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**KINGDOM OF CAMBODIA**

Nation - Religion - King

353

# **General Population Census of Cambodia, 1998**

## **Supervisor's Manual**

National Institute of Statistics, Ministry of Planning  
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1997

# **SUPERVISOR'S MANUAL**

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# **CHAPTER - 1**

## **Role of the Supervisor**

### **Supervisor's position in the census organisation**

1. As supervisor of the 1998 Population Census of Cambodia, you are placed between the enumerator and the Commune Census Officer (Commune Chief). You are responsible for the work of the enumerators under your charge.

### **Main task of the Supervisors**

2. Your main task will be the supervision of a maximum of two villages and four enumerators who will work directly under you during the census. You are responsible for completely enumerating all households in the village or villages allotted to you with the help of Enumerators.

As you are already aware, enumerators are those who will make door to door visits and enumerate the people following the instructions. Their main assignment is to enumerate all persons living on Census Night in their ESA. It is your task to see that they carry out this assignment efficiently.

You may also assist in the training of enumerators. There will be training courses when trainers will train enumerators and supervisors by giving them a series of lectures as well as class and field exercises.

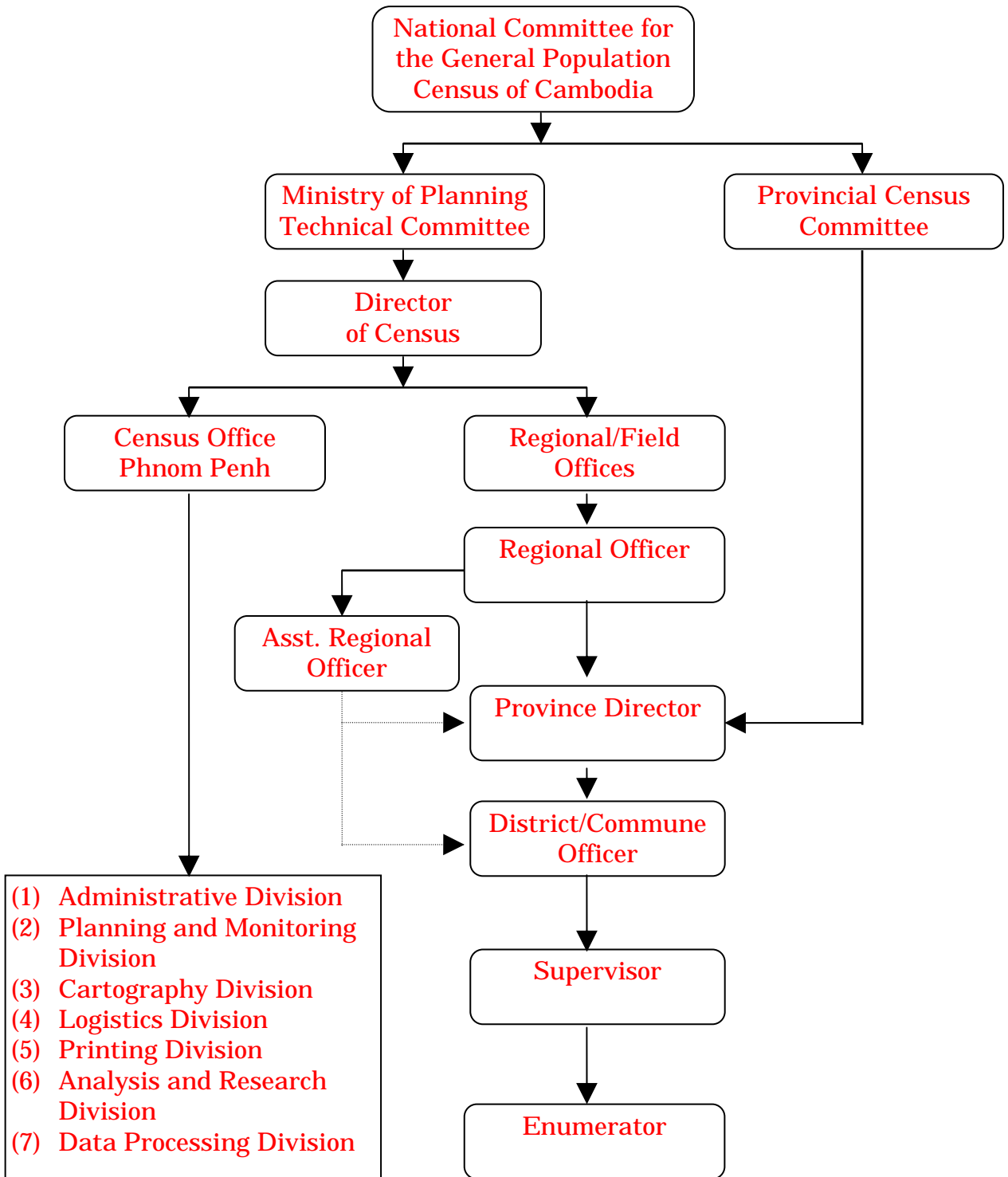
### **Need to master the Enumerator's Manual**

3. Each enumerator has been given a copy of the Enumerator's Manual which contains detailed instructions on how enumerators should conduct the enumeration in the field.

3.1 You can supervise the work of enumerators allotted to you and help conduct the census well only if you yourself understand very clearly what the enumerators are asked to do. This means that you have to read the Enumerator's Manual carefully before starting your supervisory work. It is only when you know very well the functions of the enumerators that you will be able to help them when they approach you with their problems.

3.2 You should, therefore, make absolutely sure that you prepare yourself well by studying the manual thoroughly. You should first try to understand well the main concepts and definitions and procedures for enumeration. Note that enumerators can easily detect when a supervisor is ill-prepared for his/her job and this can adversely affect the census operations.

# 1998 General Population Census of Cambodia Organisation Chart



\_\_\_\_\_ Authority  
 ..... Technical

## **You must command the confidence of your Enumerators**

4. You must always try to command the confidence of the enumerators who will be working under you. Remember that you are their leader to whom they should turn whenever they are faced with difficulties. If they lose confidence in your ability, they will be reluctant to approach you if any problem arises and this will affect the enumeration.

### **Whom to contact in case of difficulties ?**

5. Whenever you are in doubt concerning any part of your assignment you must turn to Commune Chief (Commune Census Officer) or his nominated staff. They will be happy to discuss your problems with you and help you to overcome them. They will also be constantly visiting your areas and hence you can easily contact them. Do not, therefore, hesitate to approach them when you have some problems. Please remember that they have the responsibility to train and guide you and the enumerators.

### **Co-operation with Enumerators**

5. As a team leader you should treat your enumerators kindly and co-operate with them throughout the census. Your success in this work depends on your enumerators doing their job well. You should, therefore, be their friend and guide.

### **Enumeration period and working hours**

6. No regular working hours will be fixed for you and your enumerators. In general you will have to start work early in the morning and close late in the evening. Please find out in which part of the day household members are likely to be present in their houses and advise the enumerators to approach them at those hours. You should see that there is no non-response in the Enumeration Areas under your charge simply because the enumerators could not contact them. If a building is locked since the inmates have gone to market, work or studies the enumerators should leave a Call-Back-Card (as instructed in the Enumerator's Manual) and come again to the building at the appointed time. You should ensure that such steps are taken by your enumerators to minimise non-response due to buildings being locked or household members being away at work or shopping.

6.1 You may have to work beyond the normal working hours during the enumeration period. Work as hard as you can to ensure that your enumerators complete their tasks during the enumeration period (March 3 to 12, 1998). If you anticipate any difficulty in finishing your work on time, report the matters to Commune Census Officer or his nominated staff immediately for remedial action.

6.2 You have to adhere to the calendar of operations and collect and hand over the enumeration records on the due date to the Commune Census Officer for remedial action.

6.3 Remember that you are performing a valuable national service. Ask each of your enumerators to do their best without minding the usually heavy demands that the census may make on him/her.

6.4 The population census takes place after 36 years in Cambodia. Help to make the 1998 Census of Cambodia a success and you can be legitimately proud of having contributed to a national task.

### **Replacement of Inefficient Enumerators**

Every effort should be made to ensure that only enumerators who are efficient are appointed to conduct the census. You must keep a close watch on the work of all your enumerators during enumeration. In particular, go through a few Household Questionnaires. If you detect any sign of inefficiency or you feel that an enumerator is not working satisfactorily, report the matter to the Commune Census Officer or nominated staff immediately and suggest to him/her that a replacement should be made in the interest of census work.

## **CHAPTER - 2**

### **Supervisor's Duties Before the Census**

#### **Training Enumerators**

8. One of your main tasks before the census will be to assist in training enumerators. Thorough training consisting of lectures, explanations of concepts and trial filling in of the questionnaires will be given by specially selected trainers. You should be ready at all times to undertake any specific aspect of the training which he/she may delegate to you. You may be asked to help in operating training sessions, to distribute and collect documents among enumerators, to make a roll-call or to undertake any other tasks which will facilitate smooth running of the training programme. While assisting in enumerators' training sessions, your attention should be particularly concentrated on the enumerators who will work under your supervision. Sometimes they may feel reluctant to raise points they did not understand clearly during the training sessions or the trainer might not have had sufficient time to discuss their individual problems with them. The task of solving these individual problems of your enumerators rests with you. You have to give personal attention to each enumerator and train him or her again if it becomes necessary. Under the direction of the trainers, you will conduct the home and field exercises, check the questionnaires filled-in by each enumerators during the training period and discuss any mistakes with him or her separately. In addition, these errors could be discussed in the general class by the trainers so that the whole class could learn to avoid such errors in the census.

#### **Conversion table for age**

9. As you are aware, age is one of the important characteristics of the population. It is also difficult to collect this information correctly as many people may not be aware of their exact age. The enumerator is provided with a conversion table to convert year of birth from animal to universal calendar. A list of historical events is also provided so that age of an informant could be estimated with help of this list. You should train your enumerators in using these two materials in estimating the age of an informant who does not know his date of birth.

#### **Make sure that Enumerators know the boundaries of their EAs**

10. About four days before the Census Night (March 3, 1998) your enumerators are expected to visit their respective Enumeration Areas and check the boundaries of each EA with reference to EA maps and EA description and list in Form A (Houselist) all buildings having people living in them within the EA.

10.1 Show your enumerators how to read EA maps and how to identify the boundaries of their EAs on the ground.

10.2 You should accompany all the enumerators when they are checking their maps. Try to go in groups of two or three so that enumerators in contiguous areas can ascertain their common boundaries and agree on them. If during the field check of the boundaries you come across any discrepancies or errors which you cannot solve yourself, seek the advice of your commune census officer (or nominated staff). It is expected this boundary checking may reveal all the short coming of EA map and EA description before the enumeration. The boundary checking may reveal new residential areas not shown on the EA map, and on the other hand a residential area which is shown on the map may not exist on the ground at the time of checking. In minor cases of omission of residential areas in the EA map you should take a spot decision and allotted it to one of the enumerators making suitable corrections in EA and Village maps.

10.3 It is important to do all you can to ensure that enumerators have a thorough knowledge of the location of the boundaries as well as the areas in which they will be working.

*Please remember that in the census operations omission or double counting should both be avoided for complete and correct coverage.*

### **Enumerator with smaller EA to assist in larger EA**

11. You may find that an EA contained less than the normal size of 100 households. In such a case, you can, if necessary, move the enumerator of that EA, on successful completion of his/her work, to assist in the enumeration of a larger EA. You should adopt such strategies tactfully in the interest of census work and with a view to completing your assignment successfully.

### **How to allocate one EA to two Enumerators when the necessity arises**

12. Although mappers have tried to demarcate EAs so that each one has about 100 households, you may still find that an EA is so big that one enumerator will not be able to complete the enumeration within the prescribed time.

If you find either during the checking of EA boundaries or during the census itself that an EA is likely to contain much more than 100 households (say 150), especially in urban areas, you should ask your Commune Census Officer (or nominated staff) to subdivide this EA into two parts and ask another enumerator to assist in the enumeration of the EA.

The procedure to be followed is as follows:-

- (a) Your CCO will appoint an Enumerator who has a very small EA to assist the Enumerator with large EA.
- (b) CCO will study the large EA in the field carefully and select a boundary line so as to divide the EA into two parts. He / she will



allocate one part (the large one if so exists) to original Enumerator and the other part to the assisting Enumerator. This division is for enumeration purposes only.

- (c) Both parts form one EA. Therefore you should copy the same EA number from EA map and suffix "A" to the EA number for the questionnaire of the original Enumerator and "B" to that of the assisting Enumerator. Example: 15-A, 15-B where 15 is the original EA number.
- (d) The boundary line the CCO selects should preferably follow a clear, permanent physical boundary. Thus the surfaced road is preferable to an unsurfaced one, and a motorable track to a footpath. Major streams and concrete drainage channels form excellent boundaries. For proper demarcation in certain congested areas, building numbers may have to be used. In rural areas it is more difficult to find clear boundary line between these and the remainder of the EA. Be careful however, that no portion of the EA is omitted when dividing the area for allotting to your two enumerators.
- (e) The CCO will then draw the boundary line on the map.
- (f) He / she will write on the EA map a description of the boundary line.
- (g) Write also on the map the name of the enumerator and the assisting Enumerator and show clearly the parts for which each of them is responsible.
- (h) After the CCO has divided the EA, your job will be to take the two Enumerators and go along the new boundary line and the EA boundaries to make certain that both are completely familiar with the boundaries. Do this as thoroughly as possible as there is a great danger of omission or double counting. Your aim is to complete coverage of the EA.
- (i) Each enumerator will receive a separate bag containing blank Questionnaires, EA map with EA description.
- (j) After the enumeration, each enumerator will put everything supplied to him/her in his/her bag which bears the correct EA number.
- (k) You must indicate in the Remarks Column of Supervisor's Summary (Appendix I) that the EA was split into two parts (eg. EA No. 15 was split into two parts 15-A and 15-B).

## **Preparation of itinerary**

13. You have to make sure that each enumerator in a rural area keeps the Village Chief informed of his/her programme of enumeration. This will enable you to contact each enumerator in the field with the assistance of the Village Chief. It will also make the enumeration easier for the enumerator; for instance, the inhabitants of a village or part of it could be advised to stay at home on the day scheduled for their enumeration.

13.1 You should also prepare your own itinerary for visiting the enumerators in the field and give a copy to your Commune Chief (or nominated staff).

13.2 In towns there is no need for the preparation of an itinerary but the thorough study of the EA is necessary to work out the order in which the houses will be visited and call-backs made.

## **Ensure that each Enumerator has a complete list of institutions and locations of Homeless Households**

14. During the visits to their areas, the enumerators may have noticed certain things about which they may need some explanation. Encourage them to discuss these with you. Ask each enumerator to record all institutions such as boarding schools, training colleges, hospitals, rest-house, transit quarters, hotels etc., in his/her area. Study the list with him/her and make enquiries from people in these areas to verify whether the list is complete. If you satisfy yourself that the list is complete discuss with each enumerator final arrangements for covering each of these institutions and go over the instructions carefully with each of them. The enumeration of the homeless households, boat population and transient population should be done on Census Night. You should have finalised all arrangements for the complete coverage of the persons living in Institutions, the homeless households, boat population and transient population about two or three days before Census Night.

## **Seek the cooperation of Village Chief**

15. During your visits to check the boundaries of the EAs with your enumerators you are expected to approach the village chief to explain him the objectives of the census and the need for him to co-operate with the enumerators. It is expected that by the time you pay your visit, the chief would have heard about the Census through one of the media of publicity and education.

15.1 Your visit to the chief is to ensure that he knows about the Census. You should note that if you ignore the chief before you start enumeration you may be met with stubborn opposition from the villagers, and the enumeration will thereby be made difficult. To avoid this, see

village chief with your enumerators as early as possible before you start the field work. Sometimes a Village Chief may say that a few households within the village may not be enumerated as the persons in those households belong to a neighbouring village. You must explain to him that in the census all persons who stayed within the village as on Census Night have to be recorded and ask the Enumerator of that village to include those persons. Convince the Village Chief that no body will find fault with village register on account of this.

### **Materials you will receive before the census and their distribution**

16. At the appropriate time your Commune Census Officer (or nominated staff) will hand over to you the materials you and your Enumerators will use. These will include the following:-

- (a) Bags/folders containing materials for your Enumerators,
- (b) Your own bag/folder containing items given to you.

16.1 You will be expected to distribute these materials to your Enumerators at your base. Make sure that they leave for their respective EAs and that they are in possession of everything they will need in the field. Most important is to see that they have with them sufficient number of chalk pieces and pencils as well as Forms A and B.

## **CHAPTER - 3**

### **Duties During Enumeration**

#### **Always keep in touch with your Enumerators**

17. To ensure complete enumeration, you should be in constant touch with your Enumerators so that you check their work while at the same time help them to resolve any particular problem which they may have. Remember you are their leader.

17.1 You will ensure that they are in possession of the necessary documents and that they are in the field at the prescribed time, and that they perform their duties satisfactorily. By the time, the Census enumeration starts, you would have become very familiar with the performance of your Enumerators and the difficulties in each of the Enumeration Area. Ensure that you visit the problematic areas first, starting, say, on the second day of enumeration. An Enumerator should be visited at least three times but the problematic areas should be visited more often.

#### **Maintain effective control over Enumeration**

18. You must exercise an effective control over the field activities of the enumerators. You must therefore, obtain some practice in checking questionnaires. Do this practice checking carefully and you will be more confident of your success during the census enumeration. When your enumerators notice how conscientiously you approach your census duties, they will follow your good example.

#### **Observation and Field Review Procedures**

19. The census requires complete coverage and the quality of the data collected is of great national concern. Since the enumeration period is short, it is absolutely essential that you spend most of the time during the period observing interviews and checking complete questionnaires. Each enumerator should be visited as often as possible. Do not forget to determine during each visit whether the enumerator is working at a rate that will enable him/her to complete the enumeration. You will also have to observe the work of the enumerators to ensure that procedures for canvassing and interviewing are being followed correctly.

19.1 You must observe at least two interviews but you will neither take part nor interrupt the interview. Errors committed by the enumerator are to be discussed after the interview is completed. Conduct the discussion in a manner that will improve the interviewing technique rather than pinpointing mistakes.

19.2 After you have made the required number of observations (at least 2) in each case, you will review the completed questionnaires according to the procedures outlined below.

## Coverage check

20. In the Houselisting stage, at the very beginning, you must undertake a sample check of five buildings randomly selected to ensure that the Enumerator is doing his work well.

During the enumeration stage, you must personally check for 5 to 10 percent of households in each EA, the information collected in Form B by enumerator. This should be done by visiting the households yourself.

## Checking of entries in the questionnaire

21. You must review completed questionnaires (Form B) for wrong or missing or vague entries and also ensure that all entries are consistent - i.e. they agree with each other and make sense. The following are some of the tests you may use in reviewing a completed questionnaire:

### (1) *Equality Test*

*Are quantities which should be equal to each other actually equal? For example, is the number of persons enumerated in the household in Form B Part 2 the same as the number of usual residents and visitors present on Census Night (Statement 1.1 plus Statement 1.2)?*

### (2) *Inequality Test*

*Are quantities which should be greater (or less) than other quantities actually greater (or less)? For example, is a mother older than her oldest child by a specified minimum number of years? The reverse is the "less than" test.*

### (3) *Reasonableness Test*

*Are the reported quantities reasonable? This is the test requiring human judgement. For example, is the number of years of schooling reported for a child reasonable when compared with the child's age? Or in the case of person who had another last residence, is duration less than his age?*

You should also check whether both males and females in a household are enumerated. It is necessary to check whether children (including infants present on Census Night) are also enumerated without omission.

## How to deal with difficult cases?

22. During your visits to the EAs, your enumerators will seek your assistance in overcoming some specific problems mentioned below:-

## *Non-co-operative Respondents*

22.1 The first commandment of the census is to enumerate once and only once all persons who spent Census Night in Cambodia. Much will depend upon how people co-operate with the enumerators.

22.2 Every effort has been made to ensure that everybody understands the purpose of the census and it is hoped that by the time enumerators start the enumeration most people will have heard about the census. However, there are likely to be a few difficult cases.

22.3 In some cases you may have to obtain the help of the Chief or Municipal Official to be able to deal with some non-co-operative respondents.

22.4 The main difficulty arises when persons refuse to be enumerated by your enumerators. They may give many reasons and excuses for not giving the enumerators the information that is required. Or, what is worse, people might give wrong replies.

22.5 Enumerators have been instructed to explain to such persons the beneficial nature of the census and also to seek help from neighbouring houses or compounds. If this also fails, enumerators are to make a note of the problematic household and report to you as soon as possible.

22.6 It will be your duty immediately after receiving such a report, to do everything you can to ensure that the difficulties are overcome. You should explain to the persons concerned that the information collected in Census will be kept confidential and will not be used for taxation, military purposes, elections, determination of nationality etc. This may make the persons cooperate in the enumeration work. We should not miss any person from the census. This means that all difficult cases must be overcome.

22.7 Officials including Village Chiefs have been asked to help the census operation by bringing their influence to bear on their people to co-operate with our enumerators. The first thing you must do, therefore, is to approach the chief of village where difficulties have been encountered. The chief may come to the house or compound of the non-cooperating persons to explain the purpose of census and to persuade the person to give the required information. If the person later agrees to co-operate contact your enumerator and ask him/her to proceed to enumerate.

22.8 If in spite of the enumerator's efforts some persons still refuse to respond, you should instruct to enumerator to gather information about those persons from chief, from neighbours, etc. Try as much as you can to obtain information on how many males and females stayed in the house or compound on Census Night as well as their rough ages. Note that such cases will be very rare.

22.9 If these cases are numerous, report the matter to your Commune Census Office.

### **New Village/Settlement**

22.10 Ask your enumerators to report to you any new village or settlement which they notice during the course of their work for which no arrangement has been made for enumeration. Immediately you must proceed to the place and check whether this village or settlement lies within this Enumerator's Area. Remember that you must visit the place to conduct the check.

22.11 If the newly "discovered" settlement falls within the EA concerned, the enumerator should enumerate it. If it falls outside the Enumerator's EA but within your Supervisory Circle, ask one of your enumerators to enumerate it giving it a number like 15/1 where 15 is the number of the nearest EA. Please note that you have to mention in the Remarks Column of Supervisor's Summary (Appendix I) that it is a newly added EA.

22.12 If, however, the new settlement falls outside the EA and also outside your Supervisory Circle report it to your CCO and ask him to take necessary action.

### **Locked Buildings**

23. Enumerators have been instructed that whenever they visit a household and do not find any member of the household (locked building), they must leave a message stating the time and date they will call again. They have been asked to make at least two visits.

23.1 Even if on the second visit no enumeration takes place they must make a note of the household and report it to you.

23.2 Whenever you call on an enumerator, obtain from him a list of all households which he or she has not been able to enumerate after making two visits. Try to help by contacting neighbouring households. Help the enumerator by passing on to him every piece of information which you obtain, and give him specific instructions on how he should conduct his visits. Do not allow the enumerator to write off some households simply because he/she did not find any person to interview on any of the two visits he/she made.

23.3 Remember that we must enumerate every person. We must do this at all cost. This means that you should not leave any stone unturned in your efforts. Visits may have to be made at odd hours by both yourself and the enumerator, e.g. early in the morning or late in the evening.

23.4 Such visits are usually very inconvenient to the respondents and should be made only when the enumerator has tried without success other possible means of enumerating the persons concerned.

23.5 You will have to exercise tact whenever you make such visits. In particular, explain why you are calling at such odd hours. If possible always give advance notice through neighbours. Be always courteous and do not lose your temper at any time as you are doing a national task which should be completed successfully.

23.6 When you have exhausted all means of conducting enumeration and still no results are forthcoming and you are convinced that the household members were there on census night, try to obtain from neighbouring households as much information as you can and enter this on the questionnaire, giving reasons for any missing entries on the questionnaire itself and in the Remarks Column of the Enumerators Summary.

### **Reserve stock of questionnaires**

24. You will be given a reserve stock of Questionnaires and other materials like chalk, pencils etc., so that if any of your enumerators runs short of questionnaires, etc. you can readily replenish his stock. You may also help an Enumerator who wants Forms etc, by supplying from any surplus which another Enumerator may have.

24.1 Your CCO will also have a reserve stock of some these materials. If your own stock runs short contact him/her immediately for new supplies. Do not wait until you completely exhaust the schedules, for contacting your CCO for more. If he/she is far away, you may contact neighbouring Supervisor and ask him/her whether he can help you out. You must keep a record of the distribution of schedules you make during the enumeration.

### **Taking over filled-in Census Questionnaires and other materials from each Enumerator and final check of filled in schedules**

25. It will be your duty to collect all the houselists (Form A) and the Household Questionnaires (Form B) - completed, and unused - as well as filled-in Forms 1 to 4 from the enumerators and hand them over to your CCO or nominated staff after you have thoroughly checked the filled-in Questionnaires. It is advisable to fix an appointment with each enumerator so that you will have sufficient time to do the checking.

25.1 You must examine these schedules carefully. This will be the last opportunity for you to correct errors which may have been committed by the enumerator. Note that in certain cases of very serious errors, you will have to send back the enumerator to the field to correct these errors. You must check the entries in the Houselist Summary with reference to each page of the Houselist (Form A) and make correction if any. The Enumerator's Summary should be checked with reference to each Form B filled and correction made. Please check the totals struck by the enumerator in both the Summary and make correction if necessary. Only after satisfying yourself that the entries are correct you must sign the questionnaires and summaries in the place allotted for you.



## **Supervisor's Summary**

25.2 You have to prepare the Supervisor's Summary in the prescribed form (Appendix 1).

25.3 This should be filled with reference to Enumerator's Summary of each EA under you. Please note that no Summary is to be prepared by you from Houselist Summary of the enumerator.

25.4 The Supervisor's Summary has to be filled-in village by village. First fill in the Supervisor's Circle No. and the identification particulars at the top of the forms. In column 1 write the name of village. Each line is for one EA in the village. Copy name of enumerator in Column 4 and the total number of households enumerated by enumerator (Grand Total of Column 3 of Enumerator's Summary) in Column 5. In Columns 6, 7 and 8, copy the Grand Totals of Columns 5, 6 and 7 of the Enumerator's Summary.

25.5 After copying the particulars of the first EA in the village copy the particulars of other EAs in the village one by one. Finally total the figures of EAs of the village and enter against Total for Village. You may repeat this procedure if there are more than one village allotted to you.

25.6 If your Supervisor's Circle covers only a part of a village, write the word Part after the village e.g. Chrouy Ampel (Part).

## **Handing over records to CCO**

26. You have to hand over the following records submitted to you by each enumerator (separately in each folder):

- (a) All questionnaires i.e. Form A and Form B arranged separately for completed, cancelled and unused. Note that the total number returned should be equal to the number received by you.
- (b) Completed Form 1 Houselist Summary
- (c) Completed Form 2 Enumerator's Summary
- (d) Completed Form 3 Account for Questionnaires Received
- (e) Completed Form 4 Certificate from Village Chief
- (f) Enumeration Area Map
- (g) Enumerator's Manual

Thus, if you have four enumerators you will submit four separate folders.

These should be accompanied by the Supervisor's Summary. You should obtain from CCO acknowledgement for having received your records.

26.1 If you have carefully followed the instructions in this manual you should feel proud on having accomplished a national task.

Supervisor's Circle No.: \_\_\_\_\_

Page No.: \_\_\_\_\_

**Supervisor's Summary**  
(To be prepared from Enumerator's Summary)

Name	Khet/Krong	Srok/Khand	Khum/Sangkat
Code			

Village Code	Name of Village	EA Number	Name of Enumerator	No. of Households	Population			Remarks (Indicate if any EA was split or if any EA was newly added )
					Males	Females	Persons	
1	2	3	4	5	6	7	8	9
Total for Supervisor's Circle								

Name of Supervisor: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: .\_\_\_\_\_/\_\_\_\_\_/199...

Name of Commune  
Officer/Nominated staff: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: .\_\_\_\_\_/\_\_\_\_\_/199....