

SURVEY OF LIVING CONDITIONS

INTERVIEWER MANUAL

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PART I. FIELD OPERATIONS

I.1 INTRODUCTION

1. The Jamaica Social Well-Being Program: Monitoring the system.

The Jamaica government is endeavoring an ambitious programme to improve the social well-being of all Jamaicans during the next five years. An essential part of this programme is the establishment of an integrated monitoring system, to ensure that the available resources are being utilized in the best possible way at all times.

As part of the social sector adjustment program the monitoring system will be implemented to (1) provide the base-line information necessary to set priorities for socio-economic policy and (2) to feed-back information on the effectiveness of such policies, thus allowing for corrective action where needed during the course of the program. The proposed monitoring system will have the following characteristics:

In order to allow for an overall assessment of the effectiveness of public policies, the system needs to be comprehensive in the sense that it includes information on all major components that influence the well-being of the population. It will at least include the following components: health, education, employment, income, consumption, nutritional status, housing conditions, fertility.

In order to guarantee that the information is relevant to policy makers, the delivery time of the data (from interview to data analysis) should be as short as possible. The proposed monitoring system can produce the basic data within a two-month period.

The proposed monitoring system for the Social Well-being Programme consists of two parts: (1) institution-based data and (2) household level data. The household level data will provide basic information on the major aspects of the population's well-being (income, employment, consumption, etc.) in their relation to the social aspects (education, health, housing conditions, social security, etc.) Employment information is already being collected by STATIN through the current Labor Force Survey. Baseline on health, education, nutrition, consumption and

housing will now be collected for some of the household visited in the last Labor Force Survey.

Your role as an interviewer is to ensure that that information is complete and accurate, to enable our policy makers to make the best possible decisions, with the purpose of improving the Social Well-Being of all Jamaicans.

2. Organization of the survey

The country is divided into 208 Sampling Regions. Within each of these, two Enumeration Districts have been selected. Every three months, the Labor Force Survey interviews the households of those 416 ED's.

In June, for the Jamaica Survey of Living Conditions, it is foreseen to visit a third of the last Labor Force Survey households, that means to visit 2208 households in 138 ED's.

I.2 THE INTERVIEWER'S TASKS

The interviewer's role is capital to the survey. The quality of the data and of the whole survey will be determined by the quality of your work. You must follow exactly all the instructions contained in this manual. You must also constantly be in touch with your supervisor and inform him/her of any problems you encounter in your work in the field. The supervisor, on his/her part, will provide you with all the necessary materials and instructions, will collect and check your work and will help you to solve any problem that may arise.

1. Interviews of households.

Your main task is to conduct interviews with households at the rate of 16 households per week during the three weeks-survey period. Depending on the size of the household, you may be able to conduct two or even three interviews a day. You must absolutely see to it that you finish the interviews of 16 households by the end of each week of the survey.

In conducting the interviews, you must scrupulously follow the instructions contained in the two parts of this Manual, the most important of which is that you read the questions exactly as they appear in the questionnaire.

2. Checking the completed questionnaires.

After finishing each interview, you must verify that all the sections have been filled out correctly and legibly. You must make sure that you have recorded the required information for all the household members indicated in each section. This must be done immediately after the interview, before you hand in the questionnaire to your supervisor, and --most important-- before leaving the cluster.

Although you may correct minor errors such as having made a mistake in writing down an answer, you must never make any other changes in the completed questionnaire without posing the question again to the interviewee, nor take a new questionnaire and copy in it the answers you have already collected.

I.3 GENERAL SURVEY PROCEDURES

1. The interview

You must be careful to follow all the instructions put forth in this Manual. There are three main instructions:

- a) Ask the questions **EXACTLY** in the form in which they appear on the questionnaire.
- b) The questionnaire should be filled out **DURING** the interview. You must not record the answers on scraps of paper and transfer them to the questionnaire later, nor think you can trust your memory for writing down the answers later.
- c) All the pages of this questionnaire were conceived so that you will write down **NUMBERS** and **NO** letters or any other character. All the questionnaire is pre-coded, so the numbers you will write down can be:
 - 1. Codes, as "1" for the answer "YES", or
 - 2. Amounts of money, frequencies, etc.

UNDER NO CIRCUMSTANCES can you write things like: "--", "*", "/", etc., nor the answer itself in the questionnaire, like for instance writing down the word "YES" instead of the code "1".

2. Keep the tempo of the interview

You must maintain the tempo of the interview; in particular, avoid long discussions on the questions with the respondents. If you are receiving irrelevant or complicated answers, do not break in too sharply, but listen to what the respondent is saying and then lead him/her back to the original question. Remember that it is you who is running the interview and that you must master the situation at all times.

3. Objectivity of the interviewer

It is extremely important that you should remain absolutely **NEUTRAL** in regard to the subject of the question. Most people are naturally polite, particularly with guests, and they tend to give answers and adopt attitudes that they think will please the visitor. You must not show any surprise, approval or disapproval regarding the answer given by the respondent, and you must not tell him/her what your own answer would be. If he/she asks you for your opinion, wait until the end of the interview to discuss the matter with him/her. You must also avoid any preconceived idea about the respondent's ability to answer certain question or about the kind of answer he/she is likely to give.

4. Private nature of the interview

All data collected are strictly confidential. Any divulcation of private data is forbidden by law. This rule is all the more important as it provides for the foundation of all statistical work. All the questions should be asked to the respondent in complete privacy in order to reassure the respondent that his/her answer will remain confidential. The presence of other people during the interview may cause him/her embarrassment and influence some of his/her answers.

PART II. THE QUESTIONNAIRE

II.1 A PREVIEW OF THE QUESTIONNAIRE.

Notice that the questionnaire is divided into 14 different parts, plus the cover:

- 1 COVER
- R HOUSEHOLD ROSTER
- A HEALTH
- B EDUCATION
- C ANTHROPOMETRIC - FOR ALL CHILDREN < 6 YEARS
- D DAILY EXPENSES
- E CONSUMPTION EXPENDITURES
- F NON-CONSUMPTION EXPENDITURES
- G FOOD EXPENSES
- H CONSUMPTION OF HOME PRODUCTION AND FOOD RECEIVED AS GIFT
- I HOUSING AND RELATED EXPENSES
- J INVENTORY OF DURABLE GOODS
- K MISCELLANEOUS INCOME
- L FOOD STAMPS
- M DISTANCE TO PUBLIC SERVICES

Before starting, you must make sure that in all your questionnaires the part R, the Roster, has already been filled out at the Parish offices with the name, age and sex of all the members of the household. Also, the Cover has to have the serial number of the household and has to have been filled out with the identification of the household (Parish number, constituency, enumeration district, and so on.)

II.2 GENERAL INSTRUCTIONS FOR FILLING OUT THE QUESTIONNAIRE

There are a number of basic principles that the interviewer should observe throughout the questionnaire.

1. How to read the questions.

You must always read the questions just as they are written in the questionnaire. After reading a question once in a clear and comprehensible manner, you must wait for the answer. If the respondent does not answer after a reasonable time, he/she has probably

- 1) either not heard the question; or
- 2) not understood the question; or
- 3) does not know the answer.

In any case, if there is no answer, you must repeat the question. If there is still no reply, you must ask whether the question has been understood. If the answer is "NO", you may reword the question. If the difficulty lies in finding the right answer, you should help the respondent to consider his/her reply.

2. Upper & Lower case text.

Text written in upper case are instructions for yourself, or lists of codes. You are not supposed to read this text to the respondent.

Text written in lower case in the questionnaire is to be read aloud to the respondent, exactly as it is written in the questionnaire.

For example:

- a) In Part A, Question number 15:

IF NOTHING
SPENT
WRITE ZERO

This is an instruction not to be read out.

- b) In Part I, Question 2:

MAIN MATERIAL OF OUTER WALLS

This question is not to be put to the respondent; the answer requires personal observation by the interviewer.

- c) In the same part I, Question 19:

What is the main source of drinking water for your household?

INDOOR TAP/PIPE.....1
 OUTSIDE PRIVATE
 PIPE/TAP2
 PUBLIC
 STANDPIPE.....3
 WATER VENDOR.....4
 WELL WITH PUMP.....5
 WELL WITHOUT
 PUMP.....6
 RIVER, LAKE,
 SPRING, MARSH.....7
 RAINWATER (TANK)....8
 OTHER (SPECIFY:
 _____).9

This question must be read aloud to the respondent, and the interviewer will write down the code of the answer. He/she will not read out the possible answers because they are in capitals letters.

- d) In Part A, Question 22:

Who attended you at the last visit?

a doctor?.....1
 a nurse practitioner?.....2
 a nurse?.....3
 a pharmacist?.....4
 a midwife?.....5
 Community health aid?.....6
 a healer?.....7
 other? (SPECIFY).....8

In this case, the interviewer is supposed to read aloud both the question and the possible answers, because everything is written in small letters.

3. Encoding the answers.

The questionnaire is pre-coded, in order to speed up data entry. You should always enter the **code** for an answer in the questionnaire, **not** the answer itself.

- a) For instance, in Part A, Question 16, you may have to ask the following question, to persons who have been ill or injured in the 4 weeks prior to the interview:

Where did the last visit take place?

PUBLIC HOSPITAL.....1
PRIVATE HOSPITAL.....2
PUBLIC HEALTH CENTRE.....3
PRIVATE HEALTH CENTRE.....4
PRIVATE DOCTOR'S OFFICE...5
PRIVATE PHARMACY.....6
PATIENT'S HOME.....7
OTHER (SPECIFY).....8

If you ask "Where did the visit last take place?," and the person answers "I went to see Dr. Smith in a public hospital in Montego Bay," you will have to write in the questionnaire the code "1", corresponding to the answer "PUBLIC HOSPITAL".

- b) You may also have to ask the following question, to persons who have been ill or injured in the 4 weeks prior to the interview:

How far was this last place you visited from home? MILES

If the answer is: "The hospital is 10 miles from home", you will have to write in the questionnaire the number "10", and NEVER write "10 MILES".

- c) Frequencies. When you have to ask a question like this:

What amount of time was covered by this bill?

NUMBER:

OF:

DAYS....2
WEEKS...3
MONTHS..4

And the answer is:

"The bill covered 6 weeks"

then, you will have to write the number "6" in the first box and the code "3", corresponding to weeks, in the second box.

4. Time periods.

In some parts of the questionnaire, you will find some questions with reference to "the past 7 days", "the past 30 days", "the past 4 weeks", "the past 6 months" or "the past 12 months". It is very important to read these time periods as they appear on the questionnaire, and not replace them for "the past week," "the past month" or "the past year." That means, you have to have clear that:

PAST 7 DAYS	is not the same as	PAST WEEK
PAST 30 DAYS	is not the same as	PAST MONTH
PAST 4 WEEKS	is not the same as	PAST MONTH
PAST 12 MONTHS	is not the same as	PAST YEAR

5. Amounts of money.

You always have to write down the exact amount of money the respondent has said, including the two decimal points.

Let's see different answers to this question:

How much did you spend on furniture during the past 12 months?,

ANSWER 1: "I have spent forty Jamaican dollars and seventy five cents"

Then, YOU HAVE TO WRITE,
in the corresponding place ----->

40.75

DO NOT write an
approximation ----->

41

and DO NOT write the
dollar symbol ----->

J\$ 40.75

ANSWER 2: "I've spent twenty thousand eight hundred and forty nine Jamaican dollars and fifty cents"

You have to write ----->

20,849.50

ANSWER 3: "I've spent eighty Jamaican dollars"

You have to write ----->

80.00

6. Skip patterns.

Most of the time, you will have to formulate the questions in the same order they appear in the questionnaire. That is, Question 5 should follow Question 4, Question 6 should follow Question 5, and so forth.

In some cases, however, after a reply you will find an arrow (►) followed by a number; that number indicates which question should follow.

Examples:

a) In Part B, Question 24:

Were some of these books provided by the school at no cost?

YES.....1

NO.....2

There is no arrow. Then, whatever the answer was, go on to Question 25, the next question.

b) In Part A:

10 Did you spend a night in a public hospital or other public establishment during the past 4 weeks?

YES.....1

NO.....2

(► 13)

- If the respondent says "YES", write "1" in the corresponding place and go on to Question 11, the next question.
- If the respondent says "NO", write "2" in the corresponding place and jump to Question 13, as indicated by the arrow. You have to leave Questions 11 and 12 blank.

DO NOT WRITE A DASH (-) OR A ZERO (0).

A "BLANK" MEANS: WRITE NOTHING !!

c) In Part I:

- 11 Does somebody who is not a member of the household, help to pay the rent for this dwelling? For example, a relative, a public agency,....?

RELATIVE.....1
PRIVATE EMPLOYER.....2
PUBLIC AGENCY.....3
PRIVATE INDIVIDUAL
OR AGENCY.....4
NOBODY HELPS.....5

► 17

This is a rectangle with an arrow followed by an instruction, that means that whatever the answer was, you must go on to the Question 17 and leave Questions 12, 13, 14, 15 and 16 blank.

7. How to replace the symbol ...[]... by a name or thing.

Occasionally you will find the following symbol within a lower case text:

...[]...

When reading a text to the respondent you are supposed to replace this symbol by a particular name or item. For instance, in section B you will find the following question:

- 15 Did ...[NAME]... go to school on Friday last week?

If you are asking, for instance, about a boy named "Johnny," you should read this question this way:

"Did Johnny go to school on Friday last week?"

8. Within each part.

In parts A, B, C and in the Roster, you should go individual by individual. That means, within each part, you should start with the individual number 1 and ask him/her all the questions, if applicable, from the first to the last, and only then proceed to put the questions to the individual number 2, and so on.

For example, the part B: EDUCATION - TO BE COMPLETED FOR ALL CHILDREN 3 TO 19 YEARS OLD, has three pages: B1, B2 and B3. You have to ask first all the questions of this section to the individual number 1 --if s/he is 3 to 19 years old--. That means, you should start with the questions in the page B1, follow with the questions in the page B2 and finally, with the questions in the page B3, the last page of this section. Only when finishing with this page B3 you can go on with the individual number 2 --if s/he is 3 to 19 years--.

9. Flux of the interview.

Look at the flap in the back page, this is the part R, HOUSEHOLD ROSTER. You should open this flap at the beginning of the interview, and keep it open throughout the interview. This part will be already filled out with name, age and sex of all household members; you have to ask whether s/he is still a household member or not, and if necessary, add the new members, and ask the other questions, when applicable.

How to go from one part to the next.

You must start with the Cover, and then continue with the Roster; and for the following parts, you have to go through from part A to part M following the alphabetical order, except for part C that will be completed by the nurse-anthropometrist.

II.3 DATA ENTRY CONSIDERATIONS

Data will be entered directly from the questionnaire. Everything that you write down on the questionnaire will be entered in the computer. You must therefore write only information that is to be entered. In particular, you may not use the sheets for writing down notes or computations.

1. Write legibly in pencil, without crossing out or overwriting. If you make a mistake, erase it completely and write down the correct reply.
2. Write in capital letters and use Arabic numerals.
3. Never go beyond the space allotted for a question, even when the next space is not used.
4. In writing amounts and other figures, you should always mark first the two decimal points and then, starting from the right, separate each group of three figures by a comma. For instance, one hundred thousand must be written down as "100,000.00"; not as "100000" nor as "100 000".
5. For questions to which the reply is an amount, write down only the numeral in the appropriate box, without the unit of measurement. For instance:

a) Question: How much have you spent altogether for medicines for this illness during the past 4 weeks?

Answer: "one thousand Jamaican dollars"

Write: "1,000.00", NOT "1,000.00 J\$"
NOR " J\$ 1,000.00"

b) Question: How far was this last place you visited from home?

Answer: "three miles"

Write: "3", NOT "3 miles"

If a reply to a question specifically calls for a unit of measurement, the code for the unit will be shown in the appropriate box, and you do not need to write it.