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# Appendices

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**CENSUS 2020 LIST OF CENSUS OFFICERS**  
(As at 4 February 2020, launch of Census 2020)

**DEPARTMENT OF STATISTICS**

***Chief Statistician*** Ms Wong Wee Kim

***Deputy Chief Statistician*** Dr Koh Eng Chuan

***Census Director*** Ms Seet Chia Sing

***Deputy Census Directors***

Internet Support, CATI and  
Respondent Management Mr Foo Chuanyang

Fieldwork Ms Teo Wan Choo (till Mar 2020)

Data Processing Ms Huang Kailing, Karin

Database Activities and  
Quality Assurance Ms Tan Yeow Lip

Data Analysis & Publication Ms Koh Wee Ling

Manpower and Logistics Mrs Lim Pek Hoon, Sally

Administration, Procurement  
and Budget Ms Koh Hwee Fang  
Ms Tan Siok Hoon

Publicity Ms Ang Seow Long

***Assistant Census Directors***

Internet Support, CATI and  
Respondent Management Ms Chan Huiyi, Charlene  
Ms Chia Wai Yin  
Mrs Tan-Chang Hwee Yin, Eunice  
Ms Kalavathy Jayaram  
Mr Sia Ziyi  
Mr Tan Wah Kia  
Ms Wong Wei Lin

Fieldwork	Ms Foo Wan Ting Mr Seen Jian Yi, Roger Mr Tan Kian Heng
Data Processing	Ms Cai Jialin Mr Tham Zheng Kang Mr Toh Wei Jun Ms Yap Wei Ni
Database Activities and Quality Assurance	Ms Tan Min Ting, Edna Mr Pang Chin Eng Ms Chia Aik Miang Ms Seet Ming Lee
Data Analysis & Publication	Ms Chia Aik Miang Ms Tan Min Ting, Edna Mr Eng Kah Joo Mr Seah Cheng Xin, Esmond Mr Pang Chin Eng Ms Lim Mui Kuen, Sandra Mr Tham Zheng Kang Mr Wong Kwok Wing Ms Wong Wei Lin
Manpower and Logistics	Mr Yap Yee Liong
Administration, Procurement and Budget	Ms Wong Chee Yong, Joey
Publicity	Ms Lee Pey Bing
<b><i>Census Supervisors and Corporate Support Staff</i></b>	
Internet Support, CATI and Respondent Management	Ms Ang Qiu Yan Ms Chua Bee Lian Mr Loh Kheam Yeow, Gabriel Ms Goh Kheng Shyan Ms Chew Hui Li, Jacqueline Mr Mohamed Hisyamuddin Ms Nuraini Sjamsoeddin Ms Wong Mun Mun

Fieldwork	<p>Ms Tan Shuying, April  Ms Cheong Wei Qi  Ms Lim Wen Xin, Charmaine  Ms Cynthia Wilson  Mr Kok Zi Yao, Gabriel  Ms Heng Siyun, Cheryl (till May 2020)  Mr Neo Jie Sheng, Jackson  Ms Lam Xin Hua  Mr Lee Han Peng  Ms Lee Yan  Ms Ong Si Hui, Shannen  Mr Soh Chee Wei  Mr Wong Wei Hao</p>
Data Processing	<p>Mr Tay Hao Zhong, Daryl  Ms Feng Huimin  Ms Tan Yu Wen, Joanne (till Oct 2020)  Mr Ho Rui Hern, Jonathan (till Oct 2020)  Mr Neo Teng Yong  Mr Tan Zheng Hao, Ronald  Ms Wong Lye Ying</p>
Database Activities and Quality Assurance	<p>Mr Koh Yong Siang  Ms Toh Yan Ling  Ms Yeo Soek Lee  Ms Yeo Yen Fang</p>
Manpower and Logistics	<p>Mr Ong Yi Chon, Russell  Ms Ho Si Hui, Sylvia  Ms Tan Shi Ying</p>
Administration, Procurement and Budget	<p>Ms Ang Kim Ling  Mr Ng Meng Huei, Darren (till Nov 2020)  Mr Lim Ching Thong, Dennis  Ms Lim Jia Jun, Fiona</p>
Publicity	<p>Ms Tiew Jia Ling</p>
Human Resource	<p>Ms See Bee Leng, Michelle  Ms Ng Wan Ting  Mr Ng Yew Yeong</p>

Machine Learning

Mr Chan Wen Chang  
Mr Chen Tian Min  
Mr Chui Tian Wei  
Mr Teo Zhiwei

**IT SERVICES AND SUPPORT<sup>1</sup>**  
(As at 4 February 2020, launch of Census 2020)

***Infocomm Technology Section***

Deputy Director	Mr Gan Wei Boon
Senior Assistant Directors	Mr Gregory Seow Mr Alvin Wu Mr Lai Yew Meng (till Jan 2021)
Project Manager	Ms Gayathri Narayanan
Digital Business Analyst	Mr Wang Jun Kun
Application Infrastructure Engineer	Mr Alvin Wu Mr Eugene Seah

***Vendor Team from NCS Pte. Ltd. and NexLabs***

Project Managers	Mr Chew Kok Yong, Edwin Mr Kee Chye Huat Mr Ong Chin Po, Johnny Mr Tho Lai Kum, Kenny
Team Leaders	Ms Huang Wei Xuan Mr Ker Shih Jie Mr Lau Wee Yen Mr Ng Ying Ming Ms Soong Li Ching, Michelle
Programmers and Support Staff	Mr Asurage Sures Dananjaya Senevirathna Mr Chan Yong Jia Mr Chong Chee Wai, Mike Ms Hung Poh Poh Ms Kong Kai Li, Kelly Mr Mervyn Kwok Mr Ong Aerone Guerrero

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<sup>1</sup> All IT officers including the vendor team, provided support to IT systems and development with no access to data.

Programmers and Support  
Staff

Mr Ooi Sin Eng  
Ms Sivagamavalli Pachaiyappan  
Mr Teoh Yong Yao, John  
Mr William Atienza  
Ms Wong Tze Yin

**EXTRACTS FROM THE STATISTICS ACT, CHAPTER 317**  
**REVISED EDITION 2012**

**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 for Information**

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.

### CENSUS 2020 FIELDWORK REGIONS



## CENSUS 2020 POSTER



**CENSUS  
2020**

DEPARTMENT OF  
**STATISTICS  
SINGAPORE**



**YOUR RESPONSE  
MATTERS.**

**TOGETHER,  
WE SHAPE OUR  
FUTURE.**



For more information, visit  
[www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



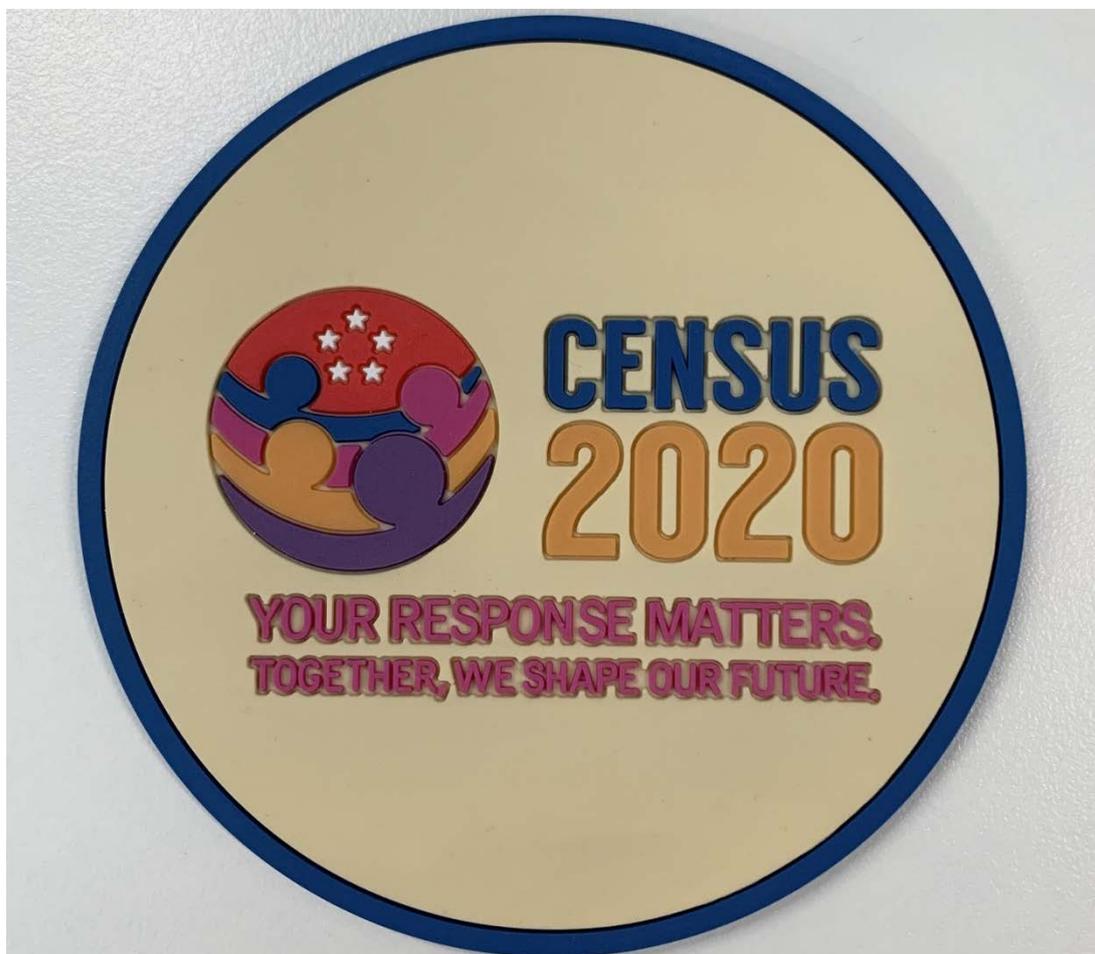
## CENSUS 2020 PUBLICITY ON MRT WINDOW PANELS



## CENSUS 2020 NOTIFICATION PACKAGE



**CENSUS 2020 COASTER – TOKEN OF APPRECIATION**



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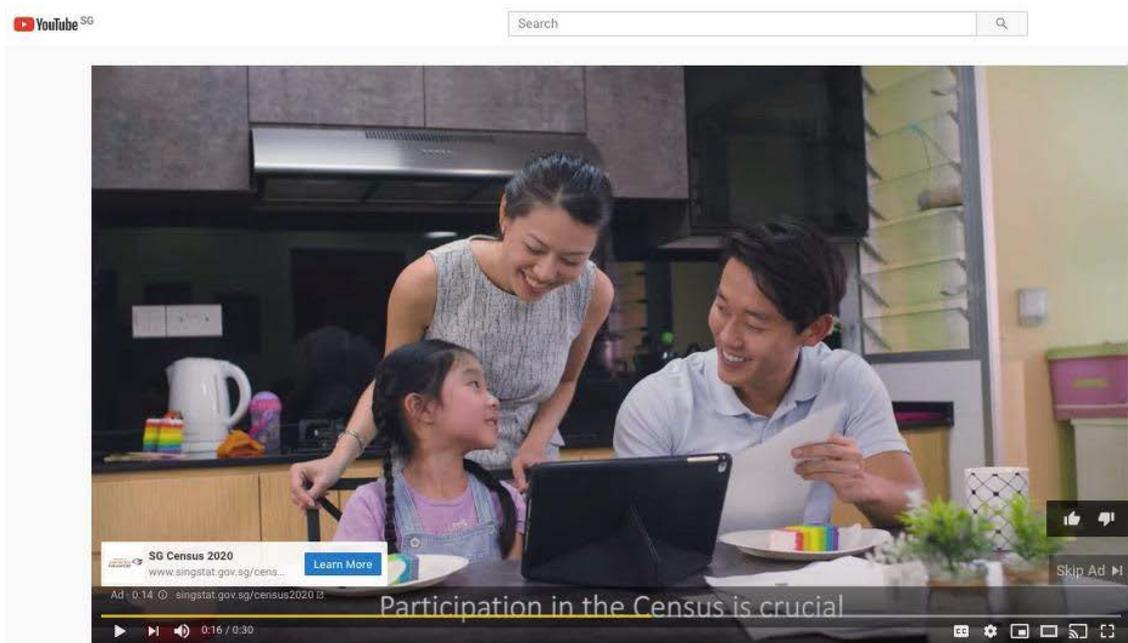
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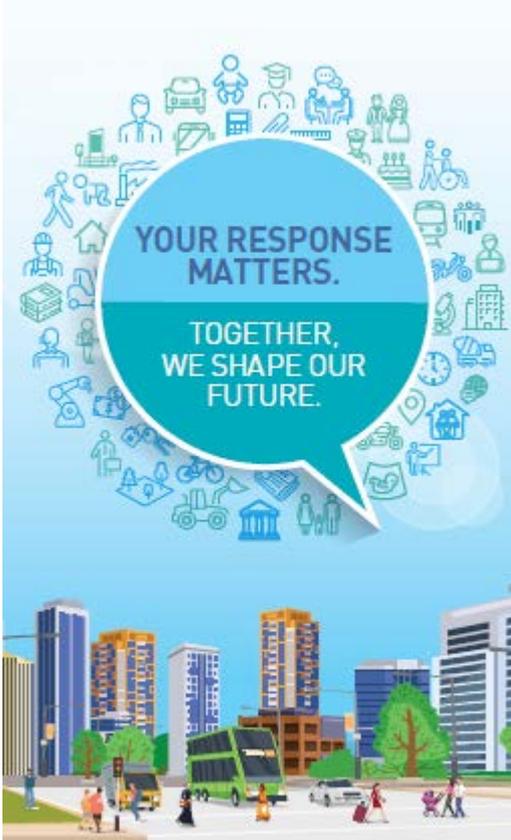
# CENSUS 2020 INFORMATION PAMPHLET



**CENSUS 2020**



DEPARTMENT OF  
**STATISTICS**  
SINGAPORE



**YOUR RESPONSE MATTERS.**

**TOGETHER, WE SHAPE OUR FUTURE.**



**CENSUS 2020**

**Your Response Matters.**  
**Together, We Shape Our Future.**

For more information, please visit our C2020 website at [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)

If you have any queries or require any assistance in filling the Internet C2020 form, please call us at the C2020 Hotline 1800-236-2020 or email to [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg)



**您的回应是重要的。**  
**携手共进，塑造美好未来。**

欲了解更多详情，请浏览2020年人口普查网站 [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



如果您在网上填写2020年人口普查表时有任何疑问或者需要协助，请拨打2020年人口普查热线1800-236-2020或发送邮件至 [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg)



**Maklum Balas Anda Amat Bermakna. Bersama-sama, Kita Membentuk Masa Depan Kita.**

Untuk maklumat lanjut, sila layari laman web C2020 kami di [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)

Jika anda mempunyai sebarang pertanyaan atau memerlukan sebarang bantuan semasa melengkapkan borang Internet C2020, sila hubungi kami di Talian Pening C2020 1800-236-2020 atau e-mel kepada [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg)



**உங்கள் பதில்கள் எங்களுக்கு முக்கியம். ஒன்றுசேர்ந்து எதிர்காலத்தை வடிவமைப்போம்.**

மேல் விவரங்களுக்கு [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020) என்ற C2020 இணையதளத்தை நாடவும்.

உங்களின் கேள்விகள் இருந்தால், இணைய C2020 படிவத்தைப் பூர்த்தி செய்தல் உதவி தேவைப்பட்டால், அன்புக்குரிய 1800-236-2020 என்ற C2020 திரைத் தொலைபேசி எண்ணை அழைக்கவும். அல்லது [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg) என்ற மூலவலை மின்னஞ்சல் அனுப்பவும்.

For more information, visit [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



## CENSUS 2020 INFORMATION PAMPHLET – ENGLISH SECTION

### About the Census

The Census of Population is conducted once in ten years and is the single largest national survey undertaken in Singapore. Census of Population 2020 (C2020) is the sixth Census after Singapore's Independence and the fifteenth in the series of Census taking in Singapore.

The objective of the C2020 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 C2020, 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. Available 24/7, the form can be accessed via Personal Computers, tablets and smartphones. The Internet User Guide is available online for reference. If you require any assistance when submitting your Internet form, you may also call our C2020 hotline at 1800-236-2020.

#### Telephone Interview

You can provide the Census information via a telephone interview. Please call 1800-236-2020, 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 C2020 hotline at 1800-236-2020 to arrange for an appointment for a face-to-face interview.

Your participation and co-operation in the Census is important. Please submit your survey return early.

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

### How are the Households Selected?

Households are selected for the survey based on an established sampling methodology to ensure accurate representation of the population.

Your participation in the Census is crucial to ensure that representative data are collected.

### Confidentiality of Data Assured

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

### Key Information for C2020

The C2020 collects demographic and socio-economic items as well as topics of current interest. Here are some of the information that is collected:

#### On Households

Members living in the household, their whereabouts and relationship of members with the Household Reference Person.

#### On Education

Level of education attending, highest qualification attained, field of study and country where highest qualification was attained.

#### For Working Persons

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

#### For Persons Not Working

Whether person is actively looking for work, whether person is available to start work in the next 2 weeks, action taken to look for work and reason for not working.

#### 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/second most frequently spoken, religion, difficulty in performing basic activities such as seeing, hearing, moving, cognition, self-care, and communication, mode of transport to school or work and time spent traveling to school or work.

On average, a household with 4 members will take about 30 minutes to complete the survey.



## CENSUS 2020 INFORMATION PAMPHLET – CHINESE SECTION

### 关于人口普查

新加坡人口普查每十年进行一次，是一项具规模的全国性调查。2020年人口普查是我国独立以来的第六次人口普查，也是在新加坡举行的第十五次人口普查。

2020年人口普查旨在收集有关人口和住户的主要特征等资料。有关当局在制定和检讨政策以及规划社区计划和服务措施时将参考这些重要的数据。

普查所需的基本资料列如年龄、性别和种族等将取自行政记录。其余有助于深入研究的资料将从抽样住户中收集。

### 提交您的普查表

如果您的住户被选中参与2020年人口普查，您可以选择通过网络、电话或者面对面访问的方式提交普查表。

#### 互联网提交

我们吁请您请尽可能通过互联网提交普查表。网络提交全天候开放。您可以随时随地通过个人电脑、平板电脑或智能手机在线填写表格。网页也附网络用户说明手册可供浏览参考。如果您在提交表格时需要协助，请拨打我们的2020年人口普查热线1800-236-2020与我们联系。

#### 电话访问

您可以通过电话访问提供普查资料。请于星期一至星期日，上午9时至晚上10时30分之间，致电1800-236-2020立即接受访问，或另行预约时间安插在您方便的时间进行访问。

#### 当面访问

如果您选择在家中接受访问，请拨打2020年人口普查热线1800-236-2020，预约安排我们的普查员上门进行访问。

您的参与及合作对普查工作非常重要。请尽早提交普查表。

如果我们未能在信中注明的提交期限内收到您的普查表，我们的电话访员会尝试致电联络您。倘若我们既未收到您通过互联网提交的普查表，又无法通过电话与您取得联系，我们的外勤访员将会登门拜访。他们会随身携带普查访员身份卡以及新加坡统计局发出的授权书，以资查证。

### 住户的抽选方式

这项调查是采用公认的抽样方法来抽选住户，以确保所选的住户具有准确代表性。

您的参与将确保我们收集的资料是具有代表性和完善的。

### 资料绝对保密

人口普查是根据《统计法令(第317章)》进行的。该法令确保您所提供的资料将受到严格保密。

### 2020年人口普查收集的关键资料

2020年人口普查会收集人口统计和社会经济相关的资料，同时也会涵盖当前人们关注的话题。您需要提供的资料包括：

#### 住户

同屋共住的住户成员、他们之间的关系、他们目前身在何处。

#### 教育

目前就读的教育程度、已考获的最高学历、修读的科目、在何国取得最高学历。

#### 工作人士

就业状况、公司的主要业务、商业类型、工作地点、职业、主要工作/职责、就业性质、工作时段、收入。

#### 目前没就业者

是否在积极寻找工作、是否在未来两周内可以开始工作、采取何种行动寻找工作、没有工作的原因。

#### 15岁及以上的女性

生育过几名孩子。

#### 在海外居住了12个月或以上的人士

目前居住在哪个国家、旅居海外的原因。

#### 其它资料

所通晓的语言、最常讲的语言、宗教信仰、是否在视觉、听觉、行动、认知、生活自理以及交友上有困难、上学或上班常使用的交通工具、上学或上班所需花费的时间。

一个有四名成员的住户平均需要30分钟来完成调查。

## CENSUS 2020 INFORMATION PAMPHLET – MALAY SECTION

### Mengenai Banci

Banci Penduduk merupakan kaji selidik kebangsaan yang terbesar dan dijalankan sekali dalam masa sepuluh tahun di Singapura. Banci Penduduk 2020 (C2020) merupakan Banci keenam selepas Kemerdekaan Singapura dan kelima belas dalam siri pengambilan Banci di Singapura.

Objektif C2020 adalah untuk mengumpulkan maklumat mengenai ciri-ciri utama penduduk dan isi rumah. Maklumat tersebut akan digunakan sebagai input utama bagi penggubalan dan kajian dasar serta bagi perancangan program dan perkhidmatan untuk masyarakat.

Maklumat asas seperti umur, jantina dan kumpulan etnik akan diperolehi daripada rekod-rekod pentadbiran. Maklumat tambahan yang berguna untuk kajian mendalam akan diperolehi daripada sampel beberapa isi rumah.

### Menyerahkan Borang Penyata Banci Anda

Sekiranya isi rumah anda dipilih untuk menyertai C2020, anda boleh memilih untuk menyerahkan kaji selidik anda melalui Internet, temu bual telefon atau secara bersemuka.

#### Penyerahan melalui Internet

Anda digalakkan untuk menyerahkan borang Banci tersebut melalui Internet. Borang tersebut boleh didapati 24/7, melalui Komputer Peribadi, tablet dan telefon pintar. Panduan Pengguna Internet boleh didapati dalam talian sebagai rujukan. Jika anda memerlukan sebarang bantuan semasa menyerahkan borang Internet anda, anda juga boleh menghubungi talian penting C2020 kami di talian 1800-236-2020.

#### Temu bual Telefon

Anda boleh memberikan maklumat Banci melalui temu bual telefon. Sila hubungi talian 1800-236-2020, dari jam 9pg hingga 10.30mlm, hari Isnin hingga Ahad, untuk temu bual segera. Anda juga boleh membuat panggilan janji temu untuk ditemu bual pada tarikh lain mengikut kesesuaian anda.

#### Temu bual secara bersemuka

Jika anda lebih suka ditemu bual di rumah anda, sila hubungi talian penting C2020 di talian 1800-236-2020 untuk mengaturnya. Sila datang ke temu bual secara bersemuka.

Penyertaan dan kerjasama anda dalam Banci ini adalah penting. Sila serahkan penyata kaji selidik anda lebih awal.

Penemu bual telefon kami mungkin akan menghubungi rumah anda jika kami tidak menerima penyata anda mengikut tarikh tamat yang dinyatakan dalam surat anda. Penemu bual Banci kami akan menemui anda hanya jika kami belum menerima penyata anda melalui Internet dan anda tidak dapat dihubungi melalui telefon. Mereka akan membawa kod pengenalan rasmi dan surat pengesahan daripada Jabatan Perangkaan Singapura bagi tujuan pengenalan.

### Bagaimanakah Isi Rumah Dipilih?

Isi rumah dipilih bagi kaji selidik ini berdasarkan kaedah pensampelan yang telah ditetapkan untuk memastikan perwakilan penduduk yang tepat.

Penyertaan anda dalam Banci adalah penting untuk memastikan bahawa data perwakilan telah dikumpulkan.

### Jaminan Kerahsiaan Data

Pengendalian Banci dikawal oleh Akta Perangkaan (Bab 317). Maklum balas anda akan dirahsiakan menurut Akta Perangkaan tersebut.

### Maklumat Utama untuk C2020

C2020 mengumpulkan item demografi dan sosio-ekonomi serta tajuk-tajuk kepentingan semasa. Berikut adalah beberapa maklumat yang dikumpulkan:

#### Mengenai Isi Rumah

Ahli keluarga yang tinggal dalam rumah, tempat tinggal mereka dan hubungan ahli keluarga dengan Orang Rujukan Isi Rumah.

#### Mengenai Pelajaran

Tahap pendidikan yang sedang dihadiri, kelayakan tertinggi, bidang pengajian dan negara kelayakan tertinggi yang telah dicapai.

#### Bagi Orang Yang Bekerja

Status pekerjaan, jenis perniagaan utama, lokasi tempat kerja, pekerjaan, tugas utama, sifat pekerjaan, jumlah waktu bekerja yang biasa dan pendapatan.

#### Bagi Orang Yang Tidak Bekerja

Samada orang itu sedang aktif mencari pekerjaan, samada orang itu boleh mula bekerja dalam masa 2 minggu akan datang, tindakan yang diambil untuk mencari pekerjaan dan sebab tidak bekerja.

#### Bagi Wanita Yang Berumur 15 Tahun Ke Atas

Bilangan anak yang dilahirkan.

#### Bagi Orang Yang Tinggal Di Luar Negara Melobahi 12 Bulan Ke Atas

Negara yang sedang didiami dan sebab tinggal di luar negara.

#### Maklumat Lain

Kecakapan berbahasa, bahasa yang paling kerap/kedua paling kerap dituturkan, agama, kesukaran dalam melakukan aktiviti asas seperti melihat, mendengar, bergerak, kognisi, penjagaan diri dan komunikasi, cara pengangkutan ke sekolah atau ke tempat kerja dan masa yang dihabiskan untuk pergi ke sekolah atau bekerja.

Secara purata, isi rumah yang mempunyai 4 orang ahli akan mengambil masa kira-kira 30 minit untuk melengkapkan kaji selidik ini.



# CENSUS 2020 INFORMATION PAMPHLET – TAMIL SECTION

## மக்கள் தொகைக் கணக்கெடுப்புக் குறித்து

மக்கள் தொகை கணக்கெடுப்பு பத்து வருடங்களுக்கு ஒரு முறை நடைபெறுகிறது. இதில் சிங்களப்புகள் தேசிய அளவில் நடைபெறும் ஒரு ஆய்வு பெரிய ஆய்வாகும். 2020 ஆம் ஆண்டு மக்கள் தொகை கணக்கெடுப்பு சிங்களப்புகள் சுதந்திரத்திற்குப் பிறகு நடைபெறும் ஆறாவது மக்கள் தொகை கணக்கெடுப்பாகும். மேலும் சிங்களப்புகள் இடம்பெறும் மக்கள் தொகை கணக்கெடுப்பு வரிசையில் இது பதினாறாவதாகும்.

C2020-வின் முக்கிய நோக்கம், மக்கள் தொகை மற்றும் குடும்பங்களின் முக்கிய பண்புகள் குறித்த தகவல்களைச் சேகரிப்பதாகும். சேகரிக்கப்படும் தகவல்கள் அடித்தரத்திற்கு தேவையான கொள்கை உருவாக்கத்திற்கும், மறு ஆய்வுக்கும், நிபந்தனைகளுக்குத் திட்டமிடவும் முக்கிய உதவிகளைப் பயன்படுத்தப்படும்.

ஆய்வுகூடத் தகவல்களான வயது, பாலினம், இனக் குழு ஆகியவை தீர்மானப் பதிவேடுகளிலிருந்து பெறப்படும். ஆழமான ஆய்வுகளுக்குத் தேவையான கூடுதல் தகவல் சில தேர்ந்தெடுக்கப்பட்ட குடும்பங்களிலிருந்து பெறப்படும்.

## உங்கள் மக்கள் கணக்கெடுப்பு ஆய்வைச் சமர்ப்பித்தல்

C2020 க்கு உங்கள் குடும்பம் தேர்ந்தெடுக்கப்பட்டால், நீங்கள் உங்கள் ஆய்வை இணையம் வழி, தொலைப்பேசி அல்லது தொடி பேட்டி மூலம் சமர்ப்பிப்பதைத் தேர்வு செய்யலாம்.

**இணையம் வழி சமர்ப்பித்தல்**  
மக்கள் கணக்கெடுப்பு ஆய்வை இணையம் வழி சமர்ப்பிக்க நீங்கள் வக்கிரமிகப்படுகிறீர்கள். 247 மணிநேரமும் அவரவர் கணினி, டைக்கைனி, திரைப்பேசிகள் ஆகியவற்றின் மூலம் சமர்ப்பித்தலாம். இணையத்தின் பயன்படுத்துவதற்கான பயனர் வழிகாட்டி இணையத்தில் உள்ளது. உங்கள் இணைய படிவத்தைச் சமர்ப்பிக்கும் போது உங்களுக்கு உதவி ஏதும் தேவைப்பட்டால், நீங்கள் C2020 யின் தொகுத் தொலைப்பேசியை 1800-236-2020 என்ற எண்ணில் அழைக்கலாம்.

**தொலைப்பேசி தேர்மானம்**  
மக்கள் தொகைக் கணக்கெடுப்புத் தகவலைத் தொலைப்பேசி தேர்மானம் மூலமாகவும் நீங்கள் அளித்திடலாம். அங்குமிருந்து 1800-236-2020 என்ற எண்ணை நீங்கள் முதல் மூன்று மணி நேரம் 9 மணி முதல் இரவு 10.30 மணிவரை உடனடி தேர்மானங்களுக்கு அழைக்கலாம். உங்களுக்குத் தேவையான பின்னொரு நாளில் தேர்மானம் நடத்துவதற்கான நேர மூலப்பதிவு செய்திடவும் நீங்கள் இந்த எண்ணைத் தொடர்புகொள்ளலாம்.

**தொடி பேட்டி**  
உங்களை உங்கள் வீட்டில் பேட்டி காணவேண்டும் என்று நீங்கள் விரும்புகிறீர்களானால், 1800-236-2020 என்ற C2020 தொகுத் தொலைப்பேசியை அழைத்து தொடி பேட்டிக்கான ஒளிநேரப்பாட்டை, செய்திடுங்கள்.

இந்த மக்கள் தொகைக் கணக்கெடுப்பில் நீங்கள் பங்கேற்பதும், இதற்கு ஒத்துழைப்பு அளிப்பதும் மிகவும் முக்கியமாகும். உங்கள் ஆய்வை முன்கூட்டியே சமர்ப்பித்திடுங்கள்.

ஒருவேளை உங்கள் பதிவை, உங்கள் கடிதத்தில் குறிப்பிட்டிருந்தக் கடைசியே தேதி வரை நான்கு பெறவில்லையென்றால், எங்கள் தொலைப்பேசி பேட்டியாளர்கள் உங்கள் வீட்டை, தொடர்புகொள்ளும். உங்கள் பதில் இணையம் வழியாகவோ அல்லது தொலைப்பேசி மூலமாகவோ எங்களுக்கு சில உதவியளிக்கின்றால் மட்டுமே எங்கள் மக்கள் தொகைக் கணக்கெடுப்பு பேட்டியாளர்கள் உங்கள் வீடுகளுக்கு வருவார்கள். அவர்கள் அனுபவம் காணும் நேரக்கத்திரிகை, சிங்களப்புகள் மூலியைப் பிசியு அவர்களுக்கு அளித்த அதிகாரப்பூர்வ அனுபவம் அட்டைகளையும் அதிகாரப்பதிவும் கடிதத்தையும் வைத்திருப்பார்கள்.

## குடும்பங்கள் எவ்வாறு தேர்ந்தெடுக்கப்படுகின்றன?

மக்கள் தொகையை துவக்கியாக பிரதிநிதியான உறுதிசெய்யும் விதமாக எந்தெந்தெடுக்கப்பட்ட மாதிரி முறை ஒன்றைப் பயன்படுத்தி குடும்பங்கள் தேர்ந்தெடுக்கப்படுகின்றன. பிரதிநிதிக்கப்பட்ட வேண்டிய தகவல்கள் சேகரிக்கப்படுவதை உறுதி செய்வதற்கு இந்த மக்கள் தொகை கணக்கெடுப்பில் உங்கள் பங்கேடு முடியும் முக்கியமாகும்.

## தகவல்களின் இரகசியத்தன்மைக்கு உறுதியளிக்கப்படும்.

மக்கள் தொகைக் கணக்கெடுப்பு, மூலியை சட்டத்தால் (பிசியு 317) நிர்வகிக்கப்படும். உங்கள் பதிவுகள் மூலியை சட்டத்திற்கு இணைக் கண்டியாக இரகசியமாக வைக்கப்படும்.

## C2020 க்கான முக்கியத் தகவல்.

C2020 மக்களைப் பற்றியும், சமூக பொருளாதார வகைகள் பற்றியும், தற்போது சமூகப் பொருள் தகவல்கள் குறித்தும் விவரங்கள் சேகரிக்கும். சேகரிக்கப்படும் விவரங்கள் சில சீழைக் கொடுக்கப்பட்டுள்ளன.

**நட்பு குடும்பங்கள்**  
குடும்ப உறுப்பினர்கள் குறித்த விவரம், அவர்கள் எங்கு இருக்கிறார்கள், இந்த வீட்டில் குறிப்பிடப்பட்டிருக்கும் நபருடனான உறவுமுறை.

**கல்வி**  
படிக்கக்கொண்டிருக்கும் நிலை, பெற்றுள்ள அதிகப்படைக் கல்வித் தரநிலை, படித்தல் பாடம், எந்த நாட்டில் அதிகப்படைக்கல்வித் தரநிலை பெறப்பட்டது.

**வேலைப் பார்வையும் நாள்களும்**  
வேலை நிலை, வேலைப் பார்வையும் திறமையற்ற பெயர், என்ன வகை வேலை, ஆறுவகை இடத்தில் இடம், பார்வையும் வேலை, முக்கிய பணிகளிடையகம், வேலையின் தன்மை, வேலைப் பார்வையும் வழக்கமான நேரம், வருமானம்.

**வேலைப் பார்வையும் நாள்களும்**  
அவர் மூன்றுமாக வேலைத் தேடிக்கொண்டிருக்கிறார், அடுத்த 2 வாரங்களில் வேலைவாய்த் துவக்க தயாராக இருக்கிறார், வேலைத் தேடுவதற்கான பெறக்கொண்டிருக்கும் முயற்சிகள், வேலைப் பார்வையும் இருப்பதற்கான காரணங்கள்.

**15 மற்றும் அதற்கும் கூடுதல் வயதுடைய பெண்களுக்கு**  
பிறந்த குழந்தைகளின் எண்ணிக்கை.

**12 மாதங்கள் அல்லது அதற்கும் அதிகமாக வெளிநாட்டில் வாழும் நபர்கள்**  
தற்போது வசிக்கும் நாட்டின் பெயர், வெளிநாட்டில் வசிப்பதற்கான காரணம்.

**பிற தகவல்**  
பொழியாறு, பெரும்பாலும் / இரண்டாவது அதிகமாக பேசும் பெயர், மதம், பார்வையும், கேட்டது, நடமாடுவது, அறிவும் திறன், பெயர்மாசியும், பற்றும் தொடர்புகொள்ளும் போன்ற ஆய்வுகூட விவரங்களைச் செய்வதற்கு சிறப்பிடும், பள்ளிக்கு வேலைக்கு பயன்படுத்தும் நேரக்கூலாகும், பள்ளி அல்லது ஆறுவகைப் பயணத்திற்கு செய்வதற்கும் நேரம்.

**4 பேர் கொண்ட குடும்பத்திற்கு ஆய்வைப் பூத்திடு செய்தி.. சராசரியாக 30 நிமிடங்கள் தேவைப்படும்.**



# CENSUS 2020 INTERNET USER GUIDE



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2



## 1 Accessing the Census Online Submission Form

Access the Census Online Submission Form by entering the URL [www.census2020.gov.sg](http://www.census2020.gov.sg) or scanning the QR code found on the notification letter sent to your house. You will see the homepage below.



- (a) If you are logging in for the first time, click on 'REGISTER NOW'.
- (b) For subsequent login after you have registered, click on 'SIGN IN'.
- (c) Login to only one session at a time.

### 1.1 First-Time Registration

If you are accessing the form for the first time, register by entering your House ID (as indicated in your notification letter sent to your residential address) and NRIC/BC/FIN. Select your preferred login mode and click 'NEXT'.

First-Time Registration

Please register using details of the member(s) staying in the household.

House ID

NRIC/BC/FIN

Select your login mode

CENSUS ACCOUNT

SingPass

**Login Mode**

You are encouraged to login via SingPass. If you do not have a SingPass account, you may create a Census Account to access the survey.

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### 1.1.1 By SingPass

If you select SingPass as your login mode, you will be directed to the SingPass website. Please log in using your SingPass to continue with the registration.

### 1.1.2 Creating Census Account

If you select Create Census Account as your login mode, you will be brought to the step-by-step screens to create your account.

#### Step 1: User Verification

Specify the Date of Issue (As in NRIC or Pass) and click 'NEXT'.

Note: Click on [show me] to locate the Date of Issue.

User Verification

NRIC/BC/FIN  
00012345

Date of Issue (As in NRIC or Pass)

#### Step 2: Password Creation

(a) Enter a password of at least 12 characters. The password is case-sensitive and shall contain characters from at least two (2) of the following categories:

- Upper case (A through Z)
- Lower case (a through z)
- Digits (0-9)
- Special Characters (\$!@&?\*%#\_)

(b) Re-enter the password for confirmation. This password will be used for subsequent logins upon successful registration.

(c) Enter your mobile number and click 'CONFIRM'. This mobile number will be used to receive the One-Time Password (OTP) for all subsequent logins and password reset. Please note that each mobile number can only be used for one account and not shared among members in the house.

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Password Creation

Enter Password

Re-enter Password

Enter mobile number to receive One-Time Password

**Step 3: OTP**

Key in the One-Time password (OTP) sent to your designated mobile number and click 'SUBMIT'.

(a) If you did not receive your OTP in 2 minutes, click on 'Resend OTP'.

(b) If you need to amend the mobile number entered, click on 'Return to edit mobile number'.

For security reason, you will not be able to edit your mobile number after your account is successfully registered.

One-Time Password

After you login the One-Time Password (OTP) sent to your mobile number (09000)

Enter OTP

If you do not receive your OTP within next 2 minutes, please click 'Resend OTP'

**1.1.3 Registration Completed**

Upon successful authentication (for both SingPass and Census Account users), you will be brought to the Registration Completed screen. Click 'CONTINUE' to proceed to the survey.

**1.2 Subsequent Login**

If you are unable to complete the survey in one sitting, you may log in again before the due date of the Census 2020 as indicated in the Notification Letter.

(a) For SingPass users, click on 'Sign in with SingPass'.

(b) For Census Account users, key in your NRIC/BC/FIN and Password and click 'SIGN IN'.

Sign In

Please login using the same mobile and existing registration.

OR

Sign In with Census Account

NRIC/BC/FIN

Password

**1.3 Reset Census Account Password**

If you have forgotten the password for your Census Account, or have your Census Account locked due to multiple failed attempts, please click 'Forgot Password?' at the Sign in screen.

At the User Verification screen, key in your NRIC/BC/FIN, the Date of Issue (As in NRIC or Pass) and click 'NEXT'.

After successful authentication and OTP, you would be able to reset your password.

**Login Management**

1. You should keep your login details confidential.

2. If you encounter problems with registration or logging in, you may
- call our Census 2020 Hotline at 1800-236-2020 (Local) or +65-62362020 (Overseas) for assistance between 9.00am to 10.30pm from Mondays to Sundays (including Public Holidays), or
  - email us at census2020@singstat.gov.sg, with your name, House ID/residential address and contact number.



**2 Using the Census Online Submission Form**

**2.1 Common Functions**

These are the common navigation and action buttons within the survey:

Button	Button Description
Next	Go to the next screen of the survey.
Previous	Go to the previous screen of the survey.
Save	Save your current screen responses.
Review & Submit Survey	Check your survey form responses. If the form is incomplete, you will be brought to the Item(s) Require(s) Attention Screen to provide the required information. If the form is complete, you will be brought to the Review and Submit Screen to view a summary of your responses before submitting.
Menu – User Guide	Open this PDF file with instructions on using the Online Submission Form.
Menu – FAQ	Open a PDF file with a list of Frequently Asked Questions.
Logout	Logout of the survey.



**2.2 Where to locate the header and navigation aid (Desktop)**



**2.3 Where to locate the header and navigation aid (Mobile)**

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**2.4 How to use the Navigation Panel**

When first accessing a new house survey form, the only screen title you will see in the Navigation Panel is the Contact Information. Other relevant screen titles will appear automatically in the Navigation Panel as you proceed.

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**Checking your Survey Responses**

Click on the "REVIEW & SUBMIT SURVEY" button or "NEXT" from the last screen of the last house member to validate your response. An indicator will be shown beside each screen title.

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**2.5 Providing your Responses**

**2.5.1 Contact Information Screen**

- At the Contact Information screen, please provide your Name and at least one contact number.
- You may indicate your preference to receive a reminder before the due date for internet submission of your Census form via SMS or Email by checking the checkbox at the bottom of the screen.

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**2.5.2 Whereabouts Screen**

- You will need to indicate the **Whereabouts** (i.e. Present in house, Overseas, Shifted out, Deceased or Unknown) of all persons living in your house by selecting from the dropdown list.
- The list includes all family members and non-family members such as domestic helper(s) and tenant(s).
- Tooltip is included to explain some of the terms used. Click on the tooltip icon to view the message.
- If there is any member not listed on screen, click on 'Add Member' to provide the details of the member.

**Note:**  
All questions in the Census form must be answered before it can be submitted.

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**2.5.3 Household Grouping Screen**

- You are required to group the house members listed.
- If all listed members belong to the same household, select 'Yes' to the question on whether they belong to the same household.
- Otherwise, select 'No' to group the members into their respective households using the dropdown list.

**Note:**  
A household refers to one person living alone or a group of two or more persons (including domestic helpers/stay-in caregivers) living in the same house and sharing common food or other essential arrangements for living.

- If you do not wish to share your household information with member(s) from another household, please uncheck the checkbox at the bottom of this screen.

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**2.5.4 Basic Particulars Screen**

- If you do not wish to share your individual information with other member(s) in your household, please uncheck the checkbox at the bottom of your Basic Particulars screen.

**2.5.5 Types of Responses**

Response Type	How it Works?
Radio Button	<p>Please select only 1 response.</p> <p><b>Example:</b></p> <p><b>Current Activity Status</b></p> <p>What is this person's current activity status?</p> <ul style="list-style-type: none"> <li>Fully engaged in work (including serving National Service)</li> <li>Schooling but currently working in a vacation job or undergoing paid internship</li> <li>Working while awaiting examination results or NS call-up</li> <li>Engaged in work while schooling</li> <li>Full-time student</li> <li>Not working and not full-time student</li> </ul>

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<p><b>Checkbox</b></p> <p>Please select all options that are applicable. You can uncheck the option(s) to remove your selection.</p> <p><b>Example:</b></p> <p><b>Literacy</b></p> <p>What language(s) is this person able to read in?</p> <p>Tip: Person should be able to read, with understanding, materials such as newspapers in the selected language(s).</p> <ul style="list-style-type: none"> <li>Able to read at least one language                             <ul style="list-style-type: none"> <li>English</li> <li>Chinese</li> <li>Malay</li> <li>Tamil</li> <li>Others: <input type="text" value="Please Select"/></li> </ul> </li> <li>Unable to read in any language</li> </ul>																
<p><b>Dropdown</b></p> <p>Activate the dropdown by clicking and select 1 option.</p> <p><b>Example:</b></p> <p><b>Parents Identification</b></p> <p>Please identify the parents of each household member.</p> <p>Tip: If the person's father or mother is not living in the same household or is deceased, please select 'Not in Household/Not Applicable'.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Mother</th> <th>Father</th> </tr> </thead> <tbody> <tr> <td>PERSON 1</td> <td><input type="text" value="Please Select"/></td> <td><input type="text" value="Please Select"/></td> </tr> <tr> <td>PERSON 2</td> <td>PERSON 2</td> <td><input type="text" value="Please Select"/></td> </tr> <tr> <td>PERSON 3</td> <td>Not in Household/Not Applicable</td> <td><input type="text" value="Please Select"/></td> </tr> <tr> <td>PERSON 4</td> <td><input type="text" value="Please Select"/></td> <td><input type="text" value="Please Select"/></td> </tr> </tbody> </table>	Name	Mother	Father	PERSON 1	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>	PERSON 2	PERSON 2	<input type="text" value="Please Select"/>	PERSON 3	Not in Household/Not Applicable	<input type="text" value="Please Select"/>	PERSON 4	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>	
Name	Mother	Father														
PERSON 1	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>														
PERSON 2	PERSON 2	<input type="text" value="Please Select"/>														
PERSON 3	Not in Household/Not Applicable	<input type="text" value="Please Select"/>														
PERSON 4	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>														

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- You can search for the options available by typing keywords.

**Example:**  
Field of Study

What is the major field of study of this person's highest qualification?  
Tip: If this person has 2 or more equivalent qualifications, select based on the one most recently obtained.

Statistics

Where did the person study to obtain his/her highest qualification?  
Tip: If this person has 2 or more equivalent qualifications, select based on the one most recently obtained.

SINGAPORE  
FEDERATED STATES OF MICRONESIA  
FRENCH POLYNESIA  
INDONESIA  
MALAYSIA  
RUSSIA

- More than 1 selection is allowed for the Others selection on the Literacy screen.

**Example:**  
Literacy

What language(s) is this person able to read in?  
Tip: Person should be able to read, with understanding, material such as newspapers in the selected language(s).

Ability to read at least one language  
Please select all that is applicable, up to a maximum of 8 languages.

English  
Chinese  
Malay  
Tamil  
Others:  
Arabic - (Arabic)  
Arabic  
Azerbaijani  
Burmese  
Dutch

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**Text Box**

Textbox allow for numeric and/or text inputs  
- Only numbers are allowed to be keyed in for fields asking for numeric inputs.

**Example:**  
Income from Work

What was this person's gross monthly income from work last month (including bonus/13th month Annual Wage Supplement)?

Tip:  
- Gross monthly income from work refers to income earned from employment from 01/01/2018.  
- For employees, this refers to the gross monthly wages/benefits before deduction of employee CPF contributions and personal income tax. It comprises basic wages, overtime pay, commissions, tips and other allowances, but excludes employer CPF contribution.  
- For self-employed persons, this refers to the average monthly profits from business, trade or profession (i.e. total receipts less business expenses incurred) before deduction of income tax.

\$ 2500 20

How much bonus did this person receive during the last 12 months (including 13th month Annual Wage Supplement)?  
Tip: This refers to the total amount of bonus received from 01/01/18.

\$ 1000 00

Month(s)

- Text in alphanumeric values are allowed to be keyed in for free text response fields.

**Example:**  
Industry and Occupation

What industry was this person working in last week?  
Tip: If this person was holding more than 1 job last week, answer based on the job that he/she worked the longest hours.

Firm/Organisation  
NANYANG KINDERGARTEN

What was this person's job title last week?  
e.g. Teacher  
Kindergarten teacher

What was this person's main tasks/duties at work last week?  
e.g. Teach English and Math in Primary school  
Teach and take care of toddlers in kindergarten

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**Text Box with Search Function**

- You can search for the options available by typing keywords.  
- If you are not able to find your response in the search results, the system will accept the text as entered.  
- For example, for a kindergarten teacher, when you enter "Kindergarten", you will only see "KINDERGARTEN PRINCIPAL" in the search result. However, you can continue to enter "teacher" to complete your job title as "Kindergarten Teacher".  
- This response method is also applicable for the question "What industry was this person working in last week?".

**Example:**  
Industry and Occupation

What industry was this person working in last week?  
Tip: If this person was holding more than 1 job last week, answer based on the job that he/she worked the longest hours.

Firm/Organisation  
NANYANG KINDERGARTEN

What was this person's job title last week?  
e.g. Teacher  
Kindergarten  
KINDERGARTEN PRINCIPAL  
\*You may continue to enter text to complete your response.

What was this person's job title last week?  
e.g. Teacher  
Kindergarten teacher

**Workplace Location**

- You may input an address by entering:  
a) Postal Code;  
b) Block and Street Name;  
c) Building Name  
- Alternatively, you can click on the "OPEN MAP" icon which opens up a search textbox and location map to key in the address or pin your location.

**Example:**

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**Workplace Location**

What is the address of this person's workplace (for the main job) and where he/she usually works most of the time?  
Tip:  
- For those who report to different places on different days, please indicate the place where this person reported most frequently during the last week.  
- For those who share shared or third job, please indicate the place where this person reports to work daily (e.g. taxi/cab drivers who report to a depot should indicate the address of the depot).  
- For those who do not report daily in person to a fixed address, please indicate the fixed location for work (e.g. taxi/cab drivers who do not report to a fixed location).  
- For those who do not report daily in person to a fixed address, please indicate the fixed location for work (e.g. taxi/cab drivers who do not report to a fixed location).

Address

You may search for this person's workplace address here:

Postal Code: 179001

Block and Street Name: 104 NORTH-BRIDGE ROAD

Building Name: PUNJIV

**Example:**

Search for your workplace address

NORTH BRIDGE ROAD PUNJIV 02 SINGAPORE 179001

Map showing location of North Bridge Road Punjiv.

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### 3 Reviewing and Submitting the Census Online Submission Form

You can check your survey form responses by:

- a) Clicking on the 'REVIEW & SUBMIT SURVEY' button
- b) Clicking 'NEXT' from the last screen of the last house member

#### 3.1 Item(s) Require(s) Attention Screen

Click on each link with **A** to go back to the screen where you can update the responses that have been missed out.

If you have indicated your preference not to share your household or individual information and have completed your Household or Individual survey form, you may review the respective survey forms by clicking on the 'REVIEW' button.

Item(s) require(s) attention

Some responses may have been missed out or contain errors. Please click on the **A** link(s) below to check and update.

House ID 4D10052

Household 01  
Click 'Review' to view your household's survey returns. **REVIEW**

Household 02  
Spouse Identification

PERSON 3  
Current Activity Status

Form is completed.  
Item(s) require(s) attention.  
Individual/this household has activated the Privacy Lock. The survey form(s) can be only be viewed/edited by the individual or households.

#### 3.2 Review and Submit Screen

Once you have completed the survey form, you will be brought to the Review and Submit screen where you can review your responses.

If you wish to edit your responses, click on the 'Edit' button below each response to go back to the respective screen.

If you wish to keep a copy of your responses, please use the save or print function in the browser at this screen before submitting.

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#### Review and Submit

Please click on 'Edit' if you wish to make changes. You may save or print your return before submitting. You will not be able to access the form after submission.

Please list all persons living in your house and indicate their relationship.

Name	NRIC/IC/PRN	Relationship
PERSON 1	9900000	Overseas for 12 months or more
PERSON 2	9900000	Overseas for 12 months or more
PERSON 3	9900000	Based in house
PERSON 4	9900000	Overseas for 12 months or more

Do all members belong to the same household?

Yes **NO**

Name: \_\_\_\_\_ Household Number: \_\_\_\_\_

PERSON 1 Household ID: \_\_\_\_\_

PERSON 2 Household ID: \_\_\_\_\_

PERSON 3 Household ID: \_\_\_\_\_

PERSON 4 Household ID: \_\_\_\_\_

You may submit your survey by clicking on the 'SUBMIT' button at the bottom of this screen.

Do note that you will not be able to access or edit your responses once your survey form is successfully submitted.

Does this person have difficulty hearing even if using a hearing aid? No - no difficulty

Does this person have difficulty with body movement activities such as walking or climbing steps or transferring from bed/chair/wheelchair (and vice versa)? No - no difficulty

Does this person have difficulty remembering or concentrating? No - no difficulty

Does this person have difficulty with self-care activities such as washing all over, brushing teeth or dressing, feeding, or using the toilet? No - no difficulty

Using this person's usual (customer) language, does this person have difficulty communicating for example understanding or being understood? No - no difficulty

YES

← PREV **SUBMIT** →

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### 3.3 Acknowledgement Screen

If your submission is successful, you will see the successfully submitted screen with a transactional ID.

If you have provided your contact details in the Contact Information screen, a SMS/Email will be sent to you after you have submitted the Census form successfully.

You have submitted your survey successfully.  
Thank you for your participation. We may contact you for clarifications if required.

Your submission code is <MWWGHR0U> for House ID **4D10003**.  
Transaction Date: 31 JAN 2020

To end the session, please click **End**

For security reasons, please clear your browser's cache after the session.

### 4 Browser Settings

The Census Online Submission Form works best on desktop and mobile platforms running on the following Operating Systems:

Operating Systems	<ul style="list-style-type: none"> <li>- Microsoft Windows 7 or later</li> <li>- MAC OS X or later</li> <li>- Android 9 or later</li> <li>- iOS 11 or later</li> </ul>
Browser Requirements	<p>Supports the following browsers:</p> <ul style="list-style-type: none"> <li>- Internet Explorer 11, 12;</li> <li>- Edge 17, 18;</li> <li>- Firefox 69, 70;</li> <li>- Chrome 77, 78;</li> <li>- Safari 12, 13 (MAC OS, iOS only).</li> </ul> <p>Enable JavaScript/Cookies/Pop-up and set up TLS</p>

The use of other browsers or settings may result in difficulties in logging in, face issues with password resets and failure in receiving system prompts such as session timeout alerts etc.

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### 5 Contact Us

If you need help, you can:

- Ask Jamie which can be accessed via [www.census2020.gov.sg](http://www.census2020.gov.sg).
- Look at the Frequently Asked Questions for Census Online Submission form by clicking [here](#).
- Call our Census 2020 Hotline at 1800-236-2020 (Local) or +65-62362020 (Overseas) between 9am to 10.30pm, Mondays to Sundays (including Public Holidays).
- Email us at [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg) with your name, House ID/residential address and contact number.

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## CENSUS 2020 NOTIFICATION LETTER

[DD MTH YYYY]

THE OCCUPANT  
[Block] [Street Name]  
[Unit number]  
[Postal Code]

House ID	
Submission Due Date	

### CENSUS OF POPULATION 2020

Dear Sir/Madam

The Singapore Department of Statistics is currently conducting the Census of Population 2020 (C2020). Your household has been selected for participation in C2020.

The Census is conducted once in ten years. It 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. You may refer to the enclosed pamphlet for more information on C2020.

Your participation is important. Please complete and submit your C2020 returns by the due date. In appreciation of your participation, we are pleased to enclose a specially-designed Census souvenir.

The conduct of C2020 is governed by the Statistics Act (Chapter 317). Your responses will be kept in confidence in accordance with the Statistics Act.

Thank you for your co-operation and assistance.

Yours faithfully

WONG WEE KIM  
CHIEF STATISTICIAN  
SINGAPORE

#### Ways to Submit Your C2020 Returns

Online <a href="http://www.census2020.gov.sg">www.census2020.gov.sg</a>	Call C2020 Hotline <b>1800-236-2020</b>	Face-to-Face Interview
<p>Scan the QR code to directly access the survey website.</p> <div style="border: 1px solid black; padding: 5px; text-align: center;">QR Code</div> <p>Register and login using the House ID (provided at the top right of this letter) and your SingPass. Non-SingPass users may create a password using NRIC/FIN to access the survey form.</p>	<p>Call us for an immediate phone interview or to schedule an interview.</p> <p>Our interviewers may also contact you to conduct an interview if your contact number is available in our records. They will identify themselves as C2020 officers and quote your House ID.</p> <p>The C2020 hotline operates from 9am to 10.30pm, Mondays to Sundays (including Public Holidays)</p>	<p>Face-to-face interview will be conducted if you have not provided a response via Internet or telephone by the due date.</p> <p>Our field interviewers will carry an official Identification Card and a letter of authorisation when they visit your house.</p>

Singapore Department of Statistics  
109 North Bridge Road #08-01 Funan  
Singapore 179097  
[www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



## CENSUS 2020 NOTIFICATION LETTER – CHINESE



[DD MTH YYYY]

住户

[Block] [Street Name]

[Unit number]

[Postal Code]

住户编号	
提交截止日期	

### 2020 年人口普查

尊敬的先生/女士，

新加坡统计局目前正在进行 2020 年人口普查。贵户是获选参与 2020 年人口普查的住户之一。

人口普查每十年进行一次，是新加坡规模最大的全国性调查。我们将收集人口与住户相关的主要特征等资料，用于策划及评估发展计划和服务。有关 2020 年人口普查的更多详情，请参阅随附的小册子。

您的参与是重要的。请在截止日期前填写并提交您的普查表。为了感谢您的参与，谨随函附上特别设计的普查纪念品。感谢您的合作与协助。



2020 年人口普查是根据《统计法令（第 317 章）》进行的一项强制性调查。所有被选中参与调查的住户**必须**提供所需的资料。该法令确保贵户所提供的资料将受到严格保密。

王辉锦  
新加坡统计局局长  
敬上

#### 如何提交 2020 年人口普查表格

<p><b>网上提交</b> www.census2020.gov.sg</p> <p>扫描 QR 码衔接调查网站。</p> <p>QR 码</p> <p>使用住户编号（参阅本信函右上角）和您的电子政府密码（SingPass）注册并登录。 没有电子政府密码（SingPass）的用户可以使用身份证号码/外国人身份证号码设置密码并提取普查表。</p>	<p><b>电话访问</b> 1800-236-2020</p> <p>致电热线直接参与电话访问，或另约时间进行访问。</p> <p>如果您的联系号码在我们的记录中，我们的访员也会联系您进行访问。他们将会介绍自己为 2020 年人口普查访员，并确认您的住户编号。</p> <p>2020 年人口普查热线开放时间为星期一至星期日（包括公定假日），上午 9 时至晚上 10 时 30 分。</p>	<p><b>当面访问</b></p> <p>如果您未在截止日期前通过网络或电话提交普查表，我们的外勤访员将登门造访，并进行当面访问。他们会携带普查员身份卡片以及授权书。</p>
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## CENSUS 2020 NOTIFICATION LETTER – MALAY



[HH BUL TTTT]

PENDUDUK  
[Blok] [Nama Jalan]  
[Nombor Unit]  
[Poskod]

ID Rumah	
Tarikh Tamat Penyerahan	

### BANCI PENDUDUK 2020

Tuan/Puan yang dihormati

Jabatan Perangkaan Singapura kini sedang menjalankan Banci Penduduk 2020 (C2020). Isi rumah anda telah dipilih untuk menyertai C2020.

Banci ini dijalankan sekali dalam masa sepuluh tahun. Banci ini merupakan kaji selidik kebangsaan yang terbesar dilaksanakan di Singapura. Maklumat mengenai ciri-ciri utama penduduk dan isi rumah akan dikumpulkan dan digunakan bagi perancangan dan penilaian program dan perkhidmatan. Anda boleh merujuk risalah yang dilampirkan untuk maklumat lanjut mengenai C2020.

Penyertaan anda amat penting. Sila lengkapkan dan serahkan penyata C2020 anda sebelum tarikh tamat. Sebagai menghargai penyertaan anda, kami dengan sukacitanya menyertakan cenderahati Banci yang direka khas. Terima kasih atas kerjasama dan bantuan anda.

Yang benar



C2020 dijalankan di bawah Akta Perangkaan (Bab 317). Penyertaan adalah **wajib**. Semua maklumat yang diberi akan disimpan secara rahsia menurut Akta Perangkaan.

WONG WEE KIM  
KETUA AHLI PERANGKAAN  
SINGAPURA

#### Cara untuk Menyerahkan Penyata C2020 Anda

<p>Dalam Talian <a href="http://www.census2020.gov.sg">www.census2020.gov.sg</a></p> <p>Imbas kod QR untuk mengakses laman web kaji selidik secara langsung.</p> <p>Daftar dan log masuk dengan menggunakan ID Rumah (boleh didapati di bahagian kanan sebelah atas surat ini) dan SingPass anda.</p> <p>Bukan pengguna SingPass boleh mencipta kata laluan dengan menggunakan NRIC/FIN untuk mengakses borang kaji selidik.</p>	<p>Hubungi Talian Penting C2020 <b>1800-236-2020</b></p> <p>Hubungi kami bagi mendapatkan temu bual telefon segera atau untuk menjadualkan temu bual.</p> <p>Penemu bual kami juga mungkin akan menghubungi anda untuk menjalankan temu bual jika nombor hubungan anda boleh didapati dalam rekod kami. Mereka akan mengenalkan diri mereka sebagai pegawai C2020 dan menyebutkan ID Rumah anda.</p> <p>Talian penting C2020 beroperasi dari jam 9pg hingga 10.30mlm, hari Isnin hingga Ahad (termasuk Cuti Umum)</p>	<p>Temu Bual Secara Bersemuka</p> <p>Temu bual secara bersemuka akan dijalankan jika anda belum memberi respons melalui Internet atau telefon menjelang tarikh tamat.</p> <p>Penemu bual lapangan kami akan membawa Kad Pengenalan rasmi dan surat pengesahan apabila mereka datang ke rumah anda.</p>
--	---	--



## CENSUS 2020 NOTIFICATION LETTER – TAMIL



[நாநா மாமா வவவவ] குடியிருப்பவர் [புளோக்] [ஸ்ட்ரீட் பெயர்] [வீட்டு எண்] [அஞ்சல் குறியீடு]
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வீட்டு அடையாளம்	
சமர்ப்பிப்பதற்கானக் கடைசி நாள்	

### 2020 ஆம் ஆண்டுக்கான மக்கள்தொகை கணக்கெடுப்பு

அன்புடையீர்

சிங்கப்பூர் புள்ளிவிவரப் பிரிவு தற்போது 2020 ஆம் ஆண்டுக்கான கணக்கெடுப்பை (C2020) நடத்தி வருகிறது. உங்கள் வீடு C2020வில் பங்கேற்க தேர்ந்தெடுக்கப்பட்டிருக்கிறது.

மக்கள்தொகை கணக்கெடுப்பு பத்து வருடங்களுக்கு ஒருமுறை நடத்தப்படுகிறது. இதுவே சிங்கப்பூரில் நடத்தப்படும் ஆகப் பெரிய தேசிய அளவிலான ஒரே ஆய்வாகும். மக்கள்தொகை, குடும்பங்கள் குறித்த முக்கியத் தகவல்கள், நிகழ்ச்சிகள் மற்றும் சேவைகளை திட்டமிடுவதற்காகவும், மதிப்பிடுவதற்காகவும் சேகரிக்கப்படும். C2020 குறித்த மேல்விவரங்களை இத்துடன் இணைக்கப்பட்டுள்ள சிற்றேட்டைப் பார்த்துத் தெரிந்து கொள்ளலாம்.

இதில் நீங்கள் பங்கேற்பது முக்கியமானது. இறுதித் தேதிக்குள் C2020 பதிவைப் பூர்த்தி செய்து சமர்ப்பித்திடுங்கள். உங்கள் பங்கேற்பை பாராட்டி உங்களுக்குப் பிரத்தியேகமாக வடிவமைக்கப்பட்ட மக்கள் கணக்கெடுப்பு நினைவுப்பொருள் ஒன்று வழங்கப்படும். உங்கள் ஒத்துழைப்புக்கும் உதவிக்கும் நன்றி.

உங்கள் உண்மையுள்



C2020 புள்ளிவிவர சட்டத்தின் (பிரிவு 317) கீழ் நடத்தப்படுகிறது. இதில் பங்கேற்பது **கட்டாயமாகும்**. நீங்கள் அளிக்கும் தகவல்கள் அனைத்தும் புள்ளிவிவரச் சட்டத்திற்கு இணங்க இரகசியமாக வைத்திருக்கப்படும்.

WONG WEE KIM

தலைமை புள்ளியியலாளர்  
சிங்கப்பூர்

### உங்கள் C2020 பதிவை சமர்ப்பிப்பதற்கான வழிகள்

இணையம்வழி www.census2020.gov.sg	C2020 நேரடித் தொலைப்பேசியை அழைக்கவும் 1800-236-2020	நேருக்கு நேர் பேட்டி
QR குறியீட்டை ஸ்கேன் செய்து ஆய்வு இணையதளத்திற்கு நேரடியாக சென்றிடுங்கள்.	QR குறியீடு	உடனடி நேர்காணலுக்கு அல்லது நேர்காணலுக்குத் திட்டமிட எங்களை அழைத்திடுங்கள்.
கடிதத்தின் வலது பக்கம் மேலே உள்ள வீட்டு அடையாளத்தையும் சின்பாஸையும் பயன்படுத்திப் புகுபதிவு செய்திடுங்கள்.	எங்கள் பதிவுகளில் உங்கள் தொலைப்பேசி எண்கள் இருந்தால் எங்கள் பேட்டியாளர்கள் நேர்காணலுக்காக உங்களைத் தொடர்புக்கொள்ளக்கூடும். அவர்கள் தங்களை C2020 அதிகாரிகள் என்று அறிமுகம் செய்துகொண்டு உங்கள் வீட்டு அடையாளக் குறியீட்டைக் குறிப்பிடுவார்கள்.	நீங்கள் இணையம் வழியோ அல்லது தொலைப்பேசி வழியோ கடைசித் தேதிக்குள் பதிலளிக்காதிருந்தீர்களானால் நேருக்கு நேர் பேட்டி எடுக்கப்படும். எங்கள் களப் பேட்டியாளர்கள் உங்கள் வீட்டிற்கு வரும்போது அவர்களுடைய அதிகாரப்பூர்வ அடையாள அட்டையையும் அதிகாரமளிக்கும் கடிதத்தையும் வைத்திருப்பார்கள்.
சின்பாஸ் இல்லாதவர்கள் ஆய்வுப் படிவத்தை அணுக NRIC/FIN-ஐ பயன்படுத்தி ஒரு மறைச்சொல்லை உருவாக்கிக் கொள்ளலாம்.	C2020 நேரடி தொலைப்பேசி திங்கள் முதல் ஞாயிறு வரை காலை 9 மணி முதல் இரவு 10.30 மணி வரை செயல்படும். (பொதுவிடுமுறைகள் உட்பட)	



## CENSUS 2020 FIRST REMINDER LETTER

[DD MTH YYYY]

THE OCCUPANT  
[Block] [Street Name]  
[Unit number]  
[Postal Code]

House ID	
Extended Due Date	

### CENSUS OF POPULATION 2020 – FIRST REMINDER\*

Dear Sir/Madam

The Singapore Department of Statistics is currently conducting the Census of Population 2020 (C2020). A notification letter was sent on <<DD MM YYYY>> to inform that your household is selected for C2020.

As we have not received your C2020 returns, please submit them as soon as possible. If you have Internet access, we encourage you to submit your returns online. We have extended the due date for Internet submission. If you encounter any technical difficulty, kindly call our C2020 Hotline for assistance.

The conduct of C2020 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 co-operation and assistance.

Yours faithfully

WONG WEE KIM  
CHIEF STATISTICIAN  
SINGAPORE

\* Please ignore this reminder if you have already submitted your C2020 returns or fixed an appointment with our interviewer.

#### Ways to Submit Your C2020 Returns

 Online <a href="http://www.census2020.gov.sg">www.census2020.gov.sg</a>	 Call C2020 Hotline <b>1800-236-2020</b>	 Face-to-Face Interview
<p> Scan the QR code to directly access the survey website.</p> <div data-bbox="367 1568 566 1758" style="border: 1px solid black; padding: 5px; text-align: center;">  </div> <p> Register and login using the House ID (provided at the top right of this letter) and your SingPass. Non-SingPass users may create a password using NRIC/FIN to access the survey form.</p>	<p> Call us for an immediate phone interview or to schedule an interview.</p> <p> Our interviewers may also contact you to conduct an interview if your contact number is available in our records. They will identify themselves as C2020 officers and quote your House ID.</p> <div data-bbox="678 1848 742 1915" style="border: 1px solid black; padding: 5px; text-align: center;">  </div> <p>The C2020 hotline operates from 9am to 10.30pm, Mondays to Sundays (including Public Holidays)</p>	<p> Face-to-face interview will be conducted if you have not provided a response via Internet or telephone by the due date.</p> <p>Our field interviewers will carry an official Identification Card and a letter of authorisation when they visit your house.</p>

Singapore Department of Statistics  
109 North Bridge Road #08-01 Funan  
Singapore 179097  
[www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



## CENSUS 2020 SECOND REMINDER LETTER

[DD MTH YYYY]

THE OCCUPANT  
[Block] [Street Name]  
[Unit number]  
[Postal Code]

House ID	
Final Due Date	

### CENSUS OF POPULATION 2020 – SECOND REMINDER\*

Dear Sir/Madam

The Singapore Department of Statistics is currently conducting the Census of Population 2020 (C2020). A notification letter was sent on <<DD MM YYYY>> to inform that your household is selected for C2020. A reminder was also sent on <<DD MM YYYY>>.

As we have not received your C2020 returns, an extension has been made to the due date for Internet submission.

The C2020 is conducted under the Statistics Act (Chapter 317). Participation is compulsory. All information provided will be kept in confidence in accordance with the Statistics Act.

We will be grateful for your co-operation in submitting your C2020 returns by the final due date.

Yours faithfully

WONG WEE KIM  
CHIEF STATISTICIAN  
SINGAPORE

\* Please ignore this reminder if you have already submitted your C2020 returns or fixed an appointment with our interviewer.

#### Ways to Submit Your C2020 Returns



Online

[www.census2020.gov.sg](http://www.census2020.gov.sg)



Call C2020 Hotline

1800-236-2020



Face-to-Face  
Interview



Scan the QR code to directly access the survey website.

QR Code



Register and login using the House ID (provided at the top right of this letter) and your SingPass.

Non-SingPass users may create a password Using NRIC/FIN to access the survey form.



Call us for an immediate phone interview or to schedule an interview.



Our interviewers may also contact you to conduct an interview if your contact number is available in our records. They will identify themselves as C2020 officers and quote your House ID.



The C2020 hotline operates from 9am to 10.30pm, Mondays to Sundays (including Public Holidays)



Face-to-face interview will be conducted if you have not provided a response via Internet or telephone by the due date.

Our field interviewers will carry an official Identification Card and a letter of authorisation when they visit your house.

Singapore Department of Statistics  
109 North Bridge Road #08-01 Funan  
Singapore 179097  
[www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



## CENSUS 2020 THIRD REMINDER LETTER

[DD MTH YYYY]

THE OCCUPANT  
[Block] [Street Name]  
[Unit number]  
[Postal Code]

House ID

### CENSUS OF POPULATION 2020\*

Dear Sir/Madam

The Singapore Department of Statistics is currently conducting the Census of Population 2020 (C2020). A notification letter was sent on <<DD MMM YYYY>> to inform that your household is selected for C2020. Reminder letters were also sent on <<DD MMM YYYY>> and <<DD MMM YYYY>>.

We note that the C2020 return for your house is still incomplete. We urge you to complete the survey as soon as possible via the Internet or our C2020 Hotline by <<final extended due date>>. If there is a need for you to be interviewed at your house, you may also call the C2020 Hotline during our hotline operating hours to arrange for a face-to-face interview.

The C2020 is conducted under the Statistics Act (Chapter 317). Participation is compulsory. All information provided will be kept in confidence in accordance with the Statistics Act.

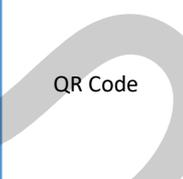
Your participation and support in completing this national survey is greatly appreciated to ensure that accurate and representative data is collected. Thank you.

Yours faithfully

WONG WEE KIM  
CHIEF STATISTICIAN  
SINGAPORE

\* Please ignore this reminder if you have already submitted your C2020 returns or fixed an appointment with our interviewer.

#### Ways to Submit Your C2020 Returns

 Online <a href="http://www.census2020.gov.sg">www.census2020.gov.sg</a>	 Call C2020 Hotline <b>1800-236-2020</b>	 Face-to-Face Interview
 Scan the QR code to directly access the survey website. <div data-bbox="331 1617 523 1809" style="border: 1px solid black; padding: 10px; text-align: center; margin: 10px 0;">  <p>QR Code</p> </div>  Register and login using the House ID (provided at the top right of this letter) and your SingPass. Non-SingPass users may create a password using NRIC/FIN to access the survey form.	 Call us for an immediate phone interview or to schedule an interview.  Our interviewers may also contact you to conduct an interview if your contact number is available in our records. They will identify themselves as C2020 officers and quote your House ID. <div data-bbox="646 1892 710 1960" style="border: 1px solid black; padding: 5px; display: inline-block;">  </div> The C2020 hotline operates from 9am to 10.30pm, Mondays to Sundays (including Public Holidays)	 Face-to-face interview may be arranged if you are unable to respond via Internet or telephone. You will be required to provide a health and travel declaration prior to their visit.  Our field interviewers will carry an official Identification Card and a letter of authorisation when they visit your house.

Singapore Department of Statistics  
109 North Bridge Road #08-01 Funan  
Singapore 179097  
[www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



## CENSUS 2020 FOURTH REMINDER LETTER

[DD MTH YYYY]

House ID	
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THE OCCUPANT  
[Block] [Street Name]  
[Unit number]  
[Postal Code]

### CENSUS OF POPULATION 2020\*

Dear Sir/Madam

The Singapore Department of Statistics is conducting the Census of Population 2020 (C2020). We wrote to you on <<DD MMM YYYY>> to inform that the above address is selected for the C2020. As the survey was incomplete, reminders were also sent between <<month>> and <<month>>.

You may have overlooked replying to the Census 2020 survey despite our previous attempts to reach you. As we will be closing the Census survey operations by Oct 2020, we seek your kind co-operation to contact us as soon as possible. Our field interviewers are visiting households to assist with the survey. If you prefer, you may also call the C2020 Hotline for assistance or to complete the survey via a phone interview.

Participation in the C2020 is compulsory. All information provided will be kept in confidence in accordance with the Statistics Act (Chapter 317).

The Census is an exercise of national importance. More information can be found in the enclosed information pamphlet or on our Census webpage at <http://www.singstat.gov.sg/census2020>. Your participation and support are greatly appreciated to ensure that accurate and representative data is collected. We look forward to your prompt response. Thank you.

Yours faithfully

WONG WEE KIM  
CHIEF STATISTICIAN  
SINGAPORE

\* Please ignore this reminder if you have already submitted your C2020 returns or fixed an appointment with our interviewer.

#### Ways to Submit Your C2020 Returns

 Online <a href="http://www.census2020.gov.sg">www.census2020.gov.sg</a>	 Call C2020 Hotline <b>1800-236-2020</b>	 Face-to-Face Interview
 Online submission has lapsed. You are encouraged to submit your survey returns via a phone interview instead.  If you would still like to complete your returns via our Online Submission Form, please call our C2020 Hotline or email us at <a href="mailto:Census2020@singstat.gov.sg">Census2020@singstat.gov.sg</a> and quote your House ID or residential address for us to make special arrangements for you.	 Call us for an immediate phone interview or to schedule a phone or face-to-face interview.  <div style="border: 1px solid #ccc; padding: 5px; text-align: center;">  The C2020 hotline operates from 9am to 10.30pm, Mondays to Sundays (including Public Holidays)           </div>	 Our field interviewers are currently visiting households for face-to-face interviews and to verify if addresses are occupied.  They will carry an official Identification Card and a letter of authorisation when they perform their duties.

Singapore Department of Statistics  
109 North Bridge Road #08-01 Funan  
Singapore 179097  
[www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)



**SINGAPORE DEPARTMENT OF STATISTICS  
CENSUS OF POPULATION 2020  
(STATISTICS ACT, CHAPTER 317)  
HOUSEHOLD FORM**



**CONFIDENTIAL**

HOUSE ID: \_\_\_\_\_

HOUSEHOLD NO.: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ S ( \_\_\_\_\_ )

Name of Contact Person: \_\_\_\_\_

Home: \_\_\_\_\_

Office: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

**Do all persons living in this house belong to the same household?**

Yes  No

If **No**, please use a separate household form for each separate household.

A household refers to one person living alone or a group of two or more persons (including domestic helpers/stay-in caregivers) living in the same house and sharing common food or other essential arrangements for living.

*Note: Although persons 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 belongs to a separate household.*

**WHEREABOUTS**

Please list all persons living in this household and indicate their whereabouts.

Whereabouts refers to whether the person is present, overseas, has moved out of the house or is deceased.

*Tip: Include all **family members** and **non-family members** such as domestic helpers and tenants.*

*(Persons who are 'Overseas for 12 months or more' include those whose duration of overseas job or course of study is 12 months or more. They also include persons who are not working or studying but have been staying or intend to stay abroad for at least 12 months.)*

**Person 01**

**Full Name**

as in NRIC/Passport: \_\_\_\_\_

**NRIC/BC/FIN:** \_\_\_\_\_

*(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)*

**Age at Last Birthday:** \_\_\_\_\_

*(For babies less than 1 year old, please indicate 0.)*

**Whereabouts:**

- |   |   |
|---|---|
| <input type="checkbox"/> Present in house                             | <input type="checkbox"/> Shifted out    |
| <input type="checkbox"/> Overseas for less than 6 months              | <input type="checkbox"/> Deceased       |
| <input type="checkbox"/> Overseas for 6 months to less than 12 months | <input type="checkbox"/> Unknown Person |
| <input type="checkbox"/> Overseas for 12 months or more               |   |

**Person 02**

**Full Name**

as in NRIC/Passport: \_\_\_\_\_

**NRIC/BC/FIN:** \_\_\_\_\_

*(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)*

**Age at Last Birthday:** \_\_\_\_\_

*(For babies less than 1 year old, please indicate 0.)*

**Whereabouts:**

- |   |   |
|---|---|
| <input type="checkbox"/> Present in house                             | <input type="checkbox"/> Shifted out    |
| <input type="checkbox"/> Overseas for less than 6 months              | <input type="checkbox"/> Deceased       |
| <input type="checkbox"/> Overseas for 6 months to less than 12 months | <input type="checkbox"/> Unknown Person |
| <input type="checkbox"/> Overseas for 12 months or more               |   |



SINGAPORE DEPARTMENT OF STATISTICS  
CENSUS OF POPULATION 2020  
(STATISTICS ACT, CHAPTER 317)  
HOUSEHOLD FORM

**Person 03**

**Full Name**

**as in NRIC/Passport:** \_\_\_\_\_

**NRIC/BC/FIN:** \_\_\_\_\_

*(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)*

**Age at Last Birthday:** \_\_\_\_\_

*(For babies less than 1 year old, please indicate 0.)*

**Whereabouts:**

- |   |   |
|---|---|
| <input type="checkbox"/> Present in house                             | <input type="checkbox"/> Shifted out    |
| <input type="checkbox"/> Overseas for less than 6 months              | <input type="checkbox"/> Deceased       |
| <input type="checkbox"/> Overseas for 6 months to less than 12 months | <input type="checkbox"/> Unknown Person |
| <input type="checkbox"/> Overseas for 12 months or more               |   |

**Person 04**

**Full Name**

**as in NRIC/Passport:** \_\_\_\_\_

**NRIC/BC/FIN:** \_\_\_\_\_

*(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)*

**Age at Last Birthday:** \_\_\_\_\_

*(For babies less than 1 year old, please indicate 0.)*

**Whereabouts:**

- |   |   |
|---|---|
| <input type="checkbox"/> Present in house                             | <input type="checkbox"/> Shifted out    |
| <input type="checkbox"/> Overseas for less than 6 months              | <input type="checkbox"/> Deceased       |
| <input type="checkbox"/> Overseas for 6 months to less than 12 months | <input type="checkbox"/> Unknown Person |
| <input type="checkbox"/> Overseas for 12 months or more               |   |

**Person 05**

**Full Name**

**as in NRIC/Passport:** \_\_\_\_\_

**NRIC/BC/FIN:** \_\_\_\_\_

*(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)*

**Age at Last Birthday:** \_\_\_\_\_

*(For babies less than 1 year old, please indicate 0.)*

**Whereabouts:**

- |   |   |
|---|---|
| <input type="checkbox"/> Present in house                             | <input type="checkbox"/> Shifted out    |
| <input type="checkbox"/> Overseas for less than 6 months              | <input type="checkbox"/> Deceased       |
| <input type="checkbox"/> Overseas for 6 months to less than 12 months | <input type="checkbox"/> Unknown Person |
| <input type="checkbox"/> Overseas for 12 months or more               |   |



SINGAPORE DEPARTMENT OF STATISTICS  
CENSUS OF POPULATION 2020  
(STATISTICS ACT, CHAPTER 317)  
**HOUSEHOLD FORM**



CONFIDENTIAL

<b>Person 06</b>	
<b>Full Name as in NRIC/Passport:</b> _____	
<b>NRIC/BC/FIN:</b> _____ <i>(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)</i>	
<b>Age at Last Birthday:</b> _____ <i>(For babies less than 1 year old, please indicate 0.)</i>	
<b>Whereabouts:</b>	<input type="checkbox"/> Present in house <input type="checkbox"/> Overseas for less than 6 months <input type="checkbox"/> Overseas for 6 months to less than 12 months <input type="checkbox"/> Overseas for 12 months or more
	<input type="checkbox"/> Shifted out <input type="checkbox"/> Deceased <input type="checkbox"/> Unknown Person
<b>Person 07</b>	
<b>Full Name as in NRIC/Passport:</b> _____	
<b>NRIC/BC/FIN:</b> _____ <i>(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may select 'S567A' in the blank.)</i>	
<b>Age at Last Birthday:</b> _____ <i>(For babies less than 1 year old, please indicate 0.)</i>	
<b>Whereabouts:</b>	<input type="checkbox"/> Present in house <input type="checkbox"/> Overseas for less than 6 months <input type="checkbox"/> Overseas for 6 months to less than 12 months <input type="checkbox"/> Overseas for 12 months or more
	<input type="checkbox"/> Shifted out <input type="checkbox"/> Deceased <input type="checkbox"/> Unknown Person
<b>Person 08</b>	
<b>Full Name as in NRIC/Passport:</b> _____	
<b>NRIC/BC/FIN:</b> _____ <i>(You may provide the prefix of your NRIC/BC/FIN with last 3 digits and the last alphabet. For example, if your NRIC number is S1234567A, you may indicate 'S567A' in the blank.)</i>	
<b>Age at Last Birthday:</b> _____ <i>(For babies less than 1 year old, please indicate 0.)</i>	
<b>Whereabouts:</b>	<input type="checkbox"/> Present in house <input type="checkbox"/> Overseas for less than 6 months <input type="checkbox"/> Overseas for 6 months to less than 12 months <input type="checkbox"/> Overseas for 12 months or more
	<input type="checkbox"/> Shifted out <input type="checkbox"/> Deceased <input type="checkbox"/> Unknown Person



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HOUSEHOLD FORM**



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<b>HOUSEHOLD RELATIONSHIPS</b>								
Please select the household reference person and specify how each household member is related to the household reference person.								
The household reference person may refer to the oldest member, the main income earner, the owner-occupier of the house or the person who manages the affairs of the household.								
	<b>Person No.</b>							
	01	02	03	04	05	06	07	08
Household Reference Person	<input type="checkbox"/>							
Spouse	<input type="checkbox"/>							
Son/Daughter	<input type="checkbox"/>							
Son-in-law/Daughter-in-law	<input type="checkbox"/>							
Parent	<input type="checkbox"/>							
Parent-in-law	<input type="checkbox"/>							
Brother/Sister	<input type="checkbox"/>							
Brother-in-law/Sister-in-law	<input type="checkbox"/>							
Grandchild/Grandchild-in-law	<input type="checkbox"/>							
Grandparent/Grandparent-in-law	<input type="checkbox"/>							
Great Grandchild/Great Grandchild-in-law	<input type="checkbox"/>							
Great Grandparent/Great Grandparent-in-law	<input type="checkbox"/>							
Other Relatives, Same Generation as Household Reference Person	<input type="checkbox"/>							
Other Relatives, One Generation Older than Household Reference Person	<input type="checkbox"/>							
Other Relatives, Two Generations Older than Household Reference Person	<input type="checkbox"/>							
Other Relatives, Three Generations Older than Household Reference Person	<input type="checkbox"/>							
Other Relatives, One Generation Younger than Household Reference Person	<input type="checkbox"/>							
Other Relatives, Two Generations Younger than Household Reference Person	<input type="checkbox"/>							
Other Relatives, Three Generations Younger than Household Reference Person	<input type="checkbox"/>							
Partner	<input type="checkbox"/>							
Domestic Helper	<input type="checkbox"/>							
Unrelated Person (e.g. tenant, friend, confinement lady, chauffeur)	<input type="checkbox"/>							

<b>PARENTS IDENTIFICATION</b>			
Please identify the parents of each household member.			
<i>Tip: If the person's father or mother is not living in the same household or is deceased, please select 'Not in Household/Not Applicable'.</i>			
	<b>Person No.</b>	<b>Not in Household/ Not Applicable</b>	
Mother of person 1 is	<input type="text"/>	<input type="checkbox"/>	Father of person 1 is
Mother of person 2 is	<input type="text"/>	<input type="checkbox"/>	Father of person 2 is
Mother of person 3 is	<input type="text"/>	<input type="checkbox"/>	Father of person 3 is
Mother of person 4 is	<input type="text"/>	<input type="checkbox"/>	Father of person 4 is
Mother of person 5 is	<input type="text"/>	<input type="checkbox"/>	Father of person 5 is
Mother of person 6 is	<input type="text"/>	<input type="checkbox"/>	Father of person 6 is
Mother of person 7 is	<input type="text"/>	<input type="checkbox"/>	Father of person 7 is
Mother of person 8 is	<input type="text"/>	<input type="checkbox"/>	Father of person 8 is



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**SPOUSE IDENTIFICATION**

Please identify the spouse/partner of each household member.

*Tip: If the person's spouse is not living in the same household, please select 'Spouse Not in Household'. If the person's spouse has passed away, please select 'Spouse is Deceased (Widowed)'. If the person has never been married, please select 'Not Applicable (Single)'.*

	Person No.	Spouse Not in Household	Spouse is Deceased (Widowed)	Divorced from Spouse	Separated from Spouse	Not Applicable (Single)
Spouse of person 1 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 2 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 3 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 4 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 5 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 6 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 7 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spouse of person 8 is	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**TENANCY**

Does the **household reference person or any other member** in the household own this house/flat?

- Yes, owns and house/flat is fully paid for
- Yes, owns with outstanding housing loan
- No, rents whole house/flat
- No, rents room(s) within house/flat
- No, house/flat is provided free by employer
- No, house/flat is provided free by relatives/friends/others



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HOUSE ID: \_\_\_\_\_

HOUSEHOLD NO.: \_\_\_\_\_

*This Individual Form must be filled in for every member listed in the Household Form who has Whereabouts 'Present in house', 'Overseas for less than 6 months', 'Overseas for 6 months or less than 12 months' or 'Overseas for 12 months or more'.*

Person No.: \_\_\_\_\_

Name: \_\_\_\_\_

Age at last birthday: \_\_\_\_\_

Whereabouts:

- 1. Present in house
- 2. Overseas for less than 6 months
- 3. Overseas for 6 months to less than 12 months
- 4. Overseas for 12 months or more

- *If whereabouts of this person is 1, 2 or 3 and age at last birthday is 14 and above, proceed to Item 1.*
- *If whereabouts of this person is 1, 2 or 3 and age at last birthday is 1 to less than 14, proceed to Item 2.*
- *If whereabouts of this person is 1, 2 or 3 and age at last birthday is less than 1, proceed to Item 6.*
- *If whereabouts of this person is 4, proceed to Item 38.*

1. For females, number of children this person has ever given birth to:  
*Tip: This should include the number of live-born children she has ever given birth to, including those who are currently staying with her, those who have set up their own homes and those who have passed away.*

For Females:                      For Males:

\_\_\_\_\_ Child(ren)       Not applicable

2. How many languages and dialects does this person usually speak at home?

- One
- Two or more
- Unable to speak/Too young to speak

- *If 'One', proceed to Item 3.*
- *If 'Two or more', proceed to Item 4.*
- *If 'Unable to speak/Too young to speak' and age at last birthday is 14 and above, proceed to Item 5.*
- *If 'Unable to speak/Too young to speak' and age at last birthday is 4 to less than 14, proceed to Item 7.*
- *If 'Unable to speak/Too young to speak' and age at last birthday is less than 4, proceed to Item 6.*

3. What language or dialect does this person speak most frequently at home?

- English
- Malay
- Mandarin
- Tamil
- Cantonese
- Hokkien
- Teochew
- Others, please specify: \_\_\_\_\_

- *If this person's age at last birthday is 14 and above, proceed to Item 5.*
- *If this person's age at last birthday is 4 to less than 14, proceed to Item 7.*
- *Otherwise, proceed to Item 6.*



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4.	<p>What are this person's <b>first</b> and <b>second</b> most frequently spoken languages/dialects at home?</p> <p><b>First</b> Most Frequently Spoken:</p> <table border="0"> <tr> <td><input type="checkbox"/> English</td> <td><input type="checkbox"/> Cantonese</td> </tr> <tr> <td><input type="checkbox"/> Malay</td> <td><input type="checkbox"/> Hokkien</td> </tr> <tr> <td><input type="checkbox"/> Mandarin</td> <td><input type="checkbox"/> Teochew</td> </tr> <tr> <td><input type="checkbox"/> Tamil</td> <td><input type="checkbox"/> Others, please specify: _____</td> </tr> </table> <p><b>Second</b> Most Frequently Spoken:</p> <table border="0"> <tr> <td><input type="checkbox"/> English</td> <td><input type="checkbox"/> Cantonese</td> </tr> <tr> <td><input type="checkbox"/> Malay</td> <td><input type="checkbox"/> Hokkien</td> </tr> <tr> <td><input type="checkbox"/> Mandarin</td> <td><input type="checkbox"/> Teochew</td> </tr> <tr> <td><input type="checkbox"/> Tamil</td> <td><input type="checkbox"/> Others, please specify: _____</td> </tr> </table> <p>➤ <i>If this person's age at last birthday is 14 and above, proceed to Item 5.</i>          ➤ <i>If this person's age at last birthday is 4 to less than 14, proceed to Item 7.</i>          ➤ <i>Otherwise, proceed to Item 6.</i></p>	<input type="checkbox"/> English	<input type="checkbox"/> Cantonese	<input type="checkbox"/> Malay	<input type="checkbox"/> Hokkien	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Teochew	<input type="checkbox"/> Tamil	<input type="checkbox"/> Others, please specify: _____	<input type="checkbox"/> English	<input type="checkbox"/> Cantonese	<input type="checkbox"/> Malay	<input type="checkbox"/> Hokkien	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Teochew	<input type="checkbox"/> Tamil	<input type="checkbox"/> Others, please specify: _____
<input type="checkbox"/> English	<input type="checkbox"/> Cantonese																
<input type="checkbox"/> Malay	<input type="checkbox"/> Hokkien																
<input type="checkbox"/> Mandarin	<input type="checkbox"/> Teochew																
<input type="checkbox"/> Tamil	<input type="checkbox"/> Others, please specify: _____																
<input type="checkbox"/> English	<input type="checkbox"/> Cantonese																
<input type="checkbox"/> Malay	<input type="checkbox"/> Hokkien																
<input type="checkbox"/> Mandarin	<input type="checkbox"/> Teochew																
<input type="checkbox"/> Tamil	<input type="checkbox"/> Others, please specify: _____																
5.	<p>What language(s) is this person able to read in?  <i>Tip: Person should be able to read, with understanding, materials such as newspapers in the selected language(s).</i></p> <p><input type="checkbox"/> Able to read at least one language  <i>Please specify all that is applicable, up to a maximum of 8 languages.</i></p> <table border="0"> <tr> <td><input type="checkbox"/> English</td> </tr> <tr> <td><input type="checkbox"/> Chinese</td> </tr> <tr> <td><input type="checkbox"/> Malay</td> </tr> <tr> <td><input type="checkbox"/> Tamil</td> </tr> <tr> <td><input type="checkbox"/> Others, please specify: _____</td> </tr> </table> <p><input type="checkbox"/> Unable to read in any language</p> <p>➤ <i>Proceed to Item 7.</i></p>	<input type="checkbox"/> English	<input type="checkbox"/> Chinese	<input type="checkbox"/> Malay	<input type="checkbox"/> Tamil	<input type="checkbox"/> Others, please specify: _____											
<input type="checkbox"/> English																	
<input type="checkbox"/> Chinese																	
<input type="checkbox"/> Malay																	
<input type="checkbox"/> Tamil																	
<input type="checkbox"/> Others, please specify: _____																	
6.	<p>Is this child attending pre-school (including child-care/infant-care)?</p> <p><input type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p>➤ <i>If this person is attending pre-school and whereabouts is 1 or 2, proceed to Item 27.</i>          ➤ <i>Otherwise, end and proceed to the next member.</i></p>																
7.	<p>What is this person's current activity status?</p> <p><input type="checkbox"/> Fully engaged in work (including serving National Service) – <i>Go to Item 9</i>  <input type="checkbox"/> Schooling but currently working in a vacation job or undergoing paid internship  <input type="checkbox"/> Working while awaiting examination results or NS call-up – <i>Go to Item 9</i>  <input type="checkbox"/> Engaged in work while schooling  <input type="checkbox"/> Full-time student  <input type="checkbox"/> Not working and not full-time student – <i>Go to Item 9</i></p> <p>➤ <i>If this person is schooling, proceed to Item 8.</i>          ➤ <i>Otherwise, proceed to Item 9.</i></p>																



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8.	<p>What level of formal education is this person currently attending?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Pre-Primary</li> <li><input type="checkbox"/> Primary</li> <li><input type="checkbox"/> Secondary (e.g. Sec 1-5, ITE Skills Certificate Courses)</li> <li><input type="checkbox"/> Post-Secondary (Non-tertiary) (e.g. Pre-U, JC, Nitec/Higher Nitec/Master Nitec Courses)</li> <li><input type="checkbox"/> Polytechnic Diploma Courses</li> <li><input type="checkbox"/> Courses Leading to Professional Qualification and Other Diploma (e.g. ITE Diploma, ACCA, CFA, SIM Diploma)</li> <li><input type="checkbox"/> Bachelor's Degree or equivalent</li> <li><input type="checkbox"/> Postgraduate Diploma/Certificate (excluding Master's and Doctorate)</li> <li><input type="checkbox"/> Master's/Doctorate or equivalent</li> </ul> <p>➤ <i>If this person is a full-time student and age at last birthday is 14 and above, proceed to Item 19.</i></p> <p>➤ <i>If this person is a full-time student, whereabouts is 1 or 2 and age at last birthday is less than 14, proceed to Item 27.</i></p> <p>➤ <i>If this person is full-time student, whereabouts is 3 and age at last birthday is less than 14, proceed to Item 32.</i></p> <p>➤ <i>Otherwise, proceed to Item 9.</i></p>
9.	<p>What is this person's highest qualification attained?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No formal qualification (Did not pass PSLE)</li> <li><input type="checkbox"/> Primary, passed PSLE or equivalent</li> <li><input type="checkbox"/> Secondary, without any GCE 'N'/'O' level pass</li> <li><input type="checkbox"/> Secondary, with at least 1 GCE 'N'/'O' level pass, ITE Certificate of Competency, NTC Grade 3 or equivalent</li> <li><input type="checkbox"/> 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</li> <li><input type="checkbox"/> Polytechnic Diploma</li> <li><input type="checkbox"/> Professional Qualification or Other Diploma (e.g. ITE Diploma, ACCA, CFA, SIM Diploma, NIE Diploma)</li> <li><input type="checkbox"/> Bachelor's Degree or equivalent</li> <li><input type="checkbox"/> Postgraduate Diploma/Certificate (excluding Master's and Doctorate)</li> <li><input type="checkbox"/> Master's/Doctorate or equivalent</li> </ul> <p>➤ <i>If this person is a Polytechnic Diploma/Professional Qualification or Other Diploma/Bachelor's Degree/Postgraduate Diploma or Certificate/Master's/Doctorate or equivalent graduate, proceed to Item 10.</i></p> <p>➤ <i>Otherwise, if this person is working, proceed to Item 11.</i></p> <p>➤ <i>Otherwise, if this person is not working and age at last birthday is 14 and above, proceed to Item 19.</i></p> <p>➤ <i>Otherwise, proceed to Item 32.</i></p>
10.	<p>a) What is the major field of study of this person's highest qualification? <i>Tip: If this person has 2 or more equivalent qualifications, indicate the one most recently obtained.</i></p> <hr/> <p>b) Where did this person study to obtain his/her highest qualification? <i>Tip: If this person has 2 or more equivalent qualifications, indicate the one most recently obtained.</i></p> <hr/> <p>➤ <i>If this person is working, proceed to Item 11.</i></p> <p>➤ <i>If this person is not working and age at last birthday is 14 and above, proceed to Item 19.</i></p> <p>➤ <i>Otherwise, proceed to Item 32.</i></p>



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11.	<p>What was this person's employment status last week? <i>Tip: If this person was holding more than 1 job last week, answer based on the job that he/she worked the longest hours.</i></p> <p><input type="checkbox"/> Employee (i.e. works for an employer in return for regular wages or salaries, including serving full-time National Service)</p> <p><input type="checkbox"/> Employer (i.e. operates own business or trade and engages paid employee(s))</p> <p><input type="checkbox"/> Own Account Worker (i.e. operates own business or trade without paid employee(s))</p> <p><input type="checkbox"/> Contributing Family Worker (i.e. helping in family business without receiving regular pay)</p>
12.	<p>What industry was this person working in last week? <i>Tip: If this person was holding more than 1 job last week, answer based on the job that he/she worked the longest hours.</i></p> <p>Firm/Organisation:</p> <div data-bbox="204 757 1386 824" style="border: 1px solid black; height: 30px;"></div> <p><i>Tip: Please provide the main business/activity and products/services based on the specific industry that the person was engaged in. For example:</i></p> <ul style="list-style-type: none"><li>- Details for a person who worked in Resorts World Sentosa as a hotel operations manager should be based on the hotel industry.</li><li>- Details for a person who worked in Resorts World Sentosa as a theme park operations manager should be based on the amusement and recreation industry.</li></ul> <p>Main business/activity this person's firm/organisation engaged in: <i>e.g. Manufacturing of Electronic Products</i></p> <div data-bbox="204 1126 1386 1227" style="border: 1px solid black; height: 45px;"></div> <p>Main products/services this person's firm/organisation produced or provided: <i>e.g. Electronic audio and video equipment for home entertainment</i></p> <div data-bbox="204 1323 1386 1424" style="border: 1px solid black; height: 45px;"></div>
13.	<p>What was this person's job title last week? <i>e.g. Teacher</i></p> <div data-bbox="204 1518 1386 1619" style="border: 1px solid black; height: 45px;"></div> <p>What were this person's main tasks/duties at work last week? <i>e.g. Teach English and Math in primary school</i></p> <div data-bbox="204 1711 1386 1812" style="border: 1px solid black; height: 45px;"></div>



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<b>14.</b>	<p>What is the address of this person's workplace (for the main job and where he/she usually works most of the time)?</p> <p><i>Tips:</i></p> <ul style="list-style-type: none"> <li>- For those who report to different places on different days, please indicate the place where this person reported most frequently to during the last week.</li> <li>- For those who move around in their job, please indicate the place where this person reports to work daily (e.g. taxi/bus drivers who report to a depot should indicate the address of the depot).</li> <li>- For those who do not report daily in person to a fixed address, please indicate 'No fixed location for work' (e.g. taxi/private-hire car drivers who park their vehicles and start work from home; travelling salespersons who do not report to a fixed location).</li> </ul> <p><input type="checkbox"/> Address</p> <p style="margin-left: 20px;">Postal Code: _____</p> <p style="margin-left: 20px;">Block and Street Name: _____</p> <p style="margin-left: 20px;">Building Name: _____</p> <p><input type="checkbox"/> No fixed location for work</p> <p><input type="checkbox"/> Works from home</p>
<b>15.</b>	<p>Was this person working full-time, part-time or serving full-time National Service last week?</p> <p><i>Tips:</i></p> <ul style="list-style-type: none"> <li>- For employees, normal hours of work refers to the hours of work that are fixed under legal, collective or contractual agreements. It <u>excludes</u> overtime hours (whether paid or unpaid) and meal breaks.</li> <li>- If this person was holding more than 1 job last week, answer based on the job that he/she worked the longest hours.</li> </ul> <p><input type="checkbox"/> Working Full-time (i.e. where normal hours of work are <b>at least</b> 35 hours a week)</p> <p><input type="checkbox"/> Working Part-time (i.e. where normal hours of work are <b>less than</b> 35 hours a week)</p> <p><input type="checkbox"/> Serving Full-time National Service</p>
<b>16.</b>	<p>How many hours does this person usually work per week (including paid and unpaid hours and excluding meal breaks)?</p> <p><i>Tip: If this person holds more than 1 job, answer based on the <u>total</u> number of hours he/she usually works for all jobs.</i></p> <p>_____ . _____ Hour(s)</p>
<b>17.</b>	<p>What was this person's gross monthly income from work last month (<b>excluding</b> bonus/13th month Annual Wage Supplement)?</p> <p><i>Tips:</i></p> <ul style="list-style-type: none"> <li>- Gross monthly income from work refers to income earned from employment from <u>all</u> jobs.</li> <li>- For employees, this refers to the gross monthly wages/salaries before deduction of employee CPF contributions and personal income tax. It comprises basic wages, overtime pay, commissions, tips and other allowances, but <u>excludes</u> employer CPF contribution.</li> <li>- For self-employed persons, this refers to the average monthly profits from their business, trade or profession (i.e. total receipts less business expenses incurred) before deduction of income tax.</li> </ul> <p>S\$ _____ .00</p>



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18.	<p>How much bonus did this person receive during the last 12 months (including 13th month Annual Wage Supplement)?</p> <p><i>Tip: This refers to the total amount of bonus received from <u>all</u> jobs.</i></p> <p>S\$ _____ .00      OR      _____ . _____ Month(s)</p> <p>➤ <i>If whereabouts of this person is 1 or 2, proceed to Item 29.</i> ➤ <i>If whereabouts of this person is 3 and age at last birthday is 14 and above, proceed to Item 31.</i> ➤ <i>Otherwise, proceed to Item 32.</i></p>
19.	<p>Was this person actively looking for work in the <b>last 4 weeks</b>?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>➤ <i>If yes, proceed to Item 23.</i> ➤ <i>If no, proceed to Item 20.</i></p>
20.	<p>At present, does this person want to work?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>➤ <i>If yes, proceed to Item 21.</i> ➤ <i>If no, proceed to Item 23.</i></p>
21.	<p>Is this person waiting to start a new job he/she had already obtained?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>➤ <i>If yes, proceed to Item 22.</i> ➤ <i>If no, proceed to Item 23.</i></p>
22.	<p>How soon does this person expect to start working in this new job?</p> <p><input type="checkbox"/> 2 weeks or less from now <input type="checkbox"/> More than 2 weeks and up to 1 month from now <input type="checkbox"/> More than 1 month and up to 3 months from now <input type="checkbox"/> More than 3 months from now</p> <p>➤ <i>If 2 weeks or less from now, proceed to Item 25.</i> ➤ <i>If more than 2 weeks from now, proceed to Item 23.</i></p>
23.	<p>Is this person available to work in the <b>next 2 weeks</b>?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>➤ <i>If this person is actively looking for work in the last 4 weeks and available to work in the next 2 weeks, proceed to Item 24.</i> ➤ <i>If this person is not actively looking for work in the last 4 weeks, is available to work in the next 2 weeks and is expecting to start working in a new job he/she had already obtained within the next 3 months, proceed to Item 25.</i> ➤ <i>Otherwise, proceed to Item 26</i></p>



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24.	<p>What was the <b>main</b> step this person took to look for work in the last 4 weeks?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Answered advertisements (excluding online job advertisements)/wrote to firms</li><li><input type="checkbox"/> Placed or answered online job advertisements</li><li><input type="checkbox"/> Placed or updated resumes on professional or social networking sites online (e.g. LinkedIn)</li><li><input type="checkbox"/> Asked friends or relatives</li><li><input type="checkbox"/> Registered for jobs at job fairs</li><li><input type="checkbox"/> Registered with Career Centres run by Workforce Singapore or NTUC Employment and Employability Institute (e2i), Community Development Councils (CDCs), and/or Union</li><li><input type="checkbox"/> Sought help from self-help groups (e.g. CDAC, MENDAKI, SINDA)</li><li><input type="checkbox"/> Registered with private employment agency, executive search firm and/or head-hunter</li><li><input type="checkbox"/> Went for walk-in interviews</li><li><input type="checkbox"/> Contacted referrals from previous employers</li><li><input type="checkbox"/> Made preparations to start own business</li><li><input type="checkbox"/> Others, please specify: _____</li></ul> <hr/> <p>➤ <i>If this person is a full-time student and whereabouts is 1 or 2, proceed to Item 27.</i></p> <p>➤ <i>Otherwise, proceed to Item 31.</i></p>
25.	<p>What was the <b>main</b> step this person took to look for work during his/her latest period of job search?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Answered advertisements (excluding online job advertisements)/wrote to firms</li><li><input type="checkbox"/> Placed or answered online job advertisements</li><li><input type="checkbox"/> Placed or updated resumes on professional or social networking sites online (e.g. LinkedIn)</li><li><input type="checkbox"/> Asked friends or relatives</li><li><input type="checkbox"/> Registered for jobs at job fairs</li><li><input type="checkbox"/> Registered with Career Centres run by Workforce Singapore or NTUC Employment and Employability Institute (e2i), Community Development Councils (CDCs), and/or Union</li><li><input type="checkbox"/> Sought help from self-help groups (e.g. CDAC, MENDAKI, SINDA)</li><li><input type="checkbox"/> Registered with private employment agency, executive search firm and/or head-hunter</li><li><input type="checkbox"/> Went for walk-in interviews</li><li><input type="checkbox"/> Contacted referrals from previous employers</li><li><input type="checkbox"/> Made preparations to start own business</li><li><input type="checkbox"/> Others, please specify: _____</li></ul> <hr/> <p>➤ <i>If this person is a full-time student and whereabouts is 1 or 2, proceed to Item 27.</i></p> <p>➤ <i>Otherwise, proceed to Item 31.</i></p>



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26.	<p>What is this person's <b>main</b> reason for not working or not looking for a job?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Foreigner without work pass</li><li><input type="checkbox"/> Pursuing full-time study (e.g. Secondary, JC, ITE, Polytechnic, Private Institution or University)</li><li><input type="checkbox"/> Pursuing part-time study</li><li><input type="checkbox"/> Awaiting the start of academic year</li><li><input type="checkbox"/> Awaiting NS call-up</li><li><input type="checkbox"/> Awaiting examination results</li><li><input type="checkbox"/> Attending courses/training</li><li><input type="checkbox"/> Housework</li><li><input type="checkbox"/> Care-giving to own children aged 12 and below</li><li><input type="checkbox"/> Care-giving to families (including own children aged above 12 and grandchildren)/relatives</li><li><input type="checkbox"/> Care-giving to persons who are not family/relatives</li><li><input type="checkbox"/> Doing voluntary/community work</li><li><input type="checkbox"/> Poor health</li><li><input type="checkbox"/> Permanently ill/disabled</li><li><input type="checkbox"/> Retired/No desire to work due to old age</li><li><input type="checkbox"/> Has sufficient financial support/means</li><li><input type="checkbox"/> Believes no suitable work available</li><li><input type="checkbox"/> Employers' discrimination (e.g. prefer younger workers)</li><li><input type="checkbox"/> Lacks necessary qualification, training, skills or experience</li><li><input type="checkbox"/> Taking a break</li><li><input type="checkbox"/> Others, please specify: _____</li></ul> <p>➤ <i>Proceed to Item 31.</i></p>
27.	<p>How does this person usually travel <b>to school</b>?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Transport required (Please select the mode(s) of transport usually taken <b>in each journey</b>. You may select up to a maximum of 4 modes.)<ul style="list-style-type: none"><li>Bus/Van:<ul style="list-style-type: none"><li><input type="checkbox"/> Public Bus</li><li><input type="checkbox"/> On-demand Bus Services (e.g. GrabShuttle, On-demand public bus)</li><li><input type="checkbox"/> Private Chartered Bus/Van (including private van)</li></ul></li><li>Train:<ul style="list-style-type: none"><li><input type="checkbox"/> MRT</li><li><input type="checkbox"/> LRT</li></ul></li><li>Taxi/Private Hire:<ul style="list-style-type: none"><li><input type="checkbox"/> Taxi</li><li><input type="checkbox"/> Private Hire Car (via Grab, GrabHitch, Ryde, Go-Jek etc.)</li></ul></li><li>Others:<ul style="list-style-type: none"><li><input type="checkbox"/> Car (including car-sharing such as Blue SG, CarClub etc.)</li><li><input type="checkbox"/> Lorry/Pickup</li><li><input type="checkbox"/> Motorcycle/Scooter</li><li><input type="checkbox"/> Bicycle (including bike-sharing and power-assisted bicycles)</li><li><input type="checkbox"/> Personal Mobility Device/Aid (e.g. E-scooter, hoverboards, unicycles, wheelchairs)</li><li><input type="checkbox"/> Other modes</li></ul></li></ul></li><li><input type="checkbox"/> Walk only</li><li><input type="checkbox"/> Study from home</li></ul> <p>➤ <i>If <u>not</u> 'Study from home', proceed to Item 28.</i></p> <p>➤ <i>If 'Study from home' and age at last birthday is 14 and above, proceed to Item 31.</i></p> <p>➤ <i>If 'Study from home' and age at last birthday is 4 to less than 14, proceed to Item 32.</i></p> <p>➤ <i>Otherwise, end and proceed to next member.</i></p>



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<p>28.</p>	<p>What is this person's usual travelling time to school?</p> <p><i>Tip: Please include the total travelling time, including time spent walking and waiting.</i></p> <p>_____ Minutes</p> <p>➤ <i>If this person's age at last birthday is 14 and above, proceed to Item 31.</i>          ➤ <i>If this person's age at last birthday is 4 to less than 14, proceed to Item 32.</i>          ➤ <i>Otherwise, end and proceed to the next member.</i></p>						
<p>29.</p>	<p>How does this person usually travel <b>to work</b>?</p> <p><input type="checkbox"/> Transport required (Please select the mode(s) of transport usually taken <b>in each journey</b>. You may select up to a maximum of 4 modes.)</p> <table border="0"> <tr> <td> <p>Bus/Van:</p> <p><input type="checkbox"/> Public Bus</p> <p><input type="checkbox"/> On-demand Bus Services (e.g. GrabShuttle, On-demand public bus)</p> <p><input type="checkbox"/> Private Chartered Bus/Van (including private van)</p> </td> <td> <p>Others:</p> <p><input type="checkbox"/> Car (including car-sharing such as Blue SG, CarClub etc.)</p> <p><input type="checkbox"/> Lorry/Pickup</p> <p><input type="checkbox"/> Motorcycle/Scooter</p> <p><input type="checkbox"/> Bicycle (including bike-sharing and power-assisted bicycles)</p> <p><input type="checkbox"/> Personal Mobility Device/Aid (e.g. E-scooter, hoverboards, unicycles, wheelchairs)</p> <p><input type="checkbox"/> Other modes</p> </td> </tr> <tr> <td> <p>Train:</p> <p><input type="checkbox"/> MRT</p> <p><input type="checkbox"/> LRT</p> </td> <td></td> </tr> <tr> <td> <p>Taxi/Private Hire:</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Private Hire Car (via Grab, GrabHitch, Ryde, Go-Jek etc.)</p> </td> <td></td> </tr> </table> <p><input type="checkbox"/> Walk only</p> <p><input type="checkbox"/> Work from home</p> <p>➤ <i>If <u>not</u> 'Work from home', proceed to Item 30.</i>          ➤ <i>If 'Work from home' and age at last birthday is 14 and above, proceed to Item 31.</i>          ➤ <i>Otherwise, proceed to Item 32.</i></p>	<p>Bus/Van:</p> <p><input type="checkbox"/> Public Bus</p> <p><input type="checkbox"/> On-demand Bus Services (e.g. GrabShuttle, On-demand public bus)</p> <p><input type="checkbox"/> Private Chartered Bus/Van (including private van)</p>	<p>Others:</p> <p><input type="checkbox"/> Car (including car-sharing such as Blue SG, CarClub etc.)</p> <p><input type="checkbox"/> Lorry/Pickup</p> <p><input type="checkbox"/> Motorcycle/Scooter</p> <p><input type="checkbox"/> Bicycle (including bike-sharing and power-assisted bicycles)</p> <p><input type="checkbox"/> Personal Mobility Device/Aid (e.g. E-scooter, hoverboards, unicycles, wheelchairs)</p> <p><input type="checkbox"/> Other modes</p>	<p>Train:</p> <p><input type="checkbox"/> MRT</p> <p><input type="checkbox"/> LRT</p>		<p>Taxi/Private Hire:</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Private Hire Car (via Grab, GrabHitch, Ryde, Go-Jek etc.)</p>	
<p>Bus/Van:</p> <p><input type="checkbox"/> Public Bus</p> <p><input type="checkbox"/> On-demand Bus Services (e.g. GrabShuttle, On-demand public bus)</p> <p><input type="checkbox"/> Private Chartered Bus/Van (including private van)</p>	<p>Others:</p> <p><input type="checkbox"/> Car (including car-sharing such as Blue SG, CarClub etc.)</p> <p><input type="checkbox"/> Lorry/Pickup</p> <p><input type="checkbox"/> Motorcycle/Scooter</p> <p><input type="checkbox"/> Bicycle (including bike-sharing and power-assisted bicycles)</p> <p><input type="checkbox"/> Personal Mobility Device/Aid (e.g. E-scooter, hoverboards, unicycles, wheelchairs)</p> <p><input type="checkbox"/> Other modes</p>						
<p>Train:</p> <p><input type="checkbox"/> MRT</p> <p><input type="checkbox"/> LRT</p>							
<p>Taxi/Private Hire:</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Private Hire Car (via Grab, GrabHitch, Ryde, Go-Jek etc.)</p>							
<p>30.</p>	<p>What is this person's usual travelling time to work?</p> <p><i>Tip: Please include the total travelling time, including time spent walking and waiting.</i></p> <p>_____ Minutes</p> <p>➤ <i>If this person's age at last birthday is 14 and above, proceed to Item 31.</i>          ➤ <i>Otherwise, proceed to Item 32.</i></p>						



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31.	<p>What is this person's religion?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> No religion</li><li><input type="checkbox"/> Buddhism</li><li><input type="checkbox"/> Taoism/Chinese Traditional Beliefs</li><li><input type="checkbox"/> Islam</li><li><input type="checkbox"/> Hinduism</li><li><input type="checkbox"/> Sikhism</li><li><input type="checkbox"/> Christianity, Roman Catholic</li><li><input type="checkbox"/> Christianity, Other Denomination, Please specify: _____</li><li><input type="checkbox"/> Others, Please specify: _____</li></ul>
32.	<p>The next few questions ask about difficulties this person may have doing certain activities because of a <b>health problem</b>.</p> <p>Does this person have difficulty <b>seeing</b>, even if wearing glasses?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> No - no difficulty</li><li><input type="checkbox"/> Yes - some difficulty</li><li><input type="checkbox"/> Yes - a lot of difficulty</li><li><input type="checkbox"/> Cannot do at all</li></ul>
33.	<p>Does this person have difficulty <b>hearing</b>, even if using a hearing aid?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> No - no difficulty</li><li><input type="checkbox"/> Yes - some difficulty</li><li><input type="checkbox"/> Yes - a lot of difficulty</li><li><input type="checkbox"/> Cannot do at all</li></ul>
34.	<p>Does this person have difficulty with <b>body movement</b> activities such as walking or climbing steps or transferring from bed to chair/wheelchair (and vice versa)?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> No - no difficulty</li><li><input type="checkbox"/> Yes - with difficulty</li><li><input type="checkbox"/> Cannot do at all</li></ul> <p><i>If "Yes – with difficulty" is selected</i></p> <p>i) Walking or climbing steps:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> No - no difficulty</li><li><input type="checkbox"/> Yes - some difficulty</li><li><input type="checkbox"/> Yes - a lot of difficulty</li><li><input type="checkbox"/> Cannot do at all</li></ul> <p>ii) Transferring from bed to chair/wheelchair (and vice versa):</p> <ul style="list-style-type: none"><li><input type="checkbox"/> No - no difficulty</li><li><input type="checkbox"/> Yes - some difficulty</li><li><input type="checkbox"/> Yes - a lot of difficulty</li><li><input type="checkbox"/> Cannot do at all</li></ul>



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35.	<p>Does this person have difficulty <b>remembering</b> or <b>concentrating</b>?</p> <p><input type="checkbox"/> No - no difficulty <input type="checkbox"/> Yes - some difficulty <input type="checkbox"/> Yes - a lot of difficulty <input type="checkbox"/> Cannot do at all</p>
36.	<p>Does this person have difficulty with <b>self-care</b> activities such as washing all over (bath/shower) or dressing, feeding, or using the toilet?</p> <p><input type="checkbox"/> No - no difficulty <input type="checkbox"/> Yes - with difficulty <input type="checkbox"/> Cannot do at all</p> <p><i>If "Yes – with difficulty" is selected</i></p> <p>i) Washing all over (bath/shower) or dressing:</p> <p><input type="checkbox"/> No - no difficulty <input type="checkbox"/> Yes - some difficulty <input type="checkbox"/> Yes - a lot of difficulty <input type="checkbox"/> Cannot do at all</p> <p>ii) Feeding:</p> <p><input type="checkbox"/> No - no difficulty <input type="checkbox"/> Yes - some difficulty <input type="checkbox"/> Yes - a lot of difficulty <input type="checkbox"/> Cannot do at all</p> <p>iii) Using the toilet:</p> <p><input type="checkbox"/> No - no difficulty <input type="checkbox"/> Yes - some difficulty <input type="checkbox"/> Yes - a lot of difficulty <input type="checkbox"/> Cannot do at all</p>
37.	<p>Using this person's usual (customary) language, does he/she have difficulty <b>communicating</b>, for example understanding or being understood?</p> <p><input type="checkbox"/> No - no difficulty <input type="checkbox"/> Yes - some difficulty <input type="checkbox"/> Yes - a lot of difficulty <input type="checkbox"/> Cannot do at all</p> <p>➤ <i>End and proceed to the next member.</i></p>



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**FOR ABSENTEE MEMBER**

*This section must be filled in 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.*

38.	Where is this person currently residing in? <hr/>
39.	What is this person's reason for living abroad?  <input type="checkbox"/> Studying <input type="checkbox"/> Working <input type="checkbox"/> Others (e.g. staying with related persons overseas)  <i>➤ If this person is not studying and age at last birthday is 14 and above, proceed to Item 40. ➤ Otherwise, end and proceed to the next member.</i>
40.	What is this person's highest qualification attained?  <input type="checkbox"/> No formal qualification (Did not pass PSLE) <input type="checkbox"/> Primary, passed PSLE or equivalent <input type="checkbox"/> Secondary, without any GCE 'N'/'O' level pass <input type="checkbox"/> Secondary, with at least 1 GCE 'N'/'O' level pass, ITE Certificate of Competency, NTC Grade 3 or equivalent <input type="checkbox"/> 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 <input type="checkbox"/> Polytechnic Diploma <input type="checkbox"/> Professional Qualification or Other Diploma (e.g. ITE Diploma, ACCA, CFA, SIM Diploma, NIE Diploma) <input type="checkbox"/> Bachelor's Degree or equivalent <input type="checkbox"/> Postgraduate Diploma/Certificate (excluding Master's and Doctorate) <input type="checkbox"/> Master's/Doctorate or equivalent  <i>➤ End and proceed to the next member.</i>

## IDENTIFICATION BADGE FOR SURVEY OFFICER

<b>GOVERNMENT OF THE REPUBLIC OF SINGAPORE</b> <b>SINGAPORE DEPARTMENT OF STATISTICS</b> <b>Census of Population 2020</b>	
	
<b>Survey Officer</b>	
<b>Name :</b> <b>NRIC :</b>	<div style="border: 1px solid black; width: 100px; height: 80px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">Photo</div>

SAMPLE

## LETTER OF AUTHORISATION FOR SURVEY OFFICER

### GOVERNMENT OF SINGAPORE



### CENSUS OF POPULATION 2020

### LETTER OF AUTHORISATION

The Singapore Department of Statistics, Ministry of Trade & Industry is conducting the Census of Population 2020.

XXX (NRIC No. **XXX**) is a Survey Officer with the Department.

He/She is hereby authorised to collect and verify information relating to Census of Population 2020. 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 2020

SALLY LIM  
for CHIEF STATISTICIAN  
SINGAPORE

**FIELDWORK VISITATION CARD****SINGAPORE DEPARTMENT OF STATISTICS**

109 North Bridge Road #08-01 Funan

Singapore 179097



Dear Sir/Madam

House ID					

**CENSUS OF POPULATION 2020****(Statistics Act, Chapter 317)**

The Singapore Department of Statistics is currently conducting the Census of Population 2020.

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 information provided for the Census 2020 will be kept in confidence in accordance with the Statistics Act (Chapter 317).

Thank you for your co-operation.

Yours faithfully

&lt; Name of Senior Supervisor &gt;

for CHIEF STATISTICIAN

SINGAPORE

**For enquiries, please contact us at 1800-236-2020 during our hotline  
 operating hours from Mondays to Sundays, 9am to 10.30pm or  
 census2020@singstat.gov.sg.**

## LETTER OF APPOINTMENT FOR CENSUS OFFICER



**SINGAPORE DEPARTMENT OF STATISTICS**

109 North Bridge Road #08-01 Funan

Singapore 179097



Our Ref:

3 Feb 2020

Ms/Mr XXX  
Census Supervisor

### **Appointment of Census Supervisor for the Census of Population 2020**

Please be informed that you have been appointed as Census Supervisor with effect from 4 Feb 2020.

WONG WEE KIM  
CHIEF STATISTICIAN  
SINGAPORE

**CENSUS 2020 CERTIFICATE OF SERVICE**



**CENSUS OF POPULATION 2020**  
**CERTIFICATE OF SERVICE**

*presented to*

*in recognition of dedicated service*



WONG WEE KIM  
CHIEF STATISTICIAN  
DEPARTMENT OF STATISTICS  
SINGAPORE

Date: Dec 2020

## ACRONYMS USED IN CENSUS 2020 RELEASES

<u>Acronym</u> (in alphabetical order)	<u>Description</u>
ACCA	Association of Chartered Certified Accountants
ACD	Assistant Census Director
AOD	Automatic Outbound Dialler
BC	Birth Certificate
BEST	Basic Education for Skills Training
CATI	Computer-Assisted Telephone Interviewing
CB	Circuit Breaker
CENSUS 2020	Census of Population 2020
CET	Continuing Education and Training
CFA	Chartered Financial Analyst
CPF	Central Provident Fund
CLFS	Comprehensive Labour Force Survey
DCD	Deputy Census Director
DEFT	Design Effect
DORSCON	Disease Outbreak Response System Condition
DOS	Singapore Department of Statistics
DPO	Data Processing Operators
ESM	Electronic Submission Module
FAQ	Frequently Asked Questions
FIN	Foreign Identification Number
FWM	Fieldwork Management
GCE	General Certificate of Education
GEBIZ	Government Electronic Business
GHS	General Household Survey
GPC	Government Private Cloud
HDB	Housing and Development Board
HRD	Household Registration Database
ISC	ITE Skills Certificate
ISCED	International Standard Classification of Education
ISCED-F	ISCED Fields of Education and Training
ISCO-08	International Standard Classification of Occupations 2008
ISIC Rev. 4	International Standard Industrial Classification Revision 4
IT	Information Technology
ITC	Industrial Technician Certificate
ITE	Institute of Technical Education
ITT	Invitation to Tender
JC	Junior College

ML	Machine Learning
MRT	Mass Rapid Transit
MOM	Ministry of Manpower
NAFA	Nanyang Academy of Fine Arts
NIE	National Institute of Education
NITEC	National ITE Certificate
NLB	National Library Board
NRIC	National Registration Identity Card
NS	National Service
NTC	National Technical Certificate
OTP	One Time Password
PSLE	Primary School Leaving Examination
QA	Quality Assurance
QR	Quick Response
RO	Regional Office
RSE	Relative Standard Error
SE	Standard Error
SIM	Singapore Institute of Management
SINGPASS	Singapore Personal Access
SLHH	Survey of Large Households
SMS	Short Message Service
SPF	Singapore Police Force
SR	Statistical Releases
SSEC	Singapore Standard Educational Classification
SSIC	Singapore Standard Industrial Classification
SSN	Statistics Singapore Newsletter
SSOC	Singapore Standard Occupational Classification
UIS	UNESCO Institute for Statistics
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organisation
WISE	Worker Improvement through Secondary Education
WSQ	Workforce Skills Qualifications
WPLN	Workplace Literacy and Numeracy
2FA	Two-Factor Authentication

## CENSUS 2020 PRESS RELEASE



### PRESS STATEMENT

#### Launch of Census of Population 2020

The Singapore Department of Statistics (DOS) will conduct the Census of Population 2020 (C2020) from 4 February 2020, over a period of about six to nine months.

#### About the Census

The Census of Population is the largest national survey undertaken in Singapore and is conducted once in 10 years. The last Census of Population was conducted in 2010. Information collected on key characteristics of the population and households are important inputs for policy formulation and review, and for planning of programmes and services for the community.

Basic characteristics of the population such as age, sex and ethnic group are obtained from official administrative records. Additional information such as language literacy, language spoken at home and economic and employment details will be collected in the C2020 survey. Data on individuals with difficulties performing basic activities will also be collected for the first time for the compilation of disability-related statistics.

Some 150,000 households have been selected to participate in C2020. Of these, 33,000 households will be surveyed via the Comprehensive Labour Force Survey (CLFS) conducted by the Ministry of Manpower (MOM) in mid-2020. The CLFS will include C2020 questions so as to reduce overall response burden and minimise duplication of efforts by DOS and MOM.

#### Participation from Households

Between February and July 2020, the selected households will receive a notification letter from DOS, together with an information pamphlet on C2020 and a token of appreciation for their participation. The selected households may submit their C2020 returns via Internet, telephone or face-to-face interview.

(a) Internet Submission

Households may submit their C2020 returns via the Internet through the Census Online Submission Form, which is available 24 hours a day, 7 days a week and on-the-go via internet-accessible devices such as mobile devices and laptops. Households may refer to the online User Guide, pose queries to the Virtual Assistant or call the toll-free C2020 Hotline at 1800-236-2020 for further assistance.

(b) Telephone Interview

Alternatively, households may call the toll-free C2020 Hotline at 1800-236-2020 to complete their returns via a telephone interview. An appointment can also be scheduled over the phone for an interview at a later date.

C2020 interviewers may call households who have not submitted their returns by the due date indicated in their letter. They will identify themselves as C2020 officers and quote the unique House ID for each house.

(c) Face-to-Face Interview

C2020 field interviewers will visit the selected households who have not submitted their returns via the Internet or telephone by the submission deadline. These field interviewers will carry official identification cards and letters of authorisation. Some of these interviewers may visit households in the evenings. Households who wish to verify the identity of C2020 interviewers may call the C2020 Hotline at 1800-236-2020.

### **C2020 Hotline and Email Address**

The toll-free C2020 Hotline (1800-236-2020) operates daily (including public holidays), from 9am to 10.30pm. C2020 officers will answer enquiries and provide assistance on the submission of C2020 survey returns.

Enquiries on the survey may also be sent to: [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg).

### **Cooperation from Respondents**

The cooperation of households in submitting their completed survey returns is crucial to the successful conduct of C2020. DOS looks forward to the participation of all selected households.

## Confidentiality of Data Assured

C2020 is conducted under the Statistics Act (Chapter 317). Participation is compulsory. All information provided will be kept in confidence in accordance with the Statistics Act.

## General Information

For an introduction on C2020 and information on how the conduct of Censuses have improved over the years, read the article on *Census of Population 2020* at [www.singstat.gov.sg/-/media/files/publications/population/ssn219-pg14.pdf](http://www.singstat.gov.sg/-/media/files/publications/population/ssn219-pg14.pdf) (**Annex**).

More information and resources on C2020 are available on the SingStat Website at [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020).

Singapore Department of Statistics  
4 February 2020

For enquiries, please contact:

Ms Teo Wan Choo T 6332 7185

E [teo\\_wan\\_choo@singstat.gov.sg](mailto:teo_wan_choo@singstat.gov.sg)

Mrs Sally LIM T 6332 8219

E [sally\\_lim@singstat.gov.sg](mailto:sally_lim@singstat.gov.sg)

## HEAD COUNT: THE HISTORY OF CENSUS TAKING IN SINGAPORE

BIBLIOSIA | JAN - MAR 2020



# HEAD COUNT

## The History of Census-taking in Singapore

The very first census here was conducted in 1824.

**Ang Seow Leng** reveals how doing a headcount has evolved over the last 200 years.

**Ang Seow Leng** is a Senior Librarian with the National Library, Singapore. Her responsibilities include managing the National Library's collections, developing content as well as providing reference and research services.

Singapore's population has grown steadily over the decades to reach a total population of 5.7 million as at June 2019.<sup>1</sup>

Population censuses provide vital surveys of individuals in order to understand the basic demographic composition and trends of a society. They are also useful for developing evidence-based policies in strategic planning and decision-making. In the case of Singapore, figures on population distribution by areas, for instance, are studied to plan the requirements for schools, markets, hospitals and other public amenities.

The *Handbook on the Management of Population and Housing Censuses*, published by the United Nations Department of Economic and Social Affairs in 2016, defines a population census as "the total process of planning, collecting, compiling, evaluating, disseminating and analysing demographic, economic and social data at the smallest geographical level pertaining, at a specific time, to all persons in a country or in a well-delimited part of a country".<sup>2</sup>

While huge amounts of resources are required to conduct a massive census exercise, the methods used in collecting

data are equally important as these affect the quality and accuracy of the final results.

Censuses are conducted on either a *de facto* or *de jure* basis. The *de facto* population “consists of all persons who are physically present in the country or area at the reference date, whether or not they are usual residents”, while the *de jure* population is defined as “all usual residents, whether or not they are present at the time of the enumeration”.<sup>3</sup>

Patterns of global migration and settlements shape the demographic, social and economic histories of a country. For instance, Adam McKeown’s research showed that major long-distance migration flows in the years between 1846 and 1940 from India and southern China, and to a much lesser extent from Africa, Europe, North Eastern Asia and Middle East to Southeast Asia, the Indian Ocean Rim and the South Pacific, numbered around 48 to 52 million.<sup>4</sup> These migration patterns make for interesting analyses and studies.

### Early Censuses in Singapore

According to then Acting Colonial Secretary of the Straits Settlements Hayes Marriott, when Stamford Raffles arrived in Singapore in 1819, the estimated population size was around 150, including 30 Chinese and the Malays who had accompanied Temenggung Abdul Rahman when he settled in Singapore in 1811.<sup>5</sup> The number of inhabitants soon grew exponentially. Raffles, writing to Henry Petty-Fitzmaurice, the 3rd Marquess of Lansdowne, on 15 April 1820 claimed:

“When I hoisted the British flag the population scarcely amounted to 200 souls, in three months the number was not less than 3,000 and it now exceeds 10,000 principally Chinese...”<sup>6</sup>

Although primary records of the early censuses of Singapore are no longer available, they can be found in secondary sources such as newspapers and books. According to Charles Burton Buckley, one of Singapore’s earliest newspaper columnists, Singapore’s first census took place in January 1824. It recorded a population of 10,683, comprising 74 Europeans, 16 Armenians, 15 Arabs, 4,580 Malays, 3,317 Chinese, 756 Indians, and 1,925 Bugis, and others.<sup>7</sup>

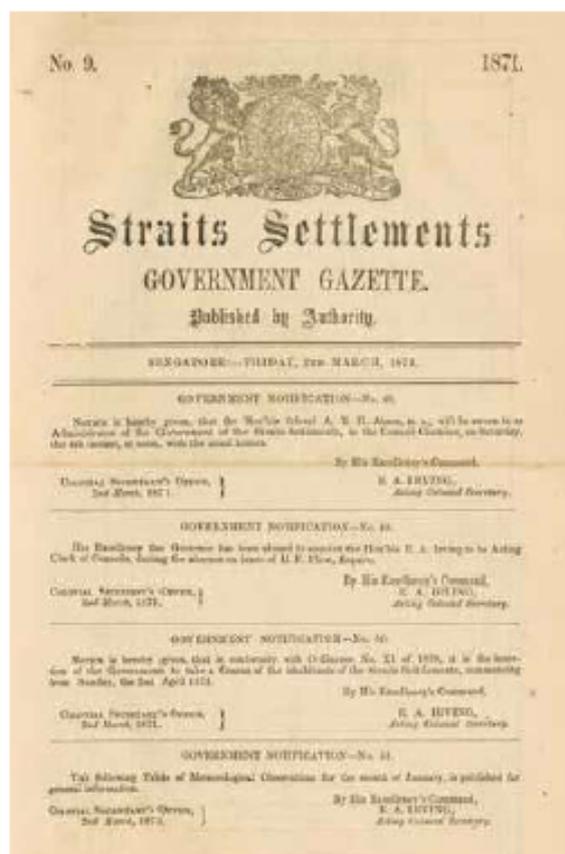
Marriott reported that censuses were taken almost every year, from 1825

to 1860,<sup>8</sup> but noted that the figures for these earlier censuses were unreliable. He pointed out that, in 1833, the census was carried out by two constables who were deployed to the settlement and had to attend to their primary duties on top of census-taking.<sup>9</sup> Thomas John Newbold, a lieutenant with the Madras Light Infantry who moved to Melaka in 1832,<sup>10</sup> also recorded the censuses of Singapore from 1824 to 1836, noting that a census was not taken in 1835. He did not list any figures for 1831.<sup>11</sup>

It was only on 2 April 1871 that the first systematic census of Singapore as part of the Straits Settlements was conducted.<sup>12</sup> The Census Bill had been passed in October 1870 to collect more reliable data, conferred power on the Governor and Executive Council to formulate rules for taking the census and to impose punishments on those who refuse to cooperate.<sup>13</sup> This bill was introduced at a time when the practice of taking a census once every 10 years was adopted throughout the British Empire. In 1871, the Singapore census took place around the same time that Great Britain and Ireland conducted theirs.<sup>14</sup>

The 1871 landmark census was different from the 1860 census, which Governor Harry Ord had dismissed. He wrote that “no great reliance can be placed upon the returns of the population stated to have been taken in that year [1860], so that for any purposes of comparison now, they are of little or no value”.<sup>15</sup> The 1871 census, on the other hand, had trained enumerators to handle the census. The categories of data collected were also expanded from sex and race to include information on age, occupation, town-country divisions and the type of dwellings. The total population of Singapore at the time was 97,111.<sup>16</sup>

Successive censuses were carried out once every 10 years until 1931. It was observed during the 1931 census that all the non-Malay immigrants in Malaya were mainly sojourners who arrived here to seek a fortune without any intention of residing here permanently, and that the increase in the formation of a settled population of non-Malay origin had been very slow.<sup>17</sup> The first pan-Malayan census began in 1921.<sup>18</sup> Although preparations for the 1941 census had been underway, the onset of World War II derailed plans.



**(Facing page)** Staff sorting records of the census conducted in 1931. Image reproduced from Vileland, C.A. (1932). *British Malaya (the Colony of the Straits Settlements and the Malay States under British protection, namely the Federated States of Perak, Selangor, Negri Sembilan and Pahang and the States of Johore, Kedah, Kelantan, Trengganu, Perlis and Brunei): A Report on the 1931 Census and on Certain Problems of Vital Statistics (between pp. 28 and 29)*. London: Crown Agents for the Colonies. (Microfilm no.: NL3005).

**(Left)** Government Notification—No. 50 “Notice is hereby given, that in conformity with Ordinance No. XI of 1870, it is the intention of the Government to take a Census of the inhabitants of the Straits Settlements, commencing from Sunday, the 2nd of April 1871.” Image reproduced from *Straits Settlements. Government gazette. (1871, March 3). Government Notification No. 50 (p. 93)*. Singapore: Mission Press. Retrieved from BookSG.

### BITING DOGS, CAPSIZED BOATS AND STRIKING WORKERS: STORIES FROM THE 1947 CENSUS

By Jimmy Yap

In general, carrying out a census is no easy task. However, back when Singapore was not as urbanised as it is now, counting its inhabitants was particularly challenging. Newspaper accounts of how the 1947 census was conducted give a good sense of the issues faced by census takers (or enumerators as they are more properly known).

The 1947 census was an important one, being the first undertaken after the war. It was a massive exercise that included all towns, villages, people living in the jungles and on boats and houses built out at sea, and even passengers on trains.<sup>1</sup>

To incentivise enumerators, the Malayan Census Headquarters introduced a prize scheme under which \$40,000 were given out in Singapore and the Malayan Union to the most efficient enumerators on the recommendation of the local headquarters.<sup>2</sup>

Besides using government department staff and teachers for census work, hundreds of schoolboys in Singapore were also recruited as enumerators and were each paid \$40 for their efforts.<sup>3</sup> About 80 scouts from the 10th Singapore Troop of St Andrew's School also volunteered to assist in the taking of the census in the rural areas of Singapore.<sup>4</sup>

According to one news report, enumerators in the rural areas were frequently regarded with "extreme suspicion":

"The country population, especially farmers are not always willing to open their doors. It takes a good five minutes to convince the occupants of some houses that census officers are not policemen, detectives or gangsters, but just people assigned by the Government to find out the number of people living in a house.

"This information must be obtained from the principal occupier of the house and if he does not happen to be in, as is often the case, the census officer has to make the long trek back at a time when his informant is likely to be home."<sup>5</sup>

Another problem faced in the rural districts was that many houses were not

marked on maps. "The census officer covers a district, then climbs up a hill for the house on top. When he reaches it and looks round the surrounding country he is almost always sure to spot a hut that he had overlooked because it was not marked. He is then obliged to go down again to fulfil his task."<sup>6</sup>

In addition to swamps, rivers, jungles and suspicious tenants, the enumerators had to deal with dogs. The same news report said that "two of the men returned with dog bites while several others have been chased by dogs found in almost every house in the country".<sup>7</sup>

Another challenge was to count those who lived off the main island of Singapore. In some cases, the government relied on the people who knew the area best – the fishermen. One man, Penghulu Awang Chik, described as a "weather-beaten, 41-years'-old fisherman who has spent more than a score [of] years on Singapore's fishing ground", was roped in to be an enumerator. In one week in May, he visited eight small islands and "accounted for 188 lonely island homesteads".<sup>8</sup>

Because of the weather, travelling by sea could be challenging. Census supervisor T. Cordeiro had to carry out census work on Pulau Tekong. Unfortunately, just as he was about to leave the island, he was hit by a storm and his boat capsized. Fortunately, Cordeiro and five others in the party managed to hang on to their boat and they made their way safely back to Pulau Tekong.<sup>9</sup>

Counting the people living aboard vessels in the harbour required census officials to carry out their task between midnight and dawn. The enumerators – each supplied with a torchlight, a pencil, census forms, passes, and a set of instructions – were protected in the course of their duties by the police.

Malaya Tribune reporter Harry Fang accompanied the enumerators as they boarded the various vessels in the harbour and on the rivers. The night did not begin well for them though. The first vessel they boarded was the steamer *Giang Ann*. Fang said: "[W]e were half way through when a European member of the crew, apparently awaked in his sleep by the commotion, appeared in his pyjamas and created a small argument. Finally, we learned that the steamer's crew had [already] been censused."<sup>10</sup>

Naturally, most crew members did not react well to the appearance of Fang and company, given that they were awakened by enumerators "armed with torchlight, and escorted by policemen".

Fang added that the "first reaction was always one of fear but after our explanation, the men became assured and readily supplied us with required information". That said, getting the truth took time. "False names and ages were often given at first and after much gentle persuasion, the truth was finally told."<sup>11</sup>

Conducting a census at sea had unexpected hazards as well, namely hard-working fisherman. "An old disinterested

A rural kampong in Singapore, c. 1960s. In the early days, census takers had to go to kampongs, jungles and even reach out to those living on boats and houses built out at sea. Photo by K.F. Wong. Courtesy of National Archives of Singapore.



Chinese with his son fishing in a sampan off Beach Road nearly snared the Marine Police Chief, Mr J.W. Chiltern, when he cast his prawn net at the moment Mr Chiltern passed in one of his branch's fast new launches."<sup>12</sup>

This is not to say that census officials working in the city had an easy time. Some had to be given police escorts because as the Deputy Superintendent of the Census put it, in some parts of Singapore, "they would knock you on the head if you asked them their names".<sup>13</sup>

Sometimes the census officials would get help from unexpected sources, as one newspaper story reported. "The Singapore Rubber Workers' Union yesterday took time off from conducting a strike and a 'squat' to help the Deputy Superintendent of Census, Mr R.H. Oakeley, get census particulars from 120 recalcitrant workers."<sup>14</sup>

The official report of the 1947 census – released in October 1949 – gave Singapore's population as 940,824, which was almost double the figure for the 1931 census.<sup>15</sup>

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- 7 *The Sunday Tribune*, 25 May 1947, p. 3.
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- 10 Fang, H. (1947, September 24). Census men were asked: "Is this a raid?" *The Malaya Tribune*, p. 8. Retrieved from NewspaperSG.
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- 13 Police escorts for census workers. (1947, September 24). *The Straits Times*, p. 1. Retrieved from NewspaperSG.
- 14 Singapore census winding up today. (1947, September 26). *The Straits Times*, p. 5. Retrieved from NewspaperSG.
- 15 S'pore doubles population in sixteen years. (1949, October 10). *The Malaya Tribune*, p. 1. Retrieved from NewspaperSG.



#### The Japanese Occupation Years

After Singapore fell to the Japanese in February 1942, the island became known as Syonan-to. During the Japanese Occupation (1942–45), the Chosabu (Department of Research) recruited Japanese academics and civil servants, and sent them to Southeast Asia to research Southeast Asian economies and societies for Japan's administrators.<sup>16</sup> One of the reports produced by the Chosabu in Singapore was "Population by Occupation in Syonan Municipality" in December 1943.

The Chosabu noted that the last population census had taken place in Singapore in 1931, and that the police stations on the island had conducted a census survey in April 1943. The same report recorded the approximate population as being around 855,679. This figure was derived from the category that recorded occupations in the April 1943 census survey. The information was used to "identify the circumstances among the population in regard to rationing and other matters".<sup>17</sup>

The Chinese viewed the information-gathering with suspicion as they had suffered greatly during Operation Sook Ching from February to March 1942 when Chinese males between the ages of 18 and 50 were summoned to report at mass screening centres; anyone who

This is a bound volume of census slips for households on Fraser Street, c. 1945. The National Library received this donation during the 2008 Heritage Roadshow. Collection of the National Library, Singapore (Accession no.: B20026490A).

was suspected of being anti-Japanese was executed. Hence, the report also noted that "for nationality, most Chinese responded with their home region but a few identified themselves only as Chinese. There was no consistency. The same is true of occupation".<sup>18</sup>

#### Post-war Censuses

The first post-war census was conducted in 1947, after a lapse of 16 years. M.V. Del Tufo, Superintendent of the Census, wrote in the Foreword of the *Report on the 1947 Census of Population* that the Japanese Occupation had resulted in loss or destruction of records, and the lack of manpower and frequent strikes added to the challenges of carrying out the census.

To quell fear and distrust among people after the war, the British authorities explained that the "census had nothing to do with income tax or rice cards, nor would it be used as a check on individuals".<sup>19</sup> They also assured the people that "all the information with regard to individuals [would be] treated as confidential, and may not be used for any purpose other than preparing tables of statistics about the community

as a whole".<sup>23</sup> At the time, there were thousands of squatters, mostly Chinese, who were living on lands that did not belong to them and they feared eviction if discovered during the census taking.<sup>24</sup>

Compared with the labour-intensive manual method of processing earlier censuses, the 1947 census used a mechanical method of punched cards to speed up the tabulation of the results. Deputy Superintendents of Census were appointed in the states of the Federation of Malaya, except in Perak where the Census Headquarters undertook the Deputy's functions, and in Singapore. The Singapore census also included the populations residing in off-shore islands such as Pulau Ubin, Pulau Tekong Besar and St John's Island as well as those on Christmas Island and Cocos (Keeling) Islands. (The Cocos Islands and Christmas Island were transferred to Australia in 1955 and 1958 respectively.<sup>25</sup>)

The next census was conducted on 17 June 1957, with the Singapore Department of Statistics handling the census for the first time. It also marked the first time that the census was conducted only for Singapore.<sup>26</sup>

### Post-independence Population Censuses

Singapore gained independence in 1965 and the first post-independence population census was conducted in 1970,

13 years after the 1957 census. This was based on recommendation by the United Nations (UN) that each country undertakes a population census during the year ending in "0" or as near to those years as possible. The UN held the view that "the census data of any country are of greater value nationally, regionally and internationally if they can be compared with the results of other countries which were taken at approximately the same time".<sup>27</sup> Subsequent censuses in Singapore saw a constant improvement in the coverage of data, fieldwork, method in collecting data and an increasing reliance on technology.

The 1970 census adopted the *de facto* concept and counted all persons present in Singapore at the time of the census enumeration. Then Minister for Finance Goh Keng Swee was the Chairman of the Census Planning Committee. The Superintendent of this census was P. Arunmainathan, and he was supported by 3,000 field workers comprising mainly teachers and students. The census involved the use of computer-generated data as well as a wider coverage of the types of data collected and the use of sampling population. A two-volume report was published in 1973.<sup>28</sup>

The census in 1980 saw new data collected, for instance, income from work, address of work place or school, and usual mode of transport to work and school. Then Minister for Trade and Industry Goh Chok Tong was the Chairman of the Census Planning Committee, while the Superintendent of Census was Khoo Chian Kim. About 2,600 people were employed for this exercise.<sup>29</sup> Between 1981 and 1986, nine statistical releases and five census monographs on demographic trends, trends in language, literacy and education, labour force, household and housing, as well as geographic analysis, were published.

The Census (Amendment) Bill that was passed on 28 March 1990 allowed for the exchange of information between government bodies in order to facilitate data gathering during population census exercises, and thus avoid duplication of efforts. To preserve confidentiality and prevent the misuse of information, only the Superintendent of Census is able to obtain and share information.<sup>30</sup>

Then Minister for Trade and Industry Mah Bow Tan chaired the 1990 Census Planning Committee, with Lau Kak En as Superintendent. With the support of more than 2,000 people employed to conduct

Census takers hard at work during the 1957 census. This was the first time that the census was conducted by Singapore's Department of Statistics. Source: © Singapore Press Holdings Limited. Reprinted with permission.



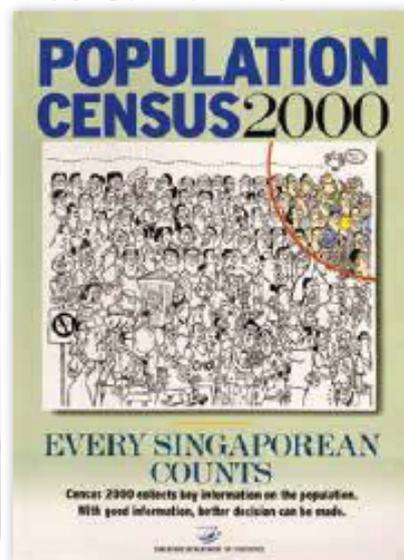
the census exercise during the peak period, it was the first time when details of Singaporeans and permanent residents abroad were included. This was also the first time a country used a census form that had been pre-printed with relevant particulars from various government databases.<sup>31</sup> Six statistical releases and six census monographs were published between 1991 and 1996, covering almost the same topics as the 1980 census.

Singapore became one of the first countries in the world to submit census returns through the internet for the 2000 population census. In this census, Singapore adopted a register-based approach to census-taking for the first time, in which basic data from existing government databases were utilised, thus greatly reducing the need for data entry.<sup>32</sup> With the adoption of a register-based census, the *de jure* concept based on a person's usual place of residence was used instead.

In 1996, the Department of Statistics developed an integrated database system known as the Household Registration Database, which captured the basic count of individuals and the overall profile of the population, including information like age group, sex, ethnic group, citizenship and house-type.<sup>33</sup> Only 20 percent of all households were surveyed in order to verify the accuracy of data.<sup>34</sup> For these participating households, the census adopted a tri-modal data collection strategy that allowed

(Below) A handheld computer used by assistant census superintendents to update their work progress, c. 1990. Ministry of Information and the Arts Collection, courtesy of National Archives of Singapore.

(Below right) Publicity poster for Census 2000. Courtesy of Singapore Department of Statistics.



residents to choose one out of three options to provide information: internet enumeration, computer-assisted telephone interview or the traditional face-to-face interview.<sup>35</sup> This resulted in greater efficiency in data collecting and was less labour-intensive.

The Chairman for the Census 2000 Planning Committee was then Permanent Secretary of the Ministry of Trade and Industry Khaw Boon Wan, and the

Superintendent was Leow Bee Geok. Five statistical releases and nine advance data releases were published between 2000 and 2001. These covered topics such as education, religion, literacy and language, economic characteristics, mode of transport, households and housing, household income growth and distribution, and marriage and fertility.

As the fifth census since independence, the exercise in 2010 also adopted

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8 Tables listing the figures for each of the early census from 1824 until 1911 are provided by Marriott from pages 355 to 362. Please note that census figures for years 1823 to 1828 can also be found in Singapore. (1829, February 12). *The Singapore Chronicle and Commercial Register*, p. 1. Retrieved from NewspaperSG.

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18 Dei Tufo, M.V. (1949). *Malaya, comprising the Federation of Malaya and the Colony of Singapore: A report on the 1947 census of population* (p. 1). London: Published on behalf of the Governments of the Federation of Malaya and the Colony of Singapore by the Crown Agents for the Colonies. [Call no.: RCLOS 312.09595 MAL]

a register-based approach in which the basic population count and characteristics were compiled from administrative sources. Hence, there was a reduction of field interviewers to only 140, with 20 field supervisors across 10 regional offices in the country. These interviewers also made use of mobile personal computers to carry out their enumeration on the go, thus removing the need for hardcopy survey forms. Another 400 daily-rated staff were recruited to support day-to-day operations. Ravi Menon, then Permanent Secretary of the Ministry of Trade and Industry, was the Chairman of the 2010 Census Planning Committee, with Chief Statistician Wong Wee Kim as Superintendent.<sup>36</sup> In 2011, three statistical

releases were published on demographic characteristics, education, language and religion, households and housing, and geographic distribution and transport.

### The Future of Census

Censuses allow a country to collect data on the demographic and socioeconomic characteristics of its population. Singapore has gone through 14 censuses since 1871, and each one has seen an increasing reliance on technology, especially in the recent censuses.

Emerging global trends have influenced the manner in which a census exercise is designed and undertaken, especially in developed countries. While the purpose of a census has evolved from its early days as a means for implementing taxation policies, and conscription into military service or forced labour, it has become a useful tool for social analysis and understanding as can be seen in the increasing number of census questions to gather more social statistics for successive censuses.<sup>37</sup>

Data collected during a census is crucial for any government for the purposes of long-term planning, decision-making and policy formulation. A thorough and detailed analysis of any census typically takes two years or more to complete, by which time the efficacy of the results might be called into question. One of the challenges in census-taking is the timely analysis of the findings so that these remain relevant and useful for the aforementioned purposes. Another challenge is the difficulty in capturing accurate demographic characteristics due to increasing migration and human mobility for work and study.

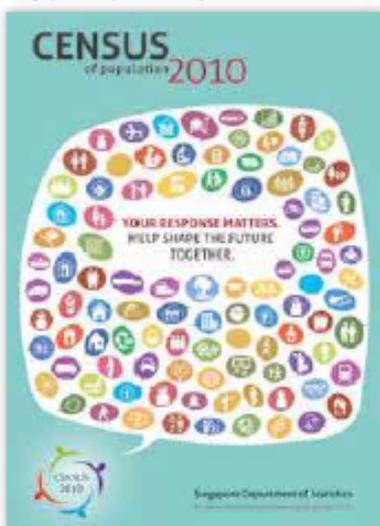
In a digital age where linked data and sophisticated data analysis tools are readily available, countries like Denmark, Sweden, Norway, Finland and Slovenia have moved away from traditional approaches in conducting a census. They now rely on centralised databases administered by the government such as tax records, electoral lists and school rolls, and also engage in periodic polling of a sample population size.<sup>38</sup>

Census data derived completely from administrative register-based sources do not require citizens to fill in census questionnaires. However, such a method is not without its drawbacks. The administrative sources may not be appropriate for census use as the information gathered is not meant for statistical purposes. Certain information may also not be available or complete in administrative databases.

It is common for countries, therefore, to adopt a combination of a register-based survey with enumeration or survey data, similar to what Singapore did in the 2000 and 2010 censuses; this will also be the case in the upcoming 2020 census.<sup>39</sup> It will be interesting to see how Singapore's future censuses keep up with evolving demographics and trends. ♦

*The author wishes to thank the Singapore Department of Statistics for reviewing the essay. The National Library's latest exhibition "On Paper: Singapore Before 1867", held at level 10 of the National Library Building until 22 March 2020, features a scribal copy of the 1827 census of Singapore.*

Publicity poster for Census 2010. Courtesy of Singapore Department of Statistics.



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## Census of Population 2020

### About the Census

Conducted once in ten years, the Census of Population is the largest national survey undertaken in Singapore. Census of Population 2020 (C2020) will be the sixth Census after Singapore's Independence and the 15<sup>th</sup> since the first Census taken in 1871.

### Objective

The Census collects information on key characteristics of the population and households. The information is used by government agencies for policy formulation and review, and planning of programmes and services for the community. It is also used for research and understanding of the Singapore population by members of the public, academia and the international community.

### Conduct of C2020

C2020 will adopt a register-based approach, similar to the Censuses conducted in 2000 and 2010, where the basic population count and characteristics such as age, sex and ethnicity will be compiled from administrative sources.

To collect the data on detailed socio-economic and household characteristics, a large-scale sample survey

will be conducted. An improved sampling design has been adopted, which reduces sample size by 25%, from 200,000 household addresses in C2010 to 150,000 in C2020.

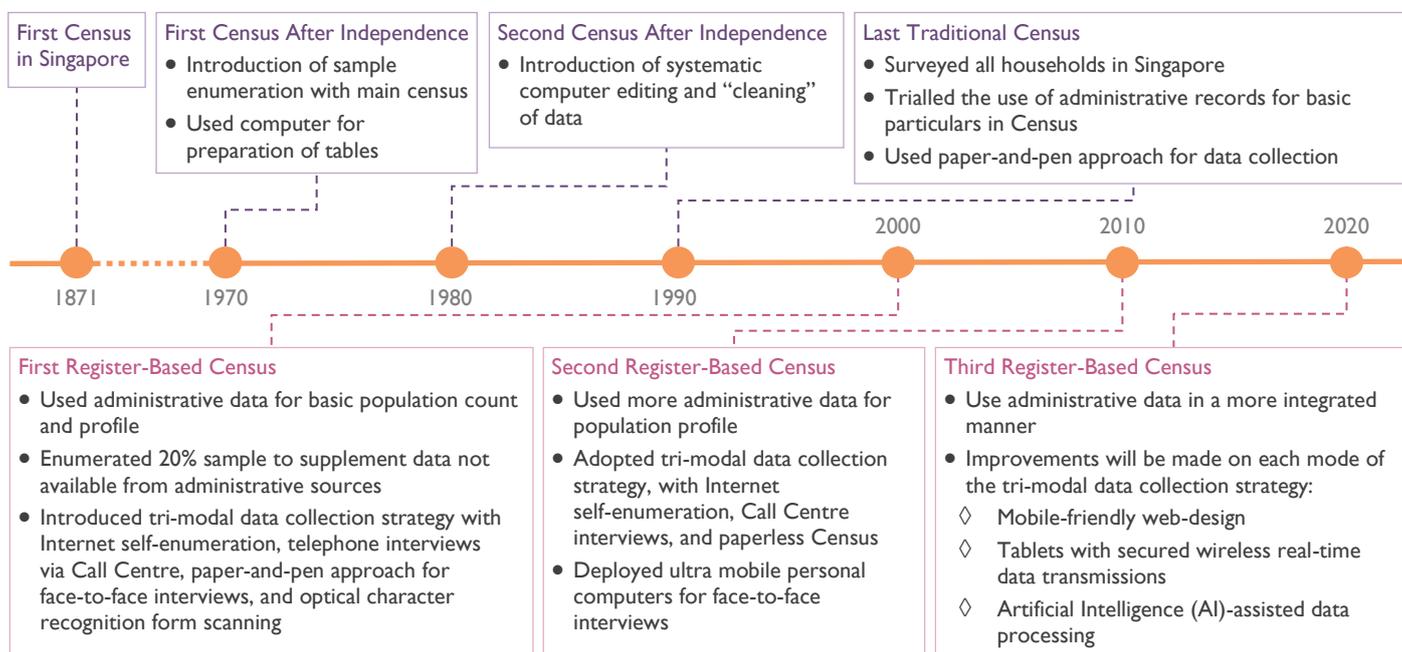
Survey information required from households relate to housing, socio-economic characteristics (including occupation, industry, income), education, language and literacy, transport, religion and difficulty in performing basic activities. Households can submit their survey returns through various modes (Internet, telephone or face-to-face interview).

### Improvements

With the increased usage of mobile devices and growing demand from respondents to enumerate online, the C2020 will provide a mobile-friendly interface for online submission of survey returns. Respondents will use SingPass for login, and undergo two-factor authentication for added security.

Field interviewers will be using tablets in face-to-face interviews. Information collected from the online survey, telephone and face-to-face interviews can thus be updated directly in the backend server to allow a consistent set of the information provided through the different modes of submission.

### CENSUS TIMELINE





# STATISTICS SINGAPORE NEWSLETTER

ISSUE 2, 2020

## Conducting Census of Population 2020 in Singapore amidst COVID-19

by Chia Wai Yin and Wong Wei Lin  
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### About the Census of Population

Singapore carries out the Census of Population once in ten years. Conducted by the Singapore Department of Statistics (DOS), the Census is the largest national survey undertaken to collect and compile information on detailed characteristics and the profile of the population and households. Since 2000, Singapore has adopted a register-based approach for Census-taking, using administrative data from different sources to provide basic demographic information such as age, sex and ethnicity for the whole population. In-depth information on socio-economic and household characteristics that are not already available from administrative sources are then captured through a large-scale sample survey.

To raise public awareness of the Census of Population 2020 (C2020) in general and to reach out to survey respondents in particular, relevant information about the C2020 was made available through the mass media (e.g. radio and newspaper ads), posters (e.g. in community centres, MRT trains, neighbourhood police posts etc.) and the SingStat Website ([www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020)). The Census webpage includes a video on the conduct of C2020 and its purpose as well as access to the Census Online Submission Form.

Even though Censuses have been conducted regularly about once in 10 years since 1871 in Singapore, the impact of the COVID-19 pandemic posed unprecedented challenges for the conduct of C2020 and presented valuable lessons for the planning and implementation of future household surveys.

### Adjustments to C2020 Data Collection Strategy

The C2020 sample survey covering some 150,000 households, was launched on 4 Feb 2020. A tri-modal data collection strategy is implemented to cater to the varied profile and needs of the population while balancing resource considerations. Based on the experience of C2010, data collection for a Census was expected to take about 6 months to complete. However, the COVID-19 outbreak and the ensuing measures implemented nationwide to control its spread severely impact the timeline for the conduct of C2020. The Census Office in DOS swiftly made adjustments and adapted to the new operating environment for the C2020 operations.

### Online Self-Enumeration

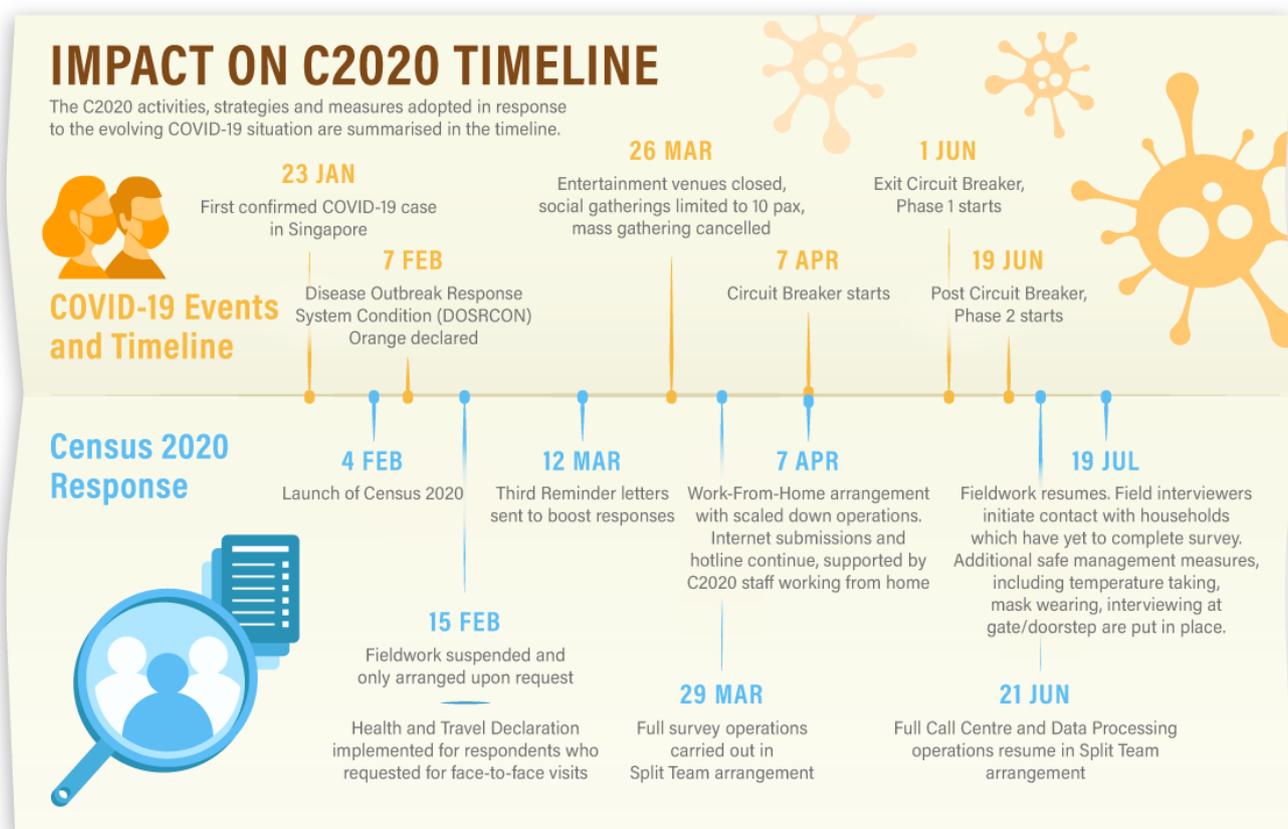
In C2020, respondents are able to submit their survey returns directly through the Internet. This provides flexibility for respondents as the online submission platform is available round the clock for them to provide their returns at their convenience. Through online enumeration, the manpower required to reach out to respondents is reduced. Despite the COVID-19 outbreak, the online submission mode allows for the C2020 data collection to continue as respondents could complete and submit their returns themselves in the convenience of their homes any time of the day. To encourage online self-enumeration, respondents who did not complete and submit their survey returns by the deadline would receive up to three reminder letters, one more compared to the two reminder letters that were sent in C2010.

## Computer-Assisted Telephone Interview

Respondents are able to complete the survey over the phone via a Census hotline. The Census Call Centre also reaches out to respondents who have not completed their returns online by a stipulated date. Besides providing assistance in the completion of survey over phone interviews, the Census hotline is critical in supporting respondents in completing their online submission and attending to other general enquiries and feedback on C2020. With work-from-home arrangements being in place during the Circuit Breaker period between April and June 2020, operations at the Census Call Centre were scaled down. Work processes were changed to allow for a smaller pool of C2020 staff to continue supporting the operation of certain scope of work over the telephone. This includes receiving incoming calls for phone interviews and survey enquiries. Calls made to respondents were cut down.

## Face-to-Face Interview

Face-to-face interviews are conducted for respondents if they did not respond through the online survey and could not be contacted by phone. At the initial launch of C2020 in February, a small number of households were visited by C2020 interviewers. Due to the COVID-19 outbreak, face-to-face visits were only arranged upon request from mid February to early March, and face-to-face visits were only carried out after health and travel declarations were obtained from these households which had requested for face-to-face interviews. These additional precautionary measures were put in place to ensure the health and safety of both the C2020 respondents and C2020 staff. Field visits were suspended from April to mid July 2020 due to measures implemented nationwide to fight against COVID-19, and only resumed towards the second half of July, well into Phase 2 post Circuit Breaker.



## Lessons Learnt

In reviewing the design of C2020 and reflecting on the adjustments made, the following areas were identified to have helped mitigate the impact of COVID-19, and will continue to be leveraged if needed.

## Staggered Rollout

In the design of the Census workflow, the Census Office has adopted a staggered approach where the full Census sample is split into a number of smaller groups, which have survey start dates spread over

several weeks. This is to help manage the case load on the Internet server, call traffic to the Census hotline and minimise risk of data exposure for individual households on the Internet.

This design provided flexibility for the dispatch dates and sizes of each batch to be adjusted in response to the evolving COVID-19 situation and measures. For example, when call operations were scaled back, we were able to release smaller batches in less frequent intervals to cushion the effect of reduced manpower.

### Applying Analytics to Schedule Reminders and Optimise Response

Analytics were used to monitor the progress of individual batch and follow up with adjustments, in particular on the intensity of reminders to households. Due to the suspension of reminder letters being sent during the Circuit Breaker period, there was a drop in responses for selected groups (Chart 1). This demonstrates the effectiveness of reminder letters in boosting survey completion rates.

### Earlier Census Launch Date

In C2010, contingency plans were discussed to provide for potential challenges that may arise due to the H1N1 outbreak between 2009 and 2010 ahead of the launch of the Census but these were not activated eventually. C2020 was launched one month ahead of schedule compared to the previous Census, to cater for unforeseen circumstances. The earlier launch provided some buffer time for Census operations to gradually resume after the main operations had to be scaled down for over two months due to the implementation

of the Circuit Breaker measures between 7 April and 18 June 2020.

### Online Submission

With more than half of the households submitting their returns via the Internet, a large proportion of responses continued to be received during the Circuit Breaker. The higher take-up rate for online mode compared to the previous Census was expected but still served as a critical factor in reducing the load that needs to be followed up on.

### Register-Based Census

As data on population estimates are compiled from administrative records, top-line population data such as population count, sex ratio, age and ethnic composition for 2020 have been made available through the annual Population Trends report. This is despite the impact of COVID-19 measures and scaled-down Census operations over a protracted period.

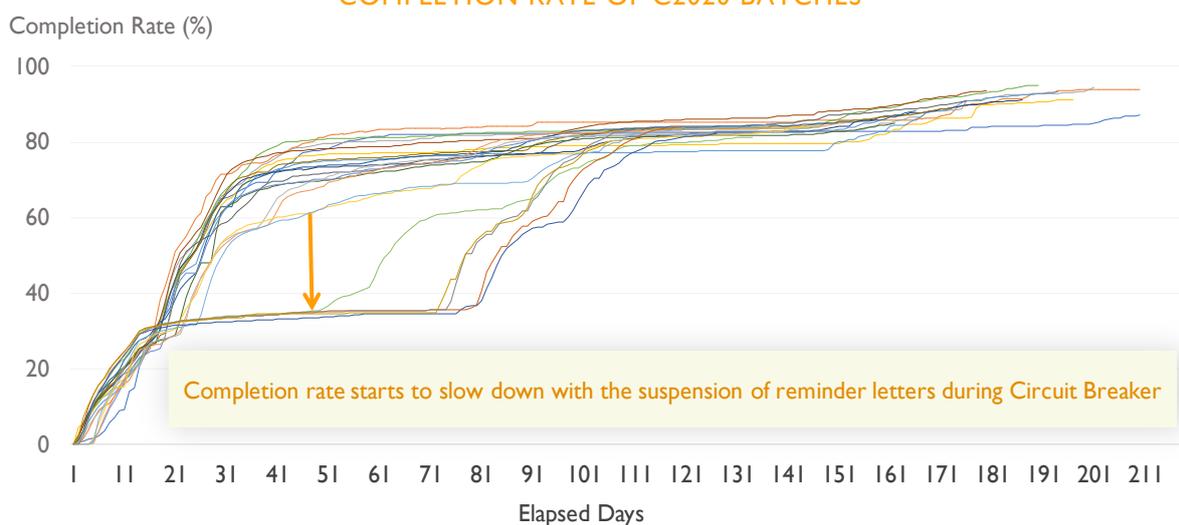
### Data Processing Enhancements

Using administrative data for consistency checks and implementing machine learning to the coding of selected data items mitigated resource constraints in data processing during the COVID-19 pandemic as work-from-home arrangements were put in place.

### Current Progress

As of September 2020, the Census 2020 collection is still ongoing. The Census Office strives to complete the data collection as soon and safe as we can, while we adapt to the COVID-19 situation when required. Detailed statistical releases are expected to be released progressively from 1Q 2021.

**CHART 1**  
**COMPLETION RATE OF C2020 BATCHES**



# Census of Population 2020 - Modes of Submission and Reminders Amidst COVID-19

by Russell Ong and Yap Yee Liong  
Census Office  
Singapore Department of Statistics

## Introduction

The Singapore Department of Statistics (DOS) conducted the Census of Population 2020 (Census 2020) in 2020. While the main Census data collection period was from Feb to Oct 2020 when the Internet submission was open and outreach was done, returns from respondents continued to come in through the hotline and clarifications were made till end Dec 2020. Census 2020 adopted a register-based approach supplemented with a large-scale sample survey similar to the approach adopted in Census 2010. Under the register-based approach, the basic population count and characteristics<sup>1</sup> were obtained from administrative records from multiple sources. A sample survey of some 150,000 households was then conducted to obtain additional information<sup>2</sup> that was not available from administrative sources.

The Census 2020 sample survey was launched on 4 Feb 2020. A tri-modal data collection strategy comprising

Internet self-enumeration, telephone interviews, and face-to-face interviews was implemented to cater to the varied profile and needs of the population while balancing resource considerations. While the tri-modal data collection approach had been undertaken since Census 2000, the COVID-19 pandemic and the ensuing Circuit Breaker measures implemented nationwide to control its spread invariably impacted how respondents chose to provide their Census 2020 submissions.

This article presents a summary analysis of the response modes used by households to submit their returns for the Census 2020 survey. The Internet mode of data collection played an important role in Census 2020, as it was found to be the most popular response mode in 2020, exceeding reception levels in the Censuses of 2000 and 2010. The impact of reminder letters, which were used to address the challenges posed by the pandemic, including limitations of face-to-face visits are also examined.

## KEY FEATURES OF TRI-MODAL COLLECTION STRATEGY IN CENSUS 2020

**Internet** - Respondents submit their survey returns directly through the Internet. This provides flexibility and convenience to respondents as the online submission portal is available round-the-clock.

**Census Hotline** – Respondents complete the survey over the phone via the Census hotline. The daily operating hours for the Census hotline is from 9 am to 10.30 pm (including Saturdays, Sundays and Public Holidays).

**Face-to-Face Interviews** - For respondents who did not respond through the online survey and could not be contacted by phone, interviews are conducted. While it is labour-intensive, it is an essential mode to reach out to respondents, especially those who are not Internet-savvy or prefer an in-person validation before proceeding with the survey.

1 The basic population characteristics include age, sex, ethnic group, place of birth, type of dwelling, geographical distribution and other basic demographic statistics.

2 The additional data required for in-depth studies included marital status and fertility, education and language spoken, literacy, economic characteristics, housing and household characteristics, mode of transport, religion, and difficulty in performing basic activities.

## Submission Modes in Census 2020 Compared with Earlier Censuses

The proportion of respondents who submitted their survey returns over the Internet surged to 64 per cent in Census 2020 (Chart 1) compared to 15 per cent in Census 2000 and 38 per cent in Census 2010.

While respondents who submitted their responses over the telephone constituted the majority during the Censuses of 2000 and 2010, the proportion of such respondents declined from 62 per cent in Census 2000 to just 25 per cent in Census 2020.

### Profile of Responding Households

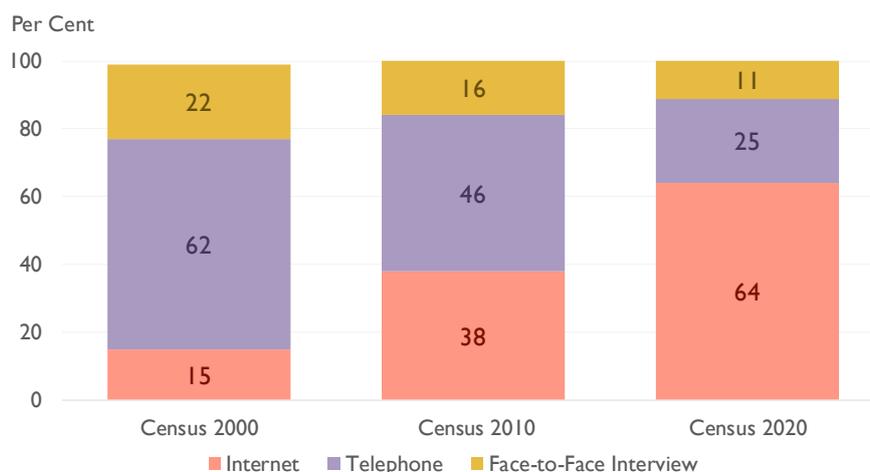
In Census 2020, households that submitted their returns over the Internet had a larger average

household size of 3.3 persons (Table 1) compared with households who opted for the other two modes (2.5 persons for Telephone and 2.3 persons for Face-to-Face interviews).

Some 45 per cent of those who responded through the Internet had 4 or more members in their households compared to only 21 per cent for those responding through face-to-face interviews.

This trend in Census 2020 was generally consistent with that observed in Census 2010, where respondents from household of larger sizes were more likely to use the online submission mode. This could be due to the convenience the Internet option provided, since respondents could respond to the survey any time and over a number of sessions according to the availability of individual members.

**CHART 1**  
SHIFTS IN USE OF MODES OF SUBMISSION, 2000 - 2020



**TABLE 1**  
DISTRIBUTION OF HOUSEHOLD SIZE BY MODE OF SUBMISSION, 2010 AND 2020

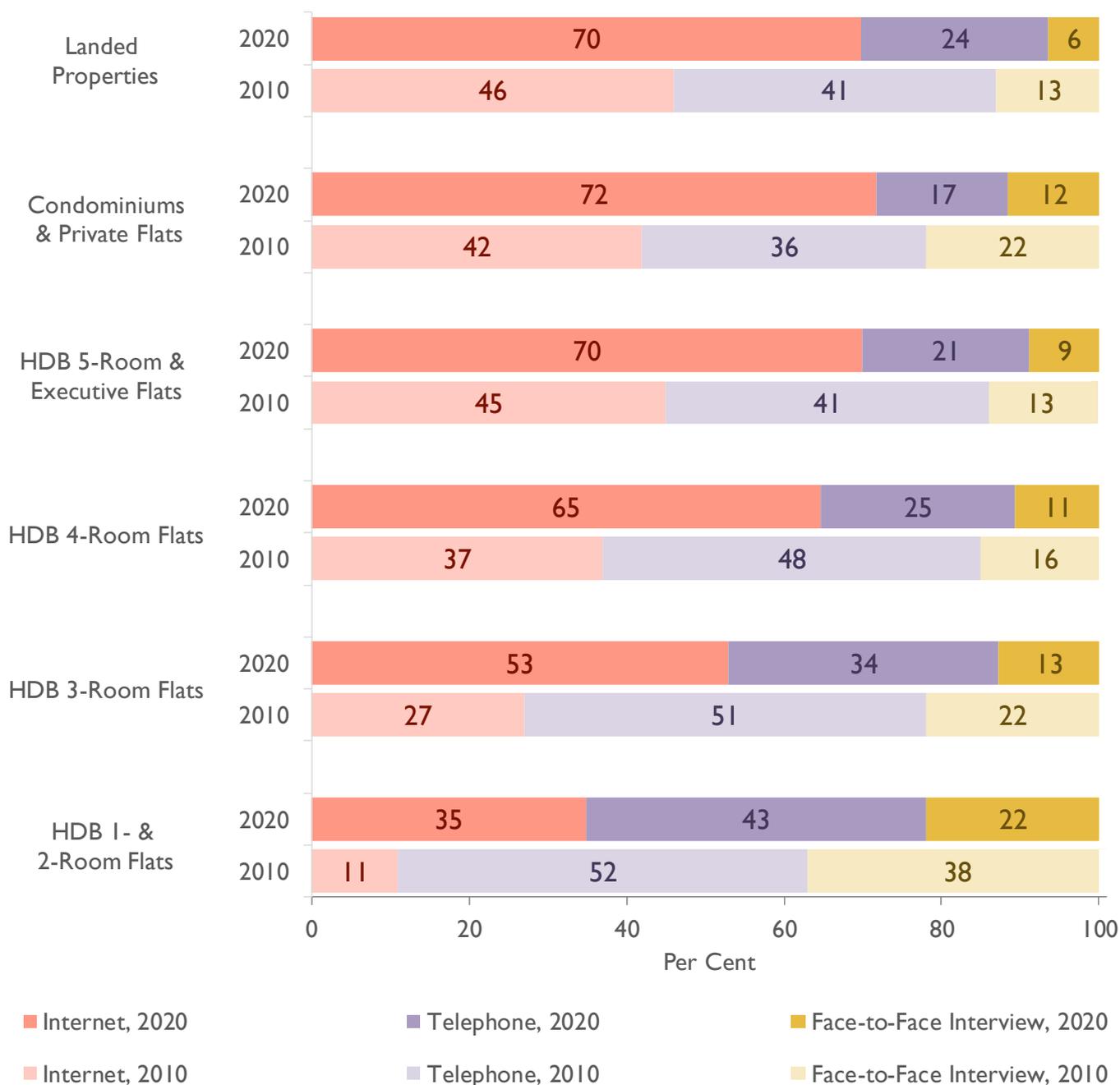
Household Size	Internet		Telephone		Face-to-Face Interview	
	C2010	C2020	C2010	C2020	C2010	C2020
1 Person	10.4	16.6	15.1	31.2	39.2	46.6
2 Persons	15.3	19.5	19.5	27.6	18.1	19.8
3 Persons	19.0	19.4	19.5	17.0	13.9	12.5
4 Persons	25.2	21.3	21.7	12.3	12.8	10.1
5 and More Persons	30.0	23.3	24.1	11.9	15.8	10.9
Average Household Size (Person)	3.7	3.3	3.4	2.5	2.6	2.3

### More than 50 per cent of Households in HDB 3-Room and Larger Flats and Private Housing Used Internet Submission in Census 2020

More than 50 per cent of households residing in HDB 3-room or larger flats and private housing submitted their returns via the Internet in Census 2020 (Chart 2).

Submission of census returns over the Internet has also increased from Census 2010 among those residing in HDB 1- and 2-room flats. Within this group, 35 per cent of households had used the Internet for their Census 2020 submissions, more than three times the proportion in Census 2010. Nonetheless, households in this group remained more likely to use telephone and face-to-face survey submissions modes in Census 2020, at 43 per cent and 22 per cent respectively.

**CHART 2**  
MODES OF SUBMISSION BY DWELLING TYPES, 2010 AND 2020



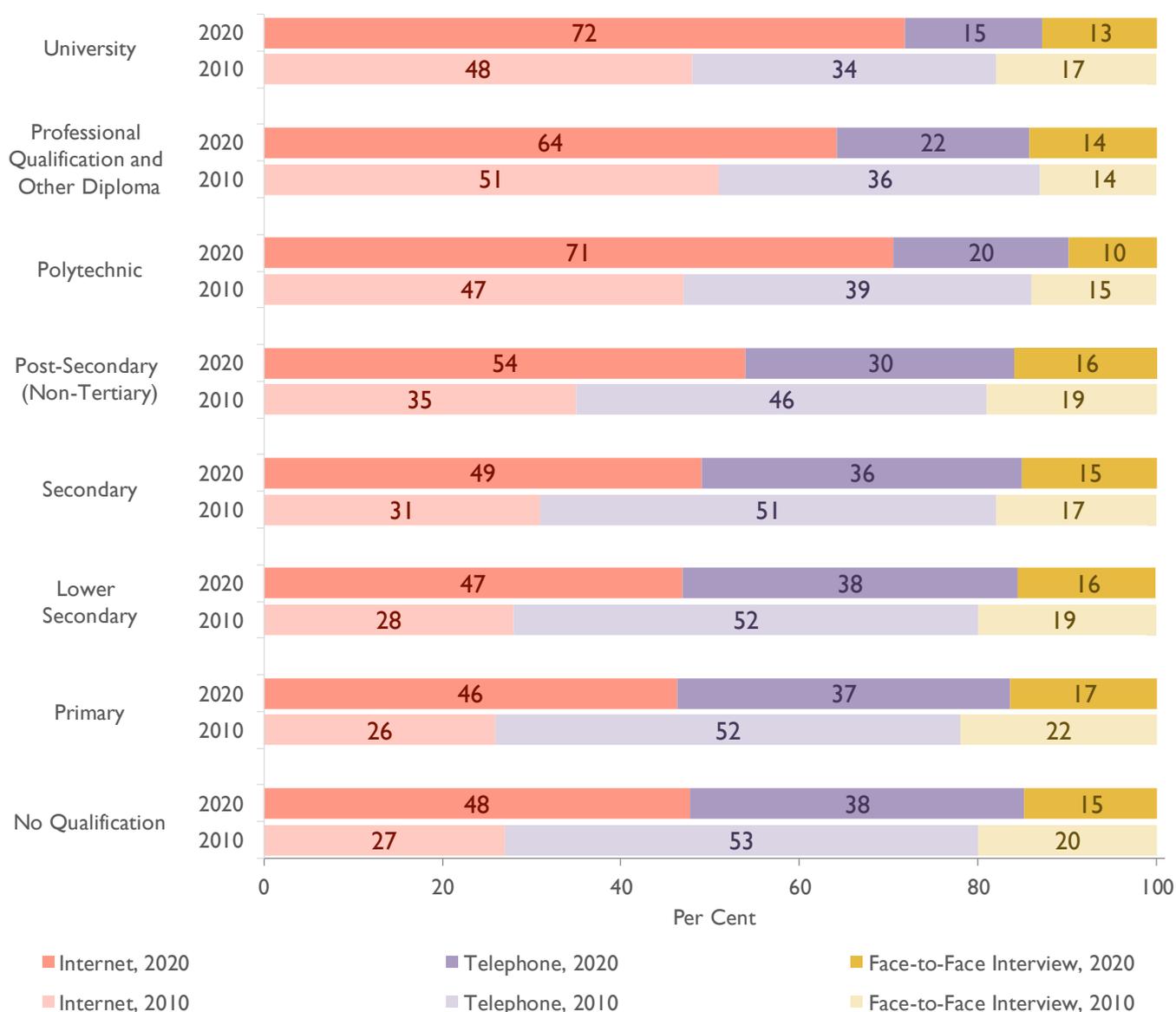
## Internet Submission Remained the Most Popular Choice among Better-Educated

Households with reference persons<sup>3</sup> holding higher educational qualifications had greater propensity to use the Internet to submit their Census 2020 returns. Among households whose reference persons had University qualifications, 72 per cent submitted their

returns through the Internet (Chart 3), an increase from 48 per cent in Census 2010.

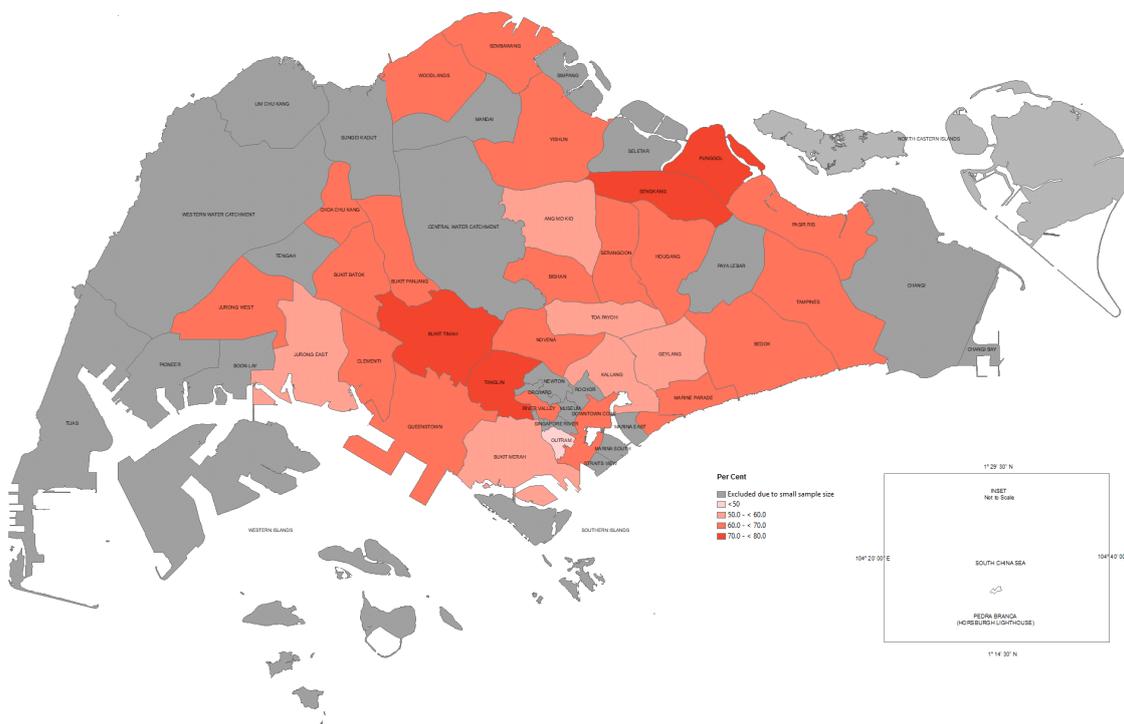
The corresponding proportion was lower at slightly below 50 per cent among households with reference persons whose educational qualification is at Secondary level or lower, albeit a significant increase from 31 per cent in Census 2010.

**CHART 3**  
SUBMISSION MODES BY HIGHEST QUALIFICATION ATTAINED OF REFERENCE PERSON,  
2010 AND 2020



<sup>3</sup> Introduced in Census 2020, the term 'Household Reference Person' may refer to the oldest member, the main income earner, the owner-occupier of the house, the person who manages the affairs of the household, or the person who supplied the information pertaining to other members. Prior to Census 2020, survey respondents were asked to identify the 'head of household'. The identified person is used as the reference person to determine relationships between household members. In Census 2020, the term 'head of household' was replaced with 'household reference person'.

**CHART 4**  
INTERNET SUBMISSION RATE BY PLANNING AREA, 2020



**Internet Submission Remained as the More Popular Submission Mode among Households in Younger Estates**

Among the planning areas<sup>4</sup> covered in Census 2020, Punggol and Sengkang remained the top two estates (Chart 4) with the highest Internet submission rates<sup>5</sup> of 73 – 74 per cent. In contrast, more mature estates such as Outram, Geylang, Kallang and Bukit Merah registered lower Internet submission rates of 48 – 55 per cent.

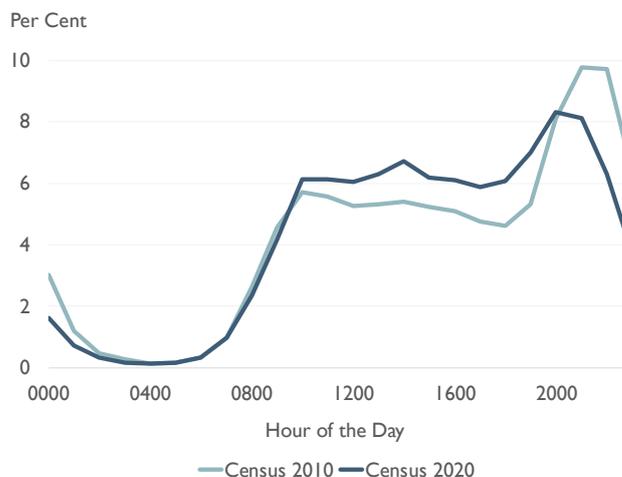
**Usage Patterns of Respondents**

**Internet Responses were More Evenly Distributed Throughout the Day with Short Peak at Night**

In both Census 2010 and Census 2020, most of the respondents who provided their Census submissions through the online submission platform logged in between 8 pm and 10 pm each day (Chart 5). In Census 2020, the distribution of logins was more

evenly spread out from 9 am to 5 pm. In comparison, Census 2010 saw the peak period spread over shorter hours in the evenings from 8 pm to midnight and a lower proportion of logins during the day. This could be due to the increased accessibility of mobile devices to complete the Census Internet submission form for Census 2020.

**CHART 5**  
SESSIONS LOGGED IN TO THE CENSUS ONLINE SUBMISSION PORTAL, 2010 AND 2020

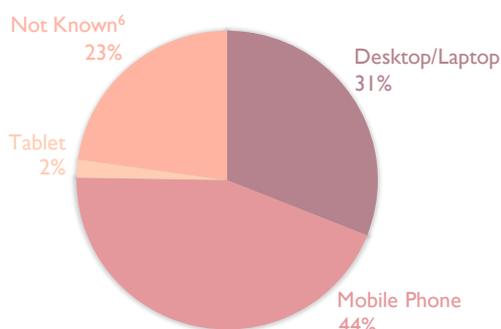


4 Refers to the planning areas for the physical development of Singapore as demarcated in the Urban Redevelopment Authority's Master Plan 2019.  
5 Based on sample counts and refers to the proportion of households who submitted their returns through the Internet vis-à-vis the total submissions in the stated planning area.

## Devices Used to Submit Census Returns

The Census online submission portal for Census 2020 was designed to be mobile-responsive, where the online questionnaires were optimized for better viewing on various screen sizes of devices, and according to the type of mobile device used by the respondent. Mobile phones were the most commonly used device at 44 per cent, with Desktop/Laptop at a close second in popularity at 31 per cent (Chart 6).

**CHART 6**  
TYPE OF DEVICES USED TO SUBMIT CENSUS RETURNS, 2020



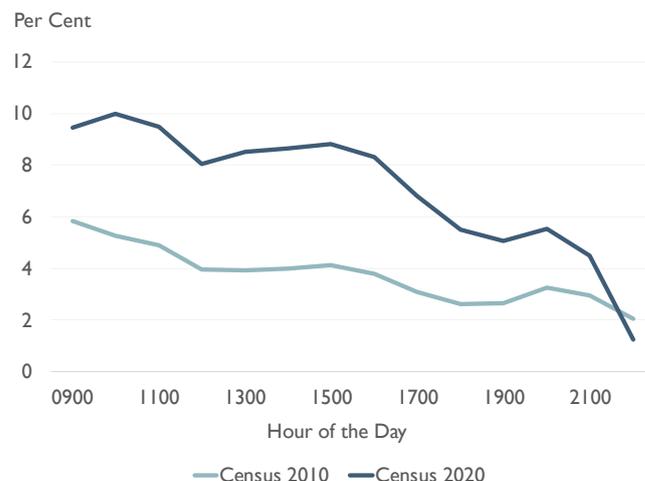
## More Calls to Census Hotline in the Day

Some 25,300 calls were made to the Census 2020 hotline between Feb and Oct 2020<sup>7</sup>. These included calls from respondents who submitted their Census returns over the phone, respondents who required assistance while completing their survey over the Internet, and calls from the public who had general enquiries relating to the Census 2020. In contrast to the late-night peak period for respondents using the Internet, the Census hotline received the highest number of calls in the morning from 9 am and the call volume remained high throughout the day, until 4 pm (Chart 7). The trend in Census 2020 is similar to that registered for Census 2010.

## Effectiveness of Reminder Letters

The sample of 150,000 households were divided into 21 batches and respondents were progressively notified by batch. Respondents first received

**CHART 7**  
PROPORTION OF TOTAL CALLS RECEIVED BY THE CENSUS HOTLINE BY HOUR OF THE DAY, 2010 AND 2020



a notification letter, informing them that they had been selected to participate in the Census 2020, and that they were given two weeks to provide their survey returns. Thereafter, reminder letters to encourage participation were sent to respondents who had not completed their returns by the end of the second week and by the end of the fourth week. Reminder letters are necessary to prompt respondents to continue with uncompleted survey submissions.

In contrast to Census 2010 where two reminder letters were sent, a total of four reminders were sent in Census 2020 to encourage submissions through Internet and telephone, as face-to-face interviews were delayed due to the COVID-19 pandemic (Chart 8).

**CHART 8**  
VOLUME OF REMINDER LETTERS AS A PROPORTION OF SURVEYED SAMPLE, 2020



<sup>6</sup> Refers to device types that are not distinguishable from "Desktop/Laptop", "Mobile Phone" and "Tablet".

<sup>7</sup> Includes calls received from Feb up till 31 Oct 2020 and excludes the Circuit Breaker period and up till the Phase 2 Re-opening from 7 Apr – 20 Jun 2020 when the call operation was managed by a team working from home.

### Impact of First Reminder (R1)

Similar to the dispatch of notification letters, reminder letters were sent to respondents in batches. In order to manage the call volume arising from inbound traffic at the Census 2020 call centre during the Circuit Breaker period from Apr to Jun 2020 where only a small number of officers were managing the calls from the Census hotline, the dispatch of R1 for the last five Batches was delayed. The effect of the delayed R1 is distinct (Chart 9).

For a more in-depth view, a comparison between two Groups was made, with Groups 1 and 2 comprising the average completion rate of batches 1-16 and batches 17-21 respectively. A difference of 56 days in the average number of elapsed days between the date of notification letter and R1 of Group 1 (16 days) and Group 2 (72 days) was observed. From Chart 10, R1 is shown to be more effective in helping Group 1 to increase the survey completion rate by 36 per cent compared to Group 2 where R1 was delayed by 56 days.

### Concluding Remarks

Amidst an uncertain pandemic environment, DOS responded swiftly to facilitate data collection for

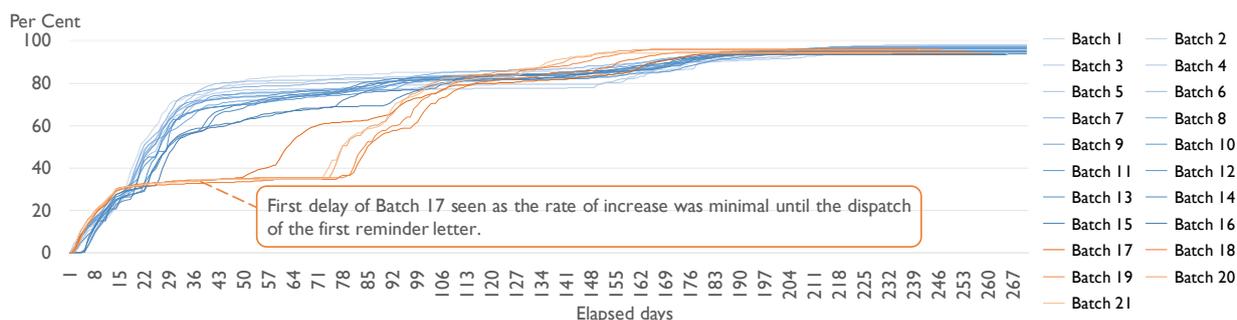
the Census 2020 under challenging conditions through adaptation or by delaying some of the survey operations. The continued support and co-operation of respondents who provided their survey responses was a key success factor for the completion of the Census 2020.

The Internet appeared to be the pivotal mode of data collection in the tri-modal survey strategy that allowed Census 2020 to be successfully completed. Nonetheless, all three modes of data collection remain relevant in Singapore’s context. Reminder letters were also effective in nudging respondents into completing their survey submissions.

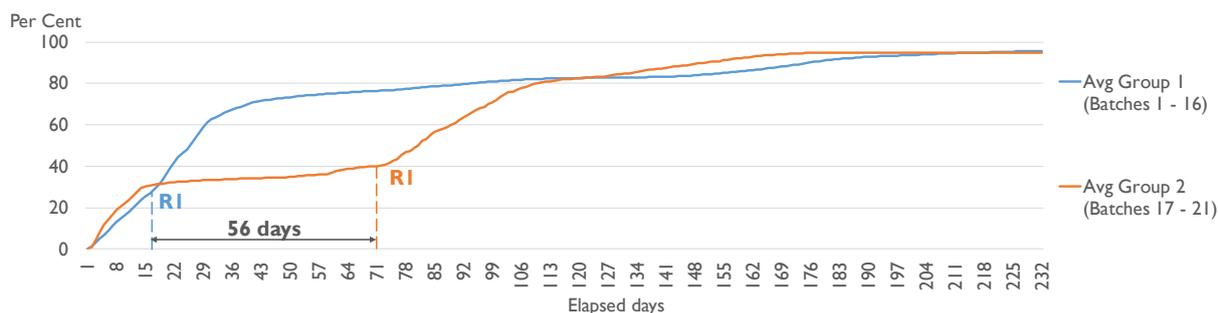
Moving forward, DOS will continue to review the most appropriate mode(s) to administer household surveys, while taking into consideration the nature of the survey and the changing lifestyle of the population.

The COVID-19 pandemic has underscored the importance of operational adaptability in a rapidly changing environment. While it invariably increased the challenges for the data collection process, it also provided opportunities to leverage technology to encourage self-help and self-enumeration through digital means.

**CHART 9**  
OVERALL COMPLETION RATE BY BATCHES, 2020



**CHART 10**  
AVERAGE COMPLETION RATE OF GROUP 1 (BATCHES 1-16) AND GROUP 2 (BATCHES 17-21), 2020



## 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 Census reference date of 30 June 2020.

#### Ethnic / Detailed Ethnic Group

Ethnic group is obtained from administrative sources and as declared by the person. The population is classified into the following four categories:

<i>Chinese</i>	This refers to persons of Chinese origin such as Hokkiens, Teochews, Cantonese, Hakkas, Hainanese, Foochows, Henghuas, Shanghainese, Hockchias, etc.
<i>Malays</i>	This includes persons of Malay or Indonesian origin, such as Javanese, Boyanese, etc.
<i>Indians</i>	This includes persons of Indian, Pakistani, Bangladeshi or Sri Lankan origin such as Tamils, Malayalees, Hindis, Sikhs, etc.
<i>Other Ethnic Groups</i>	This comprises all persons other than Chinese, Malays and Indians. They include Eurasians, Caucasians, Fillipinos, Burmese, Arabs, Thais 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.

<i>Single</i>	This refers to persons who have never been married.
<i>Married</i>	This refers to persons who are legally married or married according to customary rites.
<i>Widowed</i>	This refers to persons whose spouses are deceased and have not remarried.
<i>Divorced/Separated</i>	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 woman 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 he/she regularly attends religious ceremonies in a temple, mosque, church or other religious building. He/she may or may not practise his/her faith or belief. It is as declared by the person.

**Sex Ratio**

Sex ratio refers to the number of males per 1,000 females in the population.

### **Age Dependency Ratio**

The old-age dependency ratio is defined as the number of elderly person aged 65 years and over for every 100 persons aged 20-64 years.

The child dependency ratio is defined as the number of persons aged below 20 years for every 100 persons aged 20-64 years.

## **EDUCATION, LITERACY AND LANGUAGE**

### **Literacy (Language Literate In)**

This refers to a person's ability to read with understanding, e.g. a newspaper, in the language(s) specified.

### **Language Most / Second Most Frequently Spoken at Home**

Language most / second most frequently spoken at home refers to the language or dialect that a person uses most / second most frequently at home when speaking to other household member(s). For persons who are staying alone, it refers to the language(s)/dialect(s) he/she uses most / second most frequently.

### **Level of Education Attending**

Level of education attending refers to the grade or standard of formal education which a student aged 5 years and over is attending. The classification of level of education attending into the following main categories is based on the Singapore Standard Educational Classification 2020 :

<i>Pre-Primary</i>	This refers to students attending nurseries, kindergartens or pre-primary classes.
<i>Primary</i>	This refers to students attending Primary 1 to 6 and special classes for the educationally sub-normal.
<i>Secondary</i>	This refers to students attending Secondary 1 to 5 or courses of secondary level offered in the vocational, technical and commercial education institutions, including Institute of Technical Education (ITE) Skills Certificate courses.

*Post Secondary (Non-Tertiary)* This refers to students attending Pre-university classes and junior colleges or other courses at post-secondary level, including fifth or sixth year of the Integrated Programme, National ITE Certificate (Nitec), Higher Nitec and Master Nitec.

*Polytechnic Diploma* 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, including 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), 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 vocational/skill certificate, diploma, or degree is awarded. The classification of highest qualification attained into the following main categories is based on the Singapore Standard Educational Classification 2020:

*No Qualification* This refers to persons who have never attended school, 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 persons who have PSLE or other certificate of equivalent standard, or have Certificate in BEST 4 or at least 3 achievements<sup>2</sup> for different Workplace Literacy or Numeracy (WPLN) skills at Level 1 or 2.

*Lower Secondary*

This refers to persons who have secondary education without any subject pass at General Certificate of Education (GCE) Normal ('N')/Ordinary ('O') Level 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 achievements for different WPLN skills at Level 3 or 4.

*Secondary*

This refers to persons who have at least 1 subject pass at GCE 'N' / 'O' Level, or have National ITE Certificate (Nitec) (Intermediate) or equivalent (including National Technical Certificate (NTC) Grade 3, Certificate of Vocational Training, BCA Builder Certificate), or have ITE Skills Certificate (ISC) or equivalent (including Certificate of Competency, Certificate in Service Skills) or at least 3 achievements for different WPLN skills at Level 5 and above.

*Post-Secondary (Non-Tertiary)*

This refers to persons who have at least 1 subject pass at GCE 'A'/'H2' Level or other certificates/qualifications of equivalent standard. It also includes those who have Nitec (including Post Nitec Certificate, Specialist Nitec, Certificate in Office Skills, NTC Grade 2, National Certificate in Nursing, BCA Advanced Builder Certificate), or have Higher Nitec (including Certificate in Business Skills, Industrial Technician Certificate and other polytechnic certificates), or Master Nitec (including

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<sup>2</sup> These refer to both WSQ Statement of Attainment and/or certification issued by SkillsFuture Singapore's appointed WPLN assessment partner.

NTC Grade 1). This group also includes Workforce Skills Qualification (WSQ) Certificate/Higher Certificate/Advanced Certificate or equivalent, International Baccalaureate/NUS High School diploma or other post-secondary certificates/qualifications (including SIM certificates).

*Polytechnic Diploma*

This refers to persons who have Polytechnic diploma or Polytechnic post diploma (including polytechnic advanced/specialist/management/graduate diploma, diploma (conversion)).

*Professional Qualification and Other Diploma*

This refers to persons who have qualifications awarded by professional bodies (including ACCA, CFA), and other diploma qualifications (including ITE Diploma, NIE diploma, SIM diploma, LASALLE diploma, NAFA diploma, WSQ diploma, WSQ specialist diploma etc).

*University*

This refers to persons 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 at polytechnics or university levels. The classification of field of study is based on the Singapore Standard Educational Classification 2020.

**ECONOMIC CHARACTERISTICS**

**Labour Force Status**

*Labour Force*

Refers to persons who are either employed or unemployed during the reference period.

*Employed* Refers to persons who during the reference period:

- (i) work for one hour or more either for pay or profit; or
- (ii) have a job or business to return to but are temporarily absent because of illness, injury, breakdown of machinery at workplace, labour management dispute or other reasons.

Members of the Singapore Armed Forces including full-time National Servicemen are included, unless stated otherwise.

*Unemployed* Refers to persons who are not working but are actively looking for a job and available for work during the reference period. They include persons who are not working but are taking steps to start their own business or taking up a new job after the reference period.

*Outside the Labour Force* Refers to persons who are neither employed nor unemployed during the reference period.

### **Occupation**

This refers to the type of work performed by workers during the reference period, which may not necessarily be related to their training, skill or professional qualification. In the case of workers who perform two or more kinds of work, their occupation would refer to the one in which they usually work the longest hours during the reference period. The classification of occupations is based on the Singapore Standard Occupational Classification 2020.

### **Industry**

This refers to the major kind of economic activity or the nature of business of the firm, organisation, establishment or department in which the person is employed during the reference period. If the person is self-employed, this item refers to the kind of economic activity or nature of business he/she is operating. The classification of industries is based on the Singapore Standard Industrial Classification 2020.

## Employment Status

This refers to the status of employed persons in relation to their employment. There are four types of employment status:

<i>Employers</i>	This refers to persons who hire one or more paid employees in their business or trade.
<i>Own Account Workers</i>	This refers to persons who operate their own business without employing any paid employee in the conduct of their business or trade.
<i>Employees</i>	This refers to persons who work for employers in return for regular wages or salaries.
<i>Contributing Family Workers</i>	This refers to 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 a person usually works on a typical week, regardless whether he/she is paid for it. For those who are temporarily not working (e.g. on leave), the most recent week of employment is used. 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/she is expected to work in that job. For a multiple jobholder, it should be aggregated from the hours spent in all the jobs.

## Monthly Income from Work

This refers to income received by a employed person from employment and business. It does not include other forms of income which are not derived from work.

For self-employed persons, gross monthly income refers to the average monthly profits from their business, trade or profession (total receipts less business expenses incurred) before deduction of income tax.

For employees, gross monthly income refers to the total gross monthly wages or salaries before deduction of employee CPF contributions and personal income tax. It comprises basic wages, commissions, overtime pay, National Wages Council (NWC) supplements, tips and other allowances. Payments in kind, reimbursement for transport and other expenses are excluded. If they have just started work, the monthly income refers to the wages they will be receiving for a full-month's work. It includes one-twelfth of the annual bonus.

### **Workplace Location**

This refers to the address of the person's workplace where he/she usually works most of the time. For those who report to different places on different days, this refers to the address where this person reported most frequently to during the last week.

## **HOUSEHOLD AND HOUSING CHARACTERISTICS**

### **Resident Household**

A household refers to (i) a group of two or more persons living together in the same house and sharing common food or other essential arrangements for living; or (ii) a person living alone or a person living with others but having his own food or other essential arrangements for living. Although persons may be living in the same house, they may not be members of the same household. For example, a family renting out a room to a tenant – if the tenant does not share or have meals with the family, the tenant belongs to a separate household.

A resident household refers to a household where the household reference person is a resident (i.e. Singapore citizen or permanent resident).

### **Household Reference Person**

The household reference person refers to the oldest member, the main income earner, the owner-occupier of the house, the person who manages the affairs of the household, or the person who supplied the information pertaining to other members.

Prior to Census of Population 2020, survey respondents were asked to identify the 'head of household'. The identified person is used as the reference person to determine relationships between household members. In Census of Population 2020, the term 'head of household' has been replaced with 'household reference person'.

## 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.

A family nucleus in a household can be formed by:

- (a) a married couple; or
- (b) one parent with never-married child(ren).

Each nucleus comprises one or more generations.

A household can have one family nucleus, multiple family nuclei or none.

Household with no family nucleus 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 reference person and age group of the youngest child of the household reference person. Households are broadly classified into:

<i>Married Couple-Based</i>	Refers to households with a married household reference person and spouse. This category is further split into those living with child(ren) and without children.
<i>Other Households With Family Nucleus</i>	Includes lone parent households whose household reference person is never-married/widowed/divorced/separated and living with child(ren) aged below 16 years or never-married children as well as other types of households with a family nucleus. For example, a divorced household reference person living with elderly parents only, or a widowed household reference person living with the son and daughter-in-law.
<i>Households Without Family Nucleus</i>	Refers to households without a family nucleus, including one-person households. For example, a never-married household reference person living

with never-married siblings, a household reference person living with unrelated persons only, and an ever-married person who is living alone as the children have grown up and moved out from the parental home.

### **Household Size**

Household size refers to the total number of members in the household, including domestic workers.

### **Number of Employed Persons in Household**

The number of employed persons in the household includes members of the same household who are employed. Domestic workers in the household are excluded.

### **Household Income from Work**

Household income from work refers to the sum of income received by employed members of the household from employment and business. However, it does not include the income of domestic workers.

### **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 there is one person in a household of four is employed, his/her income is divided by four to derive the household 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 domestic workers and unrelated persons), taking into account the reported language most frequently spoken and language second most frequently spoken at home for each household member.

### **Type of Dwelling**

A dwelling refers to a building or part of a building used or intended to be used by one or more persons as living quarters. Each dwelling has its own separate entrance(s) 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.

The dwellings covered are broadly classified into these three housing unit categories: Housing and Development Board (HDB) properties, condominiums and other apartments, and landed properties.

The Singapore Standard Classification of Type of Dwelling (Jan 2012) is used to classify the population and households by type of dwelling.

### **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 main categories:

<i>Owner-Occupied</i>	Refers to a household where the household reference person and/or any other member(s) in the household owns the dwelling unit. This includes those which are fully paid-up as well as those with outstanding housing loans.
<i>Rented</i>	Refers to a household where the household reference person and/or any other member(s) in the household rents whole or part of the dwelling unit.
<i>Others</i>	Refer to a household where the household reference person and/or any other member(s) in the household occupies whole or part of the dwelling unit without charge (provided free by other persons (e.g., employers, relatives, friends, or any other persons)).

## **GEOGRAPHIC DISTRIBUTION AND TRANSPORT CHARACTERISTICS**

### **Planning Areas of Residence / Workplace**

Planning areas refer to areas demarcated in the Urban Redevelopment Authority's Master Plan 2019.

### **Planning Regions of Residence**

Planning regions refer to areas demarcated in the Urban Redevelopment Authority's Master Plan 2019.

### **Floor Area of Residence**

Floor area of residence refers to the total floor area of the residential dwelling unit of which the resident is living in and may also include areas such as planter box and air-con ledge.

### **Mode of Transport to School / Work**

Mode of transport to school or work refers to how a student or a employed resident usually travels from home to school or work respectively in each journey.

### **Travelling Time to School / Work**

Travel time to school or work refers to the total number of minutes that it usually takes a student or an employed resident to travel from home to school or to work respectively. The travel time includes time spent waiting for public transportation and walking to the bus-stop or MRT/LRT station.

## **DIFFICULTY IN PERFORMING BASIC ACTIVITIES**

Difficulty in performing basic activities refers to the difficulties a person may have as the result of physical or mental health problem(s) in performing one or more of the activities below. It excludes those caused by a lack of resources. Difficulty in performing basic activities adopts the guidelines from the Washington Group on disability statistics. The person may or may not be medically diagnosed with a disability. Difficulty in the following core functional domains refer to:

<i>Seeing</i>	Persons who have vision difficulties or problems seeing even when wearing glasses (if they wear glasses).
<i>Hearing</i>	Persons who have some hearing limitation or problems of any kind with their hearing even when using a hearing aid (if they wear a hearing aid).

<i>Mobility</i>	Persons who have some limitation or problems of any kind walking or climbing steps without the assistance of any device (wheelchair, crutches, walker etc.) or human.
<i>Remembering</i>	Persons who have some problems with remembering or focusing attention that contribute to difficulty in doing their daily activities.
<i>Self-Care</i>	Persons who have some problems with taking care of themselves independently by washing all over and dressing.
<i>Communicating</i>	Persons who have some problems with talking, listening or understanding speech such that it contributes to difficulty in making themselves understood to others or understanding others, using one's usual (customary) language.

### **Living Arrangement of Residents Aged 65 Years and Over**

Residents aged 65 years and over are classified according to their co-residence with their spouse or children. Additional dimension on the labour force status of the children is incorporated into the classification.

<i>With At Least One Employed Child</i>	This refers to a resident aged 65 years and over living with his/her children in the same household, at least one of whom is employed.
<i>With All Non-Employed Children</i>	This refers to an elderly person living with his/her children in the same household, all of whom are not employed.

Residents aged 65 years and over who are not living with their spouse or children are classified according to whether they are living alone or with other elderly persons.

Residents aged 65 years and over living alone refer to those in one-person households, with or without other occupants in the same dwelling unit.

## Sample Design and Sampling Variability

### Sample Design and Selection

The sample for the Census of Population 2020 was selected from a sampling frame comprising all residential dwelling units in Singapore. As the sample survey of the Census 2020 covered only households in residential dwellings, institutions such as military camps, hostels and hotels were excluded from the frame.

The sample was selected based on a stratified design. Dwelling units in the sampling frame were divided into different groups. The groups are defined based on the planning areas demarcated by the Urban Redevelopment Authority and broad dwelling type groups. A random sample was then selected from the different groups by systematic sampling with a random start. The samples selected from each group were combined to form the required sample of about 150,000 dwelling units.

### Sampling Variability

As the survey estimates are based on information obtained from a fraction of the population instead of the whole population, the precision of estimates derived from the sample survey are affected by sampling errors. 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 SE as a percentage to the estimate. The smaller the RSE, the more precise is the estimate.

## Generalised Sampling Errors Tables

From Table A1, the DEFT<sup>3</sup> for most 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 2020. Thus, generalized sampling errors tables are provided instead as a guide to data users for estimating the errors of any estimates.

Since most of the attributes in Table A1 have DEFT about 1, data users should generally use Table A2 (DEFT value of 1) to determine sampling errors for the attribute of interest. For attributes of individuals with larger DEFT, such as language most frequently spoken at home, data users can refer to Table A3 (DEFT value of 2).

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, Census 2020**

	Sample Estimate (‘000)	Standard Error ( $T_Y$ )	Relative Standard Error ( $T_Y$ )	95% Confidence Interval (‘000)		DEFT ( $T_Y$ )
				Lower	Upper	
<u>Residents Aged 15 Years &amp; Over</u>						
Single	1,090.7	3,885	0.4	1,083.1	1,098.3	1.22
Married	2,035.4	4,296	0.2	2,027.0	2,043.8	1.14
Widowed	183.2	1,429	0.8	180.4	186.0	0.98
Divorced/Separated	149.8	1,375	0.9	147.1	152.5	1.04
<u>Ever-Married Resident Females Aged 15 Years &amp; Over</u>						
With No Children Born	164.3	1,387	0.8	161.6	167.0	1.00
With 1 Child Born	256.0	1,674	0.7	252.7	259.3	0.98
With 2 Children Born	462.6	2,034	0.4	458.7	466.6	0.90
With 3 Children Born	238.6	1,604	0.7	235.5	241.8	0.97
With 4 or More Children Born	136.5	1,266	0.9	134.0	139.0	1.00
<u>Residents Aged 15 Years &amp; Over*</u>						
With Below Secondary Qualifications	765.9	3,162	0.4	759.7	772.1	1.13
With Secondary Qualifications	505.6	2,599	0.5	500.5	510.7	1.11
With Post-Secondary (Non-Tertiary) Qualifications	341.9	2,193	0.6	337.6	346.2	1.12
With Diploma and Professional Qualifications	519.9	2,623	0.5	514.8	525.1	1.11
With University Qualifications	1,007.2	3,493	0.3	1,000.3	1,014.0	1.12

\* Data pertain to residents who were not attending educational institutions as full-time students and include those who were upgrading their qualifications through part-time courses.

<sup>3</sup> The DEFT is the ratio of the standard error of the estimate, under the sample design used, to that of a simple random sample. This ratio measures the effect of the complexity of the sample design on the standard error.

Table A1 Sampling Errors and DEFT of T<sub>Y</sub> for Selected Attributes, Census 2020 (cont'd)

	Sample Estimate (‘000)	Standard Error (T <sub>Y</sub> )	Relative Standard Error (T <sub>Y</sub> )	95% Confidence Interval (‘000)		DEFT (T <sub>Y</sub> )
				Lower	Upper	
<u>Residents Aged 15 Years &amp; Over</u>						
Literate in English	2,852.0	5,428	0.2	2,841.3	2,862.6	1.44
Literate in Two or More Languages	2,497.8	5,504	0.2	2,487.0	2,508.6	1.44
<u>Residents Aged 5 Years &amp; Over</u>						
Spoke English Most Frequently at Home	1,735.2	6,195	0.4	1,723.1	1,747.4	1.69
Spoke Mandarin Most Frequently at Home	1,075.2	5,270	0.5	1,064.8	1,085.5	1.66
Spoke Malay Most Frequently at Home	332.3	3,837	1.2	324.7	339.8	1.98
Spoke Tamil Most Frequently at Home	89.9	1,916	2.1	86.2	93.7	1.86
<u>Residents Aged 15 Years &amp; Over</u>						
Buddhism	1,074.2	5,130	0.5	1,064.1	1,084.2	1.61
Taoism <sup>^</sup>	304.0	2,938	1.0	298.2	309.7	1.58
Christianity	654.4	3,948	0.6	646.6	662.1	1.51
Islam	539.3	4,669	0.9	530.1	548.4	1.94
Hinduism	173.0	2,474	1.4	168.1	177.8	1.74
Other Religions	21.9	833	3.8	20.2	23.5	1.62
No Religion	692.5	3,861	0.6	685.0	700.1	1.44
<u>Resident Households</u>						
With 1 Person	220.3	1,591	0.7	217.2	223.4	1.05
With 2 Persons	309.8	1,747	0.6	306.3	313.2	1.00
With 3 Persons	280.5	1,674	0.6	277.3	283.8	1.00
With 4 Persons	275.6	1,653	0.6	272.4	278.8	0.99
With 5 Persons	163.5	1,334	0.8	160.9	166.1	1.00
With 6 or more Persons	122.9	1,171	1.0	120.6	125.2	1.00
<u>Employed Residents Aged 15 Years &amp; Over</u>						
Travelled to Work by Public Bus Only	325.8	2142	0.7	321.6	330.0	1.12
Travelled to Work by MRT/LRT Only	287.4	2055	0.7	283.4	291.5	1.14
Travelled to Work by MRT/LRT and Public Bus Only	559.3	2861	0.5	553.7	564.9	1.17
Travelled to Work by Car Only	459.8	2461	0.5	455.0	464.6	1.10
<u>Residents Aged 5 Years &amp; Over</u>						
Unable to Perform/ with A Lot of Difficulty in At Least One Basic Activity	97.6	1145	1.2	95.4	99.9	1.06

<sup>^</sup> 'Taoism' includes Chinese Traditional Beliefs.

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	82.65	2,774	0.1	3,994,563	4,005,437
3,500,000	72.32	3,278	0.1	3,493,576	3,506,424
3,000,000	61.99	3,556	0.1	2,993,030	3,006,970
2,500,000	51.66	3,661	0.1	2,492,825	2,507,175
2,000,000	41.33	3,607	0.2	1,992,930	2,007,070
1,500,000	31.00	3,388	0.2	1,493,360	1,506,640
1,000,000	20.66	2,966	0.3	994,186	1,005,814
750,000	15.50	2,651	0.4	744,804	755,196
500,000	10.33	2,230	0.4	495,630	504,370
250,000	5.17	1,621	0.6	246,822	253,178
100,000	2.07	1,042	1.0	97,957	102,043
75,000	1.55	905	1.2	73,226	76,774
50,000	1.03	741	1.5	48,548	51,452
25,000	0.52	525	2.1	23,971	26,029
10,000	0.21	333	3.3	9,348	10,652
7,500	0.15	288	3.8	6,935	8,065
5,000	0.10	235	4.7	4,539	5,461
2,500	0.05	166	6.7	2,174	2,826
1,000	0.02	105	10.5	794	1,206
500	0.01	74	14.9	354	646
HOUSEHOLDS					
1,150,000	69.71	1,962	0.2	1,146,154	1,153,846
850,000	51.52	2,134	0.3	845,817	854,183
550,000	33.34	2,013	0.4	546,054	553,946
250,000	15.15	1,531	0.6	246,999	253,001
100,000	6.06	1,019	1.0	98,003	101,997
75,000	4.55	890	1.2	73,257	76,743
50,000	3.03	732	1.5	48,565	51,435
25,000	1.52	522	2.1	23,978	26,022
10,000	0.61	331	3.3	9,350	10,650
7,500	0.45	287	3.8	6,937	8,063
5,000	0.30	235	4.7	4,540	5,460
2,500	0.15	166	6.6	2,174	2,826
1,000	0.06	105	10.5	794	1,206
500	0.03	74	14.9	354	646

Table A3 Sampling Errors for Square Root of Design Effect (DEFT) Equals 2

Size of Estimates	Proportion of Total Population (%)	Standard Error	Relative Standard Error (%)	95% Confidence Interval	
				Lower	Upper
PERSONS					
4,000,000	82.65	5,548	0.1	3,989,126	4,010,874
3,500,000	72.32	6,555	0.2	3,487,152	3,512,848
3,000,000	61.99	7,112	0.2	2,986,060	3,013,940
2,500,000	51.66	7,322	0.3	2,485,649	2,514,351
2,000,000	41.33	7,215	0.4	1,985,859	2,014,141
1,500,000	31.00	6,776	0.5	1,486,719	1,513,281
1,000,000	20.66	5,932	0.6	988,373	1,011,627
750,000	15.50	5,302	0.7	739,608	760,392
500,000	10.33	4,460	0.9	491,259	508,741
250,000	5.17	3,243	1.3	243,644	256,356
100,000	2.07	2,084	2.1	95,915	104,085
75,000	1.55	1,810	2.4	71,453	78,547
50,000	1.03	1,482	3.0	47,096	52,904
25,000	0.52	1,050	4.2	22,941	27,059
10,000	0.21	665	6.7	8,696	11,304
7,500	0.15	576	7.7	6,370	8,630
5,000	0.10	471	9.4	4,077	5,923
2,500	0.05	333	13.3	1,847	3,153
1,000	0.02	211	21.1	587	1,413
500	0.01	149	29.8	208	792
HOUSEHOLDS					
1,150,000	69.71	3,924	0.3	1,142,308	1,157,692
850,000	51.52	4,268	0.5	841,634	858,366
550,000	33.34	4,026	0.7	542,109	557,891
250,000	15.15	3,062	1.2	243,998	256,002
100,000	6.06	2,038	2.0	96,006	103,994
75,000	4.55	1,779	2.4	71,513	78,487
50,000	3.03	1,464	2.9	47,130	52,870
25,000	1.52	1,043	4.2	22,955	27,045
10,000	0.61	663	6.6	8,701	11,299
7,500	0.45	575	7.7	6,374	8,626
5,000	0.30	469	9.4	4,080	5,920
2,500	0.15	332	13.3	1,849	3,151
1,000	0.06	210	21.0	588	1,412
500	0.03	149	29.7	209	791

**Simple Guide on Using Relative Standard Error and Confidence Interval**

To compute the 95% confidence interval of an estimate of persons with size 1,100,000 as below.

Step 1: From Table A2, the RSE of this estimate is close to 0.3%

Step 2: To compute 95% confidence interval of the estimate

$$\text{Lower Confidence Interval} = 1,100,000 - 1.96 \times 0.3\% \times 1,100,000 = 1,093,532$$

$$\text{Upper Confidence Interval} = 1,100,000 + 1.96 \times 0.3\% \times 1,100,000 = 1,106,468$$

$$\text{95\% Confidence Interval} = (1,093,532, 1,106,468)$$

There is a 95% chance that the 'true' population value is between 1,093,532 and 1,106,468.

## Non-Sampling Errors

Apart from sampling errors, sample survey results are also subjected to non-sampling errors. 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 or accurate information. They could also arise during data processing e.g. wrong codes entered or selected due to misinterpretation of descriptive text captured during data collection.

In the Census 2020, the following measures were taken to minimise the non-sampling errors:

- a) Careful design and phrasing of the questionnaire across all modes of submission including online, CATI and fieldwork;
- b) Careful planning of operational procedures in data collection, processing and tabulation;
- c) Ensuring that concepts and terms are clearly defined and that all staff involved in the Census are adequately trained;
- d) Close supervision of the CATI call centre and field interviewers;
- e) Verifying the returns with respondents, whenever necessary; and
- f) Stringent control and high standards set for data editing, coding and verification to ensure good data quality and high data consistency.

## CENSUS 2020 CALL CENTRE AND DP CENTRE



