

Report on Census Publicity Research Study November 2004



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PREFACE

The research activities of the Research and Methodology component within the Population Census Inputs and Outputs division at Statistics South Africa are directed at Census 2011 and focus on the following four areas:

- Content research (the topics to be covered in the census and the effective formulation of questions).
- Research on the effects of layout and format of the census form.
- Measurement of respondents' perceptions and attitudes as well as level of satisfaction of stakeholders.
- Business process redesign, the piloting of operations and performance measurement.

The strategic plan of the component, which is available at this site, lists the schedule of census research projects for the 2004/2005 to 2010/2011 financial years.

This research report relates to the Census Publicity Research project that was conducted during November 2004 by the Human Sciences Research Council on our behalf. This study investigated respondents' decision-making with regard to participation in population censuses by conducting focus group discussions with various target groups. The results of this study were utilised to design the questionnaire for a quantitative national survey, which was carried out in February/March 2005. The report on the results of the survey is available at the same site.

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ABBREVIATIONS

ANC	African National Congress
CF	Commercial farmers
EC	Eastern Cape
FS	Free State
FWSR	Residents in the former white suburbs
GP	Gauteng
HSRC	Human Sciences Research Council
KZN	KwaZulu-Natal
LP	Limpopo
MP	Mpumalanga
NC	Northern Cape
NW	North West
RIS	Residents in informal settlements
Stats SA	Statistics South Africa
CC	Residents in changing communities
TL	Traditional leaders
YM	Young males
WC	Western Cape
UCDP	United Christian Democratic Party

1. Introduction

Statistics South Africa (Stats SA) is tasked with the collection and provision of relevant and accurate official population census statistics. It is committed to ensuring that the privacy of respondents is respected and that their confidentiality is protected. This concern was kept in mind when Stats SA developed a comprehensive programme of census research to support content and methodology design for Census 2011.

Any research survey agency must minimise the risk of incurring compromises in the integrity of the data collected. Issues of confidentiality and privacy are of critical importance in facilitating the willingness of respondents to participate in surveys. Where sensitive information is required, respondents need advance assurance that nothing that they divulge will be made available to parties other than the research organisation, before they can willingly provide honest responses to survey questions. If any suspicions were to arise that bodies such as the Receiver of Revenue, the SA Police Service, municipalities, commercial or community organisations or any other interested party might have access to personal responses given for census purposes, the integrity and comprehensiveness of census data collected might be compromised. It is thus essential to interrogate the perceptions, attitudes and behaviour associated with privacy and confidentiality in relation to the provision of data for census purposes.

The aim of this study was to investigate the perceptions and attitudes of potential respondents with regard to the next scheduled national population census in 2011. The results of this qualitative study will inform the development of a questionnaire to investigate these issues further through a national survey.

Stats SA was interested in obtaining answers to the following set of questions.

a. How do the respondents interpret concepts such as privacy, confidentiality, disclosure, data sharing and statistical purposes?

It is common for respondents to feel overwhelmed by the number of requests for information made to them. It has been observed that there is an inherent conflict between an individual's right to privacy and the government's need for information. There appear to be no clear-cut or universally accepted rules to determine when it is appropriate to ask individuals for information for the government and when it is not.

People have different definitions of privacy and confidentiality. In some cases they tend to use these two concepts interchangeably. For the purpose of this research, it is recommended that "confidentiality" be interpreted to mean that information is not to be released in a form that permits linking to specific individuals. This is achieved through presentation of responses in an aggregated form only (e.g. percentages, means). Privacy, on the other hand, relates to a perception that the statistical agency does not have the right to collect the particular information.

It has been suggested that individuals balance the right to privacy with the benefits of giving information. If the organisation that requests the information was perceived as legitimate, respondents would view most of the information requested as of a non-private nature, as long as they are assured that their information would be used for statistical purposes only. The role that respondents perceive Stats SA to be playing and the effectiveness of Stats SA in developing and maintaining public confidence are crucial elements in such an evaluation by the respondent.

In addition, cultural issues as well as the socio-economic and socio-political status of respondents influence decisions on whether or not to participate in surveys and censuses. The HSRC's experience in surveys indicates that respondents with a higher socio-economic status are more sensitive to issues

of privacy and confidentiality, with a corresponding lesser likelihood of participation in a survey.

b. How are the decisions of respondents on participation in censuses and surveys influenced by different modes and formats of presentation?

Mode and format of presentation may impact heavily on the response rate to a survey or census. In general, shorter questionnaires tend to obtain a higher response rate than lengthy questionnaires. The presentation, wording and structure of the questionnaire may also affect respondents' willingness to participate in the survey. Furthermore, these factors influence the type and quality of responses that are provided to questions asked in the questionnaire.

The HSRC's experience in surveys has shown that the face-to-face interview, capturing responses in writing or in a database on a laptop computer, is the most effective method of survey data collection. This is, however, the most time-consuming and expensive method and is frequently beyond the budget of the survey sponsor. Furthermore, the participation of the respondent is highly dependent on the social skills of the interviewer. The initial interaction between interviewer and respondent is a critical success factor determining response or non-response.

Although less expensive, other modes such as postal, telephone or e-mail surveys do not even approach the success rate of personal interviews.

Cost-benefit analysis is essential to determine the most suitable method of administering a survey or census instrument.

c. What type of information are respondents willing and not willing to provide?

Depending on the individual and the subject matter, the information requested may or may not be considered as an invasion of privacy. Some respondents

may feel that their privacy is being invaded when the research probes religious beliefs, background and behaviour in a way that it reveals private intimate details. Some may consider issues such as political preferences and attitudes or sexual behaviour as confidential. To many, issues relating to personal or household income may be sensitive.

d. How do these perceptions and reactions vary by population group, gender, and socio-economic status?

These factors play a very important role in surveys. The appropriateness of the verbal and body language and even the dress code of the interviewer to the local culture are of great importance. Well-dressed, sophisticated interviewers may not be well received in poor neighbourhoods and vice-versa. It is important, when possible, to anticipate, and then to match the age, gender and race of the respondent with those of the interviewer.

It could be reasonably expected that perceptions and attitudes amongst respondents would vary according to these social variables.

In addition to the above questions, the following three themes were further areas of focus in this study:

- The understanding that the respondents have of the Stats SA's mandate, especially its mandate with regard to census taking.
- The issues that affect the participation of respondents in surveys and censuses and ways in which obstacles may be addressed.
- Ways in which population censuses can be made more relevant and more responsive to community needs.

2. Research methodology

A total of twenty-four focus groups interviews were conducted in all the provinces, covering all the permutations of race, gender and geotype within them. To ensure the full participation of all participants, each group was restricted to 7 to 10 individuals. The group discussions lasted between one and a half and two and a half hours.

Stats SA indicated that the following groups of people constituted elements within the “hard-to-count” component of the population that were relevant to the aims of the study.

Table 1: Groups studied and reason for interest

Group	Reason for interest
Young males, aged 15–29 years (YM)	Their high level of mobility.
Commercial farmers (CV)	Their remoteness and inaccessibility.
Residents in affluent, previously “white” areas (FWSR)	High levels of security surrounding their homes and the challenges of gaining access.
Residents of informal settlements (RIS)	Resident mobility and the geographical incoherence of settlement layouts.
Traditional leaders (TL)	Possible suspicion about the intentions of census and sometimes, political opposition to the government. The influence of these leaders is strong in tribal environments.
Residents in changing communities (changing from tribal authority) (CC)	Changing allegiances and resident mobility.

This typology formed the basis for the composition of the focus groups. To ensure more impartial feedback, four focus groups were held in different provinces with each of the above groups (YM, CV, FWSR, RIS, TL, CC,).

The participants were recruited using specified criteria. All groups were homogenous in terms of race, gender, age group and language. A moderator of the same race as the participants was used to facilitate the groups. During the discussion, the participants' home language was also used.

The distribution of the focus groups by province, group composition, geotype, age, gender, race and language is shown in Table 2.

Table 2: Distribution of the focus groups

Group	Province*	Geotype	Age	Gender	Population group	Language
YM	GP	Urban formal	15-20	Male	Black	isiZulu
YM	KZN	Urban formal	15-20	Male	Indian	English
YM	WC	Urban formal	21-29	Male	White	Afrikaans
YM	EC	Rural	21-29	Male	Coloured	Afrikaans
CF	FS	Rural	30-60	Male	White	Afrikaans
CF	KZN	Rural	30-60	Male	White	English
CF	NC	Rural	30-60	Male	Coloured	Afrikaans
CF	WC	Rural	30-60	Male	White	Afrikaans
FWSR	GP	Urban formal	30-60	Male	White	English
FWSR	MP	Urban formal	30-60	Female	White	Afrikaans
FWSR	KZN	Urban formal	30-60	Male	Indian	English
FWSR	WC	Urban formal	30-60	Female	White	Afrikaans
RIS	GP	Urban informal	30-60	Female	Black	Sepedi
RIS	KZN	Urban informal	30-60	Male	Black	isiZulu
RIS	EC	Urban informal	30-60	Female	Black	isiXhosa
RIS	WC	Urban informal	30-60	Male	Black	isiXhosa
TL	FS	Tribal	30-70	Male	Black	Sesotho
TL	NW	Tribal	30-70	Male	Black	Setswana
TL	LP	Tribal	30-70	Male	Black	Xitsonga
TL	KZN	Tribal	30-70	Male	Black	isiZulu
CC	EC	Tribal	30-60	Female	Black	isiXhosa
CC	MP	Tribal	30-60	Male	Black	Siswati
CC	NC	Tribal	30-60	Female	Black	Setswana
CC	LP	Tribal	30-60	Male	Black	Tshivenda

*Page 3 provides the names of the provinces and abbreviations.

During the introductory phase of the group discussions, the participants were informed that the discussion had to be tape-recorded. All the taped discussions were then transcribed by professional transcribers and translated into English. In addition to the tape recordings, the moderators took notes on the key points that arose from the discussions.

At the end of each focus group session the participants were requested to complete questionnaires on biographical details such as gender, highest educational qualification, population group and employment status. The responses to these questionnaires formed the basis for the following report on the characteristics of the participants in the 24 focus groups discussions.

There were a total of 197 participants, of which 140 were males (71%) and 57 females (29%). Most of the participants were black Africans (54%), followed by white respondents (28%), coloureds (9%) and Indians/Asians (8%). Of the 197 participants, the highest proportion were Afrikaans-speaking (25%), followed by English-speaking participants (21%). Forty-nine per cent spoke an African language: isiZulu (13%), isiXhosa (12%), Sesotho (6%), siSwati (4%) and Sepedi (7%) and the remaining proportion (7%) was made up of other African languages. The age of the participants ranged from 14 to 77 years.

A quarter of the participants reported that they have completed a post-matric degree or diploma. Just under a third (31%) had completed Grade 12, with 6% saying that they did not go to school. About 11% said they have completed some primary school, just under a quarter (24%) had completed some high school whilst a further 4% said they had obtained Artisan certificates.

The participants were asked to indicate their monthly income. Nearly a third (31%) stated that they did not receive any income whatsoever. About 10% of the respondents indicated that they received a monthly income of between R 501 and R750. A further 6% received a monthly income ranging from R1 001 to R1 500. About 7% of the participants indicated that they received an income of between R7 501 and R10 000. There were only three participants who reported receiving a total monthly income of between R20 001 and R30 000. A further three participants

indicated that they earned more than R30 000. There were eight participants who refused to respond to this question.

The participants were also asked to indicate whether they had ever been interviewed or had to complete a questionnaire before. More than a half (56%) said they had not participated in any survey before; 18% said they had participated in a survey in 2003 and 22% in a survey in 2004. About 7% of the participants indicated that they had participated in the past in the General Household Survey, 2% in the October Household Survey and 6% in the Income and Expenditure Survey. Just over a quarter (27%) indicated that they had participated in other surveys.

The moderators used the following set of questions to guide the discussions. This set of questions serves as a framework for the rest of this report.

- a. Have you heard about the census?*
- b. Do you know which organisation conducts population censuses in South Africa?*
- c. Who uses the information collected and what is it used for?*
- d. In a census, do you prefer being interviewed or completing the questionnaire yourself? Tell us the reason for your preference.*
- e. Can you suggest any alternative methods for collecting data in a census?*
- f. What sorts of questions should be asked in a census? Tell us the reasons why you think such questions are applicable.*
- g. What sorts of questions should NOT be asked in a census? Tell us why people would object to these questions.*
- h. What are the things that can be done to facilitate your participation in censuses and surveys?*
- i. What might stop or prevent you from participating in censuses and surveys? What is the reason for this?*
- j. What type of person would you prefer to conduct a census interview with you?*
- k. Is it a good idea for the government to count the people of the country and gather information about them? What are the advantages? What could go wrong?*
- l. What do you understand by the concept 'confidentiality'?*
- m. In most cases, before the interview, you get told that all the information you will give will be treated confidentially and that you and your household members will*

not be identified by name or address. Do you believe or trust this? What is the reason for this?

- n. What do you fear most about people having access to your details or information?*
- o. Which specific information wouldn't you want to be disclosed by Stats SA to other organisations or people?*
- p. Do you know of anybody in your community who was not covered in Census 2001? If so, what was the underlying reason for this? What can Stats SA do to overcome this problem?*
- q. How many are we in South Africa?*

3. Results: Traditional leaders

a. Have you heard about the census?

Almost all participants in the traditional leaders' groups (NW, KZN, FS, LP) had heard of the census and several indicated that they remember a few times that it was carried out. One participant from KZN said, *"I once heard that they were counting people but they never came to my place. I don't know if maybe they came to my home and didn't find anybody"*. Another participant complained that the officials were using a map *"and they didn't go to count people in the places which didn't appear on their map. Even when you'd try and tell them that there are people at a certain place, they'd argue that it doesn't appear on the map"*.

b. Which organisation conducts the census?

In the traditional leaders' groups in the FS and NW, one participant was able to identify Statistics South Africa as the organisation that conducts the census. In the KZN group nobody corrected a statement made by one participant, who speculated that the *"Welfare Department"* was responsible, possibly in addition to *"some other organisations"*. Another participant mentioned the IEC as being responsible for voter education. In the LP group, one participant complained that the census organisers *"just chose children to help them count people but they did not say which organisation they came from"*.

c. Who uses the information collected in censuses and what is it used for?

A participant from KZN said that he thought the census was done in order to inform the government of the population size so that it could *"know how to cater for the peoples' needs"*. A NW participant said that all government departments, but primarily *"the ones that deal with population"* used it. A FS participant compared the census to a family count: *"If you have five children you know how many groceries you will need"*; likewise a government determines *"how much money they need to maintain the country"*. In the LP, a response was that *"the government wants to know how many people live in South Africa."*

d. In a census, do you prefer being interviewed or completing the questionnaire yourself?

The KZN and LP participants expressed a preference for being interviewed, one participant (KZN) explaining that this enables respondents *“to ask questions if you don’t understand”*. A NW participant said *“it’s not everybody who is literate, so it’s best if people are interviewed so that the answers can be written and asked correctly”*. In the FS, some expressed a preference for self-completion and others for being interviewed. One participant summarised thus: *“I think the illiterate people can be interviewed and the literate people can fill in their own forms”*.

e. Can you suggest any alternative methods for collecting data in a census?

Some KZN participants suggested the use of a toll-free number, email as well as SMSes to a community leader, who would gather the information and return it to Stats SA by email. A participant suggested that community leaders should be trained and get involved in the census. Motivating this, he said that he had *“noticed one of the census people making mistakes by writing few people in one household whereas there were more”*. The KZN group laughed at the notion of using the post, telephone or computers to collect census data. One response was: *“Not even a fax; we want to talk to the person doing the job...”*. Another said that the use of non-labour intensive technology would *“prevent our children from getting the job of going around counting the people.”* In the FS group, the suggestion was made that the departments of Home Affairs and Labour should collect information about births.

f. What sorts of questions should be asked in a census? Tell us the reasons you think such questions are applicable.

The NW participants said that census questions should include the number of people living in each house, age, sex, household income, disability, educational level, occupations, rental or ownership of houses, number of years living in that

house, language, race and ethnic group. This information could be utilised to provide facilities and services for people.

One participant said it is important for the government to know the number of foreigners in the country: *“for instance, a Nigerian will not be able to speak my language”*.

A participant from KZN said, *“I don’t think that there is a question that they shouldn’t ask, as I feel that we should be asked for the sake of our development”*. Other KZN participants said that the number of recent births should be recorded by the census because these figures indicate the growth of poverty. Another suggestion was to record the number of deaths because *“they leave a lot of suffering behind, they leave orphans”*.

Some participants said that the name of the indunas should appear on the census form *“as the leaders of the particular areas”*. Also mentioned was the need to collect information about the number of people that receive social grants, the level of access to water and roads and the kinds of diseases that are experienced in the area (*“we really have a problem of clinics here in Nongoma”*).

Additional questions mentioned by FS and LP participants were the number of persons employed and unemployed, school attendance, the number of pensioners and household income. These were perceived to be necessary in the planning of job creation; new schools, old-age grant distribution and poverty alleviation respectively.

Interrogated on the sensitivity of disclosing income, a LP participant said, *“people who receive pension all receive the same amount and everyone knows that and it is not a secret”*. Probed about cases where different levels of income are earned, another added, *“it is not a problem, we have children who are working and we know how much they earn”*.

g. What sorts of questions should NOT be asked in a census? Tell us why people would object to these questions.

One participant from NW said that respondents should not be asked to which political party they belonged, *“because the person asking you might be your enemy”*. This was corroborated in KZN, where several participants raised the political party issue. One said, *“... if the government wants to help people it shouldn’t be about political parties but just helping the people”*. Another felt that *“it wouldn’t be right if a census person comes to my house and asks me the political party I’m affiliated to, only to find that he/she belongs to a different political party”*.

Other participants in NW mentioned their objection to being asked about their marital status (*“no one is supposed to discriminate against you because of your marital status”*), religious affiliation (*“you could be talking to a rival or someone who doesn’t like your religion”*), smoking (*“even the cigarette packs are written that its dangerous to smoke and this means that the government is against such activities”*), mode of transport to work (*“whatever transport you use is your privacy, nobody has any business to know about it”*), or their criminal records (*“What if you really have a criminal record; maybe you have murdered somebody?”*).

A FS participant said that respondents should not be asked how many children they still planned to have, although another felt that no question *“is out of order.”*

h. What are the things that can be done to facilitate your participation in censuses and surveys?

The consensus from all four traditional leaders’ groups was that there should be more consultation and communication prior to a census in order to enhance participation.

A KZN participant complained that census officials only approached an induna when problems were encountered. The preferable procedure would be to consult

with the indunas at the start of the project, to ensure wide co-operation and buy-in. In the LP group, a participant said that if prior warning is given, the officials will be expected and the respondents will be ready to engage with them. A NW participant offered the assistance of community leaders: *“we can collect people who can do this job till late hours.”*

The KZN participants also suggested that education was required in order to improve participation in the census. One said, *“I think the education on census should start with the chiefs and then down to the indunas. Maybe the education should be in the form of a play that would leave a picture in your mind. From the indunas it should be the councillors. The reason for all this is that all these leaders should be able to answer or correct any problem that there might be. Also that the community should be the last to be educated. By the time people from census come, everybody is quite aware about it.”* A FS participant suggested census education by using the radio, television and churches.

i. What might stop or prevent you from participating in censuses and surveys? What is the reason for this?

A NW participant indicated that nothing would stop his participation because *“I’m helping the government by participating, just like the government is trying to help me by conducting these.”*

In KZN, participants stressed the need for visible improvements and developments in their areas as motivators to participation. One participant said, *“...nothing ever happens after the census. No development, no nothing. This is the reason why people tend to lose interest in the census. It has no purpose as far as the people are concerned. People need to see some progress. People need community halls, schools, roads, water to drink and all these things. Now people ask what the purpose of being counted is.”*

A suggestion from the KZN group was that last minute rushes should be avoided (*“the government should try and do things in good time and at a normal pace”*).

j. What type of person would you prefer to conduct a census interview with you?

Criteria that were mentioned by NW participants were “*very patient*”; “*well-trained*”; “*our age group*” (namely between 18 and 30); “*a person who knows how to explain the questions*”. Courtesy was also mentioned by LP participants, one of whom moaned about officials as “*children who do not even have manners; they do not greet in a proper way. They just say hello and tell you that they are here to count you.*” Rather, these officials should be taught that they should not stand but “*sit down before they start talking*”. (“*Ge ba roma bana ba swanetše go thoma ka go ba ruta go dumediša batho ba bagolo le gore ba swanetše go se eme ka maoto ge ba fihla, ba swanetše godula fase pele ba thoma gobolela.*”) They “*should be humble*” in order to ensure that they will be welcome.

Another participant (NW) pointed out that, with regard to dress code, older respondents would not trust officials who come “*into their homes in tights and mini’s*”. A KZN participant recalled that one of the previous census officials had been a “*girl who wore trousers*”. He said that the official “*jumped the fence at one of the houses and the old man of the house was very annoyed that a girl with pants could disrespect his home by jumping his fence and coming to his house in pants*” (“*kwake kwafika lapha intombazane egqoke ibhulukwe, sayibona yeqa ucingo ingena emzini welinye ikhehla, lacasuka kwathi aliyibulale ngoba beyingakhombisi inhlonipho. Okokuqala igqoke amabhulukwana seyeqa nezingcingo*”). Another added, “*if she knows that they don’t accept women in pants, she shouldn’t wear them*”.

FS participants echoed the criteria of patience and the ability to dress appropriately, with the additional quality of looking “*trustworthy*”.

It was also mentioned that the officials should be clean and should have “*some kind of identification to show that he is really involved in conducting the census*” (NW and FS).

There were different views on the preferred origins of the enumerators. Some NW participants indicated that they should be local community members; others that they should be from somewhere in their North West province, i.e. with the appropriate linguistic competencies. The KZN group stated that local people would be preferable owing to the “*dangers*” prevalent in some areas, about which non-local people would be unaware. The democratic versus traditional clash emerged in the statements by KZN participants to the effect that census officials should “*be appointed by the indunas to do the work and not by the councillors*”. Another supported this: “*Here in the rural areas, the indunas are the only people that are considered to be leaders*”. If the enumerators are appointed by local indunas, they will feel obliged to “*behave well*” because they “*will be ashamed to disgrace [their] community and its leader*”. FS participants also expressed a preference for locally based officials. One NW participant indicated “*if a black person is doing the census, he wouldn’t be given any information by a white person*”.

k. Is it a good idea for the government to count the people of the country and gather information about them?

In KZN the view was expressed that censuses are good because it was the only way for government to determine population numbers and needs.

A KZN participant said that it was “*wrong that some people are not counted at some areas and this makes it appear as if there were fewer people in the area. This makes it impossible for the government to help all the people in that area*”. In this particular case, “*people on the other side of the mountain were not counted*” (“*abantu bangale kwentaba ababalwanga*”).

A FS participant said the census is important because it allows government to “*take care of the welfare of the people*”. In LP, the census was seen as an aid to the government in drawing up a budget for the country.

I. How do the respondents interpret concepts such as privacy, confidentiality, disclosure, data sharing and statistical purposes?

A NW participant said, *“I personally believe that there is privacy because they have asked for your personal details”*. Another questioned the need for privacy. The KZN group likewise expressed trust that the data collected would be used for legitimate purposes and not disclosed inappropriately.

m. In most cases, before the interview, you get told that all information you will give will be treated confidentially and that you and your household members will not be identified by name or address. Do you believe or trust this? What is the reason for your belief?

A LP participant said, *“we do trust them because we know that they are sent by the government”*.

The NW participants expressed the view that the people not involved in the census would not have access to confidential information given to census officials. One of them said that confidentiality implied that the only person who would know about your details would be the person to whom you supplied the details. All NW participants said that they believed that private census information would be treated confidentially. One added, *“I have never heard of anybody’s information being disclosed or passed over to somebody else by the census people”*.

A similar trust emerged amongst KZN participants. A FS participant said that the enumerators are obliged to abide by the confidentiality rule *“because they are identifiable and if they tell other people your information you can take the Department to court”*.

n. What do you fear most about people having access to your details or information?

The NW participants indicated that they would not like their banking details, business commitments, HIV and health status, ID numbers or addresses to be provided to other people. One said *“some of our sisters are married without knowing about it because of ID numbers that were secretly given out, there is too much crime and fraud”*.

The KZN participants also expressed concern about providing ID numbers owing to the potential fraudulent use thereof.

The LP participants did not object to information being supplied to any *“people that can help the community.”*

o. Which specific information wouldn't you want to be disclosed by Stats SA to other organisations or people?

Concern about providing their ID numbers emerged amongst some of the NW and KZN participants. A FS participant was confident that no individual's names would be mentioned once the census data is made available publicly.

p. Ways in which population census can be made more relevant and more responsive to community needs.

A participant in the KZN group said that he knows of an entire 'isigodi' population of about 600 people that was not enumerated in the 2001 census. Such omissions should be avoided in order to enhance the reliability of future censuses. A comment in this regard was: *“Some of these youngsters that were counting would only be barked at by a dog and just run away without even getting into the house to do what they have come to do. But if the indunas would be consulted and expect the census people, they'd try to have control over the presence of the dogs.”*

Another suggestion was that “*more*” enumerators should be appointed in order to prevent exhaustion and poor quality work.

Similar sentiments emerged in LP, where a participant suggested that the chief should be the first port of call. Once officials had explained the census process to the chief, the information would be conveyed to the people.

q. How many are we in South Africa?

The NW participants made estimates ranging from 43 to 60 million people. One mentioned a high number of foreigners, another commented that “*the whole Zimbabwe population is here.*”

In the FS group responses ranged from 42 to 50 million people and in LP group between 40 and 47 million people.

Additional comments

The KZN participants indicated that there is a need for an additional census form for indunas to enable them to tell the government about local issues and challenges, including roads, agriculture, the local death rate, water, diseases and means of communication.

4. Results: Commercial farmers

a. Have you heard about the census?

All the participants in the commercial farmers' groups indicated that they had heard of the census, although several said that they had not participated in the 2001 or 1996 censuses. One farmer (white, KZN) said, "*they didn't come near us*"; another agreed that this had also been the case for his household.

Similarly, a FS farmer indicated that neither he nor his workers had been counted. Another said that officials had visited his farm and undertaken to return the following day to collect completed forms but "*they never came back*". Several other FS farmers indicated that they had not been counted in Census 2001.

A farmer from KZN said that he had actually been employed to distribute and collect the forms in his area. He said that some respondents refused to fill them in because they were not being paid to do so.

b. Which organisation conducts the census?

Most of the participants did not know which organisation conducts the census. Amongst the few that attempted a response, suggestions such as "*the government*", "*a black company*" and the "*Department of Statistics*" came up. Nobody mentioned Statistics South Africa specifically by name.

c. Who uses the information collected in censuses and what is it used for?

Whilst several of the participants were of the view that "*the government*" was the only user of census data, some thought that it was also used by "*businesses*". One farmer (white, WC) said, "*each and every trade can use the information*". This group indicated that census data was used for planning purposes to provide infrastructure for electricity, housing and water.

Another group (white, FS) participant said that it was used to determine the number of immigrants in the country. Others felt that the whole census was

merely a ploy by the state to find out what income people are earning. The perception in the FS group was that the data from the last census was not accurate and that all planning or deductions based on the data was flawed. One participant said, *“if they tell us beforehand what the information is used for then maybe they will also be more successful”*.

d. In a census, do you prefer being interviewed or completing the questionnaire yourself?

The farmers expressed a preference for completing the census forms themselves. The FS group, however, indicated that previous forms had been so complicated and user-unfriendly that it had not been possible to complete them on their own. Given that situation, interviews by competent officials in their mother tongue would have been preferable. Nevertheless, less complicated forms for self-completion would have won first prize.

One FS farmer said that the census questionnaire should *“be so simple that we don’t need help to complete the form”*. He indicated that he had a problem *“when they ask things that I have to go into my archives to look for”*. The KZN farmers said that in relation to farm labourers, the questionnaires needed to be as simple as possible to enhance responses (*“the questions shouldn’t be above their heads”*).

Some irritation emerged with regard to past practices in KZN. Asked how the census should best be conducted, one farmer encapsulated the views of the group by saying: *“Definitely it is not on to just pitch on the farm and expect them to sit down and talk to them. If they make an appointment and say give me a week in advance, I can play around to what suits me and them, and then make a time.”* Another agreed, saying: *“You are right, they have to go through the right procedure. If someone just pitched on the farm, it immediately puts your back up.”* Yet another said: *“It is important to find a time of day that suits everybody, I can’t take 2 hours out of my day to sit and answer questions, 4 o’clock in the afternoon is fine, but during the day....”*. Prompted about the most suitable time, one participant said, *“To access the labour force, weekdays are better than*

afternoon. Most of your labourers will be there and they will be more accessible. I think any other time you are wasting your time". A gender dimension emerged in the comment "... especially the woman, that is not a good time, they have to go home, they have to fetch the water, they have to cook for their families, the evening meal".

One KZN farmer said that *"in view of this only happening every 5 years, if we are given adequate time to plan, surely everybody can make a plan. Surely everybody can work towards some sort of timetable or something".*

Some NC (coloured) farmers felt that self-completion was the preferred option, but that the officials should be adequately trained to assist with queries. They felt that some people would need to be interviewed because they were *"uneducated"* and would be *"unable to understand the form"* and *"unable to complete it correctly"*.

The private nature of some of the census questions made it preferable that completion of forms be done in the privacy of people's homes. One WC farmer said: *"I am very comfortable with someone filling in the form for me, sometimes there may be a question on the form that I don't understand, the person can then explain to me what they want to know from me."* Another differed, saying: *"I am comfortable with the forms being left for me to fill in when I have the time. As far as I am concerned it is a time matter, I'll do it when I have the time. But on the other hand maybe it is better if someone asks the questions and then they fill in the form."* This preference was supported by another comment: *"I prefer someone to fill in the form for me, I didn't go to school so it makes it easier for me."* Another admitted: *"I have personally thrown 2 or 3 of those surveys in the trash can because I am too lazy to fill in the form myself. But I do think they should make an appointment to sit down with you and fill in the forms."* He added, *"I think you'll get a more accurate reply if someone asks the questions and those questions that you don't understand can be explained to you as you go along".*

e. Can you suggest any alternative methods for collecting data in a census?

With regard to alternative methods of data collection, most WC participants disagreed with a suggestion that the postal service be used, one claiming *“only some people will bother to actually collect it from the post office”*. Asked about the Internet, the FS farmers indicated that this would not be a suitable means for conducting a census: *“Door-to-door action must still be the best and most effective.”* *“We just want simplicity and they must be clear about what they are doing.”*

f. What sorts of questions should be asked in a census? Tell us the reasons you think such questions are applicable.

Whereas some participants were of the view that a wide range of questions should be asked in the census, others felt that it should be little more than a head count. Amongst the former group, it was felt that details about age, sex, race, disability, income, hobbies, numbers of children, literacy and educational qualifications, and levels of unemployment should be requested. One participant (WC) pointed out, *“... if they talk about work, I think they need to know statistically who is working fulltime, who works part-time, day work. No point in stating that you work, but in fact you only have a part-time job. That is very important, it makes a huge difference to the statistics.”* A FS farmer said, *“if they want to know where I farm, what I farm, that I can understand; if they want to know what the yield is going to be, that is OK; what seeds I use, what fertiliser I use...”*

Amongst the minimalist group, one NC farmer said that in *“the last census, the questionnaire was very long and there were some questions that I was not prepared to answer”*.

g. What sorts of questions should NOT be asked in a census? Tell us why people would object to these questions.

With regard to questions that should not be asked in a census, income was mentioned frequently. One (white, FS) said that any questions with relevance to the enumerator should not be asked. A KZN farmer said, *“there is a privacy issue if the guy wants to know how much you earn”*. Another said, *“I don’t think that has anything to do with them”*.

One farmer indicated that his religion had nothing to do with the census data collectors.

When one KZN (white, English) farmer said that health and HIV status should be asked, others expressed the view that *“nobody will like those kind of questions”*.

A WC farmer felt that the number of farm workers he employed was also a confidential issue. Another said, *“I don’t want to tell them what I spend on food a month, my expenditure, it has nothing to do with them.”* A fellow participant countered this with the statement that this information was required to *“determine who can live on what for a month. The government needs to know what the living expenses of the average family is”* but that it was not necessary to know people’s names and addresses. Another WC farmer felt that it had nothing to do with the government *“what time you start work and what time you finish”*, while another in his group objected to telling an enumerator the number of cars that he owns.

The NC (coloured) farmers felt that any type of question may be asked in the census: *“If I know why they need the information, I will not hesitate to give them the information they want.”* Another added: *“... people tend to suspect all questions but as soon as they realise that the information they give will be used to help them, they are willing to give their cooperation. Especially the uneducated people.”* With regard to questions about race, one participant was of the view that *“the different race groups are a reality. You get blacks, whites, coloureds, Indians, etc.”*. Only one participant expressed reservations about *“race”*, saying

that it can be *“uncomfortable for some groups”* because *“we are all South Africans”*.

A FS farmer objected to revealing the number of bathrooms and toilets in his house. A KZN farmer did not mind providing information about the number of people in his household, his ID number, telephone number and address but *“if you are going to ask me how much money I earn; how many times I go to church on Sunday; what my hobbies are; now it becomes an issue”*.

h. What are the things that can be done to facilitate your participation in censuses and surveys?

Several suggestions to enhance participation emerged from the farmers' groups. One suggestion was that appointments should be made beforehand. It was pointed out that farmers are busy people and that they do not take kindly to disruptions. Weekdays after working hours were suggested as appropriate times to conduct interviews (WC). Some indicated that winter or rainy days would be preferable. Another indicated that the census should not be conducted during harvest time because many *“stuk werkers”* (piece workers) would be working and this would result in double counting when a census was done in their home areas. Someone else in the group, however, was able to explain that a census pertained to one's locality on a particular night: *“they ask you, the night of the 12th, who slept at the house on the 12th. That is how it is done.”* A KZN farmer suggested that the census should be conducted *“in February or March when the labour force is smaller”*.

A NC farmer suggested that information about when officials would be in the area should be conveyed through the churches, community leaders and farmers' associations. On the same issue, a KZN farmer said: *“... basically it is called etiquette. Phone and make an appointment to see the people, don't just arrive at the door and expect the people to drop everything to talk to you.”* He motivated his view as follows: *“I received a notice from the SAP the other day stating that if anybody arrives on the farm without an appointment, kick them off, because the*

guys are dressed as police officers, that's the kind of thing that we are living with nowadays." He gave an example: *"With the land claims, it was done through the farmers organisation."* Another comment in this regard was *"even if they are easily identified, with uniform or whatever, don't just walk up to me and say that you are from the census. I don't care. Make an appointment and I'll talk to you."* A KZN farmer said that the procedure used to organise the focus group in which they were now participating, (i.e. the meeting had been arranged in advance), had been satisfactory and therefore people had arrived and participated in the session. FS participants concurred with these sentiments, saying that appropriate procedures and protocols would facilitate co-operation. One participant said that if the farmers were part of the decision-making process, they would even be willing to assist their workers to complete the questionnaires.

The need for *"professionalism"* amongst officials was mentioned in several of the farmers' groups. The importance of diligence and commitment was stressed by the FS group, one indicating that in the previous census a group of six officials had arrived and had undertaken to return the following day to conduct interviews but had not done so. The impression was gained that some members of that team were just *"joy riders"* who did not conduct any interviews.

Another frequent comment was that the enumerators should use the respondent's home language. One participant (WC, white, Afrikaans) said, *"... if someone wants personal information from me, then it must be one of my people, I feel very strongly about that. It is personal, it must be someone that speaks my language and one of my people"*. Another said that if an official indicates an inability to communicate in Afrikaans, it angers him (*"Dan is ek onmiddellik kwaad"*). A NC (coloured) farmer said, *"they must do the interview in a language which I prefer, like Afrikaans, Sotho, English, etc. because communication can cause a lot of problems."* A FS farmer said: *"They mustn't send you forms in English. I don't understand it."* He referred to a previous occasion when an enumerator had indicated that he would fetch the Afrikaans translation from his car. He found a translation for *"every other language that you could think of but not for Afrikaans. It made me even more determined not to fill in the form... if I*

am not recognised because of my language, why should I complete these statistics forms?"

One WC farmer said that the enumerators should be *"quality people"* who are familiar with the area being surveyed. Another indicated his preference for a *"stranger"* rather than someone that he knows, in view of the personal nature of the questions. A NC farmer concurred, saying: *"They must not use people from within the area to work in the area. They know everyone and everyone knows them. They must rather use people from Keimoes to work in Upington and people from Upington to work in Keimoes."*

Asked about the preferred gender of the enumerator, or about whether students were acceptable, the participants agreed that competence should be the primary criterion for recruitment of a census official, rather than gender, race or occupational status.

i. What might stop or prevent you from participating in censuses and surveys? What is the reason for this?

Incompetence amongst officials and lack of clarity of questions were mentioned as the factors that discouraged participation in the census amongst FS farmers. Referring to Census 2001, one FS farmer said that officials had been totally ineffective (*"Hulle was bloot onbekwaam, ontoerykend en onbevoeg"*). This group also mentioned the need for officials to be *"committed, informed and considerate"*.

j. What type of person would you prefer to conduct a census interview with you?

Most of the farmers expressed a preference for officials of their own race and culture. When this issue was probed, it emerged that competency was even more important. If the official was professional and competent then race did not matter as much. A KZN farmer joked that the best type of official would be *"a pretty lady in a bikini"*.

k. Is it a good idea for the government to count the people of the country and gather information about them?

Most of the framers agreed that it was a good idea to conduct a census. The FS farmers insisted that it was only a good idea as long as the data is used for planning and infrastructural development. One farmer thought that the data was merely thrown away and not used properly.

The KZN farmers saw censuses as beneficial as planning for social security, pensions and unemployment can be done. In the WC, the view was expressed that the censuses could be used to reduce the number of illegal immigrants in the country.

l. How do the respondents interpret concepts such as privacy, confidentiality, disclosure, data sharing and statistical purposes?

A WC farmer stressed the need for absolute confidentiality, indicating that the name and address of a respondent should in no way be linked to the responses to census questions. A FS farmer concurred saying, *“there may be a law [protecting us against disclosure of information] but if you don’t complete the form they phone you and ask you why you haven’t completed the form. How do they know that it is you that hasn’t completed the form? In other words, the minute they can reference anything back to you, it has lost its confidentiality. It is like putting your ID number on the back of your voting ballot.”* Another WC farmer said, *“the minute they have your identity number, you must know that something is not right.”* A fellow participant added, *“when you put your address on the form, they know everything about you: how many hours you work, how many vehicles you have, how many TVs you have ... I don’t like that.”*

The KZN farmers indicated that if the information were to be kept confidential it would defeat the object of the census because *“that information is vital to many organisations.”* One asked: *“Why have a census if that information can’t be used? So it is not confidential.”*

m. In most cases, before the interview, you get told that all information you will give will be treated confidentially and that you and your household members will not be identified by name or address. Do you believe or trust this? What is the reason for your belief?

Not one participant in the farmers' groups said that he believed that census information is treated confidentially. A FS farmer said, *"nothing is confidential if your name appears on it."* A NC farmer said: *"they tell us that the information will be treated confidentially, but you only get a feeling that it is not true. There is no evidence, only a feeling."* Another suggested that after an interviewer has completed a few questionnaires, they should be *"handed over to the supervisor for safe keeping. This will in a way ensure the confidentiality of the information."* Another added: *"That will also prevent unauthorised people from looking through the forms and reading the confidential information, and telling it to someone else."*

A WC farmer said that he was not bothered about the census because *"they can get any information they want about you"*.

n. What do you fear most about people having access to your details or information?

A FS farmer expressed concern about revealing details about whether or not he has a television set. He alleged that officials *"tell everybody that I have a TV and then they come and kill me and my wife to steal the TV"*. Another FS farmer said that giving too many details *"can lead to personal tax"*.

o. Which specific information wouldn't you want to be disclosed by Stats SA to other organisations or people?

Most of the participants indicated that they would not want information pertaining to their income and material possessions to be disclosed to other organisations or people. One FS farmer said that respondents should be careful about giving too much information such as having *"five TVs and you don't have a TV licence"*, implying an expectation that such information would be passed on to licensing officials.

p. Ways in which population census can be made more relevant and more responsive to community needs.

There was no response to this question.

q. How many are we in South Africa?

Estimates ranged from 45 million people to 50 million people in the WC group. One participant responded “*donners baie*” (a hell of a lot). In the FS group, one participant said that “*in the last election we were told that we now have between 12 and 13 million illegal immigrants in this country*”. Other estimates from the FS group varied from 42 million people to 65 million people.

Additional comments

A KZN farmer indicated that census statistics can be manipulated by the local chiefs to enhancing their power bases: “*In the current dispensation, the chief is hanging on to his chieftdom, if you can call it that...*”; “*You will say to him right then, how many families do you have in this valley, he may only have 60, but he will say 600. How do you verify it?*”

5. Results: Residents in former white suburbs

a. Have you heard about the census?

Most of the participants in the FWSR groups (GP, WC, KZN) had heard about and completed forms for censuses. The exception was the MP female group. Most of the participants of this group stated that they were not counted in Census 2001. One participant also indicated *“there were a lot of people that were not counted”*. Another said that the census officials *“just walked past my house. It is not as if they even knocked on my door and asked me to fill in the form, they just walked past my door”*. Yet another added, *“they didn’t go into all the houses, they selected just a few of them”* and admitted, *“I wouldn’t even have opened my door to them”*. When the other participants in the group were asked about this, a comment that emerged was that *“sometimes there were quite a lot of them going from door to door. Because I am a woman alone in the house during the day, I won’t open the door to them. It is just not safe”*.

The MP female participants indicated that the census was to determine *“information about the country”, “how many people are in the country”, “how many people live where”* and *“what kinds of people are living where”*.

There were negative perceptions with regard to how Census 2001 was conducted. A GP male participant said, *“I think a census is extremely valuable [but] the execution is pathetic.”* He recalled that he had telephoned the organisers to ask what he should do with his completed form and was told that it would be fetched. It was never fetched and he still has it in a cupboard at home.

The MP female group made several negative comments. One participant said, *“they are spending too much money on things like this”,* which should *“rather go to help poor people or children that are in need”*. Another participant questioned the need for a census, suggesting that *“people working at Internal Affairs know exactly how many people are in the country, or at least they should”*.

The following anecdote was quoted: *“At the last census I even heard of people that were molested and attacked, people that pretended to be part of the census workers gained access to the houses and attacked the people and they stole things from you.”*

b. Which organisation conducts the census?

Some (GP male, KZN male) participants were able to name Statistics South Africa as the responsible organisation; others suggested *“Census S.A.”*, the HSRC, the *“Department of Statistics”* (WC female), and the *“Health and Welfare Department”* (MP female). Two GP (male) participants made positive comments about the utility of Stats SA’s products (inflation rates, tourism statistics), however one recalled a miscalculation of the CPI some years ago.

c. Who uses the information collected in censuses and what is it used for?

A GP male participant was of the opinion that the census data is *“certainly not used to improve the health supply system”*. Another GP male thought the Receiver of Revenue uses the data, and yet another that the Department of Education was a user. A WC female participant said that the data was used *“to provide services where there are the most people”*.

A GP male participant expressed the hope that the data could be used more effectively to plan suburban expansion. Several others in the group corroborated, pointing out that the massive congestion challenges occur along Hans Strijdom Drive and environs as a consequence of the construction of numerous high-density townhouses. One participant asked: *“Shouldn’t they know what the roads can handle and who’s in that area? But they deem fit to go and put all sorts of developments in without fixing the roads up or checking the sewerage, electricity, surely that should be part of the whole deal?”* Others mentioned similar levels of congestion around the Sandton and Randburg CBDs, the Hendrik Potgieter Drive area, Roodepoort, Sunninghill Park, Strubens Valley, Midrand and Centurion. Similarly, local schools were stated to be overcrowded owing to a lack of construction of new schools in the Bromhof and Boskruin areas.

The responses amongst the KZN male group indicated that the census information is used by marketing agencies and by government to “*better the communities*”. One (KZN male) admitted that he had not noticed much change in the ten years of democracy and could not see that census data was “*being used constructively*”. One MP female participant thought that the census was for the use of the ANC. Another MP female said it was used “*to get people to pay more tax.*”

d. In a census, do you prefer being interviewed or completing the questionnaire yourself?

A GP male participant said that he prefers “*definitely not an interview*” because he already experienced excessive “*invasion of our privacy through these early evening telephone calls [such as:] Have you recently painted your house?*” Other participants said that it would take far too long to interview every household in the country. The exception would be illiterate people.

Similarly the WC female participants preferred to fill in the census forms themselves. One participant stated that this ensures greater accuracy and another felt that “*if someone sits with you, you often feel that you are filling in the answers incorrectly, but if you are on your own it is easier*”. Amongst the MP female group, the preference was the self-completion of forms delivered by post box.

e. Can you suggest any alternative methods for collecting data in a census?

Several (GP male, WC female) participants were enthusiastic about receiving, completing and returning a census form by email. One (WC female) suggested the use of cell phones to collect data, using sms’s. Other participants (GP male, WC female) doubted the efficacy of these methods.

The WC females suggested the implementation of some form of compensation for filling in the form, e.g. through competitions. A KZN male and a MP female also suggested the use of incentives, such as a R100 on completion of a form.

A MP female proposed that census forms be sent by post and that boxes for their return be placed at retail outlets such as Checkers or Spar. Other suggestions for collection points were municipal offices and clinics. Alternatively, a postage paid reply envelope of a colour *“that is really going to stand out”* should be used. A further suggestion (MP female) was that the people waiting in bank queues should be given census forms to complete while they wait.

An Indian KZN male suggested the establishment of local census offices where the respondents could *“go and tell them what time suits you for them to come and see you”*. Other suggestions that emerged in the KZN male group were that the census forms should be sent out with municipal electricity accounts, or handed out to bus passengers or to students at schools. (*“The child nags his father to fill it in, bring it back, give it to the school, still remaining anonymous, the kids will put all the stress on their father or whatever.”*)

f. What sorts of questions should be asked in a census? Tell us the reasons you think such questions are applicable.

The GP male participants thought that *“normal demographic”* questions should be included in the census, such as age, sex, number of children. The WC females said that they should ask *“just the information that they need. Sometimes they ask you things that I have no idea why they want that information”*.

Additional WC suggestions were race and citizenship. One WC female said that people should be asked to provide their ID number, in order to determine whether they might have *“entered the country illegally”*. The KZN male group also said that race should be asked, as well as number of people in the household and their ages.

A KZN male said that information on whether or not people were employed or self-employed should be requested. Another (KZN male) argued for asking people's salaries *"so when the government makes policy decisions, minimum salaries should be taken into account"*. He added, *"if you are a teacher and they see what you are earning, they or the schools, need consensus amongst them to raising salaries or whatever"*.

The KZN male group was also of the opinion that people should be asked if they had been affected by crime, their use of health services, hospitals, libraries and schools, and their perceptions of the quality of these services. One KZN male suggested that the census of all households should cover only the *"basic"* issues and that additional information should be collected in impoverished areas to determine access to infrastructure, lights, water, telephones, schooling and health facilities. This would ensure that *"information that is crucial to that area"* is collected. Another (KZN male) expressed an additional purpose for a census in poor neighbourhoods: *"Just listening to the problems of the people is therapeutic, people have problems but they don't give into, but now with the census, it means they give vent to some of their feelings, someone is listening to them, it may just reach someone, and that may just change people's lives."*

A MP female participant said that simplicity was the essence: *"They should make it so simple that even a child should be able to complete it."* The MP females' suggestions about content were the number of people in the family, race and the number of people who work or attend school. The indicated that the form should comprise a single A4 page asking only *"the most important questions"*.

g. What sorts of questions should NOT be asked in a census? Tell us why people would object to these questions.

Some participants would object to having to supply their ID numbers. This was perceived to be *"dangerously close to a Big Brother situation"* (GP) where information could be made available to the Receiver, Foreign Affairs or other organisations. A GP participant questioned the need to ask income as *"that information is already on the Receiver of Revenue's database"*.

A WC female said, *“they mustn’t ask me my income, that has nothing to do with them”*. Similarly, a KZN male said, *“salary questions will not be answered”* and several MP females expressed unhappiness about being asked their incomes. They felt that other indicators such as house and car sales were adequate indicators of the wealth of a town. Giving an income range was slightly more acceptable to some MP participants. A WC female remarked that as long as she did not have to provide her *“banking details”* she had no problem with confidentiality.

One WC female said that it would be easier to provide such information if it was made known what would be done with the information. Someone in the group suggested that during the five years between censuses, the public should be told why each piece of information is required. Another opinion from the group was that if the census were given a new name, more people might be prepared to provide information.

A WC female stated that she could not see the need for disclosing the number of toilets in one’s house. One participant from the group said that the health history of the household, including whether or not there were AIDS infections, should not be asked. Another reacted by stating that *“especially people in a higher income bracket ... will not divulge their HIV status or anything like that”*.

One participant from GP objected to disclosing his religion. (*“What difference does it make to them if you are Catholic, Protestant, Jewish or atheist? I just don’t see the need for it.”*). A MP female concurred with this view by stating that *“what church I go to has nothing to do with them.”*

Two of the GP participants wondered why race was asked. (*“The government is supposed to be totally colour blind.”*)

Participants from GP also said they are not happy about providing details of their phone number, email address, name or salary. This was perceived to result in the details being sold to other organisations that are subsequently able to contact the respondents for their own commercial or other purposes.

h. What are the things that can be done to facilitate your participation in censuses and surveys?

The GP (male) participants were keen to know more about the use of the census data: *“I think they should give out more information on what is being done with the information, what are the results of the work you are doing to fill this thing in and is it confidential. And why do they need this information? Why do they need to know? I need to understand fully what is behind this whole thing.”*

A participant in that group recalled reading about the purpose of the last census in a newspaper’s educational section. Other GP males said that media such as the Business Day or Men’s Health Magazine would have been more suitable media to reach them. One participant of this group mentioned the effectiveness of a *“30-second spot”* on radio or television to inform people about the census. A KZN male said that before Census 2001 census *“we saw some on TV, a bit less in the paper. I am on the road most of the time. I didn’t hear anything on the radio.”* A female participant from MP said that more information about the census on TV would be helpful. According to her newspaper supplements, however, were not very widely read.

A GP male participant suggested a wider distribution of the census data, recalling that when he requested data about a local suburb (Randpark Ridge) from the town council, he was given information that was very *“out-dated”*.

A WC female said that participation would be enhanced if the census was organised properly and the officials were trustworthy. A MP female said that female enumerators should be sent where there are only female respondents because men could not be trusted in such situations. One MP female suggested that there should be a competition between towns with regard to census returns. This would improve response rates. Furthermore, if school children were targeted by publicity, this would motivate their parents to return their forms.

A MP female said, *“I will also fill in the forms more accurately if I know that my town is going to benefit from the information that I am putting there, like new [shopping] centres or something like that”*.

i. What might stop or prevent you from participating in censuses and surveys? What is the reason for this?

A female participant from the WC stated that if questions were *“too personal”* they would not participate in the census.

One KZN male said that he was *“not convinced about the value of the census”* and that he suspected the information was misused. He mentioned an instance when the inflation rate was calculated incorrectly.

A MP female said that it bothered her that nothing was given in return for the census data that is collected. She wanted to know what was done with the information.

j. What type of person would you prefer to conduct a census interview with you?

A GP male said that officials should at least be *“school leavers”* (i.e., school children should not be used). A WC female said that the enumerators should have uniforms that provide identification. They should also be able to speak the local language (WC female).

One MP female expressed a preference for someone who could speak her language (Afrikaans) in order to facilitate adequate explanations about questions in the census.

A KZN male said the preferred census official would be *“someone with a smile”*. Various KZN males said that the enumeration jobs should be given to unemployed people, people from disadvantaged backgrounds or students.

A WC female preferred officials to be strangers because she would not be prepared to disclose her income to an official that she knew. One WC female said it would be “easier” if the official was the same race as the respondent. In reaction to this, another said, *“If they are competent, I don’t mind”*.

Most of the KZN males expressed a preference for people who come from the local area. A MP female participant remarked that *“at the last census I found that only black people were going from house to house, I never saw a single white person. The whites were not given the opportunity to go from house to house and do the census, why not?”* Another stated: *“They should get the black people to do the census in the black areas and white people to do the census in the white areas.”*

k. Is it a good idea for the government to count the people of the country and gather information about them?

A MP female was of the opinion that it was for *“our own well-being to complete the form and to give them that information. If we don’t, I feel we’ll deteriorate even more, and we are already so far behind the rest of the world.”*

l. How do the respondents interpret concepts such as privacy, confidentiality, disclosure, data sharing and statistical purposes?

The participants did not respond to this question.

m. In most cases, before the interview, you get told that all information you will give will be treated confidentially and that you and your household members will not be identified by name or address. Do you believe or trust this? What is the reason for your belief?

Nobody in the GP group believed that the census data could be kept fully confidential. A GP participant wanted to know why names were requested on the census form and asked: *“Who’s to say they are not passing your form on to some other agency?”* Yet another GP participant suggested that officials at Stats SA

would not be above providing confidential information if they were offered sufficient financial incentive to do so, thus questioning the confidentiality of the census.

The KZN males were divided on the issue, some thinking that the census information is kept confidential, but the majority thinking that it is not. Amongst the latter group, one participant implied that names and addresses are supplied to other parties, resulting in unsolicited mail and telephone calls. Another cautioned: *“By allowing that person [the enumerator] into your house, you don’t know just how much you are opening yourself up. The mere fact that you don’t give your name, that doesn’t protect you against anything, the fact that you allowed someone into your home: that will reveal everything about you. To me that is dangerous.”*

A WC female participant said that she believed the information collected in censuses is kept confidential because the enumerators work with so much information it would not be possible for them to remember which respondent had said what.

n. What do you fear most about people having access to your details or information?

The GP participants expressed concern about information such as if a fulltime domestic worker is employed. In the wrong hands, this information could facilitate the targeting of the household by criminals.

o. Which specific information wouldn’t you want to be disclosed by Stats SA to other organisations or people?

The participants from the FWSR groups did not respond to this question.

p. Ways in which population census can be made more relevant and more responsive to community needs.

The GP participants agreed that censuses are essential but wanted to see improvements to the local infrastructure a result of the data that is collected. They were scathing in their criticism about the lack of response by the municipality to complaints about roads, fire stations (Sandton), hospitals (Baragwanath and Johannesburg General), as well as sewerage and refuse removal (Randburg and the CBD) and questioned the way that revenue from rates was used when improvements in poor areas such as Alexandra were not visible either.

q. How many are we in South Africa?

The GP male participants gave estimates of between 42 million and 45 million people. The KZN male participants similarly gave estimates between 40 million and 45 million people. One (GP male) remarked that the statistics had *“very low credibility, because everybody knows that there’s something like 8 million Zimbabweans and who knows how many Mozambicans and Nigerians”* are living in South Africa.

Additional comments

A GP participant felt that a census only every ten years would render it irrelevant as the information would be too outdated. Others in the group, however, questioned the cost implications of a more frequent census. Another suggestion from the group was to use short questionnaires with a limited number of closed questions, on a more frequent basis - possibly every four years.

6. Results: Residents in changing communities

a. Have you heard about the census?

Most of the participants in the CC groups (LP, EC, MP, NC) have heard about censuses. Even though some of their ideas were vague, they knew that censuses basically have to do with the counting of people. In their attempts to show that they have heard about it, a participant from NC said *“yes [I have heard about it], it is the practice that has been done in our area at some point”*. Another participant said, *“They have been counting people for some time”*, whilst yet another participant said, *“Yes we do know about censuses but we don’t know what they are for”*. When asked to explain this statement, she recalled her experience during Census 2001: *“When I tried to find out what the purpose of the counting of people was all about, the person (interviewer) cut me short and became rude to me, saying he is just working for the government. He was so sulky so that I should not ask some more questions.”*

Interestingly, there was some confusion about who qualified or did not qualify to be counted. During the discussion, a EC participant said, *“With census the government wants to know the number of the population in a particular area so that when he provides, he must know exactly how many people should he provide for, for example, allocation of toilets and taps. But what I don’t understand is that when you don’t have an ID they will not count you”*. Participants from the NC stated that the people at cattle posts and at work were not counted. In support of this, another participant said that children at boarding schools or children who had visited family somewhere else also got omitted.

b. Do you know which organisation conducts the population census in South Africa?

Most of the participants did not know which organisation conducts the population censuses. In the NC one participant said, *“According to my understanding, I know that the government is responsible for censuses but we don’t know which organisation they use to count people”*. In trying to explain why they are

confused, another participant said, *“We are not sure at present because here in Kuruman we have two organisations, those are, the ANC and the old Bophuthatswana government which is the UCDP”*.

The participants in the MP group said that they only know that people who conduct the census are from the government. Several participants from the different groups held that it was the *“Department of Home Affairs and Population”*, the *“Department of Statistics”* or the Department of Home Affairs that was responsible. In the LP only one participant was able to identify Stats SA as the organisation responsible for population censuses. It should be noted that this was the best-educated participant (with a Matric certificate), who often assisted the provincial government when surveys were conducted in the area.

c. Who uses the information collected in censuses and what is it used for?

There was universal agreement amongst the participants that the main user of the census information is the *“government”*. In the Limpopo, however, only one participant mentioned that the government uses the information that is collected through censuses.

The participants were of the view that government uses the information to determine how many people are in South Africa and how many people are unemployed. Some participants gave negative comments, indicating that the government does nothing to improve their lives with the information that is collected. For instance, in the EC, when asked what is the information is used for, one of the participants said, *“We don’t see what they do for us”*.

In the NC, the participants alleged that the local leaders and governance system is corrupt and prejudiced against IsiXhosa and SeSotho speaking citizens. They claimed they had to forge their surnames to Tswana surnames in order to qualify for ID’s. The respondents also indicated that they were fearful of the chiefs in the area. Should you be in disfavour with the chiefs you would lose certain privileges such as food parcels. You are also not allowed to ask too many questions and those favoured by the chiefs get preferential treatment. (*“For instance there are*

houses that already have new toilets and we don't know anything about those toilets, the amazing thing is that those people are in the same block with us and you wonder how were you not part of them. Once you go and ask the officials why is that happening you will be told that you don't appear on the map and when they count people for census you will be counted as well as your family, yet they claim that you are not on the map. Why is this?")

d. In a census, do you like being interviewed or do you prefer just completing the questionnaire yourself? Tell us the reason for your preference.

In general, most of the CC argued that they prefer being interviewed. However there were a few who said they would prefer to complete questionnaires themselves. Participants in EC argued that as much as they prefer to be interviewed, there is always a concern whether interviewers put down the “*correct answers*” or if their responses are altered. In expressing this pessimism, one participant said “*I prefer if there is someone asking the questions but I also want to make sure that they write the correct information*”. Several participants echoed this view. Some said: “*Some people cannot read and they should not take advantage by writing what they did not say. It is also dangerous to sign for things you don't know.*” “*We don't want to bind ourselves on things we don't know. Like at the furniture shop they will say sign here sign here you don't know what you are getting into, maybe you are signing for a loan.*”

One participant from LP mentioned that she prefers to complete the questionnaires by herself, as she is “*free*” that way, not having to share her inner feelings with an interviewer. In the NC, due to perceived corruption, the participants stated that they would rather complete the questionnaire themselves. They felt that this would result in more accurate data. They furthermore stated that they did not want to interact with the census officials, whom they described as “*nasty*” and “*uncooperative*”. One participant also stated that she assumed they were uncooperative because they were not properly trained, did not actually know the answers to questions and consequently acted in a nasty way.

e. Can you suggest any alternative methods for collecting data in a census?

In the MP and LP groups the participants could not suggest any alternative methods for collecting the data, but they indicated that local people should be employed. In the EC the participants suggested that information should be downloaded from the databases of the Department of Home Affairs. There was some disagreement in the group, as one of the participants argued that newborn babies without birth certificates would not be registered with the Department of Home Affairs.

In the NC, the participants were of the opinion that it was only the favourites of the chiefs that were selected as enumerators. They suggested that in the future the selection of enumerators should be more democratic and that deserving and educated people from the community should be selected.

One participant (NC) said she was happy with face-to-face interviews, but *“... only if they can come in a polite manner and being professional in their jobs because we need to ask them questions”*.

The participants suggested that the chiefs should be involved in explaining the objectives of the census to the communities. Some participants said that school children should be taught about the census so that they could then assist their parents in completing the forms.

f. What sorts of questions should be asked in a census? Tell us the reasons why you think such questions should be applicable.

The participants felt that the number of people in the household (*“in case people have overcrowded lifestyles”*), the location of the toilets (to predict the *“spread of diseases like cholera”*), the location of the nearest clinic (*“clinics are very far and the mobile ones do not come any more”*), whether children are going to school, transport facilities (*“our roads are very bad”*), access to water, and agricultural activities (*“It helps as when you plant you can sell and make a living out of It ”*)

should be measured. Some participants suggested that questions about sports facilities should also be included (*“for children to stop playing on the roads where they are hit by cars “*). In MP, the participants felt that it is important to ask whether a person is *“employable or not”* in the case of disabled people and people who need grants.

According to the participants from the NC, health information is critical for the government to plan and build hospitals. They felt that information about income should also be gathered so that the government could determine the number of poor people and make provision for social services. They stated that their local chiefs (who supported the Bophuthatswana regime) are corrupt, and consequently wanted the government to get correct information in order to benefit the community and lessen the control of the local chiefs. Questions about education were also stated as critical. According to the NC participants, many people in the area are highly educated but are unemployed. Due to perceived favouritism, people who are under-qualified are employed in the community and those that are actually highly qualified do not get employment.

g. What sorts of information should NOT be asked in a census? Tell us why people would object to these questions.

The participants from the NC and LP stated that they are happy to answer all questions as long as the information is used to improve their living conditions. One NC participant commented on the enumerator’s social skills: *“We don’t have any problems being asked any questions, ... the only thing is that they must come with the positive attitude.”*

The LP participants objected to being asked about the assets they possessed (*“whether they have electric stoves or not”*). They felt that such questions make them vulnerable to thieves. This was a recurring theme as it also came up in MP. One MP participant stated that, *“they shouldn’t ask about your furniture. That’s disrespectful”*. Another participant supported this comment and further said: *“Are they counting us or counting furniture? Where does the furniture get in...I don’t think it is important for them to count furniture. It’s got nothing to do with the*

census. If they count the furniture they might as well as count cows and goats“. From the same group, one participant mentioned that she does not like being asked about her mode of transport because *“they pretend as if people will be given special transport during the census”.*

The EC participants said people should not be asked any questions as all the information is housed in the databases of the Department of Home Affairs.

h. What are the things that can be done to facilitate your participation in censuses and surveys?

The EC group suggested that workshops should be organized to educate and inform people about the census.

Another frequent comment was that local people should be used as enumerators. One participant explained: *“It would evoke some excitement in you to see a person from your area doing this kind of work”.*

Participants from the NC argued that more information, better and friendlier officials, and a transparent process would facilitate participation in censuses.

i. What might stop or prevent you from participating in a census? What is the reason for this?

One participant highlighted the *“lack of information”* as a major hindrance. He felt that people do not want to participate because they do not know much about the census. He further explained that *“nothing is said after the censuses; there should be some results”.*

This was the general feeling amongst the CC groups. When participants in MP were asked about what might stop them from participating in a census, one participant responded that *“it is being counted and not knowing what you are being counted for. We should be told the purpose of the counting.”*

In addition, some participants stated that being counted but not seeing any change afterwards was discouraging. Statements such as the following attested to this attitude: *“The fact that we are being counted but nothing changes or is being done after the population censuses. It all becomes quiet.”* (EC)

j. What type of person would you prefer to conduct a census interview with you?

Most of the participants indicated that they would like to be interviewed by an interviewer who is patient, possesses good interpersonal skills, who speaks the local language and who is friendly. One participant said: *“When she gets into the house, she should sit and introduce herself and she should be friendly”*. Residents from the NC stated that they prefer *“someone who accommodates all kinds of people, the rich and the poor”*.

In MP the participants expressed a preference for being interviewed by someone that they have chosen themselves, who is well educated and who is respectful. One participant clarified the statement by saying that the person should be educated, but *“that does not mean that she should speak English because some of the people are uneducated”*. *“Respect and competency”* were the main criteria that emerged from several groups. There were some participants in the NC who said they would not like to be interviewed by someone from Bophuthatswana, whilst others argued that they were indifferent about the origin of interviewers as long as they are *“respectful and know what they are doing”*. Another participant added that an enumerator should be *“someone who would not be upset and nasty”* when asked for clarification.

k. Is it a good idea for Government to count the people of the country and gather information about them? What are the advantages? What could go wrong?

All the participants felt it is a good idea for the government to take note of the needs of the people. They were of a view that it is especially important for job creation and distribution of the RDP houses.

The participants from the NC generally stated that it is a good idea to count the people and gather information, but were very pessimistic and said that the census would not change their lives. Most attributed their pessimism to corrupt local officials and chiefs: *"The government wants to help the people but the people in the middle, the link between us and the government are too destructive. That is why we say they don't provide for us."*

The participants from MP were also very pessimistic. They argued that they are not sure that census is a good idea as they do not even know why they are being counted, and *"the counting will not bring any change to our lives "*.

I. What do you understand by the concept "confidentiality"?

The participants from the EC defined confidentiality as *"something that you keep to yourself and not tell other people"*.

One participant said the respondents should not hide or withhold any information from the enumerators. Others argued that there are questions that they consider to be acceptable, and others that are really too probing. A participant explained: *"For instance, it is acceptable to ask if there is anyone who is very sick in the family, but asking what kind of sickness that person has, is perceived as prying. "*

The participants from the NC understood confidentiality to be *"a secret"*. They were doubtful whether confidentiality in terms of the census data exists: *"Like when we go to tribal meeting they will say its confidential but you will find that other people already know about it."*

m. In most cases, before the interview, you get told that all information you will give will be treated confidentially and that you and your household members will not be identified by name or address. Do you believe or trust this? What is the reason for this?

In general, the participants from the different groups indicated they do trust that their information is kept confidential. However, the participants from the EC

argued that it would be better if it were local people conducting the interviews because they found it difficult to trust strangers. They also stated that they only trusted the enumerators because they believe that they are trained to keep the information confidential. Conversely, there were also a few participants who said they preferred someone from outside their community. To motivate this they said that enumerators from the local community would go around telling about the interview. A participant from MP argued: *“I do not go around telling my information to people I do not trust. I only give it to people I trust.”* This indicated that she did not trust that her information is kept strictly confidential.

The participants from the NC argued that they would only believe that the census information is confidential if they trusted the person who collected the information. They reported that if they were fully informed about the purpose of the study and if the person was trustworthy and honest, they would believe that the information would be kept confidential.

n. What do you fear most about people having access to your details or information?

The participants from the NC indicated that they do not fear revealing their information, but stressed their need to know why the information was collected. They also stated that they needed to trust the enumerator. One argued: *“Why do you want to know how much I have in my home, do I have a bank account? These days you cannot trust people.”*

The participants from the EC argued that they had no reason to fear, as they believed that all the information that they provided was valid and they wanted it conveyed to the government.

o. Which specific information wouldn't you want to be disclosed by Stats SA to other organisations or people

Most of the participants from MP argued that they would not like their identity numbers to be disclosed, due to the high crime rate in South Africa.

The participants in the EC argued that the HIV status of people was a very private matter.

The participants from the NC, on the other hand, felt that Stats SA could give any information to any other organisation, as they *“do not have anything to hide”*. One participant added: *“I will not be afraid of the things that I have told them because I believe they are sent by the government to hear our problems”*.

p. Do you know anybody in your community who was not covered in Census 2001? If so, what was the underlying reason for this? What can Stats SA do to overcome this problem?

The participants from the NC stated that people without identity documents and those who were at the cattle posts during counting were not counted. They further argued that the people at Peiole (in the Kakamas area), as well as those who were working on the plots and farms far from villages were not counted.

The participants from MP and LP argued that they did not know anyone who was not counted in the last census. Some from LP participants reported that they were confused whether the people who worked in the city had to be counted as a member of the household, or had to be excluded. They were also not sure whether they had to include or exclude the people who died in the counting.

q. How many are we in South Africa?

The estimates given by the participants in the CC groups ranged between 36 million people to 102 million people.

Additional information

The participants from the NC said they wanted to know which organisation conducted censuses. Was this organisation from Bophuthatswana or the ANC?

7. Results: Residents in informal settlements

a. Have you heard about the census?

Most of the participants from the RIS groups (KZN, WC, EC, GP) had a general understanding of what the census involves, i.e. the counting of people. In defining a census, it is interesting to note that the EC group tended to attach a positive outcome to it. Statements such as the following depicted this: *“People are counted so that the government would know how to structure the budget in the future and for how many people.”* In support of this speaker, another participant added, *“As you can see that people do not have houses. They live in shacks and these shacks get burned down. So they want to improve our lives. They want to know how many people are living in houses.”* (EC).

Another participant stated that censuses take place before the elections so that the government can determine how many people are going to vote. In addition, some participants raised a concern that the people in prisons and hospitals did not get counted and argued that those people should also be counted in future.

To summarise, the participants across the different provinces were aware of what the census is. Some even started commenting on what they thought did not go well in their communities during the last census, e.g. the exclusion of the people in hospitals and prisons during the counting. Their responses indicated that they know that the information collected through the census is used to better their living conditions. It also became apparent that some of the participants tended to associate and compare the census with voting.

b. Which organisation conducts the census?

Very few participants knew that Stats SA is mandated to conduct population censuses. From all the discussions held with the RIS groups, only two participants (GP) were aware of this fact.

Most of the participants did not know the name of the organisation that conducts the censuses. They argued that their ignorance was due to the census officials always being referred to as *“people from census”*. They stated that they only knew that the process is called “census” because they were told that “census people” would be visiting their households. The following statements attested to this: *“I know it is census.”* (EC), *“We do not get information on what census is.”* (EC) *“We know that the ANC informs us that there will be people coming into our houses to count people.”* (EC) Another participant said: *“They tell us that people from census will come to us”*. (EC) This was also corroborated in the WC: *“I only know that it’s the people conducting the census We don’t know where they come from because they didn’t tell us that. I know some of them were students from university. I think they were also volunteers too”*. (WC) Gauteng was also no exception with someone saying it is *“Census 2000”* who conducts the population censuses.

A participant from GP said *“it is the ruling party”* that conducts the population censuses, whilst another one from the EC said, *“I think it’s the ANC trying to improve our lives.”* One participant who attempted to respond to this question in KZN said, *“I know the IEC is for election”*, but she also did not know the name of the specific organisation responsible for population census. To show that they have heard about censuses, even though they did not know the name of the organisation that conducts them, some participants reported that they did take part in the last census, whilst some resorted to describing people who came to interview them during census. One participant stated: *“When those people arrive, they have a badges on their clothes and ... also give you a sticker with the barcode to put on your door to show that you have been counted”*. (EC) Another participant from the WC maintained that he knew that they ask questions such as the number of people and the employment status of people in each household, but he also could not identify Stats SA as the organisation responsible for the censuses.

In short, most of the participants did not know that Stats SA was mandated to undertake population censuses. Some said *“census”* because that is probably

how it had been widely publicised in the past. A few participants in the different provinces said it is the ANC that does the population censuses.

c. Who uses the information collected in censuses and what is it used for?

There was a consensus amongst the participants that all information that is collected in a census is conveyed to the national government, which in turn distributes it to the respective departments. Some participants stated that the Department of Home Affairs and the Department of Housing used the census information. In the WC, one participant who attempted to answer the question said the information is used by the Department of Housing, *“because most people are homeless”*. As nobody in the group supported or disagreed with her, the moderator tried to probe and asked others what they thought. One participant then said, *“I don’t see anything they use it for because we are forever waiting to get houses here. There is no improvement at all”*. The participants then started to discuss what they perceived as corruption in the distribution of RDP houses and insinuated that they were not sure what the information was used for.

Most of the participants in the RIS groups believed that the government used the information to determine how many people were unemployed and how many more jobs needed to be created. Another participant said the information was *“used to meet people’s needs, like we most of us don’t have houses”* (KZN). Other participants mentioned that the information was used to plan for the budget and to prepare for the delivery of social services such as housing. There were also those who said this information was used by the overseas corporations that wanted to expand their operations to South Africa to determine if there were enough people in Africa to satisfy their labour needs. It appeared that most of their responses had to do with employment creation. In KZN, one participant said, *“I think since a lot of people are not working, the government wants to help people as far as job creation is concerned”*.

Some of the participants clearly had no idea who used census information. Statements such as the following indicated this: *“It is the people who go into the houses [enumerators] who get the information”* (WC). Some admitted that they

did not know who used the information and what it was used for. In expressing this, one participant said: *“Most of us did not go school, and if they come to our houses to count us, they do not tell us where they will take the information to”*. (EC)

d. In a census, do you prefer being interviewed or completing the questionnaire yourself?

The RIS participants expressed preference for face-to-face interviews. The reasons stated for this included a concern for those who are illiterate, as well as a concern that some questions might be unclear and the interviewer would have to assist the respondents through explanations. The participants believed that the enumerators would be in a good position to assist them as they are trained to do so.

The participants in KZN pointed out that, when interviewed, the form is completed quicker. They also observed that this method is less of a hassle and inconvenience as compared to self-completion and *“having to deliver the questionnaire at the post office”*. The EC group argued that they sometimes do not even get time to fill in the form and felt that if someone assisted them, it might go quicker. Several participants from GP said that they preferred face-to-face interviews because this would create employment for the unemployed.

The participants in the WC suggested that the enumerators should carry an identity cards or a letter showing that they are census officials. The participants from the EC shared a similar sentiment and proposed that the enumerators should carry *“nametags and photos of their faces”* so that they could be easily identified. One participant suggested that in addition to the above, the enumerators should be well trained, whilst another one commented on the enumerators’ interpersonal skills, saying that she would only agree to be interviewed if the enumerator had a *“good attitude”*. The main concern for the KZN group was that they never got *“answers”* or *“results”* after completing the questionnaires from the government (*“sifuna izimpendulo”*)

e. Can you suggest any alternative methods for collecting data in a census?

Most of RIS participants indicated that they were happy with the current way of conducting the census, i.e. through face-to-face interviews. The participants in EC felt that face-to-face interviews were the most effective and efficient way. One participant argued: *“There is no better way than going door to door.”* Many participants were also in favour of the face-to-face interviews because they believe that this would create job opportunities.

The KZN participants argued against telephone interviews, stating that these are an inconvenience and tend to prolong the interview process. The respondents would become even more impatient if they are not face-to-face with the interviewer.

A number of other alternative methods were mentioned. There was a mention of the use of the records of the Department of Home Affairs. They believed that the department *“has all the information about South African citizens”* (KZN). However, another participant from the same group, who argued that there are babies without birth certificates and old people without identity documents, contested this. These people would not be on the department’s records, and would consequently not be counted if that method were employed. Another participant suggested the use of the voters’ roll. Some participants said that their councillors collect the number of people living in shacks and that their shacks have numbers at the doors. This information could also be used for census purposes.

The GP group argued that there should be a toll free number where people could call and report how many people they have in their households. Another respondent said people should be invited to a hall where they would be counted.

f. What sort of questions should be asked in a census? Tell us the reasons you think such questions are applicable.

When asked about questions they think should be asked in a census, the participants suggested various questions. Those mentioned the most in all provinces were:

- The number of people in the household, as *“they must know how many of us are living in that small house that we have. As we are five and we are living in a two roomed house”* (EC, WC); *“In terms of acquiring RDP houses”* (GP);
- How many people are working/not working because they *“want to know how they survive, and how do they pay for municipality services”*;
- The number of disabled family members *“to know about their special needs”*; *“some families hide the disabled and lock them when going to work”*;
- The number of children in the household, as *“there are children who are supposed to be attending school but are not because of lack of money for fees”*;
- Nationality, as *“there are too many people living in South Africa now, it would help to know how many are South Africans and how many are not”*;
- How many people receive grants and number of pensioners, as *“there are families with disabled people so they know how many need grants”*.

Citizenship and ethnicity were also suggested, as was home address (*“If the government wants to help so it could know exactly where help is needed”*), and the names and surnames of all people in the house (*“We must know the names and surnames of people living in the household”*).

Other questions mentioned were:

- Gender (*“We must know how many males and females we have in the country.”*);
- Sick people in the household;
- The income of the family *“to determine how people survive, how many are living below poverty line and how do they pay for services”*;

- , Whether children are attending school: *“I’m thinking along the lines of a child grant, the government should know if there are any children who qualify for a grant”*;
- Possessions such as TV sets (*“They want to know how many houses have TV’s. For instance of the president want to send a message through TV, he would like know how many people would he be able to reach.”*).

One participant suggested that it would help if they could be told the purpose of census so that they would be aware of what they are trying to help with and would be able to give relevant answers.

g. What sort of questions should NOT be asked? Tell us why people would object to these questions.

Participants from the WC and GP mentioned that they perceive all questions that relate to political affiliation as very interfering. In general, the participants also objected to being asked about personal possessions. One stated: *“The person who conducts census has been sent to come and count people, and not ask about my possessions. Moreover, people look down upon people living in shacks.”* Another one argued, *“whether they are married or not married, nor whether I have a dog and what I feed it: it is your secret. As an adult you don’t expect someone to come and ask such questions. The people conducting censuses are very young. I don’t expect a 20 year-old to come into my house and ask those kind of questions.”* (EC)

The EC group also argued against being asked to produce *“papers”* if people are staying together. Some said they do not like being asked about marital status. A GP participant felt that the questions that relate to domestic issues should not be asked, as *“it is none of their business if I fight with my wife”*. One participant mentioned gender.

Participants in the EC felt that they should not be asked how many people live in their backyards. *“How many people sleep here? Who is this? They should only ask questions connected to what they are doing.”*

The KZN group mentioned that they do not want to be asked about family income: *“Household income is a very sensitive matter because if there is nobody working in a family, it is as if they are going to leave us with money”*. Some respondents also said they do like being asked about bank accounts, (that is, whether they have them or not).

h. What are the things that can be done to facilitate your participation in censuses and surveys?

The RIS group held the belief that if the different communities could witness that censuses create job opportunities, they could be willing to cooperate. They suggested that local people should be used as enumerators as they are familiar with the people of that area, and with the environment. One participant from the WC suggested that two people from each household should be recruited as fieldworkers. Another said *“... besides, they cannot take a person from Khayelitsha or Tozi to come and count me here”*. Referring to the last census, some of the WC participants complained that there was nepotism, as only the children of the well-known authorities were employed as census officials.

To facilitate participation, some participants suggested that Statistics SA should communicate with the Ward Councillors and the chiefs, who would in turn liaise with different communities. Some participants maintained that people should be invited to workshops where they would be officially informed and educated about the census instead of having people visiting their homes without prior notice. One participant said, *“Most people don’t even know what it [census]”*.

The participants indicated that the government should advertise, send out pamphlets, or make a TV drama that illustrates how the census is conducted and highlights its benefits. One participant said the people should be invited to gather in one school where everybody could be counted, *“just like during voting”*. She argued that currently *“we are counted for nothing. We know exactly what to*

expect after elections, we should be made to like being counted. "They count us and do nothing about it. You don't even get a letter telling you anything from them". (KZN).

Another recurring theme was that the need for the incentives to motivate people to cooperate during census. In KZN, there was a wide agreement that respondents should be given some incentives for agreeing to take part in the census and as a sign of appreciation. (*"Abantu kumele ubahlekise. Siphila ezikhathini ezimbi, abantu bahlala belambile becasukile. Abantu abaqashiwe, abanamisebenzi. Uyabona nje ngoba sihleli lapha sijabule, indaba nawe uyasijabulisa (ngokudla) futhi usazosijabulisa".*)

Another participant supported the previous speaker and expressed irritation at being interviewed by someone they know would be paid when the job is done, whilst not getting anything for participating. (*"Uma ulambile bese nje kuqhamuka umuntu umbona nje ukuthi yena udle kahle ezokubuza imibuzo eminingi kuyacasula. Uyazi ukuthi njengoba esebenza nje uzohola wena ngeke akushiyele ne senti leli. Kumele basishiyele okuthile kokusijabulisa. Kungaba u R10 noma yini enye ..."*)

i. What might stop or prevent you from participating in censuses or surveys? What is the reason for this?

One participant in GP said *"poverty, because you count me but I'm still hungry"*, whilst another one said, *"ignorance"*, arguing that as people do not know the purpose of censuses they will not be cooperative.

Referring to the last census, participants from the WC criticised the census officials stating that, *"People doing census are very disrespectful of the owners of houses. They will ask you how it is possible for you to own the house when you are so young"*. Another participant said; *"nothing would make me participate"*. A participant maintained that an older person would rather interview her, 31 to 40 years old and of the same sex, who understands the local language.

A KZN participant said, *“It is because people don’t get any help after being counted. People don’t know why they are being counted in the first place as nothing comes out of it. We don’t have any knowledge about censuses. We don’t know what it is for. Why is it being done? I even think that it’s for AIDS purposes. We should be told what we are really counted for. People think that we are being counted and instead of getting jobs a new disease comes out to kill us. So people associate counting with fatal diseases maybe there are too many people according to Stats SA. When we get injection from doctors they are killing us instead because we are too many”*.

The participants from the EC argued that they would not participate if they are not informed in advance about a census. They suggested that censuses should be advertised on the TV and radio and that the chiefs in the rural areas should be informed.

j. What type of person would you prefer to conduct a census interview with you?

The RIS participants indicated that they prefer to be interviewed by someone who can speak the local language, someone very patient (when the respondent asks many questions), someone who is understanding (in a case of a drunk respondent), somebody sensitive and objective to the respondent’s opinions, somebody who is well-trained, respectful, a local person, someone presentable, someone with a smile, as well as someone with a good knowledge of what he is doing and who is able to answer all questions.

One KZN participant complained that it is the people who already have jobs (such as teachers) who are used as census officials. The unemployed had to be empowered.

k. Is it a good idea for government to count the people of the country and gather information about them?

The participants all agreed that it is a good idea as it indicates that the government cares about the people. One participant in KZN said: *“You wouldn’t be a good mother if you didn’t know how many children you have and are supporting in your family. It’s the same with the Government. It should know how many South Africans are there to support and cater for.”*

The participants felt that it is important for the government to count the people so that it may know exactly how many people are in the country, *“especially when requesting support and funding from other countries”* (EC). Some participants mentioned that the counting is necessary as the government had to deal with the housing and unemployment challenges.

They stated again that the results of the census and new developments should be shared with them. The participants from the EC warned that local people should be used as enumerators, as people tend to harass census officials who are strangers saying, *“They also want jobs”*.

In GP, the participants insisted that the “organisation” that conducts census should not be implicated in any political agenda, so that the people would know and treat it as a neutral body.

A respondent from the Western Cape said that not seeing the results after the counting has been done is totally unacceptable. Another participant said that if foreigners forged South African identity documents and get counted, the results might be affected.

l. How do respondents interpret concepts such as privacy, confidentiality, disclosure, data sharing and statistical purposes?

A KZN participant argued that there is no confidentiality of census information, as they *“do not even know where the information is going to and what is done with it”*. The participants indicated that age and salary were very confidential.

m. In most cases, before the interview, you get told that all information you will give will be treated confidentially and that you and your household members will not be identified by name or address. Do you believe or trust this? What is the reason for this?

Most of the participants indicated that they do not trust that census information is kept confidential. A participant from GP said he does not believe this because the enumerators disclose the information to other people.

In KZN, all participants said they do not trust that the information is kept confidential. One cited an example of the reporting of crime. She argued that they do reveal your details even though they promised that they would not *“and the people you reported might even kill you”*.

One participant admitted that, when asked questions they perceive to be invasive, they tend to give false answers. A participant said she trusts the information is kept confidential *“because the census officials are trained to keep this information confidential”*.

n. What do you fear most about people having access to your details or information?

Many of the participants attributed their reluctance to give confidential information to crime.

o. Which specific information wouldn't you want to be disclosed by Stats SA to other organisations or people?

The participants from the EC mentioned political affiliation, whilst those in GP mentioned HIV status and income. The participants from KZN said, *“identity documents”*. One of the participants said, *“Your ID is you and holds your life”*.

p. Do you know anybody in your community who was not covered in Census 2001? If so, what was the underlying reason for this? What can Stats SA do to overcome this problem?

The participants from the EC maintained that working people who stay alone and return late from work were not covered. They suggested that local people should be employed as enumerators, as they will know when these people would be available.

Most of the participants from KZN indicated that their communities were not counted in the last census. When asked why their families were not covered, some participants said they were at work, whilst others said that they were in town. There was one participant who claimed that the enumerator refused to count her. Another participant from the same group admitted that she refused, and when asked why she refused she said, she saw this as a waste of time because nothing happens afterwards (*“ngibona ngathi ukuchitha isikhathi nje. Kuqala basibala kwangenzeka lutho, manje abantu sebebona nje ukuthi lokhu kubalwa kwabantu ukuchitha isikhathi”*). A participant from the Western Cape stated that she was not counted because the enumerators were only going into the big houses.

q. How many are we in South Africa?

The estimates given by the KZN participants ranged from 44 million people to 60 million people. Those given by the EC participants ranged from 44 million people to 44,2 million people, whilst the GP participants estimated between 47 million people and 50 million people.

Additional information

The KZN group suggested that they should be asked about their needs, like clinics, roads and water, whilst another participant said, *“they should reduce the number of questions asked... are just too much and you just become bored of being asked”*. A recurring theme was that the participants want the results after a census.

8. Results: Young males

a. *Have you heard about the census?*

A large number of the participants from the YM groups (KZN, GP, WC, EC) had a general understanding of what the census is and what it involves. All participants from two groups (KZN, EC) said they have heard of the census. There was an equal split between those who have heard and those who have not heard about the census in the WC whilst in GP the majority (five participants) have also heard about the census. When asked, "*Have you heard about census?*" some respondents instantaneously attempted to explain what it is. They mentioned that the census is indeed the counting of people. One WC participant said, "*Isn't it a national head count?*" indicating that he does have a basic understanding of what the census involves. That was the case for most participants; they had a general understanding but were not sure if their ideas were correct. These were some of the explanations that came up: "*Census involves the counting of people in the household*" (KZN); "*It is the counting of people*" (GP); "*They conduct surveys to gather information and to test your knowledge about AIDS*" (WC). Indicative of varying degrees of knowledge, another participant from the same group mentioned that it is the counting of people to determine the number of people with access to basic services such as water and electricity.

In most cases, once the first participant explained his or her understanding of the census, other participants would then discuss questions contained in the census questionnaire, and sometimes even further discuss whether they were counted or not in the last census before being asked this by the moderator. The latter was depicted through statements such as "*I have been counted*" (GP). All the participants from the WC indicated that they were not covered in the last census. This was portrayed by such statements as the following: "*I saw it but I was not involved*"; "*I was not counted*"; "*I did not participate*"; "*We were all missed*"; "*They were in my area but not at my house*"; "*They were with me but they never came back to collect the form*" (WC).

b. Do you know which organisation conducts population censuses in South Africa?

Asked about the organisation that is responsible for population census-taking in South Africa, most participants across the different provinces were not exactly sure of the specific organisation that is responsible and the responses that were received varied.

The majority was aware that it is government's responsibility, and that censuses are conducted through the government's directive. They were however not sure which organisation within the government has been mandated to do so. To confirm this assertion it may be noted that in the WC the group participants were almost unanimous that "the government itself" conducts censuses.

"Government" as a response also came up in the EC and GP. There was also evidence in the different provinces that some of the participants were convinced that the "Department of Home Affairs" conducts the censuses. The KZN group was the only province where all the participants at first did not have a response to the question. However, when the moderator prompted them by asking whether they have heard of the organisation called Statistics South Africa, they all nodded in agreement.

c. Who uses the information collected and what is it used for?

There was almost universal agreement amongst the different YM groups that the main user of the information is the "government". In explaining what the information that is collected in a census is used for, the participants were inclined to refer to the use of the information to improve the living standards of people. One participant (WC) argued that everyone could access the information. Another participant from the same group, sharing the same sentiment, stated, "this information is beneficial to everybody". When probed by the moderator to expand on his statement, he mentioned that the government could use the results to determine how many people utilise or have access to particular

services. The use of census data for infrastructural planning and development purposes was referred to. The following statements may be quoted in this regard:

“They will know how many children are illiterate and how many literate, and thus how many schools need to build.” (WC);

“If they know how many people are in the country, then they will know how many houses to build.” (WC);

“It is used by government to ascertain how many people use the roads for example.” (WC);

“The information is used to assess whether the population is over or under populated and to assist with the distribution of resources.” (KZN);

“The information is used by government to count how many people have certain needs to determine how they can satisfy those needs.” (GP).

The most-often mentioned responses from all the groups related to the monitoring of the number of the unemployed, housing problems, birth and mortality rates. This can be attributed to a perceived need for more jobs and a perceived rising mortality rate associated with HIV prevalence. A GP participant stated that the results are used to monitor the increasing prevalence of AIDS.

The Department of Home Affairs was mentioned as a user of census information in determining how many people are employed, in measuring the birth rate and in determining how many houses need to be built. The Department of Health was also mentioned as a possible user.

Commercial companies were mentioned as other possible users. Coca-Cola was mentioned as an example of a commercial user who might use the information to distribute and market new products.

One participant stressed that the information collected through census is used primarily to determine how many people are in the country (EC).

d. In a census, do you prefer being interviewed or completing the questionnaire yourself? Tell us the reason for your preference.

The majority of the participants indicated that they prefer face-to-face interviews instead of completing the questionnaires themselves. This appeared to be the most debated question in all the groups as the participants held different belief systems with regard to these two modes of collecting data. The following extract (KZN) provides a succinct illustration of the complex and intellectually stimulating interactions, negotiations and conflicts that went on as the conversation unfolded.

Moderator: When they are doing census do you want them to send a person to count you or just send a form for you to fill on your own.

Respondent: I prefer that they send someone to interview us

Respondent: Where you don't understand the person will be able to guide you.

Respondent: I think that they should give us forms because people who do the counting do it during the week when we are at school and parents are at work. And they end up not counting all of us in the whole of South Africa. If they come back for five days and not find you they will lose their patience. So if they give us forms I can fill it. And the form will work for people who are educated and interview is right for people who are illiterate.

Respondent: I disagree with him because you will want to answer questions that are not asked or maybe the space provided is too little.

Moderator: Which one do you prefer my brother?

Respondent: Interview because in an interview you will gain something, moreover I don't like writing.

Respondent: Our grandparents did not go to school so it will be easy for them if they are interviewed because they cannot write.

Respondent: Interview is right because they will be able to guide you but if you are going to write on your own you will even write things that are not correct.

Respondent: There are many disadvantages about filling your own form because some people are illiterate and you find where they say motivate your answer and they don't know what to say.

Respondent: I would say that talking is easier than writing. You will find spelling very difficult.

This was the general trend in almost every group. In all the groups, with the exception of the WC, most participants indicated that the face-to-face method is the most preferred and effective. The participants that were for face-to-face interviews argued that if people completed the questionnaire themselves, they might misunderstand some questions and thus misconstrue the true meanings of the questions. It is in such cases that they argue that the interviewer becomes helpful. The interviewer would then clarify some questions and offer some guidance to the respondents. There was a general fear that without this guidance the respondents might be confused and might answer the questions incorrectly. Moreover, the major concern raised with regard to the self-completion method was that some people (especially the older population) are illiterate. These people would obviously require some assistance with the completion of the questionnaires. Literacy and language barriers were believed to be true barriers to the effectiveness of the self-completion method.

In addition, in the above extract, two participants mentioned that, *“talking is easier than writing”*. This assertion was not startling given the age group of the participants. Clearly, young people may view this exercise as time-consuming and tedious and they believe that having an interviewer to complete the form for them might simplify the process.

There were, on the other hand, a few participants in all groups that preferred to complete the questionnaires themselves. The reasons that were given for this assertion varied, but several participants viewed having to complete the questionnaires during the interviewer’s visit an inconvenience. They stated that they would rather complete the forms in their own time. In one of the groups there was a participant who adamantly argued with the whole group and insisted that it is better for an interviewer to leave the questionnaire for him to complete it when he finds the time. Someone also mentioned that, despite not having a problem with being interviewed, he felt that there are some questions that he would have to complete by himself - *“certain questions I would prefer to complete myself as they might be sensitive”* (MP). The participant indicated that he would not feel comfortable responding to some of the questions in the presence of another person.

It should be noted that all the participants indicated that they were aware that both these modes of data collection have advantages and shortcomings.

e. *Can you suggest any alternative methods for collecting data in a census?*

When participants were asked to suggest alternative methods for collecting data in a census, the use of the post, email, telephones and the Internet were mentioned the most. Some participants suggested that the census officials should “*call households to provide answers by phone*”. They emphasised that the questionnaire should be short and concise.

With regard to the suggested use of mail, the participants indicated that many people might not return the questionnaires. A suggested solution to this was that everyone should return the questionnaires on one specific date (KZN).

The suggestions on the use of the Internet or email were contested the most. Some felt that this method would exclude those without access to computer facilities. One participant (WC) suggested that different methods should be employed when dealing with different communities. A central drop-off point could, for example, be used for those people with no access to the Internet. Another participant challenged these suggestions and argued that it would be very difficult and time-consuming to track people who have not been enumerated if the Internet or email should be used in data collection.

It was suggested that incentives might be used to encourage people to return forms (KZN). Lucky draws such as the Lotto may be introduced for people who completed questionnaires in full and correctly.

Another suggestion was that information should be mined from the “*National Registry*” or the “*Department of Home Affairs*” instead of conducting interviews.

f. What sorts of questions should be asked in a census? Tell us the reasons you think such questions are applicable.

Participants felt that the following questions should be asked in a census questionnaire:

- The number of people in a household (GP, KZN, EC, WC).
- How many people *live* in the house: *“the house might be overcrowded”* (GP).
- Age *“to find out whether a person qualifies for a pension”* (KZN).
- The number of children in a household, *“to monitor the birth rates”* (GP).
- The number of the deceased, *“to monitor the death rate, linked to health and crime rate”* (EC).
- Place of birth *“to track the movement of people”* (GP).
- Work status, *“to find out how many more jobs need to be created”* (GP).
- Respondent’s occupation (KZN).
- Income, *“to find out if fathers support their children, or why some do not support children”* and *“whether households can afford to pay for municipal services like water and Electricity”* (GP).
- Household expenditure (WC).
- Education status (GP).
- How many people have access or do not have access to services, e.g. how many have access to running water (WC).
- The number of people with special needs and number of the aged in a household, *“to show concern for senior citizens”* (EC).
- The owner of the house, *“to find out who is the breadwinner in case of child headed families”* (GP).
- TV licence, a car, pets in the house (WC)
- Religion, to determine *“how many are Christians and how many are of other religious groups”* (GP).

g. What sorts of questions should NOT be asked in a census? Tell us why people would object to these questions.

Income was mentioned in almost all groups. Many participants indicated that income is “*very, very private*“. One participant said, “*I can maybe state my income bracket (not an exact figure)*”.

Other questions that were mentioned included:

- HIV status (“*it is embarrassing having to respond to such questions*”);
- Political affiliation (“*such information is very confidential*”) (GP);
- Smoking habits and eating habits (EC); and
- Level of education (EC).

h. What are things that can be done to facilitate your participation in censuses and surveys?

Many participants felt that if communities at large could benefit from the census (e.g. through job creation for the unemployed), they would be more cooperative. They indicated that educating people about the advantages of participating in censuses could facilitate participation. There was a consensus among all groups that merely knowing more about the census would make people more cooperative.

Many participants complained that the time that was set aside for the census was too short. It was stated that some people were not counted because of a lack of time from the side of the Stats SA officials who were in a hurry to move to other areas. One participant said, “*with voting, when you go and vote, it takes a few good days. I think there is more emphasis on voting than censuses*”(WC). This sentiment was also shared by another participant who suggested that there should be a day set aside for the census (like it is done on the election day), when everybody will be completing his or her form for submission. This observation highlights a need for the census to be presented as a very important national obligation.

Sharing the same line of thought was another participant who argued that *“... people make an effort to vote because they are affected by the vote, but with census, they are not affected”* (WC). This shows that some people do not participate because they do not know or perceive the need for censuses. The reason for this is primarily that people fail to look at achieved development outcomes as a result of participating in census.

Another suggestion that was mentioned in all groups was that the media (such as television, radios, and magazines) could be used to inform people about census. When the moderator asked participants in one group of possible time slots when they think census might be publicised on the television, they said *“20:00 and early in the morning before we go to school”* (KZN). Some participants indicated that adverts should be placed in magazines that are typically read by the youth, such as *“Top Car”, “SA Sport Illustrated”* or *“any other sporting magazines”*. The utilisation of local newspapers and community radio stations (East Coast Radio (KZN), 5 FM) were also recommended. Some participants even recommended that announcements should be made in *“bashes”* or *“night clubs”* that would encourage the youth to take part in censuses (GP). There were those who felt that holding general meetings and workshops to educate people about census would boost the participation.

Some participants stated that the census officials should wear uniforms and nametags for identification during data collection.

Keeping the questionnaire short and simple was yet another suggestion. The following statement indicates this sentiment: *“They should ask how many people are there, gender, how many children...that’s enough and does not waste”*.

i. What might stop or prevent you from participating in censuses and surveys? What is the reason for this?

It was evident that most of the young male participants viewed the census as an inconvenience to their fast-tracked lifestyles. Some mentioned that they are still studying and are tired when they come home. When the moderator of one of the

groups asked the participants when they think they are most likely to be available for a census interview, they indicated that they are usually home between 18:00 and 19:00, whilst some suggested 20:00 (KZN). One WC participant suggested that the interviewers should visit them in the afternoon when many people are back from work. It was also suggested that the census should be advertised through the post, sms's and flyers so that they would know about it in advance and be prepared for it. Similarly, one participant admitted that "*we don't like surprises*" and thereby suggested that people be informed in advance through media about the census.

Most participants felt that people get discouraged from participating in any government initiative if the government does not deliver or fulfil its promises. Moreover, some argued that asking personal questions such as their HIV status scares them away as such questions are perceived to be intrusive. In some discussions, poor social skills of interviewers were mentioned as the main hindrance to participation.

j. What type of person would you prefer to conduct a census interview with you?

When the participants were asked to describe their ideal interviewer, the responses that emanated from the discussions were primarily about the interviewers social skills. Almost all the participants said they would prefer to be interviewed by someone who is very polite, respectful and friendly. They were almost unanimous in stating that the unemployed people should be employed as census officials.

The participants stressed that the enumerators should be literate. They should be competent and able to provide clarification when required. Moreover, the enumerators should be "enthusiastic" about his/her job. The participants complained that the census interviews are long and can be boring. They felt that it is up to the enumerator to make the interview exciting.

There were also some comments with regard to enumerator dress code. The participants suggested that Stats SA officials should wear nametags and appropriate attire that indicates that they are indeed from Stats SA.

A major criterion that was mentioned across all groups was 'language'. For many of the participants race was not an issue, but they felt that it is important that respondents should be able to communicate freely with the enumerator in their home language. The EC group argued that a common language and cultural background would enhance the interview process. Statements such as the following attested to this: *"...a person who can speak the local language"*. One participant did mention that he prefers to be interviewed by someone of his race. When asked to elaborate by the moderator, he said, *"... it should be a black person, because blacks are the ones without jobs"* (GP).

There was disagreement amongst the participants on whether they prefer to be interviewed by someone from their neighbourhood or a stranger. Some participants stated that they do not want strangers *"budging"* into their homes because of safety concerns. Even so, the majority still felt uneasy disclosing private information to someone from their neighbourhood. One participant said *"I don't want to give someone that I know confidential information, definitely not my neighbour"* (WC).

k. Is it a good idea for the government to count the people of the country and gather information about them? What are the advantages? What could go wrong?

Most of the participants saw this exercise in a positive light. They argued that it is an indication that the government cares for the people. For others, the government counts people to determine their infrastructure needs in respect of jobs, schools, hospitals, clinics and housing. On the positive note again, some stated that through the counting, the government is trying to determine how many people are unemployed and how many children are in need of the grants. There were also those who were very pessimistic who argued that the government would never get the correct information through the census as the interviewers

miss some of the houses. The participant said *“last year they put a sticker in front of my house to prove that they have been in my house. I never saw anybody in my house...nobody came to my house “ (WC) “*. Some skeptics were also complaining they always participate but have never been able to point to any visible developments; *“they are always counted, but no jobs have been created”*. When asked about possibilities of what could go wrong, EC participants raised a concern about census officials missing some houses and thus distorting the results.

I. What do you understand by the concept ‘confidentiality’?

When the participants were asked what they understood by the concept of confidentiality, one participant said it means *“they keep information to themselves, like Stats SA will not disclose your information”*, also indicating he has high trust in Stats SA (WC). As the discussion progressed and participants exchanged ideas, another participant contested the previous comment by arguing that there are no guarantees that the information is indeed kept confidential. A participant from KZN cited receiving junk mail as evidence of companies that sell client lists with personal information to other organisations (KZN). One participant defined confidentiality as a *“best kept secret to ones self and if to be shared with someone, with an obligation not to leak the information”* (EC); another stated that *“it is a personal matter and something that is private”* (GP).

m. In most cases, before the interview, you get told that all the information you will give will be treated confidentially and that you and your household members will not be identified by name or address. Do you believe or trust this? What is the reason for this?

In general, the participants did not believe that their information is kept confidential. Some participants argued that anybody could access the information (KZN). This distrust was conveyed by such statements as the following: *“It will leak out”*; *“commercial businesses will pay a lot of money for that information, that need that information about you so that they can know exactly how to market their products”*; *“if they have people coming to interview you, if they get your*

information, they will speak about it to someone else; its like a chain reaction” (KZN). There were also those participants who argued that there are too many questions asked in the censuses and were sceptical that all that information could be kept confidential. There was, however, a minority who strongly believed that the information is kept confidential. One GP participant was adamant that Stats SA does not refer to individual people but only use percentages when releasing the results, whilst one KZN participant argued that they have to believe that the information is kept confidential because “Stats SA is a very big organisation”. Another participant argued that people would have stopped participating in surveys a long time ago if the information was not kept with strictly confidential.

n. What do you fear most about people having access to your details or information?

The participants felt that the disclose of information such as income might provide an indication that that respondent’s family is rich and thereby induce criminal activities such as kidnapping or burglary.

o. Which specific information wouldn’t you want to be disclosed by Stats SA to other organisations or people?

When the participants were asked about the information they would not want Stats SA to disclose to other organisations or people, the responses that came up varied in different provinces. There was a general agreement amongst the KZN participants that people of their age do not have any confidential information that can jeopardise them when revealed. One participant said, “*we do not have households of our own*”, indicating that they were still dependents. The GP group felt that education-related information should not be revealed to other organisations. Income, sexual orientation and health-related issues were listed as private information that should not be disclosed to other organisations.

p. Do you know anybody in your community who was not covered in Census 2001? If so, what was the underlying reason for this? What can Stats SA do not overcome this problem?

All the participants from all groups were counted in the last Census (2001) with the exception of two (KZN) who said they were not sure. Participants from different groups mentioned that street kids and people working in urban areas were not counted. They suggested the census should be widely publicized through the media so that everyone can be aware of it and make it their responsibility to be counted.

q. How many are we in South Africa

The estimates ranged between 42 million and 46 million people.

9. Some highlights in the results

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
Have you heard about the census?	Almost all participants have heard of census, with a few indicating that they were not covered in the last census.	Most have heard about census, and some revealed that they did not participate in Census '96 and Census 2001.	Almost all have heard about census and did take part in the last censuses.	Most participants have heard about census.	Most participants have heard about census.	Most participants had a general understanding of what the census involves.
Do you know which organisation conducts population censuses in South Africa?	From all the groups, only two participants were able to identify Stats SA as the organisation that conducts population censuses. Some speculated that it is the <i>“Welfare Department”</i> or <i>“some other organisations”</i> .	Most did not know which organisation conducts censuses. <i>“Government”</i> , a <i>“black company”</i> , and <i>“Department of Statistics”</i> were mentioned.	Some participants were able to identify Statistics SA whilst others suggested <i>“Census SA”</i> , the HSRC, the Department of Statistics and the Health and Welfare Department.	Not one participant from the CC group could identify Stats SA. Participants maintained that they only know that the people doing the interviews are from the <i>“government”</i> . The	Very few participants knew that Stats SA is mandated to conduct population censuses. Many of them said ‘census; arguing that people doing the counting are always referred to as people from census. Some said it ‘is the ruling party’ whilst some said it is the ‘ANC’.	Most participants across different provinces were not sure of the specific organisation responsible for population censuses. Most were however aware that it is through government’s directive that people are counted. Some thus said ‘government’ whilst others said ‘Department of Home Affairs.

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
				Department of Home Affairs, and the “ <i>Department of Population</i> ” were mentioned as possible departments responsible for population censuses in South Africa.		
Who uses the information collected and what is it used for?	It was agreed that government uses the information. The uses of the information given varied. In general it was stated that the information is used to determine the population size so	Several participants were of the view that government was the only user, whilst a few thought it was also used by business. They indicated that the information is used for planning	One participant said the data is “ <i>certainly not used to improve health system</i> ”, whilst another one said it is used by the Receiver of Revenue. Some were very positive - they stated that marketing agencies and the	Almost all participants knew that the government uses the information. , In Limpopo, however, only one participant could respond	Most of the participants were of the view that the information is conveyed to the national government, whilst some mentioned the Departments of Home Affairs and	There was agreement that government is the main user of the information. Participants indicated that the information is collected to improve their living standards. Other frequently mentioned uses included: monitoring the number of unemployed; curbing the housing problem; and

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
	that the government is able to cater for the needs of all the people.	purposes.	government use the data to develop communities.	to the question. Some maintained that the information is used for planning purposes, whilst others stated that they do not know what it is done with the information, as they have not witnessed any changes in their communities	Housing. They stated that the information is used for planning (to determine how many more jobs to be created and to determine the distribution of the RDP houses).	determining mortality and birth rates. Commercial users were also mentioned as possible users of the information to market and promote their new products.

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
<p>In a census, do you prefer being interviewed or completing a questionnaire yourself ? Tell us the reason for your preference.</p>	<p>Most of the participants expressed preference for being interviewed (the interviewer can offer clarifications when needed), with very few preferring to complete the questionnaires themselves.</p>	<p>They expressed preference for completing census forms themselves and recommended that forms be simplified in the future. However, because of the private nature of some questions because some people are illiterate, some people might have to be interviewed. For this purpose, census officials should be well trained to be able to assist where necessary. They further</p>	<p>They indicated that they prefer to complete questionnaires themselves.</p>	<p>Most of them expressed preference for face-to-face interviews, as they believe that it opens up job opportunities for the unemployed. There were very few who preferred to complete the questionnaires themselves. The reason why some indicated preference to complete it by</p>	<p>They expressed preference for face-to-face interviews. The recurring theme was that some of the people are illiterate and would need assistance from the interviewer. They furthermore believed that it is less of a hassle and inconvenience when they are interviewed. They proposed that interviewers should carry identification cards or letters.</p>	<p>The majority of participants preferred to be interviewed. They indicated that when interviewed, the official could offer clarification and guidance when needed. Most argued that it is easier and quicker to talk than to write. Literacy and language barriers to the successful completion of questionnaires were also mentioned. The few that preferred to complete questionnaires themselves argued that they prefer to do it in their own time. Furthermore, some questions are sensitive and they would not freely disclose such information to an interviewer.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
		<p>suggested that appointments should be made in advance instead of census officials just arriving on the farm. They advised that weekday afternoons might be appropriate times for interviews with farm workers.</p>		<p>themselves was that they do not trust that officials put down the correct responses.</p>		

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
Can you suggest any alternative methods of collecting data in a census?	<p>Suggestions included the use of a toll-free number, emails and sms's. Some discouraged these methods, as they would diminish job opportunities. Other suggestions were that the "Department of Home Affairs" or the "Department of Labour" should collect information about the number of births and convey this information to Stats SA. A recurring</p>	<p>Most participants held the belief that the '<i>door-to-door</i>' method is still the best.</p>	<p>Alternative methods mentioned were email, cell phones, and post. There were suggestions that collection points could be placed at Spar, Checkers or at the municipal offices. Some also suggested the use of incentives, and the establishment of local census offices.</p>	<p>Many could not suggest alternative methods, but were in favour of using local people. Some suggested that instead of being interviewed, all necessary information could be downloaded from the files of the Department of Home Affairs. Some suggested that in the future the selection of the</p>	<p>The participants argued against the use of telephones and stated that they were happy with the current way of conducting census, i.e. through face-to-face interviews.</p>	<p>The use of post, email, internet, and phones were mentioned the most, even though all these methods were also contested. Some suggested that incentives (such as lotto tickets) should be introduced to encourage people to complete forms. There was another suggestion that such information be mined from the national registry.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
	suggestion was the involvement of community leaders.			officials should be democratic to avoid nepotism.		

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
<p>What sorts of questions should be asked in a census? Tell us the reasons why you think such questions are applicable.</p>	<p>The questions mentioned included the number of people in each household, their age and sex, race and ethnic group, household income, disability, level of education, ownership of houses and the number of people receiving social grants. Some participants also suggested that information on the number of recent births should also be collected in censuses.</p>	<p>Details about sex, race, disability, income, hobbies, number of children, literacy, educational qualifications and employment status should be requested. A few participants complained that the questionnaire for Census 2001 was too long.</p>	<p><i>“Normal demographic questions”</i>: age, sex and number of children. Some suggested race and citizenship, ID numbers, access to infrastructure, employment status. It was stated that the questionnaire should be simplified and shortened.</p>	<p>Number of people in the household, location of toilets and clinics, sports facilities. Information about income and education were believed to be crucial.</p>	<p>Number of people in the household, how many are working/not working, number of disabled family members, number of children in the household, whether children go to school, whether there are sick people, if the household has electrical appliances, family income, the number of pensioners in the household, how many family members receive grants, citizenship, ethnicity, gender, as well as names and surnames.</p>	<p>Questions on the number of people in the household, the owner of the house, the number of children in the household, the number of deceased, the number of people with special needs, work status, religion, place of birth, ownership of assets like TVs and access to services should be included in a census questionnaire.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
<p>What sorts of questions should NOT be asked in a census? Tell us why people would object to these questions.</p>	<p>Some participants objected to being asked about their “political affiliation”. There were also some who did not want to be asked questions about marital status, smoking habits, mode of transport, and criminal records.</p>	<p>Income was frequently mentioned. Amongst the other questions mentioned was HIV status, race, the number of toilets and bathrooms in the house, monthly expenditures and the number of employees employed.</p>	<p>Some objected to supplying their ID numbers, income, the number of toilets in the house, HIV status, religion, race, phone numbers, email addresses and names. One participant suggested that census should be given a new name.</p>	<p>Some participants objected to being asked questions about their possessions, whilst others said they do not like to be asked about their mode of transport.</p>	<p>The participants objected to being asked questions that relate to their political affiliations, possessions, family income and marital status. They also did not want to state how many people live in their backyard.</p>	<p>Income was frequently mentioned. Other questions that participants objected to were those that relate to HIV status, political affiliation, smoking habits, eating habits and level of education.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
<p>What are the things that can be done to facilitate your participation in censuses and surveys? What is the reason for this?</p>	<p>All the participants argued for more consultation and communication prior to a census in order to enhance participation. Some complained that they were only approached when problems were encountered.</p>	<p>It was suggested that appointments should be made beforehand. Weekdays after work were suggested as the appropriate time for interviews, whilst others suggested the winter or rainy days, as well as February or March. The participants believed that following appropriate procedures and protocols would facilitate cooperation.</p>	<p>Many participants stated that they would be more cooperative if they were better informed about the purpose of the census, the use of the information collected and its benefits. Some participants suggested a wider distribution of census data.</p>	<p>The participants suggested that workshops should be organized to educate and inform people about the census. They also suggested the use of local community members as census officials.</p>	<p>The participants believed that people might be motivated to cooperate if censuses would create employment for communities, This implies using local people as census officials. They were adamant that the use of incentives would make people more cooperative. Some participants suggested that people would be informed through workshops, media and through the ward councillors and chiefs about censuses.</p>	<p>Many of the participants felt that they would be encouraged to participate if the censuses would benefit the communities. They stated that if people would be educated about censuses, they might be more cooperative. Some participants complained that time set for census is not enough, which is why some people are omitted during the counting. There were suggestions that censuses should be widely advertised. <i>“Sports magazines”</i> and <i>“Top car”</i> were mentioned, as appropriate magazines read by the youth in which the census could be advertised Workshops were also suggested. Some participants stated that</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
		<p>Information about the visits of census officials should be conveyed through churches, community leaders and farmers associations. Some participants stressed the importance of diligence and commitment by census officials. It was stated that officials should use respondent's home language.</p>				<p>the questionnaire must be kept <i>"short and simple"</i>.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
<p>What might stop or prevent you from participating in censuses and surveys? What is the reason for this?</p>	<p>Some participants suggested that in future census should be well planned to avoid a last-minute rush.</p>	<p>Incompetence amongst officials and a lack of clarity in questions were mentioned.</p>	<p>One participant said she would be unwilling to respond to questions that are <i>“too personal”</i>.</p>	<p>The participants argued that <i>“not knowing”</i> might be a hindrance. They need to be informed about the purpose and benefits of censuses.</p>	<p>Poverty and ignorance were mentioned as possible hindrances. Some participants said they want to be informed beforehand. Some indicated that they are discouraged because censuses do not bring any changes afterwards. Referring to Census 2001, some participants complained about the bad attitudes of the census officials.</p>	<p>Most of the participants viewed censuses as an inconvenience. They suggested that they should be informed in advance and that officials should make appointments. Some participants stated that personal questions such as HIV status tend to scare them away.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
<p>What type of person would you prefer to conduct a census interview with you?</p>	<p>The criteria mentioned included people who are very patient, well trained, humble and who know how to explain questions. The need for courtesy was also mentioned. Some participants mentioned that the officials should adhere to an appropriate dress code. They also said that officials should be clean and have some identification. There were divergent views on the preferred origin of officials.</p>	<p>The participants expressed preference for people of their own race and culture. They also mentioned the need for officials to be <i>'committed, informed and considerate'</i>.</p>	<p>School children should not be used. The enumerators should be unemployed, from a disadvantaged background, and should be able to speak the local language. An enumerator should be someone with a smile. Some participants preferred enumerators from their communities whilst others preferred strangers.</p>	<p>Enumerators should be patient, speak the local language, friendly, competent, respectful and, educated.</p>	<p>Enumerators should be patient, sensitive and objective. They should have a smile, be respectful and presentable. They should be local people who can understand the respondents' language, and should be well trained. It was agreed that the enumerators should be unemployed.</p>	<p>Enumerators should be polite, respectful, friendly, unemployed, be literate, and enthusiastic about the job. They should wear appropriate attire with nametags indicating that they are from Stats SA. Some participants said that they prefer to be interviewed by someone who speaks their language. Some preferred to be interviewed by strangers, whilst others preferred to be interviewed by someone from their local area.</p>

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
Is it a good idea for the government to count the people of the country and gather information about them? What are the advantages? What could go wrong?	Most of the participants agreed that censuses are beneficial. There were some participants who criticised censuses and stated that some people do not get counted.	Most participants agreed that censuses were beneficial. Some participants pointed out that for censuses to be beneficial the data must be used for planning and infrastructure developments. One participant alleged that the date was merely thrown away.	Some participants commented that it was for their own good to complete the forms.	Many of the participants agreed that censuses are beneficial, especially with regard to job creation and distribution of RDP houses. One group, however, was very pessimistic, arguing that they do not even know why they are being counted.	The participants warned against the use of strangers as census officials as they might be ill-treated in other communities. It was suggested that Stats SA should present itself to the public as a neutral body that is not implicated in any political agendas.	Most of the participants argued that censuses are beneficial and show that the government cares for its people.

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
What do you understand by the concept “confidentiality”.	Most of the participants indicated that they trust that their information is used in a confidential manner.	Some participants stressed the need for absolute confidentiality. Some were cynical about giving their ID numbers, as everything could then be easily linked back to them.		Whilst some participants felt that respondents should give all necessary information to the officials others argued that there are some questions that probe into their personal lives.	Some participants felt that there is no confidentiality, as they do not even know what is done with the information.	Most of the participants said they believe that the information is kept confidential. One participant, however, argued that there is never any guarantee that their information is kept confidential.
In most cases, before the interview you get told that all information you will give will be treated confidentially and that you and your household members will not be identified by name or address.	Most of the participants said they do trust that their information is kept confidential. A minority held that some people who are not involved in census might have access to the information.	Not even one participant in the farmer’s group said that he believed that census information is kept confidential.	Nobody believed that the data could be kept fully confidential.	In general, the participants indicated that they do trust that their information is kept in strict confidentiality.	Most of the participants do not trust that the information is kept confidential. The reporting of crime was cited as an example of a situation where they are told that their details will not be	Almost all the participants said that they do not believe that the information is kept confidential.

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
Do you believe or trust this? What is the reason for this?					disclosed, but where it is revealed nonetheless. The participants admitted to giving false information to questions they perceive to be invasive.	
What do you fear most about people having access to your details or information?		One farmer expressed concern about having to reveal details such as whether they have a television set or not.	Some participants expressed concern about information that might facilitate the targeting of the household by crime.	Some participants said they do not fear revealing all the information. They need to know why the information is being collected, however.	The participants argued that they are hesitant to give information that may lead to a security risk.	Income was mentioned the most.

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
Which specific information wouldn't you want to be disclosed by Stats SA to other organisations or people?	There was a concern about having to give ID numbers. Some participants were however adamant that no individuals' names would be mentioned once the census data was made public.	Most of the participants mentioned income and material possessions.		HIV status and ID numbers were mentioned most.	Political affiliation, HIV status and ID numbers, as well as income were mentioned.	There was a general agreement that people of their age do not have anything to hide. Some participants mentioned income, sexual orientation, and health-related issues.
Do you know of anybody in your community who was not covered in Census 2001? if so, what was the underlying reason for this? What can Stats SA do to overcome this problem?	The participants from KZN indicated that many people from their areas were not counted in the last census. It was suggested that the Indunas should be consulted in the future to avoid such omissions.		Some participants agreed that censuses are essential but want to see improvements in the near future.	People without ID's and those that were at cattle posts during the counting were not covered.	People who lived by themselves and who returned late from work were not counted. Most of the participants indicated that they were not counted during Census 2001.	Street kids and people working in urban areas were not covered.

Question	Traditional leaders	Commercial Farmers	Residents in former white suburbs	Residents in changing communities	Residents in informal settlements	Young males
How many are we in South Africa?	NW: 43-60 million FS: 42-50 million LP: 40-47 million	WC: 45-50 million FS: 42-62 million	GP: 42-45 million KZN: 45-50 million	5 million, 36 million, 45 million, 100 million and above	KZN: 44 to 60 million WC: 44 million GP: 47- 50 million	KZN: 42-46 million GP: 4,4-45 million
Additional information	An additional census for the Indunas should be conducted to inform the government about local issues and challenges.			The participants want to know which organisation conducts the population censuses. Is this organisation from the ANC or Bophuthatswana?	The participants would like to be asked about their needs. Some suggested that the questionnaire should be shortened, whilst some want to see results and changes after a census.	

10. Executive pointers

10.1 General recommendations

The following recommendations with regard to methodology are made based on the inputs that were received from the participants in the focus group sessions:

Before the interviews	<ul style="list-style-type: none">• National media campaigns should be launched. These should address issues of confidentiality by assuring potential participants that, by law, the information they provide will be kept strictly confidential. They should also enlighten people about the relevance of the census and what it involves, as many participants stated that they do not know what it is.• Through these campaigns people should also be alerted about feedback structures in their communities. It was also a major concern for many of the participants that they do not get informed about the results of the census. A toll free number might also be given out during the publicity campaign where people might contact Stats SA if they need assistance with completing the questionnaire, have completed the form and require advice on where to send it, or have any queries.• The local structures should be consulted and be involved in the undertaking of a census. The correct protocol with regard to access should be followed.• Appointments, where applicable, should be made well in advance.
The enumerators should be ...	<ul style="list-style-type: none">• Patient, friendly, respectful, polite, humble, cheerful (<i>'someone with a smile'</i>) and enthusiastic.• Well-trained and competent to enable them to offer clarification and guidance to the respondents on the spot.• Presentable, dressed in appropriate attire (e.g. Stats SA shirts or aprons) and carry identification cards.• Have the same demographics as the respondent and understand traditional values or customs.

10.2 Comments on the questionnaire that is proposed for the quantitative study

Questionnaire outline provided to the HSRC for comment

Section A Home (needed for the market segmentation of data providers)

- (1) By observation: Type of dwelling
- | | |
|----------------------------------|----|
| House | 1 |
| Cluster house | 2 |
| Town house | 3 |
| Flat | 4 |
| Matchbox/improved matchbox house | 5 |
| Traditional hut | 6 |
| Hostel | 7 |
| Hotel / boarding house | 8 |
| Compound | 9 |
| Room in backyard | 10 |
| Squatter hut | 11 |
| Caravan | 12 |
| Other (STATE) | 13 |
- (2) By observation: Electricity in home
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
- (3) By observation: Water laid on (ASK IF NOT SURE)
- | | |
|---|---|
| Tap water in house | 1 |
| Tap water on plot, not in house | 2 |
| Communal tap water, not on own plot or in-house | 3 |
| No access to tap water | 4 |
- (4) Do you have hot running water from a geyser in your home?
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
- (5) What type of toilet do you have, if any, for this household?
- | | |
|--------------------------------|---|
| Flush toilet – in house | 1 |
| Flush toilet – outside house | 2 |
| Communal portable flush toilet | 3 |
| Non-flush toilet | 4 |
| None | 5 |
- (6) Do you have a built-in kitchen sink in your home?
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
- (7) Please read this list and tell me which items, if any, are presently in your household.
- | | |
|---|---|
| Electric stove | 1 |
| Other (gas or coal) stove | 1 |
| Electric hotplate | 1 |
| Microwave oven | 1 |
| Refrigerator or combined fridge/freezer | 1 |
| Free standing deep freezer | 1 |
| Vacuum cleaner | 1 |
| Dishwasher | 1 |
| Automatic front loading washing machine | 1 |
| Automatic top loading washing machine | 1 |

Semi-automatic/twin tub washing machine	1
Tumble dryer	1
Sewing machine	1
Television set	1
Video cassette recorder	1
Personal computer/personal laptop in home	1
Hi-fi/music centre	1
DVD Player	1
None of these	1
(8) Excluding radios in motorcars and other vehicles, how many, if any, radio sets which are in working order, are there in your household?	
No. of radio sets	--
(9) How many domestic workers or household helpers are there in your household?	
None	0
One	1
Two	2
Three or more	3
(10) Do you have a telephone/land line (excluding cellular phone) at home?	
Yes	1
No	2
(11) How many cell phones are there in your household? Please include cell phones that are owned, rented or used by anyone in your household (including your own).	
	--
(12) Does your household have an M-Net decoder (for terrestrial not satellite channels) or is your home complex linked to M-Net?	
Yes	1
No	2
(13) Does your household have a Multichoice DSTV decoder?	
Yes	1
No	2
(14) How many motor cars, station wagons, bakkies and mini-buses/kombis, including company cars, are there in your household? Please exclude motor bikes, scooters or trucks.	
None	0
One	1
Two	2
Three or more	3
(15) Does your household make use of a home security service?	
Yes	1
No	2

Section B Household and personal data (needed for the market segmentation of data providers)

(16) By observation: Gender	
Male	1
Female	2
(17) By observation: Population group	
Black	1
Coloured	2
Indian	3

- | | |
|-------|---|
| White | 4 |
|-------|---|
- (18) Are you the head of the household?
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
- (19) Into which age group do you fall? Just give me the letter.
- | | |
|--------------------|----------------------|
| 16 – 19 | A |
| 20 - 24 | B |
| 25 - 34 | C |
| 35 - 44 | D |
| 45 - 49 | E |
| 50 - 54 | F |
| 55 - 64 | G |
| 65+ | H |
| Refusal/Don't know | INTERVIEWER ESTIMATE |
- (20) Would you mind telling me your exact age?
- Refusal/Don't know 000
- (21) What is your marital status?
- | | |
|----------------------------|---|
| Single | 1 |
| Married or living together | 2 |
| Widowed | 3 |
| Divorced | 4 |
| Separated | 5 |
- (22) What is the highest level of education you personally have achieved? Just give me the letter.
- | | |
|---|---|
| No schooling | I |
| Some primary school | J |
| Primary school completed | K |
| Some high school | L |
| Matric (Grade 12) | M |
| Artisan's certificate obtained | N |
| Post Matric (degrees/diplomas/certificates): | |
| Technikon diploma/degree completed | O |
| University degree completed | P |
| Professional | Q |
| Technical | R |
| Secretarial | S |
| Other (STATE) | T |
- (23) How many people, excluding domestic workers and household helpers, but including yourself are there in each of the following groups, currently living in this household?
- | | Males | Females |
|-----------------|-------|---------|
| Under 12 months | | |
| 12 – 23 months | | |
| 24 – 35 months | | |
| 3 – 6 years | | |
| 7 – 9 years | | |
| 10 – 11 years | | |
| 12 years | | |
| 13 – 14 years | | |
| 15 years | | |
| 16 – 34 years | | |
| 35+ years | | |

(24) How many people in your household earn money? Please **INCLUDE** those who have an income from pensions and investments, but **EXCLUDE** children's part-time earnings.

(25) Please give me the letter which best describes the **TOTAL MONTHLY HOUSEHOLD INCOME** of all these people before tax and other deductions. Please include **all** sources of income i.e. salaries, pensions, income from investments, etc.
See list in (13).

(26) Please give me the letter which best describes your **PERSONAL TOTAL MONTHLY INCOME** before tax and other deductions. Please include **all** sources of income i.e. salaries, pensions, income from investments, etc.

R 1 – R 199	A
R 200 – R299	B
R 300 – R399	C
R 400 – R499	D
R 500 – R 599	E
R 600 – R 699	F
R 700 – R 799	G
R 800 – R 899	H
R 900 – R 999	I
R 1000 – R 1099	J
R 1100 – R 1199	K
R 1200 – R 1399	L
R 1400 – R 1599	M
R 1600 – R 1999	N
R 2000 – R 2499	O
R 2500 – R 2999	P
R 3000 – R 3999	Q
R 4000 – R 4999	R
R 5000 – R 5999	S
R 6000 – R 6999	T
R 7000 – R 7999	U
R 8000 – R 8999	V
R 9000 – R 9999	W
R 10000 – R 10999	X
R 11000 – R 11999	Y
R 12000 – R 13999	Z
R 14000 – R 15999	ZA
R 16000 – R 19999	ZB
R 20000 – R 24999	ZC
R 25000 – R 29999	ZD
R 30000 – R 39999	ZE
R 40000+	ZF
No personal income	XX
Refuse	ZZ

Section C Interpretation of concepts like privacy, confidentiality, disclosure, data sharing, and statistical purposes

(1) Statistics South Africa pledges to respondents of population censuses that their individual responses are confidential by law. Do you believe that your responses are truly confidential?

Yes	1
No	2
Don't know	3

(2) Do you think another government agency (such as the South African Revenue Service) could get access to the population census information about a specific individual if the agency really tried?

Yes	1
No	2
Don't know	3

- (3) Please rate how much you agree or disagree with each one of the following statements.
- | | |
|-------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Disagree | 3 |
| Strongly disagree | 4 |
| Don't know | 5 |
- (a) Government agencies, in general, usually try to do what is best for the people.
 (b) Statistics South Africa usually tries to do what is best for the people.
 (c) The information collected Statistics South Africa's population censuses is important for effective governance
 (d) Statistics South Africa's promise of confidentiality of census data can be trusted.
 (e) I trust Statistics South Africa staff to keep population census information confidential.
 (f) People's answers to Statistics South Africa's population censuses cannot be used against them.
 (g) One purpose of Statistics South Africa is to keep track of people who might cause trouble for the government.
 (h) The Statistics South Africa is doing enough to encourage the public's cooperation in population censuses
- (4) Please rank the following reasons respondents in your community may purposefully choose not to participate in a population census
- | | |
|--------------------------|-----|
| Reason given most often | 1 |
| ... | 2-6 |
| Reason given least often | 7 |
- (a) Too busy/not interested/respondent fatigue
 (b) Anti-Government attitudes
 (c) Censuses not mandatory
 (d) Privacy/confidentiality concerns
 (e) Fear/won't open door to strangers
 (f) No one ever home
 (g) Fear of negative consequences
- (5) How likely you think it is that one of the following violations of confidentiality might happen with Statistics South Africa's population census data within the next ten years?
- | | |
|-------------|---|
| More likely | 1 |
| Less likely | 2 |
| Unlikely | 3 |
| Neutral | 4 |
| Don't know | 5 |
- (a) MANDATORY release of confidential data ordered by a court of law.
 (b) DISCOVERY of an individual's personal information by someone who puts Statistics South Africa data together with information from other sources.

Section D Understanding of rights and duties with data collection for population censuses

- (1) True or false? Statistics South Africa is forbidden by law from giving other government agencies survey information identified by name or address.
- | | |
|------------|---|
| True | 1 |
| False | 2 |
| Don't know | 3 |

- (2) True or false? Respondents are required by law to respond to the population census.
- | | |
|------------|---|
| True | 1 |
| False | 2 |
| Don't know | 3 |

Section E Kinds of information about themselves data providers consider to be most sensitive

- (1) Please rate how much you agree or disagree with each one of the following statements.

Strongly agree	1
Agree	2
Disagree	3
Strongly disagree	4
Don't know/Not applicable	5

- (a) The population censuses of Statistics South Africa ask respondents very sensitive questions
 (b) As a respondent to the population censuses of Statistics South Africa I sometimes felt that I had no choice but to provide information that I really did not want to give.

- (2) Based only on your feelings about invasions of privacy, please rate (from 1 – 7) the sensitivity of the following census topics.

Most sensitive	1
...	2-8
Least sensitive	9

- (a) Sex (i.e. whether a person is male or female)
 (b) Age
 (c) Marital status
 (d) Population group
 (e) Income
 (f) Migration (i.e. movement to different dwellings)
 (g) Fertility (i.e. births)
 (h) Mortality (i.e. deaths)
 (i) Conditions of housing

Comment

<p>Section A: Information on the type of dwelling, accessories and domestic helpers</p>	<ul style="list-style-type: none"> • With regard to the question on the type of dwelling, even though it is through observation by the fieldworker, it must be noted that some participants objected to questions such as “How many people live in your back yard?” • The participants felt that questions on access to services are very relevant to them as it indicates that government cares about their needs. (See Q.4 Do you have running water from a geyser in your home?) • With regard to the question on the type of toilet, a few participants indicated that such a question should be asked in a census because the information could provide an indicator to their quality of life. On the other hand, the majority of the participants argued that this question is irrelevant. They felt that Stats SA has no business asking them about toilets. The rationale and relevance of this question should thus be communicated to the interviewees to enhance cooperation.
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	<ul style="list-style-type: none"> • The participants objected to being asked about their possessions (Q.7-14). They stated that disclosing such information might make them a target for crime. As this question is crucial, the potential respondents should thus be reassured. Please note that some participants even had concerns about being asked whether a domestic worker is full-time or half-day, as they were scarred that they might be targeted for crime.
<p>Section B: Household and personal data</p>	<ul style="list-style-type: none"> • The participants indicated that questions such as Q.18 are relevant since children head some households because of HIV/AIDS. • Some participants expressed support of questions such as Q.20 as it can indicate the number of pensioners in a household. • There were some objections to questions such as Q.21, as the participants felt that whether they were married or single is not relevant and invades their privacy. • Whilst many of the participants were in favour of questions on the level of education (for the government to see that there are many qualified but unemployed people), it must be noted that young males disapproved of such questions. • When the participants were asked about questions that they think should be asked in a census, almost all groups mentioned that it is important for the government to know “how many people are living in each household”. The CC group pointed out that this is important, as big families might be overcrowded in small houses. • Whilst there were a few individuals who felt that questions on income are relevant (as the results can be indicative of how many families are living below the poverty line), many argued that income is truly personal and confidential. Some, however, maintained that they would be willing to respond to the question if they do not have to give an exact figure of their salary, but only the income bracket.
<p>Section C: Reason for non-cooperation</p>	<ul style="list-style-type: none"> • Most of the participants did not believe that the information collected through censuses is kept in strictest confidence. Some participants mentioned that commercial companies and even SARS have access to the information. It would thus be advisable that a follow up on respondents believe or do not believe that their responses are confidential be added.

	<ul style="list-style-type: none"> • Various reasons for not participating in censuses emerged during the discussions. Some participants mentioned time constraints; they saw it an inconvenience; they were not informed in advance about the census; and there was a lack of competency from the enumerators. The main recurring theme was that if only enumerators were educated and informed about census, they would have participated or they would have been willing to participate. The proposed question might be even more informative if it could be opened to capture different opinions. • With regard to Q.5, “How likely do you think that one of the following violations of confidentiality might happen?”: This question might instill a sense of paranoia amongst the potential respondents. Some people are likely to start thinking about this for the first time and might then be even more reluctant to respond to the census questions truthfully.
<p>Section D: Perceptions on effectiveness of census operations and confidentiality</p>	<p>These questions effectively measure the respondent’s knowledge and the level to which they are assured that their information would not be conveyed to other government agencies.</p>
<p>Section E: Sensitivity of information</p>	<p>With regard to Q.2, various sensitive topics were mentioned. Income was the most mentioned in all groups.</p> <p>A few participants mentioned marital status and fertility as questions they felt should not be asked in census. They were of the view that such questions would not add any value to the information sought through census.</p> <p>Most participants mentioned age, sex, population group, migration, fertility, mortality and living conditions as the key questions to be asked in censuses. It is suggested that respondents should be asked to name the three topics that are perceived to be the most sensitive in censuses.</p>