

Resident survey for informal settlement upgrading in....

*Interviewer/Supervisor
Field and Training Guide*

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1. Purpose of Guide

This guide provides practical information to assist project interviewers and supervisors in carrying out the Resident survey for informal settlement upgrading in....

The guide begins with a summary of the survey goals and methodology, including content, field structure and timeframe. It then reviews the primary responsibilities of the interviewers and supervisors, with guidance and expectations that will result in a successful interview. This survey will use hand-held devices (telephones/tablets) for data collection; thus the guide includes instruction to ensure successful use and care of the information in the telephone/tablets. The guide concludes with a review of detailed instructions for completing the listing and questionnaire, particularly those items that need additional explanation and attention by the field team.

Before going to the field, it is expected that both interviewers and supervisors will be thoroughly familiar with all parts of this guide and every section and question on the questionnaire. The training sessions will help to build this understanding, but additional study will also be required. As a structured interview, its success will depend on the interviewer's complete knowledge of the questions and their pre-coded responses. Not only will this depth of understanding result in more accurate information, it will shorten the time required to complete the interviews.

In this guide we use the terms "interviewer" and "enumerator" interchangeably; we do the same for the terms "respondent" and "interviewee."

2. Survey Orientation & Methodology

Background. The ...project is part of this process of assisting the Government of Rwanda to supply affordable housing in informal settlement settings. The proposed approach to improve housing in the informal settlement was piloted ... where a plot of three dwelling units was transformed into an 8-in-1 house unit. As result, the ... with the support from intend to transform similar setting into a decent living environment. The proposed area for the project present complexity in living style and house occupancy.

Therefore, there is a necessity of gathering socio-economic information from the community (both house owners and tenants). It is in this context that the resident survey for informal settlement upgrading project inis urgently required. This study is undertaken to provide

with ... information to be used during the implementation of the project as well as to act as a baseline for whoever would like to design houses for upgrading informal settlement in theThe survey will be conducted under leadership of the Consultant and ... with assistance from

Survey Content. The survey will be administered through a tablet-based, multifaceted questionnaire that will address a broad range of subjects for households, including:

1. Identification
2. Demographic characteristics
3. Socio-economic characteristics
4. Housing condition
5. Utilities
6. General information for the businesses

Field Team. The survey will be implemented by a supervisory cadre of professionals with experience in rural and agricultural issues. A team of 12 trained enumerators (five per team) will be responsible for visiting households and administering the telephone/tablet-based questionnaire.

Timeframe. Following a 1-day supervisor and interviewer training it is anticipated that the survey will be fielded over 8 days. The use of hand-held tablets will eliminate the need for a separate data entry process. Data cleaning for statistical analysis will be completed by the lead consultant.

Technical Assistance and Program Support. Technical assistance and other program support in household survey methodologies, field operations, data processing and data analysis is provided by consultant and

3. Responsibilities of the Interviewer

Interviewers are the core of any survey program. The importance of a well-trained and conscientious cadre of interviewers can never be overstated. Summarized in this section are the responsibilities of the Baseline Survey interviewer team and guidelines for how to ensure complete and unbiased information on Resident survey for informal settlement upgrading in ...

Baseline Survey interviewers will represent ... and ... in the field. Interviewer professionalism and appropriate behavior is required and is essential to successful completion of the survey.

It is incumbent upon interviewers to present themselves as:

- ✓ pleasant
- ✓ respectful
- ✓ confident
- ✓ relaxed
- ✓ patient
- ✓ knowledgeable
- ✓ encouraging
- ✓ nonjudgemental
- ✓ empathetic
- ✓ trustworthy
- ✓ genuine

The Baseline Survey Implementation Phase involves conducting face-to-face household interviews in xxx Villages (....) in ... Sector.

Quality control is critical to the data collection process. The purpose of quality-control procedures is to maximize the performance of the interviewers and obtain the best possible data. Before survey teams begin implementation in their villages, each team should have a clear-cut strategy for maintaining quality throughout the data collection process.

Participation in the survey is voluntary and the respondent can refuse to be interviewed if he/she chooses. The interviewer is responsible for explaining what the survey is about, providing all the necessary information, and making sure the respondent is comfortable with completing the interview.

It is important that the interviewer properly identify himself/herself and explain that he/she is a part of a survey team from... and ..., with the support of the City of ...

Interviewers must communicate that the results of the survey will enhance planning and policy in the upgrading informal settlement. Be sure that the respondent is assured that the information provided in the interview will be used for statistical purposes and will remain confidential and will not be disclosed for any reason whatsoever.

A number of things should be kept in mind before completing the interview:

- ✓ **Know the survey instrument.** The interviewer must know well all the survey materials, most notably the questionnaire and the question by question specifications. He/she must be able to explain different concepts and refer to definitions where necessary.

- ✓ **Know the tablet (CAPI).** The interviewer must be very familiar with all relevant functions and steps of the tablet and the fielding of questionnaires on them. This will include how new records are started and how responses are recorded, saved, and uploaded through the internet.

- ✓ **Appropriate introduction.** It is important that the interviewer appropriately introduce him/herself to gain the trust of the interviewee so that the respondent will provide the required information as naturally and as truthfully as possible. An appropriate introduction consists of the following steps:
 - State your name and be prepared to show your credentials (letters from... and ...) confirming your identity and legitimacy of the survey.
 - Present the survey and its general objectives, participating institutions, and sponsors.
 - Emphasize that the survey includes all house owners and if he/she is the tenant, emphasize that he/she has been randomly selected from all tenants living in the xxx villages in ...Sector.
 - Ensure the respondent that all data are treated as confidential and for statistical purposes only.

 - **Adopt a non-judgemental attitude.** Every respondent will understand and answer questions differently, and some respondents make take longer than others. The interviewer must go into the interview with an open mind. Before the interview starts he/she should make the respondent feel at ease.

 - **Have a positive attitude.** The interviewer must be enthusiastic and positive and feel that what he/she is doing is worthwhile. Remember that the respondent is willing to spend time answering questions and share personal views, so the interviewer should try to make the interview an enjoyable experience rather than a painful ordeal.

4. Responsibilities of the Supervisor

Supervisors should not conduct interviews. Their primary role is to support the interviewers, serving as the first point of contact when interviewers encounter problems in the field, and assessing and maintaining the quality of data collection.

Supervisors should meet with all of their interviewers at the beginning and end of the day to review listings, progress on locating interviewed and sampled households, completion of the questionnaires, discussing any problems encountered and to receive any supplementary training that may be necessary.

Every supervisor should observe at least one interview per interviewer each day, particularly early on in the data collection process. During the observed interview, try not to interrupt the process.

Supervisors will not have the chance to observe every interview conducted by interviewers on their teams, but they are responsible for guiding the process and ensuring that all interviews are conducted, and data are uploaded through the internet. Especially at the beginning of the data collection process it is recommended that supervisors review the data with the interviewer so that errors can be pointed out and discussed.

When reviewing completed records (questionnaires) in the field, the following are examples of mistakes to look for:

- Blank/unanswered questions
- Question meaning issues
- Problems with question skip logic
- Any other information that has been inadvertently omitted

Keeping a Record of Field Problems.

Interviewers and supervisors should also keep a record of field problems when they occur. Below are examples of problems that should be documented as they arise and are submitted:

- Problems with Household definitions and location
- Problems with the Questionnaire, such as:
 - Questions not understood by the respondents
 - Incorrect skip patterns
 - Incorrect terminology or wording
 - Other problems encountered by interviewers