CENSUS
of population 2010

Administrative Report

Singapore Department of Statistics

Census of Population 2010 Administrative Report
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PREFACE

The Census of Population 2010 was the fifth census carried out in Singapore since Independence and the fourteenth in the series of census taking in Singapore. The census is the most comprehensive source of information on population and households. It provides benchmark data for demographic, economic and social statistics.

Census 2010 adopted a register-based approach, similar to Census of Population 2000. Basic population count and characteristics were compiled from administrative sources. More detailed information on demographic, education, economic, transport, income, household and housing characteristics were obtained from a sample enumeration of about 200,000 households.

As in the conduct of Census 2000, a tri-modal collection strategy comprising Internet, Computer-Assisted Telephone Interviewing (CATI) and face-to-face interviews was adopted to facilitate data collection for the households in the census sample. Census 2010 went paperless during the face-to-face interviews, with the use of Ultra-Mobile Personal Computers (UMPCs) to assist data collection. This data collection methodology brought about savings in manpower, data security in the field, as well as improvements in quality and timeliness of data.

This Census of Population 2010 Administrative Report provides a comprehensive record of the Census 2010 operations. It outlines the major milestones including formation of the planning committee, evaluation of the Census approach and data items, planning and preparations for the sample enumeration and implementation of IT application system. The report also documents the collection, processing and administrative activities as well as resources utilised to conduct Census 2010.

I would like to thank all who have, in one way or another, contributed to the success of Census 2010. My deep appreciation is extended to all participating households who had given their full support to the Census. The contributions of many government ministries and statutory boards, which provided pertinent information for Census 2010, are also gratefully acknowledged.

Wong Wee Kim
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Our Vision

A National Statistical System of Quality, Integrity and Expertise.

Our Mission

**We Provide Reliable, Relevant and Timely Statistics
to Support Singapore's Social and Economic Development.**

Our Guiding Principles

Professionalism & Expertise	*We adhere to professional ethics and proficiently produce quality statistics that comply with international concepts and best practices.*
Relevance	*We constantly innovate our processes and produce statistics that meet users' needs.*
Accessibility	*We make our statistics readily available.*
Confidentiality	*We protect the confidentiality of information provided to us.*
Timeliness & Reliability	*We produce statistics that users can depend on and disseminate them at the earliest possible date while maintaining data quality.*
Cost Effectiveness	*We use resources effectively, minimising respondent burden and leveraging on administrative data.*

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1 APPROACH TO POPULATION CENSUS 2010: INTRODUCTION

1.1 WHAT IS A POPULATION CENSUS?

In its Principles and Recommendations for Population and Housing Censuses (2008), the United Nations (UN) defines a population census as "the total process of collecting, compiling, evaluating, analysing and publishing or otherwise disseminating demographic, economic and social data pertaining, at a specific time, to all persons in a country or in a well-delimited part of a country." (UN, 2008, p. 7)

1.2 IMPORTANCE OF THE POPULATION CENSUS IN SINGAPORE

Singapore conducts the population census once in ten years, during years ending with "0". This is in line with the UN's recommendation for countries to conduct the national censuses at least once every 10 years, in or close to years ending with "0", to allow for better international comparability of census data.

The Census is the most comprehensive source of information providing a statistical profile of the population and households in Singapore. It collects information from the population and households and provides benchmark data for demographic and socio-economic statistics. The large coverage of the Census facilitates analyses on different population groups by fine disaggregation and by broad geographical area. Hence, the Census is considered an exercise of national importance, with data from the Census serving as key inputs for policy review and formulation.

1.3 REGISTER-BASED CENSUS

The Census of Population 2010 adopted a register-based approach with a large-scale sample survey. Under the register-based approach, the basic population statistics were compiled using administrative records from multiple sources. The merged administrative records provided the basic population count and characteristics such as age, sex, ethnic group, place of birth, type of dwelling and geographic distribution in Singapore.

Administrative information was obtained from the Department of Statistics (DOS)'s Household Registration Database (HRD). First set up in 1996 to provide basic demographic information on the population between censuses, the HRD was previously deployed in the conduct of the Census 2000. It captures the basic personal and demographic data of residents in Singapore and updates them by linking with existing government databases through unique identification numbers.

A sample enumeration of some 200,000 households was conducted to obtain additional information that was not available from administrative sources. The additional data required for in-depth studies included marital status and fertility,

education and language literacy, economic characteristics, mode of transport, religion, as well as housing and household characteristics.

Unlike in a traditional Census where everyone in Singapore had to be surveyed, the register-based Census provided for a full coverage on basic items through administrative records. Meanwhile, the sample survey supplements the administrative data with detailed survey information on selected topics. The use of well-developed and up-to-date administrative databases in the register-based Census resulted in reduced response burden for the population and savings arising from lower manpower and resource demands in carrying out the survey as part of Census taking.

1.4   CENSUS 2010 – CONCEPT AND COVERAGE

With the register-based approach, the Census 2010 adopted the de jure concept for Singapore's population estimates based on a person's place of usual residence. Under the de jure concept of "usual residence", Singapore residents (citizens and permanent residents) with valid local addresses and who were not away from Singapore for a continuous period of 12 months or longer were included in the total population count. Non-residents comprising foreigners who were working, studying or living in Singapore but not granted permanent residence were also included in the total population. The transient population, such as tourists and short-term visitors, was excluded.

The Census reference date was set as 30 June 2010, in line with the mid-year reference point where administrative data are updated.

1.5   HISTORY OF CENSUS – HOW SINGAPORE'S CENSUSES EVOLVED

Census 2010 is the fifth population census carried out since Independence and the fourteenth in Singapore since census taking first began in 1871. It is also the second register-based Census conducted.

A summary of the history of the developments in census taking is provided:

HISTORY OF CENSUS TAKING IN SINGAPORE	
1871	First Census of Straits Settlements of Singapore
1881	Second Census of Straits Settlements of Singapore
1891	Third Census of Straits Settlements of Singapore
1901	Fourth Census of Straits Settlements of Singapore
1911	Fifth Census of Straits Settlements of Singapore
1921	First Statistics Ordinance on the establishment of a Statistical Bureau
1921	Sixth Census of Straits Settlements of Singapore
1931	Seventh Census of Straits Settlements of Singapore

HISTORY OF CENSUS TAKING IN SINGAPORE (cont'd)	
1947	Census of The Federation of Malaya and Colony of Singapore (8th in the series)
1957	Census of Population, Singapore (9th in the series)
1970	First Census of Population, Singapore after Independence (10th in the series)
1980	Second Census of Population, Singapore after Independence (11th in the series)
1990	Third Census of Population, Singapore after Independence (12th in the series)
2000	Fourth Census of Population, Singapore after Independence (13th in the series) - First register-based census - Internet enumeration first introduced as a third mode of submission in addition to telephone and field interviews
2010	Fifth Census of Population, Singapore after Independence (14th in the series)

1.6   THE TRI-MODAL DATA COLLECTION STRATEGY

To facilitate data collection for the sample enumeration, the Census 2010 adopted a tri-modal data collection strategy. The tri-modal approach was first successfully implemented in the Census 2000. This approach comprising Internet Enumeration, Computer-Assisted Telephone Interviewing (CATI) and face-to-face interviews was further refined in Census 2010 into a seamless integrated data collection process transferring data into a centralised database.

Internet Enumeration

The Internet enumeration was first made available to respondents in Census 2000. It is a convenient platform for respondents to provide their survey returns directly to the system without having to go through a third party (i.e. the interviewer). Available 24 hours a day, 7 days a week, Internet enumeration provided the flexibility for respondents to access the system at any time they desired to participate in Census 2010.

Computer-Assisted Telephone Interview

CATI is a tried-and-tested data collection strategy, having been deployed thrice in Census 2000 and General Household Surveys 1995 and 2005. For respondents who were unable to complete their returns via the Internet, CATI was an alternative for them to call the Census 2010 Hotline to provide their returns over the phone with the assistance of telephone interviewers. CATI interviewers also contacted households which did not complete their returns via the Internet by a stipulated date for telephone interviews.

Fieldwork

Fieldwork, or face-to-face interview, is the most traditional form among the three data collection modes. For households which did not respond via the Internet and cannot be contacted by CATI after several attempts, visits were made by field interviewers to conduct face-to-face interviews. Unlike the paper and pen approach previously adopted, Ultra-Mobile Personal Computers (UMPCs) were adopted for field enumeration in Census 2010.

The use of UMPCs in Census 2010 was an improvement from the deployment of Personal Digital Assistants (PDAs) in General Household Survey (GHS) 2005. With a Microsoft Office operating system, the platform for the application development of the fieldwork enumeration module in the UMPC was closer to the other collection and processing modules. This translated to savings in manpower deployed for the testing, problem identification and problem resolution. The UMPC also had a higher capacity compared to the PDA and facilitated more speedy response for the screen navigation. The longer battery life of the UMPC allowed it to last throughout the entire day of the enumeration without having to change a battery or charge the equipment. The larger screen of the UMPC improved readability for field interviewers.

The use of technology at fieldwork provided logistic convenience, eliminating the need for printing and transportation of hardcopy survey forms. Automatic branching of questions with consistency checks was also introduced to reduce back-end processing efforts with electronically coded data captured in the field.

1.7 LEGAL AUTHORITY

The Census 2010 was conducted under the Statistics Act (Chapter 317). All data collected are kept in confidence in accordance with the Statistics Act. Data provided for the Census 2010 are used solely for statistical purposes.

1.8 CENSUS PLANNING COMMITTEE AND BROAD SCHEDULE OF CENSUS ACTIVITIES

As the Census is the largest national statistical project to meet the data needs of the government and population, various Ministries were consulted and involved in its planning. The Census Planning Committee (CPC), chaired by then Permanent Secretary of Ministry of Trade and Industry, Mr Ravi Menon, was formed in June 2008 to provide overall guidance and direction for the Census 2010.

Reflecting the importance of the Census, key Ministries which use Census data for policy planning and evaluation were represented at the CPC. They included the Ministry of Community Development, Youth and Sports (MCYS), Ministry of Education (MOE), Ministry of Finance (MOF), Ministry of Home Affairs (MHA), Ministry of Manpower (MOM), Ministry of National Development (MND), Ministry of Trade and Industry (MTI) and the Prime Minister's Office (PMO). DOS served as

the secretariat of the CPC. The list of the members in the CPC can be found in Appendix A.

Planning for the Census 2010 started in DOS in January 2008. User consultation was carried out shortly after to seek inputs on the data items to be included in the Census questionnaire. Several rounds of review were conducted to study the relevance of the proposed topics at the national level and their suitability for inclusion in the Census. Areas for improvement were also identified from the previous Census to make refinements to the question phrasing and operational flow.

The Census 2010 was officially launched on 12 March 2010 and the survey collection was conducted from March to August 2010. The Advance Census Release providing basic demographic profile of the population as at June 2010 was released in end-August 2010. The detailed statistical releases from the Census findings were released by February 2011. A schedule of the key activities is given as follows:

Planning and Preparation	Time Period
Review of Census 2010 Approach and Budget	Jan – Jun 2008
Formation of Census Planning Committee	Jun 2008
Census Consultation and Review of Census Data Items	Jul – Nov 2008
Information Technology (IT) Tender Preparation and Award	Mar 2008 – Jan 2009
Development of Census 2010 IT System	Jan 2009 – Feb 2010
Census Headquarters Office Reconfiguration	Feb – Jun 2009
Design and Implementation of Census 2010 Website	Apr 2009 – Mar 2010
Sourcing and Setup of Regional Offices (ROs)	Jun 2009 – Mar 2010
Census 2010 Publicity	Sep 2009 – Sep 2010
First Publicity Initiative: Statistics Singapore Newsletter Article on Census 2010	Sep 2009
Pilot Test	Nov 2009
Sample Design and Selection	Nov – Dec 2009

Operations	Time Period
Recruitment of Telephone Interviewers, Field Interviewers, Coders and Editors	Feb – Apr 2010
Survey of Large Households	Feb 2010
Training of Staff	Mar – Apr 2010
Official Launch of Census 2010 and Press Briefing	12 Mar 2010
Data Collection	Mar – Aug 2010
Data Processing	Mar – Nov 2010
Data Dissemination	
Advance Census Release	Aug 2010
Detailed Statistical Releases	Jan – Feb 2011

Planning and Preparation for Sample Enumeration

2 PLANNING AND PREPARATION FOR SAMPLE ENUMERATION

Census 2010 adopted the register-based approach, similar to Census 2000. In addition to information obtained from merged administrative records in the national databases, more in-depth information was collected through a sample survey of some 200,000 households in Singapore. This represented about 18 per cent of the 1.1 million households in Singapore in 2010.

In order to ensure the smooth running of the Census, careful planning and preparations were made prior to the actual conduct of the Census. These included reviewing the sampling methodology, finalising the list of Census data items, updating the national standard classifications, managing the expected case load and conducting a pilot test before the start of the main Census operations.

2.1 SAMPLE DESIGN AND SELECTION

This section outlines the Census 2010 sample design and selection. A separate detailed write-up on the sampling variability and errors is included in Appendix R.

The sampling frame used for the selection of the sample for Census 2010 is based on the National Database of Dwellings (NDD) maintained by the Department of Statistics (DOS). The NDD is a register of all residential dwelling units in Singapore. As the sample survey of the Census 2010 covered only households in residential dwellings, institutions such as military camps, hostels and hotels were excluded from the frame.

The sample for Census 2010 was selected based on a stratified design with proportional allocation. The strata were defined based on the planning areas demarcated by the Urban Redevelopment Authority. Each dwelling unit in the frame was first placed into one of the strata based on its planning area. Within each stratum, the units were sorted into dwelling type groupings. A sample was selected using simple random sampling without replacement from each broad dwelling type grouping. The selected samples across the strata were combined to form the required sample of about 200,000 dwelling units.

2.2 CONDUCT OF THE LABOUR FORCE SURVEY AS A SUB-SAMPLE OF CENSUS 2010

A key improvement from Census 2000 was the design and conduct of the June Labour Force Survey (LFS) as a sub-sample of the Census 2010. Historically, the Ministry of Manpower (MOM) did not conduct the June LFS in years where the Census of Population was carried out. This was to prevent additional respondent burden resulting from an overlap in households selected for the two major surveys. This, however, led to data series breaks for selected labour statistics obtained from the LFS.

In view of rising demand for a continuous series of annual labour statistics from the LFS and the shift towards sample enumeration for the Census since 2000, DOS reviewed the sampling methodology needed to provide for the conduct of the June 2010 LFS as a sub-sample of the Census 2010. In the Census 2010, the LFS sub-sample constituted about one-sixth of the overall sample and covered the detailed labour-force related items as in other annual LFS as well as questions pertaining to the main sample for Census 2010. This meant that respondents selected for the overall sample in Census 2010 would only need to respond once to either the set of questions meant for the main sample or the LFS sub-sample. This provided for a continuous time series for annual data on key labour statistics while not increasing the response burden on the population.

As the June LFS was to be conducted concurrently with the Census 2010, effort was put in to ensure that a common understanding and treatment for all data items collected in the two surveys was applied. This was crucial to obtain meaningful consolidated results at the end of the surveys. In order to achieve this, a Census-LFS Workgroup was formed and many discussions were held to discuss details pertaining to data items to be collected, such as the phrasing of the questions and the concepts and definitions for the items collected.

2.3   DATA ITEMS COLLECTED IN THE CENSUS 2010

DOS undertook an extensive user consultation process with ministries and statutory boards from July to November 2008 to collate topics of interest proposed for collection in the Census 2010.

2.3.1 Selection Criteria

Multiple factors were taken into account when selecting the data items to be included in the Census enumeration. The final data items enumerated would have impact on the format of the questionnaire, the accuracy and quality of respondents' returns, the data processing phase, and the time schedule for Census releases.

In evaluating the list of data items to be included in Census 2010, DOS took into consideration the guidelines as recommended in the United Nations (UN) Principles and Recommendations for Population and Housing Censuses (2008), including the following:

a) Priority of National Needs

The Census should meet the needs of a broad range of data users in the country. The topics selected should be of relative importance for major national policy-making. The information to be collected must meet the current needs of the government for policy planning and decision making.

b) Suitability of Topics

In recommending the topics to be included, consideration was also given to the willingness and ability of the public to provide adequate information on the proposed items. The data items should not be too in-depth or specialised that they would require extensive probing. Topics of a sensitive or controversial nature that could potentially jeopardise the collection of other essential demographic and socio-economical data in the Census are not recommended.

c) Resources Available

Usage of resources should be within acceptable limits. The total national resources available for conducting the Census are taken into account. To ensure efficient use of resources, information that can be obtained from other sources should not be included in the Census, considering the extensive coverage and large population involved in the Census.

d) Importance of International Comparability

The Census adopts statistical concepts and methods from UN's recommendations on the planning and conduct of census, International Labour Organisation's guidelines on labour force, employment and unemployment and other international standards. These frameworks provide valuable insights accumulated from years of international experience as well as basis for data to be compared with other countries.

2.3.2 Data Items

After much deliberation, a finalised list comprising 58 data items was endorsed by the Census Planning Committee (CPC) in November 2008. The endorsed list included basic demographic and socio-economic characteristics, educational upgrading, job mobility, fertility, housing, transport and household information.

Of the 58 items, 9 items were obtained directly from the Household Registration Database (HRD) maintained by DOS. The remaining items not available from the HRD were collected from a large-scale sample survey.

Below is the finalised list of data items collected in Census 2010:

Personal Particulars and Demographic Characteristics	
Name	(from administrative source)
Singapore National Registration Identity Card (NRIC) or Foreign Identification Number (FIN)	(from administrative source)
Sex	(from administrative source)
Ethnic/Dialect Group	(from administrative source)
Date of Birth	(from administrative source)

Place of Birth	(from administrative source)
Citizenship	(from administrative source)
Identification Type	(from administrative source)
Marital Status	
Religion	
Number of Children Born Alive (for resident females)	
Whether Staying In/Outside Singapore - Country Currently In - Reason for Living Abroad	

Household Characteristics

Relationship to Head
Spouse Linkage
Parent-Child Linkage

Housing

Type of Present Dwelling	(from administrative source)
Tenancy of Present Dwelling	

Education

Level of Education Attending
Highest Qualification Attained
Major Field of Study (for Polytechnic/University graduates)
Country where Highest Qualification was Attained (for Polytechnic/University graduates)
Languages Literate In
Language/Dialect Most Frequently Spoken at Home

Educational Upgrading

Whether Acquired Vocational Qualification
Type of Vocational Qualification Acquired
Field of Study
Educational Institution

Employment

Current Activity Status
Employment Status
Occupation – Job Title
Occupation – Main Tasks and Duties
Industry – Name of Employer/Firm
Industry – Main Business Activity or Main Products/Services
Income from Work

Bonuses Received	
Nature of Employment	(new item)
Usual Number of Hours Worked Per Week	
Job Mobility	
Duration of Present Job*	
Previous Occupation* – Job Title	
Previous Occupation* – Main Tasks and Duties	
Previous Industry* – Main Business Activity or Main Products/Services	
Underemployment	
Willingness to Work for Additional Hours	(new item)
Availability for Additional Work	(new item)
Non-Working Persons	
Whether Worked Before	
Whether Available to Start Work in the Next 2 Weeks	(new item)
Whether Any Action Taken to Look for Work in the Last 4 Weeks	(new item)
Duration of Unemployment*	(new item)
Action Taken to Look for Work	
Main Reason for Not Working	
When Left Last Job *	(new item)
Main Reason for Leaving Last Job *	(new item)
Transport	
Usual Mode of Transport to School or Work	
Usual Travelling Time to School or Work	(new item)
Elderly Persons Aged 65 Years and Over	
Main Source of Financial Support	
Ambulant Status	
Income from Non-Work Sources	
Rental Income*	(new item)
Investment Income*	(new item)
Income from Other Sources*	(new item)

Item is covered in the Labour Force Survey sub-sample.

2.3.3   Enumeration of Foreigners through Employers

Foreigners working in Singapore form part of the total population. As the main Census 2010 covered residential dwellings, foreigners who hold employment passes, including their spouses and dependants, as well as Work Permit Holders (WPHs) who

work as domestic maids were deemed to be adequately covered. However, non-maid WPHs who mostly live in non-residential dwellings such as labour quarters and construction sites (e.g. construction workers) would be potentially undercounted using household survey method of data collection.

Instead, a separate survey on establishments employing non-maid WPHs was carried out by DOS from May 2010 till August 2010. Employers, rather than the individual non-maid WPHs, were requested to provide the information required for the survey. The results of the survey were then merged with the main sample to provide the overall profile of the total population and working persons in Singapore for policy studies.

2.4   UPDATES TO SINGAPORE STANDARD STATISTICAL CLASSIFICATIONS

The adoption of a common framework for statistical information classification facilitates data sharing and analyses among data producers and users. In the run-up to the Census 2010, the national standards of statistical classifications for occupation, industry and education were updated. Revisions to the classifications adopted broadly international classifications with appropriate modifications to take into account Singapore's context while enhancing international comparability.

A working committee, comprising representatives from key ministries and agencies which produce and/or use the data, was formed to facilitate the review of each classification. Inputs were also obtained from relevant government ministries and statutory boards.

2.4.1 Occupational Classification

The Singapore Standard Occupational Classification (SSOC) 2010 adopts the basic framework of the International Standard Classification of Occupations 2008 (ISCO-08). It replaces the SSOC 2005 which was based on ISCO-88.

The SSOC is a classification of occupations according to the type of work performed. Its primary objective is to classify the occupations of the civilian working population, but with provisions for the collective classification of those in the armed services and the foreign diplomatic personnel. It is not applicable to the economically inactive population such as housewives, full-time students, retired persons and voluntary social workers.

The basic principle used in the classification of occupations in the SSOC 2010 is the main type of work performed. Persons who perform the same principal tasks are considered as doing the same type of work and classified under the same occupational group irrespective of work experience, skills and qualifications. The basic concept of skill, or the ability to carry out the tasks and duties of an occupation, is used in defining the broad types of work in the SSOC 2010.

The SSOC 2010 comprises five levels of aggregation, namely Major Group, Sub-major Group, Minor Group, Unit Group and Occupation. A numerical five-digit coding system is used to distinguish the different levels of classification. The numbering system is hierarchical in nature, showing progressively finer details in skill specialisation from the highest level of aggregation (one-digit) to the lowest level (five-digit). This allows users the flexibility to tabulate, analyse and publish data according to the level of detail required.

2.4.2 Industrial Classification

The Singapore Standard Industrial Classification (SSIC) 2010 adopts the basic framework of the International Standard Industrial Classification Revision 4 (ISIC Rev. 4). The classification incorporates recent changes in economic activities to better reflect the current structure of Singapore's economy.

The SSIC is a classification of economic activities undertaken by economic units. It does not draw distinction according to the type of ownership, type of legal organisation or mode of operation. Economic units which engage in the same kind of economic activity are classified in the same category of SSIC, irrespective of whether they are corporate entities or government units, or operate in the formal or informal sector.

Like the SSOC, the SSIC 2010 is a classification with a hierarchical structure and uses a numerical five-digit coding system to distinguish the different levels of classification. At the highest level of aggregation, there are 22 broad categories known as "sections".

2.4.3 Educational Classification

The Singapore Standard Educational Classification (SSEC) 2010 makes reference to and is consistent with the basic framework and principles of the International Standard Classification of Education 1997 (ISCED 97). It is developed to take into account changes in the Singapore education landscape. The SSEC 2010 comprises of three sub-classifications:

- Classification of Level of Education Attending

- Classification of Educational Qualification Attained

- Classification of Field of Study

The hierarchical structure of the SSEC is defined by aggregation levels and groups which use Singapore's present education system and the formal educational qualifications currently awarded in Singapore as the basis. For educational programmes offered in Singapore based on foreign education systems, and qualifications which were awarded in Singapore in the past or those awarded overseas, the approximate equivalence to the current system and qualifications in Singapore are used to facilitate the appropriate classification.

The SSEC is revised to maintain relevance with developments in the area of education in Singapore such as the evolution of the full-time education system and vocational certification system. In addition, development of the continuing education and training programmes in recent years, in terms of recognition and rigor compared to the mainstream formal education system, has also been taken into consideration when revising the SSEC.

2.5   PILOT TEST

2.5.1 Objectives and Key Features

Pilot tests are commonly conducted prior to a major survey to rehearse the operational demands of the actual operations. Such tests help to detect and rectify potential operational difficulties and bottlenecks before the actual survey. These smaller scale operations are particularly useful if the data collection methods and operational flow to be adopted for the main survey have never been tried before.

As the conduct of Census 2010 is largely similar to that of Census 2000, a full pilot test covering all aspects of the Census was evaluated to be not essential. Instead, the Department conducted a pilot test that focused on the newly introduced Ultra-Mobile Personal Computers (UMPCs) to be deployed in collection at fieldwork. This allowed better utilisation of the resources and minimised the impact on the public as only a small number of households were required to be involved.

The main objectives of the pilot test were to:

a) Test the robustness of the UMPC application in actual field conditions;

b) Gauge the public response to the use of UMPCs for enumeration in Census for better respondent management in the actual survey;

c) Test the questionnaire flow, phrasing and response options; and

d) Fine-tune operational procedures, logistics support and progress management.

The pilot test was conducted over a period of two weeks in November 2009. Some 500 dwelling units in the Central region of Singapore were selected to take part. Prior to the conduct of the test, the UMPC application was thoroughly tested during the application development phase. Detailed briefings were conducted to help the officers familiarise with the work procedures, as well as the concepts and definitions of the data items to be collected. The selected households were informed in advance by post.

To simulate the batching of the actual Census 2010 operations (20 batches spread over 3 to 4 months), 3 batches were implemented in the pilot test. As turnover of field interviewers in the actual survey was expected, the functions and work

processes involved in the transfer of cases from one officer to another during the test was simulated.

The pilot test also tested on the data transfer between the UMPCs, the Fieldwork Management system as well as the synchronisation with the database.

2.5.2 Refinements following the Pilot Test

Overall, the pilot test achieved its objectives. Learning from the experiences of the pilot test, refinements were made to improve the systems and operational flows. These included:

a) Enhancing the UMPC application to:
    i.   Reduce loading time for each screen;
    ii.   Refine the backup procedures for data; and
    iii. Overcome the issue of the software hanging after re-activation from standby mode.

b) Providing an additional UMPC battery to field interviewers to allow them to work without interruption due to their batteries being exhausted.

c) Adding more detailed illustrations on the concepts and definitions, as well as specific scenarios/examples, into the fieldwork training manuals and materials.

Enumeration, Data Processing and Dissemination

3 ENUMERATION, DATA PROCESSING AND DISSEMINATION

3.1 OVERVIEW

Census 2010 was officially launched on 12 March 2010. The sample enumeration for the Census 2010 was conducted from mid-March to end-August 2010, centred on the Census reference date of 30 June 2010. A tri-modal data collection strategy, comprising the Internet, Computer-Assisted Telephone Interviewing (CATI) and face-to-face interviews, was adopted to facilitate data collection from the households. Data collected were sent for processing where the records were edited to eliminate errors and omissions, and coded for tabulation and analyses.

For the conduct of the Census 2010 sample survey, the selected dwellings were divided into 20 batches. The size of each batch ranged between 7,200 and 8,600 dwellings. Staggered start dates of about 3 to 4 days apart were planned for each of the 20 batches to spread out the workload for the three data collection modes.

As the pool of field interviewers tended to shrink towards the end of the fieldwork enumeration period, more dwellings were allocated in the earlier batches than in the last few batches. The allocation of more dwellings for enumeration in the first few batches helped field interviewers pick up the operational procedures and interviewing skills within a shorter period of time. Fewer cases towards the end also ensured that the remaining field interviewers were able to cope with the new batches and at the same time continue to revisit households that were not contactable from previous batches.

3.2 WORKFLOW OF CENSUS BATCHES

On average, three batches were rolled out within 2 weeks as illustrated in Figure 3.1. This staggered workflow was designed to optimise the use of resources. Apart from moderating the volume of Internet traffic to the Census Internet enumeration website and avoiding a sudden surge in usage should all respondents were to register at the same time, staggered batching also allowed for more effective case allocation and follow-up at the call centre and by field interviewers.

Figure 3.1: Flow of Records by Batch and Weeks after Census Launch

Batch	Weeks									→
	1	2	3	4	5	6	7	…	n	
1	Internet	Internet	Internet CATI	Internet CATI	Internet CATI	Field-work	Field-work	Field-work	Field-work	
2		Internet	Internet	Internet CATI	Internet CATI	Internet CATI	Field-work	Field-work	Field-work	Field-work
3			Internet	Internet	Internet CATI	Internet CATI	Internet CATI	Field-work	Field-work	Field-work
↓										
20									Internet	…

Respondents in each batch were first sent a notification letter informing them that they had been selected to participate in the Census 2010. They were given two weeks to provide their survey returns via the Internet. They also had the option to call the Census hotline to provide their information via a telephone interview. The Census hotline was manned by the CATI interviewers who would be able to conduct the Census survey over a telephone interview, answer queries about the survey and provide technical assistance for respondents using the Internet submission.

After the two-week period provided for Internet submission, the CATI system then began calling respondents who had not completed their returns. For respondents who had not completed their returns by the end of the second week, a reminder letter was sent. This reminder letter encouraged respondents to submit their survey returns via Internet or call the Census hotline for telephone interview. Respondents would still be able to submit their returns either through Internet or CATI during the third to fifth week.

A second reminder was sent at the end of the fourth week to alert respondents that survey officers could be arranged to visit them at their homes to assist them in completing their returns if they were not able to submit their returns via the Internet or telephone by the given deadline.

Records which were not completed via Internet or telephone interview by the end of the fifth week were assigned to survey officers for follow-up through face-to-face visits. Records were downloaded to the respective team members' Ultra-Mobile Personal Computers (UMPCs) to facilitate the conduct of field interviews. Field interviews took place from the sixth week. The Field team was given another four weeks to complete the survey returns in each batch.

All completed records flowed into the data processing system at the end of each day. This enabled the Data Processing team to start coding and editing the data as

and when the records were completed without having to wait for a specific batch to be completed and consolidated.

After stringent quality checks and the completion of data processing, multiple aggregated cross-tabulations were generated for analysis of data trends. Statistical reports on specific topics were prepared for public release.

3.3   INFRASTRUCTURE SET-UP FOR DATA COLLECTION

The Census 2010 data collection system was hosted at the Government Data Centre Shared Hosting Service (SHINE). SHINE is a one stop environment for government agencies to host and deploy their applications, e-Services and web sites. By riding on the centrally managed infrastructure for the public sector, lower operating costs were achieved with economies of scale. The system availability was also assured through a resilient central infrastructure. In addition, the round-the-clock operational support provided was essential to meet the needs of the Census Internet module which was available on a 24-by-7 basis.

Data collected from the Internet, CATI and Fieldwork were stored centrally for ease of data synchronisation. This was an enhancement from the last Census where two separate databases were used for the Internet/CATI and Fieldwork responses.

The design of a single database provided greater flexibility for households to switch their modes of submission during the survey period. It improved the overall productivity of the collection and provided convenience to households as there was no time lag in data update across the three modes of data collection. With more timely updates, communication with respondents also improved.

For the Department, there were also cost savings as the use of a single database reduced the costs in maintaining the multiple databases and servers and in transferring data across databases of different data collection modes.

To address the potential security concerns of having too much information in a single database, information was loaded in batches as and when each batch became available for enumeration. Upon receiving the complete information for a household, information for the household was moved from the data collection database to the internal data processing database to minimise the risk of exposure.

3.4   INTERNET DATA COLLECTION

The system used for the Internet Data Collection was codenamed Electronic Submission Module (ESM). The design of the ESM built on the lessons learnt from the Internet submission systems used in Census 2000 as well as the General Household Survey 2005. Improvements were made to address feedback raised then and new features were introduced to meet the anticipated needs of the public.

3.4.1 Key Features

Self Registration and Creation/Reset of Password

  To use the ESM for Census 2010, respondents first logged in using the House Reference Number (HRN) that was sent to them with the notification letter. One key feature of the ESM was the facility for respondents to register and create their own password (Figure 3.2). This reduced the risk of unauthorised access in the event that the notification letter was misplaced as the information in the letter itself would be insufficient to gain access to the household's Internet form.

Figure 3.2: ESM Login screen

Welcome to Census 2010 Internet Submission
If you are a new User and have not registered for password, please enter your House Reference Number and click on New Registration.

House Reference Number [ ]
Password*(case-sensitive)* [ ]

Login

Change Password

Instructions

This Survey will take approximately around 20-25 minutes to complete for a 4-member house.

If you encounter any difficulties when using this e-Service, please call the Census 2010 Hotline at 1800-877 7888 (9am to 10.30pm, Mondays to Sundays), or email us at census2010@singstat.gov.sg.

  After entering the HRN and clicking on the "New Registration" link, the respondent would be prompted to provide the National Registration Identity Card (NRIC) or Foreign Identification Number (FIN) of any member living in the selected house and the corresponding Date of Issue (DOI) of that NRIC/FIN for verification (Figure 3.3).

  In past surveys, respondents who were unable to provide the DOI of their NRIC/FIN such as those who had recently lost their NRIC/FIN or military personnel who might not have access to their civilian identity cards would not be able to register for the online Internet form. In Census 2010, supervisors were able to issue a Date of Registration (DOR) in place of the DOI to allow the respondent to proceed with the registration after an authentication process.

Figure 3.3: ESM Registration

Registration/Verification of Household Member's Details

House Reference Number M8DJGP0

NRIC/FIN S ▾ [ ]

Date of Issue of NRIC/FIN ⓘ [ ] / [ ] / [ ]
    (DD/MM/YYYY)

Confirm **Cancel**

Once the registration details were entered and verified, respondents would be prompted to create their own password. This password would be used for subsequent login. Respondents who forgot their password were able to change their password on their own by providing the original set of registration details. Allowing respondents to create and change their password minimised the turnaround time.

Respondents were able to start the Internet enumeration once the password had been created. If the NRIC/FIN and DOI entered earlier belonged to a registered person in the address, respondents would be able to retrieve an Internet form containing selected pre-loaded information about the household members. Otherwise, a blank form would be triggered.

User-Friendly Form

The enumeration screens were designed to incorporate user-friendly features such as consistent placement of key functions, hyperlinks to "Frequently Asked Questions" and other relevant information such as "Glossary" which explained terms used in the survey form (Figure 3.4).

The left hand panel on the Internet screen enabled users to navigate to the intended screens directly, without having to use the "Next" or "Previous" buttons to move screen-by-screen. Screens that were completed were also marked with a tick in the left hand panel to allow respondents to monitor the progress and outstanding questions.

Automated branching of questions was in place to direct the respondent to the relevant questions. Respondents could also save their partially completed returns and re-visit them later to provide the remaining information.

Figure 3.4: ESM Enumeration screen with user-friendly features
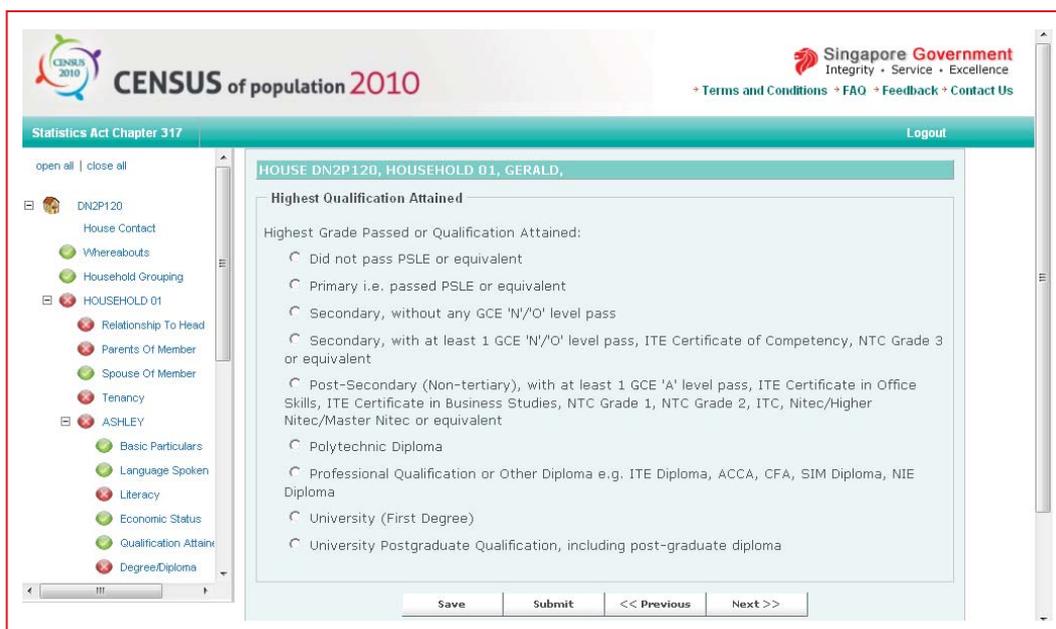
Individual Member and Household Submission

Unlike in past surveys where all members in the same household had to submit their information in the same return, submission for individual member(s) in the household could be made in the Census 2010 Internet form. A respondent who completed the survey return for his/her part could submit his/her returns without the information for the rest of the household members being completed. Once his/her information was submitted, the rest of the members would not be able to view his/her returns. This enabled the respondent to keep his/her returns confidential from even those within the same household. Similar to individual member submission, separate submission at the household level could also be made if there were more than one household in the selected address.

Validation Prior to Submission

Upon submission, the system would trigger a series of validation checks for completeness and accuracy. Incomplete or erroneous fields were displayed as errors. Respondents were able to navigate to the missing/error fields directly to resolve them and submit successfully (Figure 3.5).

Figure 3.5: Screen showing submission status of survey returns

Short Message Service (SMS)/Email Reminders

Respondents could choose to receive SMS and/or email reminders before the due date for submission. This feature catered to respondents who were not able to complete their submission within one session. These SMS and email reminders were sent to the mobile numbers and email addresses provided by the respondents when they log on to complete the Internet survey forms.

Data provided over the Internet were transferred via an encrypted and secured network. The IT infrastructure and system design were fully compliant with the Government IT security standards and best practices.

To prevent the possibility of online attack, additional security measures and procedures were built in. For example, the number of unsuccessful attempts for registration/login/change password was tracked. The house account would be locked if there were six unsuccessful login attempts. The CATI supervisors would only proceed to unlock the house account after completion of an authentication process.

A 20-minute session time-out feature was also built in as part of the security features. A prompt would appear after 15 minutes of inactivity to notify the respondent that the session was expiring. If there were no further activity for the next 5 minutes, the system would prompt "Session time-out" and log out automatically. This protected the data collected in the event that the respondent forgot to log out from the survey after use.

Hotline/Technical Assistance

To assist respondents who may encounter difficulties using the Internet form, the Census hotline was made available from 9am to 10.30pm daily, including weekends and public holidays. The operating hours were extended from 9pm during the conduct of Census 2000 to 10.30pm in Census 2010 to better support the respondents in their submission.

3.4.2 Additional Channels for Internet Submission

To expand the reach of the Internet submission and ensure that respondents were able to submit their Census returns via different channels, an Internet submission facility was set up at the Department of Statistics' office as well as at the 28 CitizenConnect Centres across Singapore.

Each CitizenConnect Centre is a one-stop centre for easy and convenient access to government services online. These centres open from 12pm to 8pm, Mondays to Sundays and are closed on public holidays. By leveraging on the CitizenConnect Centres, respondents who did not own a computer at home and those who were not so technically savvy were also able to submit their Census forms electronically.

3.4.3 Lesson Learnt

Online Registration Process

A number of respondents whose HRN ended with "0" mistook the number as the letter "O", causing problems in online registration. An additional message "*Note that the first five and last digits of the House Reference Number are numbers and the*

sixth character is an upper case alphabet. For e.g. 12345A6." was loaded in the login screen to highlight to the respondents on the format of the HRN. The use of ambiguous numbers/letters (e.g. "0" and "O") will be avoided for future surveys.

3.5   COMPUTER-ASSISTED TELEPHONE INTERVIEW

CATI is a tried-and-tested data collection method, having been successfully deployed thrice in the Census of Population 2000 and past General Household Surveys. Respondents, who were not able to complete their returns via the Internet, had the option to provide their returns over the phone with the assistance of telephone interviewers.

About 150 CATI interviewers were employed in 2 shifts per day, managed by a team of 15 Assistant Census Directors (ACDs) and Census supervisors.

3.5.1 Key Features

Important features and lessons learnt from previous deployment were integrated into the CATI system design for the Census 2010. Improvements were made to key features which included automatic branching of questions, online verification checks for completeness and automated dialling.

Automated Outbound Dialler

One key feature of the CATI system was the Automatic Outbound Dialler (AOD). The automated dialling system searched through telephone numbers from the list of available records and made calls based on a set of priority rules built into the system. When a respondent picked up the phone, the call was automatically routed to an available CATI interviewer who would interview the respondent. If the line was busy or there was no response, the system would search for the next available telephone number.

Switching between Inbound and Outbound Calls

The CATI system handled inbound and outbound calls, including appointment calls to households who had requested to be surveyed at a preferred date and time. As the pool of CATI interviewers were trained to handle both inbound and outbound calls, manpower resources could be optimised with the switching of roles to meet the demand of the day. For example, if the inbound call traffic was slow during the inbound off-peak period, the automated dialler would identify available CATI interviewers and assign them with outbound calls. Therefore, the same interviewer could be involved in a variety of tasks – handling hotline enquiries which may include basic technical support to Internet users, attending to inbound calls for enumeration, managing outbound calls, as well as providing assistance to field interviewers who called the hotline for updates to their assigned records.

Management of Call Load

Inbound call traffic and patterns were monitored closely through the generation of management reports from the system during CATI operating hours. Availability of real-time reports enabled CATI supervisors to adjust the system settings to appropriately handle the call volume accordingly. For peak periods with high volume of inbound calls, more CATI interviewers were allocated to receive inbound calls to ensure that respondents calling in were attended to.

For inbound calls received before or after the CATI operating hours, or during peak periods when there were no available CATI interviewers to answer their calls, the respondents could leave their telephone number. The CATI system would automatically schedule to call them at the start of the next working day or as soon as a CATI interviewer was available.

Authentication Process

There were slight variations between handling an inbound call and an outbound call. For an inbound call, it was necessary for the CATI interviewer to first verify the selected address. The following screen (Figure 3.6) would be displayed for inbound calls:

Figure 3.6: CATI Search screen for inbound calls

The CATI interviewer would ask for the HRN which was printed on the notification letter sent to the household as part of the notification package. As it was common for respondents to misplace or forget the HRN, an alternative verification mechanism was put in place to allow the CATI interviewer to search for the address of the caller using the 6-digit Postal Code or a combination of Street Name, Block/House number and Level/Unit number. After the address was verified, the following screen

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(Figure 3.7) would be displayed. The CATI interviewer would proceed with the enumeration.

Figure 3.7: CATI Enumeration screen on contact details

For an outbound call, the address corresponding to the telephone number would already be known since the call was made by the system. The CATI interviewer would quote the HRN and confirm the address with the respondent before proceeding to conduct the interview.

CATI interviewers were adequately trained to multi-task and perform duties ranging from conducting interviews, answering queries, to providing support to the field team. With the assistance of the CATI interviewers, the survey could be completed and submitted within 20 minutes for a typical 4-member household. CATI also proved to be a useful mode of survey for respondents who were illiterate or have no Internet access.

Supervisory Support

Supervisors were available during the operations to guide interviewers and handle more complex queries. An administrative summary screen (Figure 3.8) enabled supervisors to access various details on the house record (e.g. first registrant's information, Internet due date, survey mode and whether house account had been locked etc.). Such information enabled the supervisors to assist the respondents to resolve the problems they encountered.

Figure 3.8: CATI Administrative Support screen

Extended Operating Hours

Experience in previous surveys revealed an emerging trend of respondents returning home at later hours. To cater to this group of respondents who reached home in the late evenings, the operating hours of the Census 2010 call centre were extended from 9pm in Census 2000 to 10.30pm. Respondents could contact the hotline from 9am to 10.30pm daily, including weekends and public holidays. The extension of operating hours was in line with the Department's commitment to provide better service and support to our survey respondents.

User-Friendly Form

The question flow in the survey form used at CATI was the same as the Internet form. With automatic branching of questions, the system displayed relevant questions pertaining to the household and its members based on their profile. The online verification checks for completeness highlighted missing fields or data discrepancies to the CATI interviewer, so that clarifications could be made with the respondent before the survey was submitted.

The consistency in interface with the Internet form also facilitated the CATI interviewers' support to the Internet respondents. The CATI interviewers were able to provide screen-by-screen guidance that corresponded to what the respondents were seeing.

Co-ordination with Fieldwork and other Operations teams

As respondents could still call in to the hotline to furnish information or submit their returns after the field interviews started, it was important to ensure that timely

updates were provided to the field team. SMS alerts were sent to update field interviewers on the completion status of a house record which had been allocated to them. Field supervisors were also notified through SMS of the updates to assist them in monitoring the interviewers' duties and work progress.

When alerted that new information had been furnished via CATI, the field interviewer would contact the Census 2010 call centre to obtain the latest updates before visiting the respondent at his/her house. A Fieldwork Summary screen at CATI allowed CATI interviewers to access the screens which have been updated over CATI (Figure 3.9). The CATI interviewers would convey the updates displayed in the screen to the field interviewers. This automated the process of alerting field interviewers and allowed them to obtain the latest information pertaining to the household. Updates were provided on a regular and frequent basis, in intervals of fifteen minutes. This ensured minimum time lapse for the updates.

Besides working closely with the field team, the CATI team also worked with the Data Processing team on clarifications and amendments to previously submitted records. Feedback was also sought and provided to the Quality Assurance team to improve the quality of the data collected and effectiveness of the training on an on-going basis.

Figure 3.9: Fieldwork Summary screen
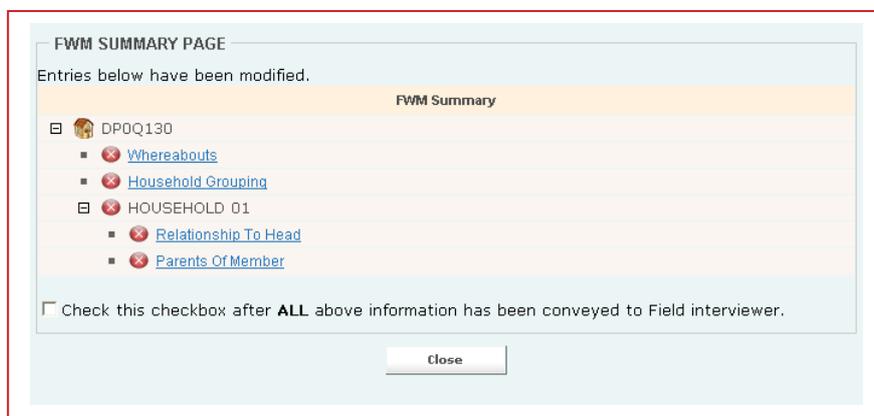
3.5.2 Lessons Learnt

There were several critical lessons that could be learnt from conducting Census 2010 using CATI:

Design of House Reference Number

A handful of HRNs were very similar (e.g. "12345N3" and "12345M3", "67890F1" and "67890S1"). Some CATI interviewers encountered difficulty differentiating the sound of certain letters in the HRNs reported by the respondents over the telephone. For future surveys, the use of such letters in HRNs could be avoided.

Fast Downloading of Screens

CATI interviewer often had to read out the questions on the screen promptly during the interview with the respondent. Hence if the system response time was slow, the survey time would be prolonged and respondents would get impatient. To prevent this, it was important to stress-test the system to ensure that there was no lag in response time even during peak enumeration periods.

Role of the Logistics team

As there was much co-ordination required across the various teams collecting and processing the Census data, the Logistics team played a pivotal role in supporting the CATI and Fieldwork teams. Besides overseeing the recruitment, they kept track of the notification letters bounced back from delivery for further follow-up at CATI, handled the requests for letters to be resent and managed the respondents who walked in for enumeration. The set-up of the separate support team contributed to the smooth progress of the collection and processing teams which could then focus on the respective tasks.

3.6   FIELDWORK OPERATIONS

To facilitate fieldwork operations, selected dwellings for Census 2010 were grouped into 5 geographical divisions, namely: North, North-East, East, West and Central. Each division was headed by an ACD. Within each division, there were 4 sub-divisions, each managed by a field supervisor.

Field operations were carried out from 10 regional offices (ROs) with about 140 field interviewers, managed by a team of 20 field supervisors.

3.6.1 Key Features

Use of Ultra-Mobile Personal Computers

One of the major improvements in Census 2010 fieldwork operations was the deployment of UMPCs. A fieldwork application was developed for field interviewers to carry out their enumeration. Unlike the traditional paper and pen approach, the use of UMPCs provided logistic convenience, eliminating the need for printing and transportation of hardcopy survey forms.

Automatic branching of questions directing the field interviewers to only the required questions sped up the enumeration process. Completeness and consistency checks built into the application reduced accidental omissions of questions and allowed clarifications to be made on the spot. Back-end processing efforts were also reduced with electronically coded data captured from the enumeration. Furthermore, information captured was kept within the secure handling of the UMPC as data enumerated were encrypted within the application.

Fieldwork Management System

A computerised Fieldwork Management (FWM) system was also developed for supervisors to allocate records, transfer records and keep track of the field interviewers' workload and the status of the records assigned to them. In addition, field supervisors were able to view records that would potentially flow to fieldwork one week prior to the start of fieldwork phase for planning purposes.

The field interviewers met their supervisors at their respective ROs twice a week for progress updates and to synchronise the data collected in the field into the Data Collection Database. The ACDs and supervisors provided close supervision and guidance to the field interviewers to ensure that the field operations were carried out properly and expeditiously.

To further facilitate data collection at field, supervisors carried out field reconnaissance to familiarise themselves with their fieldwork areas and make necessary arrangements for the field interviewers. For example, arrangements for access into private condominiums were made with the respective condominium management committee prior to the field interviewers' visits where necessary.

3.6.2 Fieldwork for Large Households

The Survey of Large Households (SLHH) was conducted prior to the main Census 2010 to improve the efficiency during the fieldwork operations. The SLHH covered households in the Census 2010 sample that were large in size as these houses were potentially more difficult to enumerate. The large size of such households also meant that the time taken for them to complete their survey via the Internet and CATI would be significantly higher than the average households. Additional resources would also be required to cater to them if they were to be included in the main survey.

The SLHH was conducted through face-to-face interviews over a period of one week, from 22 to 26 February 2010. All dwelling units containing 15 or more registered individuals in the Census 2010 selected sample were identified.

This survey also provided practical training for both the field and CATI supervisors. The field supervisors gained first-hand experience of the field conditions in advance of the Census and the CATI supervisors were able to gain experience in managing respondents' feedback and queries over the telephone.

3.6.3 Lessons Learnt

Like the ESM and CATI, there were several critical lessons that were learnt from Fieldwork:

Deployment of UMPC for Enumeration

The use of UMPCs greatly improved efficiency in fieldwork operations. Supervisors no longer had to print out the available information onto Household and Individual forms for field interviewers to conduct interviews. It was not necessary to transport the forms back to Census Headquarters via courier service and to scan the forms electronically. For the field interviewers, the burden of carrying hardcopy forms around and ensuring the completeness of all the relevant fields on the hardcopy forms were relieved from them with the use of UMPCs.

Improved FWM System for Fieldwork Supervisors

Using the FWM system, supervisors were able to view pre-allocated house records one week before actual allocation to the interviewers and this enabled them to carry out effective planning of records. The FWM system also allowed supervisors to view the list of outstanding and submitted records assigned to the interviewers which was helpful in monitoring the fieldwork progress and rendering timely assistance to the interviewers whenever necessary.

Knowledgeable and Confident Field Interviewers

As fieldwork was the most difficult phase of the data collection, it was important for field interviewers to be knowledgeable and confident to secure the respondents' co-operation. A rigorous 3-day training program was organised to equip field interviewers with the essential understanding and skills before being deployed to the field. Upon actual deployment, the respective field supervisors and interviewers met frequently to discuss problems faced during the survey and possible solutions at their ROs. These enhanced the knowledge and confidence of field interviewers for Census 2010.

Availability of Census 2010 Publicity Pamphlets for Interviewers

The availability of the Census 2010 publicity pamphlets in 4 different languages (English, Chinese, Malay and Tamil) enabled field interviewers to explain clearly to the respondents about the conduct of Census 2010. The publicity pamphlets coupled with the publicity posters at bus stops and Mass Rapid Transit (MRT) trains as well as advertisements on television and radio created greater awareness of the survey to the respondents.

3.7 DATA PROCESSING

The Census 2010 data processing systems incorporated enhanced features to streamline operations, such as batch coding, batch validation and sorting of records for coding, to reap productivity gains.

Census returns submitted via the Internet, CATI and field enumeration were captured electronically and updated into the Census database directly without the need for separate data entry back in office. Trained coders performed online computer-assisted coding of data on occupation, industry and education while editors checked on the consistency and completeness of survey returns. The final processing of the data involved the editing and verification of records to ensure consistency and good quality of the data.

About 100 coders and editors were employed in 2 shifts per day, managed by a team of 8 ACD and Census supervisors.

3.7.1 Coding of Vocational Qualification, Industry and Occupation

For the main Census 2010, the data collected were captured in pre-coded categories except for selected descriptive fields which included vocational qualification, industry and occupation. These fields were reported by respondents in text format and needed to be coded in the office.

Coding was the first phase in data processing. This involved the coding of descriptive information collected on vocational qualification, industry and occupation. To expedite the process, coding of vocational qualification, industry and occupation was further organised into batch coding and online coding (Figure 3.10).

Batch coding was an automated process during which appropriate codes were assigned by the application program based on the descriptive information captured on vocational qualification, industry and occupation and in-built coding rules. Records that were distinct and non-ambiguous were coded automatically. Batch coding of vocational qualification was performed first, followed by industry and then occupation.

To facilitate batch coding, input files containing descriptive information on vocational qualifications, industries and occupations with their corresponding codes were prepared. The files were collated using descriptions collected in past Censuses and household surveys as well as the latest occupations and industries listed in the Singapore Standard Industrial Classification (SSIC) and the Singapore Standard Occupational Classification (SSOC).

During the batch coding process, the descriptive information captured for the Census 2010 was matched against the input files. If a complete match was found, the record was assigned with the specific code. If no match was found during batch coding, the record flowed into a "Common Pool" for online coding. About 18 per cent of records which required coding were assigned vocational qualification/industrial/occupational codes through batch coding. This was a marked improvement from the corresponding rate of 6 to 7 per cent during the Census 2000.

Figure 3.10: Coding Workflow

```
                    ┌─────────────────────┐
                    │  Enumerated Records │
                    └─────────────────────┘
                              │
                              ▼
              ┌──────────────────────────────┐
              │        Batch Coding of        │
              │    Vocational Qualification,  │──────────┐
              │     Industry and Occupation   │          │
              └──────────────────────────────┘          │
                              │                          │
                     Not Batch Coded            Batch Coded
                              │                          │
                              ▼                          │
                    ┌─────────────────────┐             │
                    │  Common Pool Records│             │
                    └─────────────────────┘             │
                              │                          │
                              ▼                          │
                         ◇ Online Coding ◇              │
                              │                          │
                              ▼                          │
                    ┌─────────────────────┐             │
                    │    Coded Records    │◄────────────┘
                    └─────────────────────┘
```
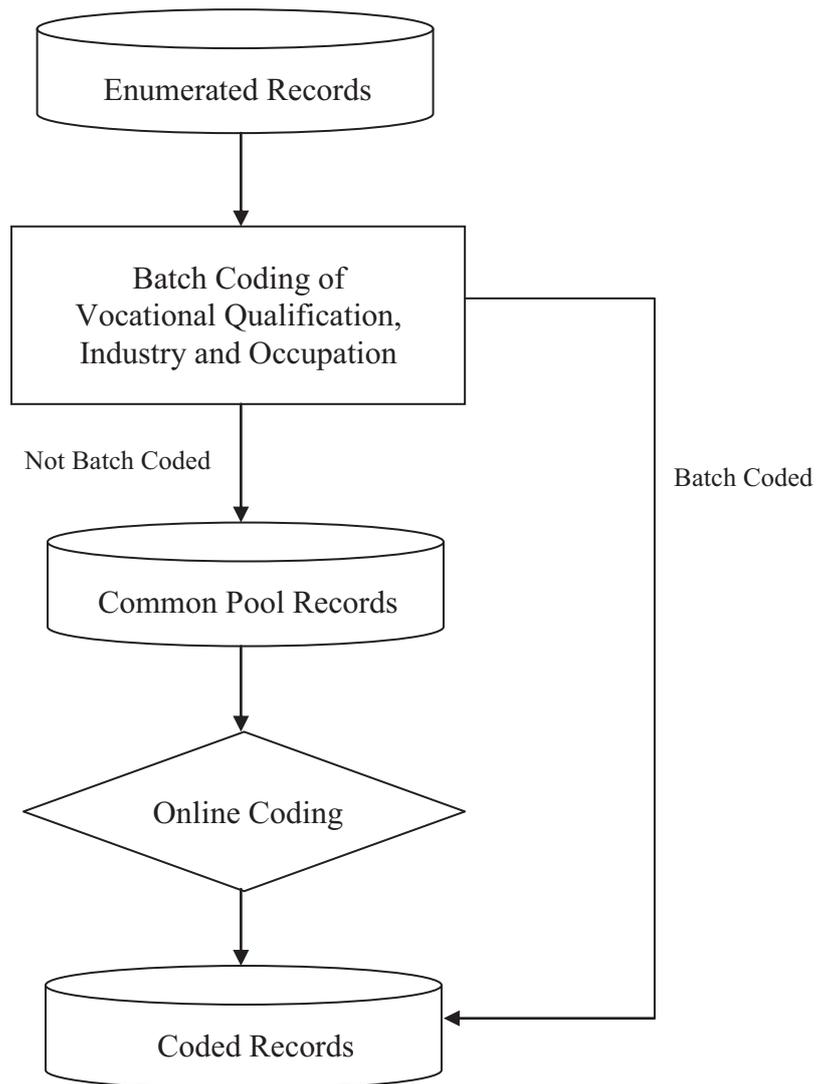
Sorting and batch allocation was performed for online coding to improve the productivity of the coding staff. Records with similar characteristics were grouped and allocated to the same coding staff where applicable. For online vocational qualification coding, the records were first sorted by Batch Number and followed by Highest Academic Qualification Attained (HAQA). For online occupation coding, the records were sorted by Batch Number and Employment Status followed by broad Industry Group or HAQA, depending on the Employment Status.

During the online coding process, coding staff used a search facility to retrieve relevant information from the input files for determination of the appropriate codes. This search facility used the "key word" search method to find an appropriate match. The results of the search were displayed on-screen for the staff to assess and assign the most appropriate code. For example, a staff could search using a key word to

retrieve all commonly used occupation titles that contained this key word and the corresponding SSOC codes.

After coding was completed, the records flowed to the editing process which was the second phase of data processing.

3.7.2 Data Verification and Editing

Data verification and editing were undertaken to ensure all records were accurate before they were used for compilation of aggregated statistics. The main processes (see workflow Figure 3.11) were as follows:

- Batch Validation

- Online Verification and Editing

- Duplicate Checking

Batch validation was an automated process during which all records went through a series of stringent checks by the computer. The "error" and "consistency" rules were consolidated from past experiences with censuses and household surveys. "Error" rules checked primarily for missing key information which should not be left blank and validity of codes. They were also designed to detect records with entries for two or more data items which were logically impossible. "Consistency" rules checked for scenarios which were unlikely to occur but could still exist. Examples of such rules include small age difference between parent and children, and attainment of university qualifications at relatively young age. Records which failed error or consistency rules during batch validation were flagged out and retrieved by editing staff for online verification and editing.

During the online verification and editing process, editing staff scrutinised and corrected the errors and inconsistencies that were highlighted for each record on-screen. Where necessary, editing staff would contact respondents to seek clarifications. For records which failed rules pertaining to vocational qualification, industry or occupation codes, editing staff could access the relevant functions in the online coding systems to help them to review and amend the codes, if required. The editing staff could iteratively check their records against the error and inconsistency rules after making amendments to them, and this checking process would continue until the records were error-free and all inconsistencies, if any, had been verified.

After all the records were edited, a duplicate check was conducted to retrieve records of individuals who were enumerated more than once during data collection. For example, this could happen when an individual who had been enumerated in one house was enumerated again after he shifted to another house within the survey period. For such cases, the additional records were deleted to prevent double

counting. The retained records were then passed through the online verification and editing for another round of verification of errors and inconsistencies.

Figure 3.11: Editing Workflow

Coded Records

Batch Validation — No Error/Inconsistency

Fail Rules

Online Verification and Editing

Edited Records

Duplicate Checking — No Duplicate

With Duplicate

Online Verification and Editing

Records for Tabulation
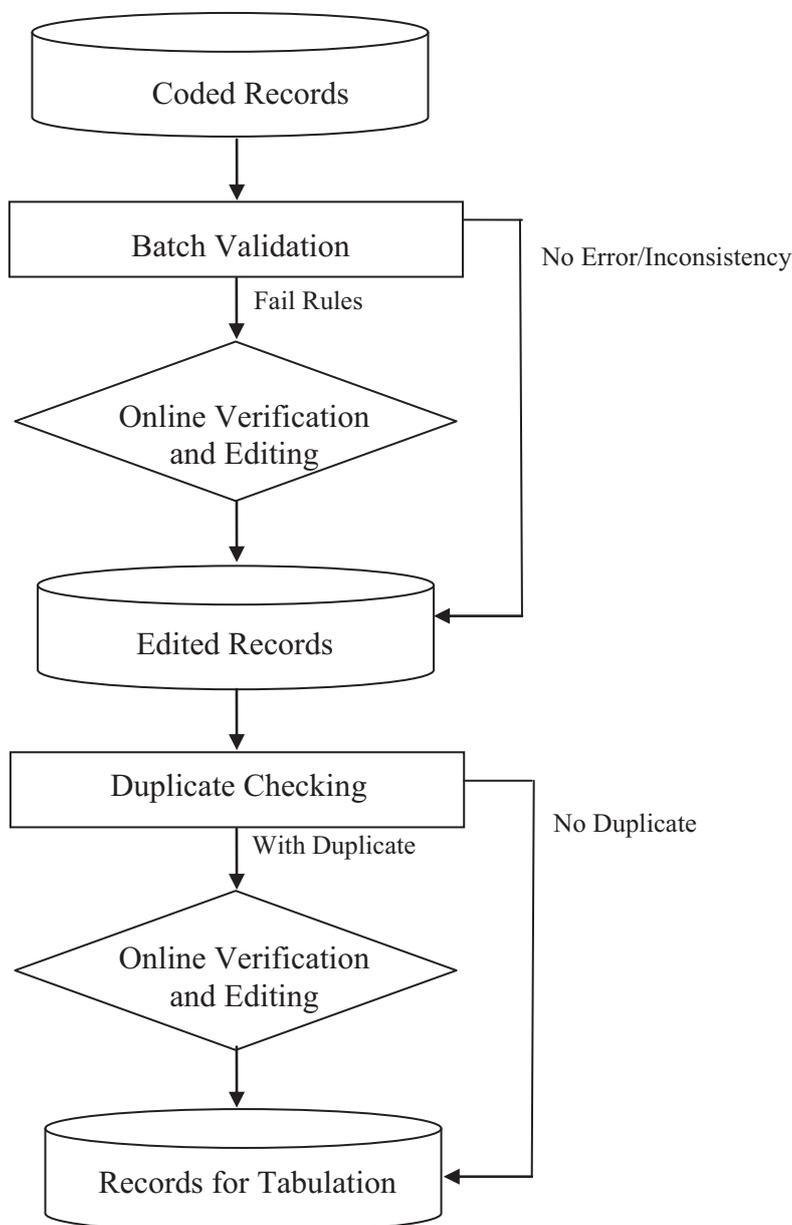
3.7.3 Quality Assurance

As part of data quality assurance, a number of cross-variables consistency checks were performed for related items of the edited records to identify possible misreporting. Examples of such checks include persons who reported multiple modes of transport with short travelling time or elderly persons who indicated main source of financial support as employment/business income but reported no income from work.

Records which failed the quality assurance checks flowed back to the editing team for further verification and editing. Once all the records were verified to be error-free, they were used for data compilation and analyses. The quality assurance checks served to strengthen the data verification process and enhance the quality of data captured.

3.8   RESPONSE RATE AND MODE OF RESPONSE

The overall response rate for the Census 2010 was about 98 per cent. Households that were non-contactable during the Census survey period and those who provided partial information but did not complete the survey were included as non-responding units.

Households who responded to the Census through the CATI formed the largest group at 46 per cent of responded households. Another 38 per cent submitted their Census returns via the Internet while the rest (16 per cent) were surveyed through face-to-face interviews. More details on the take-up by the different modes of data collection are discussed in Appendix N.

3.9   DATA DISSEMINATION

The register-based Census coupled with the tri-modal data collection strategy and expeditious completion of data processing contributed towards timely dissemination of the Census 2010 results.

3.9.1 Data Tabulation System

An in-house project was undertaken to develop a reliable and easy-to-use tabulation system for the Census 2010. The tabulation system uses Microsoft Excel macro software as an interface to compile the aggregated data at SAS server before exporting to Excel spreadsheet. As this system was riding on SAS engine, it could process records and perform tabulations swiftly.

The tabulation system has the following advantages compared with software developed in earlier major projects:

a) The system could generate different types of statistical outputs, through built-in templates (or options) to cater to different data requirements. The statistical outputs include cross-tabulations on frequency count, percentage distributions and summary statistics (e.g. mean, median). A maximum of 4 variables could be specified to produce the required report.

b) SAS output could be converted directly to Excel format. This was faster than if SAS/E-Guide were to be used and for data to be manually exported to Excel for tabulation. The final output could be used to do additional grouping or calculation for analysis.

c) The incorporation of user-friendly templates in the system enabled statistical tables to be produced in a ready-to-publish Excel format and reduced the need for further formatting.

3.9.2 Statistical Releases

From the register-based Census, the Department published the report "Advance Census Release" in end-August 2010 on key trends in the population size, growth, and broad geographic distribution of the Singapore population as at Census Day, 30 June 2010. This was followed by a Statistical Newsletter article in September 2010 providing more register-based information by geographical breakdown (Appendix O).

Following the completion of data processing for the Census sample enumeration, the Department released a series of topical Statistical Releases (SR) on detailed Census results during the period of January-February 2011, as follows:

Publication	Topic	Release Date
SR No. 1	Demographic Characteristics, Education, Language and Religion	12 Jan 2011
SR No. 2	Households and Housing	15 Feb 2011
SR No. 3	Geographic Distribution and Transport	24 Feb 2011

These Statistical Releases present the broad trends and changes between 2000 and 2010. The reports also contain key indicators, comprehensive and detailed tables, charts and descriptions of the concepts and definitions which serve to meet the needs of the general public for a wide range of data on Singapore's population and households. They serve as comprehensive reference sources for planners, researchers and other data users requiring in-depth data for their analyses.

The Census 2010 reports are available for free download from the release date, on the Department's website at www.singstat.gov.sg. The printed versions are available for sale.

Organisation and Administration

4   ORGANISATION AND ADMINISTRATION

Given the large scale operations of the Census 2010, a big pool of staff were involved in a wide range of activities from the planning and conduct of the survey to the dissemination of the results. Preparation prior to the launch of the survey and support activities during the survey implementation were just as critical as the data collection and data processing activities in contributing to the successful completion of the Census 2010.

4.1   OFFICE SET-UP AND SELECTION OF REGIONAL OFFICES

Looking for suitable locations to accommodate the various functions and equipping the staff with the necessary set-up were important tasks as part of the planning for the Census 2010. The Department of Statistics (DOS) started the identification and organisation of the offices required for the Census from mid-2008.

Census Headquarters (HQ)

The Census 2010 HQ served as the main office to co-ordinate the Census functions and activities. Besides providing the logistics and administrative support for the Census, the HQ also accommodated the Data Processing team which included a large number of daily-rated staff who worked in shifts.

After careful evaluation and consideration, DOS's office premises at The Treasury was selected to be the Census HQ. The office was strategically located within walking distance from MRT stations and bus stops. Easy access of public transport provided convenience to respondents who might visit the Census HQ and staff who worked in shifts. Locating the Census HQ within DOS's office also enabled Census staff taking on departmental duties on top of their involvement in the Census 2010 to better manage their concurrent responsibilities.

A total of 110 telephone sets and 103 leased personal computers were also setup to cater to the operational needs of the Administration and Data Processing teams at the Census HQ.

Call Centre for Computer-Assisted Telephone Interviewing (CATI) Operations

The Census 2010 call centre operated from the SingTel Call Centre (STCC) located at Serangoon North. The call centre accommodated the CATI operations which included the management of the respondent relations and provision of support for respondents using the Internet submission mode. As the personal computers and workstations needed to be connected to the call equipment and automatic outbound dialling system, the location was provided by the vendor engaged for the development of the IT solution for the Census 2010. Set-up was done through the Census 2010 IT vendor with STCC housing about 100 CATI staff, including supervisors, interviewers and IT support personnel, during each shift.

The main sample for Census 2010 was grouped into 5 geographical regions, namely: North, North-East, Central, West and East. Ten ROs were established across Singapore to facilitate the fieldwork operations and support.

ROs served as centres for the Field teams to hold discussions, meetings and trainings for interviewers, and to synchronise data collected in Ultra-Mobile Personal Computers (UMPCs) to the backend collection database. With ROs in close proximity to where the selected sample was covered, the travelling time and effort for interviewers were reduced. More time could then be spent on household visits.

The following factors were considered in the sourcing of ROs:

a) Timing and duration for which the premises were available for use should meet the needs of the Census project.

b) The identified office should be available for exclusive usage for the Census throughout the fieldwork operations to ensure data confidentiality and security.

c) Location should be near MRT station(s) and/or bus stop(s) for easy access by the field interviewers.

d) Location should also be reasonably centralised vis-à-vis the geographical area covered by the fieldwork sub-divisions.

e) The office should be able to accommodate up to 20 persons as well as the basic office set-up. For the purpose of Census 2010, each RO needed to be equipped with tables, chairs, cabinet, network printer, Asymmetric Digital Subscriber Line (ADSL) modem and telephone.

f) Cost of rental should be reasonable.

Community Clubs under the People's Association were considered following positive experiences from previous Censuses and other surveys where they served the purpose of the ROs well. Rooms were rented from the following Community Clubs from April to August 2010:

North	-	Marsiling Community Centre
	-	Teck Ghee Community Centre
North-East	-	Jalan Besar Community Club
	-	Paya Lebar Kovan Community Club @ Paya Lebar CO
East	-	Tampines North Community Club
	-	Kampong Ubi Community Club

West	-	Jurong Spring Community Club
	-	Yew Tee Community Club
Central	-	Kreta Ayer Community Club
	-	Queenstown Community Centre

4.2   CENSUS BUDGET

The total project cost expensed for the planning and conduct of the Census 2010 was $18.0 million.

Expenditure on IT development and related items amounted to an estimated $5.3 million. This included the development of the computer applications for the Internet, CATI and Fieldwork, provision of the UMPCs and set-up of the IT infrastructure.

Operating expenditure amounted to about $12.7 million, including manpower cost, costs incurred for the set-up of the Census HQ, leasing of the call centre facilities, hosting services for the IT infrastructure, rental of the ROs, publicity, printing, office supplies and other IT operating services.

4.3   IT PROCUREMENT AND MANAGEMENT OF CENSUS IT SYSTEM

In developing and implementing the IT solution for the Census 2010 system, an open IT tender was called in August 2008. The tender was awarded to NCS Pte. Ltd. in January 2009.

Detailed requirement studies were conducted for the vendor to understand the various functions required of the system applications and setup. DOS officers undertook intensive usability tests to verify the system performance before it was finally commissioned for use in the actual Census.

4.4   EQUIPMENT AND SUPPLIES

Acquisition of office equipment and supplies began in 2009. Officers from the Census Administration and Logistics Teams worked closely together to ensure the timely procurement and delivery of items required for the Census 2010 project. The following items and services, among others including stationery, paper, envelopes and document bags, were acquired for the Census operations to meet the operational needs:

i)	220 UMPCs for use in the field operations	-	To allow for direct capture of data in electronic format in the field and up-to-date data to be synchronised for follow-up.

ii)	Electronic street directory installed in each UMPC	-	To facilitate interviewers in making field visits and reduce additional preparation work for field supervisors to print extracts of maps.
iii)	29 mobile phone sets	-	To meet the telecommunication needs of senior Census officers and field supervisors who were working away from the Census HQ or needed to be contactable after office hours for the Census operations.
iv)	Shuttle Bus Services for night shift CATI interviewers from the call centre to designated MRT stations	-	As the call centre was not located near any MRT station and the night shift ended only at 10.45pm, shuttle bus services were provided for staff working in the night shift to designated MRT stations.

While planning for the provision of the computer equipment, e.g. computing devices and printers, consideration was given to their relative costs, life span and possible deployment after the Census 2010 operations to evaluate if items should be acquired via "purchase" or "lease" options. Personal computers for the data processing staff were leased as there was no immediate need for the large number of personal computers after the Census. UMPCs were purchased in view of the possibility for re-deployment in an upcoming survey.

4.5   CENSUS STAFF

Planning and conduct of the Census 2010 was carried out by DOS officers. These officers undertook key leadership roles in areas such as planning of the survey, development and testing of the system, recruitment and training, finance and payroll and supervision of the operations.

The Census team was led by the Chief Statistician, together with the Census Director and Advisor. In addition, 8 Deputy Census Directors (DCDs) oversaw key areas including pre-Census preparation and database setup, data collection, data processing, data analysis and dissemination, publicity, logistics support and administration. Another 24 Assistant Census Directors (ACDs) and 56 supervisors were appointed to run and supervise the Census 2010 operational activities.

Recruitment of Daily-Rated Staff

Besides the planning and supervisory staff, some 400 daily-rated staff supported the day-to-day operations. To meet the manpower requirements for the Census administration, data collection and data processing, two key strategies were adopted for the recruitment. Administrative staff, call centre interviewers and data

processing staff were contracted through an open tender for the provision of manpower services from employment agencies. The manpower contract ensured the supply of a constant pool of staff in anticipation of potential high turnover.

Field interviewers were recruited by DOS through direct recruitment. This was to enable prompt adjustments to the headcounts required considering that case load for the field operations could vary according to the level of responses via the other collection modes. Recruitment advertisements were published in the newspaper with six advertisements being put up between March and June 2010. Besides these, online job portals of the local polytechnics and universities were used to reach out to students on vacation. Recruitment was also done through DOS's official website as well as the Workforce Development Agency (WDA)'s job portal.

Staff Strength

A summary of the total staff strength is as follows:

Permanent/Contract Officers	Number		
Chief Statistician	1		
Advisor	1		
Census Director	1		
Deputy Census Directors	8		
Assistant Census Directors	24		
Census Supervisors	56		
Corporate Support Officers	7		

Daily-Rated Staff *	Total	Full-Time	Part-Time
Administrative Staff	5	5	-
Call Centre Interviewers	145	145	-
Field Interviewers	140	140	-
Data Processing Staff	101	67	34

* This refers to the maximum number employed during the Census survey operations.

The overall manpower utilised for the Census 2010 was about 500. In tandem with an increasing proportion of households submitting their Census returns via the Internet, the number of households to follow up on at the field collection stage was reduced compared to Census 2000. This reduced the number of field interviewers from an average of 300 in 2000 to some 140 in 2010. With the use of UMPCs in data collection, the additional step for data entry, or scanning of the hardcopy forms as used in Census 2000, was eliminated. The number of data processing staff employed reduced correspondingly from 209 to 101.

Shift Arrangement

The operating hours of the Census operations were reviewed to meet the needs of respondents and to reach out to households who were usually not at home during the normal office hours. The Census 2010 call centre/hotline operated from 9am to 10.30pm daily, including Saturdays, Sundays and Public Holidays. Census supervisors, including the DCD and ACDs, assigned to oversee the call centre worked on rotating shifts to cover the long operation hours and the 7-day work week. CATI interviewers were recruited to work on two different shifts, with the day shift starting from 8.45am to 4pm and the night shift starting from 3.30pm to 10.45pm.

The Data Processing team also adopted a night shift arrangement so as to reach households for verification of data that were provided. The shifts for the Data Processing team operated from 8.30am to 6pm and from 6.45pm to 10.15pm on Mondays to Fridays, excluding Public Holidays. Part-timers were engaged to take on the night shift while supervisors rotated to work at night.

Administration and Payroll Module

To manage the recruitment and interview process, staff placement and movement, attendance and payroll calculations for the temporary staff recruited for the Census 2010 operations, an Administration and Payroll Module (APM) was designed within the Census 2010 IT system. The computerised system reduced some of the manual efforts handled by the Census Administration team. The APM also systematically captured the temporary staff movement record and attendance, thereby enhancing the co-ordination processes between the CATI, Fieldwork, Data Processing and Administration teams.

4.6   TRAINING

Training of the staff at various levels was essential to ensure the quality of the data collected and processed. Training was also a key factor in ensuring that the services delivered by the Census staff to respondents meet the service standards of the Department. Training manuals were developed based on past Censuses and General Household Surveys experiences and modified to the latest Census 2010 requirements.

4.6.1   Training of CATI Staff

Training for CATI supervisors was conducted in three phases over five days. Supervisors were trained in their roles and responsibilities in the supervision of the call centre as well as the Census coverage, questions and concepts. Functions of the IT system, CATI facilities and administrative features to support respondents in electronic submission were also covered to familiarise the supervisors with the application. In addition, supervisors underwent training on telephone etiquette as part of the preparation to handle calls from the public.

Additional training on Singapore Standard Industrial Classification (SSIC) and Singapore Standard Occupational Classification (SSOC) were also provided to equip the supervisors with working knowledge in these aspects. Further to the formal training, supervisors were also involved in providing support to the Field team for the conduct of the Survey of Large Households (SLHH) to gain first-hand experience in handling the hotline operation.

A three-day training session was conducted for the CATI interviewers. A briefing on the overview of Census 2010, concepts and definitions, a walk-through of the different question flows, telephone techniques and protocols for handling different situations was provided. Hands-on sessions for practices on the enumeration process were also carried out.

Daily briefings and debriefs were conducted before and after each shift to constantly reinforce the important key points and to provide updates on processes. For new CATI interviewers, they were first attached to the experienced interviewers to learn on-the-job before attending to calls on their own.

4.6.2 Training of Field Staff

Similar to the CATI training, training of the field staff, including supervisors and field interviewers was also conducted.

Training of the supervisors on the fieldwork enumeration and management system started in September 2009. Supervisors assisted in developing and testing the IT system. Briefings and training were provided prior to the Census Trial Run and the SLHH which they were involved in.

The ACDs and field supervisors were given 7 days of formal training to ensure in-depth understanding of their responsibilities in the fieldwork operations, supervisory skills required for the management of field interviewers, overview of the Census and the relevant questions, concepts and classifications. Additional training on the IT systems, including the APM, Fieldwork Management (FWM) and use of the UMPC, were provided by the IT vendor.

Field interviewers underwent a three-day training programme. Comprehensive training on concepts and definitions was included as it was of paramount importance for the interviewers who were working independently during the face-to-face visits to understand the concepts well. Apart from being trained on the care and usage of UMPC for enumeration, the fieldworkers also underwent hands-on sessions using practice scenarios. Field interviewers were paired up to role-play on the enumeration procedures as part of the training. Fieldwork operations, including protocols for field visits and techniques of interviewing, were emphasised. Field interviewers also visited the ROs they were assigned to and were briefed by their respective supervisors on other administrative matters.

4.6.3 Training of Data Processing Staff

Training of the data processing staff was also conducted separately for the supervisors and staff.

Training for data processing supervisors was completed in a day as all the supervisors were involved in both the development and testing of the data processing system and were familiar with the Census concepts through their preparation of the training manuals. The 1-day training was to reiterate the functions of the data processing system and their supervisory roles.

Data processing supervisors must have adequate knowledge on SSIC and SSOC in order to assign the correct code to the data collected. The supervisors were involved in conducting training for the CATI and field supervisors using the data collected during Census 2010 Trial Run. The preparation for the training provided a learning opportunity for the supervisors to discuss and clarify the common misconceptions and errors in coding.

Training was provided to ensure that the data processing staff were able to handle the coding, verification and editing roles adequately. All the staff were trained on tasks associated with both data coding and editing before they were assigned with specific roles. The duration of the training on the different systems was as follows:

Data Processing	Training Duration	
Role	Full-timers	Part-timers
Data Coding	2 days	2 evenings
Data Editing	1 day	1 evening

Three full-day training was provided to full-time data processing staff, while part-time staff were trained over three evening sessions. The training was divided into two parts: (i) concepts and definitions of the data items collected in the Census 2010, and (ii) hands-on sessions to familiarise with the data processing system.

For data coding, data processing staff were taught the principles and structure of the Singapore Standard Educational Classification (SSEC), SSIC and SSOC. To reinforce the concepts taught, a hands-on session was conducted to allow the staff to be familiarised with the different applications used for data coding.

For data editing, the data processing staff were trained on concepts and definitions, as well as classifications of data items. From the training, they were taught how to identify errors and data inconsistencies. Training on how to approach respondents and telephone techniques were also covered to prepare them for the verification process where they needed to contact respondents for clarifications. Constant coaching on phone etiquette was provided throughout the course of their work.

4.7 PUBLICITY AND RESPONDENT RELATIONS MANAGEMENT

Besides having efficient work processes for the survey operations, another crucial factor contributing towards the success of the Census 2010 was the public support and co-operation for the project. To garner the necessary support, a series of publicity activities were drawn up to promote awareness of the Census at the national level and to provide relevant information to the respondents who were selected to participate in it.

4.7.1 Thrusts of the Census 2010 Publicity

The main thrusts of the Census 2010 publicity campaign were as follows:

a) To create and sustain public awareness by publicising the conduct of the Census 2010 through various publicity channels and official media so that the public would be more willing to co-operate.

b) To let the public have a better understanding of the purpose of Census and usefulness of the data collected in order to galvanise their support and co-operation in the Census 2010.

c) To articulate the importance of accurate and complete information to be furnished by respondents, as these information would be used by Government Ministries and agencies in their policy planning and formulation for the population.

4.7.2 Strategy of the Census 2010 Publicity

Census 2010 publicity was carried out progressively over 3 phases at a budget of about $641,500. The type of publicity channel/media for each stage was determined by the publicity focus, target audience and cost effectiveness. Together, the different channels covered as large a population as possible. A summary is provided below:

Phase 1: Pre-Census Sep 2009 - Feb 2010	Phase 2: Enumeration Mar - Aug 2010	Phase 3: Post-Census Sep 2010 onwards
(a) Publicity Focus		
• Create public awareness • Articulate the purpose and importance of the Census	• Galvanise public support and seek co-operation • Inform the public on the type of information sought and highlight the importance of furnishing accurate and complete information • Encourage Internet submission • Assure the public of data confidentiality	• Thank the public for their support, co-operation and feedback • Inform the public on the broad timeline of Census 2010 releases • Release of key Census 2010 results
(b) Target Audience		
• General public	• Households selected for enumeration • General public	• General public • Business community and academia

Phase 1: Pre-Census Sep 2009 – Feb 2010	Phase 2: Enumeration Mar - Aug 2010	Phase 3: Post-Census Sep 2010 onwards
(c) Key Publicity Media/Channel		
• Census 2010 information article • Census 2010 logo and tagline	• Census 2010 homepage • Census 2010 Web Banners on key government websites • Press briefing of launch of Census 2010 • Notification letters and Census 2010 information pamphlets to households selected for enumeration • Census 2010 posters at public locations (e.g. Public Libraries, Community Centres and Neighbourhood Police Posts) • Radio and TV commercials • Advertisements (e.g. newspapers, bus/taxi shelters and MRT trains) • Message on mobile phone operator's billing envelopes • E-mail broadcasts across government agencies • Updates on progress of Census 2010 and key messages in local press	• Updates via DOS and Census 2010 website • Press releases of key Census 2010 results

Phase 1 – Pre-Census

Census Information Article

The September 2009 issue of the Statistics Singapore Newsletter (SSN) featured an article on Census 2010. It provided information on what the Census was about, the history of Census, the approach of conducting the Census 2010, the uses of data collected and the tri-modal data collection strategy comprising Internet enumeration, CATI and Fieldwork. The paper is included as Appendix N in this report.

The Census 2010 logo and tagline (Figure 4.1) were revealed in the same issue of the SSN. The logo depicted four stylised drawings of individuals embracing "Census 2010". It represented people from different ethnic groups coming together to embrace "Census 2010". It symbolised the co-operation and active participation of every individual and household towards the successful conduct of this national statistical project. The logo was used in the Census 2010 homepage and related Census materials, releases and publications. The tagline "Your Response Matters. Help Shape the Future Together." emphasised the importance of each individual's response.

Figure 4.1: Census 2010 Logo and Tagline
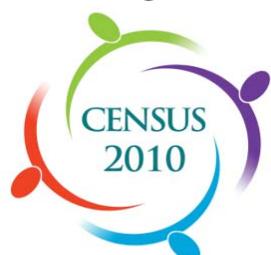
"Your Response Matters.

Help Shape the Future Together."

Census 2010 Homepage

The Census 2010 homepage was launched on 11 March 2010. It served as an avenue to:

a) Publicise and create awareness for the Census 2010;

b) Assure the public of data confidentiality and security of information;

c) Seek co-operation from selected respondents to submit their returns via Internet, telephone and face-to-face interviews;

d) Provide a convenient entry point to Internet submission; and

e) Allow users who wish to find out more on Census to do so online.

Census Web Banners

Census Web Banners were placed on key government websites such as Singapore Government Intranet, Ministry of Manpower's, People's Association's and Singapore Online Government website. These banners provided links to the Census 2010 homepage for civil servants and general public to access the Census information and updates.

Official Launch

A press briefing was held on 12 March 2010, chaired by the Chief Statistician, to officially launch the Census. A press release was also issued to inform the public of the modes of data collection and how selected households could submit their returns. General information on the Census 2010 was also provided.

Notification to Households

Notification letters were posted to households selected for the Census sample enumeration progressively from 11 March 2010. Together with the notification letter, the selected household received the Census 2010 information pamphlet, Internet user guide and a specially designed Census post-it pad souvenir.

The notification letter informed households of their selection for the Census 2010, the period opened for their submission and the available modes. The information pamphlet outlined the purpose of the Census and the information sought. The notification letter and information pamphlet were in four official languages of English, Malay, Chinese and Tamil. The Internet user guide provided step-by-step instructions and screenshots on how to submit returns via the Internet.

Other useful information like the Census 2010 Internet enumeration website, toll-free hotline number (1800-8777-888), website and e-mail address were also printed in the publicity materials to facilitate Internet and telephone submissions as well as public enquiries.

Census 2010 Poster

The design of the Census 2010 poster portrayed the coverage of the Census 2010, including household and housing characteristics, economic profile, education profile and demographic characteristics. To generate public awareness, these posters were distributed to government departments, community centres/clubs, neighbourhood police posts, regional and community libraries, eCitizen Connect Centres and schools for display.

Radio and TV Commercials

Radio commercials were broadcasted in four official languages over Class 95.0 FM, Capital Radio 95.8 FM, Warna 94.2 FM and Oli 96.8 FM during the enumeration period from mid-March till July 2010. At the same time, TV commercials were also being broadcasted in four official languages through MediaCorp Channel 5, Channel NewsAsia, Channel 8, Suria and Vasantham.

Advertisements in Newspapers, Bus/Taxi Shelters and MRTs

Newspaper advertisements were published in the Straits Times, Lianhe Zaobao, Berita Harian and Tamil Murasu during the enumeration period.

Advertisements were also placed on bus/taxi shelters and in the MRTs where there are high public and human traffic to generate public awareness.

Message on Mobile Phone Operator's Billing Envelopes

Arrangements were made with SingTel to imprint the Census 2010 logo, tagline and website on the billing envelopes sent to their customers for 2 months. This alternative method served to reach the general public with subscription to SingTel's mobile phone lines, residential phone lines, broadband and MioTV.

Census 2010 Token of Appreciation

Census 2010 post-it pads and bookmarks were given to houses selected to participate in the Census as a form of appreciation for their time and effort spent in completing the survey.

Phase 3 – Post-Census

Latest updates on Census 2010 were posted on the Census website until its closure on 31 December 2010.

With the release of the Census 2010 results since end-August 2010, softcopy publications and accompanying tables in excel format were made available for free download online from the Department's website when each report was released.

4.7.3 Public Feedback

During the Census operations from mid-March to October 2010, a total of 1,958 feedback and queries on the Census 2010 were received via e-mails and letters. Majority of these (99 per cent) were received via e-mails.

Feedback can be broadly classified as follows:

Table 4.1: Public Queries and Feedback

Total	**1,958**
Internet Submission Related Issues	**812**
Login and Account Activation	535
Requests to Extend Internet Submission Due Date	71
Clarifications on Data Items	68
Reports on Technical Problems encountered	43
Requests for House Reference Number and Password	66
Other Issues	29
Request for CATI Interview	**49**
Operations	**870**
Updates of Returns Submitted, including from Overseas members	336
Requests for Notification Letters	127
Clarifications on Participation in the Survey	88
Requests for Confirmation of Submission	66
Report Successful Completion of Survey	63
Report Vacant Addresses or Addresses Used for Other Purposes	37
Clarifications on Confidentiality Issues	29
Requests to Extend Submission Due Date	27
Requests for Fieldwork Follow-up	15
Other Requests/Clarifications	82
Feedback on Service	**36**
Others	**191**
Data Requests	21
Comments/Suggestions	170

The feedback proved to be useful. More than one-third of the feedback received via e-mails was regarding Internet submission, e.g. technical problems on logging in, unlocking of accounts and registering for a password. Steps were taken following the feedback to resolve some of the immediate issues faced by respondents

where possible. For example, additional instructions were provided on the Internet login page to clarify the procedures. Other suggestions and feedback would be taken into consideration when planning for future surveys conducted by our Department.

In addition, more than 2,000 comments were received from users who rated the Census Internet submission web service after using it.

Compared to the 938 feedback received in Census 2000, the number of feedback for Census 2010 was significantly higher. This could be attributed to a higher usage of IT such as e-mails as a convenient and efficient feedback mechanism.

The Census 2010 toll-free hotline received over 52,000 calls from respondents who called in mainly to submit their returns via telephone, make general enquiries, request for e-mails on survey assistance or seek assistance in submitting information over the Internet.

Appendices

CENSUS 2010 PLANNING COMMITTEE
(As at June 2008, formation of CPC)

Mr Ravi Menon   Second Permanent Secretary (Trade & Industry)
                               Ministry of Trade and Industry

Mr Loh Khum Yean   Deputy Secretary (Industry)
                               Ministry of Trade and Industry

Ms Wong Wee Kim   Chief Statistician
                               Department of Statistics

Mrs Leow Bee Geok   Advisor
                               Department of Statistics

Dr Koh Eng Chuan   Director (Income, Expenditure and Population Statistics
                               Division)
                               Department of Statistics

Mr Roy Quek   Advisor (National Population Secretariat)
                               Prime Minister's Office

Ms Quah Ley Hoon   Director (National Population Secretariat)
                               Prime Minister's Office

Mr Tai Wei Shyong   Senior Director (Policy and Operations Division)
                               Ministry of Home Affairs

Mr Yeong Gah Hou   Director (Strategic Planning, Research and Development
                               Division)
                               Ministry of Community Development, Youth and Sports

Mr Chng Ho Kiat   Covering Director (Planning & Research Department)
                               Ministry of National Development

Ms Lim Wan Yong   Director (Planning)
                               Ministry of Education

Mr Lee Kok Fatt   Director (Fiscal Policy)
                                   Ministry of Finance

Mrs Tan Leng Leng   Director (Manpower Research and Statistics
                                   Department)
                                   Ministry of Manpower

Mr Heng Tze Chow   Senior Assistant Director (Income, Expenditure and
                                   Population Statistics Division)
                                   Department of Statistics
                                   (Secretary)

CENSUS 2010 ORGANISATION CHART
(as at 12 March 2010, launch of Census)

Chief Statistician
Ms Wong Wee Kim

Advisor
Mrs Leow Bee Geok

Census Director
Dr Koh Eng Chuan

Internet Support, CATI and Respondent Management	**Fieldwork**	**Data Processing**	**Survey of Non-Maid Work Permit Holders**	**Database Activities/ Quality Assurance**	**Admin/Logistics/ Procurement/ Recruitment/Budget**	**Publicity**	**Data Dissemination and Publication**
Deputy Census Director Ms Seet Chia Sing	**Deputy Census Director** Ms Lee Su Jun	**Deputy Census Director** Ms Tan Bee Yian		**Deputy Census Director** Ms Tan Yeow Lip	**Deputy Census Director** Ms Tan Siok Hoon		**Deputy Census Directors** Mr Lee Eu-Fah, Edmond Ms Seet Chia Sing Mr Heng Tze Chow

Assistant Census Directors	**Assistant Census Directors**	**Assistant Census Director**	**Assistant Census Directors**	**Assistant Census Directors**	**Assistant Census Directors**	**Assistant Census Director**	**Writers**
Ms Goh Jingni	Mr Soh Gin Hoo	Ms Yap Wei Ni	Mrs Tan Seng Yueh	Ms Qiu Qiaoling, Angeline	Ms Chan Herng Wei	Ms Ang Seow Long	Mrs Eunice Tan-Chang
Ms Koh Zhen Zhi	Mr Tan Kian Heng		Ms Lee Gek Lan	Mr Pang Chin Eng	Ms Joyce Loh		Ms Koh Wee Ling
Mrs Eunice Tan-Chang	Mr Tan Wah Kia			Ms Chia Aik Miang	Ms Tan Kah Huay, Karen		Ms Lim Mui Kuen, Sandra
Ms Wong Wei Lin	Ms Yeo Yen Fang			Ms Wong Wei Lin	Ms Lee Ai Wei		Mr Foo Seck Kim, Kelvin
Ms Chong Ting Ting	Ms Huang Kailing, Karin			Mr Eng Kah Joo	Mr Yap Yee Liong		Ms Ong Whee Sze
							Mr Pang Chin Eng
							Ms Tan Min Ting, Edna
							Ms Tan Yeow Lip

Census Supervisors	**Census Supervisors**	**Census Supervisors**	**Census Supervisor**	**Census Supervisors**	**Census Supervisors**	**Census Supervisors**	**Tabulation Members**
Ms Ho Hoy Teng, Amanda	Mr Au Jia Hao	Ms Chia May Shan, Adora	Ms Chong Seok Ying	Ms Lin Shujuan, Judith	Ms Fiona Chan	Ms Low Gek Chin, Claira	Ms Chan Herng Wei
Ms Chan Huiyi, Charlene*	Mr Chua Yih Leng	Mr Chow Yen Teck		Ms Koh Wee Ling	Mr Hong Wei'en, Jeremy	Ms Toh Yi Lin	Ms Chan Huiyi, Charlene
Ms Chan Wen Xin	Ms Foo Wan Ting	Ms Lai Wai Yi, Dawn		Ms Lim Mui Kuen, Sandra	Ms Koh Guat Choo		Ms Chia Aik Miang
Ms Chia Wai Yin	Mr Loh Kheam Yeow, Gabriel	Ms Huang Lihui		Ms Tan Min Ting, Edna	Ms Koh Shu Lin, Joanna		Ms Chia Wai Yin
Ms Low Gek Chin, Claira	Mr Yap Tien Li, Gerard Charles	Ms Kalavathy D/O Jayaram		Mr Wong Kwok Wing	Ms Koh Su Huay**		Ms Chow Miew Sum
Mr Ghazali Bin Mohamed	Ms Goh Yen Sze	Mr Lee Shi Yao, Ronald			Mr Lim Ser Wei		Mr Eng Kah Joo
Ms Huang Huiqi	Mr Hong Renting	Mr Wu Xinhong			Ms Lin Shujuan, Judith		Ms Foo Wan Ting
Mr Ng Wen Min	Mr Ng Hao Chieh, Max				Ms Neo Shu Fang		Mr Hong Renting
Ms Poh Li Ling	Ms Ng Pei Sze				Ms Oo Hui Xian, Clarice		Mr Hong Wei'en, Jeremy
Ms Leung Huiqi, Selena	Mr Nuffazli Abu Bakar				Ms Pearly Zhang		Ms Huang Huiqi
	Mr Ong Wei Wei				Ms Tan Boon Siew		Ms Kalavathy D/O Jayaram
	Ms Poo Yip Ling				Ms Tan Shi Ying		Mr Loh Kheam Yeow, Gabriel
	Ms Tan Pin Xuan				Mr Theng Jenn Chiang*		Ms Low Gek Chin, Claira
	Mr Tan Wee Kiong						Ms Seet Ming Lee
	Mrs Teo-Tay Siew Tan						Mr Tan Wah Kia
	Ms Teo Wan Choo						Mr Wong Kwok Wing
	Mr Kiong Chong Meng, Thomas						Ms Wong Wei Lin
	Mr Low Yong Keng, Victor						Mr Yap Yee Liong
	Mr Chee Kok Wai, Zecharias						
	Mr Zhang Zhichao						

Corporate Support Staff		**Corporate Support Staff**
Ms Ng Kwai Chun, Irene		Mrs Chong Mui Tiang, Alice
Ms Nuraini Bte Sjamsoeddin		Mr Ng Keng Chye
Mdm Siti Abdul Karim		Ms Wong Lye Ying
Mrs Tan Lai Chan, Jenny		

~ 145 Phone Interviewers	~ 140 Field Interviewers	~ 67 Full-time & 34 Part-time Coders & Editors

* Officer joined Fieldwork as Census Supervisor in later part of the Census Operation.

** Officer joined Internet Support, CATI and Respondent Management as Census Supervisor in later part of the Census Operation.

LIST OF CENSUS OFFICERS

(As at 12 Mar 2010, launch of Census)

DEPARTMENT OF STATISTICS

Chief Statistician	Ms Wong Wee Kim
Advisor to Chief Statistician	Mrs Leow Bee Geok
Census Director	Dr Koh Eng Chuan

Deputy Census Directors

Internet Support, CATI and Respondent Management	Ms Seet Chia Sing
Fieldwork	Ms Lee Su Jun
Data Processing	Ms Tan Bee Yian
Database Activities and Quality Assurance	Ms Tan Yeow Lip
Data Dissemination and Publication	Mr Lee Eu-Fah, Edmond Ms Seet Chia Sing Mr Heng Tze Chow
Administration, Procurement, Recruitment and Budget	Ms Tan Siok Hoon

Assistant Census Directors

Internet Support, CATI and Respondent Management	Ms Goh Jingni Ms Koh Zhen Zhi Mrs Eunice Tan-Chang Ms Wong Wei Lin Ms Chong Ting Ting
Fieldwork	Mr Tan Kian Heng Mr Soh Gin Hoo Ms Huang Kailing, Karin Mr Tan Wah Kia Ms Yeo Yen Fang
Data Processing	Ms Yap Wei Ni
Survey of Non-Maid Work Permit Holders	Mrs Tan Seng Yueh Ms Lee Gek Lan

Database Activities and Quality Assurance	Mr Pang Chin Eng
	Ms Qiu Qiaoling, Angeline
	Ms Chia Aik Miang
	Ms Wong Wei Lin
	Mr Eng Kah Joo
Manpower and Logistics Centre	Ms Chan Herng Wei
	Mr Yap Yee Liong
Administration, Procurement, Recruitment and Budget	Ms Tan Kah Huay, Karen
	Ms Lee Ai Wei
	Ms Joyce Loh
Publicity	Ms Ang Seow Long

Census Supervisors and Corporate Support Staff

Internet Support, CATI and Respondent Management	Mr Ng Wen Min
	Ms Low Gek Chin, Claira
	Ms Ho Hoy Teng, Amanda
	Ms Chan Wen Xin
	Ms Chan Huiyi, Charlene
	Ms Chia Wai Yin
	Ms Huang Huiqi
	Ms Poh Li Ling
	Ms Leung Huiqi, Selena
	Mr Ghazali Bin Mohamed
	Ms Ng Kwai Chun, Irene
	Mrs Tan Lai Chan, Jenny
	Ms Nuraini Bte Sjamsoeddin
	Mdm Siti Abdul Karim
Fieldwork	Mr Hong Renting
	Mr Ng Hao Chieh, Max
	Ms Teo Wan Choo
	Mr Chee Kok Wai, Zecharias
	Mr Zhang Zhichao
	Mr Low Yong Keng, Victor
	Mr Chua Yih Leng
	Ms Foo Wan Ting
	Mr Loh Kheam Yeow, Gabriel
	Mr Yap Tien Li, Gerard Charles
	Mr Kiong Chong Meng, Thomas
	Mr Au Jia Hao
	Ms Goh Yen Sze
	Ms Ng Pei Sze
	Mr Nuffazli Abu Bakar
	Mr Ong Wei Wei
	Ms Poo Yip Ling
	Ms Tan Pin Xuan

	Mr Tan Wee Kiong
Fieldwork	Mrs Teo-Tay Siew Tan
Data Processing	Ms Huang Lihui
	Ms Lai Wai Yi, Dawn
	Mr Chow Yen Teck
	Mr Lee Shi Yao, Ronald
	Ms Chia May Shan, Adora
	Ms Kalavathy D/O Jayaram
	Mr Wu Xinhong
	Mrs Chong Mui Tiang, Alice
	Mr Ng Keng Chye
	Ms Wong Lye Ying
Survey of Non-Maid Work Permit Holders	Ms Chong Seok Ying
Database Activities and Quality Assurance	Ms Tan Min Ting, Edna
	Ms Lin Shujuan, Judith
	Ms Koh Wee Ling
	Ms Lim Mui Kuen, Sandra
	Mr Wong Kwok Wing
Manpower and Logistics	Ms Lin Shujuan, Judith
	Mr Hong Wei'en, Jeremy
	Mr Theng Jenn Chiang
	Ms Tan Shi Ying
	Ms Koh Su Huay
	Ms Neo Shu Fang
	Ms Koh Shu Lin, Joanna
Administration, Procurement, Recruitment and Budget	Ms Koh Guat Choo
	Mr Lim Ser Wei
	Ms Tan Boon Siew
	Ms Oo Hui Xian, Clarice
	Ms Pearly Zhang
	Ms Fiona Chan
Publicity	Ms Low Gek Chin, Claira
	Ms Toh Yi Lin

Data Dissemination and Publication Team Members

Sampling Design and Sampling Variability	Ms Tan Yeow Lip
	Ms Ong Whee Sze
	Ms Tan Min Ting, Edna
	Ms Chow Miew Sum

Census of Population 2010 Advance Census Release	Mr Lee Eu-Fah, Edmond Ms Koh Wee Ling Ms Seet Ming Lee Mr Wong Kwok Wing Ms Chow Miew Sum
Census of Population 2010 Statistical Release 1: Demographic Characteristics, Education, Language and Religion	Mr Lee Eu-Fah, Edmond Mr Foo Seck Kim, Kelvin Ms Koh Wee Ling Mr Wong Kwok Wing Ms Wong Wei Lin Mr Tan Wah Kia Ms Foo Wan Ting Ms Chan Huiyi, Charlene Ms Kalavathy D/O Jayaram Ms Huang Huiqi
Census of Population 2010 Statistical Release 2: Households and Housing	Mr Heng Tze Chow Ms Lim Mui Kuen, Sandra Mr Hong Renting Ms Chia Aik Miang Ms Wong Wei Lin Ms Kalavathy D/O Jayaram Mr Hong Wei'en, Jeremy
Census of Population 2010 Statistical Release 3: Geographic Distribution and Transport	Mr Lee Eu-Fah, Edmond Mr Pang Chin Eng Mr Eng Kah Joo Ms Low Gek Chin, Claira Mr Loh Kheam Yeow, Gabriel Ms Chia Wai Yin
Census of Population 2010 Administrative Report and Publication Release	Ms Seet Chia Sing Ms Chan Herng Wei Ms Teo Wan Choo Mrs Eunice Tan-Chang Mr Yap Yee Liong Mr Tan Wah Kia Ms Wong Wei Lin Mr Loh Kheam Yeow, Gabriel Ms Tan Shi Ying Ms Low Gek Chin, Claira Ms Foo Wan Ting Ms Poo Yip Ling Ms Chan Huiyi, Charlene Ms Chia Wai Yin

IT SERVICES AND SUPPORT
(As at 12 March 2010, launch of Census)

Infocomm Technology Section

Senior Executive IT Manager	Mr Lewis Wu
Application Services Manager	Ms Foo Bee Eng, Maggie
Technical Services Manager	Mr Mak Weng Kin
Project Manager	Ms Ow Kuan Foong, Florence
IT Consultants	Mr Chia Bee Kwang
	Mr Seenivasagam A. P.

Vendor Team from NCS Pte. Ltd. and STCC

Project Managers	Mr Seow Kok Wai
	Mr Kee Chye Huat
	Ms Koh Hwee Cheng
Team Leaders	Ms Koh Mei Yin
	Ms Ng Siok Hiang, Jasmine
	Mr Lim Wan Keong
	Mr Ho Bee Heng
	Ms Lee Li Xue, Candice
	Mr Ang Choon Kiat, Mark
	Mr Lim Teow Soon, Vincent
	Mr Mak Kai Hoe
Programmers and Support Staff	Mr Chiang Wing Kwang, Desmond
	Mr Seah Zhi Qin, Jason
	Mr Chong Shaw Nyuk
	Ms Soh Li Hong, Cynthia
	Mr Lew Wei Leong, Vincent
	Ms Lau Peijing, Esther
	Mr Ong Leng Kee, Eric
	Mr Oh Wee Chin, Edwin
	Mr Sim Wei Xiong, Jonathan
	Mr Tan Kiang Sua, Jackie
	Mr See Keng Seng
	Mr Lim Zho Zheng
	Mr Tng Zhenyu, Given
	Ms Quek Ser Nya
	Ms Tock San San

Programmers and Support Staff   Ms Lee Wen Hui, Amanda
                                       Mr Yee Wei Heng
                                       Mr Eugene Lin
                                       Mr Goh Jin Xiang, Joshua
                                       Mr Chia Kim Yean

EXTRACTS FROM THE STATISTICS ACT, CHAPTER 317
REVISED EDITION 1999

Authority to Collect and Process Data

Section 3. (1) The Department of Statistics and all research and statistics units may, in accordance with the provisions of this Act, collect and process data for statistical purposes.

Authority to Issue Requisition

Section 5. (1)   It shall be lawful for the Chief Statistician or the director of a research and statistics unit to issue a requisition to any person or the occupier of any premises to furnish particulars and supply information to him, for the purpose of obtaining data for statistical purposes, and every such person or occupier is bound to furnish the particulars and supply the information to the best of his knowledge and belief.

Section 5. (2) A requisition shall —

(a) be in writing;

(b) be served upon the person to whom it is addressed or the occupier of any premises, as the case may be, in the manner specified in section 11; and

(c) specify the particulars of information required.

Section 5. (3) A requisition may —

(a) specify the form in which and the time within which the particulars and information are to be furnished;

(b) require the particulars and information to be furnished periodically at or within such time or times and in such form or forms as are specified in the requisition; and

(c) specify the place or manner at or in which the particulars and information are to be delivered.

Section 5. (4) No person is bound to furnish any particulars or information other than those which are accessible to him or derived by him from any business, occupation or work in the conduct or supervision of which he is engaged.

Disclosure of Information

Section 7. (1) No person shall disclose any particulars or information obtained under section 5 or 6 in a form that may identify any person without the prior consent in writing of the person that may be identified by such disclosure.

Section 7. (2) Notwithstanding subsection (1), the Chief Statistician or the director of a research and statistics unit, as the case may be, may disclose particulars or information obtained under section 5 or 6 —

(a) as statistics which do not identify any person;

(b) as anonymised microdata to —

(i) any public agency; or

(ii) any other person within a class specified in the Third Schedule;

(c) for the purposes of any proceedings for an offence under this Act or any report of those proceedings;

(d) that are of a general nature relating to the products or services provided by, the number of employees in or the addresses of, an establishment; or

(e) that are already available in the public domain.

Section 7. (3) The Chief Statistician or the director of a research and statistics unit may, in respect of any particulars or information disclosed to any person under subsection (2), impose conditions as to the use of such particulars or information by notice in writing to that person.

Section 7. (4) If any person discloses any returns or any particulars or information contrary to this section, or fails to comply with any conditions imposed on him under subsection (3), he shall be guilty of an offence and shall be liable on conviction to a fine not exceeding $10,000 or to imprisonment for a term not exceeding 12 months or to both.

Impersonation of Statistical Officer

Section 8. (1) Any person who impersonates a statistical officer shall be guilty of an offence and shall be liable on conviction to imprisonment for a term not exceeding 6 months.

Section 8. (2) In this section, statistical officer means —

(a) an officer of the Department of Statistics; or

(b) an officer of a research and statistics unit.

General Penalties

Section 9. (1) Any person who —

(a) wilfully refuses or without lawful excuse (the proof of which lies on him) neglects to furnish the particulars or information required by a requisition within the time allowed for furnishing them or to furnish them in the form specified or prescribed, or to authenticate them in the prescribed manner, or to deliver them at the place or in the manner specified or prescribed for the delivery thereof;

(b) wilfully furnishes or causes to be furnished any false particulars or information in respect of any matter specified in the requisition requiring particulars or information to be furnished; or

(c) refuses to answer, or wilfully gives a false answer to, any question necessary for obtaining any information or particulars required by a requisition to be furnished under this Act, shall be guilty of an offence and shall be liable on conviction to a fine not exceeding $1,000 and, in the case of a continuing offence, to a further fine not exceeding $100 for every day during which the offence continues after conviction.

Composition of Offences

Section 10. The Chief Statistician or the director of a research and statistics unit may compound any of the offences under section 9 (1) by accepting from a person reasonably suspected of having committed the offence a sum not exceeding $200.

Service of Requisition

Section 11. (1) Subject to any rules made under section 12, a requisition may be served as follows:

(a) in the case of an individual —

(i) by delivering it to the individual personally;

(ii) by leaving it with an adult person apparently resident at, or by sending it by pre-paid registered post to, the usual or last known address of the place of residence of the individual;

(iii) by leaving it with an adult person apparently employed at, or by sending it by pre-paid registered post to, the usual or last known address of the place of business of the individual; or

(iv) by affixing a copy of the requisition in a conspicuous place at the usual or last known address of residence or business of the individual; or

(b) in the case of a partnership other than a limited liability partnership —

(i) by delivering it to any one of the partners or the secretary or other like officer of the partnership;

(ii) by leaving it at, or by sending it by pre-paid registered post to, the principal or last known place of business of the partnership in Singapore; or

(iii) by sending it by facsimile transmission to the fax transmission number operated at the principal or last known place of business of the partnership in Singapore; and

(c) in the case of any limited liability partnership or any other body corporate —

(i) by delivering it to the secretary or other like officer of the body corporate or, in the case of a limited liability partnership, the manager thereof;

(ii) by leaving it at, or by sending it by pre-paid registered post to, the registered office or principal office of the limited liability partnership or body corporate in Singapore; or

(iii) by sending it by facsimile transmission to the fax transmission number operated at the registered office or principal office of the limited liability partnership or body corporate in Singapore.

Section 11. (2) Any requisition to be served on the occupier of any premises may be served by delivering it to an adult person on the premises or, if there is no such person

on the premises to whom it can with reasonable diligence be delivered, by affixing the requisition to a conspicuous part of the premises.

Section 11. (3) Any requisition to be served on the occupier of any premises shall be deemed to be properly addressed if addressed by the description of the occupier of the premises without further name or description.

Section 11. (4) If the person on whom service is to be effected has an agent within Singapore, the requisition may be delivered to the agent.

CENSUS OF POPULATION 2010 FIELDWORK REGIONS

Note:
*Planning area is covered by two fieldwork regions.

CENSUS 2010 POSTER
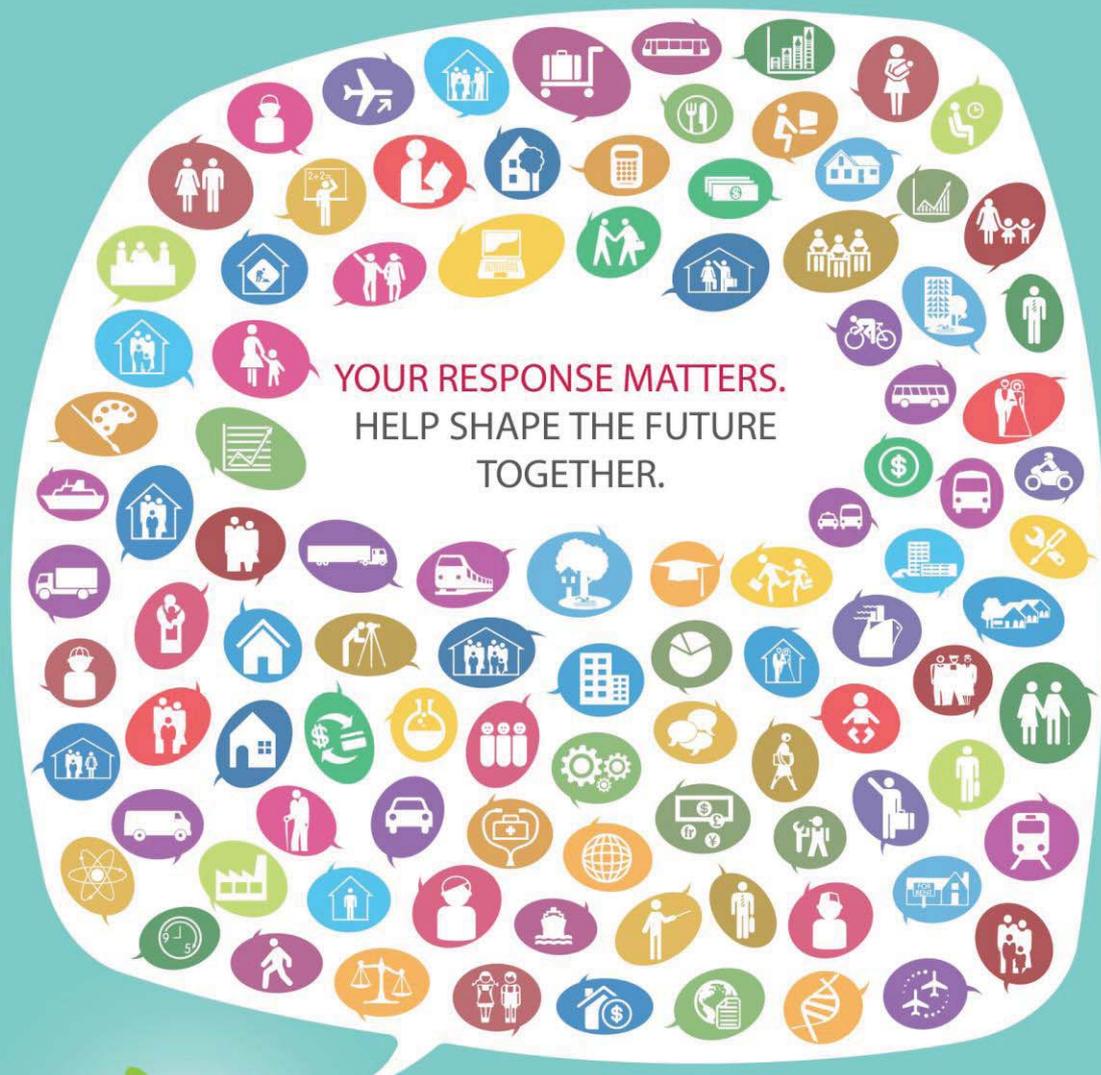
CENSUS 2010 PUBLICITY ON MRT WINDOW PANELS

CENSUS 2010 PUBLICITY POSTERS AT BUS/TAXI SHELTERS

CENSUS 2010 HOMEPAGE

CENSUS 2010 WEB BANNER

CENSUS 2010 NOTIFICATION PACKAGE

CENSUS 2010 BOOKMARK

Front **Back**

CENSUS 2010 INFORMATION PAMPHLET

CENSUS of population 2010

YOUR RESPONSE MATTERS.
HELP SHAPE THE FUTURE TOGETHER.

CENSUS 2010

About the Census

The Census of Population is conducted once in ten years and is the largest national survey undertaken in Singapore. Census of Population 2010 (C2010) is the fifth Census after Singapore's Independence and the fourteenth in the series of census-taking in Singapore.

The objective of the C2010 is to collect information on key characteristics of the population and households. The information will be used as key inputs for policy formulation and review, and for planning of programmes and services for the community.

Basic information such as age, sex and ethnic group will be obtained from administrative records. Additional information useful for in-depth studies will be obtained from a sample of households.

Submitting Your Census Return

If your household is selected for C2010, you can choose to submit your survey return via Internet, telephone or face-to-face interview.

Internet Submission
You are encouraged to submit the Census form via Internet. Please refer to the Internet User Guide enclosed. If you require any assistance when submitting your Internet form, please call our C2010 hotline at 1800-8777-888.

Telephone Interview
You can provide the Census information via a telephone interview. Please call 1800-8777-888, 9am to 10.30pm, Mondays to Sundays, for an immediate interview. You may also call to make an appointment to be interviewed on a later date at your convenience.

Face-to-face Interview
If you prefer to be interviewed at your house, please call the C2010 hotline at 1800-8777-888 to arrange for an appointment for a face-to-face interview.

Your participation and co-operation is important. Please submit your return early.

Our telephone interviewers will call your house if we do not receive your return by the due date indicated in your letter. Our fieldworkers will visit you only if we have not received your return via the Internet and you cannot be contacted by the telephone. They will carry an official ID card and a letter of authorization for identification purposes.

Confidentiality of Data Assured

The information you provide is secure and protected. Your responses will be kept in confidence in accordance with the Statistics Act (Chapter 317).

Key Information for C2010

The C2010 collects demographic and socio-economic items as well as topics of current interest. Here are some of the information that you will need to provide:

On Households
Members living in the household, their whereabouts and relationship of members with the head of household.

On Education
Level of education attending, highest qualification attained, field of study, country where highest qualification was attained and vocational/skills qualification obtained.

For Working Persons
Employment status, name of firm, main type of business, occupation, main tasks/duties, nature of employment, usual number of hours worked and income.

For Persons Not Working and Not Studying
Whether person has worked before, whether person is actively looking for work, action taken to look for work and reason for not working.

For Elderly Persons Aged 65 Years And Above
Ambulant status and source of financial support.

For Females Aged 15 And Above
Number of children born.

For Persons Living Overseas for 12 Months or More
Country presently in and reason for living abroad.

Other Information
Language literacy, language most frequently spoken, religion, mode of transport to school or work and time spent travelling to school or work.

A typical household of 4 members would take about 20-25 minutes to complete the survey.

关于人口普查

人口普查每十年进行一次，是一项最大规模的全国性调查。2010年人口普查是我国自独立以来的第五次，也是我国展开人口普查以来的第十四次。

2010年人口普查旨在收集有关人口与住户的主要特征等资料。当局在制定和检讨政策以及策划社区发展计划和服务措施时，将参考这些重要的资料。

基本的资料如年龄、性别和种族将获取自行政记录。其他有助于深入研究的资料将从住户抽样中收集。

如何提供普查资料

如果您及住户成员被选中参与2010年人口普查，您可选择通过互联网、电话或当面访问来呈报资料。

通过互联网
请尽可能通过互联网来呈交普查资料。详情可参阅随函附上的互联网用户说明手册。如果您在呈交普查资料时需要协助，请拨2010年人口普查热线1800-8777-888与我们联络。

电话访问
您可通过电话访问提供普查资料。请在星期一至星期日，上午9时到晚上10时30分之间，拨1800-8777-888，直接同我们的电话访员进行电话访问，或另约时间进行访问。

当面访问
如果您选择在家里接受访问，请拨2010年人口普查热线1800-8777-888，预约时间以进行当面访问。

您的参与和合作是很重要的。请早日呈交普查资料。

如果在信上所示的期限内，我们尚未收到您的普查资料，我们的电话访员将会拨电至府上查询。只有在我们没有收到您通过互联网呈交的普查资料，又无法通过电话与您取得联系时，我们的普查员才会登门造访。他们会随身携带普查员身份证件和授权书，以供查证。

资料保密

您所提供的资料是安全和受到保护的。在统计法(第317章)下，您所提供的个人资料将受到保密。

2010年人口普查的主要资料

2010年人口普查是为了收集有关人口与社会经济的资料以及当下人们所关注的课题。您需要提供的资料包括：

住户
同屋共住的住户成员、他们目前身在何处、他们与一户之主的关系。

教育
目前的教育程度、已考取的最高学历、修读的科目、在何国取得最高学历、已考取的技术/技能资格。

工作人士
就业身份、公司名称、公司的主要业务、职业、主要工作/职责、工作性质、平常工作时数、收入。

目前没工作或没求学者
过去是否曾工作、是否正积极寻找工作、采取何种行动寻找工作、没有工作的原因。

65岁及以上的年长者
行动方便与否、经济支援的来源。

15岁及以上的女性
生育过几名孩子。

在国外住了12个月或以上的人士
目前身在何国、旅居国外的原因。

其他资料
所通晓的语言、最常讲的语言、宗教、往返学校或工作地点所乘搭的交通工具、往返学校或工作地点所需花费的时间。

一个典型的四口住户需花大约20至25分钟来完成调查。

Mengenai Banci Penduduk

Banci Penduduk dijalankan sepuluh tahun sekali dan ia merupakan tinjauan kebangsaan yang terbesar yang dijalankan di Singapura. Banci Penduduk 2010 adalah Banci yang kelima selepas Kemerdekaan Singapura dan yang ke-empat belas dalam siri Banci yang dijalankan di Singapura.

Matlamat Banci Penduduk 2010 ialah untuk mengumpul maklumat mengenai ciri-ciri utama penduduk dan keluarga. Maklumat ini akan digunakan sebagai masukan utama untuk menggubal dan menyemak dasar, dan merancang program-program dan perkhidmatan-perkhidmatan untuk masyarakat.

Maklumat asas seperti umur, jantina dan golongan kaum akan didapatkan daripada rekod pentadbiran. Maklumat tambahan yang berguna untuk kajian-kajian mendalam akan dikumpulkan daripada sekumpulan keluarga yang terpilih.

Menghantar Borang Banci Penduduk Anda

Jika keluarga anda terpilih untuk Banci Penduduk 2010, anda boleh memilih untuk menghantar jawapan tinjauan anda menerusi Internet, telefon atau temuramah bersemuka.

Penghantaran Borang Menerusi Internet
Anda digalakkan untuk menghantar borang Banci Penduduk menerusi Internet. Harap rujuk kepada Panduan Pengguna Internet yang dilampirkan. Jika anda perlukan sebarang bantuan apabila menghantar borang Internet anda, harap hubungi talian segera Banci Penduduk 2010 kami di 1800-8777-888.

Temuramah Melalui Telefon
Anda boleh memberikan maklumat Banci Penduduk 2010 menerusi temuramah telefon. Harap hubungi 1800-8777-888, 9 pagi hingga 10.30 malam, Isnin hingga Ahad, untuk menjalani temuramah segera. Anda boleh juga hubungi kami untuk membuat temu janji untuk ditemuramah pada satu tarikh kemudian mengikut masa yang sesuai bagi anda.

Temuramah Bersemuka
Jika anda lebih suka ditemuramah di rumah anda, harap hubungi talian segera Banci Penduduk 2010 di 1800-8777-888 untuk membuat temu janji untuk menjalani temuramah bersemuka.

Penyertaan dan kerjasama anda adalah penting. Harap hantar borang Banci Penduduk anda awal.

Penemuramah telefon kami akan mengunjungi rumah anda jika kami tidak menerima jawapan anda menjelang tarikh yang dinyatakan dalam surat anda. Pekerja lapangan kami hanya akan mengunjungi anda jika kami tidak menerima jawapan anda menerusi Internet dan anda tidak dapat dihubungi menerusi

telefon. Mereka akan membawa kad Pengenalan rasmi dan surat kuasa untuk tujuan pengenalpastian.

Kerahsiaan Data Akan Dipelihara

Maklumat yang anda berikan adalah selamat dan dirahsiakan. Jawapan anda akan dirahsiakan mengikut Akta Perangkaan (Bab 317).

Maklumat Penting untuk Banci Penduduk 2010

Banci Penduduk 2010 mengumpulkan butir-butir demografik dan sosio-ekonomi serta topik-topik semasa yang menarik. Berikut adalah beberapa maklumat yang anda perlu berikan:

Mengenai Keluarga
Semua anggota keluarga yang tinggal bersama anda, di mana mereka berada dan pertalian mereka dengan ketua keluarga.

Mengenai Pendidikan
Peringkat pendidikan, kelayakan tertinggi, bidang pengajian, negeri di mana kelayakan tertinggi diperolehi dan kelayakan vokasional/kemahiran yang diperolehi.

Untuk Orang Yang Bekerja
Status pekerjaan, nama firma, jenis perniagaan utama, pekerjaan, tugas utama, jenis pekerjaan, berapa jam orang itu bekerja sehari dan pendapatan.

Bagi Orang Yang Tidak Bekerja dan Tidak Menuntut
Sama ada seseorang itu pernah bekerja sebelum ini, sama ada dia giat berusaha mencari pekerjaan, tindakan yang diambil untuk mencari pekerjaan dan sebab dia tidak bekerja.

Bagi Warga Tua Berusia 65 Tahun ke Atas
Sama ada seseorang itu boleh berjalan atau menggunakan kereta roda dan sumber sokongan kewangannya.

Bagi Perempuan Berusia 15 Tahun ke Atas
Bilangan anak yang dilahirkan.

Bagi Orang Yang Tinggal di Luar Negeri Selama 12 Bulan atau Lebih
Negeri yang didiami sekarang dan sebab dia tinggal di luar negeri.

Maklumat Lain
Keupayaan menggunakan sesuatu bahasa, bahasa yang sering dituntur di rumah, agama, jenis pengangkutan yang digunakan untuk ke sekolah atau tempat kerja dan masa perjalanan yang diambil untuk ke sekolah atau tempat kerja.

Biasanya, sebuah keluarga yang mempunyai 4 anggota akan mengambil masa kira-kira 20-25 minit untuk melengkapkan tinjauan ini.

மக்கள்தொகை கணக்கெடுப்பைப் பற்றி

மக்கள்தொகை கணக்கெடுப்பு பத்தாண்டுகளுக்கு ஒரு முறை நடத்தப்படுவதுடன் சிங்கப்பூரில் மேற்கொள்ளப்படும் ஆகப் பெரிய தேசிய ஆய்வு ஆகும். மக்கள்தொகை கணக்கெடுப்பு 2010 (C2010), சிங்கப்பூர் சுதந்திரம் பெற்ற பிறகு நடத்தப்படும் 5-வது கணக்கெடுப்பும் மற்றும் சிங்கப்பூரில் மேற்கொள்ளப்படும் மக்கள்தொகை கணக்கெடுப்புத் தொடரில் 14-வது கணக்கெடுப்பும் ஆகும்.

வயது, பால், மற்றும் இனப் பிரிவு போன்ற அடிப்படை தகவல்கள் நிர்வாகக் குறிப்புகளிலிருந்து பெறப்படும். ஆழமான ஆய்வுகளுக்குப் பயன்படும் கூடுதல் தகவல்கள் தேர்ந்தெடுக்கப்பட்ட குடும்பங்களிலிருந்து பெறப்படும்.

மக்கள்தொகை கணக்கெடுப்புக்கான உங்கள் பதில்களை ஒப்படைத்தல்

C2010-க்கு உங்கள் குடும்பம் தேர்ந்தெடுக்கப்பட்டால், நீங்கள் மக்கள்தொகை கணக்கெடுப்புக்கான உங்கள் பதில்களை இணையத்தின் மூலமாகவோ, தொலைபேசி வழியாகவோ அல்லது நேர்முகப் பேட்டியின் வழியாகவோ ஒப்படைக்கலாம்.

இணையத்தின் மூலம் ஒப்படைத்தல்
இணையத்தின் மூலம் மக்கள்தொகை கணக்கெடுப்புப் படிவத்தை ஒப்படைக்க நீங்கள் ஊக்குவிக்கப்படுகிறீர்கள். அன்புகூர்ந்து, இத்துடன் இணைக்கப்பட்டிருக்கும் இணையப் பயன்பாட்டு வழிகாட்டியைக் காணவும். உங்கள் இணையப் படிவத்தை ஒப்படைக்கும்போது உங்களுக்கு ஏதேனும் உதவி தேவைப்பட்டால், அன்புகூர்ந்து 1800-8777-888 எனும் எங்கள் C2010 உதவி தொலைபேசி எண்ணை அழைக்கவும்.

தொலைபேசி பேட்டி
நீங்கள் மக்கள்தொகை கணக்கெடுப்புத் தகவல்களைத் தொலைபேசி பேட்டியின் மூலம் வழங்கலாம். ஓர் உடனடி பேட்டிக்கு அன்புகூர்ந்து 1800-8777-888 எனும் தொலைபேசி எண்ணைத் திங்கள் முதல் ஞாயிறு வரை, காலை 9 மணியிலிருந்து இரவு 10.30 மணி வரை அழைக்கவும். உங்கள் வசதிக்கேற்ப பின்னொரு நாளில் பேட்டி காணப்பட ஏற்பாடு செய்வதற்கும் நீங்கள் அழைக்கலாம்.

நேர்முகப் பேட்டி
நீங்கள் உங்கள் வீட்டில் பேட்டி காணப்பட விரும்பினால், ஒரு நேர்முகப் பேட்டிக்கு ஏற்பாடு செய்வதற்கு, அன்புகூர்ந்து 1800-8777-888 எனும் C2010 உதவி தொலைபேசி எண்ணை அழைக்கவும்.

உங்கள் பங்கெடுப்பும் ஒத்துழைப்பும் முக்கியம். அன்புகூர்ந்து உங்கள் பதில்களைச் சீக்கிரமாக ஒப்படைக்கவும்.

உங்கள் கடிதத்தில் குறிப்பிடப்பட்டிருக்கும் இறுதி தேதிக்குள் உங்கள் பதில்களை நாங்கள் பெறாவிட்டால், எங்கள் தொலைபேசி பேட்டியாளர்கள் உங்கள் வீட்டிற்குத் தொலைபேசி அழைப்பு

விடுப்பார்கள். இணையத்தின் மூலம் உங்கள் பதில்களை நாங்கள் பெறாவிட்டால் மற்றும் தொலைபேசி வழியாக உங்களைத் தொடர்புகொள்ள முடியாவிட்டால் மட்டுமே எங்கள் பணியாளர்கள் உங்களை நேரடியாகக் காண வருவார்கள். அவர்கள் அடையாளத்திற்காக அதிகாரபூர்வ அடையாள அட்டையையும் மற்றும் அதிகாரம் வழங்கும் கடிதம் ஒன்றையும் வைத்திருப்பார்கள்.

தகவல்கள் இரகசியமாக வைத்திருக்கப்படும்

நீங்கள் கொடுக்கும் தகவல்கள் பாதுகாப்பாக வைத்திருக்கப்படும். உங்கள் பதில்கள் புள்ளிவிவரச் சட்டத்தின்படி (அத்தியாயம் 317) இரகசியமாக வைத்திருக்கப்படும்.

C2010-க்கான முக்கிய விவரங்கள்

C2010 மக்கள்தொகை மற்றும் சமூகப் பொருளியல் அம்சங்கள் பற்றிய தகவல்களுடன் தற்போதைய அக்கறைக்குரிய வாரிசுகள் பற்றிய தகவல்களையும் திரட்டுகிறது. நீங்கள் கொடுக்க வேண்டிய தகவல்களை சில கீழே குறிப்பிடப்பட்டுள்ளன:

குடும்பங்களைப் பற்றி
குடும்பத்தில் வாழும் உறுப்பினர்கள், அவர்கள் இருக்கும் இடம் மற்றும் குடும்பத் தலைவருடன் அவர்களுக்கு உள்ள உறவுமுறை.

கல்வியைப் பற்றி
படித்துக் கொண்டிருக்கும் கல்வி நிலை, பெறப்பட்ட ஆக உயரிய கல்வித் தகுதி, கல்வித் துறை, ஆக உயரிய கல்வித் தகுதி பெறப்பட்ட நாடு மற்றும் பெறப்பட்ட வாழ்க்கைத்தொழில் / திறன்சார் தகுதி.

வேலை செய்பவர்களுக்கு
வேலை நிலை, நிறுவனத்தின் பெயர், முக்கிய தொழில் வகை, வேலை, முக்கிய பணி/கடமைகள், வேலை வகை, வழக்கமாக வேலை செய்யும் மணிநேரங்கள் மற்றும் வருமானம்.

வேலை செய்யாதவர்களுக்கு மற்றும் படிக்காதவர்களுக்கு
இதற்கு முன்பு வேலை செய்திருக்கிறாரா? மும்முறமாக வேலை தேடிக் கொண்டிருக்கிறாரா? வேலை தேடுவதற்காக எடுக்கப்பட்ட நடவடிக்கை மற்றும் வேலை செய்யாததற்கான காரணம்.

65 வயது மற்றும் அதற்கும் மேற்பட்ட முதியவர்களுக்கு
நடமாட்ட நிலை மற்றும் நிதி ஆதரவு கிடைக்கப்பெறும் மூலம்.

15 வயது மற்றும் அதற்கும் மேற்பட்ட பெண்களுக்கு
பிறந்த குழந்தைகளின் எண்ணிக்கை.

12 மாதங்கள் அல்லது அதற்கும் மேலாக வெளிநாட்டில் வசிப்பவர்களுக்கு
தற்போது வசிக்கும் நாடு மற்றும் வெளிநாட்டில் வசிப்பதற்கான காரணம்.

மற்ற தகவல்கள்
மொழி அறிவு, அடிக்கடி பேசப்படும் மொழி, சமயம், பள்ளிக்கு அல்லது வேலைக்குச் செல்ல பயன்படுத்தும் போக்குவரத்து வகை மற்றும் பள்ளிக்கு அல்லது வேலைக்குப் பணிக்க செலவாகும் நேரம்.

4 உறுப்பினர்கள் கொண்ட ஒரு வழக்கமான குடும்பம் இந்த ஆய்வை முடிக்க சுமார் 20-லிருந்து 25 நிமிடங்கள் வரை எடுக்கும்.

CENSUS 2010 INTERNET USER GUIDE

INTERNET GUIDE

BEFORE YOU BEGIN

Navigating
The left hand navigation panel shows your progress. Once a section has been completed, the section heading will be reflected. You can navigate across sections by clicking on the headings.

Menu
Quick links to useful information related to the Census 2010.

Title Bar
Tells you where you are.

Save
You can save your form and submit at a later date.

Submitting
If you click 'Submit' before you have completed the form, you will be prompted to provide the incomplete information.

Previous, Next
You can go back to the last saved page or proceed to the next page.

Logout
You can logout of the survey and re-login at a later date. Information entered will be saved.

Submit Only Once
You can only submit a completed return once. If you wish to update the information after submission, please call the Census hotline at 1800-8777 888.

Online Navigation
You will be channeled automatically to the relevant questions for each member of your house. Each screen will be saved upon clicking the 'Save', 'Submit', 'Previous', 'Next' or 'Logout' buttons.

REGISTRATION

STEP 1 Key in the Census Internet website www.sgcensus2010.gov.sg. You will be brought to the submission screen below.

STEP 2
(a) If you are logging in for the first time, key in your **House Reference Number** and click 'New Registration'. You will be brought to the next screen.

(b) For subsequent login after you have registered your password, key in your **House Reference Number** and **Password** and click '**Login**'. You will be brought to the enumeration screen.

(c) Login to only one session at a time.

STEP 3 Key in the **NRIC/FIN** of any member in your house and the corresponding **Date of Issue** of that NRIC/FIN.

STEP 4
(a) Create a password of 8 – 12 characters. The password is case-sensitive and must consist of a combination of alphabets and numerals. It should NOT include special characters.

(b) Re-enter the newly created password to confirm. This password will be used for subsequent logins.

If your login is successful, you will be prompted to provide your contact particulars.

PASSWORD MANAGEMENT
You should keep your password confidential.
If you encounter problems with registration or logging in, you may
- call our C2010 hotline at 1800-8777-888 between 9am – 10.30pm, Mondays to Sundays for help; or
- email us at census2010@singstat.gov.sg, with your name, House Reference Number and contact number.

1. CONTACT PARTICULARS
- Key in your **Name** and **Contact Details** and click '**Next**' to proceed.
- You may indicate your preferred reminder mode(s) if you wish to receive a reminder before the internet survey completion date.

2. INFORMATION ABOUT YOUR HOUSEHOLD
- Update the **Whereabouts** (i.e. whether Staying in address, Overseas, Shifted out, Deceased or Unknown) of all persons listed in your house by clicking the **radio buttons**.
- If you have a member not listed on screen, click '**Add Member**'. Enter the Name, NRIC/BC/FIN, Sex and Date of Birth 'and indicate the Whereabouts of the new member.

House members listed below should include family members and non-family members such as maid(s) and tenant(s).

3. HOUSEHOLD GROUPING
You will be prompted to indicate if all the house members listed belong to the same household.

A household refers to one person living alone or a group of two or more persons living together in the same house and sharing common food or other arrangements for essential living.

- Click '**Yes**' if ALL listed members belong to the same household.
- Otherwise, click '**No**'.
- For houses with more than one household, group the members into their respective households. Click the **drop-down list** to indicate their household number.

4. RELATIONSHIPS WITHIN THE HOUSEHOLD
i. Identify **Head(s)** of Household by clicking the **drop-down list**.

The Head of Household is generally acknowledged as such by the other members of the household. The head is usually the oldest member, the main income earner or the person who manages the affairs of the household.

ii. You will be asked to identify the **Relationship to the Head of Household, Parents** and **Spouse** for each member. An example is shown below.

5. TENANCY OF PRESENT DWELLING
You will be asked to answer question on the Tenancy of Present Dwelling for the Household.

After completing the questions on Household, you will be brought to the screens on individual information. Individual information is collected for all house members.

6. INDIVIDUAL INFORMATION – BASIC PARTICULARS
- Basic particulars are asked for every member in the house.
- The particulars required include the members' NRIC/FIN, Sex, Marital Status, Date of Birth, Citizenship, Identification Type, Ethnic Group/Dialect Group and Country of Birth.
- In addition, Females aged 15 and over are required to indicate the **Number of Children She Gave Birth to**.

INTERNET GUIDE

7. LANGUAGE AND LITERACY

Information on **Language Most Frequently Spoken at Home** is required for persons aged 2 and over.

What language or dialect does this person speak most frequently at home?
- English
- Mandarin
- Teochew
- Tamil
- Malay
- Hokkien
- Cantonese
- Other Chinese dialect
  Please select...
- Other Indian dialect
  Please select...
- Others
  Please select...
- Unable to Speak/ Too Young to speak

Literacy profile is required for persons aged 15 and over. Please select all languages that are applicable (up to a maximum of 8 languages).

What language(s) is this person able to read in?

Please select all that is applicable, up to a maximum of 8 languages.
- English
- Malay
- Chinese
- Tamil
- Unable to read in any language

Others
Arabic
Armenian
Burmese
Danish
Dutch
Filipino
Finnish

8. ECONOMIC STATUS

Information on **Current Economic Activity Status** is required for persons aged 2 and over.

This person is currently
- Fully engaged in work (include serving National Service)
- Schooling but currently working in a vacation job
- Working while awaiting examination results
- Engaged in work while schooling
- Not working but actively looking for work and is available for work
- Full-time student/ Schooling only
- None of the above

9. QUALIFICATION ATTAINED

For Persons who are not full-time students/ Schooling only:

Questions asked include Highest Qualification Attained and whether this person has obtained a Technical/Commercial/ Vocational Qualification. Add the Type of Qualification obtained most related to his job, Field of Study and Educational Institution from which the Qualification was obtained.

Highest Academic Grade Passed or Qualification Attained
- Did not pass PSLE or equivalent
- Primary i.e. passed PSLE or equivalent
- Secondary, without any GCE 'N'/'O' level pass
- Secondary, with at least 1 GCE 'N'/'O' level pass, ITE Certificate of Competency, NTC Grade 3 or equivalent
- Post-Secondary (Non-tertiary), with at least 1 GCE 'A' level pass, ITE Certificate in Office Skills, ITE Certificate in Business Studies, NTC Grade 1, NTC Grade 2, ITC, Nitec/Higher Nitec/Master Nitec or equivalent
- Polytechnic Diploma
- Professional Qualification or Other Diploma e.g. ITE Diploma, ACCA, CFA, SIM Diploma, NIB Diploma
- University (First Degree)
- University Postgraduate Qualification, including post-graduate diploma

Has this person obtained any Vocational or Skills certificates/qualifications?
- Yes - No

Type of Certificate/Qualification obtained:
Tip: Please state the certificate/qualification that is of the highest level if person has obtained more than one certificate/qualification

Field of Study: Please select...

Educational Institution from which this person obtained his/her Certificate/Qualification:

For Professional/ Other Diploma, Polytechnic and University Graduates:

Questions asked include Major Field of Study of Highest Qualification and Country Where the Highest Qualification was obtained.

Major field of study of Highest Qualification
Please select...

Where did this person obtain his/her Highest Qualification?
- Singapore
- United Kingdom
- China
- Others Please select...
- Australia
- United States of America
- India

10. PERSONS WHO ARE STUDYING

Questions asked include Level of Formal Education currently attending and Mode of Transport To School.

Level of Formal Education attending now:
- Pre-Primary
- Primary
- Secondary e.g. Sec 1-4, ITE Skills Certificate Courses
- Post-Secondary (Non-tertiary) e.g. Pre-U, JC, Nitec/ Higher Nitec/ Master Nitec courses
- Polytechnic Diploma Courses
- Courses Leading to Professional Qualification and Other Diploma e.g. ITE Diploma, ACCA, CFA, SIM Diploma
- University First Degree Courses
- University Postgraduate Diploma/ Degree Courses

11. WORKING PERSONS

Questions asked include Employment Status, Name of firm/ organization, Main type of business or activity, Main type of products/services, Occupation/Kind of Work, Main Tasks/Duties, Nature of employment, Hours worked, Income, Bonus and Mode of Transport To Work. An example is shown below.

Name of Firm/ Organization

Main Business/ Activity this person's firm is engaged in

Main Products/ Services produced/ provided

Occupation/ Kind of Work

Main Tasks/ Duties

Was this person working full-time, part-time or serving full-time National Service last week?
- Working Full-time
- Working Part-time (i.e. work less than 35 hours a week)
- Full-time National Service

Persons who work less than 35 hours will be asked questions on their **Willingness to work for additional hours** and **Availability for additional work**.

12. PERSONS WHO ARE NOT WORKING AND NOT STUDYING

Information on whether the person has **Ever Worked Before** will be collected.

For Persons actively looking for work:

Questions on **Availability to start work** and **Actions taken to look for work** will be asked.

Has this person ever worked before?
- Yes - No
Is this person available to start work in the next 2 weeks?
- Yes - No
Did this person take any action to look for work in the last 4 weeks?
- Yes - No

For Persons not working and not actively looking for work:
Information on their **Reason for not working** will be collected.

Main reason for not working or not looking for a job now:
- Awaiting NS call-up/ examination results
- Attending part-time courses
- Training without pay
- Housework
- Childcare
- Care-giving to families/ relatives
- Care-giving to other persons who are not relatives

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13. RELIGION

Persons aged 15 and over are required to provide information on their Religion.

What is this person's religion?
- No Religion
- Buddhism
- Taoism/ Chinese Traditional Beliefs
- Islam
- Hinduism
- Sikhism
- Christianity, Roman Catholic
- Christianity, Other denomination
  Please select...
- Others
  Please select...

14. ELDERLY PROFILE

Ambulant Status and **Main source of financial support** will be asked for persons aged 65 and over.

Can the person move about in the house without help?
- Yes, able to move about independently
- No, able to move about with help such as walking aids or when supported
- No, not able to move

What is the main source of financial support for this person?
- Allowance given by children staying in the same house
- Allowance given by children staying elsewhere in Singapore
- Allowance given by children staying overseas
- Allowance given by spouse
- Allowance given by relatives or friends
- Income from employment/ business
- Savings/ Interests earned
- Income from rental/ dividends/ annuity/ trusts
- CPF withdrawals (e.g. CPF Life)
- Contributions from charitable organisations/ public assistance
- Other sources

15. PERSONS OVERSEAS

The following questions will be asked for persons overseas for 12 months or more.

Where is this person currently residing in?
- Australia
- China
- United Kingdom
- India
- Others Please select...
- United States of America
- Malaysia
- Indonesia
- Canada

Reason for being abroad:
- Studying
- Working
- Others (e.g. staying with related persons overseas)

Click the drop-down list and select.
The options are listed in alphabetical order.

Overseas members aged 15 and over, who are not studying, will be asked to provide information on their **Highest Qualification Attained**.

16. SUBMITTING THE INTERNET FORM

Once you've completed filling in the household information and individual information for every member, you will be informed that you have reached the end of the survey and asked if you would like to submit the survey return.

To do so, click the **'Submit'** button. The system will then check that all relevant fields are complete.

If your submission is NOT successful, you will see messages on the data items which need to be completed. An example is shown below:

Submission Summary
Items with ⊘ are complete and ready for submission or have been submitted. Items with ⊗ require attention.

Submission Summary / Submit
- M80JGP0
  - Household 01
    - Please enter Tenancy of Present Dwelling for Head of household
    - PERSON 1 XXXXX123F
    - PERSON 2 XXXXX234H
    - PERSON 3 XXXXX345Z
      - Please select the appropriate Activity Status
    - PERSON 4 XXXXX456A

Submit / Cancel

Click the **links**.
You will be channeled to the relevant sections to enter the required information.

If your submission is SUCCESSFUL, a unique submission code will be issued.

You will not be able to view the survey or make further amendments once you've successfully submitted your survey.

THANK YOU FOR SUBMITTING YOUR SURVEY RETURN BY USING THE CENSUS 2010 INTERNET FORM

⊕ TECHNICAL SETTINGS

To submit your survey return using the C2010 Internet Form, you will need the following:

Internet Connectivity
Broadband connection is recommended

Browser Compatibility (exclude beta version)
Microsoft Internet Explorer (IE) version 6.*, 7.*
Mozilla Firefox version 2.*

Operating Systems
Windows XP/ Vista

Screen Resolution
1024 x 768

? WHERE YOU CAN GET HELP

If you need help, you can:

Access the C2010 online FAQ by clicking on the "FAQ" tab at the top of the page at www.singstat.gov.sg/c2010

Call the C2010 Hotline at 1800-8777-888 between 9am – 10.30pm, Mondays to Sundays, for help. Our operators will be happy to assist you.

Email us at census2010@singstat.gov.sg, with your name, House Reference Number and contact number.

YOUR RESPONSE MATTERS.
HELP SHAPE THE FUTURE TOGETHER.

CENSUS 2010 NOTIFICATION LETTER

SINGAPORE DEPARTMENT OF STATISTICS
100 High Street #05-01, The Treasury, Singapore 179434
Census Hotline: 1800-8777-888
Census Homepage: www.singstat.gov.sg/c2010

Internet Submission Website: **http://www.sgcensus2010.gov.sg**	
House Reference Number:	
Due Date for Internet Submission:	
Please call us by:	

Dear Sir/Madam

CENSUS OF POPULATION 2010

The Singapore Department of Statistics is conducting the Census of Population 2010 (C2010) from March to September 2010. The Census is conducted once in every ten years and is the single largest national survey undertaken in Singapore. Information on key characteristics of the population and households will be collected and used for planning and evaluation of programmes and services. The C2010 is the fifth census carried out since Independence and the fourteenth in the history of census-taking in Singapore.

We would like to inform you that your household has been selected for the C2010. You are kindly requested to complete and submit the C2010 survey form by the due date. A copy of the pamphlet providing more information on C2010 is enclosed for your information.

Internet Submission

Submission of C2010 form via the Internet is convenient and efficient and we would like to encourage you to do so if you have Internet access. We have enclosed an Internet User Guide to assist you.

To log in and retrieve the C2010 form, please enter the Internet Submission Website address and provide the unique House Reference Number for your house as indicated above. You will need to register with your NRIC/FIN number or the NRIC/FIN number of any member staying at this address and create a password of your choice. For security reasons, please keep your House Reference Number and password confidential.

We would appreciate it if you could submit your C2010 form online by the above due date for Internet Submission. If you encounter any technical difficulty, please call the C2010 Hotline at 1800-8777-888 (9am to 10.30pm, Mondays to Sundays).

Telephone Interview

Alternatively, you could call our C2010 Hotline for an immediate telephone interview or make an appointment to be interviewed at a later date. Our interviewers may also call your household to conduct the interview. They would identify themselves as C2010 officers and quote your House Reference Number.

Our field interviewers would visit your house to conduct face-to-face interview only if no response is received via Internet or telephone by the due date. They would carry an official ID card and a letter of authorization.

The conduct of C2010 is governed by the Statistics Act (Chapter 317). Your responses will be kept in confidence in accordance with the Statistics Act.

In appreciation of your effort, we are pleased to enclose the specially-designed Census souvenir with our compliments. Thank you for your co-operation and assistance.

Yours faithfully

WONG WEE KIM
CHIEF STATISTICIAN
SINGAPORE

2010 年人口普查

新加坡统计局将在 2010 年 3 月到 9 月期间进行 2010 年度的人口普查。人口普查每十年展开一次，是一项最大规模的全国性调查。2010 年度的人口普查将收集有关人口与住户的主要特征等资料，作为策划及评估发展计划与服务的用途。这次的普查是新加坡自独立以来的第五次，也是我国展开人口普查以来的第十四次。

您的家庭已获选为 2010 年人口普查的受访住户。请在提限前，填妥并提交人口普查表。随函附上有关这次普查详情的小册子，供您参考。

通过互联网提交

如果您是互联网用户，请尽可能通过互联网提交普查表，因为这既方便又省时。随函附上互联网用户说明手册一份，以协助您填写人口普查表。

您可依据列于此函右上方的普查网址，上网输入您的住户编号以提取并填报您的普查表。在呈报资料前，您必需使用您或任何住户成员的新加坡/外国人身份证号码在网上进行登记并输入自己所设的密码。为安全起见，请将您的住户编号和密码严加保密。

请在此函右上方所注明的期限内，通过互联网提交您的人口普查表。如果您遇到任何技术问题，请拨 2010 年人口普查热线 1800-8777-888（星期一至星期日上午 9 时至晚上 10 时 30 分）与我们联络。

电话访问

您也可以拨 2010 年人口普查热线直接同我们的工作人员进行电话访问或另约访问时间。我们的访员也可能拨电至府上进行访问。他们将会表明他们是 2010 年人口普查工作人员，并说出您的住户编号。

只有在普查表提交期限过后，而我们尚未收到您通过互联网或电话的回应，我们的外勤工作人员才会登门造访，进行当面访问。他们会随身携带工作人员身份证件和授权书以供您查证。

2010 年人口普查是根据统计法令（第 317 章）进行的。此法令确保您所提供的资料将被严格保密。

为了感谢您的支持，谨附上特别设计的普查纪念品。感谢您的合作和协助。

BANCI PENDUDUK 2010

Jabatan Perangkaan Singapura akan menjalankan Banci Penduduk 2010 dari Mac hingga Sep 2010. Banci ini dijalankan sekali setiap sepuluh tahun dan merupakan tinjauan kebangsaan yang terbesar diadakan di Singapura. Maklumat mengenai ciri-ciri utama penduduk dan keluarga akan dikumpul dan digunakan untuk merancang dan menilai berbagai-bagai program dan perkhidmatan. Banci Penduduk 2010 adalah banci yang kelima yang dijalankan sejak Kemerdekaan dan yang keempat belas dalam sejarah banci di Singapura.

Kami ingin memaklumkan kepada anda bahawa keluarga anda telah dipilih untuk Banci Penduduk 2010. Anda diminta untuk melengkapkan dan menghantar borang tinjauan Banci Penduduk 2010 selewat-lewatnya pada tarikh yang ditetapkan. Satu salinan risalah yang mengandungi maklumat lanjut mengenai Banci Penduduk 2010 disertakan bersama surat ini untuk maklumat anda.

Penghantaran Borang Menerusi Internet

Menghantar borang Banci Penduduk 2010 menerusi Internet adalah lebih mudah dan efisien dan kami ingin menggalakkan anda agar melakukannya sekiranya anda mempunyai akses Internet. Kami lampirkan Panduan Pengguna Internet untuk membantu anda.

Untuk masuk ke lelaman dan mengambil borang Banci Penduduk 2010, harap ketik alamat Lelaman Penghantaran Internet dan Nombor Rujukan Rumah yang unik bagi rumah anda seperti yang tertulis di atas dalam surat ini. Anda perlu mendaftar dengan nombor Kad Pengenalan/Pengenalan Warga Asing anda atau nombor Kad Pengenalan/Pengenalan Warga Asing sebarang anggota keluarga yang tinggal di alamat ini dan membuat kata laluan pilihan anda sendiri. Atas sebab-sebab keselamatan, harap rahsiakan Nombor Rujukan Rumah dan kata laluan anda.

Kami sangat menghargainya jika anda menghantar borang Banci Penduduk 2010 anda selewat-lewatnya pada tarikh yang ditetapkan di atas untuk Penghantaran Menerusi Internet. Jika anda menghadapi sebarang masalah teknikal, harap hubungi Talian Segera Banci Penduduk 2010 di Nombor 1800-8777-888 (9 pagi hingga 10.30 malam, Isnin hingga Ahad).

Temuramah Menerusi Telefon

Selain itu, anda boleh menghubungi Talian Segera Banci Penduduk 2010 kami untuk mengadakan temuramah telefon segera atau membuat temu janji untuk ditemuramah pada tarikh kemudian. Penemuramah kami juga mungkin menelefon keluarga anda untuk mengadakan temuramah. Mereka akan mengenalkan diri mereka sebagai pegawai Banci Penduduk 2010 dan menyebut Nombor Rujukan Rumah anda.

Penemuramah kami akan mengunjungi rumah anda untuk mengadakan temuramah secara bersemuka hanya jika kami tidak menerima jawapan anda melalui Internet atau telefon sehingga tarikh yang ditetapkan. Mereka akan membawa Kad Pengenalan dan surat kebenaran rasmi bersama mereka.

Banci Penduduk 2010 yang akan dijalankan tertakluk pada Akta Perangkaan (Bab 317). Maklumat yang anda berikan akan dirahsiakan mengikut Akta Perangkaan ini.

Kami, dengan sukacita, menyertakan sebuah cenderamata Banci Penduduk 2010 yang direka khas sebagai tanda penghargaan kami atas kerjasama anda.

Terimakasih di atas kerjasama dan bantuan anda.

மக்கள்தொகை கணக்கெடுப்பு 2010

சிங்கப்பூர் புள்ளிவிவரத்துறை மக்கள்தொகை கணக்கெடுப்பு 2010ஐ (C2010) 2010 மார்ச்சிலிருந்து செப்டம்பர் வரை நடத்துகிறது. ஒவ்வொரு பத்து ஆண்டுகளுக்கு ஒரு முறை நடத்தப்படும் மக்கள்தொகை கணக்கெடுப்பு சிங்கப்பூரில் மேற்கொள்ளப்படும் ஆகப் பெரிய ஒரே தேசிய ஆய்வு ஆகும். மக்கள் மற்றும் குடும்பங்களின் முக்கிய அம்சங்களை பற்றிய தகவல்கள் திரட்டப்பட்டு திட்டங்கள் மற்றும் சேவைகளைத் திட்டமிடுவதற்கும் மதிப்பிடுவதற்கும் பயன்படுத்தப்படும். மக்கள்தொகை கணக்கெடுப்பு 2010 சிங்கப்பூர் சுதந்திரம் பெற்ற பின் நடத்தப்படும் ஐந்தாவது கணக்கெடுப்பாகும். மேலும், சிங்கப்பூரில் மக்கள்தொகை கணக்கெடுப்பு எடுக்கும் வரலாற்றில் பதினான்காவது ஆகும்.

மக்கள்தொகை கணக்கெடுப்பு 2010க்கு உங்கள் குடும்பம் தேர்ந்தெடுக்கப்பட்டிருக்கிறது என்பதை உங்களிடம் நாங்கள் தெரிவிக்க விரும்புகிறோம். மக்கள்தொகை கணக்கெடுப்பு 2010 ஆய்வுப் படிவத்தை நீங்கள் பூர்த்தி செய்து இறுதி நாளுக்குள் ஒப்படைக்க வேண்டும் என அன்புகூர்ந்து கேட்டுக்கொள்ளப்படுகிறீர்கள். இந்த ஆய்வைப் பற்றிய மேல்விவரங்களை வழங்குகிற துண்டு வெளியீட்டின் பிரதி ஒன்று உங்கள் தகவலுக்காக இதனுடன் இணைக்கப்பட்டுள்ளது.

இணையத்தின் மூலம் ஒப்படைத்தல்

மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தை இணையத்தின் மூலம் ஒப்படைப்பது வசதியானது மற்றும் சிறப்பானது. ஆகவே, உங்களுக்கு இணையத் தொடர்பு இருந்தால், நீங்கள் இணையத்தின் மூலம் படிவத்தை ஒப்படைப்பதற்கு உங்களை நாங்கள் ஊக்குவிக்கிறோம். உங்களுக்கு உதவுவதற்கு நாங்கள் இதனுடன் ஓர் இணையப் பயன்பாட்டு வழிகாட்டியை இணைத்துள்ளோம்.

இணையத்தில் தொடர்பை ஏற்படுத்திக்கொண்டு அதிலிருந்து மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தைப் பெறுவதற்கு, அன்புகூர்ந்து இணையத்தின் மூலம் ஒப்படைப்பதற்கான இணையத்தளத்திற்குச் சென்று, உங்கள் வீட்டிற்கென மேற்குறிப்பிடப்பட்டுள்ள தனிப்பட்ட வீட்டு குறிப்பு எண்ணை வழங்கும். நீங்கள் உங்கள் அடையாள அட்டை (NRIC) எண்வெளிநாட்டு அடையாள எண் (FIN) அல்லது இந்த முகவரியில் தங்கியிருக்கும் எந்த உறுப்பினரின் அடையாள அட்டை எண்வெளிநாட்டு அடையாள எண்ணையாவது கொண்டு பதிவு செய்வதோடு நீங்கள் விரும்பும் ஒரு மறைச்சொல்லை (password) உருவாக்கவும் வேண்டியிருக்கும். பாதுகாப்பு காரணங்களுக்காக, அன்புகூர்ந்து உங்கள் வீட்டு குறிப்பு எண்ணையும் மறைச்சொல்லையும் இரகசியமாக வைத்திருங்கள்.

நீங்கள் உங்கள் மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தை இணையத்தில் ஒப்படைப்பதற்கான மேற்கூறப்பட்டுள்ள இறுதி தேதிக்குள் ஒப்படைத்தால் நாங்கள் நன்றி பாராட்டுவோம். நீங்கள் ஏதேனும் தொழில்நுட்ப சிரமங்களை எதிர்நோக்கினால், அன்புகூர்ந்து 1800-8777-888 எனும் மக்கள்தொகை கணக்கெடுப்பு 2010 உதவி தொலைபேசி எண்ணை அழைக்கவும் திங்கள் முதல் ஞாயிறு வரை காலை 9 மணியிலிருந்து இரவு 10.30 மணி வரை)

தொலைபேசி பேட்டி

மாறாக, நீங்கள் ஓர் உடனடி தொலைபேசி பேட்டிக்கு அல்லது பின்னொரு தேதியில் பேட்டி காணப்படுவதற்கு ஏற்பாடு செய்துகொள்வதற்கு, எங்கள் மக்கள்தொகை கணக்கெடுப்பு 2010 உதவி தொலைபேசி எண்ணை அழைக்கலாம். பேட்டியை நடத்துவதற்காக எங்கள் பேட்டியாளர்களும் உங்கள் குடும்பத்துடன் தொடர்புகொள்ளக்கூடும். அவர்கள் தங்களை மக்கள்தொகை கணக்கெடுப்பு 2010 அதிகாரிகள் என அடையாளம் காட்டிக்கொள்வதோடு உங்கள் வீட்டு குறிப்பு எண்ணையும் குறிப்பிடுவார்கள்.

இறுதி தேதிக்குள், இணையத்தின் மூலமாகவோ தொலைபேசி வழியாகவோ பதில் எதுவும் பெறப்படாவிட்டால் மட்டுமே, எங்கள் பேட்டியாளர்கள் நேரடியாக பேட்டி காணப்பதற்கு உங்கள் வீட்டிற்கு வருவார்கள். அவர்கள் ஓர் அதிகாரப்பூர்வ அடையாள அட்டையையும் அதிகாரம் வழங்கும் கடிதம் ஒன்றையும் வைத்திருப்பார்கள்.

மக்கள்தொகை கணக்கெடுப்பு 2010 புள்ளிவிவரச் சட்டத்திற்குக் (அத்தியாயம் 317) கீழ் நடத்தப்படுகிறது. புள்ளிவிவரச் சட்டத்தின்படி, உங்கள் பதில்கள் இரகசியமாக வைத்திருக்கப்படும்.

உங்கள் பங்கெடுப்பைப் பாராட்டி, இக்கடிதத்துடன் சிறப்பாக வடிவமைக்கப்பட்ட மக்கள்தொகை கணக்கெடுப்பு நினைவுப்பொருளை எங்கள் வாழ்த்துகளுடன் இணைப்பில் மகிழ்ச்சி அடைகிறோம். உங்களுடைய ஒத்துழைப்பிற்கும் உதவிக்கும் நன்றி.

CENSUS 2010 NOTIFICATION LETTER

SINGAPORE DEPARTMENT OF STATISTICS
100 High Street #05-01, The Treasury, Singapore 179434
Census Hotline: 1800-8777-888
Census Homepage: www.singstat.gov.sg/c2010

Internet Submission Website: **http://www.sgcensus2010.gov.sg**	
House Reference Number:	
Due Date for Internet Submission:	
Please call us by:	

Dear Sir/Madam

CENSUS OF POPULATION 2010

The Singapore Department of Statistics is conducting the Census of Population 2010 (C2010) from March to September 2010. The Census is conducted once in every ten years and is the single largest national survey undertaken in Singapore. Information on key characteristics of the population and households will be collected and used for planning and evaluation of programmes and services. The C2010 is the fifth census carried out since Independence and the fourteenth in the history of census-taking in Singapore.

We would like to inform you that your household has been selected for the C2010. You are kindly requested to complete and submit the C2010 survey form by the due date. A copy of the pamphlet providing more information on C2010 is enclosed for your information.

Internet Submission

Submission of C2010 form via the Internet is convenient and efficient and we would like to encourage you to do so if you have Internet access. We have enclosed an Internet User Guide to assist you.

To log in and retrieve the C2010 form, please enter the Internet Submission Website address and provide the unique House Reference Number for your house as indicated above. You will need to register with your NRIC/FIN number or the NRIC/FIN number of any member staying at this address and create a password of your choice. For security reasons, please keep your House Reference Number and password confidential.

We would appreciate it if you could submit your C2010 form online by the above due date for Internet Submission. If you encounter any technical difficulty, please call the C2010 Hotline at 1800-8777-888 (9am to 10.30pm, Mondays to Sundays).

Telephone Interview

As we do not have your telephone number in our record, we would like to urge you to call our C2010 Hotline at 1800-8777-888 for an immediate telephone interview if you do not wish to submit the C2010 form online. If you prefer to be interviewed at a later date, please call the Hotline by the due date indicated above to provide your contact number for our interviewers to call you.

Our field interviewers would visit your house to conduct face-to-face interview only if no response is received via Internet or telephone by the due date. They would carry an official ID card and a letter of authorization.

The conduct of C2010 is governed by the Statistics Act (Chapter 317). Your responses will be kept in confidence in accordance with the Statistics Act.

In appreciation of your effort, we are pleased to enclose the specially-designed Census souvenir with our compliments. Thank you for your co-operation and assistance.

Yours faithfully

WONG WEE KIM
CHIEF STATISTICIAN
SINGAPORE

2010 年人口普查

新加坡统计局将在 2010 年 3 月到 9 月期间进行 2010 年度的人口普查。人口普查每十年展开一次，是一项最大规模的全国性调查。2010 年度的人口普查将收集有关人口与住户的主要特征等资料，作为策划及评估发展计划与服务的用途。这次的普查是新加坡自独立以来的第五次，也是我国展开人口普查以来的第十四次。

您的家庭已获选为 2010 年人口普查的受访住户。请在期限前，填妥并提交人口普查表。随函附上有关这次普查详情的小册子，供您参考。

通过互联网提交

如果您是互联网用户，请尽可能通过互联网提交普查表，因为这既方便又省时。随函附上互联网用户说明手册一份，以协助您填写人口普查表。

您可依据列于此函右上方的普查网址，上网输入您的住户编号以提取并填报您的普查表。在呈报资料前，您必需使用您或任何住户成员的新加坡/外国人身份证号码在网上进行登记并输入自己所设的密码。为安全起见，请将您的住户编号和密码严加保密。

请在此函上方所注明的期限内，通过互联网提交您的人口普查表。如果您遇到任何技术问题，请拨 2010 年人口普查热线 1800-8777-888（星期一至星期日上午 9 时至晚上 10 时 30 分）与我们联络。

电话访问

我们的记录中没有您的电话号码。如果您不想通过互联网提交普查表，请拨 2010 年人口普查热线 1800-8777-888 直接同我们的工作人员进行电话访问。如果您想另约电话访问的日期，请在电话预约的截止日期之前拨热线提供您的联络号码，以便我们的访员拨电与您联络。

只有在普查表提交期限过后，而我们尚未收到您通过互联网或电话的回应，我们的外勤工作人员才会登门造访，进行当面访问。他们会随身携带工作人员身份证件和授权书以供您查证。

2010 年人口普查是根据统计法令（第 317 章）进行的。此法令确保您所提供的资料将被严格保密。

为了感谢您的支持，谨附上特别设计的普查纪念品。感谢您的合作和协助。

BANCI PENDUDUK 2010

Jabatan Perangkaan Singapura akan menjalankan Banci Penduduk 2010 dari Mac hingga Sep 2010. Banci ini dijalankan sekali setiap sepuluh tahun dan merupakan tinjauan kebangsaan yang terbesar diadakan di Singapura. Maklumat mengenai ciri-ciri utama penduduk dan keluarga akan dikumpul dan digunakan untuk merancang dan menilai berbagai-bagai program dan perkhidmatan. Banci Penduduk 2010 adalah banci yang kelima yang dijalankan sejak Kemerdekaan dan yang keempat belas dalam sejarah banci di Singapura.

Kami ingin memaklumkan anda bahawa keluarga anda telah dipilih untuk Banci Penduduk 2010. Anda diminta untuk melengkapkan dan menghantar borang tinjauan Banci Penduduk 2010 selewat-lewatnya pada tarikh yang ditetapkan. Satu salinan risalah yang mengandungi maklumat lanjut mengenai Banci Penduduk 2010 disertakan bersama surat ini untuk maklumat anda.

Penghantaran Borang Menerusi Internet

Menghantar borang Banci Penduduk 2010 menerusi Internet adalah lebih mudah dan efisien dan kami ingin menggalakkan anda agar melakukannya sekiranya anda mempunyai akses Internet. Kami lampirkan Panduan Pengguna Internet untuk membantu anda.

Untuk masuk ke lelaman dan mengambil borang Banci Penduduk 2010, harap ketik alamat Lelaman Penghantaran Internet dan Nombor Rujukan Rumah yang unik bagi rumah anda seperti yang tertulis di atas dalam surat ini. Anda perlu mendaftar dengan nombor Kad Pengenalan/Pengenalan Warga Asing anda atau nombor Kad Pengenalan/Pengenalan Warga Asing sebarang anggota keluarga yang tinggal di alamat ini dan membuat kata laluan pilihan anda sendiri. Atas sebab-sebab keselamatan, harap rahsiakan Nombor Rujukan Rumah dan kata laluan anda.

Kami sangat menghargainya jika anda menghantar borang Banci Penduduk 2010 anda selewat-lewatnya pada tarikh yang ditetapkan di atas untuk Penghantaran Menerusi Internet. Jika anda menghadapi sebarang masalah teknikal, harap hubungi Talian Segera Banci Penduduk 2010 di Nombor 1800-8777-888 (9 pagi hingga 10.30 malam, Isnin hingga Ahad).

Temuramah Menerusi Telefon

Oleh kerana kami tidak mempunyai nombor telefon anda dalam rekod kami, kami ingin menggesa anda agar menghubungi Talian Segera Banci Penduduk 2010 kami di Nombor 1800-8777-888 untuk mengadakan temuramah telefon segera, jika anda tidak mahu menghantar borang Banci Penduduk 2010 secara dalam talian. Jika anda pilih untuk ditemuramah pada satu tarikh kemudian, harap hubungi Talian Segera selewat-lewatnya pada tarikh yang ditetapkan di atas untuk memberikan nombor telefon anda supaya penemuramah kami dapat menghubungi anda.

Penemuramah kami akan mengunjungi rumah anda untuk mengadakan temuramah secara bersemuka hanya jika kami tidak menerima jawapan anda melalui Internet atau telefon sehingga tarikh yang ditetapkan. Mereka akan membawa Kad Pengenalan dan surat kebenaran rasmi bersama mereka.

Banci Penduduk 2010 yang akan dijalankan tertakluk pada Akta Perangkaan (Bab 317). Maklumat yang anda berikan akan dirahsiakan mengikut Akta Perangkaan ini.

Kami, dengan sukacita, menyertakan sebuah cenderamata Banci Penduduk 2010 yang direka khas sebagai tanda penghargaan kami atas kerjasama anda.

Terimakasih di atas kerjasama dan bantuan anda.

மக்கள்தொகை கணக்கெடுப்பு 2010

சிங்கப்பூர் புள்ளிவிவரத்துறை மக்கள்தொகை கணக்கெடுப்பு 2010ஐ (C2010) 2010 மார்ச்-சிலிருந்து செப்டம்பர் வரை நடத்துகிறது. ஒவ்வொரு பத்து ஆண்டுகளுக்கு ஒரு முறை நடத்தப்படும் மக்கள்தொகை கணக்கெடுப்பு சிங்கப்பூரில் மேற்கொள்ளப்படும் ஆகப் பெரிய ஒரே தேசிய ஆய்வு ஆகும். மக்கள் மற்றும் குடும்பங்களின் முக்கிய அம்சங்களைப் பற்றிய தகவல்கள் திரட்டப்பட்டு திட்டங்கள் மற்றும் சேவைகளைத் திட்டமிடுவதற்கும் மதிப்பிடுவதற்கும் பயன்படுத்தப்படும். மக்கள்தொகை கணக்கெடுப்பு 2010 சிங்கப்பூர் சுதந்திரம் பெற்ற பின் நடத்தப்படும் ஐந்தாவது கணக்கெடுப்பாகும். மேலும், சிங்கப்பூரில் மக்கள்தொகை கணக்கெடுப்பு எடுக்கும் வரலாற்றில் பதினான்காவது ஆகும்.

மக்கள்தொகை கணக்கெடுப்பு 2010க்கு உங்கள் குடும்பம் தேர்ந்தெடுக்கப்பட்டிருக்கிறது என்பதை உங்களிடம் நாங்கள் தெரிவிக்க விரும்புகிறோம். மக்கள்தொகை கணக்கெடுப்பு 2010 ஆய்வுப் படிவத்தை பூர்த்தி செய்து இறுதி நாட்களுக்குள் ஒப்படைக்க வேண்டும் என அன்புகூர்ந்து கேட்டுக்கொள்ளப்படுகிறீர்கள். இந்த ஆய்வைப் பற்றிய மேல்விவரங்களை வழங்குகிற துண்டு வெளியீட்டின் பிரதி ஒன்று உங்கள் தகவலுக்காக இதனுடன் இணைக்கப்பட்டுள்ளது.

இணையத்தின் மூலம் ஒப்படைத்தல்

மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தை இணையத்தின் மூலம் ஒப்படைப்பது வசதியானது மற்றும் சிறப்பானது. ஆகவே, உங்களுக்கு இணையத் தொடர்பு இருந்தால், நீங்கள் இணையத்தின் மூலம் படிவத்தை ஒப்படைப்பதற்கு நாங்கள் ஊக்குவிக்கிறோம். உங்களுக்கு உதவுவதற்கு நாங்கள் இதனுடன் ஓர் இணையப் பயன்பாட்டு வழிகாட்டியை இணைத்துள்ளோம்.

இணையத்தில் தொடர்பை ஏற்படுத்திக்கொண்டு அதிலிருந்து மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தைப் பெறுவதற்கு, அன்புகூர்ந்து இணையத்தின் மூலம் ஒப்படைப்பதற்கான இணையதளத்தைத்தும் மற்றும் உங்கள் வீட்டிற்கென மேற்குறிப்பிடப்பட்டுள்ள தனிப்பட்ட வீட்டு குறிப்பு எண்ணைத் தட்டச்சு செய்து வீட்டிற்கென மேற்குறிப்பிடப்பட்டுள்ள தனிப்பட்ட வீட்டு குறிப்பு எண்ணைத் தட்டச்சு செய்யவும். நீங்கள் உங்கள் அடையாள அட்டை (NRIC) எண்வெளிநாட்டு அடையாள எண (FIN) அல்லது இந்த முகவரியில் தங்கியிருக்கும் எந்த உறுப்பினரின் அடையாள அட்டை எண்வெளிநாட்டு அடையாள எண்ணையாவது கொண்டு பதிவு செய்யவேண்டும் நீங்கள் விரும்பும் ஒரு மறைச்சொல்லை (password) உருவாக்கவும் வேண்டியிருக்கும். பாதுகாப்பு காரணங்களுக்காக, அன்புகூர்ந்து உங்கள் வீட்டு குறிப்பு எண்ணையும் மறைச்சொல்லையும் இரகசியமாக வைத்திருங்கள்.

நீங்கள் மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தை இணையத்தில் ஒப்படைப்பதற்கான மேற்கூறப்பட்டுள்ள இறுதி தேதிக்குள் ஒப்படைத்தால் நாங்கள் நன்றி பாராட்டுவோம். நீங்கள் ஏதேனும் தொழில்நுட்ப சிரமங்களை எதிர்நோக்கினால், அன்புகூர்ந்து 1800-8777-888 எனும் மக்கள்தொகை கணக்கெடுப்பு 2010 உதவி தொலைபேசி எண்ணை அழைக்கவும் திங்கள் முதல் ஞாயிறு வரை காலை 9 மணியிலிருந்து இரவு 10.30 மணி வரை)

தொலைபேசி பேட்டி

எங்கள் பதிவேட்டில் உங்கள் தொலைபேசி எண் இல்லாததால், மக்கள்தொகை கணக்கெடுப்பு 2010 படிவத்தை நீங்கள் இணையத்தின் வழி ஒப்படைக்க விரும்பாவிட்டால், ஓர் உடனடி தொலைபேசி பேட்டிக்கு, நீங்கள் 1800-8777-888 எனும் எங்கள் மக்கள்தொகை கணக்கெடுப்பு 2010 உதவி தொலைபேசி எண்ணை அழைக்குமாறு நாங்கள் உங்களைக் கேட்டுக்கொள்கிறோம். நீங்கள் பின்னொரு தேதியில் பேட்டி காணப்பட விரும்பினால், எங்கள் பேட்டியாளர்கள் உங்களோடு தொடர்புகொள்வதற்கு, அன்புகூர்ந்து மேற்குறிப்பிடப்பட்டுள்ள இறுதி தேதிக்குள் உதவி தொலைபேசி எண்ணை அழைத்து உங்கள் தொடர்பு எண்ணைக் கொடுக்கவும்.

இறுதி தேதிக்குள், இணையத்தின் மூலமாகவோ தொலைபேசி வழியாகவோ பதில் எதுவும் பெறப்படாவிட்டால் மட்டுமே, எங்கள் பேட்டியாளர்கள் நேரடியாக பேட்டி காண்பதற்கு உங்கள் வீட்டிற்கு வருவார்கள். அவர்கள் ஓர் அதிகாரப்பூர்வ அடையாள அட்டையையும் அதிகாரம் வழங்கும் கடிதம் ஒன்றையும் வைத்திருப்பார்கள்.

மக்கள்தொகை கணக்கெடுப்பு 2010 புள்ளிவிவரச் சட்டத்திற்குக் (அத்தியாயம் 317) கீழ் நடத்தப்படுகிறது. புள்ளிவிவரச் சட்டத்தின்படி, உங்கள் பதில்கள் இரகசியமாக வைத்திருக்கப்படும்.

உங்கள் ஒத்துழைப்பைப் பாராட்டும் விதத்துடன், இக்கவிதத்துடன் சிறப்பாக வடிவமைக்கப்பட்ட மக்கள்தொகை கணக்கெடுப்பு நினைவுப்பொருளை எங்கள் வாழ்த்துகளுடன் இணைப்பதில் மகிழ்ச்சி அடைகிறோம். உங்களுடைய ஒத்துழைப்புக்கும் உதவிக்கும் நன்றி.

CENSUS 2010 REMINDER LETTER

SINGAPORE DEPARTMENT OF STATISTICS

100 High Street #05-01, The Treasury, Singapore 179434
Census Hotline: 1800-8777-888
Census Homepage: www.singstat.gov.sg/c2010

Internet Submission Website: **http://www.sgcensus2010.gov.sg**	
House Reference Number:	
Extended Due Date for Internet Submission:	
Please call us by:	

Dear Sir/Madam

CENSUS OF POPULATION 2010 – REMINDER LETTER [#]

About two weeks ago, the Singapore Department of Statistics sent a notification letter to inform that your household has been selected for the Census of Population 2010 (C2010).

To date, we have not received the C2010 returns from your household. We are writing to request you to submit the returns as soon as possible. You could choose to submit your C2010 returns via Internet, telephone or face-to-face interview.

Internet Submission

If you have Internet access, we encourage you to submit your returns via the Internet. We have extended the due-date for Internet Submission in your case. If you encounter any technical difficulty, please call our C2010 Hotline at 1800-8777-888 (9am to 10.30pm, Mondays to Sundays).

Telephone Interview

Alternatively, you could call our C2010 Hotline at 1800-8777-888 for an immediate telephone interview or fix an appointment to be interviewed at a later date. Our interviewers may also call your household to conduct the interview. They would identify themselves as C2010 officers and quote your House Reference Number.

Our field interviewers would visit your house to conduct face-to-face interview only if no response is received via Internet or telephone by the due date. They would carry an official ID card and a letter of authorization.

The conduct of C2010 is governed by the Statistics Act (Chapter 317). Your responses will be kept in confidence in accordance with the Statistics Act.

We look forward to hearing from you. Thank you for your cooperation and assistance.

Yours faithfully

WONG WEE KIM
CHIEF STATISTICIAN
SINGAPORE

[#] Please ignore this reminder if you have already submitted your returns for C2010 or fixed an appointment with our interviewer.

CENSUS 2010 REMINDER LETTER

SINGAPORE DEPARTMENT OF STATISTICS

100 High Street #05-01, The Treasury, Singapore 179434
Census Hotline: 1800-8777-888
Census Homepage: www.singstat.gov.sg/c2010

Internet Submission Website: **http://www.sgcensus2010.gov.sg**	
House Reference Number:	
Final Due Date for Internet Submission:	

Dear Sir/Madam

CENSUS OF POPULATION 2010 – FINAL REMINDER LETTER [#]

The Singapore Department of Statistics has sent you a notification letter a few weeks ago to inform that your household was selected for the Census of Population 2010 (C2010).

To date, we have not received the C2010 returns from your household. We are writing to request you to submit your returns by the final due date for Internet submission indicated above. Alternatively, please call our C2010 Hotline at 1800-8777-888 (9am to 10.30pm, Mondays to Sundays) for an immediate telephone interview or fix an appointment to be interviewed at a later date.

Our field interviewers would visit your house to conduct face-to-face interview if no response is received via Internet or telephone by the above due date. They would carry an official ID card and a letter of authorization.

The conduct of C2010 is governed by the Statistics Act (Chapter 317). Your responses will be kept in confidence in accordance with the Statistics Act.

We would be grateful for your cooperation in submitting your C2010 returns.

Yours faithfully

WONG WEE KIM
CHIEF STATISTICIAN
SINGAPORE

Please ignore this reminder if you have already submitted your returns for C2010 or fixed an appointment with our interviewer.

SURVEY OF WORK PERMIT HOLDERS 2010
NOTIFICATION LETTER

SINGAPORE DEPARTMENT OF STATISTICS
100 High Street #05-01, The Treasury, Singapore 179434
Telephone: 65-63327686   Facsimile: 65- 63326357
Census Homepage: www.singstat.gov.sg/c2010

Operating hours:
Mon – Fri: 8.30 am – 6.00 pm

Ref: XXXXXXX

Dear Sir/Madam

SURVEY OF WORK PERMIT HOLDERS, 2010

The Singapore Department of Statistics is conducting the Survey of Work Permit Holders, 2010. The survey is conducted in conjunction with the 2010 Census of Population, to obtain a complete profile of all persons working in Singapore.

Some information on the work permit holders from your organisation, which are available from existing records, has been pre-printed on the form(s). Please arrange to check or update the pre-printed information and provide the additional information in the form(s). We would be grateful if you could return the completed form(s) by **DD MMM 2010** to our department in the pre-paid envelope. Alternatively, you may submit the completed form(s) via email or fax**.**

The conduct of the survey is governed by the Statistics Act (Chapter 317). Your completed return will be kept in confidence in accordance with the Statistics Act. A copy of the Statistics Act is available at our website at: http://www.singstat.gov.sg/abtus/statact.html.

For more information or assistance, please contact our officer(s)-in-charge at
Tel: 65-68357467 / 68357497
Email: Singstat_C2010_F3M@singstat.gov.sg
Fax: 65-63326357

Thank you for your co-operation and prompt reply.

Yours faithfully

Wong Wee Kim
Chief Statistician
Singapore

Explanatory Notes to Assist in Form Filling

> Pre-printed Information

The pre-printed information should be checked or updated. They include the employee's Foreign Identification Number and name.

> Required Information

The additional information listed below should be filled in by the employer. Some explanatory notes are provided to assist in form filling.

> Total Monthly Income

This refers to income earned from work, including overtime pay (if any), but excluding any bonuses, reimbursement for transport and other expenses. The figure entered should be expressed in Singapore dollars.

> Bonus Received

This refers to all bonus components, regardless of whether they are paid in one lump sum or in instalments over the last 12 months. This includes annual wage supplement (13th Month), special bonuses or 'Ang-Pow'.

> No. of Hours Worked Last week

This should include paid/unpaid overtime hours. If the employee did not work last week, please indicate the number of hours worked in the week prior to the reference week. For those who were temporarily not working (e.g. on leave), please use the most recent week of employment as reference.

SURVEY OF WORK PERMIT HOLDERS 2010
REMINDER LETTER

SINGAPORE DEPARTMENT OF STATISTICS
100 High Street #05-01, The Treasury, Singapore 179434
Telephone: 65-63327686   Facsimile: 65- 63326357
Census Homepage: www.singstat.gov.sg/c2010

<u>REMINDER</u>

<u>Operating hours:</u>
Mon – Fri: 8.30 am – 6.00 pm

Ref: XXXXXXX

Dear Sir/Madam

SURVEY OF WORK PERMIT HOLDERS, 2010

Please refer to the above survey form which was sent to you on DD MMM 2010.

To date, we have not received your company's response which was due on DD MMM 2010. As we need to close the survey soon, we would be grateful if you could send the completed form(s) to our office by **DD MMM 2010**.

The conduct of the survey is governed by the Statistics Act (Chapter 317). Your completed return will be kept in confidence in accordance with the Statistics Act. A copy of the Statistics Act is available at our website at: http://www.singstat.gov.sg/abtus/statact.html.

If you need clarification or assistance, please contact our officer(s)-in-charge at:
Tel :   65-68357467 / 68357497
Email: Singstat_C2010_F3M@singstat.gov.sg
Fax: 65-63326357

We look forward to hearing from you. Thank you for your co-operation and assistance.

Please ignore this reminder if you have already submitted your completed return.

Yours faithfully

Wong Wee Kim
Chief Statistician
Singapore

CENSUS 2010 SURVEY FORM
SINGAPORE DEPARTMENT OF STATISTICS
CENSUS OF POPULATION 2010
(STATISTICS ACT, CHAPTER 317)
Household Form

CONFIDENTIAL

HOUSE REF NO. ☐☐☐☐☐☐☐ **Form ID:** ☐

Address: _____

_____

_____

Instructions: - *Please complete the form in* **BLUE/BLACK** *ink only.*
   - *You are allowed to tick only 1 box for each question, unless otherwise specified.*

A.   *House Members' Particulars*

Person 1

1. Name

☐

2. Identification Number (NRIC/BC/FIN)

☐

3. Whereabouts

☐ Staying in address ☐ Shifted out
☐ Overseas for less than 6 months ☐ Deceased
☐ Overseas for 6 months to less than 12 months ☐ Unknown Person
☐ Overseas for 12 months or more

Person 2

1. Name

☐

2. Identification Number (NRIC/BC/FIN)

☐

3. Whereabouts

☐ Staying in address ☐ Shifted out
☐ Overseas for less than 6 months ☐ Deceased
☐ Overseas for 6 months to less than 12 months ☐ Unknown Person
☐ Overseas for 12 months or more

Person 3

1. Name

☐

2. Identification Number (NRIC/BC/FIN)

☐

3. Whereabouts

☐ Staying in address ☐ Shifted out
☐ Overseas for less than 6 months ☐ Deceased
☐ Overseas for 6 months to less than 12 months ☐ Unknown Person
☐ Overseas for 12 months or more

SINGAPORE DEPARTMENT OF STATISTICS
CENSUS OF POPULATION 2010
(STATISTICS ACT, CHAPTER 317)
Household Form

CENSUS
2010

Person 4

1. Name

2. Identification Number (NRIC/BC/FIN)

3. Whereabouts

☐ Staying in address   ☐ Shifted out
☐ Overseas for less than 6 months   ☐ Deceased
☐ Overseas for 6 months to less than 12 months   ☐ Unknown Person
☐ Overseas for 12 months or more

Person 5

1. Name

2. Identification Number (NRIC/BC/FIN)

3. Whereabouts

☐ Staying in address   ☐ Shifted out
☐ Overseas for less than 6 months   ☐ Deceased
☐ Overseas for 6 months to less than 12 months   ☐ Unknown Person
☐ Overseas for 12 months or more

Person 6

1. Name

2. Identification Number (NRIC/BC/FIN)

3. Whereabouts

☐ Staying in address   ☐ Shifted out
☐ Overseas for less than 6 months   ☐ Deceased
☐ Overseas for 6 months to less than 12 months   ☐ Unknown Person
☐ Overseas for 12 months or more

Person 7

1. Name

2. Identification Number (NRIC/BC/FIN)

3. Whereabouts

☐ Staying in address   ☐ Shifted out
☐ Overseas for less than 6 months   ☐ Deceased
☐ Overseas for 6 months to less than 12 months   ☐ Unknown Person
☐ Overseas for 12 months or more

Person 8

1. Name

2. Identification Number (NRIC/BC/FIN)

3. Whereabouts

☐ Staying in address   ☐ Shifted out
☐ Overseas for less than 6 months   ☐ Deceased
☐ Overseas for 6 months to less than 12 months   ☐ Unknown Person
☐ Overseas for 12 months or more

Please proceed to Item B.

SINGAPORE DEPARTMENT OF STATISTICS
CENSUS OF POPULATION 2010
(STATISTICS ACT, CHAPTER 317)
Household Form

B.　　Relationship to Head

A household refers to one person living alone or a group of two or more persons living together in the same house and sharing common food or other arrangements for essential living.

Although the following people may be living in the same house, they may not be in the same household. E.g. A family renting out a room to a tenant. If the tenant does not share or have meals with the family, the tenant is NOT regarded as belonging to the same household and should be assigned a different household number.

B1. Do all members belong to the same household?

　　□　Yes　　　　□　No

▶　*If yes, go to Item B3. Otherwise, proceed to Item B2.*

B2. If members belong to different households, please group the members into their respective households by assigning the same household number, starting with "01". Please indicate a new household number for member(s) belonging to different household(s).

Person No.

	1	2	3	4	5	6	7	8
Household Number								

B3. Please select a Household Head for each household by ticking the relevant box. Next, for each and every other person, state their relationship to their respective Household Head. Please enter the Form ID if more than 1 Household Form is used.

The Head of Household is the person who is generally acknowledged as such by the other members of the household. Generally the head is the oldest member, the main income earner or the person who manages the affair of the household.

Relationship to Head	Person No.								Form ID
	1	2	3	4	5	6	7	8	
Head	□	□	□	□	□	□	□	□	
Spouse	□	□	□	□	□	□	□	□	
Son/Daughter	□	□	□	□	□	□	□	□	
Son-in-law/Daughter-in-law	□	□	□	□	□	□	□	□	
Parent	□	□	□	□	□	□	□	□	
Parent-in-law	□	□	□	□	□	□	□	□	
Brother, Sister	□	□	□	□	□	□	□	□	
Brother-in-law/Sister-in-law	□	□	□	□	□	□	□	□	
Grandchild/Grandchild-in-law	□	□	□	□	□	□	□	□	
Grandparent/Grandparent-in-law	□	□	□	□	□	□	□	□	
Great Grandchild/Great Grandchild-in-law	□	□	□	□	□	□	□	□	
Great Grandparent/Great Grandparent-in-law	□	□	□	□	□	□	□	□	
Other Relatives, Same Generation as Head	□	□	□	□	□	□	□	□	
Other Relatives, One Generation Older than Head	□	□	□	□	□	□	□	□	
Other Relatives, Two Generations Older than Head	□	□	□	□	□	□	□	□	
Other Relatives, Three Generations Older than Head	□	□	□	□	□	□	□	□	
Other Relatives, One Generation Younger than Head	□	□	□	□	□	□	□	□	
Other Relatives, Two Generations Younger than Head	□	□	□	□	□	□	□	□	
Other Relatives, Three Generations Younger than Head	□	□	□	□	□	□	□	□	
Partner	□	□	□	□	□	□	□	□	
Maid	□	□	□	□	□	□	□	□	
Unrelated Persons (e.g. tenant, friends, confinement lady, chauffeur)	□	□	□	□	□	□	□	□	

Please proceed to Item C.

SINGAPORE DEPARTMENT OF STATISTICS
CENSUS OF POPULATION 2010
(STATISTICS ACT, CHAPTER 317)
Household Form

CENSUS 2010

C. Parents of Household Member

Please identify the parents of each household member. If the father/mother is not living with the household, please tick "N.A.". Please enter the Form ID if more than 1 Household Form is used.

	Person No.									
Father of	1 2 3 4 5 6 7 8 NA	**Form ID**	Mother of	Person No. 1 2 3 4 5 6 7 8 NA	**Form ID**
Person 1	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 1	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 2	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 2	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 3	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 3	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 4	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 4	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 5	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 5	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 6	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 6	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 7	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 7	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 8	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		Person 8	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	

For household(s) with persons aged 15 and above, please proceed to Item D. Otherwise, go to Item E.

D. Spouse of Household Member

Please identify the spouse/partner of each household member. If the member does not have a spouse or the spouse is not living with the household, please tick "N.A.". Please enter the Form ID if more than 1 Household Form is used.

	Person No.	**Form ID**
Spouse of	1 2 3 4 5 6 7 8 NA	
Person 1	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 2	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 3	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 4	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 5	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 6	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 7	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
Person 8	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	

Please proceed to Item E.

E. Tenancy of Present Dwelling

Does the household own this house/flat?

- ☐ Yes, house/flat is owned and fully paid for
- ☐ Yes, house/flat is owned, with outstanding housing loan
- ☐ No, house/flat is rented
- ☐ No, house/flat is provided free by employer
- ☐ No, house/flat is provided free by relatives/friends/others

Please proceed to fill up the Individual Form for each household member.

Please check that all the relevant questions have been answered.
Kindly proceed to fill up the *Individual Form* for every member that was entered in Item A of this form.

Please sign this declaration upon completion of the Household Form and Individual Form(s):

I declare that the information I have supplied is true and given to the best of my knowledge.

Name	
Signature	

Home Tel	
Office Tel	ext
Handphone	

SINGAPORE DEPARTMENT OF STATISTICS
CENSUS OF POPULATION 2010
(STATISTICS ACT, CHAPTER 317)
Individual Form

CENSUS 2010
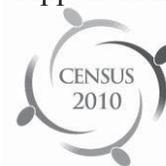
HOUSE REF NO. ☐☐☐☐☐☐☐

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1) *This Individual Form must be filled in for every member listed in the Household Form.*
2) *Absentee Members refer to:*
       a)   *Persons whose location of employment or course of study is overseas. The duration of the job or course should be 12 months or more; or*
       b)   *Persons who are not working or studying but have been staying or intend to stay abroad for 12 months or more.*
   For such persons, please fill in only Items 1-9 and Item 34 onwards of this form.

---

1. Name

_____

2. Identification Number (NRIC/BC/FIN)

_____

3. Sex
- ☐ Male
- ☐ Female

4. Date of Birth ☐D ☐D ☐M ☐M ☐Y ☐Y ☐Y ☐Y

5. Ethnic/Dialect Group
- ☐ Hokkien
- ☐ Malay
- ☐ Caucasian
- ☐ Teochew
- ☐ Javanese
- ☐ Filipino
- ☐ Cantonese
- ☐ Boyanese
- ☐ Eurasian
- ☐ Hakka (Khek)
- ☐ Tamil
- ☐ Vietnamese
- ☐ Hainanese
- ☐ Sikh
- ☐ Japanese
- ☐ Others, pls specify _____

6. Marital Status
- ☐ Single
- ☐ Married
- ☐ Widowed
- ☐ Divorced
- ☐ Separated

7. Identification Type
- ☐ Singapore Citizen
- ☐ S Pass
- ☐ Singapore PR
- ☐ Work Permit
- ☐ Employment Pass
- ☐ Others, pls specify _____

8. Citizenship
- ☐ Singapore Citizen
- ☐ Malaysian
- ☐ Chinese (PRC)
- ☐ Indian
- ☐ Indonesian
- ☐ Others, pls specify _____

9. Country of Birth
- ☐ Singapore
- ☐ Malaysia
- ☐ China
- ☐ India
- ☐ Indonesia
- ☐ Others, pls specify _____

▶ *If this person is aged below 2, end and proceed to the next member.*
▶ *If this person is a female Singapore Citizen or PR aged 15 and above, please proceed to Item 10.*
▶ *If this person is an Absentee Member, i.e. overseas for 12 months or more, go to Item 34. Otherwise, go to Item 11.*

10. If this person is a female Singapore Citizen or PR aged 15 and above, how many children has she ever given birth to? ☐

11. What language or dialect does this **person** speak <u>most</u> <u>frequently</u> at home?
- ☐ English
- ☐ Malay
- ☐ Mandarin
- ☐ Hokkien
- ☐ Teochew
- ☐ Cantonese
- ☐ Other Chinese dialect, pls specify _____
- ☐ Tamil
- ☐ Other Indian dialect, pls specify _____
- ☐ Unable to speak/Too young to speak
- ☐ Others, pls specify _____

▶ *If this person is aged 15 and above, please proceed to Item 12. Otherwise, go to Item 13.*

12. What language(s) is this person able to read in?
(Please select all that is applicable, up to a maximum of 8 languages.)
- ☐ English
- ☐ Malay
- ☐ Chinese
- ☐ Tamil
- ☐ Unable to read in any language
- ☐ Other language(s), pls specify _____

13. What is this person's current economic activity status?
- ☐ Fully engaged in work (include serving National Service) - *Go to Item 15*
- ☐ Schooling but currently working in a vacation job
- ☐ Working while awaiting examination results - *Go to Item 15*
- ☐ Engaged in work while schooling
- ☐ Not working but actively looking for work and is available for work - *Go to Item 15*
- ☐ Full-time student/Schooling only
- ☐ None of the above - *Go to Item 15*

▶ *If this person is aged below 5, end and proceed to the next member.*
▶ *If this person is schooling and aged 5 years and above, please proceed to Item 14. Otherwise, go to Item 15.*

14. If this person is <u>schooling</u>, what level of Formal Education is this person attending now?
- ☐ Pre-Primary
- ☐ Primary
- ☐ Secondary e.g. Sec 1-5, ITE Skills Certificate Courses
- ☐ Post-Secondary (Non-tertiary) e.g. Pre-U, JC, Nitec/Higher Nitec/Master Nitec Courses
- ☐ Polytechnic Diploma Courses
- ☐ Courses Leading to Professional Qualification and Other Diploma e.g. ITE Diploma, ACCA, CFA, SIM Diploma
- ☐ University First Degree Courses
- ☐ University Postgraduate Diploma/Degree Courses

▶ *If this person is a full-time student/schooling only, go to Item 30. Otherwise, proceed to Item 15.*

SINGAPORE DEPARTMENT OF STATISTICS
CENSUS OF POPULATION 2010
(STATISTICS ACT, CHAPTER 317)
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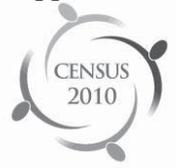
15. If this person is **not** a Full-time student/Schooling only, what is this person's Highest Academic Grade Passed or Qualification Attained?

- ☐ Did not pass PSLE or equivalent
- ☐ Primary i.e. passed PSLE or equivalent
- ☐ Secondary, without any GCE 'N'/'O' level pass
- ☐ Secondary, with at least 1 GCE 'N'/'O' level pass, ITE Certificate of Competency, NTC Grade 3 or equivalent
- ☐ Post Secondary (Non-tertiary), with at least 1 GCE 'A' level pass, ITE Certificate in Office Skills, ITE Certificate in Business Studies, NTC Grade 1, NTC Grade 2, ITC, Nitec/Higher Nitec/Master Nitec or equivalent
- ☐ Polytechnic Diploma
- ☐ Professional Qualification or Other Diploma e.g. ITE diploma, ACCA, CFA, SIM Diploma, NIE Diploma
- ☐ University (First Degree)
- ☐ University Postgraduate Qualification, including post-graduate diploma

▶ *If this person is a Diploma/Polytechnic/University graduate, please proceed to Item 16. Otherwise, go to Item 17.*

16. If this person is a Diploma/Polytechnic/University graduate (including Masters/Doctorate),

a) What is the major field of study of his/her Highest Qualification?

b) Where did this person obtain his/her Highest Qualification?

- ☐ Singapore
- ☐ Australia
- ☐ United Kingdom
- ☐ United States of America
- ☐ China
- ☐ India
- ☐ Others, pls specify _____

17. Has this person ever obtained any other Vocational or Skills certificates/qualifications?

(e.g. Workforce Skills Qualification (WSQ), Employability Skills System (ESS) certificates, WSQ Advanced Certificate, Diploma, Specialist Diploma, Graduate Certificate, Graduate Diploma)

- ☐ Yes   ☐ No

▶ *If yes, please proceed to Item 18.*
▶ *If no, and this person is working, go to Item 19. Otherwise, go to Item 26.*

18. If this person has ever obtained other Vocational or Skills certificates/qualifications,

a) What is the Type of Certificate/Qualification obtained?
Please state the certificate/qualification that is of the **highest level** if person has obtained more than one certificate/qualification.

b) What is his/her Field of Study?

c) From which Educational Institution did this person obtain his/her Certificate/Qualification?

▶ *If this person is working, please proceed to Item 19. Otherwise, go to Item 26.*

19. If this person is working, what was this person's Employment Status last week?

- ☐ Employee (include serving full-time National Service)
- ☐ Employer (i.e. operate own business or trade with paid worker)
- ☐ Own Account Worker (i.e. operate own business or trade without employing any paid worker)
- ☐ Contributing Family Worker (helping in family business)

20. For working persons,

a) What is the Name of the firm/organization this person currently works in?

b) What is the Main Business/Activity this person's firm is engaged in and Main Products/Services produced/provided?

Main Business/Activity

Main Products/Services

c) What is this person's Occupation or Kind of Work?
(e.g. Primary school teacher, Audit clerk, Electrician)

d) What are this person's main Tasks/Duties?
(e.g. Teach science at primary school; Ensure all documents are properly prepared and documented for audit purposes; Install, maintain and repair electrical telephone wiring)
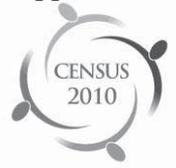
SINGAPORE DEPARTMENT OF STATISTICS
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21. Was this person working full-time, part time or serving full-time National Service last week?

- ☐ Working Full-time
- ☐ Working Part-time (i.e. work less than 35 hours a week)
- ☐ Full-time National Service

▶ *If this person is working full-time or part-time, please proceed to Item 22. Otherwise, go to Item 24.*

22. What is this person's usual hours worked per week? (including paid and unpaid hours)

☐☐☐ hours

▶ *If this person has worked for less than 35 hours a week, please proceed to Item 23. Otherwise, go to Item 24.*

23. If this person has worked for less than 35 hours a week,

a) Is this person willing to work additional hours?

☐ Yes   ☐ No

b) Is this person available for additional work?

☐ Yes   ☐ No

24. What was this person's gross monthly income from work last month (excluding bonus/13th month pay)?

S$ ☐☐☐ .00

25. How much bonus did this person receive during the last 12 months (including 13th month pay)?

☐☐ months   OR   S$ ☐☐☐ .00

▶ *If this person is present in Singapore or overseas for less than 6 months, go to Item 30.*
▶ *If no, and this person is aged 15 and above, go to Item 32. Otherwise, end and proceed to the next member.*

26. If this person is <u>not working</u> and <u>not schooling</u>, has this person ever worked before?

☐ Yes   ☐ No

▶ *If "Current economic activity status = (Not working but actively looking for work and is available for work)" in Item 13, please proceed to Item 27. Otherwise, go to Item 29.*

27. If this person is not working but actively looking for work and is available for work,

a) Is this person available to start work in the <u>next 2 weeks</u>?

☐ Yes   ☐ No

b) Has this person taken any action to look for work in the <u>last 4 weeks</u>?

☐ Yes   ☐ No

▶ *If this person is available to start work in the next 2 weeks and has taken action to look for work in the last 4 weeks, please proceed to Item 28. Otherwise, go to Item 29.*

28. If this person is available to start work in the next 2 weeks and has taken action to look for work in the last 4 weeks, what action has this person taken to look for work in the last 4 weeks ?

- ☐ Registered with employment service or agency e.g. WDA
- ☐ Answered advertisements/ wrote to firms
- ☐ Asked friends or relatives
- ☐ Others, pls specify _____
- ☐ Registered for jobs at job fairs
- ☐ Used the internet to search for jobs
- ☐ Made preparations to start own business

▶ *If this person is aged 15 and above, go to Item 32. Otherwise, end and proceed to the next member.*

29. What is the main reason for not working or not looking for a job now?

- ☐ Awaiting NS call-up/examination results
- ☐ Attending part-time courses
- ☐ Training without pay
- ☐ Housework
- ☐ Childcare
- ☐ Care-giving to families/relatives
- ☐ Care-giving to other persons who are not relatives
- ☐ Doing voluntary/ community work
- ☐ Poor health
- ☐ Too old
- ☐ Permanently ill/disabled
- ☐ Retired
- ☐ Have sufficient financial support/means
- ☐ Believes no suitable work available
- ☐ Employers' discrimination (e.g. prefer younger workers)
- ☐ Lacks necessary qualification, training, skills or experience
- ☐ Taking a break
- ☐ Others, pls specify _____

▶ *If this person is aged 15 and above, go to Item 32. Otherwise, end and proceed to the next member.*

30. If this person is schooling or working, how does this person usually travel to school/work?

☐ Transport required (You may select up to a maximum of 4 modes)

- ☐ Public Bus
- ☐ MRT
- ☐ Taxi
- ☐ Private chartered bus/van
- ☐ LRT
- ☐ Lorry/Pickup
- ☐ Car
- ☐ Motorcycle/ Scooter
- ☐ Bicycle
- ☐ Other modes, pls specify _____
- ☐ Walk only
- ☐ Work/study from home

▶ *If transport is required, please proceed to Item 31.*
▶ *If transport is <u>not</u> required, and this person is aged 15 and above, go to Item 32. Otherwise, end and proceed to the next member.*

31. For those who do <u>not</u> work/study from home, what is the usual travelling time to work/school?

☐☐☐ minutes

▶ *If this person is aged 15 and above, please proceed to Item 32. Otherwise, end and proceed to the next member.*

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Individual Form

CENSUS 2010

32. What is this person's religion?

☐ No Religion

☐ Buddhism

☐ Taoism/Chinese Traditional Beliefs

☐ Islam

☐ Hinduism

☐ Sikhism

☐ Christianity, Roman Catholic

☐ Christianity, other denomination, pls specify _____

☐ Others, pls specify _____

▶ *If this person aged 65 and above, please proceed to Item 33. Otherwise, end and proceed to the next member.*

33. If this person is aged 65 and above,

a) Can this person move about in the house without help?

☐ Yes, able to move about independently
☐ No, able to move about with help such as walking aids or when supported
☐ No, not able to move

b) What is the main source of financial support for this person?

☐ Allowances given by children staying in the same house
☐ Allowances given by children staying elsewhere in Singapore
☐ Allowances given by children staying overseas
☐ Allowances given by spouse
☐ Allowances given by relatives or friends
☐ Income from employment/business
☐ Savings/Interest earned
☐ Income from rental/dividends/annuity/trusts
☐ CPF withdrawals (e.g. CPF Life)
☐ Contributions from charitable organizations/public assistance
☐ Other sources

For Absentee Member

This section should be filled up for persons whose location of employment or course of study is overseas. The duration of the overseas job or course should be 12 months or more.
It also includes persons who are not working or studying but have been staying or intend to stay abroad for at least 12 months.

34. Where is this person currently residing in?

☐ Australia   ☐ Malaysia   ☐ India

☐ United States of America   ☐ United Kingdom   ☐ Canada

☐ China   ☐ Indonesia   ☐ Others, pls specify _____

_____

35. What is this person's reason for living abroad?

☐ Studying   ☐ Working   ☐ Others (e.g. staying with related persons overseas)

▶ *If this person is not studying and is aged 15 and above, please proceed to Item 36. Otherwise, end and proceed to the next member.*

36. What is this person's Highest Grade Passed or Qualification Attained?

☐ Did not pass PSLE or equivalent
☐ Primary i.e. passed PSLE or equivalent
☐ Secondary, without any GCE 'N'/'O' level pass
☐ Secondary, with at least 1 GCE 'N'/'O' level pass, ITE Certificate of Competency, NTC Grade 3 or equivalent
☐ Post Secondary (Non-tertiary), with at least 1 GCE 'A' level pass, ITE Certificate in Office Skills, ITE Certificate in Business Studies, NTC Grade 1, NTC Grade 2, ITC, Nitec/Higher Nitec/Master Nitec or equivalent
☐ Polytechnic Diploma
☐ Professional Qualification or Other Diploma e.g. ITE Diploma, ACCA, CFA, SIM Diploma, NIE Diploma
☐ University (First Degree)
☐ University Postgraduate Qualification, including post-graduate diploma

Please check that all relevant questions have been answered.
Thank You for completing the CENSUS form.

Remarks

IDENTIFICATION BADGE FOR SURVEY OFFICER
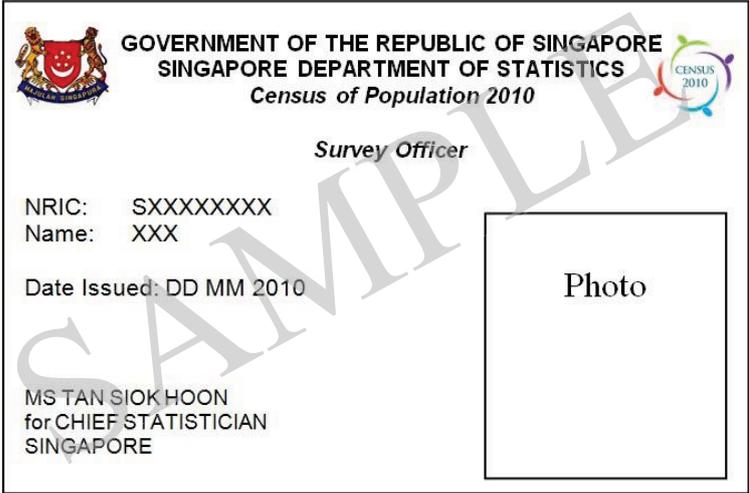
LETTER OF APPOINTMENT FOR SURVEY OFFICER

STATISTICS SINGAPORE	**Singapore Department of Statistics** **http://www.singstat.gov.sg** **Email: info@singstat.gov.sg**	**100 High Street #05-01** **The Treasury** **Singapore 179434** **Telephone: 65-63327686** **Facsimile : 65-63327689**

Our Ref:

DD/MM/YYYY

Dear

Census of Population 2010
Employment of Survey Officer

I am pleased to inform you that you have been selected for appointment as a Survey Officer.

2   During your period of employment, you will be governed by the:

a) Payment procedures for Daily-Rated Officers – Annex A
b) Terms and Conditions of Casual Employment for Daily-Rated Officers – Annex B

3   If you accept this offer of appointment, please complete the Acceptance of Offer below. This offer will lapse on DD/MM/YYYY.

Yours faithfully,

TAN SIOK HOON
for CHIEF STATISTICIAN
SINGAPORE

ACCEPTANCE OF OFFER

I accept your offer of appointment as a Survey Officer and agree to the payment procedures and terms and conditions stated in your letter. I am prepared to commence duty on <u>DD/MM/YYYY</u>.
Name :   / NRIC No :

------------------------   ------------------------
            Signature   Date

LETTER OF AUTHORISATION FOR SURVEY OFFICER

GOVERNMENT OF THE REPUBLIC OF SINGAPORE

SINGAPORE DEPARTMENT OF STATISTICS

CENSUS OF POPULATION 2010

LETTER OF AUTHORISATION

The Singapore Department of Statistics, Ministry of Trade & Industry is conducting the Census of Population 2010.

This is to certify that **XXX** of Identity card No. **SXXXXXXX** is a Survey Officer of the Department.

He / She is hereby authorised to collect and verify information relating to Census of Population 2010. We would like to assure you that all information provided will be kept in confidence in accordance with the Statistics Act (Chapter 317).

Date issued: DD/MM/2010

TAN SIOK HOON
for CHIEF STATISTICIAN
SINGAPORE

For enquiries, please contact our Hotline at 1800 8777 888.

FIELDWORK APPOINTMENT CARD

SINGAPORE DEPARTMENT OF STATISTICS
100 High Street #05-01 The Treasury
Singapore 179434

CENSUS
2010

House Reference Number

Dear Sir / Madam

CENSUS OF POPULATION 2010

The Singapore Department of Statistics is currently conducting the Census of Population 2010.

Our survey officer visited your house on_____ at _____ to interview you or your household members but could not contact any adult member. Please contact Mr / Ms _____ at Tel / Hp No. _____ between _____ to _____ before _____ to arrange for an appointment.

We would like to assure you that all responses provided for the Census 2010 will be kept in confidence in accordance with the Statistics Act (Chapter 317).

Thank you for your co-operation.

Yours faithfully

_____
for CHIEF STATISTICIAN
SINGAPORE

For enquiries, please call our Hotline at 1800-8777-888.

LETTER OF APPOINTMENT FOR CENSUS OFFICER

SINGAPORE DEPARTMENT OF STATISTICS
100 High Street #05-01, The Treasury, Singapore 179434

Our Ref: DID: XXXX XXXX

5 March 2010

XXXXXXX
Census Supervisor

Appointment of Census Supervisor

Please be informed that you have been appointed as the Census Supervisor with effect from 12 March 2010.

WONG WEE KIM
CHIEF STATISTICIAN

CENSUS 2010 CERTIFICATE OF SERVICE

Singapore's Census of Population 2010

By
Ms Seet Chia Sing and Ms Wong Wei Lin
Income, Expenditure and Population Statistics Division
Singapore Department of Statistics

What is a Census?

The United Nations (UN)'s Principles and Recommendations for Population and Housing Censuses (2008) defines a population census as the total process of collecting, compiling, evaluating, analysing and publishing or otherwise disseminating demographic, economic and social data pertaining, at a specified time, to all persons in a country or in a well-delimited part of a country.

In Singapore, the population census is the most comprehensive source of information on population and household. It provides benchmark data for all demographic, social and labour force statistics. Data from the population census are key inputs for policy review and formulation. The large sample size and coverage of the population census also facilitate analyses on different population groups and studies by broad geographical area.

History of Census Taking in Singapore

Singapore's first census was taken in April 1871 as part of the Straits Settlement Census. Since then, regular censuses were undertaken at ten-year intervals up to 1931. The Second World War delayed the next censuses till 1947 and 1957.

In 1970, Singapore conducted its first post-Independence population census. Three other censuses were subsequently conducted in 1980, 1990, and the latest in 2000. The Census 2010 will be the fifth census carried out since Independence and the fourteenth in the series of census-taking in Singapore.

In the early censuses and up to as recent as 1990, census information was collected by field work. Census officers had to make home-to-home visits to each and every household in Singapore to perform face-to-face interviews. Responses to the census questions were then recorded on paper forms and sent back to the census office for processing and compilation.

The Census 2000

Post Census 1990, the Singapore Department of Statistics (DOS) reviewed the entire framework in which social and demographic statistics were collected. Three important trends were identified as having a profound influence on the collection of social and demographic statistics for Census 2000.

Firstly, there was increased demand for comprehensive data on the population on a timely basis. Secondly, advances in Information Technology (IT) including the widespread use of Internet, data warehousing software and integrated call-centre

technologies opened up new possibilities in data collection and capture. Thirdly, the stability and reliability of public databases developed in the 1980s and 1990s meant that a large amount of administrative data could be matched, captured and used for statistical purposes. Data collection methods and procedures for Census 2000 were refined along these lines.

In 2000, Singapore conducted its first register-based census. Basic demographic data were obtained from administrative records. This was supplemented with a 20 per cent sample enumeration which collected detailed data required for in-depth studies. Steering away from the reliance on field work, a tri-modal data collection approach, comprising of Internet enumeration, Computer Assisted Telephone Interviewing (CATI) and field work, was introduced for the sample survey.

The Approach for Census 2010

The Census 2010 will continue to adopt a register-based approach. Basic population count and characteristics such as age, sex and nationality will be compiled from administrative sources. A sample enumeration of some 200,000 households for additional information not available from any administrative data sources would be sufficient.

Leveraging on the success and lessons learned from the Census 2000, a tri-modal data collection strategy comprising Internet enumeration, CATI and field work will be used to facilitate data collection for the households in the census sample.

Internet Enumeration

DOS first introduced the Internet for data collection in Census 2000. High Internet penetration rate and computer literacy in Singapore, coupled with the increasing difficulty of reaching respondents at their homes, are key considerations in the adoption of Internet enumeration for census taking.

Available 24 hours a day, 7 days a week, Internet enumeration provides respondents with the flexibility of responding at any time they desire. It allows respondents to provide their survey returns directly to the system without having to go through a third party (i.e. the interviewer).

The acceptance of Internet enumeration by the public was evident from the growing proportion using this mode in our last two household surveys. The proportion of respondents opting for Internet enumeration increased from 15 per cent in the Census 2000 to almost 25 per cent in the General Household Survey (GHS) 2005.

Several key features were addressed in the implementation of Internet enumeration:

- *Automated branching of questions is used to direct respondents to questions that are only relevant to them based on previous entries/selection. Tips and definitions are also included to aid respondents.*

- *To ensure completeness of returns and data consistency, basic verification rules are built in the system.*

- *As the Internet is open to threats such as computer hacking and viruses, security features are put in place to protect the confidential data that respondents provide.*

- *All electronic transmissions of data through the Internet are also encrypted.*

Computer Assisted Telephone Interviewing (CATI)

CATI is a tried-and-tested data collection strategy, having been deployed thrice in earlier Census and General Household Surveys. Respondents, who are not able to complete their returns via the Internet, have the option to provide their returns over the phone with the assistance of telephone interviewers.

As in the conduct of Census 2000, households who do not complete their returns via Internet by a stipulated date will also be contacted by CATI interviewers for telephone interviews.

CATI was the main mode of collection for the last Census 2000, accounting for more than 60 per cent of all survey returns. To better support the public in their submission, the operating hours of the Census 2010 CATI hotline will be extended from 9pm (during the conduct of Census 2000) to 10.30pm daily.

Field Work

Face-to-face interviews will continue to be offered as a mode of submission for respondents in Census 2010. Households will be scheduled for field work if they do not

respond via Internet and cannot be contacted by CATI after several attempts.

Field workers will visit these households to conduct face-to-face interviews. In the event where they fail to contact the respondents in these households, they will leave appointment slips behind for the respondents to contact them to schedule a convenient time for an interview.

Unlike the traditional paper and pen approach, the Ultra-Mobile Personal Computer (UMPC) will be adopted in the field collection in Census 2010. The use of technology will provide logistic convenience, eliminating the need for printing and transportation of hardcopy survey forms, and transcribing the responses back in office. Automatic branching of questions with consistency checks will also be introduced to reduce back-end processing efforts with electronically coded data captured directly in the field.

Census 2010 Data Topics and Uses

Information from the censuses provides a detailed profile of how Singapore's population is changing over time. The data collected and tabulated from censuses are essential to meet the planning needs of Government Ministries, Departments and private sector organisations. The following table provides an indication of the data items that will be collected in the Census 2010 and their possible usage.

Data Items	Uses
Demographic and Social Data	
• Birth Date • Ethnic/Dialect Group • Sex • Identification Type • Country of Birth • Citizenship • Marital Status • Religion • Address	Basic demographic profile of the population is used to monitor population changes through the years. Some examples: 1. The age by ethnic group breakdown would indicate how fast and which group of the population is aging, enabling organizations to provide for appropriate facilities. 2. The use of marital status data by sex and ethnic group would help track the singlehood rates of different cohorts.
• No. of Children Born Alive	Studies on the effects of delayed marriage and childbearing on population growth.
• Language/Dialect Most Frequently Spoken at Home • Language Literate In	Curriculum planning for schools, and for use in private sector media advertisements.
Economic and Employment Data	
• Current Activity Status • Industry • Occupation • Nature of Employment (Full-time/Part-time/Serving National Service) • Usual No. of Hours Worked Per Week • Income and Bonuses • Action Taken to Look for Work • Main Reason for Not Working	This is used to provide numerous indicators on Singapore's labour force and employment opportunities. Some examples of use: 1. A combination of age, education, income, industry and occupation tabulations provide in-depth study of the labour market demand and supply. 2. Profile of full-time and part-time workers. 3. Profile of the unemployed.
Education Data	
• Level of Formal Education Attending • Highest Qualification Attained • Major Field of Study • Skills upgrading - Technical/Commercial/ Vocational Qualification	It is a useful gauge on the type of new entrants to the workforce. Some examples of use: 1. To estimate the supply of potential manpower. 2. The education by age and by sex data would provide an indication of how fast Singapore's education profile is improving. Education and skills groupings are also crossed with many different types of data including occupation and income to provide indications of job matching, etc.
Transportation Data	
• Usual Mode of Transport to School/Work • Usual Time Taken to Travel to School/Work	This is used to study the change in transport mode and transportation network for planning transport system for the population.

Data Items	Uses
Data on Elderly Population aged 65 years and over	
• Ambulant Status • Main Source of Financial Support	This is used to gauge the well-being of elderly and to plan for the welfare and services required by this group of the population.
Housing Data	
• Type of Present Dwelling • Tenancy of Present Dwelling	This is used to study profile of house/flat owners and tenants. The data is often crossed tabulated with households and geographical location data fields to provide further analysis by urban planners.

Confidentiality and Security of Information

As the key producer of official statistics in Singapore and the custodian of data provided to our Department, data confidentiality and security are of paramount importance to DOS. The design and approach of the Census 2010 data collection is built based on this underlying principle.

As part of the security measure, all selected respondents will receive a notification letter with a unique, randomly generated House Reference Number (HRN). Respondents who wish to provide their information via Internet may register their Internet accounts using the HRN and selected personal information. Administrative procedures will be put in place to ensure proper authentication before respondents could access the Internet form.

In CATI, interviewers will quote the respondent's unique HRN over the telephone to identify themselves as genuine Census 2010 officers before proceeding with the interview. A Census 2010 hotline will be provided for respondents to verify the identity of the CATI interviewers.

In field work, each Census 2010 field interviewer will carry a Letter of Authorisation and Identification Badge as a form of authentication. Similar to CATI, respondents may also call the Census 2010 hotline to verify the interviewer's identity.

Confidentiality of individual information collected in the Census 2010 will be protected under the legal provisions of the Statistics Act. Data provided are used solely for statistical purposes. All survey officers are required to sign an undertaking to safeguard individual information under the Statistics Act.

Concluding Remarks

A series of publicity programmes will be launched to generate awareness about the Census 2010 among the general public. This includes press releases, radio announcements and publicity posters at public places. Notification letters and information brochures will also be mailed to the selected households before commencement of the survey to notify them of the census. The success of Census 2010 depends critically on the full cooperation and support of the population of Singapore.

The Census 2010 Logo and Tagline Revealed!
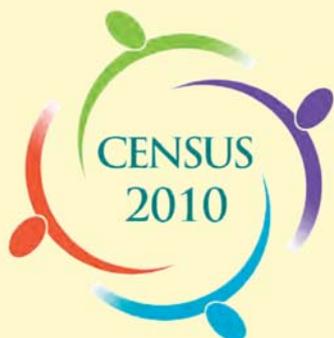
The Census 2010 logo depicts four stylised drawings of individuals embracing "Census 2010". It represents people from the different ethnic groups coming together to embrace "Census 2010". It symbolises the cooperation and active participation of every individual and household towards the successful conduct of this national statistical project.

Each individual's response to the Census is important. With data from these responses, we can shape the future of Singapore together.
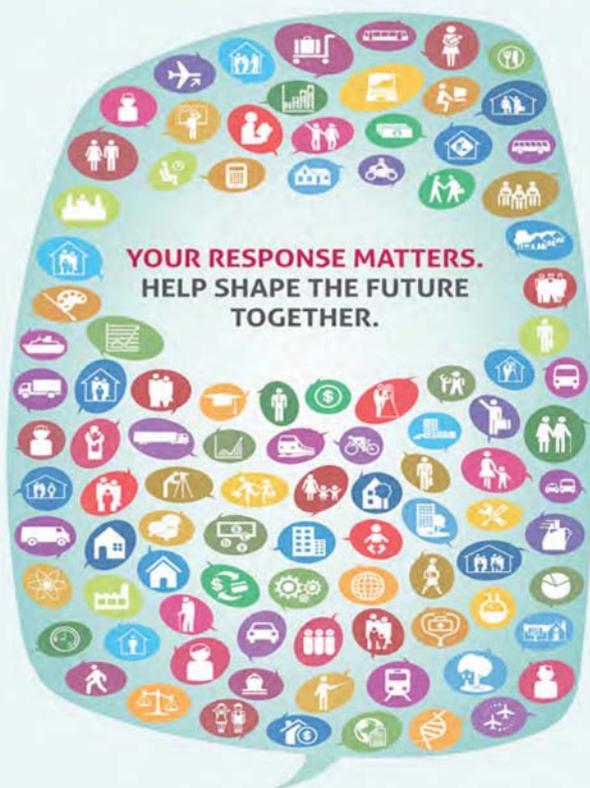
Your Response Matters.
Help Shape the Future Together.

The Singapore Department of Statistics is currently conducting the Census of Population 2010 (C2010). Households selected for C2010 will receive a notification letter anytime from March to July 2010. Household may complete the survey via Internet, telephone or face-to-face interview. More information about the census is available from the C2010 website at

www.singstat.gov.sg/c2010

Geographic Distribution
of the Singapore Resident Population

Introduction

This article provides, in map form, basic demographic characteristics of the Singapore resident population by their registered place of address from the Census of Population 2010. The Singapore resident population comprises Singapore citizens and permanent residents.

The geographical areas presented in this article refer to the planning areas for the physical development of Singapore as demarcated in the Urban Redevelopment Authority's Master Plan 2008. Data on the resident population by geographic areas used in this article can be found in the detailed statistical tables of the Advance Census Release 2010. Statistical information contained in the release are obtained from administrative sources.

Additional information not available from any administrative sources are collected from a sample enumeration of households in the Census 2010. These include marriage and fertility, education and languages, religion, household and housing, and transport. The sample survey was conducted from March to September 2010 and has been completed. The Department of Statistics is currently verifying and processing the survey returns. More detailed tables and analyses will be published progressively in a series of Statistical Releases on specific topics.

Resident Population

Of the 3.77 million Singapore residents as at end-June 2010, about 57 per cent were concentrated in ten planning areas. There were five planning areas with more than 200,000 Singapore residents (Chart 1). Bedok, Jurong

West and Tampines each had more than 250,000 Singapore residents, with Bedok having the most number at 294,500 in 2010. The other two planning areas with more than 200,000 Singapore residents in 2010 were Woodlands (245,100) and Hougang (216,700).

Elderly Resident Population

Older estates generally have larger elderly populations. There were three planning areas with more than 20,000 elderly residents aged 65 years and over as at end-June 2010 (Chart 2). Bedok had the largest population of elderly residents with 31,600, followed by Bukit Merah (24,000) and Ang Mo Kio (21,400).

Children Aged Below 15 years

In contrast, relatively newer estates had larger populations of children aged below 15 years. There were two planning areas with more than 50,000 children aged below 15 years in 2010, namely Woodlands (53,700) and Jurong West (51,400) (Chart 3). Bedok and Tampines also had relatively large number of children aged below 15 years, with each area having 40,000 to 50,000 children.

HDB Flat Dwellers

An estimated 3.11 million Singapore residents were staying in HDB flats in 2010, accounting for 82 per cent of Singapore residents. In 2010, there were ten planning areas where at least 90 per cent of Singapore residents were staying in HDB flats (Chart 4). The proportion of HDB dwellers was highest in Punggol followed by Woodlands.

CHART 1 Resident Population by Planning Area, June 2010
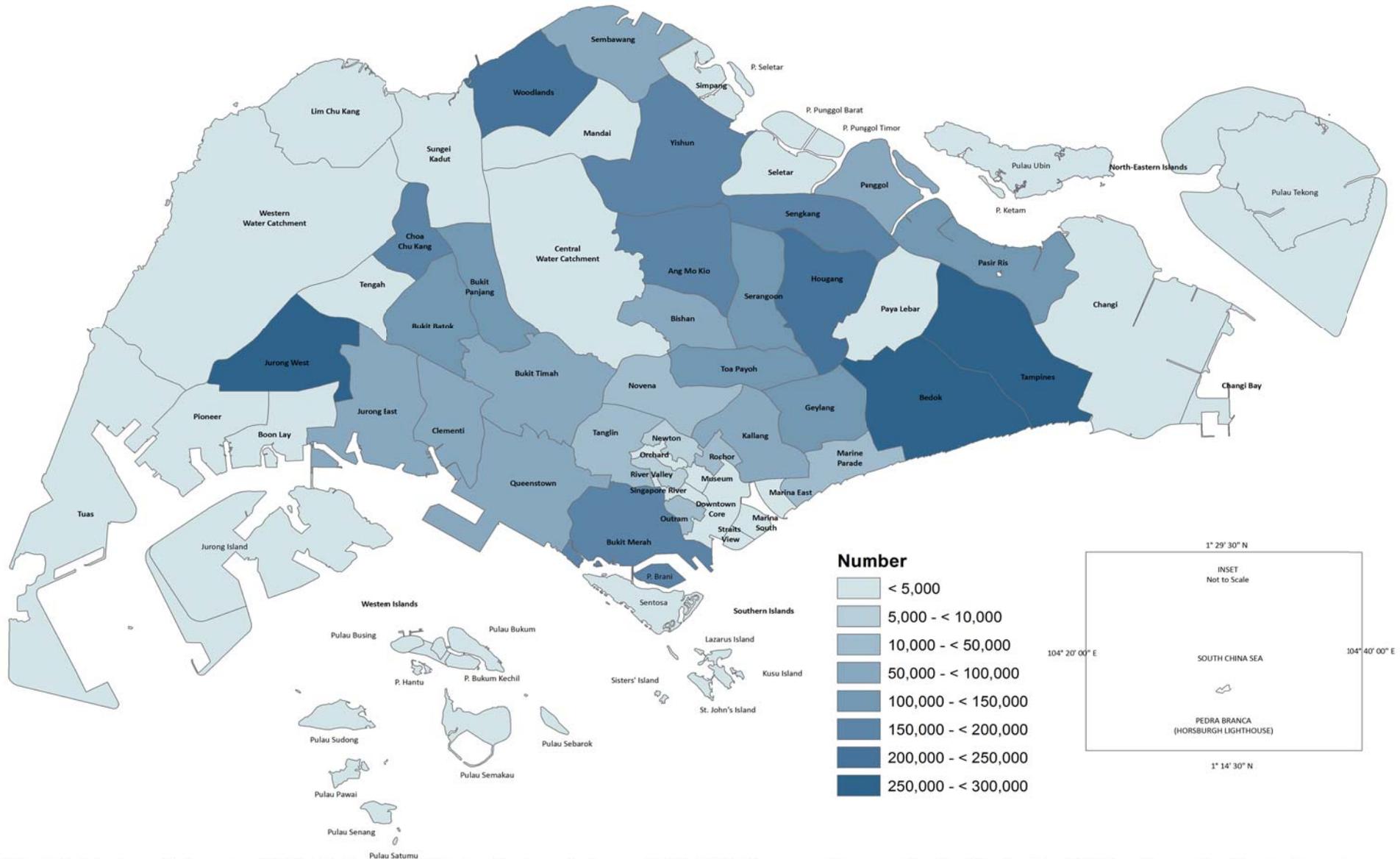
Number

- < 5,000
- 5,000 - < 10,000
- 10,000 - < 50,000
- 50,000 - < 100,000
- 100,000 - < 150,000
- 150,000 - < 200,000
- 200,000 - < 250,000
- 250,000 - < 300,000

INSET
Not to Scale

1° 29' 30" N

104° 20' 00" E   104° 40' 00" E

SOUTH CHINA SEA

PEDRA BRANCA
(HORSBURGH LIGHTHOUSE)

1° 14' 30" N

Note: Published map is based on URA's Master Plan 2008 planning boundaries and SLA's 2010 Singapore island profile. The Master Plan 2008 is a forward looking land use plan
to guide Singapore's development in the medium term over the next 10 to 15 years and the planning boundaries may not coincide with existing developments for some areas.

CHART 2 Resident Population Aged 65 Years and Over
by Planning Area, June 2010

Number

	< 1,000
	1,000 - < 5,000
	5,000 - < 10,000
	10,000 - < 15,000
	15,000 - < 20,000
	20,000 - < 25,000
	25,000 - < 30,000
	30,000 - < 35,000

Note: Published map is based on URA's Master Plan 2008 planning boundaries and SLA's 2010 Singapore island profile. The Master Plan 2008 is a forward looking land use plan to guide Singapore's development in the medium term over the next 10 to 15 years and the planning boundaries may not coincide with existing developments for some areas.

Appendix O

Number

	< 1,000
	1,000 - < 5,000
	5,000 - < 10,000
	10,000 - < 20,000
	20,000 - < 30,000
	30,000 - < 40,000
	40,000 - < 50,000
	50,000 - < 60,000

INSET
Not to Scale

1° 29' 30" N

104° 20' 00" E   104° 40' 00" E

SOUTH CHINA SEA

PEDRA BRANCA
(HORSBURGH LIGHTHOUSE)

1° 14' 30" N

Note: Published map is based on URA's Master Plan 2008 planning boundaries and SLA's 2010 Singapore island profile. The Master Plan 2008 is a forward looking land use plan
to guide Singapore's development in the medium term over the next 10 to 15 years and the planning boundaries may not coincide with existing developments for some areas.

CHART 4 Proportion of Resident Population Staying in HDB Flats by Planning Area, June 2010

Sembawang

P. Seletar

Woodlands

Simpang

Lim Chu Kang

Mandai

Yishun

P. Punggol Barat

P. Punggol Timor

Sungei Kadut

Seletar

Pulau Ubin

North-Eastern Islands

Punggol

Pulau Tekong

Western Water Catchment

Choa Chu Kang

Central Water Catchment

Sengkang

P. Ketam

Ang Mo Kio

Hougang

Pasir Ris

Tengah

Bukit Panjang

Serangoon

Changi

Bukit Batok

Bishan

Paya Lebar

Jurong West

Toa Payoh

Tampines

Bukit Timah

Novena

Changi Bay

Pioneer

Jurong East

Clementi

Tanglin

Newton

Geylang

Bedok

Boon Lay

Orchard

Rochor

Kallang

River Valley

Museum

Marine Parade

Tuas

Queenstown

Singapore River

Marina East

Downtown Core

Marina South

Outram

Straits View

Jurong Island

Bukit Merah

P. Brani

Sentosa

Western Islands

Southern Islands

Pulau Busing

Pulau Bukum

Lazarus Island

Pulau Bukum Kechil

Kusu Island

P. Hantu

Sisters' Island

St. John's Island

Pulau Sudong

Pulau Sebarok

Pulau Semakau

Pulau Pawai

Pulau Senang

Pulau Satumu

Per Cent

- < 30
- 30 - < 40
- 40 - < 50
- 50 - < 60
- 60 - < 70
- 70 - < 80
- 80 - < 90
- 90 - < 100

INSET
Not to Scale

1° 29' 30" N

104° 20' 00" E

1° 14' 30" N

104° 40' 00" E

SOUTH CHINA SEA

PEDRA BRANCA
(HORSBURGH LIGHTHOUSE)

Note: Published map is based on URA's Master Plan 2008 planning boundaries and SLA's 2010 Singapore island profile. The Master Plan 2008 is a forward looking land use plan to guide Singapore's development in the medium term over the next 10 to 15 years and the planning boundaries may not coincide with existing developments for some areas.

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Census of Population 2010 - Increased Use of Internet in Census Submission

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Introduction

The Singapore Department of Statistics conducted the Census of Population 2010 (Census 2010) from mid March to August last year.

The Census 2010 adopted a register-based approach where basic population count and characteristics were compiled from administrative sources.

This was supplemented by a sample enumeration to obtain additional information on marriage and fertility, education and language usage, religion, income, household and housing, and transport that were not available from administrative sources.

This article presents a summary analysis of the response modes used by households when submitting their returns for the Census 2010 survey.

Modes of Submission

The Census 2010 adopted a tri-modal data collection approach comprising self-administered Internet submission and interviews over the telephone or face-to-face performed by census interviewers. All households selected for the census were given the option to respond through any of the modes that best suit their preference.

The tri-modal approach was first introduced in the previous round of census in 2000. In the 1990 and earlier censuses, face-to-face (fieldwork) interviews had been the only mode through which the public could provide their census responses.

Over time, the increasingly widespread use of the Internet and availability of integrated call-centre technologies provided opportunities for modes other than face-to-face interviews to be developed and offered.

Having multiple channels for census responses made it more convenient for the respondents to submit their responses.

Unlike in the past where respondents had to make prior appointments with the interviewers to visit them at their homes at specific dates and times, telephone interviews allowed respondents the flexibility to call and complete the survey within the operating hours of the hotline. The provision of the Internet submission option further enabled the submission process to be available round the clock.

Besides the benefits for respondents, the approach also improved the efficiency in data collection for the Department.

With more respondents submitting their responses over the Internet or phone, less manpower were needed for the resource-intensive field enumeration operations.

It also enabled the Department to reach households that were increasingly difficult to contact due to the absence of members who may be working and returning home later.

Shifts in Use of Submission Modes

In tandem with Singapore's rapid growth in Internet usage over the past decade, the proportion of houses submitting their Census forms through the Internet increased significantly between 2000 and 2010.

From 15 per cent in Census 2000 and 25 per cent in the General Household Survey (GHS) 2005, the proportion who submitted their survey returns over the Internet grew to 38 per cent in Census 2010 (Chart 1).

CHART 1   SHIFTS IN USE OF SUBMISSION MODES, 2000-2010

Per Cent

	Census 2000	GHS 2005	Census 2010
Face-to-Face Interview	22	15	16
Telephone	62	59	46
Internet	15	25	38

■Internet □Telephone ■Face-to-Face Interview
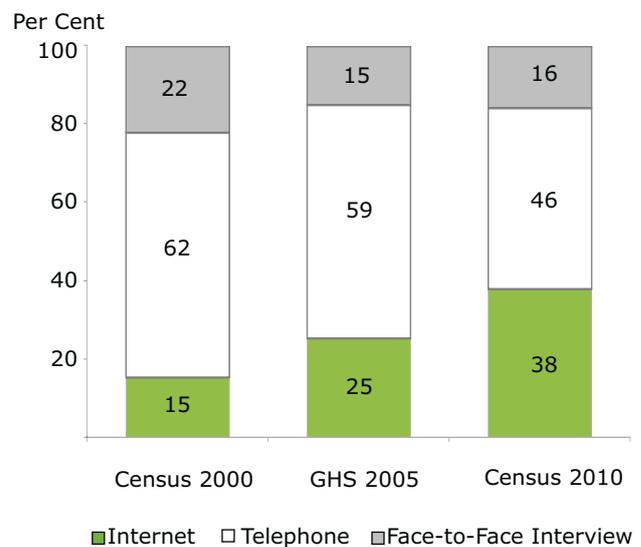
Correspondingly, there was a decrease in the proportion of houses submitting their survey returns over the telephone.

While respondents who submitted their responses over the telephone continued to constitute the majority of the returns, the proportion doing so had declined over the years. This is despite the extension of the daily operating hours for the Census hotline from 9 am to 9 pm in 2000 to 9 am to 10.30 pm in 2010.

Profile of Responding Households

In 2010, households that submitted their returns over the Internet had an average household size of 3.7 persons (Table 1). This is larger than the average size of households who completed via the other two modes.

Some 55 per cent of those who responded through the Internet had 4 or more members in their households compared to only 29 per cent for those responding through face-to-face interviews.

TABLE 1   DISTRIBUTION OF HOUSEHOLD SIZE OF RESPONDING HOUSEHOLDS
ACCORDING TO MODE OF SUBMISSION

			Per Cent
	Internet	Telephone	Face-to-Face Interview
Household Size			
1 Person	10.4	15.1	39.2
2 Persons	15.3	19.5	18.1
3 Persons	19.0	19.5	13.9
4 Persons	25.2	21.7	12.8
5 and More Persons	30.0	24.1	15.8
Average Household Size (Person)	3.7	3.4	2.6

Higher Internet Submission Rate among 5-Room or Larger Flats and Private Housing

The proportion of households using the Internet to submit their returns was higher among those living in 5-room or larger flats and private housing compared to those in smaller HDB flat types (Chart 2).

Some 46 per cent of households living in landed properties submitted their census returns using the Internet.

In contrast, 11 per cent of households staying in 1- and 2-room flats and 27 per cent of those in 3-room flats had used the Internet for their census submissions.

CHART 2   SUBMISSION MODES BY DWELLING TYPES, 2010
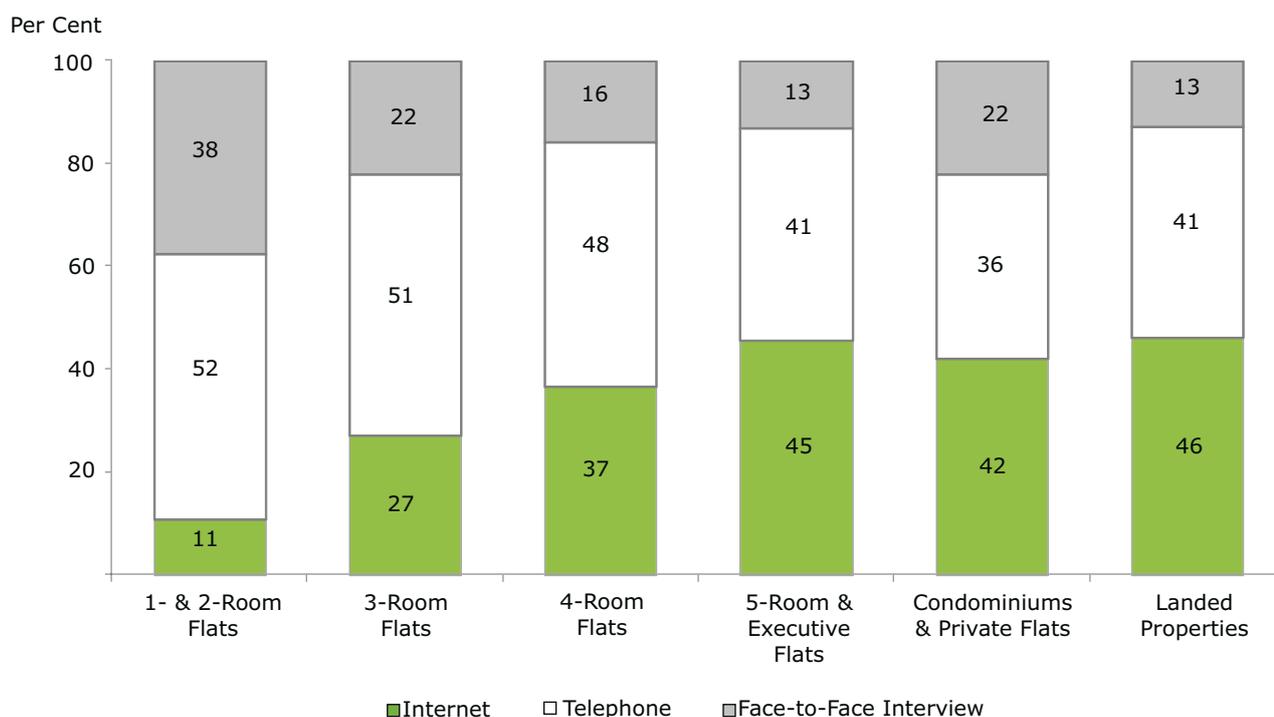
Among households living in 1- and 2-room flats, some 38 per cent opted for face-to-face interviews – the highest proportion across all house types.

Higher Propensity for Internet Submission among Better-Educated

Households with heads having higher educational qualifications had greater propensity to use the Internet to submit their census returns. Among households whose heads had university qualification, 48 per cent submitted their returns through the Internet (Chart 3).

The corresponding proportion was lower at below 30 per cent among households whose heads had below Secondary education.

CHART 3   SUBMISSION MODES BY HIGHEST QUALIFICATION ATTAINED BY HEAD, 2010

	Internet	Telephone	Face-to-Face Interview
University	48	34	17
Professional Qualification & Other Diploma	51	36	14
Polytechnic	47	39	15
Post Secondary (Non-Tertiary)	35	46	19
Secondary	31	51	17
Lower Secondary	28	52	19
Primary	26	52	22
No Qualification	27	53	20

Per Cent

■ Internet □ Telephone ▨ Face-to-Face Interview
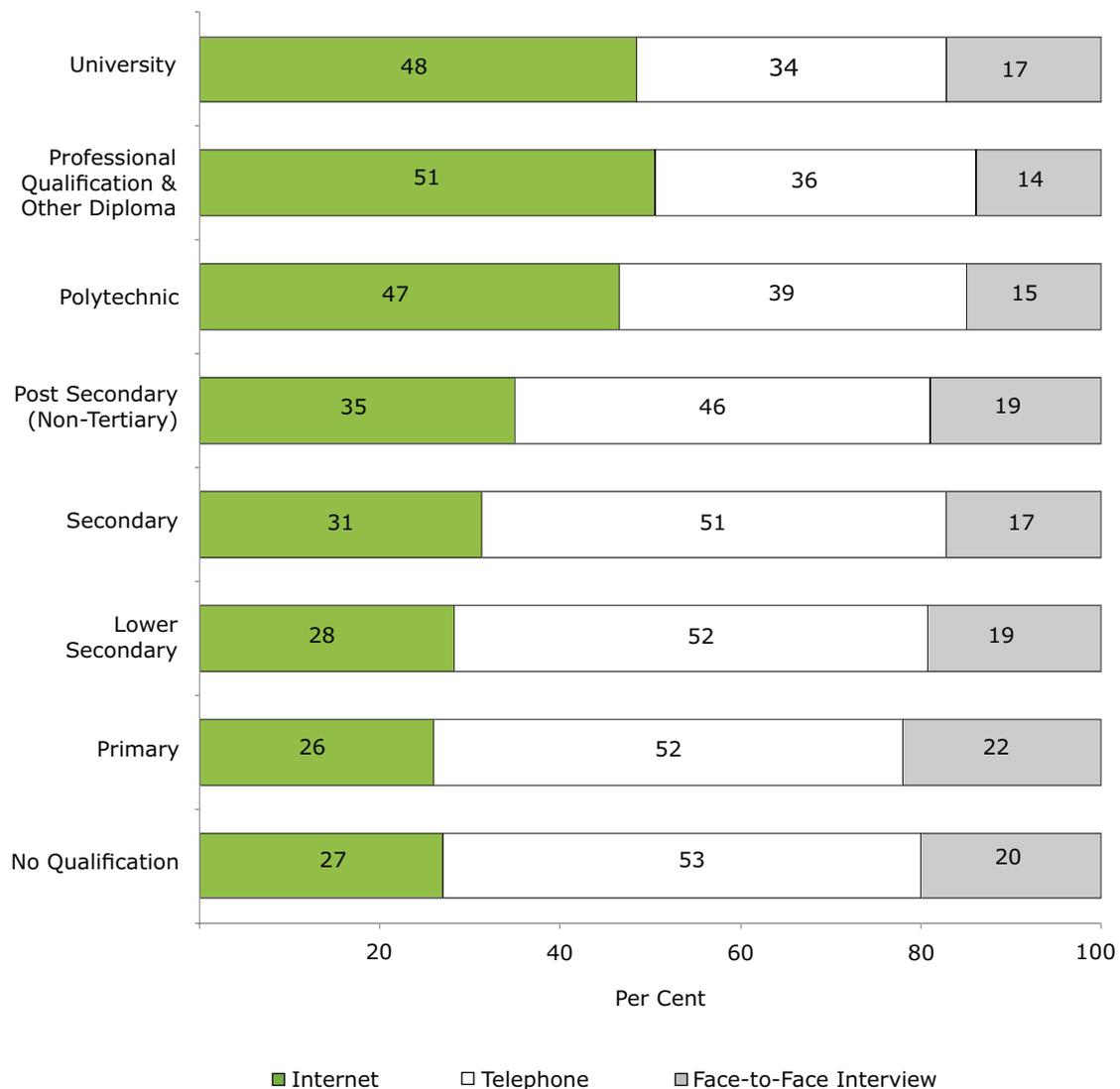
Internet Submission More Popular among Households in Younger Estates

Punggol had the highest proportion of Internet submissions (50 per cent) made by households among all planning areas[1] covered for Census 2010 (Chart 4). This was followed by Sengkang and Bukit Timah at 46 per cent each.

CHART 4   TOP 10 PLANNING AREAS RANKED BY USE OF INTERNET FOR SUBMISSION, 2010

Planning Area	Internet	Telephone	Face-to-Face Interview
Punggol	50	38	12
Sengkang	46	43	11
Bukit Timah	46	40	15
Bishan	45	43	12
Pasir Ris	44	41	15
Sembawang	44	42	15
Choa Chu Kang	43	45	12
Serangoon	42	45	13
Bukit Panjang	41	44	16
Tanglin	41	42	17

Per Cent

■ Internet   □ Telephone   ■ Face-to-Face Interview

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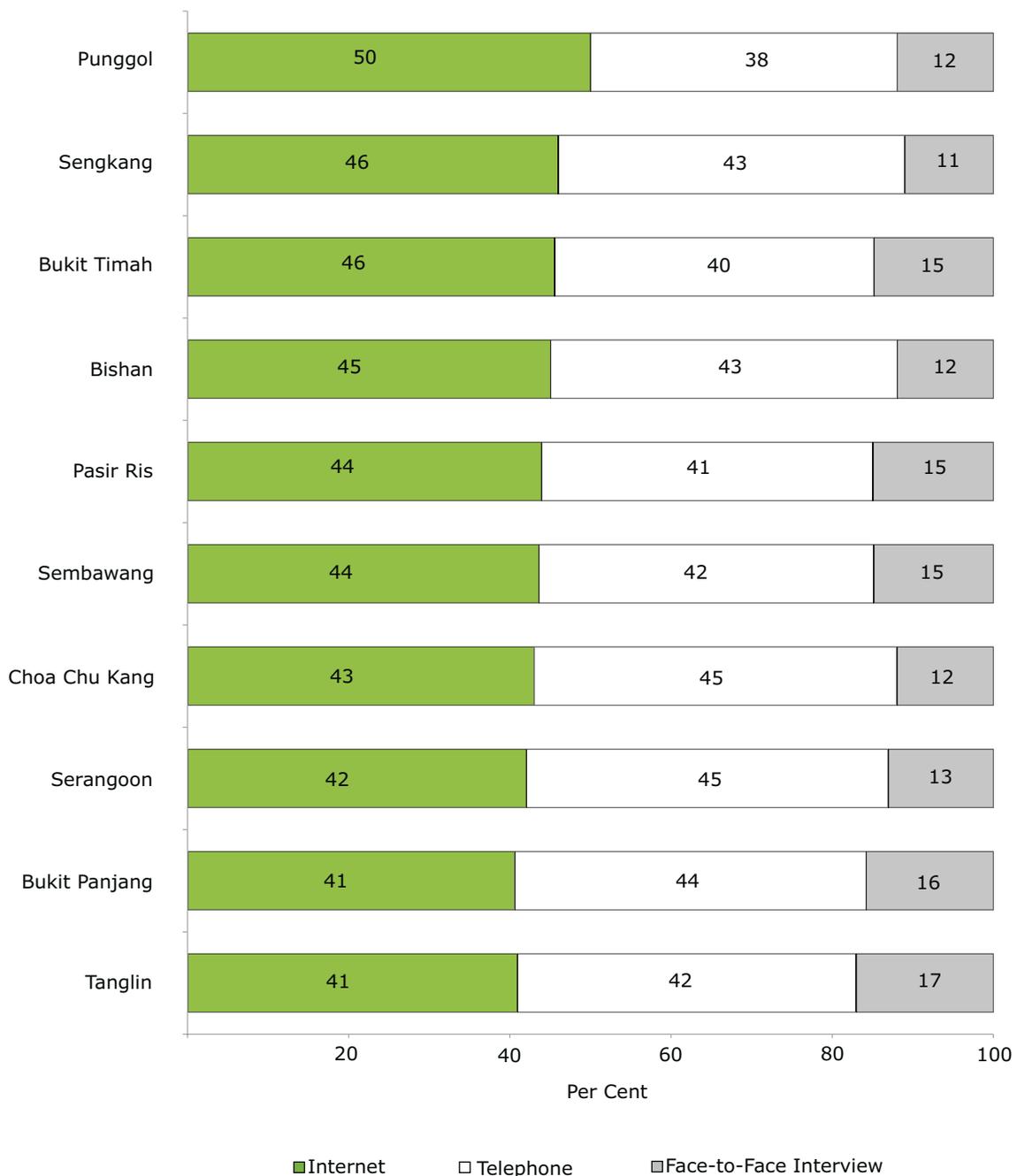
1   The geographical areas presented in this article refer to the planning areas for the physical development of Singapore as demarcated in the Urban Redevelopment Authority's Master Plan 2008.

Usage Patterns of Respondents

Internet Responses Peak at Night

The peak period where respondents logged in to submit their census returns was between 8 pm to 12 midnight (Chart 5). One-third of the Internet sessions registered for Census 2010 occurred within this period while the rest were spread mainly between 9 am to 8 pm.

More Calls to Hotline in the Day

Some 52,100 calls were made to the Census 2010 hotline between March to August 2010. These included calls from respondents to submit their census returns over the phone, as well as respondents who needed assistance while completing their returns over the Internet.

They also included calls from the public who have general enquiries relating to the Census 2010.

In contrast to the late night peak for respondents using the Internet, the hotline received the highest number of calls in the morning (Chart 6).

CHART 5   PROPORTION OF TOTAL SESSIONS LOGGED IN AT CENSUS INTERNET SUBMISSION WEBSITE
BY HOUR OF THE DAY
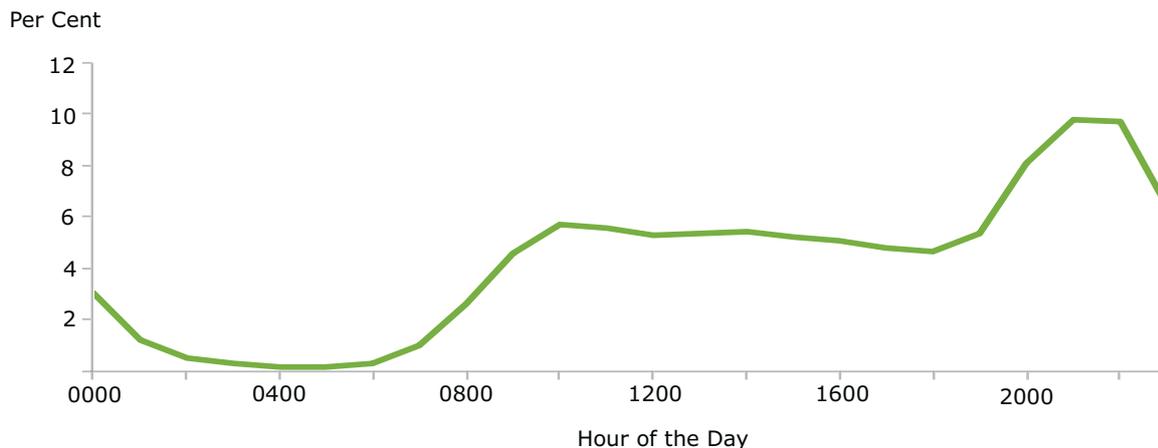
CHART 6   PROPORTION OF TOTAL CALLS RECEIVED BY CENSUS HOTLINE
BY HOUR OF THE DAY
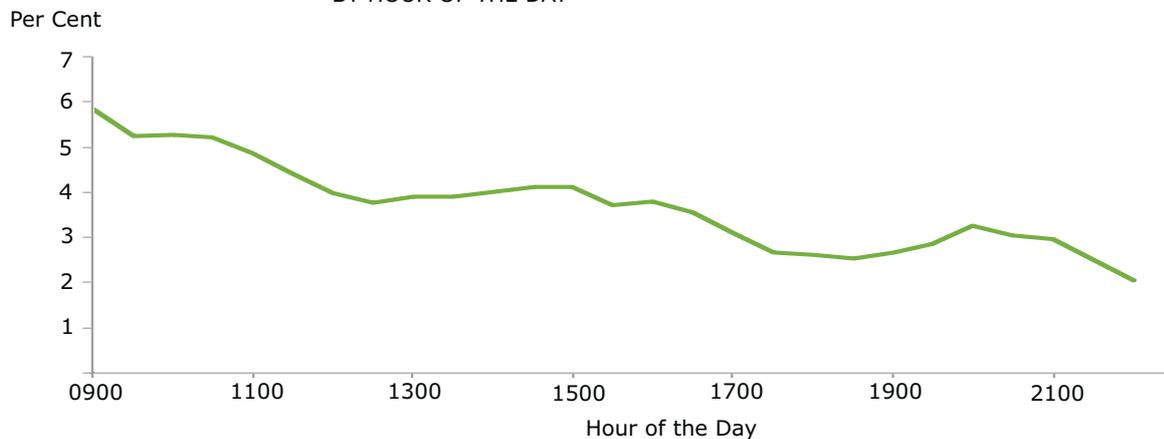
Concluding Remarks

The successful completion of the Census 2010 relied upon the support from the participating households.

With high Internet penetration rate and computer literacy in Singapore, households' acceptance of using the Internet as a mode to submit their census returns has grown over the years.

It is important nonetheless to note that respondents submitting their returns through telephone or face-to-face interviews still formed the majority of the Census 2010 returns.

The Department will continue to review the most appropriate mode(s) to administer household surveys taking into consideration the nature of the survey as well as the changing lifestyle of the population.

Results from the Census of Population 2010 showed:

There were **3.8 million** Singapore residents.   For every 1,000 females, there were **974** males.   The median age of Singapore residents was **37.4 years**.

There were **1.1 million** resident households.   The average household size was **3.5 persons**. Almost **1 in 3** resident households stayed in HDB 4-room flats.

The median monthly household income from work reached **$5,000**.

More Information on the key trends in population size, growth, demographic profile and broad geographic distribution of the Singapore population are available from the Advance Census Release and a series of 3 Statistical Releases.

◎ Advance Census Release
◎ Statistical Release 1: Demographic Characteristics, Education, Language and Religion
◎ Statistical Release 2: Households and Housing
◎ Statistical Release 3: Geographic Distribution and Transport

Download softcopies of these reports at
http://www.singstat.gov.sg/pubn/census2010.html

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GLOSSARY OF TERMS AND DEFINITIONS

DEMOGRAPHIC AND SOCIAL CHARACTERISTICS

Age

Age refers to the number of completed years between a person's date of birth and the reference date of 30 June 2010.

Ethnic/ Dialect Group

Ethnic group refers to a person's race. It is as declared by the person. The population is classified into the following four categories:

Chinese	This refers to persons of Chinese origin such as Hokkiens, Teochews, Cantonese, Hakkas, Hainanese, Hockchias, Foochows, Henghuas, Shanghainese, etc.
Malays	This refers to persons of Malay or Indonesian origin, such as Javanese, Boyanese, Bugis, etc.
Indians	This refers to persons of Indian, Pakistani, Bangladeshi or Sri Lankan origin such as Tamils, Malayalis, Punjabis, Bengalis, Singhalese, etc.
Other Ethnic Groups	This comprises all persons other than Chinese, Malays and Indians. They include Eurasians, Europeans, Arabs, Japanese, etc.

Residential Status

Singapore citizens and permanent residents are classified as Singapore residents or the resident population. Singapore permanent residents refer to non-citizens who have been granted permanent residence in Singapore. The non-resident population comprised foreigners who were working, studying or living in Singapore but not granted permanent residence, excluding tourists and short-term visitors.

Place of Birth

Place of birth refers to the geographical area in which the person was born.

Marital Status

Marital status refers to a person's conjugal status in relation to the marriage laws or customs in Singapore.

Single	This refers to persons who have never been married.
Married	This refers to persons who are legally married or married according to customary rites.
Widowed	This refers to persons whose spouses are deceased and have not remarried.
Divorced/Separated	This refers to persons whose marriages have been legally dissolved, or persons who have been legally separated or estranged from their spouses and who have not remarried.

Ever-Married Females

Ever-married females refer to females who have been married before and are currently married, widowed, or divorced/separated.

Number of Children Born

Number of children born refers to all the live-born children each resident woman aged 15 years and over has ever given birth to. It includes those children who are currently staying with her, those who have set up their own homes and those who are no longer living.

Religion

Religion refers to the religious faith or spiritual belief of a person, regardless of whether or not he regularly attends religious ceremonies in a temple, mosque, church or other religious building. He may or may not practise his faith or belief. It is as declared by the person.

Sex Ratio

The sex ratio refers to the number of males per 1,000 females in the population.

Old-Age Support Ratio

The old-age support ratio is defined as the number of persons aged 15-64 years per elderly person aged 65 years and over.

EDUCATION, LITERACY AND LANGUAGE

Literacy

Literacy refers to a person's ability to read with understanding, e.g. a newspaper, in the language(s) specified. It is as declared by the person.

Language Most Frequently Spoken at Home

Language most frequently spoken at home refers to the language or dialect that a person uses most frequently at home when speaking to household members.

Level of Education Attending

Level of education attending refers to the grade or standard of formal education which a full-time student is attending. The Singapore Standard Educational Classification 2010 is used to classify students by level of education attending. Students aged 5 years and over are classified into the following six main categories:

Pre-Primary	This refers to students attending kindergartens or pre-primary classes.
Primary	This refers to students attending Primary 1 to 6 and special classes for the educationally sub-normal.
Secondary	This refers to students attending Secondary 1 to 5 or courses of secondary level offered in the vocational, technical and commercial education institutions, e.g. Institute of Technical Education (ITE) Skills Certificate course.
Post-Secondary (Non-Tertiary)	This refers to students attending Pre-University classes and junior colleges or other courses at post-secondary level, e.g. National ITE Certificate (Nitec), Higher Nitec and Master Nitec.
Polytechnic	This refers to students attending polytechnic diploma or polytechnic post/ advanced/ specialist/ management/ graduate diploma courses offered by the local polytechnics such as the Singapore Polytechnic, Ngee Ann Polytechnic, Temasek Polytechnic, Nanyang Polytechnic and Republic Polytechnic.
Professional Qualification and Other Diploma	This refers to students attending courses leading to the award of professional qualification and other diploma, e.g. ITE diploma, National Institute of Education (NIE) diploma, Singapore Institute of Management (SIM) diploma, LASALLE diploma, Nanyang Academy of Fine Arts (NAFA) diploma, Association of Chartered Certified Accountants (ACCA) Qualification and Chartered Financial Analyst (CFA).
University	This refers to students attending degree or post-graduate courses in universities.

Highest Qualification Attained

Highest qualification attained refers to the highest grade or standard a person has passed or the highest level where a certificate, diploma, or degree is awarded. The Singapore Standard Educational Classification 2010 is used to classify persons by highest qualification attained. Persons aged 15 years and over who are not attending educational institutions as full-time students are classified into the following main categories:

No Qualification

This refers to those who have never attended school, or have primary education but without Primary School Leaving Examination (PSLE) certificate or their equivalent, or have Certificate in Basic Education for Skills Training (BEST) 1-3.

Primary

This refers to those who have PSLE or other certificate of equivalent standard, or have Certificate in BEST 4 or at least 3 Employability Skills Systems (ESS) Workplace Literacy and Numeracy (WPLN) Statements of Attainment at Level 1 or 2.

Lower Secondary

This refers to those who have secondary education without a General Certificate of Education (GCE) Normal ('N')/ Ordinary ('O') Level pass or equivalent, or have Certificate in Worker Improvement through Secondary Education (WISE) 1-3, or basic vocational certificates (including ITE Basic Vocational Training), or at least 3 ESS WPLN Statements of Attainment at Level 3 or 4.

Secondary

This refers to those who have at least 1 GCE 'N'/ 'O' Level pass, or have National ITE Certificate (Intermediate) or equivalent (e.g. National Technical Certificate Grade 3, Certificate of Vocational Training), or have ITE Skills Certificate (ISC) or equivalent (e.g. Certificate of Competency, Certificate in Service Skills) or at least 3 ESS WPLN Statements of Attainment at Level 5 and above.

Post-Secondary (Non-Tertiary)

This refers to those who have at least 1 GCE Advanced ('A')/ Higher 2 ('H2') Level pass or other certificates/ qualifications of equivalent standard. It also includes those who have Nitec (e.g. Post Nitec Certificate, Certificate in Office Skills, National Technical Certificate Grade 2, National Certificate in Nursing, Advanced Builder Certificate), or have Higher Nitec (including Certificate in Business Skills, Industrial Technician Certificate and other polytechnic certificates), or Master Nitec or equivalent (e.g. National Technical Certificate Grade 1). This group also includes Workforce Skills Qualifications (WSQ) Certificate/ Higher Certificate/ Advanced Certificate or equivalent, International Baccalaureate/ High school diploma or other advanced certificates (e.g. SIM certificates).

Polytechnic

This refers to those who have polytechnic diploma, or polytechnic advanced diploma (including polytechnic advanced/ post/ specialist/ management/ graduate diploma), or polytechnic post-diploma certificate.

Professional Qualification and Other Diploma	This refers to those who have qualifications awarded by professional bodies, or NIE diploma, ITE diploma and other diploma qualifications (e.g. SIM diploma, LASALLE diploma, NAFA diploma, WSQ diploma and WSQ specialist diploma).
University	This refers to those who have bachelor's degree, or postgraduate diploma (including NIE postgraduate diploma), or master's degree, or doctorate. It also includes persons with WSQ graduate certificate and WSQ graduate diploma.

Field of Study

Field of study refers to the principal discipline, branch or subject matter of study that leads to the award of the qualification attained. The Singapore Standard Educational Classification 2010 is used to classify the subject matter of study.

ECONOMIC CHARACTERISTICS

Economic Status

The economic status of a person refers to whether a person was working during the seven days preceding the day he was enumerated. Persons aged 15 years and over are classified as either economically active or economically inactive.

Economically active persons refer to persons who were working and those who were actively looking for work if not working during the reference period.

Working	A working person is one who during the reference period, worked for pay or profit. It includes those serving National Service, as well as those who were helping in a family business without fixed pay. It also includes all those who had a job or business to return to but were temporarily absent because of illness, injury or other reasons.
Unemployed	An unemployed person is one who was not working during the reference period but was actively looking for work or planning to start his own business.

Economically inactive persons refer to persons who were not working and not actively looking for work during the reference period.

Occupation

Occupation of a working person refers to the kind of work that the person was doing during the reference period. The Singapore Standard Occupational Classification 2010 is used to classify working persons by occupation.

Industry

Industry refers to the kind of economic activity or the nature of business of the firm, establishment or department in which the person was employed during the reference period. If the person was self-employed, industry refers to the kind of economic activity or nature of business the person was operating. The Singapore Standard Industrial Classification 2010 is used to classify all working persons by industry.

Employment Status

Employment status refers to the status of working persons in relation to their employment. Working persons aged 15 years and over are classified into the following categories:

Employers	These are persons who employ at least one paid worker in their business or trade.
Own Account Workers	These are persons who operate their own business without employing any paid workers in the conduct of their business or trade.
Employees	These are persons who work for employers in return for regular wages or salaries.
Contributing Family Workers	These are persons who assist in the operation of family business without receiving regular wages or salaries.

Usual Hours Worked

This refers to the number of hours that a person usually works in a typical week, regardless of whether he is paid or not. The concept of usual hours of work differs from that of normal hours of work referred to in contractual arrangements. For a person who has just started work during the reference period, usual hours of work refers to the number of hours per week he is expected to work in that job. For a multiple jobholder, it should be aggregated from the hours spent in all the jobs.

Gross Monthly Income from Work

This refers to the total amount of income earned from employment during the full calendar month preceding the date of the interview. For employees, this would include wages or salaries, allowances, overtime, commission, tips and bonuses. It would also include the employee's Central Provident Fund contribution but not the employer's contribution for the employee. For employers and own account workers, it refers to the total receipts from sales and services performed less the business expenses incurred.

HOUSEHOLD AND HOUSING CHARACTERISTICS

Household

A household refers to a group of two or more persons living together in the same house and sharing common food or other arrangements for essential living. It also includes a person living alone or a person living with others but having his own food arrangements. Although persons may be living in the same house, they may not be members of the same household.

Resident Household

A resident household refers to a household headed by a Singapore citizen or permanent resident.

Head of Household

The head of a household is the person generally acknowledged as such by other members of the household. The head is normally the oldest member, the main income earner, the owner-occupier of the house or the person who manages the affairs of the household. Where the household comprises a group of unrelated persons, the head of household refers to the person who manages the affairs of the household, or any person who supplied the information pertaining to other members.

Household Structure

Household structure refers to the classification of a household according to the number of family nuclei and the number of generations in the household.

One Family Nucleus	This refers to a household formed by one of the following, regardless of the number of generations:
	(a) a married couple, with or without never-married child(ren);
	(b) a family consisting of immediate related members, without presence of a married couple e.g. one parent only with never-married child(ren).
Two Family Nuclei	This refers to a household with two family nuclei.
Three or More Family Nuclei	This refers to a household with three or more family nuclei.
No Family Nucleus	This refers to a household formed by a person living alone or living with others but does not constitute any family nucleus. This is further classified into one-person household or household with more than one person.

Household Living Arrangement

Household living arrangement refers to the classification of a household according to the household composition, age and marital status of household head and age group of the youngest child of the head. There are two broad types of households:

Family-Based Households	This refers to households with at least one family nucleus.
Non-Family-Based Households	This refers to households with no family nucleus.

Within the family-based households, couple-based households refer to those with a married head and spouse in the household. Other family-based households refer to those without a married head and spouse in the household, e.g. lone parent households.

Household Size

Household size refers to the total number of members in the household, including maids.

Number of Working Persons in Household

The number of working persons in the household includes members of the same household who are working. Maids in the household are excluded.

Household Income from Work

Household income from work refers to the sum of income received by working members of the household from employment and business. However, it does not include the income of maids.

Household Income from Work Per Household Member

Household income from work per household member refers to the household income from work divided by the total number of members (household size) in the household. For example, if only one person in a household of four is working, his income is divided by four to derive the average income per household member.

Predominant Household Language

Predominant household language refers to the language or dialect spoken by the majority of household members to other members, excluding maids and unrelated persons.

Elderly Living Arrangement

Elderly persons aged 65 years and over are classified according to their co-residence with their spouse or children. Additional dimension on the economic status of the children is incorporated into the classification.

With At Least One Working Child	This refers to an elderly person living with his children in the same household, at least one of whom is working.
With All Non-Working Children	This refers to an elderly person living with his children in the same household, all of whom are not working.

Elderly persons who are not living with their spouse or children are classified according to whether they are living alone or with other elderly persons. Elderly persons living alone refer to those in one-person households, with or without other occupants in the same dwelling unit.

Type of Dwelling

A dwelling refers to a building, part of a building, or a covered space used or intended to be used by one or more persons as living quarters. Each dwelling has its own separate entrance with direct access to a public road or pathway. A dwelling may be a residential building by itself, or a unit in a residential building, or part of a non-residential building such as a shop or factory with space used as living quarters.

Dwellings are broadly classified into the following three categories: Housing and Development Board (HDB) flats, condominiums and private flats, and landed properties.

Tenancy

Tenancy refers to the tenure status of the household with respect to the dwelling in which the household members live. Tenancy is classified into the following three categories:

Owner	This refers to a household where the head or any other member owns the house.
Tenant	This refers to a household which rents the dwelling or part of it.
Others	This refers to a household which occupies a dwelling provided without charge by employers, friends or relatives.

GEOGRAPHIC DISTRIBUTION AND TRANSPORT

Planning Areas

Planning areas refer to areas demarcated in the Urban Redevelopment Authority's Master Plan 2008.

Usual Mode of Transport to School or Work

Usual mode of transport to school or work refers to how a full-time student or a working person usually travels to school or work respectively. Persons who usually walk to school or work and persons who study from home or work at their place of residence are classified in the category "No transport required".

Travel Time to School or Work

Travel time to school or work refers to the total number of minutes that it usually takes a full time student or working person to get from home to school or to work each day respectively. The travel time includes time spent waiting for public transportation and walking to the bus-stop or MRT station.

SAMPLE DESIGN AND SAMPLING VARIABILITY

Introduction

The Census of Population 2010 adopted a register-based approach, similar to the Census of Population 2000. Basic population count and characteristics were compiled from administrative sources. Additional information not available from administrative data sources were collected from a sample survey of about 200,000 dwelling units.

Sample Design and Selection

The sampling frame used for the selection of the sample for Census 2010 is based on the National Database of Dwellings (NDD) maintained by DOS. The NDD is a register of all residential dwelling units in Singapore. As the sample survey of the Census 2010 covered only households in residential dwellings, institutions such as military camps, hostels and hotels were excluded from the frame.

The sample for the Census 2010 was selected based on a stratified design with proportional allocation. The strata were defined based on the planning areas demarcated by the Urban Redevelopment Authority. Each dwelling unit in the frame was first placed into one of the strata based on its planning area. Within each stratum, the units were sorted into dwelling type groupings. A sample was selected using simple random sampling without replacement from each broad dwelling type grouping. The selected samples across the strata were combined to form the required sample of about 200,000 dwelling units.

Sampling Variability

The precision of estimates derived from the sample survey are affected by sampling errors since the estimates are based on information obtained from a fraction of the population instead of the whole population. Sampling errors refer to the difference between the estimate based on a sample and its 'true' population value that would result if the whole population has been surveyed.

The extent of sampling error of an estimate under a particular sample design is assessed by the variability of the estimate across all possible samples under the design. One common measure of this variability is given by the standard error (SE), which is the standard deviation of the sampling distribution of the estimate. Another measure is the relative standard error (RSE), which is obtained by expressing the standard error as a percentage to the estimate. The smaller the RSE, the more precise is the estimate.

Computation of Sampling Error

The sampling errors of the estimates under the actual sample design used can be derived based on their relationship with those under a simple random sample (SRS) design. The formula for standard error of T_Y based on simple random sample is:

$$
\begin{aligned}
SE\ (T_Y;\ SRS) \quad &= \sqrt{Var\ (T_Y; SRS)} \\
&= \sqrt{Var\ (N \times P_Y; SRS)} \\
&= N \times \sqrt{Var\ (P_Y; SRS)} \\
&= N \times SE\ (P_Y;\ SRS) \\
&= N \times \sqrt{\frac{N-n}{N-1} \times \frac{P_Y(1-P_Y)}{n}}
\end{aligned}
$$

where T_Y is the total number of elements in the population with a given attribute Y

      N   is the total population count

      n   is the count of persons covered in the sample

      P_Y is the proportion of the total population with a given attribute

The ratio of the variance of the estimate based on the sample design used and that of a simple random sample of the same size is known as the "design effect" (DEFF). This ratio gives the net effect of the various complexities of the design used on the variance relative to a simple random sample design. The square root of the design effect (DEFT) gives the ratio of the standard error of the estimate under the sample design used to that of a simple random sample:

$$
DEFT\ (T_Y) \quad = \sqrt{DEFF\ (T_Y)} \qquad = \sqrt{\frac{Var\ (T_Y)}{Var\ (T_Y; SRS)}} = \frac{SE\ (T_Y)}{SE\ (T_Y; SRS)}
$$

This implies that

$$
\begin{aligned}
SE\ (T_Y) \quad &= DEFT\ (T_Y) \times SE\ (T_Y; SRS) \\
&= DEFT\ (P_Y) \times SE\ (T_Y; SRS), \qquad \text{since } T_Y = N \times P_Y.
\end{aligned}
$$

Generalized Sampling Errors Table

From Table A1, the DEFT of the selected attributes (T_Y) is about 1. It is impractical to compute and display the sampling error for each and every of the possible estimates such as the total number of elements in the population with a given attribute Y from the Census 2010. Thus, a generalized sampling errors

table is provided instead as a guide to data users for estimating the errors of any estimates.

Table A2 provides the generalised sampling errors of a selected range of estimates with DEFT value of 1. The smaller the estimate, the larger is the RSE. This implies that sample estimates of a rare characteristic would have high RSEs and users would have to be careful in drawing inferences based on the sample estimates.

Table A1 Sampling Errors and DEFT of T_Y for Selected Attributes

	Sample Estimate (T_Y)	Standard Error (T_Y)	Relative Standard Error (T_Y)	95% Confidence Interval Lower	95% Confidence Interval Upper	DEFT (T_Y)
Residents Aged 15 Years & Over						
Single	1,000,467	2,103	0.2	996,345	1,004,589	0.99
Married	1,844,606	2,621	0.1	1,839,468	1,849,744	1.02
Widowed	157,556	892	0.6	155,808	159,304	0.96
Divorced/Separated	103,120	729	0.7	101,691	104,549	0.97
Ever-Married Resident Females						
With No Children Born	131,576	867	0.7	129,876	133,276	1.02
With 1 - 2 Children Born	598,132	1,736	0.3	594,729	601,535	1.01
With 3 - 4 Children Born	302,683	1,263	0.4	300,207	305,159	1.00
Resident Students						
Attending Primary and Below	343,642	1,339	0.4	341,018	346,266	1.00
Attending Secondary	231,992	1,103	0.5	229,829	234,155	0.99
Attending Polytechnic	79,708	649	0.8	78,436	80,980	0.98
Attending University	70,386	612	0.9	69,186	71,586	0.98
Resident Non-Students						
With Below Secondary Qualifications	900,147	2,011	0.2	896,205	904,089	0.98
With Secondary Qualifications	526,359	1,596	0.3	523,231	529,487	0.98
With Polytechnic Qualifications	250,213	1,131	0.5	247,996	252,430	0.98
With University Qualifications	634,098	1,777	0.3	630,616	637,580	1.00
Residents Aged 5 Years & Over						
Speaking English at Home	1,097,443	2,163	0.2	1,093,204	1,101,682	0.98
Speaking Mandarin at Home	1,211,505	2,242	0.2	1,207,110	1,215,900	0.98
Speaking Malay at Home	414,475	1,403	0.3	411,724	417,226	0.96
Speaking Tamil at Home	110,667	790	0.7	109,119	112,215	1.01
Residents Aged 15 Years & Over						
Not Literate	128,661	805	0.6	127,083	130,239	0.96
Literate in One Language Only	878,214	2,001	0.2	874,292	882,136	0.99
Literate in Two Languages Only	1,896,268	2,630	0.1	1,891,114	1,901,422	1.02
Literate in Three or More Languages	202,606	1,072	0.5	200,506	204,706	1.02
Resident Working Persons						
Travel to Work by Public Bus Only	361,318	1,350	0.4	358,671	363,965	0.98
Travel to Work by MRT Only	215,837	1,064	0.5	213,751	217,923	0.99
Resident Households						
With 1 Person	139,876	747	0.5	138,412	141,340	0.98
With 2 - 3 Persons	446,356	1,125	0.3	444,151	448,561	0.99
With 4 - 5 Persons	431,937	1,105	0.3	429,772	434,102	0.98

Table A2 Sampling Errors for Square Root of Design Effect (DEFT) Equals 1

Size of Estimates	Proportion of Total Population (%)	Standard Error	Relative Standard Error (%)	95% Confidence Interval	
				Lower	Upper
PERSONS					
4,000,000	78.79	2,188	0.05	3,995,711	4,004,289
3,500,000	68.94	2,477	0.07	3,495,145	3,504,855
3,000,000	59.09	2,632	0.09	2,994,841	3,005,159
2,500,000	49.24	2,676	0.11	2,494,754	2,505,246
2,000,000	39.40	2,616	0.13	1,994,873	2,005,127
1,500,000	29.55	2,442	0.16	1,495,213	1,504,787
1,000,000	19.70	2,129	0.21	995,827	1,004,173
750,000	14.77	1,900	0.25	746,277	753,723
500,000	9.85	1,595	0.32	496,874	503,126
250,000	4.92	1,158	0.46	247,730	252,270
100,000	1.97	744	0.74	98,542	101,458
75,000	1.48	646	0.86	73,734	76,266
50,000	0.98	529	1.06	48,964	51,036
25,000	0.49	375	1.50	24,266	25,734
10,000	0.20	237	2.37	9,535	10,465
7,500	0.15	206	2.74	7,097	7,903
5,000	0.10	168	3.36	4,671	5,329
2,500	0.05	119	4.75	2,267	2,733
1,000	0.02	75	7.51	853	1,147
500	0.01	53	10.62	396	604
200	0.00	34	16.80	134	266
HOUSEHOLDS					
1,150,000	99.85	89	0.01	1,149,825	1,150,175
850,000	73.80	1,023	0.12	847,995	852,005
550,000	47.76	1,162	0.21	547,722	552,278
250,000	21.71	959	0.38	248,120	251,880
100,000	8.68	655	0.66	98,716	101,284
75,000	6.51	574	0.77	73,875	76,125
50,000	4.34	474	0.95	49,071	50,929
25,000	2.17	339	1.36	24,335	25,665
10,000	0.87	216	2.16	9,577	10,423
7,500	0.65	187	2.50	7,133	7,867
5,000	0.43	153	3.06	4,700	5,300
2,500	0.22	108	4.33	2,288	2,712
1,000	0.09	69	6.85	866	1,134
500	0.04	48	9.69	405	595
200	0.02	31	15.33	140	260

Non-Sampling Errors

Apart from sampling errors, sample survey results are also subjected to non-sampling errors. They are present in complete censuses as well as in sample surveys. Such errors could arise during data collection phase, e.g. varying interpretation of questions by respondents or interviewers, and the inability or unwillingness of respondents to provide correct information. They could arise during data processing e.g. wrong codes entered or key-punching errors due to poor handwriting.

In the Census 2010, the following measures were taken to minimise the non-sampling errors:

a) careful design of the Internet questionnaire, CATI online questioning and fieldwork questionnaires

b) careful planning of operational procedures in data collection, processing and tabulation

c) standardising concepts and definitions and providing intensive training to all staff involved in the Census

d) close supervision of the CATI call centre and field interviewers

e) verifying the returns with respondents, whenever necessary

f) stringent control and high standards set for data editing, coding and verification to ensure good data quality and high data consistency.

ACRONYMS USED IN THE
CENSUS OF POPULATION 2010 RELEASES

<u>Acronym</u> (in alphabetical order)	<u>Description</u>
ACCA	Association of Chartered Certified Accountants
ACD	Assistant Census Director
ADSL	Asymmetric Digital Subscriber Line
AOD	Automatic Outbound Dialler
APM	Administration and Payroll Module
BEST	Basic Education for Skills Training
CATI	Computer-Assisted Telephone Interviewing
CFA	Chartered Financial Analyst
CPC	Census Planning Committee
CPF	Central Provident Fund
CPI	Consumer Price Index
DCD	Deputy Census Director
DEFF	Design Effect
DEFT	Square Root of The Design Effect
DOI	Date of Issue
DOR	Date of Registration
DOS	Singapore Department of Statistics
ESM	Electronic Submission Module
ESS	Employability Skills Systems
FAQ	Frequently Asked Questions
FIN	Foreign Identification Number
FWM	Fieldwork Management
GCE	General Certificate of Education
GHS	General Household Survey
HAQA	Highest Academic Qualification Attained
HDB	Housing and Development Board
HQ	Headquarter
HRD	Household Registration Database
HRN	House Reference Number
ISC	ITE Skills Certificate
ISCED	International Standard Classification of Education
ISCO	International Standard Classification of Occupations
ISIC	International Standard Industrial Classification
IT	Information Technology
ITC	Industrial Technician Certificate
ITE	Institute of Technical Education
LFS	Labour Force Survey
LRT	Light Rail Transit
MCYS	Ministry of Community Development, Youth and Sports
MHA	Ministry of Home Affairs
MND	Ministry of National Development
MOE	Ministry of Education
MOF	Ministry of Finance
MOM	Ministry of Manpower
MRT	Mass Rapid Transit
MTI	Ministry of Trade and Industry
NAFA	Nanyang Academy of Fine Arts

NDD	National Database of Dwellings
NIE	National Institute of Education
NITEC	National ITE Certificate
NRIC	National Registration Identity Card
NS	National Service
NTC	National Technical Certificate
PDA	Personal Digital Assistant
PMO	Prime Minister's Office
PSLE	Primary School Leaving Examination
RO	Regional Office
RSE	Relative Standard Error
SE	Standard Error
SHINE	Government Data Centre Shared Hosting Service
SIM	Singapore Institute of Management
SLA	Singapore Land Authority
SLHH	Survey of Large Households
SMS	Short Message Service
SPF	Singapore Police Force
SR	Statistical Releases
SRS	Simple Random Sample
SSEC	Singapore Standard Educational Classification
SSIC	Singapore Standard Industrial Classification
SSN	Statistics Singapore Newsletter
SSOC	Singapore Standard Occupational Classification
STCC	Singtel Call Centre
UMPC	Ultra-Mobile Personal Computer
UN	United Nations
URA	Urban Redevelopment Authority
WDA	Workforce Development Agency
WISE	Worker Improvement through Secondary Education
WSQ	Workforce Skills Qualifications
WPH	Work Permit Holder
WPLN	Workplace Literacy and Numeracy

SINGAPORE **D**EPARTMENT OF **S**TATISTICS
INFORMATION **D**ISSEMINATION **S**ERVICES

Statistics Singapore Website

The *Statistics Singapore Website* was launched by the Singapore Department of Statistics (DOS) in January 1995. Internet users can access the website by connecting to:

http://www.singstat.gov.sg

Key Singapore statistics are available via the following sections:
- Statistics
    which provides key data on Singapore's economy and population.
- News
    which covers the Performance of Singapore Economy, the Consumer Price Index, the Wholesale Trade Index, Business Receipts Index for Service Industries, Retail Sales and Catering Trade Indices, Manufacturing Performance, Singapore External Trade, Tourism Sector Performance, Real Estate Information and Employment Situation.
- Publications – Papers & Analyses
    which provides papers on economic and social topics.
- Themes
    which presents official statistics compiled by DOS and the Research and Statistics Units in the various ministries and statutory boards according to themes. Within each theme, relevant statistics and related press releases, publications and references are provided.

Statistical resources are available via:
- Publication Catalogue
    which lists the latest editions of publications released by DOS at http://www.singstat.gov.sg/pubn/catalog.html. All softcopy DOS publications are available for free downloading. Statistical tables of DOS publications in Excel format are also available.
- Advance Release Calendar
    which covers key Singapore economic indicators.

The website also provides a convenient gateway to international statistical websites under the "Statistical Resources" section:
- Guide to International Statistics
    which covers international databases, classifications and links, and statistical terms and definitions.
- IMF Dissemination Standards Bulletin Board
    which provides metadata about Singapore's key indicators in the real, fiscal, financial and external sectors, including dissemination practices and information about pre-release access of current indicators.

SingStat Express

SingStat Express is a personalised data delivery service which sends the latest press releases, notices of publication, newsletter, occasional and information papers to subscribers via email. SMS alert service is also available to local users. Subscription details are available from the *Statistics Singapore Website* (www.singstat.gov.sg/express).

Really Simple Syndication

Really Simple Syndication (RSS) is an easy way to stay updated on the latest statistical news released via the *Statistics Singapore Website*. The SingStat *RSS* feed delivers statistical news highlights and hyperlinks to the source documents whenever the updates are posted. More information is available at http://www.singstat.gov.sg/svcs/rss.html.

Data on SMS

Data on SMS is a free mobile service for local data users to receive the latest data for key indicators via SMS. Simply key **data** and SMS to **74688** (or SGOVT) for the service. More information is available at http://www.singstat.gov.sg/svcs/dataonsms.html.

SingStat Time Series (STS) Online System

The *SingStat Time Series (STS) Online System* is an internet-accessible time series retrieval system. The *STS* includes more than 7,000 historical data series on Singapore society and economy from several domains, including national accounts, balance of payments, investments, finance, labour, prices, business expectations, trade, manufacturing, tourism, demography, health and education.

Besides the usual monthly, quarterly and annual data, *STS* includes also seasonally adjusted data series for key economic indicators providing for a better analysis and understanding of current economic trends. The *STS* also offers:
- Web-based search engine that is easy to use;
- "Bookmark" features that enable users to save and organise links in their personalised portals.

Subscription to *STS* is opened to local and overseas users. More information on *STS* is available via *Statistics Singapore Website*. For enquiries, please contact our Department at **Tel: 6332-7119**.

E-survey

The *E-survey* enables business organisations to complete and submit their survey forms through the internet. Using secured encryption protocols, the *E-survey* ensures that the information transmitted through the net is secured and protected. The system features online helps and validation checks to assist respondents in completing their survey forms. With the *E-survey*, respondents can do away with the tedious paper work and manual tasks of mailing or faxing their survey returns to the Department.

Statistical Enquiries and Feedback

If you have any statistical enquiries or comment or suggestions on our statistical publications and electronic services, you are welcomed to:

E-mail us	at	**info@singstat.gov.sg**
Fax to us	at	**(65) 6332-7689**
Call us	at	**1800-3238118* (local callers)**
		(65) 6332-7738 (overseas callers)

* Calls from mobile telephone lines to 1800 local toll free number may be subject to mobile airtime charges as imposed by the relevant mobile service provider.