



LABOUR FORCE SURVEY 2014

SUPERVISOR'S MANUAL

***JPKE-ILO PROJECT: "REVISION AND ENHANCEMENT OF LABOUR MARKET SOURCES:
TOWARDS SETTING UP A LABOUR MARKET INFORMATION SYSTEM
IN BRUNEI DARUSSALAM"***

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CONTENTS¹

<u>Title</u>	<u>Page No.</u>
INTRODUCTION	1 1
1. GENERAL INFORMATION	2 2
1.1 Objectives of the Labour Force Survey of Brunei Darussalam.....	2 2
1.2 Survey scope and coverage.....	2 2
2. SUPERVISOR DUTIES: GENERAL	3 2
2.1 Overall supervision of field team and data collection operation.....	3 2
2.2 Quality control.....	4 3
2.3 Liaison with headquarters.....	4 3
3. SUPERVISOR DUTIES: SPECIFIC	5 3
3.1 Locating the sample segments.....	5 3
3.2 Identifying the boundaries.....	5 4
3.3 Final preparations for interview.....	5 4
3.4 Gaining co-operation.....	6 5
3.5 Quality control.....	7 6
3.6 Reports to JPKE.....	8 6

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INTRODUCTION

This manual has been prepared as the basic reference guide for supervisors working on the Brunei Darussalam Labour Force Survey 2014. It contains general information about the role of supervisors, as well as detailed information concerning their duties.

The main objective of the Brunei Darussalam Labour Force Survey 2014 (LFS) is to collect information from members of Brunei Darussalam households about their work activities. The detailed statistics which will become available from the analysis of the survey data will be valuable to planners and policy makers, in helping them to gain a clearer understanding of the state of employment, unemployment and underemployment in the country as well as other forms of work activities.

Each supervisor will be in charge of a team of 5 interviewers (Some will have 6 interviewers). The team will move from one selected segment to another, and carry out interviews with a sample of households in each sample segment. In order to perform their work effectively, supervisors working on the LFS will need to be familiar with the contents both of this Supervisor Manual and of the special Interviewer Manual which has been issued to interviewers.

The field work on the LFS is being spread over four weeks period from 29 September to 26 October 2014, so as to collect information on forms of work activity performed. During the four weeks the following number of urban and rural sample segments will be visited. In each segment visited, 18 households will be interviewed.

District	Urban	Rural	Segments
Brunei-Muara	102	38	140
Belait	46	23	69
Tutong	17	32	49
Temburong	2	19	21
Total	167	112	279

1. GENERAL INFORMATION

1.1. Objectives of the Labour Force Survey of Brunei Darussalam

A Labour Force Survey (LFS) is a sample household-based survey envisaged to collect the data on various forms of work, based on which the total labour force in the country is estimated.

The Labour Force Survey of Brunei Darussalam (LFS), conducted by the Department of Statistics of the Department of Economic Planning and Development at the Prime Minister's Office (JPKE), will make it possible to compile national and District level statistics relating to employment, unemployment, as well as to determine the socio-economic characteristics of the labour force in support of macro-economic planning and employment policy formation, implementation and monitoring. The data collected will constitute a basic input to the Labour Market Information System and programmes to improve the welfare of the people of Brunei Darussalam.

1.2. Survey scope and coverage

The survey is conducted in the whole country (Brunei-Muara, Tutong, Belait, and Temburong) and covers the population of 15 years old and over.

The survey is conducted in the whole country (Brunei-Muara, Tutong, Belait, and Temburong). Only persons living in private households are interviewed. The participation in the survey is based on the sampling. This includes all citizens of Brunei Darussalam (*Locals*) as well as foreigners (*Non-Locals*) who permanently reside in the collective dwellings selected for the survey.

2. SUPERVISOR DUTIES: GENERAL

It cannot be overemphasised that the supervisor is an important link between the data gathering organisation and the interviewer. The supervisor is supposed to organise work for interviewers by determining field assignments and locations. The supervisor reviews completed work and maintains a high level of commitment to the survey programme by the interviewers. It is strongly recommended, if possible, to have a relatively high ratio between the supervisory staff and the interviewers. The ratio of one supervisor to four or five interviewers has been suggested as ideal for most household surveys.

As a supervisor working on the LFS, you have a variety of duties to perform. In general terms, these are as follows:

2.1. Overall supervision of field team and data collection operation

The quality of data obtained in the field to a greater extent depends on the quality of training and amount of supervision done during data collection.

The overall responsibility of the 2014 LFS lies with the Survey Manager who ensures the proper conduct of the survey. The Survey Manager is the ultimate authority for decision-making.

You are in operational control of the work of your team, and must do everything possible to ensure that the team completes its work efficiently in terms of both timing and quality of work. In your team's dealings with the local communities you visit, you will be the main point of contact between the team and community authorities, and you will be responsible for ensuring the smooth running of the survey at the local level. In order to manage the fieldwork effectively, you must have a thorough understanding of the work to be done by the members of your team. You should be able to respond to specific interviewing problems that may arise in the field. Indeed, you may on occasion have to conduct interviews yourself if one of your regular interviewers is ill or otherwise unavailable.

During the fieldwork, supervision is achieved through the following strategies:

- Checking if the itineraries were being prepared and followed
- Checking team organization and deployment
- Conducting spot checks and making sure the interviewers visited the correct enumeration areas and households
- Checking whether correct procedures on interviewing were being followed
- Editing completed questionnaires for correctness and completeness
- Attending to some technical and administrative issues as they arise.

2.2. Quality control

You will be responsible for co-ordinating your team's travel from one selected segment to the next. Once in a selected segment, you will supervise the work of your team in identifying the boundaries of the segment. You will assign the questionnaires to your team, so that they can carry out their interviews.

You will use a variety of methods to help ensure the good quality of the work done by your interviewing team. From time to time you will make unannounced visits to observe your interviewers while they are interviewing households. You will also check all questionnaires completed by your interviewers, checking in particular the legibility and completeness of the information recorded on the questionnaire, and ensuring that they have followed the skip and other instructions correctly. You will also carry out a few checks on households which interviewers have already visited, to ensure that the interview was actually conducted in a satisfactory manner.

2.3. Liaison with headquarters

You are responsible for keeping the District Assistant Superintendent fully informed of the progress made by your team, and for ensuring that any major problems you experience are brought to the attention of the LFS team. You will make sure that all questionnaires, listing and Control Forms B are submitted to the JPKE in a timely fashion.

3. SUPERVISOR DUTIES: SPECIFIC

3.1. Locating the sample segments

You will be provided with a list of the sample segments to be covered by your team. This will be in the form of a timetable, showing the details of each segment and the dates when you are expected to be interviewing there. While you are expected to stick to this timetable, there might be circumstances where the weather conditions or other factors might force you to change the order in which you visit the selected segments. If this happens, you should notify JPKE of any changes in your planned visits.

The list of sample segments will show the name of the District, municipality or village to be visited. Also shown will be the number of the households to be visited within the sample segment.

3.2. Identifying the boundaries

Make quite sure that the sample segment you visit is the one shown on your list of sample segments. If you are in any doubt as to whether you have arrived in the right segment, make extensive enquiries to establish that you are definitely in the named segment.

When your team arrives in a selected **rural area**, you should make contact with the appropriate officials in the community, such as the local Head, a long house's Head and other distinguished villagers. This will give you a chance to explain the purpose of the survey, to introduce the members of your team, and to discuss the arrangements for carrying out the survey. You should explain that only 18 households in the sample segment were randomly selected to be interviewed by a process set out by the JPKE. You will check the boundaries of your sample segments using a detailed map of the selected rural area, showing the location of all houses. After this control, you will give and explain the use of the map to your interviewers.

In **urban areas** it will not normally be necessary to make contact with local officials. In most cases you will have been provided with details of the particular segment to be covered in the survey. Amongst the details given to you in advance will be a map showing the boundaries of the selected segments and a description of these boundaries. You should ensure that your team members are absolutely clear as to the boundaries of the segment to be covered in the survey.

3.3. Final preparations for interview

After completing the work on sample selection and listing (carried out by the LFS team of the JPKE), you should allocate the selected households to your team of interviewers in the most efficient manner possible. For instance, interviewers being assigned households which contain relatively few household members should expect to have to cover slightly more households than average. Similarly, interviewers in a rural area who have to travel considerable distances between each of their selected households should be given slightly fewer households than normal.

The information on the front page of the questionnaire will be filled in later by the interviewer.

At this time, you should also check that all blank questionnaires have been properly printed, with all their pages in the correct order, and with no pages blank or illegible. If it looks as though one of the selected households may have more than 6 household members, be sure to give the interviewer two blank questionnaires for that household.

3.4. Gaining co-operation

It is the interviewer's job to gain co-operation from each selected household in their quota, but if they experience any problem with a particular household they should seek your assistance. Where a difficulty is experienced, you should use your best efforts to secure co-operation from the household. This may require flexibility on your part as to when and how the interview is conducted, but the aim should be to secure an interview if at all possible, without creating any bad feeling within the community.

You should note that, in this survey, **substitute households are not allowed**. You must only attempt interviews with those 18 households which were selected originally. If a household refuses to co-operate, you are not allowed to replace it with another household. It is therefore all the more important that you do achieve co-operation from your selected households. Any failure to achieve interviews with all 18 households in your selected area will mean that the survey results are less accurate than they should be, and the results may even become slightly biased if non-responding households have different characteristics compared with those that do respond.

Where no response is achieved with a particular household for one reason or another (perhaps through absence of all household members at the time of interview, or through the refusal of the Head of Household), a **non-response sheet** must be completed, to explain what happened and why the interview did not take place. A special note should also be written on the Back Page of the questionnaire in the provided space. This non-response sheet has space for both the interviewer and the supervisor to explain the circumstances of the non-response. This information is important for the staff at headquarters, since it will affect what action is taken at the analysis stage to deal with the missing information. These non-response sheets must be returned to headquarters along with the completed questionnaires, so that all 18 households in each selected area are accounted for.

Another kind of non-response occurs where information is obtained from some members of the household, but no information is provided by one or more household members. Try to avoid this situation arising, by stressing to the Head of Household the importance of gaining co-operation from all eligible household members. If, despite your best efforts, this kind of non-response occurs, your interviewer should give full information on the questionnaire to explain what has happened. This is best done by putting a marker (say by writing "Non-response, see below") on the appropriate line just after question A02 (which is the question which identifies all household members), and then putting a more detailed explanation of what happened at the bottom of the page.

Normally, your team will interview 18 households per sample segment and secure 18 completed questionnaires. Just occasionally, it is possible that there might be more than 18 households. This would happen if an interviewer went to a housing unit which was shown on the listing sheet as containing just one *household*, but found after questioning the household members that the housing unit actually contained two separate households. For instance, suppose your interviewer is asked to interview *household* number 12, which is shown on the list as

containing 10 persons. When they get to the *household*, they find it is actually two households, one with 6 persons and the other with 4 persons. In this case, the interviewer should interview both households, giving one household the original selected ID number of 12. You will later need to assign an additional number (19) to the other household, and attach a note explaining what has happened.

3.5. Quality control

As the team supervisor, you will need to maintain constant watch over the quality of the work being done by your team members. This maintenance of good quality will be achieved in a variety of ways:

- a. **Be open to discussion** with your team members, both individually and collectively. Problems and misunderstandings can often be resolved by discussion amongst the team, and such discussions will help to strengthen the team and improve the way in which you work together.
- b. **Check all completed questionnaires thoroughly.** Checking questionnaires carefully is always important, but it is especially important during the first few weeks of the survey, when both you and your team members are trying to become familiar with all aspects of the survey.

When you check questionnaires, there are various points you need to be on the lookout for:

- Legibility: will data processing staff be able to read the handwriting?
- Household list: have all eligible household members been interviewed?
- Completeness: has all required information been collected for everyone?
- Skip pattern: has interviewer followed the skip patterns correctly?
- Status in employment, industry, occupation, education: Has sufficient information been given?
- Training, occupation and industry to enable coders to code this information?

If minor errors have been made, it should be possible to correct these in discussion with your interviewer. On the other hand, if major errors have been made (for instance, sections of the questionnaire accidentally omitted), you will need to get the interviewer to go back to check the information which they previously collected, or to collect additional information which they failed to collect the first time.

- c. **Be prepared to offer help** to your interviewers if you can see they are in need of help. For instance, if you see that one interviewer is having some difficulties completing their work in time, you may need to support them by sitting in on their interviews, or even by doing one or two interviews yourself, so as to ensure that the team finishes its work on time, and is able to move on to the next sample area without delay. Observation of your interviewers while they are interviewing may help to show up some aspects of their interviewing technique which could be improved.
- d. From time to time you should **re-interview** one or two households. This will help you to ensure that the interview was actually carried out properly and that the responses to each question were recorded correctly. You will also be able to get some idea of how the household reacts to the manner in which the interviewer conducted the interview.

3.6 Reports to JPKE

Every week you should prepare a short report on the survey, and submit it to your District Assistant Superintendent. You will be provided with a form for this purpose. The report should accompany the completed questionnaires which will be returned to your District Assistant Superintendent.

Your report will cover the following topics:

- a) Sample segment completed, and the date on which each one was done.
- b) Any logistical problems experienced, and how they were overcome.
- c) A brief report on the work of each interviewer in your team.

Apart from these regular reports, you should not hesitate to contact your District Assistant Superintendent if you have any special problem which requires attention.

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