

**South African Integrated Household Study**

**INTERVIEWERS' TRAINING AND  
INSTRUCTIONS MANUAL**

**June 1999**

For use in interviewer training sessions; interviewer orientation and familiarisation with the survey instrument; and as a reference source, as required, by the interviewer while conducting an interview.

## **Foreword**

Thank you for your willingness to participate in the South African Integrated Household Study. Your role as an interviewer in this study will be an extremely important one. It is very important that the findings of the study are based on accurate information, which will depend on the quality of the data that you and the other interviewers collect from the respondents in the households. This manual will help to prepare you to gather quality data and thus to help the researchers with the successful execution of the project.

The project is a collaborative effort between researchers at the University of Cape Town, the University of the Western Cape, Rhodes University, the University of the Witwatersrand, the Medical Research Council and the Department of Health, Harvard University and Princeton University. The project is being co-ordinated locally at the Southern Africa Labour and Development Research Unit (SALDRU) at the University of Cape Town.

The project will ultimately give us a profile of the living circumstances and economic and social situations of households in South Africa.

Please note that the project is in no way connected to the government. However, at a much later stage the research findings will be made available to the government and NGOs - in fact to all stakeholders - for use in policy and service development. The findings will also be reported back to the communities in which the research information was gathered.

Should you or any person involved in the survey at any time have any concern or query about the study and the fieldwork, please do not hesitate to contact X at the University of Cape Town, at telephone number (021) 448-7840.

Thank you again for the important contribution that you will make as an interviewer to the project. We welcome you to the research team and look forward to working with you.

## Contents

Page

Foreword

### ***Part 1 - The survey and interviewing***

1. The study 1
2. Interviewing
3. The visits
4. The modules
5. Conducting the interviews
6. Administering the modules
7. Data quality
8. Definitions

### ***Part 2 - Instructions in the modules***

9. Household Module
10. Older Adult Module
11. Younger Adult Module
12. Health Measurements Module
13. Letter of introduction

## 1      **The study**

### **Aims of SAIHS**

The South African Integrated Household Study is a survey of sampled South African households. The study aims to learn about the living conditions of households. Some areas to be investigated are the structure of households and family dynamics within households; the financial situation of households - including income and expenditure patterns; the respondents' or household members' physical and mental health status; their social support networks and social integration; and their satisfaction with life in general. The findings of the study will give us, as well as give policy makers and the planners and providers of services, an understanding of the living circumstances and situations of households and individuals within households.

### **Method**

The study is to be conducted using the survey method. Households will be randomly selected for inclusion in the survey and interviews will be conducted with members of the households for the purpose of collecting the data (information). The process of selection of the households is called sampling. A fieldworker (not an interviewer) will recruit households to participate in the survey according to a sampling frame (a sampling frame is explained below). The selected, or sampled households, which will constitute the survey sample, will be visited by an interviewer, like yourself, who will use a questionnaire to gather information from members of the household (respondents) who fit the study's respondent inclusion criteria. The questionnaire will be divided into five modules (the different modules will be explained to you in detail later). The interviewer will complete the modules by recording the data, i.e. the respondents' answers to questions, in the places provided in the modules. The completed modules will be checked with the interviewer by a fieldwork supervisor. The data recorded on the modules will later be captured by computer operators, and then classified and analysed by the researchers, who will publish reports on the research findings.

### **Sampling**

A sampling frame, i.e. a plan showing areas in which households must be selected for inclusion in the survey sample, has been scientifically worked out for the study, as well as the sampling technique, i.e. the process by which specific houses are to be selected for interviewing. The recruiting fieldworker will be given detailed specifications and will be specially trained to select the households for the survey. Interviewers will be given lists of the names of the occupant families of households, the addresses of the houses, and the approximate number of household members to be interviewed in each case, as well as the appointed dates and times of interviews, which they will follow.

## **2 Interviewing**

For the purpose of this study, interviewing is a technique whereby an interviewer poses set questions to an individual who qualifies for inclusion in the sample and records the responses on the questionnaire (or in this case, in the modules). An interviewer arrives at a sampled (recruited) house at an appointed time; introduces the study and its aims to the respondents - specifically the household head, if available; thanks the respondents for their willingness to be interviewed; assures the respondents that whatever information is divulged by them will be kept absolutely confidential; identifies the head of the household and the most knowledgeable person (see Section 8 for definitions); poses set questions to the respondents - the questions are listed in the modules; records the answers in the appropriate spaces in the modules; probes for more information, or verifies information, where required; ensures that the interview proceeds in a congenial way; checks that all required information has been obtained; and then thanks the respondents warmly at the end of the interview, or on completion of the module(s) that were administered to them. Some terms and processes relating to interviewing are explained briefly.

### **Term “module”**

A survey instrument is used by an interviewer to gather information from a respondent. Such an instrument is commonly referred to as a questionnaire. The SAIHS instrument (i.e. the questionnaire) is divided into five parts which we will call “modules”. The five modules are:

Household Module: Information on the entire household.

Older Adult Module: Filled out for ALL household members aged 55 and older.

Younger Adult Module: Filled out for ALL household members aged 18 to 54.

Child Health Module: Anthrpometric status of children (ages 0 to 12).

Adult Health Module: Anthrpometric status of adults (ages 13 and above).

During interviews specific modules must be administered to specific individuals (respondents). Each module comprises one or more sections. The modules to be used in SAIHS will be explained in detail in subsequent sections of this manual.

### **Recording responses**

In this study there are three main ways to record responses to questions (items) in the modules: (1) By encircling a number, e.g. 1, 2, 3, and so on - which number we call a code; (2) by entering a code number, numbers, names or words in a grid, where required; and (3) by writing a brief answer on a dotted line in the space provided to the right of the question, where required. It is very important to record data accurately. Where a written response is required, it is very important that the response be written verbatim - i.e. in the exact words of the respondent - and that it is written fully and legibly.

### **Probing**

In the case of some items (questions) you may need to probe the respondent for an answer. You should first allow a respondent to give an answer to a question him-/herself. However, when a respondent seems unable to come up with an answer you should inquire what his/her answer might be under circumstances which would pertain to the content of the question. You should not suggest to the respondent what an answer might be. Give him/her time to decide what answer to give.

### **Don't knows, etc.**

Several items have a "Don't know" response option. You should only ever accept a "Don't know" response if the respondent genuinely does not know what the response is. This response option must never be used simply because it is easy to record this answer. You may first need to probe for an answer before recording a "Don't know" response. However, you may accept this response if the respondent appears to genuinely not know the answer.

In some cases the respondent may be unable to *remember* what the situation was about which he/she is being questioned. In these cases a "Can't remember" response option is provided for you to record this response. In some cases, especially where a matter is private or sensitive, a respondent may *refuse* to divulge information, or to answer the question, and a "Refuses to say" response option has been provided for these cases.

### **Checking**

Before taking leave of a household, you must check the completed module(s) to make sure that you have obtained and recorded all the required information. If you find that some questions have not been answered, try once more to obtain an answer to the questions from the respondent(s). If you have been unsuccessful in obtaining specific information you should record this in writing in the space provided for the interviewer's comments at the end of the module. Before handing the completed modules to your fieldwork supervisor, make sure that all sections within the modules have been completed. Your supervisor will check your completed modules with you. If certain data are missing, or answers are incomplete or unclear, you may be required to revisit the respondent to obtain or clarify this data.

### **Interviewing older persons**

Special skills are required to interview older persons. The vast majority of these persons are extremely pleasant to converse with, and are cognitively unimpaired, clear thinking and co-operative. However, some older individuals may suffer vision and hearing loss (you may have to speak louder and to address the person directly when you speak) and experience some memory loss (they may have difficulty recalling events or names, etc.). Some older people are lonely and/or like to talk a lot, and may even ramble on and get side-tracked, or move away from the subject during the interview. You will need to be sure to keep the interview and the respondent

focussed on the questions in the modules. You may find that you will need to intermittently reassure the person that he/she is doing well. However, you must caution against talking down to the respondent. You should at all times show respect for the seniority of the older person and that he/she is giving up time to answer the questions.

Whichever answers a respondent gives to questions, or whatever he/she tells you, you should listen to and accept in a non-judgmental way. Be careful to never reprimand a respondent about his/her behaviour or life-style; e.g. if a respondent says he/she smokes, do not say that smoking is a bad habit and that the respondent should give it up. Be sensitive to a respondent's comfort during an interview - such as a need to take a short break, to drink or eat something, or to go to the toilet. Be aware of a household's routine and inquire whether the interview is for example disrupting a mealtime, and if so, whether the interview should be interrupted or even ended at this stage.

### **Thank you**

At the end of an interview thank all the respondents whom you have interviewed very sincerely for their co-operation and participation in the study. Reassure them that the information which they have given will not be divulged to anyone; only the researchers will work with the information.

### **3 The visits**

The different interview visits are described first, to provide a scheme for you to understand which modules must be administered during each visit.

#### **Recruiting Interview visit**

A fieldworker, not an interviewer, will visit houses according to the sampling frame. He/she will recruit households which are eligible for inclusion in the study.

The fieldworker will explain to a member(s) of the household what the aims of the study are and will invite the household to participate in the study. He/she will outline what will be expected of the household members - i.e. they will be asked questions on specific subjects during interview visits and their answers will be recorded in the modules. It will be carefully explained to them that all information divulged will be kept in strict confidence.

#### **Main Interview visit**

An interviewer will visit a recruited household at an appointed time (the fieldworker will have arranged a time for the visit with a spokesperson for the household during a Recruiting Interview visit). Instructions for how the interviewer should introduce himself/herself and explain what the study is about, and how the interview will proceed are given in Section 5. The household head or a knowledgeable person will be identified (see Sections 4, 5 and 8).

The interviewer will speak with the household head or another knowledgeable household member to determine who lives in the household and will collect some background information on all the household members. The interviewer will determine which household members need to be interviewed during the Main Interview visit.

After the Main Interview visit, and after double-checking the completed modules, the interviewer will hand the modules to the fieldwork supervisor for checking. The supervisor will then go over the modules with the interviewer and make sure that the data are complete. The supervisor and the interviewer will note which members of the household still need to be interviewed (those who were not interviewed either because they were not at home during the Main Interview visit or there was not enough time to interview them), and a date and time for a subsequent visit will be confirmed and a packet of modules made up for the subsequent interview.

#### **Subsequent Interview visits**

If it was not possible to interview all identified (eligible) members of the household during the Main Interview visit, the interviewer will have made an appointment to

return to the house at a time when these persons will be there, to administer the relevant module (either the Younger Adult Module or the Older Adult Module) to each of them. It is possible that some older household members were not at home when the Main Interview was conducted and the interviewer will then interview them during a Subsequent Interview visit.

If some household members have still not been interviewed after the Subsequent Interview visit, the interviewer may have to return to the house again to interview them. There may be a need for yet another Subsequent Interview visit.

### **Health Measurements Interview visit**

After an interviewer has completed modules for some or all members of a household, a specially trained nurse will visit the house to record physical health measurements for all members of the household aged 18 years and over. If not all of these members are at home during this visit, she will revisit the household at an appointed time and record measurements for the remaining household members.

## 4 The modules

Five modules have been constructed (which constitute the questionnaire, or survey instrument) which will be used by the interviewers to collect information from household members (respondents) during interviews in the respondents' home.

- A Household Module
- An Older Adult Module
- A Younger Adult Module
- A Health Measurements Module

The **Household** Module will be administered to the household head, or a person who is knowledgeable about all the members of the household and the household's income and expenditures.

The **Older Adult** Module will be administered to all members of the household aged 55 years and over.

The **Young Adult** Module will be administered to all members of the household aged 18-54 years.

The **Health Measurements** Module will be completed for all members of the household aged 18 years and over.

### *Note*

The household head, or the knowledgeable person, who is the respondent to whom the Household Module is administered, may or may not be an older person, i.e. a person aged 55 years or over. (See definitions of "household head" and "knowledgeable person" in Section 8.)

### **Descriptions of the modules**

The four modules are broadly described first. Thereafter the sections within the modules are outlined.

1. The **Household Module** comprises Sections A and B. Section A contains questions to determine the membership of the household and to obtain some basic information on all household members. This section must be administered to the **head of the household**, or another knowledgeable adult. Section B contains general questions about the entire household, specifically household income and expenditure. This module must be answered by the **head of the household**, or the knowledgeable person.

2. The **Older Adult Module** comprises Sections C to G. The sections contain questions on the children, work experience and status, pension, physical health, mental health, social support and social integration, and life satisfaction of older members of the household. This module, i.e. all the sections in the module, must be answered by **each person aged 55 years and over** in the household. Note that the module is *not* restricted to pensioners, i.e. not only to persons who receive a pension, but must be administered to all persons who are 55 years or over, irrespective of whether they receive a pension or not.
3. The **Younger Adult Module** comprises Section H. The section contains a few questions on employment status, income, spending, health and life satisfaction. This module should be answered by **each person aged 18-54 years** in the household.
4. The **Health Measurements Module** comprises Section J. A nurse will use this module to record physical measurements (weight, height, blood pressure, and arm, waist and hip circumference) for **each person aged 18 years or over** in the household.

Section 3 of this manual (“The visits”) explains which module must be administered during which interview visit.

The specific areas which are covered in the different sections in the different modules are listed below.

### **Sections within the modules**

As stated above, the modules are made up of sections. The Household Module comprises two sections; the Older Adult Module comprises five sections; and the Younger Adult Module and the Health Measurements Module each comprise one section. The sections are lettered alphabetically and are shown below:

#### *Household Module*

- Section A: Household Composition
- Section B: Household Income and Expenditures

#### *Older Adult Module*

- Section C: Children, Employment, Income and Expenditures
- Section D: Pension Information
- Section E: Physical Health

- Section F: Mental Health
- Section G: Social Integration and Life Satisfaction

*Younger Adult Module*

- Section H: Individual Employment, Income, Expenditures and Health

*Health Measurements Module*

- Section J: Physical Health Measurements

***Note***

There is no Section I, to avoid confusing the letter I with the number 1.

## 5 Conducting the interviews

The households to be included in the sampling frame will be recruited by a fieldworker. An interviewer will then visit an allotted household at an appointed time to conduct the Main Interview, and then again later, by appointment, to conduct a Subsequent Interview(s) (if required). A nurse will visit the household after the Main Interview is conducted, to carry out physical health measurements on the respondents.

### INTERVIEWER INSTRUCTIONS

Broad instructions on how the interviews are to be conducted are given below. Specific instructions to interviewers on how to administer specific items (i.e. how to pose certain questions and follow skip patterns, as required) and to complete grids within the modules are given in Part 2 of the manual.

#### **Main Interview**

*Interviewer:*

1. Go to the address of the first household for which you have an interview cover sheet which shows the time of your appointment, and knock at the door. The recruiting fieldworker will have arranged that you visit the household at the appointed time and you will therefore be expected. You will have been given a packet of modules to take with you, which are the modules which need to be completed during the interview. You should always have the Interviewers' Training and Instruction Manual with you, should you need to consult it during an interview.
2. When someone answers the door, say: "Good morning/afternoon. My name is \_\_\_\_\_. I am a student from the University of Cape Town and I will interview members of this household today as part of a survey on the well-being of households in which older persons live."
3. You may then say to the person who answers the door: "I would like to tell you more about the survey. Is the head of the household at home? May I come in and speak with him or her?" Once the head of the household (or a knowledgeable person) has been identified, explain to either or both individuals what today's interview will entail and approximately how long it will take.
4. Begin the interview with the household head/knowledgeable person, starting with Section A of the Household Module.
5. After the Household Module has been completed, thank the respondent and prepare to administer the Older Adult Module. If the first respondent was 55 years

or over, you may administer the module to this respondent. On completion, you should administer an Older Adult Module to all other persons aged 55 years and over who are members of the household.

6. If time permits, you may continue by administering the Younger Adult Module to some (or all) members of the household aged 18-54 years, who are in the household at that time. However, if you sense that the household members whom you have interviewed are tired and would prefer that you to take your leave at this stage, or if younger adults whom you need to interview are not at home, you should arrange a time to revisit the household, i.e. to undertake a “subsequent” visit, to conduct the interviews.

### **Notes**

1. Make sure to complete older adult modules for ALL members of the household listed on the household grid aged 55 and older and a younger adult module for ALL members aged 18 to 54. In order to fully understand the dynamics and well-beings of individuals *within* households, it is essential that we interview ALL household members.
2. Complete the modules in the order in which they appear in your packet, which is as follows: (1) Household Module for the household head/knowledgeable person; (2) Older Adult Module for each person aged 55 years and over; (3) Younger Adult Module for each person aged 18-54 years.
3. The Health Measurements Module will be completed by the nurse during a later (separate) interview for each person aged 18 years or over.
4. It is acceptable to have another household member answer the questions as a proxy respondent, *only* if the original respondent is mentally incapacitated. (See Section 8 for a definition of “mentally incapacitated.”)
5. The interview is complete when all the modules in your packet have been completed. If someone you need to interview is not at home during the interview, make an appointment to return when they will be available, i.e. make an appointment for a Subsequent Interview visit.

### **Subsequent Interview**

#### *Interviewer:*

1. Go to the address of the household on the cover sheet of the modules which you have been given, which must still be completed for that household. The time of the subsequent interview will appear on the cover sheets. You will already have interviewed most people in that household and will probably have made the appointment for the subsequent interview yourself.

2. When some-one answers the door, introduce yourself again and ask whether you may come in to complete interviews with the household members whose names are shown on the cover sheets of the modules.
3. Complete the modules.
4. If some of the household members whom you must still interview were not at home, you will need to make an appointment for yet another subsequent interview. You should ask the person to whom you are speaking to encourage the remaining household members to be there when you revisit the home.

## **6 Administering the modules**

Below are some general pointers on how you should administer the modules and record the responses to items in the modules.

1. Items in ALL CAPITAL LETTERS are either instructions to the interviewer or are response options. Instructions to the interviewer should not be read out loud. You should follow the instructions carefully. You may or may not need to read response options out loud.
2. Items (questions) which are not in capital letters are to be read out loud to the respondent.
3. In most cases the interviewer is required to record an answer by encircling the code (number) which indicates the response to the item (question).
4. In several cases, he/she will need to record the data in a grid. In most cases a grid is on the right-hand page opposite the relevant grid questions on the left-hand page. The answers to the questions (the information, or data) thus need to be recorded in the grid. The grids are numbered (e.g. A3) and titled (e.g. Names of household members). A grid board is provided which you slip behind the grid page and use to write the names of the household members on in the spaces at the top of the numbered columns. The board may then be used to slip behind a subsequent grid page, which means that you do not need to record the persons' names again. You must enter the household and respondent identification information on the board.
5. In a number of cases you are required to write out the answer (verbatim) in the space provided, or to write a name in the space provided in the grid.
6. The questions have been constructed with quite specific goals in mind and making use of carefully chosen language; please make sure to read the questions exactly as they appear on the questionnaire. In conducting such a study, it is important that interviewers do not interpret questions in any way. Only in this way can we be ensured that the identical question is being asked by all interviewers, and is being asked in a way that is consistent with the objectives of the survey.

## 7 Data quality

The quality of the data gathered is very important to the researchers involved in this project. As an interviewer, please make every effort to obtain complete and accurate data. Here are some pointers to help you with this goal.

1. It is preferable to administer each module with *only* the person answering that module (i.e. the respondent) present with you in the room. You should encourage others to leave the room for the duration of that part of the interview - if it is possible for them to do so. This may not be possible in some cases, for instance when the weather is bad and there is no other room to which they can go. In such cases you should politely discourage the interference of these persons in the interview (e.g. interruptions) or causes of distraction to the respondent generally (e.g. noise and small children).
2. If the respondent gives answers which do not make sense (e.g. if the ages of a mother and a child are such that she would have been 55 years when the child was born), bring this to the respondent's attention and ask him/her to clarify the answer. Please write an explanation next to any question where you feel more detail would help to clarify the answer.
3. At the end of each module, note the numbers of any items in the space provided, (questions) in that module which the respondent did not appear to understand, as well as any other concerns you have about data quality and any additional comments you feel would help explain the respondent's answers.

## **8 Definitions of terms**

Critical terms used in the modules are defined below for the purpose of clarity and standardization, and to help you understand how you should apply them in the interview. Please study the definitions carefully. You should adhere strictly to the definitions so that the use of the terms is the same, i.e. standardized, for all interviewers and in all interviews.

### **Household**

For the purpose of this study, a household is defined as a dwelling (or multiple dwellings, e.g. in a compound) in which persons (household members)

- (1) live in the dwelling for at least 15 days in the past year,  
Note:the 15 days need not be consecutive.
- (2) when they are together, they share food from a common source,  
(i.e., they cook and eat together or share food)
- (3) Contribute to or share in a common resource pool.  
(i.e., they contribute or receive money or resources in some way with the household)

The household residents include all family members and other persons, e.g. lodgers.

### **Household head**

The household head is the person who states that he/she is the head of the household (and there appears to be unanimity among other household members that this person is the head), or is the person whom the members unanimously identify as such. A household head would, for example, either own the house, or the house would be rented in his/her name, or he/she would be the person who makes important decisions regarding the household and the expenditure of household money.

### **Knowledgeable person**

The knowledgeable person is the person who has the best knowledge of all the members of the household and the household's income and expenditures. He/she will be the respondent for the Household Module if the household head is not knowledgeable about all the members and the income and expenditures of the household. The knowledgeable person may, for example, be the wife of the household head and is the person who manages the pooled income (money) of the household.

### **Proxy**

For the purpose of this study, a proxy is a person who is authorised (nominated or selected) to speak for another person who may be unable to answer survey questions because of frailty or cognitive impairment, or who is mentally incapacitated. A proxy is however only really in a position to give factual information and is not able to verbalize how the “incapacitated” person feels or what opinions he/she holds. A proxy would thus not answer these questions on behalf of a respondent.

### **Mentally incapacitated**

A mentally incapacitated person is someone who is cognitively impaired to the extent that he/she is unable to understand and answer survey questions and this person should therefore not be interviewed. However, as far as possible these persons should be interviewed by proxy (see above). In cases of a proxy respondent, you should indicate on the module in the space provided that the module was completed by proxy and give the name of the proxy (person).

### **Relationship**

Where questions are asked about individuals who have a certain relationship to the respondent or the household head (such as a parent or a child), we are interested only in persons who are related to the respondent by blood or marriage. Hence, we do not, for example, want to know about someone who is “like a brother” to the respondent. And for example, in many Xhosa communities, it is common to refer to the children of one’s relatives as your own children. For the purposes of this survey, we prefer to establish the biological or birth (or ‘blood’) linkages between household members, not the more traditional references.

However, when determining who co-resides in the household, use the definition of household as above. Adherence to this definition (of a household) provides for the inclusion of persons who are not related to anyone in the household by blood or marriage, but may live in the household, e.g. as lodgers.

## 9 Instructions

This part of the manual (Part 2) lists all relevant instructions to interviewers within the modules. The modules and their instructions are dealt with separately (as listed in Section 4).

Please study the instructions in Part 2 of the manual very carefully, and read and follow the instructions in the modules meticulously when administering a module. The instructions will tell you :

- How a specific question should be asked, i.e. whether you may or should probe for answers.
- To whom specific questions should be addressed, e.g. there are a number of “skips,” indicated by a small arrow in the right-hand column followed by a subsequent item number, which may show that you must skip one or more questions for a respondent - because he/she has given a specific answer - and that you must move on to the next applicable item.
- How you should record the answer, e.g. by encircling a code number or writing out the answer, or recording the response in a grid, and whether multiple responses to that item are allowed or required, etc.

The interviewer’s instructions in each of the modules are listed separately for each module on the remaining pages of this manual.

## 10 Household Module

The Household Module is on *pink* paper.

The Household Module comprises two sections - Sections A and B. The module must be completed by the household head or the knowledgeable person.

### ***SECTION A: Household composition***

PLEASE SAY THE FOLLOWING TO INTRODUCE YOURSELF AND THE SURVEY:

“Thank you for letting me speak with you. I am a student at the University of Cape Town, and I am helping conduct a survey of households in this area.

First, please tell me who is the head of the household and is he/she at home at present. May I speak to him/her?

YOU THEN ADDRESS THE HOUSEHOLD HEAD OR, IF HE/SHE IS NOT AT HOME, YOU ASK THE PERSON WHOM YOU WERE SPEAKING TO:

“Are you knowledgeable about all the members of this household and about the income and expenditure of the household?”

IF THE HOUSEHOLD HEAD IS KNOWLEDGEABLE ABOUT THE MEMBERS, THEN HE/SHE IS THE RESPONDENT. OTHERWISE THE KNOWLEDGEABLE PERSON IS IDENTIFIED AND HE/SHE IS THE RESPONDENT.

“The purpose of the survey is to find out how well households like yours are managing these days. I want to assure you that I am not from the government and that this information is being collected for research purposes only. After we have spoken to many families, we will share the main things we have learned with the public, but the information you share with me will not be given to the government or anyone else. The information will remain absolutely confidential. Here is a letter which explains why we are doing the survey and has some telephone numbers you can call if you have any questions.”

GIVE RESPONDENT A COPY OF THE LETTER EXPLAINING AFFILIATION AND PURPOSE OF THE SURVEY.

“I also want to learn about the income of this household and how the money is spent. After that I will pose questions to all other members of the household.”

“Thank you for agreeing to speak with me. Your honest answers will help us to understand the situation of people like you. Take as much time as you need to answer the questions and please ask if any question is unclear.”

***SECTION B: Household income and expenditure***

IF OTHERS BESIDE THE RESPONDENT ARE PRESENT, SAY: “This interview is meant to be answered by only one person, so it would be best if we could be alone while we talk. Is that possible?”

IF OTHERS DO NOT LEAVE, DO NOT SAY OR DO ANYTHING ELSE ABOUT IT.

“Now I want to ask some questions about the household's income and expenses - for example who in the household earns money and what the household spends on different expenses such as food?”

## 11 Older Adult Module

The Older Adult Module is on *yellow* paper.

The Older Adult Module comprises six sections - Sections C to G. The module is to be completed for all persons aged 55 years and over, including the household head and/or the knowledgeable person.

### *SECTION C: Children, Employment, Income and Expenses*

PLEASE SAY THE FOLLOWING TO INTRODUCE YOURSELF AND THE SURVEY. NB: YOU MAY SKIP THIS PARAGRAPH IF THIS RESPONDENT HAS ANSWERED THE HOUSEHOLD MODULE OR WAS IN THE ROOM WHEN THE INTRODUCTION WAS MADE TO ANOTHER RESPONDENT.

“Thank you for letting me speak with you. I work for Markinor and I am helping the University of Cape Town to conduct a survey of families with older members. The purpose of the survey is to find out how well families like yours are managing these days. I want to assure you that I am not from the government and that this information is being collected for research purposes only. After we have spoken to many families, we will share the main things we have learned with the public, but the information you share with me will not be given to the government or anyone else.”

“Your honest answers will help us to understand the situation of people like you. Take as much time as you need to answer the questions and please ask if any question is unclear.”

IF OTHERS BESIDE THE RESPONDENT ARE PRESENT, SAY: “This interview is meant to be answered by only one person, so it would be best if we could be alone while we talk. Is that possible?”

IF OTHERS DO NOT LEAVE, DO NOT SAY OR DO ANYTHING ELSE ABOUT IT.

“First I would like to ask you some questions about the work you have done in your life.” Proceed with the module (Sections C-G).

### *SECTION D: Pension information*

### *SECTION E: Physical health*

***SECTION F: Mental Health***

***SECTION G: Social Integration and Life Satisfaction***

## 12 Younger Person Module

The Younger Person Module is on *blue* paper.

The Younger Person Module comprises one section - Section H. The module must be completed for all persons in the household aged 18-54 years.

### ***SECTION H: Individual Employment Income, Expenditures and Health***

PLEASE SAY THE FOLLOWING TO INTRODUCE YOURSELF AND THE SURVEY. YOU MAY SKIP THIS PARAGRAPH IF THIS RESPONDENT ANSWERED THE HOUSEHOLD MODULE OR WAS IN THE ROOM WHEN THE INTRODUCTION WAS MADE TO ANOTHER RESPONDENT.

“Thank you for letting me speak with you. I work for Markinor and I am helping the University of Cape Town to conduct a survey of families with older members. The purpose of the survey is to find out how well families like yours are managing these days. I want to assure you that I am not from the government and that this information is being collected for research purposes only. After we have spoken to many families, we will share the main things we have learned with the public, but the information you share with me will not be given to the government or anyone else. Here is a letter which explains why we are doing the survey and has some phone numbers you can call if you have any questions.”

“Your honest answers will help us to understand the situation of people like you. Take as much time as you need to answer the questions and please ask if any question is unclear.”

IF OTHERS BESIDE THE RESPONDENT ARE PRESENT, SAY: “This interview is meant to be answered by only one person, so it would be best if we could be alone while we talk. Is that possible?”

IF OTHERS DO NOT LEAVE, DO NOT SAY OR DO ANYTHING ELSE ABOUT IT.

START: “I would like to ask you a few questions.” Proceed with the module (Section H).

A few general points about interview technique: Pitfalls, mistakes, errors, and miscellaneous details.

Probe, probe, probe...

Often individuals do not recall certain activities or think that certain activities apply.

Common examples:

when asking about income and earnings from work (grid B1 in household module, for example), people often forget to mention income earned from odd jobs. If they report nothing, and again at the end of the grid, probe. 'Are you sure you earn no other money from any other sources? Think about any income that comes into your hands, for any reason, such as minding children, selling goods, odd jobs, etc.'

...but on sensitive matters, do not probe too much. The questionnaire asks about some sensitive topics. If respondents are reluctant to answer the questions, do not force the issue.

Remember that although the questionnaire at first sight appears repetitive, it has been specially designed to elicit information about individuals which we may not learn from the head of the household, and the instructions for the modules are designed to avoid repetition. Thus while income and expenditures are asked first in the household module and then again in one of the individual modules, you ask these questions only if the person who is answering did not answer the same questions themselves during the household module. Even if the person was present at the household module, they may not have answered for themselves, or may provide different answers if they are alone during the individual module.

Where possible, during the older and younger adult modules try to speak to each respondent in private. In some cases it may be that you can sit outside. If it is not possible, do not push the issue.

Make ample comments in the margins of the questionnaire.

There may arise ambiguities or uncertainties in which response is most appropriate. In these cases, ask the respondent which of the choices fits best, and if it still unclear, choose the option which you feel is best and make a note in the margin explaining the ambiguity.

Ranges: sometimes you will be given a range of responses for questions:

Example: about how much do you spend in a typical month for groceries?

Answer: about 300-400 rand. In these cases, choose the midpoint of the range if the respondent isn't sure of the exact number. You may also write in the range in the margin.

Using the correct units: make sure all responses are provided in the units specified. Thus, for instance, if someone tells you how much they earn from working, make sure that they are telling you per month, rather than, say, per week or per year.

Whenever a response is 'other,' make sure to fill in the blank with a description of the response.

For all cases where we refer to the 'past year' this refers to the past 12 months, not the past calendar year (i.e., since previous January).

Aside from the health modules, there are no situations in which you should use decimal points. Make sure to round all figures to the nearest whole number.

Do not judge.

Do not intervene.

These interviews are very different from your previous experiences. You are used to asking people to reflect on their feelings or situation, and whether they had felt that way before, etc. Our goal is to cover a wide-range of topics in which we try to learn as much as possible about a range of issues which are relevant to the household's well-being and needs. Thus we must be more succinct in our questions. But do note that we have open-ended questions in order to capture responses which can be more informative if not reduced to a choice of responses. You should prompt individuals to respond and elaborate if necessary, but do not ask them to elaborate beyond the scope of the question. And make sure to record responses verbatim.

For recruiting interview: (possible place for involvement of the community leaders and other members)

Introduce and explain objectives of the study.

Explain what we will be doing.

Someone will return tomorrow. Will want to interview ALL members of the household, so please make sure they are home, if possible.

Set up time for visit.

Mention will ask about income and expenditures (so they may be prepared with responses).

Responses will be completely confidential.

**Before Arriving at the Household:**

Make sure you have with you:  
A pen  
Enough copies of each of the modules

**Before Leaving the Household:**

**Thank the household for their cooperation and remind them of how they can contact members of the team if they wish.**

**Make sure you have filled out the front pages of all questionnaires.**

**Make sure you have interviewed ALL members of the household who are present.**

**For those members of the household who are not present at the time of the interview, make sure to set up a time for a return visit.**

**Make sure you have all completed modules.**

**When you return to the place you are staying, please take a few moments to go through the questionnaire again and make notes to yourself regarding the interview overall, as well as any problems that may have arisen. One of the field coordinators will be able to help you with any problems that may have arisen, and may wish to conduct a follow-up visit to the household in question.**