



CROATIAN BUREAU OF STATISTICS

# Preparations for the 2021 Census

## Experience from the 2017 pilot

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# 2017 pilot

- Funded by the EC grant: Improvement of the quality of EU census (2021 and post-2021)
- Scope: testing new ways of data collection and new IT solutions
- Carried out by the market research agency Ipsos d.o.o.
- Carried out in 20 enumeration areas in 6 counties (approx. 100 household per 1EA)

# 2017 pilot

- CBS prepared questionnaire, methodological explanations, code lists, classifications, basic checks, etc.
- Enumerators delivered letters in each household in pre-pilot period.
- Letter contained link to application and password.

# 2017 pilot

- **Period of enumeration: 20 Oct – 19 Nov 2017**

**20-29 October:** self-enumeration via Internet (CAWI)

**03-19 November:** face-to face interview (CAPI)

several types of devices tested (laptops, tablets, iphones,..), and several operational systems

# 2017 pilot

- The same questionnaire for both methods
- basic logical controls and automated skipping of questions
- No detailed methodological guidelines ('nobody reads it')
- Questions were more explicative (for ex. instead of „Occupation” the question was: ”Write down your occupation, i.e. concrete job you are performing at your workplace. Do not write down your vocation founded upon educational training”

# Results:

## Self-enumeration (CAWI):

- 62 household (222 persons) were enumerated
- **only 3%** of total households in the pilot  
(Big surprise! We expected at least 20%)
- 95% of persons gave their PIN (very good score!)
- Respondents → mostly highly educated and employed: scientist, professionals, engineers..
- aprox. 35 minutes per household
- good feedback from respondents

# Results:

## Face-to-face interview (CAPI)

- testing online and offline work
- approx. 20 minutes per household
- 1062 households (3017 persons) were enumerated
- 416 households refused (refusal rate 42%)
- several types of hand-held devices and operational systems were tested
- 35% of missing PINs !!

# Future work:

- Preparing 2019 Pilot Census
- Additional testing of IT tools and choosing the best solution
- Strong publicity campaign
- Testing governmental **e-Citizens System** (E-gradani) for CAWI use in 2021 Census
- Final decision on method(s): CAPI+CAWI or only CAPI (no more paper!)
- Improving „PIN score” in 2021 (important for linkage of data from administrative sources after 2021)



# e-Citizens System (sustav E-gradani)

- project was launched by the Croatian Government in order to modernise, simplify and speed up communication between citizens and the public administration, and increase the transparency of the public sector in providing public services.

The System consists of:

- the Central Government Portal which is the public part of the system
- the Personal User Mailbox (provides direct access to public administration services)
- the National Identification and Authentication System.

# e-Citizens System

## Detected problems:

- Only 10% of population registered
- Not user friendly
- Poor governmental publicity (not many people aware of it)

....but the system is potentially very good

Thank you.