



**NATIONAL STATISTICAL OFFICE**

**HIGH FREQUENCY PHONE SURVEY**

**ENUMERATOR MANUAL**

## INTRODUCTION

The Malawi High-Frequency Phone Survey (HFPS) is implemented by the National Statistical Office (NSO) and Phase one was conducted on a monthly basis during the period of May 2020 and June 2021. Phase 2 will be conducted on a bi-monthly basis starting in February 2022. The survey is part of a World Bank-supported global effort to support countries in their data collection efforts to monitor the impacts of COVID-19. The financing for data collection and technical assistance in support of the Malawi HFPS COVID-19 is provided by the United States Agency for International Development (USAID) and the World Bank.

The households were drawn from the sample of households interviewed in 2019 as part of the Integrated Household Panel Survey (IHPS 2019). The IHPS 2019 households were interviewed in 2010, 2013, 2016, and the extensive information collected in the IHPS 2019 just over a year prior to the pandemic provides a rich set of background information on the HFPS COVID-19 households which can be leveraged to assess the differential impacts of the pandemic in the country.

The objective of HFPS is for routine monitoring and understanding the impacts of shocks including the COVID-19 pandemic. These data will contribute to filling critical gaps in information that could be used by the Malawian government and stakeholders to help design policies to mitigate the negative impacts on its population. The HFPS in Malawi is designed to accommodate the evolving nature of the crises, including revision of the questionnaire on a bi-monthly basis.

## SAMPLE DESIGN

The IHPS conducted in 2019 served as the frame for the HFPS COVID-19. This sample of households is representative nationally as well as by the urban/rural divide. In every visit of the IHPS, phone numbers are collected from interviewed households for all household members and 3 reference persons who are in close contact with the household in order to assist in locating and interviewing households who may have moved in subsequent waves of the survey. This comprehensive set of phone numbers as well as the already well-established relationship between NSO and the IHPS households made this an ideal frame from which to conduct the COVID-19 monitoring survey in Malawi.

Among the 3,181 households interviewed during the IHPS in 2019, 2,337 (73%) provided at least one phone number. Around 85 percent of these households provided a phone number for at least one household member while the remaining 15 percent only provided a phone number for a reference person. Households with only the phone number of a reference person were expected to be more difficult to reach but were nonetheless included in the frame and deemed eligible for selection for the HFPS COVID-19.

To obtain a nationally representative sample for the HFPS COVID-19, the survey aimed to recontact the entire sample of households that had been interviewed during the Integrated Household Panel Survey (IHPS) 2019 round and that had phone numbers for at least one

household member or a reference individual.

## **Training**

Personnel will be selected from the pool of NSO interviewers that have experience with the Survey Solutions platform and have previously conducted phone surveys. The training shall last 2-4 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 interview, and evaluation. Brief follow-up will be carried out on a bi-monthly basis before the start of each data collection round.

## **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 interviewers to develop the correct attitude in carrying out interviews. Some of the essential and necessary attributes of a good interviewer are: *politeness, patience and perseverance*.

## **The Questionnaire**

### **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 response options 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 including the response options that are written with lower case letters.

## **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.

## Section A: 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 any given 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.

**y4\_hhid** The unique household identifier. The supervisor/HQ may use this number to communicate with you about any given household.

**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 in English. If you can conduct interview in English, then follow the interview and submit it. If interview cannot be conducted in English, it will be reassigned to somebody else.

## Section B: 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 maximum response rate and also create the rapport for future rounds of the survey with the same household.

1. **Charging the Tablet:** Ensure that the Tablet is fully charged at all times so there is no break in the interview. Given erratic power supply across the country, 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 access the server to receive assignments 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://decpm-surveys.worldbank.org/>. 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 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.

### **Section C: Survey Phone Process & Etiquette**

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.

## **Before the call**

There are several things you need to have ready before you even start dialling 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 and ensure that you have adequate airtime and data. 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 should have had 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 be on the call at all times.

- 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 work for the National Statistical Office (NSO). NSO is carrying out a phone survey in Malawi. The purpose of the study is to examine the impact of and responses to national and global crisis 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 interrupt the respondent
- 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. Twika, Mr. Kanyanda, Mr. Vyamcharo.
- DO NOT chew gum or eat food while on the phone
- Maintain a high degree of professionalism at all times; remember you are representing the National Statistical Office.
- When you have completed the interview, DO NOT hang up on the respondent; let the respondent hang up first.
- Stress on the importance of the survey to avoid and minimize the number of refusals

## **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 respondent to know who 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 prefilled 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.*

**START 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 (are no longer members) 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 prefilled 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 prefilled 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 interview. 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 these cases.

**S2Q4** Asked 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** Record the AGE IN COMPLETED YEARS, do not round up. If the member is 54 years at the time of the interview and will turn 55 the next day, you must record 54 being the age at the time of the interview Also, only for newly listed members.

**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. Key decision maker may also be male or female.

SPOUSE - formally married or partner by mutual consent

OWN CHILD - biological child of the 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

SON-IN-LAW/DAUGHTER-IN-LAW - person who is formally married to biological child of the head

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

OTHER RELATION (SPECIFY) - person who is related to the head but whose relationship 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 the previous interview, 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.

S2Q11- S2Q12 These questions collect information on the education status of members, and whether they can read or write.

*Note that Questions 5-11 are only enabled for new members.*

## **SECTION 5F: HEALTH ACCESS**

Description: The objective of this section is to collect data on households' access to health services; it asks about the household's needs for medical attention, challenges faced in accessing care, costs of care, and perceived satisfaction with care.

Instruction: Where applicable, 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 "last 4 weeks" for the health questions.

**S5FQ3** Ask FOR ALL members in the household if any NEEDED any health services (treatment or consultation) in the past 4 weeks WHETHER THERE WAS ILLNESS OR NOT. Select YES if the respondent or others in their household needed medical services in the last 4 weeks and NO if otherwise. **ASK for ALL members before continuing to other questions.**

Note the three key points for this question: (i) needed any health service (ii) whether there was an illness or not (iii) in the past 4 weeks.

**DO NOT reword** the question by asking – "Did you receive any health service in the past 4 weeks", there is a difference between need and receive. A respondent/HH may have needed a service but were not able to receive it. We want to identify these respondents and record the main reason for this (in S5FQ6).

**DO NOT reword** the question by asking – "Were you or anybody in your HH sick in the past 4 weeks?", the question says whether they were sick or not. A respondent may have needed a preventive care visit (e.g., regular check-up, immunization, vaccination, ante-natal care), we also want to capture such preventive health care needs/visits.

**DO NOT reword** the question by asking – “Did you go to the hospital in the past 4 weeks?”. The hospital is not the only place of care that we are interested in. Health services received in other places such as pharmacy, chemist, respondent’s home, religious facility, traditional medicine home etc. (see options list in Q7) should be captured. Keep this in mind when asking and probing in this section.

**DO NOT** include any events outside the reference period of past 4 weeks.

**S5FQ4** Ask for the type of health service(s) that members of the household needed in the last 4 weeks. Probe and **SELECT ALL THAT APPLY**. **READ** the answer options aloud and **SELECT ALL THAT APPLY**. **ASK for ALL members before continuing to other questions.**

*COVID-19 RELATED SERVICES – all services including screening/diagnostic tests, vaccinations, treatment*

*FAMILY PLANNING - all services related to prevention or spacing of pregnancy.*

*VACCINATION SERVICES (NON-COVID) - all child vaccinations – excluding the COVID-19 vaccines.*

*MATERNAL HEALTH/PREGNANCY CARE - all health services related to pregnancy, including antenatal care, childbirth, and postnatal care.*

*NON-COVID OUTPATIENT HEALTH CARE FOR HOUSEHOLD MEMBERS LESS THAN 5 YEARS OLD - all outpatient health services for all persons UNDER 5 YEARS (60 MONTHS) of age related to child health, excluding vaccination, but including child illness, malnutrition care, and annual/regular well visits NOTE- YOU SHOULD ONLY SELECT THIS OPTION IF THE*

*NON-COVID OUTPATIENT HEALTH CARE FOR HOUSEHOLD MEMBERS 5 YEARS AND OLDER - all outpatient health services for all persons AGED 5 YEARS AND OLDER related to adult health, except family planning and maternal health/pregnancy care. NOTE: YOU SHOULD ONLY SELECT THIS OPTION IF THE PATIENT(S) DID NOT REQUIRE ADMISSION/OVER-NIGHT STAY IN THE HEALTH FACILITY.*

*EMERGENCY ADMISSIONS/ INPATIENT CARE (NON-COVID) – all impatient health services including both emergency (unplanned) and non-emergency (planned) admissions.*

*OTHER HEALTH SERVICES - any other need medical service not specified in the above.*

**S5FQ5** For each different service selected in Q4, ask if the respondent or the member of their household was **ABLE TO GET/ACCESS** them during the last 4 weeks. Record YES/NO accordingly.

**S5FQ6** For each different service the respondent or a member of their household was not able to get/access in the past 4 weeks (Q5=NO). Ask for the **MAIN** reason why the respondent or the member of their household were not able to get/access [SERVICE] in the past 4 weeks. Probe and select the **MAIN** reason if there are multiple reasons for non-accessibility. **DO NOT READ** the answer options aloud.

**S5FQ7** For each different service the respondent or a member of their household was able to get/access in the past 4 weeks (Q5=YES), ask the respondent where they received the [SERVICE]. DO NOT READ options, select the appropriate response.

*HOSPITAL – health care institution providing specialized in-patient and out-patient care health services.*

*CLINIC/HEALTH POST/PRIMARY HEALTH CARE – health environments with a very limited number of beds with limited curative and preventive care resources normally assisted by health workers or nurses.*

*PHARMACY – a retail facility that sells both prescription and over-the-counter medicines and are overseen by licensed pharmacists. This does not include kiosks where a pharmacist is not available. One may have a prescription or ask the pharmacist to prescribe medication.*

*CHEMIST SHOP (DRUG SHOP) – a lower-tier retail outlet or kiosk, with no pharmacist on staff, that sells over-the-counter drugs, chemical products and household remedies (also known as licensed chemical sellers, chemist, patent and proprietary medicine vendors, accredited drug distribution outlets, etc.)*

*MATERNAL AND CHILD HEALTH POST (MCH) – a facility that concerns health status of mother and children.*

*PATIENT(S) DID NOT REQUIRE ADMISSION/OVER-NIGHT STAY IN THE HEALTH FACILITY.*

*CONSULTANT'S HOME – medical practitioner's home.*

*FAITH BASED HOME – a health facility that is being run by religious body e.g Hamadiyah health centre, catholic hospital, etc.*

*OTHER (SPECIFY) – any other classification not stated above and includes over-the-counter purchases in kiosks through self-prescription.*

Note: There are different types of health facilities (HF) in the options list. It is very important that you probe effectively to select the correct type of HF where the respondent/HH received the care.

Bear in mind that in rural settings, people mostly have access to CLINIC/HEALTH POST/PRIMARY HEALTH CARE and MCH POST. However, if a person lives in a rural area, do not automatically assume that they received the care in the same locality (i.e a clinic/health post), there are scenarios where people travel to the city to get specialist care, or they may have travelled to the city for other reasons and accessed a hospital there. You should always probe to clarify.

Note that some people use chemist/pharmacy interchangeably, so probe to clarify the right response using the criteria listed above.

**S5FQ8** For each different service the respondent or a member of their household needed in the past 4 weeks and was able to access, ask if the respondent or any member of their household had to pay out of their own pocket fees to use this [SERVICE] in the past 4 weeks. Include borrowing because the household needs to repay but exclude gifts. Select YES or NO accordingly.

**S5FQ9A** For each different service the respondent indicated they or a member of their household had to pay out of their own pocket fees (Q8=YES), ask how much the household paid for examination/medical visits. These are direct medical fees, whether outpatient or inpatient, and

include costs related to consultation, tests, laboratory, x-rays, admissions/bed, treatment, surgery, and registration, EXCLUDING DRUGS. RECORD accordingly.

**S5FQ9B** For each different service the respondent indicated they or a member of their household had to pay out of their own pocket fees (Q8=YES), ask how much the household paid for prescription drugs. Record the costs for Prescription (drugs recommended by a health professional). Non-prescription drugs expenditures should be collected on S5FQ9C.

This includes any drugs purchased from hospital, chemist shop, pharmacy, etc. (REGARDLESS OF THE PLACE OF PURCHASE) for each SERVICE. For example, if a respondent went to a clinic for back pain and was given a prescription for drugs by his physician. If he bought the drugs from a chemist/pharmacy OUTSIDE the clinic, this cost should be captured under “Prescription Drugs” when calculating the cost for the service he accessed at the clinic. If he bought some of the drugs in the clinic and the rest outside the clinic, add both costs together and record.

**S5FQ9D** For each different service the respondent indicated they or a member of their household had to pay out of their own pocket fees (Q8=YES), ask how much the household paid for Emergency (ambulance).

**S5FQ9E** For each different service the respondent indicated they or a member of their household had to pay out of their own pocket fees (Q8=YES), ask how much the household paid for Non-emergency Transportation.

**S5FQ9F** For each of the health services the respondent indicated the household had to pay out of their own pocket fees (Q8=YES), ask how much the household paid for other expenses. These include direct medical costs that are not user fees (i.e., cost for items required for the service/treatment that were purchased by the patient and not included in the bill provided by the service provider), such as purchase of medical equipment (crutches, bands, gloves etc.) and traditional medicine, or indirect medical costs that are not transport related, such as feeding.

Note the following for S5FQ9A to S5FQ9F:

- (a) If a respondent provides an unusually low or large amount, probe further to clarify that it is not an error; and after you have verified that it is not an error, add a comment explaining the reason for the unusual figure.
- (b) If a respondent reports the same cost for 2 or more items, for example, a respondent says he paid K1,000 for examination and K1,000 for drugs, you should probe to clarify that it is not an error. Sometimes this happens because the respondent is lumping the costs together, let them know that you want the cost for each item separated. If you confirm that it is not an error, note this in the comment.
- (c) Be careful to correctly categorize costs into the appropriate section, for example do not calculate bed/admissions cost under other expenses or calculate other expenses under examination /medical visits.

(d) Only record DON'T KNOW if the respondent doesn't know because it was another household member who received the SERVICE, or they insist that they cannot remember the exact figure or provide an estimate after you have probed sufficiently.

**S5FQ10- S5FQ16** These questions seek to solicit the experience of members when accessing services as reported in **S5FQ4**.

**QUESTIONS 10-13 WILL BE ENABLED ONLY FOR SERVICES RECEIVED BY MAIN PHONE SURVEY RESPONDENT.**

These are Likert scale questions; we want to measure the level of agreement / disagreement.

**QUESTION 15 WILL BE ASKED OF ALL INDIVIDUALS, REGARDING ALL SERVICES RECEIVED**

**QUESTION 16 WILL BE ENABLED ONLY FOR SERVICES RECEIVED BY MAIN PHONE SURVEY RESPONDENT**

## **SECTION 6: EMPLOYMENT**

Description: This section asks about INCOME-GENERATING activities of the respondent and the household.

**Q1.** 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 in the previous categories.

## SECTION 9: CONSUMER SENTIMENTS

**For Round 5 Phase of the HFPS-Malawi, Sample B** will be the one that receives this module.

**Economic Sentiments Description:** The section asks about economic sentiments of the household, i.e., how they feel about their finances and the state of the economy, as well as how they foresee the economy changing. Public sentiment of economic conditions has been reported to closely mirror actual indicators of a country's economic health (such as GDP, Unemployment, Consumer Price Index etc). These sentiments also inform how citizens monitor government performance and develop policy opinions; in addition, public expectations about future economic prospects can influence their consumption and investment decisions, which consequently impacts the economy.

This section will be asked to 50% of the sampled households. If the household has been selected for this section, CAPI will display this section.

**Instruction:** Pay attention to how frequently the reference period changes in this section, be sure to read out the correct reference period and where necessary probe further to clarify that the response provided is in accordance with the specified timeline.

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. However, you can probe further to clarify any discrepancies between responses.

DO NOT read out the option DON'T KNOW; it is in upper case. Probe sufficiently before selecting this option, ensure the respondent understands that you are asking them to provide a response and estimate percentages based on their understanding and personal experiences. Where applicable, you MUST remind the respondent to answer about the household in general and not about only his/her personal experience specifically.

Majority of the questions are Likert scale questions. It is important to READ OUT ALL THE OPTIONS before asking the respondent to select the appropriate response and be careful when making selections.

**INTERVIEWER READ OUT:** Now I'd like to ask you some questions on how people are getting along financially these days. This will not be used to determine your eligibility to receive any assistance or support.

**S9BQ1** Ask if the respondent and their household are financially better off, about the same, or worse off than they were 12 months ago. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.

**S9BQ2** Ask if the respondent thinks that 12 months from now, they and their household will be better off financially, or worse off, or just about the same as now. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.



**S9BQ3** Ask the respondent how they think the general economic situation in the country has changed during the past 12 months. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.

**S9BQ4** Ask the respondent how they expect the general economic situation in this country to develop during the next 5 years. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.

**S9BQ5** Ask the respondent if they think prices in general have gone up a lot, gone up somewhat, stayed the same, or gone down during the last 12 months. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.

**S9BQ7** Ask the respondent how they expect that prices in general will change during the next 12 months, compared to the past 12 months. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.

**S9BQ8** Ask the respondent if they think now is a good or a bad time for people to buy major household items. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response.

**S9BQ9** Ask the respondent how likely is it that extreme weather events will negatively affect them and their household financially during the next 12 months. READ OUT ALL OPTIONS IN SMALL CASE and select the appropriate response. NOTE that the question is asking about the impact on their FINANCES, make sure that this is sufficiently clear to the respondent.

**S9BQ10** This question is asked only to those who reported that extreme weather events will extremely likely or likely negatively affect their household financially during the next 12 months (Q9=1 or 2). Ask the respondent which events they expect will negatively affect them and their household financially during the next 12 months. READ OUT ALL the options and select all that apply.

#### **SECTION 14: Survey of Well-being via Instant and Frequent Tracking (SWIFT)**

SWIFT is a powerful survey instrument that can produce estimates of poverty and shared prosperity in a very timely and cost-effective manner.

**S14Q1.** Does your household own (answer Yes/No to each of them). MAKE SURE TO ASK THIS QUESTION FOR ALL ITEMS IN THE LIST and Mark YES/NO.

**S14Q2a - S14Q2e.** In the last 7 days, <b>how many days did you or others in your household consume any [ITEMS]? Carefully probe for the number of days an item was consumed.

**S14Q3.** In the past 7 days, how many days has your household had to (answer Yes/No to each of them). MAKE SURE TO ASK THIS QUESTION FOR ALL ITEMS IN THE LIST and Mark YES/NO.

**S14Q4.** What kind of toilet facility do members of your household usually use? (select one)

- Flush toilet – This refers to the type of toilet which is characterized by the draining of human excreta by rush of running water.
- VIP - (Ventilated Improved latrines) – This is a ventilated pit latrine which is defined as an onsite means of human excreta disposal in a hygienic, low cost and more acceptable manner. The primary features of VIP latrines consist of an enclosed structure (roof and walls) with a large diameter (110mm), PVC vertical ventilation pipe running outside the structure from the pit of the latrine to vent above the roof. They often will have concrete slabs containing the latrine hole
- Traditional latrine w/roof means is an ordinary pit latrine built without health or hygienic related specifications. It does not have a vent pipe, but has a roof.
- Traditional latrine w/o roof means is an ordinary pit latrine built without health or hygienic related specifications. It has neither a vent pipe nor a roof.
- No Facility - This refers to the use of bushes, grass/field and other open spaces as toilet facilities.

**S14Q5.** Main source of energy for cooking. Ask about the main source of energy used by household for cooking and mark the appropriate response. It is possible that a household may use more than one source of energy at any one time. In that case, you **MUST** record the one that is most often used. Only one code should be marked with respect to the categories provided.

**S14Q6.** Main source of energy for lighting. Ask about the main source of energy used by household for lighting and mark the appropriate response. It is possible that a household may use more than one source of energy at any one time. In that case, you **MUST** record the one that is most often used. Only one code should be marked with respect to the categories provided.

**S14Q7a.** The outer walls of the main dwelling of the household are predominantly made of what material?

Types of General construction materials used for dwelling unit. Definitions are:

- Structure: A structure is defined as “any unit of construction that has four walls or an all-round wall, a roof and at least one door irrespective of the type of construction materials used”. Buildings, caravans, tents, and tinned houses are some examples of structures. Based on the materials used for construction of wall and roof, the structures in the IHS5/HFPS are classified into three major groups: permanent, semi-permanent and traditional.
- Permanent structure: A permanent structure is one having a roof made of iron sheets, tiles, concrete or asbestos, and walls made of burnt bricks, concrete or stones. These include caravans and tinned structures. Permanent structure is built from modern building materials

that are available from suppliers of building materials and hardware cement, iron sheeting, specialized flooring materials, burnt/fired red bricks, and so on. Note, however, that burnt/fired red bricks made by household members themselves should be considered to be permanent materials even though they were not purchased.

- Semi-permanent structure: Semi-permanent is the term used here for a mix of permanent and traditional building materials. A semi-permanent is one lacking construction materials of a permanent structure for wall or roof. These are structures which are built of non-permanent walls such as sun-dried bricks or non-permanent roofing materials such as thatch. Such a description would apply to a house made of red bricks and cement mortar, but roofed with grass thatching.
- Traditional structure: Traditional structures are those made from traditional housing construction materials. These materials are taken from common natural resources – unfired mud brick, grass thatching for roofs, rough poles for roof beams
- The Dwelling may be defined as any structure; permanent, semi-permanent or traditional where people live and sleep. It may be a hut, house, stores with a sleeping room or rooms at the back or sides, a shelter of reeds/straw such as those used by fishermen, or any other structure where people sleep.
- Dwellings made up of several separate structures are most commonly found in rural areas, as where separate sleeping huts are constructed for various members of a household.

**S14Q7.** Record the floor finishing. For example, if there is a cement floor with tile covering/finish, record tile.

**S14Q8.** Roof material.

- Concrete can be a roof in the case that there is a flat roof since the building has an unfinished floor above it.
- If two or more different types of materials are used for the walls, roof, or floor, you **MUST** report the material that is used in the majority.

**S14Q10.** Number of Rooms. Total number of rooms, include bedrooms, dining rooms, study rooms, habitable attics, servant's rooms, kitchens, rooms used for business purposes etc. as long as they meet the criteria of walls and floor space.

- Do not count passageways, verandas, lobbies, bathrooms, toilets, garages and storerooms as rooms even if they meet the above criteria.

- A room used for both eating and sleeping counts as 1 room.
- If a room is divided by fabric, folding screens, cartons, plastic or other temporary material, the room is considered as 1 room.

(INSTRUCTIONS CONTINUE ON THE NEXT PAGE)

- Minor rooms in the dwelling should be excluded from the room count. These include bathrooms and toilets, storerooms, carport/garage, khondes, and so on.
- However, you should include all other rooms, including rooms that are usually unoccupied, such as those that are reserved for guests. If there are rooms which are not being used/are not occupied, they should be included/counted. For example, two people live in a house with seven bedrooms, all bedrooms should be counted.
- Note that many houses in rural areas will consist of a single room. These should be included in the room count.
- For example, all of the qualifying rooms in the separate houses of dwellings made up of several separate structures should be counted.

### **SECTION 11a: FOOD PRICES**

Description: The objective of this section is to collect data on the current prices of common food items.

**S11Q1.** The objective of this question is to ascertain the availability of the different food items. If the respondent knows that the item is for sale, but they do not know the price of the item, the response to this question should still be “yes”.

**S11Q2.** For this question the respondent should report “yes” if they are aware of the price in their community or nearby market within the recent past, even if they have not purchased the item.

**S11Q3.** The most common unit/size combination for each food item has been pre-filled as a reference point for questions **P4** and **P5**.

**S11Q4.** If the respondent can provide the price for each food item in the unit/size combination provided in P3 then encourage they report this price rather than for another unit/size.

**S11Q5.** The respondent should report the most current price they know for the item and unit/size combination reported in P3.

**S11Q6.** This question should only be asked if the respondent knows the price of an item, but they do not know the price of the item in the most common unit/size combination identified in question P3. Reference the list of item and unit codes.

**S11Q7.** The respondent should report the most current price they know for the item and unit/size combination reported in P6.

**S11Q8.** The purpose of this question is to identify whether the price of items has increased, decreased, or stayed the same in the last month/since the last interview with the household.

**S11Q9.** This question should only be asked the first time this module is administered to a household.

### **SECTION: TRANSPORTATION PRICES**

**Description:** The objective of this section is to collect data on the current prices of different types of transportation to common destinations.

**S11bQ1.** The respondent should report “yes” to this question if they have used any type of paid transportation service to the identified destination.

**S11bQ2.** The respondent should identify the mode of paid transportation they used to each destination for their most recent trip.

**S11bQ3.** The respondent should report the total amount they spent for transportation on the identified mode of transportation for their most recent trip to each destination.

**S11bQ4.** The purpose of this question is to identify whether the price of transportation has increased, decreased, or stayed the same in the last month/since the last interview with the household.

### **SECTION 11 : FUEL PRICES**

**Description:** The objective of this section is to collect data on the current price of types of fuel and challenges households have faced buying fuel.

**S11cQ1.** The respondent should report “yes” to this question if they have ever bought the fuel type.

**S11cQ2.** This question is asked if the household has ever bought the identified type of fuel (F1 is YES). Ask when the household made their most recent purchase of each fuel type and select the appropriate response.

**S11cQ3.** This question is asked if the household has bought the identified fuel type in the last 30 days (F2 is 1 or 2). Read aloud the different response options and select all that apply.

**S11cQ4.** Ask the respondent the total quantity (in liters) of each fuel type they bought for their most recent purchase.

**S11cQ5.** Ask the respondent the total amount they paid for the fuel type for their most recent purchase and refer to the quantity reported in F4.

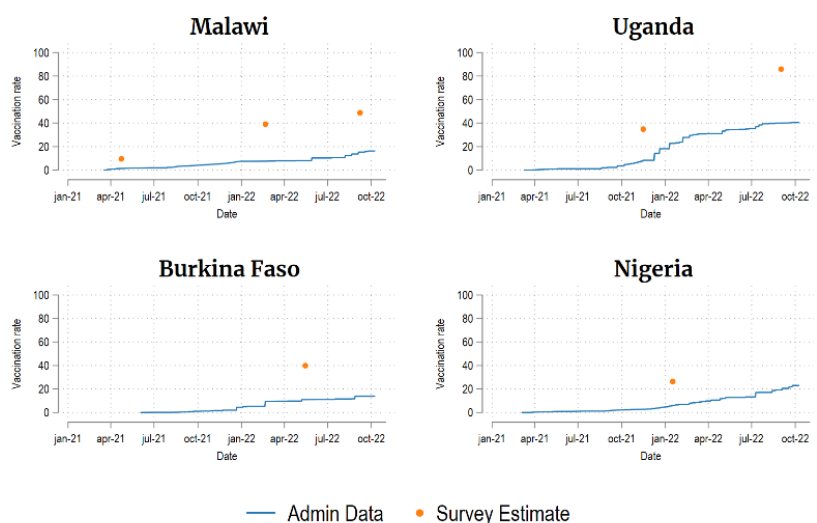
**S11cQ6.** The purpose of this question is to identify whether the price of each fuel type has increased, decreased, or stayed the same in the last month/since the last interview with the household.

## SECTION 15: SOCIAL DESIRABILITY

Household surveys are an important and widely used instrument to study questions of public health. In the wake of the COVID-19 pandemic, surveys have been used to analyze many health-related aspects of the pandemic. In the context of COVID-19, administrative statistics are the primary resource informing the progress of vaccination campaigns, but survey data is being used for information on vaccine hesitancy, barriers of access, and other ways to expedite vaccination efforts. Past research from before the pandemic (Murray et al. 2003; Bosch-Capblanch et al. 2009; Sandefur and Glassman 2015; Bloland and MacNeil 2019; Bradley et al. 2021) and anecdotal evidence from COVID-19 suggest that both data sources are subject to a number of biases calling into question their reliability.

Specifically, there is a discrepancy between the two data sources when it comes to vaccine uptake, with survey data consistently exceeding administrative data (Figure 1).

*Figure 1*



Share of people with at least one COVID-19 vaccine dose. Admin data source: Our World In Data

There are a number of possible explanations for these discrepancies, which have to do both with the survey data and the administrative data.

- 1) Lags, undercounting, and inaccuracies in administrative data
- 2) Sampling and coverage biases: phone access, respondent selection
- 3) Proxy response: main respondent reporting for other household members
- 4) Survey mode effects: over-the-phone vs. in-person
- 5) Panel conditioning: learning effects etc. through repeated contact
- 6) "Social desirability" / experimenter demand: appease enumerator, report compliance with "socially desirable" behavior; stigma around vaccination/refusal to be vaccinated

The HFPS and LSMS-ISA surveys have so far allowed studying, at least to some extent, several of these possible explanations. Specifically, explanations (2), (3), (4), and (5), notably through survey experiments and by comparison of face-to-face and phone survey data. These explanations go some way towards building our understanding to what extent sampling and non-sampling biases might affect survey estimates and explain these estimates, but they provide a partial explanation at best.

Social desirability bias (6) remains as an important factor possibly affecting (phone) survey data, which so far has not been studied in this context. Social desirability bias may also act in other relevant domains in (phone) survey data collection. This note proposes exploring the presence and magnitude of social desirability biases in the HFPS.

**To that effect, in Round 5, there will be implementation of a considerably stripped-down version of the HFPS vaccines module fielded in earlier rounds of the HFPS – comprising only two questions per respondent. Given this design, the additional burden on survey capacity of the proposed approach is likely minimal other than requiring randomizing respondents into the three treatment arms (i)-(iii).**

**The following introduction texts will be used, randomly assigned between respondents:**

**Positive reinforcement:**

*"Now, I'd like to ask you some questions to find out how many people have been vaccinated against COVID-19 in [country]. This will not determine your eligibility to receive a COVID-19 vaccine. Many people in [country] have already been vaccinated against COVID-19. We thus expect that many of our survey respondents will tell us that they have been vaccinated."*

**Negative reinforcement:**

*"Now, I'd like to ask you some questions to find out how many people have been vaccinated against COVID-19 in [country]. This will not determine your eligibility to receive a COVID-19 vaccine. Many people in [country] are not vaccinated against COVID-19. We thus expect that many of our survey respondents will tell us that they are not vaccinated."*

**Standard phrasing:**

*“Now, I'd like to ask you some questions to find out how many people have been vaccinated against COVID-19 in [country]. This will not determine your eligibility to receive a COVID-19 vaccine.”*

**The sample will be split into three and the enumerator MUST make sure to read the phrases exactly as they have been crafted for the different sample groups.**

**Although the vaccine questions were administered in the past, they will be administered again per respondent since this is an experimentation to under more the social desirability biases when answering these questions.**

### **SECTION 13: AGRICULTURE**

**S13Q1** Ask this question to all members – do not form any biases driven by land ownership or location of the households. Households living in urban areas might also have engaged in agriculture.

**S13Q2** What are the reasons you did not grow crops on your farm this agricultural season?

**READ OUT OPTIONS. SELECT ALL THAT APPLY.**

**S13Q4.** Record what the respondent considers to be the main crop – if they respondent planted more than one crop, do not form biases as to what they should consider as the main crop, but rather guide the respondent (incase they cant give a clear answer) with prompts like, “which crop occupies the largest portion of the plot(s)...”

**S13Q5.** Some respondents might still be in the process of planting, so please ask this question exactly as it is phrased.

**S13Q6.** Record the size and unit of the land area planted with the MAIN CROP as identified in Q4.