

WHY WASN'T I ASKED ALL 51 QUESTIONS (NEW STRAITS TIMES, LETTER/20, 23 JULY 2010)

We wish to thank you for your comment highlights in the New Straits Times edition.

The enumerators who are appointed by the Census Commissioner's Office were given seven days detailed training on understanding the questions, concepts and definitions, communication skills, matters on attitude and etiquette while meeting with the respondents and other matters pertaining to the census. The enumerators were also reminded on the importance to strictly follow all the census procedures and guidelines. There are 51 questions in the census questionnaire. Enumerators are required to ask all of the questions during their visits. They have been instructed and trained to go through and ask all the questions in the sequence/order as printed in the form for every person in the living quarters. Although there are 51 questions, only those which are relevant and pertinent particular household will be asked. Some questions will be posed through observations.

The process of enumeration is carried out using three methods which are face to face interview and self enumeration whereby the respondents are given the choice either to fill up the hardcopy questionnaire or on-line via e-Census.

In the event of face to face interview, enumerator will ask questions and immediately fill up all information gathered from the respondents into the questionnaire. The census questionnaire encompasses 4 main parts that is:

- Part A – House Address – 1 question
- Part B – Living Quarters particulars – 11 questions
- Part C – Household particulars – 9 questions
- Part D – Person particulars – 30 questions

The Department takes this matter seriously. We regret that the enumerator had failed to adhere to census procedures and guidelines. As for the incidence that had taken place at your residence, please provide information of your house and contact number in order for us to investigate and take appropriate action.

The cooperation from the public is highly appreciated too, not only to respond to the census but also to provide feedback as to ensure the quality of the data. For enquiries, please e-mail to banci2010@stats.gov.my or contact toll free line 1-800-88-7828.

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