##### ▶ during data collection

- ▶ Compiles and submits a written report on the census proceedings and outcome to the team leader (giving some recommendations where needed).
- ▶ Arranges questionnaires in order before handing them over to the team leader
- ▶ Submits all questionnaires (completed and blank) to the team leader.
- ▶ Checks the number of questionnaires that he/she has against the register to see if no company has been omitted.
- ▶ Attends to any queries from the questionnaire raised by the team leader.

#### b) Team Leaders

##### ▶ Before data collection

- ✓ Attend the training of enumerator's workshop
- ✓ Familiarize with the areas assigned to enumerators under his/her control.
- ✓ Publicise the census.
- ✓ Visit all areas under his/her supervision to check if enumerators have carried out the census preparatory work according to instructions.
- ✓ Ensure each enumerator has prepared his/her itinerary and, where necessary, have made appointments accordingly.
- ✓ Prepare a work-plan describing his/her movements in the areas where he/she will be supervising. (A copy of the work-plan should be given to the Provincial Supervisor.)

- ✓ Distribute census materials to enumerators.
- ✓ Respond to any questions the enumerator may have regarding the census.

► **During data collection**

- ✓ The team leader should take along with him/her additional supplies of questionnaires and other census materials.
- ✓ If extra questionnaires or other materials are given out to enumerators, the numbers issued out should be noted down.
- ✓ Enumerators should sign to acknowledge receipt of materials.
- ✓ Ask enumerators if they are experiencing any problems or refusals. It is the team leader's responsibility to convince establishments to complete the questionnaires. Failure of which the case has to be immediately brought to the attention of the provincial supervisor.
- ✓ The team leader should maintain high levels of discipline and ensure that assigned duties are carried out fully.
- ✓ The team leader should ensure correct questionnaire are despatched to each services establishment in the area.
- ✓ Check and review completed questionnaires for completeness and consistency.
- ✓ Check on all work diaries for enumerators.
- ✓ Stand-in for ill enumerators.
- ✓ Quality control of questionnaires:

► **After data collection**

- Collect all questionnaires and other census documents from the enumerators.
- Ensure that all questionnaires issued to enumerators are accounted for.
- Arrange questionnaires in order and perform the necessary checks.
- Compile and submit a written report to the Provincial Supervisor (providing recommendations where need be).

**c) Provincial Supervisor**

- ✓ Attend both the training of trainers and the training of enumerator's workshop.
- ✓ Publicize the census at province level.
- ✓ Ensure realistic itineraries of all team leaders based on the enumerators' itineraries.
- ✓ Visit districts on a regular basis so as to monitor progress and check on the quality of data being collected.
- ✓ Implement on-the-spot checking strategy by visiting establishments to ensure that the appropriate questionnaires were administered.
- ✓ Edit/check and review completed questionnaires for completeness and consistency.
- ✓ Help solve problems to do with the understanding of concepts, difficult respondents and refusals.
- ✓ Ensure the census received adequate publicity.

- ✓ Check on all work diaries of team leaders.
- ✓ Maintain high levels of discipline and ensure that assigned duties are carried out fully.
- ✓ Quality control of questionnaires. Supervisors have a special responsibility of ensuring high quality of work is produced within their provinces.
- ✓ Collect all questionnaires and other census documents from the team leaders ensuring all questionnaires issued have been accounted for.
- ✓ Submit questionnaires to head office on time for data processing.
- ✓ Compile and submit a written report to Head Office.
- ✓ Fill in your details on the last page and sign if you are satisfied with the questionnaire.

#### **d) Head office staff**

- ✓ Design of census instruments
- ✓ Ensure census materials are procured on time
- ✓ Ensure training venues are secured on time
- ✓ Publicity at national level ( press releases, radio and television advertising, post publicity material on the ZIMSTAT website )
- ✓ Conduct the training the trainers' workshop
- ✓ Attend the training of enumerators' workshop
- ✓ Producing both training of trainers and training of enumerators reports
- ✓ Ensure adequate census materials are despatched to the provinces on time.
- ✓ Ensure necessary resources are adequately provided for the efficient running of the census
- ✓ Ensure all questionnaires received from the provinces are accounted for
- ✓ Attending to problems or issues that may arise from the provinces
- ✓ Ensure correct coding and editing of all questionnaires
- ✓ Supervise the data collection process
- ✓ Supervise the data processing process ( *coding/ editing, data entry and data cleaning* )
- ✓ Produce the Census of Services report
- ✓ Disseminate the Census of Services results to the general public.
- ✓ Despatch of questionnaires to the provinces
- ✓ Receipt of questionnaires from the provinces

### **2.3.4 Concepts and Definitions, Mr. D. Tafirenyika**

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.

#### **2.3.4.1 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 among others:

- ▶ System of National Accounts (SNA) 2008
- ▶ International Standards Industrial Classification of All Economic Activities (ISIC) Rev. 4
- ▶ International Recommendations for Distributive Trade Statistics 2008

#### **2.3.4.2 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.

##### *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.

##### *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:

##### *i. 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.

*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.

#### *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.

### **The CBR Questionnaire**

#### **2.3.5 Identification: Mr. D. Manjengwa**

- ▶ Enterprise and establishment numbers should be part of the geocode
- ▶ The establishment is completed at head office
- ▶ E.A number should be added on the COS geocode in the manual

#### **2.3.6 Mr. Chitsamba: Business Details**

- ▶ The Agency is to obtain a register of enterprises from ZIMRA
- ▶ Establishments to be covered are those that are either registered and/or licenced  
Information on question 1 is obtained from the certificate of incorporation or a licence from local authorities with names written as they appear on the documents e.g. if an establishment is by the name **Chitsamba and Sons Enterprise** is trading as **Baobab Bottle Store** then Baobab Bottle Store should not be treated as the legal name.
- ▶ A dash should be put where there is no trading name.
- ▶ Ensure all required details are supplied.

### **3 Day Three: Thursday 04 October, 2012**

#### **Recap: Mr. Chivende, Manicaland Province**

- ▶ Some of the issues raised on the previous day had not been addressed and responses
- ▶ Enumerators should be formally dressed.
- ▶ The Public Service Dress Code should be followed.

#### **CBR questionnaire, Questions 2-4, Mr. Mhlanga**

- ▶ A calendar year refers to 1 January of a given year to 31 December of the same year.
- ▶ Financial year refers to any 12 months in which a company produces its financial statements.

### **Discussion**

- ▶ The CBR is to collect current information whereas the COS has 2011 as the reference year.
- ▶ Date of registration is the date the company was registered with the Registrar of Companies or the Licensing Authority.
- ▶ The date of registration should appear on after both the registration number and the licence number.

### **CBR questionnaire Questions 5-7: Mr. Zinhumwe**

- ▶ The question seeks to obtain information on who owns the majority of the shares.

### **Discussion**

- ▶ In which situation do we get the response “unknown” for Question 5.
- ▶ Why do we have “other” under the question on institutional sector.
- ▶ According to the System of National Accounts 2008, there are only five institutional sectors but we have six options to cater for respondents that are not sure of the sector.
- ▶ Respondents should be assisted whenever there is need.
- ▶ Qn. 6a should be reworded
- ▶ Qn. 6b should be reworded to “What is the name, mailing address and physical address of the enterprise?”

### **CBR Questionnaire, Questions 8-9: Mr. T. Ngwenya**

- ▶ The code “Other” should be circled if the establishment cannot be classified under the types of ownership listed and, this should be specified.
- ▶ A full description of the main economic activity that the particular establishment is engaged in should be provided
- ▶ Youth being empowered into business ownership, should be regarded as cooperatives if they are put in groups.
- ▶ Partnership refers to people who share knowledge of a business and work together especially lawyers.

### **CBR Questionnaire, Qns. 10-11: Mr. H. Ngwenya**

- ▶ Principal economic activity should be described in more detail.
- ▶ Amount should be recorded in both words and digits.
- ▶ Question 10 is talking of products or services with the response codes being given under activity. Can this be clarified?
- ▶ **Response:** Question to be reworded.

### **CBR Questionnaire, Qns. 12- 13: Mr Chitsamba**

- ▶ Question 12 should be in two parts
- ▶ Wages paid should include those of employees who were on leave
- ▶ Number of employees should also be classified by sex.
- ▶ Employees are as per a specific date whereas salaries and wages are for the whole reference period.

- ▶ If figures supplied by respondents do not tally, the enumerator has to verify with the respondents.
- ▶ Question 13b: If yes in Question 13(a), the list of establishments should be provided.
- ▶ Establishments being targeted should be resident in Zimbabwe.
- ▶ Completion notes should be provided to assist respondents.
- ▶ More space should be provided to list the establishments.
- ▶ The Harare phone number should read (04) 703727.
- ▶ Cover letter is the DG's introduction of the CBR inquiry to enterprises/establishments.
- ▶ The enumerator is also expected to do a summary introduction of the survey to the respondents explaining spelling out what is expected of them.
- ▶ The data is data to be disaggregated by sex since the sponsor of the project is keen to have gender sensitive data.

### **Mock interview on the CBR Questionnaire:**

**Enumerator- Mr. Kapasura:** Enumerator      Respondent- **Mr. Fushayi** (Fushayi Holdings)

#### **Discussion**

- ▶ Since the self-enumeration method is to be used, the enumerator was supposed to leave the questionnaire behind with the respondent for completion.
- ▶ Fushayi Holdings has three companies which the enumerator combined and regarded as one.
- ▶ The company was not in the financial sector as suggested by the interviewer.
- ▶ Interviewers are encouraged to master definitions and concepts.
- ▶ **Issue :** How is an establishment identified?
- ▶ **Response:** An establishment must be located at a single location and involved in one or predominantly one kind of economic activity.
- ▶ Some profiling of enterprises is to take place in order to have a comprehensive list of establishments.
- ▶ **Future Correspondence:** A suggestion was made to remove correspondence via the phone.
- ▶ Enumerators have to check completeness of the questionnaire before leaving the respondent's office.

### **Day Three: Thursday 04 October, 2012**

#### **Recap by Bulawayo Province**

- ▶ The technical team is to reword question 10 of the CBR questionnaire.

#### **Opening Speech by The Director General, Mr. Dzinotizei**

The Director General welcomed all participants present at the Training of Enumerators Workshop. He remarked that the training is coming in after the successful completion of the 2012 National Population Census which was being coordinated by the Agency of which the preliminary census results are expected be out by the end of this year.



The Director General enumerated the objectives of the workshop as:

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

He expressed gratitude to USAID-SERA and the Government of Zimbabwe for availing financial and technical assistance to ZIMSTAT for supporting the training of enumerators and other office activities. In conclusion the Director General asked all ZIMSTAT staff to be patient as he is aware of the various problems the agency has and was working tirelessly to resolve them.

### **3.1 Part Two: The Census of Services**

#### **3.1.1 The Census of Services: Introduction, Ms. M. Phiri**

##### **3.1.1.1 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. e.g.

- 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.
- Wholesalers and retailers, financial institutions etc.

##### **3.1.1.2 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

##### **3.1.1.3 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)

#### **3.1.1.4 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.

#### **3.1.1.5 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.

#### **3.1.1.6 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.

#### **3.1.1.7 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

### **3.1.1.8 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

### **3.1.1.9 Unit of Inquiry**

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

### **3.1.1.10 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.

### **Discussion**

- ▶ **Corrections:** Numbering for Part One should be continuous
- ▶ The International Standard Industrial Classification (ISIC) is an international instrument meant to make our data comparable with the rest of the world.
- ▶ In the ISIC sections B to F cover establishments involved in the production of goods i.e. mining and quarrying, manufacturing, electricity, water supply and construction whilst sections G to T are for the production of services from which data for COS is going to be collected.

- ▶ The CBR will contain establishments except Agriculture, Forestry, Fishing and Hunting

### **Wholesale and Retail, repair and maintenance of motor vehicles, motor cycles, Mr. Chitsamba**

- ▶ The category is divided into three divisions namely:
  - ✓ sale and maintenance of motor vehicles and motor cycles
  - ✓ wholesale trade except motor vehicles and motor cycles
  - ✓ retail trade except motor vehicles and motor cycles
- ▶ Wholesaling and retailing are the final stages in the distribution of goods e.g. Mahomad Mussa ( wholesaling and retailing) and OK Zimbabwe
- ▶ There is no transformation of goods in this category
- ▶ The category also includes storage, sorting, grading, mixing, blending etc.
- ▶ Wholesalers sell to other wholesalers and retailers
- ▶ Retailers sell goods to end users or final consumers.

### **Discussion**

- ▶ **Question:** How do you identify the main activity where an establishment is involved in both wholesale and retail trade as is the case of Mahomad Mussa
- ▶ **Response:** the respondent knows where most of the income is derived from and this will be as given under economic activity as the principal activity.
- ▶ In the case of wholesale and retail activities taking place on the same establishment, if either is recorded as the principal activity, then the other is treated as a secondary activity.
- ▶ **Question:** Will enumerators be provided with the ISIC manual
- ▶ **Answer:** Soft copies have been given to Provincial Supervisors and effort will be made to ensure there are some hard copies.
- ▶ The success of the CBR depends on how we understand ISIC rev 4

### **Transport and storage: Mr. D. Manjengwa**

- ▶ The category includes provision of passenger transport, freight transport by road, rail, air and water
- ▶ Also included are postal activities
- ▶ **Question:** How are commuter operators to be handled?
- ▶ **Answer:** If registered identify the owner and collect data
- ▶ **Recommendation:** A list of registered commuter operators should be obtained from the ministry of transport.

### **Accommodation and Food Services: Mrs. P. Deve**

- ▶ The category covers the provision of short stay accommodation and food to visitors or travellers e.g. Holiday Inn, Midlands Hotel,

- ▶ House Boats and camping facilities are also included
- ▶ Also under this category are income from conducted tours, income from conference facilities, exhibitions, weddings, income from other activities e.g. casinos and night clubs
- ▶ **Question:** Is Mkoba Teachers' College providing accommodation services
- ▶ **Answer:** The main kind of economic activity for Mkoba Teachers' College is tertiary education services with accommodation as a secondary activity.

#### **Group Discussions: Mr Chingwara**

##### **Mat North Presentation**

- ▶ **Question:** In which category do clearing agents, truck inns and car parks fall
- ▶ **Response:** These also fall under Transport and Storage activities
- ▶ The term income should be clearly defined
- ▶ Presentation to be polished up and given to secretariat

##### **Bulawayo Presentation**

- ▶ Parking is a support service for transportation and also falls under transport and storage except for establishments involved in parking meter coin collection services which are classified under "Other Business Support Activities"
- ▶ Presentation to be polished up and given to secretariat

##### **Harare Presentation**

- ▶ Principal activities should be identified first with activities following
- ▶ **Question:** Do we only visit companies on the list? And, if enumerators come across new establishments what should they do?
- ▶ **Response:** Enumerators should inform their team leaders and, it will be taken from there
- ▶ Establishments like Baker's Inn (confectionery outlets), Chicken Inn etc. do fall under Accommodation and Food Services.
- ▶ Presentation to be polished up and given to secretariat
- ▶ **Response to Question 4 of the CBR:** The question should be removed.

#### **Day Four: Friday 05 October, 2012**

##### **Midlands Presentation**

- ▶ There is need for clarity on the word passenger on Q4.1.1.1
- ▶ **Item 4.1.1.1** should read: Sale of new or used motor vehicles, motor cycles, trailers, caravans etc.

- ▶ On accommodation and food and Services we should consider establishments providing Accommodation and Food services as their principal activities. Should they have income from say conducted tours, such become their secondary activities.
- ▶ If an establishment has conducting of tours as the principal activity, it should not be in the Accommodation and Food services category.
- ▶ On activity income there should be a note to exclude rent/rentals as they are covered under other income.
- ▶ Presentation to be polished up and given to secretariat

#### **Manicaland Presentation**

- ▶ More rows should be added to income from other activities
- ▶ Rows to be inserted
- ▶ Presentation to be polished up and given to secretariat

#### **Mat South Presentation**

- ▶ Restaurants should be include under Accommodation and Food services
- ▶ Presentation to be polished up and given to secretariat

#### **Mash East Presentation**

- ▶ **Question:** In which category is car auctioning?
- ▶ **Response:** This is under sale of motor vehicles
- ▶ **Question:** How are commuter omnibus operators to be treated?
- ▶ **Response:** The project committee will look into that
- ▶ Presentation to be polished up and given to secretariat

#### **Mash West Presentation**

- ▶ **Question:** Is a tractor a motor vehicle
- ▶ **Response:** All tractors, combine harvesters etc. under Item 4.1.1.1
- ▶ Presentation to be polished up and given to secretariat

#### **Example 1**

##### **Nyangombe Hotel**

Income from provision of accommodation	5 000
Income from food and beverages	20 000
Income from conducted tours	150
Income from other services	20 000
<b>Total</b>	<b>27 150</b>

- ▶ Since in Part 3 (Economic Activity) the establishment had indicated Provision of accommodation as the principal activity, and most revenue for the period was derived from sale of beverages, the enumerator needs to verify the figures. If the responded says the figures are okay, all that the enumerator needs to do is indicate to head office that the figures have been verified. What remains is for head office.

## Example 2

### Mai Regi Restaurant

**Main engaged in provision of restaurant services but also does some photocopying, typing services etc**

▶ Income from food and beverages	5 000
▶ Income from other services	1000
▶ Total	6000

## Examples 3

### Gazaland Garage

▶ Main activity is repair of motor vehicles		
▶ Repair of vehicles	95%	6000
▶ Car wash	3%	2
▶ Typing	2%	500
▶ Sale of cold drinks	30%	560
▶ Total		7062

In such a scenario, the enumerator should verify the percentages and the \$2 amounts.

### Information and Communication Activities: Mr Taongai

- ▶ The category involves the production and distribution of information and cultural activities i.e.
  - ✓ Radio broadcast, telecommunication
  - ✓ Publishing books, newspapers and magazines
  - ✓ Processing of information
  - ✓ Motion picture and video production
  - ✓ Internet communication
- ▶ **Issue:** Can those involved in network activities be treated separately
- ▶ **Response:** Project team to look into it.
- ▶ **Issue:** Income from mobile telephone services may be difficult to get from each establishment but from head office

- ▶ **Response:** Even if the head office is the one supplying the information, this should be broken down by establishment. The issue of activity and location here needs to be stressed upon.

▶ **Day Five: Saturday 06 October, 2012**

**Finance and Insurance Activities: Mr. Mhlanga**

- ▶ The section includes:
  - ✓ Banking activities
  - ✓ Reserve Bank, POSB, CABS
- ▶ Bureau de change facilities
- ▶ Insurance : both life and non-life
- ▶ Medical aid e.g. old mutual first life
- ▶ Reinsurance activities e.g. ZIMRE, Renaissance
- ▶ Stock brokers – commodity stock brokerage e.g. ZIMSTAT
- ▶ Asset management

**Real Estate Activities: Mr. A. Zinhumwe**

Real estate means actual property. The category includes:

- ▶ Revenues received from own property sales /rentals (excluding land)
- ▶ Revenues received from sale or rent of own land
- ▶ Commission received from property sales/rentals (excluding land)
- ▶ Commission received from property sales and rent of land
- ▶ Revenues received from property management services
- ▶ Revenue from other activities not elsewhere specified
- ▶ Rent is paid for non-produced assets which is land whilst rentals are for produced assets like property (houses)

**Professional, Scientific and Technical Activities: Mr. D. Manjengwa**

- ▶ Activities in this category require a higher degree of specialist training.
- ▶ The category includes the following categories:
  - ▶ Legal activities that have to do with advice and representation in legal issues
  - ▶ Accounting and bookkeeping that have to do with the recording of business transactions.
  - ▶ Head office and management consultancy
  - ▶ architectural activities
  - ▶ Engineering activities
  - ▶ Technical testing and analysis
  - ▶ Scientific research & development



- Advertising and market research
- Specialised design activities
- Photographic activities
- Veterinary activities

### **Administration and Support Service Activities, Mr. T. Ngwenya**

The category includes:

- Rental and leasing of motor vehicles.
- Rental and leasing of other machinery and equipment.
- Rental and leasing of recreational and sports goods.
- Travel agency activities.
- Tour operator activities.
- Private security and investigation activities.
- General cleaning of buildings and premises.
- General cleaning of industrial plant, machinery and equipment.
- Landscaping and maintenance activities.
- Typing, photocopying activities.
- Event organization.
- Packaging activities.
- Call centres activities.
- Other activities not elsewhere classified

### **Discussion**

- A call centre is a centre equipped to handle a large volume of telephone calls (especially for taking orders or serving customers).
- Establishments which manufacture packaging on behalf of others should not be covered under services.
- **Question:** What is repossession?
- **Response:** Repossession happens when one fails to pay for say furniture purchased on hire-purchase and the seller repossesses the item.

### **Day Six: Sunday 07 October, 2012**

#### **Public Administration and Defence; Compulsory Social Security activities, Mr Chingwara**

- These are activities of a Government nature e.g. compulsory social security like NSSA, Defence, Legislation activities, Taxation, Public order and safety.
- Such services cannot be undertaken by private establishments.
- The section is to be covered by head office staff
- No visits shall be made to government offices. Information will be obtained from the Government Accountant or Head offices.
- A special questionnaire shall be used for this purpose.

- ▶ Data for public administration is needed to see how much it is contributing to the country's Gross Domestic Product else, services statistics won't be complete.
- ▶ Output is measured at cost basis i.e.

**Output** = intermediate consumption + compensation of employees + consumption of fixed capital + other taxes less subsidies on production.

**Value added** = compensation of employees + consumption of fixed capital.

**The category includes:**

- ▶ School/college/training fees:- this includes education at all levels e.g. Hwange Primary School, Umzingwane High School, Midlands State University, Mkoba Teacher's College, Norton Vocation Training Centre.
- ▶ Sports and recreation education e.g. sports coaching, instruction of drum majorettes, swimming instructors.
- ▶ Cultural education e.g. drama, music, dance instructors and instructors on how to play musical instruments.
- ▶ Other activities not elsewhere classified e.g. remedial lessons instructors, flying schools.

**Human Health and Social Work Activities: Mr. H Ngwenya**

This section covers the following:

- ▶ Medical services rendered e.g. consultation, treatment, surgery.
- ▶ Ambulance services rendered e.g. Mars, Emras, St Johns, City Ambulance.
- ▶ Charges for medicine and other medical supplies e.g. dispensary at hospital.
- ▶ Other human health activities e.g. Blood banks, Sperm banks, Imaging.
- ▶ Other social work activities e.g. welfare.
- ▶ Other human health and Social Work Activities-
- ▶ **Question:** those not mentioned or those we are not sure where are they placed?
- ▶ **Response:** These should be recorded under other activities and specified.
- ▶ **Question:** Are pharmacies to be captured under Human Health and Social Work Activities?
- ▶ **Response:** Pharmacies owned by the hospital and are at the hospital fall under Human Health and Social Work Activities but pharmacies that are situated elsewhere are captured under retailing.

**Arts, Entertainment and Recreation Activities, Mr Mhlanga**

The section covers:

- ▶ Live productions, concerts and other stage productions e.g. Cheso Power, Circus groups, Independent journalists, Photo journalists.
- ▶ Libraries and archive activities e.g. documentation and information by libraries, fees paid to read.
- ▶ Museums and other historical sites e.g. City museums, National parks,
- ▶ Botanical gardens and other nature reserve activities e.g. Harare Botanic Garden.

- ▶ Gambling and betting activities e.g. Horse racing bating, Lotto
- ▶ Operation of sports facilities e.g. Rufaro Stadium
- ▶ Other sporting activities not elsewhere classified

### **Other Service Activities, Mr Chitsamba**

Other service activities are divided into three parts:

- ▶ Items 4.1.14.1 to 4.1.14.4 represent activities of membership organizations e.g ZCTU, Political parties
- ▶ Items 4.1.14.5 to 4.1.14.6 represent repair of computers and personal household goods.
- ▶ Items 4.1.14.7 to 4.1.14.10 represent dry cleaners, hair dressers, funeral parlours and other personal services such as pet care services and shoe shiners.

### **Day Seven: Monday 08 October, 2012**

#### **Other income items: Mrs. Deve**

- ▶ Total income = Activity income + Total other income.
- ▶ This part covers income other than the establishment's activity income. e.g. rent of land or rental income from structures and dwellings.
- ▶ Commissions and fees are received as percentage of sale done on behalf of others.
- ▶ Maintenance, repair and installations should exclude work of construction nature.
- ▶ An example of a grant that of money being injected into schools by the government.
- ▶ Gifts are those items received by establishments as presents from others say on their anniversaries.
- ▶ Dividends are profits received by shareholders.
- ▶ Part 8 of the COS questionnaire on page 10 should be removed.

#### **Discussion**

- ▶ **Question:** What are royalty fees?
- ▶ **Response:** These are payments to the holder of a patent or copyright or resource for the right to use their property e.g. fees paid to say musicians by broadcasters for playing their music on air.
- ▶ An example of Franchise is that of Spar which is being used by individual enterprises.
- ▶ **Issue:-**Mills offering services to miners have to be further discussed and communicated to participants.

#### **Expenditure during 2011: Mr. Manjengwa**

- ▶ All items should exclude deductible Value Added Tax (VAT)
- ▶ Reasonable estimates should be provided if accounts are not ready or finalized.
- ▶ The section covers:
  - ✓ Cost of raw materials
  - ✓ Cost of gas, fuels and electricity

- ✓ Cost of water and sewerage services
- ✓ Cost of maintenance, repair and installations
- ✓ Rent/Rentals payment
- ✓ Other expenditure e.g. interest payments, payments made to maintenance, repair and installation services
- ▶ Examples of business and professional organizations are that of the Zimbabwe National Chamber of Commerce, and lawyer's associations.
- ▶ Item 6.7 is designed to measure the contribution of e-commerce to business

#### **Taxes & Subsidies: Mrs Phiri**

- ▶ Ensure that the values tally with totals
- ▶ Refer to concepts and definitions on taxes and subsidies for further understanding of the terms.

#### **Exports and Imports of Goods and Services: Mrs Phiri**

- ▶ Ensure figures provided compare well with the incomes or expenditure.

#### **Inventories: Mrs Phiri**

- ▶ What need on this item at the end of the day are changes in stock to be used in the computation of gross output.
- ▶  $\text{Changes in stock} = \text{value of stocks at the end of the period} - \text{value of stocks in the beginning}$  i.e. column (2) – (1) =(3)

#### **Discussion**

- ▶ **Question:** It is possible to get a negative figure
- ▶ **Response:** Yes it is possible

#### **Stay Units & Beds: Mrs. Deve**

- ▶ This part of the questionnaire is only applicable to establishments whose main activity is provision of accommodation.

#### **Discussion**

- ▶ Definitions of stay units available and stay units sold should be involved in the questionnaire.
- ▶ Where necessary, more examples should be included in questionnaires and the manual.

#### **Capital Expenditure and Value of Fixed Assets: Mrs. Phiri**

- ▶ This section is divided into tangible and intangible assets.
- ▶ Ensure the totals tally and verify where there is need.

## Discussion

- ▶ Add the items tangible assets and intangible assets to the questionnaire

## Day Eight: Tuesday 09 October, 2012

### Persons employed and their compensation: Mr. Taongai

- ▶ The totals should agree with breakdown
- ▶ Leased-in employees should not be part of the total
- ▶ Employees and wages should be recorded as per breakdown

### Hours worked: Taongai

- ▶ The total number of hours worked per person per week should be given according to the breakdown

### Contact details and declaration

- ▶ Ensure the contact details have been provided for the person to whom queries regarding the questionnaire should be addressed.
- ▶ Ensure the declaration section has been signed

### Test: Mr. Mapondera and Mrs. Phiri

In order to assess the extent to which trainees had grasped the objectives, concepts and procedures involved in the CBR/COS project, a test was given (enumerators writing a different test from that of team leaders.) The analysis of the test results is as follows:

	<b>Team Leaders</b> (Out of 21)	<b>Enumerators</b> (Out of 20)
<b>Highest mark</b>	19	20
<b>Lowest mark</b>	15	10
<b>Mean mark</b>	17.2	17.8
<b>Modal mark</b>	17	19
<b>Percent who got above half</b>	<b>100</b>	<b>100</b>

## Group Discussions

### 1. Bulawayo Province

#### *Sale, Maintenance and Repair of Motor Vehicles and Motorcycles*

**Item 4.1.1.1:** Suzuki sells motorcycles. In Bulawayo there is no selling of new or used passenger vehicles.

**Item 4.1.1.2:** Barrons Motor Spares sells motor vehicle parts and accessories.

Suzuki sells motor cycle parts.

**Item 4.1.1.3:** Toyota Zimbabwe repairs and maintains cars.

Darikel Motors repairs and maintains cars.

Other examples are Dulys, Croco Motors, Puzey & Payne, Nissan Clover, Automachine.

**Item 4.1.1.4:** An example is Puzey & Payne. It's principal activity is repairing vehicles and it's secondary activity is selling new vehicles.

### **Wholesale Trade Activities**

**Item 4.1.2.1:** Examples are Fortwell, OK Mart, Redstar

**Item 4.1.2.2:** At Fortwell, the secondary activity is retailing.

### **Retail Trade Activities**

Item 4.1.3.1: Examples are OK, Food 4 Less, Meikles.

Item 4.1.3.2: Other Activities: An example is TM which offers restaurant services and shoe repairs and toilets.

### **Transport and Communication**

**Item 4.1.4.1:** Tshova Mubaiwa, Green Horse, Ajay Motorways.

**Item 4.1.4.2:** Swift, Biddulphs, Fedex.

**Item 4.1.4.3:** Zimpost

**Item 4.1.4.4:** DHL, Swift, Fedex

**Item 4.1.4.5:** Swift

**Item 4.1.4.6:** Swift

**Item 4.1.4.7:** Sale of action packs (Swift)

**Secondary Activity:** Green Horse offers vehicle repairs

### **Accommodation and Food Services**

Item 4.1.5.1: e.g Holiday Inn, Rainbow Hotel, Selborne Hotel, NI Hotel, Cecil Hotel, Royal Hotel, Mandela Lodge

Item 4.1.5.4: e.g Mandala Tours

## **2. Mashonaland West Province**

- ▶ **Item 4.1.1.1:** Sale of new or used vehicles and motor cycles → A.M.C- Chinhoyi, Mangwana Car Sales- Kadoma
- ▶ **Item 4.1.1.2:** Sale of motor vehicles and motor cycle parts and accessories → Karoi Motors, Muzindi Motor Spares- Kadoma
- ▶ **Item 4.1.1.3:** Income from repair and maintenance of motor vehicles and motor cycles → Davy Ordendale Investments- Kadoma
- ▶ **Item 4.1.1.4:** Income from other activities → Car wash at A.M.C.- Chinhoyi
- ▶ **Item 4.1.2.1:** Sale of goods purchased for resale → D.C.K. Wholesalers –Sanyati, Metro Peach-Kadoma, Redstar- Karoi, Rama Wholesalers –Karoi
- ▶ **Item 4.1.2.2:** Income from other activities → Retailing at Metro Peach Wholesalers

### **Retail Trade**

- ▶ 4.1.3.1: Sale of goods purchased for resale e.g OK Turf- Mhondoro Ngezi, Zvidozvenyu General Dealers- Mamina, Zanondega Investments-Karoi, Kadoma Spar, Fadzai Store- Musengezi, TM-Chinhoyi
- ▶ 4.1.3.2: Income from other activities e.g Coffee Shop Instore, Kadoma Spar

### **Transport and Storage Activities**

- ▶ 4.1.4.1: Income from transport of passengers e.g Tinzweiwo Bus Service-Kadoma, Mungare Bus Service-Karoi
- ▶ 4.1.4.2: Income from transport of goods (Freight) e.g Swift, Pioneer
- ▶ 4.1.4.3: Income from postal services e.g Zimpost

### **Accommodation and Food Services**

- ▶ **Item 4.1.5.1:** Income from Accommodation → Sanyati Lodge-Kariba, Tiger Safaris-Chirundu, Twin River Inn-Karoi, Westview Lodges-Kadoma
- ▶ **Item 4.1.5.2:** Income from food and beverage services → Cotton Country Inn-Kadoma
- ▶ **Item 4.1.5.3:** Income from conference, exhibitions, wedding services e.t.c : → Odessey-Kadoma
- ▶ **Item 4.1.5.4:** Income from conducting tours → Chinhoyi Caves, Landela Safaris-Kariba, Charama Safaris-Kadoma, Chengeta Safaris
- ▶ **Item 4.1.5.5:** Income from other activities → Casino at Kadoma Ranch, Licensed hunting at Landela Safaris, Kariba

**Reaction:** Examples listed under **Item 4.1.5.4** are principal activities of the respective establishments and should be recorded under the section Arts, Recreation and Entertainment.

### **Mock Interview Discussion (COS questionnaire)**

#### **Bulawayo Province**

- ▶ **Item 1.7:** Business Partner Number- The business partner number is given to all tax registered companies with ZIMRA
- ▶ **Item 1.4:** It is possible that a company might start operations before it has been registered.
- ▶ There should be a skip pattern for **Item 1.1.**
- ▶ **Item 1.5:** The skip pattern is eliminating Items 1.6, 1.7 and 1.8
- ▶ The definition on page 3 (i.e. Item 1.9.3) in the COS manual does eliminate fast food outlets like Bakers Inn, Chicken Inn.

### Mash West Province

- ▶ On activity income, the enumerator should ensure the respondent completes the relevant section in line with the establishment's principal kind of economic activity.
- ▶ Interviewers should be well versed with their subject. That is,
  - the objectives of the census and the uses of information gathered.
  - the terms and concepts used
- ▶ **Item 1.5:** The skip pattern is eliminating Items 1.6, 1.7 and 1.8
- ▶ **Suggestion:** Boxes provided for recording amounts should be designed in such a way as to accommodate cents. ( for uniformity) e.g.

US\$	C
5 782	09

- ▶ If notes are to be issued to establishments/enterprises, there should be an instruction for respondents not to round up figures.
- ▶ What should be done where there is no value to be written? Should we leave the spaces blank, put a dash, or put a zero?
- ▶ Filters should be added in all sections.
- ▶ 1a. Item 1.5 in the COS questionnaire has a skip pattern.
- ▶ On 1b item 4.2.8 the term derivative has to be explained.
- ▶ **On 1c. CBR manual page 18,** clarify between general partnership, limited partnership and limited liability partnership and partnerships owned by households because we thought for households to form partnerships they should be of the same profession but being registered.
- ▶ In the **CBR manual** there is this term- "household partnerships" page 14
- ▶ Company profiles should be provided for the field practical since they help participants know better what they are to encounter or expect and gauge the level of communication suitable for a particular company.
- ▶ If we do not communicate according to the company profile, we lose them.
- ▶ On Part 10 the table should include \$ signs on every column to assist the respondent.
- ▶ **Special note:** The reference period should be emphasised to respondents else figures might be supplied for the current period on the COS since the respondent is filling in both the CBR questionnaire which needs current figures and the COS which has 2011 as the reference period.

### 3. Mat South Province

#### Sale, Maintenance and Repair of Motor Vehicles and Motor Cycles

- ▶ Sale of new or used passenger motor vehicles and motor cycles→ The province does not have an enterprise/establishment that offers such services.



- ▶ Sale of motor vehicle and motor cycle parts and accessories → Ponela Motors-Beitbridge, Timms Motors-Plumtree, Space Birds-Filabusi
- ▶ Income from repair and maintenance of vehicles and motor cycles e.g Dos Garage-Filabisi, Cadder Motors-Gwanda

### **Wholesale Trade**

Wholesalers buy from manufacturers and resale to retailers. The main activity is to sell their products without transforming them e.g. A.J.Y Wholesalers-Plumtree, Bhagaji Wholesalers-Gwanda, N & R Enterprises in Beitbridge

### **Retail Trade**

The main activity of retailers is to purchase goods from wholesalers and resale to the consumers e.g. Mcinn-Gwanda, Cover Supermarket-Mzingwane, Baobab Spar-Beitbridge, Red Wood-Figtreet, OK-Gwanda

### **Transport & Storage Activities**

- ▶ Income from transport of passengers → Vhomakhadzi Transport (kombis) in Beitbridge, Dambanyika Transport → Beitbridge
- ▶ Income from transport of goods (Freight) → Swift-Gwanda, Tsepang Transport-Beitbridge.
- ▶ Income from postal services → Zimpost-Gwanda, Beitbridge, Plumtree
- ▶ Income from courier services → DHL-Beitbridge, Swift-Gwanda
- ▶ Income from handling cargo → No company like that in Mat South
- ▶ Income from warehousing and storage → Mitchell Cotts, Manica Freight-Beitbridge
- ▶ Income from other activities → Forwarding Freight, Clearing Agent, Freight World-Plumtree, Manica Freight-Beitbridge, Volmakes, Gopel-Beitbridge

### **Accommodation and Food Services**

- ▶ Income from accommodation services → Kombani Lodge-Plumtree, Holiday Inn-Beitbridge, Mishie Hotel-Gwanda
- ▶ Income from food and beverage → Munn, OK Restaurant
- ▶ Income from conference, exhibitions, wedding services e.g Mishie Hotel-Gwanda, Londa Hotel-Beitbridge, Kombani Lodge-Plumtree
- ▶ Income from conducted tours
- ▶ Other from other activities → Casino from Beit bridge Inn Hotel

## **Mash East Province**

### **Sale, Maintenance and Repair of Motor Vehicles and Motor Cycles**

- ▶ **Item 4.1.1.1:** Sale of new and used motor vehicles and motor cycles e.g. Mike Harris/Toyota

- ▶ **Item 4.1.1.2:** Sale of motor vehicle and motor cycle parts and accessories e.g. Mike Harris Toyota
- ▶ **Item 4.1.1.3:** Repairs and maintenance of motor vehicles and motor cycles e.g. C.M.E.D, Mike Harris Toyota

### **Wholesale Trade Activities**

**Item 4.1.2.1:** Sale of goods purchased for resale → N. Richards, Lilly's Wholesale, SAV, Radchart

### **Retail Trade Activities**

**Item 4.1.3.1:** Sale of goods purchased for resale → T.M. Supermarket, Nice Time Supermarket, OK Zimbabwe, Spar Supermarkets, Ruwa Supermarket

### **Transport and Storage Activities**

**Item 4.1.4.1:** Passenger Transport → Mazarura Bus Service, Nox Tours, Muka Bus Service, First Class Bus Service, K. Transport

**Item 4.1.4.2:** Goods Transport → Sara Transport, F.B.M. Haulage, Rollex

**Item 4.1.4.3:** Postal Services → Zimpost

**Item 4.1.4.4:** Courier Services → Swift, DHL

### **Accommodation and Food Services**

- ▶ **Item 4.1.5.1:** Accommodation Services → Dzimbahwe Lodges, Bushman Rock Lodges, Malwatt Village, Ruzawi Lodge, Imire Safaris, Macheke Hotel, Chibanguza Hotel, Mutoko Hotel, Pumpkin Hotel, Murewa Hotel, The Village, New Way Hotel, Chivhu Hotel, Vic's Taven, Beatrice Motel, Den's Kitchen Lodge
- ▶ **Item 4.1.5.3:** Conference, exhibitions, wedding services → Dzimbahwe Lodges, Malwatt Village, Ruzawi, Pumpkin Hotel, Murewa Hotel, Vic's Taven, Chivhu Hotel, Den's Kitchen Lodge
- ▶ **Clarification:** What do we do with private vehicle operators who ferry passengers and are licenced by local authorities but not registered with the Min. Of Transport to carry out such activities e.g. Mishikashika
- ▶ Most questions are merged on activities. For example Item 4.1.5.3 asks for income from conference, exhibitions, wedding services etc. An end user of data who deals in offering wedding services only may not be able to get data on what percentage wedding activities only are contributing to the Gross Domestic Product of the country. The percentage obtainable will include activities like conference and exhibitions which our end user will not be interested in. We had a problem with Proton Bakers in VMI when the enterprise approached the office requiring VMI index specifically for the baking industry. The index could not be provided since available figures included activities like manufacturing of stock feeds. If it were possible each activity could have been asked independently.

- ▶ **Observation:** It is very important to differentiate between the main and secondary activity of an establishment. For example the main activity of a hotel is accommodation services making all other activities secondary.

## **Mat North Province**

### **Wholesale trade is divided into three groups:**

- ▶ Sale, maintenance, repair of motor vehicle: In Mat North there is no enterprise selling cars but we have repairs and maintenance of motor vehicles and motor cycles  
→ Wankie Motors - Hwange, Coronation Motors- Hwange, Agworth Motors-Vic Falls
- ▶ Wholesale trade → Delta- Hwange, National Foods-Hwange, R Chitrin-Vic Falls
- ▶ Retail trade activities → TM-Hwange and Vic Falls, Power Sales-Binga-Hwange-Vic Falls, Jet-Vic Falls, OK-Vic Falls, Mzansi Complex-Tsholotsho

### **Transport and Storage Activities:**

- ▶ Transport of passengers → Lebeleka Tours Hwange, Pathfinder-Vic Falls, Singenzani Tours-Tsholotsho, Bunyatsho Taxis Ass.-Tsholotsho
- ▶ Transport of goods → Swift-Hwange, NRZ-Vic Falls-Hwange-Dete, Kwidini & Sons-Hwange
- ▶ Postal Services → Zimpost-Binga-Vic.Falls-Hwange-Dete
- ▶ Courier Services → DHL-Vic Falls, Courier Connect-Hwange-Vic Falls
- ▶ Under Transport and Storage in Hwange we have Truckers Inn where by the haulage trucks park for overnight and sometimes for some days before they proceed to their destinations or, become loaded with coal. Truckers Inn's main activity is to provide parking services and it's secondary activities are: restaurant, bar, filling station

### **Accommodation and Food Services**

- ▶ Accommodation Services → Elephant Hills-Vic Falls, Panke Lodge-Nkayi, Sikumi Tree Lodge-Dete, Masumu Lodge-Binga, Mlibizi Resort-Binga
- ▶ Food and Beverage → Chicken Inn-Vic Falls, Ebhodweni-Nkayi, Lambada Res-Tsholotsho, Ko Panache-Vic Falls
- ▶ Conference, exhibitions, wedding services e.g. Elephant Hills
- ▶ Conducted Tours → Sprayview, Ilala Lodge
- ▶ Other activities → Macasa Cassino-Vic Falls

### **Stay Units and Beds**

- ▶ **Issue:** What was the total number of stay units nights sold in 2011? In this question what are we looking for? Is it the number of stay units occupied or the accumulation of stay units nights?

### **Mash Central Province**

- ▶ The enumerator should tell the respondent to fill in the relevant section of the establishment's main/principal economic activity.

**Wholesale Trade Activities** → N. Richards, Manota

**Accommodation & Food Services** → Kimberly Reef, Couch House Inn, Country Club, Mayfair Lodge, Rutate Guest House, Manhenga Lodge

### **Sale, maintenance and Repair of Motor Vehicles and Motor Cycles →**

CMED Bindura, Chingore Panel Beaters

- **Principal activity** → service and maintenance of both motor vehicles and motor cycles
- **Secondary activities** → Driving school, Selling fuel, Car hiring
- ▶ Main/Principal (Q. 4.1.1.3): Income from repair and maintenance of motor vehicles and motor cycles. Reference period 1<sup>st</sup> January to 31<sup>st</sup> December 2011
- ▶ Reference period also 1<sup>st</sup> January to 31<sup>st</sup> December 2011
- ▶ Item 4.1.1 → Total activity income = Principal activity income + Secondary activity incomes for 2011.

### **Mt Darwin Bazaar**

Principal economic activity → Retailing (grocery)

Secondary economic activity → Photocopying services

### **Midlands Province**

- ▶ CBR Questionnaire → Was the rectification of question sequence done since we are about to go for fieldwork tomorrow.
- ▶ What was finally agreed on the box left blank?
- ▶ On the CBR questionnaire, Q. 5: (a) Since the question is asking for gender, isn't it proper to use "what" instead of "who"? i.e. What is the sex of the person who owns the majority shares of this enterprise?
- ▶ Q 5(b) According to our responses, suppose it's a company which owns majority shares, how will it be coded?
- ▶ Were the changes made on Q. 12 to have 12a and 12b to report salaries by sex.
- ▶ If a company responds by e-mail or fax Head Office must inform the relevant Province of the response.
- ▶ For money lending institutions, how do we record them on part 4 of the questionnaire?
- ▶ For money lending institutions, how do we record on part 4 of the questionnaire?

### **Sale, Maintenance and Repair of Motor Vehicles and Motor Cycles**

- ▶ **Item 4.1.1.1:** Sale of new or used passenger motor vehicles and motor cycles → Duly's, Amtec, AMC, Puzzy and Payne. Clarification on passenger vehicles:

- ▶ Do we have non-passenger vehicles? If yes, where do we classify them?
- ▶ **Item 4.1.1.2** → Amtec, Midas Motor Spares, Ultra Parts
- ▶ **Item 4.1.1.3** → Amtec
- ▶ **Item 4.1.1.4** → Amtec. Other activities include tyre pressure and car wash

### **Wholesale Trade Activities**

- ▶ **Item 4.1.2.1** → Eden Wholesale, Metro Peech, Bagoo and DCK
- ▶ **Item 4.1.2.2** → Income from retailing, like Bagoo and DCK.

### **Retail Trade Activities**

- ▶ **Item 4.1.3.1** → . OK Zimbabwe Kwekwe Branch, Eden Supermarket
- ▶ **Item 4.1.3.2** → Fast food outlet, OK Kwekwe, Eden Supermarket
- ▶ There is also the issue of sub-letting e.g. OK Kwekwe. Are they restricted from recording rentals on 4.1.3.2. There should be a guide to avoid repetition.

### **Transport and Storage Services**

- ▶ **Item 4.1.4.1** → Tombs Motors, T & H Travellers.
- ▶ **Item 4.1.4.2** → Tombs Trucking, T.M Transport
- ▶ **Item 4.1.4.3** → ZIMPOST
- ▶ **Item 4.1.4.4** → DHL, Swift, ZIMPOST
- ▶ **Item 4.1.4.5** → No examples in Midlands
- ▶ **Item 4.1.4.6** → No examples in Midlands
- ▶ **Item 4.1.4.7** → Income from sale of second hand buses

### **Accommodation and Food Services**

- ▶ **Item 4.1.5.1** → Midlands Hotel, Sebakwe Hotel, Ashkelda Guest Lodge
- ▶ **Item 4.1.5.2** → Midlands Hotel, Sebakwe Hotel, Shamwari Hotel
- ▶ **Item 4.1.5.3** → Midlands Hotel, Sebakwe Hotel, Shamwari Hotel, Farewell Parties
- ▶ **Item 4.1.5.4** → Nyangombe Lodge in Kwekwe
- ▶ **Item 4.1.5.5** → Entertainment like sporting and casino

### **Field Practical Experience**

#### **Harare Province**

The province was divided into three groups that visited Duly's Motors, Value Chain and The Village Lodge (which substituted Lillian Wholesalers)

#### **1. Was the mission successful?**

- ▶ Yes, managed to interview all respondents and collected data.

#### **2. Distribution of Materials.**

- ▶ Due to late distribution of questionnaires, enumerators have time to familiarise themselves with the amended versions.

- ▶ Each enumerator was supposed to have his/her own questionnaire to follow proceedings of the interview.
- 3. Deployment**
- ▶ This was done well.
- 4. Publicity**
- ▶ Publicity was done well since all establishments knew of our visiting them.
  - ▶ We suggest that the actual exercise should be publicised through electronic and print media.
  - ▶ It can also be advertised on bill boards.
- 5. Respondents' general attitude.**
- ▶ Respondents were generally friendly, but had the following to say:
  - ▶ Questionnaire on CSO is too big and intimidating
  - ▶ Tedious as some values have to be broken down, especially information on salaries and wages. (we are likely going to get wayward estimates or wrong information altogether)
  - ▶ split questionnaires by industry
- 6. Quality and Quantity of supervision**
- ▶ It was okay.
- 7. Questionnaire administration.**
- ▶ Respondent had difficulty in answering question 13a of the CBR. Looks like an invalid question now that our statistical unit is the establishment.
  - ▶ Question 6 CBR: provide space for respondent to explain and then the office will do the coding.
  - ▶ Accommodation and food services should skip item 4.2.1
  - ▶ COS questionnaire has no question on rates which includes sewer and refuse
  - ▶ The filter which says go to page 8 should read go to page 9
  - ▶ For establishments belonging to a multi-establishment enterprise it is difficult to split information as some enterprise tend to centralise their accounting system e.g. Value Chain visited during the field practice
  - ▶ Difficult to get salaries and wages for working proprietors.
  - ▶ Difficult to get value on customs duty for an establishment that belongs to a multi-establishment enterprise
  - ▶ Give more space for the amount in words on the question on turnover in the CBR
- 8. Difficult situations experienced during field practice**
- ▶ Respondent for Lillian Wholesalers was not available, so it had to be substituted with The Village Lodge.
  - ▶ The respondents expected six enumerators, but fourteen were admitted after diplomatic talks

## **9. Recommendations**

- ▶ More establishments have to be provided for each or at most two enumerators to interview.
- ▶ Days for practicals should be more than one
- ▶ Those establishments we know are done at H/Q from our QEI experience should be directed to the respective provinces
- ▶ Management should consider giving more days to Harare for the actual exercise taking into account the number of enumerators and the work load.
- ▶ Enumerators need airtime for effective communication with respondents, team leader and the office
- ▶ Adequate transport should be provided for the field operations

## **10. Appointments**

- ▶ Duly's and Value Chain honoured appointments. Lillian did not honour citing that there was need to talk to their Head Office before they could give us information

### **Matabeleland North Province**

#### **1. Was the Mission successful?**

- ▶ Mission was successful. We managed to test the instruments through interview method though it is designed for self-fill.

#### **2. Appointments**

- ▶ We had two appointments. The 9 o'clock one was honoured and the other was not honoured as we had to wait for two hours before being attended to.

#### **3. Distribution of materials**

- ▶ It was done well and on time. We had enough training materials.

#### **4. Deployment**

- ▶ Deployment was done well because we managed to be at the establishments at the appointed time

#### **5. Publicity**

- ▶ This was done though the team that did publicity should have told respondents in summary what data was to be collected, so as to make them aware of the information we needed.

#### **6. Respondents**

- ▶ At Kitto's Transport & United Panel Beaters respondents were co-operative.

#### **7. Quality and Quantity of Supervision**

- ▶ Was good. We even had the Deputy D.G for the whole day.

#### **8. Questionnaire administration**

- ▶ Those employees who were regarded as casuals worked more than 30 hours per week, like full time employees described in COS manual page 14.
- ▶ At one of the establishments we did spend more than 3 hours as the delegated respondent did not have records readily available.

- ▶ The respondents were not well versed with financial terms e.g. capital expenditure and value of fixed assets.

## **9. Any difficulty situation experienced**

- ▶ No difficulty situation experienced

## **10. Recommendations**

- ▶ Adequate publicity for the actual census should be done
- ▶ Adequate transport for the actual census should be provided

## **Bulawayo**

### **1. Was mission successful?**

- ▶ Not entirely because:
  - We came back with partly completed questionnaires because respondents could not provide the information due to the time frame and centralisation of financial records.
  - The establishment could not accommodate all enumerators because of space, thus some of the enumerators did not have the feel of the field practical.

### **2. Distribution of Materials.**

- ▶ This was done on time although questionnaires were not enough. We expected all enumerators to have them to follow the proceedings of the interview.

### **3. Deployment**

- ▶ Deployment was done well.

### **4. Publicity**

- ▶ Was not effectively done. Respondents were not aware of what was expected of them to an extent that their records were not readily available. It was more of a notification than publicity.

### **5. Respondents' attitude**

- ▶ Some were reluctant to give information and ended up substituting one of the establishments. The others were supportive.

### **6. Quality and quantity of supervision**

- ▶ There was no supervision from facilitators except from our Provincial Supervisor.

### **7. Questionnaire Administration**

- ▶ Respondents were failing to value their work in progress (COS Q. 9.2)
- ▶ Respondents did not understand what is meant by ancillary activities (COS Q. 1.15)
- ▶ Some did not understand the term institutional sector and could not differentiate between Financial and Non-Financial sectors
- ▶ The term "intangible assets" was not well understood.

### **8. Challenges faced**

- ▶ Some respondents did not have values on depreciation so we ended up using the ZIMRA method of calculating depreciation



## 9. Recommendations

- ▶ Publicity should give full detail in future. Respondents should know what is expected of them in summary.
- ▶ There is need for permanent identity cards and not identification letters.
- ▶ More days for field practical are needed
- ▶ Airtime should be provided for communication with respondents.

## 10. Appointments

- ▶ Enumerators adhered to their appointments

## Mash Central Province

### 1. Group 1: Real Estate (*Trevor Dollar Real Estate*)

- ▶ At Trevor Dollar Real Estate appointments were not communicated to the Chief Executive Officer, though he did co-operate and the interview was done.
- ▶ We completely covered the CBR, but CSO was partially done. The completed questionnaire is to be collected today at 10am.

### 2. Group 2: Retail (*Central Meat Market Butchery*)

- ▶ Publicity was okay.
- ▶ On the CBR the licence number does not change though its renewed periodically.
- ▶ We got the business partner number, but not the business partner name.
- ▶ In 2011 the enterprise had six establishments with consolidated accounting systems and splitting the incomes and expenditure was a big task.
- ▶ The enumerator has to probe before accepting any information to avoid collecting aggregated data.
- ▶ We observed that record keeping in some establishments is very poor as some could not classify employees by sex.
- ▶ The interview was completed after a long struggle.

## Mash West Province

- ▶ We visited:
  - A Photo Processing Establishment, Casa Photos
  - A Legal establishment, Jumo and Mashoko Partners
- ▶ Mission was partially successful
- ▶ **Group 1** could not interview COS questionnaire and, the CBR questionnaire was partially completed since the accountant was not available.
- ▶ **Group 2** was successful. Both the CBR and COS questionnaires were fully completed.
- ▶ Not all enumerators had the revised questionnaires. We were supposed to be given the revised questionnaires in time for enumerators to familiarise with the revised versions.
- ▶ Deployment was successful
- ▶ Publicity was successful. However respondents should have been notified of practice nature of exercise i.e. number of enumerators.

- ▶ All were not aware of the duration of interview and indicated displeasure. However, they still co-operated.
- ▶ Excellent
- ▶ All groups need clarity on business partner name.
- ▶ On COS the skip patterns need to be revisited e.g. page 8 & 9 of the questionnaire.
- ▶ Part 10 in the foot note provided, the word survey should be replaced by census.

### **Masvingo Province**

We managed to administer all the questionnaires on both establishments.

#### **1. Distribution of materials**

- ▶ Field materials were distributed on time and were sufficient.

#### **2. Deployment**

- ▶ This was done well to and from the field.

#### **3. Publicity**

- 4. This was done well and we must give pam pam to Midlands Province.

#### **5. Respondents' attitude towards the survey**

- ▶ They were ready to welcome us and very cooperative.

#### **6. Supervision**

- ▶ This was done by Mssrs. Tafirenyika and Mapondera and was good.

#### **7. Questionnaires administration**

- ▶ No problems in administering questionnaires
- ▶ On Questions 1-4 of the COS questionnaire, the respondent could not tell the institutional sector of the establishment.
- ▶ The respondent was not very knowledgeable about depreciation.

#### **8. Difficulty situations experienced.**

- ▶ No difficulties.

#### **9. Recommendations.**

- ▶ The questions should be specific
- ▶ We need not to deviate from the norm of data collection
- ▶ There was need for self-enumeration practical

#### **10. Appointments**

- ▶ The appointments were honoured.

### **Midlands Field Practice**

#### **1. Was mission successful?**

- ▶ For Midlands the mission was successful since we managed to complete both the CBR & COS questionnaires.

#### **2. Distribution of Materials**

- ▶ This was delayed.
- ▶ Each enumerator was supposed to have a copy of each of the questionnaires.

### **3. Deployment**

- ▶ No complaints.

### **4. Publicity**

- ▶ Was properly done and effective

### **5. Respondents**

- ▶ Cooperative and welcoming

### **6. Quality and quantity of supervision**

- ▶ Two supervisors from the facilitators and assistance from the supervisor

### **7. Questionnaire Administration**

- ▶ **Issue:** CBR questionnaire, Question 3= is it supposed to be commencement of business in the country or at that particular locality where the establishment is located? e.g. swift started the business in the country in 1965 but started at Gweru in 1970

### **8. Suggestions**

- ▶ Question 6 on the CBR questionnaire- we suggest you give an example of institutional sectors on the questionnaire.
- ▶ Part 13 of the COS questionnaire, 'hours worked' by casuals and 'part-time' employees do not tally with what is explained in the manual.

### **9. Difficulties experienced**

- ▶ None

### **10. Recommendations for data collection**

- ▶ Transport, airtime, proper id not letter, sufficient allowances, at least a computer or laptop at district level, golf t shirts and sun hat.

### **11. Appointment**

- ▶ Appointment time was kept.

## **Manicaland**

### **1. Was the mission successful?**

- ▶ The province was divided into two groups initially but further splitted into 3 groups.
- ▶ Out of the 3 groups.
  - **Group 1:** succeeded
  - **Group 2:** partially succeeded-inadequate information on general information which was left home
  - **Group 3:** did not secure interviews on 3 establishments

### **2. Distribution of practical materials**

- ▶ Done well
- ▶ Inadequate questionnaires– each enumerator was supposed to have his/her own

### **3. Deployment**

- ▶ It was well done

### **4. Publicity**

- ▶ Was done in advance

- ▶ It was not effective since short notices were given and also instant notices to newly identified establishments
- ▶ Recommendations on Publicity
  - All forms of media should be used for effective publicity
  - Communication should also be done through business and professional organisations such as Confederation of Zimbabwe Industries (CZI)

## **5. General attitude of respondents**

- ▶ They were suspicious i.e. fear of the unknown in terms of data provided

## **6. Quality and quantity of supervision**

- ▶ Good – it was up to expectations such that even the Deputy Director General Mr. Nyoni also attended to problems and challenges we faced with N.Richards.

## **7. Questions which caused problems in asking**

### The CBR questionnaire

- ▶ **Q6**-Accompanying notes should be provided to respondents especially on definitions and on institutional sector including examples.
- ▶ **Q11**-No changes on space provided for the value of money in words.

### The COS questionnaire

- ▶ **Q1.1.9**-There should be a skip pattern if the period is 12 months from 1.19-1.22

## **8. Any difficult situations experienced**

- ▶ Refusals e.g. N. Richards-line management was informed. However, we were advised to look for another establishment
- ▶ Other respondents failed to meet appointments however, we rescheduled the appointments using our phones at our own expense.

## **9. Recommendations**

- ▶ Heavy publicity before and during data collection.
- ▶ Need for airtime.
- ▶ Increase the number of days for practicals.
- ▶ Multipurpose IDs

## **10. Appointments**

- ▶ Managed to meet the appointments

## **Mash East**

We were tasked to visit two Financial and Insurance Institutions namely Standard Chartered and Zimnat Insurance.. Hence, we divided ourselves into two groups.

## **1. Was Mission successful?**

- ▶ Our mission was not successful.

### **Group 1: Standard Chartered Bank**

- ▶ The group that visited Standard Chartered was turned down since they did not have introductory letters and proper ZIMSTAT identity cards.
- ▶ The cover letter by the DG was also not signed. Neither was it stamped.
- ▶ The company also expected enumerators to get clearance from police and local authorities.
- ▶ Standard Chartered could also not give information owing to the fact that the exercise was not publicised nationally.
- ▶ The manager said he would agree to give information if all papers were in order and ,there was need for official communication between Standard Chartered and ZIMSTAT at head office level.

### **Group 2: ZIMNAT**

- ▶ At ZIMNAT, the group was informed that the establishment in Gweru was only an agent and as such, could not provide the information pertaining without authority from their Head Office.

### **Substitution**

- ▶ As a result the two establishments were substituted with Heritage Insurance and Midlands Music Academy.

### **2. Distribution of practical material**

- ▶ Distribution of practical material was done late and we had no time to check if the questionnaires were ok. The questionnaires were not sufficient because we only had one set of the COS and CBR and no copies for the respondents to retain.

### **3. Deployment**

- ▶ The deployment was done well and we wish the same for all future surveys.

### **4. Publicity**

- ▶ This was done but insufficiently. The contact people at the selected establishments were not given information on the contents of the questionnaires.
- ▶ There was need to drop letters detailing the exercise we were going to carry out.

### **5. Attitude of the respondents**

- ▶ They were very welcoming, accommodative and professional.

### **6. The quantity and quality of supervision**

- ▶ Was ok.

### **7. Questionnaire administration**

- ▶ In administering the questionnaires we discovered that the respondents did not understand some accounting terms because of lack of accounting background. For example on the COS questionnaire Part 12 the respondent at Midlands Music Academy failed to understand what assets are. She did not even know that assets depreciate in value. They also did not have any accounting system in place so even after explaining to

her what each term meant. Information could not be obtained since they do not have any accounting system in place and have never hired any accounting services.

#### **8. Difficult situations**

- ▶ We did not come across any difficult situations.

#### **9. Recommendations**

- ▶ Provide proper and permanent identity cards
- ▶ Publicise every survey adequately through print and electronic media and also through official letters to big enterprises.
- ▶ Provide adequate transport so that when we get to enterprises we will still be looking smart.
- ▶ Enough time should be allocated for all surveys and censuses.
- ▶ Provide airtime for efficient and effective communication.
- ▶ Provide good folders for surveys to portray a better image of ZIMSTAT.
- ▶ We should be provided with appointment diaries.
- ▶ We need appointment cards to drop at the establishments.
- ▶ If ever T-Shirts are to be provided they have to be of a better quality (Golf T-Shirts).
- ▶ Enough stationary should be provided for the survey.
- ▶ Allowances paid for this exercise should enable the enumerators to move from one district to another easily.

#### **Mat South Province**

We visited:

- ▶ Renown Panel Beaters
- ▶ Midlands Hotel

#### **1. Was mission successful?**

- ▶ Yes, because we managed to see both officials at companies assigned.

#### **2. Distribution of material**

- ▶ Was not done on time such that we had no time to go through the questionnaires to see the changes that had been effected.

#### **3. Where materials sufficient?**

- ▶ Not sufficient because we had only two questionnaires out of eight enumerators such that we could not follow the flow of questions during the interview.

#### **4. Deployment**

- ▶ Well done. We arrived at establishments in time and we were back by 3pm.

#### **5. Publicity**

- ▶ Well done.

#### **6. Respondent's general attitude**

- ▶ Good. The respondents were co-operative showing willingness but due to the information that was being collected which had so much calculations. It ended up frustrating the respondents.

## **7. Quality and quality of supervision**

- ▶ It was fair. We had the supervision of our Team leaders, Provincial supervisors and Head Office staff.

## **8. Questionnaire administration**

- ▶ Respondents indicated that they had difficulty in understanding and completing the questionnaire.
- ▶ On Business Partner Number, the Midlands Hotel respondent had no idea what was wanted until we explained that it was B.P.N. We realised that the H.R. knew it as B.P.N. so we suggest that B.P.N be included and put in brackets.

### CBR Questionnaire

- ▶ **Question 6.** Midlands Hotel H.R. could not fit their hotel to any of the response category without us chipping in so we suggest that on notes to be given in the questionnaire example of each sector be given.
- ▶ **Question 10.** On the column on % we suggest that only one box be provided for percentage because respondents tend to fit their percentages in one box and leave the other two boxes blank.

### COS Questionnaire

- ▶ On COS questionnaire, the respondents had difficulty in differentiating the terms **principal** and **ancillary**.
- ▶ Cost of water and sewerage services. At Renown Panel Beaters their water and sewerage charges are aggregated but in the questionnaire, water charges and sewerage charges are separated.

## **9. Any difficult situation experienced**

- ▶ At Renown Panel Beaters, information was not all got due to the fact that the period given to them for the completion of the questionnaire was very limited e.g. section on ownership of shares, the administrator could not disclose information without the approval of the owners and also on expenditure, hours worked by employees and salaries the administrator said he needed time. So the questionnaires were left at the establishment to be collected on Friday.

## **10. Recommendations**

- ▶ For field practicals or programs of this nature, we suggest that there be a day to dispatch the questionnaires and another for collection since the questionnaire is for the self-enumeration method.
- ▶ On CBR question 11 on turnover in words the space is not enough and suggest that it be increased.
- ▶ We also need ZIMSTAT identity cards.

## **11. Appointments**

- ▶ All honoured.

- ▶ **Comment written on COS questionnaire by Midlands Hotel:** The information you want is too much for somebody who is employed to do his/her job, will spend the whole day trying to make it up to you. I suggest you adjust some of the information you want.

### **Evaluation Exercise**

An evaluation exercise was conducted at the end of the training workshop in order to understand how future training workshops can be conducted in order to produce the best results. The evaluation exercise was divided into parts namely workshop evaluation and outcome evaluation. Ratings on some of the items on a scale of 1-5 (*where 1 (poor) is the least score and 5 (excellent) is the highest score*) are as given below:

#### **1. Workshop Evaluation**

- ▶ **Workshop Venue:**
  - Generally the venue did not provide any comfort for participants as only 14.18 % of them had a rating of 4 or 5.
  - 22.30% of the participants had a rating of 2 or 1 on the quality of food and refreshments
- ▶ **Workshop Material and Content**
  - 64.9 % of the participants of the participants rated the training material as comprehensive.
  - 14.9% indicated that the material was not easy to understand (rating of 2 or 1)
- ▶ **Workshop Conduct**
  - 74.33 % indicated that discussions were afforded ample time (rating of 4 or 5)
  - 68.24 % gave a rating of 4 or 5 on “good mix between listening and activities”
  - 70.95 % of the participants indicated that there were sufficient breaks afforded during the training.
- ▶ **Facilitators**
  - 59.46% of the participants gave a rating of 4 or 5 on facilitators’ responsiveness to participants
  - 61.49% indicated that the facilitators were knowledgeable of the subject matter (rating of 4 or 5)
- ▶ **What participants generally liked best about the training workshop**
  - The “non-threatening, all free to participant and environment” created by facilitators.
  - Early payment of allowances
  - More time to interact during discussions
  - The visit by the Deputy Director general
- ▶ **What participants generally liked least about the training workshop**
  - The venue for the workshop in terms of accommodation
  - The little time afforded to field practice
  - Some facilitators not giving examples



► **General comment about how the workshop could be improved**

- **Content:** Presentations should be more comprehensive, simplified and providing a lot of examples from the ISIC manual. The ISIC manual should be availed to participants
- **Activities:** More days should be afforded for field practicals
- **Facilitators:** Should do a lot of research before the training workshops. More examples should be provided during presentations.

## 2. Outcome Evaluation

► **Knowledge of the CBR and COS and their importance**

- **Before the workshop:** 14.19 % of the participants had a rating of 4 or 5.
- **After the workshop:** 84.46% of the participants had a rating of 4 or 5 indicating that a lot of participants had more knowledge on the CBR and COS after the workshop.

► **Confidence in conducting business surveys**

- **Before the workshop:** 31.08 % of the participants had a rating of 4 or 5.
- **After the workshop:** The percentage of participants with confidence in conducting business surveys (a rating of 4 or 5) increased to 83.79%.

► **Knowledge of CBR and COS concepts**

- **Before the workshop:** 17.57 % of the participants a rating of 4 or 5.
- **After the workshop:** The percentage of participants increased to 85.48%.

► **Skills and strategies in conducting business surveys**

- **Before the workshop:** 23.78% had a rating of 4 or 5
- **After the workshop:** The percentage increased to 87.84%.

### Closing Remarks:

► **From the Technical Team**

The team thanked everybody for the active participation during the training workshop for without this, the workshop could not have been anything better. The team also appreciated the good work done by Mr. Zinhumwe and his Midlands team, in hosting the whole group. Participants were informed that the workshop came in as an eye opener to the project team and, to this extent, more time was needed to tie the loose ends in terms of how the survey would be conducted. For example, there is an issue of profiling which has been deemed necessary before data collection.

► **From the Director, Production Statistics and Acting Director Corporate Services**

The Director thanked all participants for their contributions. He indicated that deliberations from the workshop had really shown that there was need to re-strategize on how the

project would be run and, also, to ask for more funds from the sponsors for the implementation of the project.

The issue of providing field staff with identity cards was noted and would be brought to the attention of the Director General.

► ***From the Deputy Director General***

In his remarks, the Deputy Director General said he was very impressed with the level and quality of participation shown by all participants. He thanked the whole group for the profound devotion and, appreciated the way participants seem to be capturing the concepts of economic surveys. The Deputy Director General also recognized the positive contributions from ladies. He also acknowledged the fact that provision of transport to field staff was a major factor in determining the quantity and quality of data to be collected and, this would be considered. In conclusion all participants were encouraged to acquire further qualifications so as to make them better positioned.

## **4 CONCLUSION AND RECOMMENDATIONS**

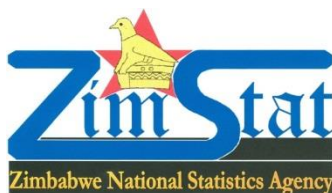
### **4.1 Conclusion**

The workshop was very productive with participants in general feeling more capacitated, confident and, better equipped for the conduct of business surveys. Participants' contributions brought about more improvements to the questionnaires and manuals.

### **4.2 Recommendations**

- 1 Future training of enumerators' workshops of these nature should be given sufficient days so that field practicals are effectively done.
- 2 Facilitators should visit training venues to assess their state before any payments are made.
- 3 Field staff should be provided with ZIMSTAT identity cards and not letters.
- 4 Corporate wear should be provided to field staff
- 5 Adequate vehicles or transport allowance should be provided during field work

## 5.1 TRAINING OF ENUMERATORS' WORKSHOP TIMETABLE



### Central Business Register-Census of Services Training of Enumerators' Workshop 2-12 October 2012

Day One: Tuesday, 2 October 2012		
Item No.	Item	Facilitator/s
	Travelling to Gweru	Administration
	Payment of Allowances (at venue)	Accounts

Day Two: Wednesday, 3 October 2012				
Item No.	Item	Time	Presenter	Facilitator/s
1.	Registration and Distribution of Materials	08:30 – 9:00	Secretariat	CBR/COS Project Team
2.	Introduction and welcome Remarks	9:00 – 9:15	Mr. Shoniwa	Mr. Changa
<b>Part 1: Central Business Register</b>				
3.	Introduction	9:15 – 9:45	Mr. Makumbe	Ms. Phiri
4.	Data Collection Procedure	9:45 – 10:00	Mr. Taongai	Ms. Phiri
5.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
6.	Data Collection Procedure	10:30 – 11:00	Mr. Taongai	Ms. Phiri
7.	Discussion	11:00 – 11:15	All	Ms. Phiri
8.	Roles of Field and Head Office Staff	11:15 – 11:45	Mrs. Deve	Ms. Phiri
9.	Discussion	11:45 – 12:00	All	Ms. Phiri
10.	Concepts and Definitions	12:00– 12:30	Mr. Tafirenyika	Ms. Phiri
11.	Discussion	12:00 – 13:00	All	Ms. Phiri
12.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
13.	Identification Panel	14:00– 14:20	Mr. Manjengwa	Mr. Makware
14.	Discussion	14:20 – 14:30	All	Mr. Makware
15.	The CBR Questionnaire <b>Questions 1</b>	14:30 – 15:00	Mr. Chitsamba	Mr. Makware
16.	<b>TEA – BREAK</b>	<b>15:05 – 15:30</b>	<b>All</b>	<b>Mr. Dube</b>
17.	Discussion	15:30– 15:45	All	Mr. Makware

18.	The CBR Questionnaire <b>Questions 2- 4</b>	15:45- 16:15	Mr. Mhlanga	Mr. Makware
19.	Discussion	16:15 – 16:30	All	Mr. Makware

### Day Three: Thursday, 4 October 2012

Item No.	Item	Time	Presenter	Facilitator/s
1.	Recap	08:30 – 09:00	<b>Manicaland Province</b>	Mr. Makumbe
2.	The CBR Questionnaire <b>Questions 5- 7</b>	09:00 – 09:30	Mr. Zinhumwe	Mr. Makumbe
3.	Discussion	09:30 – 10:00	All	Mr. Makumbe
4.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
5.	The CBR Questionnaire <b>Questions 8-9</b>	10:30 – 11:00	Mr. T. Ngwenya	Mr. Chingwara
6.	Discussion	11:00 – 11:15	All	Mr. Chingwara
7.	The CBR Questionnaire <b>Questions 10-11</b>	11:15 – 11:45	Mr. H. Ngwenya	Mr. Chingwara
8.	Discussion	11:45– 12:00	All	Mr. Chingwara
9.	The CBR Questionnaire <b>Questions 12-13</b>	12:00 – 12:45	Mr. Chitsamba	Mr. Chingwara
10.	Discussion	12:45– 13:00	All	Mr. Chingwara
11.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
12.	Contact Details and Declaration	14:00 – 14:30	Mr. Chitsamba	Mr. Tafirenyika
13.	List of Establishment visited	14:30- 14:45	Mr. Chitsamba	Mr. Tafirenyika
14.	Discussion	14:45– 15:00	All	Mr. Tafirenyika
15.	<b>TEA – BREAK</b>	<b>15:05 – 15:30</b>	<b>All</b>	<b>Mr. Dube</b>
16.	General Discussion	15:30 – 16:30	All	

### Day Four: Friday, 5 October 2012

Item No.	Item	Time	Presenter	Facilitator/s
1.	Recap	08:30 – 09:00	<b>Bulawayo Province</b>	Mr. Makumbe
<b>Part 2: Census of Services</b>				
2.	Official Opening	09:00- 09:30	Director General	Mr. Shoniwa
3.	Introduction	09:30- 9:40	Ms. Phiri	Mr. Chingwara
4.	Discussion	09:40 - 10:00	All	Mr. Chingwara
5.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
6.	Concepts and Definitions	10:30 – 11:30	Mr. Tafirenyika	Mr. Chingwara
7.	Discussion	11:30 – 12:00	All	Mr. Chingwara
8.	Wholesale and Retail trade and, repair of motor vehicles and motor cycles	12:00 – 12:30	Mr. Chitsamba	Mr. Chingwara
9.	Discussion	12:30 – 13:00	All	Mr. Chingwara
10.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
11.	Transport and Storage	14:00 – 14:30	Mr. Manjengwa	Mr. Makware

12.	Discussion	14:30 – 15:00	All	Mr. Makware
13.	<b>TEA – BREAK</b>	<b>15:00 – 15:30</b>	<b>All</b>	<b>Mr. Dube</b>
14.	Accommodation and Food Services	15:30- 16:00	Ms. Deve	Mr. Makumbe
15.	Discussion	16:00 – 16:30	All	Mr. Makumbe

### Day Five: Saturday, 6 October 2012

Item No.	Item	Time	Presenter	Facilitator/s
1.	Recap	08:30 – 09:00	<b>Mashonaland Central</b>	Mr. Makware
2.	Information and Communication activities	09:00 – 09:30	Mr. Taongai	Mr. Makware
3.	Discussion	09:30- 10:00	All	Mr. Makware
4.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
5.	Financial and Insurance activities	10:30 – 11:30	Mr. Mhlanga T	Mr. Chingwara
6.	Discussion	11:30 – 12:00	All	Mr. Chingwara
7.	Real Estate	12:00 – 12:30	Mr. Zinhumwe	Mr. Chingwara
8.	Discussion	12:30- 13:00	All	Mr. Chingwara
9.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
10.	Professional, Scientific and Technical activities	14:00-14:30	Mr. Manjengwa	Mr. Makumbe
11.	Discussion	14:30 – 15:00	All	Mr. Makumbe
12.	<b>TEA – BREAK</b>	<b>15:05 – 15:30</b>	<b>All</b>	<b>Mr. Dube</b>
13.	Administrative and Support Service activities	15:30- 16:00	Mr. Ngwenya T	Mr. Makumbe
14.	Discussion	16:30 – 16:30	All	Mr. Makumbe

### Day Six: Sunday, 7 October 2012

Item No.	Item	Time	Presenter	Facilitator/s
1.	Recap	08:30 – 09:00	<b>Harare Province</b>	Mr. Makware
2.	Public Administration and Defence; Compulsory Social Security activities	09:00 – 09:30	Mr. Chingwara	Mr. Makware
3.	Discussion	09:30- 10:00	All	Mr. Makware
4.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
5.	Education	10:30- 11:00	Mr. Mhlanga	Ms. Phiri
6.	Discussion	11:00 – 11:30	All	Ms. Phiri
7.	Human Health and Social Work activities	11:30 – 12:00	Mr. Ngwenya H	Ms. Phiri
8.	Discussion	12:00 – 12:30	All	Ms. Phiri
9.	Arts, Entertainment and Recreation activities	12:30- 13:00	Mr. Mhlanga	Ms. Phiri
10.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
11.	Discussion	14:00- 14:30	All	Mr. Makumbe

### Day Six: Sunday, 7 October 2012

12.	Other Service activities	14:30-15:00	Mr. Chitsamba	Mr. Makumbe
13.	<b>TEA – BREAK</b>	<b>15:00 – 15:30</b>	<b>All</b>	<b>Mr. Dube</b>
14.	Income Items	15:30-16:00	Ms. Deve	Mr. Makumbe
15.	Discussion	16:30-16:45	All	Mr. Makumbe

### Day Seven: Monday, 8 October 2012

1.	Recap	08:30 – 09:00	<b>Mashonalnd West</b>	Mr. Chinosengwa
2.	Expenditure Items	09:00 – 09:30	Mr. Manjengwa	Mr. Chinosengwa
3.	Discussion	09:30- 10:00	All	Mr. Chinosengwa
4.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
5.	Taxes and Subsidies	10:30- 11:00	Mr. Chingwara	Mr. Makware
6.	Discussion	11:00-11:30	All	
7.	Exports and Imports of Goods and Services	11:30- 12:00	Mr. Chingwara	Mr. Makware
8.	Discussion	12:00 – 12:30	All	
9.	Inventories	12:30- 13:00	Mr. Chingwara	Mr. Makware
10.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
11.	Discussion	14:00-14:30	All	
12.	Stay Units and Beds	14:30-15:00	Ms. Deve	Mr. Mapondera
13.	<b>TEA – BREAK</b>	<b>15:00 – 15:30</b>	<b>All</b>	<b>Mr. Dube</b>
14.	Discussion	15:30 – 16:00	All	
15.	Capital Expenditure and Value of Fixed Assets	16:00 – 16:30	Mr. Chingwara	Mr. Mapondera
16.	Discussion	16:30 – 16:45	All	

### Day Eight: Tuesday, 9 October 2012

1.	Recap	08:30 – 09:00	<b>Mashonalnd East</b>	Mr. Mapondera
2.	Persons Engaged, Compensation of Employees and Hours Worked	09:00 – 09:30	Mr. Taongai	Mr. Mapondera
3.	Discussion	09:30- 10:00	All	Mr. Mapondera
4.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
5.	Contact Details and Declaration	10:30-10:45	All	Mr. Chinosengwa
6.	Field Checks	11:45- 12:00	Mr. Chitsamba	Mr. Chinosengwa
7.	Test	12:05- 12:30	Mr. Mapondera	Mr. Chinosengwa

### Part 3: Field Operations

1.	Fieldwork Logistics	12:30- 13:00	Mr. Chitsamba	Mr. Chinosengwa
2.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>
3.	Laundry	14:00- 16:00	All	

### Day Nine: Wednesday, 10 October 2012

**Part 4: Field Operations and Feedback**

1.	Fieldwork	08:30- 16:00	All	Mr. Chinosengwa
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**Day Ten: Thursday, 11 October 2012**

2.	Discussions on Field Work	08:30- 10:00	All	Mr. Mapondera
3.	<b>TEA – BREAK</b>	<b>10:00 – 10:30</b>	<b>All</b>	<b>Mr. Dube</b>
4.	Discussions on Field Work	10:30-13:00	All	Mr. Mapondera
5.	<b>LUNCH – BREAK</b>	<b>13:00 – 14:00</b>	<b>All</b>	<b>Mr. Dube</b>

**Part 5: Test Revision, Way Forward and Closing Remarks**

6.	Test Revision	14:00-14:30	All	Mr. Mapondera
7.	Test Results Analysis Discussion	14:30-15:00	Mr. Mapondera	Mr. Makumbe
8.	Way Forward	15:00-15:30	COS/CBR Team	Mr. Makumbe
9.	Closing Remarks	15:30- 16:00	Mr. Shoniwa	Ms. Changa

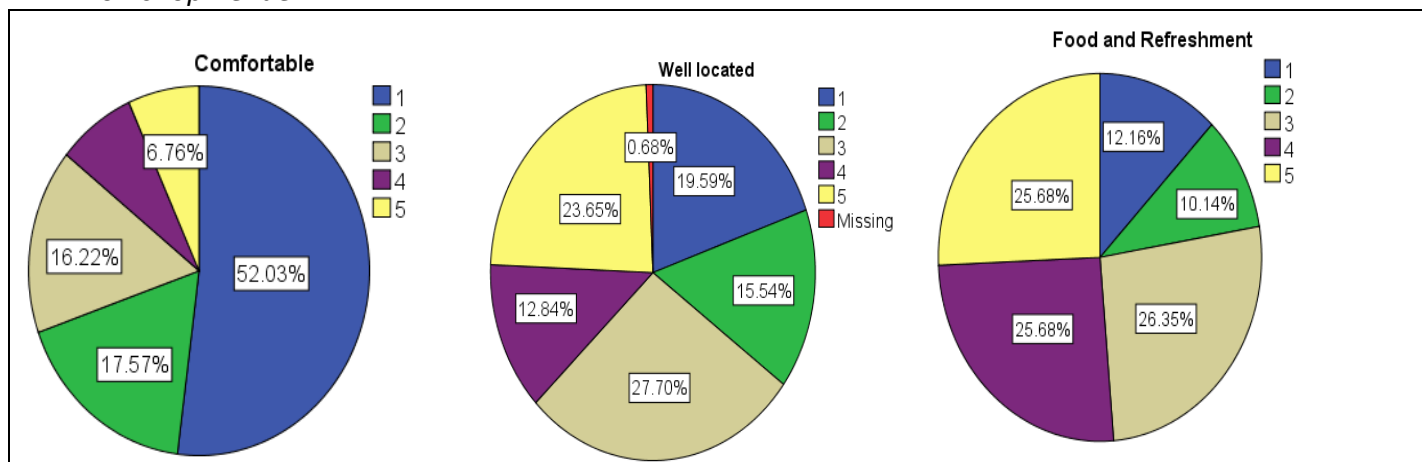
**Day Eleven: Friday, 12 October 2012**

1.	<b>Departure</b>	<b>08:30</b>	<b>All</b>	<b>Mr. Dube</b>
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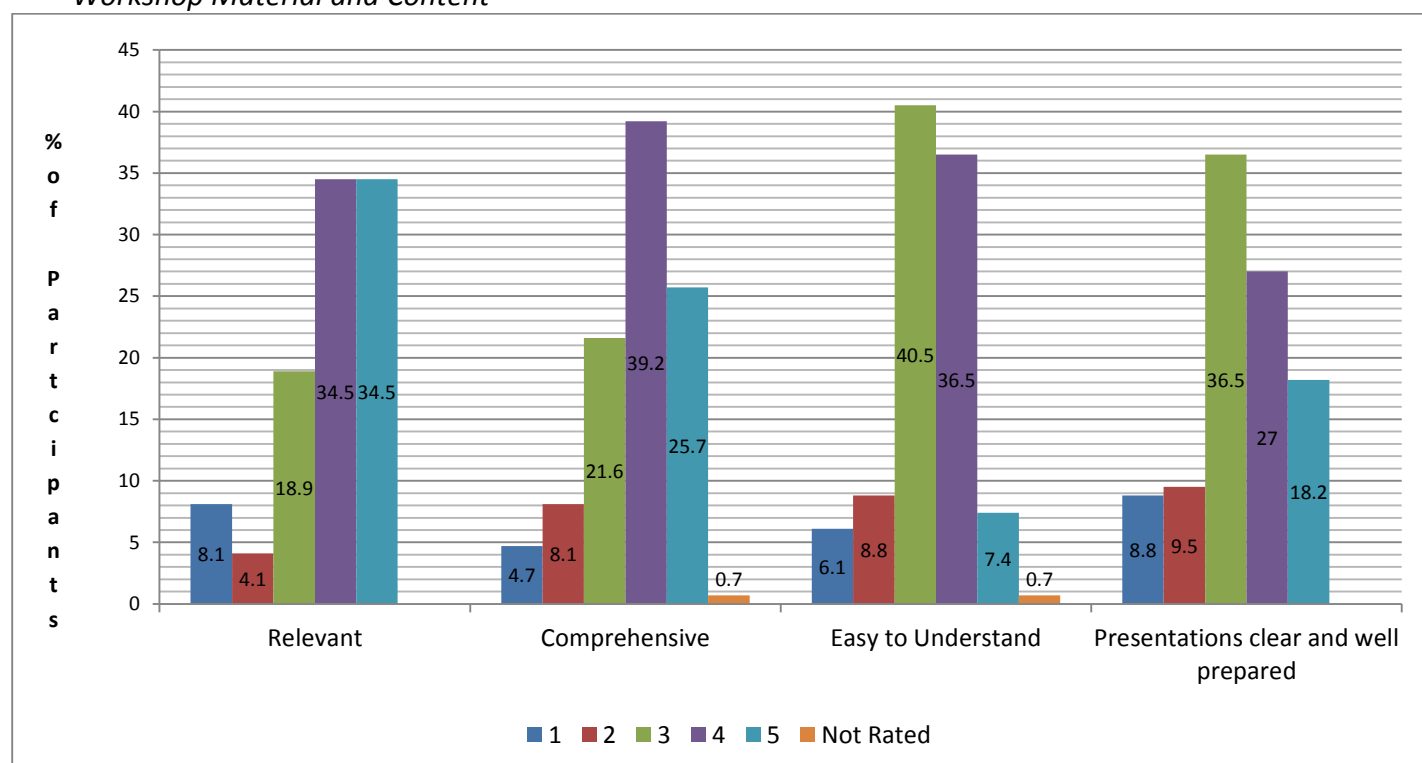
## 5.2 WORKSHOP EVALUATION OUTCOME

### 1. Workshop Evaluation

#### Workshop Venue

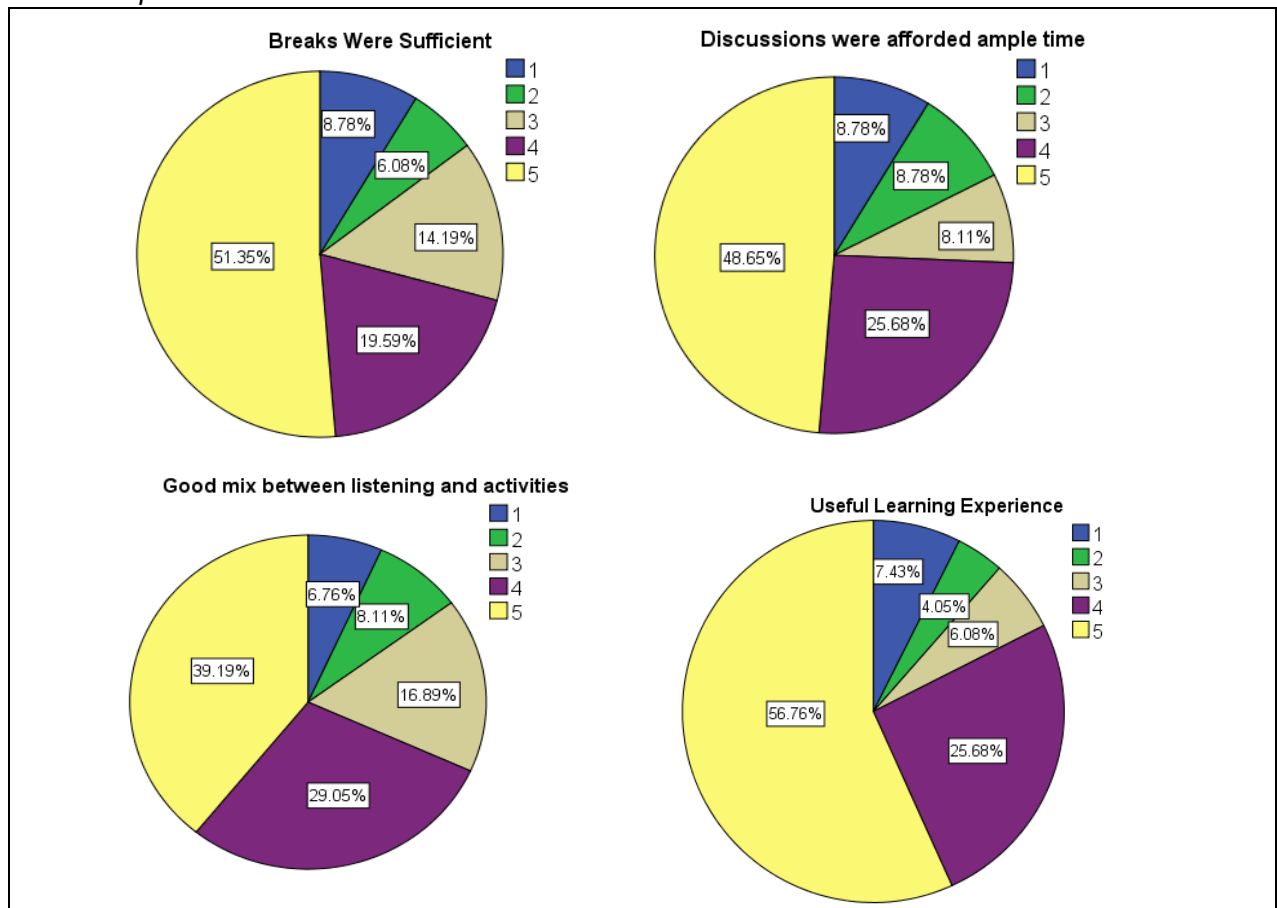


#### Workshop Material and Content

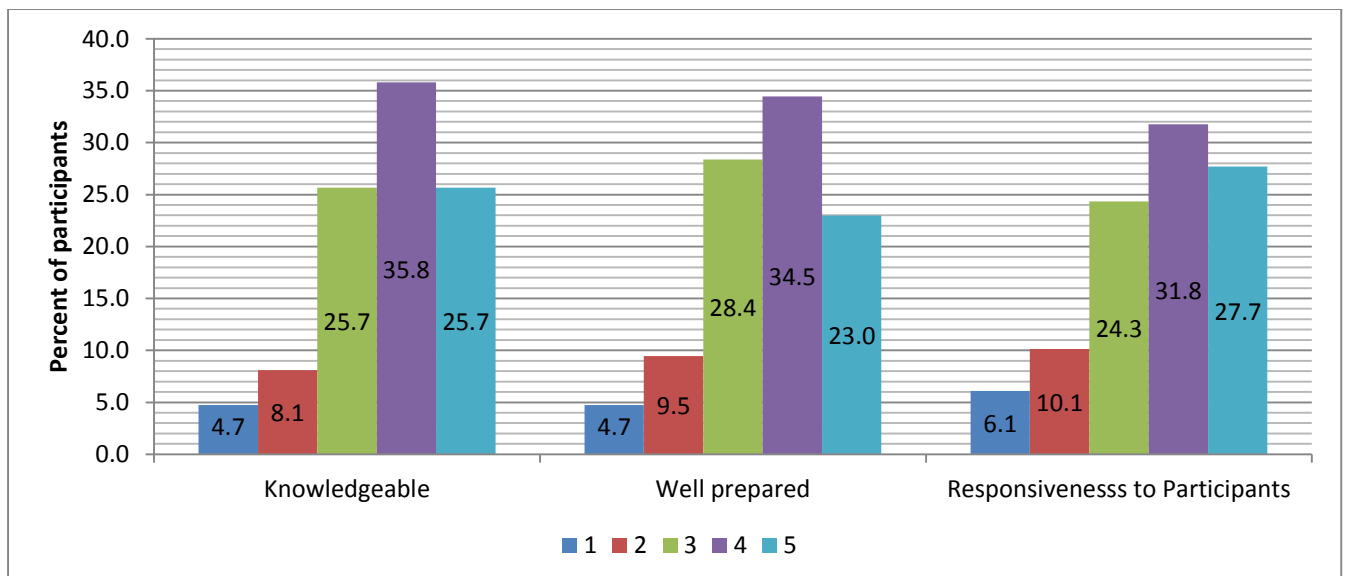




## Workshop Conduct

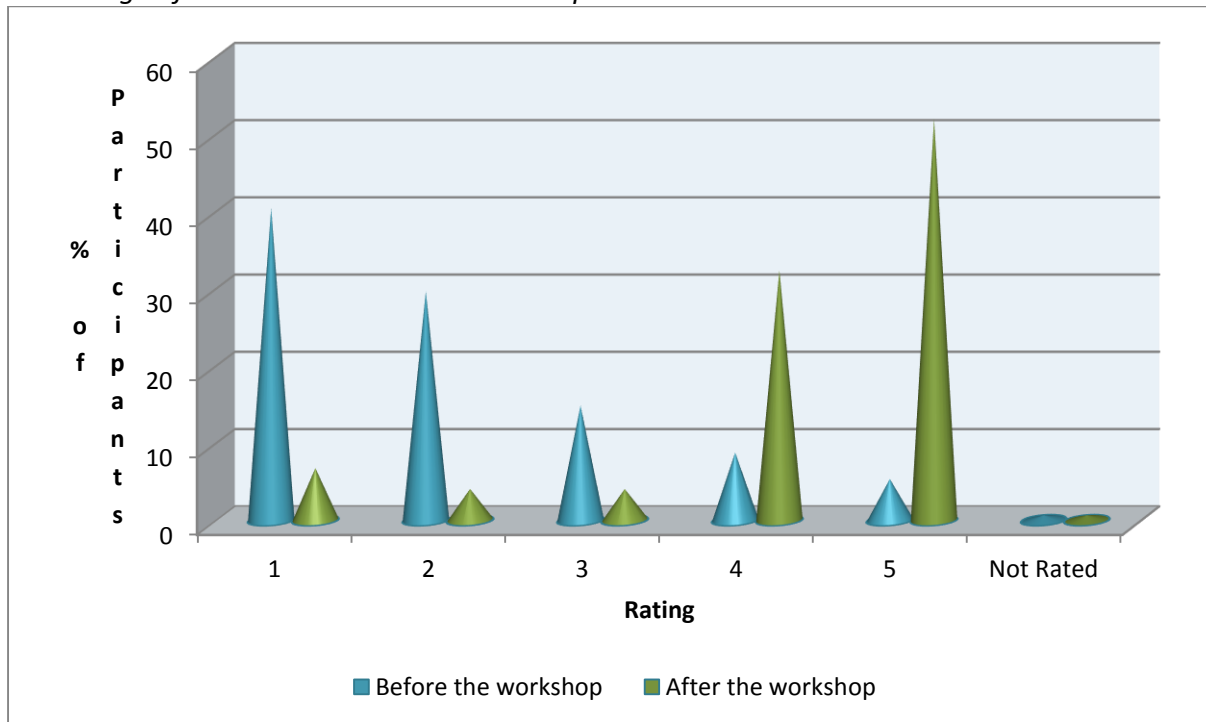


## Facilitators

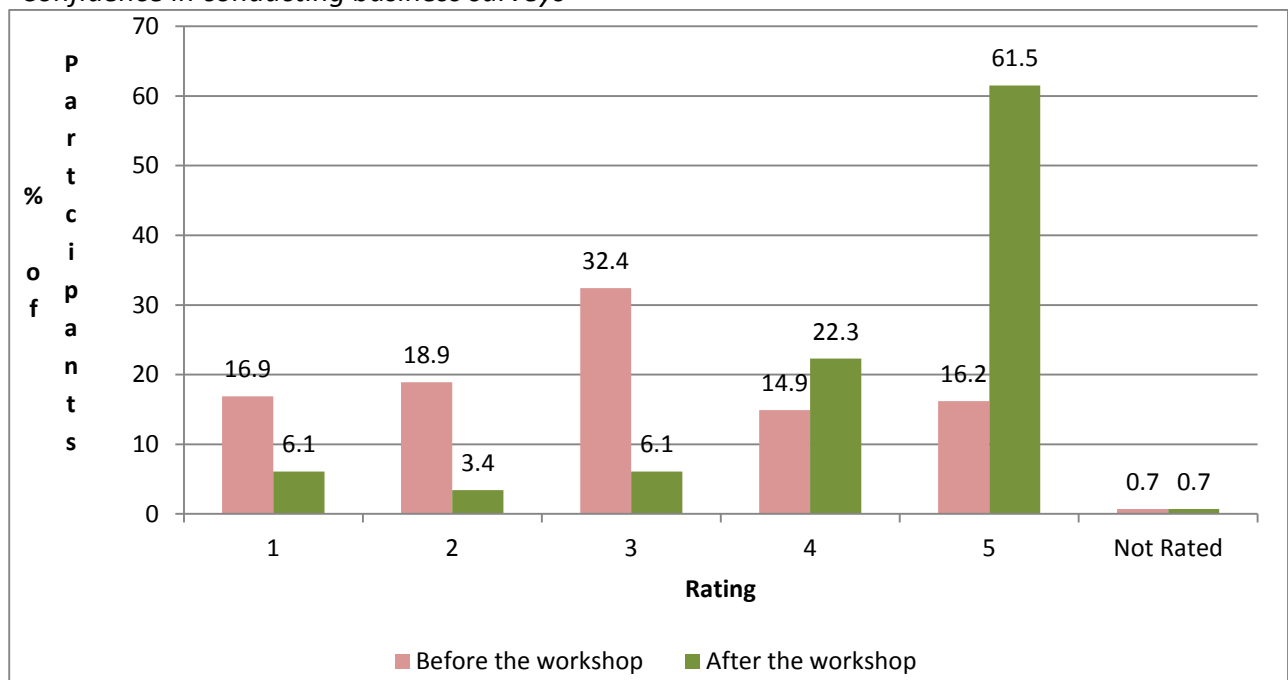


## 2. Outcome Evaluation

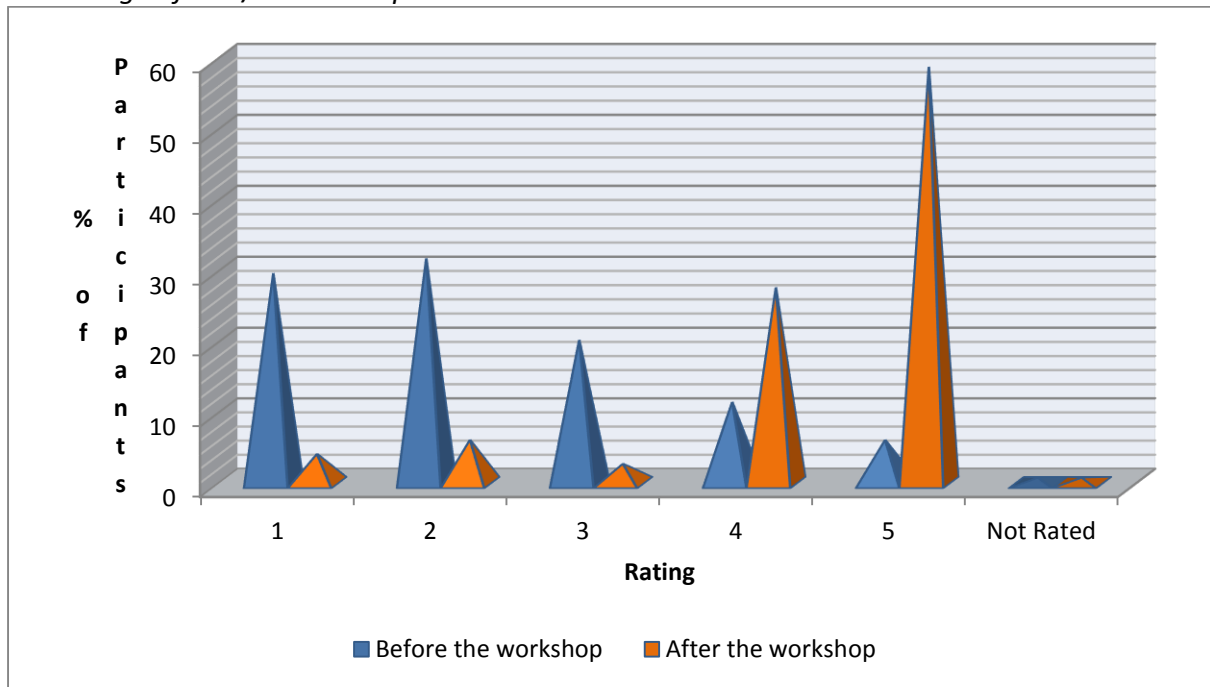
### *Knowledge of the CBR and COS and their importance*



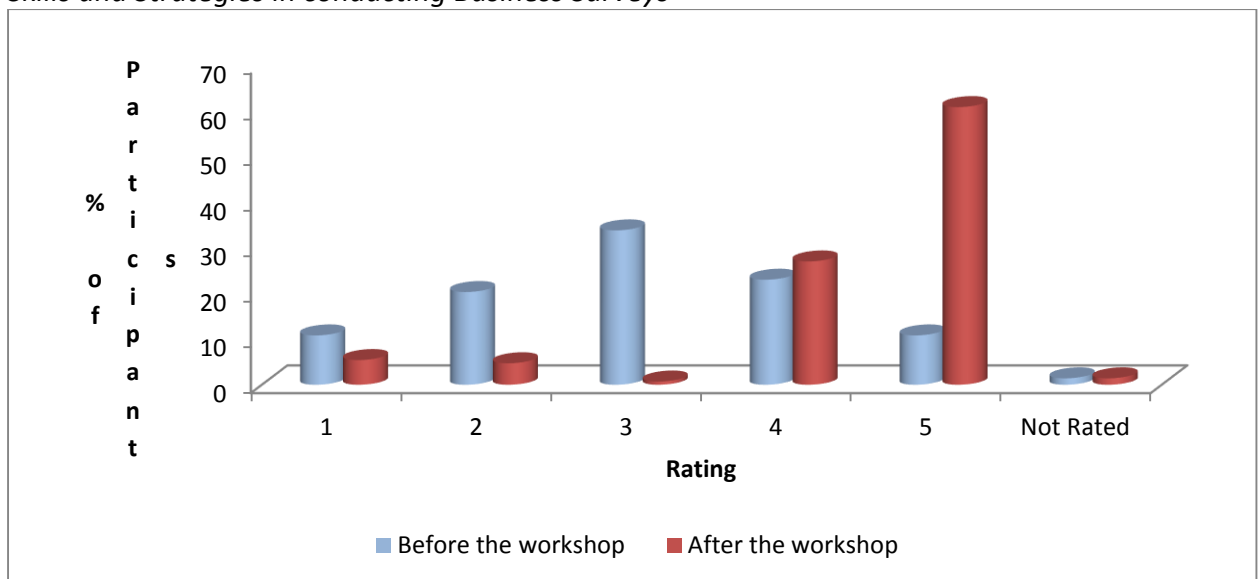
### *Confidence in conducting business surveys*



### Knowledge of CBR/COS Concepts



### Skills and Strategies in conducting Business Surveys



### 5.3 LIST OF PARTICIPANTS

	<b>Name</b>	<b>Sex</b>	<b>Designation</b>	<b>Phone Number</b>
1.	Mutasa Dzinotizei	M	Director-General	04-703971-7
2.	Nyoni Moffat	M	Deputy Director-General	04-703971-7
3.	Shoniwa Kennedy	M	Director	04-703971-7
4.	Changa Batsirai	F	Deputy-Director	04-703971-7
5.	Makumbe Perfect	M	Manager	04-703971-7
6.	Phiri Matiwonesa	F	Manager	04-703971-7
7.	Chingwara Clever	M	Manager	04-703971-7
8.	Chinosengwa Lovemore Gore	M	Manager	04-703971-7
9.	Mapondera Lovemore	M	Manager	04-703971-7
10.	Makware Godfrey	M	Manager	04-703971-7
11.	Majoni Tigere	M	Manager	04-703971-7
12.	Tafirenyika Domnic	M	Principal Statistical Officer	04-703971-7
13.	Mbuwa Cloudy	M	Systems Developer	04-703971-7
14.	Mupotsa Munyaradzi	M	Senior Statistical Officer	04-703971-7
15.	Mataure G	M	Statistical Officer	04-703971-7
16.	Chinho Kudakwashe	M	Statistical Clerk	04-703971-7
17.	Musayiri Eric	M	Statistical Clerk	04-703971-7

18.	Muchabaiwa Augustine	M	Statistical Clerk	04-703971-7
19.	Size Rinditsiye	F	Statistical Clerk	04-703971-7
20.	Chimbumu Nozipo	F	Statistical Clerk	04-703971-7
21.	Chikanda Erick	M	Statistical Clerk	04-703971-7
22.	Maponga Stanely	F	Statistical Clerk	04-703971-7
23.	Madzongwe R	M	Statistical Clerk	04-703971-7
24.	Francis Mhembere	M	Administration Officer	04-703971-7
25.	Dube Munashe	M	Administration Assistant	04-703971-7
26.	Wadyewata Shine	M	Driver	04-703971-7
27.	Zinhumwe Augustine	M	Provincial Supervisor	
28.	Mhlanga Timmothy	M	Provincial Supervisor	
29.	Manjengwa Darlington	M	Provincial Supervisor	
30.	Deve Prudence	F	Provincial Supervisor	
31.	Mujuru Jonah	M	Provincial Supervisor	
32.	Tambaoga B	M	Provincial Supervisor	
33.	Ngwenya Trust	M	Provincial Supervisor	
34.	Ngwenya Harry	M	Provincial Supervisor	
35.	Taongai Tadzimirwa	M	Provincial Supervisor	
36.	Chitsamba Tendayi	M	Provincial Supervisor	
37.	Mutizwa Lazarus	M	Team Leader	
38.	Ndlovu Regina	F	Team Leader	

39.	Dube Qawana	M	Enumerator	
40.	Khumalo Ntombikayise	F	Enumerator	
41.	Magonya Laida D.	F	Enumerator	
42.	Mpofu Chipo	F	Enumerator	
43.	Mpofu Wellington	M	Enumerator	
44.	Ncube Remember	M	Enumerator	
45.	Ngwenya Evans	M	Enumerator	
46.	Ngwenya Thobekile	F	Enumerator	
47.	Ncube Bernedict	M	Enumerator	
48.	Zimba Charity	F	Enumerator	
49.	Siziba Qhelani	M	Enumerator	
50.	Mpofu Ngakhiwe	M	Enumerator	
51.	Ncube Saneliso	F	Enumerator	
52.	Mayihlome Selisiwe	F	Enumerator	
53.	Mpala Nodumo	M	Enumerator	
54.	Sibanda Prosper	M	Enumerator	
55.	Nkomo Gladys	F	Enumerator	
56.	Ndiweni John	M	Enumerator	
57.	Chivende Patrick	M	Team Leader	
58.	Mangwanda David Farayi	M	Team Leader	
59.	Banda Blessing	M	Team Leader	

60.	Bangwayo Tulani	M	Enumerator	
61.	Doka Nduna	M	Enumerator	
62.	Kapasura Tonderayi	M	Enumerator	
63.	Madondo Tobias	M	Enumerator	
64.	Magocha Jairos	M	Enumerator	
65.	Majiri Maxwell	M	Enumerator	
66.	Masuka Israel	M	Enumerator	
67.	Muchangwara Gladys	F	Enumerator	
68.	Murira Munyaradzi	M	Enumerator	
69.	Muropa Nyasha	M	Enumerator	
70.	Stacha Charles	M	Enumerator	
71.	Muusha Daniel	M	Enumerator	
72.	Mwaramba Joshua	M	Enumerator	
73.	Nyamutsaka Codillia	F	Enumerator	
74.	Masora Thompson	M	Team Leader	
75.	Nyawuyanga M.	M	Enumerator	
76.	Kanyoka Hosky	M	Enumerator	
77.	Nyamukondiwa Judge	M	Enumerator	
78.	Pfunye Willmore	M	Enumerator	
79.	Tsongola Romeo	M	Enumerator	
80.	Marume Dominic	M	Enumerator	

81.	Chimbanda J.	M	Enumerator	
82.	Mushonga Oliver	M	Enumerator	
83.	Masungu Emmanuel	M	Team Leader	
84.	Chewu Munyaradzi	M	Enumerator	
85.	Chapungu Jealous	M	Enumerator	
86.	Chiadzwa Eben	M	Enumerator	
87.	Chizambire Cliford	M	Enumerator	
88.	Manhimbe Admore	M	Enumerator	
89.	Mapfunde Romeo	M	Enumerator	
90.	Marongedze Pardon	M	Enumerator	
91.	Mazire Brenda	F	Enumerator	
92.	Mukudu Ebony	M	Enumerator	
93.	Shiri Farai	F	Enumerator	
94.	Fushayi Elias	M	Team Leader	
95.	Mate Clarence	M	Enumerator	
96.	Muntanga Netsai	F	Enumerator	
97.	Sumanje Mostafa	M	Enumerator	
98.	Sangister Christopher	M	Enumerator	
99.	Tinago P Paidamoyo	F	Enumerator	
100.	Mandii Shepherd	M	Enumerator	
101.	Machila Florence	F	Team Leader	



102.	Magama Elisha	M	Enumerator	
103.	Chigumbu Shingirai	M	Enumerator	
104.	Chinyama Lestra	F	Enumerator	
105.	Phiri Magret	F	Enumerator	
106.	Chimhore Mable	F	Enumerator	
107.	Moyo Vision	M	Enumerator	
108.	Mutusva Clever	M	Enumerator	
109.	Moyo Ethson	M	Team Leader	
110.	Nkomo Victor	M	Enumerator	
111.	Mlilo Nontando	F	Enumerator	
112.	Siachiwele Timothy	M	Enumerator	
113.	Sikuka Busani	F	Enumerator	
114.	Jubane Freeman	M	Enumerator	
115.	Mtovu Viola	M	Enumerator	
116.	Gatsi Joel	M	Enumerator	
117.	Mbambo Caroline	F	Enumerator	
118.	Ncube Nomusa	F	Team Leader	
119.	Dube Liso	F	Enumerator	
120.	Moyo Israel	M	Enumerator	
121.	Ncube Bhekimpilo	M	Enumerator	
122.	Sibanda Sisa	M	Enumerator	

123.	Bidi Mavis	F	Enumerator	
124.	Mpofu Kenny	M	Enumerator	
125.	Tlou Pedius	M	Enumerator	
126.	Moyo Shylet	M	Enumerator	
127.	Gusha Huroimwe	M	Enumerator	
128.	Ncube Bekithemba	M	Team Leader	
129.	Shanapinuka Aleck	M	Team Leader	
130.	Katya Cosmas	M	Enumerator	
131.	Mseva Edith	F	Enumerator	
132.	Waida Saidi	M	Enumerator	
133.	Dongo Judith	F	Enumerator	
134.	Hove Armstrong	M	Enumerator	
135.	Kona Christopher	M	Enumerator	
136.	Munhutu Monica	F	Enumerator	
137.	Zhou Elisha	M	Enumerator	
138.	Taruvunga Veronica	F	Enumerator	
139.	Moyo Moses	M	Enumerator	
140.	Mhishi Attitude	M	Enumerator	
141.	Sayi Stanford	M	Enumerator	
142.	Mutombwera Felix	M	Enumerator	
143.	Taruziva Annastersia	F	Enumerator	

144.	Swatch Adson James	M	Team Leader	
145.	Mugonda Tawanda	M	Team Leader	
146.	Gono Francis Dzingisai	M	Enumerator	
147.	Tasara Shadreck	M	Enumerator	
148.	Zishiri Jiata	M	Enumerator	
149.	Muzenda Manfred	M	Enumerator	
150.	Chida Lovemore	M	Enumerator	
151.	Hove Michael	M	Enumerator	
152.	Ngubo George	M	Enumerator	
153.	Sithole Aaron	M	Enumerator	
154.	Mudzana Clever Cleto	M	Enumerator	
155.	Mathimise Hlekani	M	Enumerator	
156.	Ambali Lovemore	M	Enumerator	
157.	Tozvireva Patricia	F	Enumerator	
158.	Bondera Tamanikwa S	M	Team Leader	
159.	Ndaba Briton	M	Team Leader	
160.	Manema-Bungu Eunice	F	Team Leader	
161.	Matorera Jealous	M	Enumerator	
162.	Chiunze Ruvimbo	F	Enumerator	
163.	Napata Lloyd	M	Enumerator	
164.	Wunganai Stanely	F	Enumerator	

165.	Ndudzo Ephidale	M	Enumerator	
166.	Nyemba Sonile	F	Enumerator	
167.	Randani Hatina	F	Enumerator	
168.	Vhashiko Elisha	M	Enumerator	
169.	Masora Rudo	F	Enumerator	
170.	Kumalo Charity	F	Enumerator	
171.	Tyine Chapasuka	F	Enumerator	
172.	Chingono Robson	M	Enumerator	
173.	Mapaike Primerose Sekai	F	Enumerator	
174.	Marufu Kumbirai	M	Enumerator	
175.	Munhuumwe Fortunate	F	Enumerator	
176.	Mahala Kudzai	M	Enumerator	
177.	Mudimu Portia	F	Enumerator	
178.	Muchemwa Farai	M	Enumerator	
179.	Gunda Francis	M	Enumerator	

