



FEDERAL REPUBLIC OF NIGERIA
NATIONAL BUREAU OF STATISTICS ABUJA, NIGERIA

COVID-19 NATIONAL LONGITUDINAL PHONE SURVEY

TWELFTH ROUND

INTERVIEWER MANUAL

APRIL 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 twelfth-round survey, all the households that were successfully interviewed in the previous round and have youth between 15-25 years (about 1,200 households) shall be contacted and interviewed. A randomly selected youth between 15 – 25 years shall be interviewed. The questionnaire is designed such that the interview duration does not exceed 20 minutes and only the selected youth is interviewed with no proxy respondents.

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 17 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 twelfth round of the Nigeria NLPS will have ONE RESPONDENT per household. The respondent should be a randomly selected youth between 15 – 25 years. The selected youth have to be interviewed in person. No proxy respondents are allowed. Thus, the respondent must be a SELECTED YOUTH.

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	***** LAST WEEK *****						
	**** PAST 7 DAYS ****						
2	***** PAST 7 DAYS *****				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 communicate 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 **SELECTED YOUTH**, 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 **SELECTED YOUTH**, 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 ATTEMPTS 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.

S1Q1B Take the time just before dialing

S1Q1C 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.

S1Q1D & E Read the text prior to the question and indicate who are speaking to. Select **RANDOMLY SELECTED YOUTH** if the person’s name is the name displayed for the selected youth **PREVIOUS RESPONDENT OF THE HOUSEHOLD** if the person’s name is the name of the previous round respondent displayed above; **ANOTHER HOUSEHOLD MEMBER** if the person’s name is neither the selected youth nor the previous round respondent but is a member of the household; **REFERENCE PERSON OR NON HOUSEHOLD MEMBER** if the person’s name is neither the selected youth nor the previous round respondent nor a

member of the household and CANNOT UNDERSTAND THEIR LANGUAGE if you cannot communicate well enough with the respondent to conduct the interview.

- S1Q1F** Is only asked if you do not speak to the selected youth or household member. Try to reach the selected youth through them, either by them giving you a number of the selected youth 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 SELECTED YOUTH (never any other person). If you select NO, DON'T KNOW THE SELECTED YOUTH or NOT, CAN'T/WON'T CONNECT TO THE SELECTED YOUTH, then the person 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.
- S1Q1G** If the person that picked up the phone is a household member other than the SELECTED YOUTH, ask them to kindly give the phone to the SELECTED YOUTH 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.
- S1Q1H** This question is asked if the person that picked up the phone is the previous round respondent. Read the text to them and ask if they can give the phone to SELECTED YOUTH. Select the applicable outcome from the list of options. Do not forget to add any new number they give you to the NUMBERS roster.
- S1Q1I&J** Depending on whether you reached the SELECTED YOUTH directly on their phone or another person handed their phone to them, either Q1I or Q1J will be displayed. Read the entire text verbatim to the SELECTED YOUTH and ask if they are willing to participate
- S1Q1K** 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 SELECTED YOUTH is not willing to be interviewed now, but if you can call back later.
- S1Q1L** If the SELECTED YOUTH is not available, provide an explanation for why they are not able to be interviewed.
- S1Q9** Select the name of the person or respondent that gave consent to be interviewed. Ensure that the respondent/person is the SELECTED YOUTH.
- S1Q10** If the SELECTED YOUTH 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 SELECTED YOUTH was willing to reschedule the interview to a later date/time, and NO if otherwise.
- S1Q11** Indicate the date and time that the SELECTED YOUTH agrees to be interviewed or when the reference person will be with the SELECTED YOUTH 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

All the information in this section shall be prefilled from previous rounds to help in identifying the SELECTED YOUTH

SECTION 5E: YOUTH EDUCATION, EMPLOYMENT AND ASPIRATIONS

Description: The objectives of this section are to collect data on youth aspirations and the challenges to education and employment. Specifically, information on school attendance and completion, employment activities, as well as education and employment (dream job) shall be collected for the SELECTED YOUTH. Data is also collected on the SELECTED YOUTH's potential migration from their current location and their possible destination.

NOTE: Reference periods for this section are likely to change with each depending on the question or submodule; please pay close attention when conducting interviews.

Instruction: Ensure you remind the respondent that the questions are about them, and therefore information they provide is not about any other person but them.

S5EQ1 Select the name of the respondent. This is to ensure that you are speaking to the SELECTED YOUTH and no one else.

ACTIVITY HISTORY

S5EQ2 This question is designed to separate the persons into persons that have attended school and those that have not. Attendance does not mean that any level was completed. It should also be noted that the term "school" includes Quranic schools. Also note, that pre-schools are included in this definition.

S5EQ3 This question is asked if the SELECTED YOUTH has never attended school. We are interested in knowing the main reason why the SELECTED YOUTH has never been to school. Although this question can have more than one valid response, it is a single response question and only the MAIN reason is required. Responses such as "NONE" and "DON'T KNOW" should be recorded under Other Specify.

S5EQ4 Ask for the main current activity that SELECTED YOUTH is engaged in. Although the person be involved in multiple activities, the question is a single response question and only the MAIN current activity is required.

S5EQ5 This question is asked if the response to Q4 is neither a PAID JOB, FAMILY FARM, nor NON-FARM FAMILY BUSINESS. Ask if the person has EVER done any work for pay or operated a business or farm to generate income. While probing, ensure to emphasize EVER since they might have done some activities that they might have forgotten or do not consider those activities important to include. Select the applicable response.

S5EQ6 This question is asked if the response to Q4 is either a PAID JOB, FAMILY FARM, or NON-FARM FAMILY BUSINESS. Ask for the age at which the person started working. Ensure that the age they started working is consistent with their current age. Record the age in COMPLETED YEARS

S5EQ7 This question is asked if the person has ever attended school. Ask for the age at which the person started going to school. Record the age in COMPLETED YEARS.

S5EQ8 Qualification means certification at the respective level. That is, the person has passed all necessary qualifying examinations and coursework at that level.

Definition of Qualification Codes:

NONE: The respondent has not been certified to have completed any level.

FSLC: First School Leaving Certificate is attained after spending six (6) years in primary school.

MSLC: Modern School Leaving Certificate is attained after spending six (6) years in the primary school and three years of Modern school.

JSS: Junior Secondary School is a certificate obtained after completion of the first three (3) years in secondary school.

SSS (O' Level): Senior Secondary School is a certificate obtained after completion of six (6) years in secondary school.

A Level: Advance Level is a certificate obtained after two (2) years completion of higher secondary school (HSC).

VOC/COMM.: Vocational/Commercial is a diploma obtained after going through artisan/art craft training e.g. Mechanic, Tailoring etc.

VOC/COMM.: Vocational/Commercial is a certificate obtained after going through artisan/art craft training e.g. Mechanic, Tailoring etc.

NCE / OND / Nursing consists of:

1. *NCE/OND*: (NCE) National Certificate of Education is a certificate obtained after completion of three (3) years in college of education.

2. (OND) Ordinary National Diploma is the certificate obtained after completion of first two (2) years in the Polytechnic.

3. *Nursing*: This is a certificate obtained after spending three (3) years in the school of nursing.

BA/BSc./HND: Bachelor of Arts/Bachelor of Science/Higher National Diploma are obtained after three (3), four (4), five (5) or six (6) years of university or polytechnic education.

Technical or Professional Diploma: It refers to a Diploma Certificate obtained from any polytechnic or university.

Masters: Refers to any Masters degree. It is the second degree obtained in the university after Bachelors (first degree). Examples include Master of Science (MSc), Masters of Business Administration (MBA).

Doctorate: Refers to PhD: Doctor of Philosophy is the third level degree obtainable in the university after Masters.

Other qualifications: If respondent has other qualifications not listed above, SELECT this option and specify the qualification

S5EQ9 Ask for the YEAR (YYYY) that the person attained the highest qualification indicated in Q8 above. Make sure that the YEAR of attainment of the qualification is consistent with the person's age.

S5EQ10 This question asks about person's attendance of school in the 2020/21 SCHOOL YEAR, either in-person or remotely. Select YES, if person has attended at least one day of school during the 2020/21 SCHOOL YEAR, either in-person or remotely. Even if the person is not presently attending but has been registered in a class at a school, the response should be YES.

S5EQ11 This question is about the level/grade of person's school attendance during the 2020/21 SCHOOL YEAR, either in-person or remotely. Select the level/grade that person is attending or enrolled in for the 2020/21 school year.

S5EQ12 Ask for the YEAR (YYYY) that the person expects to finish their studies. Make sure that the YEAR is either 2021 or future years.

S5EQ13 This question is asked if the person is currently not attending school for the 2020/21 school year. We are interested in knowing the **main** reason why the person 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.

S5EQ14 Ask for the main current activity that SELECTED YOUTH is engaged in. Although the person be involved in multiple activities, the question is a single response question and only the MAIN current activity is required.

S5EQ15 This question is asked if the response to Q14 is neither a PAID JOB, FAMILY FARM, nor NON-FARM FAMILY BUSINESS. Ask if the person has EVER done any work for pay or operated a business or farm to generate income. While probing, ensure to emphasize EVER since they might have done some activities that they might have forgotten or do not consider those activities important to include. Select the applicable response.

S5EQ16 This question is asked if the response to Q14 is either a PAID JOB, FAMILY FARM, or NON-FARM FAMILY BUSINESS. Ask for the age at which the person started working. Ensure that the age they started working is consistent with their current age. Record the age in COMPLETED YEARS

YOUTH EDUCATION

S5EQ17 Ask what the person plans to do after completing their current education/training. Probe and select the main activity that the person plans to do after completing their education/training. Do not read the options.

S5EQ18 This question is asked if the person does not plan to work after completing their current education/training. Probe and select the main reason. Do not read out the options.

S5EQ19 For those who plan to start a business after completing their school/training, ask if they have already started making plans to open a business. Select YES/NO as applicable.

S5EQ20 For those who plan to work as an employee/apprentice/trainee, after completing their school/training, ask if they have already started looking for a job/internship. Select YES/NO as applicable.

S5EQ21 For those who have started looking for a job/internship or plan to open a business after completing their education, ask what they have done in the last 4 weeks to look for a paid job/internship or start a business.

ASPIRATIONS

S5EQ22 Read the question verbatim to the respondent and select the appropriate response. Do not read out the options.

S5EQ23 Read the question verbatim to the respondent and select the appropriate responses. Ask for the two main constraints that the respondent faces in achieving their ideal educational levels. Do not read the options.

S5EQ24 Read the question verbatim to the respondent. A dream job is one that job the person sees working in when they are 30 years of age. Ask the respondent to describe their dream when they are 30 years of age and type accordingly. Once you have entered the description, select the code that applies/matches the description from the displayed list.

S5EQ25 Ask the respondent for the two most important characteristics that their dream job should have. Probe and select two options from the list provided. Do not read out the options.

S5EQ26 Ask for the main factor that influenced the respondent to choose or consider their “dream” job.

S5EQ27 Ask the respondent if they are currently doing their dream job. Select YES/NO as applicable.

S5EQ28 For those who are currently no doing their dream job, ask for the likelihood of them achieving or doing their dream job in the future. Read the options together with the question and select the appropriate response.

S5EQ29 For those who are currently not doing their dream job, ask for the two important/main constraints of them achieving their dream job. Probe and select the two main constraints. Do not read out the options.

S5EQ30 Ask the respondent if they know of anyone in their community that is doing their dream job. Select YES/NO as applicable.

S5EQ31 Ask the respondent if they know of any *woman* in their community that is doing their dream job. Select YES/NO as applicable.

S5EQ32 Ask the respondent if they know of any *married woman* in their community that is doing their dream job. Select YES/NO as applicable.

S5EQ33 Ask the respondent if they think it is okay for married women to work outside their home and return home after 5pm in the evening. Select YES/NO as applicable.

S5EQ34 Ask the respondent of the likelihood that people from their community (i.e. family members, friends, neighbors, etc.) will think or speak badly about married women who, because of work, return home after 5pm in the evening. Read the options together with the question and select the applicable response.

S5EQ35 Ask the respondent about where they get most of their money from currently. Do not read out the options.

MIGRATION

S5EQ36 Ask the respondent if would consider leaving their community to look for a better job opportunity elsewhere. Select YES/NO as applicable.

S5EQ37 Read the options together with the responses and select all applicable responses. Ask where they would want to relocate to find a better job opportunity.

VACCINES

S9AQ2 Ask if the respondent is willing to get vaccinated should an approved vaccine become available and the respondent can get vaccinated for free at zero cost. Record YES if the respondent is willing to get vaccinated and NO if otherwise.

S9AQ3 This question is asked if the response in Q2 is NO or NOT SURE. Ask for the reason(s) why the respondent is not sure or unwilling to get vaccinated for free should an approved vaccine become available. Probe and select all that apply. Do not read out the options.

S9AQ4 Read the options together with the question and record YES/NO for each option. Here we want to understand the possible factors that will influence the respondent's decision to want to get the COVID-19 vaccination once the government approves one in the country. Make to read out each option.

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.

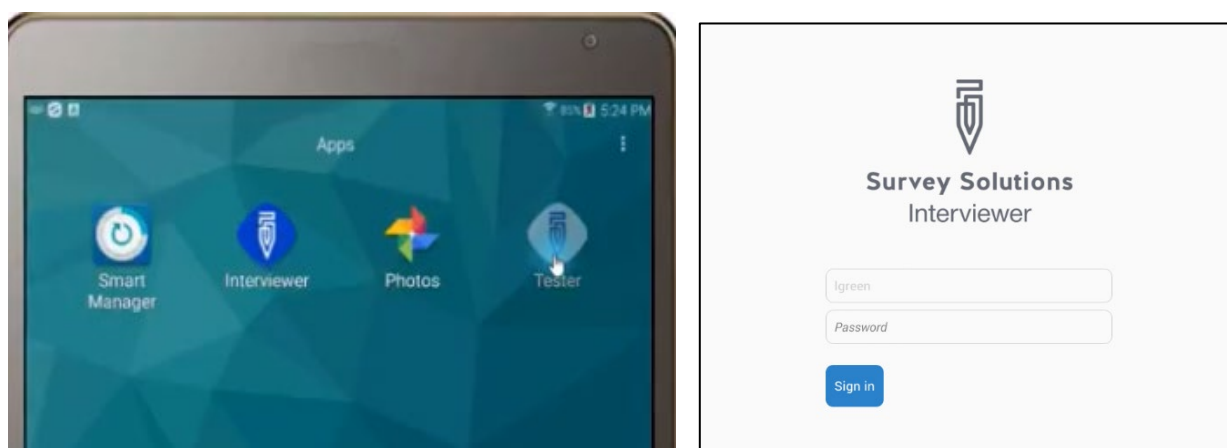
Getting Started in Survey Solutions Interviewer

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

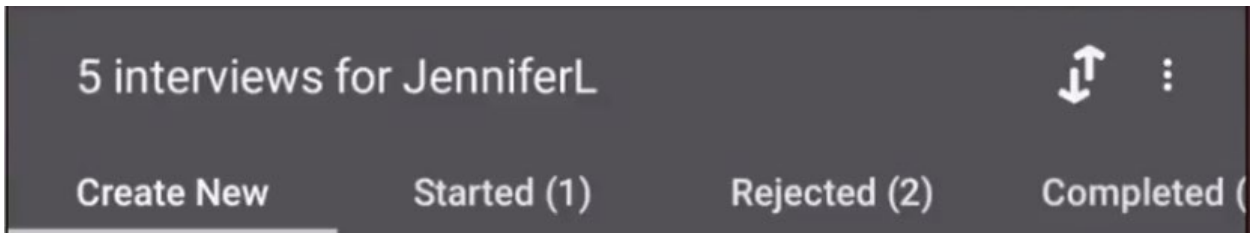
The Interviewer application is used for sending and receiving new interviews in Survey Solutions. This process is through Synchronization. Tapping the **Synchronization** button (shown in the figure below) at the upper right of your screen initiates communication between your tablet (device) and the 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.

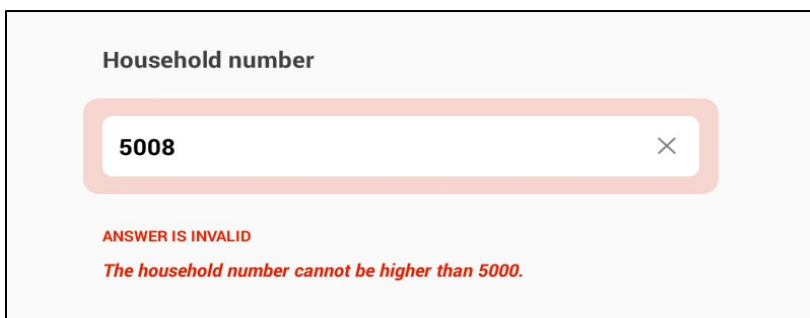
Rejected Interviews (Red/Amber Tab)

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

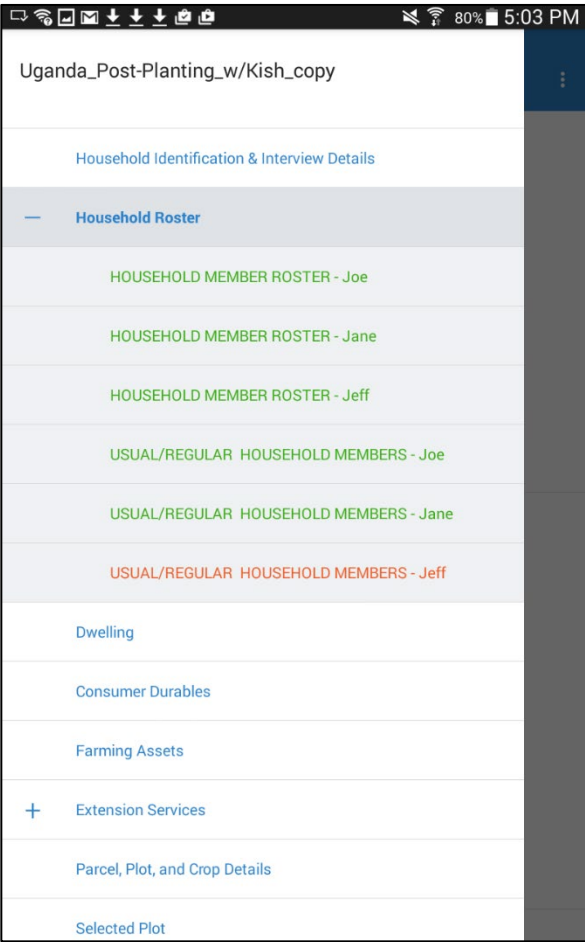
message will appear to describe the problem (as shown above). **You should try to correct all errors as soon as they arise.**

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

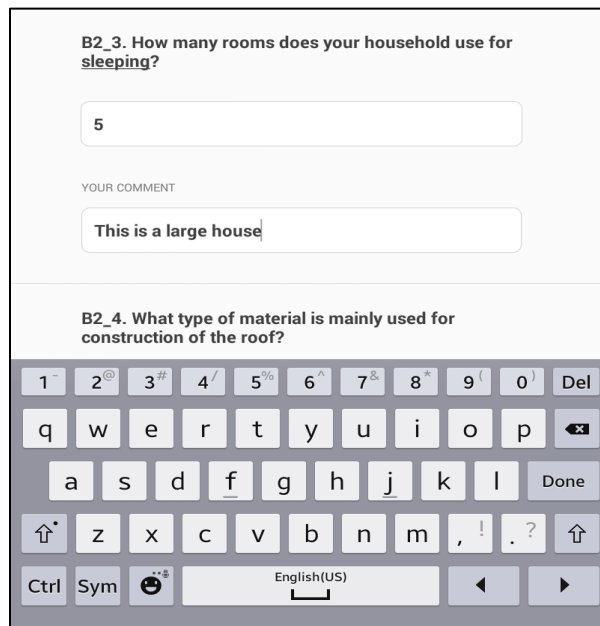
In addition to showing you the number of questions that are unanswered, the complete screen will also show you the number of questions that have errors. You can navigate to errors flagged by pressing on it in the list. **You should correct as many answers as you can before marking the interview as complete.**

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.

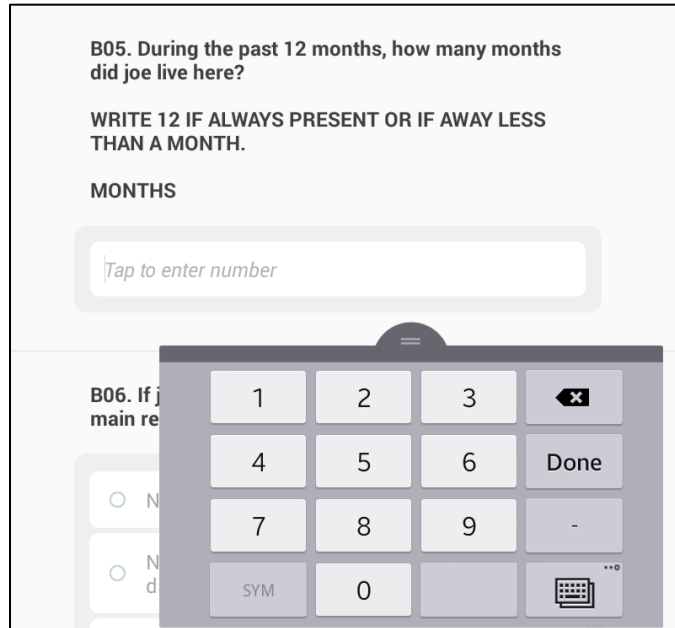
Your supervisor/data editor can also leave a comment for the whole questionnaire. Any comment left on the whole questionnaire will appear on the card for that household in the Dashboard.



Question Types

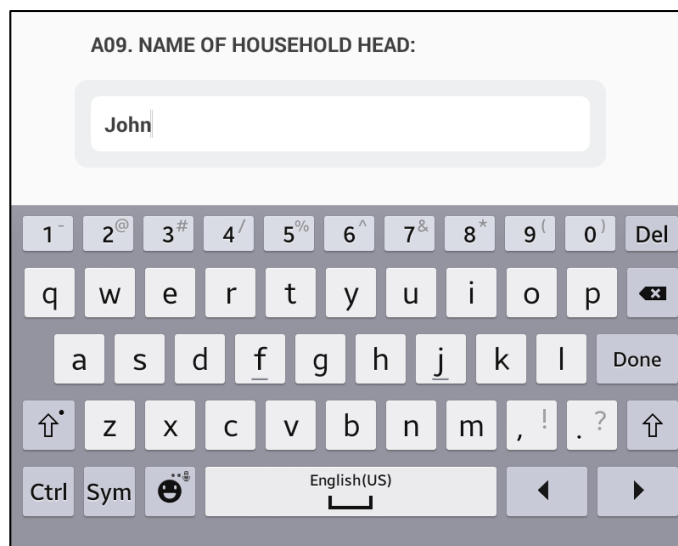
The questionnaire will have several different types of questions: numeric, text, single-select, multiple select, list, and date. As an interviewer, you must know how to answer each of them. To help you with that text, each question type is briefly explained below with visual aids.

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

9. What was the main purpose for which the assistance for **JAMES TOBIN** was intended?

- MAINTENANCE FOR UPKEEP/ SUBSIDIZE CONSUMPTION OF SPOUSE, PARENTS, OR RELATIVES
- MORTGAGE FUND FOR LAND, HOUSES AND OTHER REAL ESTATE** ✕
- INVESTMENT IN SHARES, BONDS, OR OTHER FINANCIAL INVESTMENT
- DEVELOPMENT PROJECTS IN THE COMMUNITY
- PAYMENTS/DONATIONS TO NON PROFIT INSTITUTIONS (RELIGIOUS BODIES)
- PAYMENTS/DONATIONS TO NGOS
- PAYMENT OF HOSPITAL BILL OF SPOUSE, PARENT OR OTHER RELATIVE

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

103. What was the advice from NATIONAL AGRICULTURAL ADVISORY SERVICES (NAADS) about?

- Agricultural production**
- Agricultural prices
- Agro-processing**
- Crop Marketing**
- Livestock Marketing
- Fishing production
- Livestock production: Meat
- Livestock production: Milk
- Prevention of Livestock diseases

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

<input checked="" type="radio"/> / <input type="radio"/> Guinea corn/sorghum	×
<input type="radio"/> / <input checked="" type="radio"/> Millet	×
<input type="radio"/> / <input checked="" type="radio"/> Rice - local	×
<input checked="" type="radio"/> / <input type="radio"/> Rice - imported	×
<input checked="" type="radio"/> / <input type="radio"/> Maize flour	×
<input checked="" type="radio"/> / <input type="radio"/> Yam flour	×
<input type="radio"/> / <input checked="" type="radio"/> 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 do 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.