

MALAWI

CWIQ

SUPERVISOR MANUAL

1. INTRODUCTION

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

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

This survey will cover a sample of 10,660 households distributed throughout the national territory. It uses a probability sample that will allow producing reliable data at the national, urban, rural and regional levels.

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

2. SURVEY OBJECTIVES

Main objective

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

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

Specific Objectives

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

3. FIELD WORK ORGANIZATION

This section explains the structure established to execute the survey and explains the responsibilities of the personnel involved in the data collection process.

3.0 Responsibility of the personnel |

- *Central Management*

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

- *Data processing Team*

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

- *Supervisor*

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

- *Enumerator*

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

- *Driver*

The driver is responsible for driving the team car, ensure maintenance of the car and transport the team members to the areas selected for the survey. He is under direct order of the supervisor.

4. Duties of the supervisor

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

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

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

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

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

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

- Instruct the interviewers in the local traditions and manners to approach the respondents; give advise for translation and wording of questions which could be sensitive matter for the locals;
- When pairing the interviewers, determine how to pair them most efficiently for the work;
- Direct the data collection work in the selected areas and monitor its execution;
- Present the field team to the local authorities and request for their cooperation;
- Ensure that the interviewers have all necessary documents and supplies to carry out their work (questionnaires, pencils, eraser, scales, measuring board, in some cases water and food, etc.);
- Locate the EAs/clusters selected in the areas assigned to his/her team;
- Allocate lists of selected housing units to each enumerator in his/her team;
- Accompany interviewers to the selected housing units to verify if the interviews are executed in conformity with the given instructions;
- Do rigorous monitoring of interviewers' work in order to solve problems that may occur and to avoid non-responses;
- Verify if the information correspond to the selected housing units;
- Review the questionnaires already filled in order to control the quality of the information collected;
- Maintain permanent contact with the Regional Office and remit there the questionnaires filled and verified for further transmission to the data processing team;
- Make regular reports on the development of the data collection process and send them to the regional office;
- Have full knowledge of the supervisor and enumerator manuals and the control forms and be able to apply the instructions during the interviews;
- Conduct the spot interviews on the basis of a sub-sample of households for controlling data quality;
- The supervisor should never delegate his/her function to another person;

- The supervisor should never make unnecessary gifts and promises in the name of NSO, nor accept bribe and being corrupted for any motive;
- The supervisor should not make any comments about the respondents to any unauthorized person, nor divulge any information collected. This way, he/she guarantees the confidentiality of the data collected;
- Insist on careful handling of the questionnaires, keeping them clean, all together and unfolded;
- Report any important problem to senior supervisor or the regional office immediately.

5. Documents and materials for the survey

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

- Questionnaires
- Enumerator Manual
- Supervisor Manual
- Credential of Identity for the supervisor, the enumerators and the driver
- Pencils
- Pencil sharpeners
- Erasers
- Clipboards
- Folders (plastic)
- Measuring boards
- Scales
- Control forms

6. Description of the supervisor's tasks

6.1 Reception, distribution, collection of documents and material

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

6.2 Identification of EAs/cluster and housing units

The supervisor will:

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

The supervisor should meet with the enumerators at least twice every day, not only to give and take the questionnaires but also to check and solve any problem that could surface and make recommendations. The first meeting should take place in the morning for starting the day and the last one in the afternoon or evening to control the work done.

Observing interviews

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

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

The supervisor should work all days. He/she should organize the supervision in a way to be physically with the enumerators (on the basis of a rotating system) and ensure that the supervision work will be done completely. For example, the supervisor could attend interviews in the morning and verify questionnaires in the afternoons.

In attending interviews the supervisor should observe the following rules:

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

6.3 Spot interviews

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

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

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

6.5 Control Interview (spot checking)

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

In some cases, instead of completing a full interview, the supervisor could review the questionnaire already printed with the household.

6.6 Revision of printed questionnaires

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

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

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

- Verify that section A (Information on the Interview) is correctly filled;
- Verify that the reference number is correct and correctly printed on top of each page of the questionnaire, even those which may be rightfully empty;
- Verify that all questions have a response with the exception of those which are not filled because of the filters and skips;

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

6.7 Organization of field work

The local government will be contacted and informed of the team coming in by the supervisor. Coming into a local community, the supervisor should present to the administrator (the local government chairperson) or his/her vice chairperson and request their assistance to locate the EAs/clusters where the survey will be done.

Once in an Enumeration Area and after contacting the local authorities, the supervisor can start collecting the information, taking the following steps:

First Day

- **Distribution of households among the enumerators.** In doing so, the supervisor should be impartial. He/she should never systematically favor some interviewers. For example: avoid assigning to the same interviewer the most remote housing units or those most difficult to access. The distribution of housing units should obey rotating criteria.
- **Conducting interviews in two EAs**
You as a supervisor will need to divide the work load in order to finish 2 EAs per day. As said earlier, this should be done impartially. You divide your team into two groups to do the two EAs concurrently to finish both EAs in a single day.
- **Visit the selected housing units.** The supervisor should ensure that each interviewer can access the assigned housing units. To do so, the supervisor would provide transport facilities for or funds to the enumerators and when necessary request the collaboration of the local authorities and some guides. The supervisor should go along with the enumerators, attend some interviews and verify the questionnaire once filled, as mentioned earlier.

Second Day

- **Moving out to the next EA.** Depending on the distance to the next EA, the supervisor can move to the next locality to meet the local community and locate the next EA. He/she then completes the activities as done in the previous locality.

6.8. Retrieval of documents

Once data collection and verification had been completed for an EA, the supervisor should do the following:

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

ANNEX 1

LIST OF FIELD EDITING CHECKS

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

After field work

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

Verification of the questionnaire

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

Verify the cover page details. Verify that:

1. The household number and the head of household's name are correctly filled for this household.
 2. The household number and the name of the head of household correspond to the inscription in the household list.
 3. All items (bubbles) are filled
 4. The filled bubbles correspond to the digit printed in the boxes on top of the bubbles.
 5. The reference number, the household number and the questionnaire number are correct.
 6. The first questionnaire for a household is numbered one.
 7. Subsequent questionnaires are in order
 8. Questionnaires reported incomplete (A8=4) are not completed ie. some parts are missing.
4. For all other pages check that the reference is the same as the one on the first page. Make sure that there are no marks in the area of the reference number or the Form ID. Make sure that the page corners are not folded or torn apart on top of the reference number.
5. Level 2 – regular checks
Verify that there are information for each question from B1 to B6 for each listed individual.

6. Verify that the proper individuals have responses corresponding to their age and sex at the beginning of the following sections:

Section B - All members
Section C1 - All members
Section C2 -15 years and above
Section D1-2 - women 13 years and above
Section D3 -All members
Section E - 5 years and more
Section I - children less than 5 years old

7. **Check that the following skip instructions have been respected:**

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

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

Section E skipped for age under 5
E1 = yes, go to E5
E2 = no, go to E5
E4 go to the next person
E9 = no, go to the next person

Section E skipped for age under 5

8. **Level 3-complete editing**

Check the following for all questions

Shading
Numbers printed correspond to the printed bubbles
Only one answer shaded, except where multiple answers are permitted.

Section B

Head of household is listed first with a consistent age.
B1 (sex) is consistent with B4 (relation with the head) and B6 (marital status)
B3, B4 and B6 are consistent with B5 (age)

Section C

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

C6 (current grade) is consistent with B5 (age) and C3 (highest grade)
If C8a (no problem) is marked, C8b for C8f is not marked

Section D

If D10a (no problem) is marked, D10b to D10h are not marked

Section E

E4 (reason not working) consistent with B5 (age)

E5 through E8 consistent with B5 (age)

Section F

If F3 (area of land owned) = 0, F4 cannot be 3 (more)

If F5 = no, F6 should be 0

If F6 (area of other land used) = 0, F7 cannot be 3 (more)

If F8 (number of livestock heads) = 0, F9 cannot be 3 (more)

If F10 (number of sheep, etc, owned) = 0, F11 cannot be 3 (more)

F17 should have a valid code or 0 and should be consistent with B5 (age)

Section G

G1 (material of the roof) and G2 (material of the wall) should be consistent

Section I

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

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

Section J

If J3=2, J4 to J12 should not be answered

If J3 = 1, J4 should be answered

If J4 = no, J5 to J7 should not be answered

If J5 = 00, J6 = 5, J7 = 6

If J9 = no, J11 and J12 should be filled

If J9 = yes, J10 should be filled and J11 & J12 should not be filled

Section K

If K1 =1, K4 should not be filled

If K3 = 2, K4 should not be filled

Section L

All questions should be marked

Section M

If M1 = no, M2 and M3 should not be marked

For household members, ask those aged 15 to 49 years

If M11 = yes, M12 should not be filled

If M12 = no or don't know, M13 and M14 should not be filled

