
National Survey Design Planning Report
Skills Toward Employment and Productivity (STEP)

ARMENIA

This Version: March 6 2013

FULL LITERACY ASSESSMENT



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Introduction: How to Fill Out the NSDPR

The National Survey Design and Planning Report (NSDPR) is aimed at clarifying implementation procedures outlined in background documents provided by the STEP Consortium to the Survey Firm (e.g., Technical Standards, Operation Manual, Interviewer and Supervisor Manual).

Please fill out and read carefully the whole document. As it is based on the Terms of Reference and Technical Proposals submitted by the Survey Firm, it is a **binding document** on implementation procedures.

After ensuring that each section accurately reflects the implementation procedures, both **Task Team Leaders and Project Managers are required to sign the document**.

How to fill out the document:

- **Part 1** should be filled out by the World Bank Country Team Task Leader based on exchanges with the World Bank STEP Core Team;
 - **Part 2** should be filled out by the Survey Firm with support from the World Bank STEP Core Team;
 - **Part 3** should be filled out by the Survey Firm with support from the World Bank STEP Core Team’s Survey Methodologist.
-
- Elements highlighted in yellow need to be filled out by the World Bank Country Team (Part 1) or the Survey Firm (Parts 2 and 3).
 - The document describes Technical Standards that should be followed during implementation. In some cases, the Survey Firm may propose a deviation from the Technical Standard, which it must then detail and justify. The STEP Core Team will then decide whether or not to accept the deviation. When the column “Deviation Requested” is grayed, the Survey Firm cannot amend the Technical Standard.
 - Comments in italics provide examples or detail the type of information required.

PART 1: World Bank Country Team Plan

This section will be filled out by the World Bank Country Team.

1.1. Time Frame

<i>Technical Standard</i>	<i>Agreed to by the World Bank Country Team?</i>
The World Bank Country Team will help ensure a final NSDPR is submitted to the STEP Consortium at least two months prior to the commencement of data collection for its main survey.	<input checked="" type="checkbox"/>

1.2. Household Questionnaire

<i>Technical Standard</i>	<i>Agreed to by the World Bank Country Team?</i>
<p>Each country is permitted to insert up to 5 country-specific questions in the Household Questionnaire.</p> <p>The questions and their placement must be confirmed with the STEP Consortium.</p> <ul style="list-style-type: none"> a) The rationale for the inclusion of country-specific questions must be provided. b) The wording of the proposed questions must be included in the NSDPR. c) The placement of the questions must be discussed with the STEP Consortium. d) An outline of the pre-test strategy for the questions must be included in the NSDPR. 	Not applicable

<i>Information Required</i>	<i>Proposed Country-Specific Questions and Placement</i>	<i>Information Approved by the STEP Core Team?</i>
Country-specific questions:	Not applicable	

1.3. Fieldwork

<i>Information Required</i>	<i>Description</i>
1. Public Awareness Campaign Please describe briefly activities for raising public awareness.	Not applicable
2. Advance Survey Information Please describe briefly the initial method of informing targeted households of the purpose of the survey.	Not applicable
3. Respondent Incentive If applicable, please describe the respondent incentive strategy.	Not applicable

1.4. Sample Frame and Benchmark Variable Counts

<i>Information Required</i>	<i>Description</i>	<i>Information Approved by the Survey Methodologist? Date</i>
<p>1. Sample Frame Counts The World Bank Country Team Task Leader will provide the Sample Frame counts that correspond to the sample design units to the Survey Methodologist for weighting.</p>	See Section 3	
<p>2. Benchmark Variable Counts (if applicable) The recommended benchmark variables are age, gender, and education. The World Bank Country Team Task Leader will provide the pertinent counts of the benchmark variable totals to the STEP Survey Methodologist. Benchmark variable counts may be required to adjust the basic population weights to more recent known population totals (e.g., an updated Sample Frame) or more reliable known population totals from a source other than the Sample Frame (e.g., National Census of Population, National labour Force Survey, etc.)</p>	Not applicable	

PART 2: Survey Firm Plan

This section will be filled out by the Survey Firm.

2.1. Time Frame

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>
The Survey Firm will submit a final NSDPR to the STEP Consortium at least two months prior to the commencement of data collection for its main survey.	<input checked="" type="checkbox"/>

2.2. Project Team

- **National Project Leader** – Heghine Manasyan
- **Survey Methodologist/Research Director**– Armine Petrossian/ Drew Loizeaux
- **Data Collection Manager** – Lusine Zakaryan
- **Data Processing Manager** – Iskuhi Mkrtychyan
- **Linguistic Specialist** – Sos Avetisyan

2.2.1. Qualifications and Expertise of the Survey Institute

1. Identify the Leading Survey Institute

<i>Name</i>	Caucasus Research Resource Centers (CRRC) – Armenia of the Eurasia Partnership Foundation
<i>When was the survey institute founded?</i>	2002, August
<i>Owner</i>	The Eurasia Partnership Foundation (EPF)
<i>Headquarters' address</i>	52, Abovyan Street 3rd floor, rooms 305, 307, 309, 312 Yerevan 0025, Armenia 56, Zarobyan Street Yerevan 0009, Armenia
<i>Contact information</i>	Tel./Fax: (374 10) 58 13 30, 58 14 50 E-mail: crrc@crcc.am URL: www.crrc.am

2. Identify Key Project Team Members

There are several key project team personnel. Every effort should be made to recruit people who can be committed to the project for the duration.

Table 1 provides a summary of the key STEP project team positions and corresponding project functions that are crucial to the STEP success.

Table 1: Key STEP Project Team Positions and Functions

Key STEP Position	Key Function
➤ National Project Leader	➤ Project Management & International Coordination
➤ Survey Methodologist	➤ Sample design, weighting, estimation
➤ Data Collection Manager	➤ Field procedures, interviewer staffing and supervision
➤ Data Processing Manager	➤ Data capture, coding, scoring, data editing, file creation
➤ Linguistic Specialist (Translator)	➤ Translation & cultural adaptation of survey materials, & survey correspondence

a) Provide a four-line overview of the qualifications and expertise of each key project team member (please attach their Curriculum Vitae in Appendix 2)

- **National Project Leader – Heghine Manasyan** – *Dr. Manasyan has a Doctor in Economics with broad experience in research, teaching and policy analysis. Her primary areas of expertise include economic growth and development, political economies of transition, labor markets, poverty and education, privatization and underground economies. Dr. Manasyan is an author of over one hundred publications and articles. Prior to joining CRRC-Armenia Dr. Manasyan was actively involved in projects funded by international organizations (UNDP, WB, TACIS), implemented in Armenia and aimed at strengthening domestic capacity for high quality economic research and education. Dr. Manasyan’s educational background includes studies at the Yerevan State University, State Academy of Management (Moscow), Central European University (Budapest) and Columbia University (New York).*
- **Survey Methodologist – Armine Petrossian** – *Dr. Petrossian received her education from Yerevan, Novosibirsk and Moscow universities. She holds a PhD degree in Economics and MA Political Science from the American University of Armenia. My professional carrier includes years of leadership positions in the Armenian government during the 1990s. Adding to my years as a government official is my experience in a number of US and European projects in development, democracy, civil society, good governance, institutional reform, public relations and municipal services. She is now the Program Manager for Data Initiative and Methodological Training with CRRC Armenia.*
- **Survey Research Director - Drew Loizeaux** –*Mr. Loizeaux has M.A. in International Political Economy and Development at Fordham University with a concentration in international and development economics. Last year he was in Armenia on an independent research fellowship and was able to study Armenian and work with CRRC. Prior to graduate school, he worked in Cambodia, The Philippines and Uganda for US based microfinance funder, Kiva Microfunds. In the United States, Drew worked for the US Committee for Refugees and Immigrants in Colchester, Vermont and Washington, DC. While there, he helped resettle and serve refugees from many parts of the world.*
- **Data Collection Manager – Lusine Zakaryan** – *Ms. Zakaryan holds a degree in Sociology from Yerevan State University’s Department of Philosophy, Sociology and Psychology. She has over two decades of experience conducting research, project management and working for a variety of different types of NGOs in Armenia. During this time she has developed a strong knowledge of conducting surveys in Armenia as well as managing large and complex projects throughout the country.*
- **Data Processing Manager – Iskuhi Mkrtchyan** – *Ms. Mkrtchyan holds Bachelor's and Master's Degree from the Economic Department of YSU and is expecting her PhD from the Yerevan State University in Econometrics. In January 2011, she was awarded a grant to travel to South Dakota State University, Brookings, USA where she passed the Junior Faculty Development Program. With this program she was able to develop both her teaching technique as well as broaden her academic and professional knowledge in econometrics. Ms. Mkrtchyan is also current working as a lecturer of econometrics at the Department of Statistics and Biometrics of the Armenian State Agrarian University.*

- **Linguistic Specialist – Sos Avetisyan** - *Mr. Avetisyan holds a degree in foreign languages from Brusov State Institute and has continued his professional development with training programs in the USA, Belgium and Canada. Professionally, he has over three decades of experience in translation and providing high quality English and Armenian content for a variety of publication types. Throughout his career Mr. Avetisyan has translated and edited over 20 books and hundreds of articles. As a journalist he has covered events such as the Olympics and has reported on Armenian issues for decades. For his work, Mr. Avetisyan has received over 15 meritorious and other awards from the US Ambassadors to Armenia, USDA MAP Directors, USDA Washington Headquarters, RA Ministry of Agriculture and Texas A&M University.*

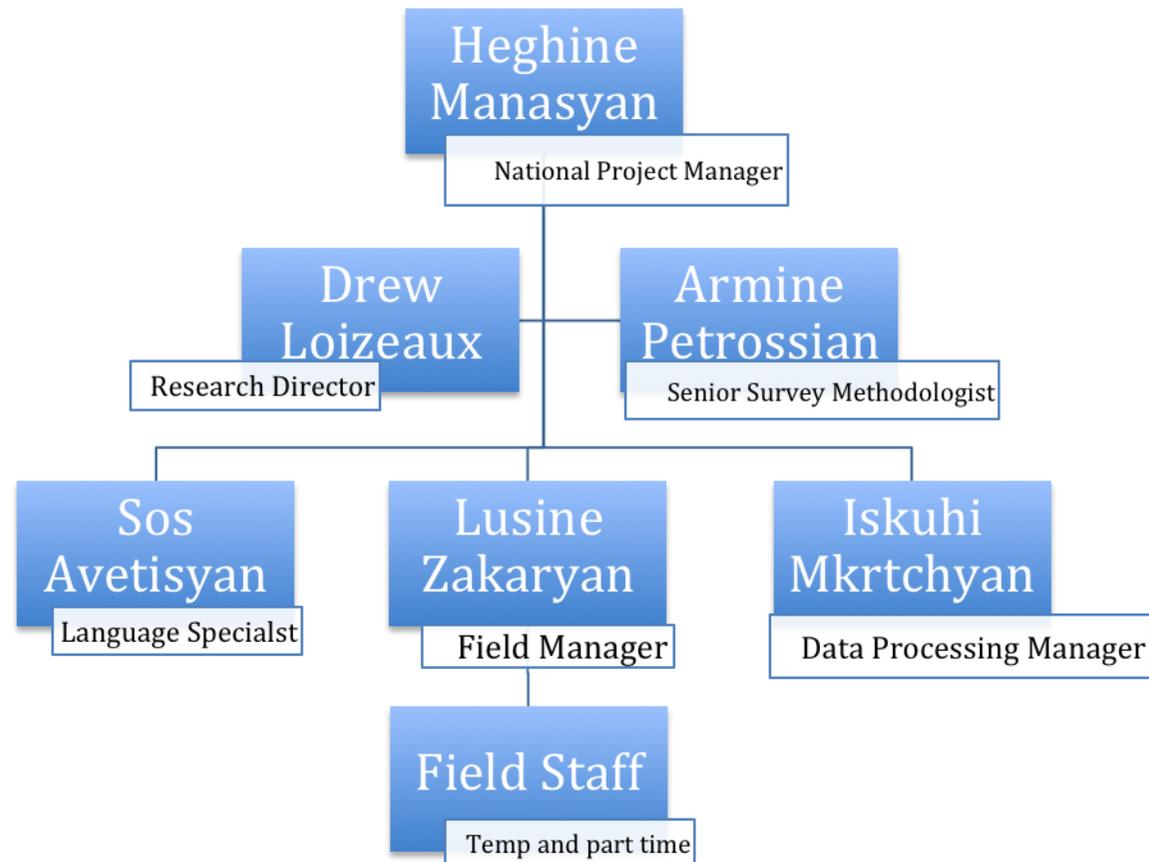
b) Indicate whether or not the key team members will work full-time on the STEP survey.

For those who will not work full time on the STEP survey, please indicate the amount of time and the periods during which they will work on the project.

- **National Project Leader – Heghine Manasyan** – Part-time and Full time when survey implementation is underway.
- **Survey Methodologist – Armine Petrossian** – Half time when survey design and implementation is underway.
- **Survey Research Director** - Drew Loizeaux – Part-time at the initial stages of Survey design and intensive communication.
- **Data Collection Manager – Lusine Zakaryan** – Full time when survey implementation is underway.
- **Data Processing Manager – Iskuhi Mkrтчyan** – Full time during data processing and pre fieldwork training.
- **Linguistic Specialist – Sos Avetisyan** – Part-time, as needed, on call.

c) Include firm experience as well as names and types of surveys conducted in Appendix 3.

2.2.2. Project Structure



Heghine Manasyan, the Director of CRRC - Armenia and National Project Leader for the household survey, is the manager of this project. All four full time and part-time staff who will be working on this project report directly to her. On a day-to-day basis both Heghine and Drew oversee the progress within the project, especially preparation for fieldwork, and ensure that all work is of high quality and produced on time. Once the survey administration design and field operations begin Lusine Zakaryan will be the main contact point for field staff with support from Heghine, Armine and Drew. Iskuhi will manage the data processing staff and report to Heghine.

2.3. Literacy Assessment

2.3.1. General

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>
The participating country may choose to implement either the Partial or the Full Literacy Assessment.	THE FULL LITERACY ASSESSMENT
However, the chosen assessment design must be administered as prescribed by the STEP Consortium.	<input checked="" type="checkbox"/>
The General Booklet comprised of the Reading Components (Part A) and the Core Literacy Items (Part B) will be administered to each selected person.	<input checked="" type="checkbox"/>
The Survey Firm will provide each interviewer with a stopwatch to time the Reading Components exercises in the General Booklet.	<input checked="" type="checkbox"/>
<p><u>For Full Literacy Assessment only</u></p> <p>Subsequent to the completion of the General Booklet, for those respondents with 3 or more correct answers for the Core items, one of the four Exercise Booklets will be randomly selected to be administered to the respondent.</p> <p>The assessment component of the survey ends with the administration of the General Booklet for respondents with less than 3 correct answers for the Core items.</p>	<input checked="" type="checkbox"/>
The Interviewers will be trained to administer the assessment according to the	<input checked="" type="checkbox"/>

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>
instructions provided by the STEP Consortium.	
The Literacy Assessment will be administered in the following language(s): - ARMENIAN	<input checked="" type="checkbox"/>

2.3.2. Translation and Adaptation of Literacy Materials

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Language 1 Name of Translators</i>	<i>Language 2 (if applicable) Name of Translators</i>
Participating countries are responsible for the cultural adaptation and translation of the literacy material:			
a. <u>ETS translation and adaption guidelines</u> : The translation and cultural adaptation of the assessment items will be carried out according to the translation and adaptation guidelines prepared by ETS	<input checked="" type="checkbox"/>		
b. <u>Translation</u> will be carried out by two independent translators followed by reconciliation by a third translator	<input checked="" type="checkbox"/>	1. Sos Avetisyan 2. Susanna Karapetyan 3. Lusine Zakaryan	
c. <u>Translation and cultural adaptation verification</u> : Check, sentence by sentence, of linguistic correctness, equivalence to the master version and appropriateness. Suggested corrections will be listed and justified in the <i>Verification Follow-Up Form</i>	<input checked="" type="checkbox"/>		
d. <u>Layout</u> : national assessment booklets will be modeled after the master assessment booklets provided by the STEP Consortium	<input checked="" type="checkbox"/>		
e. <u>Layout verification</u> : Final optical check to verify the final layout of the instruments after adaptation and translation verification	<input checked="" type="checkbox"/>		
f. Each participating country will submit its translated literacy booklets in each of its STEP reporting languages along with the <i>Verification Follow-Up Form</i> to the	<input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Language 1 Name of Translators</i>	<i>Language 2 (if applicable) Name of Translators</i>
STEP Consortium for verification and approval.			
<p>The Literacy Assessment Booklets will be printed <i>according to the printing instructions provided in the document ‘STEP_Paper_Booklet_Printing_Specifications.doc’</i>.</p> <p>In particular:</p> <ul style="list-style-type: none"> a. The booklets are currently in PDF format and should be opened in and printed from Adobe Acrobat. b. The assessment booklets must be printed (NOT photocopied) so that each page of the final printed booklets is either a letter-size page or an A4-size page. c. To ensure that the stimulus and its associated questions face each other, the booklets must be saddle-stitched <u>or</u> stapled in the middle so the booklet can lie flat when opened d. The booklets must be printed on paper that is 60 lb or more (at least 70 gsm) 	<p style="text-align: center;">☑</p> <p style="text-align: center;">☑</p> <p style="text-align: center;">☑</p> <p style="text-align: center;">☑</p>		

2.4. Household Questionnaire

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
Each participating country will implement the Household Questionnaire prescribed by the STEP Consortium	<input checked="" type="checkbox"/>		
<p>1. Translation of the Household Questionnaire The Household Questionnaire will be adapted to the country context in English and then translated based on guidelines provided by the STEP Consortium.</p> <p>These guidelines include:</p> <ul style="list-style-type: none"> ▪ A double translation by two independent translators and reconciliation by a third translator ▪ Translation will be verified sentence-by-sentence, for linguistic correctness, equivalence to the master version and appropriateness. Suggested corrections will be listed and justified in a document that will be sent to the STEP Core Team ▪ Reconciliation of the first two translations will be done in close collaboration with a senior member of the survey team who has a strong command of English and who is involved in the survey piloting and fieldwork ▪ The Survey Firm will submit questions randomly selected by the World Bank for verification by a World Bank-contracted translator ▪ If the Household Questionnaire is administered in several languages, the above procedures will be followed for the translation of the Household Questionnaire in each language 	<input checked="" type="checkbox"/>		
<p>2. Translation of all Survey Materials (with the exception of the questionnaire) All Survey Materials will be translated based on guidelines provided by the STEP Consortium.</p>	<input checked="" type="checkbox"/>		
The Survey Materials include:			

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
<ul style="list-style-type: none"> ▪ The Interviewer and Supervisor Manual, which will be translated by a qualified translator 	<input checked="" type="checkbox"/> 1. Sos Avetisyan 2. Lusine Zakaryan (verification)		
<ul style="list-style-type: none"> ▪ The Operation Manual, which will be translated by a qualified translator 	<input checked="" type="checkbox"/> 1. Sos Avetisyan 2. Lusine Zakaryan (verification)		
<ul style="list-style-type: none"> ▪ The PowerPoint Presentations for the interviewers' training, which will be translated by a qualified translator 	<input checked="" type="checkbox"/> 1. Sos Avetisyan 2. Lusine Zakaryan (verification)		
<ul style="list-style-type: none"> ▪ The Test and Answer Sheets for the interviewers' training, which will be translated by a qualified translator 	<input checked="" type="checkbox"/> 1. Sos Avetisyan 2. Lusine Zakaryan (verification)		
<ul style="list-style-type: none"> ▪ The Brochure presenting the STEP Survey, which will be translated by a qualified 	<input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
translator	1. Sos Avetisyan 2. Lusine Zakaryan (verification)		
<ul style="list-style-type: none"> If the Household Questionnaire is administered in several languages, the Materials listed above will be translated as needed 	NA		
3. Health Module <ul style="list-style-type: none"> The Survey Firm will provide Interviewers with measuring tapes to measure individual respondents' height Interviewers should measure individual respondents during the interview, and only record self-reported height as a last measure 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
4. Pilot Survey The Household Questionnaire will be pre-tested according to the STEP Consortium requirements and as specified below:			
<ul style="list-style-type: none"> Finalized questionnaires will be tested in a pilot test of 20-30 households 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> <i>Sample:</i> <ul style="list-style-type: none"> half from low-income households and half from medium/high income households 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> households will be <u>selected in areas that do not form part of the sample of the main survey</u> 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> The pilot test will be administered by the main trainer(s) for the interviewer training and will involve 5-6 senior persons The Household Questionnaire training by the main trainer(s) for the 5-6 senior persons will last at least 2 full days 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> H.Manasyan		
<ul style="list-style-type: none"> Data collected during the Pilot Survey will be entered through the Data Entry Program 	<input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
<ul style="list-style-type: none"> Submit a 5-10 page report to the WB including recommendations for any changes in implementation or questionnaire translation, etc 	<input checked="" type="checkbox"/>		

2.5. Field Teams and Training

<i>Technical Standard / Required Information</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation / Information Approved by the Core Team?</i>																
1. “Train the Trainer” Training in Washington DC The following members of the Project Team should attend the “Train the Trainer” Training organized in Washington DC: <ul style="list-style-type: none"> Head Trainer Chief Scorer for the literacy assessments Field Manager 	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Only given budget for one person (H. Manasyan)																	
2. Interviewer and Supervisor Hiring Plan																			
<ul style="list-style-type: none"> Interviewers’ Qualifications Interviewers and Supervisors should at minimum be high school graduates 	<input checked="" type="checkbox"/>																		
<ul style="list-style-type: none"> Number of interviewers and Supervisors <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th># HHs</th> <th># HH/PSU</th> <th>PSUs</th> <th>Days for 1 team to finish 1 PSU</th> <th>Wks of field time</th> <th>Rounded up # Teams</th> <th># Interviewers</th> <th># Supervisors</th> </tr> </thead> <tbody> <tr> <td> </td> </tr> </tbody> </table>	# HHs	# HH/PSU	PSUs	Days for 1 team to finish 1 PSU	Wks of field time	Rounded up # Teams	# Interviewers	# Supervisors											
# HHs	# HH/PSU	PSUs	Days for 1 team to finish 1 PSU	Wks of field time	Rounded up # Teams	# Interviewers	# Supervisors												

<i>Technical Standard / Required Information</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation / Information Approved by the Core Team?</i>
<p>3000 15 200 3 6 15 45 15</p> <hr/> <p><i>See Terms of Reference, page 20 for details</i></p>			
<p>Please indicate the number of interviewers and supervisors the Survey Firm intends to hire</p>	<p>40 INTERVIEWERS AND 10 SUPERVISORS</p>		
<p>▪ Method of payment Interviewers’ remuneration must be independent of the number of completed interviews. In other words, interviewers must not be remunerated on a per piece basis.</p>	<p><input type="checkbox"/></p>	<p>Experience with conducting surveys in Armenia has showed that monetary incentive to complete surveys is very important to ensure timely completion of work. CRRC limits the negative impact paying this way by also providing (less) remuneration for non-responses. Interviewers are paid at the end of fieldwork after all interviews are completed and verified. All interviewers are paid the same amount per interview, regardless of how many total interviews they complete.</p>	

<i>Technical Standard / Required Information</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation / Information Approved by the Core Team?</i>
3. Interviewer Training Plan			
<ul style="list-style-type: none"> ▪ Training dates 	19.03.2013-29.03.2013		
<ul style="list-style-type: none"> ▪ Fieldwork must start within 4 days of finishing training 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ Location of the training Please note that the interviewers' training should take place in one 10-day session in one location (for each language). 	Yerevan <input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ Trainees should be split into training rooms of not more than 30 per room. 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ There should be a trainer and assistant trainer in each training room, and a technical support person for each three training rooms. 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ There should be supplemental after hour sessions available for trainees who want more practice, or who have been identified in training as needing help. 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ Training staff should hold daily debriefing sessions to discuss progress, problem trainees and any technical or administrative issues that have been flagged during the day. 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ Training will be based on material provided by the STEP Consortium and translated by the Survey Firm 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ The training plan will follow the agenda attached in Appendix 4, including the supervisor training sessions once team supervisors are selected 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ Training will consist of 10 full days of combined classroom training and field training. Field practice will include, for each trainee, at least two households and two selected individual interviews. 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ The number of trainees should be at least 30% greater than the 	<input checked="" type="checkbox"/>		

<i>Technical Standard / Required Information</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation / Information Approved by the Core Team?</i>
required number of interviewers, as only the best trainees will be retained after the training			
<ul style="list-style-type: none"> ▪ Trainers <ul style="list-style-type: none"> - Head Trainer(s): <i>Name(s), education level and whether they attended the “Train the Trainer” session in Washington DC</i> - Assistant Trainers: <i>Names, education level and whether they attended the “Train the Trainer” session in Washington DC</i> 	Head Trainers: H.Manasyan- (attended DC) L.Zakaryan (did not attend DC) Assistant Trainers – Iskuhi Mkrtchyan (did not attend DC) Susanna Karapetyan (did not attend DC)		
<ul style="list-style-type: none"> ▪ Training Evaluation Report: the Survey Firm will send the STEP Consortium a one-page training report including the following information, within one week of the end of training: <ul style="list-style-type: none"> - List of trainees (names) - List of trainees’ marks - List of selected interviewers - List of selected supervisors 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ If the first reports from the fieldwork reveal a lack of understanding of some sections of the questionnaire, the firm will retrain all field staff on these sections 	<input checked="" type="checkbox"/>		

2.6. Fieldwork

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
1. Household Listing			
<ul style="list-style-type: none"> ▪ The Survey Firm will undertake a door-to-door listing of households in each selected PSU <i>Please specify whether a dedicated listing team will conduct the door-to-door listing or whether it will be done by the interviewer teams as they arrive in the PSU</i> ▪ The Survey Firm will provide the STEP Consortium an Excel spreadsheet with the total number of households listed in each of the selected PSUs. ▪ The Survey Firm will keep the complete household listings in each PSU ready for verification by the STEP Consortium and provide any list that is requested. 	<input checked="" type="checkbox"/> Will be done by the interviewer teams <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
2. Method of Data Collection			
<ul style="list-style-type: none"> ▪ Each component of the STEP Survey will be carried out by a personal visit using a Paper And Pencil Interview (PAPI) method. 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ All components of the Literacy Assessment must be administered in the same visit (i.e., General Booklet and if applicable Exercise Booklet) 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ Proxy responses are not permitted for the individual questionnaire and the Literacy Assessment booklets. Furthermore the selected person must complete the assessment booklet(s) without assistance. 	<input checked="" type="checkbox"/>		
3. Minimizing Non-Response Rates			
<ul style="list-style-type: none"> ▪ A minimum response rate of 70% is the goal. 	<input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
<p>household or individual respondent.</p> <ul style="list-style-type: none"> ▪ If there will be any interview team in the vicinity of the households with whom there has been no contact or that are temporarily absent, revisits should continue to be made and no reserve household activated until 2 weeks before the last team leaves the area. 	☑		
5. Field Supervision			
5.1. Team Supervisors			
<ul style="list-style-type: none"> ▪ Each interviewer team will report to a Team Supervisor ▪ Team Supervisors' responsibilities include: <ul style="list-style-type: none"> - Coordinating fieldwork in each assigned PSU - Full-time work with the interviewer team and on-going monitoring of each interviewer's work - Documenting non-response, activation of reserves, problems encountered - Assigning literacy booklets - Communicating regularly with the Field Manager - Selecting households to be interviewed following procedures outlined in the Technical Standards (if selection will be done in Headquarters, please specify) 	☑		
<p><u>Quality control by Team Supervisors:</u></p> <ul style="list-style-type: none"> - At least one meeting per week with each interviewer to discuss progress and/or problems - Random spot visits during interviewers' work to observe household and individual interviews. For each interview observed, Team Supervisors will fill out the <i>Interview Evaluation Form</i> (Appendix 5) - Check each accepted questionnaire for completeness and accuracy, and fill out <i>Visual Scrutiny Form</i> for each 	☑ ☑ ☑		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
<p>questionnaire (Appendix 7)</p> <ul style="list-style-type: none"> - Submit household listings and sample selections to the Project Manager - Follow-up of non-response households/ individuals according to the table in Appendix 6 which details the revisits required for each situation and whether a reserve household should be activated 	<p style="text-align: center;"><input checked="" type="checkbox"/></p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>		
<ul style="list-style-type: none"> - Visit verification and selection of individual respondent verification: The Supervisor or Field Manager (or assistants) will revisit 15% of each interviewer's finalized cases. In the event that a respondent is not available during the initial follow-up visit, a telephone follow-up may be carried out for no more than one third of the revisits. <p>The households to revisit will be selected randomly by the Field Manager.</p> <p>During each revisit, the Supervisor will complete a <i>Check up Visit form</i> (Appendix 8).</p> <p>The Fieldwork Manager should participate with the Team Supervisor in some of these revisits, unannounced, with households chosen by the Field Supervisor, in order to check on the Team Supervisors.</p> <p>The STEP Consortium may also ask to attend verification revisits, and randomly choose the Households to revisit.</p>	<p style="text-align: center;"><input checked="" type="checkbox"/></p>		
5.2. Field Manager/ Regional Field Managers	<input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
5.4. Communication <i>Please indicate the methods through which the staff will be communicating during fieldwork. E.g., scheduled daily/weekly telephone calls, e-mail of supervisors</i>	Daily telephone calls		
6. Fieldwork Monitoring by STEP Consortium			
<ul style="list-style-type: none"> ▪ Weekly Report 			
<ul style="list-style-type: none"> - The STEP Consortium will provide a Weekly Report template to the survey firm (see Appendix 9) 	☑		
<ul style="list-style-type: none"> - Each participating country will send a Weekly Report to the STEP Consortium during data collection 	☑		
<ul style="list-style-type: none"> - Particular attention will be given to the monitoring of progress towards the sample size goals and non-response rates. 	☑		
<ul style="list-style-type: none"> ▪ Verification of Fieldwork 			
<ul style="list-style-type: none"> - The Survey Firm will keep Supervisor Forms readily available for random checks by the STEP Consortium. The Supervisor Forms are provided in the Operation Manual and in the Interviewer and Supervisor Manual and comprise a <i>Visual Scrutiny Form</i> for the questionnaires, an <i>Interviewer Evaluation Form</i> and a <i>Check-up Visit Form</i>. 	☑		

2.7. Data Processing

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
1. Data Capture and Verification Plan a. General <ul style="list-style-type: none"> ▪ Each country's STEP data file will be created according to the Variable Convention provided by the STEP Consortium. ▪ The STEP Consortium will provide two Data Entry Programs: <ul style="list-style-type: none"> - one for the household survey questionnaire - and a second one for the literacy module. ▪ The STEP Consortium will provide training on the use of both programs to the country's IT team 	☑	<i>CRRC Armenia will be using a CSPro file developed originally by CRRC Georgia for the household survey questionnaire. The file will be adapted to match the Armenia questionnaire. The STEP Consortium will still provide the DEP for the literacy module.</i>	APPROVED
<ul style="list-style-type: none"> ▪ Training of the Data Entry persons: they should participate in the interviewer training because a thorough knowledge of the Questionnaire will be valuable to their work 	☑		
<ul style="list-style-type: none"> ▪ There will be a 3-day training session on the Data Entry program at the end of the interviewer training <i>Please provide the name of the trainer</i> 	☑ H.Manasyan		
<ul style="list-style-type: none"> ▪ Please provide the name of the person responsible for Data Entry and Management as well as the number of people assigned to Data Entry 	I. Mkrtychyan (15)		
b. Data Entry Program for the Household Questionnaire			

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
<ul style="list-style-type: none"> ▪ The Survey Firm will use the Data Entry Program provided by the STEP Consortium, which is based on a custom-written Excel macro and features data capture screens mirroring the questionnaire pages. ▪ Each country must key-enter the ‘write-in’ entries from the response category “Other”. Please specify for all questions where this category was selected. ▪ The Survey Firm will use the Variable Convention provided by the STEP Consortium to name and code the variables 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
<p>c. Data Entry Program for the Literacy Modules</p> <ul style="list-style-type: none"> ▪ The Survey Firm will use the Data Entry Program provided by the STEP Consortium ▪ The Survey Firm will use the Code Book provided by the STEP Consortium 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
<p>d. Data Entry of Incomplete Cases</p> <ul style="list-style-type: none"> ▪ The Survey Firm will provide the STEP Consortium with a data file containing a data record for each sampled household, both initial sample cases and reserve sample cases. ▪ The file must include the following minimum information, <ul style="list-style-type: none"> i. the sample identification number from the original sample file, ii. a final result code for each sampled case – this includes cases where an interview was obtained as well as cases that did not yield an individual interview, i.e., non-response cases and non-activated reserve households ▪ This data file will be based on the <i>Sample Tracking Forms</i> filled out during fieldwork 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
e. Data Capture Verification <ul style="list-style-type: none"> ▪ Data capture of the household questionnaire and literacy modules will be entirely verified through double data entry ▪ Data will be captured twice, by two different operators ▪ All differences in the captured data will be resolved by the second data entry operator, using the STEP-provided data entry program, which flags differences 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
f. Timeframe <ul style="list-style-type: none"> ▪ The data entry will start no longer than 5 days after the start of the fieldwork, so that information from the data entry can inform the process of the survey 	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> ▪ The country is expected to transmit the first week of data within two weeks of the start of the fieldwork and the second week of data within the first three weeks of fieldwork 	<input checked="" type="checkbox"/>		
2. Tracking Respondents' Sample Identification Number <ul style="list-style-type: none"> ▪ Each household and each individual who completes the individual questionnaire should have a unique code for data entry ▪ Each interviewer, supervisor and data entry person should also have a unique code that should be recorded for all questionnaires ▪ A field for recording the respondent's Sample Identification Number is required on all survey instruments (i.e., Household Roster, Household Questionnaire, General Booklet, and Exercise Booklet if applicable) and any pertinent supplementary material ▪ Countries must assign a unique booklet ID (serial number) to each prepared assessment instrument (i.e., to each General Booklet and Exercise Booklet if applicable) 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
Economic Activities, Third Revision ⁷ will be used to code the industry variable.			
5. Plan for Coding of the Literacy Modules and Verification of Data			
5.1. Recruiting and Training the Scorers and Chief Scorer			
<p><i>Scorers</i></p> <ul style="list-style-type: none"> - The scorers should have more than a high-school education - An odd number of scorers is recommended to facilitate arbitration: 5 for the Full Literacy Assessment / 3 for the Partial Literacy Assessment - Two of them must be bilingual in the language(s) of assessment and English 	<ul style="list-style-type: none"> <li style="text-align: center;"><input checked="" type="checkbox"/> <li style="text-align: center;"><input checked="" type="checkbox"/> <li style="text-align: center;"><input checked="" type="checkbox"/> 		
<p><i>Chief Scorer</i></p> <ul style="list-style-type: none"> - Each country requires a Chief Scorer who is fluent in English and the country's STEP reporting language(s) - The Chief Scorer will receive training on scoring procedures and the application of scoring rules for every assessment item - The Chief Scorer will be responsible for the training of the Scoring Team - Each country will send the Chief Scorer to the scorer training that will be provided by the STEP Consortium 	<ul style="list-style-type: none"> <li style="text-align: center;"><input checked="" type="checkbox"/> 		
<p><i>Scoring Material</i></p> <ul style="list-style-type: none"> - A master copy of the Scorer training materials, i.e., a Scorer Training Manual, including examples and exercises, will be provided by ETS - Some adaptation of these materials may be required if a country's translation and adaptation process resulted in changes to items. The Scoring Guide would need to similarly reflect such changes 	<ul style="list-style-type: none"> <li style="text-align: center;"><input checked="" type="checkbox"/> <li style="text-align: center;"><input checked="" type="checkbox"/> 		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Core Team?</i>
Booklets by a second scorer. - Across-country reliability study: Rescoring a set of anchor booklets by the same scoring team - The Scoring process will be fully documented and include inter-scorer agreement reports, methods used to ensure scorer consistency, all reliability data and all quality control measures	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
6. Submission of the Literacy Assessment data to ETS Each country will submit the Literacy Assessment data to <u>ETS</u> , following ETS' guidelines and using its Data Entry Program	<input checked="" type="checkbox"/>		
7. Submission of the Household Questionnaire data to the World Bank <ul style="list-style-type: none"> ▪ Each country will submit the Household Questionnaire data to the <u>World Bank</u> ▪ The edited data file should be free from errors and conform to the Variable Convention ▪ All data checked by supervisors during revisits and recorded in the <i>Check-Up Visit Forms</i> will be entered in a separate data file and submitted to the World Bank 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		

2.8. Confidentiality

<i>Information Required</i>	<i>Description</i>
<p>1. Country's Data Confidentiality Requirements The Survey Firm will advise the STEP Consortium of its country's confidentiality rules regarding the handling and sharing of respondent's data.</p>	<p>The key piece of legislation in Armenia that addresses confidentiality requirements is “The Law of The Republic of Armenia on state statistics” and was passed in 2001. The main points of this law are:</p> <p>Chapter 1 General Provisions Article 5. Requirements to the State Statistics The state statistics are required to be reliable, accurate, and the statistical data must remain anonymous.</p> <p>Chapter 2 Organization of the State Statistics Article 14. Presentation, Use, Publication and Keeping of the State Statistical Information The statistical data is considered confidential if it is possible, by direct or indirect form, to reveal the provider of statistical information or to obtain personal information. Data taken from publicly available sources shall not be considered confidential. Data considered confidential without the agreement of their provider should not be published or by other form disseminated.</p> <p>For scientific research, data that is statistically confidential may be used or published in exceptional cases where the identification of the individual will not be provided. The Council decides when to implement this rule.</p> <p>Collected information may be given to certain staff members or statisticians if it is necessary for statistical purposes or if these persons abstain from publishing the information containing the</p>

<i>Information Required</i>	<i>Description</i>
	<p>statistical confidentiality or using it for their own interests or the interests of third parties.</p> <p>CHAPTER 3 Rights and Obligations of the Body Implementing the State Statistics and Bodies Implementing the Administrative Statistics</p> <p>Article 16. Obligations of the Body Implementing the State Statistics</p> <p>The body implementing the state statistics is obliged to preserve the principles of anonymity of the collected statistical data and to not publish or disseminate the initial statistical information.</p>

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>
<p>2. Steps to Ensure Data Confidentiality</p> <ul style="list-style-type: none"> ▪ The survey instruments, the sampling, and the information gathered by the field workers cannot be used for personal or professional goals by the local consultant firm, field workers or the coordinator and advisor without the prior request and an approval by the World Bank. The data collected is completely confidential and shall not be revealed to any source by the firm. The ownership of any information and data belongs to the World Bank. ▪ All interviewers, data entry, coders and supervisory staff must sign affidavits of confidentiality and non-disclosure for the survey activities. A separate form of non-disclosure for the literacy booklets and training and scoring material from ETS is also required. 	<p style="text-align: center;">☑</p> <p style="text-align: center;">☑</p>
<ul style="list-style-type: none"> ▪ Each country will submit the data file to ETS and the World Bank STEP team (regional team and core team). Data release beyond ETS and the World Bank teams may not be done until 6 months after the submission of the final data files. 	<p style="text-align: center;">☑</p>

2.9. Quality Assurance

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>
1. Quality Assurance <ul style="list-style-type: none"> ▪ Quality assurance will be addressed at all stages of the STEP. Many of the steps to ensure quality are outlined in earlier sections of this document. The following sections summarize the quality assurance measures to be implemented during the STEP. 	☑
2. Team Composition <ul style="list-style-type: none"> ▪ The following key persons on the STEP project team are committed to the project for the duration of the pilot and main surveys: <ol style="list-style-type: none"> 1. Name of National Project Manager 2. Name of Senior Survey Methodologist/Research Director 3. Name of the Field Manager 4. Name of the Data Processing Manager 5. Name of the Language Specialist 	1. Heghine Manasyan 2. Armine Petrossian/ Andrew Loizeaux 3. Lusine Zakaryan 4. Iskuhi Mkrtchyan 5. Sos Avetisyan
3. Expert Meetings The National Project Manager is committed to attending the international meetings deemed necessary by the STEP Consortium. Similarly, other team members will participate in the international meetings when requested by the STEP Consortium.	☑
4. Response Rate <ol style="list-style-type: none"> a) Survey responses will be monitored throughout the data collection activity b) A contact strategy and a strategy to minimize non-response (described earlier in this report) will be developed and implemented. 	☑ ☑
5. Data Processing The following quality assurance procedures are planned: <ol style="list-style-type: none"> a) Test of the data capture system b) 100% verification the captured data c) 100% verification of coders' work d) Development and implementation of scoring quality control procedures to ensure inter-scorer agreement e) Creation of the STEP International Data File according to the Variable Convention specifications provided by the STEP Consortium f) Data Editing 	☑ ☑ ☑ ☑ ☑ ☑

2.10. Schedule

<i>Schedule for the Implementation of WB STEP Survey by CRRC</i>	
Activity	Date
First training session (Videoconference)	06-07.09.2012
Adaptation of questionnaire	19.10.2012
Translation and reconciliation of the reading literacy booklets by CRRC-Armenia	26.10.2012
Translation of questionnaire	10.11.2012
Translation of interviewer manual and other documents	15.12.2012
Verification of the reading literacy booklets by WB team	10.11.2012
Second training session: Train the Trainer program (10 days)	26.11.2012 - 07.12.2012
Pilot test of 20-30 complete instruments	10.02.2013 - 16.02.2013
Evaluation of pilot test findings and results	17.02.2013 - 25.02.2013
Submission of report summarizing the results of the pilot test	26.02.2013
Household questionnaire finalized	26.02.2013 - 12.03.2013
Interviewer training (all interviewers, team leaders, data entry persons). 10 full training days.	19.03-2013 - 29.03.2013
Field Work	01.04.2013-30.05.2013
Data Entry of the Household Questionnaire	10.04.2013 - 07.06.2013
Scoring and Data Entry Literacy Booklets	10.04.2013 - 07.06.2013
Data Cleaning	08.06.2013 - 15.06.2013
Submission of final reports and databases	30.06.2012

2.11. Budget

- EDITED -

PART 3: Sampling and Weighting Plan

This section will be filled out by the Survey Firm. It will work closely with STEP Core Team’s Survey Methodologist on Sampling and Weighting processes.

3.1. Target Population

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist ? Date</i>
<p>1. Target Population – Definition The target population is defined as all non-institutionalized persons aged 15 to 64 (inclusive) living in private dwellings in the urban areas of the country at the time of the data collection. This includes <u>all residents</u>, except foreign diplomats and non-nationals working for international organizations</p> <p>The following are considered “institutionalized” and excluded from the STEP survey:</p> <ul style="list-style-type: none"> ▪ Residents of institutions (prisons, hospitals, etc) ▪ Residents of senior homes and hospices ▪ Residents of other group dwellings such as college dormitories, halfway homes, workers’ quarters, etc <p>Other acceptable exclusions are:</p> <ul style="list-style-type: none"> ▪ Persons living outside the country at the time of data collection, e.g., students at foreign universities. 	<input checked="" type="checkbox"/>		✓OP
<p>2. Private Dwelling Unit – Definition A Private Dwelling Unit is defined as a room or a group of rooms</p>			

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist ? Date</i>
used, or intended to be used, for living purposes. A dwelling unit must be capable of permanent human habitation and must have a private entrance either outside or from a common hall, lobby, vestibule or stairway inside the building. A private entrance is one that can be used without passing through the living quarters of someone else.	<input checked="" type="checkbox"/>		
3. Household Member – Definition A Household Member is a person who <ol style="list-style-type: none"> 1) considers the dwelling to be their usual place of residence, or who has no usual residence elsewhere; 2) makes some common provision for food and other essentials of living; 3) spent most of their daily rest at the dwelling for at least nine (9) of the past twelve (12) months; the exception to this rule are persons who have recently joined the household, have no usual residence elsewhere, and intend to spend most of their daily rest at the dwelling. 	<input checked="" type="checkbox"/>		
4. Exclusions There may be exclusions from the target population for practical operational reasons. But such exclusions should not exceed 5% of the country’s urban population aged 15 to 64 years of age.	<input checked="" type="checkbox"/>		<u>✓OP</u>
5. Country-specific Subpopulations A country may include other subpopulations in its target population provided that its sample design includes any necessary augmentation of the sample size to accommodate the analysis requirements for these additional subpopulations.	<input checked="" type="checkbox"/>		<u>✓OP</u>

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>
	Armenia (ENA), 2. The database of voters by electoral districts.		
2. Source of the frame E.g., 2010 Census, Labor Force Survey, etc.	1. Armenian Electricity Networks Company (up to date; the last frame was obtained during January 2013) 2. Central Electoral Committee, the recent list is for May 2012 (for Parliamentary elections) We suggest using the database of users of Electricity Networks of Armenia because the most recent (2011) census data is not available and the central electoral committee numbers are not reliable due to the politicization of voter lists.		✓OP 07-Mar-2013
3. Definition of survey units of the frame for each stage of sampling	<ol style="list-style-type: none"> 1. Marz – Region of country (11 in total, including the capital city Yerevan) 2. Settlement – For this survey (urban) each settlement will be a city. 3. PSU – Is a cluster within the settlements. Each cluster comprises of 150 households in average. Clusters are formed by taking groups of roughly 150 households from the ENA list from each city, taking into account geographical boundaries of each settlement. The number of households of each city on the list is divided by 150 and the remainder is evenly split over all clusters in city. (e.g., the first 150 household on the list form cluster #1, the next 150 households on the list form cluster #2, etc.). 		✓OP 07-Mar-2013

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>
	4. Electricity subscribers – This is equivalent to households.		
4. Data items on the frame for each stage of sampling E.g., name, address, age, gender, education, etc.	Electricity Networks of Armenia database of subscribers which made pay offs from October 2012 to December 2012 consist of 527,171 urban households(= subscribers)This covers nearly every household with very few exceptions, which are mostly in rural areas and outside of this survey’s scope. <u>Data items:</u> This database is a two-dimensional table. The rows of the table identify the subscribers, and the columns of the table represent the following fields: “Subscriber ID”, “Subscriber Name”, “Marz”, “City”, “Subscriber Address», and « Subscriber Telephone Number» (if available).		✓OP 07-Mar-2013
5. Identify the variables to be used for stratification if applicable	ENA database was sorted by the following fields: “Marz”, “Settlement Name”, and, “Settlement Type” with additional columns that indicate”, “Settlement size”, Cluster size”, “Cluster Name”, and “Subscriber Address” to prepare for the clusterization process.. The ENA database is divided into PSUs or clusters of 150 households in average. Clusters are obtained by taking groups of roughly 150 HHs from the ENA list for each city. In each city clusters of 150 are taken in order of their listing (e.g., the first 150 household on the list form cluster #1, the next 150 households on the list form cluster #2, etc.) and the remainder are split in the following way:		✓OP 07-Mar-2013

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>								
	<p>The households of each city on the list are divided by 150 and the remainder is evenly split over all clusters in city.</p> <p>To collect data from 3000 households 200 clusters will be sampled. In each cluster 15 main addresses and 15 reserve addresses will be sampled.</p> <p>Any desired stratification can be completed by the World Bank sampling specialist using the information provided in the sample frame.</p> <p>Sampling of addresses</p> <p>The main and reserve addresses will be randomly selected in the clusters. For that, N number of addresses should be generated for each cluster through the generator of equally distributed random numbers; half of the selected addresses will be defined as the main addresses of clusters, while the remaining half – as reserve ones.</p>										
<p>6. Provide survey frame counts by stratum and type of survey unit as applicable to the sample design E.g., PSUs, dwellings</p>	<p>Distribution of households and overall population by Marz (administrative regions of Armenia) is presented in the table below. The number of proposed PSUs (clusters) calculated according to proportionate to population approach is attached to this information list.</p> <table border="1" data-bbox="788 1299 1471 1361"> <thead> <tr> <th data-bbox="788 1299 981 1361">Region</th> <th data-bbox="981 1299 1193 1361">Cities</th> <th data-bbox="1193 1299 1328 1361">Number of HHs</th> <th data-bbox="1328 1299 1471 1361">Number of</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Region	Cities	Number of HHs	Number of						<p>✓OP 07-Mar-2013</p>
Region	Cities	Number of HHs	Number of								

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>				<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>
				clusters		
	Aragatsotn	Agarak	1,267	8		
		Aparan	1,669	11		
		Ashtarak	5,484	36		
		Talin	1,470	10		
	Ararat	Ararat	3,881	26		
		Artashat	6,723	45		
		Vedi	2,490	16		
		Masis	4,889	32		
	Armavir	Vagharshapat	12,683	84		
		Armavir	8,439	56		
		Metsamor	2,953	20		
	Gegharkunik	Gavar	5,624	37		
		Sevan	5,588	37		
		Vardenis	2,899	19		
		Martuni	2,707	18		
		Chambarak	1,688	11		
	Lori	Alaverdi	4,680	31		
		Akhtala	655	4		
		Tumanyan	427	3		
		Spitak	4,039	27		
Stepanavan		4,016	27			
Tashir		2,367	16			
Vanadzor		29,175	194			
Shamlugh		268	2			

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>			<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>
	Kotayk	Byureghavan	2,313	15	
		Abovyan	13,775	92	
		Charentsavan	6,426	43	
		Hrazdan	11,817	79	
		Tsaghkadzor	476	3	
		Yeghvard	2,962	20	
		Nor Hachn	2,727	18	
	Shirak	Gyumri	34,639	231	
		Artik	4,388	29	
		Maralik	1,494	10	
	Syunik	Dastakert	68	1 -	
		Goris	5,018	33	
		Sisian	3,800	25	
		Kapan	10,865	72	
		Kajaran	1,947	13	
		Meghri	1,344	9	
	Vayots Dzor	Jermuk	1,606	11	
		Vayk	1,681	11	
		Yeghegnadzor	2,397	16	
	Tavush	Berd	2,291	15	
		Dilijan	4,585	30	
		Ayrum	618	4	
		Ijevan	4,727	31	
Noyemberyan		1,544	10		
Yerevan	Yerevan	287,582	1,917		

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>			<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>
	Total urban	527,171	3,507		
<p>7. Quality assurance procedures I.e., assessment of quality of the frame information</p> <p>i. Provide any information regarding known frame issues, e.g., under-coverage of target population, inclusion of out-of-scope units, up-to-date, duplication</p> <p>ii. Explain any steps taken to ensure that the frame is complete and up-to-date</p>	<p>CRRC has successful experience of the database of electricity users' use in several nationwide surveys and was able to secure the most recent possible list. Per our request the ENA drew out from the entire data-base those subscribers which are not households (the private and state enterprises and state bodies) and the subscribers that did not make pay offs for electricity during the last three months. After these changes the database contains only subscribers who are present at the survey period in Armenia or all registered subscribers.</p> <p>The ENA database, key field of which is the subscriber ID, can be evaluated as highly accurate because ENA is a commercial enterprise that has monopolist position in electricity distribution for ultimate consumers, it is interested in total registration of all electricity users, and to update the users' database. On the other hand, from the researcher's point of view, it is highly important that ENA database makes possible correct identification of households (not adult persons, which is the case for voters' lists).</p> <p>Challenges.</p> <ul style="list-style-type: none"> • Additional work needed to clusterize so that the clusters are within the boundaries of settlements (vs. electricity supply areas - transformers). Pre 				<p>✓OP 07-Mar-2013</p>

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Information Approved by the Survey Methodologist? Date</i>
	<p>defined clusters do not exist in the original dataset and CRRC staff has gone through each household and assigned it to a cluster based on its geographic location (process described above).</p> <ul style="list-style-type: none"> • Depends on seasonality (if the list is asked in winter or summer) because in the summer, part time vacations residences are listed, but with the October-December list, this should not be a problem. • Names of subscribers not always match with the names of owners of dwellings/apartments; this somehow confuses interviewers, if not properly trained. 		
8. Provide Sample Frame of PSUs to World Bank for selection of the first stage sample units	Sample frame sent on 26.02.2013		

3.3. Sample Size

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
<p>A minimum of 3,000 interviews must be submitted to the STEP Consortium. A sample of 6,000 households will be selected to allow for up to 50% non-response.</p> <p>An “interview” is achieved when <u>the roster of household members is completed for the</u></p>	☑		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
<p>sample case will be activated to compensate for the non-response. The procedures for use of the ‘reserve’ sample will be provided in the field Operations Manual.</p> <p>ii) If a survey firm expects more than 50% non-response, more than 6,000 households will need to be selected. For example if a survey firm expects there could be 60% non-response then a sample of at least 7,500 households would be required. If there is an expectation of more than 50% non-response, the survey firm should discuss the non-response expectation and the plans to minimize the non-response with the World Bank team representative.</p> <p>iii) If a survey firm expects less than 50% non-response, less than 6,000 households will need to be visited. It is important to note that a survey firm is only required to use as many reserve sample cases as is necessary to obtain the required number of interviews. For example, if a survey firm requires 3,000 interviews and expects a 30% non-response rate (i.e., 70% response rate) then only 4,286 (=300/70%) of the 6,000 sampled cases would be used. In other words, for this example, in order to obtain the required 3,000 interviews, the final sample of 4,286 cases would consist of the 3,000 ‘initial’ sample cases and 1,286 ‘reserve’ sample cases.</p> <p>2) <u>Expected Core Pass Rate Considerations</u> (applicable only for countries that will implement the Full Literacy Assessment)</p> <p>a) It is important that the survey yields a sufficient number of Literacy Exercise Booklets to be able to properly report on a country’s literacy level. Hence, the number of interviews required also depends on the expected Core Pass Rate, i.e., the expected number of respondents that will correctly answer at least three Core questions in the General Booklet and proceed to complete a Literacy Exercise Booklet.</p> <p>b) For the purpose of determining the sample size requirement, a reasonable</p>	<p style="text-align: center;"><input checked="" type="checkbox"/></p>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>																																																				
<p>estimate for the Core Pass Rate might be the country’s urban literacy rate. For example, if a country’s urban literacy rate is 90% it might be reasonable to assume that 90% of the selected persons that agree to undertake the literacy assessment will pass the Core portion of the General Booklet and proceed to a literacy Exercise Booklet.</p> <p>c) In general, if the expected Core Pass Rate is 80% or higher then a minimum of 3,000 interviews will likely yield a sufficient number of completed literacy Exercise Booklets to satisfy the need for reporting a country’s literacy level.</p> <p>d) Table 2 provides the actual number of households that would need to be visited for a few different expected response rates and expected Core Pass rates.</p>	<input checked="" type="checkbox"/>																																																						
<p>Table 2: Number of Households to Visit for a Few Core Pass Rates and Response Rates</p> <table border="1" data-bbox="271 751 1137 1348"> <thead> <tr> <th data-bbox="271 751 398 935">Desired Sample Yield</th> <th data-bbox="398 751 629 935">Expected Core Pass Rate [e.g., Estimated Country Urban Literacy Rate]</th> <th data-bbox="629 751 864 935">Expected Response Rate</th> <th data-bbox="864 751 1137 935">Sample Size for Core Pass Rate & Response Rate [Actual # of Households to Visit]</th> </tr> <tr> <th data-bbox="271 935 398 967"><i>n₀</i></th> <th data-bbox="398 935 629 967"><i>C_P</i></th> <th data-bbox="629 935 864 967"><i>R</i></th> <th data-bbox="864 935 1137 967"><i>n₁</i></th> </tr> </thead> <tbody> <tr><td>3000</td><td>80%</td><td>70%</td><td>4286</td></tr> <tr><td>3000</td><td>70%</td><td>70%</td><td>4898</td></tr> <tr><td>3000</td><td>60%</td><td>70%</td><td>5714</td></tr> <tr><td>3000</td><td>80%</td><td>60%</td><td>5000</td></tr> <tr><td>3000</td><td>70%</td><td>60%</td><td>5714</td></tr> <tr><td>3000</td><td>60%</td><td>60%</td><td>6667</td></tr> <tr><td>3000</td><td>80%</td><td>50%</td><td>6000</td></tr> <tr><td>3000</td><td>70%</td><td>50%</td><td>6857</td></tr> <tr><td>3000</td><td>60%</td><td>50%</td><td>8000</td></tr> <tr><td>3000</td><td>80%</td><td>40%</td><td>7500</td></tr> <tr><td>3000</td><td>70%</td><td>40%</td><td>8571</td></tr> </tbody> </table>	Desired Sample Yield	Expected Core Pass Rate [e.g., Estimated Country Urban Literacy Rate]	Expected Response Rate	Sample Size for Core Pass Rate & Response Rate [Actual # of Households to Visit]	<i>n₀</i>	<i>C_P</i>	<i>R</i>	<i>n₁</i>	3000	80%	70%	4286	3000	70%	70%	4898	3000	60%	70%	5714	3000	80%	60%	5000	3000	70%	60%	5714	3000	60%	60%	6667	3000	80%	50%	6000	3000	70%	50%	6857	3000	60%	50%	8000	3000	80%	40%	7500	3000	70%	40%	8571	<input checked="" type="checkbox"/>		
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<i>Technical Standard</i>				<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
3000	60%	40%	10000			
<p>e) The above table clearly does not include all possible combinations of expected Core Pass Rate and Response Rate. If a country’s expected rates are not included in the above table, the Survey Firm should contact the World Bank Survey methodologist to discuss the country’s expectations for the Core Pass Rate and the Response rate so that the survey firm and World Bank Survey methodologist can together determine the actual country-specific estimated number of households that will need to be visited to yield the required number of interviews.</p> <p>f) In addition, for the Full Literacy Assessment, the final sample of completed literacy booklets must yield an equal number of each of the four Exercise Booklets.</p> <p>g) The survey firm is required to actively monitor the survey returns to ensure that the required equal distribution of literacy Exercise Booklets is achieved.</p>				<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>		

<i>Information Required</i>	<i>Sample Size and Assumptions</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
1. Sample Size			
a) Provide the country's final sample size goal by sample design variable E.g. Total Sample Size by strata, by PSU, etc. <u>Note: Minimum Sample Size</u> - 6,000 households (3,000 for the initial sample and 3,000 for the reserve sample).	Total sample size – 6,000 Cluster or PSU – 200 total Household selected from PSU – 30 each (15 initial and 15 reserve)		
<u>Sample size determination assumptions:</u> b) What is the expected response rate? c) What is the expected Core Pass rate (or if using adult literacy rate as a proxy, the urban adult literacy rate)	The expected response rate is 70% (60% in the capital and 80% in other areas) The expected core pass rate is 99.9%, based on adult urban literacy rate		
d) If applicable: Provide the rationale for additions to the sample size to satisfy country-specific data analysis objectives.			
e) Data analysis objectives E.g., identify the important data breakdowns or survey estimates to be derived from the survey data. f) Precision goals for the survey estimates.	We are primarily interested in being able to provide accurate survey estimates on a national level with the ability to draw additional analysis by region, age group and sex.		

<i>Information Required</i>	<i>Sample Size and Assumptions</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
	Precision goals for the survey estimates are + or – 2.5% at the national level.		

3.4. Sample Design

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
A probability sample design whereby each person in the survey population has a known (i.e., calculable), non-zero chance of being included in the sample must be used.	<input checked="" type="checkbox"/>		
In addition, the sample selection process must be objective (i.e., a random selection method must be used) at all stages of sample selection.	<input checked="" type="checkbox"/>		
<p>Preferred Sample Design: A sample of at least 6,000 households (i.e., 3,000 initial sample and 3,000 reserve sample) will be selected in at least two stages.</p> <p>1. In the first stage, at least 200 small territorial areas (hereafter referred to as <i>Primary Sampling Units</i>, or <i>PSUs</i>) will be selected with probability proportional to size (PPS).</p> <p>2. In the second stage, 15 households will be systematically selected as the target sample in each selected PSU. In addition, 15 households will be systematically selected as the reserve sample in each selected PSU.</p> <p>3. Subsequently, at a third stage of sample selection the main respondent will</p>		All PSUs will be approximately the same and we will use a systematic random sample of PSUs.	✓OP 07-Mar-2013

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
be randomly selected in each visited household from among all household members aged 15 to 64 years. The selection method for the main respondent is described in the household questionnaire. The substitution of the main respondent is not allowed.			
<ul style="list-style-type: none"> ▪ The ‘preferred’ sample design is a multi-stage design that employs sampling with probability proportional to size (PPS) for as many stages as practically possible. 		All PSUs will be approximately the same and we will use a systematic random sample of PSUs.	✓OP 07-Mar-2013
<ul style="list-style-type: none"> ▪ The selection of households (15 initial sample and 15 reserve sample) within selected PSUs will follow STEP Consortium guidelines. 	☑		
<ul style="list-style-type: none"> ▪ All countries must use the same procedure for selecting a household within a multi-household dwelling, if applicable. The procedure will be provided by the STEP Consortium. 	☑		
<ul style="list-style-type: none"> ▪ All countries must use the same procedure for selecting a person within a household. The procedure will be provided by the STEP Consortium. 	☑		

3.5. Sample Selection

The sample of first stage units will be selected by the World Bank survey methodologist. In addition, the survey methodologist will provide the Exercise Booklet assignment indicator for the initial sample.

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
1) Sample Frame of Primary Sampling Units (PSUs) a) The Survey Firm will provide a file containing the most current list of	☑		

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
<p>PSUs to the STEP Consortium.</p> <p>b) The list must include a suitable measure of size (e.g., number of households, number of persons 15 to 64, number of persons) for each PSU for selecting the sample of PSUs with probability proportional to size.</p> <p>c) Upon receipt of the sample frame and agreement of its suitability for STEP sampling, the STEP Consortium will select the initial sample of PSUs, and a reserve sample of PSUs for use when it is not possible to conduct any interview in an entire initially-selected PSU</p>			

3.6. Response Rate Goal and Non-Response Bias Assessment

<i>Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Deviation Requested from the Standard</i>	<i>Deviation Approved by the Survey Methodologist? Date</i>
The response rate goal is to obtain an interview from at least 70% of the sampled households.	☑		

<i>Information Required</i>	<i>Proposed Plan to Assess Non-response Bias</i>	<i>Deviation Requested from the Standard</i>	<i>Approved by the STEP Team? Date</i>
<p>1. Non-response Bias Assessment</p> <p>a) Each participating country will carry out an assessment of the bias due to non-response and report the findings to the STEP Team who will decide whether an asterisk/footnote will accompany the country's survey results in the STEP international survey publications.</p> <p>b) Results from countries with response rates below 50% will not be published unless the country can provide the WB with evidence that the potential bias introduced by the low response rates is unlikely to be greater than the bias associated with response rates above 70%.</p> <p>c) If a country attains less than a 50% response rate, it will conduct an extensive non-response bias analysis. Once this requirement is fulfilled to the satisfaction of the STEP Team, the country's survey results may be included in the STEP international survey publications with asterisks and footnotes as appropriate.</p> <p>d) The extensive non-response bias analysis should include more than one type of analysis of the non-respondents. Some possible non-response analyses include:</p> <ul style="list-style-type: none"> ▪ A non-response follow-up study. Such a study requires following 	Response rates will be analyzed at the end of fieldwork to ensure they are within the normal expected and acceptable boundaries. Here are the actions to be undertaken: 1. We will compare key demographic information (gender/age) to the most recent data from the National Statistics Service.		

<i>Information Required</i>	<i>Proposed Plan to Assess Non-response Bias</i>	<i>Deviation Requested from the Standard</i>	<i>Approved by the STEP Team? Date</i>
<p>up with a set of non-respondents and then comparing the characteristics of the follow-up respondents to those of the original set of respondents to assess non-response bias. A possible non-response follow-up procedure is to ask non-respondents a brief set of questions related to background questionnaire items.</p> <ul style="list-style-type: none"> ▪ A comparison of sample counts of key respondent variables to external totals from a reliable source; ▪ A comparison of respondents and non-respondents on auxiliary Sample Frame variables; ▪ A comparison of response rates by industry subgroup; ▪ A comparison of estimates before and after weighting adjustments; ▪ A comparison of “late” or “hard-to-contact” or “non-cooperative” respondents to “early” or “easy-to-contact” or “cooperative” respondents; ▪ Calculation of the range of potential bias. 	<p>2. We will then do a comparison of estimates before and after weighting adjustments.</p> <p>CRRC –Armenia will also rely on past methods to ensure the response rate during fieldwork. This first of all includes proper recording of results of each visit to any household. To minimize the NR rate, only the most highly qualified and experienced interviewers will be selected, complete and thorough training on the questionnaire will be provided, strong supervision both by fieldwork coordinator and supervisors with regular status</p>		

<i>Information Required</i>	<i>Proposed Plan to Assess Non-response Bias</i>	<i>Deviation Requested from the Standard</i>	<i>Approved by the STEP Team? Date</i>
	reporting will be requested, etc.		

3.7. Weighting

The Weighting will be carry out by the STEP Survey Methodologist.

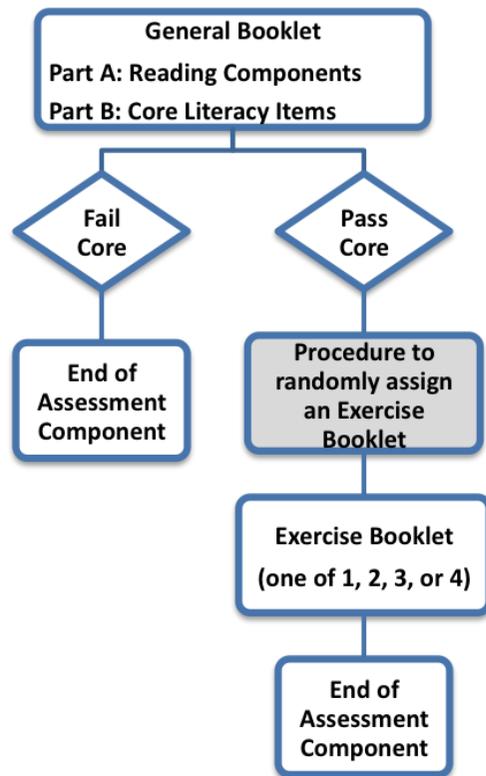
<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Approved by the Survey Methodologist? Date</i>
<p>1. Description of Weighting Procedures Include a description of the post-stratification strategy</p> <ul style="list-style-type: none"> a. Specify the variables to be used for ‘benchmarking’ b. Specify the source of the file to be used to create benchmark weights 	<p>a) Variables for benchmarking are gender, age, marze and settlement type and population data.</p> <p>b) The National Statistics file on demographic characteristics. We will take the most recent available file. This will most likely be from the end of 2012. We</p>		

<i>Technical Standard</i>	<i>Agreed to by the Survey Firm?</i>	<i>Deviation Requested from the Standard</i>	<i>Approved by the Survey Methodologist? Date</i>
	can provide it before the end of field work, but the longer we wait, the more recent the data will be.		
<p>2. Weighting Procedures</p> <p>a. The weighting of each country’s clean data file will be carried out by the STEP Consortium.</p> <p>b. The weighting of the respondent records will be consistent with the Armenia probability sample design.</p> <p>c. Survey weights will be calculated from the clean sample file (i.e., the file resulting from the editing process). The survey weights will be appended to each respondent record on the clean survey file. The following weights will comprise part of each respondent record:</p> <ul style="list-style-type: none"> - Theoretical or sample design weight - the inverse of the probability of selection at the sample selection stage. - Final Population Weight - Non-response adjusted sample design weight, i.e., based on the sample design weight and adjusted for non-response. - Benchmark weight (applicable if there are more recent known population totals or there are more reliable known population totals from a source other than the Sample Frame) - the weight resulting from the adjustment of the survey results to known population totals. - Jackknife replicate weights - there will be 30 of these weights which are used to calculate the standard error of the survey estimates 	<p style="text-align: center;">☑</p>		<p style="text-align: center;">✓OP 07-Mar-2013</p>

<i>Weighting Information Required</i>	<i>Information Provided (Type, Date, Source)</i>	<i>Approved by the Survey Methodologist? Date</i>
<p>Final Clean Data File The Final Clean data file must include,</p> <ul style="list-style-type: none"> i. one sample record for each sampled case, i.e., both initial and reserve sample; Note: this means that there must be a line in the data for: <ul style="list-style-type: none"> a. Each household attempted, even if the household was a non-response in such a case, the only information required will be the household ID and final response code (01-09). b. Each case in which the household roster was completed, but no individual interviewed. In such a case, the data required will be the household ID and the result code for the interview. c. Each non-activated reserve households. In such a case, the data required will be the household ID and the result code for the interview. d. Each valid interview. In such a case, the data will include answers to the questionnaire and the result code for the interview. ii. A response code (see list of possible result codes in Appendix 10) for each sampled case. iii. If the listing is done, a separate file of the PSU number and number of listed households in each PSU must be provided. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 	<p>✓OP 07-Mar-2013</p>

Appendix

Appendix 1. Workflow – Full Literacy Assessment



Appendix 2. Qualifications and Expertise of Each Key Project Team Member

– EDITED –

Appendix 3. Survey Firm Experience

Operating since 2003, the Caucasus Research Resource Center-Armenia was formed through a partnership between the Carnegie Corporation of New York, the Eurasia Partnership Foundation (EPF), and local universities. It offers scholars and practitioners stable opportunities for integrated research, training, and collaboration in the region.

CRRC-Armenia regularly uses advanced survey techniques and conducts extensive research on the ground. Our Caucasus Barometer (CB) is the single largest coordinated annual data gathering effort in the South Caucasus, run simultaneously in Armenia, Azerbaijan and Georgia. Conducted in four languages (with an English-language source questionnaire), the CB maintains the highest standards of survey work in the region, including careful translation and detailed documentation of all major decisions. To run our survey successfully, we blend international expertise with highly committed local professionals. This way, we can ensure that the nuances of the local context are captured, while foreign experts bring international experience to resolve recurring challenges.

In addition to the CB, CRRC is continuously engaged in large research projects with major international organizations in Armenia and the South Caucasus, including UN agencies, embassies, and donor organizations. In 2008, CRRC-Armenia received funding from IFES to conduct a nation-wide corruption survey. The USAID program Mobilizing Action against Corruption Activity (MAAC) then supported us to further disseminate the 2008 IFES corruption survey results, and raise public awareness about corruption in Armenia. Two other research projects, a Households and Enterprise Leaders Survey, were conducted for MAAC in 2009.

CRRC-Armenia is subject to audit by international standards, and is supervised by a board of recognized international figures, including former ambassadors, politicians and scholars.

Appendix 4. Training Agenda

Agenda for the Main Training of Interviewers and Supervisors (STEP)												EVENING SESSION, or during class exercises in afternoon															
DURATION: 10 DAYS																											
9 AM												10 AM		11 AM		12 AM		1 PM		2 PM		3 PM		4 PM		5 PM	
Day 1	Registration of participants	GENERAL INTRODUCTION: Presentation of the survey project, general objectives, etc. Presentation of the training agenda		Coffee break	Interviewer's Tasks Survey Methodology and Procedures Introduction to the questionnaire & COVER.	LUNCH	Module 1: Part A: Household level information	Coffee break	Module 1: Part B: Dwelling	Test #1																	
Day 2	Revision of the test	Module 1: Part C: Selection of the Main Respondent	Individual interview: Module 2: Education Module 3: Health	Coffee break	Individual interview: Module 2: Education Module 3: Health	LUNCH	Class exercises on the Modules 1 - 3: mock interviews	Coffee break	Class exercises on the Modules 1 - 3 mock interviews	Test #2											SUPERVISOR: responsibilities and reporting						
Day 3	Revision of the test	Module 4: Employment Part A: Labor Force Participation	Module 4: Employment Part B: Overview of past 7 days Part C: Main job in past week	Coffee break	Module 4: Employment Part B: Overview of past 7 days Part C: Main job in past week	LUNCH	Class exercises on Module 4: mock interviews	Coffee break	Class exercises on Module 4: mock interviews	Test #3												SUPERVISOR: how to do listing and listing forms, cartography					
Day 4	Revision of the test	Module 5, Work Skills Part A: Self-reported literacy/ numeracy	Module 5, Work Skills Part B: Skills at work	Coffee break	Module 5, Work Skills Part B: Skills at work	LUNCH	Class exercises on the Modules 1 - 5: mock interviews	Coffee break	Class exercises on the Modules 1 - 5: mock interviews	Test #4												SUPERVISOR: SELECTION OF HOUSEHOLDS ORIGINALS AND RESERVE					
Day 5	Revision of the test	Module 6: Personality, behavior and preferences	Module 7: Language and Family	Coffee break	Module 7: Language and Family	LUNCH	Module 8: Interviewer Impressions	Class exercises on the Modules 6 - 7	Coffee break	Class exercises on the Modules 6 - 7: mock interviews	Test #5																
Day 6	Revision of the test	FIELDWORK PRACTICE: Complete Modules 1 to 8 in HOUSEHOLD # 1																									
Day 7	Discussions on the field practice results			Coffee break	Discussions on the field practice results	LUNCH	MODULE 9: READING EXERCISES, General Booklet	Coffee break	Class exercises on General Booklet: timing, practise on each other, Scoring Section B.	Test #6																	
Day 8	Revision of the test	MODULE 9: Exercise booklet	Module 10: INTERVIEWER IMPRESSIONS	Coffee break	Class exercise on Reading Exercises	LUNCH	FIELDWORK PRACTICE: Complete Module 9 & 10 in the same HOUSEHOLD # 1																				
Day 9	FIELDWORK PRACTICE: Complete ALL Modules in HOUSEHOLD # 2																										
Day 10	Discussions on the field practice results Re-training if necessary			Coffee break	Discussions on the field practice results Re-training if necessary	LUNCH	LAST INSTRUCTIONS DISTRIBUTION OF SURVEY MATERIAL		Coffee break	CLOSURE OF THE TRAINING																	
Day 10	SUPERVISOR: SUPERVISION FORMS			Coffee break	SUPERVISOR: SUPERVISION FORMS	LUNCH	LAST INSTRUCTIONS DISTRIBUTION OF SURVEY MATERIAL		Coffee break	CLOSURE OF THE TRAINING																	

Appendix 5. Supervision Form – Interviewer Evaluation

STEP Skills measurement survey Supervision Form #2: Interviewer Evaluation

PSU Sample ID	Supervisor Name:	Code	Date
Household Sample ID	Interviewer Name:		

		Result?	
		Un-satisfactory	Satisfactory
1 Compartment of the Interviewer			
1	Did the interviewer greet everyone before beginning the interview?		
2	Did the interviewer introduce himself or herself and explain that he or she is working for STEP?		
3	Did the Interviewer explain the objectives of the survey properly , how the household was chosen, and that the Interview would be completely confidential?		
4	Did the Interviewer try to establish whether there is a multi-household dwelling?		
5	Was the interviewer polite and patient with the respondents during the interview ?		
6	Did the interviewer thank everyone at the end ?		
2 Interview of Respondents			
1	Did the interviewer ask the questions as they appear in the questionnaire?		
2	Did the interviewer appropriately tried to find out whether there is a multi-household dwelling? Did he appropriately tried to determine the household membership?		
3	Did the interviewer find appropriately the eligibility of each household member aged 15-64?		
4	Did the interviewer select the individual to be interviewed appropriately?		
5	Did the interviewer accept "I don't know" as an answer without probing ?		
3 Time Spent on the interview			
1	Did the interviewer avoid long discussion of the question with the respondents while still being patient and polite?		
2	If the interviewer received irrelevant or complicated answers, did he or she break in too suddenly?		
3	Did the interviewer rush through the interview , thereby encouraging respondents to answer questions quickly ?		
4 Impartiality in the Individual Interview			
1	Did the interviewer maintain a neutral attitude toward the questions and answers during the Literacy Test?		
2	Did the interviewer volunteer an opinion ?		
3	Did the interviewer appear surprised or shocked or disapproving about any of the answers?		
4	Did the interviewer suggest answers when asking the questions in Module 6?		

Appendix 6. Supervisor’s Guide to Revisits and Activating Reserve Households

RESULT CODES		100% revisit by supervisor	supervisor try to convince respondent	Activate reserve household?
code	REASON FOR ACTIVATING A RESERVE (before a questionnaire is started)			
1	<u>Household refused</u> to be interviewed (time constraints, did not want the bother, other general refusal)	Y	Y	Y
2	Household refused or could not be interviewed because of <u>unusual circumstance</u> (death in family, illness, fire in dwelling, etc)	Y	Y- see if can schedule later or some other solution	Y
3	<u>No knowledgeable household member could be found</u> , after 3 revisits (only child, non-competent adult, etc)	n		Y
4	<u>Temporarily absent/ unavailable</u> for field period (information from others)	n		Y
5	<u>No competent household member</u> to interview (because of severe illness, mental disability, etc)	n		Y
6	<u>Language problem</u> - no one in the household spoke a language that could be understood by survey team, and no translator available SPECIFY LANGUAGE _____	n		Y
7	Dwelling could not be found/ given address has no household	n		Y
8	Dwelling is empty	n		Y
9	Dwelling is no longer habitable/ dwelling is destroyed/ dwelling has been changed to commercial use.	n		Y

INDIVIDUAL MODULES 2-7 NOT BEGUN		100% revisit by supervisor	supervisor try to convince respondent	Activate reserve household?
31	No household member in the <u>eligible range of 15-64</u>	n		Y
32	Selected individual <u>refused</u> (time constraints, did not want to bother, other general refusal)	Y	Y	Y
33	Selected individual could not be interviewed because of <u>unusual circumstance</u> (death in family, serious illness, fire in dwelling, etc.)	Y	Y	Y
34	<u>Another household member refused</u> to let selected individual do individual modules	Y	Y	Y
35	Selected individual <u>could not be contacted</u> after three visits during field period	Y		Y
36	Selected individual will be <u>absent for the entire field period</u> (information from household member)	Y		Y
37	Selected individual is <u>deaf</u> or so hard-of-hearing that cannot do survey, and no translator available	Y		Y
38	Selected individual has a <u>learning or mental disability</u> so that he or she is unable to answer (including emotional conditions like severe depression)	n		N -select again from the HH if eligible members; otherwise, Yes activate a reserve
39	Selected individual has a <u>speech impairment</u> that prevents doing the survey, and no translator available	Y	N	Y
40	<u>Language problem</u> - selected individual did not speak a language that could be understood by survey team, and no translator available SPECIFY LANGUAGE _____	Y	N	Y

INDIVIDUAL MODULES BEGUN BUT NOT COMPLETED.												
51	Individual <u>refused</u> to continue (time constraints, did not want the bother, other general refusal)									Y	Y	N
52	Individual interview could not be continued because of <u>unusual circumstance</u>									Y	Y	N
GENERAL BOOKLET (MODULE 9) NOT BEGUN												
61	Individual <u>does not read the language</u> of the General Booklet so refused to begin.									n		N
62	Individual <u>refused</u> to begin General Booklet (time constraints, did not want to bother, other general refusal)									Y	Y	N
63	Individual could not do General Booklet because of <u>unusual circumstance</u>									Y	Y - see if can schedule later	N
64	Individual could not do General Booklet because of <u>blindness or visual impairment</u> .									n		N
65	Individual could not do General Booklet because of a <u>physical disability</u> (cannot hold pen, etc).									n		N
GENERAL BOOKLET (MODULE 9)												
71	Individual looked through the Booklet but <u>unable to read and write the language of the Booklet so did not</u> begin.									n		N
72	Individual began General Booklet but <u>refused to continue</u>									Y	N	N
73	Individual <u>had too long an interruption</u> in the General Booklet, so it could not be resumed.									n		N
74	General Booklet stopped because of <u>unusual circumstance</u> .									n		N
75	Individual attempted the General Booklet but <u>did not mark</u> any answers									n		N
76	Individual <u>marked some</u> items of the General Booklet but did not attempt all items.									n		N
77	Individual <u>marked some</u> of the General Booklet and attempted all the items.									n		N
78	Individual <u>marked all</u> questions of the General Booklet.									n		N

Appendix 7. Supervision Form – Visual Scrutiny

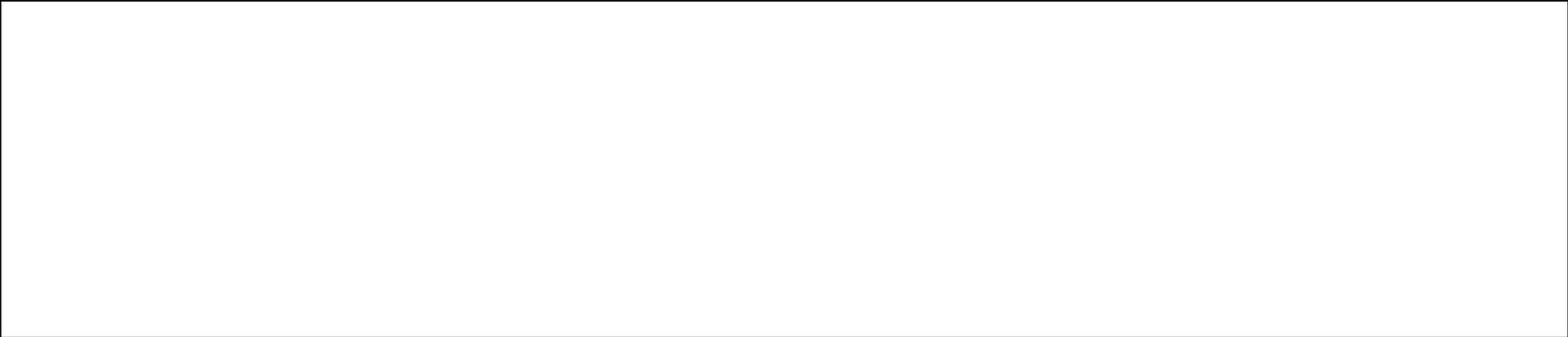
STEP Skills measurement survey Supervision Form #1: Visual scrutiny of the questionnaires

PSU Sample ID: Supervisor Name : Code: Date:

#	Verification	HOUSEHOLD SAMPLE ID's														
		Tick () below each household if checked and is correct and mark "x" if wrong														
		#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	#13	#14	#15
0	Cover page: Are the household identifiers (PSU ID, hhid ID, check digit) and the interviewer's code correctly filled?															
1	Module 1, Part C, Question 6: Does the ID Code belong to an eligible member (see Part A, Question 20)?															
2	Module 2, Education: Check the skip pattern. Was it properly followed?															
3	Module 4, Employment, Part A: Check the skip pattern. Was it properly followed?															
4	Module 4, Employment, Part C: Was the Occupation in question 1 legibly written down, with all necessary details?															
5	Module 5, Skills at work, Part A: Was Occupation in question 1 or 2 legibly written down, with all necessary details?															
6	Module 5, Skills at work, Part A: Check the skip pattern. Was it properly followed?															
7	Module 5, Skills at work, Part B: Was Occupation in question 1 legibly written down, with all necessary details?															
8	Module 5, Skills at work, Part B: Check the skip pattern. Was it properly followed?															
9	Module 6, Personality and Behavior, Part A: Was it administered through a translation?															
10	Module 6, Personality and Behavior, Part A: Is there any item left blank?															
11	Module 6, Preferences, Part B: Check the skip pattern. Was it properly followed?															
12	Module 7, Family: Check question 9 and 11: were the ID codes properly entered?															
13	Is the Literacy module timing and scoring sheet filled out?															
14	Check the back cover: are the dates and the result code properly entered?															
15	General Booklet: Is the Cover page correctly filled? Are the booklet ID, household identifiers (PSU ID, hhid ID, check digit), and the interviewer's code correctly filled?															
16	Exercise Booklet: Is the Cover page correctly filled? Are the booklet ID, household identifiers (PSU ID, hhid ID, check digit), and the interviewer's code correctly filled? Was the proper booklet-type assigned to the household?															

Appendix 9. Weekly Report Template (Full Literacy Assessment)

The following template will be provided in an Excel file to the Survey Firm



Appendix 10. Result Codes

Any household from the reserve sample that is not activated (used) will be assigned a result code of “99”.

code	HOUSEHOLD MODULE NOT BEGUN						
01	<u>Household refused</u> to be interviewed (time constraints, did not want the bother, other general refusal)						
02	Household refused or could not be interviewed because of <u>unusual circumstance</u> (death in family, illness, fire in dwelling, etc)						
03	<u>No knowledgeable household member could be found</u> , after 3 revisits (only child, non-competent adult, etc)						
04	<u>Temporarily absent/ unavailable</u> for field period (information from others)						
05	<u>No competent household member</u> to interview (because of severe illness, mental disability, etc)						
06	<u>Language problem</u> - no one in the household spoke a language that could be understood by survey team, and no translator available SPECIFY LANGUAGE _____						
07	Dwelling could not be found						
08	Dwelling is empty						
09	Dwelling is no longer habitable/ dwelling is destroyed/ dwelling has been changed to commercial use.						

11.	RESULT CODES	PAGE 54
HOUSEHOLD MODULE BEGUN BUT NOT COMPLETED		
21	Household <u>refused to continue</u> (time constraints, did not want the bother, other general refusal)	
22	Household module could not be continued because of <u>unusual circumstance</u>	
INDIVIDUAL MODULES 2-7 NOT BEGUN		
31	No household member in the <u>eligible range</u> of 15-64	
32	Selected individual <u>refused</u> (time constraints, did not want to bother, other general refusal)	
33	Selected individual could not be interviewed because of <u>unusual circumstance</u> (death in family, illness, fire in dwelling, etc.)	
34	<u>Another household member refused</u> to let selected individual do individual modules	
35	Selected individual <u>could not be contacted</u> after three visits during field period	
36	Selected individual will be <u>absent for the entire field period</u> (information from household member)	
37	Selected individual is <u>deaf</u> or so hard-of-hearing that cannot do survey, and no translator available	
38	Selected individual has a <u>learning or mental disability</u> so that he or she is unable to answer (including emotional conditions like severe depression)	
39	Selected individual has a <u>speech impairment</u> that prevents doing the survey, and no translator available	
40	<u>Language problem</u> - selected individual did not speak a language that could be understood by survey team, and no translator available SPECIFY LANGUAGE _____	
INDIVIDUAL MODULES 2-7 BEGUN BUT NOT COMPLETED.		
51	Individual <u>refused</u> to continue (time constraints, did not want the bother, other general refusal)	
52	Individual interview could not be continued because of <u>unusual circumstance</u>	
GENERAL BOOKLET (MODULE 9) NOT BEGUN		
61	Individual <u>does not read or write the language</u> of the General Booklet so refused to begin.	
62	Individual <u>refused</u> to begin Booklet (time constraints, did not want to bother, other general refusal)	
63	Individual could not do General Booklet because of <u>unusual circumstance</u>	
64	Individual could not do General Booklet because of <u>blindness</u> or visual impairment.	
65	Individual could not do General Booklet because of other <u>physical disability</u> (cannot hold pen).	
GENERAL BOOKLET (MODULE 9) LOOKED THROUGH OR ATTEMPTED BUT NOT COMPLETED OR PASSED		
71	Individual looked at Booklet but <u>unable to read and write the language of the Booklet so did not</u> begin.	
72	Individual began General Booklet but <u>refused to continue</u> .	
73	Individual <u>had too long an interruption</u> in the General Booklet, so it could not be resumed.	
74	General Booklet stopped because of <u>unusual circumstance</u> .	
75	Individual attempted the General Booklet but <u>did not mark</u> any answers	
76	Individual did part or all of General Booklet but <u>did not pass</u> to Exercise Booklet (pass 3/8 in Section B)	
EXERCISE BOOKLET (MODULE 9)		
81	Individual <u>did not attempt</u> any of the Exercise Booklet/ refused to start	
82	Individual <u>had too long an interruption</u> in the Exercise Booklet, so it could not be resumed.	
83	Exercise Booklet stopped because of <u>unusual circumstance</u> .	
84	Individual <u>attempted some</u> of the Exercise Booklet but <u>did not mark</u> any answers.	
85	Individual <u>attempted the whole</u> Exercise Booklet but <u>did not mark</u> any answers.	
86	Individual <u>marked some</u> of the Exercise Booklet but <u>did not attempt all</u> the items	
87	Individual <u>marked some items of</u> the Exercise Booklet and <u>attempted all</u> items.	
88	Individual <u>marked all</u> the questions of the Exercise Booklet.	