



HIGH FREQUENCY PHONE SURVEY ENUMERATOR MANUAL

**COVID-19 IMPACTS ON HOUSEHOLD WELFARE AND
BUSINESS ACTIVITIES**

June 2020

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A. SURVEY INTRODUCTION – THE IMPACTS OF COVID-19 ON HOUSEHOLDS

1. Context

Since its initial outbreak in December 2019, COVID-19 has quickly spread across the world to become a pandemic and caused a global health crisis. The Vietnam government was among the first around the world to apply various non-pharmaceutical interventions (NPIs) to contain the spread of the virus. These include social distancing, quarantines, restrictions of movement, schools, workplace and business closures, etc. While necessary and resulted in successful containment of the virus, all these measures can have drastic impacts on the economy. Restrictions of movement on a global scale have resulted in disruptions to the demand-supply chains of global trade and the shut-down of tourism, one of the hardest-hit sectors by the pandemic. As a country highly dependent on global trade, Vietnam's economy is vulnerable to such economic disruptions. Those working in tourism and services sectors, although not at risk of falling into poverty in the past, may risk becoming the new groups of poor, while the existing groups of the poor and economically vulnerable can sink into deeper poverty.

According to the report by the General Statistics Office, in the first quarter of 2020, more than 30,000 enterprises have stopped their business temporarily or permanently. There is also some alarming forecast based on rapid assessment surveys, such as Ministry of Planning and Investment's estimation of 2 million jobs at risk, or the VCCI enterprise survey which reveals that 50% of companies/enterprises in Vietnam can only survive a maximum of 6 months if the economic crisis caused by COVID-19 does not improve.

Although until now, at the macro-economic level, Vietnam remains relatively resilient with a reported GDP growth rate of 3.8 percent in the first quarter of 2020 (albeit lowest in 11 years), the impact of the ongoing COVID-19 crisis is hard to predict, given the uncertainty surrounding its magnitude and duration.⁶ Thus, ongoing monitoring of the impacts of COVID-19 on households and business is essential, especially for early detection of the negative impacts of COVID-19 on households with different characteristics regarding the income distribution, across geographies and different ethnic groups. This monitoring is crucial to timely inform the government and international agencies to take action in aiding households and businesses through the economic crisis triggered by COVID-19. From this need, the World Bank's High-Frequency Phone Survey (HFPS) is designed to provide data to the government and development partners in near real-time, thus supporting an evidence-based response to the crisis.

2. Research Objectives

The main objective of this project is to collect household data necessary for the ongoing assessment and monitoring of the socio-economic impacts of COVID-19 on households and household businesses in urban and rural areas. Specifically, the sample size of households in each round is as follows:

Round	Survey Timeline	Sample Size (households)
1	From 5/6/2020	6300 (at least 1300 minority households)
2	3-4 weeks after round 1 begins	4000 (at least 1000 minority households)
3	3-4 weeks after round 2 begins	4000 (at least 1000 minority households)
4	3-4 weeks after round 3 begins	4000 (at least 1000 minority households)

After completing the household head survey, enumerators will interview other household members using the phone number provided by the household head.

B. WORK PROTOCOLS

1. Daily Procedures

1.1. Preparations

- Be on time for work.
- Receive the correctly numbered tablet and headphones as assigned by supervising staff. Handle the tablet and headphones with care.
- Test the call center software's connection, headphones, and tablet to ensure normal operations before starting calls.
- Double-check the assigned sample list: make sure there is sufficient information, sample size, replacement sample, etc., and schedule calls to accommodate subjects. If there is any concern or question about the sample list, contact supervising staff immediately.

1.2. Call Procedures

- Call households using the call center software installed on enumerators' computers.
- Introduce and ask the household to participate in the survey using the following script:

"Hello Mr./Ms. [Name]. My name is _____, calling from Mekong Development and Research Institute. We are conducting a survey to assess COVID-19's impact on household welfare and business activities. The aggregated results of this survey will be provided the government to formulate the most realistic and beneficial policies for families.

This interview will take about 15 minutes. All information that you share will be kept confidential and used only for research purposes. You may skip any question that you feel uncomfortable answering and stop the interview at any time.

This interview is toll-free, and as a gesture of appreciation, we would like to give you a ... VND telephone credit that will be deposited to your current phone number after the interview. We hope you can spend a few minutes to participate in the survey.

- Interview according to the questionnaire on the tablet.
- After finishing the interview, thank the respondent using the following script:

"Thank you for participating in this survey! As a gift for spending your time on this survey, I will deposit a ... VND telephone credit to your number by today. I also want to ask for your permission to contact you in later survey rounds."

- Log each call's status on the sample list (Google Spreadsheet), whether the interview was successful or not, using the following codes:

Code	Call Result	Next Steps
1	The interview was successful	Proceed to the next household
2	The interview was partially completed	Note the reason for partial completion. If the respondent can complete the survey at another time, note when to call back.
3	Household refused to participate	Call household in replacement sample
4	Household rescheduled the interview	Note rescheduled time
5	The phone number did not belong to any household member. The person who picked up gave another number to reach the sampled household.	Update and call the provided phone number
6	The phone number did not belong to any household member. The person who picked up does not know the sampled household.	Call household in replacement sample
7	The phone number did not belong to any household member. The person who picked up can transfer to a household member but at another time.	Note when to call back.
8	Did not pick up/ line busy/ number offline/ out of service	Call again later. If unable to reach number by the 6 th time, call household in replacement sample.
9	The phone number did not exist	Call household in replacement sample
10	The person who picked up did not speak or comprehend Vietnamese.	Note down and notify supervising staff.

- If the person interviewed is not the household head (as noted in the sample list), the **respondent's name must be recorded**.
- If the household changed their phone number, the **new phone number must be recorded**.
- **The sample list must also be noted with any special reminders** for interviewing the same household in later rounds (e.g., good times to call, language/tone, questions that made the respondent uncomfortable, etc.)
- If a household reschedules, the enumerator must note and **absolutely call back according to the rescheduled time**. If a household wants to reschedule during a time that does not work for the enumerator, the enumerator must carefully navigate and find other times that work for both parties, e.g., during the weekends.
- According to the questionnaire, the respondent must be asked for a phone number from one other employed household member (if any) when the interview had finished. If the respondent does not know or remember one in the moment, the **enumerator must text the respondent to ask for the phone number immediately after the call**.

2.3. Finishing the workday

- Double-check information and **ensure all completed questionnaires during the day are uploaded to the server**.
- Summarize the day's work and note all relevant information in the sample list.

- Fill out the information for successfully interviewed households on the provided **Household Compensation** file.
- Fill out and upload the **Progress Report** to the server.
- After finishing the survey round, return the tablet, headphones, and get the deposit back from supervising staff.

2. Sample Replacement Procedures

Each enumerator will be given a sample list with 50 primary households and 200 replacement households. Each primary household will have four pre-assigned replacement households, numbered 1-4. If the primary household cannot be interviewed, the enumerator will call the 1st replacement household. If the 1st replacement household cannot be interviewed, the enumerator will call the 2nd replacement household, and so on until the 4th replacement household.

3. Important Reminders

- Any adult members in the household (over 18 years old) can be interviewed for this survey, not necessarily the household head.
- Do not repeatedly call a phone number (i.e., more than twice). If the enumerator was unable to reach a number (busy line, did not pick up, out of service, etc.), they must call during a different time (i.e., at least one hour later). There must be at least six attempts to call in two days before the replacement sample can be used.
- Consider the interviewee's specific context (age, occupation) to find an appropriate time to call. For example:
 - For working-age people in urban areas: call in the evening or during the weekends.
 - For retirement-age people in urban areas: call in the morning during the week.

C. QUESTIONNAIRE INSTRUCTIONS

1. Interviewing Guidelines

Enumerators must carefully follow all guidelines and protocols in this manual, including:

1.1. Ask questions exactly as written in the questionnaire.

The questions are carefully crafted to collect accurate and standardized information for later analyses. They have been tested repeatedly in different localities. **The questions must be asked exactly as written.** After clearly reading the question once, wait for a response. If the respondent does not answer after a while, they might have 1) not heard the question, 2) not understood the question, 3) not know the answer, or 4) not have enough time to think of an answer. For the first three scenarios, repeat the question. For the last scenario, remain quiet so that the respondent can think and do not rush them.

Generally, differentiate between two types of questions and ask accordingly: i) questions about views, feelings, or sensitive subjects, and ii) questions about objective data.

Questions about views, feelings, and sensitive subjects ask the respondent about their thoughts and subjective views, perhaps about a sensitive subject, e.g., asking teachers about problems they see in the classroom. With these questions, **enumerators must not explain or reiterate the question using their phrasing.** If the respondent still does not understand the question after it is repeated, the enumerator can code the answer as 99 (don't know). If the respondent refuses to answer, the enumerator can code the answer as 98 (refused). If the question does not apply to the respondent, the enumerator can code the answer as 97 (does not apply). If the respondent wants further clarification for the question, the enumerator should reply that their work protocols only allow them to ask questions as written unless there is further explanation or definition provided in the questionnaire.

Questions about specific data ask the respondents for objective information. Enumerators may probe the respondent using standard techniques like re-asking while emphasizing key ideas (e.g., "In a TYPICAL month, how many..."), asking a follow-up to complete a partial answer (e.g., if the respondent answered for a specific month but the question covered the entire year, asking about the remaining 11 months), asking for clarifications if an unspecified range was given (e.g., if the answer is "between a-b," asking "Can you specify?" or "Is it closer to a or b?"). Without confirmation from the respondent, enumerators should not assume the answer to be the midpoint of the range; this is considered faulty information due to the enumerator's misinterpretation.

1.2. Avoid "don't know" answers at all costs, either by helping the respondent approximate or find the closest answer.

1.3. Basic information, if known beforehand, can be filled in without asking. If the enumerator is uncertain or guessing, they must ask the respondent to confirm the information.

1.4. Maintain proper interview pacing.

Enumerators must stay in control of the interviews, do their best to listen, and avoid frustrating the respondent or long-winded discussions. If the respondent gave an unsatisfactory or overly complicated answer, do not cut them off abruptly, listen to their answer, and carefully guide the conversation back to the original questionnaire. Avoid adding extra information or suggesting possible answers when asking survey questions.

1.5. Maintain absolute neutrality to survey topics.

Enumerators must not express surprise, affirmation, or dissent to any answers. If the respondent asks for the enumerator's opinion, the enumerator must not disclose what they think, explain that the interview's objective is to gather the respondent's views and that enumerators are not allowed to express their own opinions until after the interview has concluded. Enumerators should also avoid implying or suggesting their views in any way to ensure survey objectivity and independence.

1.6. Refer to this manual before asking supervising staff for further clarification if there is any questions or concern.

1.7. Never fabricate answers.

All interviews are recorded and monitored by MDRI supervising staff, and any fabricated answers or information will be identified immediately.

1.8. Maintain confidentiality.

All gathered information must be kept confidential. Any information that gets exposed to an unauthorized person is considered a breach of survey regulations. Confidentiality is the most important rule and serves as the basis for any survey work.

2. Telephone Survey Guidelines

Enumerators should pay special attention to behaviors/aspects specific to talking over the phone, as opposed to in-person. Since enumerators cannot rely on body language or facial expressions to infer answers or scenarios over the phone, spoken words are the only reliable source. Furthermore, respondents can hang up without prior notice and lose patience faster than if the interview were in-person. Therefore, enumerators need to pay special attention to the following phone survey guidelines to cultivate goodwill with respondents and avoid refusal/nonresponse.

- Greet the respondent & introduce self fully and respectfully. Memorize personal introduction to avoid stumbling, sounding unprofessional, and skepticism of the call's legitimacy.
- Keep a natural talking voice and tone. Do not speak too quickly or slowly.
- Give clear and precise information. Do not be wordy or trail off.
- Express signs of active engagement and listening. If the respondent trails off, the enumerator must still attentively listen and find an appropriate break to steer back to the questionnaire.
- Call as scheduled (if respondent rescheduled the interview)
- Thank the respondent when the interview finishes.
- Do not eat or drink while calling.
- Do not use mobile phones while interviewing. Switch mobile phone to silent mode.
- Do not get distracted or lose focus.
- Do not make assumptions about the respondent.
- Do not cut off the respondent.
- Do not call during inconvenient times, e.g., before 8:30am or after 9pm.

3. Household Questionnaire

Section 1: Household Roster Update

Objective: Identify household members and gather basic demographic information. Start by asking the respondent to list all household members. Ask all questions listed in the questionnaire separately for each household member.

HOUSEHOLD DEFINITION

A household is defined as a group of individuals that satisfies the following conditions for at least 6 out of the previous 12 months¹:

1. Living under one roof or together in one location, AND
2. Share at least one meal, AND
3. Contribute to or rely on shared household income:
 - They contribute to household income with stipends, salary, or any other monetary income, OR
 - They benefit from this shared income but do not contribute, e.g., children or non-working adults in the household.

However, there are seven exceptions to identifying whether an individual is considered a household member listed below:

Considered a household member

1. The person identified as the household head is always considered a household member, even if they have not lived in the household for more than six months.

The household head is responsible for managing overall household affairs and is the primary decision-maker for any household-related issues. Usually (but not necessarily), the household head is the person with the highest income in the household and possess information about other members' economic activities or employment status. Most of the time, the household head will coincide with the household register's listed head. However, there are cases when the listed "household head" in the register is different from the household head in reality.

The definition of "household head" is left open for the respondent's interpretation. However, if the respondent is unsure of how to identify the household head or mentions multiple people, the enumerator can explain that the household head is the person that makes most of the household decisions. If the respondent still offers multiple household heads, the enumerator can ask who controls household resources/income. If there are multiple people still offered as household heads, enumerator can ask who contribute the most to household resources/income.

2. Children under six months of age are still considered household members.
3. Those who recently moved in for less than six months but are planning to live in the household long-term, even without proper registrations (e.g., marriage certificates, moving papers, discharge papers, etc.), are considered household members. These people may be moving to

¹ Abbreviated as: living, eating together and using

live with their spouse's side of the family, returning from work or study abroad or in other parts of the country, returning from military duty, or moving in due to retirement or physical disabilities.

4. Students studying away from home or sick individuals being treated in a hospital for over six months are still considered household members, provided they are still financially supported by the household.

5. Guests or visiting relatives who have lived in the household for more than six months and whom the household has to support financially are considered household members.

NOT considered a household member

6. Maids or domestic workers who have their own family elsewhere but may live in their employer's household are not considered household members (since they have separate finances)

7. Those who have permanently moved out of the household or died in the past 12 months are not considered household members, even if they had lived in the household for more than six months.

Attention: There is only one household head for each household.

Question 0: Name of each household member

Only ask this question to an identified household member according to the conditions above. To accurately record household members and avoid confusion, enumerators should first ask some introductory questions to build trust and identify household members beforehand. Generally, the questions can be: "How many people are in your household and their names?"; "Anyone temporarily missing, especially if for more than 6 in the last 12 months?"; "Who manages and makes most household decisions?"; "Any domestic workers living in the household"; "Any guests or relatives who have stayed in the household for over six months?" "What is the relationship of members to household head?"; "Who regularly sleeps and eats in the household?"; etc.

Once household members are correctly identified, proceed to record each member's name in print on the roster, following a typical nuclear family order.

Attention:

- The household head is always the first person on the roster, even if they are not the respondent or not currently living in the household.
- Afterwards, list any spouse or unmarried children (in order of age) of the household head. If the household head has multiple spouses, start by listing their first spouse and child(ren), then their second spouse and child(ren), and so on.
- Next, list any married children, children-in-law, and their children.
- Subsequently, list any parents or siblings (adopted or otherwise), grandparents, grandchildren (even if their parent is not in the household), and other relatives of the household head or their spouse.
- Lastly, list any other cases.

In reality, there may be cases where parents and their married children live together under one roof and split any common expenses (like meals), but keep any other expenses separate. For such cases, it is most realistic to consider them all to be in the same household, even if this household does not satisfy the finance-pooling condition. Enumerators must ask the parent and their children's own families for any separate expenses.

Question 1: Age

Record the age information of each household member.

Question 2: Gender

Record the gender of each household member. Enumerators can self-identify the respondent's gender. However, with other members, enumerators must not rely on names to assume gender but ask the respondent to confirm each member's gender and code accordingly (1 or 2).

Question 3: This question is to identify any new member that has moved into the household during the COVID-19 pandemic.

Question 4: This question is to identify which household member is the respondent. The provided phone number may belong to the household head or another household member.

Section 2 – Social Distancing Behaviors

Objective: This section explores the respondent's routines and behaviors with regards to social distancing and preventing COVID-19's spread.

Only ask this section during the first survey round.

Question 1: Ask the respondent to compare how often they washed their hands with soap in the last seven days as opposed to the first week of March (when COVID-19 first spiked in Vietnam)

Question 2: Ask the respondent how often they shook hands or used physical greetings with people outside of their household in the last seven days.

Question 3: Ask the respondent for the number of times they attended gatherings of more than ten people, such as family gatherings, parties, church/mosque, funerals, etc., in the last seven days.

Question 4: Ask the respondent for the number of times they went to the market/ grocery store in the last seven days. If the respondent did not go to any of these places, the enumerator must follow-up to see if any other household member has shopped for food or if the respondent ever bought small items from convenient stores.

Question 5: Ask if the respondent had to cancel any travel plans since March, e.g., for work, holidays, visiting family.

Question 6: Ask if the respondent has stocked up more food than usual since March.

Section 3 – Access to Healthcare

Objective: This section explores the impact of COVID-19 prevention regulations on household access to healthcare services.

Only ask this section in the first survey round.

Question 1: Ask if any household member sought medical care or services in the last 30 days due to an illness or injury. Regular health checkups or non-urgent medical procedures (like prenatal visits, abortions, births) are also considered as seeking medical care.

If no, skip to Question 4

Question 2: Ask the respondent if they or their household members were able to access medical care facilities when needed. This question aims to see if the household faced any barriers to access healthcare services in the last 30 days.

If yes, skip to Question 4.

Questions 4-5: Only ask if there is a household member under two years of age.

Question 4: Ask if the child was brought to any healthcare facilities for vaccinations or health checkups.

If yes, skip to Question 7.

Question 5: Ask why the child was not brought to any healthcare facilities for vaccinations or health checkups. Enumerators must not read out possible answers but rather choose the pre-coded option most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option. If the enumerator cannot find an appropriate code, choose "Other" and record the specific reasons.

Question 7: Ask the respondent if the household has any female members currently pregnant or gave birth in the last three months.

If no, skip to the next section.

If there was more than one member who is pregnant or recently gave birth, then ask Questions 8 for the person who is having/just had their first pregnancy. If none had children for the first time, then ask Question 8, 9 for the youngest member who is having/just had a child.

Question 8: Ask if this member had prenatal health visits in the last three months.

If yes, skip to the next question.

Section 4 – Education and Childcare

Objective: This section explores the impact of school closure due to COVID-19 on children's education and household childcare practices.

Only ask this section in the 1st round, and if there is a member from 3-22 years of age in the household.

Questions 1-2: Ask if any household members had to stop or reduce work (even if temporarily) because they had to take care of the children at home after schools were closed due to COVID-19. If yes, write down the names of each member that applies. In Question 2, mark all members that had to stop or reduce work. Reminder: 'father,' 'mother,' 'brother,' 'sister,' etc., refers to the relationship of the member in question to the child they are caring for.

Questions 3-11: Ask for each child 3-22 years of age in the household.

Question 3: Ask about the child's schooling status before the 2020 Lunar New Year.

"Going to school" is defined as attending a public or private school/institution that follows the national curriculum as set by the government.

Cases that do not count as "going to school":

- Those studying to get a formal qualification, either through continuing education classes or training. For example, someone who has a university degree and is taking political education classes (e.g., meets once every month), or someone who has a university degree and is taking driving lessons on the weekends, etc.
- Those taking night classes or prep classes for university exams, traditional apprenticeships, or firm-organized skill training workshops.

Question 4: Ask for the child's current school level. Record each child's school level using the pre-coded options from 1 to 6 in the questionnaire.

Question 5: Ask if the child had to take time off since February due to COVID-19-related school closures.

If no, skip to question 11.

Questions 6-10: Ask about the format of the child's educational activities at home during COVID-19.

Question 6: Ask if the child participated in any educational activities (formal or not) while schools were closed.

If no, skip to question 11.

Question 7: Ask specifically about the format of those activities. Read each option to the respondent (multiple options are allowed).

- Code 1: Over physical materials like printed homework, books, newspapers, magazines.
- Code 2: Over the internet, e.g., over computers/tablets/phones.
- Code 3: Over TV
- Code 4: Over the radio

Question 8: Ask who provided the learning activities for the child: household, school, government (multiple answers allowed).

Question 9: Ask how many days in a week did the child spends on learning activities. Only ask for children attending high school or below. If the respondent is unable to approximate the number of days, the enumerator can ask how many times the child engaged in learning activities each day, and how many days each week.

Question 10: Ask which household member was responsible for overseeing and helping the child with their learning activities. Only choose one answer.

Question 11: Ask if the child is currently going to school. This question is to ascertain whether the child dropped out after schools opened back up.

Section 5 – Employment of the Respondent and Household Members

Objective: This section explores household members' and the respondent's employment statuses currently and in February 2020, i.e., before broad COVID-19 prevention measures were implemented in Vietnam.

Question 1: Ask if the respondent had ever work to generate income in the last seven days, even if it was only for an hour.

Note:

- "The last seven days" refer to 7 days before the day when the interview is happening, e.g., if the interview were to happen on 6/5/2020, then "the last seven days" include 5/29, 5/30, 5/31, 6/1, 6/2, 6/3, and 6/4.
- "Work" can be any lawful activities that generate income for more than 1 hour/week.
- Income can be monetary or in-kind.

Work is legally recognized and defined by the Socialist Republic of Vietnam as one of three types, including:

Type 1: Working to receive income/salary in cash or in-kind. People exchange their labor (physical or mental) for pay and cannot make unilateral decisions regarding their work, e.g., pay rates, work hours, vacation days, etc.

Type 2: Working independently, including agricultural production, forestry, or fishing on properties that a person owns, operates in whole/in part, or is authorized to use for said activities. All costs and revenues associated with the work accrue to that person.

Type 3: Working for the household but not explicitly paid for those activities, including agricultural production, forestry, fishing, or any non-farming economic activities on properties that a household member owns, operates in whole/in part, or is authorized to use.

In reality, members who participate in household business activities on top of their own employment/schooling elsewhere might be left out; this still counts as working and should be coded according to the specific context.

Self-employment for household members is defined and categorized in one of two ways:

- *Working to directly benefit self, including agricultural production, forestry, or fishing on properties that a person owns, operates in whole/in part, or is authorized to use for said activities; also includes any non-farming economic activities that accrue revenue to the person who owns, operates in whole/in part, or makes decisions about costs and structure of said activities.*
- *Working for the household but not explicitly paid for those activities, including agricultural production, forestry, fishing, or any non-farming economic activities on properties that a household member owns, operates in whole/in part, or is authorized to use*

Work for pay is defined as when a worker is employed by another individual/organization through an employment contract or offer to do one or multiple jobs that the employer desires and pays a stipend/salary or in-kind in return.

Self-employment can take many forms and may be easily confused with work for pay. A doctor who, during the day, works at a hospital and receives salary is considered working for pay. However, if

this same doctor operates an independent practice after hours, then they are also self-employed. A construction worker who worked for a construction firm and received a monthly salary in 4 out of the last 12 months is considered working for pay. In the other eight months of the year, this same worker agrees to build a house, hires their builders, manages the construction of that house, and receives payment from the homeowner for doing so. In this case, building that house is considered self-employment for the construction worker. Self-employment is also considered as the worker's primary work because building the house took up the most time in the last 12 months and working for the construction company is considered the worker's secondary work.

Self-employed people must possess the specific skills and physical capital necessary to support their self-employment activities. Some bases to identify self-employment include:

- Operating and being held responsible for the firm's success or failure.
- Serving multiple clients at once.
- Being able to make decisions about the structure, organization, and operation of own work (e.g., when and where to work).
- Being able to freely choose and hire employees for the firm.
- Being able to use own wealth to invest or cover the expenses of the firm.

Some bases to identify work for pay include:

- Directly responsible for one or a few specified duties.
- Working according to the requirements and goals set by another individual/organization. The worker is not responsible for the risks associated with the firm that employs them.
- The worker's duties and functions are mandated and set by another individual/organization (e.g., where and when they work, what they have to do)
- The employment contract's duration is set by another individual/organization. At the end of the contract's duration, the worker does not have sole control over whether their contract will be renewed or terminated.
- The worker is compensated in the form of a stipend, a salary, or in-kind in set intervals (hourly, weekly, monthly, yearly), and can be paid extra for working overtime.

In many cases, the distinction between work for pay and self-employment is clear. For example:

Self-employment includes:

- Household/members independently participate in agricultural production, forestry, fishing.
- Household/members independently operate and manage a commercial or production firm (non-farming/agricultural).

Work for pay includes:

- Working for a commercial or production firm (non-farming/agricultural) that is owned by another organization/individual.
- Salaried white-collar office or civil service jobs.

However, there are cases where the distinction between work for pay and self-employment is hazy. For example:

1. Free/unattached non-skilled laborers without their own tools/physical capital.

2. Construction workers who work independently and own simple tools.
3. Lottery ticket sellers for a lottery distribution center. Each day, sellers receive a certain amount of tickets to sell and return all revenues and leftover tickets to the center to receive a salary.
4. Owners of lottery distribution centers.
5. Independent, low-skill woodworkers who fix simple wooden furniture and objects.
6. Independent, high-skill woodworkers who can build sophisticated furniture (wardrobes, beds, table sets, etc.) at client homes.
7. Rickshaw/motorcycle taxi drivers.
8. Motorcycle/car parking lot attendants.
9. Petty street vendors.
10. Independent medical practices.
11. Independent expert consultants.

Cases 1, 2, 3, 5 are considered work for pay, according to the standards above. For cases 7, 8, enumerators need to clarify if the individual's work is managed by another person/organization (i.e., they are working for pay), or if the individual is self-managing their work (i.e., self-employed). All other cases mentioned are considered self-employed.

Choose code 1 if, in the seven days before the interview, the respondent has worked for at least 1 hour to generate income, even if they are working in the household's business without explicit pay. For example: working for pay, working in a self-owned business/farm.

If code 1, skip to Question 9a

If code 2, continue to Question 1a and 1b.

Question 1a-1b: Seeks to identify if the respondent had left out any other work.

- Question 1a: Ask if the respondent has ever engaged in any agricultural, forestry, or aquafarming work, e.g., working on a self-owned farm.
If yes, skip to Question 9a.
- Question 1b: Ask if the respondent has ever engaged in any commercial or production activities in the household.
If yes, skip to Question 9a.
If no, continue to Question 2.

Question 2: Ask if the respondent had worked in February 2020. Only ask this question if the respondent is currently not working.

If yes, continue to Question 3,

If no, skip to Question 15

Question 6: Ask if the respondent had received a stipend/salary or in-kind compensation for their work in February 2020.

If yes, skip

If no, skip to Question 15.

Question 9a-c: Only ask if the respondent had changed their employment from February 2020.

Question 9a: Ask if the respondent's current employment is the same as in February 2020. Attention: if the respondent works more than one occupation, only ask about any changes to their primary occupation. **Primary occupation** is the occupation that takes up the most time out of the total time the respondent spends on income-generating activities.

If yes, skip to Question 10.

If no, continue to Question 9b

Question 9b: Ask why the respondent changed jobs. Enumerators must not read out possible answers but rather choose the pre-coded option most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option. If the enumerator cannot find an appropriate code, choose "Other" and record the specific reason.

Question 10: Ask about the respondent's current primary occupation according to the following codes: (Enumerator can read out the categories for the respondent and must verify or ask for clarifications from the respondent to see if the chosen code is accurate.)

- Code 1: Self-employed or working independently in any commercial or non-farming/agricultural/ industrial/service production activities.

If the respondent chooses this code, skip to Question 16.

- Code 2: Working for the household firm owned by the household head or other members in any commercial or non-farming/agricultural/industrial/service production activities.

If the respondent chooses this code, skip to Question 16.

- Code 3: Working in household agricultural, forestry, aquacultural activities such as farming crops and animals, aqua-farming, salt-farming, etc.

If the respondent chooses this code, skip to Question 15.

- Code 4: Working for pay and employed by household/individual firms (not the respondent's household), e.g., domestic workers, working for another family business, etc.

- Code 5: Working for pay and employed by domestic companies.

- Code 6: Working for pay and employed by government agencies, organizations, or SOEs.

- Code 7: Working for pay and employed by foreign companies, including firms that are fully funded by foreign investments, representative offices for foreign firms, and international organizations.

- Code 8: Working as an apprentice/intern.

Attention: Respondent may be working multiple jobs, but only ask about their "primary occupation," i.e., the occupation that takes up the most time out of the total time the respondent spends on income-generating activities.

Questions 11-14c: Only ask if the respondent is working for pay.

Question 11: Ask about the primary sector of the organization/business that is employing the respondent. Enumerators must not read out possible sectors but rather choose the pre-coded sectors most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option.

Question 12: Ask if the respondent has been able to continue working normally or remotely in the last month. "Normally" means unreduced work hours.

If yes, skip to Question 14.

Question 14a: Ask how the respondent was paid in the last month: fully, partially, or not at all. Enumerators read out the options for the respondent.

Questions 14b: Ask if the respondent has a written employment contract for their current job (respondent may refuse to answer this question).

Question 14c: Ask if the respondent's employer is contributing to their Social Insurance for their current job (respondent may refuse to answer this question).

Question 15: Ask if the respondent was the owner of or had worked for the household business in 2020.

If yes, continue to Question 16-24.

If no, continue to Question 25.

Questions 16-24: Only ask if the respondent engages in household business activities.

Question 16: Ask about the sector of the household business. Enumerators must not read out possible sectors but rather choose the pre-coded sectors most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option.

Question 18: Ask if the household business is currently active, temporarily suspended, or closed indefinitely.

If currently active, skip to Question 2.

Question 20: Ask the respondent to compare the current income from the household business to that in [February 2020 in Round 1] / [Previous months in later rounds], i.e., increased, decreased, stable, or no income, and if increased or decreased then by what percentage.

Question 21: (Only ask if the response to Question 20a is 3 or 4). Ask why the previous month's income from the household business was lower compared to that in February 2020. Enumerators must not read out possible answers but rather choose the pre-coded option most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option. If the enumerator cannot find an appropriate code, choose "Other" and record the specific reason.

Question 22: Ask the respondent to compare the following characteristics of current household business activities to that in [February 2020 for Round 1]/[the last month for later rounds]: (a) Total working hours, (b) Demand for goods and services, (c) Supply of input, raw ingredients, or intermediary parts.

Question 23: Ask if the household business had to change/adapt to prevent the spread of COVID-19.

If no, skip to Question 25

Question 24: Ask specifically what these measures were (multiple options allowed).

Question 25: Do not ask and skip to Question 26 if the respondent chose code 3 in Question 10.

Question 25 asks if the respondent or any other household members engage in household agricultural/farming activities.

If no, skip to Question 32.

Questions 26-31: Only ask if the respondent or household engage in agricultural/farming activities.

Question 26: Ask if the respondent has been able to engage in household agricultural/farming activities since February 2020 normally.

If yes, skip to Question 28.

Question 27: Ask why the respondent was not able to engage in household agricultural/farming activities normally. Enumerators must not read out possible answers but rather choose the pre-coded option most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option. If the enumerator cannot find an appropriate code, choose "Other" and record the specific reason.

Question 28: Ask if the respondent or household has wanted to sell any products from their agricultural/farming activities since 2020.

If no, skip to Question 32.

Question 29: Ask if the household was able to sell any products from their agricultural/farming activities in the last week.

If no, skip to Question 32.

Question 30: Ask what types of produce the household sold. Ask for each type of coded produce.

Question 31: Ask the respondent to compare prices of the produce sold with those during the same period last year, i.e., increased/decreased/stable. Ask for each type of coded produce

Questions 32-41: Ask about other member's employment status (if they are working for pay)

Question 32: Ask if any other household member aside from the respondent was working for pay in February 2020.

If not, skip to Question 38.

Question 38: Ask if any members of the household were engaging in a household business without the respondent in 2020.

If no, skip to Section 6.

Question 39: Ask if this household business is currently active, temporarily suspended, or closed indefinitely.

If still active, skip to Question 41.

Question 40: Ask why the household business was suspended (temporarily or indefinitely). Enumerators must not read out possible answers but rather choose the pre-coded option most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option. If the enumerator cannot find an appropriate code, choose “Other” and record the specific reason.

Question 41: Ask which household member is the main owner of the household business and record their household roster number.

Section 6 – Shocks & Coping

Objective: This section explores adverse shocks in the household since February 2020 and ways that the household has coped.

Question 1: Ask if the household has experienced an income reduction since February 2020.

If no, skip to Question 2.

Question 1a: Ask why the household experienced an income reduction. Enumerators must not read out possible answers but rather choose the pre-coded option most similar to the given answer. Enumerators should be careful in verifying that the given answer substantively matches the pre-coded option. If the enumerator cannot find an appropriate code, choose “Other” and record the specific reason.

Section 7 – Safety Nets

Objective: This section explores any support programs relating to COVID-19 that the household has received.

Question 1a-b: Ask if the household was categorized as a “poor household” by local officials or 2019 and 2020.

Question 2a-b: Ask if the household received health insurance subsidies in 2019 or 2020.

Section 8 – Food Insecurity Experience.

Objective: This section explores the household’s anxiety and experience with food insecurity.

Ask the following questions for the last 30 days.

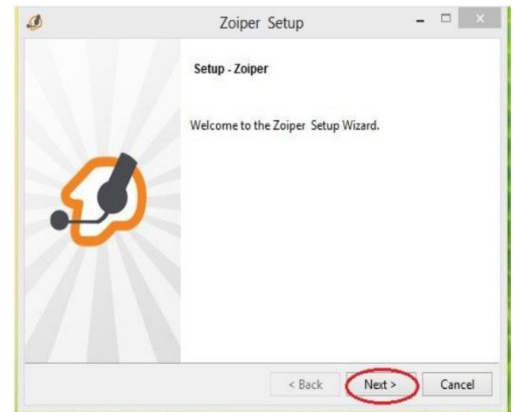
Question 1: Ask if the household has ever worried or felt anxious about having enough food for any reason (e.g., not enough money, not enough supply). Enumerators should stress the words “worry” and/or “anxious” when asking this question.

D. CALL CENTER SOFTWARE INSTRUCTIONS

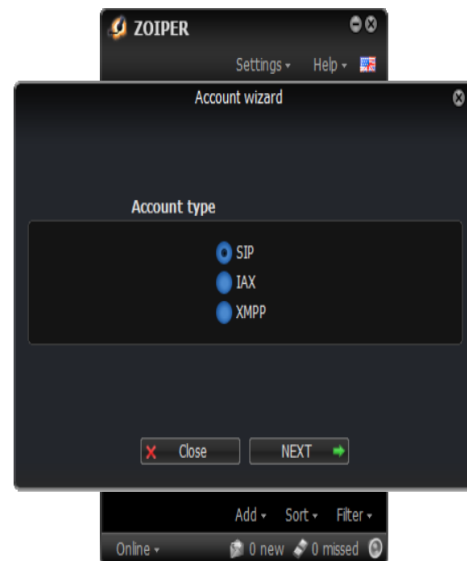
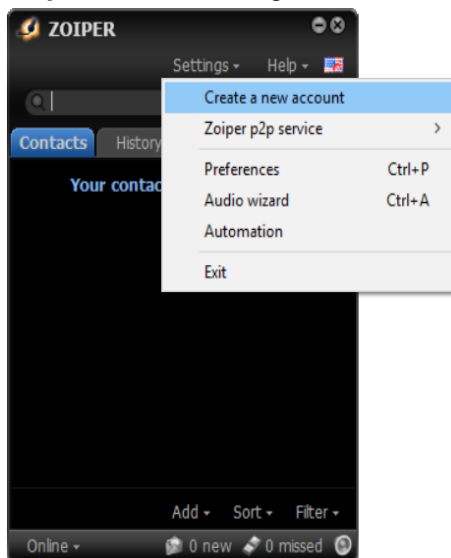
1. Installing the call center software

Step 1: Download Zoiper_3.6_Setup-with-Transfer.exe

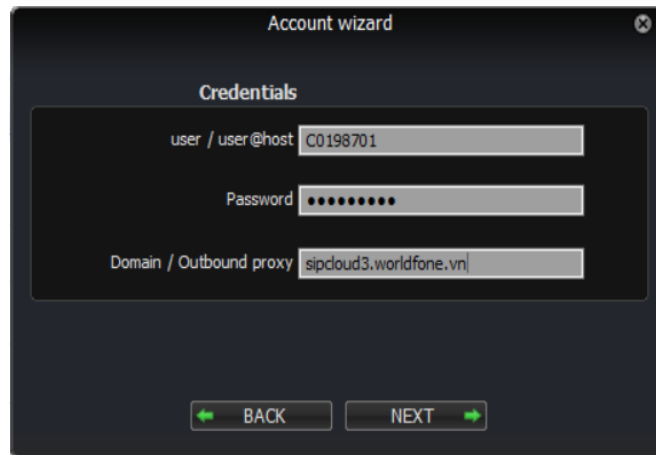
- **Step 2:** Run the setup



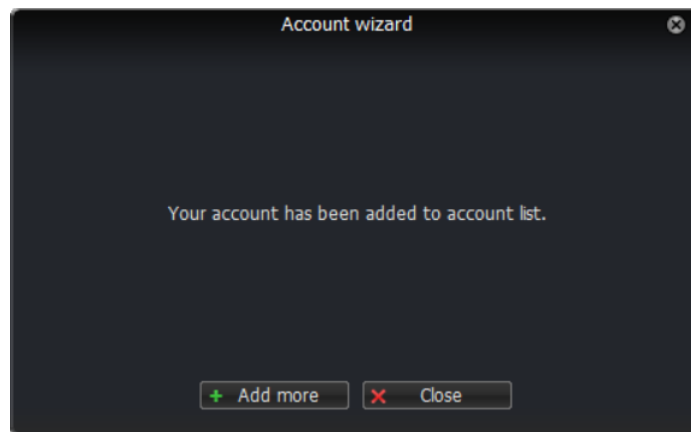
- **Step 3:** Choose Settings -> Preference -> Create account -> SIP



- **Step 4:** Enter account information
 - + User: C0198[extension number]
 - + Password: [...]
 - + Domain: sipcloud3.worldfone.vn



- After successful installation, this window will appear:



2. Using the call center software

ZOPIER is the call center software used in this project. There are two ways to conduct calls using ZOPIER: calling directly or through a pre-assigned list on the call center software.

For this project, enumerators should call directly using ZOPIER. Enumerators can enter the phone number using the keyboard or the virtual dialer (choose Dialpad in the software). With the virtual dialer, enumerators can copy over the phone number from their sample list and press *Call* (figure 2.1). To end the call, choose *Hang Up* (figure 2.2)



Figure 2.1

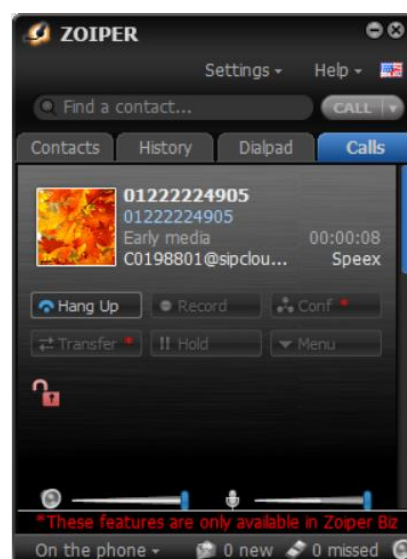


Figure 2.2

3. Important reminders for using the call center software

When using the call center software for interviews, enumerators must:

- Only use the software for survey purposes. Do not call for any other purposes.
- Choose the respondent on the tablet first before calling
- Double-check the phone numbers

After each call, successful or not, enumerators will log call statuses on their sample list (Google Spreadsheet) using the following codes:

Code	Call Result	Next Steps
1	The interview was successful	Proceed to the next household
2	The interview was partially completed	Note the reason for partial completion. If the respondent can complete the survey at another time, note when to call back.
3	Household refused to participate	Call household in replacement sample
4	Household rescheduled the interview	Note rescheduled time
5	The phone number did not belong to any household member. The person who picked up gave another number to reach the sampled household.	Update and call the provided phone number
6	The phone number did not belong to any household member. The person who picked up does not know the sampled household.	Call household in replacement sample
7	The phone number did not belong to any household member. The person who picked up can transfer to a household member but at another time.	Note when to call back.

8	Did not pick up/ line busy/ number offline/ out of service	Call again later. If unable to reach number by the 6 th time, call household in replacement sample.
9	The phone number did not exist	Call household in replacement sample
10	The person who picked up did not speak or comprehend Vietnamese.	Note down and notify supervising staff.

E. COMMON ISSUES DURING TABLET DATA COLLECTION

QUESTION 1: What do I do if my tablet stops working?

A1: MDRI supervising staff has ensured that all tablets are in good working condition before distributing them to enumerators. If the tablet stops working and the survey cannot continue, the enumerator should try to self-troubleshoot according to the provided instructions by MDRI. If the provided instructions cannot solve the issue, the enumerator should contact MDRI staff immediately to get a temporary replacement.

QUESTION 2: There is a prompt to “Save and Exit” after the interview is finished. If there are any unanswered questions in the survey, can the questionnaire be saved?

A2: If there are required questions in the questionnaire, those must be filled out. Otherwise, the questionnaire will not be able to save.

QUESTION 3: What if the questionnaire cannot be uploaded?

A3: There are two possibilities: 1. Enumerators may have incorrectly used or modified the tablet’s default settings, leading to uploading errors. Enumerators are not allowed to use the tablet for any reason other than to conduct interviews. All activities on the tablets will be recovered once the tablets get returned to the research team. 2. Out of credit 3G account. In this case, the enumerator can transfer the tablet’s SIM card into another phone and check the remaining balance. If the SIM card is out of balance, reach out to the supervising team for top-ups.

F. MONITORING AND QUALITY ASSURANCE PROTOCOLS

Enumerators are closely monitored by MDRI staff and partners to ensure that quality standards are met. Monitoring protocols are as follow:

Direct Monitoring

Supervising staff will conduct random sit-ins for all enumerators at the office and give immediate feedback (if necessary). Sit-ins are conducted throughout the survey duration and are not announced ahead of time.

Interview Recordings

100% of the interviews conducted using the call center software will be recorded and uploaded to its server. MDRI supervising staff will listen to recordings at random to assess interview quality and give feedback if necessary. If an enumerator is found to have lied or fabricated data, they will be suspended and not allowed to continue with the survey process.

Measuring the work progress and efficiency of enumerators

MDRI will monitor enumerators' work progress using the Progress Report. After each working day, enumerators have to update the Progress Report with their start and end time, the number of interviews completed, or partially completed.

The survey data collected by enumerators will also be validated and cleaned using two measures: the number of questionnaires completed, and the quality of the data collected. Any enumerators that fail to meet MDRI's quality standards will have to re-interview or be barred from continuing with the survey process. During data cleaning, MDRI will also note any enumerators who made multiple mistakes (e.g., unable to get answers or erroneous coding) to rectify and apply bonus/penalty accordingly. MDRI will directly notify the enumerator making the mistake and share the lesson with the whole enumerator team.

Enumerators will be judged using the following metrics (not exhaustive):

- Work attitude and discipline (especially in following the enumerator's guidelines)
- The ratio of successful interviews – Ratio of interview refusals.
- Interview duration (especially if shorter/longer than usual)
- Total daily work duration
- Total calls conducted during the workday
- Total call duration during the workday
- Amount of nonresponse answers ("Don't know" or refused to answer)
- Amount of errors in the questionnaire
- Compliance with MDRI policies (e.g., on updating Progress Report, uploading completed questionnaires, following work and interview protocols, etc.)