



# **Interviewer's Manual Part I MCA Pemba Survey**

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## 1. INTRODUCTION

EDI, on behalf of MCA (Millennium Challenge Account) will conduct an Impact Evaluation Baseline Survey for a Road Upgrade Project in Tanzania. EDI will be responsible to collect high-quality, quick and reliable data that can be analysed by researchers on the project.

The evaluation will involve both household surveys and community profiles of the communities located on the proposed road or on similar roads. In the beginning of 2009, a baseline survey was undertaken for 4 stretches of road in Tanzania mainland and from June onwards a baseline evaluation will be conducted for road projects in the island of Pemba. The evaluation is done prior to the commencing construction while other follow up surveys will be conducted in 2011 and 2013 after the roads have been completed. The following are the areas that will be surveyed:

1. A maximum of five rural roads on the **island of Pemba** (specific locations to be identified);
2. **Tanga to Horohoro road** - a 68 km stretch of highway in northeast Tanzania connecting the seaport of Tanga with Horohoro at the Kenyan border whose rehabilitation will ease transport of goods between Dar es Salaam and Kenya;
3. **Tunduma to Sumbawanga road** - a 224 km stretch of highway in western Tanzania, a very fertile agricultural area, constituting the southernmost part of the “Western Corridor” representing the only link between Dar es Salaam and Zambia; and,
4. **Mtwara corridor** - a 139 km stretch of highway in southwestern Tanzania, the westernmost part of the Southern Corridor that runs from the Indian Ocean port of Mtwara to Mbamba Bay on Lake Nyasa.

At the moment, all the roads located in Tanzania mainland have already been surveyed so this manual will concern the Pemba evaluation.

This job of high responsibility needs strict guidelines and strict discipline. Unless you follow these guidelines to the letter the data you collect will be of no value. This document, the interviewer’s manual, will form what you should regard as the ‘constitution’ of the survey. It should answer any queries you have about your job as an interviewer and about the way the data should be collected. You should know this constitution by heart. You should have this constitution with you at all times during your work. During discussions with fellow interviewers, your supervisor or the project management it will be the manual that has the last word and final authority.

But remember too that the manual is a working document therefore there is possibility of adjusting it along the way as new queries and challenges come up. The changes will be noted in an addendum which will be an official notification of the change. In cases where you don’t understand what to do, consult your team mates and supervisor for assistance. If you have any input that could improve our instruments please do not hesitate to contact your supervisor.



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## **2. BASIC PRINCIPLES OF SURVEY WORK**

### **2.1. THE INTERVIEWER**

#### **2.1.1. ROLE AND WORK CONDITIONS**

The interviewer's role is central to the survey. The Project needs high quality information from the households that you interview. We depend on you to get us high quality information. It is very important that all interviewers follow the same procedures. If each interviewer has his/her own way of interviewing then the results of the survey will not be valid as the answers one gets from the respondent might be influenced by the way the question was asked/framed. It is crucial that you ask questions as they are displayed – word for word.

You will be working closely with your supervisor. Inform him or her of any problems encountered in the field. When you are in doubt, ask your SUPERVISOR what to do. Again, it is better to take time and ask about proper procedures than to make a mistake. You should also share what you encountered in the field with fellow interviewers and hear their opinion as they might have encountered similar situations.

The household survey will be carried out in rural areas. Living conditions will sometimes be difficult, and you will need to be flexible. It is advised that you stay in one guest house if possible. If this is not possible it is advised you stay in guest houses that are nearby. This will ensure both ease of communication, as well as your security. We ask you to go into this work knowing that you need to be very flexible. You may not get the food you want at the time you need, you might also sleep in unsympathetic conditions.

Often your team will be in villages for extended periods of time. Communication from remote areas may not always be easy. You will need to ensure that your family life permits you to conduct this type of work.

#### **2.1.2. CONDUCTING HOUSEHOLD INTERVIEWS**

Your principal task is to conduct household interviews. You are required to conduct interviews according to the workload assigned to you by the supervisor. Interviews are ideally conducted in a single visit, but may need more visits, for example if a particular survey respondent is not present at the time of your visit.

Please take into account that you are responsible for interviewing all of the households assigned to you. You and your supervisor need to make sure that you have planned the use of your time well, in order to be able to leave the village in time. Guidelines for conducting interviews can be found later in this document. You will be provided with the following materials for during interviewing:



- Instruction manual
- UMPC
- GPS
- UMPC Stylus pen
- UMPC batteries (1 large and 1 small)
- UMPC bag
- Field bag
- Blue UMPC screen cleaning tissue
- Rain coat
- Anthropometric equipment
- Identification card

## **2.2. YOUR SUPERVISOR**

You should always follow the advice and instructions of your supervisor. Your supervisor will assign you work at the start of each field visit. She/he will carry out the following checks in the field:

- Examine all of your electronic questionnaires to make sure that each interview has been carried out correctly and in full;
- Visit some of the households that you have already interviewed. He/she will repeat some sections of the questionnaire in order to verify that you recorded that household's answers correctly;
- Observe one or more of your interviews, to evaluate your method of asking the questions. You may or may not be informed of their "sitting-in" beforehand.
- Discuss your work with you, and evaluate your work; she/he will report on your performance to the management team.

Your supervisor is the link between yourself and the project management team. You must inform her/him of any difficulties or problems that you encounter.

## **2.3. BEFORE THE INTERVIEW**

### **2.3.1. MEETING THE HOUSEHOLDS TO BE INTERVIEWED**

Good approach will assist you to get proper response from the respondents. A good first impression can be created by being polite, being friendly, good attitude and showing confidence. When meeting the household you will need to do the following:



- Introduce yourself i.e. Name, who you are representing
- Say the purpose of your visit
- Explain the instruments you are going to use
- Give a summary of the information you are going to ask about
- Explain the respondent confidentiality policy

This introduction should be very brief.

- You are conducting a survey for MCA road upgrade projects. The conclusions from this research will be used to plan future projects and give a guideline to the government on how to implement development projects.
- If the issue is raised, you can inform them that the survey is not concerned in any way with taxes, and all the information recorded will be regarded as confidential and covered by the obligation of statistical secrecy.

### **2.3.2. SELECTION OF INTERPRETERS**

Our goal is to conduct all interviews in Kiswahili. You should make a great effort to encourage the respondent to use Kiswahili, it is better to explain a few difficult questions in another language than to change completely to another language.

If no one in the household speaks Kiswahili well enough to interpret and no one in the team speaks the language of the household, you must ask the household to choose someone (for instance, a friend, neighbour or relative) to interpret for the interview. This person should be someone who speaks Kiswahili well and is trusted by the household, since the questions are confidential.

It is always best to use an interpreter chosen by the household, as this will help to ensure the confidentiality of the interview. If the household does not know anyone suitable, you must inform your supervisor, who will ask the village leaders to designate someone. The person chosen to translate should be a person who is respected and trusted in the community.

You should instruct the translator not to elaborate on the question asked, to be patient with the household members responding, and to remain neutral and professional in attitude toward the questions and answers obtained, and to maintain the confidentiality of the respondent and his or her answers. Avoid having the interpreter suggest answers to the respondent. The interpreter should ask the question as it is, without giving context or interpretation to the respondent. If the respondent does not understand the question then the interpreter should be instructed to communicate the problem to you and you should elaborate on the question as per instructions in this manual.

If you do the translation yourself, you must be very careful to stick to the sense and meaning of the questions as they are written on the questionnaire.



In summary, certain problems can arise from the use of interpreters:

- It is difficult to know how good the translation is. It is possible that the respondent's friend who speaks Kiswahili does not speak it well enough to translate everything said during the interview, and he will not want to admit it.
- The interpreter may be so familiar with the household that he starts to answer for the respondent without asking the questions. In that case, you must politely remind the interpreter that it is the respondent that has been chosen for the interview, and that it is only his/her answers that you can record.

## **2.4. THE INTERVIEW**

### **2.4.1. BASIC CONCEPTS OF AN INTERVIEW**

Survey interviewing is a technique of collecting information from the public by asking some structured questions to the respondent. The interviewer's role is vital to accomplish the survey objectives for three reasons, namely:

- Interviewer plays a major role in getting accurate responses from respondents.
- Interviewer is responsible for initiating and motivating respondent.
- Interviewer should handle parts of the interaction in the interview and interview proceeding in standard procedures, so that there is no bias. She/he is a key to a successful interview by making respondent feel that they have participation in the interview, keeping all secrecy and give sufficient information about the purpose of survey.

To achieve this, the interviewer needs to have good communication skills. Communication skills are the art and science of attaining mutual understanding between two persons or two parties. This can be either verbal or non-verbal. Sometimes the strength of non-verbal communication is underestimated. You should be aware of this when you meet the respondent. Their behaviour towards you can be influenced by:

- Expectation of getting something from the interviewer.
- Suspicious on the purpose of the visit.
- A feeling of being socially inferior to the visitor.
- Trying not to disappoint his guest.

All these factors can be the reason for respondent not to talk openly and freely.

### **2.4.2. PRIVATE NATURE OF THE INTERVIEW**

All of the information collected is **strictly confidential**

In principle, all of the questions should be asked of the respondent in complete privacy to ensure that his/her answers remain confidential. The presence of other people during the interview may cause him/her embarrassment and influence some of his/her answers.



The only exception to this rule is when a respondent is incapable of answering the questions, due to language difficulties or he/she has problems in remembering things. In these cases, look for someone else in the household who has the best knowledge of the household and the household members activities. But it is important that you interview the household head whenever is possible.

On the other hand, it is often difficult to limit the number of people present during an interview. The visit of an interviewer may be a big event for the household. The household members and the neighbours are bound to be curious. When faced with this situation you should call the respondent aside and notify him that the interview is supposed to be confidential and that you would request non-household members to leave the premises.

**You must make effort to ensure no one except household members are present.**

Sometimes interviewers feel that it is okay for a respondent's friends to sit in, or be present at, the interview. This is not true. First, the household may have exaggerated the proximity of the person to the household. Second, it may not be true that s/he "knows everything about the household and all of their secrets" as the respondent told you. You will often need to insist that the friend or visitor leave. Sometimes the village/kitongoji chairman may be around (for instance, in case he/she is the interpreter). However, you should make effort to ensure that he/she is NOT present during the interview, because households may change their responses due to the present of the village/kitongoji leader.

How can you do this? During the first meeting in the village with the village leaders and sub village leaders, you need to explain that our interviews must be conducted in privacy. Even the leader must leave.

### **2.4.3. ESTABLISHING A TRUSTING RELATIONSHIP WITH THE RESPONDENTS**

As much as possible, you should use a conversational tone while you are reading the questions. You must read the questions exactly as stated, but your eye contact with the respondent and your tone of voice is important in establishing a good relationship with the household members. Good eye contact is important, because you are learning about the respondent from his/her eyes, face, and body language. At the end of each question, we encourage you to look at the respondent while you are waiting for his or her reply.

You need to think about the answers you are receiving and weigh them. Does the answer make sense in the context of this household and in the local environment? Most respondents will give truthful answers. However, you need to be on your guard for the respondent who is giving you false information, or who feels he can shorten the interview by either not telling you, or by making up a false story. When probing, you must be both "*mpole na makini*", that is, you must be fully polite, but also firm in your desire to get a good and truthful answer. When a respondent does not give you truthful answers, you must make it clear in a polite way that you understand that the story you are hearing is not the real story, or full story. You may need to point out contradictions that you have understood.



If a respondent observes that you accept his/her first untruthful answers, then you can expect more false answers. As result, you will be recording bad data. Remember that you are there in the household and the village, to get good information that can be used for improving policies. If you accept false stories as answers, then you are failing to collect good quality data. *Remember the respondent is not legally bound to answer your questions it is only by his/her GOODWILL that she/he responds to what you will be asking'*

#### **2.4.4. OBJECTIVITY OF THE INTERVIEWER**

It is extremely important that you should remain absolutely **NEUTRAL** about the subject of the interview. Most people are naturally polite, particularly with visitors. Respondents tend to give answers and adopt attitudes that they think will please the visitor. You must not show any surprise, approval or disapproval about the answers given by the respondent, and you must not tell him/her what you think about these things yourself. If he/she asks you for your opinion, wait until the end of the interview to discuss the matter with him/her.

You must also avoid any preconceived idea about the respondent's ability to answer certain questions or about the kind of answer he/she is likely to give.

#### **2.4.5. SUGGESTION FOR PROFESSIONAL BEHAVIOUR**

Remember that you are working on an assignment for the World Bank and Economic Development Initiatives. You must observe the following rules at all times:

- Be courteous towards everyone (the respondent and his/her family and friends, the supervisor, other members of the team and anyone else involved). **YOUR BEHAVIOUR** can have a significant influence on the opinions of people in the areas covered by the survey as to the value of the whole project. Sometimes, respondents may offer you something to eat, It is polite to partake the meal BUT if you think that your health will be in danger, politely thanks them for the offer and excuse yourself
- Avoid disturbing or upsetting anyone by **YOUR BEHAVIOUR**.
- Be properly dressed, so that the respondent will be inclined to trust you, as a reliable and responsible person.
- Exercise patience and tact in conducting the interview, to avoid antagonizing the respondent or leading him/her to give answers that are not accurate. Be careful not to dress down too much as they will feel
- Avoid involving yourself in politics and religious discussion in any case, symbols related to a political party or religion should be avoided as much as it is possible. The project covers a large part of the country which exercises different norms and customs. **Without compromising your freedom of speech and dress, maintain professional at all times.**



**Never ever** discuss the answers given by one household with members of another household or with any other person except the team supervisor and the project management team. The Management team has promised the Government, the village leaders and the household's strict confidentiality and all team members must conduct themselves according to this code.

Avoid using street jargon such as "poa", "bibi", etc. Do not ask for any gifts (e.g. "May I take this mango?"). Do not accept money.

#### **2.4.6. HOW TO ASK QUESTIONS?**

Interviewer's behaviours can influence the respondent's answer. Avoid influencing them; our job is to record respondent's answers.

The way to ask questions:

- Read questions in exactly the way they are formulated in the questionnaire, without adding reducing or changing. Do not use your own words, since this may alter the meaning of the whole question and it can influence your respondent to give a different answer. However, in case the respondent is not a member of the household (which may occur in the listing exercise), you should use your common sense and adjust the wording of the question to the circumstances. For instance, instead of saying "When was the last time that you or anyone else in your household attended a village assembly?", you should say "When was the last time that anyone in this household attended a village assembly?".
- If the respondent doesn't understand, repeat the question slowly, don't explain by your own words.
- Don't change the chronological questions (deviation can change the answer). Always **ask** the questions **exactly** as **in the form in which they appear in the questionnaire**. And follow the exact sequence of sections used in the questionnaire.
- Don't pass a question due to previous answers or since you know the answer.
- Don't show your respondent that you are in a hurry or tired. Give them time to think on their response.
- Follow exactly the questions' instructions like skips, brackets and red coloured instructions.
- When reading questions you must control voice intonation. This can differ from one interviewer to the other. Avoid a low voice and loudness since that can bore or annoy the respondent.

After reading a question once in a clear and comprehensible manner, you should await the reply. If the respondent does not answer in the reasonable time, he has probably 1) not heard the question; or 2) not understood the question; or 3) does not know the answer. In any case, if there is no answer, repeat the question. If there is still no reply, you must ask whether the question has been understood. If the answer is "No", you may reword the question. If the difficulty lies in finding the right answer, you should help the respondent to consider his/her reply.



The questionnaire should be completed during the interview. Do NOT record the answers on scraps of paper and transfer them to the questionnaire later. We know you are very intelligent that is why we choose you to work with us, but do not count on your memory for filling in the answers once you have left the household. Utilize your UMPC and use it to record all answers

#### **2.4.7. PACE OF THE INTERVIEW**

You must determine the pace of the interview. Avoid long discussions of the questions with the respondents. If you are receiving irrelevant or complicated answers, listen to the respondent and then lead him/her back to the original question. Remember that it is you who are running the interview and that you must be on top of the situation at all times.

#### **2.4.8. REACTION TO RESPONDENTS**

There are three reactions that you can come across during the interview:

- Respondents who need courage to talk, who look tired and bored or are in a hurry to give answers.
- People who are very talkative.
- People who can respond by crying.

Here are strategies that you can follow in such cases:

- For those who look tired or bored and try to respond to many questions by “*I don’t know*” try to keep them interested with the questions. Explain that questions are being asked to many others.
- Those who are very talkative be careful! (Especially with time and getting more information than needed).
- Those who cry give them time to cry, then show sympathy and continue to ask questions.

### **2.5. AFTER THE INTERVIEW**

#### **2.5.1. DOUBLE CHECK QUESTIONNAIRE**

After finishing each interview, verify that all the sections of the questionnaire have been correctly completed. A huge advantage of the UMPC is that many inconsistencies and/or missing fields are automatically detected by the software once you activate the validation checks during the interview. How exactly this is done will be discussed below, but note already that it is very important that you carry out this validation procedure and that you immediately make the necessary changes in case



the alert report lists some errors. Note, however, that **YOU SHOULD NOT MAKE ANY CHANGES IN THE COMPLETED QUESTIONNAIRE WITHOUT ASKING THE RESPONDENT THE QUESTIONS AGAIN,** unless your supervisor asks you to do so.

It may be that not all inconsistencies are automatically detected by the program, however. Hence, it is important that you also go through the questionnaire yourself and verify that all sections have been correctly completed. You should do this immediately after each interview, before you hand over your UMPC to your supervisor, and –most importantly- before leaving the village. Otherwise, if you leave the village without checking, and if you have made a mistake, you will have to return to the village – a waste of time and money.

### **2.5.2. WRITING COMMENTS**

Before leaving the household, you should write comments in the comments box in case something unusual has occurred. All question specific comments should be written write after administering the question. The household specific comments should be written in the comment section of T8. Note that it is **compulsory to write a comment in the following cases:**

- If an interpreter was used. You need to confirm whether using an interpreter has influenced the responses of the respondent or not.
- There is a missing field. This should be avoided, but in case you had been forced to do so, you should explain the reason why in the comments box.
- There is an unusual response compared to average responses. You are all very intelligent, so we expect you to conduct interviews actively (as opposed to passively). That is, we expect you to think about the responses of the respondent and not to just enter them with your brains on level zero. If you think the response of the respondent is rather unusual (based for instance on previous interviews with other respondents in the village), you should first make sure whether he/she has understood the question properly (without influencing his/her answer!). In case he/she does not change his/her answer, you should make a comment about this in the comment box.
- In case a DK answer was given
- For the household questionnaire, in case there was nothing to comment, you have to write 'ok' in the comment box.

### **2.5.3. CHECKING YOUR BELONGINGS**

Before leaving the household, double check whether you have at least the following 12 objects with you:

- UMPC
- Stylus Pen
- GPS



- Dry screen cleaning tissue
- Small battery
- Large battery
- Black (small) UMPC cover bag
- Larger UMPC cover bag
- Field bag
- Child anthropometric equipment
- Notebook
- Identity card

#### **2.5.4. THANKING THE HOUSEHOLD**

Before leaving, thank all the members of the household who took part in the interview.

Although you should make sure to thank the household sincerely, you should try not to stay around in the household longer than necessary. You should make sure you leave the household as soon as possible, after having thanked the household. In case any household member asks you to stay a bit longer for lunch/drinks, you should thank him kindly for the offer, but refuse accepting it with the excuse that you still have a lot of work to do.

#### **2.5.5. YOUR FEEDBACK DUTIES**

The UMPC survey method no doubt has many advantages compared to the traditional survey methods, among them having the possibility of running an immediate automatic validation check procedure. However, it is a relatively new survey technology. Hence, there certainly is scope for improvement. As an interviewer, you are in the best position to encounter any inconsistencies/errors/impracticalities etc. of this survey method. In order to improve future research, we therefore kindly ask for your cooperation in optimizing the UMPC survey method by giving us as much feedback as possible on your experience with it. This may be feedback of any kind, about the survey software, about the UMPC itself, about its battery use, its battery charging system, its bag use, etc.

Very important feedback, for instance, is feedback concerning the automatic validation check procedure. In case you find some errors yourself that were not detected by the automatic validation check procedure, **please notify this to your supervisor** the same evening. It is very important that you give this feedback, since it enables us to make the collected data more reliable for future research purposes.

In order not to forget any (feedback) comments you may have to your supervisor, we advice you to note them down immediately, even during the interview. You can do this in your notebook, or



maybe more practically, in the Windows Journal of your UMPC. How exactly to use the Windows Journal is explained in Appendix A of this manual.

#### **2.5.6. BIG BROTHER IS WATCHING YOU!**

Another huge advantage/improvement of using a UMPC for survey work is that each action the interviewer undertakes is electronically registered. Hence, it can easily be verified whether the remunerator performs his tasks according to requirements. For instance whether he follows all questions in the required sequence, at the required speed, at the required moment on the required day, etc. Your work is continuously monitored and evaluated by both your supervisor and the project management team at the head quarters. Therefore, for your own sake, you better listen to the advice given by your supervisor and stick to all instructions lined out in this manual.



### **3. FIELD WORK PROCEDURES SPECIFIC TO THIS PROJECT**

#### **3.1. SEQUENCING OF FIELD WORK ACTIVITIES**

The Pemba evaluation will include the following activities:

- (i) Sampling enumeration areas
- (ii) Listing and sampling households within the enumeration areas
- (iii) Conducting Community profiles
- (iv) Taking traffic counts
- (v) Conducting Road quality assessments
- (vi) Administering the household questionnaires

For detailed information on sampling enumeration areas, please refer to the Pemba sampling strategy section of EDI's work plan document. Detailed information on listing, household sampling, community profiles, traffic counts and road quality assessment procedures, please refer to the MCA mainland interviewer manual.

This manual contains a revised version of the community and household questionnaires specifically adapted for Pemba. The question specific guidelines for the community and household questionnaire can be found in Appendix D of this manual.

#### **3.2. TEAMS INVLOVED**

Three teams will be involved in conducting the Pemba baseline evaluation:

- (i) Listing Team: This team consists of four people (a) 2 listing supervisors and (ii) 2 local assistant. The teams will be responsible for listing activities in all the sampled mitaa. These households will then be administered a household questionnaire.
- (ii) A community profile team: unlike mainland where the community profile questionnaire was administered by the household interview teams, in Pemba, the listing team above will administer the community profile questionnaire.
- (iii) A household interviewing team: There will be five interview teams. Each will consists of 1 supervisor and 4 interviewers. Each interviewing team will visit 16 communities and conduct a total of 240 household interviews meaning that each interviewer will conduct a 60 household questionnaires.



### 3.3. FIELD PLANNING

For the field work to go smoothly the listed procedures have to be followed as they have been worked out and proved efficient. The quality of data collected will depend much on how the field work has been planned and how this plan is followed.

Table 3.1. Field planning

Day	Interviewers' field procedures
Day 0	<ul style="list-style-type: none"><li>▪ Travel</li><li>▪ Arrival in village</li><li>▪ Reporting</li><li>▪ Finding scouts</li><li>▪ Battery charging procedure</li></ul>
Day 1	<ul style="list-style-type: none"><li>▪ Equipment hand-over procedure</li><li>▪ Preparing car for field work</li><li>▪ Leaving to field</li><li>▪ Conducting HH QX surveys</li><li>▪ Evening discussion</li><li>▪ Equipment hand-over procedure</li><li>▪ Battery charging procedure</li></ul>
Day 2	<ul style="list-style-type: none"><li>▪ Equipment hand-over procedure</li><li>▪ Preparing car for field work</li><li>▪ Leaving to field</li><li>▪ Conducting remaining HH QX surveys</li><li>▪ Evening discussion</li><li>▪ Equipment hand-over procedure</li><li>▪ Battery charging procedure</li></ul>
Day 3	<ul style="list-style-type: none"><li>▪ Tying up loose ends</li><li>▪ Packing and leaving to next village</li><li>▪ Equipment hand-over procedure</li><li>▪ Evening discussion</li><li>▪ Battery charging procedure</li></ul>

On average, field work in one village in this project should be completed in 2 days. Table 3.1 shows you all field procedures of this project, each scheduled on a specific day. You and your team should try to follow this schedule as much as possible. The rest of part 3 of this manual will explain the listed field procedures in more detail.



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### **3.4. REPORTING PROCEDURE**

#### **3.4.1. ARRIVAL IN VILLAGE**

Teams are required to stay within or close to the village being visited. Your supervisor will arrange for the team's accommodation. A supervisor will visit a village a day or some days before day 1. During this pre-visit appointments or confirmation of when a team will arrive will be made.

#### **3.4.2. REPORTING**

All villages will be informed by the district TASAF management about your visit. They will be informed on what you are going to do and they will be asked to give necessary supports to your exercise. As soon as a team arrives in the village, it is important to visit the village leaders before anything else so as to explain the intentions of being there and ask for their support. The VEO, Village chairperson and the kitongoji chairpersons will be the most important leaders to report to. The leaders will be asked to organise for scouts. In some cases, especially for the first village in a district, a TASAF representative may be available for initial introduction of the survey team to the village leaders.

#### **3.4.3. FINDING SCOUTS**

Five scouts (one for each interviewer) should be assigned to escort the interviewers to the households. You should make sure, before starting the listing, that your guide knows the location of all of the households you are about to visit.

#### **3.4.4. CAPTURING GPS COORDINATES**

GPS coordinates will be captured by the program through Bluetooth detection. UMPC are installed with a program that detects GPS signals via Bluetooth. Each interviewer will be provided with a GPS acquiring device that will be used to give location coordinates. All locations at which interviews are conducted will be marked. Marked locations will include dwellings of households, village centres and service facilities.

### **3.5. HH QX SURVEY PROCEDURE**

You will be provided with the details of the households you are to interview. This survey will take a maximum of 2 hours on average and you will be required to interview 3 households per day.



However, this time may vary with the number of household members and collaborative your respondent is.

### **3.6. EQUIPMENT HAND-OVER PROCEDURE**

Each morning and each evening of a working day, your UMPC equipment gets handed over from your supervisor to you (morning) and from you to your supervisor (evening) respectively. The following objects need to be handed over each time:

- Your UMPC
- Your stylus pen
- Your small battery
- Your large battery
- Your blue cleaning tissue
- Black UMPC cover
- UMPC bag

The main reason for handing over the UMPC equipment to your supervisor in the evening is:

- 1) To transfer the data from your UMPC to his/her laptop for questionnaire review and later for transfer to the EDI head quarters and
- 2) To charge the batteries. The questionnaire review procedure will be explained in section 3.8.

The moment a hand-over of an object takes place, you need to check this object is in a hand-over check list. Some items may be added to this list by your supervisor. On the same list, the recipient of the equipment is required to provide his signature to confirm that he actually received all items that have been checked on the list. In the morning, the recipient is the interviewer, in the evening this is the supervisor.

Once you have an item in your possession, it is your own responsibility to take good care of it. It is also your responsibility to check whether the items you received are in the same condition as in which you handed it over the previous time. If an object has been handed over, but not in the same condition as the previous time, the item needs to be checked in the list, but a comment about the damage you encountered needs to be made before providing your signature. In case an object is missing, you should NOT check that item in the list and provide a comment about it.

### **3.7. EVENING DISCUSSION**

At the end of each working day, the supervisor meets with the whole team of interviewers (sometimes individually, if necessary) so as to discuss all matters which caught any kind of attention on the respective day. During this discussion, you should pay careful attention to what your



supervisor has to say. Sometimes a session will be short, sometimes it will be long. In any case, you should keep your concentration until it is finished. You should listen to your supervisor's advice, and follow his/her instructions. In case he/she asks you to adjust your behaviour on the field, for instance your way of conducting interviews, you should take the instructions seriously.

### **3.8. QUESTIONNAIRE REVIEW PROCEDURE**

Each evening of a working day, you must hand over your UMPC to your supervisor who will transfer all recently completed household records onto his/her computer in order to review them. For the household questionnaire, you need to tick the 'ok for transfer' check box on once a record is completed. **Do not forget to do so. Only records for which this check box is ticked will be transferred in the evening.**

Households which need a follow-up interview, will also be transferred to the supervisor's laptop, though not yet for final review. For those household records, your supervisor will first have to organise re-visits/invitations to base camp, in order to complete all records.

Note that records will only be transferred once, unless you have been asked by your supervisor to edit a specific household record, in which case it will be transferred again once you have made the required changes. **Hence, you should NOT change ANY data after the first transfer, unless your supervisor asks you to do so.** The moment you have checked the 'ok for transfer' box and the record got transferred to the supervisor's laptop, your supervisor will have the 'live version' of the record, which means that he/she decides who will make changes, if necessary.

Each morning, your supervisor will return to you your UMPC equipment. For the household questionnaires there will be a comment box for EACH of the households for which a record had been transferred the evening before, even for those that had been satisfactorily completed. You should make sure that you take this feedback seriously and that you do not make the mistakes again in the future.

We emphasize again that **YOU SHOULD NOT MAKE ANY CHANGES IN THE COMPLETED QUESTIONNAIRE WITHOUT ASKING THE RESPONDENT THE QUESTIONS AGAIN**, unless your supervisor asks you to do so.

### **3.9. BATTERY CHARGING PROCEDURE**

The batteries of the UMPC's need to be charged at the end of each working day. The UMPC have small and large batteries. Both batteries should be fully charged before starting the interviewing process. Therefore the charging process should be conducted every evening after the interviewing process. Electricity is used in charging these batteries, however if there is no electricity, there is an alternative use of charging the batteries by use of solar power or inventors. Your supervisor will be in charge of this. However, he/she might ask you to assist him in this task and you should do so in this case.



## 4. SPECIAL SECTIONS OF THE QUESTIONNAIRE

Below are guidelines on special sections of the questionnaire. Section and question specific guidelines for the remaining sections of the household questionnaire can be found in Appendix D of this manual.

### 4.1. T6: CONSUMPTION

The consumption section has 7 sub-sections. These sections collect information on the household food consumption and other household expenditures. There is also a price opinion survey i.e. part g. where the respondent gives price details of different items as found in his/her community.

At the end of this section, there are two checks that you will need to do:

- (i) Check food Energy data
- (ii) Check food price data.

These two checks will enable you to see if the consumption data collected is reasonable in comparison to the household member composition. You will be able to see:

- (i) Total calories intake for the household per day
- (ii) The Adult Equivalent Unit (AEU)
- (iii) Total calorie intake per AEU per day
- (iv) The price ranges for the price questionnaire.

Examine these observations carefully, and probe for further information if in doubt.

**T** Household **180601/0001** Roster Change ID ✕ ↶ ↷ 🏠

1. Start 2. HH head info 3. Roster 4. Children 5. Various 6. Consumption data 7. Finish 8. Comments

1. Respondent on consumption questions

2. What are 2 main sources of cash income for the household, starting with the most important one?

FIRST

SECOND

Food consumption ▶ a

Outside food and drink ▶ b

Frequent non-food expenditures (1) ▶ c

Frequent non-food expenditures (2) ▶ d

Less frequent expenditure ▶ e

Details of missing consumption expenditure ▶ f

Price questionnaire ▶ g

Check food energy data

Check food price data

Check





## 4.2. T6A: FOOD CONSUMPTION

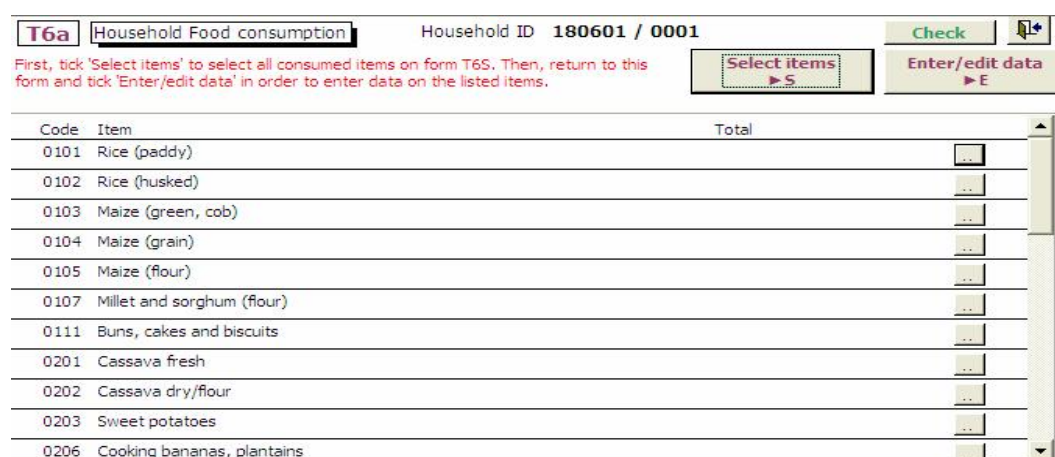
This form inquires the household about its food consumption WITHIN THE HOUSEHOLD over the last 7 days. The lists of food items reflect the most commonly consumed foods among the population of Tanzania. The items on this list were specifically selected from the most common food items as reported from hundreds of food items in the national Household Budget Survey 2002 (conducted by the NBS). All foods/beverages which might be consumed are implicitly covered on this list. Please note that the focus in this section is on consumption of food and not on food expenditures.

In some regions, different households may eat different types of items than households from your regions, so make sure to ask each individual item on the food list.

It is important to collect data on this section properly as it is used (together with data collected in other sections) to determine the household's welfare status. In order to increase efficiency and reliability of data collected checks and visual aids have been incorporated. The checks will result in reports which will be discussed in section 4.20.1

### How to administer the food consumption section

1. First open *Tab S (Select Items)*  and select all the items which the household consumed. These items will then be listed in tab T6a.
2. Second, enter *Tab E (Enter/edit data)*  to enter information on the amount consumed for each item. Please note that the amount consumed can be reported by using a *determinate unit* or an *indeterminate unit*. If the respondent reports the amount consumed using a determinate unit then the process is straight forward. Select the unit from the combo box.



Code	Item	Total
0101	Rice (paddy)	
0102	Rice (husked)	
0103	Maize (green, cob)	
0104	Maize (grain)	
0105	Maize (flour)	
0107	Millet and sorghum (flour)	
0111	Buns, cakes and biscuits	
0201	Cassava fresh	
0202	Cassava dry/flour	
0203	Sweet potatoes	
0206	Cooking bananas, plantains	

3. If the respondent reports using an indeterminate unit then display a picture related to the unit and ask him to relate his/her reported unit to the one displayed in the picture. Example, if the respondent says that his/her household consumed 3 bowls of beans, we would have to determine the size of the bowl used by the household. By looking at the bowl displayed on the



UMPC, he will be able to tell if the bowls are (i) Of similar size (ii) His bowl is smaller (iii) His bowl is bigger. If he/she says that his/her bowl is smaller then you will have to ask him “how many times smaller is your bowl compared to the one displayed on the UMPC” and vice versa.

So if he/she consumed 3 bowls of beans and his/her bowl is half the size of the displayed bowl then you would fill in that his/her household consumed 1.5 bowls of beans.



#### 4.3. T6B: OUTSIDE FOOD AND DRINK

In this section, we want to gather information on the food and drinks consumed outside of the household in the past 7 days. As with the food consumption section, ask first if item was consumed in T6S and then proceed to collect information on the quantity T6E.

**T6b** Household outside food and drink Household ID 180601 / 0001 Check Select items

First, tick 'Select items' to select all consumed items on form T6S. Then, return to this form in order to answer question 1.

1. What was the value of [...] eaten/drunk outside this household in the last 7 days?  
Include gifts as well as purchases

Code	Item	TZS
------	------	-----

#### 4.4. T6C: FREQUENT NON-FOOD EXPENDITURES (1)

Select the items that the household has purchased over the past 2 weeks and record the corresponding values of the amount purchased.



<b>T6c</b>	<b>Household frequent non-food expenditures (1)</b>	Household ID <b>180601 / 0001</b>	<a href="#">Check</a>	
First, tick 'Select items' to select all consumed items on form T6S. Then, return to this form in order to answer question 1.				
<a href="#">Select items</a>				
1. How much did your household pay in total for [...] bought in the last 2 weeks?				
Code	Item	TZS		

#### 4.5. T6D: FREQUENT NON-FOOD EXPENDITURES (2)

This section asks whether the household has purchased any personal care items, batteries or utilities over the past month. Personal care items include those items included on the questionnaire (Toilet soap, toilet paper, toothpaste, hair products, razor, perfumes, lotions, make-up and beauty salons, etc.) that are used for personal cleanliness and appearance. Utilities include all services that the household may have purchased in the past month including electricity, water, garbage disposal, and landline telephone service.

<b>T6d</b>	<b>Household frequent non-food expenditures (2)</b>	Household ID <b>180601 / 0001</b>	<a href="#">Check</a>	
First, tick 'Select items' to select all consumed items on form T6S. Then, return to this form in order to answer question 1.				
<a href="#">Select items</a>				
1. How much did your household pay in total for [...] bought in the last 1 month?				
Code	Item	TZS		

#### 4.6. T6E: LESS FREQUENT EXPENDITURE

This section collects information on the household's durable good and services expenditures over the past 12 months. The categories of items listed on **T6S** have descriptions of specific items which are included in the category that you should read to the respondent before they answer the question. Remember to sum the total of all purchases in each category over the past year.

Make sure that you capture all non-food expenditures and that no non-food expenditures are double counted. There are certain borderline cases of expenditures that can be argued to belong to several categories at once. Make sure you make an informed decision where to include, asking your supervisor for advice, but never double-enter these expenditures. Similarly, ALL non-food expenditures HAVE to belong to exactly one category in the questionnaire. It would be impossible for a household to have a non-food expenditure that you cannot capture anywhere on the questionnaire.

Exclude any expenditures that are only for business purposes. For example if a trader pays for a bus to collect fish for sale then this fare should not be included.



**T6e** Household less frequent expenditure Household ID 180601 / 0001 [Roster](#) [Check](#) [Select items](#) [S](#)

First, tick 'Select items' to select all consumed items on form T6S. Then, return to this form in order to answer question 1.

1. How much did your household pay in total for [...] bought in last 12 months?

Code	Item	TZS
------	------	-----

#### 4.7. T6F: DETAILS OF MISSING CONSUMPTION EXPENDITURE

This section is intended to try to understand how much information on the household's consumption has been captured in the questionnaire.

You will encounter situations where the respondent cannot tell you about the non-food expenditures of one of the household members. Your first strategy should always be to have the respondent make an estimate, but if that is not possible then the expenditures of one of the members will be excluded. Question **T6fQ1** aims to capture whether this has happened.

Note that the question is in NEGATION form, i.e. it asks how much expenditure information is NOT captured in what the respondent mentioned to you. You should READ ALL RESPONSES in this question.

A realistic situation could be that the household head is absent from the household and only visits during weekends. The respondent may then not know and refuse to guess how much the household head spends on non-food items. If this is the case, select in **T6fQ1** how much of the head's expenditure is missing.

**T6f** Household missing consumption information Household ID 180601 / 0001 [S](#)

1. How much expenditure information for [NAME?] is not captured in what you mentioned to me?  
[Read all responses](#)

ID	Name	Amount of information not captured
1	Elikana Lotto	<input type="text"/>
2	Sofia Lotto	<input type="text"/>
3	Michael Lotto	<input type="text"/>
4	Tina Lotto	<input type="text"/>

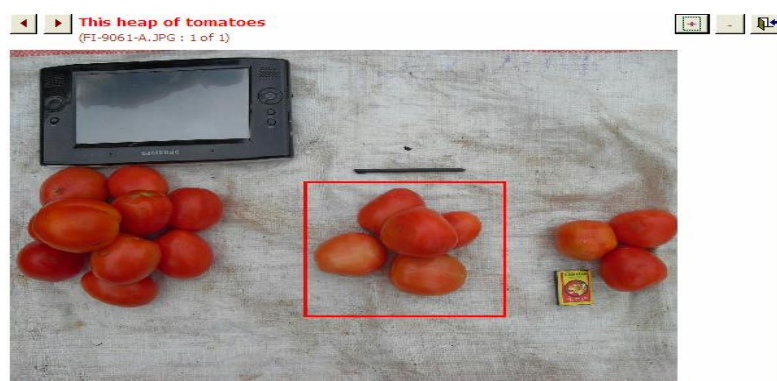
#### 4.8. T6G: PRICE QUESTIONNAIRE

The price questionnaire is intended to collect information on how much it costs to buy such items at the local market found in the area. Except for items that are usually purchased using determinate units, all other items have pictures attached to them.



T6g Price questionnaire		180601 / 0001	
How much does it CURRENTLY cost to buy [CONSUMPTION ITEM] in the main market or store in this village?			
The price should be for 1 unit (using the specified units) OR one item as illustrated in the picture. The questions about food should be directed to the person in the HH who typically buys most of the food. The questions about drinks and non-food items (e.g. tobacco) should be directed to the person who makes most of these purchases.			
TZS per 1 unit			
0102	Rice (husked)		Kilograms
0103	Maize (green, cob)		photo
0105	Maize (flour)		Kilograms
0107	Millet and sorghum (flour)		Kilograms
0111	Buns, cakes and biscuits		photo
0201	Cassava fresh		photo
0202	Cassava dry/flour		Kilograms
0203	Sweet potatoes		photo
0206	Cooking bananas, plantains		photo
0301	Sugar		Kilograms
0401	Beans		Kilograms
0503	Coconuts (mature)		Piece/Number

For such items, ask the respondent to tell you how much it would cost to buy the item in the picture. In some pictures, for example tomatoes, there is more than one heap of tomatoes. For such pictures, you should ask for the price of the heap with a RED FRAME around it.



#### 4.8.1. T6: REPORTS

##### Food Energy Report

As mentioned above, this report enables the interviewer to recognise outliers and correct the consumption data if it is not realistic. There are three units to observe here:

1. **Total Kcalories per day:** A KCalorie (Kilo-calorie) is a pre-SI (International System of units) of energy. In this case of consumption, we interpret it as unit of food energy. Hence, we can interpret, the total calories consumed per day as the total energy intake per day.
2. **Total number of Adult Equivalent Units (AEU) in the household:** The adult equivalent unit tells you equivalent number of adults in the household in comparison with the Kcalorie intake. For example, the report below shows an AEU of 3.48. This implies that if the household were composed of adults only then there would be 3.48 adults. Since 0.48 of an adult does not exist then you would know that there is a possibility of having children in the house.



3. **Total Kcalories consumed per AEU per day:** This unit tells you the total number of Kcalorie intake per adult per day in the household. It is recommended that a normal adult person should have a Kcalorie intake of 2000-2500 per day.

In this survey, we have made a limit of 1500 – 3500 Kcalories per day per an adult person. This means if the total Kcalorie consumed per AEU per day reads below 1500 and above 3500 you should expect a warning to remind you to cross-check the data.

#### *Food energy consumption data*

<b>180601 Ijuganyondo</b>				
<b>180601/0001 Bhoke Munanka (200808)</b>				
Item	Amount consumed over reporting period		Kcals/day	
0401 Beans	3	Debe	25,371	87%
0104 Maize (grain)	3	Kilograms	1,479	5%
0102 Rice (husked)	2	Kilograms	957	3%
0105 Maize (flour)	1	Kilograms	519	2%
0202 Cassava dry/flour	1	Kilograms	491	2%
0201 Cassava fresh	2	Piece/Number	235	1%
0103 Maize (green, cob)	5	Piece/Number	83	0%
1205 Sodas and other non-alcoholic drinks	350	TZS only	9	0%
Total Kcalories per day			<b>29,144</b>	<b>100%</b>
Total number of Adult Equivalent Units (AEU) in the household			<b>3.48</b>	
Total Kcalories consumed per AEU per day			<b>8,375</b>	

### **What should you check and how should you interpret the report?**

There are four things you should check:

- (i) Total Kcalories per day
- (ii) Total number of Adult Equivalent Units in the household
- (iii) Total Kcalories consumed per AEU per day
- (iv) Distribution of the Kcalories throughout the consumed items

### **Interpreting the report**

#### ➤ **Interpreting Kcalories**

The most important unit that you are required to check is the **“Total Kcalories consumed per AEU per day”**. For example, in the above report this unit reads 8,376 Kcalories. Here you know that there is an error in the entries because ***it is impossible*** to have an intake of 8,376 Kcalories per person per day. Moreover, we are expecting to see between 1500 – 3500 Kcalories. This then takes us to the next step

#### ➤ **Looking at the distribution**



When checking the distribution of calories, you should check the following:

*(i) Where do most calories come from*

The last column of the report shows the percentage share of calories contributed by each item in the total household consumption. Usually most calories come from STARCH and PROTEIN foods. If you look closely at the distribution on the above report, you will notice that most of the household's calories come from "BEANS" i.e, 87% a secondary protein source. It is unlikely that the household consumed so much beans in comparison to other starches.

If you see that most calories come from "sugar" or "tomatoes" or "sodas", you will immediately know that either:

- Something went wrong in recording these items or
- The respondent has possibly given wrong information

*(iii) What types of food are common in that geographical area*

If you know that people in that area eat a lot of *rice or ugali* BUT you see that in your distribution table the respondent has reported eating mainly *bananas* THEN there might be a problem or some other explanation to validate the high consumption of bananas.

*(iv) Always check the distribution of calories*

Even if the Kcalorie intake per day per AEU seems right, **you should still check the distribution of calories** because it is possible that you have *underestimated* one item and *overestimated* another item which in the end equalise each other out. Example, you might have overestimated tomatoes and underestimated maize flour. Even if your Kcalorie per AEU per day value is between 1500 – 3500, the data collected will still be incorrect.

### Food Price Report

The food energy report has been created in order to enable the interviewer to observe if the prices given from the price questionnaire are reasonable.

Through EDI's extensive data collection on food prices over the years throughout Tanzania, EDI has been able to establish price ranges for different items commonly found/used in Tanzania. For each item in the price questionnaire, there is an expected price range (minimum and maximum price). If an item's price is outside that range, the program will give the interviewer a warning message to check this price again. Please note that food/item prices are vary depending on (i) Time (ii) Season (iii) Geographical area. Hence, use the price ranges ONLY as a guideline.

If you see an asterix next to a value this means that this unit has not been converted into kilograms due to the lack of data.



### Food price data

#### 180601 Ijuganyondo

180601/0001 Deogratias Kagaruki (200815)

Item	Amount reported over recall period		TZS/Kg		
	Quantity	Expenditure	min	paid	max
1003 Salt	100 Gram [2]	200	250	2,000	2,500
1001 Cooking oil	1 Litre [4]	1200	1,000	1,319	4,444
0901 Fresh milk	3 Litre [4]	500	150	182	2,000
0604 Carrots, green pepper, cabbage or other vegetables	300 Tsh. [23]	300 *	200 >	0	3,000
0603 Spinach	2 Bundle_ Spinach [	200	200	455	3,000
0401 Dried Beans	4 Bowl [20]	4200	180	2,625	3,077
0301 Sugar	1 Kilograms [1]	1100	833	1,100	1,500
0105 Maize (flour) Super/sembe	10 Kilograms [1]	2000	214 >	200	1,000
0102 Rice (husked)	10 Kilograms [1]	1200	500 >	120	1,300

\* indicates that there are no data to convert this unit of measurement into Kg

There are six columns in the report:

- Item: This gives the description of the item e.g. Spinach
- Quantity: This column gives information on the quantity reported in relation to the reported price
- Expenditure: This column gives the amount of money used to buy the quantity of item specified.
- Min: This is the minimum amount of money one is expected to pay per kilogram of item
- TZS/Kg paid: This is the amount in Tanzanian shillings paid reported to have been paid by the respondent of a kilogram of item
- Max: This is the maximum amount of money one is expected to pay for a kilogram of item

### What should you check?

- **Suspected Problematic entries:** All entries that have been flagged (likely to be wrong) will have a > (**greater**) sign. Example, in our report above you will see that there are 3 entries that have been flagged:
  - *Carrots, green peppers, cabbage and other vegetables:* For this item, you will notice that there is an asterisk. This implies that we do not have enough data to convert this to kilogram.
  - *Maize flour (Super/Sembe):* With this item, you will see that the respondent reports to have bought a kilogram of maize at Tshs 200 while our minimum rate at which one can buy a kilogram of maize flour is Tshs 214 that is why this has been flagged. Therefore you will have to **crosscheck the price again** with the respondent and amend. If the respondent confirms that that is the price then you will have to **ADD COMMENTS** for that item.



- *Rice (husked)*: Again with rice (husked) you will see that the reported price per kilogram is Tshs 120 while the minimum price for a kilogram of rice is set to Tshs 200. Hence, you will have to confirm the price with the respondent and edit the entry or comment.

#### Value Annual Consumption Report

Besides the two reports discussed above, there is a third report which calculates the annual consumption report which gives you a picture of how much the household spends per year on:

- Food consumption
- Non-food consumption
- The total household expenditures

#### How was this report developed?

#### Why do we need this report?

As mentioned above, the value annual consumption report gives you a picture of how much of the household's income goes to food and non-food expenditures that we have inquired about. There are many things that a household can spend its income on such as food, clothing, medication, education and other investments.

It has been established from other studies that:

- (i) About 70 – 80 % of the total household income is usually spent on food
- (ii) In Tanzania, the total value of consumption per annum per capita usually lies between 200,000 to 1,500,000

As with other reports, we have added this report in order to resolve ambiguous cases while in the field instead of seeing them when we are back at the head quarters. By then, we won't be able to do anything about it as (i) It is too expensive to go back again to the field for one observation (ii) Even if we go back, there is a high probability that the respondent will not be able to recall the consumption period of that specific period.

#### How to interpret the report

### **4.9. T7: FINISH**



This is the last section of the household questionnaire. Before exiting the program remember to do a COMPLETE VALIDATION CHECK and take ANTHROPOMETRIC measurements.

T

Household 180601/0001

Roster

Change ID

1. Start2. HH head info3. Roster4. Children5. Various6. Consumption data7. Finish8. Comments

Remember to weigh and measure the children under 5 (T4b)

Click here

COMPLETE validation check

1. Number of visits required to complete the interview2 [2]

2. How proficient was the respondent in Swahili?Excellent [1]

3. Time finishedSet

4. Time finished (after resumption)Set

5. Interview resultPartially completed [2]

6. Why is the interview only partially completed?