

# Census 2021 New Methodologies Test (July – August 2018)

## Frequently Asked Questions

Possible Questions	Responses
What is the Census 2021 New Methodologies Test?	Statistics South Africa (Stats SA) is moving from the traditional paper method of collection to digital data collection. These new methodologies need to be tested before we go into field to conduct the census in 2021.
What are the new methodologies to be tested?	CAWI – Computer Assisted Web Interview, in which respondents register and complete the questionnaire online. CATI – Computer Assisted Telephone Interview, in which a staff member will contact the respondent telephonically and complete the questionnaire with them. CAPI – Computer Assisted Personal Interview, in which a face-to-face interview is conducted, with the fieldworker capturing the responses on a digital device, rather than a paper questionnaire.
Where will the test take place?	The test will be conducted in selected areas in three provinces: <ul style="list-style-type: none"> <li>✓ Gauteng – Waterkloof (City of Tshwane) and Norwood and Winchester (City of Johannesburg)</li> <li>✓ KwaZulu Natal – Umhlanga and Hillcrest (eThekweni)</li> <li>✓ Western Cape – Muizenberg and Greenpoint (City of Cape Town)</li> </ul>
When will the test take place?	<b>Community Mobilisation</b> 16 – 27 July 2018 <b>DU Publicity and online registration</b> 23 July – 04 August 2018 <b>Data Collection</b> 01 – 31 August 2018 (Reference night: 31 July)
How will the test be conducted?	During publicity, the respondent will have two options to choose from, that is, CAWI and CATI. If the respondent does not choose or prefer either of these options, CAPI will be the default mode of data collection.
What will happen if I choose CATI?	Your contact details, including the contact number, and the time you would prefer to receive the call for the interview will be captured and forwarded to the Call Centre. The Call Centre Agent will then call you for the interview based on the agreed time.
How safe are my personal details should I opt for	Firstly, the respondent is protected by the

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Computer Aided Web Interview (CAWI)? (How can Stats SA ensure that my details are not accessible to 3 <sup>rd</sup> parties?)	<p>Statistics Act No.6 of 1999.</p> <p>The Stats Act (Act 6 of 1999) states that information about individuals must be treated as strictly confidential. Information may not be provided to any other person or organisation. A fine not exceeding R10 000 or imprisonment of up to six (6) months or both is the penalty for a Stats SA official who is found guilty of violating the Confidentiality clause of the Act.</p> <p>Secondly, the online system that the respondent will access to complete the questionnaire has data security controls (including encryption) that prevent unauthorised access, hacking or any other security risk.</p>
How long does it take to complete the questionnaire?	The survey takes approximately 40-45 minutes to complete.
Why did you select my house?	Your house is within the selected area where the test is conducted and all dwelling units within this area will be visited.
How do I identify your fieldworkers?	Our fieldworkers are identified by IDs and Overshirts bearing the Stats SA logo. They will also have tablets to administer questionnaires.
Who do I contact to verify that the person at my door is from Stats SA?	<p>Gauteng:</p> <p>Mr Thomas Lehloenya 012 310 8483 082 888 2345 Thomasl@statssa.gov.za</p> <p>Gauteng (JHB):</p> <p>Mr Moses Shigadla 012 406 3307 082 906 4172 MosesSh@statssa.gov.za</p> <p>Gauteng (Tshwane):</p> <p>Ms Hlanganani Sayimane 012 310 4790 082 888 2389 HlangananiS@statssa.gov.za</p> <p>KwaZulu-Natal:</p> <p>Mr Gabriel Dlamini 031 360 0671 079 513 7219 GabrielD@statssa.gov.za</p> <p>Mr Yugen Naidu 031 360 0600 082 888 2593 Yugenn@statssa.gov.za</p>

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	Western Cape: Mr Mthombolwazi Dimbaza 021 481 5500 082 901 4796 mthombolwaziD@statssa.gov.za
Who will incur data and airtime charges in case I opt for CAWI/CATI? (Is Stats SA going to compensate me for Data usage, airtime or telephone bills)	<b>CATI:</b> Toll-free number 0800 110 248 is a specific number to be dialled when taking part in the survey and calls made from a Telkom landline are free of charge for the respondent.  <b>CAWI:</b> The respondent will be provided with a link that s/he has to access and register online using internet. The respondent will use his/her own data to register and complete the survey.
What if I have forgotten my login details but I still want to complete the questionnaire online?	You can call the call centre using the Toll-free number 0800 110 248 and the details will be resent to you.
I started the interview using CAWI but now I need someone to help me complete the questionnaire over the telephone (CATI)?	You can call the toll free number (0800 110 248) and agree with the Call Centre Agent on the best time to conduct the interview and complete the remainder of the questionnaire.
I do not have a landline, but I want to be interviewed through CATI, can someone from your office contact me?	Yes. The Call Centre Agent will contact you on the cellphone number that you provide and conduct an interview.
Who will be interviewed?	All members of the household and visitors who were present during the reference night (31 July and 01 August 2018).
Will I get the results after participating in this survey?	The survey is for the purpose of testing the two methods of collection which are CAWI and CATI. Therefore, the results will be internally analysed to see the preferred method that respondents are comfortable with.
What will happen if I don't participate?	Section 18 of Stats Act No. 6 of 1999 stipulates offences and penalties for respondents who refuse to participate.