

CHAPTER ONE: BACKGROUND AND ORIENTATION OF THE STUDY

1.1. INTRODUCTION

Population census is the only project that provides the most comprehensive and detailed statistical information at all levels of the society. According to Lehohla (2004:3), after the first democratic election in South Africa, one fundamental goal of the new government was to achieve a 'better life for all'. The Government then decided to embark on census project (100% count of South African people) in order to measure the achievements and to know the status of the country in the nine provinces.

Looking at the nature of the project, it was then agreed in parliament in 1994 that census will have to be conducted every 5 years in order to update the information about the people and developments of the country. Lehohla (2004: 4) went on to indicate that the mandate was given to Statistic South Africa to conduct census in every 5 years in all the provinces. The main reason was to inform planning, decision making, resource allocation monitoring and evaluation and to measure the changes, improvements and developments in the lives of the South African people.

The population census project has been designed to provide statistical information on, among others, the following:

- Population distribution;
- Educational information;
- Employment information;

- Transport information;
- Access to basic services
- Migration;
- Dwellings;
- Language; and
- Mortality.

The first Census project was conducted in 1996 in all the nine provinces in South Africa where all people were counted for the first time as citizens of a democratic country. Many people were employed to collect information on person's information and households throughout the provinces using a uniform methodology. The provinces were divided in to small pockets of land called enumeration areas. Questionnaires were made available in all the official languages of South Africa: Afrikaans, English, isiNdebele, Sepedi, Setswana, Sesotho, SiSwati, isiZulu, isiXhosa, Tshivenda, and Xitsonga. Separate questionnaires were compiled for those who were living in hostels and tertiary institutions and for the homeless.

The information collected was processed; results were released and made available for all the provinces. The second census project was then conducted in 2001, and the results were successfully released. According to the decision by the parliament in 1994, Statistics South Africa was supposed to continue with the project every 5 years (next in 2006), however census was not conducted in 2006. In trying to bridge the gap a community survey was then conducted in 2007 where a large sample was selected from the population.

The survey did not cover all the areas and the statistics were released at the Local Municipality level and not at the village level. However, Statistics South Africa has started with the preparations for census 2011.

1.2. PROBLEM STATEMENT

Statistics South Africa is the only institution in the country that is responsible to produce official statistics, which meets the standards of the South African Quality Assessment Framework, and it is certified as official by the Statistician General. Statistics South Africa as the state agency conducts surveys and censuses (the biggest project that provides official statistical information from national level to ward and village level). During the process of conducting the surveys and censuses, they experience challenges that affect the production of official statistics.

Population census must be a 100% count of the total population of a specific area. However, considering the experience with Statistics South Africa in every census project, there are some people or households who are missed, or some people who are counted twice. Statistics South Africa is also experiencing challenges in obtaining interviews with all households due to work and related commitments; it also experiences non-contact, refusals and non-return of questionnaires which were left for self enumeration.

In some cases, statistics released by Statistics South Africa through census project contradicts with statistics from other institutions. For example, statistics on grants administration do not match with the South African Social Security Agency (SASSA). It becomes a challenge for Statistics South Africa to prove that their statistics is reliable, yet Government institutions are forced to use statistics produces by Statistics South Africa.

This becomes a challenge for the government departments, municipalities, tertiary institutions, NGO's, CBOs and individuals

who have interest in statistics. They are necessarily forced to use the official statistics for their plans that include division of revenue. In view of the above mentioned problems, institutions such as municipalities in the Limpopo Province conduct their own censuses and surveys to inform their plans and to measure development in their areas.

Considering the above mentioned key problems and looking at census as the important project in South Africa and in the provinces, it becomes a concern that cannot be left unattended. It is in this connection that the present study sought to investigate the challenges facing Statistics South Africa in conducting census project in the Limpopo Province.

1.3. AIM OF THE RESEARCH

The main aim of this research was to investigate the challenges experienced by Statistics South Africa in conducting population census project in the Limpopo Province and make recommendations to address these challenges.

1.4. OBJECTIVES OF THE RESEARCH

In order to realize the above aim, the following objectives were identified:

1. To determine the major challenges experienced by Statistics South Africa in conducting population census project in the Capricorn District;
2. To investigate the challenges facing users of population census results;

3. To identify the role that users (e.g., Provincial government departments) can play to make sure that they get updated statistical information; and
4. To make strategic recommendations to address the challenges that will be identified by the study.

RESEARCH QUESTIONS

1. What are the challenges facing Statistics South Africa in conducting census project in the Capricorn District?
2. What are the challenges facing users of census results?
3. What role users (e.g., Provincial government departments) can play to make sure that they get updated statistical information?

1.6. HYPOTHESIS STATEMENTS

- a) Lack of capacity (financial, human, physical, skills etc.) result in ineffectiveness of census project;

Lack of capacity will be measured by looking at the resources allocation for census project, skills and quality of training for officials involved in the project.

- b) Lack of proper plan contribute to the failure of Statistics South Africa to conduct the project as required;

Lack of proper planning will be measured by looking at the processes followed, allocation of responsibilities and time frames;

- c) Inaccurate data provided by respondents has negative effect the planning process;

Inaccurate data will be measured by looking at the satisfaction of fieldworkers about the information provided by the respondents.

1.7. SCOPE OF THE STUDY

The main focus of this study will be the Capricorn District in the Limpopo Province of South Africa. Capricorn District Municipality is situated in the centre of the Limpopo Province, sharing its borders with four district municipalities namely; Mopani (east), Sekhukhune (south), Vhembe (north) and Waterberg (west). In the Municipality the study investigated the challenges facing Statistics South Africa in conducting population census project. The study was planned to take place between June 2009 and June 2010.

1.8. LIMITATIONS OF THE STUDY

The study was conducted in the Capricorn District Municipality and its 5 local municipalities which are situated far apart. It was difficult to travel from one municipality to the other during data collection due to distance. It was also difficult for the researcher to schedule appointments with all the respondents. In some cases, it was challenging for the respondents to keep the appointment due to the nature of their work.

After distribution of questionnaires, it became difficult to get all the completed questionnaires back. Some of the respondents refused to

be interviewed giving different reasons or others decided to quickly complete the questionnaire without paying attention to the questionnaires in order to finish and attend to other things.

1.9. SIGNIFICANT OF THE STUDY

The study identified the challenges facing Statistics South Africa in conducting Census project and also developed mechanisms and recommendations to address the challenges. These recommendations may be of utmost importance to Statistics South Africa and the users of statistics such as the government departments, districts and local municipalities, research institutions, NGOs, CBOs, community members and other users of statistics. By implementing the recommendations, Statistics South Africa will be able to fully achieve its vision; that is, to be a 'preferred supplier of quality statistics' and to meet their target to conduct census project in every 5 years.

1.10. DEFINITION OF CONCEPTS

Population census – According to Lehohla (2007), population census refers to 100% count of the total population of a specific area.

Statistics – This refers to an aggregated numerical information relating to demographic, economic, financial, environmental and similar matters, at national, provincial, or local level, which are compiled and analyzed according to relevant scientific and statistical methodology (RSA: 1999).

Official statistics – It refers to statistics designated as official statistics by the Statistician General within the provisions of the Statistics Act RSA (1999).

National statistics – Statistics produced by other institutions such as the government departments, the municipalities, and research institutions, not designated as official statistics by the Statistician General (Lehohla, 2007).

Community Survey – Survey conducted to bridge the gap between two censuses (Lehohla, 2007).

Statistics South Africa – National Department that produces official statistics and responsible to certify national statistics to become official statistics (RSA, 1999).

Statistician General – Qualified person appointed by the President as the head of Statistics South Africa to act impartially and exercise his/her powers and perform his/her duties without fear, favor or prejudice and in the interest of maintaining a high standard of professional services and integrity of the statistics produced by Statistics South Africa (RSA, 1999).

1.11. OUTLINE OF THE RESEARCH REPORT

The outline of the research report will be as follows:

Chapter one: Background and Orientation of the study

This chapter contains the background and orientation of the research; this also includes the problem statement, aims of the

research, and objectives of the research, hypothesis statements, scope of the research, limitations and significance of the research.

Chapter two: Literature review and study area

This chapter reviews previous studies that focuses on the challenges facing Statistics South Africa in conducting census, the purpose of census, lesson learned from the two previous censuses, and the legal framework for statistics.

Chapter three: Research design and Methodology

This chapter describes the research design and methodology where the researcher explains step by step precisely on how the research was carried out. The researcher explains the population, sampling procedure, data collection and analysis methods and reasons for choosing those methods.

Chapter four: Data presentation, Analysis and Interpretation

This chapter presents the research findings. The researcher looks at the proposal and links it with the findings in order to check whether the main aim and objectives have been achieved, check whether the research questions have been answered, and also check whether the research hypotheses have been confirmed or rejected.

Chapter Five: Conclusion and Recommendation

This chapter summarizes major conclusions of the study and provides future research and practical recommendations.

Bibliography

The bibliography includes all the sources that were consulted for the purpose of the research exercise.

Annexure

The annexure provides additional details for readers to refer. More information on how the findings were collected.

CHAPTER 2: LITERATURE REVIEW

2.1. INTRODUCTION

Literature review is very much important in research because it assists the researcher to identify suitable information and sources that are relevant to the topic and provide insight on the research topic. This chapter is focusing on the arguments of different authors in relation to the topic. The following topics have been identified:

- Purpose of conducting population census project;
- Lessons learned from the previous population censuses and challenges experienced;
- Legal framework for statistics;
- Process for conducting population census project.

2.2. PURPOSE OF CONDUCTING POPULATION CENSUS PROJECT

Lehohla (2007) indicated that the purpose of conducting population census is to count every individual who spends census night (09 -10 October of the census year). High quality data on demographic and household information of every individual in the country are collected, processed, analyzed, and disseminated. Lehohla (2004) says census results are very important because they inform stakeholders in planning, policy formulation, decision making, monitoring progress, assessment of policies and to measure development.

It is widely recognized that population census are vital for the planning of any society. It is commonly used for research, business

marketing, apportion electoral representation as well as the base for sampling surveys.

The purpose of conducting population census includes the following:

- A population census determines the size of the country's population and the characteristics of its people, such as their age, sex, ethnic background, marital status and income;
- Governments use census information in almost all aspects of public policy;
- In some countries, the population census is used to determine the number of representatives each area within the country is legally entitled to elect to the national legislature and for redrawing district boundaries for seats in the state legislatures, and in the local legislative districts;
- In Canada population census data are similarly used to apportion seats among the provinces and territories in the house of commons and to draw electoral districts;
- Government at all levels finds population census information of great value in planning public services because the census tell how many people of each age live in different areas. These government use census data determine how many children an educational system must serve, to allocate funds for public buildings such as schools, libraries and to plan public transportation systems. They also determine the best location for new roads, bridges, police departments, fire departments, and services for the elderly;

- Private companies also uses population census information to analyze population and economic census data to determine where to locate new factories, shopping malls, or banks; to decide where to advertise particular products; to compare their own production or sales against the rest of their industry;
- Community organizations use pupation census information to develop social service programmes and child – care centers;
- Population census makes huge variety of general statistical information about society available to researchers, journalist, educators and the general public).

Census calculates the population of the country which can be used for many things, such as locating places to put public service facilities (schools, post offices, roads, libraries, etc). In census the citizen is asked questions about their jobs, income, and family members (children). This enables the government to see the average of citizens, and predict the population of the future. As such population census becomes important to everyone in the country.

According to Hirschowitz (2004), population census results continue to reflect the impact of the past racial, urban-rural and gender divides, and they also show the beginnings of change, as the policies of the democratically elected government, and their implementation, start having impact. Therefore it is very important for the official statistics agency to carefully monitor these changes over time, as and when the processes of transition unfold.

Hirschowitz (2004) went on to indicate that population census 1996 served as a baseline to measure change in people's life circumstances overtime. This baseline is used for comparative purposes between census 1996 and census 2001. Hirschowitz (2004) identified the following as the main purpose of conducting population census:

- The country is able to measure the levels of income, education and access to basic services such as housing, clean water and electricity;
- Census enables planners to measure the extent of poverty in the country and how poverty is being addressed;
- Census enables the country to determine the extent of inequality in the country, not only in terms of income, but also in terms of living conditions and life circumstances.

Lehohla (2000) identified five reasons for conducting population census project as follows:

- To help community thrive, to control traffic congestion and work out public improvement strategies;
- Help the public to get help in times of need, emergency systems are based on maps development therefore census information helps health providers predict the spread of diseases through communities with children or elderly people. When floods, tornadoes or earthquakes come, census results tell rescue, how many people will need help;
- Make government work for people, census results tells leaders where people are, and what they need; also help in distribution of resources for service delivery;

- Reduce risk for American Business, census results helps industries to reduce financial risks and locate potential markets, business are able to produce the products that people want;
- Helps individuals and families, individual records are held confidential for 72 years, therefore individuals can request important personal information that can assist them to get benefits from the government; e.g., old age pension, or obtain an inheritance.

Statistics South Africa has a range of stakeholders from which it collects information and to whom it supplies population census information. Lehohla (2004) identified census stakeholders and their needs as follows:

2.2.1. Government

National, Provincial and Local governments use population census information to inform policy development and to measure the impact of government programmes on economic and social well-being. Government is both the major user and supplier of census information.

2.2.2. The public

The community at large is mainly interested in basic information on the economy and society such as the economic growth, employment, inflation, and population. This information is largely communicated through the media. Statistics South Africa's strategy strives to inspire confidence in the quality of these key measurements. On the other hand, the public also supplies population census data through household survey collections.

2.2.3. The media

The media plays an important role in the publication of population census results from National, Provincial and local levels. For this reason, Statistic South Africa has embarked on a communication and development strategy to empower key role players in the media arena. This ensures that the right statistical information is being published at the right time and that it is properly described and imparted to the public in an appropriate form.

2.2.4. Business

The business community shares similar interest in quantitative information and in principles all economic variables are potential subjects for comparison. Important attributes includes the number of employed per unit of revenues and of profit, the size of the market, the return on capital investment and the rate at which prices are adjusted. Businesses are important sources and users of population census information.

2.2.5. The academic sector

The academic sector uses population census information for both research and teaching purposes. They are also interested in how the data are generated; they play a strategic role in evaluating the quality of population census results.

2.2.6. Foreign and international bodies

Census information is an essential basis for mutual knowledge, comparison, and trade among the state and people of the world. Statistics South Africa has regular contacts with international statistical agencies to share professional expertise and experiences. This promotes common concepts, international standards,

classifications and practices that support international comparisons of statistics.

2.3. LESSONS LEARNED FROM THE PREVIOUS TWO CENSUSES AND CHALLENGES EXPERIENCED

According to Lehohla (2007) Stakeholders play an important role in census projects; failure to identify and allow stakeholders to play their complementary role tends to negatively affect the census. Stakeholder mobilizations always create awareness and interest in the project, thus translating in increased stakeholder participation. The vast nature and interdependence of population census activities dictate that thorough planning and budgeting should be undertaken well in advance of implementation.

This helps in the timeous identification and procurement of all resources and systems required. Lehohla (2007) went on to say that timeous testing of methodologies and logistics allow for sufficient analysis and subsequent review in time for the actual data collection and analysis.

Hirschowitz (2004) indicated the following as lessons learned from the previous censuses:

- Dealing with language issues;
- Census management, planning and preparations;
- Demarcation, mapping and listing;
- Fieldwork information management;
- Human resource and financial management;
- The flow of questionnaires;
- Specific problems in census 1996 and how they were tackled in census 2001.

2.3.1. Dealing with language issues

In both the 1996 and 2001 censuses, the variety of languages spoken by South Africans presented many challenges for census taking. In both the years, the questionnaires were developed in English; enumerators were employed from local communities who understood and spoke the relevant languages; training of staff in questionnaire administration took place in English, and practice sessions in questionnaire administration in various languages took place during the training. During the enumeration process there was a large demand for Afrikaans questionnaires, and the respondents refused to respond.

This revealed that there is a need for Statistics South Africa to consider all the official languages when developing the questionnaires to allow a flow during data collection and to eliminate refusals.

2.3.2. Population census management, planning and preparations

In the census 1996, there was a lack of sufficient time, and project management principles were not applied to the census planning procedure. Each part of the phase of the census was not seen in terms of risks and dependencies and integration, instead a series approach was taken. One part of the project was completed, and planning for the next part began, links between the different activities were not clearly outlined.

In addition, there was inadequate documentation of all the processes and activities. This generally means that, during all the phases, decisions were taken on an adhoc basis. Statistics South Africa had to consider all the lessons, and as a result, various

improvements were introduced in census 2001 wherein emergency plans were put in place to improve planning, implementation, and monitoring of all aspects of the census.

2.3.3. Demarcation, mapping, and listing

In 1996, the mapping and geographical procedures used did not adequately cover the entire country. The Geographic Information System was not fully developed, aerial photography was incomplete, demarcation and listing did not take place, and outdated boundary descriptions which covered only the formal urban areas were used. Statistics South Africa had to consider the lessons in 2001 and various improvements were introduced wherein better demarcation, more comprehensive aerial photographs, use of geo-positioning for outlying enumeration areas, boundary descriptions and listing of households were introduced.

2.3.4. Fieldwork information management

Statistics South Africa could not keep accurate and timely account of fieldwork during the enumeration phase. There was a lack of information on how many enumeration areas have been completed at any given time during the enumeration process, and even at the end of the enumeration. Consolidation of the field work information took a few months after completion of the count. This forced Statistics South Africa to improve the management of information wherein data capturers were also appointed in 2001. The training of data capturers was still a challenge.

2.3.5. Human resource and financial management

Difficulty in appointing temporary staff members, paying enumerators, and keeping accurate financial record were serious problems in 1996. In trying to address the matter, Statistics South Africa had to appoint consultants to offer financial assistance in all

the provinces in 2001. Financial management improved significantly, but the human resource and payment process were still a challenge even in 2001, where the payments of enumerators was poorly managed.

2.3.6. Flow of questionnaire

In 1996, the control of the flow of questionnaire from the warehouse to the provinces out into the field and back to the warehouse was inadequately managed. This resulted in an inability to know whether all boxes had been returned at the end of the enumeration period. In 2001, bar coding was introduced, all the boxes were bar coded, and questionnaires could be tracked from the warehouse and back.

Hirschowitz (2004) went on to identify specific problems in Census 96 and how they were tackled in population Census 2001 as follows:

2.3.7. Dealing with issues related to age of respondents in census 1996 and census 2001

In census 1996, there were numerous problems in relation to age, there was an undercount of 0 to 4 years age group, and this was dealt with by stressing the need to count babies and young children during training, by focusing publicity on the need to include everyone and by giving clear instruction on the questionnaires to include them.

2.3.8. Difficulty in counting immigrants, particularly illegal immigrants

In 1996, illegal immigrants tended to be suspicious of census taking, and they contributed in to an undercount of South African citizens. In 2001, publicity campaign focused on the need to include everyone, and the importance of confidentiality was stressed (Hirschowitz, 2004)

2.3.9. Difficulty in counting homeless people

In South Africa, homeless people are classified as those who are living in the streets, in public toilets and under the bridges. It excludes those who are living in shacks and other temporary shelters or refuges. During 1996 and 2001, the homeless were counted by combining the streets of cities and towns on the first night of the census.

According to Orkin (1999), in every Census project, there are bound to be some people or households who are missed, or some people who are counted twice. This generally affects the population census results. Hundred percent (100%) census is impossible, but Census figures are still valuable if the quality and the limitations of the data are understood by the users (Lehohla, 2004).

Lehohla (2004) indicated that comprehensive mapping with listing as an integral part is very important. Pilot must be conducted exactly a year before data collection, and capacity must be part of the strategy and be implemented throughout the population census programme. Strategic plan must be developed reflecting objectives, strategies, outputs, and activities to deal with the lesson learnt. Bad lesson must be eradicated, and good lesson must be maximized.

Lehohla (2004) went on to identify the following challenges affecting Statistics South Africa in conducting population census: project failure to visit all listed dwellings, failure to identify all persons within households, lost of unprocessed questionnaires, boundary demarcation problems boundary interpretation problems, failure to identify all households where multiple households exist within dwellings, failure to obtain interviews for all households (non-contact, refusals, non-return of questionnaires left for self enumeration and failure to account for all inhabited areas in the frame of Census enumeration areas.

In some cases statistics released by Statistics South Africa through population census project contradicts with statistics from other institutions. This makes it hard to prove that Stats South Africa is reliable. Grants do not match with the South African Social Security Agency (SASSA) data and should be interpreted with care; distribution of households has very little congruence with the general household surveys, unemployment in census is higher and less reliable because of questions that are asked differently (Orkin 1999).

2.4. LEGAL FRAMEWORK FOR STATISTICS

According to Lehohla (2004), the production of statistics is being regulated by Statistics Act (6 of 1999), which ensures independence from political interference in the production and dissemination. Statistics South Africa has set the legal foundation for new statistical systems though the Statistics Act of 1999, which permits all producers of statistics to operate autonomously and produce independently, without any political interference.

According to Statistics Act No 6 of 1999, the Statistician General as head of Statistics South Africa and the council has to coordinate the

production of statistics by Statistics South Africa and other organs of state in order to ensure high quality in planning, production, analysis, documentation, storage and dissemination of statistical information.

The Statistics Act no 6 of 1999, went on to indicate that the Statistician General develops and maintains a register or list that must be used in producing statistics, formulate quality criteria and establish standards, classification and procedures for statistics, provide statistical advices to other organs of state and seek to ensure public awareness of statistical collections and activities.

Despite any other law, no return or other information collected by statistics South Africa for the purpose of official or other statistics that relate to an individual, household, organ of state, business or any organization may be disclosed to any person.

Lehohla (2004) indicated that the Statistics Act makes provision for a Statistics Council consisting of between 15 and 25 members, whose appointment has to be approved by the Cabinet. Those members include 1 representative from each province, and nominated members from organs of state, organized business and labour, the statistics community, researchers and the general public.

Lehohla (2004) went on to say the role of the Statistics Council is to advise the Minister, the Statistician General and other organs of state on statistical matters. It is also responsible for promoting, coordinating and safeguarding the system of official statistics. More specifically its role is as follows:

- Input in to a classification of official statistics;

- Independent 'watchdog' and quality assurance;
- Opinion on statistics not classified as official;
- Oversight of all statistical activities of organs of state;
- Informing the annual programme of Statistics South Africa;
- Promoting the National Statistics System;
- Monitoring the performance of Statistics South Africa; and
- Responding to requests for advice;

This means that the Statistics Council is independent of Statistics South Africa and it is expected to submit its own periodic reports to the Minister of Finance.

The Statistician General provided the South African Quality Assessment Framework (SASQAF), which is used to assess the quality of statistics that is being produced in the country. SASQAF (2008) defines data quality in terms of "fitness for use and in terms of the prerequisite and the **eight dimensions** which are explained as follows:

2.4.1. Relevance

The relevance of statistical information reflects the degree to which data meet the real needs of the clients. It is concerned with whether the available information sheds light on the issues of most importance to users.

2.4.2. Accuracy

The accuracy of statistical information is the degree to which the output correctly describes the phenomena it was designed to measure. It relates to the closeness between the estimated and the true (unknown) values. Accuracy is measured by means of two measure sources of error, namely, sampling error and non-sampling error.

2.4.3. Timelines

The timelines of statistical information refers to the delay between the reference point to which the information pertains and the date on which the information becomes available. It also considers the frequency and punctuality of release. The timelines of information will influence its relevance.

2.4.4. Accessibility

The accessibility of statistical information refers to the ease with which it can be obtained from the agency. This includes the ease with which the existence of information can be ascertained, as well as the suitability of the form of medium through which the information can be accessed. The cost of the information may also be an aspect of accessibility for some users.

2.4.5. Interpretability

The interpretability of statistical information refers to the ease with which users can understand statistical information through provision of metadata. This information normally includes the underlying concepts, definitions, and classification used the methodology of data collection and processing, and indicators or measures of the accuracy of the statistical information.

2.4.6. Coherence

The coherence of statistical information reflects the degree to which it can be successfully brought together with other statistical information within a broad analytical framework and over time. The use of standard concepts, classifications and target populations promote coherence, as does the user of common methodology across surveys.

2.4.7. Methodological soundness

Methodological soundness refers to the application on international, national or peer-agreed standards, guidelines, and practices to produce statistical outputs. Application of such standards fosters national and international comparability.

2.4.8. Integrity

The integrity of statistical information refers to values and related practices that maintain user's confidence in the agency producing statistics and ultimately in the statistical product.

The framework also allows for the assessment and certification of statistics being produced by other organizations.

SASQAF (2008) provide **four levels of certification** as follows:

2.4.8.1. Level four

Quality statistics - these are statistics that meet all the quality requirements. They are designated as quality statistics to the extent that deductions can be made from them and are 'fit for use' for the purpose for which they were designed.

2.4.8.2. Level three

Acceptable statistics – these are statistics that meet most, but not all, the quality requirements. They are designed as acceptable to the extent that despite their limitations, deductions can be made, and are 'fit for use' for the purpose for which they were designed.

2.4.8.3. Level two

Questionable statistics – these are statistics that meet few of the quality requirements. They are designed as questionable to the

extent that very limited deductions can be made, and therefore they are not 'fit for use' for the purpose for which they were designed.

2.4.8.4. Level one

Poor statistics – these are statistics that meet almost none of the quality requirements. They are designed as poor statistics to the extent that no deduction can be made from them and are not 'fit for use' for the purpose for which they were designed.

Lehohla (2007) indicated the following core values as enriched in all the endeavors undertaken to deliver a successful census:

- Quality orientation;
- Accountability;
- Performance driven;
- Strategy – centered;
- Transparency;
- Commitment; and
- Integrity.

Lehohla (2009) identified the **fundamental principles of official statistics** as follows:

(a) Impartiality

Statistics provide indispensable elements in the information system of democratic society, serving the government, the economy and the public with data about the economic, demographic, social and environmental situation. To this end, statistics that meet the test of practical utility are to be compiled and made available on an impartial basis by official statistical agencies to honour the citizens' entitlement to public information.

(b) Professional independence

To retain trust in statistics, the statistical agency needs to decide, accordingly to strictly professional considerations, including scientific principles and professional ethics, on the methods and procedures for the collection, processing, storage and presentation of statistical data.

(c) Transparency and methods applied

To facilitate a correct interpretation of the data, the statistical agency is to present information according to scientific standards on the source, methods, and procedures of the statistics.

(d) Use of most efficient

Data for statistical purposes may be drawn from all types of sources, be they statistical surveys or administrative records. The statistical agency is to choose the source with regard to quality, timelines, cost, and the burden of the respondents.

(e) Confidentiality

Individual data collected by the statistical agency for statistical compilation, whether they refer to natural or legal persons, are to be strictly confidential and used exclusively for statistical purposes.

(f) Transparency of laws

The laws, regulations, and measure under which statistical system operates are to be made public.

(g) Cooperation among institutions

Coordination among statistical agencies within countries is essential to achieve consistency and efficiency in the statistical system.

(h) Adherence to international standards

The use, by the statistical agency in each country, of international concepts, classifications, and methods promotes the consistency and efficiency of statistical systems at all official levels.

(i) International cooperation

Bilateral and multilateral cooperation in statistics contributes to the improvement of the system of statistics in all countries.

2.5. PROCESS OF CONDUCTING CENSUS

According to Lehohla (2007), population census mission is to – in consultation with census stakeholders – plan, collect, process, analyze, and disseminate high quality data by ensuring full participation of all stakeholders and effective and efficient count of every person in the country through establishment of a culture of continuous evaluation and improvement. The process of conducting population census begins with the establishment of committees, which will be responsible for the whole process, starting from planning to the final stage and the development of the population census strategic plan which will guide the whole process.

Lehohla (2007) indicated the process after development of the strategic plan as follows:

2.5.1. Mapping operations

Dividing the country in to small manageable enumeration areas (EA's). This geographic frame facilitates ease of enumeration of all individuals who spent the census night in the country;

2.5.2. Research and methodology

Conducting research in to various social phenomena provides inputs into the development of content, methodologies and advocacy strategies.

2.5.3. Numbering

This is also called housing census where all the structures available in the county (especially in rural areas) are being captured and given number plates that will be used during data collection.

2.5.4. Content development and products

The development of data collection tools is informed by the nature of content and products the population census must produce. Through a process of user-needs evaluation, relevant topics and data items are defined.

2.5.5. Data collection

Data collection entails the process of soliciting responses from the respondents either through face to face interviews or drop – and collect methods where respondents collect questionnaires on their own. This process is made possible by deployment of massive logistical resources such as vast volumes of questionnaires, score of fieldworkers, thousands of vehicles, etc.

2.5.6. Data processing and cleaning

Once data has been collected, the largest operation kicks in. The collected data are captured and converted into usable format and preparation of products.

2.5.7. Data analysis

Data analysis entails organizing raw data to make useful information. It is a process of gathering, modeling, and transforming data with the goal of highlighting useful information, suggesting conclusions, and supporting decision making.

2.5.8. Post enumeration evaluation

Post enumeration survey is being conducted to assess the degree of coverage during census enumeration, to examine the implications of any deficiencies, if any, on the usefulness of the census data, to examine the characteristics of persons who may have been missed during the census enumeration and to obtain information for the design of future censuses and surveys.

2.5.9. Quality Management

The quality dimensions from the South African Quality Assessment Framework are used to manage the quality of the population census results. The dimensions includes: relevance, methodological soundness, accuracy, timeliness, accessibility, interpretability, cohesion, and integrity. Attention is given to the dimensions through out the value chain.

2.5.10. Census strategy management

This is very important in that it ensures that coherence in census planning, implementation, monitoring and evaluation does take lace. A monitoring, review and evaluation framework is being used to guide the monitoring and evaluation of the project;

2.5.11. Information and Communication Technology

The census information and communication technology component is primarily responsible for the development, implementation and

maintenance of an efficient and effective integrated ICT infrastructure to support the census.

2.5.12. Population census data dissemination

Through effective data dissemination strategies, population census data is made available to the public.

2.5.13. Population census variables

Lehohla (2004) indicated that, population census project provides the most comprehensive, detailed small area data on the number, distribution and characteristics of individuals and households in the country. The primary goal is to provide detailed statistical information at all levels of the society and provide benchmark data for a range of surveys produced by Stats SA and other public and private sector organizations.

Lehohla (2004) further stated that population census results include the following information for all the people in the country:

2.5.13.1. Demographic information

- Age,
- Sex,
- Marital status,
- Family groups,
- Fertility,
- Mortality,
- Migration,

2.5.13.2. Economic Information

- Type of economic activities,
- Employment,
- Employment sectors,

- Income,
- Occupation,
- Industry,
- Transport,
- Housing.

2.5.13.3. Social characteristics

- Citizenship,
- Language,
- Disability,
- Education,
- Religion.

2.5.13.4. Services information

- ⊕▪ Type of dwelling,
- ⊕▪ Access to water,
- ⊕▪ Access to electricity,
- ⊕▪ Access to sanitation,
- ⊕▪ Access to refuse removal,
- ⊕▪ Access to telephones,
- ⊕▪ Access to health services.

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Conducting census involves four major stages, first, the census agency plans for the census and determines what information it will collect. Next, it collects the information by mailing questionnaires and conducting personal interviews. Then the agency processes and analyses the data. Finally, the statistical agency publishes the results to make them available to the public and other government agencies (<http://encarta.msn.com>).

CHAPTER THREE: RESEARCH DESIGN AND METHODOLOGY

3.1. RESEARCH DESIGN

The research exercise used both qualitative and quantitative research designs in data collection and data analysis. The researcher used quantitative research design for data collection where questionnaires were completed by the respondents. In data analysis, the numbers were expressed in the form of graphs, charts, and tables. The researcher has chosen this method because it is cheaper, less time consuming, easy to analyze and interpret.

The researcher also used qualitative research design by visiting Statistics South Africa office in the Capricorn District and other identified stakeholders. During the visits, the researcher conducted face to face open-ended interviews in order to understand the reality, perceptions, and ideas of experts in the field of census. Data analysis was in the form of words and explanations.

The researcher chose this method to get the reality about the people being studied. The researcher gets enough time to interact with the respondents and have opportunity to ask follow-up questions after judging the given situation.

3.2. RESEARCH METHODOLOGY

3.2.1. Study area

3.2.1.1. Locality of the district

The study area was Capricorn District in the Limpopo Province of South Africa. The District Municipality is situated in the centre of the Limpopo Province, sharing its borders with four district municipalities namely; Mopani (east), Sekhukhune (south), Vhembe (north), and Waterberg (west).

It is situated at the core of economic development in the Limpopo Province and includes the capital of the province, that is, the City of Polokwane. One national and various major provincial roads pass through the district municipal area; i.e., the N1 - National Road from Gauteng to Zimbabwe and the rest of Africa, the P33/1 (R37) from Polokwane to Burgersfort /Lydenburg, the P94/1 (R521) from Polokwane to Alldays and Botswana and the P17/1 (R71) from Polokwane to Tzaneen and Phalaborwa.

3.2.1.2. Demographics of the district

Capricorn District Municipality has a total population of 1 243 167 and covers an area of 16987.6610 km², which constitutes 12% of the total surface area of the Limpopo Province. A total of 285 565 households live in the district municipal area and the average household size is 6.1 persons.

The District Municipality has 5 Local Municipalities which include Blouberg Municipality with a total population of 161320 and it covers 4540.403934 km², Aganang Municipality with a total population of 147678 and it covers 1870.920723, Polokwane Municipality with a total population of 508271 and it covers

3765.830343 km², Lepelle-Nkumbi Municipality with a total population of 227970 and it covers 3463.313423 km² , and Molemole Municipality with a total population of 109445 and it covers 3347.192577 km². The above mentioned figures are from Statistics South Africa Community Survey 2007.

Table1: Population of Capricorn district municipality by age:

Age group	Male	Female	Total
0 - 4	74711	73637	148348
5 - 9	79812	81742	161554
10 - 14	80748	80422	161170
15 - 19	82540	78217	160756
20 - 24	50733	58036	108769
25 - 29	33900	42085	75985
30 - 34	36554	38159	74713
35 - 39	27680	38131	65811
40 - 44	20823	34876	55699
45 - 49	18876	27954	46830
50 - 54	16577	22949	39525
55 - 59	12743	18983	31726
60 - 64	9969	17366	27335
65 - 69	10301	16234	26535
70 - 74	7616	14188	21803
75 - 79	3776	12877	16652
80 - 84	2511	5786	8297
85 +	2844	8815	11659
Total	572714	670457	1243167

Source: Source: Statistics South Africa, Community Survey 2007

Table2: Population of Capricorn district municipality by race

	Capricorn
Black	1208633
Coloured	5491
Indian or Asian	958
White	28085
Total	1243167

Source: Source: Statistics South Africa, Community Survey 2007

3.2.1.3. Social environment of the district

According to the Capricorn District Municipality IDP 2009/10 "In analyzing the social environment of CDM, the following service delivery issues are taken into consideration to define our social status, namely, sustainable income/employment, safety and security, poverty, education, health, social security, basic services, social development, land and housing, etc."

3.2.1.4. Access to basic services

Table 3: Access to water

Type	Capricorn
Piped water inside the dwelling	49699
Piped water inside the yard	88064
Piped water from access point outside the yard	99564
Borehole	30264
Spring	1385
Dam/pool	2701
River/stream	2661
Water vendor	9433
Rain water tank	434
Other	1360
Total	285565

Source: Source: Statistics South Africa, Community Survey 2007

Table4: Energy for heating

Type	Capricorn
Electricity	149006
Gas	4107
Paraffin	33968
Wood	97368
Coal	826
Animal dung	54
Solar	43
Other	193
Total	285565

Source: Source: Statistics South Africa, Community Survey 2007

Table 5: Energy for cooking

Type	Capricorn
Electricity	149006
Gas	4107
Paraffin	33968
Wood	97368
Coal	826
Animal dung	54
Solar	43
Other	193
Total	285565

Source: Source: Statistics South Africa, Community Survey 2007

Table 6: Energy for lighting

Type	Capricorn
Electricity	233733
Gas	259
Paraffin	9684
Candles	37918
Solar	2812
Other	1159
Total	285565

Source: Source: Statistics South Africa, Community Survey 2007

Table 7: Refuse disposal

Type	Capricorn
Removed by local authority/private company at least once a week	62186
Removed by local authority/private company less often	1940
Communal refuse dump	4592
Own refuse dump	194349
No rubbish disposal	21518
Other	980
Total	285565

Source: Source: Statistics South Africa, Community Survey 2007

Table 8: Educational information

Grade	Capricorn
Grade 0	27395
Grade 1/sub A (completed or in process)	33844
Grade 2/sub B	53982
Grade 3/standard 1	55263

Grade 4/standard 2	42785
Grade 5/standard 3	64882
Grade 6/standard 4	53891
Grade 7/standard 5	73600
Grade 8/standard 6/form 1	83851
Grade 9/standard 7/form 2	80137
Grade 10/standard 8/form 3/NTC I	89442
Grade 11/standard 9/form 4/NTC II	75102
Attained grade 12; out of class but not completed grade 12	37463
Grade 12/Std 10/NTC III (without university exemption)	74121
Grade 12/Std 10 (with university exemption)	25579
Certificate with less than grade 12	17289
Diploma with less than grade 12	12243
Certificate with grade 12	4691
Diploma with grade 12	19318
Bachelor's degree	12881
BTech	735
Post graduate diploma	2879
Honour's degree	3028
Higher degree (masters/PhD)	2133
No schooling	122322
Out of scope (children under 5 years of age)	147865
Unspecified	6583
Institutions	19864
Total	1243168

Source: Source: Statistics South Africa, Community Survey 2007

3.2.1.5. Infrastructure services

According to Capricorn District Municipality IDP/ Budget 2009/10, the analysis of the district's infrastructure and service delivery paints a discomfoting picture about the district's ability to attract and retain business investment as well as improving the lives of its communities. This is supported by serious backlogs in water and sanitation provision, roads that are in a poor state of repair, inadequate housing and social infrastructure provision. Inadequate waste management services, which poses serious environmental and health hazards, all indicate an almost collapse of service delivery in the rural municipalities.

The challenge in the district is however not primarily the lack of public investment on hard infrastructure, although this can still be improved, but poor coordination between the various spheres of government, incongruence between infrastructural spending and local economic development priorities, and shortage of technical staff in local municipalities.

Table 9: Access to Social grants

	Black	Colored	Indian or Asian	White	Total
Old age pension	92917	455	0	1451	94823
Disability grant	21671	124	59	697	22551
Child support grant	267026	514	0	491	268031
Care dependency grant	4244	0	0	61	4305
Foster care grant	505	0	0	0	505
Grant in aid	585	0	0	0	585
Social relief	240	0	0	0	240

Multiple social grants	1785	0	0	0	1785
Total	38897	1093	59	2700	392825
	3				

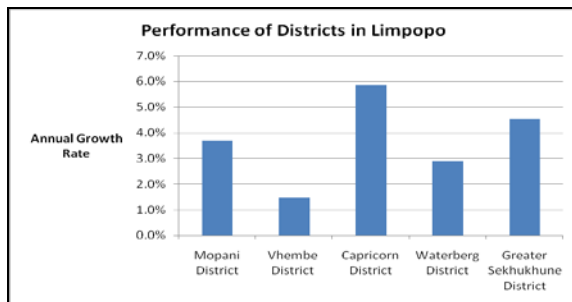
Source: Source: Statistics South Africa, Community Survey 2007

3.2.1.6. Economic growth and employment status

(a) Economic growth

In 2007, Capricorn District outperformed all other districts in Limpopo, recording the highest growth rate of 5.9%. The second and third highest growth rates were recorded by Greater Sekhukhune District and Greater Mopani District at 4.5% and 3.7%, respectively.

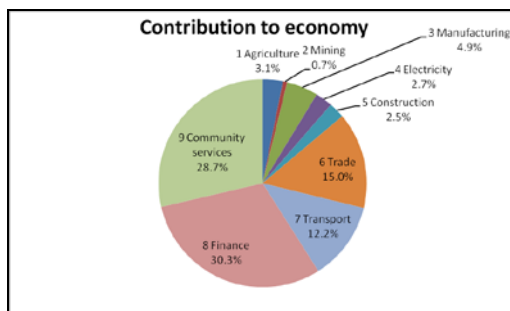
Figure 1: Annual Growth Rate per district



Source: Global Insight Database, July 2008

(b) Sectoral size in CDM's economy

Figure 2: Percentage contribution to the district economy



Source: Global Insight Database, July 2008

In 2007, the sectors that contributed the most to CDM's economy were Finance (30.3%), Community services (28.7%) and Trade (15.0%). The three sectors that contributed the least to the economy were Electricity (2.7%), Construction (2.5%), and Mining (0.7%). It is however noted that Community Services, which consist of government services, is driving the economy of the district.

(c) Employment status

Table 10: Labour force participation

Age	Capricorn
15	34902
16	34795
17	32410
18	30865
19	27789
20	24269
21	23211
22	22681
23	19930
24	18672
25	14925
26	15485
27	16814
28	13750
29	15017
30	15309
31	14372
32	16217
33	15153
34	13659
35	13520
36	13539
37	14816

38	13780
39	10149
40	10971
41	11430
42	10208
43	12424
44	10662
45	9479
46	9168
47	9989
48	9751
49	8440
50	8695
51	7966
52	7459
53	7978
54	7437
55	5122
56	6713
57	7896
58	6197
59	5802
60	4983
61	4556
62	5569
63	6054
64	6170
65	5066
Total	692218

Source: Source: Statistics South Africa, Community Survey 2007

Table 11: Labour force results

	Capricorn
Employed	185898
Unemployed	124902
Not economically active	354855
Not applicable/Institutions	26563
Total	692218

Source: Source: Statistics South Africa, Community Survey 2007

Table 12: Income levels

	Capricorn
No income	593768
R 1 - R 400	298941
R 401 - R 800	63857
R 801 - R 1 600	153023
R 1 601 - R 3 200	30365
R 3201 - R 6 400	29297
R 6 401 - R 12 800	27018
R 12 801 - R 25 600	9213
R 25 601 - R 51 200	2626
R 51 201 - R 102 400	792
R 102 401 - R 204 800	953
R 204 801 or more	72
Response not given	13379
Institutions	19864
Total	1243168

Source: Source: Statistics South Africa, Community Survey 2007

3.2.2. Population

The population is the target group of people to be studied of which the conclusion could be drawn. In this case the populations were as follows:

- a) Employees of Statistics South Africa (167 total employees);
- b) Employees of Capricorn District Municipality and Local Municipalities (816 total employees); and
- c) Employees of Government Departments within Capricorn District.

3.2.3. Sampling

(a) Sampling method

According to Kruger and Welman (2003), usually the population that interest human behavioral scientists are so large that from a practical point of view, it is simply impossible to conduct research on all of them". The researcher believed that not every employee from the identified population was in a position to provide information that will serve the purpose of the study. As a result, in this study a sample was selected from the identified population by means of purposive sampling method. Purposive sampling procedure was used to select only participants who served the purpose of the study by providing useful information.

(b) Sample size

Statistics SA has got a Provincial Office in Limpopo and District Offices in all the 5 Districts. Officials in the Stats SA are responsible for census project. They are the ones conducting census and the

ones who had relevant information for the study. From Statistics SA the sample was as follows:

One (1) Provincial Executive Manager for Stats SA, Limpopo Provincial Office,

One (1) Provincial Census Manager,

One (1) Capricorn District Census Manager, and

Twenty five (25) census field workers.

The Capricorn District has got 5 Local Municipalities, which have Integrated Development Planning (IDP) Managers, Local Economic Development (LED), and research officials who are responsible for planning and development. They use statistics to inform their plans and to measure development. From the district and local municipality level, the sample was as follows:

One (1) IDP Manager in CDM,

Five (5) IDP Managers in the local Municipalities,

One (1) LED official in Capricorn Municipality,

Ten (10) LED officials in Local Municipalities, and

Two (2) Research Officials in Capricorn District Municipality.

Limpopo Province has got 11 provincial departments; the provincial departments have District-based offices. Each department has got planning officers and research officers who are using statistics for planning, research purposes and to measure development. From the government departments the sample will be as follows:

Eleven (11) planning officers in government departments within Capricorn District Municipality; and

Eleven (11) research officials in government departments within Capricorn District Municipality.

The total numbers of the respondents in this study were 70. Open ended interviews were conducted with the Provincial Executive Manager, Provincial Census Manager, Capricorn District Census Manager and 67 questionnaires were administered with the remaining respondents.

3.1.4. DATA COLLECTION METHODS

The study used both qualitative and quantitative methods in data collection. The study used constructed questionnaires that were administered to officials in the government departments, Stats SA field workers, District and Local Municipalities. Appointments were scheduled for the researcher to visit the respondents in their different work places, to explain the purpose of the study and the ethical considerations. Thereafter, the researcher handed in the questionnaires to the respondents and gave them time to complete and collect the questionnaires back.

Because the Provincial Executive Manager, Provincial Census Manager, and Capricorn District Census Manager are the experts in the field of census, face to face open ended interviews were conducted in order to give them an opportunity to provide more information. The interview will be conducted by asking both closed ended and open-ended questions.

The questions answered by the respondents were structured, but non - scheduled in the sense that they allowed the interviewer to formulate other questions or ask follow up questions by judging the given situation. This method was chosen because it gives an opportunity to the respondents (experts on the topic) to express themselves on a particular issue without fear of any person.

3.1.5. DATA ANALYSIS METHODS

The study used the Statistical Package of Social Sciences (SPSS) to analyze quantitative data from the questionnaires and Atlas to analyze qualitative data from the open ended interviews.

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1. INTRODUCTION

There were 3 sets of questionnaires: one set was completed by statistics South Africa Managers, and two sets were completed by Statistics South Africa fieldworkers and Statistics South Africa stakeholders (users of population census results), respectively. A total number of 64 questionnaires were distributed to the respondents who submitted back the questionnaires. Only six respondents did not submit back the questionnaires. All the questionnaires had both open-ended and closed-ended questions which the findings are presented and analyzed below:

4.2. ANALYSIS OF CLOSED-ENDED

4.2.1. Biographic information

The biographic information obtained from the questionnaires were the following:

Table 13: Gender of the respondents

		Frequency	percentage
Valid	Male	36	56.3%
	Female	28	43.7%
	Total	64	100.0%

A total number of 64 respondents (23 Statistics South Africa field workers, 3 Statistics South Africa Managers and 38 users of

population census results) completed the questionnaires. There was a small majority (12.6%) of men over women respondents. Women comprised 43.7% of the sample. This means that majority of respondents in this research project were men.

Table 14: Race of the respondents

		Frequency	percentage
Valid	African	63	98.5%
	White	1	1.5%
	Total	64	100.0%

Blacks constituted 98.4% and just only 1.6% of the respondents were whites. This generally means that only Blacks and Whites participated in the research projects and the majority were the Blacks.

Table 15: Age of the respondents

		Frequency	percentage
Valid	20-29	17	26.5%
	30-39	31	48.6%
	40-49	15	23.4%
	50-59	1	1.5%
	Total	64	100.0%

Middle aged people below the age of 40 constituted 78.8% of the respondents. Considering the above figures, the majority of the participants in this research project were middle aged people as compared to older people above the age of 40.

Table 16: Which municipality are you working?

		Frequency	percentage
Valid	Aganang	9	14.0%
	Blouberg	12	18.8%
	Lepelle-Nkumbi	7	11.0%
	Molemole	5	7.8%
	Polokwane	7	11.0%
	Capricorn District	5	7.8%
	Other, specify	19	29.6%
	Total	64	100.0%

The majority of the respondents were from other institutions provincial Departments rather than a specific municipality. A higher percentage of 29.6% were from provincial departments and 70.4% were from the Capricorn District Municipality and its 5 local municipalities with Molemole Local and Capricorn District municipalities having few respondents (7.8%) as compared to other municipalities. This generally means the sample had government departments as the majority of the respondents.

4.2.2. Responses from Statistics South Africa field workers

Table 17: Are you satisfied the way the project is conducted?

		Frequency	percentage
Valid	Yes	8	34.8%
	No	15	65.2%
	Total	23	100.0%

There were 34.8% of the respondents who felt satisfied with the way population census project is conducted in the Province. A total of 65% of respondents indicated that they are not satisfied with the way the project is conducted. Considering the above percentages, the majority of the respondents were not satisfied the way the project is conducted.

Table 18: Population census project must be a 100% count of everyone in the country. As the institution mandated to conduct the project, do you manage to conduct 100% census?

		Frequency	percentage
Valid	Yes	11	47.8%
	No	12	52.2%
	Total	23	100.0%

There were 47.8% of the respondents who indicated that Statistics South Africa do manage to conduct 100% population census, while 52.2% indicated that they did not manage to conduct 100% population census. Above half of the respondents felt that 100% census is not possible. This therefore indicates that there are challenges that other Statistics South Africa fieldworkers are experiencing, which have negative impact on the project.

Table 19: Do you have enough capacity (financial, human, physical, skills etc) to conduct population census project?

		Frequency	percentage
Valid	Yes	6	26.1%
	No	17	73.9%
	Total	23	100.0%

Enough capacity is needed to conduct the population census project. In this study, 73.9% of the respondents indicated that capability is not enough and only 26.1% of the respondents indicated that they do have enough capacity to conduct a census project. Considering the above percentages, this means lack of capacity is a challenge to the majority of the respondents.

Table 20: Is your organization engaged in proper planning before you start conducting the population census project?

		Frequency	percentage
Valid	Yes	4	17.4%
	No	19	82.6%
	Total	23	100.0%

There were 82.6% of the respondents who indicated that their organization is not engaged in proper planning before the project starts while 17.4% indicated that proper planning was done. This means proper that planning is being compromised which then impacts negatively on the project.

Table 21: Are you satisfied with the quality and accuracy of the information provided by the respondents?

		Frequency	percentage
Valid	Yes	18	78.3%
	No	5	21.7%
	Total	23	100.0%

Majority of the respondents (78.3%) indicated that they are satisfied with the quality and accuracy of information provided by the respondents, while 21.7% indicated that they are not satisfied.

Respondents are aware of the project and its value in their life. Their awareness enables them to provide quality and accurate information that is needed by the field workers during data collection.

Table 22: Is your population census information matches with information produced by other institutions? e.g. statistics on grants administration produced by South African Social Security Agency (SASSA)

		Frequency	percentage
Valid	Yes	5	21.7%
	No	18	78.3%
	Total	23	100.0%

Contradictions of statistics produced by the Statistics South Africa and other institutions were experienced by the majority (78.3%) of the respondents, while 21.7% of the respondents felt that their statistics matches with statistics produced by other institutions. Fieldworkers are aware of the contradictions between the statistical information they produce and other information produced by other institutions.

4.2.3. Responses from Statistics South Africa Managers

Table 23: Are you satisfied the way the project is conducted?

		Frequency	percentage
Valid	Yes	0	0.0%
	No	3	100.0%
	Total	3	100.0%

Hundred percent (100%) of the respondents indicated that they were not satisfied with the way the Census Project is conducted. This indicates that Statistics South Africa managers are not satisfied with the way population census project is conducted.

Table 24: Population census project must be a 100% count of everyone in the country. As the institution mandated to conduct the project, do you manage to conduct 100% census?

		Frequency	percentage
Valid	Yes	0	0.0%
	No	3	100.0%
	Total	3	100.0%

Hundred percent (100%) of the respondents indicated that they did not manage to conduct a 100% population census. Statistics South Africa Managers are the ones responsible for the population census in the Province. These results show that that it is difficult to achieve a 100% census.

Table 25: Do you have enough capacity (financial, human, physical, skills etc) to conduct population census project?

		Frequency	percentage
Valid	Yes	1	33.3%
	No	2	66.7%
	Total	3	100.0%

Enough capacity is needed to conduct the population census project. In this project, 66.7% of the respondents indicated that capability is not enough and only 33.3% of the respondents indicated that they do have enough capacity to conduct the Population Census Project. In this situation, lack of capacity is considered as a challenge towards conducting population census.

Table 26: Is your organization engaged in proper planning before you start conducting the population census project?

		Frequency	percentage
Valid	Yes	0	0.0%
	No	3	100.0%
	Total	3	100.0%

Hundred (100%) of the respondents indicated that their organization was not engaged in proper planning before the project started. Managers felt that they were not involved in planning for the project, yet they are expected to monitor the implementation. This means that planning function is not delegated to the Provinces. On the other hand, provinces feel that they have a role to play during the planning process.

Table 27: Are you satisfied with the quality and accuracy of the information provided by the respondents?

		Frequency	percentage
Valid	Yes	2	66.7%
	No	1	33.3%
	Total	3	100.0%

The majority of the respondents (66.7%) indicated that they were satisfied with the quality and accuracy of information provided by the respondents while 33.3% of the respondents indicated that they are not satisfied. The respondents demonstrated that they were educated about the value of statistics in their lives, and they were willing to provide accurate information to the interviewers.

Table 28: Is your population census information matches with information produced by other institutions? e.g. statistics on grants administration produced by South African Social Security Agency (SASSA)

		Frequency	percentage
Valid	Yes	0	0.0%
	No	3	100.0%
	Total	3	100.0%

Contradictions of statistics produced by Statistics South Africa and other institutions were experienced by 100% of the respondents. All the managers interviewed indicated that their population census result did not match with statistics produced by other institutions. This confirms that there are contradictions of statistics produced by different institutions.

4.2.4. Responses from Statistics South Africa stakeholders

Table 29: In which unit/section are you working?

		Frequency	percentage
Valid	Local Economic Development	15	39.5%

	Research	8	21.0%
	Planning	12	31.5%
	Other	3	8.0%
	Total	38	100.0%

Population census results are mostly used for planning, measuring development, research and decision making. This table above shows that the majority of the respondents (39.5%) were from Local Economic Development, followed by 31.5% from planning units, followed by 21.0% from the research field and only 8.0% were from other institutions; e.g., provincial departments.

Table 30: How often do you use population census results?

		Frequency	percentage
Valid	Every week	1	2.7%
	Every month	4	10.5%
	Every quarter	13	34.2
	Once in six months	7	18.4
	Once a year	13	34.2%
	Total	38	100%

All the respondents indicated that they use population census results. The table above shows that 34.2% of the respondents use the census results every quarter; another 34.2% use the results every year, and only 2.7% use the results every week. Taken together, these figures confirm that population census results are always in use by stakeholders from different institutions.

Table 31: Are you satisfied with the population census results?

		Frequency	percentage
Valid	Yes	15	39.5%
	No	23	60.5%
	Total	38	100.0%

Table 25 above shows that the majority of the respondents (60.5%) were not satisfied with the population census results, and 39.5% were satisfied with the results. This indicated that there are still challenges with the population census results.

Table 32: Statistics South Africa is the only institution in the country that is responsible to produce official statistics, as an organization do you use statistics produced by other organizations?

		Frequency	percentage
Valid	Yes	29	76.3%
	No	9	23.7%
	Total	38	100.0%

The respondents were asked if they used statistics outside of the official ones produced by Stats South Africa. The majority of the respondents (76.3%) indicated that they use other statistics produced by other institutions (including their institutions) while only 23.7% use official statistics produced by Statistics South Africa. The results indicate that stakeholders donot rely only on official statistics; statistics produced by other institutions is often used.

Table 33: What is the quality of statistics produced by other institutions?

		Frequency	percentage
Valid	Poor	9	23.7%
	Average	3	7.9%
	Good	22	57.9%
	Excellent	4	10.5%
	Total	38	100.0%

The quality of statistics produced by other institutions was viewed as good by 57.9%, excellent by 10.5%, average by 7.9% and poor by 23.7%. Looking at the above percentages, generally the respondents are happy with the quality of statistics produced by other institutions. Considering the above percentages, stakeholders seem to perceive statistics produced by other departments to be good.

Table 34: Do you compare population census results with results from other institutions? e.g. statistics on grants administration from South African Social Security Agency (SASSA)

		Frequency	percentage
Valid	Yes	33	86.8%
	No	5	13.2%
	Total	38	100.0%

The majority of the respondents (86.8) indicated that they compare population census results with statistics produced by other institutions while 13.2% indicated that they do not compare. The

above mentioned percentages confirm that stakeholders do compare population census results with results from other institutions. These include statistics on grants administration from South African Social Security Agency (SASSA).

Table 35: If yes, are the results matching?

		Frequency	percentage
Valid	Yes	13	39.4%
	No	20	60.6%
	Total	33	100.0%

While comparing the results, the majority of the respondents (60.6) discovered that the results were not matching while 39.4% found the results to be matching.

4.3. ANALYSIS OF OPEN- ENDED QUESTIONS

4.3.1. Responses from Statistics South Africa field workers

4.3.1.1. Explain all the challenges that you are experiencing in the project?

The above question was directed to 25 Statistics South Africa fieldworkers and 23 fieldworkers responded to the question. Out of the 23 respondents, 15 (or 65.2%) indicated that they were not satisfied with the way population census project is conducted. The respondents identified the following challenges that they are experiencing when conducting population census project:

- Lack of resources mainly transports;
- Non contacts – respondents not available to be interviewed;

- Refusals – respondents refuses to be interviewed;
- Undercount – some people are missed e.g. difficult to find respondents such as street kids and people living in shacks;
- Over count – some people happen to be counted more than once e.g. happen to be at work and still counted at home;
- Difficult to find respondents, e.g. street kids;
- Tight schedule – time allocated for the project not enough;
and
- Insufficient training.

On the other hand, eight (34.8%) of the respondents indicated that they were satisfied the way population census project was being conducted. They stated that they were always encouraged, motivated, and given support by their managers and that they were able to achieve the objectives of the project.

4.3.1.2. If your organization is not involved in proper planning before the project starts, what is it that is still lacking in your planning process?

Twenty three out of a total target of 25 Statistics South Africa fieldworkers responded to the question. Nineteen (82.6%) of the respondents felt that they were not involved in the planning for the project. Yet, these respondents were expected to implement it.

To strengthen their case, they reported that they have field experience in the project. They felt that if they can be given an opportunity to participate in the planning process, they can contribute meaningfully towards the success of the project. Their comments show that integration and coordination is still lacking in their planning process, which the affect the whole planning process.

On the other hand, four (4) respondents (17.4%) indicated that their organization was involved in proper planning before the project started. They went on to indicate that, although planning is done at their head office, they felt that planning was the responsibility of their management, meaning that not everybody working in the project should be involved in the planning process.

4.3.1.3. What capacity/ resources still lacking and what is the impact in the project?

The question about availability of resources and their impact to the population census project was directed 23 fieldworkers who responded to the question. Seventeen (or 73.9%) of the respondents reported that they do not have enough capacity to conduct population census project. They indicated the capacity gaps in the following areas:

- **Financial resources** – budget allocated to the project was not enough. Very often, the nature of the project required fieldworkers to work overtime, but the budget was not enough to pay overtime.
- **Human resource** – the work load was not equal to the available human resources which. This results in field workers compromising the quality of the work.
- **Transport** – fieldworkers were forced to share transport even if they were not going to the same place, which then delays the whole process.

On the contrary, 6 (26.1%) respondents indicated that capacity was enough to conduct the project; the major problem was that the

available capacity/ resources were not used effectively, efficiently, and economically.

4.3.1.4. If you are not satisfied with the quality of information provided by respondents, what is it that you are not satisfied with?

Out of 23 respondents who answered this question, 18 (78.3%) felt satisfied with the quality of information provided by the respondents during the field work stage of the census project. They indicated that if proper publicity was done before the project started, the majority of the respondents would be aware of the project and be prepared to provide the information.

Five (21.7%) of the respondents indicated that they were not satisfied with the quality of the information provided by the respondents. They indicated that they were not satisfied with the fact that respondents in the census project do provide wrong, inaccurate and questionable information that is proven by their systems to be unsuitable for use. Some of the respondents did not feel comfortable to disclose information that they perceived to be confidential; e.g., salaries, disabilities, etc.

4.3.1.5. What is the impact of contradicting statistics to your stakeholders?

The respondents in this study were asked about the impact of contradicting statistics to their stakeholders. Out of the 23 respondents, 18 (78.3%) indicated that population census results do not match with statistics produced by other institutions. Out of the 18 (78.3%), 16 (88.8%) indicated that the contradictions do not have negative impact to their stakeholders, given the reasons

that their stakeholders understood their mandate as the only institutions responsible for production of official statistics.

In most cases, stakeholders were reported to have been forced by law to use official statistics irrespective of the contradictions. The field workers went on to indicate that their methodologies were fully tested and proved to be accurate. On the converse, 10% of the respondents stated that their stakeholders were losing trust to population census results, and that they always wanted a detailed explanation for the contradictions. Two (or 11.2%) of the respondents indicated that contradictions had had a negative impact on their stakeholders who were losing confidence in the project results.

4.2.1. Responses from Statistics South Africa Managers

4.3.1.1. Explain all the challenges that you are experiencing in the project?

The above question was directed to 3 Statistics South Africa Managers responsible for the population census project. They all responded to the question. All the three (3) managers said that they were not satisfied with the way the population census project was conducted and that they identified challenges that they were experiencing when conducting population census project as follows:

- Undercount – some people are ; e.g., difficult to find the respondents such as street kids and people living in shacks;
- Over count – some people happen to be counted more than once; e.g., happen to be at work and still counted at home;
- Tight schedule – time allocated for the project is not sufficient ;

- Lack of proper planning – planning is done in head office, does not involve provinces;
- Insufficient resources and budget – budget allocated to the project is not sufficient enough to run the project. This results in a shortage of resources like transport and human resources.
- Lack of skills – Employees that are appointed to run the are on a contract basis. They only work for the duration of the project and leave the organization. In the next cycle of the project, the organization appoints new employees without experience and trains them again. The organization does not have experienced employees working on the project. Moreover, the training provided is insufficient for employees to conduct the project.
- Refusals - some people refuse to be counted or interviewed and others decide to provide inaccurate information;
- Lack of commitment by fieldworkers, where they sometimes complete the questionnaires under the trees without visiting the households;
- Lack of monitoring strategies – the project is implemented without monitoring; most of the problems that might have been avoided are only identified at the end of the project.

4.3.1.2. What capacity/ resources still lacking and what is the impact in the project?

The above question was directed to three Statistics South Africa managers responsible for the population census project. Two (66.7%) of the respondents reported that lack of capacity is a major challenge in the project. They indicated that the following are still lacking for the project to run smoothly:

- **Financial resources** – budget allocated to the project was not enough to cater for all the resources needed for the project. For example, there were insufficient funds for transport and payment of over time for field workers.
- **Skills** – field workers were not adequately trained to do the work, and furthermore, they were appointed on a contract basis. This way projects loses experienced workers and keep on hiring new recruits.

The respondents further elaborated that lack of capacity has a negative impact on the whole project. Nevertheless, they always tried to make sure that they use the available resources economically, efficiently and effectively to minimize the impact. They also implemented the integrated fieldwork strategy where field workers were encouraged to share resources.

One of the respondents (33.3%) stated that sufficient resources were being allocated to the project. This respondent acknowledged that the project managers are not trained enough to manage the capacity/ resources.

4.3.1.3. If you are organization is not involved in proper planning before the project stats, what is it that is still lacking in your planning process?

Three Statistics South Africa managers were asked about proper for the population census project. All the three respondents (100%) observed that they were not involved in the planning process for the project; yet they were expected to monitor the implementation. Planning was being done at their head office, and they felt that they have experience in the project; therefore if they can be given an

opportunity to participate in the planning process they can contribute meaningfully in the project.

4.3.1.4. If you are not satisfied with the quality of information provided by respondents, what is it that you are not satisfied with?

Three managers of Statistics South Africa, who were responsible for the population census project, were asked about the satisfaction with regard to the census project. Two (or 66.7%) of the respondents stated that they were satisfied with the quality of information provided by the respondents.

They explained that they were educated about the value of statistics in their lives. To add to this, Statistics South Africa was engaged in proper publicity to educate respondents about the value of statistics and also encouraged them to participate, be honest and provide accurate information. Only one (33.3%) responded that he was not satisfied with the quality of information provided by the respondents in the field. This respondent added that the field respondents had a tendency of providing incorrect information due to fear that their information might be disclosed to other people.

4.3.1.5. What is the impact of contradicting statistics to your stakeholders?

The above question was directed to 3 Statistics South Africa managers who were responsible for the population census project. There was a general agreement among the respondents (100%) that the results from Stats South Africa did not match with statistics produced by other institutions. This mismatch was however not seen as a problem that impact negatively on their stakeholders. To

this end, they argued that official statistics remain official and that it does not need to match with other statistics from other organizations.

The respondents supported their argument by indicating that their methodologies were tested and proven to be 100% correct and that their statistics were subjected to the South African Quality Assessment Framework (SASQAF) to make sure that they complied with the quality standards of the framework. Therefore, their statistics is of good quality irrespective of whether they match with other statistics from other organizations or not.

The contradictions do not even have impact to Statistics South Africa stakeholders because they proudly explain their methodologies and their stakeholders continue to have trust on their statistics.

4.3.3. Responses from Statistics South Africa stakeholders

4.3.3.1. Explain all the challenges that you are experiencing when using population census results?

The above question was directed to 42 Statistics South Africa stakeholders (users of population census results). Thirty eight (38) stakeholders responded to the question. Out of the 38 who responded, 23 (or 60.5%) of them reported that they were not satisfied with the population census results. They indicated the following as challenges that they were experiencing when using population census results:

- Contradictions between population census results and statistics produced by other organizations. The population

census results does not match with the information on the ground (e.g., village names);

- Population census results are out dated and they do not give the true reflection of the situation on the ground;
- Statistical softwares that are used to access population census results are not user friendly, and as a result, the statistics is also difficult to interpret;
- Statistics is not explained, and the variables used are not clear. As a result, different stakeholders tend to interpret it differently;

Fifteen per cent (39.5%) of the respondents showed that they were satisfied with the population census results. They indicated that they believed that Statistics SA is the only institution to produce official statistics. Similarly, they believed methodologies used were properly tested as correct.

4.3.3.2. What role can you play to improve the production of population census results?

The above question was directed to 42 Statistics South Africa stakeholders (users of population census results) and 38 stakeholders responded to the question. The respondents stated the roles that they could plan to make sure that population census results were improved to meet their needs:

- Users are also respondents; during data collection, the users participate and provide accurate information;

- Raise all the challenges and concerns through the statistical forum and other provincial forums where Statistics South Africa is represented and make sure that they are addressed;
- Stakeholders to always participate in Statistics South Africa initiatives in order to understand their methodologies and concepts;

4.3.3.3. In case where population census results do not match with statistics from other institutions, which one do you trust and use?

Thirty eight Statistics South Africa stakeholders (users of population census results) responded to this question. Out of the 38 stakeholders, 33 (86.8%) mentioned that they do compare population census results with statistics produced by other institutions and 60.6% indicated that in most cases the results are not matching.

The respondents claimed that because Statistics South Africa has been mandated by parliament to produce official statistics, government institutions were obliged to use the official statistics.

The respondents also indicated that they trusted population census results because methodologies used were clearly explained and tested. Nevertheless they were sometimes forced to use statistics produced by other institutions because Statistics South Africa does not cover all the variables that people need.

The results also show that 39.4% of the respondents indicated that the population census results do match with statistics produced by other institution. They indicated that most of the producers who

access statistics from Statistics South Africa manipulate it and present it in a different format.

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

5.1. CONCLUSION

This study investigated the challenges facing Statistics South in conducting population census project in the Limpopo Province. The Capricorn District Municipality was used as a case study. The main aim of this research project was to investigate on the major challenges experienced by Statistics South Africa in conducting population census project in the Limpopo Province and make recommendations to address identified challenges.

The main objectives of this study were to identify the major challenges experienced by Statistics South Africa in conducting population census project in the Capricorn District, to investigate the challenges facing users of population census results, and to identify the role that users (e.g. Provincial Government Department) can play to make sure that they get updated statistical information.

Literature review was carried out in order to find out about previous studies on this topic and show how the present study fits into a larger body of knowledge. Different sources were consulted to obtain secondary information and to have an insight on the research topic. The main focus of the literature review was on the purpose of conducting census project, lessons learned from the previous two censuses and challenges experienced in the process of conducting census and legal framework for statistics.

The study used both qualitative and quantitative research designs in data collection and data analysis. The researcher used quantitative research design for data collection where questionnaires administered to the targeted population. An SPSS was used for analysis of numbers, which were visualized in the form of tables. The researcher also used qualitative research design by visiting Statistics South Africa office in the Capricorn District and other identified stakeholders. During the visits, the researcher conducted face to face open ended interviews in order to understand the reality, perceptions and ideas of experts in the field of census. For the data collected through interviews, the analysis was in the form of words and explanations.

Purposive sampling procedure was used to select a sample of 70 respondents from the defined population. This involved a total number of 64 (Statistics South Africa Managers, fieldworkers and Statistics South Africa Stakeholders) who completed the questionnaires and 3 managers from Statistics South Africa who were engaged in a face to face interview. The study area was the Capricorn District Municipality in the Limpopo Province of South Africa. The population was employees of Statistics South Africa (fieldworkers and managers responsible for population census project), employees of Capricorn District Municipality and Local Municipalities and employees of Government Departments within the Capricorn District.

5.2. SUMMARY OF THE FINDINGS

A total number of 64 respondents (23 Statistics South Africa fieldworkers, 3 Statistics South Africa Managers and 38 users of population census results) completed the questionnaires. The majority (56.3%) of them was males and 98.5% of the respondents

were Africans ranging between the age of 20 and 49 from different municipalities and provincial departments based in the Capricorn District.

A total of 65.2% of respondents (from Statistics South Africa Field workers) indicated that they were not satisfied with the way the project is conducted. On the other hand, 100% of the respondents (Statistics South Africa Managers) indicated that they are not satisfied the way the project is conducted. Statistics South Africa fieldworkers and managers supported their arguments by identifying the following as challenges that they are experiencing with the project:

- Lack of proper planning,
- Insufficient resources and budget,
- Under count,
- Over count,
- Refusals,
- Tight schedule,
- Lack of commitment by fieldworkers,
- Lack of monitoring strategies,
- Lack of skills, and
- Insufficient training.

The majority (84.2%) of the respondents (Statistics South Africa stakeholders) indicated that they were satisfied the way population census project was conducted from the respondent's point of view.

About 52.2% (Statistics South Africa fieldworkers) indicated that they did not manage to conduct 100% population census and 73.9% of the respondents indicated that capability was not enough for them to conduct the project. On the contrary, 100% of the

respondents (Statistics South Africa Managers) indicated that they did not manage to conduct 100% population census. Insufficient capacity was viewed as a challenge by 73.9% of the respondents (Statistics South Africa fieldworkers) and 66.7% of the respondents (Statistics South Africa Managers).

There were also 82.6% of the respondents who indicated that their organization was not engaged in proper planning before the project starts. This was confirmed by Statistics South Africa Managers (100%) where they felt that they were not involved in planning for the project that they were expected to implement.

Planning being done at their head office and they felt that they were the ones who had field experience in the project. ; If they could be given a chance they could contribute meaningfully in the planning process.

Regardless of the above mentioned issues, the majority of the respondents (78.3%) indicated that they are satisfied with the quality and accuracy of information provided by the respondents. Contradictions of statistics produced by Statistics South Africa and other institutions were experienced by the majority (78.3%) of the respondents; however this was not viewed as a challenge by Statistics South Africa Management.

They indicated that their methodologies were tested and proven to be correct and that their statistics were subjected to the South African Quality Assessment Framework (SASQAF) and made sure that they complied with the quality standards of the framework. Therefore their statistics were of good quality irrespective of whether they matched with other statistics from other organizations or not.

5.3. MEASURING THE HYPOTHESIS

5.3.1. Hypothesis 1: Lack of capacity (Financial, Human, physical, skills etc.) result in ineffectiveness of census project

The above mentioned hypothesis was confirmed by Statistics South Africa fieldworkers where 73.9% of the respondents indicated that capability was not enough. This was supported by Statistics South Africa Managers where 66.7% of the respondents indicated that they did not have enough capacity to conduct the project. They went on to identify capacity gaps in the following areas:

- Financial resources,
- Transport , and
- Skills

The respondents supported their arguments by indicating that lack of capacity has a negative impact on the whole project. However, they always tried to make sure that they used the available resources economically, efficiently and effectively to minimize the impact.

5.3.2. Hypothesis 2 - Lack of proper plan contributes to the failure of Statistics South Africa to conduct the project as required

The above hypothesis statement was also confirmed by Statistics South Africa fieldworkers where 82.6% of the respondents indicated that their organization was not engaged in proper planning before the project starts.

All the Managers from Statistics South Africa (100%) supported the fieldworkers by indicating that Statistics South Africa is not involved in proper planning before implementation of the project. Planning is done in their head office; provinces are not even involved in the planning process. Regardless of the challenges in the planning process, 47.8% of the respondents confirmed that they worked hard to make sure that they managed to conduct 100% population census.

5.3.3. Hypothesis 3 - Inaccurate data provided by respondents has negative affect the planning process;

The above hypothesis statement was rejected by Statistics South Africa fieldworkers where the majority of the respondents (78.3%) indicated that they were satisfied with the quality and accuracy of information provided by the respondents.

This was supported by Statistics South Africa managers (66.7%) who indicated that they were satisfied with the quality and accuracy of information provided by respondents. They went on to indicate that Statistics South Africa was engaged in proper publicity to educate respondents about the value of statistics and also encourage them to participate, be honest and provide accurate information.

5.4. RECOMMENDATIONS

Considering all the identified challenges facing Statistics South Africa in conducting population census project, the study recommends the following to address the challenges.

- Provinces must be part of the planning process because they have field experience in the census project, and they are in a position to contribute meaningfully in the planning process. There must be an integrated and coordinated planning that involves all the relevant stakeholders;
- Because population census is the only project that produces low geographic information (information from national level to household level), enough budget and resources must be allocated for the project;
- Statistics South Africa must improve its publicity methods to accommodate people living in difficult situations to find areas; e.g., street kids and people living in shacks in order for them to form part of the project;
- Publicity methods must be improved to make sure that all the citizens of the country are provided with enough and relevant information before the project starts. All people must know their roles in the project and what information to provide, where and when;
- Proper monitoring tools and strategies for population census project must be developed and well implemented to track the progress and check whether the observed events are in line with the plans and to control the use of resources. Statistics South Africa must recruit dedicated and responsible field workers and make sure that they are well monitored to avoid cheating during data collection;

- Field workers must be properly trained and prepared for the project. Enough time must be allocated and training must be relevant to the field work;
- Statistics South Africa must develop and implement retention strategy to retain skilled fieldworkers. It must also make sure that they appoint field workers at permanent basis so that they are able to retain skilled and experienced staff;
- Fieldworkers must be paid decent salary according to the work they do, including overtime. Their good work should be recognized so that they can be motivated, and it will increase their commitment to the project;
- Publicity must be conducted on time, involve all the relevant stakeholders and use all the forms of media for stakeholders to understand the value of the project in their lives to avoid refusals. Community members must be encouraged to participate and provide accurate information;
- Enough time must be allocated for the project; all the people engaged in the project must be encouraged to adhere to the deadlines in order to finish within the allocated time;

Considering all the identified challenges facing Statistics South Africa stakeholders when using population census results, this study recommends the following to address the challenges.

- Statistics South Africa must coordinate the production of statistics (through the statistical forum) by all the producers to make sure that all the producers understand all statistical concepts, use the same methodologies and comply with the

standards of the South African Quality Assessment framework to avoid contradictions. On the other hand, Statistics South Africa must involve all relevant stakeholders; for example, , the municipalities, during the planning process in order to have a common understanding of issues (e.g., same names of villages);

- Population census must be conducted regularly to accommodate users/ to provide them with updated statistical information;
- Population census results must be simplified before they are released for stakeholders to understand; , alternatively, Statistics South Africa officials must be always available to assist stakeholders to interpret the statistics;
- Workshops on statistical softwares must be arranged for all the users immediately after the release of the results, for Statistics South Africa to explain the results to the users. They must communicate with the users using all the forms of media for users to understand the results;

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