Employer Survey Design Planning Report

Skills Toward Employment and Productivity (STEP)

Georgia

This Version: October 18, 2012

STEPSKILLS
MEASUREMENT

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Introduction

The Employer Survey Design and Planning Report is aimed at clarifying implementation procedures outlined in background documents provided by the STEP Team to the Survey Firm (e.g., Interviewer 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.

PART 1: World Bank Country Team

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

1.1.   Rationale for the STEP Survey

1.   Please provide a brief background of the country's involvement in the STEP survey.
   a)   Include, for example, a brief overview of the demand for skills in the country, the presence or absence of skill gaps and skill mismatches, reasons for participation, expected benefits for the country, etc.
   b)   Provide information on the country's involvement, if any, in previous surveys on skills.

The economic transformation of Georgia since the Rose Revolution has been profound, leaving behind its Soviet legacy to embrace a libertarian, market-oriented and business-friendly policy focus. As a result, Georgia has enjoyed economic growth even in the past two years, when the majority of countries in the region have stagnated or even shown declines. However, this transformation has led to skills mismatches (the wrong people in jobs) and skills gaps (no one to fill critical jobs), which has been the impetus behind carrying out of this study.

The discrepancy between the employment structure in Georgia and the supply of highly educated workers points to the existence of important skills mismatches and skills gaps. A large proportion of the workforce – 31 percent - completed tertiary education, while only 9 percent completed less than secondary education. However, the majority of jobs in Georgia are located in traditional, low-productivity, sectors. Agriculture accounts for 46 percent of total employment. The industrial sector is small, representing only 11 percent of total employment. The market service sector is relatively large (25 percent of employment), but is dominated by trade, which for the main part is a low-value added activity. The demand for college graduates in agriculture or trade – the two largest industries in Georgia – is thus limited. In contrast, modern sectors such as business and financial services, which are more likely to hire highly educated employees, only contribute to 6 percent of non-agricultural employment.

Despite high unemployment rates (18 percent for the overall population and 36 percent for the 15 to 29 age group), employers are often unable to find workers with the required skills. The most recent Bank Business Environment and Enterprise Performance Survey carried out in 2008 revealed that close to 30 percent of Georgian employers consider inadequate workforce skills as a major obstacle to the operation and growth of their firms. The proportion was highest amongst innovative firms (40 percent), but was also sizeable amongst traditional firms (25 percent). This suggests that the education system is unable to respond adequately to the demand for skills. As an illustration, many jobs requiring vocational or technical skills are filled by employees with a tertiary education because vocation education and training is underdeveloped in Georgia.

There are currently no direct measures of the demand for and supply of skills available for Georgia and recent attempts to study the issue have relied mainly on education and occupation as proxies for skills. One expected outcome of the STEP Employer Survey is to better understand the demand for skills in Georgia to inform on-going reforms of the education system.

Indeed, after the 2003 Rose Revolution, Georgia embarked on a series of education reforms across the entire system. In the past two years, vocational education and training has been getting considerable attention, and has benefitted both from changes in laws and regulations, and from government and donor funded programs for its improved quality, relevance and access.

2. Identify the sponsoring organization

Government of Austria, through an externally financed output arrangement.

1.2. Country-specific Survey Objectives

1. Please provide a list of country-specific objectives

Because of the recent focus on regional development projects, the first of which is already under implementation in Kakheti and the second under preparation in Imereti, the team would be interested in looking at employers and new opportunities for job seekers in those regions in particular. Therefore, we would like to see some attention paid to at least Telavi and Kutaisi in the employer survey.

2. Please provide any relevant background and supporting rationale for the country-specific objectives

The study is expected to provide critical information on the demand for different types of skills sets in the labor market and help tailor education and training policies to boost employability and productivity.
An additional module dedicated to young workers was included to assess whether their set of skills matches employers' needs. Youth unemployment is a serious concern in Georgia, and was one of the issues driving the campaign for the recently concluded parliamentary elections.

1.3. Employer Questionnaire

Technical Standard	*Description*	*Approved by the Core Team*
1. Country-specific Questions Each country is permitted to insert country-specific questions in the Employer Questionnaire. The questions and their placement must be confirmed with the STEP Core Team.	Country-specific questions have been added to the questionnaire to collect information on skills of young workers (aged 30 or less). These questions were included in a new module, Module 3B. The questions are listed in Appendix 1. In addition, a question was added at the end of Module 1: (1.11) What percentage of workers in this workplace has a <u>written</u> employment contract or letter of agreement? <table><tr><td></td><td>%</td></tr><tr><td>1. Full-time workers</td><td></td></tr><tr><td>2. Part-time workers</td><td></td></tr><tr><td>3. Temporary workers</td><td></td></tr></table>	**Approved**
2. Random Selection of Employee Types for the Employer Questionnaire Provide the firm with the share of the labor force in Georgia for each of the 10 listed categories of employees (Appendix 2). The random selection stickers in the Employer Questionnaire use these shares to generate employee types the Interviewer will ask specific questions about.	<table><tr><td>Managers</td><td>3.7%</td></tr><tr><td>Professionals</td><td>13%</td></tr><tr><td>Technicians</td><td>8.6%</td></tr><tr><td>Clerks</td><td>1.9%</td></tr><tr><td>Personal Services</td><td>4.7%</td></tr><tr><td>Sales</td><td>6.5%</td></tr><tr><td>Agriculture</td><td>45.7%</td></tr><tr><td>Craft</td><td>5.1%</td></tr><tr><td>Operators</td><td>4.7%</td></tr><tr><td>Unskilled</td><td>6%</td></tr></table>*Source: latest LFS*	

1.4. Fieldwork

Technical Standard	*Description*
3. Advance Survey Information Please describe briefly the initial method of approaching targeted employers.	The PI will be contacting the employers in advance, either by phone calls (which are most likely to work) or letters.
4. Respondent Incentive If applicable, please describe the respondent incentive mechanism *The following should include information on the nature of the token, its cost, the criteria through which it will be given, monitoring/controlling procedures, and the overall cost.*	While an incentive will not be offered *per se*, a small token of appreciation will be given to the manager who will complete the survey.

1.5. Sample Frame and Benchmark Variable Counts

Information Required	*Information Provided* *(Type, Date, Source)*	*Approved by Sampler?* *Date*
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 STEP Team for weighting. [Note: This information may have already been provided with the sampling information.]	Information already provided by the Sample Frame	✓OP, Sample frame provided by Macedonia.

2. **Benchmark Variable Counts (if applicable)**
    If the country requires the calculation of a benchmark weight then the World Bank Country Team Task Leader must specify the desired benchmark variables and provide the pertinent counts of the benchmark variable totals.
    In other words, if the basic population weights are to be adjusted 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 Enterprises), then the World Bank Country Team Task Leader will provide the pertinent counts of the benchmark variable totals.
	Not applicable at this stage	

2   PART 2: Survey Firm – Survey Instruments and Fieldwork

2.1.   Project Team

The information provided in this section can be drawn from the Technical Proposal

2.1.1.   Qualifications and Expertise of the Survey Institute

1.   Identify the leading survey institute

Name	Caucasus Research Resource Centers
When was the survey institute founded?	The Caucasus Research Resource Centers program (CRRC) is a network of resource, research and training centers established in 2003 in the capital cities of Armenia, Azerbaijan and Georgia.
Owner	The Caucasus Research Resource Centers (CRRC) is a program of Eurasia Partnership Foundation funded by the Carnegie Corporation of New York.
Headquarters' address	1350 Connecticut Avenue, NW Suite 1000; Washington, DC 20036
Contact information	Tiko Ambroladze: tiko@crrccenters.org George Zarubin: gzarubin@epfound.org

2.2. Employer Survey Questionnaire

Technical Standard	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Core Team
Each participating country will implement the Employer Questionnaire prescribed by the STEP Team.			

1. Translation of the Employer Questionnaire
The Employer Questionnaire will be adapted to the country context in English and then translated based on guidelines provided by the STEP Team.
These guidelines include:
  ▪ A translation by a qualified translator
  ▪ The translation will be verified sentence-by-sentence, for linguistic correctness, equivalence to the master version and appropriateness.
  ▪ The Survey Firm will submit questions randomly selected by the World Bank for verification by a World Bank-contracted translator
  ▪ If the Employer Questionnaire is administered in several languages, the above procedure will be followed for the translation of the Employer Questionnaire in each language
	English-Georgian translation of the questionnaire will be done by Elene Abuladze. She has 4 years experience in translation/interpretation and has worked with CRRC on various projects.		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
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 Team. The Survey Materials include:	*Agreed.*		
▪ The Interviewer Manual, which will be translated by a qualified translator	*English-Georgian translation of the interviewer manual will be done by Elene Abuldadze. She has 4 years experience in translation/interpretation and has worked with CRRC on various projects.*		
▪ The PowerPoint Presentations for the interviewers' training, which will be translated by a qualified translator	*English-Georgian translation of the power point presentation will be done by Nata Iordanishvili. She has 6 years experience in translation/interpretation and has worked with CRRC on various projects.*		
▪ The Brochure presenting the STEP Survey, which will be translated by a qualified translator	*English-Georgian translation of the brochure will be done by Nata Iordanishvili. She has 6 years experience in translation/interpretation and has worked with CRRC on various projects.*		
▪ If the Employer Questionnaire is administered in several languages, the Materials listed above will be translated as needed	*Agreed.*		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
3. Pilot Survey The Employer Questionnaire will be pre-tested as required by the STEP Team and as specified below:			
▪ Finalized questionnaires will be tested in a pilot test of 6-10 firms	*Finalized questionnaire will be tested with __6 firms__ in Georgia.* *We will sample 2 small, 2 medium and 2 large firms in the capital and urban settlement of the country.* *From 2 large firms: 1 large firm will be from tourism sector and 1 large firm will be from construction.* *From 2 medium firms: 1 will be from construction sector and 1 from IT.* *2.3. From 2 small firms: 1 will be from IT sector and 1 from tourism.*		
▪ *Sample*:			
- Number of firms - - Small and large firms – *please specify how many of small and large firms*	*Number of firms – 400* *Large - 133* *Medium - 133* *Small - 134*		

- Various sectors – *please specify the sectors and the number of firms per sector*	*Construction - 323* *IT - 50* *Tourism - 27*		
- Various geographical areas – *please specify the areas and the number of firms per area*	*Capital - 273* *NE - 18* *NW - 37* *SE - 23* *SW - 49*		
▪ The pilot test will be administered by the main trainer(s) for the interviewer training	*Pilot training will be conducted by Kristina Vacharadze and Mariam Kobaladze.*		
▪ Data collected during the Pilot Survey will be entered through the Data Entry Program	*CRRC will use CSPro program from data entry.*		
▪ Submit a 5-10 page report to the WB including recommendations for any changes in implementation or questionnaire translation, etc	*Agree.*		

2.4. Fieldwork Teams

Technical Standard / Required Information	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
1. Interviewer and Supervisor Hiring Plan			
▪ **Interviewers' Qualifications** Interviewers and Supervisors should at minimum be high school graduates	*Agree.*		
▪ **Number of interviewers and Supervisors**			
Please indicate the number of interviewers and supervisors the Survey Firm intends to hire	*CRRC intends to hire 8 supervisors and 20 interviewers.*		
▪ **Method of payment** Interviewers' remuneration must be independent of the number of completed interviews. In other words, interviewers must not be remunerated on a piece-meal basis.	*Disagreed.*	*CRRC interviewers are always remunerated on a piece-meal basis and this method works well. We will do the same during this survey. Interviewers will get honorarium based on the completed interviews.*	**APPROVED**
2. Interviewer Training Plan			
▪ Training dates	*Beginning of November. The exact dates TBD.*		
▪ Fieldwork must start within 4 days of finishing training	*Agreed.*		
▪ Location of the training Please note that the interviewers' training should take place in one single session and location	*The training will take place at CRRC office in Tbilisi.*		

Technical Standard / Required Information	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
▪ Training will be based on material provided by the STEP Team and translated by the Survey Firm	*Agreed.*		
▪ Training will consist of 2 full days of in-class training, plus at least one practice interview in a workplace and a debriefing session	*Agreed.*		

▪ Trainers
  - Head Trainer(s):
    Name(s), education level, and whether they attended the "Train the Trainer" videoconference session held from Washington DC
 	
  - Assistant Trainers:
    Names, education level, and whether they attended the "Train the Trainer" videoconference session held from Washington DC
	Head Trainers:
	Kristina Vacharadze (MA in Gender Studies) and Mariam Kobaladze (MA in Social Sciences). Both have attended the training session.
	
	Assistant Trainers:
	Giorgi Babuanshvili (PhD Candidate in Political Science) and David Sichinava (PhD Candidate in Human Geography). Both have attended the training.		

▪ Training Evaluation Report: the Survey Firm will send the STEP Team a one-page training report including the following information, within one week of the end of training:
  - List of trainees (names)
  - List of selected interviewers
  - List of selected supervisors
	Agreed.		

▪ 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	*Agreed.*		

2.5. Fieldwork

Technical Standard	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Core Team
1. Data Collection			
▪ Each component of the STEP Survey will be carried out by a personal visit using a Paper And Pencil Interview (PAPI) method.	*Agreed.*		
▪ In the event an interviewer's work is found to be questionable, the interviewer will be dismissed and all his/her interviews entirely redone.	*Agreed.*		
▪ Please indicate the methods through which the staff will be communicating during fieldwork. E.g., scheduled daily/weekly telephone calls, e-mail of supervisors	*Supervisors will have to submit weekly reports by email. Also, they will be contacted daily by phone. In case of emergency supervisors or interviewers can contact CRRC staff anytime.*		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
2. Fieldwork Supervision			

2.1 Regional Supervisors
▪ Each interviewer will report to a Regional Supervisor.
▪ Regional Supervisors' responsibilities include:
  - Coordinating fieldwork in the assigned region
  - Full-time work with the interviewers and on-going monitoring of interviewers' work
  - Checking non-response, activation of reserves, problems encountered, and communicating regularly with the Field Manager
  - Submitting questionnaires and fieldwork tracking forms to Headquarters
	Agreed.		

Quality control by Regional Supervisors:
  - At least one meeting per week with each interviewer to discuss progress and/or problems.
  - Random spot visits during interviewers' work to observe interviews. For each interview observed, provide a 1-page evaluation report
  - Follow-up of non-response cases and document all relevant information
  - Check each accepted questionnaire for completeness and accuracy before submitting to Headquarters
  - Interviewer visit verification: the Supervisor will revisit 15% of each interviewer's assigned firms. (Telephone calls are permitted for up to 1/3 of the revisits). The firms to revisit will be selected randomly by the Field Manager or Headquarters.
	Agreed.		

Technical Standard	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Core Team

2.2 Field Manager
▪ The Field Manager is responsible for the entire fieldwork.
▪ The Field Manager's responsibilities include:
  - Set up the field structure and reporting structure, with Regional Supervisors
   Please briefly explain the field reporting structure.
  - On-going monitoring of fieldwork, and reporting to Project Manager.
	Supervisors will be responsible for weekly reporting to the Field Manager and also daily updated by phone. The written fieldwork report will be submitted by Field Manger by the end of the fieldwork.		

Quality control by Field Manager
  - Frequent communication with Regional Supervisors to discuss progress and problems.
  - Provide support to resolve any questions on questionnaires, non-response, documentation or any other problems encountered by the interviewers in the field
  - Random spot visits the field to observe progress, and to participate in interview visit verification
  - The STEP Team may also ask to attend verification revisits, and randomly choose the firms to revisit
	Agreed.		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
3. Activating Reserve Samples			
▪ Interviewers should make every attempt to interview all firms on their lists, if necessary repeating visits to the same company. ▪ Supervisors should provide support, and should visit firms that have refused to take part in the Survey, to try to convince them to cooperate	*Agreed.*		
▪ The following steps will be followed if the firm requires replacements in order to complete the targeted number of interviews:			
i. The Survey Firm completes the original sample, making every effort to interview each firm on the list. At the end of interviewing all the originally sampled list of a minimum of 400 firms, the Survey Firm will submit the list of completed firms, the data from these firms, and the questionnaires to the STEP Team.	*Agreed.*		
ii. For any firm for which an interview was not completed, the survey firm must provide a complete account of the reasons, i.e., refusal, shut down, moved, could not be located, etc., as well as other information that it may have retrieved about the firm (such as number of employees, if part of larger firm, type of ownership, etc). iii. Detailed records of attempts made, and all circumstances must be kept for all non-interviews of originally selected firms.	*Agreed.*		
iv. The Survey Firm will use the reserve list when replacements are needed. v. Firms must be taken in order from the list, starting with the first firm in an applicable stratum. Again, if for any firm on that list, an interview was attempted and could not be completed, all information must be recorded on a tracking form.	*Agreed.*		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
vi. If the Survey Firm does not complete the targeted number of interviews after having gone through the original sample list and the reserve list, options will have to be discussed with the STEP Team. vii. If the World Bank team validates the work carried out on the first two lists, it may provide a second reserve list. viii. This last step may be repeated if necessary, until the correct number of firms is interviewed.	*Agreed.*		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
4. Minimizing Non-Response Rates			

▪ PARTICULAR ATTENTION WILL BE PROVIDED BY THE FIELD TEAMS TO MINIMIZE NON-RESPONSE RATES
▪ Please describe the Survey Firm's strategy to reduce non-response rates.
In particular:
   i. Flexible scheduling times for the interviews
   ii. Prior contact strategy
   iii. Introduction letter from the World Bank and relevant government ministries
   iv. Incentives, if any
   v. If the interviewer is unable to gain the cooperation of a selected firm, the case will be referred to the interviewer's supervisor who will attempt to convert such cases to completed interviews.
	CRRC will maximize response rates by contacting sampled firms in advance by phone and scheduling interviews based on the preferences of the sampled firms. Also, we will try to accompany interviewers and help them to schedule the interviews if they have problems scheduling the interview themselves.		

▪ Non-Response Bias Assessment
   Each participating country is responsible for assessing the bias due to non-response and reporting 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. (See additional information in section 3.3)
   Therefore, it is critically important to make every effort to minimize the non-response rate and the resulting potential bias.
	CRRC will use 3 methods:
	1. A comparisons of respondents and non respondents on auxiliary sampled frame variables;
	2. A comparison of the response rates by industry subgroups;
	3. A comparison of late or hard-to-contact or non-cooperative respondents to early or easy- to- contact or cooperative respondents.		

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
5. Fieldwork Monitoring by the STEP Team			
▪ **Weekly Update** - The Survey Firm will provide weekly updates to the STEP Team on fieldwork progress	*Agreed.*		

The Weekly Updates will include:
  - The number of firms visited by firm size, sector, and geographic area
  - The number of refusals by firm size, sector, and geographic area
  - Particular attention will be given to the monitoring of progress towards the sample size goals and non-response rates.
	Agreed.		

2.6. Data Processing

Technical Standard / Required Information	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*

1. Data Capture and Verification Plan
  a. Data Entry
    ▪ Each country's STEP data file will be created according to the Variable Convention provided by the STEP Team
	Agreed.		

▪ The Survey Firm may use the Data Entry Program provided by the STEP Team, which is based on a custom-written Excel macro and features data capture screens mirroring the questionnaire pages, or it may use its own Data Entry Program	*CRRC will use own data entry program developed using CSPro.*		

If the Survey Firm uses the STEP Data Entry Program:
    ▪ The STEP Team will provide training on the use of the Data Entry Program to the country's IT team
    ▪ There will be a 1-day training session for data entry operators on the Data Entry Program *Please provide the name of the trainer*
	N/A		

If the Survey Firm uses its own Data Entry Program:
    ▪ It will send it to the STEP Team no later than 2 weeks before the start of the fieldwork
    ▪ The Data Entry Program will strictly conform with the Variable Convention provided by the STEP Team
	Agreed.		

▪ **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	*Agreed.*		

Technical Standard / Required Information	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Core Team*
▪ Please provide the name of the person responsible for Data Entry and Management as well as the number of people assigned to Data Entry	*Data Entry Manager - David Sichinava, GIS and Database Analyst at CRRC.* *Number of data enters – 4.*		
b. Data Capture Verification ▪ Data capture of the Employer Questionnaire will be entirely verified through double data entry ▪ Two different operators will carry out the double data entry	*Agreed.*		
If the Survey Firm uses the STEP Data Entry Program: ▪ All differences in the captured data will be resolved by the second data entry person, using the STEP-provided data entry program, which flags differences	*N/A*		
If the Survey Firm uses its own Data Entry Program: ▪ Please indicate how differences will be reconciled	*CRRC will ensure correct variable names in data entry platform and thus will make the form compatible to the given variable convention. Method: double blind data entry method followed by manual check of the discrepancies*		
▪ 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	*Agreed.*		

Technical Standard / Required Information	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Core Team
▪ The country is expected to transmit the first week of data within two weeks of the start of the fieldwork	*Disagreed.*	*CRRC is always using double blind data entry method followed by manual check of the discrepancies in order to ensure the quality of row database. After creating the row data base CRRC performs data cleaning, which last for about 7 days. We want to apply the same practice for current project.*	**APPROVED But the Survey Firm will have to provide the STEP Team with regular reports on fieldwork progress**
2. **Tracking Respondents' Sample Identification Number** ▪ Each Employer who completes the 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 and any pertinent supplementary material.	*Agreed.*		

Technical Standard / Required Information	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Core Team

3. Plan for Coding of the Employer Questionnaire
▪ Coding will be undertaken by at least one Coder working at the Head Office
Please provide the name of the Head Coder and Assistant Coders if any
 	
▪ Pre-coded response categories from the Employer Questionnaire will follow the Variable Convention provided by the STEP Team
▪ The following codebooks will be used to code education, occupation, and industry information from the Employer Questionnaire:
   - '2008 International Technical Standard Classification of Education (ISCED)' will be used to code the education variable, i.e., 'highest level of education'
   - 'International Technical Standard Industrial Classification of All Economic Activities, Third Revision' will be used to code the industry variable.
	David Sichinava, GIS and Database Analyst; Giorgi Babunashvili, Researcher.
	
	Agreed.
	
	Agreed.		

4. Submission of the Employer Questionnaire data to the World Bank
▪ Each country will submit the Employer Questionnaire data to the World Bank
▪ The edited data file should be free from errors and conform to the Variable Convention
▪ The final clean data file must include:
   - one sample record for each sampled case (i.e., both initial and reserve sample)
   - a response code (e.g. complete, refusal, ineligible, other non-response, unused reserve sample) for each sampled case.
	Agreed.		

2.7. Confidentiality

Information Required	Description
1. Country's Data Confidentiality Requirements The Survey Firm will advise the STEP Team of its country's confidentiality rules regarding the handling and sharing of respondent's data.	*The country's data confidentiality requirements are described in the The Law of Georgia on Official Statistics:* http://geostat.ge/cms/site_images/law_eng.pdf

Technical Standard	Agreed by the Survey Firm
2. Steps to Ensure Data Confidentiality ▪ 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 Survey 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.	*Agreed.*
▪ Each country will submit the data file to the World Bank STEP team (regional team and core team). Data release beyond the World Bank teams may not be done until 6 months after the submission of the final data files.	*Agreed.*

2.8. Quality Assurance

Standard	Agreed
1. **Quality Assurance** ▪ Quality assurance will be addressed at all stages of the STEP Survey. 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.	*Agreed.*
2. **Team Composition** ▪ The following key persons on the STEP project team are committed to the project for the duration of the pilot and main surveys: 1. Name of National Project Manager 2. Name of Senior Survey Methodologist 3. Name of the Data Collection Manager/ Field Manager 4. Name of the Data Processing Manager	National Project Manager – Kristina Vacharadze; Senior Survey Methodologist – Giorgi Babunashvili; Data Collection Manager/ Field Manager – Mariam Kobaladze; Data Processing Manager – David Sichinava.
3. **Expert Meetings** The National Project Manager is committed to attending the international meetings deemed necessary by the STEP Team. Similarly, other team members will participate in the international meetings when requested by the STEP Team.	*Agreed.*
4. **Response Rate** a) Survey responses will be monitored throughout the data collection activity, b) The development and implementation of a contact strategy and a strategy to minimize non-response (described earlier in this report) are instrumental in assuring data quality.	*Agreed.*
5. **Data Processing** The following quality assurance procedures are planned: a) Test of the data capture system b) 100% verification the captured data c) Creation of the STEP International Data File according to the Variable Convention specifications provided by the STEP Team d) Data editing	*Agreed.*

2.9.   Schedule

Task	Date
Receiving list of businesses from Geostat	10-Jul
Cleaning and updating the list	16-30 Jul
Translating the questionnaire	15 - Sept 5 Oct.
Translating the manual	15 - Sept 5 Oct.
Checking translation	Oct. 2-6
Conducting pilot fieldwork	10-20 Oct.
Entering the pilot questionnaires	20-22 Oct.
Sending a report and database of the pilot fieldwork	24-25 Oct.
Updating questionnaire and show cards if needed after the pretest	25-30 Oct.
Receiving Final Sample from the World Bank	20-30 Oct.
Printing the questionnaires.	1 – 4 Nov.
Training of the interviewers for the main fieldwork	4-8 Nov.
Fiedlwork	8-30 Nov.
Data entry finished	7 Dec.
Data entry cleaned	15 Dec.
Sending the cleaned database	15 Dec.

2.10. Budget

400 firms, Georgia				
Personnel Costs	**Days**	**%%**	**Unit cost**	**Total**
Regional Program Director	6	50%		
Regional Coordinator	0	50%		
Country Director	8	80%		
Program Manager	18	100%		
Research Associate	18	100%		
Research Associate	0	100%		
Office Manager	6	60%		
Finance Manager	3	60%		
Direct Costs	**Unit**	**# of Units**	**Unit cost**	
Questionnaire translation x 3	Pages	75		
Interviewer manual translation	Pages	30		
Interviewer training	Days	4		
Printing	Questionnaire	500		
Honorarium for Pretest	Interviews	10		
Transportation for Pretest	People	2		
Honorarium for Interviewers	People	400		
Incentives	People	400		
Data entry (twice)	Questionnaire	400		
Analysis and Reporting	Days	8		

Communication for Interviewers	People	20		
Transportation Interviewers	People	20		
Final report	Days	10		
SUBTOTAL				
Indirect Costs	-	-		
Overheads				
SUBTOTAL				
TOTAL EMPLOYER SURVEY				

3 PART 3: Survey Firm – Sampling and Weighting

3.1. Target Population

Technical Standard	*Definition*	*Approved by the Core Team and the Sampler*
Target Population *Example:* The target population is all non-government enterprise workplaces in the urban regions of Georgia.	The target population is all non-government enterprise workplaces in the capital and urban regions of Georgia.	✓OP
▪ The survey unit is the Workplace, i.e., a place, such as an office or factory, where people are employed. *Note*: a firm may have several workplaces		
▪ The Survey Firm will conduct interviews in Workplaces varying in size. Please describe the criteria used to define "small" and "large" Workplaces (e.g., workforce size)	a) Large workplace: a workplace with more than 100 average annual workers or average annual turnover 1.5 mln Georgian Laris. b) Medium workplace: a workplace with 20- 100 average annual workers and average annual turnover 0.5 - 1.5 mln Georgian Laris. c) Small workplace: a workplace with less than 20 average annual workers and average annual turnover up to 0.5 mln Georgian Laris. **Note:** The size categories are taken from the legal definition of business size categories in Georgia and these categories are given in the sampling frame we received from the State Statistics Department. Unfortunately we possess no information about the number of employees in each firm, therefore we have to define size categories according to the categories by State Department of	✓OP and approved by the Core Team

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	Statistics	
▪ Sectors / Industries selected	- Tourism (hospitality and restaurants) - Construction - IT	✓OP
▪ Geographic areas	Whole Georgia	✓OP
▪ Other features of the Target Population	Business operating in urban settlements in the given geographic area	✓OP
▪ Exclusions from the Target Population	Conflict regions: Abkhazia and South Ossetia will be excluded from the target population. **Note:** No reliable information about number of businesses in Abkhazia and South Ossetia is available. The excluded regions are occupied by Russian military forces and we are not able to access them even for obtaining information on population there.	✓OP, but note that the survey results may be generalized only to the target population that had a chance to be included.

3.2. Sample Size

Technical Standard/Information Required	Definition	Approved by the Sampler? Date
A minimum of 400 interviews must be submitted to the STEP Team.	Agreed.	✓OP
Please provide the country's sample size goal.	Sample for Georgia is 400 completed interviews.	✓OP

Information Required	Sample Size and Assumptions	Approved by the Sampler? Date
Sample Size		
a. Provide the country's **final sample size goal** by sample design variable E.g. by strata, by PSU, etc <u>Minimum Sample Size</u>: 400 firms	The final sampling goal is 400 completed interviews. The sample will be stratified by two variables: First, stratification will be made by variable "Size". There are three sizes of firms: Small, Medium and Large (Please see definition of these terms above). As the large and medium firms make only 8.7 and 11.8 percent of films in the sampling frame, we oversample large and medium business and use equal allocation between the "Size" stratum: Small – 134 Medium – 133 Large - 133	✓OP

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After stratification by "Size" we stratify by "Geographical area". This variable has 2 values: Capital and Other Urban.

The combined Size and urban stratification would result in 6 explicit strata with sample allocation as follows:
Large-Capital – 67
Large-Other Urban – 66
Medium-Capital – 67
Medium-Other Urban – 66
Small-Capital – 67
Small-Other Urban – 67

After stratification by "Size" and "Geographic area" we split the sampling frame list by strata, and sort each of six lists first by Geographical quadrant (North-East, North-West, South-East and South-West) and then by sector (Tourism, Construction and IT). Three Capital strata will be listed only by sector, as there is no further geographical division with capital. After sorting, systematic sample will be drawn, that will result in implicit stratification by geographic quadrant and sector.

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b. Provide the country's overall **initial sample size**, including the **size of the reserve sample** by sample design variable
E.g. by strata, by PSU, etc

</td><td>

Overall sample size is 830 (400 + 430 reserve sample)

The reserve cases will be activated on a controlled basis in the order in which they were selected.

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By Stratum (Size, Geographical Area):

Stratum	Sample Size
Large-Capital	207
Large-Other Urban	69
Large Total	276
Medium-Capital	193
Medium-Other Urban	83
Medium Total	276
Small-Capital	166
Small-Other Urban	112
Small Total	278
Grand Total	830

Approximately proportional representation of quadrants (North-East, North-West, South-East and South-West) and sector (Tourism, Construction and IT) within each six explicit stratum will be ensured by implicit stratification through systematic sampling.

c. **Assumptions:** Describe the basis for the size of the reserve sample
E.g. expected non-response rate

Expected non-response rate is 52%.

CRRC will maximize response rates by contacting sampled firms in advance by phone and scheduling interviews based on the preferences of the sampled firms. Also, we will try to accompany interviewers and help them to schedule the interviews if they have problems scheduling the interview themselves.

The Sampler and the STEP Core Team acknowledge these assumptions, but expect the Survey Firm to endeavor to minimize the non-response rate, as 52% is very high

3.3. Response Rate Goal and Non-Response Bias Assessment

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Sampler? Date*
The response rate goal is to obtain an interview from at least 70% of the sampled firms.	CRRC will provide 400 completed interviews with lower than 70% response rate.		

Information required	*Proposed Plan to Assess Non-response Bias*	*Approved by Sampler? Date*
Non-response Bias Assessment 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. b) Results from countries with response rates below 50% will not be published unless the country can provide the STEP Team 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%.	CRRC will use both methods indicated in the document for assessing non-response bias.	✓OP

Information required	*Proposed Plan to Assess Non-response Bias*	*Approved by Sampler?* *Date*

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.
The extensive non-response bias analysis should include more than one type of analysis of the non-respondents. Some possible non-response analyses include:
   - A non-response follow-up study. Such a study requires following 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.
   - 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.
	- A comparison of respondents and non-respondents on auxiliary Sample Frame variables;
	- A comparison of response rates by industry subgroup;
	- A comparison of "late" or "hard-to-contact" or "non-cooperative" respondents to "early" or "easy-to-contact" or "cooperative" respondents;
		✓OP

3.4. Sample Frame

Technical Standard	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Sampler? Date
Definition The Sample Frame is the list of firms from which the STEP sample will be selected. It defines the coverage of the targeted firms and provides the means to identify and locate selected workplaces.	Agreed.		
The Sample Frame should provide coverage of the targeted firms so that the number of unique, in-scope survey units on the Sample Frame comprises at least 95% of the targeted firms. It should be complete, accurate and up-to-date.	Agreed.		

Information Required	*Information Provided* *(Type, Date, Source)*	*Approved by Sampler?* *Date*
1. Frame type The Sample Frame may be a list of workplaces from the STEP Household Survey or another firm registry.	Sample frame is a list of businesses from the State Department of Statistics.	✓OP
2. If the Sample Frame isn't provided by the STEP Household Survey, please detail the frame fully, including:		
a) Source of the frame E.g., 2010 Firm Registry	State Department of Statistics.	✓OP
b) Definition of survey units of the frame for each stage of sampling	Final sampling units are businesses. Primary sampling units are **businesses.**	✓OP
c) Data items on the frame for each stage of sampling E.g., name, address, firm size, etc.	Name, unique ID Number, legal address, municipality of legal address, actual address, municipality of actual address, phone number, email address, activity code given by the Department of Statistics, legal form, head of the firm, firm size, geographic area, geographic quadrant, and sector.	✓OP
d) Identify the variables to be used for stratification if applicable	Variables Size & Geographic Area will be used for explicit stratification. To ensure oversample of small and medium firms, strata subsamples will be allocated equally. Variables Georgraphic quadrant (North-East, North-West, South-East and South-West) and Sector (Construction, IT, Toursim) will be used for proportional implicit stratification within each explicit stratum. Within each substratum, systematic random sample of firms will be drawn.	✓OP

Information Required	*Information Provided (Type, Date, Source)*	*Approved by Sampler?* *Date*

e) Provide survey frame counts by stratum and type of survey unit as applicable to the sample design
    E.g., number of firms by size category, number of firms by industry, etc.
	By Stratum:
	    Large - 325
	    Medium - 440
	    Small - 2970
	
	By Sub-stratum:
	    Large - Capital - 246
	    Large - Other urban - 79
	    Medium - Capital - 308
	    Medium - Other urban - 132
	    Small - Capital - 1780
	    Small - Other urban - 1190
		✓OP

f) Quality assurance procedures I.e., assessment of quality of the frame information i. Provide any information regarding known frame issues, e.g., under-coverage of firms, up-to-date, duplication, etc… ii. Explain any steps taken to ensure that the frame is complete and up-to-date.	CRRC is conducting an accurate cleaning of the sampling frame, which includes removal of duplicated firms; firms that do not have information about size, activity code and contact information.	✓OP

3.5. Sample Design

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Sampler?* *Date*

1. If the country opts for the Sample Frame provided by the STEP Household Survey
▪ The World Bank will provide a list of sampled firms to the survey organization. The sampled firms will have been randomly chosen, with a probability proportional to the number of employees in the firm, from the list of all firms named as workplaces by individuals in the STEP Household Survey.
▪ A separate list of reserve firms will be provided along with the list of initially sampled firms. The number of reserves will amount to at least 100% of the number of firms on the original list.
▪ These lists will contain information on:
   - the name,
   - address or approximate location,
   - phone number,
   - size,
   - and activity (industry or sector) of the firm.
▪ No other list should be used to include firms in the sample. It will be the responsibility of the Survey Firm to contact the employers on the list and persuade them to provide information for the project.
▪ Prior to the fieldwork, it would be useful if the survey firm could obtain any firm registries or other comprehensive databases on firms, which are commonly compiled by National Statistical Offices and other government agencies (and which in many countries are publicly available and frequently obtainable). These may help to facilitate contacts with the firms.
	Disagreed.	CRRC is using sample frame from the State Department of Statistics.	✓OP

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Sampler?* *Date*
2. If the country opts for another Sample Frame *Preferred Sample Design* First stage: Firms will be selected with probability proportional to size from the Sample Frame. The preferred measure of size is the number of Enterprises in the following employee size categories: Size Category / Number of Employees 1 / 1 to 10 2 / 11 to 50 3 / 51 or more If a firm has only one workplace then no further sampling is required. Second stage: A second stage of sampling is necessary for firms that have more than one workplace location, e.g., chain location or branch location. For such firms, one or more workplaces must be randomly selected. For each selected firm with more than one workplace, the suggested sampling approach is to select x% of the establishment workplaces, where x% is equivalent to the proportion of firms that are selected in the registry. For example, if a country's sample frame includes 20,000 firms and the sample goal is 500 complete interviews then $x\% = \dfrac{500}{20000} = 2.5\%$ In this case, for each selected firm that has more than one workplace location, 2.5% of the workplace locations would be randomly selected – one workplace location would be selected if 2.5% of the number of workplace locations is less than one.		Our size categories for firms are Size Category / Number of Employees 1 / 1 to 19 2 / 20 to 100 3 / 100 or more The size categories we propose are taken from the legal definition of business size categories in Georgia and these categories are given in the sampling frame we received from the State Statistics Department. Unfortunately we possess no information about the number of employees in each firm, therefore we have to define size categories according to the categories from the State Department of Statistics.	✓OP

Technical Standard	Agreed by the Survey Firm	Deviation Requested from the Technical Standard	Approved by the Sampler? Date
Reserve Sample In addition to the initial sample, a reserve sample of at least 100% extra firms must be selected to allow for a 50% non-response rate. For example, if a country's sample goal is 500 complete interviews then a reserve sample of 500 firms should also be selected to allow for up to 50% non-response cases. Thus the total selected sample would be 1000 firms. **Note**: *If a country expects less than a 50% response rate then the size of the selected sample should be adjusted to allow for the expected response rate. For example, if a country expects a 40% response rate then with a sample goal of 500 complete interviews the total selected sample including the reserve sample would be calculated as follows,* $$Total\ Sample = \frac{Sample\ Goal}{Expected\ Response\ Rate} = \frac{500}{0.4} = 1250$$ In this example, the total selected sample of 1,250 includes an initial sample of 500 and a reserve sample of 750. Reserve sample cases will be activated on a controlled basis in the order in which they were selected.			

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Sampler?* *Date*

Please describe the country's sampling plan.
1. Stratification
a. Explicit Strata
i. Size: Large, Medium, Small
    Sample Size: Large – 133, Medium – 133, Small – 134
ii. Geographic Area: Capital, Other Urban
    Sample Size: Large-Capital – 67, Large-Other Urban – 66, Medium-Capital – 67, Medium-Other Urban – 66, Small-Capital – 67, Small-Other Urban – 67
b. Implicit Strata – Business Sector (Construction, IT, Tourism)
i. Sample Size – proportional to the number of businesses in each Business Sector
2. Sample Selection
a. After sorting the sample frame by Size, Geographic quadrant, and Business Sector, a systematic sample will be selected within each Size stratum and within each Geographic Area stratum. This will yield the above-mentioned target sample sizes for each explicit Size stratum and for each Geographic Area stratum, and a proportional sample size for each implicit Business Sector stratum.			

3.6. Weighting

Technical Standard	*Agreed by the Survey Firm*	*Deviation Requested from the Technical Standard*	*Approved by the Sampler?* *Date*

1. Weighting Procedures
  a. The weighting of each country's clean data file will be carried out by the STEP Team.
  b. The weighting of the respondent records will be consistent with Georgia probability sample design.
  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.
  d. The following weights will comprise part of each respondent record:
    - Theoretical or sample design weight - the inverse of the probability of selection at the sample selection stage;
    - Population weight - non-response adjusted sample design weight;
    - 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.
	Agreed.		✓OP

Appendix

Appendix 1. Country-Specific Questions

MODULE 3B: SKILLS OF YOUNG WORKERS   **PAGE 16**

We would now like to ask some questions about workers under 30 years old that your firm employs or has tried to hire recently.

(3.13)	Does this workplace employ any persons under 30 years old who have **a university degree or post-secondary diploma**, or have you tried to hire such workers in the past 24 months? Yes 1 No **2** **>>3.17**	
(3.14)	We will now read some job related skills. Please tell me tell me if these young workers with a degree or post-secondary diploma lack this skill or not, indicating on a scale on a scale of 1 to 5, where 1 means that workers rarely lack the skill, and 5 means that they lack it very often. **SHOW CARD 6** 1 Ability to read and write in Georgian (literacy) 2 Ability with calculations and numbers (numeracy) 3 Ability to read and write in English 4 Job-specific technical skills	

5	Communication skills	
6	Leadership skills	
7	Team work skills	
8	Creative and critical thinking	
9	Problem solving skills	
10	Ability to work independently	
11	Time management skills	

(3.15) We will now read some personality traits. Please tell me tell me if these young workers lack this trait or not, indicating on a scale on a scale of 1 to 5, where 1 means that workers rarely lack the trait, and 5 means that they lack it very often. **SHOW CARD 6**

1	Conscientiousness (Does a thorough job, is hard working, does things efficiently)	
2	Emotional stability (Is relaxed and handles stress well, doesn't worry or get nervous easily)	
3	Agreeableness (Forgives other people easily, is considerate and kind, is polite)	
4	Extraversion (Is talkative, assertive, outgoing and sociable)	
5	Openness to experience (Is original and comes up with new ideas, has an active imagination)	

(3.16) You indicated that young university or post-secondary workers lack some job-related skills and personality traits. Which one is more of a problem for your firm:

Lack of job-related skills	1
Lack of personality traits	2

MODULE 3B: SKILLS OF YOUNG WORKERS   **PAGE 17**

(3.17)	Does this workplace employ any persons under 30 years old who have **secondary school education** ((general or technical/vocational), or have you tried to hire such workers in the past 24 months?

Yes
1

No	2 **>>Module 4**

(3.18) We will now read some job related skills. Please tell me tell me if these young workers with secondary education lack this skill or not, indicating on a scale on a scale of 1 to 5, where 1 means that workers rarely lack the skill, and 5 means that they lack it very often. **SHOW CARD 6**

1	Ability to read and write in Georgian (literacy)	
2	Ability with calculations and numbers (numeracy)	
3	Ability to read and write in English	
4	Job-specific technical skills	
5	Communication skills	
6	Leadership skills	
7	Team work skills	
8	Creative and critical thinking	
9	Problem solving skills	
10	Ability to work independently	

11	Time management skills	

(3.19)	We will now read some personality traits. Please tell me tell me if these young workers with secondary education lack this trait or not, indicating on a scale on a scale of 1 to 5, where 1 means that workers rarely lack the trait, and 5 means that they lack it very often. **SHOW CARD 6**	
	1 Conscientiousness (Does a thorough job, is hard working, does things efficiently)	
	2 Emotional stability (Is relaxed and handles stress well, doesn't worry or get nervous easily)	
	3 Agreeableness (Forgives other people easily, is considerate and kind, is polite)	
	4 Extraversion (Is talkative, assertive, outgoing and sociable)	
	5 Openness to experience (Is original and comes up with new ideas, has an active imagination)	

(3.20)	You indicated that young workers lack some job-related skills and personality traits. Which one is more of a problem for your firm for workers with secondary (general or technical/vocational) education:	
	Lack of job-related skills 1 Lack of personality traits 2	

Appendix 2. Occupation Classification

1	**Managers:** Chief executives, senior officials and legislators Traditional chiefs and heads of villages Managing directors, administrative and commerce managers Business services and administration managers such as Finance managers, Human resource managers, advertising and public relations managers Sales managers, production managers in agriculture, mining, construction Specialized services managers, such as managers in health services, hotels, retail or wholesale, sports center managers.
2	**Professionals** Science professionals such as physicists, astronomers, chemists, geologists, biologists, farming or fisheries advisers, environmental protection professionals Mathematicians, actuaries and statisticians Engineering professionals, in industrial, mining, construction, etc: Architects, planners, surveyors and designers Health professionals such as doctors, nurses, midwives, veterinarians, dentists, physiotherapists, dietitians Teaching professionals - all teachers Business and administration professionals, accountants, financial advisors Administration professionals, sales and marketing, public relations professionals: Information and communications technology professionals, such as software developers, programmers, web developers. Legal professionals such as lawyers and judges Librarians, archivists and curators Social and religious professionals such as economists, sociologists, authors, social workers, religious professionals, translators Creative and performing artists, such as dancers, actors, radio announcers, musicians

3	**Technicians and associate professionals** Science and engineering associate professionals, such as engineering technicians, electrical engineering technicians, mining and metallurgical technicians, power plant operators, incinerator operator, mining supervisors, construction supervisors, draughts persons Agricultural technicians, Forestry technicians Ship and aircraft controllers and technicians, such as ships' engineers, deck officers, ship pilots, air traffic controllers, aircraft pilots Health associate professionals such as medical and dental technicians, laboratory technicians, nursing associate professionals, veterinary technicians and assistants, community health workers, ambulance workers Business and administration associate professionals, such as finance dealers and brokers, credit and loans officers, insurance representatives, sales and purchasing agents, real estate agents and property managers Administrative and specialized secretaries such as office supervisors, legal secretaries, medical secretaries Legal, social, cultural and related associate professionals, religious associate professionals, athletes, sports coaches, photographers, decorators, library and museum technicians, chefs Information and communications technicians, such as user support technicians, web technicians, broadcasting technicians.
4	**Clerical support workers** Office clerks, general secretaries, customer service clerks, bank tellers and clerks, debt-collectors Client information workers, such as travel consultants and clerks, telephone operators, receptionists, Travel consultants and clerks Data entry clerks, data entry operators Accounting and bookkeeping clerks, payroll clerks, stock clerks, mail carries, filing clerks
5	**Service workers** Travel attendants, conductors and guides Call center operators Cooks, waiters, bartenders Hairdressers, beauticians and related workers Building and housekeeping supervisors, building caretakers Domestic housekeepers, Cleaning and housekeeping supervisors in offices, hotels and other establishments Fortune tellers, undertakers, pet groomers, animal care workers, driving instructors Personal care health workers, health care assistants, child care workers, teachers' aides Firefighters, police officers, prison guards, security guards

6	**Sales workers**	
	Street and market salespersons, shopkeepers, shop supervisors, sales assistants, sales demonstrators	
	Cashiers and ticket clerks	
	Fashion and other models	
	Door to door salespersons, contact center salespersons	
	Service station attendants	
	Food service counter attendants	
7	**Skilled agricultural, forestry and fishery workers**	
	Market gardeners and crop growers	
	Animal and poultry producers, dairy producers,	
	Market-oriented skilled forestry, fishery and hunting workers	
	Subsistence farmers, fishers, hunters and gatherers	
8	**Constuction, Craft and related trades workers**	
	Building and related trades workers, such as carpenters, bricklayers, masons, plumbers, roofers, plasterers, painters	
	Metal, machinery and related trades workers	
	Sheet and structural metal workers, moulders and welders	
	Blacksmiths, toolmakers and related trades workers	
	Electrical and electronics trades workers	
	Machinery mechanics and repairers	
	Handicraft workers such instrument makers, potters, jewellery workers, workers in wood, basketry, textiles and leather, sign writers, decorative painters	
	Printing trades workers	
	Food processing, wood working, garment and other craft and related trades workers. Bakers, butchers, pastry cooks	
	Tobacco preparers and tobacco products makers	
	Wood treaters, cabinet-makers and related trades workers	
	Garment workers, tailors, dressmakers, shoemakers, upholstery workers	
	Underwater divers, blasters, fumigators and other pest controllers	

9	**Plant and machine operators, and assemblers, Drivers**
	Mining, mineral and stone processing plant operators, miners
	Well drillers and borers and related workers
	Cement, stone and other mineral products machine operators
	Metal processing and finishing plant operators
	Chemical and photographic products plant and machine operators
	Rubber, plastic and paper products machine operators
	Textile, fur and leather products machine operators
	Food and related products machine operators
	Wood processing and papermaking plant operators
	Other stationary plant and machine operators
	Assemblers
	Locomotive engine drivers and related workers
	Car, van and motorcycle drivers, bus drivers, lorry drivers
	Mobile plant operators such as earthmoving operators, crane operators
	Ships' deck crews and related workers
10	**Elementary occupations**
	Domestic, hotel and office cleaners and helpers
	Vehicle, window, laundry and other hand cleaning workers
	Agricultural, forestry and fishery labourers
	Labourers in mining, construction, manufacturing and transport
	Transport and storage labourers
	Food preparation assistants
	Street and related sales and service workers
	Street vendors (excluding food)
	Refuse workers and other elementary workers
	Messengers, package deliverers and luggage porters
	Odd job persons
	Meter readers and vending-machine collectors
	Water and firewood collectors

Appendix 3. Firm Experience

Please describe firm experience as well as names and types of surveys previously conducted here.

The Caucasus Research Resource Centers (CRRC) is a program of Eurasia Partnership Foundation funded by the Carnegie Corporation of New York. CRRC is a network of research and research support centers established in the capital cities of Armenia, Azerbaijan and Georgia. CRRC's goal is the strengthening of social science research and public policy analysis in the South Caucasus. The CRRC network offers scholars and practitioners stable opportunities for integrated research, training and collaboration in the region.

Since the opening of the centers in 2003, CRRC has become a nexus of activity for social science community in the South Caucasus by providing open access to scholarly literature, data, and professional training for social science researchers. Direct and indirect beneficiaries of CRRC are social science researchers, faculty members from academic institutions, and policy practitioners from non-governmental, private and public sectors.
To deliver quality results, CRRC uses advanced survey techniques, implemented with particular rigor. Our Caucasus Barometer is the largest coordinated data gathering effort in the South Caucasus. Conducted in four languages (with an English-language source questionnaire), now in its eighth year, with about 7000 respondents, it seeks to establish the highest standards of survey work in the region, including painstaking sampling, translation and detailed documentation of all major decisions. To run this successfully, CRRC blends international expertise with highly committed local professionals. Results of CRRC research have been presented to most major organizations in the region, and are quoted widely.

CRRC has both strong local and global linkages. It actively participates in national as well as international NGO meetings and conferences. CRRC-Georgia has undertaken a wide variety of local research projects, which have contributed to local capacity building. For past projects, CRRC has closely cooperated with many Georgia-based NGOs and international organizations, including WB, EWMI, USAID, TI, UNDP, NDI, NORC, GIZ, CARE, IFES, Saferworld, the Foreign and Commonwealth Office, and others. Further details are available on our website at www.crrc.ge.

CRRC staff includes a local and international team of experts trained in a wide variety of quantitative and qualitative techniques. CRRC already has a wealth of data on political, economic and social issues, many of which include perceptions between ethnic groups in Georgia, as well as trust towards a broad range of public institutions. Additionally, CRRC already has a Georgian, Armenian and Azerbaijani-speaking fieldwork staff (interviewers and supervisors) who are highly qualified, experienced and who receive training before each survey using techniques created by the American Association of Public Opinion Research (AAPOR)—the world's leading organization on standards of survey practice.