Federal Republic of Nigeria
National Bureau of Statistics Abuja, Nigeria

SUPERVISOR MANUAL

SEPTEMBER 2018

CHAPTER 1: INTRODUCTION

Nigeria faces substantial gaps in producing adequate and timely data to inform policy making. The Nigeria Living Standards Survey (NLSS) collects information on multiple topics in a single survey and covers large number of households across the country. One of its main objectives is to produce poverty rates that are representative at the state level. The National Bureau of Statistics (NBS) of Nigeria is conducting the NLSS 2018/19 over a 12-month period. Previously, NBS conducted similar surveys in 2003/2004 and 2008/2009. These surveys were conducted over a 12-month period to capture seasonality in household consumption expenditure.

The survey questionnaire will include different components of household expenditure and consumption, as well as other socioeconomic and demographic characteristics of the population, such as education, health and labour.

Objectives

- To measure poverty levels at the state and national levels.
- To determine the consumption contribution to GDP in the country.
- The expenditure data will be used to update the weights and market basket for the Consumer Price Index (CPI).
- To build capacity in the development and implementation of a Computer Assisted Personal Interview (CAPI).
- To build capacity and develop sustainable systems for producing accurate and timely information on the welfare of households in Nigeria.
- To actively and accurately disseminate welfare statistics.

Coverage

- The survey will cover all the 36 states and the Federal Capital Territory (FCT).
- Both urban and rural enumeration areas (EAs) will be canvassed.

Sample Design

The sample EAs for the NLSS were drawn from the National Integrated Household Surveys (NISH) master sample that has state-level domains. Using the NISH master sample, 60 EAs were selected in each of the 36 states and the FCT. A fresh household listing will be conducted on a quarterly basis, from which 10 households are selected for each EA to be interviewed over a 12-month period. The first quarter household listing exercise was undertaken in June/July 2018. Given the delays in the fielding the main survey, the second quarter listing is scheduled for December 2018, while the third and fourth quarter listing exercise will occur in

March and June 2019 respectively. Compared to a one-time listing at the beginning of the survey, a quarterly listing allows for minimizing attrition of households due to relocation.

The NLSS sample of 22,200 households from the 36 states and FCT, shall be interviewed over a 12-months period, such that each month, 50 households are interviewed in the survey. The fieldwork will be arranged in such a way that households are interviewed every day in each state. The NLSS sample is representative at the State, Zonal and National levels, with urban and rural coverage.

As part of the Federal government's effort of addressing poverty, vulnerability and social exclusion in Nigeria, the National Social Safety Nets Coordinating Office (NASSCO) and National Cash Transfer Office (NCTO) of the federation has implemented a conditional cash transfer program across states in the country. In order to examine the impact of the program on households in the country, there shall be an oversample from the list of beneficiary households in selected states across the country. These oversampled beneficiary households shall equally be interviewed over the course of 12 months. The fieldwork arrangement of the teams interviewing the oversampled households shall be slightly different from that of the main survey, but the same instrument and other protocols shall be the same.

Training for Fieldwork

There shall be two levels of training. The first level training (training of trainers (ToT)) shall occur at NBS headquarters, Abuja, and shall consist of the following participants – 24 senior technical staff of NBS from headquarters, 24 data editors, and 6 coordinators from NBS. The ToT shall focus on equipping participants with detailed technical understanding of the survey instruments, including CAPI and field practice, so that they can train the field personnel in the second level training. At the end of the ToT, the technical staff and the data editors shall be examined on different aspects of the questionnaire and the survey. Selection of the senior technical staff to be trainers in the second level training shall be based on performance in the exam, in-class performance, training and presentation skills, and individual's ability to explain difficult concepts and manage a class. Overall, 18 senior technical staff shall be selected as trainers. The selection of the 18 data editors, however, shall be based only on performance in the exam. The ToT shall last for 10 days.

The second level training (training of enumerators (ToE)) shall comprise NBS personnel from the states, and shall include the following – zonal controllers, state officers, supervisors, and interviewers. The trainers, data editors, coordinators and other stakeholders shall also participate in this training. The ToE shall last for 15 days and shall focus on providing participants with detailed understanding of the survey and CAPI, elucidation of important concepts and questions in the questionnaire, in-class exercises, field practice and evaluation. At the end of the training, participants shall be evaluated, and the best performers, selected to participate in the main fieldwork that shall last for 12 months.

Fieldwork Arrangement

Main Sample Team Schedule

There shall be one team per state, comprising one supervisor and three enumerators, and they shall work in a roving manner. The team shall all travel to an EA, interview all selected households and conduct the community interview, including the market prices, and then move to the next EA. It is estimated that each team will spend on average 3 days per EA, and that each enumerator shall interview one household per day. With 3 enumerators, each interviewing one household per day, there will be one remaining household, which must be interviewed by the supervisor of the team. Thus, in addition to the community questionnaire, the supervisor shall conduct one household interview per EA. Besides interviewing all selected households fully and accurately, spending 3 days per EA allows the team to also address all errors checks/comments that will be sent to them by the data editor or headquarters before moving to the next allocated EA.

Given that the survey shall be conducted over a 12-month period and households shall be interviewed each day across the country, the fieldwork arrangement is organized such that teams take breaks at different times. To ensure this, teams/states shall be assigned to either of 3 fieldwork schedules, and this schedule shall be duly followed across the different management and technical structures of the project. The Table below shows the number of EAs that an assigned team must complete before taking first long break, assuming a 31-day calendar month. For instance, teams operating with schedule 1 shall take their first long break after they have completed three EAs, while those using schedule 2 and 3 will do so after completing 2 and 4 EAs respectively. After the first long break, all subsequent long breaks will occur after each 3 EAs.

Day	Sched1	Sched2	Sched3
1	EA 1	EA 1	EA 1
2	EA 1	EA 1	EA 1
3	EA 1	EA 1	EA 1
4	EA 1	EA 1	EA 1
5	EA 2	EA 2	EA 2
6	EA 2	EA 2	EA 2
7	Sunday		
8	EA 2	EA 2	EA 2
9	EA 2	EA 2	EA 2
10	Break	Break	Break
11	EA 3	Break	EA 3
12	EA 3	Break	EA 3
13	EA 3	Break	EA 3
14	Sunday		

15	EA 3	Break	EA 3
16	Break	EA 3	EA 4
17	Break	EA 3	EA 4
18	Break	EA 3	EA 4
19	Break	EA 3	EA 4
20	Break	EA 4	Break
21	Sunday		
22	EA 4	EA 4	Break
23	EA 4	EA 4	Break
24	EA 4	EA 4	Break
25	EA 4	Break	Break
26	EA 5	EA 5	EA 5
27	EA 5	EA 5	EA 5
28	Sunday		
29	EA 5	EA 5	EA 5
30	EA 5	EA 5	EA 5
31	Break	Break	Break
1	EA 6	Break	EA 6
2	EA 6	Break	EA 6
3	EA 6	Break	EA 6
4	EA 6	Break	EA 6

Protocols for Identifying/Locating Households– Main Sample
Sample Design
The sample selection was carried out in two phases. First, sixty (60) EAs were randomly selected within each state of the federation and the FCT. That is, there are 2,220 EAs selected across the entire country. Subsequently, all households in the selected EAs were listed. That is, a listing of all households in each EA was conducted. At second phase, ten (10) households were randomly chosen from the listing in phase one. Additionally, replacement households were also selected, this households will replace those selected households that are not available at the time of interview. From the listing exercise, information on the names of heads of households, phone numbers of heads of households or household members, GPS location of dwellings, and the physical addresses of the households are collected. These details are then provided to the enumerators in to easily locate the chosen households in each given EA.
Given the location and household identification information, the field personnel proceed to conduct the field operations following the interview protocols below: -

- State Level:
    - **State Officers** liaise with their respective state administrative offices to obtain an **Introduction Letter** to the LGAs.
- LGA Level:
    - **Supervisors** introduce the team/work at the LGA level using **letters** from the state.
    - Supervisors also obtain introduction letter from the LGA to the community leader.
- Community Level:
    - **Supervisor** introduces the team/work to the community leader.
    - **Supervisor** seeks and obtains approval from the community leader to commence work
- Supervisor confirms the selected household has been identified and thereafter, interviewers proceed with interviews at the household level.

- Interviewers MUST introduce themselves and discuss the objectives of the survey before proceeding with the interview.
- In the event of individual level interviews, consent should be sought from each respondent.
- Read out the consent form is as follows:

  "Hello, my name is **[name]** from the National Bureau of Statistics (NBS) and I am here to collect data on Nigeria Living Standards Survey (NLSS). Your household has been randomly chosen to participate in this survey. **All information** collected in the survey **is strictly confidential** and will be published in aggregated form where **personal information** of the individual such as names and addresses **will not be recognized**. Please note that your participation in this survey is voluntary. If you are not comfortable to respond to a specific question, please let me know. Furthermore, if you feel like we need to take a break, please let me know and we can proceed later. Please let me know if I should go ahead with the interview."

The sample size and allocation of workload is summarized below: -

No. of States + FCT	No. of EAs /State	Total EAs	No. of HH/EA	Total Households	Households/ month	Interviews/ Enumerator / Day	Days / EA
37	60	2,220	10	22,200	50	1	3

Oversample Team Schedule

The fieldwork schedule for the oversample team shall be different from that of the main sample team. Unlike the main sample team that has 4 team members, the oversample team shall comprise two persons, a team leader and a team mate. Both will conduct interviews of the beneficiary households. Unlike the main sample households that are selected from EAs, the oversample households are selected from wards/communities with a wider geographical coverage. Thus, the oversample teams will have to track households within communities or that might have relocated across wards or communities. Further, the oversample field personnel shall be expected to have strong communication and interpersonal skills, as well as ability to operate Survey Solutions CAPI without difficulty.

To facilitate the team's effort at reaching beneficiary households, a database of selected households in each state shall be provided to the team. The database shall contain information on the household's address and phone numbers of beneficiary members. Though the addresses and phone numbers of the beneficiary households are provided, it is recommended that the team coordinates with the state NCTO persons for the respective ward, especially when it is difficult to locate the household.

Given the nature of work involved in locating the households, each person in the group shall be given 2 days to interview one household. For instance, if the team has 20 households to be interviewed per month, then for two enumerators, each person shall interview 10 households, with a total of 20 days per enumerator. The number of days per household shall be 2, which mean the enumerator must use 2 days to locate and interview one household.

TRACING PROTOCOLS FOR CASH TRANSFER BENEFICIARY HOUSEHOLDS

Background

The Federal Government of Nigeria has prioritized the implementation of social protection interventions as an instrument for the reduction of poverty and socio-economic vulnerabilities in the population. One major intervention towards achieving this is the establishment of the National Social Safety Nets Projects (NASSP), a flagship initiative under the Social Investment Programme. NASSP is currently being implemented in partnership with the World Bank through a counterpart funding of $500 million loan to the Federal Government. The aim of the project is to support the Government by expanding access for poor households to social safety nets, while also developing systems at the federal level for use by other safety net and public programs.

One of the objectives of NASSP is to strengthen and consolidate the building blocks of a safety net system at the national and state level that can deliver targeted support to poor households (HHs) across Nigeria. Under this objective and to ensure sufficient data availability for safety nets targeting and monitoring, NASSP is supporting the National Living Standard Survey (NLSS) - a household survey representative at the national and state levels used by the National Bureau of Statistics (NBS) to monitor poverty in Nigeria.

Sample Design

A deliberate design of the NLSS, is to oversample HHs to capture existing beneficiaries of the NASSP cash transfer (CCT) and allow it to be used as a baseline for future evaluation. The NLSS oversample will be derived in 2 stages: Wards will serve as the Primary Sampling Unit (PSU) and households as Secondary/Ultimate Sampling Unit. With guidance from the NASSP Coordinating Office (NASSCO), the oversample will be selected from the National Beneficiaries Register of Poor and Vulnerable Households (PVHHs) across eighteen states.

Cash Transfer Facilitators (CTFs)

The State Cash Transfer Unit has local staff who will facilitate the contact of beneficiaries to be interviewed; they are referred to as the Cash Transfer Facilitators (CTFs). The CTFs are appointed for each political ward from a pool of LGA staff to support the roll-out of the CT in communities within the LGA.

The CTFs should be contacted through the State Cash Transfer Unit (SCTU) to trace the HHs. A list of CTFs for selected states by communities and their contact information is provided in Appendix I.

Protocols for Tracing CCT Households

The data available in the NSR for those selected households should include information on the name of heads of HHs, phone numbers of heads of HHs or HH members, GPS location of

HHs, and the physical addresses of the HHs including community, political ward, Local Government Area, and State. With these details, the survey enumerators should be able to locate the selected HHs in the selected Wards. However, given that even with the above information it may be difficult to locate the HHs, and/or because there are cases where HHs location and identification information are inaccurate or unavailable and with no GPS information, the survey team should follow the protocols below:

i. Tracing of households will be a joint effort between NBS and NCTO staff and will require close coordination between the two teams.
ii. NBS will receive the contact information of the State Cash Transfer Unit (SCTU).
iii. NBS interviewers will contact the SCTU who will provide the list of households that should be interviewed (including replacements). The SCTU will then contact the CTFs based on the selected wards.
iv. Prior to the interview, the CTF should contact the selected households making sure they are informed and cooperate.
v. NBS interviewers and the CTF will go together to the community and introduce themselves to the household. This will avoid that households are wary about an interviewer just showing up and asking all these questions without some official notice from the SCTU.
vi. The interview will be conducted **ONLY** by NBS interviewers. Due to privacy rules, it is mandatory that the CTF personnel leave the dwelling while the interview is being conducted. NBS interviewers will not start the interview until they are alone with the respondent and it is ensured that confidentiality has been guaranteed.
vii. NASSCO will communicate this protocol to all the staff involved in the NLSS, so that there is clarity regarding the confidentiality of the interview and privacy rules are followed.

Replacement of households

No replacements will be provided for oversample households that refused to participate or could not be reached. Interviewers are expected to make any and all efforts to locate and interview all assigned households. Be sure to enlist the support of all levels of NCTO and CTF staff. The number of households not successfully interviewed will be closely monitored for each interviewer and further scrutinized to ensure sufficient effort was made to interview the household

Field Procedures

Field Supervision

The supervisor will manage all initial interactions with the community, including meetings with the community leaders or chiefs. The supervisor will also assist the interviewers with locating the assigned households and obtaining cooperation and consent from the households. Supervisors will be in touch with the interviewers regularly to observe them while conducting the interviews and ensure that it was properly done while still carrying out data collection on community questionnaire and one household interview. The supervisor should take note of any issues observed during the course of an interview and discuss them with the team so the issue(s) can be rectified. Any serious issues with an interviewer should be reported to the State Officer and HQ so appropriate action can be taken.

Monitoring of Field work

To ensure that good quality data is collected, a monitoring exercise will be mounted. One headquarters monitor will be assigned to 2-3 states and all states and FCT, Abuja will be covered. The monitors shall conduct three separate visits to their assigned state(s), and shall spend 6 days per state per visit, excluding travel days from Abuja. The first visit shall occur immediately following the start of the field work (within the first 2 weeks of field work). The second visit shall occur at the beginning of the second quarter of field work, while the final visit will occur during the third quarter of fieldwork.

The monitors will ensure proper compliance with the laid down procedures as contained in the manual, effect necessary corrections and tackle any problems that may arise. During each of the monitors visit to the states, they shall be given a monitoring questionnaire to complete and upload to the project server. This is a good way of ensuring that the monitors actually visit the teams, spend the required number of days with the teams, and report vividly and accurately, their observations in the field. The monitors shall continue to follow-up with the teams in their respective states during the fieldwork, address any issues or challenges that they might have, and shall filter unsurmountable ones to the management and senior technical persons to address.

During the periods when the monitors are not with the teams, the state officers and zonal controllers shall take monitoring responsibilities, and they shall report directly to headquarters any issues/challenges that could mar the quality of the data collected. In between these two, the technical team will embark on another round of monitoring throughout the country. While the state officers will monitor in their own state, the zonal controller will mount it in at least 2 states (the zonal headquarters state and one other state of the same zone).

Monitoring instruments will be developed and discussed during training of trainers.

Remote Monitoring of fieldwork

Besides the in-person monitoring of quality of the data collection by the monitors, there will also be remote monitoring by NBS ICT team and the World Bank. Each day, the World Bank team shall download the data from the server, run error checks on them, and communicate the results of the error checks to NBS ICT team. NBS ICT team shall in-turn send these communications to the field teams to take the required actions.

Coordination

Directorate members of staff of NBS will coordinate the survey. Activities to be coordinated will include zonal Training, fieldwork, remote monitoring, fieldwork monitoring, finance, etc. Coordination shall last throughout the duration of the survey.

The table below shows the different activities and their respective timelines for the project

S/No	Activity	Duration/ Period
1	Training of Trainers	Aug. 28 – Sept. 7, 2018
2	Training of Enumerators	Sept. 10 – 24, 2018
3	Fieldwork	Sept. 27, 2018 – Aug. 26, 2019
4	1st Monitoring – HQs Monitors	Sept. 27 – Oct 3, 2018
5	2nd Monitoring – HQs Monitors	Beginning of 2nd quarter
6	3rd Monitoring – HQs Monitors	End of 3rd quarter
7	Zonal Controllers and State Officers	Between the monitors visits
8	Remote monitoring	Sept. 27, 2018 – Aug. 26, 2019
9	Data Processing and Analysis	After fieldwork

CHAPTER 2: ROLE AND RESPONSIBILITY OF THE SUPERVISOR

Your primary responsibility is to manage the interviewers by ensuring the successful completion and quality of data collected in a given period for the fieldwork, provide first solutions to challenges identified during fieldwork and refer to HQ if further action is required to resolve these problems. Specifically, your tasks include: -

1. Identify the selected Enumeration Area (EA).
2. Introduce the survey and interviewers in the communities and households where the survey is administered.
3. Monitor and attend some interviews and make comments on the interviewer's performance.

4. Meet frequently with each member of the group to discuss, improve and organize work.
5. Help interviewers to solve problems they encounter in dealing with respondents who are not responsive to questions or refuse to be interviewed.
6. Manage the team's work schedule, including tracking questionnaires completed in the field.
7. Carry out the community survey in every Enumeration Area or community.
8. Communicate with NBS State, Regional and Headquarters staff regarding field issues, as necessary.
9. Ensure that all his/her team members have synchronized before starting fieldwork each day.
10. Ensure that all completed questionnaires are sent to the server on a regular basis.
11. Coordinate activities between enumerators and monitors and data editors.

Unlike previous surveys, this survey would have field teams comprised of yourself, with two to four interviewers. You are responsible for the completion of work assigned to your team by the data editor by assisting each member of the team in carrying out his or her job. You will provide feedback to the NBS management team at all stages of the work.

In addition, you are charged with the responsibility of helping the interviewers to identify the households that have been assigned to them, resolving any problems with reluctant households, observing interviews and making checks by visiting the households after the survey to verify some of the data.

Characteristics of a Good Supervisor

As a supervisor in NLSS, your leadership and attention to issues plays a big role in the quality of the data produced and the ultimate success of this project. As a leader, you are responsible for managing the field interviewers, as well as the primary connection between the field and NBS State, Regional and Headquarters staff. To help you in this role, several recommendations for how to undertake this leadership role and rules for professional behaviour in the field are provided. As you take on this role, remember that you are working on an assignment for NBS. You must observe the following rules at all times: -

- Be courteous towards everyone (the survey respondents and their friends, the interviewers, other members of the team and anyone else involved). ***YOUR BEHAVIOR*** can have a significant influence on the opinions of people in the areas covered by the survey as to the value of the whole project.
- Avoid disturbing or upsetting anyone by ***YOUR BEHAVIOR***.
- Mediate problems fairly between members of your team without favouritism.
- Be properly dressed, so that the respondent will be inclined to trust you, as a reliable and responsible person.
- Exercise patience and tact when observing interviews or carrying out short re-interviews to avoid antagonizing the respondents or leading them to give answers that are not accurate and to always treat everyone with respect, your team as well.
- Avoid involving yourself in politics and religious discussion in any case. Symbols related to a political party or religion should be avoided as much as it is possible. The project

covers a large part of the country which exercises different norms and customs. ***Without compromising your freedom of speech and dress, maintain professionalism at all times.***

- ***Never ever*** discuss the answers given by one household with members of another household or with any other person except the project management team if there is such a need. The management team has promised the Government, the village leaders and the households that no data that directly identifies them or links them to any response will be shared: this information will be held in strict confidentiality and all team members must conduct themselves according to this code.

Managing Fieldwork

As the supervisor, you have three primary areas of leadership, which would ensure the success of the fieldwork: establishing good relationships with communities and panel households, supervising interviewers, and resolving problems as they occur in the field. Below we examine each of these areas in turn.

Establishing Good Relationships with Communities and Panel Households

One of your most important responsibilities as a supervisor is to communicate the importance of the survey to local leaders and sampled households. On arrival at the EA, the first thing you and the interviewers should do is arrange a meeting with the local authorities to clarify the purpose and importance of the survey. The contents of the meeting should include:

1) Introduction of the interviewers to the local authorities.

2) Explanation of the following specific issues:

   a) The NBS is conducting the Nigeria Living Standards Survey: This survey aims to produce an in-depth assessment of the actual status of living conditions of all segments of the population. It is of great significance to provide the information needed to form the basis of policy development to improve and upgrade the living conditions of all Nigerians across all sectors.

   b) The data collected from the survey will be used for the analysis of current important socio-economic issues of the nation such as: living standard disparities; poverty rates; social services for people's daily needs; labour and employment; employment among the youth; agricultural activities etc.

   c) All information and data collected from the households is absolutely confidential and is to be used for research purposes only. It will not be used for tax imposition or for other purposes.

   d) Ask the village leaders to encourage the survey households in their area to cooperate with the interviewers as they provide information to them.

   e) Inform the community leaders on how the interviewers will be identified.

You must request assistance from the local authorities in order to create the conditions that will enable the interviewers to complete their work efficiently.

Supervising Interviewers

In supervising interviewers, you are responsible for observing and monitoring interviews, re-interviewing selected households, coordinating with NBS state, regional and Headquarters staff, and managing problems in the field. Each of these tasks is described below.

Observing and Monitoring Interviews

Each week, you should make unannounced visits to each interviewer. The day that you visit each interviewer should change every week so that you are not visiting the same interviewer on the same day of each week. Those interviewers who you believe are in need of the most supervision should be visited more often. Any problems that you encounter with the interviewers or the administration of the questionnaires should be reported immediately to your zonal supervisor.

In the time spent in each EA, you have to go with each interviewer to at least 2 households to evaluate the interviewer's interviewing method. The main purpose of these evaluations is to help the interviewer to do a better job. You should provide comments to the interviewer that will help the interviewer improve his or her interviewing method.

When attending a household interview, you should introduce yourself to the household and explain your responsibility to visit the family and collect data. You should not participate in the interview or suggest things to the interviewer during the interview, but rather let the interviewer complete the interview with the household. You should not comment on the interviewer's performance in the presence of household members. You should instruct the interviewer in advance that if there are any difficulties in the upcoming interview, the interviewer may only ask for clarification after the interview is completed.

You should pay attention to difficult questions or concepts that the interviewers have difficulty in presenting clearly or household members have difficulty in understanding. You should also make note of those modules that the interviewer administers well.

> *Immediately upon completion of the interview, you should meet and discuss the interview with the interviewer. This is done in order to draw lessons from the experience together, and to address weaknesses and shortcomings in data collection in order to guarantee good quality.*

During the interview, you must also pay attention to the respondents. By observing and assessing the process of how survey household members respond to the questions, you will be able to help in the assessment of the questions. It is possible that some of the questions are not clearly understood by some respondents and so their responses may not be appropriate. You should focus on the following factors: -

a) Was the wording used in the questionnaire appropriate?
b) Were any concepts posed to the respondent ambiguous?

c) Were there any questions left unanswered or to which evasive answers were given because they dealt with private matters or sensitive issues?

Attention should be paid to these aspects and any other problems that arise during the interview so that you will be able to (a) help interviewers resolve the problems, and (b) bring them to the attention of the zone supervisor for general synthesis and guidance for all interview teams.

Managing Common Problems Encountered in the Field

Respondents unavailable

Each part in the questionnaire is directly linked to specific household members. If during the interview, the required respondent is absent, the interviewer should arrange a time to return to the household when the respondent can be present. <u>The interviewer must not collect information from other household members or neighbours for this absent respondent</u>. After the interviewer has returned to the household several times without being able to contact the specific respondent, another household member with good knowledge of the household may respond for the absent respondent. You must closely monitor and check these cases.

Refusal from household

Interviewers may face some cases of complete refusal to participate:

a) Household refuses to answer a particular part of the questionnaire.
b) Household refuses to answer the entire questionnaire (refuses to participate in the survey).

In order to avoid refusals, the interviewer must be good at presentation, clearly stating the purposes and demands of the survey before putting specific questions to the household.

The following are the main reasons leading to refusal:

a) PROBLEM: The respondent thinks that information on the income and income sources of his or her household is to be used as the basis for tax collection or income regulation. In order to avoid this problem, during the interview, the interviewer should pay attention to:

   SOLUTION: Explain to the household that the statistical information and data collected through the GHS Panel are to be kept confidential. The data collected and aggregated from the household will be used primarily for research, and to prepare national economic development policies. No data that identifies the household will be used in any way nor given to any other entity or government organization.

b) These data are used to assess the current status of people's living standards. Analyses of the data will help the government have a clear basis for developing programs and projects to improve and raise people's living standards.

Often, households do not want to waste time answering the survey. To avoid taking up too much time or making multiple visits, the interviewer should develop good interview plans, producing specific timetables for each household. If necessary, they can contact and work with the household at any time at the convenience of the survey household members (including noon, evening and Sunday). In the case that the interviewer has tried to explain and convince the household, but they remain hesitant and worried, you should further attempt to persuade the household to participate, probing as to the reasons why the household will not participate.

CHAPTER 3: ADMINISTERING THE COMMUNITY QUESTIONNAIRE

Introduction

The main purpose of this questionnaire is to discover and link some community activities to the households' welfare within the related settlement(s). A community questionnaire must be completed for all the enumeration areas where the survey is conducted.
To obtain information for the community questionnaire, it is vital that you establish a good working relationship with community leaders and other community members. The behaviour of the interviewer in the EA would also be key to maintaining a good relationship with the community leaders.

When you first enter a rural EA, you must first present yourself to the local group village headman and to the headmen of the villages in the EA to explain why you and the interviewers are going to be working in the area. In urban locations, identifying a local leader is more problematic. Make inquiries as to who may be considered as a local leader when you first come to an urban location. This may be a local business, religious, community policing or political leader.

Do not be secretive about the work being done. Explain what it is you are doing to all community members who ask about your activities. You should be respectful, courteous and patient with all community members. The quality of the work you and the interviewers are to do to a large degree, depends on the level of cooperation you receive from the members of the communities in which you would be working. If the general community attitude towards your job is negative, you would likely experience problems as you attempt to conduct your work. Do all you can to cultivate a courteous relationship with the community as a whole. While you should not be secretive about the work being done, you must respect the confidentiality and privacy of the respondents when administering the questionnaire.

Community

Can be defined as a village, group of villages or urban location in which this questionnaire is being administered.

Sources of Information for the Community Questionnaire

There are two main sources from which data can be obtained to fill out the community questionnaire – the focus group, and the market or location where price information is obtained.
The focus group which comprises the leaders or elders of the community will provide information that will be used to fill out the labour, land, safety and credit sections. For the food prices on the other hand, the supervisor will go to the market or the applicable location

to obtain such information. Two separate market or location price information for the food items are required where necessary. Note also that the GPS coordinates and the picture of the market or location for the price information should be taken. This means that the price information cannot be provided by the focus group which was the case in previous waves.

Computer Assisted Personal Interviewing (CAPI)

It must be noted that the community questionnaire will be filled out entirely in the Computer-Assisted Personal Interviewing (CAPI) mode using the World Bank's Survey Solutions CAPI package. The decision to use Survey Solutions CAPI for the entire NLSS was prompted by the successful outcome of using same in the General Household Survey and other surveys.
In effect, the following sections of the community questionnaire have been programmed in the CAPI mode. The CAPI way of data collection is user friendly.

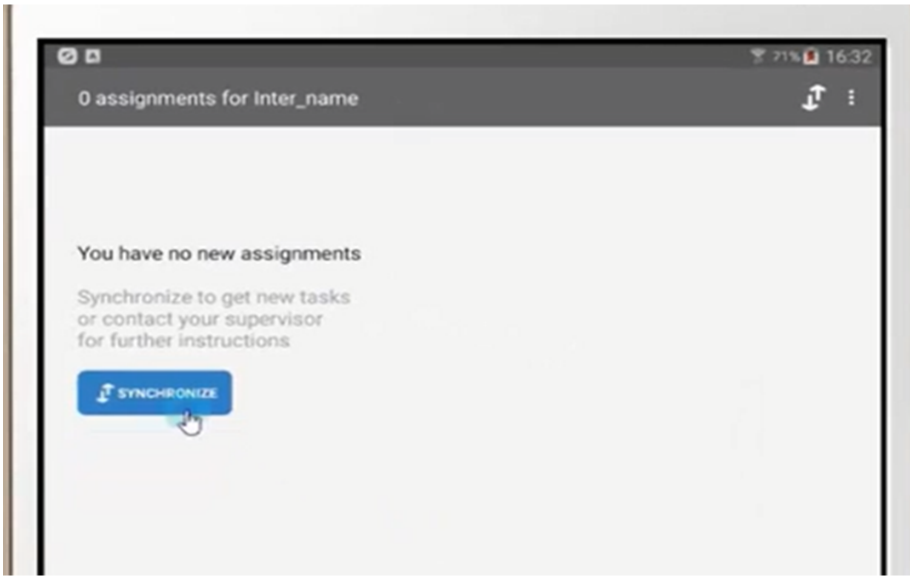
To access the CAPI questionnaire, you should open the INTERVIEWER APPLCIATION

From your zonal supervisor (or data editor) you received a USERNAME and a PASSWORD. If you log in the first time, you will see the following screen. In the first line you type: https://nlss.mysurvey.solutions this is the place where your assignments are stored. The program needs to know where to get your assignments from.

Thus, as a first time user, the supervisor is expected to enter the server address on the synchronisation end point as well as login and password to downlaod the community assignment.

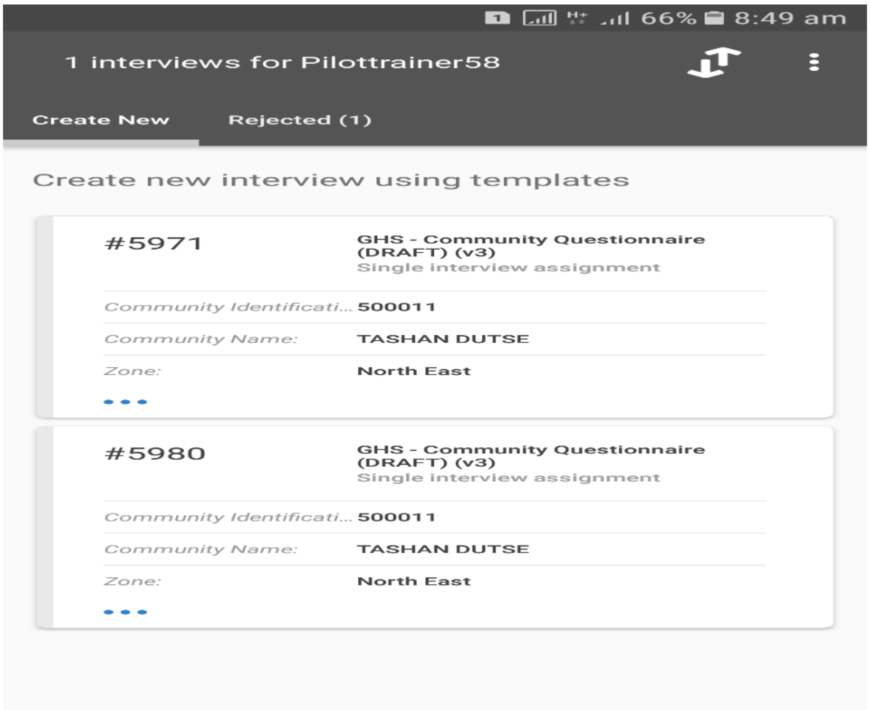
Example :
Synchronisation end point: nlss.mysurvey.solutions
Your login: KadunaSup
Password: GhspkadQf

Note that the login and password details should be kept confidential by the supervisor, and should not be shared with anyone, not even the State Officer.



When the login is successful the above screen will come up then click on synchronize to have list of community questionnaire assignment for administration.

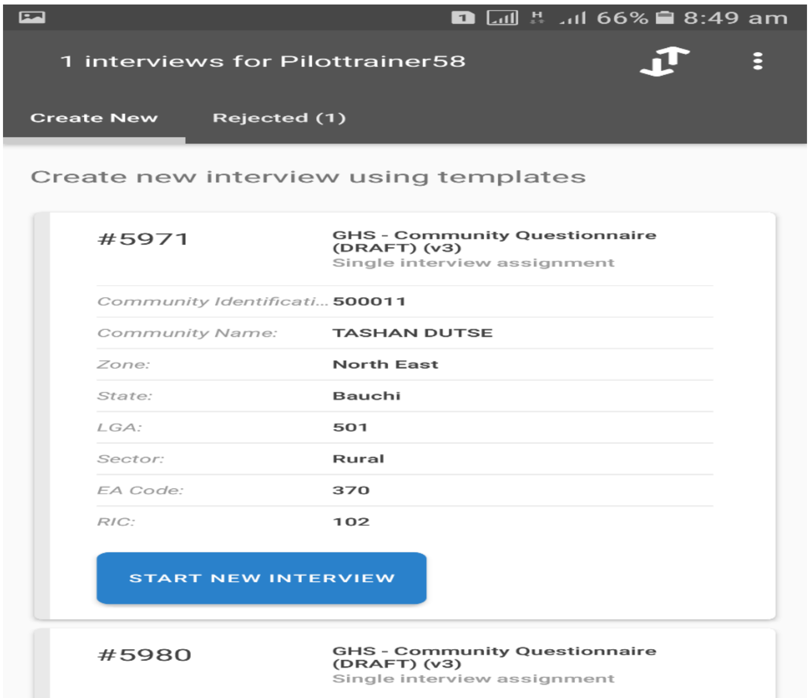
Opening the Community Questionnaire/Entry on the CAPI Machine: Once the CAPI machine has been switched on, and you have accessed the device by swiping over the start Screen, tap on the INTERVIEWER icon to launch the program **dashboard.** Your community questionnaire assignments will show up. Once launched, you will see a template “Pre-filled questions” as appeared below.



Cover Page

PRE-FILL QUESTIONS: These set of questions have been prefilled on the device and the supervisor should select the applicable list to where the interview is to be conducted.
These prefilled questions contain the COMMUNITY IDENTIFICATION information, which include the following:

1. COMMUNITY IDENTIFICATION: This is a 5-digit unique code that identifies the community where the interview is being conducted.
2. **COMMUNITY NAME:** The name of community where this questionnaire is administered should be clearly written out. This is prefilled and the community where the supervisor is conducting the interview should be selected from the list of community options.
3. **ZONE:** Information is provided for **Name** and **Code** of the geographical zone in which the mentioned community can be found. There are six identifiable zones with codes (North Central (1); North East (2); North West (3); South East (4); South South (5) and South West (6).
4. **STATE:** The interviewer needs to provide the **Name** and **Code** for the state in which this community can be found in relation to the above zone accordingly.
5. **LGA:** The **Name** and **Code** of the Local Government Area (LGA) in which the community is located.
6. **SECTOR:** The sector can either be urban (1) or rural (2).
7. **EA:** The Enumeration Area (EA) is one of the selected Panel Survey EAs and the **code** corresponding with the EA where the interview is being conducted.
8. **RIC:** means **R**eplicate **I**dentification **C**ode, is a four-digit code which is among the selected ones for this Panel Survey.
9. **NAME OF FIELD SUPERVISOR**: Your name and your code should be selected from the list displayed on the screen.

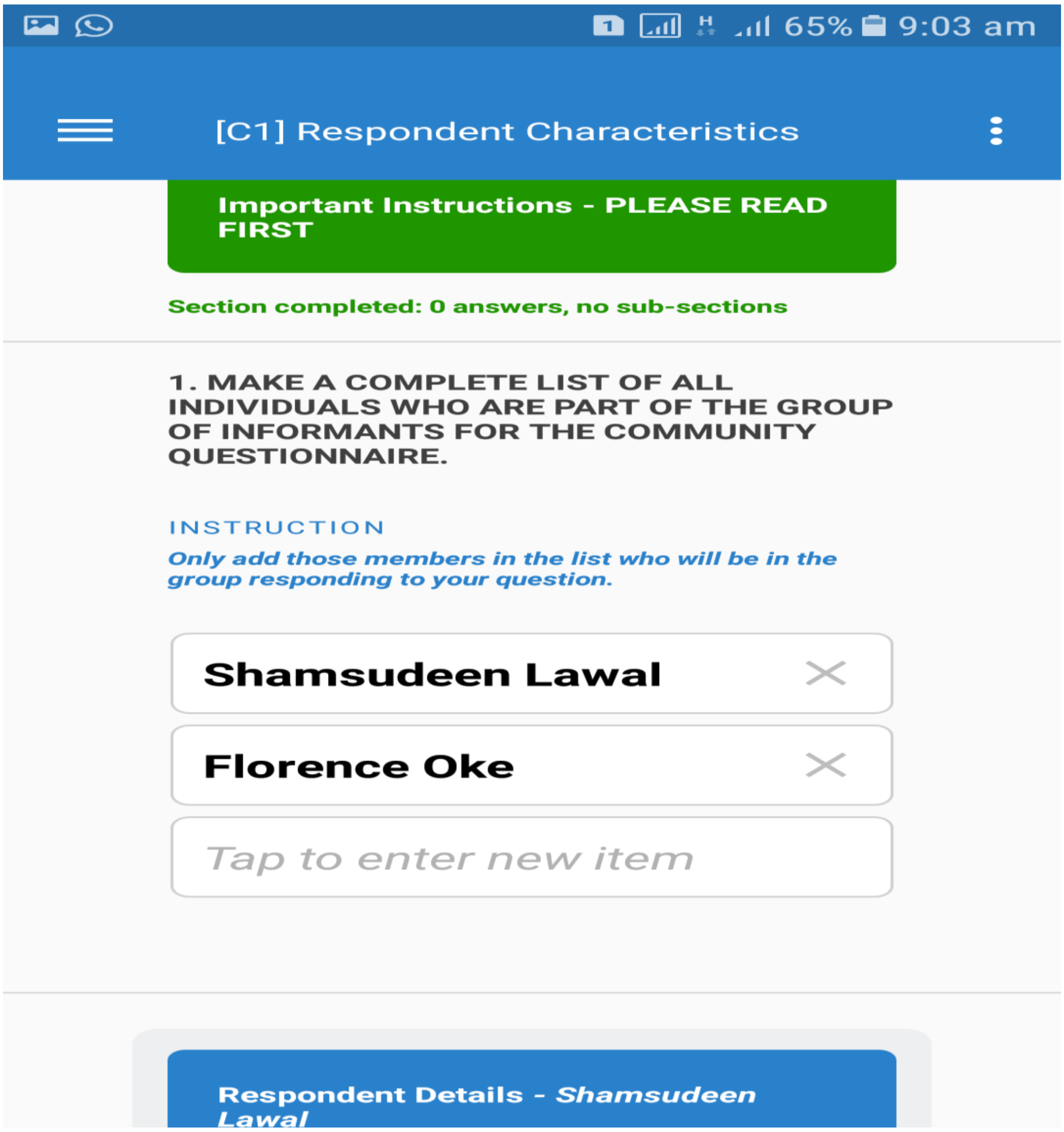


Other Cover information

Some of the cover information that are not prefilled are:

10. **Ward**: The ward is a political demarcation in which the community falls, and the supervisor is must type the name of the ward.
11. **START TIME OF INTERVIEW**: The start time of interview requires the supervisor to tap the time button and it automatically fill up together with start time, it picks from system i.e. the system date and time need to be set to current.
12. **GPS LOCATION OF COMMMUNITY INTERVIEW:** Tap on "Tap to record GPS" on this interface. Click on allow and wait for few minutes and the GPS location of the position will be selected and supervisor is expected to tap in open location i.e. not under a shade.

Once this is done, click on [C1] RESPONDENT CHRACTERISTICS

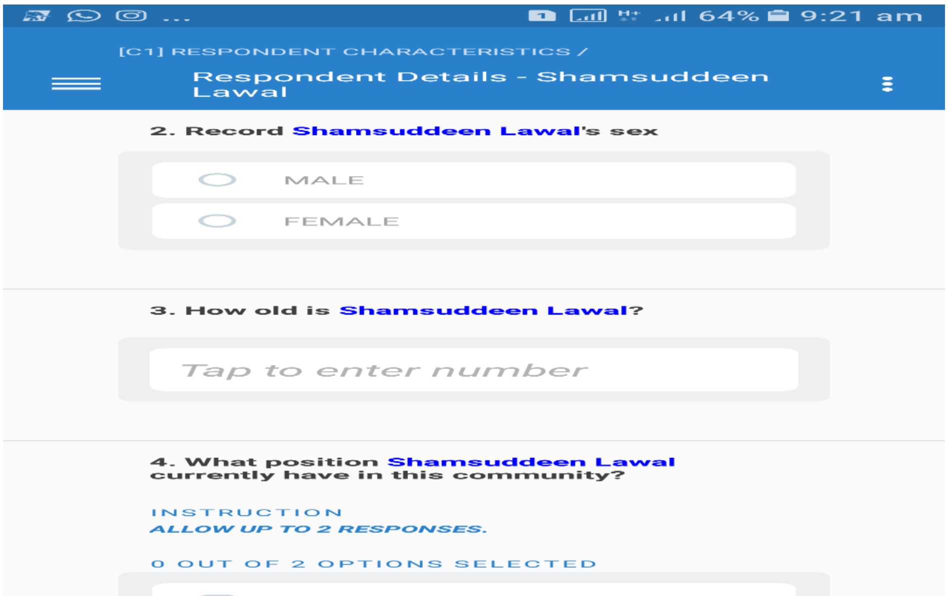


CHAPTER 4: RESPONDENT CHARACTERISTICS

SELECTION OF RESPONDENTS FOR COMMUNITY QUESTIONNAIRE INTERVIEW
Now swipe up from the bottom of this interface till you get to an instruction where it asks for the list of members for the community questionnaire administration. Note that these set of questions are not prefilled but have to be asked and filled by the supervisor.

1. ***Tap on the cell "Tap to enter item" to enter the names of the individuals responding to the community survey.*** Names of at least five persons from the community should be written here, starting with the leader of the group from the community. To add another person, another cell will open when first member is entered and tap on done from the keypad. Once all the names of the members have been captured, tap on each member details to provide the characteristics of the members.
2. The response for sex would be provided here; male or female is to be provided i.e. only a single response is required to be entered here.
3. Ask for the age of each informant and record
4. We want to know the position held in the community by each of the informants from the listed options. Follow the same approach as above to select the position of each member from the listed options.
5. How long each of the informants has lived in the community. If the informant was living outside the community for a number of years, those years should not be included when adding-up the years. Tap and type the number in the form as done for age.
6. We want to know the highest educational level completed by each of the informants from the options provided in this question.
7. Ask if INFORMANT have a working mobile phone
8. Ask for the phone number and record accordingly

Question 2-8 should be answered for all informants of the community until all members turn to green by going to main menu and picking each informant bubbles.



CHAPTER 2: INFRASTRUCTURE AND TRANSPORTATION

This section captures information on infrastructure and transportation in the community. The infrastructure doesn't necessarily have to be located in the community.

1. Indicate whether the facility exists in the community or individuals in the community have access the infrastructure. Select YES if the infrastructure is located in the community or is located elsewhere but members of the community can access it, and NO otherwise.
2. Ask for the distance from the centre of the community to the location of the facility. If the facility is located in the community, then record zero. Also, if the distance is less than one kilometre, then record the decimal equivalent, such as 0.2km etc.
3. Ask for the mode of transportation that members of the community mostly use to access the facility. If the facility is located within the community, then the best answer option should be walking.
4. This question asks for the transport cost, NAIRA, to access the facility using the most of transport specified in Q3 above. If the most frequently used transport means is walking, then the best response for this question is NOTHING/FREE
5. Ask for the time it takes (one way) to travel to access the facility using the mode of transport specified in Q3. If applicable, record HOUR and MINUTES. Thus, if it takes one hour thirty minutes, then record 1 under HOUR and 30 under MINUTES
6. Select YES if the facility has electricity and NO if otherwise.

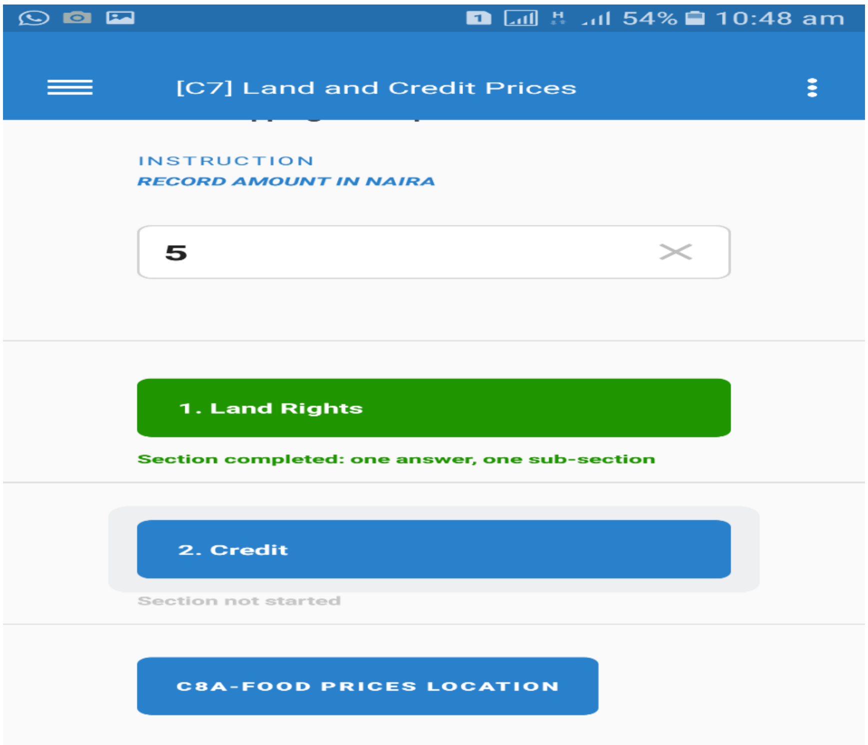
CHAPTER 3: COMMUNITY ORGANIZATIONS

This section collects information on community-based organizations that are currently active and operational in the community. If the organization used to be active and operational in the community, but has collapse or not operational, the response should be NO for that organization

1. For each organization answer YES if it exists in the community and NO if otherwise. Ensure that each item is answered with either a YES or NO. If the organization exists in other communities for which people of the community you are interviewing are members of, then the response should be NO since that organization does not exist in the community.
2. Ask for how many ORGANIZATION exist in this specific community and record accordingly
3. Ask for the total number of individuals that are members of the ORGANIZATION and record accordingly. Ask them to estimate if they cannot give the actual number.
4. Ask for the total number of women that are members of the ORGANIZATION. Ask them to estimate if they cannot give the actual number. Note that some organizations cannot have female members.

CHAPTER 4: LAND AND CREDIT PRICES

This section collects information on community land prices and credit acquisition. We want to know how individuals/households acquire access or rights to land. In addition, we want to know how land is being used in the village and information on the access that people in the village have to obtain credit**. Reponses to this section should be given by the focus group members.**



1a. Ask how much it costs (in Naira) to buy one hectare of land where the buyer would have **formal or legal right** to that land.

1b. Ask how much it costs (in Naira) to buy one hectare of land where the buyer would have **no formal or legal right** to that land.

1c. Ask how much it costs (in Naira) to **rent** one hectare of an agricultural land for **one year**.

1d. If there is a sharecropping arrangement in the community, ask for the **proportion** of harvested crop given to a landowner for a sharecropping arrangement and record accordingly, otherwise, select "SHARECROPPING IS NOT PRACTICED IN THIS COMMUNITY."

2. Seeks to know how households/individuals in the community acquire access or rights to lands they use, and the nature of these rights. For each item, indicate YES if individuals/households in the community have access to that. Otherwise, select NO.

3. Seeks to know the proportion of households that have access to the selected access option.

4. Ask if women in the community also have access to the selected access option. Note that this question is asked irrespective of the answer option chosen for question 2 above.

5. From the list of credit sources (banks, cooperatives informal savings groups or money lender), ask if households/individuals in the community borrow money from the source. Select YES for each source if individuals in the community does that, otherwise, select NO. All options/sources in question 5 be must answered with a yes or no response, noting that with a YES response, a bubble will be created for that source. Open that bubble so that the rest of the credit questions will be activated and answered.
6. Ask if collateral is required to access loans from SOURCE. Select YES if collateral is required to do that, otherwise select NO.
7. Ask if women in the community have access to loans from the specified credit source. Select YES if women have access to loans from the specified source, otherwise select NO.
8. For a given 10,000 Naira loan borrowed from a given source, ask for the interest rate (in percent (%)) that is paid on that loan. Note that the interest rate should be at most 100, and that the figure to be recorded cannot be more than 100.
9. For a given 10,000 Naira loan borrowed from a specified source, ask for how much in **total** an individual has to payback (principal plus interest) for that loan. Here, we are referring to the TOTAL amount (Naira) paid. Thus, the total amount paid (principal plus interest) cannot be less than the amount borrowed (principal=10,000).
10. For a given 50,000 Naira loan borrowed from a given source, ask for the interest rate (in percent (%)) that is paid on that loan. Note that the interest rate should be at most 100, and that the figure to be recorded cannot be more than 100.
11. For a given 50,000 Naira loan borrowed from a specified source, ask for how much in **total** an individual has to payback (principal plus interest) for that loan. Here, we are referring to the TOTAL amount (Naira) paid. Thus, the total amount paid (principal plus interest) cannot be less than the amount borrowed (principal=50,000).
12. For a given 100,000 Naira loan borrowed from a given source, ask for the interest rate (in percent (%)) that is paid on that loan. Note that the interest rate should be at most 100, and that the figure to be recorded cannot be more than 100.
13. For a given 100,000 Naira loan borrowed from a specified source, ask for how much in **total** an individual has to payback (principal plus interest) for that loan. Here, we are referring to the TOTAL amount (Naira) paid. Thus, the total amount paid (principal plus interest) cannot be less than the amount borrowed (principal=100,000).

CHAPTER 5: COMMUNITY CHANGES

This section contains a single question that seeks to establish changes that have occurred in the community over the past 3 years. Emphasis is placed on access to specific social amenities. It is a like a scale question and thus, must be asked carefully, and the response chosen using different combinations of the response that the participants give, and their body language. Answer option NOT APPLICABLE should be selected if the amenity is not available or applicable to the community in general.

CHAPTER 6: CRIME AND SECURITY

In this section, we collect information on any event on crime and violence that members of the community have experienced since January 2016. Our definition of events of crime and violence include death, injury, attack and physical aggression, sexual violence, being forced to work, kidnapping, displacement and becoming a refugee, being restricted from going to school or accessing health care services, and robbery. Events that concern the whole community include dwelling, land or assets being robbed, damaged, destroyed or occupied. We also collect information on who was the perpetrator of the event, that is, who committed the event. We also ask details on where the event occurred and whether the community reported the event or received any help or assistance to overcome the consequences of the event.

We are interested in collecting information over a long period of time, starting from January 2016. Since we expect these events to be few, it is extremely important that they are precisely recorded.

Remember that the events recorded are only those where a community member was a victim, or the community was somehow affected.

1. This question seeks to capture information on the various types of violent events that the community may have experienced since January 2016. Ask if anyone in the community has been affected by any of the listed violent events since January 2016. Go through the list event by event. Record YES next to each event which has occurred since January 2016 to date, and NO next to events for which have not occurred to any member of the community since January 2016.

2. In this question specify in which year or years the type of event in question occurred. You can select several years, if event has occurred more than once.

In the next level, the questions are of the type of event occurred for the year it occurred. **If in one year an event occurred more than once, then ask the respondent to answer the question based on the most severe event of the type specified for the year in question.**

3-6. Asks the question who the perpetrator of the violent event was for years 2016 and where applicable through 2019, respectively. The perpetrator refers to the person or the persons who committed or still committing the act. Let the respondents specify the perpetrator themselves. Record the category that fits the event closest.

For instance, if family dwellings in the community suffered from robbery, when indicating the perpetrator, ask who they think the robbers were.

7. Ask for the location of the event. Enter the location that matches closest to the location reported by the respondent.

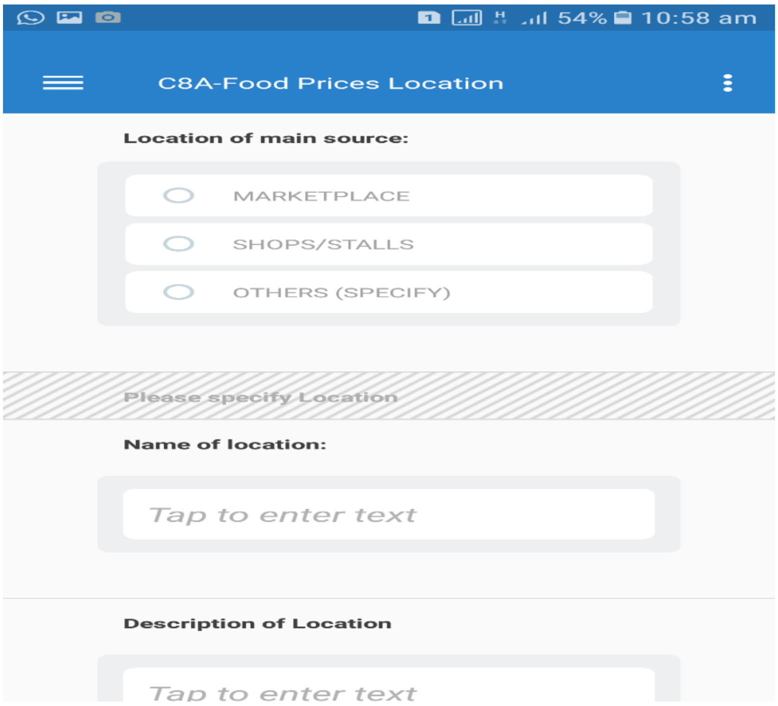
8. Ask for the sex of the victim or victims affected by the event during that specific year. If both men and women were affected by the event, tick both.

9. Ask if the community received any assistance or help following the event in question. By assistance, we refer to any type of help including providing food, money or psychological support.

10. Determine who provided this assistance. Provide up to 2 of the most important sources of this assistance. Record them in order of importance for the household. First, the most important one and second, the second important one. Notice that by assistance/help we mean both formal and informal. Relatives can also be a source of help.

CHAPTER 7: FOOD PRICES

Information on food prices are collected from a single market or location. These sources refer to the main market/location where the community transacts business. Unlike in previous waves, this part of the community questionnaire should be filled at the market or location where the information will be obtained. It ***SHOULD NOT*** be asked to the respondents (focus group) selected for the community survey. You can only ask them for the location of the market or shop so you can go there and administer this section of the questionnaire. If these items are in the market or shop, you should ask for its price and specify an appropriate unit.



1. refers to the main source from which the information is obtained. It is the main market/shop where households in the community transact business compared to any other market/shop. You should specify whether this information is collected from the marketplace or shops/stalls. *The CAPI program will list all three options so you can choose only one from among them.*

2. You should specify the name of the location where the food price data is being collected. *On the CAPI device, tap the space beneath the Location and it will give you the option to type the name of the location where the price information is being collected.*

3. Provide a brief description of the location where the price data is being collected. *As in the previous, tap the space beneath the Description of Location on the CAPI to type a brief description of the location so it will easily be located.*

4. We want the date and time when the price data collection started. The day, month, and year will automatically be entered once you tap on the box beneath question.

5. This question concerns the GPS coordinates of the location where the price data was collected. It is *NOT* the location where the focus group interview was conducted. *These coordinates will automatically be picked by the CAPI machine once you have tapped Tap to record GPS.*

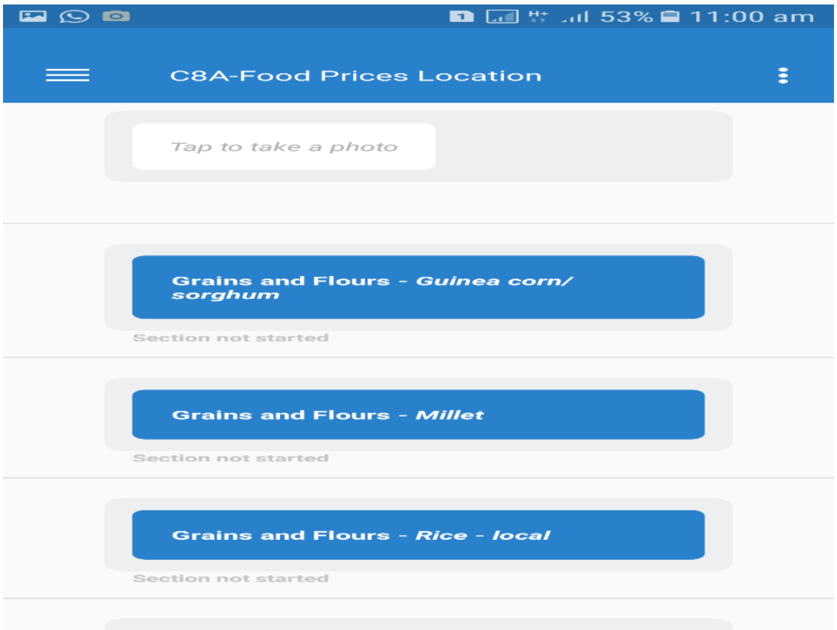
5b. For this question, take a picture of the market where the price data is being collected. After tapping the box beneath the instruction, select "Take photo", and then position the camera in such a way that it focuses on greater part of the market or the shop, and then take the picture. Please DO NOT select from gallery.

6. For each displayed food item, please indicate if the item is available in the market or not. It is important that you walk through the entire market to ensure that a given food item is available in the market or not before choosing an answer option for the food item. You must answer YES or NO for each displayed food item. All items with a YES response will pop up a bubble, and you must tap to open each bubble and answer the rest of the questions for each specific item.

7a. For each available food item in the market, indicate the UNIT for ONE quantity. Do not consider more than one quantity.

7b. For some of the non-standard units, it will ask for the SIZE. Please indicate the appropriate size for the selected UNIT in 7a.

12. For the selected UNIT and SIZE (where applicable), indicate the price for ONE quantity.




52% 11:12 am
C8A-FOOD PRICES LOCATION /
Grains and Flours - Guinea corn/ sorghum
1. Is Guinea corn/sorghum available in this market?
Yes
No
2. PLEASE USE A QUANTITY OF ONE (1) FOR Guinea corn/sorghum AND THE UNIT OF MEASURE YOU ARE USING.
Kilograms (Kg)
Grams (g)
Litres (l)
Centilitres (cl)
Bin/basket

CHAPTER 8: COMPLETING THE QUESTIONNAIRE

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.

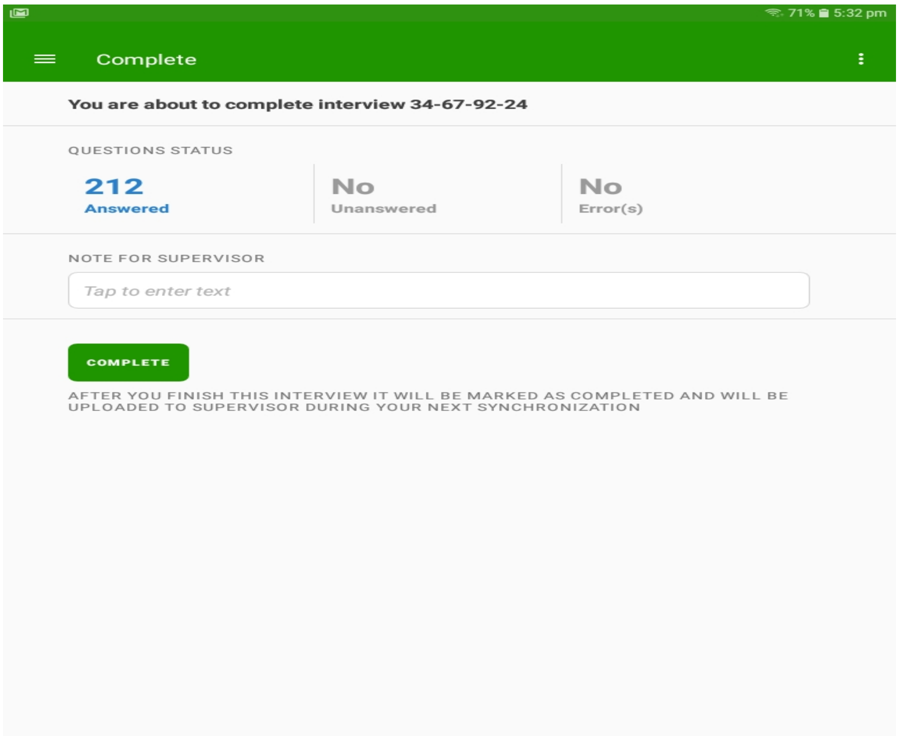
In the MIDDLE, in BLACK you see the number of UNANSWERED questions. At the end of an interview the number should normally be 0, meaning you have answered all questions. There are however circumstances where it is OK to submit interview files with missing questions, for example if the respondent refused 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 <u>ADDRESSED ALL ERRORS</u>, 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 <u>COMMENT</u> 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.


71% 5:32 pm
Complete
You are about to complete interview 34-67-92-24
QUESTIONS STATUS
212
Answered
No
Unanswered
No
Error(s)
NOTE FOR SUPERVISOR
Tap to enter text
COMPLETE
AFTER YOU FINISH THIS INTERVIEW IT WILL BE MARKED AS COMPLETED AND WILL BE UPLOADED TO SUPERVISOR DURING YOUR NEXT SYNCHRONIZATION