



FEDERAL REPUBLIC OF NIGERIA  
NATIONAL BUREAU OF STATISTICS  
ABUJA, NIGERIA

# COVID-19 NATIONAL LONGITUDINAL PHONE SURVEY

## PHASE 2

ROUND 11

INTERVIEWER MANUAL

APRIL 2024

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# Introduction

Despite the closure of borders around the world and aggressive containment measures, COVID-19 continues to spread globally, and the death toll continues to rise. To contain the spread of the virus, from March 2020 to June 2020 the Nigerian government enacted a range of health and safety measures: closed borders, movement restrictions, and stringent limits on assembly resulting in the closure of schools, stores, markets, and other institutions essential to the social fabric of life in the country. As the country fights with this unprecedented health crisis, Nigeria was simultaneously hit by another economic crisis driven by the sharp decrease in oil prices. In 2020 and 2021, Nigeria saw its highest surge in inflation of food prices in almost two decades.

Since government-imposed social distancing practices are increasingly becoming common to fight the spread of COVID-19, these measures severely limit the use of traditional, face-to-face interviews in population-based surveys to address the data needs regarding responses to and socio-economic impacts of COVID-19. In response, the World Bank launched a global initiative to implement high-frequency phone surveys to track the responses to and socioeconomic impacts of COVID-19. The Bank-wide initiative was precipitated by the World Bank Group COVID-19 emergency financing to client countries and is anchored in the demand/requests from the country management units, including that of Nigeria.

From April 2020 to April 2021, the NBS successfully implemented the Phase 1 of the Nigeria COVID-19 National Longitudinal Phone Survey (NLPS). In Phase 1, the National Bureau of Statistics conducted 12 rounds of monthly phone interviews with over 1,700 households that were selected from the General Household Survey-Panel (GHS-Panel) 2018/19.

## Objective

The objective of the NLPS Phase 2 is to continue monitoring the socio-economic effects of this evolving COVID-19 pandemic in real-time. These data will contribute to filling critical gaps in information that could be used by the Nigerian government and stakeholders to help design policies to mitigate the negative impacts on its population. The proposed NLPS in Nigeria will be designed to accommodate the evolving nature of the crises, including revision of the questionnaire on a bi-monthly basis.

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

## Sample Design

The GHS-Panel 2018/19 will serve as the frame for the current survey. The GHS-Panel collected phone numbers of interviewed households, making it a good frame for the current survey. Furthermore, we expect relatively high response rates from GHS-Panel households since NBS has built a strong relationship with them through multiple face-to-face interviews with the same households (between 2 and 8 interviews). In addition, using the GHS-Panel sample as the frame will allow for analysis of the long-term economic impact of the dual crises since these same households have been visited again for a fifth round of the GHS-Panel in 2023/2024.

For the Phase 2 Round 11 survey, all the households that were successfully interviewed in baseline of the phase 2, excluding households that refused in previous rounds of the survey, shall be contacted and interviewed (2,733 households). The questionnaire is designed such that the interview duration does not exceed 25 minutes.

## Training

Personnel will be selected from the pool of NBS interviewers that have experience with the Survey Solutions platform and have previously conducted phone surveys. A total of 30 interviewers, 4 supervisors and 1 lead supervisor will be trained virtually (over Skype) to participate in the survey. The training shall last 2 days and shall focus on providing participants with detailed understanding of the survey and CAPI, elucidation of important concepts and questions in the questionnaire, mock interview and evaluation. A pilot will also be conducted with households retired from the GHS-Panel sample. Brief follow-up virtual trainings 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: ***good ethics, politeness, patience and perseverance.***

## Language of Interview

The original baseline questionnaire for the Nigeria NLPS is in English and translations are available for Hausa, Igbo and Yoruba. Interviewers shall be assigned to states or regions where they speak, read, and understand the local language/dialect. It is very important not to change the meaning of the questions when you rephrase or interpret them. You should make sure that the way the question is read preserves the sense of the English question, rather than a word by word translation. If you have questions about how to phrase a question, you should ask your supervisor and refer to your notes from the training, where the phrasing of questions in local language will be discussed in detail. After reading the question, time should be allowed for the respondent to answer. If it appears the respondent did not hear the question, it should be read again, and time allowed for a response.

## Respondent

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

# The Questionnaire

## 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 Friday, the past 7 days are the time between the start of Friday of the prior week until the end of Thursday, the day before the interview.

**PAST 12 MONTHS** means the period from the same day and month one year ago until the day before the interview. For example, if the interview takes place on 29<sup>th</sup> October 2023, consider the period between the morning of 29<sup>th</sup> October 2022 until the evening of 28<sup>th</sup> October 2023, the day before the interview.

Box 1: Reference Periods

WEEK	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1							
2					<b>INTERVIEW DAY</b>		

## 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 organise 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 organise yourself, so you remember who you have to call back and at what time.

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

**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.

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

**State** The state where the household is located (e.g. Kano, Ogun, Imo, Edo)

**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 go through with the interview and submit it. If interview cannot be conducted in English, it will be re-assigned 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. (Be mindful however not to over-charge the battery so that battery life of the tablet is not cut short).
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://ngnlps.mysurvey.solutions>. Your username and password shall be provided to you by your supervisor. It is important that you keep your username and password as secure as possible.
5. **Synchronisation:** The interviewer must synchronise 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 synchronise after completing each interview of a household.* Details on how to synchronise the SuSo Interviewer Application are provided under *Synchronisation* in Section SS.
6. **Receiving Assignments and Sending Completed Interviews:** Once synchronisation 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 not only using the correct assignment for the household but also attentive to the details and peculiarities of that 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. **Synchronise Again:** Once the interview is marked as *Complete*, synchronise 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 minimise 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 dialling a number, you **MUST BE PREPARED** to speak. This is why you should have had everything in place before you start dialling. 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 Bureau of Statistics (NBS). NBS is carrying out a phone survey in Nigeria. 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. Gbenga, Ms. Hauwa, Mrs. Sumbo. Alternatively, you can say “sir” or “ma” or “madam”**
- **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 Bureau of Statistics**
- **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 minimise the number of refusals**

## SECTION 1: INTERVIEW INFORMATION

In this round, different households will be exposed to different modules. All households will answer the sections of Household Roster, Employment, Non-farm Enterprise, and Casual Labor. Additionally, the selected households will answer the Digital Farming Information section.

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

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

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

### ATTEMPTS

**S1Q1** Select the phone number that you are attempting to call. A text will open up below telling you which person this number belongs to, if they are a member of the household or the reference person, and what their relationship with the head is. You will also see information on the household, including the household head name, up to 4 household members followed by a number

indicating how many more members there are (if any), the state, LGA and town name. TRY NUMBERS FROM TOP TO BOTTOM, i.e. for the first attempt, the first number should be called. You might need to call the same number again in a second or third attempt or move on to the next numbers.

**S1Q2** Record the time just before dialling

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

**S1Q4** Read the text as it appears on your screen.

**Hello, my name is \_\_\_\_\_ and I work for National Bureau of Statistics (NBS). NBS is carrying out a phone survey in Nigeria. The purpose of this study is to examine the impact of and responses to national and global crises in the country.**

**I am trying to reach [NAME OF PHONE OWNER] or any other adult living with [HEAD NAME]?  
Who am I speaking to please?**

**S1Q5** Record YES if you are able to SPEAK WITH PREVIOUS RESPONDENT OF THE HOUSEHOLD, NO if the person who answers is not the previous respondent (usually another household member or the reference person), and CANNOT UNDERSTAND THEIR LANGUAGE if you cannot communicate well enough with the respondent to conduct the interview.

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

**S1Q5B** If the person that picked up the phone is a household member other than the previous respondent, ask them to kindly give the phone to the previous respondent so you can talk to them. Select the applicable outcome from the list of options. Do not forget to add any new number they give you to the NUMBERS roster.

- If the answerer says they are the previous respondent or gives the phone to the previous respondent, select YES (option 1) and continue to S1Q7
- If the answerer says, NO, but they can give you an alternative number to reach the previous respondent, select option 2. Record the new number in the roster.
- If the answerer says, NO, thank them for their time and hang up. Select option 3. Attempt to reach the previous respondent through another number
- If the answerer says YES, but you should call back at a different time, select option 4 and continue to S1Q11A
- If the answerer says the previous respondent will not be available to be interviewed this round, select option 5 and continue to S1Q5C.

**S1Q5BB** If the household is eligible for the digital farming module, this question will appear.

Confirm if you are speaking to the selected farmer, whose name is displayed. This question is activated only if the household is selected to answer the digital farming information section.

**S1Q5C** If the previous respondent is not available, ask and record an explanation for why they are not able to be interviewed.

**S1Q5D** Ask the person you are speaking to if there is another adult member of the household that can be interviewed.

**S1Q6** Is only asked if you do not speak to a household member. Try to reach the household through them, either by them giving you a number of a household member that you can call, or by them being physically in the same place at a moment when you can call back and conduct the interview with the HOUSEHOLD (never the reference person) member. If you select NO, DON'T KNOW THE HOUSEHOLD or NOT, CAN'T/WON'T CONNECT TO THE HOUSEHOLD, then the household will not be interviewed, the supervisor may check the case. Select YES, PHONE NUMBER -> RECORD IN NUMBERS if they can give you a number to call. Note down the number in the subsection NUMBERS, together with the details. You can click on the link below the question to jump to the section.

**S1Q7** Interviewer continue introducing yourself and the survey by reading the displayed text. Make sure you read and/or interpret the text such that you don't lose its original meaning.

**We would like to invite you to participate in this survey. The survey questions are related to employment, non-farm enterprise and digital farming services.**

**The interview should last about 25 minutes. We ask you to be as honest and open as possible. The survey will not be used to determine if your household is eligible to receive any assistance from the government. Any personal information you share with us will be kept strictly confidential until the study is completed according to applicable national laws and will be only shared with the World Bank for research and statistical purposes. Your personal information will also be used to contact you for future rounds of the survey. At that point, you will be asked for your consent to be interviewed again.**

**If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also choose to stop the interview at any point. This call will not cost you any airtime. To thank you for your participation, we will also transfer airtime to your phone.**

**If you have any questions about this survey or about your personal information, you can contact us at XXXX (Mrs. XXXX).**

**Do you agree to participate?**

If the respondent has been interviewed in the past, the following text will be displayed instead.

**Thank you for participating in the interview the last time. We really appreciate your participation. I am calling again to ask some questions related to employment, non-farm enterprise and digital farming services.**

**The interview should last about 25 minutes. We ask you to be as honest and open as possible. The survey will not be used to determine if your household is eligible to receive any assistance**

from the government. Any personal information you share with us will be kept strictly confidential until the study is completed according to applicable national laws and will be only shared with the World Bank for research and statistical purposes. Your personal information will also be used to contact you for future rounds of the survey. At that point, you will be asked for your consent to be interviewed again.

If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also choose to stop the interview at any point. This call will not cost you any airtime. To thank you for your participation, we will also transfer airtime to your phone.

If you have any questions about this survey or about your personal information, you can contact us at XXXX (Mrs. XXXX).

**Do you agree to participate?**

- S1Q8** Select YES if they have agreed to be interviewed, and NO, REFUSED if otherwise. If the household refuses, try to CONVINCE them but DO NOT FORCE them to participate. It is very important that we interview the selected households. Record NO, NOT NOW, if the household is not willing to be interviewed now, but if you can call back later.
- S1Q9** Select the name of the person or respondent that gave consent to be interviewed. Ensure that the respondent/person should be either the head of household or an ELIGIBLE adult member of the household. If the person is a new member to the household, then you must first take steps to add the person to the household roster before continuing with the interview.
- S1Q10** If the respondent was busy to commence the interview with you, request if he/she is willing to reschedule to a later date/time. Select YES if the respondent was willing to reschedule the interview to a later date/time, and NO if otherwise.
- S1Q11a&b** Indicate the date and time that the respondent agrees to be interviewed or when the reference person will be with the household so you can call. Use the calendar displayed to enter the date for the rescheduled interview. You will have to keep note of this outside Survey Solutions on a sheet of paper to organise yourself.

## SECTION 1B: PHONE NUMBER ROSTER

**Description:** This section allows for the addition of any confirmed new numbers for the households, that might have been retrieved in the course of previous survey / visit. The list therein includes all known numbers for the household and corrections to existing phone numbers if needed, could be made.

**S1BQ12A** The question lists all the numbers available for a household. The numbers with a lock have been preloaded and cannot be edited. Add new numbers to the list if you are given new numbers for the household.

**S1BQ12** Write down the name of the person that the listed phone number belongs to. You can edit the name for existing numbers if you find out that it is not correct.

**S1BQ13** Is the person that the phone number belongs to, a household member or not. Select YES if yes, NO if it is a non-household member including a reference person. You can edit this question for existing numbers if you find out that it is not correct.

**S1BQ14** Write the relationship of the non-household member or the reference person to the HOUSEHOLD HEAD

**S1BQ15** Select the relationship of the household member to the HOUSEHOLD HEAD

## SECTION 2: HOUSEHOLD ROSTER UPDATE

**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 recognise 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 current members.

It is important that the interviewer helps 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 whom 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 create a COMPLETE LIST OF ALL CURRENT household members by accounting for all the PRE-FILLED members and adding any people that have joined the household since the last visit. You will do this in 3 steps:

1. For all PRE-FILLED members, confirm whether they are currently household members.
2. List CURRENT household members that are not on the pre-filled list.
3. ONCE you have listed ALL new members, fill in their details in S2Q5 – S2Q8
4. If the pre-filled head of household is no longer a member of the household, identify the new head and update the relationship to the new head for all members in S2Q9.

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

**S2Q1** The question will be pre-filled with all the names of household members that were identified and recorded 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 members listed. ANY PRE-FILLED MEMBERS in the list that are no longer household members will also be listed - they will be filtered out in the following questions.

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

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

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

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

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

**S2Q7A** If the MEMBER captured as head of household from the previous round, is no longer the head of household, select NO and continue to S2Q9.

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

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

SPOUSE - formally married or partner by mutual consent

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

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

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

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

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

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

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

PARENT – father or mother of the head

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

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 relation is not specified in any category above should be indicated here and specify the type of relationship to the head

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

**S2Q8** Select the reason why MEMBER joined the household since our last visit. Check with the respondent and select the most appropriate response. Select MISTAKENLY NOT REPORTED OR FORGOTTEN LAST VISIT if MEMBER was already a household member during the previous interview, but has not been recorded for any reason; DISPLACEMENT DUE TO CONFLICT (MILITANCY/ INSURGENCY) if MEMBER relocated to the household for any reasons concerning security or crisis, such as a terrorist attack; SHARED ACCOMMODATION if MEMBER joined the household primarily for the purpose of sharing the housing cost.

**S2Q9** If the pre-filled 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 pre-filled members to identify the new head of the household and update the relationship of all members to this new head.

## SECTION 6: EMPLOYMENT

**Description:** This section asks about INCOME-GENERATING activities of the respondent and the household. The module is structured based on the respondent's employment status during the previous round interview. Three possible scenarios or cases shall be implemented in this module. The first case applies to those who were not respondents during the previous round interview; the second case applies to those who were working during the previous round interview; while the third case applies to those who were not working during the previous round interview.

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

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

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

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

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

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

**S6Q1A** This question is asked to those who did not work last calendar week (Q1=NO). 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 who have a job, business, or family farm to return to, ask when they expect to return to this job and select the appropriate option. DO NOT READ OUT OPTIONS.

**S6Q1C** Ask the respondent why they did not work last calendar week. DO NOT READ OUT OPTIONS; 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. Select YES or NO accordingly. Note the reference period of the **last 4 weeks**, any action taken outside of the past 4 weeks does not apply.

**S6Q3B** This question is asked only if Q3a is YES (did something to find a paid job or start a business). Select the MAIN action that the respondent took in the past 4 weeks to find a job or start a business. DO NOT READ OUT OPTIONS.

**S6Q4A** This question is asked to those who worked during the last week (Q1=1) or those who did not work last week but have a job, farm, business that they are planning to return to (Q1A=1). The description of the job that the respondent reported they were doing during the last interview will be prefilled and displayed in the question for them to verify if it is the same job they did in the last week or the same one they were absent from last week but are planning to go back to.

**S6Q5A** Is asked only if Q4a is NO (different job from last interview). Ask the respondent to describe the primary activities or tasks performed in their main work/job during the last week; and for those who didn't work last week (Q1A=1), ask them to describe the primary activities or tasks they usually perform in the main work/job they were absent from last week but are planning to go back to.

The **main job is the one where they usually work the highest number of hours** (even if they 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.

Make sure to write a SHORT AND CLEAR DESCRIPTION of the primary activity IN ENGLISH. Note: For non-farm enterprises, provide sufficient details of the specific type of goods and services that the enterprise/business provides.

**S6Q5B INTERVIEWER:** select the sector in which the respondent works in. Be careful when categorizing respondent's work into the appropriate sector. DO NOT READ OUT THE OPTIONS.

**S6Q6** This question refers to the type of relationship between the respondent and whom they worked for. The question is asked for all those who worked last week or who have a work/job that they plan to return to. **NOTE:** This should be the same work/job the respondent reported in Q5A and Q5B.

Read the question together with the options. READ ALOUD ALL the options and select the appropriate option

***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.

***In a family farm growing crops, raising livestock, or fishing:*** The person participated in 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.).

**As an employee for a private company or another individual (not household member):** 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. This includes all types of work done for a non-household member or non-household farm/enterprise in exchange for a wage, salary, or any other payment in cash or in-kind (excluding government employees, apprenticeships, internships and trainee jobs).

**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** This question is asked to those who worked on a family farm last week, or have a family farm which they were absent from last week but expect to return to. Ask the respondent what all the family products the respondent worked on are intended for. READ OUT ALL options and select the applicable answer.

The option “Only for sale” means that the output produced or expected from the respondent’s agriculture activities (farming/livestock/fisheries) are intended for sale ONLY. On the other hand, “Only for family consumption” means the products from the respondent’s agriculture activities are intended for their family consumption ONLY. The third option should be selected if the output is intended for both family consumption and sale, no matter the shares allocated to each

**S6Q7** Record here the TOTAL number of hours the respondent worked on their main job last week. Where necessary, help the respondent to estimate. For partial hours (e.g. 1 hour 30 minutes), enter the decimal (1.5 hours). DO NOT include the time used to commute to and from work.

## SECTION 6D: CASUAL LABOUR

**Description:** The purpose of this section is to collect information on the CASUAL AND INCOME-GENERATING activities of the respondent from **September 2023 until now** (i.e. day of the interview). ALL ACTIVITIES regardless of their duration and type (permanent, temporary, regular, or part-time) should be captured. For each recorded activity, we will collect data on the specific months during which the respondent was engaged in the activity. We will also record the number of days in the month, and the number of hours per day that the respondent usually spent working on the activity.

Casual and income-generating activities comprise any of the following:

1. Work for pay: Work 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. 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 and agricultural workers.

2. Any kind of business activities: Non-farm family business (e.g. as craftsman, hairdresser, shop-keeper, making and selling of food, medical practice, etc.) that the person or other member(s) of the household manage or operate to earn an income in the form of profits, in cash, or in kind.

- Regardless of whether the business was not making a profit or was incurring a loss at the time of the interview.

**S6DQ1** The reference period is SINCE SEPTEMBER 2023 (i.e., From September 2023 to the interview date). Select YES for each activity the respondent has been involved in since September 2023 until now.

ACTIVITY DESCRIPTION:

1. **Rearing livestock, care for animals** – Includes all livestock-related work for animals owned by members of the household, or rearing livestock for a non-HH member for pay.
2. **Sales / retail trade (street vendor)** - Involves selling of products **ON THE STREET**. This means that the sales activity was conducted in an open space, with no permanent structure.
3. **Sales / wholesale trade / shop-keeper (warehouse)** – Involves selling of products **IN A SHOP/STALL**. This means that the sales activity was conducted in a fixed structure, such as a shop or stall.

**NOTE** - For both questions on sales activities, READ OUT FULLY to maintain the meaning of the questions. Also, PROBE TO ASCERTAIN THE LOCATION OF THE SALES ACTIVITY, and ensure you select the correct response.

4. **Professional/technical (teacher, electrician, mechanic, plumber, etc.)** - Includes **ANY KIND** of professional and technical activities that the respondent engaged in to earn an income. Professional/ technical activities are **jobs that require special education, training, or skill**.

**NOTE:**

(a) WE ARE NOT REFERRING TO ONLY THE LISTED PROFESSIONS. It is important to emphasize that the list of professions in the question is not exhaustive. They are provided as examples to help the respondent understand the question and guide you in probing.

(b) DO NOT REWORD the question by asking about only one or some of the listed professions. For instance, questions like 'Did you work as a plumber?', 'Did you work as a teacher?' or 'Did you work as a teacher, electrician, mechanic, or plumber?', are incorrect and do not maintain the full meaning of the question.

(c) FIRSTLY, ask the question 'Have you worked in professional/technical activity?'. Then, you should further explain by saying 'I am referring to professional/technical activities that require education, training, or skill, e.g. teacher, electrician, mechanic, and plumber'. Additionally, you can provide more examples that are suitable for the respondent's socioeconomic status.

5. **Food / drink preparation or processing** – Includes making and selling of food FOR SALE. E.g. Restaurant business; Processing grains into kunu drink; Processing casava to fufu; Snack production, etc.

6. **Craftsmanship (incl. tailoring, crafting, cobbling, basket production, pottery)** – *Includes ANY KIND of activity that involves making things and objects, partly or completely by hand.*
7. **Farmer (on your own or on your family farm)**
8. **Agricultural labourer (as permanent, seasonal worker or casual worker)**

**S6DQ1B** Select the months in which the respondent worked in the activity since September 2023.

**S6DQ2** Record the number of **days per month** that the respondent usually worked in the activity since September 2023.

**S6DQ3** Record the number of **hours per day** the respondent usually worked in the activity. If the number of hours per day varies ask the person to estimate an average over the last month.

## SECTION 6: NFE

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

The main criterion for an enterprise to be considered in this module is that it operated at some point since **October 2023 (in the past 6 months)**.

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

**S6Q11** Ask if the respondent or any member of the household operated a non-farm family business since October 2023 (in the past 6 months). Record YES/NO accordingly. If no member of the household operated a non-farm enterprise since October 2023, then move to the next module. This question will not be asked if the respondent answered 1 or 2 in S6Q6 (“worked in own non-farm business” or “worked in a non-farm business operated by a household member”).

**S6Q11C** This question requires the respondent to describe the main activity of the non-farm family business. Make sure to write a **SHORT AND CLEAR DESCRIPTION IN ENGLISH** of the specific type of goods and services that the business provides.

**S6Q12** **INTERVIEWER:** select the sector that best describes the non-farm family business.

**S6Q14** Ask if the non-farm business has been affected by any of the following events in the past 6 months. **READ OUT ALL** options and select the applicable answers.  
**Insecurity** – It includes conflict, banditry, violence, theft and robbery.

**S6Q15** Ask if the non-farm family business the respondent or any member of the household operated faced any of the following challenges in the past 6 months. READ OUT ALL options and select YES/NO for each. When necessary, please probe to verify that the challenge is applicable to the household's NFE.

## SECTION 13B: DIGITAL FARMING

**Description:** This section seeks to capture details about the sources from whom the household has received information and training and measure farmers' access, use, and experience with digital farming services since the LAST PH INTERVIEW. We are focusing on 2 types of services here: (1) services that provide farm-related information or advice (e.g., weather information, advice on livestock feeding practices or crop management practices, information on the market prices, etc.), and (2) services that help farmers sell their crop, livestock, and/or livestock products.

To be considered as a "digital farming service", the service must: (1) have at least one aspect of its offering being provided through a mobile phone or an agent with a digital device (e.g., tablet, laptop, etc.) or (2) be offered by a company, community group, or organization. Please read the below guidance carefully, and make sure that you are giving farmers additional context and examples when required.

**Respondent:** Knowledgeable adult household member.

**Instruction:** This module will only appear for the selected households.

**INTERVIEWER READ OUT:** Thank you. Now I would like to ask about your experience of seeking and receiving information or advice for your farm since the last interview [PH INTERVIEW DATE].

1. Select 'YES' or 'NO' if household sought or received information / advice for the household's farm on any topic ranging from markets, buyers, prices, selling crops, livestock, livestock feed/produce, weather, harvest know-how / storage or crop management, seed management practices, etc., since the **LAST (PH) INTERVIEW**. Please note that any type of information or advice from individuals or organizations should be included. Remember it would not be out of place to provide applicable examples for the respondent where necessary.
2. This question seeks to know the type of information or advice household received since the **LAST (PH) INTERVIEW**. Remind the respondent that the information can be anything that is related to their farm operations or activities. Select ALL that apply from the list provided and if none of the responses fits within the options provided, select the 'Other (Specify)' option and type a clear description of the response.

- Weather information: for example, when it will rain or when to plant or harvest
- Market information: for example, market location or market prices
- Inputs and equipment information: for example, availability of inputs, quality and specifications of inputs, or prices
- Crop management practices: for example, plant health and disease management, good farming practices and techniques or seed selection
- Livestock management practices: for example, livestock health and disease management, breeding, feeding, or techniques to improve outcomes
- Farm credit and borrowing related information: for example, sources of borrowing, loan terms, or repayment terms
- Farm insurance related information: insurance product details, how to make a claim, or premium payment terms
- Something else (specify)

**INTERVIEWER READ OUT** the instruction note to the respondent before commencing interview. Please read out as stated and fluently so that respondent has a clear understanding of the goal of this module. It states thus:

*We want to understand farmers' experiences of working with organizations and community groups that provide helpful advice and information to farmers using a digital device (e.g. a mobile phone). They can be delivered directly to a mobile phone or through an agent (e.g. extension worker or grovet) that has a digital tool like a tablet, phone, computer, video, or projector.*

3. Read out the question and corresponding response options. Select the most applicable option. This question specifically refers to USING A MOBILE PHONE OR AGENT FOR ANYTHING RELATED TO THE HOUSEHOLD FARM. Please provide examples for the respondent, such as SMS weather / market / price information that is sent to your phone; an app where you can input data and it gives advice on best farming practices; or an extension agent with a tablet that gives advice or shows training videos, etc. If "On a mobile phone – yours or a household member's/friend's/neighbour's" is selected, skip to Q5. If "No" is selected, skip to Q9 or Q13A".
4. This question opens up if "From an agent with a phone/tablet/computer/video" or "Both on a mobile phone and from an agent with a mobile phone/tablet/computer/video" is selected in Q3. Ask if the agent that assisted the household to **receive this information or advice** for their farm was working for themselves or for a private company, an organization, a community group, a cooperative, a bank, etc. READ ALL OPTIONS and select ALL that apply.
5. This question opens up if "On a mobile phone – yours or a household member's/friend's/neighbour's" is selected in Q3. Ask the respondent to give more details on WHO shared the information or advice on their mobile phone. Was it a private company, a cooperative, a government program, a financial institution, an NGO, or someone else. READ ALL OPTIONS, and select ALL that apply.
6. Ask if the respondent received other farming-related services from the provider (selected in Q4 or Q5), other than information and advice. READ ALL OPTIONS, and select ALL that apply.
7. Is asked to informal users who received information or advice on a mobile phone from someone other than a company, group or organization (FILTER 3 = YES). The question seeks to find out who the respondent contacted for farm-related advice using a mobile phone. DO NOT READ OPTIONS, and select ALL that apply.

**NON-USER MODULE:** Questions 9 to 12, are for ‘Non-users’, those who received farm-related information or advice without using a mobile device or an agent with a digital device (FILTER 4 = YES).

9. Ask the respondent whom he / she contacted for farm-related information or advice since the LAST PH INTERVIEW. DO NOT READ OPTIONS, and select ALL that apply.
10. Ask if, since the LAST PH INTERVIEW, the respondent had **access** to any provider (e.g. company or organization) who shares information that could help them sell their crops, livestock, and/or livestock products (such as market or price information), on a MOBILE PHONE OR THROUGH AN AGENT. The question seeks to know if it would have been possible for the respondent to receive farm-related, or market or price information from any of these provider(s) in the last 2023 rainy season if they wanted to. **NOTE:** These three conditions must be met for the question to receive a YES response – (a) the respondent had access to the provider since the LAST PH INTERVIEW, (b) the provider shares information through a mobile phone or an agent, and (c) the information helps in the sales of farm produce. Otherwise, select NO.
11. The question opens up if “NO” is selected in Q10. Ask the respondent to give the reason(s) why they were unable to access these providers. DO NOT READ OPTIONS, and select ALL that apply.
12. The question opens up if “YES” is selected in Q10. Ask for the reason(s) why the respondent did not use these providers despite having access to them.

**13A. INTERVIEWER READ OUT:** Thank you. Now I would like to ask about your experience of selling crop and/livestock produce from your farm in the last 2023 rainy season (from April 2023 until now).

13. Record “YES” if the household sold any crops, livestock, and/or livestock products in the LAST 2023 RAINY SEASON (FROM APRIL 2023 UNTIL NOW). Otherwise, select NO.
14. Ask the respondent for the farm produce that they sold during the last 2023 rainy season. READ OUT ALL OPTIONS.

**INTERVIEWER READ OUT:** We want to understand farmers’ experiences of working with organizations and community groups that help farmers sell their crop, livestock, and/or livestock products using a digital device (e.g. a mobile phone).

These services can be delivered directly to a mobile phone or through an agent (e.g. extension working or agrovet) that has a digital tool like a tablet, phone, computer, video, or projector.

15. The question seeks to know if the household used a mobile phone or agent with a digital device to arrange the sale of their crops, livestock, and/or livestock products. This includes USING A MOBILE PHONE OR AGENT TO DO ANYTHING RELATED TO THE SALE OF CROPS, LIVESTOCK, AND/OR LIVESTOCK PRODUCTS. Please provide practical examples for the respondent, such as finding buyers on an app or web platform, connecting with buyers on the phone or SMS, arranging delivery or payment of your produce on WhatsApp, etc. Read out the question and ALL the response options. **NOTE:** If the household made any attempt to sell their farm produce through a mobile phone or agent with a digital device, select “YES”, even if the sale was unsuccessful.

16. This question opens up if "From an agent with a phone/tablet/computer/video" or "Both on a mobile phone and from an agent with a mobile phone/tablet/computer/video" is selected in Q15. The question seeks to know whether the agent who assisted the household in arranging the sale of their farm produce was working for themselves or a private company, an organization, a community group, a cooperative, a bank, etc. READ ALL OPTIONS and select ALL that apply.
17. Ask the respondent how they used a mobile phone **to arrange the sale of their crops, livestock, and/or livestock products**, was it through a Phone call, SMS, WhatsApp, Facebook, A Mobile Application, Internet search, YouTube, etc. READ ALL OPTIONS and select ALL that apply.
18. Ask the respondent to **give more details who helped them arrange the sale of your crops, livestock, and/or livestock products, whom they sold to, or whom they tried to sell to using a digital device**. Was it a private company, a cooperative, a government program, a financial institution, an NGO, or someone else. READ ALL OPTIONS, and select ALL that apply.

**USER MODULE:** Questions 19 to 27, are for 'Users', those who used a mobile phone or agent with a digital device to arrange the sale of their farm produce.

**INTERVIEWER READ OUT:** I will now ask you about your experience with this organization(s), community group(s), or agent(s) who helped you arrange the sale of your crops, livestock, and/or livestock products, who you sold to, or who you tried to sell to using a digital device. Going forward, I will refer to them as a **digital market provider**.

19. This question seeks to know the particular activities that the respondent conducted digitally (i.e. on their mobile phone or through the agent with a digital device) with the digital market provider(s) in the last 2023 rainy season (from April 2023 until now). READ ALL OPTIONS and select ALL that apply. **NOTE:** Please remind the respondents about the specific digital market providers they selected in Q16 and Q18 to help them recall the activities. For example, you could ask, "What digital activities did you perform through the agent from the Farmer Producer Organization?" or "What activities did you conduct on your mobile phone with the private company that you tried to sell or sold your farm produce to?". Please ensure that you list out the names of ALL the digital market providers and record the activities performed with each of them.
20. Ask the respondent to rate their likelihood of recommending the **digital market provider(s)** to a friend, were **'0' is not at all likely, and '10' is extremely likely**. A numerical response is required, but if the respondent says "maybe", this would be a halfway point on the scale, so you can push further and say, "Would you give say about 5 or 6?". If it appears that the respondent was happy with the service but answers "0", probe further to ensure respondent understands the question. **NOTE:** DO NOT GUESS OR DEDUCE a number from a non-numeric response. For instance, if a respondent says "They are extremely good, I will recommend them to my friend," as an interviewer you should not select number 9 (or any other number) by yourself. Rather, you should ask the respondent to choose a number on the scale that corresponds to the non-numeric response. Remember that the respondent must provide a number for their response to be considered valid.
21. Ask the respondent if interacting with the digital market provider(s) has changed their comfort with using digital tools for farming. Explain to the respondent that this could be changes in their trust in digital tools, ability to use them, overall feelings towards them, ease of use etc. Do they

now have more trust and positive feelings towards them and are now more likely to use them? Select "YES", if the interaction has changed the respondent's comfort level in any way, whether positively or negatively.

22. Opens if Q21 = YES. Ask the respondent how the interaction has changed their comfort level with using digital tools for farming. READ ALL OPTIONS and select ALL that apply.
23. Select the option that best describes how well the digital market provider(s) met the respondent's needs related to arranging the sale of their crops, livestock, and/or livestock products. Did the **digital market provider(s)** meet none, some, most, or all their needs. 'NONE OF MY NEEDS' means the service did not address ANY of the farmer's information needs.
24. Select the option that best describes the respondent's overall experience of the **last 2023 rainy season (from April 2023 until now)** because of interacting with the digital market provider(s). Has the respondent's experience of the 2023 rainy season been better, the same, or worse because of the digital market provider(s)?
25. Ask the respondent if using the digital market provider(s) made it easier or harder for them to arrange the sale of their crops, livestock, and/or livestock products in the 2023 rainy season (from April until now).
26. Ask the respondent to describe how he/she would you feel if they could no longer interact with the digital market provider(s).
27. Ask the respondent if they received any other farm-related service(s) from the digital market provider(s) aside from services related to the sale of their crops, livestock, and/or livestock products. READ ALL OPTIONS and select ALL that apply. (By DIGITAL WALLET, we mean did they purchase or receive payment digitally?).
28. Is asked to Informal Users, those who arranged the sale of their produce on a mobile phone with 'someone that is not a company, organization or community group' (Q18= Option 8). Ask the respondent who they contacted to arrange the sale of your crops, livestock, and/or livestock products using a mobile phone. DO NOT READ OPTIONS, and select ALL that apply.

**NON-USER MODULE:** Questions 29 to 33 are intended for "Non-users" - those who sold their farm produce in the last 2023 rainy season but did not use a mobile phone or agent with a digital device to arrange the sale of their farm produce (Q15=NO).

29. Ask the respondent who they sold their crops, livestock, and/or livestock products to. This can be a person, group, institution or organization. DO NOT READ OPTIONS, and select ALL that apply. Ask the respondent who they sold their crops, livestock, and/or livestock products to. This can be a person, group, institution or organization. DO NOT READ OPTIONS, and select ALL that apply.
30. Ask if the respondent had **access** to any providers (e.g. company or organization) that help sell crops, livestock, and/or livestock products on a mobile phone or through an agent with a digital device in the last 2023 rainy season (from April 2023 until now). The question seeks to know if the respondent would have been able to arrange the sale of your crops, livestock, and/or livestock products with this provider in the last 2023 rainy season (i.e., they could use the services if they wanted).

31. The question opens up if “NO” is selected in Q30. Ask the respondent to give the reason(s) why they were unable to access these providers. DO NOT READ OPTIONS, and select ALL that apply.
32. The question opens up if “YES” is selected in Q30. Ask for the reason(s) why the respondent did not use these providers despite having access to them. DO NOT READ OPTIONS, and select ALL that apply.
33. The question seeks to know about the respondent’s use of a mobile phone or provider to sell their farm produce digitally at any time in the past (i.e. before April 2023 (the last rainy season)). Select “YES” if the household **has ever sold** their crops, livestock, and/or livestock products with the help of a provider (e.g. organization or company) that arranges the sale of their products or purchases their products using a mobile phone or through an agent with a digital device?
- 34A. INTERVIEWER READ OUT:** Thank you. Now I would like to ask about your experience of applying for, receiving, or managing credit/loan for your farm in the last 2023 rainy season (from April 2023 until now).
34. Ask respondent if they applied for, borrowed, or managed a loan/credit for their farm in the last 2023 rainy season (from April 2023 until now). Select “YES” if the HH applied, successfully managed a loan/credit for their farm from April 2023 until now. Managing a loan includes repaying, tracking or delaying payments.  
  
**INTERVIEWER READ OUT:** Thank you. We want to understand farmers’ experiences of working with organizations and community groups that provide credit/loans for farmers using a digital device (e.g. a mobile phone). These can be arranged directly through a mobile phone or through an agent (e.g. extension working or agrovet) that has a digital tool like a tablet, phone, computer, video, or projector.
35. This question specifically refers to USING A MOBILE PHONE OR AGENT WITH A DIGITAL DEVICE TO APPLY FOR, BORROW OR PAY BACK A LOAN /CREDIT FOR THE HOUSEHOLD FARM. This also includes IN-KIND LOANS/CREDIT for purchasing farm inputs and equipment. In-kind loans are loans where the borrower/farmer is allowed to pay back the loan in forms other than cash (e.g. through their harvest). Read out the question and ALL the options. If “NO” is selected, skip to Q42.
36. This question opens up if "From an agent with a phone/tablet/computer/video” or “Both on a mobile phone and from an agent with a mobile phone/tablet/computer/video” is selected in Q35. Ask if the agent that assisted the household to apply for, borrow or pay back a loan/credit for their farm was working for themselves or for a private company, an organization, a community group, a cooperative, a bank, etc. READ ALL OPTIONS and select ALL that apply.
37. Ask the respondent how they used a mobile phone **to apply for, borrow, or manage a loan/credit for their farm**. Was it through a Phone call, SMS, WhatsApp, Facebook, A Mobile Application, Internet search, YouTube, etc. READ ALL OPTIONS and select ALL that apply.
38. Ask the respondent to give more details on WHO the household applied for, borrowed, or managed a loan/credit for their farm from on a mobile phone. Were they a private company, a coop-

erative, a government program, a financial institution, an NGO, or someone else. READ ALL OPTIONS, and select ALL that apply. **NOTE:** SELECT 'SOMEONE ELSE/OTHER' IF IT IS AN INFORMAL MONEYLENDER OR SHYLOCK, AND IN Q41, SELECT MONEYLENDER OR SHYLOCK.

**USER MODULE:** Questions 39 to 40 are intended for "Users", those who used a mobile phone or agent with a digital device to apply for, borrow or manage loan /credit for the household farm from a provider.

**INTERVIEWER READ OUT:** I will now ask you about your experience with this organization(s), community group(s), or agent(s) who you purchased or managed farm-related credit from using a digital device. Going forward, I will refer to them as a digital credit provider.

39. This question seeks to know the specific loan/credit activities that the respondent performed digitally (i.e. on their mobile phone or through the agent with a digital device) with the digital credit provider(s) in the last 2023 rainy season (from April 2023 until now). READ ALL OPTIONS and select ALL that apply. **NOTE:** Please refer the respondents to the digital credit provider they selected in Q36 and Q38 to help them recall the activities.
40. Ask the respondent if they received other farm-related services from the digital credit provider(s) in the last 2023 rainy season (from April 2023 until now). READ ALL OPTIONS and select ALL that apply.
41. Is asked to "Informal Users", those who applied for, borrowed, or managed a loan/credit for their farm on a mobile phone with 'someone that is not a company, organization or community group' (Q38=Option 10). Ask the respondent who they contacted to apply, borrow, or manage a loan/credit for their farm using a mobile phone. DO NOT READ OPTIONS, and select ALL that apply.

**NON-USER MODULE:** Questions 29 to 33 are intended for "Non-users" - those who applied for, borrowed, or managed a loan/credit for their farm without using a mobile phone or agent with a digital device (Q35=NO).

42. Ask the respondent from whom they applied, borrowed or managed a loan/credit for their farm. This can be a person, group, institution or organization. DO NOT READ OPTIONS, and select ALL that apply.

**INTERVIEWER READ OUT:** Thank you. I now have some questions about your awareness, past usage and access to providers that give credit/loans for crop and/or livestock farming.

43. Ask if the respondent had **access** to any providers (e.g. companies or organisations) that give credit/loans for crop and/or livestock farming on a mobile phone or through an agent with a digital device (e.g. laptop, screen, tablet, mobile phone, etc.) in the last 2023 rainy season (from April 2023 until now). The question seeks to know if the respondent would have been able to receive a loan/credit for their farm from any of these provider(s) in the last 2023 rainy season (i.e., they could use the services if they wanted).
44. The question opens up if "NO" is selected in Q43. Ask the respondent to give the reason(s) why they did not have access to these providers. DO NOT READ OPTIONS, and select ALL that apply.

45. The question opens up if “YES” is selected in Q43. Ask for the reason(s) why the respondent did not use these providers despite having access to them. DO NOT READ OPTIONS, and select ALL that apply.
46. The question seeks to know if the household has ever received a credit/loan digitally at any time in the past (i.e before April 2023 (the last rainy season)). Select “YES” if the household **has ever received** a credit/loan for their farm from a provider (e.g. an extension agent, organization, or company) that offers credit/loan on a mobile phone or through an agent with a digital device. Otherwise, select “NO”.
47. The respondent should imagine that an unexpected event happens, and the household is required to get 100,000 Naira to solve the problem. Ask how easy or difficult it would be for the household to come up with 100,000 Naira for an emergency situation within the month if required. READ ALL OPTIONS and select the option that best applies to the respondent’s reality.
48. Ask what the main option would be for the household to access the emergency 100,000 Naira in the next month. The household may have multiple sources they can reach out to for the 100,000 Naira, so ask for the one they would think about approaching first. READ ALL OPTIONS and select the respondent’s answer.
49. Ask which of the listed sources provided the main income for the household in the **LAST 6 MONTHS** Only the MAIN source of income is required, so if the respondent says there were several sources, ask for the one that brought in the largest portion of the household’s total income. If the respondent mentions farming income, probe to clarify if this is income is from selling crops, or selling livestock produce. READ ALL OPTIONS, and select the main source.
- BUNDLING:** Questions 50 to 52 are intended for households who reported using a digital information provider, digital seller, or digital insurance provider in this 2023 rainy season, at the last Post-Planting and/or Post-Harvest visit.
50. The question seeks to know if the respondent has received any other farming-related service(s) from the digital information provider(s) in this 2023 rainy season (from April until now), aside from the information and advisory services they reported receiving from the provider during a previous interview. Ask the question including the definition of a digital information provider. READ ALL OPTIONS and select ALL that apply.
51. Ask the respondent if they also received any other farming-related services from the digital seller(s) this 2023 rainy season (from April until now), aside from the renting or purchasing of farm inputs or equipment from the digital seller(s) which they reported in a previous interview. Ask the question including the definition of a digital seller. READ ALL OPTIONS and select ALL that apply.
52. The question seeks to know if the respondent also received any other farming-related services from the digital insurance provider(s) in this 2023 rainy season (from April until now), aside from registering for, buying, or managing insurance with the same provider(s) as reported in a previous interview. Ask the question including the definition of a digital insurance provider. READ ALL OPTIONS and select ALL that apply.

## SECTION 12: RESULT OF THE INTERVIEW

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

**INTERVIEWER READ OUT: Thank you very much for your participation in this survey! I will be transferring 1750 Naira credit to your phone shortly as a thank you for your time today. I may try to contact you in the future for another short interview. Before you go, I have a couple of questions to help in case I need to contact you in the future.**

- S12Q1** Ask if the current phone number that you are speaking to the respondent on is the best number they can be reached on in the future. Select YES, if the current number is the best number, and NO if another number is the best number.
- S12Q2** Select the phone number from the list of numbers displayed. If the respondent's preferred number is not in the displayed list, please go back to the NUMBERS roster and add the number to it. Then return here and select that number accordingly.
- S12Q3** Ask and indicate the day of the week that will be appropriate to reach out to the respondent in the future. Note that you cannot select ANY DAY and a specific day of the week.
- S12Q4** Indicate the time of day that will be most appropriate to reach out to the respondent in the future.

After this, read the displayed text to the respondent and thank them

**READ OUT: That's it for now. Thank you very much for answering all my questions. I will transfer 1750 Naira to you after this call. If you have any questions about the survey you can call XXXX.**

- S12Q5** Record the FINAL RESULT of the interview. The list of answer options is filtered based on the answers in the INTERVIEW INFO Section.

For interviews where you were given consent, response options are:

COMPLETE for interviews that were completed normally, i.e. you managed to answer all questions and sections.

PARTIALLY COMPLETE for interviews that were started, but were not fully completed for whatever reason. These interviews will contain unanswered questions.

- S12Q6** This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETE. Indicate YES if the interview could be completed if another interviewer tries to reach out to the respondent later.
- S12Q7** This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETED, DON'T KNOW HOUSEHOLD, or REFERENCE PERSON CAN'T CONNECT TO HOUSEHOLD. Provide detailed reason for the interview result.
- S12Q8** This question, directed to the interviewer, is activated if the interview result is DON'T UNDERSTAND LANGUAGE of the respondent. Type in the language that you believe the respondent speaks.

- S12Q9** This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Select the MAIN respondent for this interview from the displayed list.
- S12Q10** This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Indicate the language that you conducted the interview in. Specify the language if not in the displayed list of languages.
- S12Q11** This question, directed to the interviewer, is activated if the interview result is COMPLETE. Confirm the phone number that you ultimately reached the respondent on.
- S12Q12** Indicate YES if you have general notes about the interview that you want to convey to your supervisor, and NO if otherwise.
- S12Q13** Type the notes/observations here. Be concise, but detail as much as you can.
- S12Q14** Tap to record the end time for the whole interview.