

# **Azerbaijan Pension and Social Assistance Project**

## **INCEPTION REPORT**

**Monitoring of Targeted Social  
Assistance (TSA) Programme**

**Household Survey**

**World Bank**

Programme:	Azerbaijan Pension and Social Assistance Programme (APSAP)	
Sub-component:	Household Survey on Monitoring Targeted Social Assistance Programme (TSA)	
Country:	Republic of Azerbaijan	
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Financial support:	World Bank	
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**SYNOPSIS**

<b>Programme</b>	: Azerbaijan Pension and Social Assistance Programme (APSAP)
<b>Sub-Component</b>	: Household survey on Monitoring of TSA Programme
<b>Country</b>	: Republic of Azerbaijan

**Objectives of the survey:**

The objective of the survey is to help the Ministry of Labour and Social Protection of Population in monitoring and evaluation of the Targeted Social Assistance program implemented in the framework of Azerbaijan Pension and Social Assistance Programme. A rigorous evaluation will be used as a managing-by-results tool by testing features of the program to modify design and improve effectiveness over time.

**Survey outputs:**

- 1) Inception, Interim and Final Reports;
- 2) Complete, cleaned and checked LSMS Database;
- 3) LSMS database documentation, including the Database Dictionary.
- 4) Cross-tabulations on LSMS variables, including statistical errors;
- 5) Final LS Focus Group Report, containing details of all FG discussions

**Survey activities:**

- Preparation of questionnaires
- Sampling selection
- Pilot Survey
- Fieldworkers' Selection and Training
- Fieldwork
- Focus Groups
- Data Entry

**Staff involved:**

- 60 temporary staff;
- 10 permanent project staff.

**Target groups:**

1. General households selected from all economic-geographic areas of Azerbaijan (5,500)
2. TSA beneficiaries and TSA applicants (1,000)
3. Internally Displaced Persons (500)

**Starting date:** October 15, 2007

**Duration:** 5 months (until March 15, 2008)

## Table of contents:

1. INTRODUCTION .....	5
1.1. Purpose Of This Report .....	5
1.2. Deliverables .....	5
1.3. Start-Up Activities .....	5
2. PROGRESS ACHIEVED .....	6
2.1. Meetings with World Bank and MLSPP .....	6
2.2. Preparation of Survey Questionnaire .....	6
2.3. Pilot Surveys .....	6
2.4. Sampling Methodology .....	8
2.5. List of Selected Interviewers .....	10
2.6. Training of Focus Group Moderators .....	11
2.7. Selection and Training of Interviewers .....	12
2.8. Database Design .....	13
2.9. Preparation and Start-up of Fieldwork .....	14
3. SUMMARY OF FURTHER ACTIVITIES .....	17
3.1. Co-ordination of Fieldwork Activities .....	17
3.2. Selection and Training of Database Operators .....	17
3.3. Conduct of Focus Groups .....	17
3.4. Submission of Interim Report .....	17

## APPENDICES

Appendix A "Action Plan"

Appendix B "List of households selected for survey"

Appendix C "Indicative LSFG questionnaire"

Appendix D "LSMS Questionnaire in Azerbaijani"

Appendix F "LSMS Database Design", (electronic version on CD)

## INTRODUCTION

### 1.1. PURPOSE OF THIS REPORT

On October 2, 2007 the Ministry of Labour and Social Protection of the Population and ARTIM Consulting Company signed an Agreement on conducting Household Survey for Monitoring Targeted Social Assistance Programme. Upon signing of the Agreement ARTIM began survey preparations. The purpose of this Inception Report is to describe the progress to date and the expected directions that will be taken during the next 3 months in the context of the framework provided by the contract between the MLSPP and ARTIM Consulting. It draws principally upon planning and start-up activities, and includes summary of further activities.

### 1.2. DELIVERABLES

This Inception Report contains a description of start-up activities, list of households to be surveyed, draft action plan. It contains the following three specific deliverables:

- 1) LSMS Database Design;
- 2) LSMS Questionnaire translated into Azerbaijani;
- 3) LS Focus Group Design and an indicative LSFG questionnaire.

### 1.3. START-UP ACTIVITIES

A table below presents list of activities that have been arranged during preparatory phase for the survey with the corresponding outputs:

Description	Output
Meetings with the representatives of the World Bank and the Ministry of Labour and Social Protection of the Population	Modified survey questionnaires, identified sampling methodology
Preparation of survey questionnaire	Translated and printed survey questionnaire
Pilot surveys	Filled in questionnaires used for testing database
Selection of the target households to be surveyed through application of identified sampling methodology	List of households covering all target groups
Training of Focus Group Moderators (FGMs)	Trained FGMs and elaborated FG Questionnaire
Selection and training of Interviewers	Interviewers trained and instructed
Database design	Database designed and tested on the basis of pilot survey questionnaires
Preparation and start-up of Fieldwork	Co-ordination of administrative tasks for organisation of field activities

## 2. PROGRESS ACHIEVED

### 2.1. Meeting with Representatives of the WB and MLSPP

ARTIM Consulting conducted a series of meetings with representatives of the World Bank (WB) and the Ministry of Labour and Social Protection of the Population (MLSPP) on October 10-14 2007. The main purpose of the meetings was to discuss and clarify a number of survey-related uncertainties. The parties had discussions on the following topics:

- 1) Revision of the survey questionnaire;
- 2) Revision and identification of sampling methodology.

Director of ARTIM Consulting Company, Survey Coordinator and Sampling Expert took part in the meetings. As a result of discussions, the World Bank experts revised the survey questionnaire and modified it substantially.

The parties agreed on changing random sampling to cluster sampling that was proposed by the WB experts. The WB experts and ARTIM Company's Sampling Expert developed the final list of rayons and households to be surveyed which is presented in Appendix B to this report.

The Parties agreed to replace provision of food to households, which is one of survey requirements, with the money in all rayons and villages, except the cities of Baku and Ganja.

### 2.2. Preparation of Survey Questionnaire

The initial version of survey questionnaire was revised and essentially modified by the World Bank experts. ARTIM Consulting provided translation of the questionnaire into Azerbaijani language and printing in the quantity of 7,000 copies. The final version of the questionnaire is presented in the Appendix D.

### 2.3. Pilot surveys

ARTIM Consulting conducted the first pilot survey on October 2, 2007 using the older version of the Questionnaire before it was revised and modified. The pilot survey was conducted by 5 interviewers in 25 households located in different districts of Baku. The interviewers received a training aimed at familiarization with the survey principles and detailed discussion of the survey questionnaire. Later considering modifications made to survey questionnaires on November 1-2, 2007 ARTIM Consulting conducted another pilot survey using the latest version of the questionnaire. The mechanism for the second pilot survey elaborated by Sampling expert is presented below:

Sampling method	Selection area	Districts	Street	Sampling scope	
Randomly – route fundamental selection		Akhmedli	1. Sarayevo	5 people	10
			2. M. Rustamov		
	Nasimi	Keshle	H. Javid	5 people	10
			City centre	S. Vurgun	
	Absheron	Village		M. Aliyev	5 people
			Saray district	5 people	

During the pilot survey, Survey Coordinator and Sampling Expert supervised the interviewers. They randomly selected households where survey was conducted and participated in some of them.

Questionnaires completed during the pilot survey were revised and a list of questions arisen and problems encountered during the survey was developed.

ARTIM recorded survey procedure on the video. The purpose was to use this video during the interviewer training, that took place on November 3-9, 2007, to visually demonstrate to the training participants how this type of survey should be conducted.

### 2.3.1. Problems encountered during the pilot survey:

Considering the fact that the first pilot survey was conducted in the city of Baku, the main problem was absence of household members at home. Most people were at work during day hours, thus interviewers had to work in the evening.

Another constraint was refusal of household members to participate in the survey. Main reasons included lack of believe and unwillingness to lose time. Approximately 4-5 out of 10 households refused to participate. The vast majority of the problems was encountered in Azadlyg Avenue, Nasimi district, where people filled out questionnaires standing at the door.

The most common problem faced by the interviewers during the second pilot survey was unwillingness of respondents to participate in the survey. Trained interviewers succeeded in convincing such respondents to participate through lasting discussions. As it will be mentioned further in this report, interviewers received instruction books during training sessions that described main steps to be taken in case the respondent does not want to be interviewed, as well as ways of handling other possible problems.

## 2.4. Sampling methodology

### Target Respondent Group of the Survey

Technical proposal envisaged surveying 7,000 respondents. Respondents were divided into 4 groups with a quote specified for each of them.

No	Respondent group	Quote – household
1	<b>Target population</b>	<b>5, 500</b>
2	<b>Refugees and Internally Displaced People (IDP)</b>	<b>500</b>
3	<b>Targeted Social Assistance (TSA) recipients</b>	<b>1,000</b>
4	<b>Targeted Social Assistance (TSA) applicants</b>	

### Sample

Survey will cover all economic-geographic zones of Azerbaijan. Since Kalbajar-Lachin economic-geographic zone is under occupation, its internally displaced population will be surveyed in areas of their temporary residence.

Three major survey techniques will be applied:

1. Random cluster sample to select general population.
2. Selected clusters to choose IDPs on the basis of their temporary residential areas
3. Selected TSA applicant HHs Database to select Targeted Social Assistance recipients and applicants.

1. Applied multistage sampling method is based on clusters deployed in 1998 population census.

381 clusters were selected from the list of clusters developed for each economic-geographic zone. Each cluster consists of an average of 100 households. Depending on the size of cluster (number of households), 10 or 20 households were selected and drawn into the sample.

A list of household addresses for each of 381 clusters was obtained from the State Statistical Committee to select households. In order to make a separate selection in each list, sampling stage and primary sampling unit were statistically calculated. A suitable number of households (10 or 20) was selected within each of the cluster list by means of sampling stage. As a result a list of households to be surveyed was developed. An additional (reserve) list was selected alongside with the main list.



The reserve list was developed to replace a certain household from the main list in case the latter is not surveyed. The volume of the additional list (1,100 households) constitutes 20% of the main list (5,500 households).

During field surveys Supervisor and interviewers will conduct surveys in the households located at definite addresses.

2. A list of temporary residential areas (administrative district, city, town, center, hostel, etc.) was prepared in order to select IDPs. A number of households residing in each residential area was identified. General sampling quote of 500 households was proportionally distributed among residential areas depending on the number of households.

Taking into account intensive change of place of residence among IDPs, as well as confusion with respect to addresses, the households to be surveyed will be randomly selected by Supervisor and interviewers. Depending on the number of households, households will be randomly selected by means of sampling stage.

3. Targeted Social Assistance Electronic Database was utilized in order to select households that are recipients applicants of Targeted Social Assistance. Main and reserve list of households was identified by means of random selection method.

1,000 households that are recipients of applicants of TSA were selected from the main list. A definite lists containing addresses of the selected households, name and surname of the head of household (applicant) were developed for administrative districts.

An additional (reserve list) was prepared alongside with the main list. The reserve list includes 1,680 households.

During field surveys Supervisor and interviewers will conduct surveys in the households located at definite addresses.

List of all households selected by means of the above-mentioned sampling method is presented in the Appendix B. The list is divided into three sections encompassing households from all target groups: general households, Internally Displaced Persons, TSA beneficiaries and applicants.

## 2.5. Selection of Interviewers

ARTIM Consulting selected 60 interviewers to conduct the survey. Selection was done based on a certain selection criteria. Most of interviewers passed tests and interviews. The list of 60 successful interviewers is presented below:

### List of Interviewers

Baku Training Participants			
1	Vugar Gafarov	14	Həqiqət Süleymanova
2	Nadir Akhundov	15	Şəhla Babayeva
3	Nazakat Huseynova	16	Yashar Aliyev
4	Sevinc Karimova	17	Mubariz Ismayilov
5	Zemfira Mehdizade	18	Rafiq Gafarov
6	Fariz Mirzayev	19	Rufat Axundov
7	Elchin Huseynov	20	Alizaman Agayev
8	Yegana Mammadova	21	Khalid Karim
9	Ashraf Imranov	22	Alirza Agabayli
10	Stepan Godina	23	Elmir Rzayev
11	Akif Salimov	24	Vusala Salmanova
12	Rahila Mammadova	25	Shahin Shavaddinov
13	Sevil Guliyeva		
Sheki Training Participants			
1	Mais Safarov	11	İrada Bakhishova
2	Elnura Habibullayeva	12	Agali Latifov
3	İrada Safarova	13	Matanat Bakhishova
4	Ragsana Salimova	14	Nasiba Hudulova
5	Sevil Azizova	15	İlham Latifov
6	Turkan Nabyeva	16	Namig Latifov
7	Vafa Pashayeva	17	Natig Latifov
8	Arzu Huseynova	18	Kamran Latifov
9	İlyas Safarli	19	Sharafat Latifova
10	Tural Rustamov		
Yevlakh Training Participants			
1	Aflatun Verdiyev	10	Natalia Chichereva
2	Vakil Samadov	11	İntigam Karimov
3	Vafa Guliyeva	12	Vugar Aliyev
4	Vugar Aliyev	13	Agil Aslanov
5	Yashar Guliyev	14	Azar Aslanov
6	Lachin Mursalov	15	Jeyhun Eminbayli
7	Shahpalang Aslanov	16	Valigulu Asadov
8	Nazim Abbasov	17	İgbal İbrahimov
9	Farqana İlyasova		

## 2.6. Training of Focus Group Moderators (FGMs)



On October 22-23, 2007 ARTIM Consulting conducted a 2-day training for 10 FGMs. With this purpose Alexsey Levinson, Expert on Qualitative Research with an extensive experience in focus groups was invited from “Levada” Analytical Centre in Moscow, Russia. Mr. Levinson worked with the sampling expert on preparation of technical rules. Sampling Expert, Survey Coordinator and Survey Supervisor participated in the training. Survey Coordinator made a presentation of Pension and Social Assistance Project

objectives and content and explained main tasks. Russian expert explained the survey methodology to moderators. Together they worked on focus group guides, participated in practical classes on conducting real focus groups and arranged questions-answers session. 5-10 representatives from poor families were invited for conducting real focus groups. Expert conducted 1.5 hour-long interviews in front of the moderators. He asked questions to each member of the group and discussed the answers with the rest of the group members while moderators made notes and evaluated the interviews. In the end of training the expert presented focus group questionnaire by giving extensive explanation on it. He also explained to participants their duties and rights.



### List of Focus Group Moderators:

1. Zemfira Mehdizadeh
2. Nazaket Huseynova
3. Lachin Mursalov
4. Elchin Huseynov
5. Stepan Godina
6. Namig Latifov
7. Mais Safarov
8. Shahla Babayeva
9. Mubariz Ismayilov
10. Aflatun Verdiyev
11. Nazim Abbasov

## 2.7. Interviewer Training



### Training in Baku

Specialist of the Ministry of Labour and Social Protection of the Population attended the training and provided participants with comprehensive information on a subject of 'Pension and Social Security'. Later, interviewers' responsibilities and the essence of social work were discussed. Sampling expert presented sampling mechanism to the interviewers. He also provided broad information on the survey, including target groups, sample size, multi-stage sampling, household selection, sampling stages, refusals and revisiting, respondents' selection criteria and sample control. Sampling expert provided information on focus group surveys and responded questions of the participants.

Major part of the training was devoted to the review and explanation of the questionnaire and discussion of the unclear points. A video tape recorded during pilot surveys was played to the training participants to visually demonstrate them how the survey should be conducted, and to provide thorough information on questions that may arise during surveying. This created an opportunity for the participants to witness how the survey was conducted in the reality. In order to prevent problems that might arise in the process of filling out questionnaires, role-playing games were applied at the practical part of the training. Participants were divided in the groups of two, with one of them acting as a interviewer and the other as a respondent who is filling out a questionnaire. Applying this method allowed a thorough explanation of all questions contained in the questionnaire. Participants were



given an assignment at the first day of the training. Next day, the assignments prepared by the participants and questions encountered in the process have been discussed and clarified. Training participants were informed about survey-related technical issues and the implements for survey

### Training in Sheki

60 interviewers participated in Interviewer Trainings commenced on November 3-9, 2007. Each training group consisted of 18-24 interviewers. The trainings were aimed at explanation of goals and objectives of survey to the interviewers, and informing them about social work and survey phases. Training was conducted by Survey Supervisor, Head Survey Supervisor and Sampling expert. The first training was held in the city of Baku on November 3-4, 2007. Mr. Babek Huseynov, Leading





administration. In addition, Manuals prepared by Survey Coordinator were distributed among the participants. These Manuals covered interviewers' responsibilities and ways of solving potential problems without participation of the Team Leader. Team Leaders were provided with a dedicated Manual. The Manual covered daily responsibilities of team leaders and ways of solving problems within the limits of their authorities.

Upon completion of the training in Baku,

### Training in Yevlakh

trainings were conducted in Sheki and Yevlakh rayons (districts). Since the majority of interviewers reside in rayons, the trainings were organized and held there. Training in Sheki was held on November 6-7, 2007. Survey Coordinator, Sampling expert and Survey Supervisor participated in this two-day training. Training in Yevlakh was held on November 8-9, 2007. Interviewers from Yevlakh, Imishli, Terter, Berde and Ganja participated in the training. The majority of interviewers residing in rayons is a positive factor, since they are familiar with the rural population, transport ways within the rayon and location of villages which will reduce the amount of problems that may arise during survey.

## 2.8. Database design

Draft database prepared by Database Specialist in SPSS is enclosed to this report. It has been designed in compliance with the requirements set forth in tender documentation. Testing of the database on the base of pilot questionnaires and preparation of the final version with corresponding code books is planned for the end of November.

SPSS program consists of two sheets. The first sheet is intended for data entry. Information presented horizontally covers households and its members' responses. Information presented vertically contains questions from the questionnaire. The second sheet is a part of SPSS program. This part contains programmed questions of the questionnaire and includes sequence number of the question, its format, number of letters and digits allowed for entry, question formulation and responses. SPSS is designed in the Excel matrix shape. Similar design of the questionnaires will facilitate data entry and testing.

**FIELDWORK START-UP**
**Field Work Structure**

During field work, Interviewers will be divided into groups of 8-10, with one Team Leader assigned to each of them. Team Leaders were selected by Survey Coordinator among candidates with extensive experience in surveys. Main responsibilities of the Team Leader include: supervising daily activities of the group members, checking the accuracy and completeness of filled out questionnaires, assisting in solving technical and other problems encountered, regularly provide Supervisors with the reports on survey progress. Each group will conduct survey in one rayon and move to rayon upon completion of its work. Due to the approaching winter season, it is planned to start surveys in mountainous areas and move down to lowland areas.

**Structure of Interviewers allocation**

<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Nazim Abbasov	Jeyhun Eminbeyli	Nizami	90
	Natalia Chichereva	Kepez	110
	Sevinj Kerimova	Shemkir	110
	Akif Selimov	Tovuz	90
		Gedebey	40
		Dashkesen	30
		Gazakh	80
		Agstafa	40
<b>Total</b>			<b>590</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Elchin Huseynov	Shahin Shavaddinov	Binegedi	130
	Alirza Agabeyli	Garadag	40
	Rahila Mamedova	Sabunchu	100
		Gobustan	40
<b>Total</b>			<b>310</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Lachin Mursalov	Aqil Aslanov	Imishli	60
	Azer Aslanov	Saatli	50
	Shahpeleng Aslanov	Sabirabad	70
		Beylaqan	30
		Bilasuvar	30
		Fizuli	80
		Salyan	50
		Neftchala	50
<b>Total</b>			<b>420</b>

<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Zemfira Mehdizade	Stepan Godina	Absheron	100
	Ashraf Imranov	Sumgayit	350
	Rufat Hagverdiyev		
	Vugar Aliyev		
<b>Total</b>			<b>450</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Shahla Babayeva	Yashar Aliyev	Nasimi	110
	Yegana Mamedova	Narimanov	90
	Igbal Ibrahimov	Sabail	40
	Veligulu Asadov	Azizbeyov	60
<b>Total</b>			<b>300</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Mubariz Mirzayev	Alizaman Agayev	Xatai	130
	Vusala Salmanova	Yasamal	110
	Rafiq Qafarov	Nizami	90
	Vugar Qafarov	Surakhani	80
		Agsu	80
		Shamaki	80
<b>Total</b>			<b>570</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Mais Safarov	Elnura Habibullayeva	Sheki	140
	Irada Safarova	Oguz	50
	Tural Rustamov	Gabala	70
	Arzu Huseynova	Gakh	50
	Turkan Nabiyeva	Zagatala	100
	Vafa Pashayeva	Balaken	90
	Ragsana Selimova	Goychay	60
	Nasiba Hudulova	Ismailli	120
	Sevil Azizova	Mingechevir	60
<b>Total</b>			<b>740</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Aflatun Verdiyev	Vakil Samadov	Yevlakh	70
	Yashar Quliyev	Barda	80
	Vugar Aliyev	Agcabedi	60
	Vafa Quliyeva	Goranboy	50
	Fargana Ilyasova	Tertir	130
	Intigam Kerimov	Agdam	80
		Khanlar	30
		Samukh	40
<b>Total</b>			<b>540</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Namig Letifov	Ilham Letifov	Ujar	40
	Kamran Letifov	Agdash	40
	Agali Letifov	Kurdemir	30
	Sherafet Latifova	Zardab	30
	Matanet Bakhishova	Ali-Bayramli	30
	Natig Letifov	Hajigabul	30

	Irada Bakhishova	Guba	140
		Khachmaz	150
		Gusar	80
		Davachi	40
		Siyazan	40
<b>Total</b>			<b>650</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Nazaket Huseynova	Fariz Mirzayev	Lenkeran	140
	Hagigat Suleymanova	Lerik	40
	Sevil Quliyeva	Masalli	150
	Khalid Kerim	Astara	70
		Jelilabad	120
		Yardimli	20
<b>Total</b>			<b>540</b>
<b>Team leader</b>	<b>Interviewers</b>	<b>District</b>	<b>Population</b>
Elmir Rzayev	To be sent from Baku	Nakhchivan	390
	To be sent from Baku		
	To be sent from Baku		
<b>Total</b>			<b>390</b>

### Fieldwork preparation activities

One of the most important components of field work preparations, i.e. official permission letters for survey administration was submitted by the Ministry to ARTIM Company on November 15, 2007. Currently ARTIM project staff is engaged into conducting meetings and presenting letters to Executive Powers of all relevant rayons. This action is planned to be completed by November 25, 2007. Other administrative arrangements include accommodating interviewers in rayons, distribution of questionnaires and stationery (calculators, pens, pencils, paper, etc.), submission of per diem and traveling allowance, purchase and transportation of food parcels for Baku and Ganja cities. The commencement of field work is scheduled for November 27, 2007.

Arranging a visit of interviewers from Baku is planned in order to conduct survey in Nakhchivan Autonomous Republic. Sending an official letter by the Ministry of Labour and Social Protection of the Population to the relevant Ministry of Nakhchivan Republic requesting a permission to conduct this survey is crucial.



### **3. SUMMARY OF FUTURE ACTIVITIES**

#### **3.1. Co-ordination of the Fieldwork**

One of the key activities is arrangement of co-ordination and supervision of the interviewers' work. These tasks will be divided between two Survey Supervisors and Survey Coordinator. Based on the regular reports submitted by Team leaders, the Survey Supervisors will define main survey directions and ensure implementation of corrective measures in case of necessity. Survey Supervisors will start their work a week after the survey start-up. They will work according to schedule that will be drafted based on the schedule of the interviewers' "movement". The supervisors will regularly report on the survey progress to Survey Coordinator.

#### **3.2. Data Entry Training for Operators**

Selection and training of data entry operators is planned upon completion of work on the final version of the database. Selection of operators will be based on certain criteria. The training is scheduled for November 29-30, 2007. This two-day training for operators will be conducted by Database Specialist. The purpose of the training is to explain structure of the database, present working mechanism, explain data entry process and familiarise data entry operators with sections included in the questionnaire by using sample survey questionnaire.

#### **3.3. Conducting focus groups**

Upon completion of the certain part of the survey, it is planned to organize focus groups on December 20-25, 2007. Focus group participants will be selected by interviewers during general survey. Focus group discussions will be conducted by trained Focus Group Moderators. Team Leader and Survey Supervisors will participate in some of focus groups with the purpose of supervision. Data collected during focus group discussions will be analyzed by professional expert on Qualitative Research from Russia who will also elaborate a report.

#### **3.4. Submission of the Interim Report**

According to the enclosed Action Plan, submission of Interim Report is scheduled for January 2007. The Interim report will include initial LSMS Database (unclean) containing entries for no less than 25% of the overall LSMS sample (1,750 households) and draft LS Focus Group Report, containing details of several implemented FG discussions.

**DRAFT ACTION PLAN**

**Household Survey for Monitoring Targeted Social Assistance Programme  
October 2007 – March 2008**

<b>Time frame</b>	<b>Activity</b>	<b>Responsible Parties</b>	<b>Description</b>	<b>Outcome/Deliverable</b>
October 2, 2007 Baku	Signing of Agreement	ARTIM Company, Ministry of Labour and Social Protection of the Population		Start-up of survey-related activities
October 10-14, 2007 Baku	Meetings with the World Bank and the Ministry representatives	Hafiz Gayibov, Sevinj Gafarova, Shahin Zulfugarov, World Bank and Ministry representatives	Discussion of survey-related topics	Revised and modified questionnaire; Change of sampling method
October 22-23, 2007 Baku	Training for Focus Group Moderators (FGM)	Alexey Levinson, Expert from Russia, Sociologist, Survey Coordinator, Head Survey Supervisor	Explanation of principles of conducting focus groups, real focus groups, discussion of focus group questionnaires	
November 1-2, 2007 Baku	Pilot Survey	Survey Coordinator, Sociologist, interviewers	Pilot survey conducted in 25 households located in the villages of Baku	Completed questionnaires
November 3-4, 2007 Baku	Interviewer Training in Baku	Survey Coordinator, Head Supervisor, Sociologist	Survey methodology, discussion and explanation of questionnaires	
November 6-7 2007 Sheki	Interviewer Training in Sheki	Survey Coordinator, Head Supervisor, Sociologist	Survey methodology	
November 8-9, 2007 Yevlakh	Interviewer Training in Yevlakh	Survey Coordinator, Head Supervisor, Sociologist	Survey methodology	
November 22, 2007 Baku	Sampling methodology preparation	World Bank experts, Sociologist		List of rayons, villages, and relevant households

November 27, 2007 Baku	Database design	Database Specialist	Testing of the database on the basis of the completed questionnaires and making relevant changes.	Final version of the database
November 28, 2007 Baku	Submission of the Inception Report	Survey Coordinator	Submission of the Inception Report to the World Bank and the Ministry	Inception Report in English (in Azerbaijani presented on December 1)
December 3, 2007	Field work start-up	Survey Coordinator, Head Supervisor	Commencement of surveys in rayons. Field work supervision.	
December 5-6, 2007 Baku	Training of data entry operators	Database Specialist	Informing operators on the database structure, explanation of data entry techniques and questionnaires	
December 15, 2007 Baku	Data entry start-up	Operators	Distribution the completed survey questionnaires among operators and start-up of data entry process	
December 20-25, 2007	Conducting focus groups	Focus Group Moderators		Data collected during focus group discussions, audio records, questionnaires, respondents' answers
January 10, 2008 Baku	Submission of the Interim Report	Survey Coordinator	Submission of the Interim Report to the World Bank and the Ministry	Interim Report in English and Azerbaijani
January 27, 2008	Completion of field work	Survey Coordinator, Head Supervisor	Collecting completed questionnaires	Completed questionnaires
February 15 2008	Completion of data entry	Database Specialist		Finalized database
February 29 2008 Baku	Draft Final Report	Survey Coordinator	Submission of the Draft Final Report to the World Bank and the Ministry	Draft Final Report in English and Azerbaijani
March 15 2008 Baku	Submission of the Final Report	Survey Coordinator	Submission of the Final Report to the World Bank and the Ministry	Final Report in English and Azerbaijani

Appendix B

**List of Households Selected for Survey**

## Target Population

(5, 500 households)

# **Refugees and Internally Displaced Persons (IDPs)**

**(500 households)**

# **TSA Recipients and Applicants**

## **(1,000 households)**

**Appendix C**

LSFG questionnaire

	Minutes	+	Notes
FOR TSA BENEFICIARIES			
Good afternoon! Thank you for coming!			
My name is _____ . ARTIM Company functioning in Baku is conducting a series of meetings with residents of cities and villages all over the country within the framework of Targeted Social Assistance Programme (TSA) of the Ministry of Labour and Social Protection of the Population (MLSP) We would like to talk about implementation of the TSA Programme here in your rayon (city).			
Please introduce yourselves by providing your name, (no need for surname), occupation and short information about your family.			
What are the main difficulties and problems faced by your family?			
Do you receive assistance from anyone? If yes, from whom?			
Do you receive any financial aid from the government? If yes, what kind of aid?			
How and where do you usually receive your TSA money?			
Do you have any difficulties while receiving your TSA? If yes, what kind of difficulties?			
<i>Please, try to remember how you decided to apply for TSA.</i> Where did you learn about it? Who first mentioned it? Was anyone against applying?			
Was it difficult to apply for TSA? How did Sobes workers treat you? How did they treat others?			
How was the evaluation of your financial conditions conducted? How did evaluators behave?			
Is there any necessity to make payments or gifts to submit application for TSA?			
Do you know any cases when the assistance was given to people who were not eligible for it? Does it happen frequently?			



If yes, then why such cases take place?			
Do you know cases when the assistance was not given to those who are eligible for it? Does it happen frequently? If yes, then why such cases take place?			
How long you have been receiving TSA?			
What is the amount of money you receive from TSA?			
Please tell, what needs your TSA benefit enough for and how do you spend it? What is the main expenditure? What else? And else?			
For what kind of needs your TSA benefit is not enough for?			
In your opinion, what should be changed in TSA programme? Why?			
Thank you very much! Goodbye.			

LSFG questionnaire

	Minutes	+	Notes
FOR NON-RECEIVERS			
Good afternoon! Thank you for coming!			
My name is _____. ARTIM Company functioning in Baku is conducting a series of meetings with residents of cities and villages all over the country within the framework of Targeted Social Assistance Programme (TSA) of the Ministry of Labour and Social Protection of the Population (MLSPP). We would like to talk about implementation of the TSA Programme here in your rayon (city).			
Please introduce yourselves by providing your name, (no need for surname), occupation and short information about your family.			
What are the main difficulties and problems faced by your family?			
Do you receive assistance from anyone? If yes, from whom?			
Do you receive any financial aid from the government? If yes, what kind of aid?			
<i>If not</i> , Is there any opportunity for people and families like yours to receive financial assistance from the government? If yes, then how this can be arranged?			
<i>If no answer is given</i> , then have you ever heard about the TSA programme? If yes, then please tell us where did you learn about it?			
For how long the TSA Program has been administered in your country?			
How much money do people receive from TSA?			
Who are eligible for receiving this assistance?			
Do you have any difficulties with receiving your TSA benefit? If yes, what kind of difficulties?			
Is it difficult to apply for TSA? How do Sobes workers treat people? Are there people they treat better or worse?			
Are you aware of how evaluation of the household's financial condition is performed?			

How do evaluators behave?			
Is there any necessity to make payments or gifts to anyone for preparation of documents required for receiving the assistance?			
Do you know any cases when the assistance was given to people who were not eligible for it? Does it happen frequently? If yes, then why such cases take place?			
Do you know cases when the assistance was not given to those who are eligible for it? Does it happen frequently? If yes, then why such cases take place?			
Have you ever considered applying for TSA?			
<i>If yes, then try to remember how did you discuss the decision to apply for TSA.</i> Who first mentioned it? Was anyone against applying?			
If you applied for the assistance what amount would you indicate?			
How would you spend the money from the assistance in case it was given to you?			
Will you apply for TSA? If no, why?			
Thank you! Goodbye!			

# SURVEY QUESTIONNAIRE