



FEDERAL REPUBLIC OF NIGERIA  
NATIONAL BUREAU OF STATISTICS ABUJA, NIGERIA

# COVID-19 NATIONAL LONGITUDINAL PHONE SURVEY

FOURTH ROUND

INTERVIEWER MANUAL

AUGUST 2020

# Table of Contents

Introduction.....	3
Training.....	3
The Questionnaire .....	5
Dashboard.....	6
Interviewer Instructions and Interview Protocol.....	6
Etiquette in the Survey Phone Process.....	7
SECTION 1: Interview Information.....	10
SECTION 2: Household Roster .....	12
SECTION 5: Access to Basic Services .....	14
SECTION 5B: Credit .....	16
SECTION 6: Employment.....	17
SECTION 6B: Livestock .....	21
SECTION 7: Income Changes.....	23
SECTION 8: Food Security .....	24
SECTION 9. Concerns .....	26
SECTION 11: Social Safety Nets.....	26
SECTION 12: Result of the Interview .....	27
SECTION SS: Survey Solutions CAPI .....	28
SECTION SC: Complete.....	38

# Introduction

The World Bank is providing support to countries to help mitigate the spread and impact of the new coronavirus disease (COVID-19). One area of support is for data collection to inform evidence-based policies that may help mitigate the effects of this disease. Towards this end, the World Bank is leveraging the Living Standards Measurement Study - Integrated Survey on Agriculture (LSMS-ISA) program to implement high-frequency phone surveys on COVID-19 in 5 African countries – **Nigeria**, Ethiopia, Uganda, Tanzania, and Malawi. This effort is part of a broader first wave of World Bank-supported National Longitudinal Phone Surveys (NLPS) that can be used to help assess the economic and social implications of the COVID-19 pandemic on households and individuals.

Nigeria was among the first few countries in Sub-Saharan Africa to identify cases of COVID-19. Reported cases and fatalities have been increasing since it was first identified. The government has been implementing strict measures to contain the spread of this virus (such as travel restrictions, school closures and home-based work). While the Government is implementing these containment measures, it is important to understand how households in the country are affected and responding to the evolving crises, so that policy responses can be designed well and targeted effectively to reduce the negative impacts on household welfare.

## Objective

The objective of the Nigeria COVID-19 National Longitudinal Phone Survey (NLPS) is to monitor the socio-economic effects of this evolving COVID-19 pandemic in real time. These data will contribute to filling critical gaps in information that could be used by the Nigerian government and stakeholders to help design policies to mitigate the negative impacts on its population. The proposed NLPS in Nigeria will be designed to accommodate the evolving nature of the crises, including revision of the questionnaire on a monthly basis.

Each month, the households will be asked a set of core questions on the key channels through which individuals and households are expected to be affected by the COVID-19-related restrictions. Food security, employment, access to key services, coping strategies, and non-labor sources of income are channels likely to be impacted. The core questionnaire will be complemented by questions on select topics that will rotate each month. This will provide data to the government and development partners in near real-time, supporting an evidence-based response to the crisis.

## Sample Design

The GHS-Panel 2018/19 will serve as the frame for the Nigeria COVID-19 NLPS. The GHS-Panel collected phone numbers of interviewed households, making it a good frame for the current survey. Furthermore, we expect relatively high response rates from GHS-Panel households since NBS has built a strong relationship with them through multiple face-to-face interviews to the same households (between 2 and 8 interviews). In addition, using the GHS-Panel sample as the frame will allow for analysis of the long-term economic impact of the dual crises since these same households will be visited again for a fifth round of the GHS-Panel in 2021/2022.

For the fourth-round survey, all the households that were successfully interviewed in the third-round and did not refuse in the third round (1,900 households) shall be interviewed. The questionnaire is designed such that the interview duration does not exceed 25 minutes.

## Training

Personnel will be selected from the pool of NBS interviewers that have experience with the Survey Solutions platform and have previously conducted phone surveys. A total of 18 Interviewers, 3 Supervisors and 3 Callback

Monitors shall will be trained virtually (over Skype) to participate in the survey. The training shall last 2 days and shall focus on providing participants with detailed understanding of the survey and CAPI, elucidation of important concepts and questions in the questionnaire, mock interviews, and revisions of translations where necessary. Similar to previous rounds, a pilot will also be conducted with households retired from the GHS-Panel sample.

## **Conducting an Interview**

Successful interviewing is an art and not a mechanical process and each interview is a new source of information to be made interesting and exciting. Although the art of interviewing develops with practice, there are basic principles – e.g. how to build rapport, conducting interviews etc. – which are followed. It is essential for enumerators to develop the correct attitude in carrying out interviews. Some of the essential and necessary attributes of a good enumerator are: *politeness, patience and perseverance*.

## **Respondent**

The Nigeria NLPS will have ONE RESPONDENT per household. The respondent should be the household head or a knowledgeable adult household member. The respondent must be a member of the household. Unlike many other household surveys, you will not be expected to seek out other household members to interview them on their own information. The respondent may still consult with other household members as needed to respond to the questions you ask, including to provide all the necessary information on each household member (Section 2). Further instructions on identifying the appropriate respondent are provided in the following sections.

# The Questionnaire

## Translations

The questionnaire has been translated into the 3 main languages. Where the respondent speaks and or understands of these 3 languages, the interview must be conducted using the translated version of the questionnaire and the questions should be read out exactly as they are displayed. Where the respondent does not speak any of 3 languages with translations or English, on-the-spot translations should be undertaken, ensuring that the meaning and context of the questions are kept.

To access the translations in the Interviewer Application, tap on the three dots to the top right corner, then tap on Languages, and then select your language (YO = Yoruba, IG = Igbo, and HA=Hausa).

## How to Read the Questions

Each question should be read clearly and exactly as presented in the questionnaire. It is also critical that the interviewer help the respondent understand the question being asked *without influencing (biasing) the respondent's answers*.

## UPPER and Lower-Case Texts (CAPITAL Letters and Small Letters)

Text written in UPPER CASE (capital) letters are instructions to the interviewer and should not be read to the respondent. Other texts that you will see written with upper case letters are lists and codes. These also SHOULD NOT be read to the respondent. **Text written in lower case (small) letters SHOULD be read directly to the respondent.**

## Reference Periods

**PAST 7 DAYS** means the 7 days prior to the day of the interview. For example, if the interview takes place on Wednesday, the past 7 days are the time between the start of Wednesday of the prior week until the end of Tuesday, the day before the interview.

**LAST WEEK** means the full calendar week preceding the week of the interview. For example, if the interview takes place on Wednesday, then last week is the *previous week's* Monday to Sunday (being also the last Sunday before the interview). Generally, where LAST WEEK is being referenced, the day and date will be displayed for the enumerator.

Box 1: Reference Periods

WEEK	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	***** LAST WEEK *****						
	**** PAST 7 DAYS ****						
2	***** PAST 7 DAYS *****				INTERVIEW DAY		

# Dashboard

**Description:** The dashboard displays all the assignments sent to you. Each assignment has its own assignment card that displays information that is important for you to organize your work. The dashboard has various tabs:

**Create New:** all the assignments for which you have not started an interview yet

**Started:** all the interviews you have already started, but not yet completed. In this survey these will be largely households you need to call back. You might have to keep notes on an extra sheet of paper or workbook to organize yourself, so you remember who you have to call back at what time.

**Completed:** Interviews that have been completed but not yet synchronized.

**Rejected:** Interviews that have been completed and submitted to the supervisor, but have been rejected for a reason.

**Instructions:** You do not have to fill in anything. CROSS-CHECK that you have selected the correct assignment then tap on START NEW INTERVIEW. If you have not selected the correct household, tap on the 3 dots at the top right of the screen and go back to the dashboard.

**hhid** The unique household identifier. The supervisor/HQ may use this number to communicate with you about any given household.

**State** The state where the household is located

**Name of head** The name of the household head recorded during the previous interview.

**Language** The language in which the previous interview was conducted. You should only receive assignments for languages that you speak. If you received an assignment in a language you don't understand, first try to call the number and see if you can communicate with the household, e.g. in English. Follow the interview and submit it. It will be reassigned to somebody else.

## Interviewer Instructions and Interview Protocol

This section provides information about the approach/procedure the interviewer should follow to conduct the phone interview. Following the procedures indicated here will allow for maximizing response rate and also create the rapport for future rounds of the survey with the same household.

1. **Charging the Tablet:** Ensuring that the Tablet is fully charged at all times so there is no break in the interview. Given that this round and possibly future rounds of the survey will be conducted from home due to the lockdown, and due to the erratic power supply, it is recommended that the interviewer connects the Tablet to available power source during the interview. Allowance shall be given to the interviewer to allow him/her charge the Tablet.
2. **Date and Time on the Tablet:** Also ensure that the date and time on the tablet is current.
3. **Internet or WiFi Access:** You need Internet/WiFi connection to be able to access the server to receive assignment and send completed interviews. Thus, interviewers should ensure that they have WiFi connection and that the Tablet is connected to the WiFi. Each interviewer shall be given an allowance for

internet data and a mobile router. *The interviewer must ensure that they purchase and use the SIM card that provides the best internet/WiFi connection in their area.*

4. **Log unto the server:** Each interviewer has been given unique login and password to access the server. The name of the server is **https://ngnlps.mysurvey.solutions**. Your username and password shall be provided to you by your supervisor. It is important that you keep your username and password as secure as possible.
5. **Synchronization:** The interviewer must synchronize the Interviewer Application at **least twice a day – in the morning before the start of work (interview) and in the evening after work**. Where possible, **interviewers should synchronize after completing each interview of a household**. Details on how to synchronize the SuSo Interviewer Application are provided under *Synchronization* in Section SS.
6. **Receiving Assignments and Sending Completed Interviews:** Once synchronization has been completed successfully, the interviewer will receive assignments for the households to be interviewed and possibly rejected interviews (if the interviewer has previously sent completed interviews to the server and those interviews have errors) on his/her dashboard. Completed interviews that have been marked as completed on the Interviewer's tablet shall be sent to the server.
7. **Commence an Interview:** To start an interview, open the assignment corresponding to the household you want to interview. Once opened, review the assignment carefully to ensure that you are using the correct assignment for the household.
8. **Dial Phone Numbers:** Dial the any of the displayed phone number(s) (possibly multiple times) until someone picks up. Once someone picks up, follow the procedure documented in the Interview Information section.
9. **Conduct the Interview:** Interview the respondents on all applicable sections of the questionnaire. All applicable questions and sections must be asked before completing the interview.
10. **Complete the Interview:** Once you have finished the interview with the respondent, please review to ensure all applicable questions/sections have been answered. Then mark the interview as **Complete**, following the guidance in section SC below.
11. **Synchronize Again:** Once the interview is marked as *Complete*, synchronize the Interviewer Application.

## Etiquette in the Survey Phone Process

**Description:** This section explains how interviewers should conduct themselves during a survey phone interview. The purpose is to ensure interviewers maintain the highest form of cordiality and discipline when carrying out phone interviews, to get successfully completed surveys.

## OVERVIEW

As an interviewer, whether you are physically on-site or you are conducting the interview over a telephone, you are an ambassador representing the interests of your organization and you must consider that with every action you take. Telephone interviews are much harder to manage than face-to-face interviews because a physical presence is easier to relate to than a voice over the phone. It is therefore important to always come across as being relatable, from the minute you say your first “hello”, to the moment you say “goodbye”. The best interviewers are effective communicators, delivering messages that are concise and well-articulated. This is expected for face-to-face interviews and even more so for phone interviews where you have limited time. Limited time makes preparation and readiness key success factors, which are ultimately linked to your goal of a successfully completed interview.

## BEFORE THE CALL

There are several things you need to have ready before you even start dialing a number to start an interview. You must make sure you are in an environment that is conducive for your calls, so there should be no disturbance around you. You should also make sure the equipment you will be using for the interview process- your phone and tablets – are in working order. Phone interviews require you to be very attentive, otherwise you might miss something, so it is important that you have everything prepared before you begin. Specifically:

Make sure you can get as much privacy as possible.

Inform members of your household of what you are about to do, so you are not disturbed. If possible, get a private room. Write boldly on a piece of paper: DO NOT DISTURB and place it on the door. It is important to minimize distractions, so your respondent does not become bored or frustrated and hang up.

Make sure you have your tablet ready, fully charged and open to the first household you will interview

Check the volume on your phone. Do a test with a friend to make sure you can be heard and you can hear clearly. You don't want to miss anything the respondent says because your volume is too low.

Have a clock in front of you, and time yourself, so you can pace your questions

## INITIATING THE CALL

Once you start dialing a number, you **MUST BE PREPARED** to speak. This is why you must have everything in place before you start dialing. You don't want to keep the answerer waiting on the phone once they pick up, your full attention should always be on the call.

- DO NOT be distracted by your environment
- DO NOT keep the answerer waiting

## IDENTIFYING INTERVIEW RESPONDENT

You are provided with different numbers to call for each household. In your tablet you will find number(s) for household members and possibly a number for a reference person, who is a non-household member. You must remember that you need to speak to a member of the household whose name appears on your tablet, which should preferably be the head of the household or at least an adult member (15 years or older) of the household. The person who answers the call, might not be either one of these persons so you will need to convince them to connect you with that person, especially if they are of a different household.

Remember to be ready to respond once the answerer picks up. Begin with:

“Good morning/afternoon/evening Sir/Madam. My name is (First name and Last name). I am working for the National Bureau of Statistics (NBS). We are currently doing a nationwide survey to examine the impact of and responses to the coronavirus in the country.”

[pause and continue]

“I am trying to reach (Household head FULL Name) or any other adult living with (Household head FULL Name). Who am I speaking to please?”

When the answerer tells you his or her name, you will know if it is your target respondent you are speaking to. If it is not the target respondent, then you ask very politely if the target respondent is available to take the call. Follow the directions and protocols you have been trained on to complete the ‘Interview Information’.

If the answerer is not a member of the household, then you will need to convince the person (likely the reference person) to either provide a number you can call to directly speak to a member of the household or be willing to take their phone to the household, so you can speak to your target respondent or another adult member of the target household.

“Could you give me their number or visit them so I can call them using your phone? It is really important for me to be able to speak to them”

You may need to coax the reference person to take the phone to the household if they do not have a number to give you. Using words like “I would be grateful”, “If you would be so kind”, “It would greatly help if you could...”. There is no need to beg, just ask with some humility that will encourage the reference person to go out of their way to do what you need them to do. If the reference person (answerer) is unwilling to provide a number or leave their home, after you have attempted to convince them to, then **DO NOT** push further. Simply thank them for their time and follow the protocols you have been trained on.

When you have your target respondent on the phone, follow through with the rest of the ‘Interview Information’ questions as directed in your training and in this manual.

Please review the etiquettes below to provide some guidance when you are on the phone with anyone:

- Speak clearly and confidently. Take brief pauses if reading a long sentence
- Keep your voice tone at an appropriate level and maintain that level
- Take your time to read out each question slowly.
- **DO NOT** engage the respondent in political discussions or discussions that are not related to the survey
- Be sure to address whoever picks up the phone with respect, even a child.
- Never refer to the person on the other end of the line by simply saying their first or last name, always include a title e.g. **Mr.** Gbenga, **Ms.** Hauwa, **Mrs.** Chioma. Alternatively, you can say “sir” or “ma” or “madam”
- **DO NOT** chew gum or eat food while on the phone
- Always maintain a high degree of professionalism; remember you are representing the National Bureau of Statistics
- When you have completed the interview, **DO NOT** hang up on the respondent; let the respondent hang up first.
- **DO NOT** start a new interview if you are tired or weary or emotionally worn out. Take a break and get your emotions under control before you start a new call

- It is important you sound very alert and attentive to keep the interview momentum up; **DO NOT** sound disengaged at anytime
- To avoid “umm”, “so” or long silences, write down what you would like to say for some sections, so your transition between questions is smooth
- **DO NOT** brush off mistakes. If you make a mistake, for example referring to the respondent by another name and you are corrected, apologize for the mistake, and then continue.

## SECTION 1: Interview Information

**Description:** This is where you will record data about the interview itself (metadata) that will be used to keep track of fieldwork progress, including the number of call attempts made to each household.

**Instructions:** The phone numbers of the household head, three other household members, and a reference person will be displayed on the screen. The interviewer should call any of the numbers multiple times until someone picks up. Specifically, the interviewer must first call the phone number(s) of the HEAD of household, followed by the other household members, and then the reference person.

**S1Q0** A list question to list every call attempt. For each call attempt you should list the next number. For the first one you write 1, for the second one 2, etc. Do not replace already existing attempts with a new number, but always list a new one. It does not really matter if numbers are sequential. It is only for you to recognize individual calls. For EACH attempt, you have to list a new number, even if you are calling the same number multiple times. For each attempt listed here, a subsection ATTEMPS will open up.

### ATTEMPTS

**S1Q1** Select the phone number that you are attempting to call. A text will open up below telling you which person this number belongs to, if they are a member of the household or the reference person, and what their relationship with the head is. You will also see information on the household, including the household head name, up to 4 household members followed by a number indicating how many more members there are (if any), the state, LGA and town name. TRY NUMBERS FROM TOP TO BOTTOM, i.e. for the first attempt, the first number should be called. You might need to call the same number again in a second or third attempt or move on to the next numbers.

**S1Q2** Take the time just before dialing

**S1Q3** Indicate YES if someone is picking up the phone number you just called. Indicate NO, NOBODY ANSWERING if it is ringing, but nobody is answering. Let it ring for the maximum time before selecting this option. Select NO, NUMBER DOES NOT EXIST if it is not ringing. Double CHECK you have called the correct number before selecting this option. Only valid numbers have been included, this option should be rare. Select NO, PHONE IS SWITCHED OFF if you call the number and hear a message that the number is currently switched off.

**S1Q4 & 5** Read the text prior to the question and Record YES if you are able to SPEAK WITH PREVIOUS RESPONDENT OF THE HOUSEHOLD, NO if the person who answers is not the previous respondent, usually another household member or the reference person and CANNOT UNDERSTAND THEIR LANGUAGE if you cannot communicate well enough with the respondent to conduct the interview.

**S1Q5A** Indicate who you are speaking to – A HOUSEHOLD MEMBER other than the previous respondent, or a REFERENCE PERSON.

- S1Q5B** If the person that picked up the phone is a household member other than the previous respondent, ask them to kindly give the phone to the previous respondent so you can talk to them. Select the applicable outcome from the list of options. Do not forget to add any new number they give you to the NUMBERS roster.
- S1Q5C** If the previous respondent is not available, provide an explanation for why they are not able to be interviewed.
- S1Q5D** Ask the person you are speaking to if there is another eligible adult member of the household that can be interviewed. Be careful to ensure that you ensure whoever is suggested is an eligible member of the household.
- S1Q6** Is only asked if you do not speak to a household member. Try to reach the household through them, either by them giving you a number of the household that you can call, or by them being physically in the same place at a moment when you can call back and conduct the interview with the HOUSEHOLD (never the reference person). If you select NO, DON'T KNOW THE HOUSEHOLD or NOT, CAN'T/WON'T CONNECT TO THE HOUSEHOLD, then the household will not be interviewed, the supervisor may check the case. Select YES, PHONE NUMBER -> RECORD IN NUMBERS if they can give you a number to call. Note down the number in the subsection NUMBERS, together with the details. You can click on the link below the question to jump to the section.
- S1Q7** Interviewer continue introducing yourself and the survey by reading the displayed text. Make sure you read and/or interpret the text such that you don't lose its original meaning.
- S1Q8** Select YES if they have agreed to be interviewed, and NO, REFUSED if otherwise. If the household refuses, try to CONVINCE them but DO NOT FORCE them to participate. It is very important that we interview the selected households. Record NO, NOT NOW, if the household is not willing to be interviewed now, but if you can call back later.
- S1Q9** Select the name of the person or respondent that gave consent to be interviewed. Ensure that the respondent/person should be either the head of household or a knowledgeable adult member of the household.
- S1Q10** If the respondent was busy to commence the interview with you, request if he/she is willing to reschedule to a later date/time. Select YES if the respondent was willing to reschedule the interview to a later date/time, and NO if otherwise.
- S1Q11** Indicate the date and time that the respondent agrees to be interviewed or when the reference person will be with the household so you can call. Use the calendar displayed to enter the date for the rescheduled interview. You will have to keep note of this outside Survey Solutions on a sheet of paper to organize yourself.

## NUMBERS

- S1Q12A** The question lists all the numbers available for a household. The numbers with a lock have been preloaded and cannot be edited. Add new numbers to the list if you are given new numbers for the household.
- S1Q12** Write down the name of the person that the listed phone number belongs to. You can edit the name for existing numbers if you find out that it is not correct.
- S1Q13** Is the person that the phone number belongs to a household member or not. Select YES if yes, NO if it is a reference person. You can edit this question for existing numbers if you find out that it is not correct.

**S1Q14** Write the relationship of the reference person to the HOUSEHOLD HEAD

**S1Q15** Select the relationship of the household member to the HOUSEHOLD HEAD

## SECTION 2: Household Roster

**Description:** This section serves to make a full list of all current household members, by accounting for all household members reported during the previous visit and adding any new household members.

**Definition of Household:** In this survey, a HOUSEHOLD is defined as a person or group of persons who USUALLY SLEEP in the same dwelling and take their MEALS TOGETHER and recognize the same person(s) as their head. Usually they either were part of the household for at least 6 of the 12 months preceding the interview or are currently members.

It is important that the interviewer help the is considered a household member and who is not. FAMILY AND HOUSEHOLD ARE NOT NECESSARILY THE SAME. The household may include NON-RELATIVES such as live-in workers. If you change respondents during the interview, BE SURE TO EXPLAIN who you are talking about when you say household.

### INCLUDE IN HOUSEHOLD:

- Persons identified as household head even if they did not spend 6 of the past 12 months in the household
- New-born children, persons that have just married and joined the household, or anyone who recently moved into the household, e.g. adopted children, new live in worker
- Students and seasonal workers who spent less than 6 of the past 12 months in the household if they did NOT live as part of another household

### EXCLUDE FROM HOUSEHOLD:

- Guests, even if relatives, who are staying for less than 6 months or who normally live in another household and are expected to return to a different household
- Family members that maybe stay in the same dwelling or compound, but do not normally eat with the household

***Instructions:*** *The section will be pre-filled with household members identified and recorded in the last phone interview. You will only update the roster if new member(s) have joined or any of the pre-filled members have left. In this case, you will have to update the information for these member(s) or member(s) that have left. If there are no changes to the household composition, then there will be no need of updating the roster.*

**TIME** Tap the start time to record interview starting time of this section

**S2Q0A** Ask if any members of the household have left the household since the last interview. These could be persons that passed away, left to start their own household, divorced, etc. If you are speaking to a new respondent, then you may need to go through the list of pre-filled members to confirm if any members have left. Select YES if there has been changes in the household composition and NO if otherwise. If any of the pre-filled members have left the household, then you must indicate the reason why the person(s) left the household.

**S2Q0B** Ask the respondent if there are any new members of the household that have joined since the last interview. This could be new-borns, newlyweds, etc. If you are speaking to a new respondent, you may need to go through the list of prefilled members to identify if there are any members missing from the list. If there are any new member(s), then you will be required to add new member(s) to the household roster and provide their details.

**S2Q1** The question will be prefilled with all the names of household members that were identified during the last face-to-face visit. Add the NAMES of ALL current household members that are not already on the list. Before recording new members, DOUBLE CHECK that they are not already on the list but are spelled differently. You can delete names of NEWLY ADDED members (e.g. if you accidentally recorded a person who does not meet the member conditions), but you CANNOT DELETE PRE-FILLED MEMBERS. When you complete this question, you MUST have ALL CURRENT household member listed. ANY PRE-FILLED MEMBERS in the list that are no longer household member will also be listed - they will be filtered out in the following questions.

You must give a UNIQUE name for every household member. Record FIRST NAME and SURNAME; if this is not enough to distinguish members from each other, then a called name (nickname) and/or Sr./Jr. to distinguish persons.

**S2Q3** The question is only open for PRE-FILLED members. Record YES if the person is currently a member of the household, i.e. normally eats and sleeps within the household. There are different reasons why the person may no longer be a member of the household: MEMBER may have moved to another household for various reasons, may be absent for a long time for various reasons, might have passed away, or may have been incorrectly recorded as a household member in any of the previous visits. Select NO in any of those cases.

**S2Q4** Answered only when MEMBER is no longer a household member. Select the MAIN reason if there are more than one.

**S2Q5** Do NOT try to guess the sex of the household member from the name provided to you. This can lead to mistakes. Even in cases where you think that the name would most likely be a male's or a female's name, let the respondent CONFIRM the sex. This question is for newly listed members.

**S2Q6** Also only for newly listed members. Record the AGE IN COMPLETED YEARS, do not round up.

**S2Q7** Record the relationship of MEMBER to the HOUSEHOLD HEAD. If the respondent is not the head of the household, make sure that you record the relationship of MEMBER to the household head, NOT the relationship to the respondent.

HEAD - The member who makes key decisions in the household and whose authority is acknowledged by other members. NOTE the key decision maker may not necessarily be the oldest member.

SPOUSE - formally married or partner by mutual consent

OWN CHILD - biological child of head (can be from another spouse)

STEP-CHILD - biological child of spouse from a previous union/marriage

ADOPTED CHILD - children that are not biological children of either head or head's spouse

GRANDCHILD – biological children of the head's (own, step, or adopted) children

BROTHER/SISTER - person with at least one parent shared with the head

NIECE/NEPHEW – a daughter/son of a brother/sister to the head

BROTHER/SISTER-IN-LAW - formally married or partner by mutual consent of the brother or sister of the spouse

PARENT – father or mother of the head

PARENT-IN-LAW - parent of the head’s spouse

DOMESTIC HELP (RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives with the household

DOMESTIC HELP (NON-RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives in their own separate household

OTHER RELATION (SPECIFY) – person who is related to the head but whose relation is not specified in any category above should be indicated here and specify the type of relationship to the head

OTHER NON-RELATION (SPECIFY) – person who is not related to the head and not specified in any non-relation category above should be specified here

**S2Q8** Select the reason why MEMBER joined the household since our last visit. Check with the respondent and select the most appropriate response. Select MISTAKENLY NOT REPORTED OR FORGOTTEN LAST VISIT if MEMBER was already a household member during post planting visit, but has not been recorded for any reason, FLED PROBLEM AREAS/ INTERNALLY DISPLACED PERSONS/CRISIS if MEMBER relocated to the household for any reasons concerning security or crisis, such as a terrorist attack.

**S2Q9** If the prefilled head of the household is reported to no longer be a member of the household in S2Q3, then this question will be asked of all prefilled members to identify the new head of the household and update the relationship of all members to this new head.

## SECTION 5: Access to Basic Services

**Description:** The objectives of this section are to collect data on households’ access to services during the COVID 19 outbreak, such as markets, health facilities, education, and financial institutions. For health facilities, it asks about the household’s needs for medical attention (pre-natal and post-natal care, check-up or preventative, and general medical care needs) as well as challenges the household may face in accessing health facilities. Data is also collected on in-house activities and modes of communication with the school(s) of children who are staying at home because their school is closed to contain the spread of COVID-19.

**NOTE:** Reference periods for this section are likely to change with each round; please pay close attention when conducting interviews.

**Instruction:** You MUST remind the respondent to answer about the household in general and not about only his/her personal experience specifically. The reference period is “the last 7 days” (meaning the 7 days prior to and excluding today).

- S5Q1C** Ask for how often the respondent washed their hands with soap and water after they have been in public during the last 7 days. Read the option and the questions together and let the respondent choose from the read-out options. Note that this question is subjective.
- S5Q1D** Ask for how often the respondent wore mask when they are in public during the last 7 days. Read the option and the questions together and let the respondent choose from the read-out options. Note that this question is subjective.
- S5Q1E** Ask for how many religious (Friday prayers, congregation, etc.) or social (marriage, party, etc.) gatherings the respondent has attended during the last 7 days and select the applicable response. For Muslims who normally attend prayers multiple prayer sessions in day, ensure to include every applicable attendance in the count. This should also be the case for other religious groups. Do not read out the options.
- S5Q2A** This question is applicable to households with women of child-bearing age. If there are no women of child-bearing age in the household, you will not see this question and applicable follow-up questions. Select YES if the women in the household needed pre-natal and post-natal care since mid-March, otherwise, record NO.
- S5Q2B** Select YES if the women in the household were able to access their pre-natal and post-natal care when needed, otherwise, record NO. If the respondent does not know, please select DON'T KNOW.
- S5Q2C** This question is only asked if Q2B is NO (couldn't access needed pre- post-natal care). DO NOT read the answer options to the respondent.
- S5Q2D** If ANY household member needed preventative care or check-up visit since mid-March, record YES; otherwise, record NO. Preventative care are cares those you receive in a way to prevent illness, including regular check-ups, screening for diseases, etc.
- S5Q2E** Record YES if household member(s) that needed preventative care since mid-March cancelled their appointments or decided not to go for those care visits for whatever reason, otherwise record NO.
- S5Q2F** This question is only asked if Q2E is YES (cancelled their scheduled appoints or decided not to go. Ask for the reason why they had to cancel their appointments or postpone their check-up visits. DO NOT read the answer options to the respondent. Select all that apply.
- S5Q2** If ANY household member needed medical treatment during the last 7 days, record YES; otherwise, record NO. Note that medical treatment here should not include those indicated above (preventative care and pre- and post-natal care
- S5Q3** Record YES if the household member(s) that needed medical treatment were able to access it; otherwise record NO.
- S5Q4** This question is only asked if Q3 is NO (couldn't access needed medical treatment). DO NOT read the answer options to the respondent.
- S5q4b** Record YES if any of the primary and or secondary school attending children have been doing any learning activities at home during the last 7 days. Types of activities that are considered home-based learning activities are described in Q5 below. If the respondent initially replies NO, prompt them with some of the examples to be sure.

**S5Q5** READ OUT all options and record all applicable response codes.

Completed assignments provided by the teacher  
Used mobile learning apps  
Watched educational TV programs  
Listened to educational programs on radio  
Studying/reading on their own  
Taught by parent or other household member(s)  
Session/meeting with Lesson Teacher (tutor)  
OTHER (SPECIFY)

**S5Q5B** Select YES if the respondent will be willing to send their wards to school if schools re-open in September 2020, and NO if otherwise. If the respondent is not sure, select NOT SURE.

**S5Q20** Select YES if the respondent has a mobile money or bank account that they can use to make or receive payments or financial transactions, and NO if otherwise.

**S5Q21** This question will be activated if there are females in the household. Select YES if any female in their household have a savings either at a bank or other financial institutions or association/cooperatives. Select NO if otherwise.

**S5Q22** This question will be activated if there are females in the household. Select YES if any female in their household belong to an Adashi/Eusus/Ajo or other savings group. Select No if otherwise.

**S5Q23** Ask if the savings of the females in their household is lower, the same, or higher now, compared to before the coronavirus crisis. Select the applicable response.

## SECTION 5B: Credit

**Description:** This section asks about the indebtedness status of the household since the beginning of the coronavirus crisis. Information is also collected about use of loan as well as the ability of the household to repay loan when their scheduled payment is due.

**S5BQ1** Ask if the respondent or others in their household needed to take a loan or borrow money from any source since the coronavirus crisis began in mid-March 2020. The sources from which the household could borrow money include banks, cooperative societies, savings associations, micro-finance institutions, money lenders, family, friends, etc. Select YES if the household needed to borrow money or take a loan since mid-March 2020, and NO if otherwise.

**S5BQ2** For those that responded YES in Q1, ask if the respondent or others in their household **attempted** to borrow money from any source since mid-March 2020. Select YES if the household attempted to borrow money since mid-March, and NO if otherwise.

**S5BQ3** Ask if the respondent or others in their household were able to successfully obtain the loan they attempted to take since the coronavirus crisis began in mid-March 2020. Select YES if the household has was successful (received the loan) since mid-March 2020, and NO if otherwise.

**S5BQ4** Ask for the source(s) that the household borrowed money or attempted to borrow money since mid-March 2020. Do not read out the options, but probe and select all that apply.

- S5BQ5** Ask for the MAIN reason why the household borrowed or attempted to borrow money since mid-March 2020. Do not read out the options, but probe and select the main reason.
- S5BQ6** Ask for the household members who borrowed or attempted to borrow money since mid-March 2020. Probe and select all that apply.
- S5BQ7** Ask for when the household is expected to make final payment of the loan. This should be according to the terms of the loan(s) and not when the household wants to make the final payment. Select the applicable response.
- S5BQ8** Read the question together with the options and select the applicable option. Note that this is a Likert scale question, therefore be careful when asking the question and selecting an option.
- S5BQ9** For those who responded NO in Q1 or Q2, ask if their household have any other loan(s) they took **before** mid-March 2020. Select YES if the household had taken any loan prior to mid-March 2020, and NO if otherwise.
- S5BQ10** Ask for the MAIN reason why the household borrowed money prior to mid-March 2020. Do not read out the options, but probe and select the main reason.
- S5BQ11** Ask for the household members who borrowed money before mid-March 2020. Probe and select all that apply.
- S5BQ12** Read the question together with the options and select the applicable option. Note that this is a Likert scale question, therefore be careful when asking the question and selecting an option.
- S5BQ13** For those that have taken any loan either before or after mid-March 2020, ask if they have missed any loan scheduled loan repayment or stopped repaying their loans. Select YES/NO as applicable.
- S5BQ14** For those that have missed or stopped loan payment, ask if their lenders are willing to reschedule or allow them to delay their payment if their households needed to. Select YES/NO or DON'T KNOW as applicable.

## SECTION 6: Employment

**Description:** This section asks about INCOME-GENERATING activities of the respondent and the household. The module is structured based on the respondent's employment status during the previous round interview. Two possible scenarios or cases shall be implemented in this module. The first case applies to those who were working during the previous round interview, while the second case applies to those who were not working during the previous round interview. Thus, S6Q1 and S6Q1a from the previous round questionnaire are NO and NO respectively.

In what follows, we provide contextual explanations of questions in this module. While most of the questions will be applicable in all cases, there are some which might be applicable to a particular case. Where applicable, we highlight the case in which specific questions are applicable.

- S6Q1** The reference period is LAST WEEK (i.e., Monday to Sunday of the week before the interview date). Select YES if the person has done any of the following last week, even if only for one hour. You will likely need to probe to determine the answer, as some respondents may not immediately understand if the activity they have done qualifies as a YES.

**Work for pay includes...** Worked for a wage, salary or any other pay. Payment includes all forms of remuneration – incl. wage, salary, tips, commissions – paid in cash or in-kind or with deferred payment. This includes persons working for pay for someone else, in a dependent relationship, for example as employees or paid apprentices, including casual, informal, and part-time employees. Agricultural work for others – e.g. for a wage, in-kind payment, or exchange of goods and services – is included here.

**Any kind of business includes...** The person has worked in a non-farm family business (e.g. as craftsman, hairdresser, shopkeeper, making and selling of food, medical practice, etc.) managed or operated by them or any other household member. This refers to any kind of family business activity the person is involved in to earn an income in the form of profits, in cash, or in kind, even if the business was not making a profit or was incurring a loss by the time of the interview.

**Farming includes...** Family farming, livestock, or fishing activities. The person has done any farming related work on land owned or rented by members of this household, or any livestock-related work with animals owned by members of the household or any fishing-related work (incl. shellfish collection, aquaculture etc.).

**Any other activity to generate income...** Any other type of income generating activity not included on the previous categories.

**S6Q1A** This question is asked to those who did not work last calendar week. Ask if they do you have a job, business or family farm from which you were absent last week to which you expect to return. Record YES/NO accordingly.

**S6Q1B** Ask when they expect to return to this job and select from the list of options displayed accordingly.

**S6Q1C** Ask why the respondent did not work last calendar week. DO NOT read the answer options aloud; select the most appropriate response based on what the respondent reports as the MAIN reason he/she did not work last week.

**S6Q3** Asked only of respondents that were working during the previous interview, but have stopped working. DO NOT read the answer options aloud; select the most appropriate response based on what the respondent reports as the MAIN reason he/she stopped working.

**S6Q3A** This question is about job search and is asked to those who did not work in the last week and have no job or family business or family farm to return to. Note that this question is asked so far as the respondent did not work in the last week, irrespective of their work status before the baseline interview. Ask if they did anything to find a paid job or start a new business. Record YES/NO accordingly.

**S6Q3B** Record the MAIN action that the respondent took in the past 4 weeks to find a job or start a business. DO NOT READ OUT THE OPTIONS.

**S6Q4A** This question is asked to those who worked during the last week or did not work last week but have a job they expect to return to. Ask if this is the same job they were doing during the last interview and record the response accordingly.

**S6Q4B** Ask for the main reason why the respondent changed job since the last Interview. Select the appropriate response. The enumerator is in charge of coding the answer into different categories. These categories should not be read to the respondent. DO NOT READ OUT OPTIONS.

**S6Q5** Ask and select the sector in which the respondent works in. Be careful when categorizing respondent's work into the appropriate sector. DO NOT READ OUT THE OPTIONS.

**S6Q6** This refers to the type of relationship between the person and who they work for.

**In your own non-farm business:** The person works on their own account, excluding household farming activities. They hold a "self-employment" type of job and may or may not have employees working for them.

**In a non-farm business operated by a household or family member:** The person participated in any activity to support the operation of a non-farm business activity of a household member or a family member living elsewhere.

**As an employee for a private company or someone else:** The person holds a job with a written or oral contract which gives them a basic pay that is not directly dependent on the revenue of the place where they work.

**As an employee for the government:** The person holds a job with a written contract with local, regional, or national government.

**As an apprentice, trainee, intern:** The person holds a job on a temporary basis to acquire workplace experience or skills.

The question is asked for all those who worked last week or did not work last week but have a job they intend to return to.

**S6Q6A** This question is asked to those who worked in agriculture during the last week. Read the question and the responses and select the applicable answer. The option "**Only for sale**" means that the output produced or expected from the respondent's agriculture activities (farming/livestock/fisheries) are intended for sale ONLY. On the other hand, "**Only for family consumption**" means the products from the respondent's agriculture activities are intended for their family consumption ONLY. The third option should be selected if the output is intended for both family consumption and sale, no matter the shares allocated to each.

**S6Q7** Select YES if there were no disruptions to the main wage job during the last week.

**S6Q8** Asked only of respondents that were not able to go to the place of work or work from home as usual for their main wage job. READ ALOUD all answer options.

**S6Q8A** DO NOT read aloud the answer options; select the most appropriate response based on what the respondent reports as the MAIN reason for not being able to work as usual in their main wage job.

**S6Q8B** Record here the TOTAL number of hours the respondent worked on their main wage job last week. Where necessary, help the respondent to estimate.

**S6Q8C** Ask the respondent how their working hours in their main wage job changed compared to before mid-March. This question is asking if they are working more or less than they were before the start of the lockdown and pandemic. Read out the options and select the appropriate option.

**S6Q9** Consider all household members listed in the roster. Select YES if ANY household members were NOT ABLE to go to their place of work or work from home as usual for their wage job, and NO if otherwise

**S6Q10** Select names of ALL household members that were able to go to their place of work or work from home as usual for their wage job.

#### **FAMILY BUSINESS OR NON-FARM ENTERPRISE**

A household non-farm business or enterprise is an organized commercial activity or commercial establishment, owned and managed by household members. It can be very informal with no hired labor, or formal with registration and possibly hired labor. For instance, non-agricultural one-man operations providing goods/services for various different non-household members/groups, i.e. working independently on their own-account, are classified as household enterprises.

The main criterion for an enterprise to be considered in this module is that it operated at some point since the start of 2020, including those that operated during this time but are closed temporarily or permanently as of the interview date, as well as those that may not have operated full-time every month since the start of 2020.

Household non-agricultural income-generating enterprises include those that produce or trade goods or services, including owning a shop or operated a trading business, no matter how small. Enterprises might include, for example, making mats, bricks, or charcoal; working as a mason or carpentry; firewood selling; metalwork; tailoring; repair work; food processing, fish marketing, petty trading, and so on.

Information of the household/respondent's participation in non-farm enterprise during the last interview shall be prefilled, and different cases created based on this prefilled information. Some questions shall be activated depending on whether or not the respondent or others in their household operated or worked on a non-farm enterprise during the last interview.

Three different CASES will be implemented depending on the NFE operation status of the household during the last interview and the type of work the respondent did in the last week. **Case 1** applies to those households who had NFE in the last interview, but those NFEs were temporarily closed. **Case 2** applies to those households who had NFEs during the last interview and those NFEs were open. Finally, **Case 3** applies to those who did not operate NFE in the last interview, as well as those that operated NFE in previous round but those NFEs were closed.

**S6Q11** This question is asked to those who did operate non-farm enterprise or family business before since the last interview. Ask if any member of the household operated a non-farm enterprise or family business since the last phone interview. If no member of the household operated a family business since the last phone interview, then continue with the next section, the agriculture sub-section.

**S6Q11A** Ask for the current status of their non-farm enterprise or family business, the one you were operating before mid-March or during the previous round interview, or the one they indicated to have worked in the current interview.

**S6Q11B1** This question is asked to those who had enterprises operating during the last interview but are currently permanently or temporarily closed. Select YES if the respondent or others in their household have another non-farm household enterprise that is currently open, and NO if otherwise.

**S6Q11B** Ask for the MAIN reason why their non-farm enterprise or family business is closed, either permanently or temporarily. Do not read out the options

- S6Q11C** Ask for a description of the activities of the main non-farm enterprise operated by the household during reference period. Be as detail as possible.
- S6Q11D** Besides the non-farm enterprise describe above, ask if the household has other non-enterprises that they operated during the reference period. Record YES/NO accordingly.
- S6Q11E** This question is asked to those who operate more than one non-farm enterprise during the reference period. *Including* the non-farm enterprise described in S6Q11C, ask how many non-farm enterprises the household operated during the reference period. Note that the response to this question should be more than one.
- S6Q12** This question requires the respondent to describe the family business to the enumerator so they can properly record the sector.
- S6Q13** In this question the respondent should compare the revenue from sales of *June 2020* to their current revenue from sales.
- S6Q14** The respondent should describe the MAIN reason why revenue from sales from the family business is less than usual, or why there was no revenue from the business compared to June 2020 and the enumerator should select the appropriate response. DO NOT read aloud the answer options.

## **AGRICULTURE – CROP FARMING**

Household agricultural income-generating enterprises include raising livestock, growing crops, fish farming. Here we focus on crop farming. DO NOT include non-farm enterprises in this sub-section.

Information on the respondent/household’s work on agricultural activities since the last interview will be prefilled. This module captures information on the household’s expectation concerning output and revenues for the current agricultural season 2020/21 compared to the previous agricultural season.

Before asking the questions in this section, first read the opening statement *“Now I will like to ask you a few questions about your expectations about the harvest from your household's farm”*

- S6AQ9** Read the question together with the responses to the respondent and select the appropriate response. Note that this question is about comparing the household’s expected harvest/output of the 2020/21 agricultural season to what they usually harvest or obtain from previous seasons.
- S6AQ10** Select YES if the household usually sell any of their crop harvests from previous season, and NO if otherwise.
- S6AQ11** Read the question together with the responses to the respondent and select the appropriate response. Note that this question is about how the household’s expected revenue from sale of harvest/output of the 2020/21 agricultural season compares to what they usually obtain from sale in previous seasons.

## **SECTION 6B: Livestock**

- S6BQ1** Select YES if any member of the households has kept or raised any livestock since the beginning of 2020, and NO if otherwise. Note that animals considered here include ruminants, poultry, and equines. DO NOT include dog, cat, and other non-domesticated animal.
- S6BQ2** Read the question together with the options and select ALL that apply. Make sure to read the options.
- S6BQ3** Ask whether the coronavirus crisis has affected the household's livestock activities in anyway. The impact can be in the form of feeding, access to hired labor and veterinary services, etc. Select YES/NO as applicable.
- S6BQ4** Ask for the ways in which the coronavirus crisis has impacted their livestock activities, and select all that apply. Do not read the options, but probe for all applicable impacts and select accordingly.
- S6BQ5** This question will be activated if the first option (reduced access to animal feeds) is selected in Q4. Ask for the MAIN coping strategy that the household adopted to respond to the impact of the coronavirus on their livestock feeding activities. Select the applicable response.
- S6BQ6** Ask if the household normally sell any livestock (either alive or slaughtered) or any livestock by-products (such as eggs, wool, skin, etc.) in the past. Select YES if the household does this, and NO if otherwise.
- S6BQ7** This question is about the expectations of the respondent concerning the revenue from livestock sales by the end of this year 2020, compared to what they normally receive from similar sales in the past. Read the question together with the options and select the response that the respondent gives.
- S6BQ8** Ask if there were any animals from their livestock farm that they wanted to sell since mid-March 2020. Select YES/NO accordingly. Note that this question is not about whether they actually sold those animals, but rather if there were any that they wanted to sell.
- S6BQ9** This question seeks to decipher the rationale behind the household's sale of livestock. We want to know if the household usually sell their animals or they sold as a coping mechanism to the impact of the coronavirus. Read the question and select the applicable response.
- S6BQ10** Select YES if the household was able to sell the animals they wanted to sell since mid-March, and NO if otherwise.
- S6BQ11** Read the question together with the options and select the appropriate response. Here we want to know how the condition of the animals they sold recently from their livestock farm compares to the ones they normally sell in the past.
- S6BQ12** This question is about how the prices they received from their recent livestock sale compares with what they normally receive from similar livestock sales in the past. Read the question together with the options and select the response that the respondent gives. Do not read the last two options
- S6BQ13** Ask for the reason(s) why the household wasn't able to sell the animals they wanted to sell from their livestock farm. Do not read out the options, but probe and select all that apply.

## SECTION 7: Income Changes

**Description:** The objective of this section is to collect data on households' loss of income due to the outbreak of COVID-19 or as a result of the different measures implemented by government, employers, and traders to contain the spread of the outbreak or cope with the challenges of the outbreak. It does this by collecting data about the sources of income the household had since mid-March after schools closed, and changes in any income since the start of the COVID-19 outbreak.

**Instruction:** This section is not interested in only the source of income of the respondent but in ALL INCOME SOURCES FOR THE HOUSEHOLD earned by all household member.

**S7Q1** It is possible that during the reference period the household had multiple sources of income earned by all household members; you are required to list ALL INCOME SOURCES earned by all household members. You MUST ask Q1 for the entire list of sources before continuing on (when applicable) to ask Q2.

**Household Income, or household livelihood,** consists of all earnings, whether monetary or in-kind (goods and services), that are received by the household or by individual members of the household regularly or annually. Below are further details on the types of income, which are each asked about in Q1.

**Income from family farming, livestock or fishing:** includes earnings from crop production, livestock or livestock by product production, or fishing production. This category of income also includes income from sale of animal by-products such as milk, cheese, hides and skins, egg, etc.

**Income from non-farm family business:** refers to any earnings from a non-farm business owned by member(s) of the household. This includes businesses engaged in formal or informal trade (in food, clothes or various articles) or professional activity (like that of a private lawyer, doctor, a carpenter, mason, etc.) offering services for payment in cash or in kind; or an economic activity engaged in producing goods or providing services. Examples of non-farm family business include mat making, brick making, working as a carpenter, firewood selling, shoe shining, metalwork, tailoring, repair work, food processing, fish marketing, petty trading, and so on.

**Income from employment of household members:** refers to an income in cash or in kind paid by an external employer to an employee as reimbursement for work carried out during the reference period. Hence, any wage or salary income earned by any member of the household is considered as employment income of household members.

**Remittances from abroad:** refers to cash or in-kind amounts received from individuals (related or unrelated to the household) living in a foreign country.

**Remittances from family within the country:** refers to cash or in-kind amounts received from individuals (related or unrelated to the household) living in the same country.

**Assistance from other non-family individuals:** cash or in-kind transfers from other individuals that are not family members (e.g. friends, neighbours, employer, etc.). This excludes transfers from formal groups or organizations.

**Income from properties, investments or savings:** refers to earnings from assets/properties owned by the household, including rental of properties, land, buildings, interest on savings and other financial assets, dividends, etc.

**Income from pension:** refers to a regular income paid by a government or a financial organization to a person – or to their dependents – who is no longer working because of age or health.

**Government assistance:** refers to regular transfers in cash or in kind from any level of government to any member of the household. Excludes pension paid by government.

**Assistance from NGOs / charitable organization:** refers to regular transfers in the form of cash or in kind from non-government institutions to any member of the household.

**S7Q2** Sources of income that are reported YES in Q1 will be asked Q2. This question will also be asked for the total income of the household. For these, ask the respondent if the source of income has increased, stayed the same, or decreased since mid-March when schools closed. The response options should be read out

## SECTION 8: Food Security

**Description:** This section assesses the household’s food security situation during the **30 days** prior to the day of interview. More broadly it is meant to capture how well the household can fulfil its food needs.

**Instruction:** This section is SUBJECTIVE and therefore you MUST accept the responses provided by the RESPONDENT. You must never question a response provided by a respondent in this section.

**ALL** Select YES if the statement of the question was true AT LEAST ONCE in the **PAST 30 DAYS**, for ANY household member. Note that the event did not have to happen regularly, just once is enough, e.g. if a household skipped only one meal in the past 30 days, select YES for Q4.

The questions ask if the household reduced/changed their food intake BECAUSE OF LACK OF MONEY OR OTHER RESOURCES. Do NOT consider reduced/changed food intakes because of religious (e.g. fasting), medical, or any other reasons. Having forgotten to bring money e.g. to work and not being able to buy the normal lunch is NOT considered a lack of money.

**S8Q1** “During the past 12 months, was there a time when you or others in your household were worried you would not have enough food to eat because of a lack of money or other resources?”

This question refers to a state of being worried, anxious, apprehensive, afraid, or concerned that there might not be enough food or that the household would run out of food because there was not enough money or other resources to get food. The worry or anxiety could be due to circumstances affecting their ability to obtain food, such as loss of employment or other source of income, or other reasons such as a poor harvest, disrupted social relationships, loss of customary benefits or food assistance, or environmental or political crises.

It is not necessary for the household to have actually run out of food to answer affirmatively to this question. Just the concern and the consequent possible coping strategies are manifestations of food insecurity, even in cases when the actual food consumption is not compromised.

**S8Q2** “During the past 12 months, was there a time when you or others in your household were unable to eat healthy and nutritious food because of a lack of money or other resources?”

This question asks the respondent whether the household was not able to get foods they considered **healthy** or those that make **a nutritious or balanced diet** because there was not enough money or other resources to get food. The answer depends on the respondent’s own **opinion** of what are healthy and nutritious foods. In general, healthy and nutritious diets are diets including foods from the different food groups (carbohydrates, protein, fats & oils, and fruits & vegetables). This question refers to the **quality** of the diet and **not quantity** of foods eaten.

**S8Q3** “During the past 12 months, was there a time when you or others in your household ate only a few kinds of foods because of a lack of money or other resources?”

This question asks if the household had a diet with a limited variety of foods or whether they had to eat the same foods or just a few kinds of foods every day because there was not enough money or other resources to get food. The implication is that the **diversity** of foods consumed would likely increase if the household had better access to food. This question refers to **quality** of the diet and **not quantity** eaten. It is important to stress the link to lack of money, to identify conditions of food insecurity, rather than customary habits to limit the variety of foods eaten for other reasons, such as health or religion.

**S8Q4** “During the past 12 months, was there a time when you or others in your household had to skip a meal because there was not enough money or other resources to get food?”

This question asks about the experience of having to **miss** or **skip** a meal that would normally have been eaten because there was not enough money or other resources to get food. In some languages, no single term means “meal” or expresses “skip a meal.” Therefore, ask if food was skipped in the morning, afternoon, or evening, depending on the interval that the community usually takes meals. This question refers to insufficient **quantity** of food.

**S8Q5** “During the past 12 months, was there a time when you or others in your household ate less than you thought you should because of a lack of money or other resources?”

This question asks about eating **less** than what the respondent thought should be eaten, even if a meal was not entirely skipped, because **less** the household did not have money or other resources to get food. Therefore, eating less than expected could be maintaining the same frequency of meals but cutting down on portion size, and thus eating less. For example, following the harvest, households may take three meals a day, but during the lean season, the frequency may decrease to one to two meals a day, and when the crops fail, the number of meals is further reduced to one meal a day. The answer depends on the respondent’s own **opinion or perception** of how much they think they should be eating. This question refers to the **quantity** of foods eaten and not the **quality** of the diet. This question does not refer to special diets to lose weight or for health or for religious reasons.

**S8Q6** “During the past 12 months, was there a time when your household did not have food because of a lack of money or other resources?”

This question refers to any experiences when there was actually **no food in the household** because they did not have money or other ways to get food, such as the household’s own production of food or bartering to get food.

**S8Q7** “During the past 12 months, was there a time when you or others in your household were hungry but did not eat because there was not enough money or other resources for food?”

This question asks about the physical experience of **feeling hungry**, and specifically, feeling hungry and not being able to eat enough because of a lack of money or resources to get enough food. It does not refer to dieting to lose weight or fasting for health or religious reasons.

**S8Q8** “During the past 12 months, was there a time when you or others in your household went without eating for a whole day because of a lack of money or other resources?”

This question asks about a specific behavior—not eating anything all day—because of a lack of money and other resources to get food. It does not mean dieting to lose weight or fasting for health or religious reasons.

## SECTION 9. Concerns

**Description:** This section collects information on the respondent’s subjective assessment of the impact of the virus on their immediate family and finances. The section is subjective in the sense that it is based on a person’s opinion, feelings, or emotions and its used because people are assumed to be the best judges of their own risk. REMIND the respondent that there is NO WRONG OR RIGHT ANSWER to these questions, they are simply asking for his/her opinion, feeling, or judgement. DO NOT hurry the respondent because the questions will require them to the understand the question, process it, and formulate an opinion.

**S9Q1:** Ask the respondent for his/her opinion on how they feel about the possibility that they or someone in their immediate family might become seriously ill from COVID-19 (coronavirus disease). Read the question as it is. DO NOT provide additional/unnecessary information as it may lead to biases or confuse the respondent.

**S9Q3** Ask for the reason(s) why the respondent is not worried that someone from their immediate family might get seriously ill from the coronavirus. Read out all options and select all that apply.

**S9Q2** Ask the respondent about how much of a threat would they think the coronavirus outbreak is to the household’s finances. Again, read the question as it is written and DO NOT READ the responses (for the same reason as above).

## SECTION 11: Social Safety Nets

**Description:** Social Safety Nets or “Socioeconomic Safety Nets” are non-contributory transfer programs that seek to protect the poor – or those vulnerable to shocks and poverty – from falling below a certain poverty level. Non-contributory are programs that the person did not pay into over the course of their life. Safety net programs can

be provided by the public sector (government or aid donors) or by the private sector (NGOs, private firms, charities). Safety net transfers include cash transfers, food-based transfers, and in-kind transfers (all described below).

**S11Q1** Ask this question for all items on the list before asking the applicable follow-up questions. READ OUT OPTIONS and indicate YES/NO for each item.

**Cash Transfer:** The provision of assistance in the form of cash to the poor or to those who face probable risk of falling into poverty without the transfer.

**Food-based** safety net programs help provide adequate consumption and contribute to improving nutrition. They are different from other safety net programs in that they are specifically for the provision of food, either directly or through cash-like instruments (food stamps, coupons) that can be used specifically to purchase food.

**In-Kind Transfers** such as animals: This refers to allowances that are paid to families with children under a certain age. These kinds of transfers can be in form of subsidies on school uniform or school supplies or children's goods.

**S11Q2** For those who received CASH TRANSFERS from any institution such as the government, international organizations, religious bodies since the last phone interview, ask them for the estimated TOTAL VALUE (in Naira) of ASSISTANCE received from all sources. For assistance that was not paid in Naira, ask the respondent to estimate the value of it in Naira.

**S11Q3** Ask for the source(s) of the ASSISTANCE and select all that apply. DO NOT READ OUT the options.

**S11Q5** For those who received transfers from either the government or other institutions, ask if they experienced any difficulty accessing the ASSISTANCE. Select YES if the household experienced difficulty accessing and NO if otherwise.

**S11Q6** Select from the list displayed the kind of difficulties the respondent or any member of their household experienced in accessing the ASSISTANCE. Probe and select all that apply. DO NOT READ OUT THE OPTIONS

## SECTION 12: Result of the Interview

**Description:** This needs to be completed for EVERY interview file, even if you were not able to reach the household to conduct an interview. Some of the questions are interviewer questions and are NOT to be read out to the respondent. Read/ask the respondent only the questions written in lower case.

**S12Q1** Ask if the current phone number that you are speaking to the respondent on is the best number they can be reached on in the future. Select YES, if the current number is the best number, and NO if otherwise.

**S12Q2** Select the phone number from the list of numbers displayed. If the respondent's preferred number is not in the displayed list, please go back to the NUMBERS roster and add the number to it. Then return here and select that number accordingly.

- S12Q3** Ask and indicate the day of the week that will be appropriate to reach out to the respondent in the future. Note that you cannot select ANY DAY and any other day.
- S12Q4** Indicate the time of day that will be more appropriate to reach out to the respondent in the future.  
After this, read the displayed text to the respondent and thank them
- S12Q5** Record the FINAL RESULT of the interview. The list of answer options is filtered based on the answers in the INTERVIEW INFO Section.  
For interviews where you were given consent, response options are:  
COMPLETE for interviews that were completed normally, i.e. you managed to answer all questions and sections.  
PARTIALLY COMPLETE for interviews that were started, but were not fully completed for whatever reason. These interviews will contain unanswered questions.
- S12Q6** This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETE. Indicate YES if the interview could be completed if another interviewer tries to reach out to the respondent later.
- S12Q7** This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETED, DON'T KNOW HOUSEHOLD, or REFERENCE PERSON CAN'T CONNECT TO HOUSEHOLD. Provide detailed reason for the interview result.
- S12Q8** This question, directed to the interviewer, is activated if the interview result is DON'T UNDERSTAND LANGUAGE of the respondent. Type in the language that you believe the respondent speaks.
- S12Q9** This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Select the MAIN respondent for this interview from the displayed list.
- S12Q10** This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Indicate the language that you conducted the interview in. Specify the language if not in the displayed list of languages.
- S12Q11** This question, directed to the interviewer, is activated if the interview result is COMPLETE. Confirm the phone number that you ultimately reached the respondent on.
- S12Q12** Indicate YES if you have general notes about the interview that you want to convey to your supervisor, and NO if otherwise.
- S12Q13** Type the notes/observations here. Be concise, but detail as much as you can.
- S12Q14** Tap to record the end time for the whole interview.

## SECTION SS: Survey Solutions CAPI

CAPI is an interviewing tool or technique in which the interviewer uses a computer—instead of paper and pen—to answer the questions during the interview. Survey Solutions is a CAPI software developed by the World Bank to assist governments, statistical offices and non-governmental organizations in conducting complex surveys with dynamic structures using tablet devices. Survey Solutions has two parts: The Designer and Interviewer. In the

Designer, the administrator creates a questionnaire; design skips and specify quality controls. The Interviewer application is where the survey interviews are conducted in the field and completed interviews are sent to the survey server. Multiple communications will take place between the interviewers and their supervisors in the Interviewer. More on this in the Synchronization Section.

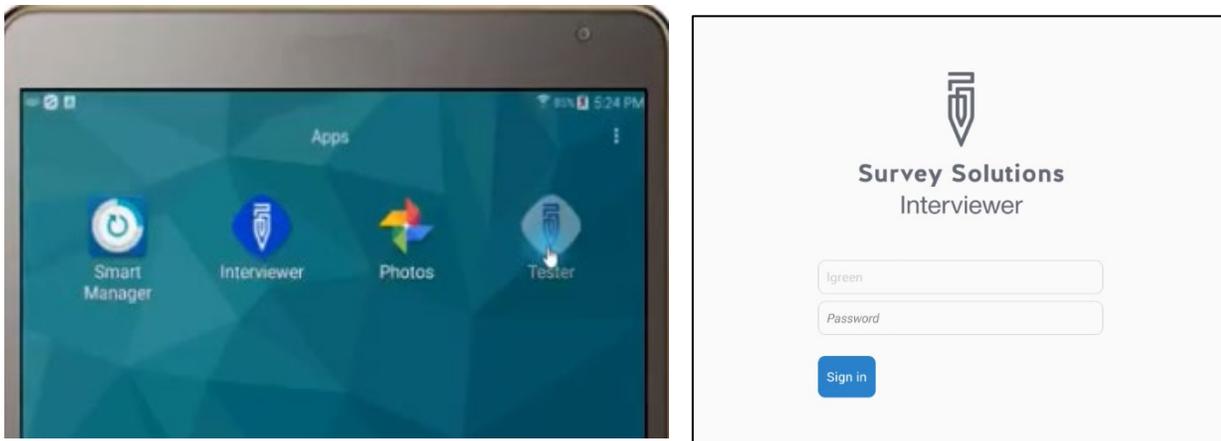
### Getting Started in Survey Solutions Interviewer

Survey Solutions Interviewer has been installed on the tablets for this survey, otherwise, you will need to download and install the application on your device. To get started, simply find the Survey Solutions Interviewer icon on your home screen or in the apps page of the Android device. Tap (equivalent of click on a computer) this icon to start Survey Solutions Interviewer. Once you open the Interviewer application, you will see a login screen.

### Login/Logout

On the login page (shown in the figure on the right below), use your unique login and password to log in to see all your interviews. The login and password prevent others, particularly people outside of the survey, from accessing the sensitive data recorded on the device. At the end of the day, or whenever you are not using the tablet for an extended period, you should click on the menu button in the upper left-hand corner of the screen and select Sign out. This will make it so that no one can see the data recorded on the tablet.

To start work again, you should enter your unique Login and Password to continue collecting, editing or submitting data for the assignments on your account.



### Synchronization: Receiving New Interviews and Sending Completed Ones

The Interviewer application is used for sending and receiving new interviews in Survey Solutions. This process is through Synchronization. Tapping the **Synchronization** button (shown in the figure below) at the upper right of your screen initiates communication between your tablet (device) and the survey server (called **Supervisor**). Synchronizing (“Synching”) will send completed interviews to the survey server and will download new assignments and all rejected interviews. It also removes all assignments that have been assigned to another interviewer off your tablet. Upon completion of synchronization, the number of completed interviews will be

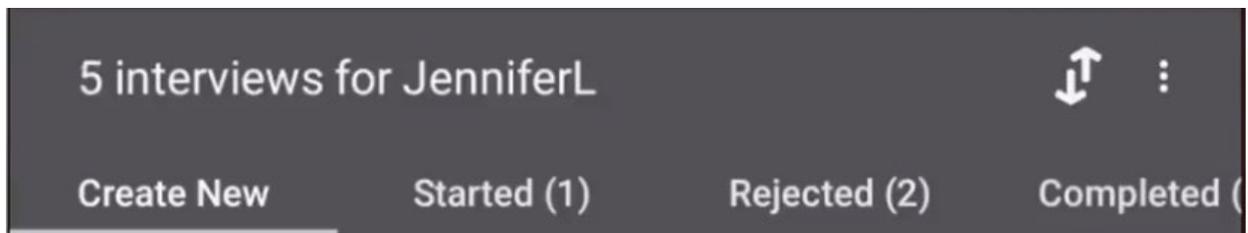
uploaded, number of interviews deleted, number of rejected interviews returned, and the number of new assignments downloaded are clearly displayed in a status box.



**Note:** Please note that the whole synchronization process requires a form of wireless network access. If you are unable to synchronize or synchronization is unsuccessful, please follow the instructions given in the error message or contact your field supervisor for further assistance.

**Dashboard: Managing Workload**

The Interviewer dashboard offers a functional overview of the interviewer’s assignments and their status. At the top of the dashboard, you will find four possible statuses: *Create New*, *Started*, *Rejected* and *Completed*. That is, on the dashboard, the interviewer can see how many interviews assigned to him/her, how many have been started, completed or even rejected (by the supervisor after submitting the interview) to be reviewed by the interviewer (see the figure below).



Each status on the dashboard is called a tab. To navigate between the different tabs, the interviewer can either tap on the tabs on top of the bar or swipe left or right, depending on desired movements. To help differentiate between the tabs, each tab is color coded as in the table below.

<b>Dashboard Tabs:</b>	Create New	Started	Rejected	Completed
<b>Color Coding:</b>	Gray	Blue	Red/Amber	Green

**Create New Interviews (Gray Tab)**

Lists all assignments that you need to start. Each assignment has a unique number and title of the questionnaire assigned by Supervisor/Headquarters. To open a new interview, simply tap on “START NEW INTERVIEW”, a blue rectangular bubble, to open a new interview for that assignment.

**Started Interviews (Blue Tab)**

Contains interviews that you have started, but not marked as completed. To resume an assignment or interview, navigate to the “Started” tab on the dashboard and find the assignment you would like to resume. Tap on this

assignment to expand it and tap the blue “OPEN” bubble to open it. All your previous work will appear in the assignment.

**Note:** *Survey Solutions automatically saves all work throughout the interview*

### **Completed interviews (Green Tab)**

Contains interviews that you have marked as completed. Each completed interview is listed under the Completed tab until the interviewer synchronizes to upload it. To open a completed assignment, navigate to the “Completed” tab on the dashboard, find the assignment you wish to open. Tap once to expand the assignment card and tap the green “REOPEN” bubble to open it. All your previous work will appear in the assignment.

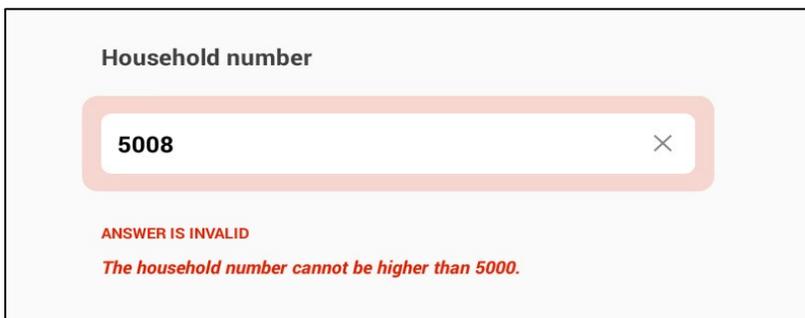
### **Rejected Interviews (Red/Amber Tab)**

Contains assignments that you have uploaded (through synchronization), and supervisors have reviewed, found issues, and returned to you for corrections or clarifications. To open a rejected assignment, navigate to the “Rejected” tab on the dashboard, find the assignment you would like to open and tap the red/amber “VIEWISSUES” bubble to open it.

### **Inside an Interview**

#### ***Error and Warning Messages***

#### **HOW TO KNOW IF YOU HAVE MADE A MISTAKE**



After an answer is recorded, the Interviewer application automatically assesses whether the answer is consistent with other answers in the questionnaire or plausible based on what is known about the survey population. If an answer is inconsistent or implausible, that answer is considered invalid. If an answer is invalid, the tablet will vibrate and the questions will be outlined in red (the tablet will also vibrate if the feature is enabled). An error message will appear to describe the problem (as shown above). **You should try to correct all errors as soon as they arise.**

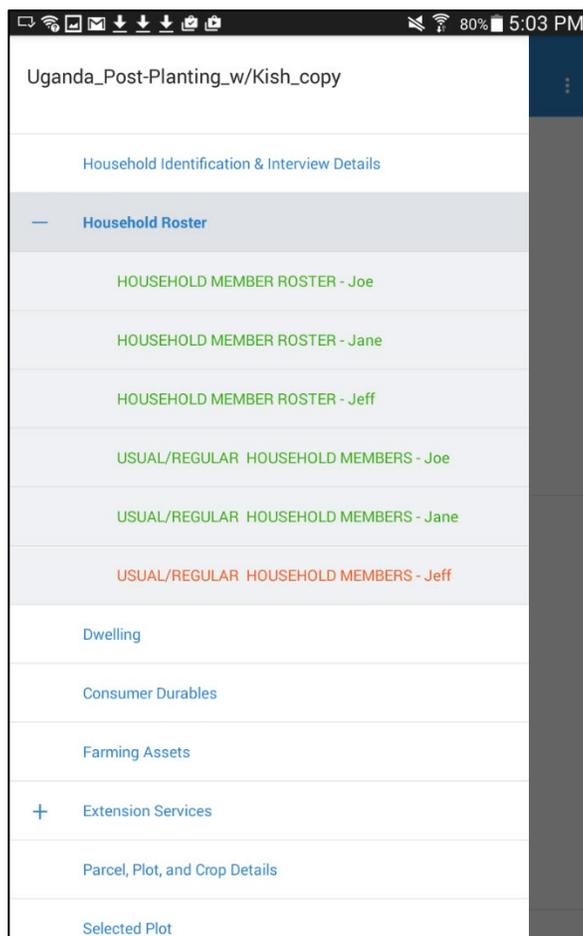
Please note that an invalid answer does not necessarily mean that the answer is incorrect. If an invalid answer is indeed a wrong answer, check your work and correct the issue. Sometimes, you will need to probe the respondent further to correct the invalid answer. If the invalid answer is the correct answer, then please leave an explanatory

comment for your supervisor and headquarter staff. (Please see the Comments section on how to leave comments for your supervisor.

### ***Checking Whether All Questions Have Been Answered***

You should always answer all the questions. There are several options on how to check if you have answered all the questions in the questionnaire.

A section will turn **green** when all questions have been answered and none have invalid answers. **Blue** means that there are unanswered questions. **Red** indicates that one or more questions in the answer have an invalid answer. **Ensure that the section is green before you move onto the next section.**



Navigate to the Complete Screen using the navigation pane. Once on that screen, the number of unanswered and invalid questions are displayed. You can identify the unanswered questions by looking for blue sections in the navigation pane.

### ***Checking That All Answers Are Valid***

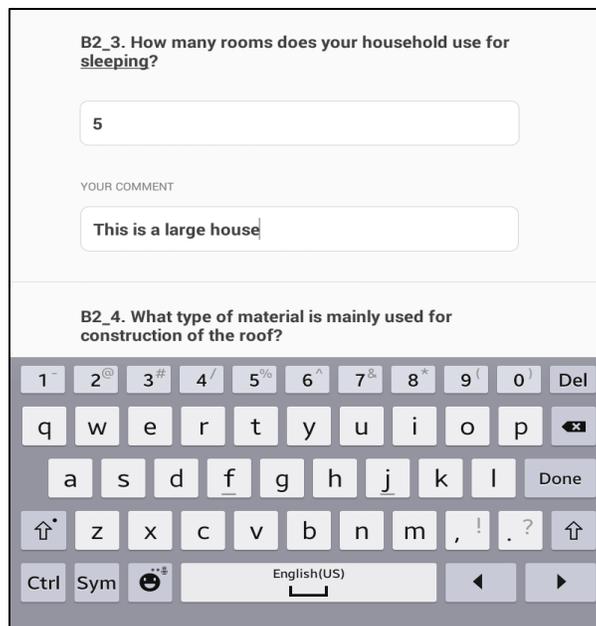
In addition to showing you the number of questions that are unanswered, the complete screen will also show you the number of questions that have errors. You can navigate to errors flagged by pressing on it in the list. **You should correct as many answers as you can before marking the interview as complete.**

### ***Leaving Comments The For Survey Solutions Supervisor***

Comments can be left on any question. They may be useful to explain answers that you have confirmed with the respondent but that may appear strange or wrong to anyone that will be checking the data from your interview. To leave a comment, press for a few seconds on the question you would like to leave a comment for. After a few seconds, a comment field will appear, into which you can type any arbitrary long comment.

Alternatively, your supervisor or data editor can also leave comments on questions for you. These comments will likely be questions about the answers you have recorded. The comments will appear next to commented questions. To find the comments, simply navigate to the question with comments.

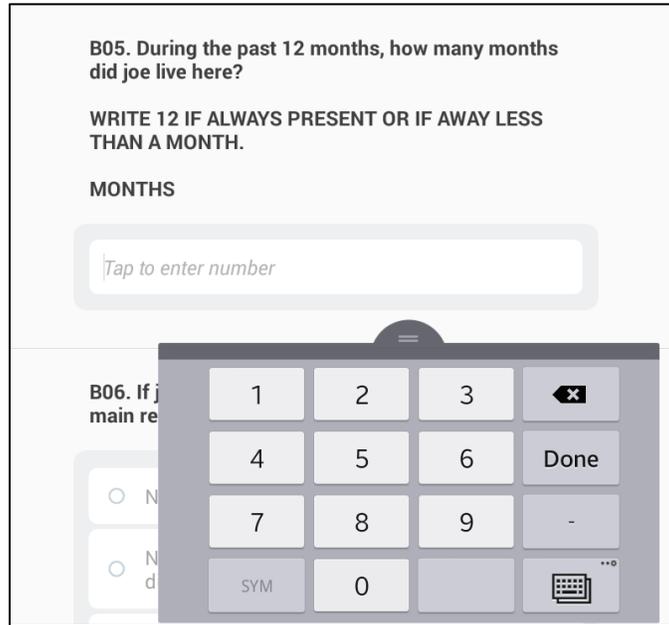
Your supervisor/data editor can also leave a comment for the whole questionnaire. Any comment left on the whole questionnaire will appear on the card for that household in the Dashboard.



### ***Question Types***

The questionnaire will have several different types of questions: numeric, text, single-select, multiple select, list, and date. As an interviewer, you must know how to answer each of them. To help you with that text, each question type is briefly explained below with visual aids.

### ***Numeric Questions***



Questions that take a numeric response have a field for an open numeric answer. When that field is tapped, the numeric keyboard will appear so you can enter the numeric answer. Use the decimal button to enter a decimal number as an answer. For example, 2.5.

### **Text**



Text questions have a field for an open text response. When that field is tapped, the text keyboard appears so that the interviewer can enter a text answer.

### **Single Select**

**9. What was the main purpose for which the assistance for **JAMES TOBIN** was intended?**

MAINTENANCE FOR UPKEEP/ SUBSIDIZE CONSUMPTION OF SPOUSE, PARENTS, OR RELATIVES

**MORTGAGE FUND FOR LAND, HOUSES AND OTHER REAL ESTATE** ✕

INVESTMENT IN SHARES, BONDS, OR OTHER FINANCIAL INVESTMENT

DEVELOPMENT PROJECTS IN THE COMMUNITY

PAYMENTS/DONATIONS TO NON PROFIT INSTITUTIONS (RELIGIOUS BODIES)

PAYMENTS/DONATIONS TO NGOS

PAYMENT OF HOSPITAL BILL OF SPOUSE, PARENT OR OTHER RELATIVE

Single-select categorical questions have answer options with round buttons. This type of question allows you to select only one option as an answer. To answer this type of question, you should select the button next to the answer that you want to choose.

**Multiple Select**

**103. What was the advice from NATIONAL AGRICULTURAL ADVISORY SERVICES (NAADS) about?**

**Agricultural production**

Agricultural prices

**Agro-processing**

**Crop Marketing**

Livestock Marketing

Fishing production

Livestock production: Meat

Livestock production: Milk

Prevention of Livestock diseases

Multi-select questions have answer options with check boxes. This question allows you to select many options as an answer. To answer this type of question, you should select the check box next to the answer that you want to choose. Follow the interviewer instructions to know how many options you can select. If there are no instructions, then select all the options corresponding to what the respondent answers.

**Multiple Select, Yes/No Questions**

**GRAINS AND FLOURS**

**1a. Within the past 7 days, did any members of your household eat/drink any of this [ITEM] within the household?**

**INSTRUCTION**

*PLEASE ONLY LIST ITEMS CONSUMED WITHIN THE HOUSEHOLD AND EXCLUDE FOOD CONSUMED OUTSIDE THE HOUSEHOLD.*

Yes / No

<input checked="" type="radio"/> / <input type="radio"/> Guinea corn/sorghum	×
<input type="radio"/> / <input checked="" type="radio"/> Millet	×
<input type="radio"/> / <input checked="" type="radio"/> Rice - local	×
<input checked="" type="radio"/> / <input type="radio"/> Rice - imported	×
<input checked="" type="radio"/> / <input type="radio"/> Maize flour	×
<input checked="" type="radio"/> / <input type="radio"/> Yam flour	×
<input type="radio"/> / <input checked="" type="radio"/> Cassava flour	×

Multi-select categorical questions in yes/no mode have two radio buttons for each item—the left one that denotes “Yes” and the right one that denotes “No”. To answer this type of question, the interviewer taps the radio button associated with Yes or No for every item to answer the question.

**List**

ALL HOUSEHOLD MEMBERS RECORDED DURING PP ARE PRE-FILLED IN Q1.

FOR ALL PRE-FILLED MEMBERS ANSWER THE QUESTIONS IN THE SUBSECTION ABOUT THE CURRENT MEMBERSHIP STATUS AND THEIR DETAILS.

AFTER YOU HAVE ANSWERED FOR ALL PRE-FILLED MEMBERS, THEN ASK: PLEASE GIVE ME THE NAMES OF ANY NEW MEMBERS THAT HAS JOINED YOUR HOUSEHOLD SINCE THE LAST VISIT.

LIST ALL NEW MEMBERS, AND RECORD THEIR DETAILS.

#### DEFINITION OF A HOUSEHOLD

A HOUSEHOLD IS A GROUP OF PEOPLE WHO HAVE USUALLY SLEPT IN THE SAME DWELLING AND SHARE THEIR MEALS TOGETHER. EXAMPLES OF HOUSEHOLDS ARE:

1. A HOUSEHOLD CONSISTING OF A MAN AND HIS WIFE/WIVES AND CHILDREN, FATHER/MOTHER, NEPHEW AND OTHER RELATIVES.
2. A HOUSEHOLD CONSISTING OF A SINGLE PERSON
3. A HOUSEHOLD CONSISTING OF A COUPLE OR SEVERAL COUPLES WITH OR WITHOUT CHILDREN.

ALL LISTED PERSONS THAT HAVE BEEN AWAY FROM THE HOUSEHOLD FOR MORE THAN SIX MONTHS ARE NOT CONSIDERED TO BE HOUSEHOLD MEMBERS EXCEPT:

1. THE PERSON IDENTIFIED AS THE HEAD OF HOUSEHOLD EVEN IF HE OR SHE HAS NOT BEEN WITH THE HOUSEHOLD FOR MORE THAN 6 MONTHS
2. NEWLY BORN CHILDREN (OR NEWLY ADOPTED)
3. STUDENTS AND SEASONAL WORKERS WHO HAVE NOT BEEN LIVING IN OR AS PART OF ANOTHER HOUSEHOLD
4. NEW SPOUSES

#### 1. NAME AND SURNAME

James Tobin



Enter new item

Tap on the empty text box and use the keyboard to input an answer. Additional, elements can be added to the list until the maximum allowable number of items is reached.

To delete elements from the list, tap on the X mark. **Be careful:** Tapping on the X will delete data if the elements of a list question are linked to a roster (e.g., names of household members, each of which has their own row in the household demographics roster).

#### **Date: Current Time**

Start time and date of the interview

Tap to record current time

Tap once on the “Tap to record current time” button. Then, the current time on the tablet will automatically be recorded and displayed above the button. If you would like to record the time again, tap on the button again.

## SECTION SC: Complete

**Description:** The “section” Complete is a Survey Solutions generated section that allows you to verify and submit the interview. BEFORE submitting the interview, first VERIFY that you have completed all sections and questions that needed to be completed and that there are no errors that can be fixed. Under the header QUESTION STATUS, you find three numbers in different colors that help you do that. On the left, in blue you find the total number of questions that have been answered in the interview file. You will see that the number differs between interviews, and depends on how many members, consumption items, plots, etc. a household had.

In the MIDDLE, in BLACK you see the number of UNANSWERED questions. At the end of an interview the number should normally be 0, meaning you have answered all questions. There are however circumstances where it is OK to submit interview files with missing questions, for example if the respondent refused half way through the interview. To FIND the unanswered questions, click on the navigation menu on the left and look for sections that are marked in BLUE, they are the sections that have unanswered questions or subsections. After you have answered all questions on one section, the section will turn green and the questions will not be counted as unanswered in the Complete screen.

On the RIGHT, in RED you see the count of questions with outstanding ERROR(s). BEFORE submitting and interview file, MAKE SURE you have **ADDRESSED ALL ERRORS**, by looking at the error message and the answer(s) given, making sure the answer(s) have been recorded correctly, and checking with the respondent that the answer(s) given are correct. If the error still persists after going through the steps, you MUST LEAVE a **COMMENT** to confirm and/or explain more details about the answer. After having addressed all outstanding questions with errors, they should either not display an error message or have a comment.

You can FIND questions with outstanding errors in two ways: First, they are listed under the heading ENTITIES WITH ERRORS. Clicking at each item will take you to the question with an error. Second, you can click on the navigation menu on the left and look for sections that are marked in RED. Whenever a section or subsection contains at least one questions with an error message the section or subsection will turn RED in the navigation menu and in the header.

You can report any irregularities with the interview in the field NOTE FOR SUPERVISOR. This is optional. Report anything that might be of interest to the supervisor and data verifier, e.g. that the interview was conducted late in the evening, or that the respondent was not very cooperative.

AFTER you have verified that ALL required questions are answered and have addressed all errors you can SUBMIT the interview file by marking it as COMPLETE. You do this by clicking at the COMPLETE button. After having clicked, Survey Solutions will take you back to the dashboard and the file will be listed in the COMPLETE tab. NOTE that this complete button is DIFFERENT to the complete STATUS in the Section Result of Interview. To submit ANY interview file you have to click on the complete button, including interviews that were refused, unable to track, etc.