



**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 the first 12 rounds were conducted on a monthly basis during the period of May 2020 and June 2021. The next 6 rounds are 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 onto 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.

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

**S6Q1B** In the case of respondents that have a job, business, or family farm to return to, 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.

**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. Ask if they did anything to find a paid job or start a new business in the last 4 weeks. 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 the answer options aloud.

**S6Q5A** Ask the respondent to describe the primary activities or tasks performed in their main work during the last week. Make sure to write a SHORT DESCRIPTION of the primary activity. The main job is the one where you usually work the highest number of hours (even if you were temporarily absent last week). If the respondent worked more than one job/activity, refer to the one they spent the most time working on.

**S6Q5B** INTERVIEWER: select the sector in which the respondent works in. Be careful when categorizing respondent's work into the appropriate sector.

**S6Q6** This refers to the type of relationship between the person and whom they work for. The question is asked for all those who worked last week. It refers to the same work the respondent reported in Q5A and Q5B. 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.

**S6Q6A** Ask the respondent what all the family products they worked on are intended for. Read all options.

**S6Q8B1** Record here the TOTAL number of hours the respondent worked on their main job last week. Where necessary, help the respondent to estimate.

## **SECTION 4B: MENTAL HEALTH**

**INTERVIEWER:** Remind respondent of the two-week time frame for each question.

**Read the Response Options to the Respondent**

## **SECTION 8: FOOD INSECURITY EXPERIENCE SCALE**

**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 **LAST 30 DAYS**, 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 **LAST 30 DAYS**, 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 **LAST 30 DAYS**, 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?” <sup>21</sup> 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 **LAST 30 DAYS**, 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 **LAST 30 DAYS**, 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 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 **LAST 30 DAYS**, 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 **LAST 30 DAYS**, 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 **LAST 30 DAYS**, 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 10: SHOCKS AND COPING STRATEGIES**

Description: Typically, the word shock is used to describe a surprisingly intense emotional or psychological reaction to information or an occurrence which may take its toll on an individual or household. A shock may be an event or happening or a factor that affects an individual or the entire household negatively, in economic terms. The death of the bread winner in a household may have a negative impact economically on the household. Thus, this section seeks to capture events that may have affected the household since the enactment of government restrictions to address the outbreak of coronavirus.

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

**S10Q1** All the shock options in this question are asked and responses recorded before going to the next set of questions for each YES response.

**S10Q3** This question is only asked for the shocks that the household experienced since the MAY 2022. Select all applicable responses. Probe for additional coping mechanisms used by the household

## **SECTION 13: AGRICULTURE**

**S13Q1 (PREFILLED FOR HOUSEHOLDS INTERVIEWED IN THE LAST ROUND)** 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.

**S13Q4. (PREFILLED FOR HOUSEHOLDS INTERVIEWED IN THE LAST ROUND)** 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)...”

NOTE: For questions that refer to the “MAIN CROP,” please refer to the main crop recorded in **S13Q4.**

**S13Q8\_1. DO NOT MAKE ASSUMPTIONS** that respondents have finished harvesting. Please ask the question as it is because it will form a basis for how the next questions will be administered.

**S13Q8 - S13Q8.** Some respondents might still be in the process of planting, so please ask this question exactly as it is phrased.

**S13Q11.** This question is to be asked if the respondent says that they finished selling the agricultural products for the REFERENCE SEASON.

**S13Q11\_1.** This question is to be asked if the respondent says that they have not yet finished selling the agricultural products for the REFERENCE SEASON.

**S13Q12 - S13Q20.** These questions relating to fertilizer are asked regardless of if the respondent cultivated a plot or NOT.