

SURVEY OF LIVING CONDITIONS

INTERVIEWER'S INSTRUCTION MANUAL

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PART I. FIELD OPERATIONS

1. INTRODUCTION

1. The Jamaica Social Well-Being Program: Monitoring the system.

The Jamaica government is endeavoring an ambitious programme to improve the social well-being of all Jamaicans during the next five years. An essential part of this programme is the establishment of an integrated monitoring system, to ensure that the available resources are being utilized in the best possible way at all times.

As part of the social sector adjustment program the monitoring system will be implemented to (1) provide the base-line information necessary to set priorities for socio-economic policy and (2) to feed-back information on the effectiveness of such policies, thus allowing for corrective action where needed during the course of the program. The proposed monitoring system will have the following characteristics:

In order to allow for an overall assessment of the effectiveness of public policies, the system needs to be comprehensive in the sense that it includes information on all major components that influence the well-being of the population. It will at least include the following components: health, education, employment, income, consumption, nutritional status, housing conditions, fertility.

In order to guarantee that the information is relevant to policy makers, the delivery time of the data (from interview to data analysis) should be as short as possible. The proposed monitoring system can produce the basic data within a two-month period.

The proposed monitoring system for the Social Well-being Programme consists of two parts: (1) institution-based data and (2) household level data. The household level data will provide basic information on the major aspects of the population's well-being (income, employment, consumption, etc.) in their relation to the social aspects (education, health, housing conditions, social security, etc.) Employment information is already being collected by STATIN through the current Labor Force Survey. Baseline on health, education, nutrition, consumption and housing will now be collected for some of the household visited in the July Labor Force Survey.

Your role as an interviewer is to ensure that that information is complete and accurate, to enable our policy makers to make the best possible decisions, with the purpose of improving the Social Well-Being of all Jamaicans.

2. Organization of the survey

The country is divided into 208 Sampling Regions. Within each of these, two Enumeration Districts have been selected. Every three months, the Labor Force Survey interviews the households of those 416 ED's.

In August, for the Jamaica Well-being Survey, it is foreseen to visit a third of the July Labor Force Survey households, that means to visit 2208 households in 138 ED's.

2. THE INTERVIEWER'S TASKS

The interviewer's role is capital to the survey. The quality of the data and of the whole survey will be determined by the quality of your work. You must follow exactly all the instructions contained in this manual. You must also constantly be in touch with your supervisor and inform him of any problems you encounter in your work in the field. The supervisor, for his part, will provide you with all the necessary materials and instructions, will collect and check your work and will

help you to solve any problems that may arise.

1. Interviews of households.

Your main task is to conduct interviews with households at the rate of 9 households per week during the three weeks-survey period. Depending on the size of the household, you may be able to conduct one or even two interviews a day. You must absolutely see to it that you finish the interviews of 9 households by the end of each week of the survey.

In conducting the interviews, you must follow scrupulously the instructions contained in the two parts of this Manual, the most important of which is to read the questions exactly as they appear in the questionnaire.

2. Checking the completed questionnaires.

After finishing each interview, you must verify that all the sections have been filled out correctly and legibly. You must make sure that you have recorded the required information for all the household members indicated in each section. This must be done immediately after the interview, before you hand in the questionnaire to your supervisor.

3. GENERAL SURVEY PROCEDURES

1. The interview

You must be careful to follow all the instructions put forth in this Manual, the most important of which is to ask the questions exactly in the form in which they appear on the questionnaire. The questionnaire should be filled in during the interview. You must not record the answers on scraps of paper and transfer them to the questionnaire later, nor think you can trust your memory for writing down the answers later.

2. Keep the tempo of the interview

You must maintain the tempo of the interview; in particular, avoid long discussions of the questions with the respondents. If you are receiving irrelevant or complicated answers, do not break in too sharply, but listen to what the respondent is saying and then lead him back to the original question. Remember that it is you who are running the interview and that you must master the situation at all times.

3. Objectivity of the interviewer

It is extremely important that you should remain absolutely NEUTRAL in regard the subject of the question. Most people are naturally polite, particularly with guests, and they tend to give

PART II. THE QUESTIONNAIRE

1. A PREVIEW OF THE QUESTIONNAIRE.

Notice that the questionnaire is divided into 11 different parts, plus the cover:

- C COVER
- R HOUSEHOLD ROSTER
- A HEALTH
- B EDUCATION
- C ANTHROPOMETRIC - FOR ALL CHILDREN < 5 YEARS
- D DAILY EXPENSES
- E CONSUMPTION EXPENDITURES
- F NON-CONSUMPTION EXPENDITURES
- G FOOD EXPENSES
- H CONSUMPTION OF HOME PRODUCTION
- I HOUSING - OTHER HOUSEHOLD INCOME
- J INVENTORY OF DURABLE GOODS

Before starting, you must make sure that in all all your questionnaires the part R, the roster, has already filled out at the Parish offices with the name, age and sex of all the members of the household. Also, the cover has to have the serial number of the household and has to have been filled out with the identifications of the household (Parish number, constituency, enumeration district, and so on.)

2. GENERAL INSTRUCTIONS FOR FILLING OUT THE QUESTIONNAIRE

There are a number of basic principles that the interviewer should observe throughout the questionnaire.

1. How to read the questions.

You must always read the questions just as they are written in the questionnaire. After reading a question once in a clear and comprehensible manner, you must wait for the answer. If the respondent does not answer after a reasonable time, he has probably 1) either not heard the question; or 2) not understood the question; or 3) does not know the answer. In any case, if there is no answer, you must repeat the question. If there is still no reply, you must ask whether the question has been understood. If the answer is "NO", you may reword the question. If the difficulty lies in finding the right answer, you should help the respondent to consider his reply.

2. Upper & Lower case text.

Text written in upper case are instructions for yourself, or lists of codes. You are not supposed to read this text to the respondent. Text written in lower case in the questionnaire is to be read aloud to the respondent, exactly as it is written in the questionnaire.

For example:

a) "ASK TO ALL WOMEN 15 TO 49 YEARS OLD"

This is an instruction not to be read out.

b) "MATERIAL OF OUTER WALLS"

This question is not to be put to the respondent; the answer requires personal observation by the interviewer.

c) "What is the main source of water for your household?"

INDOOR FAUCET...1
 OUTSIDE FAUCET..2
 WATER VENDOR....3
 WELL WITH PUMP..4
 WELL WITHOUT
 PUMP.....5
 RIVER, LAKE,
 SPRING, MARSH..6
 RAIN WATER.....7
 OTHER (SPECIFY:
 -----)..9

This question must be read aloud to the respondent, and the interviewer will write down the answer. He will not read out the possible answers because they are in capitals letters.

d) "Who was consulted?"

Was it...

a doctor?.....1
 a nurse practitioner?.....2
 a nurse?.....3
 a pharmacist?.....4
 a midwife?.....5
 Community health aid?.....6
 a healer?.....7
 other? (SPECIFY).....8 "

In this case, the interviewer is supposed to read aloud both the question and the possible answers, because everything is written in small letters.

3. Encoding the answers.

The questionnaire is pre-coded, in order to speed data entry. You should always enter the code for an answer in the questionnaire, not the answer itself.

a) For instance, you may have to ask the following question, to persons who have been ill or injured in the 4 weeks prior to the interview:

"Where did the consultation take place?"

- HOSPITAL.....1
- HEALTH CENTRE.....2
- DOCTOR'S OFFICE.....3
- PHARMACY.....4
- MATERNITY CENTRE.....5
- HOME PERSON CONSULTED...6
- PATIENT'S HOME.....7
- OTHER (SPECIFY).....8

If you ask "Where did the consultation take place?," and the person answers "I went to see Dr. Smith in a hospital in Montego Bay," you will have to write in the questionnaire the code "1," corresponding to the answer "HOSPITAL."

- b) You may also have to ask the following question, to persons who have been ill or injured in the 4 weeks prior to the interview:

"How far was this consultation from here? MILES"

And the answer is: "The hospital is 10 miles from here", you will have to write in the questionnaire the number "10", and NEVER write "10 miles".

- c) Frequencies. When you have to ask a question like this:

"What amount of time was covered by this bill?"

NUMBER:

□

OF:

- DAYS....2
- WEEKS...3
- MONTHS..4

□

And the answer is:

"The bill covered 6 weeks"

then, you will have to write the number 6 in the first box and the code 3, corresponding to weeks, in the second box.

4. Time periods.

In some parts of the questionnaire, you will find some questions with reference to "the past 7 days", "the past 30 days", "the past 4 weeks" or "the past 12 months". It is very important to read these time periods as they appear on the questionnaire, and not replace them for "the past week," "the past month" or "the past year." That means, you have to have clear that:

past 7 days	IS NOT THE SAME	THAN	past week
past 30 days	IS NOT THE SAME	THAN	past month
past 4 weeks	IS NOT THE SAME	THAN	past month
past 12 months	IS NOT THE SAME	THAN	past year

5. Amounts of money.

You always have to write the exact amount of money the respondent said, including the decimal points.

If you ask, for instance:

"How much did you spend on cooking gas during the past 30 days?"

and the respondent answers:

"I have spent forty dollars and seventy five cents"

Then you have to write in the right place: "40.75" and not an approximation: "41"

6. Skip patterns.

Most of the time, you will have to formulate the questions in the same order they appear in the questionnaire. That is, Question 5 should follow Question 4, Question 6 should follow Question 5, and so forth.

In some cases, however, after a reply you will find an arrow (>) followed by a number; that number indicates which question should follow.

Examples:

- a) "12 Are you covered by any Health Insurance scheme?"

YES....1 NO.....2

There is no arrow. Then, whatever the answer was, go on to Question 13, the next question.

- b) "20 In the past 12 months, have you had any vaccination or preventive consultations?"

YES....1
NO.....2 (> 22)

If the respondent says "Yes," write 1 in the corresponding place and go to Question 21, the next question. If the respondent says "No," write 2 in the corresponding place and

7. How to replace the symbol ...[]... by a name or thing.

Occasionally you will find the following symbol within a lower case text:

...[]...

When reading a text to the respondent you are supposed to replace this symbol by a particular name or item. For instance, in section B you will find the following question:

"3 Did ...[NAME]... attend school last term?"

If you are asking, for instance, about a boy named "Johnny," you should read this question this way:

"Did Johnny attend school last term?"

8. Within each part.

In parts A and B you should go individual by individual. That means, you should start with the individual number 1 and ask him all the questions from the first to last, and only then proceed to put the questions to the individual number 2, and so on.

9. Flux of the interview.

Look at the flap in the back page, this is the part R, HOUSEHOLD ROSTER. You should open this flap at the beginning of the interview, and keep it open throughout the interview. This part will be already filled with the name, age and sex of all household members; you just have to ask whether s/he is still a household member or not, and if is necessary, add the new members.

How to go from one part to the next.

You must start with the Roster, and for the following parts, you have to go through from part A to part J following the alphabetical order, except for the part C that will be completed by the nurse-anthropometrist.

3. DATA ENTRY CONSIDERATIONS

Data will be entered directly from the questionnaire. Everything that you write on the questionnaire will be entered in the computer. You must therefore write only information that is to be entered. In particular, you may not use the sheets for writing down notes or computations.

1. Write legibly in pencil, without crossing out or overwriting. If you make a mistake, erase it completely and write down the correct reply.
2. Write in capital letters and use Arabic numerals. For instance, you should write "1", not "I", and "4", not "IV".
3. Never go beyond the space allotted for a question, even when the next space is not used.
4. In writing amounts and other figures, always separate each group of three figures with a decimal point, starting from the right. For instance, one hundred thousand must be written as 100.000; not as 100000 or as 100 000.
5. For questions to which the reply is an amount, write down only the numeral in the appropriate box, without the unit of measurement. For instance:

Question: "How much have you spent altogether for medicines for this illness during the past 4 weeks?"

Answer: "one thousand Jamaican dollars"

Write: "1,000", not "1,000 J\$"

If a reply to a question specifically calls for a unit of measurement, the code for the unit will be shown in the appropriate box.

4. THE PARTS OF THE QUESTIONNAIRE

C: Cover.

When starting, the serial number, and the identification of the household should be already filled out on the cover. You have to write down the date of the interview, your own name and code. This code will be a two-digit number and will be done to you by your supervisor. Also, you have to write the address of dwelling and the time of the interview. The date of anthropometric will be filled out by the nurse-anthropometrist.

R: Household roster.

This section is supposed to be already filled with the names, sexes and ages of all household members.

You just have to inquire about each household member whether s/he is still a member, and put code "1" (STILL A MEMBER) or "2" (NO LONGER A MEMBER) accordingly.

Also, you should add in the roster any new member of the household and ask the name, sex and age. For this new members, you have to put code "3" (NEW MEMBER) in the last column.

You should open this flap at the beginning of the interview, and keep it open throughout the interview.

A: Health.

PURPOSE

The information gathered in the Health section will be used to measure the costs and the use made of the different kinds of health services and facilities. Questions 1-19 are concerned with all the consultations and expenses related to an illness during the past four weeks. Questions 20 and 21 are aimed to discover the use made of preventive services during the past 12 months. Questions 22 and 23 are concerned with the status of women between 15 to 49 years old.

RESPONDENT

Each member of the household should be questioned; the parents can answer for young children.

DEFINITIONS

TO CONSULT a health practitioner means being examined by a doctor, nurse practitioner, nurse, pharmacist, midwife, or other health practitioner in order to discover what illness the person is suffering from and to receive treatment. The CONSULTATION is the visit made for the purpose of being examined.

VACCINATION is the act of injecting a healthy person with a vaccine to prevent his acquiring a given illness or disease. Notice that vaccination is different from an injection a nurse gives to a patient to treat an illness.

INSTRUCTIONS

All the questions must be asked to one of persons on the list before going on with another person.

Questions 1 and 2. If the person says that he or she has had several illnesses during the period in question, write down only the most recent illness or injury.

Question 3. USUAL ACTIVITIES means the work or duties that are performed regularly. The number of days is stated by the respondent in answering question 3

Questions 13, 16 and 18. Question 13 covers only the cost of the consultations; the cost of medicines and any payment for hospitalization must not be included. Question 16 is concerned only with hospitalization costs; here the cost of consultation and medicines is not to be included. Question 18 covers only the cost of medicines; the amount paid for consultations and that for hospitalization must not be included.

Occasionally the hospital bill includes the cost of consultation, and the respondents are unable to distinguish between the different costs. In that case, the interviewer may write down the total amount in answering one of the questions. He must not write down the same amount for all three questions, since this would have the effect of doubling or even tripling the expenses actually incurred on.

Questions 22 and 23. If the respondent is a man, or a woman who is less than 15 or over 49 years old, leave both questions blank. If that is not the case, you must first ask if she has a child under 1 year of age. If the answer is NO, you have to leave question 22 blank and go on to question 23. But if the answer is YES, you must ask the woman how old the child is and write down the answer before going on to question 23.

B: Education.

The aim of this section is to measure the level of schooling of all children from 3 to 13 years old.

C: Anthropometric - for all children < 5 years.

This section will be completed by a nurse-anthropometrist

D: Daily expenses.

Ask question 1 for all the items listed before going on to question 2. Put a cross in the corresponding box. Ask question 2 for every item that got an affirmative answer in question 1.

E: Consumption expenditures.

This part has two pages. Ask question 1 for all the items listed in both pages before going on to the other questions. Put a cross in the box that corresponds to the answer given. Then, for the items with codes between 201 - 208 that got a YES as answer in question 1, ask questions 2 and 3. For the items with codes between 209 - 220 and 228 - 241, with an affirmative answer in question 1, ask questions 2, 3 and 4. And, for items with code between 221 - 227, with an affirmative answer, ask questions 1, 2, 3, 4, 5 and 6.

DO NOT ask question 2 to all items purchased before going on with question 3, and so on. For every item with affirmative answer, ASK ALL the corresponding questions before going on with the following item.

F: Non-consumption expenditures.

Ask the question 1 for all the items listed before going on to question 2, 3 and 4. Put a cross in the box that corresponds to the answer given. Then ask question 2, 3 and 4 for every item with an affirmative answer.

G: Food expenses.

This part has two pages. Ask first the question 1 for all the items listed in both pages before going on to the other questions. Put a cross in the box corresponding to the answer given. Then, for the items with affirmative answer in question 1, ask questions 2, 3 and 4.

If the person did not spend any money during the past 30 days in the item you are asking, ENTER ZERO in the box corresponding to question 4.

H: Consumption of home production.

Ask question 1 for all the items listed before going on to questions 2, 3 and 4. Put a cross in the box corresponding to the answer given. Then ask questions 2, 3 and 4 for every item that got an affirmative answer. If the interviewee, in answering questions 2, 3 or 4; states he did not spend any money, WRITE ZERO in the corresponding box and go on with the following question or item.

I: Housing - other household income.

The purpose of this section on housing is twofold: (1) to characterize the type of dwelling occupied by the household, and (2) to find out what the household spends on housing, including rent, water, electricity and other expenses.

Before starting this section of the interview, in order to avoid interruptions, ask respondents who have electricity and running water in their dwellings to get their most recent electricity and water bills.

Questions 1-2 are written in upper cases; that means they must be filled out by the interviewer while the respondent is showing him the different rooms and buildings that make up the household. The questions ARE NOT to be asked to the respondent.

J: Inventory of durable goods.

In this part, you just have to ask whether the householder does or does not own the different items that appear there, and then to put a cross in the box corresponding to the given answer.