

C W I Q

Core Welfare Indicators Questionnaire

**St Lucia**

## **SUPERVISOR MANUAL**

REVISED



## **1. INTRODUCTION**

One of the main tasks of the Department of Statistics is to establish an integrated statistical system to monitor the economic and social performances of the population. In the framework of this assignment, the DOS is carrying out a national household survey using the Core Welfare Indicators Questionnaire (CWIQ). The CWIQ was developed in a joint effort of the World Bank and other allied institutions: UNDP, UNICEF and ILO.

The CWIQ was developed with the purpose of collecting information at different levels on the households in order to identify and classify the population socioeconomic subgroups and provide basic information on the population welfare.

This survey will cover a sample of 1300 households distributed throughout the national territory. It uses a probability sample that will allow producing reliable data at the national, urban, rural and regional levels.

This manual was elaborated for the supervisor to help understand and improve the execution of his functions. It contains recommendations about the coordination of data collection, quality control and the responsibilities and tasks the supervisor will undertake.

## **2. SURVEY OBJECTIVES**

### **Main objective**

The main objective of the CWIQ is to provide statistical data on the living conditions of the St Lucian population for the use of the Government as well as the numerous national and international institutions, NGOs and the public in general.

These data will be necessary for formulating and analyzing policies, plans and socioeconomic action programs.

### **Specific Objectives**

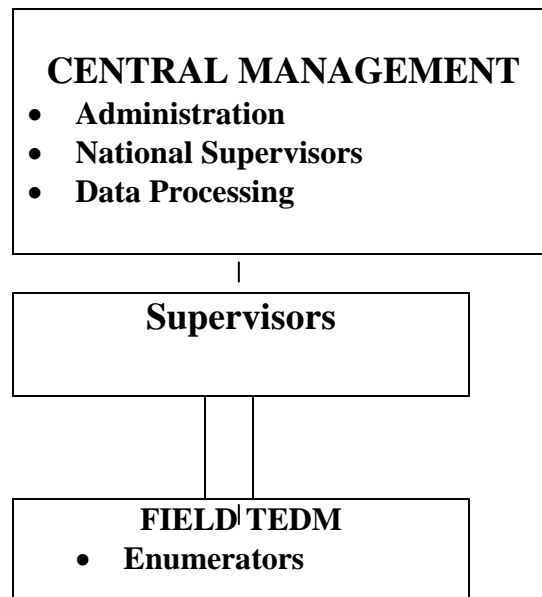
1. Obtaining up-to-date information on households on their demographic characteristics, level of education, current school attendance, health, employment status and characteristics, assets, housing characteristics and gender.
2. Produce indicators for monitoring poverty alleviation programs.
3. Provide statistical information for the formulation of social policies.
4. Develop the national capacity to design and implement modular surveys on basic welfare indicators.

## **3. FIELD WORK ORGANIZATION**

This section explains the structure established to execute the survey and explains the responsibilities of the personnel involved in the data collection process. The organization chart for the execution of the survey will be the following:

### 3.1. CWIQ Organization Chart

**Example:**



### 3.2 Responsibility of the personnel

- *Central Management*

The Central Management of the project will be the responsibility of the Management team at NSO.

- *National Supervisors*

Senior statisticians from this service will be responsible for the training of field staff and data entry clerks and the supervision and monitoring of fieldwork. This team will also be responsible for technical and administrative tasks of all the survey steps.

- *Data processing Team*

This team is responsible for data entry operations, tests, validation and composition of basic data for further analysis.

- *Supervisor*

The supervisor is directly responsible for the technical execution of the fieldwork. He/she should give a permanent support to the personnel he/she is responsible for, control and evaluate the enumerator's work as well as the driver (when it is the case) and take direct instructions from the national supervisors.

- *Enumerator*

The enumerator is responsible for conducting the interviews and filling the questionnaires through direct interviews with the members of the households found in the selected housing units assigned to him by the supervisor.

#### **4. DUTIES AND FUNCTIONS OF THE NATIONAL SUPERVISORS**

1. Obtain all the supplies and identify all the EDs/clusters selected in the sample.
2. Provide all manuals needed (lists of housing units in the EDs/clusters selected, maps, instruction manuals, clipboards, questionnaires, etc.)
3. Carry on the technical supervision of the field team to control the quality of the work and ensure that the interviews are done in the selected areas.
4. Obtain in timely manner the funds to pay the salaries and the subsistence of the field personnel.
5. Organize in time the transport for the field teams.
6. Gather and organize all the accounting documentation for all expenses incurred by the teams and send them in time to the central team.
7. Send regularly all the filled questionnaires to the data processing team at the central level.
8. Report to the central team all types of problems and send regularly the reports relating to the execution of the fieldwork.

#### **5. DUTIES AND FUNCTIONS OF THE SUPERVISOR**

The supervisor has to ensure the quality of the work executed by the field staff. He has to verify that the responses are consistent and valid throughout the questionnaires, before sending them for processing. He should coordinate all activities for collecting the information in the selected households.

The supervisor should be aware and knowledgeable of customs of the areas in which he/she will operate and respect them to the extent that they do not interfere with the survey work.

The supervisor is responsible for the behaviour of his/her team. He/she takes care of the welfare of all before heading to the field (is anyone sick, hungry, etc.)

The supervisor is a role model to his/her team.

The supervisor is responsible for the control and maintenance of the survey equipment.

As head of the field team, the supervisor should carry out the following tasks:

- Instruct the interviewers in the local traditions and manners to approach the respondents; give advice for translation and wording of questions which could be sensitive matter for the locals;
- When pairing the interviewers, determine how to pair them most efficiently for the work;
- Direct the data collection work in the selected areas and monitor its execution;
- Ensure that the interviewers have all necessary documents and supplies to carry out their work (questionnaires, pencils, pens, eraser, record sheets, visitation lists and ED maps);
- Locate the EDs/clusters selected in the areas assigned to his/her team;

- Allocate lists of selected housing units to each enumerator in his/her team;
- Accompany interviewers to the selected housing units to verify if the interviews are executed in conformity with the given instructions;
- Do rigorous monitoring of interviewers' work in order to solve problems that may occur and to avoid non-responses;
- Verify if the information correspond to the selected housing units;
- Review the questionnaires already filled in order to control the quality of the information collected;
- Maintain permanent contact with the National Supervisor and remit the questionnaires filled and verified for further transmission to the data processing team;
- Make regular reports on the development of the data collection process and send them to the regional office;
- Have full knowledge of the supervisor and enumerator manuals and the control forms and be able to apply the instructions during the interviews;
- Conduct the spot interviews on the basis of a sub-sample of households for controlling data quality;
- The supervisor should never delegate his/her function to another person;
- The supervisor should never make unnecessary gifts and promises in the name of NSO;
- The supervisor should not make any comments about the respondents to any unauthorized person, nor divulge any information collected. This way, he/she guaranties the confidentiality of the data collected;
- Insist on careful handling of the questionnaires, keeping them clean, all together and unfolded;
- Report any important problem to the national supervisor immediately.

## **6. DOCUMENTS AND MATERIALS FOR THE SURVEY**

In order to carry on with his/her work, the supervisor will receive the following documents and supplies:

- Questionnaires
- Enumerator Manual
- Supervisor Manual
- Credential of Identity for the supervisor and the enumerators
- Pencils & Pens
- Pencil sharpeners
- Erasers
- Clipboards
- Folders (plastic)
- Control forms
- ED Visitation Records and Maps

## **7. DESCRIPTION OF THE SUPERVISOR'S TASKS**

### **Reception, distribution, collection of documents and material**

Before starting the fieldwork, the supervisor will receive from the NSO the material necessary for executing the survey. He/she will review the materials received and communicate immediately any missing, insufficient or broken element.

### **Identification of EDs/cluster and housing units**

The supervisor will:

- Take the enumerators to the areas where they will execute the survey and verify that these areas correspond to the maps.
- Distribute the housing units among the enumerators in an impartial way making sure that some enumerators will not have more work than others.
- Verify that the enumerators list all sampled households in their Record Sheets

The supervisor should meet with the enumerators at least twice every day, not only to give and take the questionnaires but also to check and solve any problem that could surface and make recommendations.

### **Observing interviews**

Observing the fieldwork is one of the main tasks of the supervisor and one of the most important for the quality of the data. Supervision is an integrated part of the training program of the enumerators, it provides the supervisors the opportunity to observe the progress of the survey. This activity allows the supervisor to better comprehend the problems concerning the data collection process and reinforce his/her ability to support the enumerators.

**The first observations are extremely important in identifying the areas where the enumerators need additional training. During the first interviews the supervisor should observe all the enumerators if possible on a daily basis. After the first interviews, the supervisor should make some unannounced visits to each interviewer. He/she should pay attention to those enumerators who seem to have difficulty complying with some tasks.**

In attending interviews the supervisor should observe the following rules:

- Never obstruct an interview. His/her presence should not make either the respondent or the interviewer uncomfortable or embarrassed;
- If necessary interrupt an interview to correct an interviewer;
- Correction and revision of errors should be done after the interview;
- Never reprimand an interviewer in the presence of a respondent.

### **Spot interviews**

For the supervisor to execute a spot interview himself/herself or to request the enumerator to make a spot interview, the following case should be observed:

- If the enumerator has omitted an item or information, the supervisor should send the enumerator back to collect the missing information;
- To verify if an interviewer really executed the interview in the proper household.

Particularly at the beginning of the fieldwork, when the enumerators are not yet fully familiar with applying the questionnaire, the supervisor should make frequent spot interviews, as many as possible, as the workload would permit it.

### **Control Interview (spot checking)**

The supervisor should make partial re-interviews on a sub-sample of at least one household per ED/cluster. This is particularly necessary during the first week of implementation of data collection. The objective of this task is to establish a comparison between the initial interview executed by the enumerator and the second one done by the supervisor. This being done, the errors or differences noted will be discussed with the enumerator in order to avoid their repetition. This practice should continue even after the first week in order to keep the interviewers alert, knowing that his/her work can effectively be monitored and controlled at any time.

### **Revision of printed questionnaires**

During the first days of the fieldwork the supervisor should carefully verify all questionnaires and in addition, he/she should give special attention to the sections the enumerator seem to have more difficulty with.

Questionnaires review constitutes one of the more important elements for the quality of the results of a survey. The supervisor should look for the veracity and accuracy of the information collected and verify that the questionnaires are correctly and completely filled. He/she should list all errors encountered for further discussion with the interviewer so he/she will not continue to make them. Questionnaires that contain errors should be returned to the interviewer who in turn will go back to the corresponding households to correct the mistakes. If after several recalls an enumerator continues to make the same mistakes the National Supervisor should be notified to take the necessary measures.

While reviewing the questionnaire, the supervisor should take the following aspects into consideration:

- Verify that section A (Information on the Interview) is correctly filled;
- Verify that all questions have a response with the exception of those which are not filled because of the filters and skips;

A list of all verifications to be done by the supervisor in a filled questionnaire is in Annex 1.

## **8. ORGANIZATION OF FIELD WORK**

Once in an Enumeration District, the supervisor can start collecting the information, taking the following steps:

### **First Day**

- **Distribution of housing units among the enumerators.** In doing so, the supervisor should be impartial. He/she should never systematically favor some interviewers. For example: avoid assigning to the same interviewer the most remote housing units or those most difficult to access. The distribution of housing units should obey rotating criteria.
- **Visit the selected housing units.** The supervisor should ensure that each interviewer can access the assigned housing units. To do so, the supervisor would provide transport facilities for or funds to the enumerators. The supervisor should go along with the enumerators, attend some interviews and verify the questionnaire once filled, as mentioned earlier.

### **Second Day**

- **Continue visits (if necessary) and verification (Enumerator & supervisor).**
- **Moving out to the next ED.** Depending on the distance to the next ED, the supervisor can move to the next locality to meet the local community and locate the next ED. He/she then completes the activities as done in the previous locality.



### **Retrieval of documents**

Once questionnaire collection and verification have been completed for an ED, the supervisor should do the following:

- Gather questionnaires in a secured way (tied up together), with all the relevant documents: list of housing units, control sheets, etc.
- Label properly the batch for each ED.
- Send or bring to the NSO all batches or remit to the Monitoring Officer during his/her visit.
- Request the signature of the person taking over the batch of questionnaires.

## ANNEX 1

### LIST OF FIELD EDITING CHECKS

This list includes the checks organized for field checking, data processing and other checks for the questionnaire format and structure as well as consistency.

#### **After field work**

1. Before leaving the ED verify that a questionnaire is filled for each household listed in the selected housing units and that each ED/cluster has the correct number of housing units and households.
2. Verify that the result of the interview on page 8 of the questionnaire correspond to the real status of the interview: incomplete, complete, refused or not found.

#### **Verification of the questionnaire**

3. *Level 1 – compulsory manual editing (all questionnaires)*

Verify the cover page details. Verify that:

1. The household number and the head of household's name are correctly filled for this household.
  2. The household number and the name of the head of household correspond to the inscription in the household list.
  3. Ensure that when a HH is replaced, that they are assigned the correct HH No from the Visitation Record.
  4. All items (bubbles) are filled
  5. All questions with a number box that is a valid question must have an entry and not left blank. Enter a Zero if needed. For 2 boxes enter 02 not just 2 in the right hand box.
  6. The ED number, the household number and the questionnaire number are correct.
  7. The first questionnaire for a household is numbered one.
  8. Subsequent questionnaires are in order
  9. Questionnaires reported incomplete (A8=4) are not completed ie. some parts are missing.
4. Make sure that there are no marks in the area of the reference number or the Form ID. Make sure that the page corners are not folded or torn apart on top of the reference number.
  5. Verify that there are information for each question from B1 to B4 for each listed individual.
  6. Verify that the proper individuals have responses corresponding to their age and sex at the beginning of the following sections:

Check that the correct members are circled at the top of each column.

Section B - All members  
Section C1 - 15 years and above  
Section C2 - All members  
Section D1-2 - aged 15-49 years, female  
Section D3 - All members  
Section E - 15 years and more  
Section I - children less than 5 years old

7. Check that the following questions have been answered for every household member

B1, B2, B3, B4  
C2  
D3, D4, D7

8. Check that the following skip instructions have been respected:

B5 only for those 15 and years above  
B6, B7, B8, B9 only for those 17 and below

C1 is skipped for people less than 15  
C2 = no, go to C9  
C5 = no, go to C9  
C8 go to the next person

D1 = no, go to D3  
D4 = no, go to D7  
D7 = no, go to D11  
D10 go to the next person

Section E skipped for age under 15  
E1 = yes, go to E5  
E2 = yes, go to E5  
E4 go to E12  
E9 = no, go to E12

9. *Level 2 - On a Sample basis (Spot check 1 in 3-4 questionnaires)*

Review the following more detailed edit and logic checks :

Shading

Only one answer shaded, except where multiple answers are permitted.

Section B

Head of household is listed first with a consistent age.

B1 (sex) is consistent with B3 (relation with the head) and B5 (marital status)

B3 and B5 are consistent with B4 (age)

B6, B7, B8, B9 are consistent with B4 (age)

Section C

C3 (highest grade) is consistent with B5 (age)

C6 (current grade) is consistent with B5 (age) and C3 (highest grade)

If C8 = 'no problem', no other answers are permitted

Section D

If D10 = 'no problem', no other answers are permitted

Section E

E4 (reason not working) consistent with B4 (age)

E5 through E8 consistent with B4 (age)

Section F

If F4 (area of land owned) = 0, then F5 must be blank F6 cannot be 3

If F4 > 0 then F5 must be filled

Section G

G3 (material of the roof) and G4 (material of the wall) should be consistent

G10 must be 0 minutes if G5 is public into dwelling or yard

Section I

Code number of the child should correspond to a child number in Section B

Code number of the mother should be valid, female, and age appropriate

Deliver forms at least twice a week to the DOS National Supervisor, or more often if feasible.

## Summary of Changes to CWIQ Questionnaire following training on 30th October 2004

### Correcting mistakes:

If you mark a bubble by mistake in a Yes/No question, then you have to cancel the mark by shading both Yes and No bubbles and then crossing them through as below:



Write a comment on the front page if necessary also to make the cancellation clear.

### Pencil and then Pen

The required procedure is to mark the bubbles quickly and write the values in pencil during the interview, then afterwards shade the bubbles fully and write over the values in pen.

Ensure enumerators use simple number shapes.

### Format

Key stages where an important filter / skip occur have been highlighted using a bold horizontal line across the form. E.g. B4, B5, C2, C5, D2.

Page 1 Comments Box – this is to be used whenever ‘Other’ is chosen for a question, and when the member’s economic activity area cannot easily be coded.

The questionnaire reference number will be in bar code not appearing as a number in the top right hand corner.

### Question Changes

C.6 When a member is taking evening courses or part-time education that leads to a recognised certificate, degree or other qualification then it should be included.

C.9 ‘Too Young’ added

D.8 Option 4 is now Family Planning Clinic (FPC)  
Option 3 is Community Health Centre (CHC) and includes doctor and nurse.  
One response only is allowed.

D.10. Reads: “ Did [Name] have any problems with the provider / service at the time of the visit?”

### Section F

F.2. ‘Not owned’ is added as an option, for when the household does not own the land (because they are in an apartment, or the owner of the land permits the household to stay rent free, or ownership is not applicable).

F.4. Record small house plots as 0.1 acres. The form contains a guide table to help convert sq. ft to acres. For land areas over 100, enter 95.0. If the respondent does not know the land area enter 99.9. The Skip instruction has been reworded.

F.7 - see F.4 changes.

F.9 : DVD has been added to video. Stereo has been added to radio.

### Section H

There are now 10 'poverty predictors'. Three have been added: H8, H9, H10 concerning meals per day, whether members sleep on a bed and number of light fixtures.

I.1 The second line of the instruction for I.1 has been modified slightly to refer to the mother's box.

I.5 the fourth option has been removed as it is for 5 year olds.

I.6 DT and Polio 5 have been removed as they apply to 5 year olds.

An example of a Child Vaccination Card is added to the Enumerator Manual

**Department of Statistics**  
**CWIQ Survey, November 2004**  
**Supervisor's Assignment/Control sheet**

**ED Name/code:** /\_/\_/\_/\_/\_/\_/    **Supervisor's Name:** \_\_\_\_\_

<b>Serial No</b>	<b>Unit No</b>	<b>HH S/no</b>	<b>Address</b>	<b>Name Head of HH</b>	<b>Enumerator's Name</b>	<b>Date Assigned</b>	<b>Date Completed</b>	<b>No. of question naires used</b>	<b>Final Result *</b>
<b>(1)</b>	<b>(2)</b>	<b>(4)</b>	<b>(3)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>	<b>(8)</b>	<b>(9)</b>	<b>(10)</b>
1									
2									
3									
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5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

- \* 1 = Completed with selected household  
 2 = Completed with replacement household (refusal)  
 3 = Completed with replacement household (not found)  
 4 = Incomplete

Department of Statistics  
**CWIQ Survey, November 2004**  
**Enumerator Record sheet**

**Enumerator Name:** \_\_\_\_\_ **ED Name/code: /** \_/ \_/ \_/ \_/ \_/ **Supervisor's Name:** \_\_\_\_\_

<b>Serial No</b>	<b>Unit No</b>	<b>HH S/no</b>	<b>Address</b>	<b>Name Head of HH</b>	<b>Date Assigned</b>	<b>Date Completed</b>	<b>No. of quest'res used</b>	<b>Comments</b>	<b>Final Result *</b>
<b>(1)</b>	<b>(2)</b>	<b>(4)</b>	<b>(3)</b>	<b>(5)</b>	<b>(7)</b>	<b>(8)</b>	<b>(9)</b>	<b>(10)</b>	<b>(11)</b>
1									
2									
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7									
8									
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10									
11									
12									
13									
14									

- \* 1 = Completed with selected household  
 2 = Completed with replacement household (refusal)  
 3 = Completed with replacement household (not found)  
 4 = Incomplete



## DRAFT LIST OF ENUMERATORS, SUPERVISORS AND DATA PROCESSING STAFF CWIQ

NOS.	NAMES	ADDRESS	CONTACT NUMBER	ED NUMBER
SUPERVISOR FOR DENNERY AND MICOUD – MARTHA JOSEPH (#50) (7192864)				
1	KAISHA DAWN JOSEPH	DENNERY	7192864	
2	ANYA REMY	DENNERY	4533704	
3	SHAMAINE PRINCE	DENNERY	4538654	
4	MARIE XAVIER	MICOUD	4540457	
5	ANNA CLERCENT	MICOUD	7209972	
6	SHAMARA JN BAPTISTE	MICOUD	4544400	
7	CYRILLA FRANCIS	MICOUD	2864570	
SUPERVISOR FOR VIEUX FORT, LABORIE AND CHOISUEL – BERNADINE JOSEPH (#51) (4548202/7171771)				
8	ARNOLD RICHARD	VIEUX FORT	5842059	
9	LAURA JOSEPH	VIEUX FORT	4543994	
10	URMAIN GRAY	VIEUX FORT	4548044 2846902	
11	JOELLA ISIDORE	LABORIE	4547946	
12	ERNETTE CHARLES	CHIOSEUL	4599463 7159722	
13	WENCESLA CHARLES	CHOISEUL	4599229	
SUPERVISOR FOR ANSE LA RAYE, CANARIES AND SOUFRIERE – RUFUS LEDNDRE (#52) (2861816)				
14	LUCINTA BYRON	ANSE LA RAYE	4502881	
15	MELISSA JOSEPH	SOUFRIERE	4595655	
16	ETTA DESIR	SOUFRIERE	4595912	
17	VALERIE LA MONTAGNE	SOUFRIERE	4597339	

SUPERVISOR FOR CASTRIES – ERYLLE LASCARIS (#53) (4519801)				
18	NICED LOIUS	CASTRIES	2871141	
19	JUILE CHARLEMANGE	CASTRIES	4521084	
20	SHAWN SMALL	CASTRIES		
21	SHARON PINDER	CASTRIES	717-3197	
22	SUZANNA GASPARD	CASTRIES	7145976	
23	JASMINE GASPAR	CASTRIES	7150064	
24	CAMILLE JOSEPH	CASTRIES	4502648	
NOS.	NAMES	ADDRESS	CONTACT NUMBER	ED NUMBER
SUPERVISOR FOR CASTRIES - JOAN CHARLES (#54) (4523319/4613486)				
25	TAMARA SMALL	CASTRIES	7180465	
26	MERRICA JN BAPTISTE	CASTRIES	4868025	
27	RUTH FEVRIERE	CASTRIES	4532712	
28	MANDA LAURENCE	CASTRIES	5845370	
29	ANITA LAURENCIN	CASTRIES	7154242	
30	MARGARETTE LAURENT	CASTRIES	4531612	
31	DAINA JN LOUIS	CASTRIES	4526410 7202904	
38	ANNETTE WILKINSON	CASTRIES		
SUPERVISOR FOR GROS ISLET – CHERRANN SMITH (#55) (4528769/7183562)				
32	SANDRA ST.ANGE	GROS ISLET	4503917	
33	LOUISE DETERVILLE	GROS ISLET	4500265	
34	GREGORY PROSPERE	GROS ISLET	4503099	
35	JESSICA FLAVIUS	GROS ISLET	7149521	
36				
37	JENNY RICHARDSON	GROS ISLET	5846223	

## WORK STAGES

<b>STAGE ONE</b>	<b>OFFICERS</b>
SCANNING OFFICERS	ALVIN CAESAR (#56) OLYMPIA JOPSEPH(#57)
VERIFYING OFFICERS	NOLA ANTHONY (#58), KERNSA DETERVILLE(#59), BENITA POLIUS (#60), MAUREEN JOSEPH(#61) LORETTA ROBINSON (#66)
<b>STAGE TWO</b>	
VALIDATION CONTROL OFFICER	VENTON CHARLES (#62), RICHARD HARRIS (#63), MAJELLA LOUIS (#64), EUPHEMIA EDMONDS(#65)
NATIONAL SUPERVISORS	VENTON CHARLES, MAJELLA LOUIS, EUPHEMIA EDMONDS