FEDERAL REPUBLIC OF NIGERIA

NATIONAL BUREAU OF STATISTICS ABUJA, NIGERIA

COVID-19 NATIONAL LONGITUDINAL PHONE SURVEY

ELEVENTH ROUND

INTERVIEWER MANUAL

MARCH 2021

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Introduction

The World Bank is providing support to countries to help mitigate the spread and impact of the new coronavirus disease (COVID-19). One area of support is for data collection to inform evidence-based policies that may help mitigate the effects of this disease. Towards this end, the World Bank is leveraging the Living Standards Measurement Study - Integrated Survey on Agriculture (LSMS-ISA) program to implement high-frequency phone surveys on COVID-19 in 5 African countries – **Nigeria**, Ethiopia, Uganda, Tanzania, and Malawi. This effort is part of a broader first wave of World Bank-supported National Longitudinal Phone Surveys (NLPS) that can be used to help assess the economic and social implications of the COVID-19 pandemic on households and individuals.

Nigeria was among the first few countries in Sub-Saharan Africa to identify cases of COVID-19. Reported cases and fatalities have been increasing since it was first identified. The government has been implementing strict measures to contain the spread of this virus (such as travel restrictions, school closures and home-based work). While the Government is implementing these containment measures, it is important to understand how households in the country are affected and responding to the evolving crises, so that policy responses can be designed well and targeted effectively to reduce the negative impacts on household welfare.

Objective

The objective of the Nigeria COVID-19 National Longitudinal Phone Survey (NLPS) is to monitor the socio-economic effects of this evolving COVID-19 pandemic in real time. These data will contribute to filling critical gaps in information that could be used by the Nigerian government and stakeholders to help design policies to mitigate the negative impacts on its population. The proposed NLPS in Nigeria will be designed to accommodate the evolving nature of the crises, including revision of the questionnaire on a monthly basis.

Each month, the households will be asked a set of core questions on the key channels through which individuals and households are expected to be affected by the COVID-19-related restrictions. Food security, employment, access to key services, coping strategies, and non-labor sources of income are channels likely to be impacted. The core questionnaire will be complemented by questions on select topics that will rotate each month. This will provide data to the government and development partners in near real-time, supporting an evidence-based response to the crisis.

Sample Design

The GHS-Panel 2018/19 will serve as the frame for the Nigeria COVID-19 NLPS. The GHS-Panel collected phone numbers of interviewed households, making it a good frame for the current survey. Furthermore, we expect relatively high response rates from GHS-Panel households since NBS has built a strong relationship with them through multiple face-to-face interviews to the same households (between 2 and 8 interviews). In addition, using the GHS-Panel sample as the frame will allow for analysis of the long-term economic impact of the dual crises since these same households will be visited again for a fifth round of the GHS-Panel in 2022.

For the tenth-round survey, all the households that were successfully interviewed in the previous round (about 1,800 households) shall be contacted and interviewed. The questionnaire is designed such that the interview duration does not exceed 25 minutes.

Training

Personnel will be selected from the pool of NBS interviewers that have experience with the Survey Solutions platform and have previously conducted phone surveys. A total of 18 Interviewers, 3 Supervisors and 3 Callback

Monitors will be trained virtually (over Skype) to participate in the survey. The training shall last 2 days and shall focus on providing participants with detailed understanding of the survey and CAPI, elucidation of important concepts and questions in the questionnaire, mock interviews, and revisions of translations where necessary. Similar to previous rounds, a pilot will also be conducted with households retired from the GHS-Panel sample.

Conducting an Interview

Successful interviewing is an art and not a mechanical process and each interview is a new source of information to be made interesting and exciting. Although the art of interviewing develops with practice, there are basic principles – e.g. how to build rapport, conducting interviews etc. – which are followed. It is essential for enumerators to develop the correct attitude in carrying out interviews. Some of the essential and necessary attributes of a good enumerator are: *politeness, patience* and *perseverance*.

Respondent

The Nigeria NLPS will have ONE RESPONDENT per household. The respondent should be the household head or a knowledgeable adult household member. The respondent must be a member of the household. Unlike many other household surveys, you will not be expected to seek out other household members to interview them on their own information. The respondent may still consult with other household members as needed to respond to the questions you ask, including to provide all the necessary information on each household member (Section 2). Further instructions on identifying the appropriate respondent are provided in the following sections.

The Questionnaire

Translations

The questionnaire has been translated into the 3 main languages. Where the respondent speaks and or understands of these 3 languages, the interview must be conducted using the translated version of the questionnaire and the questions should be read out exactly as they are displayed. Where the respondent does not speak any of 3 languages with translations or English, on-the-spot translations should be undertaken, ensuring that the meaning and context of the questions are kept.

To access the translations in the Interviewer Application, tap on the three dots to the top right corner, then tap on Languages, and then select your language (YO = Yoruba, IG = Igbo, and HA=Hausa).

How to Read the Questions

Each question should be read clearly and exactly as presented in the questionnaire. It is also critical that the interviewer help the respondent understand the question being asked *without influencing (biasing) the respondent's answers.*

UPPER and Lower-Case Texts (CAPITAL Letters and Small Letters)

Text written in UPPER CASE (capital) letters are instructions to the interviewer and should not be read to the respondent. Other texts that you will see written with upper case letters are lists and codes. These also SHOULD NOT be read to the respondent. **Text written in lower case (small) letters SHOULD be read directly to the respondent.**

Reference Periods

PAST 7 DAYS means the 7 days prior to the day of the interview. For example, if the interview takes place on Wednesday, the past 7 days are the time between the start of Wednesday of the prior week until the end of Tuesday, the day before the interview.

LAST WEEK means the full calendar week preceding the week of the interview. For example, if the interview takes place on Wednesday, then last week is the *previous week's* Monday to Sunday (being also the last Sunday before the interview). Generally, where LAST WEEK is being referenced, the day and date will be displayed for the enumerator.

Box 1: Reference Periods

WEEK	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	*************************** **L A S T W E E K** ************************						
1					**** **P A S T 7 D A Y S** ****		
2	******** **P A S T 7 D A Y S** ******				**INTERVIEW DAY**		

Dashboard

Description: The dashboard displays all the assignments sent to you. Each assignment has its own assignment card that displays information that is important for you to organize your work. The dashboard has various tabs:

Create New: all the assignments for which you have not started an interview yet

Started: all the interviews you have already started, but not yet completed. In this survey these will be largely households you need to call back. You might have to keep notes on an extra sheet of paper or workbook to organize yourself, so you remember who you have to call back at what time.

Completed: Interviews that have been completed but not yet synchronized.

Rejected: Interviews that have been completed and submitted to the supervisor, but have been rejected for a reason.

Instructions: You do not have to fill in anything. CROSS-CHECK that you have selected the correct assignment then tap on START NEW INTERVIEW. If you have not selected the correct household, tap on the 3 dots at the top right of the screen and go back to the dashboard.

hhid   The unique household identifier. The supervisor/HQ may use this number to communicated with you about any given household.

State   The state where the household is located

Name of head The name of the household head recorded during the previous interview.

Language   The language in which the previous interview was conducted. You should only receive assignments for languages that you speak. If you received an assignment in a language you don't understand, first try to call the number and see if you can communicate with the household, e.g. in English. Follow the interview and submit it. It will be reassigned to somebody else.

Interviewer Instructions and Interview Protocol

This section provides information about the approach/procedure the interviewer should follow to conduct the phone interview. Following the procedures indicated here will allow for maximizing response rate and also create the rapport for future rounds of the survey with the same household.

1. **Charging the Tablet**: Ensuring that the Tablet is fully charged at all times so there is no break in the interview. Given that this round and possibly future rounds of the survey will be conducted from home due to the lockdown, and due to the erratic power supply, it is recommended that the interviewer connects the Tablet to available power source during the interview. Allowance shall be given to the interviewer to allow him/her charge the Tablet.

2. **Date and Time on the Tablet**: Also ensure that the date and time on the tablet is current.

3. **Internet or WiFi Access:** You need Internet/WiFi connection to be able to access the server to receive assignment and send completed interviews. Thus, interviewers should ensure that they have WiFi connection and that the Tablet is connected to the WiFi. Each interviewer shall be given an allowance for

internet data and a mobile router. *The interviewer must ensure that they purchase and use the SIM card that provides the best internet/WiFi connection in their area*.

4. **Log unto the server:** Each interviewer has been given unique login and password to access the server. The name of the server is **https://ngnlps.mysurvey.solutions**. Your username and password shall be provided to you by your supervisor. It is important that you keep your username and password as secure as possible.

5. **Synchronization**: The interviewer must synchronize the Interviewer Application at **least twice a day – in the morning before the start of work (interview) and in the evening after work**. Where possible, *interviewers should synchronize after completing each interview of a household*. Details on how to synchronize the SuSo Interviewer Application are provided under *Synchronization* in Section SS.

6. **Receiving Assignments and Sending Completed Interviews**: Once synchronization has been completed successfully, the interviewer will receive assignments for the households to be interviewed and possibly rejected interviews (if the interviewer has previously sent completed interviews to the server and those interviews have errors) on his/her dashboard. Completed interviews that have been marked as completed on the Interviewer's tablet shall be sent to the server.

7. **Commence an Interview**: To start an interview, open the assignment corresponding to the household you want to interview. Once opened, review the assignment carefully to ensure that you are using the correct assignment for the household.

8. **Dial Phone Numbers**: Dial the any of the displayed phone number(s) (possibly multiple times) until someone picks up. Once someone picks up, follow the procedure documented in the Interview Information section.

9. **Conduct the Interview**: Interview the respondents on all applicable sections of the questionnaire. All applicable questions and sections must be asked before completing the interview.

10. **Complete the Interview:** Once you have finished the interview with the respondent, please review to ensure all applicable questions/sections have been answered. Then mark the interview as ***Complete***, following the guidance in section SC below.

11. **Synchronize Again**: Once the interview is marked as *Complete*, synchronize the Interviewer Application.

Etiquette in the Survey Phone Process

Description: This section explains how interviewers should conduct themselves during a survey phone interview. The purpose is to ensure interviewers maintain the highest form of cordiality and discipline when carrying out phone interviews, to get successfully completed surveys.

OVERVIEW

As an interviewer, whether you are physically on-site or you are conducting the interview over a telephone, you are an ambassador representing the interests of your organization and you must consider that with every action you take. Telephone interviews are much harder to manage than face-to-face interviews because a physical presence is easier to relate to than a voice over the phone. It is therefore important to always come across as being relatable, from the minute you say your first "hello", to the moment you say "goodbye". The best interviewers are effective communicators, delivering messages that are concise and well-articulated. This is expected for face-to-face interviews and even more so for phone interviews where you have limited time. Limited time makes preparation and readiness key success factors, which are ultimately linked to your goal of a successfully completed interview.

BEFORE THE CALL

There are several things you need to have ready before you even start dialing a number to start an interview. You must make sure you are in an environment that is conducive for your calls, so there should be no disturbance around you. You should also make sure the equipment you will be using for the interview process-your phone and tablets – are in working order. Phone interviews require you to be very attentive, otherwise you might miss something, so it is important that you have everything prepared before you begin. Specifically:

Make sure you can get as much privacy as possible.

Inform members of your household of what you are about to do, so you are not disturbed. If possible, get a private room. Write boldly on a piece of paper: DO NOT DISTURB and place it on the door. It is important to minimize distractions, so your respondent does not become bored or frustrated and hang up.

Make sure you have your tablet ready, fully charged and open to the first household you will interview

Check the volume on your phone. Do a test with a friend to make sure you can be heard and you can hear clearly. You don't want to miss anything the respondent says because your volume is too low.

Have a clock in front of you, and time yourself, so you can pace your questions

INITIATING THE CALL

Once you start dialing a number, you MUST BE PREPARED to speak. This is why you must have everything in place before you start dialing. You don't want to keep the answerer waiting on the phone once they pick up, your full attention should always be on the call.

- DO NOT be distracted by your environment
- DO NOT keep the answerer waiting

IDENTIFYING INTERVIEW RESPONDENT

You are provided with different numbers to call for each household. In your tablet you will find number(s) for household members and possibly a number for a reference person, who is a non-household member. You must remember that you need to speak to a member of the household whose name appears on your tablet, which should preferably be the head of the household or at least an adult member (15 years or older) of the household. The person who answers the call, might not be either one of these persons so you will need to convince them to connect you with that person, especially if they are of a different household.

Remember to be ready to respond once the answerer picks up. Begin with:

> **"Good morning/afternoon/evening Sir/Madam. My name is (First name and Last name). I am working for the National Bureau of Statistics (NBS). We are currently doing a nationwide survey to examine the impact of and responses to the coronavirus in the country."**

> **[pause and continue]**

> **"I am trying to reach (Household head FULL Name) or any other adult living with (Household head FULL Name). Who am I speaking to please?"**

When the answerer tells you his or her name, you will know if it is your target respondent you are speaking to. If it is not the target respondent, then you ask very politely if the target respondent is available to take the call. Follow the directions and protocols you have been trained on to complete the 'Interview Information'.

If the answerer is not a member of the household, then you will need to convince the person (likely the reference person) to either provide a number you can call to directly speak to a member of the household or be willing to take their phone to the household, so you can speak to your target respondent or another adult member of the target household.

> **"Could you give me their number or visit them so I can call them using your phone? It is really important for me to be able to speak to them"**

You may need to coax the reference person to take the phone to the household if they do not have a number to give you. Using words like "**I would be grateful**", "**If you would be so kind**", "**It would greatly help if you could…**". There is no need to beg, just ask with some humility that will encourage the reference person to go out of their way to do what you need them to do. If the reference person (answerer) is unwilling to provide a number or leave their home, after you have attempted to convince them to, then **DO NOT** push further. Simply thank them for their time and follow the protocols you have been trained on.

When you have your target respondent on the phone, follow through with the rest of the 'Interview Information' questions as directed in your training and in this manual.

Please review the etiquettes below to provide some guidance when you are on the phone with anyone:

- Speak clearly and confidently. Take brief pauses if reading a long sentence
- Keep your voice tone at an appropriate level and maintain that level
- Take your time to read out each question slowly.
- **DO NOT** engage the respondent in political discussions or discussions that are not related to the survey
- Be sure to address whoever picks up the phone with respect, even a child.
- Never refer to the person on the other end of the line by simply saying their first or last name, always include a title e.g. **Mr**. Gbenga, **Ms**. Hauwa, **Mrs.** Chioma. Alternatively, you can say "sir" or "ma" or "madam"
- **DO NOT** chew gum or eat food while on the phone
- Always maintain a high degree of professionalism; remember you are representing the National Bureau of Statistics
- When you have completed the interview, **DO NOT** hang up on the respondent; let the respondent hang up first.
- **DO NOT** start a new interview if you are tired or weary or emotionally worn out. Take a break and get your emotions under control before you start a new call

- It is important you sound very alert and attentive to keep the interview momentum up; **DO NOT** sound disengaged at anytime
- To avoid "umm", "so" or long silences, write down what you would like to say for some sections, so your transition between questions is smooth
- **DO NOT** brush off mistakes. If you make a mistake, for example referring to the respondent by another name and you are corrected, apologize for the mistake, and then continue.

SECTION 1: Interview Information

Description: This is where you will record data about the interview itself (metadata) that will be used to keep track of fieldwork progress, including the number of call attempts made to each household.

Instructions: The phone numbers of the household head, three other household members, and a reference person will be displayed on the screen. The interviewer should call any of the numbers multiple times until someone picks up. Specifically, the interviewer must first call the phone number(s) of the HEAD of household, followed by the other household members, and then the reference person.

S1Q0   A list question to list every call attempt. For each call attempt you should list the next number. For the first one you write 1, for the second one 2, etc. Do not replace already existing attempts with a new number, but always list a new one. It does not really matter if numbers are sequential. It is only for you to recognize individual calls. For EACH attempt, you have to list a new number, even if you are calling the same number multiple times. For each attempt listed here, a subsection ATTEMPS will open up.

ATTEMPTS

S1Q1   Select the phone number that you are attempting to call. A text will open up below telling you which person this number belongs to, if they are a member of the household or the reference person, and what their relationship with the head is. You will also see information on the household, including the household head name, up to 4 household members followed by a number indicating how many more members there are (if any), the state, LGA and town name. TRY NUMBERS FROM TOP TO BOTTOM, i.e. for the first attempt, the first number should be called. You might need to call the same number again in a second or third attempt or move on to the next numbers.

S1Q2   Take the time just before dialing

S1Q3   Indicate YES if someone is picking up the phone number you just called. Indicate NO, NOBODY ANSWERING if it is ringing, but nobody is answering. Let it ring for the maximum time before selecting this option. Select NO, NUMBER DOES NOT EXIST if it is not ringing. Double CHECK you have called the correct number before selecting this option. Only valid numbers have been included, this option should be rare. Select NO, PHONE IS SWITCHED OFF if you call the number and hear a message that the number is currently switched off.

S1Q4 &5 Read the text prior to the question and Record YES if you are able to SPEAK WITH PREVIOUS RESPONDENT OF THE HOUSEHOLD, NO if the person who answers is not the previous respondent, usually another household member or the reference person and CANNOT UNDERSTAND THEIR LANGUAGE if you cannot communicate well enough with the respondent to conduct the interview.

S1Q5A   Indicate who you are speaking to – A HOUSEHOLD MEMBER other than the previous respondent, or a REFERENCE PERSON.

S1Q5B If the person that picked up the phone is a household member other than the previous respondent, ask them to kindly give the phone to the previous respondent so you can talk to them. Select the applicable outcome from the list of options. Do not forget to add any new number they give you to the NUMBERS roster.

S1Q5C If the previous respondent is not available, provide an explanation for why they are not able to be interviewed.

S1Q5D Ask the person you are speaking to if there is another eligible adult member of the household that can be interviewed. Be careful to ensure that you ensure whoever is suggested is an eligible member of the household.

S1Q6 Is only asked if you do not speak to a household member. Try to reach the household trough them, either by them giving you a number of the household that you can call, or by them being physically in the same place at a moment when you can call back and conduct the interview with the HOUSEHOLD (never the reference person). If you select NO, DON'T KNOW THE HOUSEHOLD or NOT, CAN'T/WON'T CONNECT TO THE HOSUEHOLD, then the household will not be interviewed, the supervisor may check the case. Select YES, PHONE NUMBER -> RECORD IN NUMBERS if they can give you a number to call. Note down the number in the subsection NUMBERS, together with the details. You can click on the link below the question to jump to the section.

S1Q7 Interviewer continue introducing yourself and the survey by reading the displayed text. Make sure you read and/or interpret the text such that you don't lose its original meaning.

S1Q8 Select YES if they have agreed to be interviewed, and NO, REFUSED if otherwise. If the household refuses, try to CONVINCE them but DO NOT FORCE them to participate. It is very important that we interview the selected households. Record NO, NOT NOW, if the household is not willing to be interviewed now, but if you can call back later.

S1Q9 Select the name of the person or respondent that gave consent to be interviewed. Ensure that the respondent/person should be either the head of household or a knowledgeable adult member of the household.

S1Q10 If the respondent was busy to commence the interview with you, request if he/she is willing to reschedule to a later date/time. Select YES if the respondent was willing to reschedule the interview to a later date/time, and NO if otherwise.

S1Q11 Indicate the date and time that the respondent agrees to be interviewed or when the reference person will be with the household so you can call. Use the calendar displayed to enter the date for the rescheduled interview. You will have to keep note of this outside Survey Solutions on a sheet of paper to organize yourself.

NUMBERS

S1Q12A The question lists all the numbers available for a household. The numbers with a lock have been preloaded and cannot be edited. Add new numbers to the list if you are given new numbers for the household.

S1Q12 Write down the name of the person that the listed phone number belongs to. You can edit the name for existing numbers if you find out that it is not correct.

S1Q13 Is the person that the phone number belongs to a household member or not. Select YES if yes, NO if it is a reference person. You can edit this question for existing numbers if you find out that it is not correct.

S1Q14   Write the relationship of the reference person to the HOUSEHOLD HEAD

S1Q15   Select the relationship of the household member to the HOUSEHOLD HEAD

SECTION 2: Household Roster

Description: This section serves to make a full list of all current household members, by accounting for all household members reported during the previous visit and adding any new household members.

<u>Definition of Household</u>: In this survey, a HOUSEHOLD is defined as a person or group of persons who USUALLY SLEEP in the same dwelling and take their MEALS TOGETHER and recognize the same person(s) as their head. Usually they either were part of the household for at least 6 of the 12 months preceding the interview or are currently members.

It is important that the interviewer help the is considered a household member and who is not. FAMILY AND HOUSEHOLD ARE NOT NECESSARILY THE SAME. The household may include NON-RELATIVES such as live-in workers. If you change respondents during the interview, BE SURE TO EXPLAIN who you are talking about when you say household.

> INCLUDE IN HOUSEHOLD:
> - Persons identified as household head even if they did not spend 6 of the past 12 months in the household
> - New-born children, persons that have just married and joined the household, or anyone who recently moved into the household, e.g. adopted children, new live in worker
> - Students and seasonal workers who spent less than 6 of the past 12 months in the household if they did NOT live as part of another household
>
> EXCLUDE FROM HOUSEHOLD:
> - Guests, even if relatives, who are staying for less than 6 months or who normally live in another household and are expected to return to a different household
> - Family members that maybe stay in the same dwelling or compound, but do not normally eat with the household

<u>***Instructions:***</u> ***The section will be pre-filled with household members identified and recorded in the last phone interview. You will only update the roster if new member(s) have joined or any of the prefilled members have left. In this case, you will have to update the information for these member(s) or member(s)that have left. If there are no changes to the household composition, then there will be no need of updating the roster.***

TIME   Tap the start time to record interview starting time of this section

S2Q0A   Ask if any members of the household have left the household since the last interview. These could be persons that passed away, left to start their own household, divorced, etc. If you are speaking to a new respondent, then you may need to go through the list of prefilled members to confirm if any members have left. Select YES if there has been changes in the household composition and NO if otherwise.
If any of the prefilled members have left the household, then you must indicate the reason why the person(s) left the household.

S2Q0B Ask the respondent if there are any new members of the household that have joined since the last interview. This could be new-borns, newlyweds, etc. If you are speaking to a new respondent, you may need to go through the list of prefilled members to identify if there are any members missing from the list. If there are any new member(s), then you will be required to add new member(s) to the household roster and provide their details.

S2Q1 The question will be prefilled with all the names of household members that were identified during the last face-to-face visit. Add the NAMES of ALL current household members that are not already on the list. Before recording new members, DOUBLE CHECK that they are not already on the list but are spelled differently. You can delete names of NEWLY ADDED members (e.g. if you accidentally recorded a person who does not meet the member conditions), but you CANNOT DELETE PRE-FILLED MEMBERS. When you complete this question, you MUST have ALL CURRENT household member listed. ANY PRE-FILLED MEMBERS in the list that are no longer household member will also be listed - they will be filtered out in the following questions.

You must give a UNIQUE name for every household member. Record FIRST NAME and SURNAME; if this is not enough to distinguish members from each other, then a called name (nickname) and/or Sr./Jr. to distinguish persons.

S2Q3 The question is only open for PRE-FILLED members. Record YES if the person is currently a member of the household, i.e. normally eats and sleeps within the household. There are different reasons why the person may no longer be a member of the household: MEMBER may have moved to another household for various reasons, may be absent for a long time for various reasons, might have passed away, or may have been incorrectly recorded as a household member in any of the previous visits. Select NO in any of those cases.

S2Q4 Answered only when MEMBER is no longer a household member. Select the MAIN reason if there are more than one.

S2Q5 Do NOT try to guess the sex of the household member from the name provided to you. This can lead to mistakes. Even in cases where you think that the name would most likely be a male's or a female's name, let the respondent CONFIRM the sex. This question is for newly listed members.

S2Q6 Also only for newly listed members. Record the AGE IN COMPLETED YEARS, do not round up.

S2Q7 Record the relationship of MEMBER to the HOUSEHOLD HEAD. If the respondent is not the head of the household, make sure that you record the relationship of MEMBER to the household head, NOT the relationship to the respondent.

> HEAD - The member who makes key decisions in the household and whose authority is acknowledged by other members. NOTE the key decision maker may not necessarily be the oldest member.
>
> SPOUSE - formally married or partner by mutual consent
>
> OWN CHILD - biological child of head (can be from another spouse)
>
> STEP-CHILD - biological child of spouse from a previous union/marriage
>
> ADOPTED CHILD - children that are not biological children of either head or head's spouse
>
> GRANDCHILD – biological children of the head's (own, step, or adopted) children

BROTHER/SISTER - person with at least one parent shared with the head

NIECE/NEPHEW – a daughter/son of a brother/sister to the head

BROTHER/SISTER-IN-LAW - formally married or partner by mutual consent of the brother or sister of the spouse

PARENT – father or mother of the head

PARENT-IN-LAW - parent of the head's spouse

DOMESTIC HELP (RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives with the household

DOMESTIC HELP (NON-RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives in their own separate household

OTHER RELATION (SPECIFY) – person who is a related to the head but whose relation is not specified in any category above should be indicated here and specify the type of relationship to the head

OTHER NON-RELATION (SPECIFY) – person who is not related to the head and not specified in any non-relation category above should be specified here

S2Q8 Select the reason why MEMBER joined the household since our last visit. Check with the respondent and select the most appropriate response. Select MISTAKENLY NOT REPORTED OR FORGOTTEN LAST VISIT if MEMBER was already a household member during post planting visit, but has not been recorded for any reason, FLED PROBLEM AREAS/ INTERNALLY DISPLACED PERSONS/CRISIS if MEMBER relocated to the household for any reasons concerning security or crisis, such as a terrorist attack.

S2Q9 If the prefilled head of the household is reported to no longer be a member of the household in S2Q3, then this question will be asked of all prefilled members to identify the new head of the household and update the relationship of all members to this new head.

S2Q10 This question is asked to persons 18 years and above. Ask if MEMBER has a **Facebook** account and select the applicable response. Note that a person doesn't necessarily need to have a smart phone to open a Facebook account since the account can be opened and accessed via any computer connected to the internet. Probe to ensure that the person doesn't know if selecting DON'T KNOW.

SECTION 5: Access

Description: The objectives of this section are to collect data on households' access to services during the COVID 19 outbreak, such as health facilities and safety precautions. For health facilities, it asks about the household's needs for medical attention as well as challenges the household may face in accessing health facilities. Information is also collected on the safety precautions taken by the respondent to curb contracting the virus.

NOTE: Reference periods for this section are likely to change with each round; please pay close attention when conducting interviews.

Instruction: Where applicable, you MUST remind the respondent to answer about the household in general and not about only his/her personal experience specifically. The reference period is "the last 7 days" (meaning the 7 days prior to and excluding today) for the safety precautions and "last 4 weeks" for the health questions.

S5Q1F Ask if the respondent or others in their household needed any medical services (treatment or consultation) in the past 4 weeks whether there was illness or not. Select YES if the respondent or others in their household needed medical services in the last 4 weeks and NO if otherwise.

S5Q1G Ask for the type of health service(s) that members of the needed in the last 4 weeks. Probe and select all that apply. Do not read the options.

FAMILY PLANNING - all services related to prevention or spacing of pregnancy.

VACCINATION - all child vaccinations.

MATERNAL HEALTH/PREGANCY CARE - all health services related to pregnancy, including antenatal care, childbirth, and postnatal care.

CHILD HEALTH - all health services for children under 5 years (60 months) of age related to child health except vaccination, included child illness, malnutrition care, and annual/regular well visits.

ADULT HEALTH - all health services for all persons age 5 years and older related to adult health, except family planning and maternal health/pregnancy care.

EMERGENCY CARE - all urgent health care needs including severe illness or injury.

PHARMACY - health visit to only obtain medicine or medical supplies.

OTHER - any other need medical service not specified in the above.

S5Q1H for each of the health services/treatments indicated above, ask if the household was able to access them during the last 4 weeks.

S5Q1I For each of the medical services that the respondent indicated that their household needed but could not access, ask for the MAIN reason why the household couldn't access. Probe and select the main reason if there are multiple reasons for non-accessibility.

SECTION 5B: Credit

Description: This section asks about the indebtedness status of the household since September 2020. Information is also collected about use of loan as well as the ability of the household to repay loan when their scheduled payment is due.

S5BQ1 Ask if the respondent or others in their household successfully took a loan or borrowed money from any source since September 2020. The sources from which the household could borrow money include banks, cooperative societies, savings associations, micro-finance institutions, money lenders, family,

	friends, etc. Select YES if the household successfully borrowed money or took a loan since September 2020, and NO if otherwise.
S5BQ2	Ask for the source(s) that the household borrowed money or attempted to borrow money since September 2020. Do not read out the options, but probe and select all that apply.
S5BQ3	Ask for the MAIN reason why the household borrowed money since September 2020. Do not read out the options, but probe and select the main reason.
S5BQ4	Ask for the names of the household members who borrowed money since September 2020. Probe and select all that apply.
S5BQ5	Ask for when the household is expected to make final payment of the loan. This should be according to the terms of the loan(s) and not when the household wants to make the final payment. Select the applicable response.
S5BQ9	Read the question together with the options and select the applicable option. Note that this is a Likert scale question, therefore be careful when asking the question an selecting an option.
S5BQ10	For those that have taken any loan since September 2020, ask if they have missed any loan scheduled loan repayment or stopped repaying their loans. Select YES/NO as applicable.
S5BQ11	For those that have missed or stopped loan payment, ask if their lenders were willing to reschedule or allowed them to delay their payment if they needed to. Select YES/NO or DON'T KNOW as applicable.

SECTION 6: Employment

Description: This section asks about INCOME-GENERATING activities of the respondent and the household. This round sees an expanded labour module that collects information about the work done by the respondent as well as up to 6 additional working age members of the household. Working age is defined as those between the ages of 15 and 64. Thus, you will see two labour modules, with similar questions. The first will be administered to the respondent, while the second will be administered to other eligible working age members in the household.

The first module is structured based on the respondent's employment status during the previous round interview. Two possible scenarios or cases shall be implemented in this module for the first module. The first case applies to those who were working during the previous round interview, while the second case applies to those who were not working during the previous round interview. Thus, S6Q1 and S6Q1a from the previous round questionnaire are NO and NO respectively.

The second module, which is at household roster level, shall be administered to other eligible members of the household.

In what follows, we provide contextual explanations of questions in employment module. While most of the questions will be applicable in all cases, there are some which might be applicable to a particular case. Where applicable, we highlight the case in which specific questions are applicable.

S6Q1	The reference period is LAST WEEK (i.e., Monday to Sunday of the week before the interview date). Select YES if the person has done any of the following last week, even if only for one hour. You will likely need to probe to determine the answer, as some respondents may not immediately understand if the activity they have done qualifies as a YES.

Work for pay includes… Worked for a wage, salary or any other pay. Payment includes all forms of remuneration – incl. wage, salary, tips, commissions – paid in cash or in-kind or with deferred payment. This includes persons working for pay for someone else, in a dependent relationship, for example as employees or paid apprentices, including casual, informal, and part-time employees. Agricultural work for others – e.g. for a wage, in-kind payment, or exchange of goods and services – is included here.

Any kind of business includes… The person has worked in a non-farm family business (e.g. as craftsman, hairdresser, shopkeeper, making and selling of food, medical practice, etc.) managed or operated by them or any other household member. This refers to any kind of family business activity the person is involved it to earn an income in the form of profits, in cash, or in kind, even if the business was not making a profit or was incurring a loss by the time of the interview.

Farming includes… Family farming, livestock, or fishing activities. The person has done any farming related work on land owned or rented by members of this household, or any livestock-related work with animals owned by members of the household or any fishing-related work (incl. shellfish collection, aquaculture etc.).

Any other activity to generate income… Any other type of income generating activity not included on the previous categories.

S6Q1A This question is asked to those who did not work last calendar week. Ask if they do you have a job, business or family farm from which you were absent last week to which you expect to return. Record YES/NO accordingly.

S6Q1B Ask when they expect to return to this job and select from the list of options displayed accordingly.

S6Q1C Ask why the respondent did not work last calendar week. DO NOT read the answer options aloud; select the most appropriate response based on what the respondent reports as the MAIN reason he/she did not work last week.

S6Q3 Asked only of respondents that were working during the previous interview, but have stopped working. DO NOT read the answer options aloud; select the most appropriate response based on what the respondent reports as the MAIN reason he/she stopped working.

S6Q3A This question is about job search and is asked to those who did not work in the last week and have no job or family business or family farm to return to. Note that this question is asked so far as the respondent did not work in the last week, irrespective of their work status before the baseline interview. Ask if they did anything to find a paid job or start a new business. Record YES/NO accordingly.

S6Q3B Record the MAIN action that the respondent took in the past 4 weeks to find a job or start a business. DO NOT READ OUT THE OPTIONS.

S6Q4A This question is asked to those who worked during the last week. The description of the job they did during the last interview will be prefilled and displayed in the question for them to verify if it is the same job they are did in the last week. Ask if this is the same job they were doing during the last interview and record the response accordingly.

S6Q4B This question is asked to those who have changed jobs since the last interview (Q4a is NO). Ask for the main reason why the respondent changed job since the last Interview. Select the appropriate response.

The enumerator is in charge of coding the answer into different categories. These categories should not be read to the respondent. DO NOT READ OUT OPTIONS.

S6Q5   This question is also asked to those who have changed jobs since the last interview (Q4a is NO). Ask and select the sector in which the respondent works in. Be careful when categorizing respondent's work into the appropriate sector. DO NOT READ OUT THE OPTIONS.

S6Q6   This refers to the type of relationship between the person and who they work for.

In your own non-farm business: The person works on their own account, excluding household farming activities. They hold a "self-employment" type of job and may or may not have employees working for them.

In a non-farm business operated by a household or family member: The person participated in any activity to support the operation of a non-farm business activity of a household member or a family member living elsewhere.

In a family farm growing crops, raising livestock, or fishing: The person participated in any activity to support the operation of a family farm, livestock rearing, or fishery

As an employee for a private company or someone else: The person holds a job with a written or oral contract which gives them a basic pay that is not directly dependent on the revenue of the place where they work.

As an employee for the government: The person holds a job with a written contract with local, regional, or national government.

As an apprentice, trainee, intern: The person holds a job on a temporary basis to acquire workplace experience or skills.

The question is asked for all those who worked last week or did not work last week but have a job they intend to return to.

S6Q6A   This question is asked to those who worked in agriculture during the last week. Read the question and the responses and select the applicable answer. The option "**Only for sale**" means that the output produced or expected from the respondent's agriculture activities (farming/livestock/fisheries) are intended for sale ONLY. On the other hand, "**Only for family consumption**" means the products from the respondent's agriculture activities are intended for their family consumption ONLY. The third option should be selected if the output is intended for both family consumption and sale, no matter the shares allocated to each.

S6Q8B   Record here the TOTAL number of hours the respondent worked on their main wage job last week. Where necessary, help the respondent to estimate.

FAMILY BUSINESS OR NON-FARM ENTERPRISE

A household non-farm business or enterprise is an organized commercial activity or commercial establishment, owned and managed by household members. It can be very informal with no hired labor, or formal with

registration and possibly hired labor. For instance, non-agricultural one-man operations providing goods/services for various different non-household members/groups, i.e. working independently on their own-account, are classified as household enterprises.

The main criterion for an enterprise to be considered in this module is that it operated at some point since the start of 2020, including those that operated during this time but are closed temporarily or permanently as of the interview date, as well as those that may not have operated full-time every month since the start of 2020.

Household non-agricultural income-generating enterprises include those that produce or trade goods or services, including owning a shop or operated a trading business, no matter how small. Enterprises might include, for example, making mats, bricks, or charcoal; working as a mason or carpentry; firewood selling; metalwork; tailoring; repair work; food processing, fish marketing, petty trading, and so on.

Information of the household/respondent's participation in non-farm enterprise during the last interview shall be prefilled, and different cases created based on this prefilled information. Some questions shall be activated depending on whether or not the respondent or others in their household operated or worked on a non-farm enterprise during the last interview.

Three different CASES will be implemented depending on the NFE operation status of the household during the last interview and the type of work the respondent did in the last week. **Case 1** applies to those households who had NFE in the last interview, but those NFEs were temporarily closed. **Case 2** applies to those households who had NFEs during the last interview and those NFEs were open. Finally, **Case 3** applies to those who did not operate NFE in the last interview, as well as those that operated NFE in previous round but those NFEs were closed.

S6Q11 This question is asked to those who did operate non-farm enterprise or family business before since the last interview. Ask if any member of the household operated a non-farm enterprise or family business since the last phone interview. If no member of the household operated a family business since the last phone interview, then continue with the next section, the agriculture sub-section.

S6Q11A Ask for the current status of their non-farm enterprise or family business, the one you were operating before mid-March or during the previous round interview, or the one they indicated to have worked in the current interview.

S6Q11B1 This question is asked to those who had enterprises operating during the last interview but are currently permanently or temporarily closed. Select YES if the respondent or others in their household have another non-farm household enterprise that is currently open, and NO if otherwise.

S6Q11B Ask for the MAIN reason why their non-farm enterprise or family business is closed, either permanently or temporarily. Do not read out the options

S6Q11C Ask for a description of the activities of the main non-farm enterprise operated by the household during reference period. Be as detail as possible.

S6Q11D Besides the non-farm enterprise describe above, ask if the household has other non-enterprises that they operated during the reference period. Record YES/NO accordingly.

S6Q11E This question is asked to those who operate more than one non-farm enterprise during the reference period. *Including* the non-farm enterprise described in S6Q11C, ask how many non-farm enterprises the

household operated during the reference period. Note that the response to this question should be more than one.

S6Q12   This question requires the respondent to describe the family business to the enumerator so they can properly record the sector.

S6Q13   In this question the respondent should compare the revenue from sales of *June 2020* to their current revenue from sales.

S6Q14   The respondent should describe the MAIN reason why revenue from sales from the family business is less than usual, or why there was no revenue from the business compared to June 2020 and the enumerator should select the appropriate response. DO NOT read aloud the answer options.

SECTION 5C: Education

Description: The objectives of this section are to collect data on school attendance (either remotely or in-person) for children between 5 and 18 years. Basically, the section focuses on primary and secondary school attendance during the 2020/21 school year. Up to six eligible children shall be interviewed in each household, depending on the number of eligible children in the household.

Instruction: You MUST remind the respondent to answer about each eligible child separately

Before asking the questions in this section, first read the introductory statement "*Thank you very much for your answers so far. Now I would like to ask you some questions about the school attendance of all the children in your household. I will ask you the question separately for each child.*"

The NAME, SEX, AGE and RELATIONSHIP of the person to the household head shall be displayed for you to know who you are asking the questions about.

S5CQ11   This question asks about CHILD'S attendance of school in the 2020/21 SCHOOL YEAR, either in-person or remotely. Select YES, if CHILD has attended at least one day of school during the 2020/21 SCHOOL YEAR, either in-person or remotely. Even if CHILD is not presently attending but has been registered in a class at the school, the level in which the person is registered should be selected.

S5CQ12   This question is for those that who responded NO in Q11. We are interested in knowing the main reason why the CHILD is currently not attending school, either in-person or remotely. Although this question can have more than one valid response, it is a single response question and only the MAIN reason is required.

S5CQ13   This question is about the level/grade of CHILD's school attendance during the 2020/21 SCHOOL YEAR, either in-person or remotely. Select the level/grade that CHILD is attending or enrolled in for the 2020/21 school year.

S5CQ14   This question seeks to know the institution that operated the school that the CHILD attended during the 2020/21 SCHOOL YEAR. A school in Nigeria can be run by the federal government, state, local government, or some religious body.

SECTION 11: Social Safety Nets

Description: Social Safety Nets or "Socioeconomic Safety Nets" are non-contributory transfer programs that seek to protect the poor – or those vulnerable to shocks and poverty – from falling below a certain poverty level. Non-contributory are programs that the person did not pay into over the course of their life. Safety net programs can be provided by the public sector (government or aid donors) or by the private sector (NGOs, private firms, charities). Safety net transfers include cash transfers, food-based transfers, and in-kind transfers (all described below).

The reference period is since November 2020.

S11Q1 Ask this question for all items on the list before asking the applicable follow-up questions. READ OUT OPTIONS and indicate YES/NO for each item.

Cash Transfer: The provision of assistance in the form of cash to the poor or to those who face probable risk of falling into poverty without the transfer.

Food-based safety net programs help provide adequate consumption and contribute to improving nutrition. They are different from other safety net programs in that they are specifically for the provision of food, either directly or through cash-like instruments (food stamps, coupons) that can be used specifically to purchase food.

In-Kind Transfers such as animals: This refers to allowances that are paid to families with children under a certain age. These kinds of transfers can be in form of subsidies on school uniform or school supplies or children's goods.

S11Q2   For those who received CASH TRANSFERS from any institution such as the government, international organizations, religious bodies since the last phone interview, ask them for the estimated TOTAL VALUE (in Naira) of ASSISTANCE received from all sources. For assistance that was not paid in Naira, ask the respondent to estimate the value of it in Naira.

S11Q3   Ask for the source(s) of the ASSISTANCE and select all that apply. DO NOT READ OUT the options.

S11Q5   For those who received transfers from either the government or other institutions, ask if they experienced any difficulty accessing the ASSISTANCE. Select YES if the household experienced difficulty accessing and NO if otherwise.

S11Q6   Select from the list displayed the kind of difficulties the respondent or any member of their household experienced in accessing the ASSISTANCE. Probe and select all that apply. DO NOT READ OUT THE OPTIONS

SECTION 5D: Youth Contact Details

Description: In round 12, we intend to field a module on youth aspirations (to one randomly selected person between 15 and 25 years). Thus, in this round, we will be collecting phone numbers of up to 6 persons within this age cohort to help in fielding the youth aspirations module in round 12. If situations where the household has more than 6 persons within the 15-25 age group, only 6 will be selected.

INTERVIEWER READ: *We are interested in talking to the following persons (15-25 years) in a few weeks and we would like to speak to them directly. We will therefore appreciate if you can provide us a number to reach them at, preferably their personal numbers if they have one.*

S5DQ1 Ask if MEMBER has a working cell phone number that they can be reached on in the future. Select YES/NO as applicable.

S5DQ2 Ask for the cell phone number of MEMBER and select the person's phone number from the displayed list. If the person's phone number is not in the list displayed, then go to the NUMBERS roster and add the persons number. Probe to ensure that you get the MEMBER's personal phone number.

S5DQ3 If MEMBER does not have a phone number, then ask the respondent if MEMBER can be reached on the respondent's phone in the future. Select YES/NO as applicable.

Section 12B: Phone Signal

S12BQ1 Ask the respondent where they are taking the call. Read the options together with the question and select the applicable response.

S12BQ2 Ask if they are standing/sitting outdoors or indoors while taking the call and select the applicable response. Indoors mean they are in an enclosed space such as bedroom, living room, office etc., while OUTDOORS mean outside such as veranda, balcony, field, farm, under a shed, open market, etc. If they took the call in both indoors and outdoors, ask them where they took most of the call from.

S12BQ3 Ask for the number of signal bars they see on their phone. This can be found on the top right corner of the phone. Phone signal bars range from 0 to 5 for most phone devices and networks. Note also that for some phones, it is not too obvious to see the signal bars since they are joined together. In such situations, ask them to tell you if they have full signal or not. If they have full signal, then it means the number of bars is 5, while half signal will denote 3 bars, etc.

S12BQ4 Ask for the name of the mobile network that they are using to receive the current call and select from the list accordingly. You can read out the responses to them. If they provide any network that is not in the list, please specify.

S12BQ5 Ask if they usually get phone reception in their community and select the applicable response.

SECTION 12: Result of the Interview

Description: This needs to be completed for EVERY interview file, even if you were not able to reach the household to conduct an interview. Some of the questions are interviewer questions and are NOT to be read out to the respondent. Read/ask the respondent only the questions written in lower case.

S12Q1 Ask if the current phone number that you are speaking to the respondent on is the best number they can be reached on in the future. Select YES, if the current number is the best number, and NO if otherwise.

S12Q2 Select the phone number from the list of numbers displayed. If the respondent's preferred number is not in the displayed list, please go back to the NUMBERS roster and add the number to it. Then return here and select that number accordingly.

S12Q3 Ask and indicate the day of the week that will be appropriate to reach out to the respondent in the future. Note that you cannot select ANY DAY and any other day.

S12Q4 Indicate the time of day that will be more appropriate to reach out to the respondent in the future.

After this, read the displayed text to the respondent and thank them

S12Q5 Record the FINAL RESULT of the interview. The list of answer options is filtered based on the answers in the INTERVIEW INFO Section.

For interviews where you were given consent, response options are:

COMPLETE for interviews that were completed normally, i.e. you managed to answer all questions and sections.

PARTIALLY COMPLETE for interviews that were started, but were not fully completed for whatever reason. These interviews will contain unanswered questions.

S12Q6 This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETE. Indicate YES if the interview could be completed if another interviewer tries to reach out to the respondent later.

S12Q7 This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETED, DON'T KNOW HOUSEHOLD, or REFERENCE PERSON CAN'T CONNECT TO HOUSEHOLD. Provide detailed reason for the interview result.

S12Q8 This question, directed to the interviewer, is activated if the interview result is DON'T UNDERSTAND LANGUAGE of the respondent. Type in the language that you believe the respondent speaks.

S12Q9 This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Select the MAIN respondent for this interview from the displayed list.

S12Q10 This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Indicate the language that you conducted the interview in. Specify the language if not in the displayed list of languages.

S12Q11 This question, directed to the interviewer, is activated if the interview result is COMPLETE. Confirm the phone number that you ultimately reached the respondent on.

S12Q12   Indicate YES if you have general notes about the interview that you want to convey to your supervisor, and NO if otherwise.

S12Q13   Type the notes/observations here. Be concise, but detail as much as you can.

S12Q14   Tap to record the end time for the whole interview.

SECTION SS: Survey Solutions CAPI

CAPI is an interviewing tool or technique in which the interviewer uses a computer—instead of paper and pen—to answer the questions during the interview. Survey Solutions is a CAPI software developed by the World Bank to assist governments, statistical offices and non-governmental organizations in conducting complex surveys with dynamic structures using tablet devices. Survey Solutions has two parts: The Designer and Interviewer. In the Designer, the administrator creates a questionnaire; design skips and specify quality controls. The Interviewer application is where the survey interviews are conducted in the field and completed interviews are sent to the survey server. Multiple communications will take place between the interviewers and their supervisors in the Interviewer. More on this in the Synchronization Section.

Getting Started in Survey Solutions Interviewer

Survey Solutions Interviewer has been installed on the tablets for this survey, otherwise, you will need to download and install the application on your device. To get started, simply find the Survey Solutions Interviewer icon on your home screen or in the apps page of the Android device. Tap (equivalent of click on a computer) this icon to start Survey Solutions Interviewer. Once you open the Interviewer application, you will see a login screen.

Login/Logout

On the login page (shown in the figure on the right below), use your unique login and password to log in to see all your interviews. The login and password prevent others, particularly people outside of the survey, from accessing the sensitive data recorded on the device. At the end of the day, or whenever you are not using the tablet for an extended period, you should click on the menu button in the upper left-hand corner of the screen and select Sign out. This will make it so that no one can see the data recorded on the tablet.

To start work again, you should enter your unique Login and Password to continue collecting, editing or submitting data for the assignments on your account.
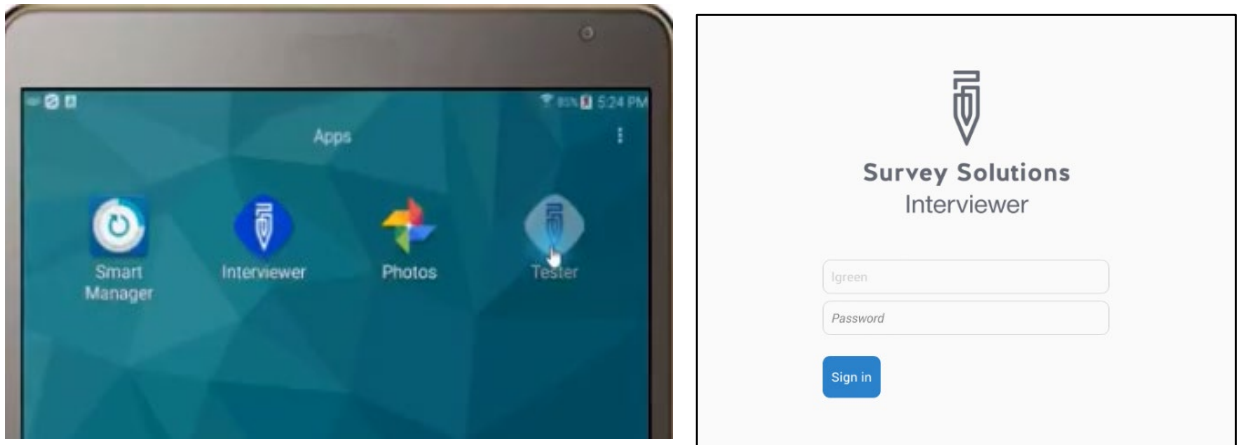
## Synchronization: Receiving New Interviews and Sending Completed Ones

The Interviewer application is used for sending and receiving new interviews in Survey Solutions. This process is through Synchronization. Tapping the **Synchronization** button (shown in the figure below) at the upper right of your screen initiates communication between your tablet (device) and the survey server (called **Supervisor**). Synchronizing ("Synching") will send completed interviews to the survey server and will download new assignments and all rejected interviews. It also removes all assignments that have been assigned to another interviewer off your tablet. Upon completion of synchronization, the number of completed interviews will be uploaded, number of interviews deleted, number of rejected interviews returned, and the number of new assignments downloaded are clearly displayed in a status box.

Note: *Please note that the whole synchronization process requires a form of wireless network access. If you are unable to synchronize or synchronization is unsuccessful, please follow the instructions given in the error message or contact your field supervisor for further assistance.*

Dashboard: Managing Workload

The Interviewer dashboard offers a functional overview of the interviewer's assignments and their status. At the top of the dashboard, you will find four possible statuses: *Create New*, *Started*, *Rejected* and *Completed*. That is, on the dashboard, the interviewer can see how many interviews assigned to him/her, how many have been started, completed or even rejected (by the supervisor after submitting the interview) to be reviewed by the interviewer (see the figure below).
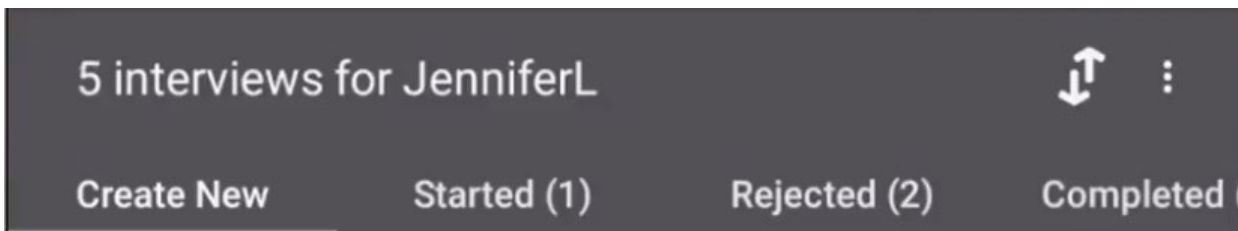
Each status on the dashboard is called a tab. To navigate between the different tabs, the interviewer can either tap on the tabs on top of the bar or swipe left or right, depending on desired movements. To help differentiate between the tabs, each tab is color coded as in the table below.

Dashboard Tabs:	Create New	Started	Rejected	Completed
Color Coding:	Gray	Blue	Red/Amber	Green

Create New Interviews (Gray Tab)

Lists all assignments that you need to start. Each assignment has a unique number and title of the questionnaire assigned by Supervisor/Headquarters. To open a new interview, simply tap on "START NEW INTERVIEW", a blue rectangular bubble, to open a new interview for that assignment.

Started Interviews (Blue Tab)

Contains interviews that you have started, but not marked as completed. To resume an assignment or interview, navigate to the "Started" tab on the dashboard and find the assignment you would like to resume. Tap on this assignment to expand it and tap the blue "OPEN" bubble to open it. All your previous work will appear in the assignment.

Note: *Survey Solutions automatically saves all work throughout the interview*

Completed interviews (Green Tab)

Contains interviews that you have marked as completed. Each completed interview is listed under the Completed tab until the interviewer synchronizes to upload it. To open a completed assignment, navigate to the "Completed" tab on the dashboard, find the assignment you wish to open. Tap once to expand the assignment card and tap the green "REOPEN" bubble to open it. All your previous work will appear in the assignment.
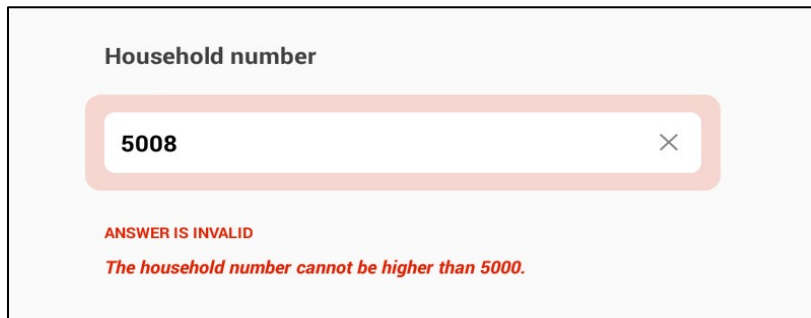
Rejected Interviews (Red/Amber Tab)

Contains assignments that you have uploaded (through synchronization), and supervisors have reviewed, found issues, and returned to you for corrections or clarifications. To open a rejected assignment, navigate to the "Rejected" tab on the dashboard, find the assignment you would like to open and tap the red/amber "VIEWISSUES" bubble to open it.

Inside an Interview

Error and Warning Messages

HOW TO KNOW IF YOU HAVE MADE A MISTAKE

After an answer is recorded, the Interviewer application automatically assesses whether the answer is consistent with other answers in the questionnaire or plausible based on what is known about the survey population. If an answer is inconsistent or implausible, that answer is considered invalid. If an answer is invalid, the tablet will vibrate and the questions will be outlined in red (the tablet will also vibrate if the feature is enabled). An error message will appear to describe the problem (as shown above). **You should try to correct all errors as soon as they arise.**

Please note that an invalid answer does not necessarily mean that the answer is incorrect. If an invalid answer is indeed a wrong answer, check your work and correct the issue. Sometimes, you will need to probe the respondent further to correct the invalid answer. If the invalid answer is the correct answer, then please leave an explanatory comment for your supervisor and headquarter staff. (Please see the Comments section on how to leave comments for your supervisor.)

Checking Whether All Questions Have Been Answered

You should always answer all the questions. There are several options on how to check if you have answered all the questions in the questionnaire.

A section will turn **green** when all questions have been answered and none have invalid answers. **Blue** means that there are unanswered questions. **Red** indicates that one or more questions in the answer have an invalid answer. **Ensure that the section is green before you move onto the next section.**
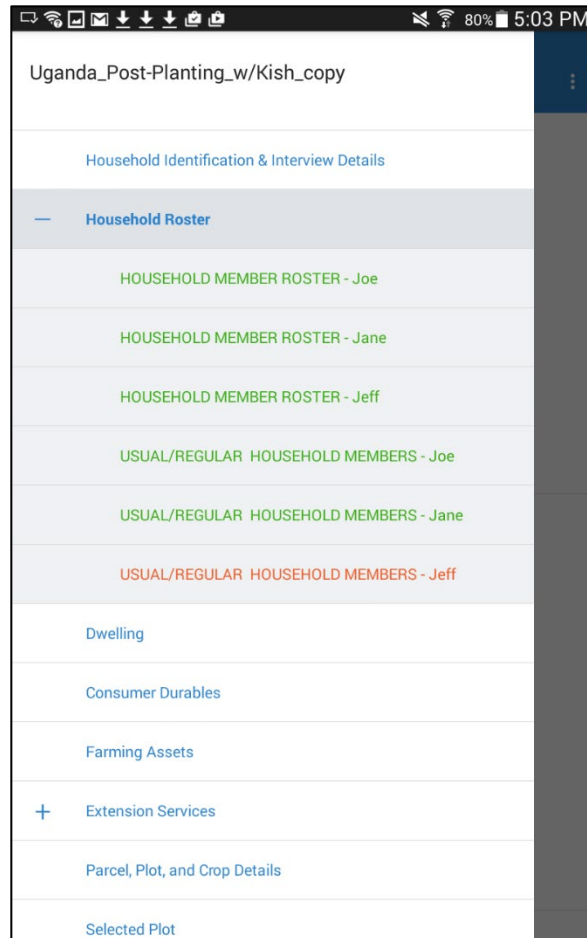
Navigate to the Complete Screen using the navigation pane. Once on that screen, the number of unanswered and invalid questions are displayed. You can identify the unanswered questions by looking for blue sections in the navigation pane.

Checking That All Answers Are Valid

In addition to showing you the number of questions that are unanswered, the complete screen will also show you the number of questions that have errors. You can navigate to errors flagged by pressing on it in the list. **You should correct as many answers as you can before marking the interview as complete.**

Leaving Comments The For Survey Solutions Supervisor

Comments can be left on any question. They may be useful to explain answers that you have confirmed with the respondent but that may appear strange or wrong to anyone that will be checking the data from your interview. To leave a comment, press for a few seconds on the question you would like to leave a comment for. After a few seconds, a comment field will appear, into which you can type any arbitrary long comment.

Alternatively, your supervisor or data editor can also leave comments on questions for you. These comments will likely be questions about the answers you have recorded. The comments will appear next to commented questions. To find the comments, simply navigate to the question with comments.

Your supervisor/data editor can also leave a comment for the whole questionnaire. Any comment left on the whole questionnaire will appear on the card for that household in the Dashboard.

Question Types

The questionnaire will have several different types of questions: numeric, text, single-select, multiple select, list, and date. As an interviewer, you must know how to answer each of them. To help you with that text, each question type is briefly explained below with visual aids.

Numeric Questions

Questions that take a numeric response have a field for an open numeric answer. When that field is tapped, the numeric keyboard will appear so you can enter the numeric answer. Use the decimal button to enter a decimal number as an answer. For example, 2.5.

Text
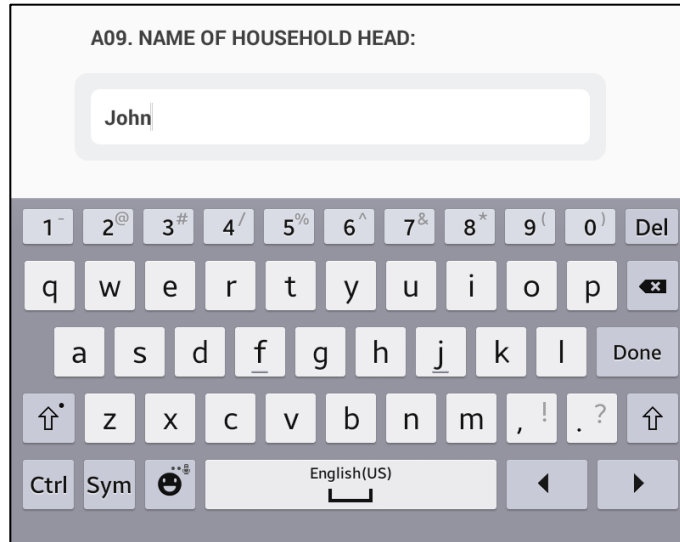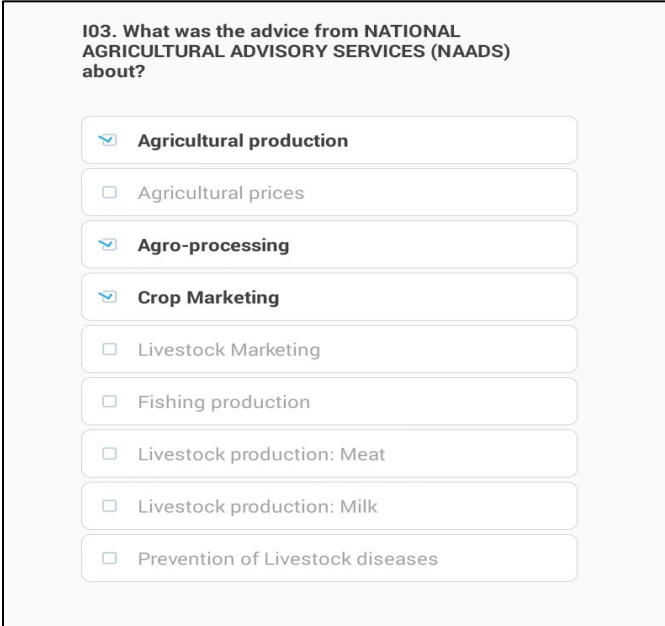
Text questions have a field for an open text response. When that field is tapped, the text keyboard appears so that the interviewer can enter a text answer.

Single Select
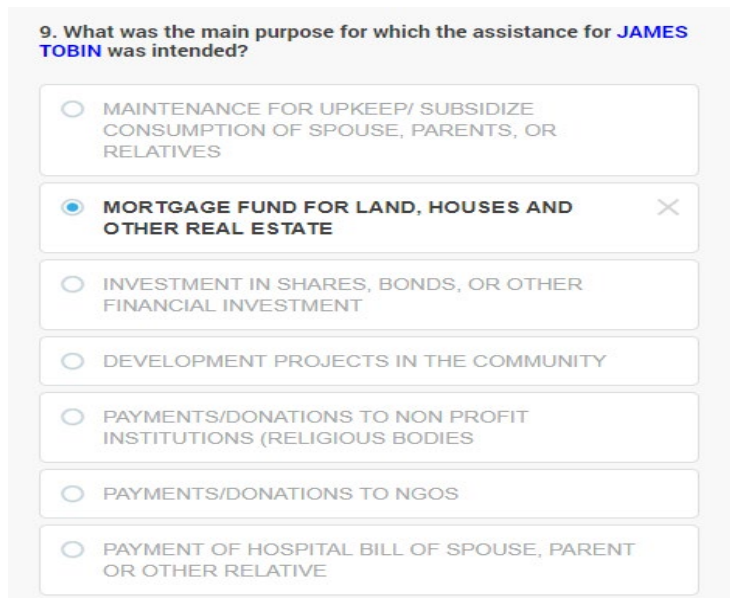
Single-select categorical questions have answer options with round buttons. This type of question allows you to select only one option as an answer. To answer this type of question, you should select the button next to the answer that you want to choose.

Multiple Select

Multi-select questions have answer options with check boxes. This question allows you to select many options as an answer. To answer this type of question, you should select the check box next to the answer that you want to choose. Follow the interviewer instructions to know how many options you can select. If there are no instructions, then select all the options corresponding to what the respondent answers.

Multiple Select, Yes/No Questions

GRAINS AND FLOURS

1a. Within the past 7 days, did any members of your household eat/drink any of this [ITEM] within the household?

INSTRUCTION

PLEASE ONLY LIST ITEMS CONSUMED WITHIN THE HOUSEHOLD AND EXCLUDE FOOD CONSUMED OUTSIDE THE HOUSEHOLD.

Yes / No

- ◉ / ○ **Guinea corn/sorghum** ✕
- ○ / ◉ **Millet** ✕
- ○ / ◉ **Rice - local** ✕
- ◉ / ○ **Rice - imported** ✕
- ◉ / ○ **Maize flour** ✕
- ◉ / ○ **Yam flour** ✕
- ○ / ◉ **Cassava flour** ✕

Multi-select categorical questions in yes/no mode have two radio buttons for each item—the left one that denotes "Yes" and the right one that denotes "No". To answer this type of question, the interviewer taps the radio button associated with Yes or No for every item to answer the question.

List

ALL HOUSEHOLD MEMBERS RECORDED DURING PP ARE PRE-FILLED IN Q1.

FOR ALL PRE-FILLED MEMBERS ANSWER THE QUESTIONS IN THE SUBSECTION ABOUT THE CURRENT MEMBERSHIP STATUS AND THEIR DETAILS.

AFTER YOU HAVE ANSWERED FOR ALL PRE-FILLED MEMBERS, THEN ASK: PLEASE GIVE ME THE NAMES OF ANY NEW MEMBERS THAT HAS JOINED YOUR HOUSEHOLD SINCE THE LAST VISIT.

LIST ALL NEW MEMBERS, AND RECORD THEIR DETAILS.

DEFINITION OF A HOUSEHOLD

A HOUSEHOLD IS A GROUP OF PEOPLE WHO HAVE USUALLY SLEPT IN THE SAME DWELLING AND SHARE THEIR MEALS TOGETHER. EXAMPLES OF HOUSEHOLDS ARE:

1. A HOUSEHOLD CONSISTING OF A MAN AND HIS WIFE/WIVES AND CHILDREN, FATHER/MOTHER, NEPHEW AND OTHER RELATIVES.
2. A HOUSEHOLD CONSISTING OF A SINGLE PERSON
3. A HOUSEHOLD CONSISTING OF A COUPLE OR SEVERAL COUPLES WITH OR WITHOUT CHILDREN.

ALL LISTED PERSONS THAT HAVE BEEN AWAY FROM THE HOUSEHOLD FOR MORE THAN SIX MONTHS ARE NOT CONSIDERED TO BE HOUSEHOLD MEMBERS EXCEPT:

1. THE PERSON IDENTIFIED AS THE HEAD OF HOUSEHOLD EVEN IF HE OR SHE HAS NOT BEEN WITH THE HOUSEHOLD FOR MORE THAN 6 MONTHS
2. NEWLY BORN CHILDREN (OR NEWLY ADOPTED)
3. STUDENTS AND SEASONAL WORKERS WHO HAVE NOT BEEN LIVING IN OR AS PART OF ANOTHER HOUSEHOLD
4. NEW SPOUSES

1. NAME AND SURNAME

James Tobin ✕

Enter new item

Tap on the empty text box and use the keyboard to input an answer. Additional, elements can be added to the list until the maximum allowable number of items is reached.

To delete elements from the list, tap on the X mark. **Be careful:** Tapping on the X will delete data if the elements of a list question are linked to a roster (e.g., names of household members, each of which has their own row in the household demographics roster).

Date: Current Time

Start time and date of the interview

Tap to record current time

Tap once on the "Tap to record current time" button. Then, the current time on the tablet will automatically be recorded and displayed above the button. If you would like to record the time again, tap on the button again.

SECTION SC: Complete

Description: The "section" Complete is a Survey Solutions generated section that allows you to verify and submit the interview. BEFORE submitting the interview, first VERIFY that you have completed all sections and questions that needed to be completed and that there are no errors that can be fixed. Under the header QUESTION STATUS, you find three numbers in different colors that help you do that. On the left, in blue you find the total number of questions that have been answered in the interview file. You will see that the number differs between interviews, and depends on how many members, consumption items, plots, etc. a household had.

In the MIDDLE, in BLACK you see the number of UNANSWERED questions. At the end of an interview the number should normally be 0, meaning you have answered all questions. There are however circumstances where it is OK to submit interview files with missing questions, for example if the respondent refused half way through the interview. To FIND the unanswered questions, click on the navigation menu on the left and look for sections that are marked in BLUE, they are the sections that have unanswered questions or subsections. After you have answered all questions on one section, the section will turn green and the questions will not be counted as unanswered in the Complete screen.

On the RIGHT, in RED you see the count of questions with outstanding ERROR(s). BEFORE submitting and interview file, MAKE SURE you have **ADDRESSED ALL ERRORS**, by looking at the error message and the answer(s) given, making sure the answer(s) have been recorded correctly, and checking with the respondent that the answer(s) given are correct. If the error still persists after going through the steps, you MUST LEAVE a **COMMENT** to confirm and/or explain more details about the answer. After having addressed all outstanding questions with errors, they should either not display an error message or have a comment.

You can FIND questions with outstanding errors in two ways: First, they are listed under the heading ENTITIES WITH ERRORS. Clicking at each item will take you to the question with an error. Second, you can click on the navigation menu on the left and look for sections that are marked in RED. Whenever a section or subsection contains at least one questions with an error message the section or subsection will turn RED in the navigation menu and in the header.

You can report any irregularities with the interview in the field NOTE FOR SUPERVISOR. This is optional. Report anything that might be of interest to the supervisor and data verifier, e.g. that the interview was conducted late in the evening, or that the respondent was not very cooperative.

AFTER you have verified that ALL required questions are answered and have addressed all errors you can SUBMIT the interview file by marking it as COMPLETE. You to this by clicking at the COMPLETE button. After having clicked, Survey Solutions will take you back to the dashboard and the file will be listed in the COMPLETE tab. NOTE that this complete button is DIFFERENT to the complete STATUS in the Section Result of Interview. To submit ANY interview file you have to click on the complete button, including interviews that were refused, unable to track, etc.