

No. 5



**Supervisors'  
Instructions**

(For country adaptation)

**BASIC  
DOCUMENTATION**

JULY 1975

---

INTERNATIONAL STATISTICAL INSTITUTE

Permanent Office · Director: E. Lunenberg

428 Prinses Beatrixlaan

The Hague - Voorburg

Netherlands

WORLD FERTILITY SURVEY

Project Director:

Sir Maurice Kendall, Sc. D., F.B.A.

35-37 Grosvenor Gardens

London SW1W 0BS, U.K.

---

The World Fertility Survey is an international research programme whose purpose is to assess the current state of human fertility throughout the world. This is being done principally through promoting and supporting nationally representative, internationally comparable, and scientifically designed and conducted sample surveys of fertility behaviour in as many countries as possible.

The WFS is being undertaken, with the collaboration of the United Nations, by the International Statistical Institute in cooperation with the International Union for the Scientific Study of Population. Financial support is provided principally by the United Nations Fund for Population Activities and the United States Agency for International Development.

This publication is part of the WFS Publications Programme which includes the WFS Basic Documentation, Occasional Papers and auxiliary publications. For further information on the WFS, write to the Information Office, International Statistical Institute, 428 Prinses Beatrixlaan, The Hague - Voorburg, Netherlands.

# Supervisors' Instructions

(for country adaptation)

Prepared by:  
WFS CENTRAL STAFF  
International Statistical Institute  
35-37 Grosvenor Gardens  
London SW1W 0BS, U.K.



## Note to the Survey Organizers

The two documents, *Interviewers' Instructions* and *Supervisors' Instructions*, with suitable country adaptations, are for use by the junior field staff during the training and field work periods. Interviewers will be concerned with the first document, while field supervisors will use both documents.

These documents are written with two purposes in mind: first, to spell out the interpretation of questionnaires and some of the field procedures recommended by the WFS; and secondly, to provide material on the basis of which you can produce suitable manuals for your field staff speedily and without much difficulty.

It should be emphasized that these documents must be suitably adapted to the country situation (i.e. to the kind of respondents and field conditions expected), to administrative arrangements adopted, and to your detailed survey design (sample, questionnaire, etc.) Some problems discussed here may not be significant in your situation, while some others, significant for you, may not have been included.

We have worked with the following situation in mind: multi-stage sample, with interviewers and supervisors moving from area to area in teams; within areas, a sample of dwellings or structures already selected; close supervision of interviewers' work; the household and individual interviews conducted on the same visit. For convenience we have assumed that the complete household schedule and the standard individual questionnaire (November 1974 version) are used. We also assume that both the interviewers and supervisors are female.

Though we have tried to indicate with the use of italics the points where country adaptation may be particularly required, there can be **no substitute for going through the documents paragraph by paragraph and making suitable alterations where required**. Care should be taken to ensure that the two documents, *Interviewers' Instructions* and *Supervisors' Instructions*, are mutually consistent in detail.

Since we expect that many countries will wish to use the Fertility Regulation Module (which replaces Section 5 of the core questionnaire), an explanation of questions in this module is included as an appendix to the *Interviewers' Instructions*.



# Contents

<b>Note to Survey Organizers</b>	<b>3</b>
<b>1 Introduction</b>	<b>7</b>
1.1 Role of the supervisor	7
1.2 Training	8
1.3 Survey documents	9
<b>2 Organizational and Administrative Duties</b>	<b>11</b>
2.1 Communication with the survey director and implementation of his instructions	11
2.2 Field supplies and information	11
2.3 Travel and accommodation	12
2.4 Contacting local authorities	13
2.5 Briefing interviewers on field conditions	13
2.6 Returning completed questionnaires and other material to headquarters	13
2.7 Other administrative tasks	14
<b>3 Supervisory Duties</b>	<b>15</b>
3.1 Assignment of interviews	15
3.2 Scrutinizing questionnaires	16
3.3 Dealing with non-response	17
3.4 Spot-checking	17
3.5 Re-interviewing selected eligible respondents	18
3.6 Tape recording of selected interviews	19
3.7 Completing control sheets	21
3.8 General supervisory tasks	22
<b>4 Scrutiny of Questionnaires</b>	<b>25</b>
4.1 The procedure	25
4.2 Checks on identification	26
4.3 Scrutinizing the household schedule	27
4.4 First checks on the individual questionnaire	27
4.5 Check on dates	27
4.6 Other consistency checks in the individual questionnaire	28
4.7 Some notes on coding	31

<b>5</b>	<b>Non-Response and Related Problems</b>	<b>32</b>
5.1	Meaning of non-response	32
5.2	Dealing with non-response: general principles	32
5.3	Failure to find a household at a sample address	34
5.4	Outcome after a household has been found at an address	35
<b>6</b>	<b>Details of Field Work Control Sheets</b>	<b>38</b>
6.1	Sample assignment and outcome (SAO)	38
6.2	Summary of results in the area	41
6.3	Progress record for each interviewer	42
<b>7</b>	<b>Field Supplies and Information: Administrative Matters</b>	<b>51</b>
7.1	Field supplies	51
7.2	Information about each area	52
7.3	Notes on reading maps	53
7.4	Administrative matters	53
7.5	Summary of procedures during field work	53
	<b>Appendix: Field Work Control Sheets for other Survey Designs</b>	<b>55</b>
	(Appendix to Ch. 6)	



# 1 Introduction\*

## 1.1 ROLE OF THE SUPERVISOR

The supervisor serves as a link between the survey organizers and the interviewers. *She* goes out in the field with the interviewer, assigns them work, supplies them with necessary material, collects and checks their work and makes sure that they act in accordance with the instructions of the survey director. *She* also provides instruction and help to the interviewers during the field work.

In addition, a supervisor receives from the survey organizers instructions, sample lists of households or individuals to be interviewed and other necessary supplies. *She* promptly returns the completed questionnaires to the organizers, and keeps them informed regarding the general progress of the work. *She* also records and communicates interviewer difficulties to them and receives their advice on these problems.

Much of the training the interviewers undergo is concerned with teaching them to conduct good interviews. Interviewing is an art. An interviewer's behaviour can obviously influence the answers she receives. She has to learn to conduct an interview in such a way that she obtains accurate and complete information from the respondent. A good interview, of course, also requires a thorough understanding of the meaning of all the questions in the questionnaire. You, as supervisor, **also have to be good interviewers**, since one of your main duties is to supervise interviewers' work.

You will *work in pairs* and be assigned to *a team of up to six interviewers* whose work you will have to supervise during the field operation. *There will be two supervisors for each team of interviewers: one of you will be in charge of overall organizational and control operations, while the other one will concentrate on checking the questionnaires completed by the interviewers. However, there is expected to be no sharp division in the functions of the two supervisors accompanying an interviewer team; either one should be capable of performing the work of the other.*

Your survey director will have drawn up a detailed list of the places where interviews have to be done and will assign such places to you. You will, in turn, distribute the work among your interviewers. All of these places are not always equally easy to work in. You should distribute the work among your interviewers as equitably as possible.

We stress here a very important principle: only the addresses assigned to you by the survey director, and no others, must be interviewed; it is also important that a very serious attempt be made to obtain interviews for all the assigned addresses and selected respondents.

The survey director and his assistants will have as a special task the overall control of the field work. This means that they will pay periodic visits to your unit during which they will supervise your, as well as the interviewers', work. This controlling operation is an

\* Survey organizers, note: *In this manual, the use of italics indicates the areas which may require modification according to the country's survey plan.*

integral and necessary part of every survey which aims to collect data of high quality. Especially where several teams of interviewers are involved in the field work, there is an imperative need to ensure that standard and uniform procedures are followed by all teams.

## 1.2 TRAINING

Your training, as well as the interviewers', is crucial to the success of the survey operation. Since you will be responsible for supervising the work of the interviewers, you must be familiar with the interview procedures and the survey documents used. In short, you yourself must be a good interviewer, and also must know how to evaluate and check interviewers' work. This is the first purpose of your training programme.

In addition to supervising the interviewers' work, you must also organize and assign the work to the interviewers, keep records with regard to the progress of the work (problems encountered and to what extent solved) and perform other organizational and administrative tasks. The second purpose of your training programme is to give you instruction in this phase of your job. You will learn how to handle situations which may arise, which the interviewer is unable to resolve.

*(NOTE:*

*The following discussion is based upon the assumption that the supervisors will be trained prior to the interviewers. During the interviewer training course, the supervisors will receive further training, with emphasis on their supervisory role.)*

You will be trained over a period of *about two weeks*. During that time you will study and discuss the survey documents as they relate to your responsibilities and tasks. The questionnaire will be explained in detail with the help of "demonstration interviews". You will participate in classroom or "role-playing" interviews as interviewers, respondents and observers. You will also conduct some practice interviews in the field. These will be in non-sample areas and will not be included in the final survey results. Your performance during the training will be evaluated on the basis of observation by the trainers plus the results of tests which will be given periodically during the training programme.

*(NOTE:*

*If applicable, mention that the supervisors will participate fully in the conduct and evaluation of the pre-test.)*

*After you have completed the first part of your training programme you will then participate in the interviewers' training programme lasting for about three weeks. During the interviewers' training you do some more practice interviews in the field. It is necessary for*

you to participate in the interviewers' training because, as supervisors, you must have an understanding of the essentials of the interviewers' work. In addition, you will be able to see how your supervisory responsibilities relate to the interviewing procedures.

Prior to beginning their actual field work, the interviewers will go into non-sample areas and conduct practice interviews. They will be required to check and edit these interviews, just as they would their actual assignments. You, as supervisors, will review, edit and discuss the work with the interviewers, just as you will do during the main survey field work.

The training of interviewers and supervisors does not end when the formal training period is completed. Each discussion the survey director holds with the supervisors amounts to a continuation of their training. Likewise, each time a supervisor meets with an interviewer, the training is being continued. The formal training period provides the interviewers and supervisors with the basic knowledge and information regarding the survey, questionnaires, etc. Continued observation and supervision during the field work continues the training process.

### 1.3 SURVEY DOCUMENTS

- 1) The basic survey documents to be used in the field are the household schedule and the individual questionnaire.
- 2) As supervisors, you must be thoroughly familiar with the material included in these documents, as well as with your *Supervisors' Instructions*. The interviewers use a similar document: the *Interviewers' Instructions*. You should familiarize yourself with the contents of this document also.
- 3) In addition, you will use sample lists along with maps and other information about the areas you will work in, and
- 4) various control sheets during field work.

We now give more details about each of these four groups of documents.

- 1) As mentioned above, there are two basic documents which are used for interviewing: the household schedule and the individual questionnaire. The first is used to obtain information about certain selected households and the second to obtain the required information about certain selected female respondents in these households.  
The household schedule is like a census form in which all usual residents of a selected household (along with any other people who slept in the household last night) are listed and information is obtained about their relationship, age, sex and marital status, etc.
- 2) The *Interviewers' and Supervisors' Instructions* inform you in detail of the procedure to be followed in the survey. These specify your duties and help you to

follow the training course properly; they also serve as reference during the field work. You must study these carefully and repeatedly during training, and must always carry them with you during field visits.

- 3) Sample lists and maps, etc., inform you about which particular addresses are to be visited for interview and how to locate these addresses in the field. They also tell you what kind of conditions to expect in an area you are going to work in. During the field work you must keep this material with great care, and if any of it is ever issued to an interviewer, you must make sure it is returned to you after use.
- 4) Control sheets are the means by which you inform the survey director of the progress of field work. These
  - i) provide him with an overview of the progress of work but also with details of the outcome of the interview for each particular household or individual in the sample;
  - ii) summarize for you and your director the performance of each interviewer;
  - iii) inform him of your performance; and
  - iv) communicate to him any problems you have encountered during the field work. You must promptly complete and return these sheets, along with completed questionnaires, to the headquarters.

## 2 Organizational and Administrative Duties

Your duties as supervisors may be divided into two basic areas: organizational and administrative, and supervisory.

Your organizational and administrative tasks concern:

- 1) regular communication with the survey director and his subordinates and implementation of their instructions;
- 2) obtaining necessary information about the areas you will work in and securing required field supplies;
- 3) taking your interviewers to the area and arranging for travel and accommodation when required;
- 4) making contact *with local authorities* in the area, and
- 5) briefing interviewers about the area.
- 6) After the interviewers have completed and returned the questionnaires and you have edited them, it is also your duty to return these promptly to the head office along with other relevant material. In addition, you may have to perform other administrative tasks like *paying the interviewers for their work*, etc.

### 2.1 COMMUNICATION WITH THE SURVEY DIRECTOR AND IMPLEMENTATION OF HIS INSTRUCTIONS

The survey director has the overall and ultimate responsibility for the survey. Since he cannot do all the work himself, this responsibility is delegated to his assistants and the supervisors. It is one of your responsibilities to see that all his instructions are followed properly. A major part of these instructions, of course, consists of the field procedures to be followed; field procedures are described in your, and in the interviewers', instruction manuals. In addition, however, you may receive further instructions from time to time. It is important to follow all these instructions in order to ensure the good quality of the work.

Of course, if you have any observations or suggestions which might benefit the survey, you should inform the survey director or his assistants.

### 2.2 FIELD SUPPLIES AND INFORMATION

Before going into the field with your interviewers you must make sure that you have been issued all materials you will need for carrying out the survey. In addition, check that all

the necessary information that you need during your stay in the field is available to you.

You will need adequate supplies of:

- 1) documents (manuals, questionnaires, control sheets, identification cards and letters of introduction);
- 2) stationery (pens, paper, staples, briefcases, boxes for storing questionnaires);
- 3) funds (for making payments and other expenses); and
- 4) tape recorders and tapes.

For each area you will work in you will need information on:

- 1) which addresses or people are to be interviewed, how many interviews are expected and how much time would be required for completing them;
- 2) general information about the area, for example, travel, accommodation, and how to make initial contact;
- 3) how to choose addresses for tape recording of interviews, spot-checking and re-interviewing;
- 4) how to deal with non-response, particularly with those cases which need to be followed up after your team leaves the area;
- 5) how and how often to contact the headquarters, and
- 6) details of any other administrative duties to perform.

*(NOTE:*

*The above lists may be extended in certain countries.)*

More details about your organizational and administrative role are described in the last chapter of this manual for convenient use during field work.

### 2.3 TRAVEL AND ACCOMMODATION

*You and your interviewers may have to travel to sample areas that are not within daily reach of your assigned headquarters. In these cases it is expected that the headquarters staff (survey director and assistants) will supply you with information on travel to that area. If possible, transport will be arranged by headquarters staff. If it is impossible for the headquarters staff to arrange transport (especially in difficult geographic areas), you are responsible for this. This may include travel by horseback, boat, foot, etc. Often you will have to use your ingenuity to improvise transport arrangements.*

*The same applies for arranging accommodation during the field work. See that the accommodation is close to your interviewing area. The interviewer accommodation should be reasonably comfortable, as well as providing space for storage of supplies. However, interviewers should be prepared to stay in less-than-comfortable accommodation if*

*necessary. If there are any special conditions involved, such as the necessity of bringing bedrolls, food, cooking utensils, etc., it is expected that headquarters staff will inform you of these conditions. If interviewers arrange their own accommodation, you must know how to contact them.*

#### 2.4 CONTACTING LOCAL AUTHORITIES

*Before you go into an area it is expected that headquarters staff will give you instructions as to whom you should contact regarding the survey. For example, it may be necessary for you to visit the local authorities in the area to explain the purpose of the interviewers' presence. You should stress the confidential nature of the information you collect. If it appears impossible to obtain the authorities' approval, contact the headquarters staff immediately for further instructions.*

*(NOTE:*

*Sections 2.3 and 2.4 will need revision or elaboration depending upon the national conditions and arrangements. Describe in 2.3 the arrangements for travel from headquarters to the sample area)*

#### 2.5 BRIEFING INTERVIEWERS ON FIELD CONDITIONS

Using the information you have received about the area in which the field work is to be done, you should brief the interviewers about expected length of stay in the area, general travel and accommodation situation, distances over which travel will be required, etc. Also, familiarize them with the map of the area, and any other cultural or geographical aspects which may be relevant.

#### 2.6 RETURNING COMPLETED QUESTIONNAIRES AND OTHER MATERIAL TO HEADQUARTERS

After the interviewers have returned to you the work assigned to them and you have checked this work (described under your "supervisory duties" in the next chapter) it is your responsibility to return promptly all completed questionnaires, control sheets and other related material to the headquarters. It is your responsibility to make sure that the documents arrive at headquarters safely. If questionnaires are lost en route to headquarters, re-interviewing will have to be done at considerable time, cost and possibly loss of validity of data. Also, the respondents have been told that the information they have given is confidential and everything should be done to ensure that this

promise of confidentiality is not breached. Loss of documents could amount to this. It is possible that actual procedures for returning these documents may differ from area to area. Make sure that you understand the procedures correctly as they apply to each of the areas you will be working in.

## 2.7 OTHER ADMINISTRATIVE TASKS

You must also perform satisfactorily any other administrative tasks the survey director may assign to you from time to time. *This could include regular payment to the interviewers for work and travel, contacting particular persons in the area for special information required during the field work in the area, etc.*



## 3 Supervisory Duties

Your supervisory duties concern checking the quality of interviewers' work and generally ensuring correct conduct during the field work. You

- 1) assign work to interviewers;
- 2) promptly collect the completed work and edit it;
- 3) deal with cases where complete interviews could not be obtained (non-response);
- 4) make field visits to check, for selected cases, that only eligible households and individuals have been interviewed (spot-checking);
- 5) re-interview selected cases;
- 6) arrange for tape recordings, and
- 7) complete the various control sheets.
- 8) You also ensure that interviewers' conduct is proper, that they are continuously briefed with a view to improving their performance and that the survey director is promptly informed of any practical problems on which you need his advice.

Each of these points is taken up in more detail in the paragraphs which follow.

### 3.1 ASSIGNMENT OF INTERVIEWS

Based on the information you will have about the time taken on average for an interview and the general travel conditions in the area, you will assign work to your interviewers. In doing this, some important points must be kept in mind:

- 1) Plan the work carefully so that it is completed within the time you expect to stay in the area. Make sure that all the addresses listed in the sample list for the area are adequately dealt with.
- 2) When assigning interviews you should take care to divide difficult areas as equally as possible among the interviewers. No favouritism should influence the distribution of work. However, you may sometimes consider that a particular interviewer is more suited to work in a particular area, perhaps because of her background or her age, for example, and in that case you should assign the work so as to get the best results.
- 3) It is left to your judgement to decide how often to assign interviews and how many interviews should be assigned to one interviewer at one time. But you must, of course, ensure that each interviewer has enough work to do for each day your team is in the area. However, it is advisable to assign in small batches so that the work can be distributed efficiently.

On the other hand, the interviewers must report back to you regularly on the progress of work. In most cases they must do it *every day*.

- 4) Adequate records of all assignments made and work received must be maintained on your control sheets.
- 5) When assigning more interviews, you must pay due attention to those from the previous assignments which have not been completed. For these cases you should find out from the interviewer concerned the circumstances which resulted in incomplete interviews, and deal with these accordingly.
- 6) Care should be taken to ensure that an interviewer has all the required information and materials for completing the work assigned to her. Check that she has written down the address correctly and has with her any area maps or sketches which may help her in locating the address assigned. You should also make sure that she understands how to read these maps.

### 3.2 SCRUTINIZING QUESTIONNAIRES

You should receive from your interviewers completed questionnaires *at the end of each day*, as far as possible. All questionnaires should be scrutinized immediately upon receipt, either that same day or the day after. Scrutinizing questionnaires involves making certain that the interviewer conducted the interview properly, i.e., that she has asked the respondent all the appropriate questions and written answers legibly, completely and correctly. Detailed instructions on this are given in *Chapter 4* below and you must follow these meticulously for every completed questionnaire.

Scrutinizing questionnaires is particularly important in the initial field work period. It is during this period that interviewers will probably make mistakes. These mistakes must be corrected as soon as possible so that they will not be repeated. Note the errors and any other questions you may have about the questionnaire. Discuss these with the interviewer before new work is assigned. This is the most effective way of making sure that the interviewer avoids these mistakes in the future.

If there is a serious mistake on the questionnaire that neither you nor the interviewer can resolve by discussion, you should send the interviewer back to the household or individual respondent to correct the information.

In addition to discussing the work with each interviewer individually *every day*, you should also hold general meetings with all your interviewers together to discuss errors and problems. Even if there are no problems to discuss, the meetings can be used to maintain morale and motivation. These meetings should be more frequent in the beginning and towards the end of field work. At other times, one such group-meeting should be held for every area a day before the team leaves the area. The purpose of such a meeting is to review the work in the area and make sure that everything has been adequately taken care of.

If an interviewer continues to make errors after they have been pointed out and discussed, you should contact headquarters who will decide the appropriate action to take with regard to that interviewer.

### 3.3 DEALING WITH NON-RESPONSE

It is essential for the quality of the survey that all the households or individuals selected in the sample are interviewed to obtain all the required information. Failure to obtain a complete interview is called "non-response". One of your important supervisory duties is to reduce the extent of non-response as much as possible.

Details of the problems associated with non-response and what you must do when such problems arise are given in *Chapter 5*.

To ensure the quality of interviewers' work, you have to investigate their work in some selected cases as explained below in Sections 3.4 to 3.6.

### 3.4 SPOT-CHECKING

As has been pointed out previously, it is very important that the interviewer contacts the correct household and interviews all eligible respondents. Two kinds of checks should be made:

- 1) check by field visit that the correct household has been visited by the interviewer;
- 2) check by field visit that all eligible respondents selected are indeed eligible and that the interviewer has interviewed the right persons.

In the first case, you should visit the address to make certain that the household which was interviewed by the interviewer is the same one that was assigned to her. One way to determine this is to verify the listing of household members on the household schedule completed by the interviewer. *Verify the ages of women reported as being between 50 to 55 years old during the household interview. The purpose of such verification is to make sure that none of these women is in fact below 50 (and hence eligible for the individual interview).*

To check that all eligible respondents were interviewed, you must also make a field visit. *Generally, this will be done at the same time as the household schedule is verified.* You must check that the women who were interviewed by the interviewer are the same ones that were assigned to her *or were listed on the household schedule.*

If you determine that the interviewer made an error and interviewed the wrong household, or an ineligible respondent, separate these interviews from the other completed ones and write clearly on the cover sheet "INELIGIBLE". Make sure that none of these in-

correct interview schedules gets mixed up with the other completed ones. These cases must be reassigned and interviews must be conducted in the correct household or with the right respondent.

*(NOTE:*

*The procedure adopted in the survey to select addresses for spot-checking should be described here.)*

It is your duty to visit for spot-checking any doubtful cases *in addition to the addresses specified for spot-checking on the sample lists provided for you*. Since such visits are also a means of checking the work of your interviewers, you should not tell your interviewers what particular houses you are to visit for spot-checking after the interviewers have visited them.

Some comments made about re-interviewing in the next section are also relevant to spot-checking.

### 3.5 RE-INTERVIEWING SELECTED ELIGIBLE RESPONDENTS

The re-interview is another method of assessing the quality of the interviewer's performance. Generally the quality is at its lowest level in the beginning when the interviewers are still learning their jobs and at the end of the survey period when the interviewers are anxious to finish and may become careless in their work. For these reasons, re-interviewing should be more frequent during the first and last weeks of the survey.

*(NOTE:*

*The procedure adopted in the survey to select addresses for re-interviewing, and whether the complete questionnaire, or a part thereof, is to be used for re-interviewing should be described here. Note that, generally, re-interviews may be feasible only if at least one of the supervisors in the team is a female).*

In addition to the minimum number of re-interviews pre-specified by your survey director, you should conduct additional re-interviews wherever you think necessary, particularly if the original interviews are found to be incomplete or unsatisfactory.

When visiting a respondent for a re-interview you must be very clear in your explanation of why you are there to conduct a second interview. The explanation should not allow the respondent to think you are checking on her answers because you doubt them. It should emphasize the fact that you are doing this to make sure that *the interviewer did not make any mistakes when she was there the first time*.

*(NOTE:*

*Re-interviews are often a real public relations problem. They may annoy people besides*

*implying lack of confidence in one's staff – which again can annoy the respondent. This does not mean that re-interviewing can be dispensed with: it is an essential part of quality control. However, depending upon the expected reaction of the respondents to re-interviews in the countries, the supervisors should be clearly told how to handle the situation.)*

Completed questionnaires resulting from re-interviews should be clearly marked "RE-INTERVIEW" and returned to the headquarters along with those from the first interviews. If the re-interview replaces the first interview, the first questionnaire must be clearly marked "CANCELLED". Also remember to make a note in the appropriate control sheet if a re-interview has been done.

### 3.6 TAPE RECORDING OF SELECTED INTERVIEWS

As an important check on the quality of field work, your survey director requires you to arrange for tape recording of selected interviews as they are conducted.

*(NOTE:*

*Describe here the procedure for selecting interviews to be tape recorded in the survey, for example, whether certain addresses have been pre-assigned for tape recording, or some other rules have been laid down by which particular interviewers will record their interviews on particular days, etc. Also describe how tape recorders are to be shared between teams, whether to use one cassette or one side for one interview or to go straight on, etc. Listening to tape recordings is an essential but a time-consuming operation. Perhaps a supervisor can listen to no more than one or two tape recordings per day. Tape recordings should be more frequent at the beginning of field work and each interviewer should record at least one interview in the first two or three days of field work.)*

You should see that the tape recorders are in good condition and loaded with batteries. There should be some spare batteries and a supply of cassettes sufficient for all the tape recording. Make certain that **all cassettes are clearly identified** as to which interview they belong to, so that the questionnaires and recordings can be compared.

You should return the tapes along with the questionnaires corresponding to them. Also note that if an interview is tape recorded it should be mentioned in the control sheet that you return to the head office. Before returning the tapes, check that the quality of the recording is good and that the interview has been completely recorded. If a recording is found to be defective (inaudible or incomplete, or not done at all due to objection from the respondent) this should be replaced by a *new recording of the next interview assigned to the same interviewer.*

*(NOTE:*

*This should be consistent with the procedure for selecting interviews for tape recording described above.)*

A second purpose of tape recording is to continue the interviewers' training during the field work, and also to check the quality of their work. Tape recordings are useful for both the interviewer and the supervisor. They allow the interviewer to hear how she actually interviews and, thus, she can be made aware of her good points as well as her shortcomings. The tape recordings allow the supervisor to listen to the interchange between the respondent and interviewer. By comparing what she hears against what is written on the questionnaire, the supervisor can evaluate how the interview was conducted. The accuracy of the interviewer with respect to recording answers can also be evaluated.

You should listen to ALL the tapes returned to you by interviewers. When you detect an error in a tape-recorded interview, listen to it again with the interviewer present, so that the error can be precisely pointed out. However, even if there are no errors it is useful for you and the interviewer to listen together, if possible, as the recordings can be used to point out the positive aspects of the interview also.

#### **What to look for when listening to tape-recorded interviews**

1. GENERAL POINTS

Always listen to a tape recording with the completed questionnaire in front of you. Is the interview recorded the same as the one you asked for? Is the quality of recording good? Is the tape clearly marked and identified? Has the fact been recorded on the relevant control sheets? Is the interview completely recorded?

2. RECORDING ANSWERS

Carefully compare the answers as recorded on the questionnaire with what you hear on the tape. Does the interviewer record answers accurately? Does she record descriptive answers fully and in the words of the respondent? Does she avoid recording answers more precisely than they were actually given, for example, in questions like *531*? On the other hand, is she able to ignore any irrelevant comments by the respondent?

3. WORDING QUESTIONS AND PROBING

Does she follow the wording of questions as written? Does she stress the relevant phrase in a question to make sure that the respondent understands the question, for example, *"now living with you" in 201*? If the respondent cannot answer a question does she **repeat** the original question slowly? Occasionally, when she needs to **reword** a question does she do it carefully without altering its meaning? Does she probe sufficiently when required? Does she **probe** in a neutral way without suggesting answers?

Are her probes **relevant**? Note this particularly in relation to the questions concerned with obtaining dates.

4. CONTROL OF THE SITUATION

Does the interviewer appear to be in control of the situation? If the respondent gives **irrelevant answers** or starts talking about matters not concerned with the interview, is the interviewer able to bring her back to the point quickly but politely? How does she handle **refusals** to answer particular questions? How does she handle **interruptions** of the interview? In particular, does she make an effort to remind the respondent of the context of a question upon resumption of the interview after interruptions? Is she able to maintain the **interest and motivation** of the respondent to answer questions accurately?

5. AVOIDING EXPECTATIONS

Does it appear from her tone or comments she makes during the interview and the manner in which she probes that she **does not expect** certain answers from a particular respondent? Does she avoid making any irrelevant comments (like "now I must go to page 10", etc.) or comments which show her biases?

6. EFFICIENCY

Does she avoid unnecessary wastage of time during the interview? On the other hand, she must not appear impatient or in a hurry to finish the interview; occasionally, she may also need to make friendly observations not directly concerned with the interview if that helps to maintain the respondent's interest or makes her feel at ease during the interview.

*(NOTE:*

*It may be useful to supply the supervisors with special "control sheets" to record their observations on tape-recorded interviews, just as they may use appropriate forms for recording observations after other "quality checks" like spot-checks or direct observation of interviews as conducted in the field.)*

*(NOTE:*

*If at least one of the supervisors in the team is female, it is useful to ask them to accompany interviewers during actual interviews occasionally so that the interviewer's performance can be observed more directly – particularly in the first few days of field work. Describe the procedure here if this practice is adopted in the survey. Also, add "direct observations" in col. (13) of the "Sample Assignment and Outcome" Sheet in Chapter 6.)*

3.7 COMPLETING CONTROL SHEETS

*(NOTE:*

*This section should be modified if alterations are made in Chapter 6.)*

Control sheets are forms on which you will summarize the progress of the field work. They are described in detail in *Chapter 6* below.

There are three kinds of control sheets you must complete for each area you work in:

1. SAMPLE ASSIGNMENT AND OUTCOME SHEET (SAO)

These sheets keep record of all addresses which have been selected for the sample and assigned to you for the field work. The headquarters requires a complete record of the outcome of interviewing for each and every case in the sample. Was the interview completed satisfactorily? If not, what happened? Who was the interviewer and when was the interview done? Was the interview spot-checked, repeated or tape recorded? All such information has to be summarized on this sheet.

2. SUMMARY OF RESULTS IN THE AREA

This provides information about the general progress of the work of your team and summarizes the work done in an area. It also enables you to communicate to your survey director any problems or comments. It is very important that you keep a record of all the problems encountered in the field, and how they were handled.

These two control sheets must be completed regularly. After the work in an area is finished, you must send them promptly to the headquarters before you leave that area.

3. PROGRESS RECORD FOR EACH INTERVIEWER

Such a record is to be kept for each interviewer in your team. It summarizes how many interviews are completed (and how many abandoned incomplete) by a particular interviewer during your stay in an area. It also gives the cumulative total for these since the beginning of field work. This sheet is returned to headquarters only when the entire field work is finished.

### 3.8 GENERAL SUPERVISORY TASKS

1. INTERVIEWERS' CONDUCT

You are responsible for ensuring that the general behaviour of the interviewers is satisfactory and does not in any way harm the work of the survey. The interviewers should maintain a friendly, cordial relationship with the local residents, and should not become involved in controversies that will affect the rapport of the interviewers and respondents.

Your relationship with the interviewers should be friendly, but one of authority. You should not select "favourites" but should be impartial towards all. If your interviewers get involved in any personal problems with each other, again you must be impartial in these cases and try to take steps to avoid them in the future. If such



problems persist and appear to affect the quality of the work adversely, you should contact headquarters to discuss the problem.

The respondents have been told that all information they give is confidential. This means that the interviewers must not discuss this information with a third person.

*(NOTE:*

*The above paragraph should be consistent with what is said in section 5.10 of the Interviewers' Instructions.)*

## 2. CONTINUATION OF INTERVIEWER TRAINING

Interviewer training is not complete when the formal training course is finished. Problems will arise in the field that may not have been covered during the training. It is your responsibility to solve these problems, record them and, if possible, avoid them in future.

You must also ensure continued motivation and avoidance of carelessness on the part of the interviewer. Interviewers will become very familiar with the questionnaire after they have used it for a period of time. This can lead to a loss of quality: by questions not being asked as worded, skip instructions not followed properly or not probing when necessary. You must continually stress the importance of following instructions precisely and thus maintain high quality throughout the survey period.

You must utilize the *daily* reporting by your individual interviewers to point out to them any shortcomings you have found in their work when you edited it.

Listening together with the interviewers concerned to tape recordings of interviews conducted by them is a very useful means of further instruction of the interviewers.

## 3. REPORTING PROBLEMS TO HEADQUARTERS

You will be trained to deal with most problems that arise in the field. However, some may come up which will not be easy to solve, e.g., dismissal of an interviewer, lack of co-operation from people in a sampling area, etc. Other problems, which have not been directly discussed, may occur: interviewer discontent with pay, food, accommodation, trouble between interviewers and villages, inaccessibility of an interviewing area due to natural disasters, etc.

In all cases, the problem must be solved quickly. You should contact the headquarters staff to obtain help.

*(NOTE:*

*Specify here how to get in touch with headquarters quickly in case of need.)*

You should never hesitate to contact headquarters if you have a problem or if you foresee one occurring.

You should also make use of the "summary and results in the area" sheet to communicate any less urgent problems to the survey director regularly. You must remember that one very important purpose of reporting all problems to headquarters is to have a record kept for use in the interpretation and analysis of data.

## 4 Scrutiny of Questionnaires

(NOTE:

*The following comments are based on the WFS individual core questionnaire and the complete household schedule.*

*Supervision of interviewers' work has two aspects:*

- 1) *scrutiny of questionnaires completed and returned to the supervisor; and*
- 2) *more direct observation of interviewers' work through tape recording and, possibly, participation in actual interviews by the supervisor.*

*In the following notes it is assumed that most of the editing is done in the field, but that some additional editing will be required at the office to complete correction of the questionnaire.)*

### 4.1 THE PROCEDURE

- 1) You should receive from your interviewers completed questionnaires *at the end of each day*; they should be scrutinized either the same day or the day after. For a sample household you should first scrutinize the household schedule, and then scrutinize all the individual questionnaires for the household.
- 2) All comments or alterations should be done in *red* so that your work can be distinguished from the interviewer's. If there are any obvious mistakes or "slips" which you can correct yourself, you should do so. If there is any doubt, you must consult the interviewer. If she is unable to answer questions satisfactorily, you should ask her to revisit the respondent to obtain the correct information where required. Make use of the space provided for your comments on the back sheet of the individual questionnaire if required.
- 3) Record your editing work in the appropriate control sheets (see 6.1 below).
- 4) Scrutiny of questionnaires completed by an interviewer must be combined with more direct observation of her work through listening to tape recordings, spot-checks and re-interviewing, and *also by accompanying her during some actual interviews*. In all such cases, you must discuss with the interviewer concerned your observations of her work.

For scrutinizing questionnaires, you are required to go through the checks described in the sections below step by step.

## 4.2 CHECKS ON IDENTIFICATION

The following checks must be made first on every household or individual questionnaire.

- 1) **Has the cover sheet been completed?**  
Particularly, has the information for identification of the interview been provided? It should be emphasized that it is extremely important to make this check.  
Refer to your Sample Assignment and Outcome (SAO) Sheet (see *Chapter 6*). This will show an area (or cluster) name and number, household number, and possibly the name of the household head. Check that these agree with the information on the cover sheets of the household schedule and all the individual questionnaires for a household. It is very important to make sure that the **household number** on the SAO sheet, the household schedule and the individual questionnaires are the same. Any error on this point can lead to a great deal of trouble in the data processing operation.
- 2) The place name appears in three places: on the cover sheet of the household schedule, on the cover sheet of the individual questionnaire and before question 101 of the latter. Check that all these agree.
- 3) For the household interview: have all the eligible women in the household been correctly identified?  
For the individual interview: does the "line number of women" on the cover sheet agree with that in the household schedule?  
Does the woman interviewed appear to be the same as the one listed in the household schedule? To do this, you should compare the following information:
  - a) Age – in col. (6) of the household schedule, and Qs. 107–108 of the individual questionnaire.
  - b) Marital status – in col. (10) and Q. 401.
  - c) *Number of children – in cols. (11) – (17) and Qs. 202–211.*
  - d) Names of children living with her in the household – col. (1) and Q. 214.

It is important to note that you must not "correct" or alter anything in the household schedule to make it consistent with the individual questionnaire. The purpose of the above checks is only to make sure that the woman interviewed is the same as the one listed during the household interview.

*(NOTE:*

*Particularly, if a larger household sample is used to obtain a "two-phase" estimation of fertility, it is important not to "correct" household interviews from individual interviews for the subsample).*

#### 4.3 SCRUTINIZING THE HOUSEHOLD SCHEDULE

- 1) Check the cover sheet, especially for **identification**.
- 2) Check that all relevant questions for the members listed have been answered.
- 3) Check that all eligible women (for the individual interview) have been ticked in col. 23. Also that no women who are not eligible for the individual interview have been ticked. This check is extremely important.
- 4) Check that no person is listed as "NO" in **both** col. 3 and col. 4.
- 5) Check that the three questions at the bottom of the schedule have been appropriately ticked.
- 6) Check that the **number** of children mentioned in cols. 11 and 12 for any woman is the number of her children who appear in col. 1 (unless the woman herself is a visitor to the household).
- 7) Make checks on dates mentioned in *section 6.4 of the Interviewers' Instructions*.

#### 4.4 FIRST CHECKS ON THE INDIVIDUAL QUESTIONNAIRE

The first check, which you must do on every completed questionnaire, is essentially going over the entire interview, reading carefully through all relevant questions and answers. While checking, you must note where answers are not clear and consult the interviewer about these.

Observe the following general points while checking a questionnaire.

- 1) Have all interview instructions and skip instructions been followed correctly?
- 2) Have the answers been recorded legibly and in sufficient detail so that they can be followed easily?
- 3) Is there only one answer ticked for each question? (Exceptions: 235, 413.)
- 4) Are all "filter questions" (like 224, 315, 501, etc.) correctly ticked?

While you may correct by yourself any minor errors which are obviously caused by mis-recording on the interviewer's part, you must never alter anything else in the completed questionnaire without consulting the interviewer concerned.

#### 4.5 CHECK ON DATES

Some of the most important checks which you have to make for the individual interview concern **dates** in the respondent's life. The following information on dates (or age, or years ago) is obtained in the questionnaire:

Qs. 107, 108	Woman's date of birth, or age.
Q. 212	Date of birth of all "live births" (i.e., babies which cried or showed any other sign of life at birth).
Q. 229	Dates for all other pregnancies which did not result in live births.
Qs. 403, 406, 409, 411, 412	Dates of beginning and end of all marriages or unions.
Q. 603	Date she stopped working for income (after first marriage), if applicable.

Answers to the above mentioned questions should be plausible. The following are the possible checks:

- 1) She can hardly be less than 12 years old when she had her first live birth or first pregnancy, or when she started living as married (the date of beginning of her first union).
- 2) It is more difficult to check her birth and pregnancy histories. The time differences between two live births should never be less than 9 months. Also if she has had any other pregnancies (not resulting in live births) you should check that the time interval between a live birth and a previous birth or a pregnancy termination is not less than 9 months.
- 3) If she has been married more than once, the effective date of beginning of a union (marriage) must be **after** the date of dissolution for a previous union (marriage) (*assuming monogamy*).
- 4) The date in Q. 603 must be later than the date of first marriage.

It is important to remember that we cannot always assume that all children are born within marital unions. Hence, you should not compare the marital history with birth or pregnancy history.

#### 4.6 OTHER CONSISTENCY CHECKS IN THE INDIVIDUAL QUESTIONNAIRE

##### SECTION 1

- i) If the answer to 101 or to 102 is "YES", then in 104 the place name should be the same as that on the top of 101.  
If the answer to 102 is "NO", then the place name in 104 should be the same as that in 103.
- ii) (*NOTE:*  
*Mention here appropriate checks on the questions on education in the country questionnaire.*)

- iii) *(NOTE:  
Same on religion etc.).*

#### SECTION 2

- i) Check the total in 211 against the sum of 202, 204, 206, 208 and 210.
- ii) Check the total in 211 against the number of entries in 212.
- iii) Count the number of "No's" in 214. It should agree with the number in 210.
- iv) Examine the birth history table. All entries should be in the order of birth.
- v) If there is a **name** entered in 216, this name must appear as the last entry in 214. Note that 216 concerns the last live birth and not necessarily the youngest living child.
- vi) Similarly, 219 concerns the second to last **live birth** (and not necessarily the youngest-but-one living child).
- vii) The number of entries in the "other pregnancies" table should be the same as the number in 228 (or 227).
- viii) For any "D.K.'s in 229, check that 230 is properly answered, i.e., the location of a pregnancy in relation to live births is clearly specified.
- ix) Important: If there are any "YES" answers in 232, check that the total in 211 has been appropriately corrected.
- x) Check filter 224 against 211 and 221.

In addition, it is expected that you have made the correcting checks on dates as explained in 4.5 above.

#### SECTION 3

- i) Are all the methods listed in 302 ticked in col. 1, and also in col. 3?
- ii) If any of these methods mentioned in 302 are "other" than those listed in 304-313, is col. 1 in 314 ticked, and are the names of these methods written in 314?
- iii) For all the methods not ticked in col. 1, are they ticked in col. 2? For all "YES" answers in col. 2, is col. 3 ticked?
- iv) Is the number of boxes ticked in col. 3 of 314 the same as the number of methods mentioned in that question?
- v) Check box ticked in 315 against col. 3 in 304-314.

#### SECTION 4

Check that the number of entries in the "former marriages" table is correct: For "MARRIED" in 401, the number of entries must be one less than the number of marriages.

For "WIDOWED, DIVORCED or SEPARATED" in 401, the number of entries must be the same as the number of marriages.

#### SECTION 5

- i) In this section it is very important to check that all the filter questions (501, 502, 503 etc.) have been appropriately ticked, and skip instructions have been followed correctly.
- ii) Note the quality of the answers the interviewer has been able to obtain where the question concerned the "number of children wanted" – in particular, in questions 516, 519, 521 (only one of these questions applies to a particular respondent), and question 531. If an interviewer is not able to obtain precise answers to these questions in too many cases, you should discuss the matter with her.
- iii) In questions (namely, 505, 508 or 530) where the respondent is asked to name a method of contraception she has used (or is using), this method should have been ticked in col. 3 of section 3. If it is not, **do not** change the response in Section 3 but make a note in the margin opposite the appropriate question in Section 3 that the particular method has been mentioned as used in question so-and-so of section 5.

#### *(NOTE:*

*If the Fertility Regulation Module is used (see notes in appendix to the Interviewers' Instructions) the following modifications to the notes to Section 5 of the questionnaire should be made:*

*Add to i): "Also check that the interviewer has asked the right set of questions (i.e., on the correct coloured pages) for the respondent concerned".*

*In ii), the list of questions is: 512, 516, 521, 541, 549, 555 (only one of these questions applies to a particular respondent), and question 599.*

*In iii), the list of questions is: 507, 524, 527, 532, 535, 543, 546, 557, 559, 564, 566, 579, 582, 585 and 590 (at most, only two of these questions apply to a particular respondent).*

#### SECTION 6

- i) Date in 603 should be after the date of first marriage (given in 403 or 409).
- ii) Check that the description in 604 is clear and adequate. Check this description for plausibility against responses to questions 605–609.
- iii) Check 610 against date of first marriage (section 4) and 603. The number of years in 610 cannot be larger than the number of years since her first marriage. Similarly, if she is not currently working ("NO" to 601), then the number of years in 610 cannot be larger than the number of years between her first marriage and when she stopped working (in 603).
- iv) Check 615–617 as explained above for 604.

#### SECTION 7

- i) Make the same checks on 703–707 as described for questions 109–113.



- ii) Check 709 as described for 604 for adequacy of description. Also check that responses in 710–713 are plausible in relation to the description in 709. Finally, read through the interviewer's comments on the back sheet.

#### 4.7 SOME NOTES ON CODING

As you know, after completed questionnaires have been scrutinized and edited, they are "coded" on *coding sheets* before the results of the survey are analysed.

Most of the questions on the questionnaire are "pre-coded", that is, the interviewer is asked to tick only one box and the coder has merely to write the number of the box ticked onto his sheet.

However, there are some questions where the interviewer has to write down the answer in the respondent's words. Actually, even in some pre-coded questions the interviewer may occasionally find that the response does not fit the categories provided and has to be written down in detail. In such situations the coding (i.e., converting the answers into numbers on the *coding sheet*) may not always be so simple. It is one of the requirements for good interviewing that the answers be obtained and recorded in such a way that it is possible to code them without difficulty. While scrutinizing questionnaires you should pay particular attention to descriptive answers to see that they can be coded without difficulty.

It is for this reason that you are given some practice in actual coding during your training. The following is a summary of coding instructions for the questions where descriptive answers are likely:

*(NOTE:*

*In accordance with the coding plans, coding instructions for questions where descriptive answers are required, or likely, should be summarized here.*

*The above section applies only if the supervisors are given some instructions in coding during their training before the field work.)*

## 5 Non-Response and Related Problems

### 5.1 MEANING OF NON-RESPONSE

As you know, this survey is conducted on a sample basis. Certain households or individuals have been carefully selected to be interviewed in such a way that they are representative of the whole country. It is important for the quality of the survey that all the selected households or individuals are interviewed to obtain all the information required.

However, in practice, the interviewers may to some extent fall short of this ideal. For some selected households or individuals they may not be able to obtain any information, while for others only incomplete information may be obtained. This failure to obtain complete information from some "elements" selected and designated for the sample is called "non-response". One of your important supervisory duties is to reduce the extent of non-response as much as possible.

Non-response may arise from various sources but the most important ones are:

- 1) the interviewer's inability to locate the household for the household interview, or her inability to find the respondent at home for the individual interview, and
- 2) the respondent's refusal to be interviewed.

### 5.2 DEALING WITH NON-RESPONSE: GENERAL PRINCIPLES

We may summarize certain important points about non-response problems:

- 1) Though we hope that much of non-response is due to genuine difficulties, it is possible that it is also caused by insufficient effort or care by the field staff. You must maintain a careful supervision over this aspect of your interviewers' performance with the help of the "Control Sheets" described in the next chapter. Make sure that she tries her best to obtain complete interviews in all the addresses assigned to her.
- 2) Substitution of other non-sample households or respondents for the non-responding cases is no solution to the problem, and must never be done, *except where directed by the survey director*.
- 3) One of the most effective ways of reducing the extent of non-response is to make repeated visits to the household. Particularly for the case when the respondent is found to be "not at home" up to *three call-backs must be made – in other words, four visits* – before the unsuccessful outcome is accepted. The minimum required number of call-backs which must be made for other situations will be discussed in the next section below.

A call-back means an actual visit to the address with a view to contacting the respondent, and not just a casual enquiry from a neighbour. Call-backs can be expensive on your time during the field work, that is why care is needed in deciding when and how to make call-backs.

To ensure the necessary call-backs for problem cases which come up towards the end of your stay in an area, some member of your team may have to stay on in that area after the team has left. In such circumstances you should make firm and clear arrangements with the interviewer left behind as to when and where she would rejoin the rest of the team.

*(NOTE:*

*It may be important to define precisely what constitutes a "call-back" in a form appropriate to the specific conditions in the country so that rules about minimum number of call-backs required can be given a clear meaning. It is recommended that when a team is staying within a sample area, all attempts made by an interviewer to contact a respondent in the course of a single day should be counted as a single visit or call-back.)*

- 4) It is important for the survey director to know as much as possible about the circumstances which resulted in non-response (for example, whether the respondent could not be contacted, or whether she refused to be interviewed, etc.). For this purpose you must fill in your control sheets carefully.
- 5) Whether or not an interview is obtained, a questionnaire must be assigned to the case concerned by the interviewer. On the cover sheets of the household as well as the individual questionnaire, the interviewer must specify the outcome of each visit she makes. If after trying her best she is still unable to complete an interview, she should return to you the assigned questionnaire. If you reassign this incomplete interview to another interviewer, she must use the same questionnaire as was returned to you by the first interviewer. Sometimes you should yourself go to the field in an attempt to obtain interviews for difficult cases.
- 6) If you notice that in certain areas, the problems of non-response are more frequent than usual, for example, if too many households cannot be located or if too many refusals occur, you must immediately report the problem to headquarters or to its representatives visiting your area.

There can be various reasons for failure to obtain complete interviews, but certain rules apply in all cases: maintain adequate records; make sure that the interviewer tries her best and that an adequate number of call-backs are made; assist the interviewers in any way you can so that complete interviews are obtained for as many cases as possible; if one interviewer fails in a particular case, assign the work to another interviewer or try yourself.

### 5.3 FAILURE TO FIND A HOUSEHOLD AT A SAMPLE ADDRESS

#### 1. ADDRESS NOT FOUND (OR INACCESSIBLE)

It is your responsibility to provide the interviewers with addresses to be contacted, and also to provide them with any additional information like maps or sketches which may be of help in locating the address.

However, there may be cases where even after a thorough search and enquiries, she is unable to locate a particular address assigned to her. She is instructed to report to you after such an unsuccessful visit. In such cases:

**First:** you have to check that she has assigned a household questionnaire to the address she attempted to visit, and has written on the cover sheet the outcome of the visit.

**Second:** make sure that you have given her as much information as you have about the location of the household, and that she has tried her best to locate the household, for example, by making enquiries. Depending upon circumstances, you either ask the same interviewer to try again, or assign the work to another interviewer. In the latter case, the second interviewer must be given the same household questionnaire which had been assigned to the first for that household.

**Third:** if the second attempt also fails, you should try yourself to make a visit to locate the address.

**Finally:** if the problem occurs too often in the field, you must report this immediately to headquarters.

If for some reason you find any sample addresses in your area inaccessible (say *due to floods, etc.*) it is extremely important that the survey director be informed of this immediately.

#### 2. ADDRESS NOT A DWELLING

After reaching a sample address, an interviewer may find that the address is something other than a dwelling unit. For example, it could be a shop, a workshop or an institution without any living quarters attached to it. Ordinarily, *there should be no need for any call-backs to the address.* However, you are asked to make spot-checks of a few selected cases to make sure that the information given to you by the interviewer is correct. The same rules about spot-checks apply to 3 below.

#### 3. DWELLING VACANT OR DEMOLISHED

After locating a sample address an interviewer may find either

- i) that it is a dwelling unit (i.e., can be used for the purpose of a household to live in) but at present is not occupied by anybody, or
- ii) that it has been demolished.

In either case she reports it back to you and *ordinarily there should be no need for any call-backs.*

*(NOTE:*

*In areas with poor housing, the distinction between 2 and 3 may not be significant. If these two categories are combined, corresponding changes in the control sheets and Chapter 5 of the Interviewers' Instructions should be made.)*

Note that if old occupants have moved out of the dwelling they should **not** be followed up to their new address. If there are any new occupants who have moved in in their place, this new household should be interviewed instead.

#### 5.4 OUTCOME AFTER A HOUSEHOLD HAS BEEN FOUND AT AN ADDRESS

##### 1. COMPLETED

This, of course, is the outcome of most of the household and individual interviews.

##### 2. REFUSALS

Sometimes a respondent may refuse to be interviewed. Ordinarily there are expected to be very few such cases.

Whether or not a respondent is willing to co-operate in the survey depends very much on the initial impression an interviewer makes on him or her. The interviewer must introduce herself properly to the respondents, explain the purpose of her visit and assure them of the confidential nature of the information she is going to obtain.

If a respondent refuses to be interviewed, the interviewer is instructed to contact you. It is important to remember that a refusal should not be taken as final. People can have various reasons for refusing, some of which can be overcome by proper handling of the situation. It is best for you either to go to the respondent yourself or assign the case to an interviewer different from the original one. *Refusals are more likely to occur in the household interview rather than in the individual interview since for the latter, the initial contact with the household has already been made successfully. However, for the household interview a suitable respondent can be any adult member of the household. Refusal to co-operate by one member will not necessarily mean refusal by another member suitable to answer the household questions.*

Remember that people participate in the survey of their own free will and if they do not want to answer any questions, no compulsion or threats can be used. If you feel that there is any danger of antagonizing potential respondents by revisiting those who have already refused to be interviewed, make such revisits only towards the end of your stay in the area.

*(NOTE:*

*If applicable, it should be mentioned here if the supervisor should try to obtain the help of some local person to convince a refusing respondent to co-operate.)*

3. RESPONDENT NOT AT HOME

This may perhaps be the most common problem for the individual interview. In such cases, the interviewers are instructed to make up to *three call-backs, i.e., a total of four visits*. These revisits should preferably be made at different times of the day and should also take into account any information the interviewer may be able to obtain from neighbours, etc., about the whereabouts of the respondent. It is preferable that the call-backs be made by the same interviewer who made the first visit.

It may also happen that, although a respondent is at home, she does not want to be interviewed at that particular time, perhaps because she is busy. In such a situation the interview may have to be deferred. The interviewer is instructed to make an appointment for revisit and must keep any such appointment punctually. Again, if required, she should make up to *three call-backs*.

*Similar problems may, of course, also occur in the case of the household interview, but less often since any adult member of the household can answer the relevant questions.* If an interviewer finds that the whole household is away and is informed by a neighbour or someone else that no member of the household is expected back before the whole team leaves the area, she needs to make only *one* more visit to confirm her information before reporting to you. Write "AWAY" in col. 14 of your SAO sheet for this case. The same applies if a particular respondent for the individual interview is away and is not expected back before the whole team leaves the area.

4. INTERVIEW INCOMPLETE FOR ANY OTHER REASONS

Such cases may arise in several ways:

- i) The interviewer omitted certain items in the questionnaire by mistake.
- ii) The respondent refused to answer certain questions.
- iii) Something interrupted the interview before it could be completed.

The interviewers are instructed to check their own completed interviews and see

that they are complete, and revisit the respondent if they are not. If they cannot revisit the house, they should inform you. When you edit the returned schedule, you yourself will notice any incomplete interviews.

For any incomplete schedules or questionnaires returned to you, you must enquire from the interviewer if she can provide the missing information. If that is not possible, you have to ask her to make a revisit to the respondent. A revisit can be avoided only if a few minor items are missing. As a general rule an attempt should be made to revisit respondents in all cases of incomplete interview. However, it is not always necessary to ask the original interviewer to make the call-back; if some other interviewer is going to be in the neighbourhood of the household concerned she may be asked to complete the incomplete questionnaire.

## 6 Details of Field Work Control Sheets

*(NOTE:*

*The most appropriate design of the control sheets depends of course on the actual procedures adopted in the survey. In the following description we assume: listing of dwelling units (DUs); interviewing all households and eligible women in every dwelling unit selected in the sample; household interviews done at the same time as the individual interviews; teams of interviewers working in "ultimate area units" or clusters for a few days and then moving to another area. Some possible modifications of these sheets for other survey arrangements are briefly described in the appendix to this manual.)*

It is most important to complete the sheets described below punctually. They not only keep the survey director informed of the general progress of the work but also help you to maintain adequate control and supervision of your interviewers' work.

Below we describe the two control sheets which you must fill in as the work proceeds in an area, and which should be returned promptly to the headquarters as soon as the work is complete in the area. In addition, there is a sheet which you must fill in for each interviewer in your team and retain with you throughout the field work.

### 6.1 SAMPLE ASSIGNMENT AND OUTCOME (SAO)

#### COLUMNS 1-4

For each area in which you will work, you will be provided with a number of addresses of "dwelling units" which your interviewers will have to visit to interview (i) the households found in these addresses, and (ii) all the eligible women found in these households.

After reaching the area and briefing the interviewers on general conditions there, you will assign certain addresses to each interviewer which she will visit for obtaining interviews. It is left to your judgement how often to assign interviews, and how many interviews to assign to each interviewer at any one time. But make sure that: (i) each interviewer has enough work to do for each day your team is in the area; (ii) no sample addresses in the area are left unassigned; and the work in the area is completed within the time allowed to you by the survey director. However, as explained later, it is desirable that you assign interviews in small batches, that is, as often as possible.

When assigning interviews to an interviewer, you complete the first four columns of your Sample Assignment and Outcome (SAO) Sheet from the sample address lists provided for you for the area. At the same time the interviewer completes cols. (1)-(3) of her "Interviewer's Daily Record Sheet" and receives from you any supplementary information (like sketch maps, etc.) which may be of help in her locating the address. Note that she must write the full address in col. (3) of her sheet.



COLUMNS 5-11

Every interviewer must give you an account of all the addresses she has visited and all the interviews she has conducted during *the day*. She must also hand over the questionnaires for the interviews she has dealt with (including those which she had to abandon as incomplete) and show you her daily record sheet properly filled in.

For each interviewer you must do the following:

- 1) For all the interviews assigned to her (recorded in your SAO sheet and her daily record sheet) for which the questionnaires have not been previously returned to you, enter in col. (6) or (10) the outcome of the visit if she has made one *that day*.
- 2) For any incomplete questionnaires returned to you, you have to decide whether an additional visit is required. If so, you have to decide whether the same interviewer should be asked to make another visit or whether some other interviewer should be asked.

If the original interviewer is asked to make an additional call-back, record the outcome of her previous visit in col. (6) or (10) and return the questionnaire to her.

If some other interviewer is asked to make a visit, record "ASSIGNED TO (NAME, DATE)" in the remarks column (14). Make sure that this interviewer notes down the case in her record sheet with an asterisk (\*) in col. (1) of her sheet.

- 3) For other interviews not completed where the interviewer has not yet made the required number of call-backs (but has made at least one visit), check that she has in fact assigned a questionnaire with correct identification on the cover sheet. She should retain this questionnaire for further visits.
- 4) For all the cases which an interviewer has dealt with (i.e., for which any more call-backs are not required), collect the questionnaires and immediately check that the identification on the cover sheet has been specified correctly. Record the date in col. (8) or (11).
- 5) For the household questionnaires returned to you, immediately check that women eligible for the individual interview have been correctly identified, and that questionnaires have been assigned (with identification correctly marked) for each eligible woman in the household. Enter in col. (7) the number of eligible women in the household, and in col. (9) the "line number" in household questionnaire for each woman.

COLUMNS 12-13

These concern the quality checks you make on the work of interviewers. In all cases, you must scrutinize the completed schedules and questionnaires as soon as possible after they are handed in to you. (Occasionally you may find an interview incomplete after scrutinizing it: in that case cancel the result code in col. (10) and send, preferably, the same interviewer back to the household to complete the interview.)

Enter in col. (13) if a case has been spot-checked, re-interviewed or tape recorded. Make

sure that the results of these checks (completed re-interviewed schedules or tapes, etc.) are sent to the headquarters along with the other material.

If an interview has been tape recorded, the interviewer must have written "TAPE-RECORDED" on the cover sheet. Similarly, if you spot-check an interview, write "SPOT-CHECKED" on the cover sheet of the original questionnaire.

You must write "RE-INTERVIEW" on the cover sheet of the questionnaire used by you for the interview. If this questionnaire replaces the original one, write "CANCELLED" on the original one before returning to headquarters.

#### COLUMN 14

This column is for your remarks and comments. Mention here, for example, if an interview has been re-assigned; if it was spot-checked, mention here the results of that investigations, etc.

Finally, you should clearly understand the following additional points about the SAO sheet:

- 1) If no household is found at an address (codes 5, 6 or 7 in col. 6) you should enter "0" in col. (5). The interviewer concerned must have assigned a household questionnaire to such a case, correctly filled in the identification and the outcome of her visit on the cover sheet, and returned the questionnaire to you. You must fill in cols. (1) to (8) for this case but leave other columns blank (in col. 7 enter "0").
- 2) If more than one household is found at one address, enter one household on the SAO sheet and the other(s) in the **supplementary SAO sheet**. Make sure that for all the households at that address:
  - i) in col. (1) the **HOUSEHOLD NUMBER** is recorded, i.e., for the first household record:  
"DU No.)/1 on the SAO sheet.  
For other households record "DU No.)/2, "DU No.)/3, etc., on the supplementary SAO sheet.
  - ii) in col. (2) the **name of the head** of each household must be recorded.
  - iii) The above two entries must be recorded in the interviewer's record sheet in a similar way.
  - iv) The correct **HOUSEHOLD NUMBER** must appear on the cover sheet of the household questionnaires. For example, if there are three households at an address with DU No. 82, the household numbers should be:  
"82/1 (3 households)" on the first questionnaire  
"82/2 (3 households)" on the second  
"82/3 (3 households)" on the third.
- 3) Sometimes it may happen that, after work has been proceeding in an area, you find that some interviewers are having to deal with more difficult cases than others, (e.g., more distant addresses, greater number of households or eligible respondents per address), and are being left behind. In such cases you have to redistribute work among the interviewers. Such redistribution is not "reassignment" in the above

sense, and you simply alter the name of the interviewer concerned in col. (4) of your SAO sheet. The first interviewer simply crosses out such an address from her daily record sheet, while the second interviewer as usual notes it down on her sheet. When redistributing work in this way, you should keep in mind two things; (a) unnecessary paper work can be avoided if you make first assignments in small batches, i.e., do not assign all the sample addresses in the area at one time to the interviewers; (b) if any redistribution of work has to be done, you should be especially careful to ensure that all the sample addresses for the area given to you by the survey director are covered, and none are omitted by mistake.

## 6.2 SUMMARY OF RESULTS IN THE AREA

You must fill in this sheet as soon as the work in an area is finished and before you have left the area. All the information on this sheet comes from your SAO sheet.

### ROWS 1-5

Enter in row (1) the total number of sample dwellings or addresses for the area, i.e., the total number of entries on your SAO sheet (not counting those in the supplementary sheet since that repeats certain addresses, though not households). Count the cases with final codes 7, 6 and 5 (in col. (6) of the SAO sheet) and enter in rows (2), (3) and (4) respectively. Compute the sum and complete row (5) as indicated on the summary sheet.

### ROWS 6-11

These are for the household interview. (In rows from (7) onwards, households from the supplementary sheet must be included).

**Add up** all the numbers in col. (5) and enter the total here. It should help to do the addition on a separate piece of paper. Always check that you have added up correctly. (Note that there is no col. (5) in the supplementary sheet.)

**Count** entries with code either 3 or 4 and enter in row (9). Note that so far as the final result is concerned, "deferred" is the same thing as refusal.

### ROWS 12-17

These are for individual interviews and are very similar to the above.

### ROWS 18-19

These summarize the checking and quality control work done by the supervisor. Note that it is expected that you have scrutinized **all** the questionnaires. Count from col. (13) and enter in rows (18) and (19). Be careful not to mix up household interviews with individual interviews.

ROW 20

These checks are to ensure that you did not make any mistakes in entering the numbers in the sheet. You must make these checks and tick the appropriate boxes.

ROW 21

Problems encountered and extent to which solved:

In your remarks at the end of the sheet, you inform the survey director of any problems you or your team encountered in the area. If any addresses have not been visited in the area, or certain households or individuals have not been interviewed, you must explain the reasons here. You should also comment on the general performance of each interviewer.

### 6.3 PROGRESS RECORD FOR EACH INTERVIEWER

You must keep one such record for each interviewer. It summarizes her work from the beginning of the field work. One row is to be completed after the work in one area is finished (but before your team leaves the area). You may use either her daily record sheet or your SAO sheet to complete the progress record.

You do not return this sheet to headquarters until the entire field work is completed. Visitors from headquarters should be shown these records whenever they visit you in the field.

Use the record to keep an overview of each interviewer's performance. Is she working at an adequate pace? Does she complete too few or **too many** interviews assigned to her? If she gets too many refusals, is it because of some personality problem? If she gets too many "respondent not at home's" is it because she is careless, lazy or does not carefully choose the time of day at which she should make call-backs?

You must discuss with each interviewer her performance in detail at the end of your stay in an area. Any special problems must be reported to headquarters.

### INTERVIEWER'S DAILY RECORD SHEET

(One sheet for each area: to be filled in daily by the interviewer and returned to the supervisor on completion of work in the area.)

Area or cluster no. \_\_\_\_\_ Area or cluster name \_\_\_\_\_

Interviewer's Name \_\_\_\_\_

ASSIGNMENT			HOUSEHOLD INTERVIEW				INDIVIDUAL INTERVIEW			
(1) Date when assignment made <sup>1</sup>	(2) DU No.	(3) Address (complete)	(4) No. of HHs in DU <sup>2</sup>	(5) Result (final) <sup>3</sup>	(6) No. of ERs in HH	(7) Date returned to supervisor	(8) HH Qre Line No. of Eligible Respondents	(9) Result 4	(10) Date returned to supervisor	(11) Remarks (mention if tape recorded)

1. Add an asterisk (\*) in col. 1 if interview reassigned to you from another interviewer by the supervisor.
2. Write the number of households you find at the sample address. For example, if there are two households, write "2" in col. (4).  
If there is more than one HH in the DU, enter one of them on this line and the other(s) at the end of the list. (For these latter households, omit col. (4); also the name of the head of HH must be mentioned in col. (3) for these.)
3. Result codes for col. (5)
 

1. Completed	4. Refused
2. No adult member at home	5. Dwelling vacant
3. Deferred (since only final outcome is recorded here, this case is the same as refusal)	6. Address not a dwelling
	7. Address not found or inaccessible
	9. Other (specify)
4. Result codes for col. (9)
 

1. Completed	4. Refused
2. Respondent not at home	9. Other (specify)
3. Deferred	

**(NOTE:**

*May need modification as explained in the appendix to the SUPERVISORS' INSTRUCTIONS. Also the result codes here, in the supervisor's sheets and on the cover sheets of the questionnaires should be compatible.)*

**SAMPLE ASSIGNMENT AND OUTCOME (SAO)**  
 (Regularly filled in by the supervisor: one for each area)

Area or Cluster No. \_\_\_\_\_ Area or Cluster Name \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

ASSIGNMENT				HOUSEHOLD INTERVIEW				INDIVIDUAL INTERVIEW				QUALITY CHECK		REMARKS					
(1) DU No.	(2) Address	(3) Date when assignment made	(4) Interviewer	(5) No. of HHs in DU <sup>1</sup>	(6) Result for each visit <sup>2</sup>				(7) No. of ERs in HH	(8) Date ret- urn- ed to Super- visor	(9) HH Qre line No. of ER	(10) Result (for each visit) <sup>2</sup>				(11) Date Qre return- ed to Super- visor	(12) Date Scru- tinized	(13) Write if spot- checked, re-inter- viewed or tape recorded <sup>3</sup>	(14) Remarks
					1	2	3	4			1	2	3	4					

1. If more than one HH in the DU, enter one of them on this line and other(s) in the supplementary list below (omitting col. (5) for these later).
2. (NOTE: Use the same result codes as on the Interviewer's Daily Record Sheet. See previous page.)
3. (NOTE: When supervisors accompany interviewers during some actual interviews, that should also be recorded in col. (13), if applicable.)

(Cont.)

**SUPPLEMENTARY SHEET**

(Enter details for second, third etc., households for DUs where more than one household is found.)

**NOTE:**

In col. (2), the name of the head of the particular household must be mentioned in addition to the address).

ASSIGNMENT-				HOUSEHOLD INTERVIEW				INDIVIDUAL INTERVIEW				QUALITY CHECK	REMARKS						
(1) DU No.	(2) Address & Name of Head	(3) Date when assign- ment made	(4) Inter- viewer	(5)	(6) Result for each visit				(7) No. of ERs in HH	(8) Date re- turned to Super- visor	(9) HH Qre line No. of ER	(10) Result (for each visit)				(11) Date Qre return- ed to Super- visor	(12) Date Scru- tinized	(13) Write if spot- checked, re-inter- viewed or tape- recorded	(14) Remarks
					1	2	3	4			1	2	3	4					

### SUMMARY OF RESULTS IN THE AREA

(One for each area. To be completed by the supervisor,  
at the end of work in the area and sent to headquarters).

Area or cluster no. \_\_\_\_\_ Area or cluster name \_\_\_\_\_  
 Supervisor \_\_\_\_\_ Number of interviewers in the team \_\_\_\_\_  
 Number of sample addresses in the area \_\_\_\_\_  
 Date field work began in the area \_\_\_\_\_  
 Date the team leaves the area \_\_\_\_\_

NOTE: NO entries from the supplementary sheet should be included in rows (1) to (5). Codes 5, 6 or 7 cannot appear in the supplementary sheet.	
(1) No. of addresses selected in the area (i.e., no. of entries on the sheet)	<input style="width: 100%; height: 100%;" type="text"/>
(2) No. of addresses not found or not reached (final code 7 in col. (6))	<input style="width: 100%; height: 100%;" type="text"/>
(3) No. of addresses which are not dwellings (final code 6 in col. (6))	<input style="width: 100%; height: 100%;" type="text"/>
(4) No. of vacant or demolished dwellings (final code 5, in col. (6))	<input style="width: 100%; height: 100%;" type="text"/>
$SUM = (2) + (3) + (4)$	
(5) No. of occupied dwellings ((1) - (SUM))	<input style="width: 100%; height: 100%;" type="text"/>

NOTE: Entries in the supplementary sheet must be included in rows (7) to (10)	
(6) Total number of households in occupied dwelling units (ADD numbers in col. (5); note that there is no col. (5) in the supplementary sheet)	<input style="width: 100%; height: 100%;" type="text"/>
(7) Number of household interviews successfully completed (final code 1 in col. (6))	<input style="width: 100%; height: 100%;" type="text"/>
(8) Number of households where no suitable respondent at home (final code 2 in col. (6))	<input style="width: 100%; height: 100%;" type="text"/>

(cont.)



(9) Number of household interviews refused (final code 3 or 4 in col. (6))	<input type="text"/>
(10) Number of household interviews not completed for other reasons (final code 9 in col. (6))	<input type="text"/>
(11) Total household interviews incomplete ((8) + (9) + (10))	<input type="text"/>

NOTE: Entries in the supplementary list must be included in rows (12) to (17)	
(12) Total number of eligible women in the households (ADD numbers in col (7).)	<input type="text"/>
(13) Number of individual interview successfully completed (final code 1 in col. (10))	<input type="text"/>
(14) Number incomplete because respondent not at home (final code 2 in col. (10))	<input type="text"/>
(15) Number of individual interviews refused (final code 3 or 4 in col. (10))	<input type="text"/>
(16) Number of individual interviews not completed for other reasons (final code 9 in col. (10))	<input type="text"/>
(17) Total individual interviews incomplete ((14) + (15) + (16))	<input type="text"/>

NOTE: Enter from col. (13)	
(18) Number of household interviews:	Scrutinized _____ Spot-checked _____ Re-interviewed _____ Tape recorded _____
(19) Number of individual interviews:	Scrutinized _____ Spot-checked _____ Re-interviewed _____ Tape recorded _____
<i>(NOTE: Number of interviews attended by the supervisor to be included in rows (18) and (19), if applicable.)</i>	

(Cont.)

(20) CHECKS (Tick appropriate box)

- |    |   |     |                          |                 |
|----|---|-----|--------------------------|-----------------|
| a) | Is the number in row (1) the same as the number of sample addresses in the area?  | YES | <input type="checkbox"/> |                 |
|    |   | NO  | <input type="checkbox"/> | → check entry   |
| b) | Is the total in row (6) plus the SUM after row (4) equal to the total number of entries on the sheet (including the supplementary sheet)? | YES | <input type="checkbox"/> |                 |
|    |   | NO  | <input type="checkbox"/> | → check entries |
| c) | Do (7) and (11) add up to (6)?  | YES | <input type="checkbox"/> |                 |
|    |   | NO  | <input type="checkbox"/> | → check entries |
| d) | Do (13) and (17) add up to (12)?  | YES | <input type="checkbox"/> |                 |
|    |   | NO  | <input type="checkbox"/> | → check entry   |

(21) REMARKS: PROBLEMS ENCOUNTERED AND EXTENT TO WHICH SOLVED:

PROGRESS RECORD FOR EACH INTERVIEWER Interviewer \_\_\_\_\_

Supervisor \_\_\_\_\_

(One for each interview for the duration of field work.

To be filled in and retained by the supervisor.

One row to be completed at the end of work in each area.)

HOUSEHOLD INTERVIEW

SNO	FOR EACH AREA						NUMBERS TO DATE (add for all areas where work completed)			
	Area		Number completed	Total no. not completed	Of these, not found or inaccessible (code 7)	Refusals (final code 3 or 4)	Completed	Not completed	Of these, not found	Refusals
	No.	Name								
1										
2						*				
3						**				
4										
5										
6										
7										
8										
9										
10										

\* Sum for areas 1 and 2

\*\* Sum for areas 1, 2 and 3, etc.

(Cont.)

INDIVIDUAL INTERVIEW

SNO	FOR EACH AREA					NUMBERS TO DATE (add for all areas where work completed)				
	Area		Number completed	No. not completed	Of these, "R not at home" (code 2)	Refusals (final code 3 or 4)	Completed	Not completed	Of these, "not at home"	Refusals
	No.	Name								
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

SUPERVISOR'S COMMENTS:-

## 7 Field Supplies and Information: Administrative Matters

*NOTE:*

*(The material to be included in this chapter is of an administrative and organizational nature. Since it is particularly dependent upon the actual procedures adopted in the country survey, below we suggest no more than a bare outline of what may be fruitfully included here.)*

### 7.1 FIELD SUPPLIES

#### 1. CHECK LIST OF FIELD SUPPLIES

Before going into the field with your interviewers (or before moving into a new area) make sure that all materials you will need for carrying out the survey have been issued to you. Check that you have adequate supplies of the following:

- a) Instruction manuals.
- b) Household schedules and individual questionnaires.
- c) Control sheets (Interviewer's Daily Record, Sample Assignment and Outcome, Progress Record for each Interviewer and Summary of Results in the Area.)
- d) Sample address lists with household sketch maps and area maps.
- e) Stationery: pens (red for you, blue for interviewers); stapler and refills; briefcase (or similar) to carry your papers; boxes for storing questionnaires.
- f) Tape recorders, spare batteries and sufficient cassettes.
- g) Identification cards and letters of introduction from the survey director.
- h) Money to pay for necessary expenses in the field.
- i) Necessary information as described in the following sections.

You also have to make sure that your interviewers have the following with them:

- a) Interviewer's instruction manuals.
- b) Identification card and letter of introduction.
- c) A clipboard or heavy piece of cardboard to write on.
- d) A briefcase (or similar) to carry the questionnaires.
- e) Ball-point pens.
- f) Anything personal they might need during their stay in an interviewing area (based on the information about the area supplied to you).

## 2. METHOD OF SECURING ADEQUATE SUPPLIES WHEN IN THE FIELD

(NOTE:

Description to include whether, how and when the supervisors will be re-supplied once they are in the field.)

## 3. WHAT TO DO IN CASE OF LOSS OF DOCUMENTS

(NOTE:

Whether spares or replacements obtainable for lost identity cards, sample address lists, maps, sketches, etc.)

## 4. PROCEDURE FOR RETURNING SURVEY MATERIAL

(NOTE:

To include which equipment or material, if any, supervisors or interviewers can retain after they finish their work; what item to return or how to return item after work if an area is finished, and after the field work is completed.)

## 7.2 INFORMATION ABOUT EACH AREA

All the relevant information about the areas in which you will work is provided in the sample address list for that area. In addition to a list of the addresses to be contacted for interview (and the sketches and area maps which go with them) the following information, if relevant, is given about the area on these sample lists:

- 1) General information about climatic, geographical and social (cultural, linguistic, ethnic, etc.) conditions in the area.
- 2) Travel and accommodation facilities in the area.
- 3) Number of interviews expected, and the planned duration of stay (with dates) in the area.
- 4) Anything personal the field staff may need during the stay in the area (utensils, bedding, tinned food, waterproof clothing, etc.).
- 5) Authorities to contact in the area.
- 6) The best method of communication with, and transportation to, headquarters from the area; some idea about the efficiency of communication with headquarters (time taken for mail, telegram, etc.).
- 7) Any other relevant information.  
Before going into the field you must make sure that
  - i) you have collected a complete set of sample address lists and maps,
  - ii) you understand how to read the maps, and
  - iii) the above information is in fact provided on your lists for each area you will work in.

### 7.3 NOTES ON READING MAPS

(NOTE:

Summary of information which may be useful for reading area maps and interpreting sketch maps drawn by listers.)

### 7.4 ADMINISTRATIVE MATTERS

(NOTE:

Information such as the following may be included in this section):

Address and telephone number of headquarters or regional centre; method of contacting headquarters in ordinary circumstances and in emergency.

Summary of important conditions of employment of supervisors and interviewers (resignation, dismissal, etc.).

How and when payments to be made to supervisors and to interviewers for field work.

Conditions and procedure for re-imbursement of expenses incurred, in particular the procedure adopted for checking claims etc.

### 7.5 SUMMARY OF PROCEDURES DURING FIELD WORK

- 1) On arriving in an area look for suitable accommodation where you can work during the day and also store survey materials.
- 2) Upon your arrival, immediately contact the local authorities as instructed by the survey director.
- 3) Plan how the work in the area should proceed. Remember to allow for call-backs and the fact that towards the end of your stay you may have to deal with relatively more difficult cases.
- 4) Plan how the work will be distributed among interviewers. Take care to minimize the time spent for travel within the area. Remember also that you should try to distribute the work equitably among interviewers as far as possible, and show no favouritism. However, you may sometimes consider that a particular interviewer is more suited to work in a particular part of the area – perhaps because of her background or her age, etc.
- 5) On arrival in the area, call a general meeting of the interviewers, brief them on the area and explain the plan of work during the team's stay there.
- 6) Every morning assign work to interviewers, taking into account any interviews previously assigned to them and not yet completed. Make sure that the interviewers go out with adequate information, and with their daily record sheets properly filled in.

- 7) During the day scrutinize the questionnaires completed by interviewers; make spot-checks and conduct re-interviews as required. Be available for the interviewers to contact you in case a problem arises. Also, listen to tape-recorded interviews.
- 8) All interviewers must report to you every evening. They must give an account of all the interviews previously assigned to them. They should return the questionnaires for all interviews completed to you. For any interviews not completed check that they have, in fact, assigned questionnaires to them with the cover sheet appropriately filled in. For every incomplete interview you have to decide the next course of action: whether an interviewer should make a re-visit, whether it has to be abandoned incomplete. Check also that the interviewer has her daily record sheet properly filled in for such cases.  
Check immediately the identification on the cover sheet for all questionnaires received, and also enter the appropriate information in your SAO sheet.
- 9) During this daily meeting with the interviewer, discuss with her the work you have scrutinized. If any interview needs a further visit to the household, inform the interviewer of it.
- 10) If any points come to light and are likely to be of interest to all the interviewers, you should call a "general meeting" to discuss these points. In any case, a general meeting with the whole team must be held before leaving the area. During the meeting the work accomplished should be reviewed, problems should be discussed, and plans of work in the next area explained.
- 11) Always keep your record sheets up to date.
- 12) Regularly evaluate the work progress of each interviewer and of the whole team. If any problems arise for which you need advice from headquarters, you must inform them immediately.
- 13) Before leaving the area return all materials to headquarters. If you have to leave an interviewer behind in the area to deal with the non-response cases, make firm and clear arrangements with this interviewer as to when and where she will rejoin the rest of the team.



# Appendix

## GUIDELINES FOR SURVEY ORGANIZERS ON

### FIELD WORK CONTROL SHEETS FOR OTHER SURVEY DESIGNS

(Appendix to Chapter 6)

The most appropriate design of field work control sheets depends, of course, on the actual procedure adopted in the survey. It was assumed in Ch.6 above that:

- i) Interviewers move in teams from area to area and are accompanied by supervisors.
- ii) The teams are provided with a previously prepared list of sample dwelling units.
- iii) In every sample dwelling unit, they interview all the households and all the eligible women.
- iv) In general, the household and the individual interviews are done during a single visit.

We give guidelines below for possible modification of the Field Work Control Sheets when the survey design is different from that assumed in Ch.6.

#### 1. FIELD WORK ORGANIZATION

If a team of interviewers spends a long time in a single area, the returning of these sheets should be made weekly rather than being based upon the time spent in an area.

In remote areas where daily contact between interviewers and supervisors may not be feasible, the instructions should be modified accordingly.

#### 2. SAMPLE LIST OF HOUSEHOLDS

Often the interviewers may be given a sample list of households, rather than of dwelling units, to be contacted. It may be possible to do so either because a list of households already exists (say, from a previous survey) or such a list is prepared in a separate operation.

Using a household rather than a dwelling unit list simplifies the control sheets described in Ch.6 as follows:

Col.4 of the Interviewer's Daily Record Sheet, col.5 of the Supervisor's Sample Assignment and Outcome Sheet (SAO), and the supplementary sheet to the SAO are not required.

Some of the result codes on these sheets (as well as on the cover sheets of the questionnaires) may be dropped.

Obviously, the Summary of Results in the Area Sheet will also be simplified accordingly.

### 3. SEPARATION OF THE HOUSEHOLD FROM THE INDIVIDUAL INTERVIEW

If the household interviews are a separate operation, a whole set of sheets similar to the above for the household interviews – without, of course, the entries for the individual interview – will probably also be needed.

The individual interview will still involve, in most cases, an updating or relisting of household members. Hence, the entries for household interview will still be retained in the sheets for the individual interviews. Further, the sampling units can be treated as households rather than dwelling units and modifications mentioned in the previous paragraph will apply.

Note that the separation of the household from the individual interview will normally be done if the latter is a subsample of the former, i.e., if the household schedule is used over a larger sample to get a better estimation of the basic fertility/mortality rates.

### 4. SAMPLING IN THE FIELD

Occasionally the field supervisors may be asked to sample households within the sample area. Below we give the required control sheets for the more general case when:

- i) the team lists all the households in the area;
- ii) the household interview is conducted over a sample of the listed households; and
- iii) the individual interview is conducted over a subsample of these latter households.

We assume that a systematic sample with implicit stratification by household size is used (though other criteria may be used in addition).

It should be pointed out that the above-mentioned case is not 'typical' in that, usually either (iii) will be a subsample of (i) and (ii) (these latter covering all the households in the area); or (ii) and (iii) will cover the same subsample of (i). For details, see WFS Manual on Sample Design.

**A) INTERVIEWER'S SHEET:**

Each interviewer is assigned a part of the sample area (preferably a compact segment of it) and is asked to list all the households in her part of the area using the following sheet:

Area No. _____ Area Name: _____ Date: _____					
Interviewer _____ Supervisor _____					
S No.	(1) HH No.	(2) Address or description	(3) Name of Head of HH	(4) No. of usual Members in HH	(5) Remarks
1					
2					
3					

**Notes for interviewer:**

- Col.1: Assign serial numbers, starting with 1.
- Col. 2: The address or description should be as detailed as possible.
- Col.3: Write the full name of the head.
- Col.4: Obtain the total number of the usual residents of the household from an adult member of the household. Sometimes a neighbour may be able to supply the information.
- Col.5: Give here any additional information which may be useful, for example, for easier identification or location of the household etc.

*(NOTE:*

*Col.4 for stratification of household by size for subsequent sampling. If explicit stratification using some socio-cultural characteristic is also required, another column will have to be added here).*



Mark a household selected for the HH interview by a diagonal slash:

The sample (of households) for the individual interview is selected in a similar way, except that it is selected from the households selected into the sample for the HH interview. The random start and the (sub) sampling interval are to be applied to these households. Mark the households selected for the individual interview by a cross: .

Col.5: This merely 'collapses' the eight sub-columns in Col.4: Mark in col.5 the households selected for the household interview as ; and those for the individual interview as .

Col.6: Write down the name of the interviewer responsible for listing.

Col.7: Transcribe here any useful remarks from col.(5) of the interviewer's sheet.

*(NOTE:*

*If some socio-cultural variable is used for explicit stratification, col.4 should be repeated for each category of this variable.)*

