

INSTRUCTIONS FOR INTERVIEWERS
AZERBAIJAN SURVEY OF LIVING CONDITIONS
SEPTEMBER, 1995

INTRODUCTION

1. Acknowledgement

Thanks to interviewers for taking part in the Azerbaijan Survey of Living Conditions. Thanks also to the extremely hard-working team at SORGU for the work they've done and for bringing you all together.

2. Objectives of the Azerbaijan Survey of Living Conditions

We have undertaken a large project, but it is also a very important project. It is clear to everyone that the difficulties of economic transition weigh heavily on many people.

The principal objective of this survey is to collect basic data reflecting the actual living conditions of the population. These data will then be used for evaluating socio-economic development and formulating policies to improve living conditions.

The survey collects information on health, education, employment and other productive activities, demographic characteristics, migration, housing conditions, expenditures and assets.

The information gathered is intended to improve economic and social policy in Azerbaijan. It should enable decision-makers to 1) identify target groups for government assistance, 2) construct models of socio-economic development policies and 3) analyze the impact of decisions already made and the current economic conditions on households.

3. Methodology

The focus group discussions of the qualitative stage of research provided important information. The results gave us some very personal glimpses of the suffering and hardship some people are facing.

The second stage of the research that we are beginning now, the quantitative, takes a completely different approach. In the quantitative work we attempt to obtain a statistical, numerical representation of the entire population.

In an effort to reconcile the purpose of the survey with the human and budget resources available, the sample size is 2000 households. These households were selected from all of Azerbaijan except for the occupied regions of the Republic.

The survey sample was selected by a proportional probable systematic method. In Baku, 400 households were selected randomly from a list of randomly selected households prepared by SORGU to represent each raion of Baku in proportion to its size, in terms of households.

Outside Baku, we have selected 1200 households in such a way that every household has an equal chance of being included in the survey sample. The sampling was done in two stages. First, 100 population points were chosen from a list of villages, towns and villages of the town type (selo, gorod and pgd).

Each had a chance of being selected proportional to the number of households located in that place. In every selected population point, 12 households will be selected from the list of households maintained at the administrative center. These households will also be selected randomly with the use of a random number assigned to that population point.

Finally, to reflect the special concern of the government for the displaced persons, 34 raions have been selected in proportion to the number of displaced persons living there. In each of these raions, using lists of displaced persons at the raion center, three locations will be selected and 4 households will be interviewed at each location.

Three types of questionnaires are used in the survey: 1) a household questionnaire that contains nine sections, 2) a population point questionnaire because the living conditions of a household depend on the conditions of the village or city where they live. The population point questionnaire contains eight sections on demographics, infrastructure, economy, education, health, displaced persons, agriculture, and facilities, 3) a price questionnaire because living conditions also depend on the price and availability of food items.

This is a complicated multi-purpose survey, so some technical methods have been applied in order to get high quality data. These include: 1) almost all answers are coded in order to shorten time and reduce mistakes in writing the answers, 2) all questions are written exactly as they are meant to be read so that the information provided will be the same for each household, 3) there is one supervisor for every three interviewers so the work can be properly observed and controlled to guarantee uniform procedures and therefore accurate information.

Measuring living conditions and assessing poverty is a complicated task. All different aspects of the household's life must be considered. For this reason the household questionnaire is long and complex. The complexity will demand extra effort from you, the interviewers. It will take some time to become completely familiar and comfortable with the questionnaire. The length will be a burden for respondents. These burdens must be borne because of the importance of collecting the data. UNICEF conducted a survey of health in Kuba and they found respondents willing to spend one and a half hours with the interviewers. I believe that we will also find people willing to help if they understand the purpose and the importance.

4. Organization of the Survey

The Azerbaijan Survey of Living Conditions is conducted with the technical and financial assistance of the World Bank in collaboration with the Institute SORGU.

Each survey team consists of 1 supervisor and three interviewers. In Baku, the survey will be conducted with 5 teams. For the survey outside of Baku and for the displaced persons, there will be 10 teams.

5. Supervisor's Tasks

The supervisor is responsible for controlling the activities of the interviewers and helping them in every way to do their job correctly. The supervisor will manage the list of households in each population point, assign households to interviewers, observe interviews, verify that questionnaires have been completed properly, and deliver the questionnaires to SORGU.

In population points outside of Baku, supervisors will also have the important responsibility of establishing contact with the administrative center and selecting the households, filling out the population point questionnaire and the price questionnaire.

6. Interviewer's Tasks

The interviewers are responsible for locating the correct households and conducting four interviews per day. The interviewer's role is central to the survey. The usefulness of all of the preparation work and all of the analysis depend completely on the quality and accuracy of the work of the interviewers. The quality of the data and of the whole survey will be determined by the quality of the Interviewer's work.

The interviewer has to follow exactly all of the instructions given today. The interviewer must also keep constantly in touch with the supervisor and inform him of any problems that interviewer encounters in his work in the field.

It is the job of the supervisor, the team at SORGU and myself to provide the interviewers with all possible assistance. The supervisor, for his or her part, will collect and check the interviewer's work and help the interviewer resolve any problems that may arise during the survey process.

After finishing each interview, the interviewer has to verify that all sections have been filled out correctly and legibly. He or she must ensure that the required information for all the household members indicated in each section is recorded. This must be done immediately after the interview, before handing in the questionnaire to the supervisor, and -most important- before leaving the population point.

The interviewer may correct minor errors made by his/her bad writing. However, the interviewer must never make any other changes in the completed questionnaire without asking the respondent the questions again.

The interviewer should always follow the advice given by the supervisor, who is the representative of SORGU in the field. The supervisor will assign the work for each interviewer each day.

In order to guarantee the quality of the work, the supervisor will carry out the following checks in the field, 1) the supervisor will examine, in detail, each of the questionnaires filled in by the interviewers to verify that each interview has been carried out correctly and fully, 2) the supervisor will make visits to some households that have already been interviewed, to re-ask certain questions of these households in order to check whether answers recorded on the questionnaires are correct, 3) the supervisor will observe one or more interviews for each interviewer each week to evaluate the interviewer's method of asking questions. The interviewer will not be informed in advance, 4) each day the supervisor will discuss the work with interviewers and report regularly to SORGU regarding the team's performance.

The supervisor is the link between the interviewer and the survey organizers, the interviewer will receive instructions from him, must inform him/her of any problem or difficulty encountered. For instance, if the interviewer does not understand a procedure or the meaning of a question in the questionnaire, he or she should ask the supervisor as soon as possible.

THE INTERVIEW

1. Locating the household

The address of the household to be interviewed will be written by the supervisor on the first page of the questionnaire. The interviewer should look for that address and make sure it is the household belonging to the household head named.

If the interviewer is unable to locate the household, unable to find anyone at home, or if the household refuses to participate, the interviewer must contact the supervisor.

2. Explain the purpose of the survey

When the interviewer enters a household, the first thing he or she should do is to greet everyone and introduce himself or herself as an employee of SORGU. The interviewer must display the identification card.

These are the points that the interviewer should cover in his or her explanation of the survey: 1) the purpose of the survey is to evaluate present living conditions in order to provide important information representing all people of the Republic, 2) population points and household were selected at random, 3) there is no connection between this survey and taxes, 4) all information is strictly confidential.

3. Fill in the survey information sheet

The first page of the questionnaire should be filled out. The supervisor will fill in the top except "roster". The interviewer will complete the first box with his or her name, code, date, time of start of interview, the name of the household head, mother tongue of the household head, the language of the interview and if an interpreter was used.

4. Conduct the interview

The interviewer must be careful to follow all the instructions here -most important- ask the questions exactly in the form in which they appear in the questionnaire. The questionnaire must be filled in during the interview, not afterwards. Only the interviewer can fill in the questionnaire, not the respondents.

The interviewer must maintain the tempo of the interview, in particular, avoid long discussions of questions with participants. NOTE that this is very different from the type of work of the interviewers when conducting focus group discussions. However, it is also important that the interviewer not interrupt the respondent too soon even if the respondent begins with irrelevant answers. Listen to what the respondent is saying and then lead back to the original question. Remember that it is the interviewer who is conducting the interview and must be in control of the situation.

The interviewer must remain objective -- absolutely NEUTRAL -- about the subject of the interview. Most people are naturally polite and they try to adopt an attitude that they think will please the visitor. The interviewer should never show, in any way, surprise, approval or disapproval of an answer.

Furthermore, the interviewer must not tell the respondent what he or she thinks about these things during the interview. If the respondent asks for the interviewer's opinion, it can be given only at the end of the

interview.

The interviewer must avoid making any suggestion regarding the respondent's ability to answer a question or the kind of answer he or she might give.

All data are strictly confidential. This confidentiality is the foundation of all statistical work. Interviewers and supervisors must strictly respect the confidentiality of the answers provided.

The interview must be conducted in such a way that the respondent feels comfortable providing truthful answers. If the presence of other people makes the respondent unable to provide some answers, the interviewer should request the other persons to leave or ask the respondent to ask them to leave. If nothing works, the respondent can write answers on a piece of paper and the interviewer can copy it onto the questionnaire. No one except the interviewer can write in the questionnaire.

Before leaving the interviewer must thank the respondent and the rest of the household.

5. After the interview

The interviewer must fill in the time of completion in the box on page one of the questionnaire and sign at the bottom of the box.

The interviewer should fill in the results box on the second page, including day, month and year of completion of the sections. Also mark complete if all questions were answered or partial if certain questions were not asked because people were unavailable.

The interviewer must also fill in the observations on page 2. The interviewer should indicate on this page if respondent's were cooperative, any problems that arose, any unfavorable circumstances and any other comments for the benefit of the supervisor.

6. Overall

The interviewer must conduct him or herself professionally.

- Be uniformly courteous toward respondents, other household members, and members of the survey team
- Avoid upsetting or disturbing respondents by his/her behavior
- Dress properly so that respondents will be inclined to trust the interviewer as a reliable, responsible person
- Exercise patience and tact in conducting the interview and avoid antagonizing the respondent or cause him to give inaccurate answers

GENERAL INSTRUCTIONS FOR FILLING OUT THE QUESTIONNAIRE

All questions must be read exactly as they are written.

The person interviewed should preferably be the head of household. If the head is not available, the interviewer must find a principal respondent to answer the questions in his/her place. The person selected must be a member of the household who is able to give information on the other household members.

Throughout the questionnaire, questions should be asked of each item in order unless a skip is indicated. Skips are indicated with arrows. A single arrow, ➤, indicates the next question to be asked if that particular answer has been given. A double arrow, ➤➤, indicates the next question to be asked regardless of the answer.

Everything that is written in capital letters is for the interviewer only and is not to be read aloud. Everything in small letters is to be read to the respondent exactly as it is written. The only exception is that the interviewer must replace [name] or [item] with the appropriate name or item when reading the question.

For every question a set of responses is provided with codes for each response. The interviewer should write only the codes on the questionnaire. The only exception is when there is a line to specify another answer and even then, the code for other must be entered.

There are no codes for not applicable. The indicated skips are designed to ensure that questions that are not applicable are not asked. The blanks for any skipped question must be left empty.

There are no codes for refused to answer. If a respondent refuses to answer, the interviewer should remind him or her of the importance and confidentiality of the survey. It is very important that all answers are collected for each question. If it is not possible to gain a response, the interviewer should leave that answer blank empty.

There are codes for don't know for only a few questions. If the respondent does not know the answer the interviewer should ask to speak to someone who does know or, if that is not possible, ask the respondent to provide his or her best estimate.

At all times the interviewer must remain professional and express no reaction to the answers that are being given. The respondent must feel comfortable to tell the truth. The validity of the survey results will be harmed if respondents try to provide the answers that they think the interviewer would approve of.

Write legibly in ink.

Use capital letters and arabic numerals.

Write only within the space provided. Do not make additional marks on the questionnaire.

Write only quantities, not units.

CODES

YES...1 NO...2

For units of time there are a set of codes:

DAY...3 WEEK...4 MONTH...5 QUARTER...6 HALF YEAR...7 YEAR...8

These codes are included so that it is easier for the respondents to answer questions on expenditures. For example, in section 7 we ask about expenditures for the last month but if it is easier for the respondent to say "I spend 2000 manat every week" then the interviewer should write 2000 and then 4, the code for week, in the box for unit of time.

FOR SECTION 1: I would like to make a complete list of all the people who normally live, eat their meals together and share expenses in this dwelling.

First I would like the names of all the members of your immediate family, who normally live, eat their meals together and share expenses in this dwelling. Include the head of the household, his wife (or her husband) and his or her children in order of age.

ALWAYS WRITE DOWN THE HEAD OF THE HOUSEHOLD FIRST, FOLLOWED BY HIS/HER SPOUSE AND THEIR CHILDREN IN ORDER OF AGE.

WRITE DOWN THE NAME, SEX AND RELATIONSHIP TO THE HEAD OF HOUSEHOLD FOR EACH PERSON.

Please give me the names of any other persons related to the head of the household or to his/her wife/husband, together with their families who normally live, eat their meals together and share expenses here.

Please give me the names of any other persons not related to the head of household or to his/her wife/husband but who normally live, eat their meals and share expenses here. For example, tenants, lodgers, servants or other persons who are not relatives.

Are there any other persons not now present but who normally live, eat their meals here and share expenses? For example, any person studying somewhere else or who is on vacation or who is visiting other people.

Finally, include other persons who were in the house the night before the interview.

FOR EACH PERSON LISTED IN QUESTION 1, ASK THE QUESTIONS 4-9. COMPLETE THE ENTIRE LINE BEFORE GOING TO THE NEXT PERSON.

SUPERVISORS RESPONSIBILITIES

- Arrange team transportation to raion
- Pick up questionnaires from SORGU
- Contact Administrative Head
- Contact GOSKOMSTAT
- Contact IDP Administration and select households
- Locate selsoviet for the population point
- Select households
- Contact the administrative personnel of any tent camp to be included in the sample
- Conduct interviews to fill out the community questionnaire
- Conduct interviews to fill out the price questionnaire
- Observe one interview per day, complete the interview observation sheets
- Check the questionnaires are filled out completely and legibly and complete the completed questionnaire checklist
- Enter the code for question 5 in the agriculture section
- Safeguard the questionnaires and deliver them to SORGU

INTERVIEWER EVALUATION FORM

INTERVIEWER: _____ []

EVALUATION CRITERIA	RATING	
	SATISFACTORY	UNSATISFACTORY
A. Comportment of the Interview 1. Did the interviewer greet everyone before beginning the interview? 2. Did the interviewer introduce himself or herself and explain that he or she is working for the Survey Institute? 3. Did the interviewer explain the objectives of the survey properly, how the household was chosen, and that the interview would be completely confidential? 4. Was the interviewer polite and patient with the respondents during the interview? 5. Did the interviewer thank everyone at the end?		
B. Interview of Respondents 1. Did the interviewer ask the questions as they appear in the questionnaire? 2. Did the interviewer try to interview the appropriate person in each section? 3. Did the interviewer accept "I don't know" as an answer without probing?		
C. Time Spent on the Interview 1. Did the interviewer avoid long discussion of the question with the respondents while still being patient and polite? 2. If the interviewer received irrelevant or complicated answers, did he or she break in too suddenly? 3. Did the interviewer rush through the interview, thereby encouraging respondents to answer questions too quickly?		
D. Impartiality 1. Did the interviewer maintain a neutral attitude toward the questions and answers during the interview? 2. Did the interviewer volunteer an opinion? 3. Did the interviewer appear surprised or shocked or disapproving about any of the answers? 4. Did the interviewer suggest answers when asking the questions?		

SUPERVISOR: _____ []

DATE: [] 1995]

HOUSEHOLD QUESTIONNAIRE VERIFICATION FORM

POPULATION POINT ID CODE: []

HOUSEHOLD ID CODE: []

Sec	Ques	Check	Result		Notes/ Remarks
			Satisfactory	To be redone	
		All answers are legible			
		All monetary values are in manat			
0		All boxes filled in			
1A	2-5	Filled in for each person in list			
1A	4	Age, not year of birth			
1B	2-4	If Q2=1 then Q3 and Q4 are answered			
2A		Section completed			
2B	1,8	If Q1=1 then Q8 is answered			
3	5,6	If Q5=1 then Q6 is answered			
3	1,3	Q1, Q3 answered for all 5 years & up			
4	1,5	Answered for all household members			
5A	1,7	Q1, Q7 answered for all 7 years & up			
5A	2-6	if Q1=1 then Q2-Q6 should be answered			
5B	1-6	Answers for all members 7 years & up			
5C	1	Answers in manat for each source			
6A	1	Answers for all members 7 years & up			
6A	2	Answer is years, not year of arrival			
6B	1	Answered for each household			
6B	2-14	If Q1=1 all questions must be answered			
6C	1	If Q1=1 in 6B then Q1 must be answered			
7A	1	There is an answer for code 700			
7A		Answers in manat			
7A		Time unit filled in for each item			
7B	1-3	Completed, answers are in manat			
8	1,3	Q1 & Q3 completed for each item			
9A	1,15	Q1 & q15 answered for each household			
9A	5	ENTER CODE FOR PRIMARY CROP			
9B	1	Completed for each item			
0		Questionnaire signed			