



KENYA INTEGRATED HOUSEHOLD BUDGET SURVEY (KIHBS) 2015/16

Supervisor's and Editor's Manual

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Kenya National Bureau of Statistics
Nairobi, Kenya
Herufi House



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Official Document

I. INTRODUCTION

1.1 Background

Statistics are essential inputs into the policy making and decision taking not only in government but also in the private sector. Over the years, there has been an increasing demand for socio-economic and demographic data from various sectors of government, private sector, research institutions and researchers.

The Kenya Integrated Household Budget Survey (KIHBS) 2015/16 is designed to capture a wide range of socio-economic indicators, using an integrated approach as opposed to stand alone surveys. Kenya has a rich history of conducting Household Budget Surveys (HBS).

The first Household Budget Survey in Kenya, namely the Rural Household Budget Survey (RHBS) was conducted in 1981/82. This was followed by the Urban Household Budget Surveys (UHBS) of 1983/84 and 1993/94. The Bureau undertook the Welfare Monitoring Survey (WMS) series in 1992, 1994, 1997. Subsequently, the Kenya Integrated Household Budget Survey (KIHBS) was conducted in 2005/06. The proposed KIHBS 2015/16 will therefore be the first Household Budget Survey to be undertaken under the devolved system of government.

The socio-economic indicators to be derived from the survey will be a milestone in planning and policy formulation. The survey will also provide statistics for monitoring and evaluating development initiatives and targeted interventions. These indicators will complement the existing baseline information from 2009 Kenya Population and Housing Census (KPHC) and other surveys.

1.2 Survey Objectives

KIHBS has many objectives which include: computation of poverty/welfare measures (incidence, gap and severity); updating of national accounts benchmarks (e.g. private consumption, informal sector, analysis of household sector); and form a basis for updating household expenditure weights to be used in the development of new Consumer Price Index (CPI); Provide quarterly estimates on selected indicators at national level.

The survey is critical in assessing the country's progress towards achievement of international goals, for example, MDGs. Moreover, consumption preferences change over time necessitating updated information on consumption patterns. All these require sufficiently disaggregated up-to-date information.

The survey will generate poverty estimates at national and county levels. Further analysis will be undertaken to produce indicators at constituency, location, sub-location and ward levels. Poverty lines for both rural and urban areas will be derived. household expenditure weights to be used in the development of new Consumer Price Index (CPI); Provide quarterly estimates on selected indicators at national level.

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1.2.1. Updating National Accounts

The System of National Accounts (SNA) is important in monitoring overall economic growth. The household sector is one of the five institutional sectors as defined by SNA. The KIHBS 2015/16 will therefore provide comprehensive data useful in the analysis of household production, income generation, and household use of goods and services required for compilation and updating Gross Domestic Product (GDP) and other national accounts statistics.

1.2.2 Updating weights and expanding the scope of Consumer Price Index

The KIHBS 2015/16 will provide updated household consumption expenditure patterns to compute weights for rural, urban and county-specific components of Consumer Price Index (CPI).

In line with the regional CPI harmonization effort, the data will enable computation of EAC-HCPI weights for comparability within the East African Community (EAC) and Common Market for Eastern and Southern Africa (COMESA) blocs. The survey data will also be used in the selection of a new basket of goods and services.

1.2.3 Labour force indicators

The KIHBS 2015/16 will provide labor force characteristics in terms of economically active population, participation rates and unemployment.

1.2.4 Nutrition and Food Security

The survey will provide direct/indirect indicators on food security, and nutrition (particularly for the under-five) and assess the status of obesity in Kenya. The survey will facilitate assessment of the four pillars of food security namely; availability, accessibility, utilization, and sustainability.

Continuous Household Survey Programme

The KIHBS 2015/16 will be the starting point for implementation of Continuous Household Survey Programme (CHSP). The CHSP is expected to address key data demands by providing quarterly information on selected indicators such as poverty, labour force and household consumption.

1.3 Survey organization

The Kenya National Bureau of Statistics (KNBS) is the implementing agency for the KIHBS 2015/16. The Bureau will take responsibility for operational matters including planning and conducting fieldwork, processing of collected data and organizing the writing and distribution of the initial reports. KNBS will furnish the necessary central office space for survey personnel and will undertake to secure transport for the data collection activities. Staff from KNBS will be responsible for overseeing the day-to-day technical operations including recruitment and training of field and data processing staff and the supervision of the office and field operations.

Financial support for the KIHBS 2015/16 will be provided by Government of Kenya, under the World Bank Programme for Results (P4R) initiative. In addition, a bank funding approach will be adopted to supplement the GoK funding. Each field supervisor will be responsible for one team consisting of one field editor, two interviewers, one data entry operator, and one driver. He/she will be assisted by the field editor, who will be in charge in the absence of the supervisor. As the workload of the field supervisor and the field editor will vary daily, it is expected that they will assist each other in completing their respective duties.

In the central office there will be a team of regional coordinators responsible for supervising fieldwork teams. These coordinators will ensure regular progress of data collection in the clusters. They will monitor data quality and provide for the regular transfer of completed questionnaires to the central office. Data entry staff and computer programmers also will be assigned to the project.

1.4 Training

It is important that field supervisors and field editors attend the interviewer training for the main survey. Supervisors and field editors should not skip any of the main survey training sessions, even if they participated in the pilot or any other previous HBS. Active involvement of supervisors and field editors in interviewer training is necessary for an understanding of the role of the interviewer and the problems that teams may encounter during fieldwork. Supervisors and field editors should participate in all phases of the classroom training including "role playing" interviews and supervising the practice interviewing in the field prior to the start of fieldwork. The practice interviewing gives supervisors, field editors, and interviewers experience in working together as a team.

After interviewer training, additional training will be provided on data capture and supervision. This will ensure that all teams follow a uniform set of procedures and to teach supervisors and editors how to check the fieldwork and edit completed questionnaires.

2. RESPONSIBILITIES OF THE FIELD SUPERVISOR

The field supervisor is the senior member of the field team. He/she is responsible for the well-being and safety of team members, as well as the completion of the assigned workload and the maintenance of data quality. The supervisor receives his/her assignments from and reports to the field coordinator. The specific responsibilities of the supervisor are to make the necessary preparations for the fieldwork, to organize and direct the fieldwork, and to conduct periodic spot-check re-interviews. In addition, the supervisor with help from the editor will be responsible for administering the community and market questionnaires.

To prepare for fieldwork, the supervisor must:

- Obtain sample household lists and/or maps for each area in which his/her team will be working.
- Become familiar with the area where the team will be working and determine the best arrangements for travel and accommodations.
- Contact local authorities with the help of the County Statistics Officer, to inform them about the survey and gain their cooperation.
- Obtain all supplies and equipment necessary for the team to complete its assigned Interviews.

Careful preparation by the supervisor is important for facilitating the work of the team in the field, for maintaining interviewer morale, and for ensuring contact with the central office throughout the fieldwork.

During the fieldwork, the supervisor will:

- a) Ensure that sampled households are identified and enumerated in an appropriate manner
- b) Provide leadership and inculcate team spirit
- c) Monitor the quality of the data the interviewers collect
- d) Administer the market and community questionnaires in each cluster
- e) Control use of the vehicle(s) assigned to the team vehicle in accordance with the set regulations governing the use of public vehicles, ensuring that it is kept in good repair and that it is used only for project work
- f) Responsible for all accessories and other office equipment for the survey;
- g) Ensure data entry is well captured in the field
- h) Ensure the packaging and delivery of completed questionnaires to the headquarter is as per set guidelines

- i) Ensure that control records of the work are properly filled
- j) Prepare weekly briefs and monthly reports to the coordinator.
- k) Assist in the editing of completed questionnaires
- l) Transfer captured data to the headquarters
- m) Communicate any problems to the field coordinator

3. RESPONSIBILITIES OF THE FIELD EDITOR

The specific duties of the field editor are to monitor interviewer performance with the aim of improving and maintaining the quality of the data collected. Close supervision of interviewers and editing of completed interviews are essential to ensure that accurate and complete data are collected. Because the collection of high-quality data is crucial to the success of the survey, it is important that field editor be a mature, responsible person who executes their duties with care and precision. This is especially important during the initial phases of fieldwork, when it is possible to eliminate interviewer error patterns before they become habits.

Monitoring interviewer performance requires that the field editor:

- Observe at least one interview for each interviewer every cycle.
- Edit all completed questionnaires in the field. The supervisor may need to assist the field editor in performing this task since all editing must be completed prior to leaving a cluster.
- Conduct regular review sessions with each interviewer and advise them of any problems found in their questionnaires.
- Put completed questionnaires from a sample area in order to hand them to the data entry officer for data capture.

4. PREPARING FOR FIELDWORK

4.1 Collecting Materials For Fieldwork

Before leaving for the field, the supervisor is responsible for collecting adequate supplies of the materials the team will need in the field. These items are listed below:

4.1.1 Fieldwork Documents

- Maps and household listing forms for all clusters in the assigned area
- Letters of introduction to local authorities
- Questionnaires
- Supervisor's/Editor's Assignment Sheets

- Interviewer's Assignment Sheets
- Interviewer Progress Sheets

4.1.2 Supplies

- Blue pens for interviewers
- Green pens for the field supervisor
- Red pens for the field editor
- Clipboards and field bags
- Paper clips, scissors, string, staplers and staples, cello tape, etc.
- Envelopes to store completed questionnaires
- First aid kit
- Height and Weight Boards
- Kitchen Scales and measuring cylinders

4.1.3 Funds for Field Expenses

- Sufficient funds to cover expenses for the team
- Funds for fuel (*where fuel cards are not used*) and minor vehicle repairs
- Funds for Bureau Field staff guides
- Funds for communicating with the central office

KNBS will describe the procedures for making periodic payments to the teams, including funds for fuel and vehicle repairs, guides, illnesses or injuries to team members, and communicating with the central office. KNBS will explain how and when advances for per diem allowances and/or salary payments will be made.

4.2 Arranging Transportation And Accommodations

It is the supervisor's responsibility to make all necessary travel arrangements for his or her team, whenever possible, in consultation with the central office. Vehicles will generally transport the team to assigned work areas. The supervisor is responsible for the maintenance and security of the team vehicle. The vehicle should be used exclusively for survey-related travel, and when not in use, it should be kept in a safe place. The driver of the vehicle takes instructions from the supervisor. In some cases, it may be necessary to arrange for other means of transportation; the supervisor also has the responsibility of making these arrangements.

In addition to arranging transportation, the supervisor is in charge of arranging for food and lodging for the team. If they wish, interviewers may make their own arrangements, as long as these do not interfere with fieldwork activities or with team spirit. Lodging should be reasonably comfortable, located as close as possible to the interview area, and provide secure space to store survey materials.

4.3 Contacting Local Authorities

It is the supervisor's responsibility to contact the appropriate Regional, County, Division, or village officials with assistance from the CSO, before starting work in an area. Letters of introduction will be provided, but tact and sensitivity in explaining the purpose of the survey will help win the cooperation needed to carry out the interviews.

4.4 CONTACTING THE CENTRAL OFFICE

Each supervisor should arrange for a system to maintain regular contact with the central office staff before leaving for the field. Regular contact is needed for supervision of the team by central office staff, payment of team members, and the return of completed questionnaires for timely data processing.

4.5 *Using maps to locate clusters and selected households*

A major responsibility of the field supervisor is to assist interviewers in locating households in the sample. The field coordinator will provide the supervisor with maps and a copy of the household listing for each of the clusters in which his/her team will be working. These documents enable the team to identify the cluster boundaries and to locate the households selected for the sample. The representativeness of the whole survey depends on finding and visiting every sampled household.

Each team will be given general cluster maps, household listing forms, and sketch maps and/or written descriptions of the boundaries of selected areas. Regional or provincial maps help the supervisor to determine the location of sample areas and the distance between them, while general cluster maps and sketch maps of the sampled clusters will help identify how to reach selected households and dwellings.

A cluster is the smallest working unit in any census or survey operation that can easily be covered by one enumerator. It has identifiable boundaries and lies wholly within an administrative or statistical area. The general cluster maps may show more than one cluster (see Figure 1). Each cluster is identified by a number (e.g., EA-05, enumeration area 05). Symbols are used to indicate certain features on the map such as roads, footpaths, rivers, and railroads (see Figure 1). Sketch maps show more details of the selected cluster (see Figure 2).

In most clusters, the boundaries follow easily recognizable land features (such as rivers, roads, railroads, swamps, etc.). However, at times, boundaries are invisible lines. The location and determination of invisible boundaries will require some ingenuity. The following guidelines are suggested to locate the selected clusters:

Figure 1 Example of a General EA Map

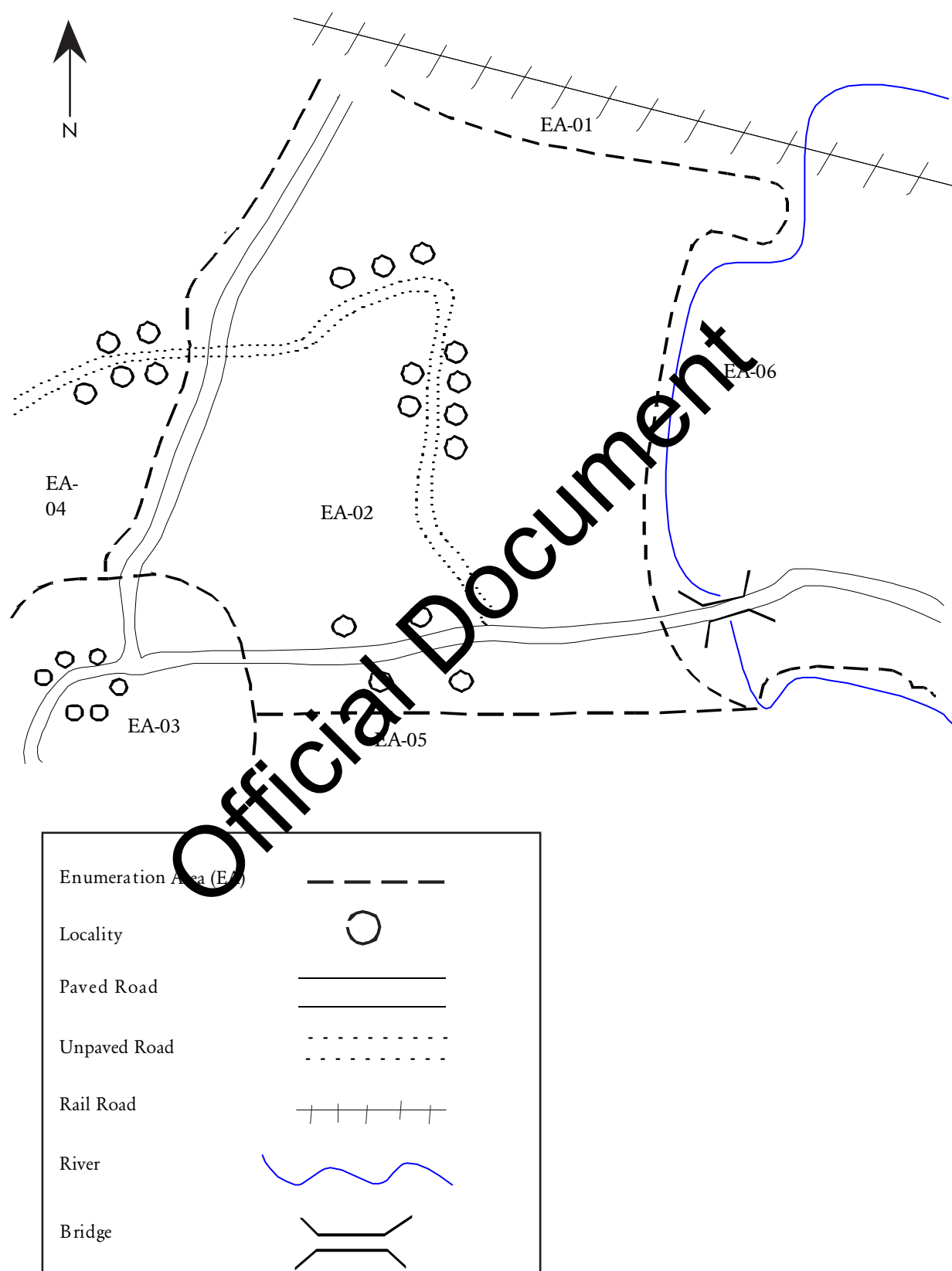
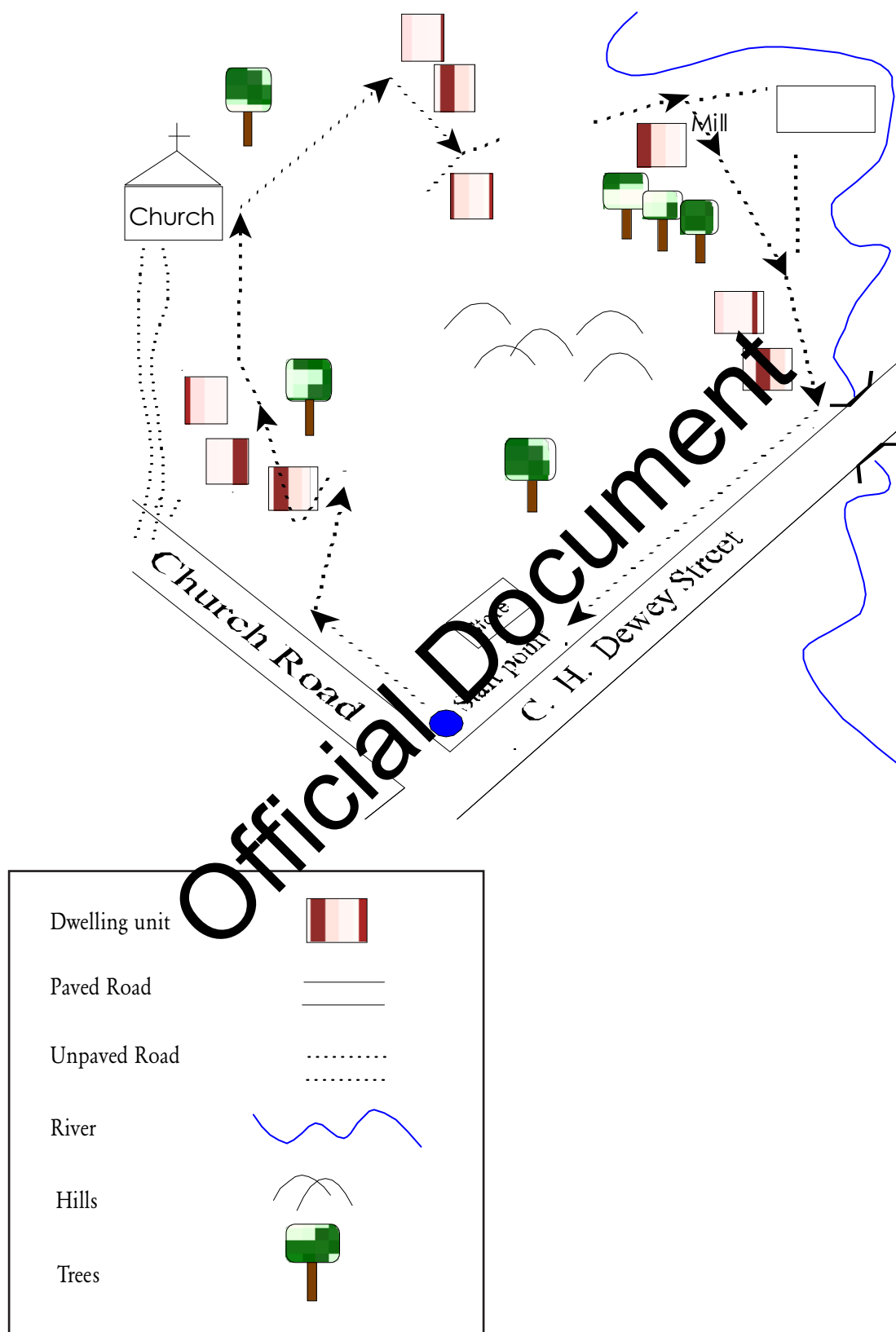
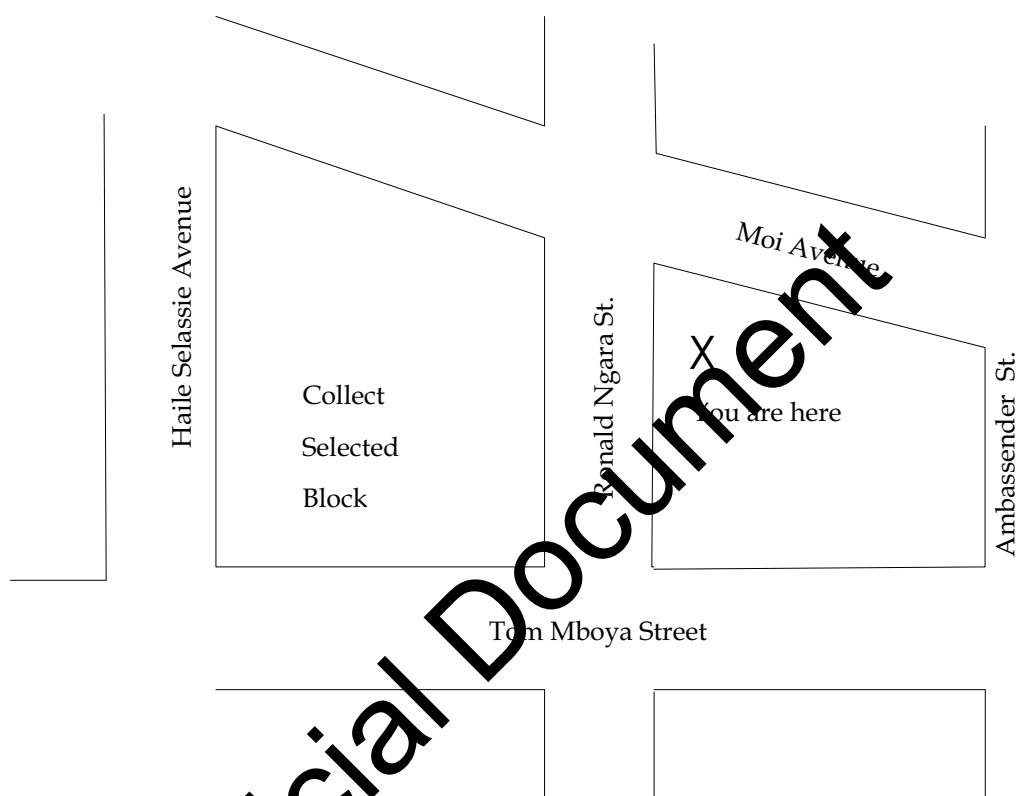


Figure 2 Example of a sketch Map



- 1) Identify on the map the road used to reach the cluster. When you reach what appears to be the boundary, verify this by checking the location of terrain features and landmarks against their location on the map. Do not depend on one single feature; use as many as possible.
- 2) It is usually possible to locate unnamed roads or imaginary lines by asking local authorities or people living in the area. In most cases, these people will know where the villages or other landmarks are, and by locating these, you can usually determine where the boundary runs.
- 3) Although there are cases in which boundaries shown on the map no longer exist or have changed location (e.g., a road has been relocated or a river has changed course), do not jump to conclusions. If you cannot locate a cluster, go on to the next one and discuss the matter with the field coordinator.
- 4) In urban areas, street names will often help you locate the general area. Boundaries can be streets, alleys, streams, city limits, power cables, walls, rows of trees, etc.
- 5) Check the general shape of the cluster. This will help you determine whether you are in the right place.
- 6) Read the written description.
- 7) Locate all the cluster boundaries before you begin interviewing. For example, if the cluster is a rectangular block, the names of three boundary streets are not enough to unequivocally identify the cluster; check all four boundary streets (see Figure 3).
- 8) In most cases, the selected households can be located by referring to the household listing form or to the detailed maps of the selected cluster. Because people move around, and sometimes the listing teams may have made errors, you may have difficulty locating the residents of dwellings that were selected. See the Interviewer's manual for discussion of how to find selected households.

Figure 3. Importance of Identifying All Cluster Boundaries



5. ORGANIZING AND SUPERVISING FIELDWORK

5.1 *Assigning work to interviewers*

The following tips may be helpful to the supervisor in assigning work:

- Make daily work assignments. Be sure each interviewer has enough work to do for the day, taking into account the duration of an interview and the working conditions in the area. The field coordinator will advise you about how many interviews each interviewer should be able to complete in a day.
- Ensure that each interviewer has all the required information and materials for completing the work assignment.
- Maintain complete records each day using the control sheets (see Section IV). All assignments and work completed by each interviewer and for each work area should be carefully monitored for completeness and accuracy.
- Make sure that all selected households for that cluster have been interviewed before leaving an area. See Section C for details on how to handle pending interviews.
- Finally, it is the responsibility of the supervisor to make sure that the interviewers fully understand the instructions given to them and that they adhere to the work schedule. Supervisors should also monitor the work of each interviewer to assess whether he or she is performing according to the standards set by the central office.

5.2 *Reducing nonresponse*

One of the most serious problems in a sample survey of this type is nonresponse, that is, failure to obtain information for selected households. A serious bias could result if the level of nonresponse is high. One of the most important duties of the supervisor and editor is to try to minimize this problem and to obtain the most complete information possible. In many cases, interviewers will need to make return visits to households in the evening or on the weekends to reduce nonresponse. It is a time-consuming task and requires strict monitoring by means of the control sheets.

Nonresponse may be classified into three basic types:

Type 1 – the selected household cannot be located

Type 2 – a respondent eligible for the individual interview cannot be located

Type 3 – a respondent refuses to be interviewed.

Various ways of dealing with these types of nonresponse are discussed below.

Type 1: The interviewer is unable to locate the selected household

- a) *Occupied structure inaccessible.* There may be some occupied structures for which no interviews can be made because of impassable roads, etc. The interviewer should be instructed to hold the questionnaire until later. He or she should make another attempt to reach the dwelling at a later date when the situation may have changed. The supervisor should immediately inform his coordinator/CSO of any difficulty in gaining access to a household.
- b) *Structure not found.* The supervisor should make sure the interviewer has tried several times to locate the structure using the household listing form, maps, etc. If the interviewer is still unsuccessful, the supervisor or field editor should attempt to locate the structure and ask neighbors whether they know anything about the structure or the household members. Again, if this problem occurs frequently, it should be reported to the coordinator/CSO. Although no interview has taken place, the cover sheet of section A, should be filled out and code '09' (DWELLING NOT FOUND) filled in for the result code.
- c) *Structure nonresidential, vacant, or demolished.* If the interviewer indicates that a structure is not a dwelling unit or that it is vacant or demolished, the supervisor or editor should verify that this is the case. If the interviewer is correct, there is no need for further callbacks (return visits). Although no interview has taken place, the cover sheet of a Household Questionnaire should be filled out and a result code '6' (DWELLING VACANT OR ADDRESS NOT A DWELLING) should be entered.

Type 2: The interviewer is unable to locate the respondent eligible for the individual interview

- a) *No one home at time of call.* The interviewer should make every effort to contact neighbors to find out when the members of the household will be at home or where they might be contacted. At least three visits should be made to locate the household members. Sometimes it may be necessary to call at mealtime, in the early morning, in the evening, or on the weekend. However, the interviewer should not make "hit or miss" calls just to fill the quota of three visits. UNDER NO CIRCUMSTANCES IS IT ACCEPTABLE TO MAKE ALL THREE VISITS ON THE SAME DAY.
- b) *Respondent temporarily absent.* The respondent may not be at home or may be unable to complete the interview at the time of the first call. The interviewer should find out from other household members or neighbors when the respondent can best be contacted, and a return visit should be made then. If the respondent is still not at home at the time of the second visit, another time should be set for a return visit. At least three attempts should be made to locate the respondent. If the interviewer is not able to complete the entire interview during the initial visit, the procedure for callbacks should be followed.

Type 3: The respondent refuses to be interviewed

The number of refusals reported by each interviewer should be closely monitored. If an interviewer reports an unusually high number of refusals, it may indicate that he or she gives up too easily or explains the survey inadequately. If this appears to be the case, the supervisor or editor should observe the interviewer promptly. Suggestions for handling potential refusals include the following:

- a) *Approach respondent from their point of view.* Refusals may stem from misconceptions about the survey or other prejudices. The interviewer must consider the respondent's point of view, adapt to it, and reassure them. If there is a linguistic or ethnic barrier between the respondent and the interviewer, the supervisor should, if possible, send a different interviewer to complete the questionnaire.
- b) *Postpone interview to another day.* If interviewers sense that they have arrived at an inconvenient or awkward time, they should try to leave before the respondent gives a final "no"; they can then return another day when circumstances are more likely to result in a successful interview.
- c) *Have field editor carry out the interview.* The field editor's knowledge, skill, and maturity may enable her to complete a difficult interview when the assigned interviewer has been unable to do so.

5.3 Handling pending interviews

When information has not been collected from a selected household and the return visits have not been completed, the interview is considered "pending." All materials pertaining to this interview should remain with the interviewer until he or she has completed the pending interview. Supervisors and field editors should keep track of all assignments including pending interviews on the Supervisor's/Editor's Assignment Sheet (see Section IV.A).

5.4 Maintaining motivation and morale

The supervisor and editor play a vital role in creating and maintaining motivation and morale among the interviewers- two elements that are essential to good-quality work. To achieve this, it is necessary to make sure that the interviewers

- Understand clearly what is expected of them
- Are properly guided and supervised in their work
- Receive recognition for good work
- Are stimulated to improve their work

- Work in tranquil and secure conditions. In working with the interviewers it may be useful to adhere to the following principles:
- Rather than giving direct orders, try to gain voluntary compliance before demanding it.
- Without losing a sense of authority, try to involve the interviewers in decision making, and at the same time, see to it that the decision remains firm.
- When pointing out an error, do it with tact, in a friendly manner, and in private. Listen to the interviewer's explanation, show him/her that you are trying to help, and examine the causes of the problem together.
- When interviewers voice complaints, listen with patience and try to resolve them.
- Try to foster team spirit and group work.
- Under no circumstances show preference for one or another of the interviewers.
- Try to develop a friendly and informal atmosphere.

Finally, remember that encouraging words, instructions, and constructive criticism are not worth anything unless the supervisor and editor set good examples. It is important to *demonstrate* punctuality, enthusiasm, and dedication in order to demand the same of other team members. Never give the impression that you are working less than other members of the team, or that you are enjoying special privileges; this may produce a lack of faith in the project and cause general discontent. An ill-prepared supervisor or editor will not be able to demand high-quality work from interviewers and will lose credibility and authority. Interviewer morale and motivation depend on your morale and motivation.

6. MAINTAINING FIELDWORK CONTROL SHEETS

Control of fieldwork within sample clusters is maintained by keeping control sheets for interviewer assignments. Three forms are used to maintain control of questionnaires and measure progress:

- Supervisor's/Editor's Assignment Sheet
- Interviewer's Assignment Sheet
- Interviewer's Progress Sheet

6.1 Supervisor's/editor's assignment sheet

One Supervisor's/Editor's Assignment Sheet should be completed for each cluster by the supervisor/editor and returned to the head office with the questionnaires from that cluster. An example of the Supervisor's/Editor's Assignment Sheet is shown in Annex 1.

The first step in completing the Supervisor's/Editor's Assignment Sheet is to copy the cluster number from the household listing form. The cluster number is a four-digit number and will be written on the top of each page of the household listing.

The next step is to record the information for all selected households from the household listing forms. They should be written on the Supervisor's/Editor's Assignment Sheet in the same order in which they are written on the household listing forms. The field coordinator will provide the supervisor with the appropriate forms or maps for each cluster the team is assigned.

At the end of each day, the interviewers will return the questionnaires in which all interviews have been completed to the field editor for checking. The field editor should review the Household and Individual Questionnaires to check that:

6.2 Interviewer's assignment sheet

Each interviewer will fill out an Interviewer's Assignment Sheet for each cluster. The Interviewer's Assignment Sheet is similar to the Supervisor's/Editor's Assignment Sheet and helps each interviewer keep track of the households assigned to them. The supervisor and editor should review the Interviewer's Assignment Sheets each evening and discuss the results of the interviews. The Interviewer's Assignment Sheet is described in detail in the Interviewer's Manual.

6.3 Interviewer's progress sheet

The supervisor will keep an Interviewer Progress Sheet (see Annex 2) for each interviewer. The supervisor will update the Progress Sheet at the end of work in each cluster. The supervisor will keep these sheets until the end of fieldwork (they will not be included in the package of questionnaires going back to the central office).

The Interviewer Progress Sheet is designed to give the supervisor and editor an objective and continuous measure of the interviewer's performance. Similarly, this sheet will allow you to identify whether an interviewer is getting more nonresponses or refusals than others on the team. In such a case, spot-checking should be carried out to determine whether the nonresponses or refusals are due to poor interviewer performance. If the interviewer is at fault, the supervisor should have a serious talk with him/her, pointing out the problems, suggesting ways he/she can improve, and indicating that he/she must perform better. If performance does not improve, the logistics manager must be informed. He or she will decide what further action to take.

Assign one Interviewer Progress Sheet for each interviewer. The supervisor will make entries on the sheet each time a cluster is completed. The procedure for filling in the Interviewer Progress Sheet is as follows:

Column (1): Enter each cluster number on a separate line in Column (1).

Columns (2) and (6): For each cluster, enter the number of completed Modules (i.e., with result code '1') in Column (2) to (4). In column (5) enter the number of purchase diaries and the number of consumption diaries in column (6)

Columns (7) and (8): Enter the total number of Household with final interview status as "1" for that in column (7) for this cluster and the cumulative number of household with final interview status as "1" in column (8) for all clusters covered so far.

The cumulative figures make it possible to check at any time the number of interviews assigned to an interviewer and the results of their work. The supervisor and field editor can also check to see whether the workloads and the completion rates are approximately the same for all interviewers.

7. MONITORING INTERVIEWER PERFORMANCE

Controlling the quality of the data collection is the most important function of the field editor. Throughout the fieldwork, she will be responsible for observing interviews and carrying out field editing. By checking the interviewers' work regularly the field editor can ensure that the quality of the data collection remains high throughout the survey. It may be necessary to observe the interviewers more frequently at the beginning of the survey and again toward the end. In the beginning, the interviewers may make errors due to lack of experience or lack of familiarity with the questionnaire; these can be corrected with additional training as the survey progresses. Toward the end of the survey interviewers may become bored or lazy in anticipation of the end of fieldwork; lack of attention to detail may result in carelessness with the data. To maintain the quality of data, the field editor should check the performance of interviewers thoroughly at these times.

7.1 *Observing interviews*

The purpose of the observation is to evaluate and improve interviewer performance and to look for errors and misconceptions that cannot be detected through editing. It is common for a completed questionnaire to be technically free of errors but for the interviewer to have asked a number of questions inaccurately. Even if the field editor does not know the language in which the interview is being conducted, she can detect a great deal from watching how the interviewers conduct themselves, how they treat the respondents, and how they fill out the questionnaire. The field editor should observe each interviewer many times throughout the course of fieldwork. The first observation should take place during interviewer training and may also be used as a screening device in the selection of interviewer candidates. Each interviewer should also be observed during the first two days of fieldwork so that any errors made consistently are caught immediately. Additional observations of each interviewer's performance should be made during the rest of the fieldwork. The field editor should observe at least one interview per day during the course of the fieldwork, with the heaviest observation at the beginning and end.

During the interview, the field editor should sit close enough to see what the interviewer is writing. This way, she can see whether the interviewer interprets the respondent correctly and follows the proper skip patterns. It is important to write notes of problem areas and points to be discussed later with the interviewer. The editor should not intervene during the course of the interview and should try to conduct herself in such a manner as not to make the interviewer or respondent nervous or uneasy. Only in cases where serious mistakes are being made by the interviewer should the editor intervene.

After each observation, the field editor and interviewer should discuss the interviewer's performance. The questionnaire should be reviewed, and the field editor should mention things that the interviewer did correctly as well as any problems or mistakes.

7.2 Evaluating interviewer performance

The field editor should meet daily with the interviewers to discuss the quality of their work. In most cases, mistakes can be corrected and interviewing style improved by pointing out and discussing errors at regular meetings. At team meetings, the field editor should point out mistakes discovered during observation of interviews or noticed during questionnaire editing (see Chapter VI). She should discuss examples of actual mistakes, being careful not to embarrass individual interviewers. Re-reading relevant sections from the Interviewer's Manual together with the team can help resolve problems. The field editor can also encourage the interviewers to talk about any situations they encountered in the field that were not covered in training. The group should discuss whether or not the situation was handled properly and how similar situations should be handled in the future. Team members can learn a lot from one another in these meetings and should feel free to discuss their own mistakes without fear of embarrassment.

The editor and supervisor should expect to spend considerable time evaluating and instructing interviewers at the start of fieldwork. If they feel that the quality of work is not adequate, the interviewing should stop until errors and problems have been fully resolved. In some cases, an interviewer may fail to improve and will have to be replaced. This applies particularly in the case of interviewers who have been dishonest in the recording answers.

7.3 Re-interviews

As said before, the most important function of the supervisor is to ensure that the information collected by the interviewers is accurate. A powerful tool in checking the quality of the data is to systematically spot-check the information for particular households. This is done by conducting a short re-interview in some households and checking the results with what was collected by the interviewer. Re-interviews help reduce three types of problems that affect the accuracy of the survey data.

First, re-interviews are used to check that the interviewer actually interviewed the selected household. Sometimes interviewers either inadvertently locate the wrong household or they may deliberately interview a household that is smaller than a household in which someone is home at the time they are in that area, thus making it easier to finish their work quickly. Occasionally, an interviewer may not interview any household and just fill in a questionnaire on her own. Re-interviews are a means of detecting these problems.

Another problem that arises frequently is that some interviewers may deliberately subtract years from the age of women who are 15-19 or add years to women who are in their forties in order to place them outside the age range of eligibility for the fertility section. Sometimes interviewers may simply omit eligible women from the household listing, especially if they are visitors in the household. In these ways, they reduce their workload. If this happens frequently, it can have a substantial impact on the quality of the data.

Similarly, interviewers may deliberately subtract a year or two from the date of birth of a child in order to avoid having to ask all of the questions in Section 4 for that child. A shrewd interviewer may also change the age of the child on the Household Questionnaire to avoid suspicion. Or interviewers may omit listing a child altogether.

To reduce the occurrence of such problems, the supervisors and the editor will be responsible for conducting at least three re-interview each per cluster i.e. one for each module.

To conduct the re-interview, the supervisor/editor should take a blank module Questionnaire, fill in the identification information on the cover sheet with a red pen, and write clearly "RE-INTERVIEW" on the top of the cover page. The supervisor/editor should then visit the selected household with only the re-interview questionnaire (i.e., without taking the original questionnaire) and interview the household, filling in at least two sections of the Questionnaire. After completing the re-interview, the supervisor should obtain the original questionnaire and compare the information. He or she should write the results of the comparison on the re-interview questionnaire. For example: "identical listings," "Person on Line 02 not in original questionnaire," "Person on Line 05 in original questionnaire not there now," "Child on Line 06 was age 07 in original questionnaire," "Eligible woman on Line 08 not in original questionnaire."

Some differences in information are to be expected, especially if a different household member is interviewed during the re-interview. However, if the supervisor discovers an eligible woman or man who was not identified in the original interview, he or she should call this to the interviewer's attention and send him/her back to interview the eligible respondent. Similarly, if a child who is under five was either omitted from the original questionnaire or listed as being age five or older in the original questionnaire, the interviewer should return to gather the missing information on the original questionnaire.

If such omissions or displacements occur frequently with the same interviewer, the supervisor should send the field editor to observe the interviewer and should check the interviewer's work very closely. Interviewers will be less tempted to displace or omit women or births if they know that this practice will be exposed during re-interviews.

The re-interview questionnaires should be included with the other materials sent back to the central office when fieldwork in the cluster is completed.

8. EDITING QUESTIONNAIRES

Ensuring that questionnaires are edited for completeness, legibility, and consistency is the most important task of the field editor. *Every questionnaire must be completely checked in the field.* This is necessary because even a small error can create much bigger problems after the information has been entered into the computer and tabulations have been run. Often, small errors can be corrected just by asking the interviewer. For example, if an answer of '02 MONTHS is inconsistent with another response, the interviewer may recall that the respondent said '2 years, and the error can easily be corrected. In other cases, the interviewer will have to go back to the respondent to get the correct information. Timely editing permits correction of questionnaires in the field.

Since errors make the analysis of the data much more difficult, the data processing staff has prepared a computer program that will check each questionnaire and print out a list of all errors. If the errors are major ones, an entire questionnaire may be omitted from the analysis. As you are editing questionnaires in the field, it may help to try imagining how the questionnaire would look to a clerk in the office. Would he or she be able to read the responses? Are the answers consistent? Since editing is such an important task, we have prepared a set of instructions that describe the procedures for editing questionnaires.

8.1 General instructions

- 1) Correct errors following the system described in the Interviewer's Manual, e.g., drawing two lines through the existing code and circling or entering the new response.

ALWAYS USE A RED PENT TO MAKE CORRECTIONS.

- 2) As you go through the questionnaires, if a response is missing (that is, there is no answer recorded because the question was not asked) or the response is inconsistent with other information in the questionnaire and you cannot determine the correct response, put a question mark ('?') next to the item **with a red pen**. Write the page number or the question number on the front or back of the questionnaire; this way, you can quickly remember later what problems you found. When you have completed the editing, discuss with each interviewer, individually, the observations you found. Any errors that you find frequently should be discussed with the whole team.
- 3) If the problems are major, such as discrepancies in the birth history or the health sections, it will be necessary to go back to interview the respondent again.

UNDER NO CIRCUMSTANCES SHOULD YOU MAKE UP AN ANSWER.

- 4) If it is not possible to return to the household to resolve inconsistencies or missing information, then leave the items as they are. Do not try to fill in every question or to make the questionnaire consistent.
- 5) In checking through each questionnaire, be sure that the numbers entered in boxes are readable and that only one of the choices is entered (except in cases where more than one answer is allowed).
- 6) In checking each questionnaire, make certain that the respondent was asked all questions appropriate for him/her (check that the interviewer followed the skip instructions). You will need to look for:
 - Questions for which a response is recorded when it appears there should be *no* response (in this case, cross out the response by drawing two lines through the code **with your red pen**).
 - Questions for which *no* response is recorded when it appears there *should* be a response (in this case, ask the interviewer to go back and get the answer).
- 7) Check the ranges for all variables that are not precoded (e.g., a woman cannot have 24 sons living with her) and carry out the other consistency checks that are listed. Mark any inconsistencies **with a red pen**.
- 8) The field editor should advise the team supervisor about questionnaires that have been returned to interviewers for further work.

The editor has to edit all questionnaires while the supervisor will edit 4 households per cluster. The supervisor will use the green pen.

8.2 Forwarding questionnaires to the Head Office

After all the checking described above has been completed, the field editor should put all the questionnaires along with the Supervisor's/Editor's Assignment Sheet and the sketch maps for the cluster into the box provided. The Household Questionnaires should be stacked, in ascending order, by household number.

On the outside of the box, the editor should write the cluster number, the name of the locality, and the number of Household Questionnaires for that cluster. If the questionnaires are too bulky to fit into one box, the editor should use two or more and write BOX 1 OF 3, BOX 2 OF 3, etc. on the outside of each box. The boxes should be kept securely until they can be transported to the central office. It is very important that questionnaires are bundled and labeled properly and protected from dampness and dust. Questionnaires will be transported to the main office via the Coordinator's vehicle.

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