



## QUESTIONS ABOUT THE POPULATION AND HOUSING CENSUS WEB-BASED QUESTIONNAIRES

### Q: How do I access the Census questionnaire online?

A: If you are eligible for a web questionnaire, you will receive a notification card in your mailbox/at your house. Type the link in your browser or scan the QR code from the notification card, then follow the instructions and provide the necessary information.

### Q: What device should I use to complete the questionnaire?

A: You can complete the questionnaire from a phone, tablet, laptop or desktop computer. Once you have started the questionnaire on a device, please continue to use that device to fill out the questionnaire.

### Q: Do I need internet to complete the questionnaire?

A: Yes. To complete the questionnaire, you will require internet connectivity.

### Q: Are there additional instructions or explanatory notes on the questionnaire?

A: Yes. Instructions and explanatory notes are provided for most of the questions on the Census web questionnaires.

### Q: What if I have questions/need assistance when completing the questionnaire?

A: You may contact STATIN or the Census Taker assigned to your community using the information provided on the notification card that was left in your mailbox/at your house. You may also send an email to [webcensus@statinja.gov.jm](mailto:webcensus@statinja.gov.jm).

### Q: How do I save what I have done so far?

A: The questionnaire does not require a save or partial save button. If you are unable to complete the questionnaire in one sitting, you may return to the incomplete questionnaire on the same device you started the questionnaire and pick up where you left off.

### Q: Can I start the questionnaire on one device and complete it on another?

A: No. In order to pick up where you left off, you have to complete the questionnaire on one device. This also ensures that only one household questionnaire is generated for your household.

### Q: Do I have to complete the questionnaire at home?

A: No. You can complete the questionnaire from any location as long as you have internet service.

### Q: What if I received a notification card but do not want to complete the census online?

A: You can schedule an appointment for the Census Taker to administer the Census questionnaires face-to-face. To access this service please go to the link provided on the notification card and click on the button to schedule an appointment.

### Q: Can I share the web questionnaire link and/or QR code with other persons?

A: Please do not share the web questionnaire link/QR code with other persons. The web questionnaire is only available in select communities. Notification cards, like the one you received, will be left at all the houses in the relevant communities. *The Dwelling ID on the notification card you received is specific to your house.*

### Q: What if my neighbour did not receive a notification card?

A: Please advise your neighbour to contact STATIN via our toll-free number 888- Mi- Count (642-6868) or contact us on WhatsApp (876) 553-7613 or email us [webcensus@statinja.gov.jm](mailto:webcensus@statinja.gov.jm)

**Q: How many questionnaires are used in the Census?**

**A:** Data collection for the Census is conducted using two questionnaires. The household and individual questionnaires. One household questionnaire is to be completed for each household, and one Individual questionnaire for EACH person in the household. After listing the members of your household, individual questionnaires will be generated for each person listed.

**Q: Can anyone living in my home complete my Census questionnaire?**

**A:** Yes, any adult (18 years and older) living in your household may complete your Individual questionnaire. Alternatively, each adult household member may complete their own Individual questionnaire.

**Q: Can I complete my own individual questionnaire?**

**A:** You may complete your Individual questionnaire on your own. Alternatively, any adult household member may complete your Individual questionnaire for you.

**Q: How do I access my Individual questionnaire if I am completing it myself?**

**A:** Once this is noted on the questionnaire completed and submitted for your household, an individual questionnaire will be sent to you via the email address provided on the questionnaire within 3 business days.

**Q: How long does it take to complete the questionnaire online?**

**A:** The completion of the questionnaire depends on the number and characteristics of persons living in your home. On average, a household questionnaire can be completed in 10 mins.

**Q: Why so many questions?**

**A:** The questions on the questionnaires cover the core topics that will provide data to enable stakeholders to make evidence-based and informed decisions. The Census is done every 10 years and therefore, we must ensure that we collect as much information as possible to inform policy, planning, research, etc.

**Q: What application is being used to conduct the Census?**

**A:** The Census is being collected using the World Bank developed Survey Solutions application.

**Q: How do I ensure that the information I provide will be kept confidential?**

**A:** The Census is being conducted under the Statistics Act with stipulates that all information provided be kept strictly confidential; any breach of the provisions of the Statistics Act is punishable by law.

**Q: Who will see the information I provide?**

**A:** Only authorized STATIN staff will have access to your information. **ALL** STATIN staff have taken an Oath of Secrecy and sworn to keep your information confidential. Divulging your information would be in breach of the Statistics Act and is punishable by law.

**Q: Who will you share my information with?**

**A:** The information you provide Information will only be published in an aggregated manner so that no person or household is identifiable. Individual data will **NOT** be shared with **ANY** stakeholder.

**Q: How do I read the questions on the Census questionnaire?**

**A:** The questions are phrased in two ways. If you are filling out the Individual questionnaire for yourself, you will often times use 'you/your.' If you are providing information about another person, you will phrase the question appropriately with the person's name. For example: Do you/Does [John] live in this household all or most of the time? If John is completing his individual questionnaire, he would read the question as follows: Do you live in this household all or most of the time? If someone else were completing the individual questionnaire on behalf of John, they would read the question as follows: Does John live in this household all or most of the time?

**Q: How do I add a comment to the questionnaire?**

**A:** If necessary, a comment can be added to each question. To add a comment, click on the three vertical dots to the right-hand corner of the question then click on "Add Comment". A box will appear below the question, enter your comment then click on "Post".