

**WCRWC / ASSOCIATION NAJDEH / COLUMBIA UNIVERSITY  
FAMILY RELATIONS PROJECT — BASELINE KAP STUDY**

**TOPICS TO COVER DURING INTERVIEWER / SUPERVISOR TRAINING**

**1. FUNDAMENTAL PRINCIPLES OF RANDOM-SAMPLE SURVEYS**

- Results will *REPRESENT* your population
- *EVERY* eligible person has the *SAME* chance of getting in the sample
- Every respondent gets asked the *SAME* questions in the *SAME* way
- *PRE-TEST PRE-TEST PRE-TEST*
- Be *systematic*
- Positive and negative results are important
- Question assumptions !!

**2. PREPARATORY STEPS FOR RANDOM-SAMPLE SURVEYS**

- Create draft instruments for the survey, including:
  - questionnaire
  - analysis plan dummy tables
  - sampling plan
- Establish a detailed implementation plan for the survey, including
  - interviewer and supervisor characteristics
  - interviewer and supervisor training
  - field procedures
  - data cleaning, entry and analysis
  - dissemination and use of results

**3. FIELD TEAMS ROLES AND RESPONSIBILITIES**

- Five teams (1 per branch)
  - 3 interviewers
  - 1 supervisor
- Supervisors
  - Maintain “sample tracking sheets”
  - Meet regularly with interviewers (twice daily)
  - Review, code, sign completed questionnaires (daily)
  - Send coded questionnaires to Beirut (weekly)

- Interviewers
  - Visit house
  - Complete household portion of survey (one household questionnaire per household)
  - Interview each eligible person living in that house (one individual questionnaire per eligible respondent)
  - Schedule follow-up visits as needed (up to 3 tries)
  - Submit completed questionnaires to supervisor daily
  - Respond to supervisor's requests for clarification
  - Do not discuss interviews with anyone except supervisor

#### 4. INTERVIEW TEAM DO'S AND DON'TS

- Do
  - Be courteous and respectful
  - Maintain confidentiality
  - Assure as much privacy as possible during interview to make respondent feel comfortable when discussing sensitive issues and to allow participant to give his/her own answers without others listening or advising
  - Use a pencil to write on the questionnaire
  - Write survey ID number on every page, front and back
  - Follow the interviewer instructions on the questionnaire (*written in italics*)
  - Use only agreed terms to explain questions
  - If the respondent says "I don't know.", circle 8 DK. If they at first say "I don't know" and then say "Well, sometimes ...", choose the answer that best reflects their meaning. DK is not a very useful answer when we're trying to understand someone's opinion. DK could be a reasonable answer in a straightforward knowledge question, but we don't have many of those.
  - If they refuse to answer, circle 9 NR (no response).
  - If, when reviewing completed questionnaire, the supervisor requests clarification that the interviewer cannot provide, do re-visit the respondent to try to be sure that what is recorded on the questionnaire truly reflects the respondent's view.
- Don't
  - Don't write names on questionnaires (OK in light pencil, but erase names as soon as interviews are completed)
  - Don't talk about people's responses
  - Don't be biased and assume that rural or less educated people are not intelligent

## **5. HOW TO USE THE FORMS**

- Go through each question on each page of each form and explain how it is to be used. Be sure to include all interviewers' forms for the interviewers, and both the interviewers' forms and the supervisors' forms for the supervisors.

## **6. FIELD PROCEDURES**

- Explain step by step what the interviewers and supervisors will do each day. Include morning meetings, numbers of interviews to be completed each day, mid-day and evening meetings, daily reviews of completed questionnaires, questionnaire coding and supervisor's sign-off.

## **7. PRACTICE / PRE-TEST SESSIONS**

- Have each interviewer complete 5-10 practice interviews with friendly acquaintances or family members.

## **8. QUESTIONS**

- Allow enough time for trainees to offer suggestions for improving the phrasing of questions and to ask questions to clarify any parts of the procedures that they don't understand thoroughly.
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