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*Steering Committee of the International
Monitoring Operation on the Population and Housing
Censuses in Bosnia and Herzegovina*

Fourteenth Assessment Report

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List of acronyms

BiH	Bosnia and Herzegovina
BHAS	Agency for Statistics of Bosnia and Herzegovina
CoM	Council of Ministers of BiH
CMIS	Central Monitoring Information System
CSO	Civil Society Organisation
DB	District Brčko
EA	Enumeration area
FBiH	Federation of Bosnia and Herzegovina
FOS	Federal Office of Statistics (FBiH)
EI	Entity Instructor
EN	Enumerator
EUPHC 2	Technical assistance to Population and Housing Census Phase II
GIS	Geographic Information System
ICEI	Department for International Cooperation and External Information
IMO	International Monitoring Operation
IMO MG	International Monitoring Operation, Management Group
IMO SC	International Monitoring Operation, Steering Committee
IT	Information Technology
LFS	Labour force survey
MCC	Municipal Census Commission (Census Commission of the units of local self-government)
MI	Municipal Instructor
PES	Post Enumeration Survey
Q	Question
RS	Republika Srpska
RSIS	Republic Srpska Institute for Statistics
SA	Statistical Area
SI	State Instructor
TA	Technical Assistance
TAP	Technical Assistance Project
TOR	Terms of Reference

Introduction and Background

1. A Population and Housing Census shall take place in Bosnia and Herzegovina (BiH) in accordance with the Law on the Census of the Population, Households and Dwellings in Bosnia and Herzegovina in 2013 as adopted by the Parliamentary Assembly of Bosnia and Herzegovina on 3 February 2012. The Council of Ministers of Bosnia and Herzegovina has invited the European Commission to organise the international monitoring of the Census. Therefore, the European Commission, the Council of Europe and the Council of Ministers of Bosnia and Herzegovina signed on 18 April 2012 a Memorandum of Understanding to agree upon the following:

- The general objective of the International Monitoring Operation (IMO) of the Population and Housing Census in Bosnia and Herzegovina is to monitor the compliance of the whole Census exercise, from the preparation to the data dissemination, with:
- International standards on population and housing censuses as defined by UNECE and Eurostat, and as adopted by the Conference of European Statisticians as Recommendations for the 2010 Censuses of Population and Housing;
- Regulation (EC) No 763/2008 on population and housing censuses, and its implementing measures;
- The Fundamental Principles of Official Statistics, adopted by the UN Statistical Commission, as well as the European Statistics Code of Practice, promulgated by the European Commission;
- Standards on data protection and confidentiality, as provided for in the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data of the Council of Europe, and the relevant European Union regulations in force.

2. The Operation will be carried out by a Committee of International Organisations, the Management Group (IMO MG) assisted by a Senior Census Expert, experts in population censuses, one or more experts in information technology and persons monitoring the census enumeration in the field.

3. The Senior Census Expert, the Census Experts and the IT Experts will assess the compliance of the Census in Bosnia and Herzegovina with the requirements listed in the Memorandum of Understanding, but they will not provide technical assistance.

4. Under the guidance of the Committee and the Senior Census Expert, the Census Experts shall:

- Examine the technical preparation of the Census including the pilot Census and post-enumeration survey, in particular the drafting of questionnaires and manuals;
- Monitor the collection, processing and dissemination of Census data, verifying the accordance with the requirements defined above;
- Control the fair and proper computation at all levels and whether the confidential nature of the individual data is fully guaranteed;
- Investigate any other matter with relevance for the Census.

5. The Management Group has designated Mr. Jean-Michel Durr as Senior Census Expert and Mr. Roberto Bianchini, Mr. Bent Noerby Bonde, Ms. Meryem Demirci, Ms. Kateri-

na Kostadinova-Daskalovska, and Mr. Guido Pieraccini as experts in population censuses. The Senior Census Expert and the Experts in population censuses form the IMO Steering Committee (IMO SC) of international experts.

6. The first mission of the IMO SC was conducted from 23 to 26 April 2012. The objective of this mission was to assess the preparations for the population and housing census in their main components, including the preparation of the pilot census. The report of the SC was sent by the Senior Census Manager on May 12 to the IMO MG.

7. The second mission was conducted from 26 to 29 of June 2012. The objective of this mission was to assess the progress made since the first mission in preparations for the population and housing census, including the preparation of the pilot census.

8. The third mission took place on 17 and 18 of September 2012 and was conducted by two members of the SC, namely, Mr. Jean-Michel Durr and Ms. Katerina Kostadinova-Daskalovska. The objective of the mission was to assess the implementation of recommendations made in previous reports and to assess the preparation of the pilot census, planned for October 15-29.

9. The fourth mission took place between 10 and 29 of October 2012 and was conducted successively by the members of the SC (5 days each, except the senior expert from 10 to 19 of October). The objective of the mission was to observe the conduct of the pilot census in the field. In addition, a team of four observers, composed of Lidija Naumovska, Gabor Rosza, Jean-Paul Sardon and Per Schöning was present during the whole period of the pilot census. Each of them covered several municipalities, in order to observe the pilot census field operations in all the 60 enumeration areas (EAs) sampled in the pilot.

10. The fifth mission took place from 19 to 21 of November 2012 (3 days) and was conducted by one member of the SC, Ms. Katerina Kostadinova-Daskalovska. The objective of the mission was to observe the conduct of the Post enumeration survey (PES) of the Pilot census in the field. The expert covered all 6 EAs (in 6 municipalities) sampled in PES sample in order to observe the PES field operations.

11. The sixth mission took place from 10 to 13 of December 2012 and was conducted by four members of the SC: Mr. Roberto Bianchini, Mr. Bent Noerby Bonde, Ms. Katerina Kostadinova-Daskalovska and Mr. Guido Pieraccini. The objective of the mission was to hear from the Statistical Institutions about the lessons learned from the Pilot Census and to assess whether the preparations are on level that could allow conducting a census in April 2013.

12. The seventh mission took place from 12 to 15 February 2013 and was conducted by one member of the SC, Mr. Roberto Bianchini. The objective of the mission was to assess the situation on the progress of preparation and implementation of the IMO recommendations in the new context of the postponement of the census, with a focus on the achievement of the deadlines regarding cartographic preparations. A second objective was to collect information and materials for a more detailed assessment on the progress of census preparatory activities to be made by all members of the SC in March 2013.

13. The eighth mission was conducted by the complete SC from 18 to 22 March 2013. The objective of the mission was to assess in detail progress made in the preparations with regard to the milestones given after the sixth mission in December 2012, when the SC recommended to postpone the census to October 2013.

14. The ninth mission was conducted by two members of the SC, Jean-Michel Durr and Katerina Kostadinova-Daskalovska from 22 to 25 April 2013. The objective of the mission was to assess the progress made in the preparations with regard to the milestones given in the sixth mission and updated in previous missions.

15. The tenth mission was conducted by the full SC from 28 to 31 May 2013. The objective of the mission was to assess whether the progress made in the preparations was sufficient to consider that the country was ready to conduct a census in October 2013.

16. The eleventh mission was conducted by three members of the SC, Mr. Jean-Michel Durr, Mr. Bent Noerby Bonde and Mr. Guido Pieraccini from 16 to 19 July 2013. The objective of the mission was to assess whether the preparations were still on track after the positive assessment of the 10th mission to conduct a census in October 2013. A special focus was put on the preparation of data processing.

17. The twelfth mission was conducted by four members of the SC, Mr. Roberto Bianchini, Mr. Bent Noerby Bonde, Ms. Katerina Kostadinova-Daskalovska and Mr. Guido Pieraccini from 3 to 6 September 2013. The objective of the mission was to assess the state of play regarding to forthcoming census field activities (including PES) and data processing activities following the field activities as well as the overall census preparations in accordance to the Census milestones and SC recommendations and advices given through the previous missions and SC reports.

18. The thirteenth mission was conducted by five members of the SC: Mr. Roberto Bianchini and Mr. Guido Pieraccini from 27 September to 4 October, Ms. Katerina Kostadinova-Daskalovska from 4 October to 11 October; and Mr. Jean-Michel Durr and Ms. Meryem Demirci from 11 October to 18 October. The objective of the mission was to monitor the enumeration of the census, including its final preparations and final operations. During this mission, the SC was assisted by a team of 27 international observers, deployed all over the country.

19. The fourteenth and present mission was conducted by one member of the SC: Ms. Katerina Kostadinova-Daskalovska from 1 to 3 November 2013. The objective of the mission was to monitor the conducting of the Post-enumeration survey following the Census. During this mission, the SC was assisted by a team of 5 international observers, deployed all over the country from 1 to 10 November.

20. The present assessment is based on the reports of the international observers as well as direct observations of the fieldwork by the SC member during the mission. In addition information about the sample, organisation of the work, preparation of the PES and training are based on the information reported at the meeting with the members of PES team during the mission. As a consequence, the comments and recommendations presented below are based on the understanding of the expert, and may not reflect the real situation. This report was prepared by the member of the Steering Committee who performed the mission and was finalised by the Senior Census Expert.

21. The expert wish to express her gratitude to the directors and staff of the Agency for Statistics of Bosnia and Herzegovina (BHAS), the Statistical Institutes of the Federation of Bosnia and Herzegovina and Republika Srpska (RS) for their availability and collaboration, and to the staff of Council of Europe for the perfect organisation of the mission.

Executive Summary

22. The Post Enumeration Survey (PES) following the recently held Population and Housing Census in Bosnia and Herzegovina was carried out from 2 to 10 November 2013 on a sample of 240 EAs spread all over the country.

23. The objective of the mission was to assess the enumeration phase of the PES. To achieve this objective, the SC was assisted by a team of 5 international observers, deployed over the country with the task of monitoring the work of all actors involved and to assess whether the PES data collection was conducted in compliance with the adopted PES methodology and international standards. The observers visited 89 EAs (or 37% out of 240 EAs selected for the PES) in 61 municipalities (or 57% out of 107 municipalities selected for the PES) and had observed 164 interviews (123 for coverage and 40 for content control).

24. The PES was carried out in a positive and very good atmosphere, without any apparent pressure. All involved parties, Municipal Census Commissions, state, entity and municipal instructors as well controllers performed their tasks seriously and professionally. The population was very cooperative and willing to participate.

25. The observers neither observed, nor received information of, any major incidents during the PES.

26. The organisation of the PES fieldwork was established in accordance to the Census Law and PES methodology and on time, as scheduled in the PES activity plan.

27. The selection of the municipal instructors and controllers was based on adopted criteria and was done from the pool of municipal instructors and enumerators that participated in the Census. The main criteria was the performance of the candidates in the census and at the same time ensuring the required ethnic representation. However, due to defection of many potential candidates, the latter criteria could not be fully fulfilled, without hampering the quality of the enumeration.

28. All PES materials and authorizations for controllers, municipal and state instructors were delivered on time. All municipalities were supplied with a sufficient number of questionnaires in all the relevant languages as well as in Latin and Cyrillic script. The shortages that occurred in a few cases during the enumeration were solved in few hours and did not affect the timely finalization of the PES.

29. The MCCs were not involved in the substance and methodological PES work, and correctly filled their responsibility and provided all logistical support for the PES operation.

30. In general, communication among all the staff involved in PES was very good. There was almost permanent telephone (cell phone) contact between controller and municipal instructor, state instructors and their municipal instructors as well field visits and meetings.

31. Supervision of the controllers' work was in most of the cases conducted efficiently by municipal instructors and state instructors who performed systematic controls of questionnaires.

32. The PES questionnaires were well understood by the PES field staff as well as by the respondents and no major problems were observed in obtaining the data and in filling the questionnaires.

33. The state instructors entered the preliminary results in the CMIS application from 11 to 13 November. The collection of the PES materials from the field and its transportation to the Central place for data processing in Sarajevo was done on 15 and 16 November.

34. In conclusion, the SC considers that the Post enumeration Survey was carried out smoothly and in accordance with the international standards. The SC will monitor in the next months the census data processing phase as well the PES data processing to assess its compliance with international standards and best practices.

Assessment of the Post Enumeration Survey preparation

PERIOD OF PES CONDUCTING AND PES SAMPLE

35. The Post Enumeration Survey (PES) following the recently held Population and Housing Census in Bosnia and Herzegovina was carried out from 2 to 10 November 2013 on a sample of 240 enumeration areas (EAs) spread all over the country.

36. The main objective of the PES is to evaluate the coverage errors (omissions or duplicates) of the units of enumeration (persons, dwellings and households) and errors in answers (content errors) on the basis of selected number of questions. For that purpose the PES was designed in two parts: coverage control and content control to facilitate analysis of coverage and content errors.

37. The number of randomly selected municipalities and EAs in the PES sample by entity were as following:

	Number of Municipalities	Number of EAs	In Urban	In Rural
Total	107	240	99	141
FBiH	66	141	63	78
RS	40	84	29	55
DB	1	15	7	8

38. The coverage control of the census units was carried out as a repeated enumeration over all the enumerated units within the selected EAs in the sample (single-stage stratified cluster sample of EAs). However, the content control was carried out on a 10% sample of households within the EAs selected for the coverage control (two-stage stratified sample of households). In accordance with the PES Manual, the controller (enumerator in PES) was filling the questionnaires for the content control in every ten households in the EA with estimated number of around 100 households; (in every nine households for EA of 90 households etc.). The sampling for content control was supported and supervised by the municipal and state instructors to ensure the inclusion of 10% of the households.

39. The PES started on time and ended on 10 November, although in majority of cases the enumeration was completed within the first 5-6 days.

PES ORGANISATION

40. In accordance with the Census Law, BHAS is the main organizer of the PES and is responsible for all phases (including methodology, organization, implementation and analysis) in cooperation with the entity statistical institutions. FOS and RSIS participated in all

PES preparations except the selection of the EAs in the PES sample, organisation of the field work and selection of the PES municipal instructors and controllers.

41. For logistic support of the field activities, like in the Census, Municipal Census Commissions (MCCs) were established. In fact, the same MCCs established for the Census were used for PES.

42. The state instructors, appointed by the director of the BHAS, were responsible for the PES field activities. They were selected out of the BHAS staff and only one was outsourced staff. The state instructors appointed for the PES were assigned to a different municipality than the one they had in the Census.

43. The enumeration of the PES was carried out by controllers and their work was supervised and controlled by municipal instructors.

44. The entity instructors were appointed by the directors of the entity statistical institutions. Their role was to observe the work of the controllers and municipal instructors and inform the state instructor in case the controllers were not performing well.

45. All instructors as well as controllers had signed a Statement on Protection of Confidential Data and had authorization to work in the PES.

LOGISTICS AND PRINTING

46. For the PES field data collection the following questionnaires were used:

- Questionnaire for Control of Coverage of Persons, Households and Dwelling Units (KO form);
- List of persons who arrived/left (KSDO form);
- Personal Questionnaire (KP-1 form);
- Questionnaire for Household and Dwelling Unit (KP-2 form);
- Control form KP-3.

46. The estimated number of required forms with some percentage reserve were printed and distributed on time to the sampled municipalities. The forms were printed in the three constitutional languages as presented in the following table:

	Total	Bosnian	Croatian	Serbian
KP-3	290	148	41	101
KO form	35000	17850	4900	12250
KP-1 form	13500	6885	1890	4725
KP-2 form	4000	2040	560	1400
KSDO form	2000	1020	280	700

47. Taking into account that the PES sample should not be disclosed before the due time, ordinal numbers from 1 to 250 were printed on the EAs' boxes instead of the ID number of the EAs. Printing was conducted on time and delivery of material occurred before the beginning of PES enumeration operations (31 October and 1 November). The distribution was carried out by the same company that was responsible for the transportation of the census material. No particular complaints were received from municipalities about the delivery of materials. The same company collected the PES material from the MCCs on 15 and 16 November and transported it to the Central place for data processing.

SELECTION OF CONTROLLERS AND MUNICIPAL INSTRUCTORS FOR PES

48. BHAS selected and appointed controllers and municipal instructors from the enumerators and municipal instructors who had participated in the Census. The selection was based on 4 criteria:

- 1) The controller / instructor was not engaged in the census in the EA for which he/she was selected for PES;
- 2) S/he did not receive a negative assesment for their work in the Census;
- 3) The required etchnic structure had to be respected;
- 4) If possible, the controller lived close to the assigned EA.

49. All enumerators and municipal instructors had been assessed for their work in the Census by MCCs and entity instructors and their marks were entered in CMIS as follows:

- 1 for extraordinary enumerator /municipal instructor
- 2 for average enumerator /municipal instructor
- 3 for bad quality enumerator /municipal instructor.

50. To avoid the bias that might exist in the evaluation from the MCCs, BHAS took into account both candidates assessed with mark 1 and 2. The application of the first 2 criteria was obligatory in the selection.

51. The selection process started two weeks before the PES started. The required number of controllers was 240 (one per EA) and 40 reserve; and 120 municipal instructors and 20 reserve. In the first attempt, a first list of potential candidates fulfilling the first three criteria was selected from the CMIS database. Unfortunately a large number of the candidates didn't accept the position (mostly because they had not yet been paid for the Census). Thus the BHAS PES team had to make more rounds to select potential candidates from the CMIS database until finally the required number of controlers and municipal instructors that were satisfying the first two criteria obtained. However, this selection did not fully satisfy the required etchnic structure. Some deviation were observed in some municipalities but on the level of BiH, the structure was more or less respected as stated by BHAS PES team. However, RSIS made objections about the ethnic structure of selected controllers and municipal instructors.

52. The number of selected and appointed staff was finally sufficient to carry out the PES without reserve (or a very small reserve).

TRAINING

The training for the PES field staff was held as scheduled in the PES activity plan. All staff received 3 days training. The training for the state instructors was held from 23-25 September. The training for municipal instructors and controllers was delivered by 19 teams consisting of 2-3 state instructors and was held from 28 to 30 October at different location in the country. The training for the entity instructors who were only observing the training received two days training held on 31 October and 1 November.

Assessment of the PES enumeration

53. To assess the PES enumeration, a team of 5 observers was deployed in the country (in 4 observation zones, see map in Annex). The team was composed of international experts, or provided by National Statistical Offices of EU Member States or independent experts. All 5 had experience as census observers, and 4 of them were observing the BiH Census. For the PES they were assigned to other regions than the one they had in the Census.

54. The role of the observers was the same as in the Census: (a) to monitor the collection of PES data and observing that it was carried out in accordance with the requirements of the census legislation, PES Methodology and international standards; (b) to check whether the counting at all levels was in conformity with the statistical standards and whether the confidential nature of the individual data was fully safeguarded; and (c) to monitor the work of the controllers, municipal, state and entity instructors, and members of MCCs, in as much detail and in as many areas as possible.

55. The observers visited 89 EAs (or 37% out of 240 EAs selected for the PES) in 61 municipalities (or 57% out of 107 municipalities selected for the PES) and had observed 164 interviews (123 for coverage and 40 for content control).

CONDITIONS AND GENERAL ATMOSPHERE SURROUNDING THE PES

56. The PES was carried out in a positive and very good atmosphere. BHAS took the full responsibility for its conduct and in general the PES was carried out without any external pressure. All involved parties, Municipal Census Commissions, state, entity and municipal instructors as well controllers contributed to such atmosphere with professionalism. The population was very cooperative and willing to participate. Almost no (or just insignificant) refusals were reported. Both controllers and municipal instructors were always welcomed in the interviewed households. There were no reports of observers and their interpreter not being allowed to enter a household and to follow the interview.

57. As in the census, the municipal instructors and controllers started to work without signed contracts. Based on the census experience, it seems that the staff considered this as a “normal” situation and did not complain about it, as complaints were regarding not being paid yet for their work in the Census. Nevertheless, this had no influence on their commitment to the PES assignment and on the quality of their performance.

PARTICULAR INCIDENTS

58. The observers reported that they didn’t observe any incident and they didn’t receive information that any incident occurred. Only in one municipality a couple of cases of people asking controllers about their ethnic affiliation and stating they would not give any answer to controllers of a different ethnicity were reported.

PES FIELD ORGANISATION

Functioning of Municipal census Commissions for PES conducting

59. The same Municipal Census Commissions (MCCs) that were established for Census were used for PES. MCCs were generally assuming the responsibility of their task very seriously, with commitment and a great awareness of the importance of conducting census operations according to the established procedures and rules. In addition they were well

aware about the necessity for them to stay away from the content/methodological PES activities and to perform only their assigned responsibilities in providing logistical support.

Selection, appointment of PES field staff and their performing

60. The selection and appointment of municipal instructors and controllers was done by BHAS, without any interference of the MCCs and was finalized on time before the beginning of the PES. All selected municipal instructors and controllers were already involved in the census. No PES controllers or municipal instructors were assigned in the EA they were engaged as enumerator or municipal instructor during the Census. They were selected among the best performing staff in the Census. The number of municipal instructors, controllers and state instructors was adequate. All staff participating in the PES was trained.

61. The professional performances, both of the controllers and municipal instructors, have been of high quality in a majority of cases. In the cases where lower professional skills/attitude was observed, the intervention of the State Instructor compensated for the deficiencies.

62. The controllers, with very rare exceptions, provided good performance both in terms of quality and timeliness. Most of them even finished earlier than planned including several checks of the material. The municipal instructors observed controllers in the households as well as controlled the filled questionnaires. In cases only one EA had been selected in the municipality for the PES, the municipal instructor accompanied the controller in their work most of the time.

63. In almost every municipality visited during the observation, controllers and municipal instructors were proudly pointed out as being the best possible choices. And the social value of giving highly educated and unemployed young people the chance to work was also underlined.

Supply with PES materials

64. All PES materials (PES questionnaires, maps, instructions) and stationeries, were supplied on time and in enough copies. Authorizations to controllers, municipal and state instructors were delivered on time.

65. The number of PES questionnaires in the municipalities in all the relevant languages as well as in Latin and Cyrillic script was almost sufficient before the first day of the PES. Only a few cases of shortage of questionnaires in a particular language were reported. In two municipalities located nearby the Croatian border there were not enough questionnaires in Croatian. The MCCs ordered or borrowed forms from other MCCs and finished PES before November 9th. One MCC did not have manuals in the required language (Croatian), because the documents were defective (only the cover was in Croatian and the remaining part of the book was in another language). Another reported case was a very short (few hours) interruption in the enumeration in Sarajevo Centar due to lack of KSDO forms, but the MCC reacted almost immediately and forms were provided to the controller.

66. At the beginning of the enumeration, the ordinal number on the EA boxes (from 1 to 240) that were printed instead of the EA code created confusion for some EAs where the controller (and even sometimes the municipal instructor) inserted in the PES forms the ordinal EA number instead of the EA code. At the end, all these cases had been corrected and the original EA codes inserted in all questionnaires. It seems that in some places, this point was not explained during the training.

Provision of working space for contacts among PES officials

67. The MCCs provided all logistical support for the PES operation, including offices for working and premises for storage of PES materials. The premises provided were generally the same provided for the Census, although with very different quality, but at disposal of participants all day long.

68. The municipal offices had usually 1 or 2 rooms for the PES, one room served as an office where PES staff worked during the day, the other provided storage for PES materials. In cases where only one room was provided, it was a safe room used initially for PES works and then it would be used for storage of PES materials. In some municipalities the PES staff also used a third room for controlling materials.

Communication among PES participants

69. Generally communication between all the staff involved in PES was very good. There was almost permanent telephone (cell phone) contact between controller and municipal instructor, state instructors and their municipal instructors as well as field visits and meetings. Municipal instructors were meeting the controllers at least once daily. In addition, MCCs members were available on cell phone all the time. The few exceptions were remote hilly areas in which network coverage was a problem. In a couple of municipalities, members of the MCCs reported having difficulties in communicating with the BHAS in Sarajevo while in most cases the constant presence of state instructors on the field was reported as a much useful reference point. State Instructors have been quite present in the field during the PES and they had daily contacts with the municipal instructors as well with BHAS.

EVALUATION OF MAPS USED IN PES

70. The same maps used in the Census were used for PES. No problems related to the maps were reported. The maps were legible but not always fully updated. The ones that were not updated were missing information on some new buildings or their numbers. The controllers improved them during the fieldwork.

EVALUATION OF SUPERVISION

Supervision by municipal instructors

71. Municipal Instructors followed the work of the controllers very closely. In some municipalities they were working on the field with their controllers i.e. were accompanying the controllers in the households during all interviews. Where this was not the case, the municipal instructors kept in touch with the controllers constantly and were meeting them at least once a day to review the material and discuss about particular cases and/or actions to take (in case of refusals, vacant dwellings, etc.). In addition, they performed a final control of all materials at the end of the fieldwork. In case of doubt or misunderstanding, the municipal instructor directly called and asked the state instructor.

72. Some questionnaires observed by the state instructors after control by the municipal instructor were still containing inconsistencies. This refers to a limited number of cases where skills and commitment of both the controller and the municipal instructor were obviously weak.

Supervision by state instructors

73. State Instructors have been present in their assigned municipalities all the time during the PES. They had daily contacts with the municipal instructors and received data on the PES progress each evening by SMS. In addition, they were in daily contact with BHAS and communicated among themselves. When a problem was found on the field (specific situations, methodological points less understood) State instructors were immediately spreading the instructions on how to deal with these cases to all their municipal instructors.

Control of the filled PES questionnaires

74. Municipal instructors were reviewing all questionnaires and the control book daily, together with their controllers. Also the state instructors were controlling the filled questionnaires on a sample base while paying field visits. At the end of the survey the municipal instructors reviewed once again all questionnaires and made corrections if errors were discovered. At the end, state instructors performed a systematic control of the completed materials.

The role and participation of the entity instructor

75. Only in few cases observers had met an entity instructor. Their assignment had limited responsibilities and tasks in the PES field activities. Mainly they were passive observers of the process without right to interfere with the enumeration; they had no tasks related to giving instructions or controlling filled materials. They were reporting to their Entity office about the progress of the work. Thus they didn't have access to the PES filled questionnaires without presence of the state instructor. Although some of the entity instructors complained to the observers about this, it was according to the rules.

Established system of monitoring and reporting about the progress of the PES enumeration to BHAS

76. The state instructors were responsible for monitoring the progress of the PES enumeration and reporting the progress to BHAS. Their reporting was based on daily reports received from the municipal instructors, information obtained through the telephone contacts with municipal instructors as well as their direct observations when visiting controllers performing the enumeration in the field. Concrete figures concerning completed questionnaires were communicated daily by phone, from controllers to municipal instructors, then to state instructors and finally to BHAS.

77. Municipal and state instructors always knew the stage of current enumeration situation in the EAs, difficulties, current location of controllers, and the progress of the enumeration. There was good communication with all persons involved in PES regarding monitoring and reporting the progress of the PES enumeration.

Process of collecting PES materials

78. As in the census, materials (PES questionnaires, maps, instructions and others) were kept until the end of the PES by the person in charge of data collection. Completed questionnaires were carefully kept by controllers until the end of enumeration, even though they were checked by municipal instructors both on the field and in the municipal premises at the beginning and/or at the end of the working day. At the end of fieldwork the materials were thoroughly checked by municipality instructors together with controllers and safely kept in municipal premises until these were passed over to the state instructors.

79. The state instructors controlled the received questionnaires and from 11 to 13 November entered the preliminary results in the CMIS application.

80. The filled PES questionnaires were sealed and all other PES materials were packed and prepared for transportation according to the instructions. The same company that delivered the PES material before the enumeration was responsible for collecting the filled questionnaires at the end of PES. The collection and transportation of the PES materials to the Central place for data processing in Sarajevo was carried out on 15 and 16 November (as scheduled in PES activity plan).

PES COMMUNICATION ACTIVITIES

81. The official information about PES was communicated to the public through radio or TV (campaign and/or news). As soon as they were informed, municipalities selected in the PES sample gave information to the local media (if they had in the municipality) and some had put the information on their web site. Unofficial campaign (as observed prior and during the Census) were not noted.

82. The level of information of the population about PES was very diverse. Some observers reported that most of the visited households were informed about the PES, some reported that about half of visited households were informed and some reported that almost all visited households were not aware about the PES at all.

83. Most of the observed households, who were aware about the conduction of the PES, were informed by TV news. Some respondents were aware that there would be a PES following the Census, but they didn't know that their neighbourhood was selected. In some cases people knew about the PES, but did not know whether the PES concerned the whole country or not; some were wondering how they have been chosen. But in general, even if the interviewed households were not informed about the PES, they had the same positive reaction and accepted to be enumerated without any problems. Although, their first reaction was of surprise ("Wasn't the Census over?"), after the controllers' introduction and explanations about the aim of the PES, the households were very cooperative, and after the interview even a bit disappointed because of its short duration. In addition the existence of the IMO was also known to the people in most of the observed household.

84. Almost no refusals were reported, except isolated cases of illness or other type of disturbances that prevented the person/ household to respond to the controller. There were few cases of temporary and justified refusals (early morning, absence of husband etc.) mostly settled by the controller and/or municipal instructor with a next visit.

EVALUATION OF PES QUESTIONNAIRES, THEIR UNDERSTANDING AND SUITABILITY OF DESIGN

85. Controllers were generally well trained and seem to have understood very well the questionnaires' content. In general, problems regarding understanding of PES questions and suitability of questionnaire design were not observed and the controllers faced no difficulties during the interview.

Questionnaire for Control of Coverage of Persons, Households and Dwelling Units (KO form)

86. During the observed interviews controllers were filling the KO form correctly and without problems. There were some cases where controllers did not inform the respondent

that the list of persons who lived/stayed at address of the census should refer to the Census critical moment (30 September at 24:00).

87. Some of the controllers were confused by the use of “present” tense in the column headings in the table. In those cases controllers record data referring to the PES critical moment instead of the census critical moment. These induced errors at the beginning of the operation. State instructors however recalled many times the importance to refer to the critical moment, and such type of errors observed became scarce as the PES was progressing.

88. Notwithstanding the frequency of this error, it will not jeopardise the quality of the collected data and the coverage control objectives of PES because of the following:

- After question 9 in the KO form, controllers asked whether between the Census and PES reference date any person moved out or moved in the household and if yes filled the form KSDO. Thus, even if the composition of the household was different at the Census critical moment and at the PES critical moment, the potential errors in the list on the KO form could be corrected based on KSDO form;
- Very rare cases where the composition of the household was different at the two critical moments were observed.

89. Few cases were observed where the instruction concerning question 13 of the KO form was not correctly understood. Namely, controllers in case of underage children for whom information was given by their parents, chose answer 3 (legal entity or guardian) instead of 2 (household member).

List of persons who arrived/left (KSDO form)

90. The KSDO form was designed for recording the changes that had occurred in the unit of enumeration (in the dwelling and/or household) in the period between the Census and the PES critical moments. The KSDO form contains two lists:

- List 1 for the persons who used to live in the housing unit at the Census critical moment (30 September at 24:00 hrs), but who were not present at the PES critical moment (1 November at 24:00 hrs), because they left to live elsewhere or died in the period between the two critical moments;
- List 2 for the persons who did not live in the housing unit at the Census critical moment (30 September at 24:00 hrs), but who were present at the PES critical moment (1 November at 24:00 hrs), because they arrived to the housing unit with an intention to live there or were born in the period between the two critical moments.

91. The controllers were regularly asking whether any person moved out or moved in the household between the Census and PES reference date and if yes filled the KSDO form accordingly. They had no problems to understand the KSDO form and no difficulties were reported during the observed interviews. As the PES was conducted quite immediately after the census, very rare cases were observed of persons who moved out or moved in the household in period between the two critical moments.

92. Few cases were observed where persons living abroad were reported as out-movers (people having moved out of the dwelling). Such cases may be wrongly reported or recorded in KSDO form instead of being reported in KO form as temporary present at the census time.

Questionnaire for Household and Dwelling Unit (KP-2 form)

93. This form was to be completed in the households chosen for content control. No problems were observed regarding the understanding of questions in KP-2 form and its design, no difficulties encountered by the controllers during the interview.
94. However, a general under-reporting of both dwelling surface and number of rooms was observed.

Personal Questionnaire (KP-1 form)

95. This form was to be completed for each household member and / or temporally staying person in the households chosen for content control. No problems were observed regarding understanding of questions in KP-1 form and its design, and no difficulties were encountered by the controllers during the interview.
96. The enumerated persons occasionally made mistakes regarding a correct birth date or PIN number and the controllers made errors in recording and afterwards correcting them. Sometimes respondents didn't provide a full PIN number. There were observed cases where respondents didn't understand or complained about the lack of sense of question 3.1. on entity citizenship.

EVALUATION OF THE ENUMERATION IN PES

97. The coverage of households and dwellings/housing units in PES can be assessed as fairly good. The maps were generally sufficient as a tool for planning and performing the enumeration by the controller as well as for controlling the coverage by the municipal instructors. In the PES, as in the Census, a number of vacant dwellings were observed. The controllers had registered empty dwellings / houses and re-visited them several times to be sure that no household was omitted.
98. All cases of absentee households, or households in which there were no persons present at the time of the visit and all non-response or refusals were treated in accordance with the methodology and instructions. When nobody answered, the controller was leaving a note that they will pay a visit later and were recording the date and time of their repeated visits. Some were leaving the number of their cell phone on the note, so the household could contact them if the time of the scheduled visit was not convenient. Compared to the Census, the controllers had plenty of time to investigate for absentee households/persons since the PES interviews were quite brief.
99. The controllers understood that two different critical moments (Census and PES) were considered at different points in the questionnaires. Some cases were observed where controllers were applying correct critical moments, but mechanically without understanding why it was essential. Rare cases were observed where controllers were not underlining that data in the list in the KO form (present, absent and temporally presents persons and data about them) should refer to Census critical moment.
100. Based on the observed interviews, the accuracy of the PES seems to be rather good. Under and over counting can appear in some limited number of cases where the situations were not reported according to the correct critical moment (an example of undercounting for a single household could be an old respondent who was living alone at the census date and died before the PES).

101. No problems were observed concerning the definition of usual residents as well as in reporting and listing the absent persons and persons who were temporary present at home. The controllers enumerated absent persons (living in BiH) as declared by households – as members of the households. The household usually submitted Identity Documents for these persons to the controller. Enumerated persons present at home would always show their IDs to controllers (although the controller never asked for these).

102. There were almost no final refusals observed or reported, though in some cases the temporary unavailability of the household (e.g. due to health problems) was solved by repeated attempts of the controller.

Confidentiality

103. All PES field workers met were aware of the rules regarding confidentiality and were paying special attention to them. They all had signed a confidentiality statement. All municipalities provided appropriate storage for questionnaires after the PES enumeration.

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ANNEXES

ANNEX 1: MONITORING ZONES

