

**IFAD DATA COLLECTION PACKAGE**  
**DATA MONITOR MANUAL**

**Table of contents**

[1 YOUR ROLE AS A MONITOR](#)

[1.1 WHAT YOU NEED](#)

[1.2 YOUR RESPONSIBILITIES](#)

[2 SURVEY SOLUTIONS](#)

[2.1 THE INTERVIEW CYCLE](#)

[2.2 SURVEY SOLUTIONS SUPERVISOR INTERFACE](#)

[2.2.1 ASSIGNMENT SCREEN](#)

[2.2.2 INTERVIEW SCREEN](#)

[2.2.3 SEARCHING FOR INTERVIEWS](#)

[2.2.4 SORTING INTERVIEWS](#)

[2.2.5 FILTERING INTERVIEWS](#)

[2.2.6 INTERVIEW ACTION MENU](#)

[2.3 INTERVIEW INTERFACE](#)

[3 THE REVIEW PROCESS](#)

[3.1 FIRST REVIEW OF AN INTERVIEW](#)

[3.1.1 ERROR MESSAGES](#)

[3.1.2 UNANSWERED QUESTIONS](#)

[3.1.3 REVIEW ALL COMMENTS](#)

[3.1.4 CHECK RESULT](#)

[3.1.5 SENSE CHECK KEY QUESTIONS](#)

[3.1.6 CHECK TIMING](#)

[3.1.7 ANSWER SUPERVISOR QUESTION](#)

[3.2 VERIFYING AN INTERVIEW](#)

[3.2.1 INTERVIEWS NOT DONE FULLY \(UNIT NON-RESPONSE\)](#)

[3.2.2 INTERVIEWS DONE FULLY](#)

### 3.3 WRITING COMMENTS

#### 3.3.1 COMMENTS FOR INTERVIEWERS

#### 3.3.2 COMMENTS FOR SURVEY MANAGEMENT / DATA USER

### 3.4 APPROVE / REJECT INTERVIEWS

### 3.5 REVIEWING PREVIOUSLY REJECTED FILES

### 3.6 GENERAL FEEDBACK

### 3.7 INTERACTION WITH PEERS AND SURVEY MANAGEMENT

## 4 DETAILS OF THE QUESTIONNAIRE

### 4.1 REPLACEMENT PROTOCOL

### 4.2 AGRICULTURE SECTION

### OUTLIER CHECKS

### MONETARY VALUES

Key

Text highlighted in yellow → for contextualization.

## 1 YOUR ROLE AS A MONITOR

### 1.1 WHAT YOU NEED

To do your work as a monitor, you will need the following:

- Laptop with an internet connection. You have to review interviews on a Survey Solutions server using your browser
- Phone with enough credit/airtime to make frequent phone calls to interviewers, field supervisors, respondents, informants, etc.
- A common communication channel with other monitors and survey management, such as a WhatsApp/Viber/Telegram group
- A common communication channel with field teams, such as a WhatsApp/Viber/Telegram group with everyone's contact numbers

### 1.2 YOUR RESPONSIBILITIES

As a monitor you are responsible for quality assurance of the collected data and ensuring that interviewers understand and follow what has been trained and agreed upon during the training. You must:

- have attended the full interviewer training, including taking the examination, and have a demonstrated very good understanding of the questionnaire, concepts and protocols.
- diligently review and verify all interviews coming from the field from interviewers assigned to you as per the instructions below
- provide continuous feedback and support to the field teams (both the interviewers and field supervisor) and respond to their questions and clear their doubts. You act as a knowledge base for interviewers and are responsible that the interviewers assigned to you understand the questionnaire and protocols and administer them correctly in the field.
- provide continuous feedback to survey management on the interview review and verification process, interviewer performance, common mistakes, issues in the questionnaire, or misalignments between questionnaire or protocols and the field.
- act with data quality as your primary interest. Your work and all your actions should aim to improve the quality of the collected data.
- consult with or seek clarifications from survey management for any scenario, case, or decision that you are not sure about.
- review and address the incoming files as soon as possible.

You must never:

- favour some interviewers over others for whatever reason. All interviewers should be treated equally, the interviews have to be reviewed with the same diligence, the same feedback has to be given, and the same issues reported to survey management, no matter your personal relationship or (dis)liking of individual interviewers.

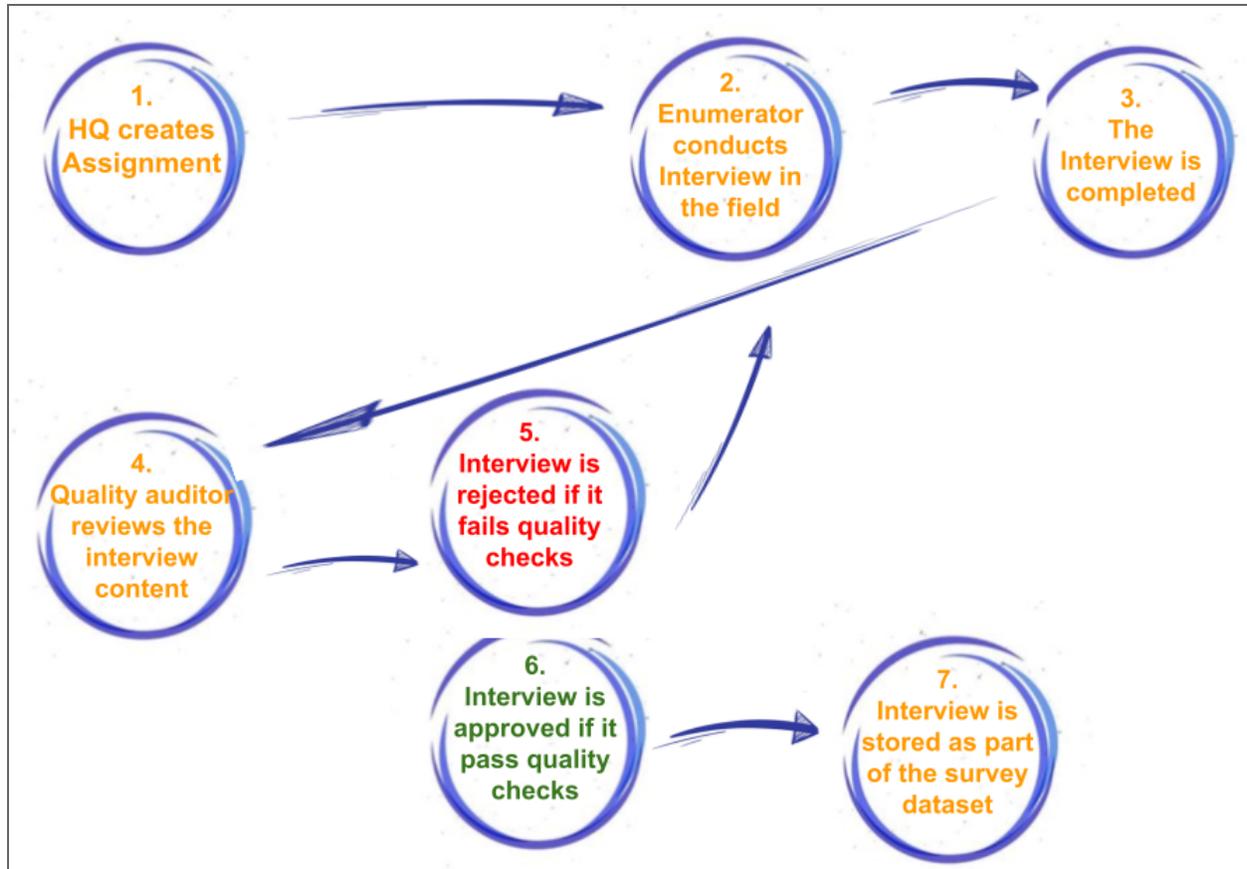
- take shortcuts in the review, or approve or reject any interviews without having carefully reviewed or verified the file. The monitor's effort will be monitored centrally. In Survey Solutions it is fairly easy for survey management to see if you have done or not done your job.
- collude with an interviewer or field supervisor on hiding or covering up mistakes or issues.
- invent or guess answers or falsify data in any way.

## 2 SURVEY SOLUTIONS

### 2.1 THE INTERVIEW CYCLE

In Survey Solutions, the life cycle of an interview file is as follows.

1. Headquarters (survey management / IFAD) will make assignments for interviewers. Assignments manage which interviewer can create which interview file on their tablets. Depending on your survey, interviewers might receive an assignment for a household directly (they will only be able to create an interview for the assigned households), for the community (they will only be able to create interview files for the assigned communities), or a general assignment that allows them to create interviews for any household. Each enumerator can get one or more assignments during the survey process.
2. Interviewers create interview files from their assignments for individual households when attempting to interview a household in the field. They have to do this for all the target households, independent of whether they are able to interview them or not. They also have to do this for replacement households for which they make an interviewing attempt.
3. Once the interview has been conducted or all the details have been recorded, interviewers mark interview files as completed and synchronize. This uploads the interviews to the server, where they become available to you. They are marked with status *Completed*.
4. You review and validate all interviews marked as *Completed* according to the details described in the next chapter, and either approve or reject them according to the criteria described in the next chapter.
5. Rejected files will be received back by the interviewers including your comments the next time they synchronize. Interviews have the status *RejectedBySupervisor*. Interviewers have to try to address the issues, and once they have made all possible attempts and commented, they have to mark the interview files as complete again and synchronize, in order to send back the files. The interview files will be marked as *Completed* and will have to be reviewed again by you.
6. Approved interview files will go to Headquarters (survey management/ IFAD) for their review. They will no longer be visible to you. In some instances, files might be sent back to you by survey management to address outstanding issues. Those files will be marked *RejectedByHQ*.



### 2.3 SURVEY SOLUTIONS SUPERVISOR INTERFACE

[NOTE FOR CONTEXTUALISATION: There are two different user levels in Survey Solutions that can review interview files, supervisor or HQ. Which account you provide to monitors might depend on the field work set up of the survey. Update the section accordingly.]

1. Supervisor: they can only access files that have been completed by one of the interviewers assigned to them and can not see the files once they approve them. Using the supervisor level for monitors makes sense when monitors clearly divide interviewers between them and each is monitoring their teams. Interviewers can be moved between supervisors if the work is too unbalanced.
2. HQ: they can review any files completed by any interviewer. Use the HQ level if you want a central review system in which monitors review the latest available files, independent of who produced them, i.e. all interviews are in a common queue. ]

In Survey Solutions, you will be using the Supervisor role and its functionality. Let's have a quick look at the key functionality of the Supervisor interface in Surveys Solutions:

### 2.3.1 ASSIGNMENT SCREEN

[COMMENT FOR CONTEXTUALIZATION: Depending on the sample design and field work operations, the questionnaire may be assigned in different ways to interviewers.]

1. If full flexibility is desired, interviewers would receive an empty assignment, allowing them to enter the identifiers by themselves. One general assignment would be made to them, and the assignment screen described in this chapter is irrelevant.
2. If it is known upfront which interviewer will interview which household, household level assignments can be made to interviewers. In this case the screen is relevant and might have to be expanded on with the key actions, depending on how assignments are made and managed.]

This screen lists information about the assignments that have been created by HQ. Depending on how assignments will be made for your survey, this screen may not be important for you. In the table, each row corresponds to one assignment. The the most important columns are:

- ***ID***: the unique number of the assignment.
- ***Responsible***: the person who is in charge of the assignment.
- ***Expected***: the number of interviews expected to be collected for the assignment. If the number is -1, it means that an unlimited number of interviews are expected to be collected. DD
- ***Collected***: how many interviews have been collected so far.
- ***Identifying question***: shows the information that identifies the respondent requested for the assignment, it contains the household identifier (HHID), the name of the household head (HOUSEHOLD) and the community id (COMMUNITY).
  - *HHID: 1000203, HOUSEHOLD: Erick Makena, COMMUNITY: 10002*
- ***Updated on***: timestamp (date and time) for the most recent modification event.
- ***Created on***: timestamp (date and time) for the creating event.

Default Workspace Reports ▾ Interviews Survey Setup ▾ Data Export								
Filters								
<b>Questionnaire</b> <input type="text" value="All questionnaires"/>								
<b>Questionnaire version</b> <input type="text" value="All versions"/>								
<b>Responsible</b> <input type="text" value="Any responsible"/>								
<b>Received by tablet</b> <input type="text" value="Show all"/>								
<b>Archived status</b> <input type="text" value="Active"/>								
Assignments (9) <span style="float: right;">NEW ASSIGNMENT</span>								
ID	RESPONSIBLE	EXPECTED	COLLECTED	Identifying Questions	UPDATED ON	CREATED ON		
29	Interviewer1	1	0	HHID: 1000203, HOUSEHOLD: Erick Makena, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		
28	Interviewer1	1	0	HHID: 1000202, HOUSEHOLD: Abel Wawuda, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		
21	Interviewer3	1	0	HHID: 1000209, HOUSEHOLD: Peter Ali, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		
20	Interviewer3	1	0	HHID: 1000208, HOUSEHOLD: Akate Odhiamba, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		
19	Interviewer2	1	0	HHID: 1000206, HOUSEHOLD: John Mwangi, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		
18	Interviewer2	1	0	HHID: 1000204, HOUSEHOLD: Joseph Naserian, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		
17	Interviewer3	1	0	HHID: 1000207, HOUSEHOLD: Dan Mohamed, COMMUNITY: 10002	2021-06-03 00:51:42	2021-06-03 00:51:42		

### 2.3.2 INTERVIEW SCREEN

This screen lists all the interviews that have been collected by the interviewers assigned to you that are still **within your responsibility**, that is all interviews marked as *Completed*, *RejectedbySupervisor* or *RejectedbyHQ*. Interviews that you have already approved are no longer listed here. Each row corresponds to one interview file. The most important columns is presented below:

- ***Interview key***: the unique id assigned by the system to the interview.
- ***Identifying question***: shows the information that identifies the respondent requested for the assignment, it contains the household identifier (HHID), the name of the household head (HOUSEHOLD) and the community id (COMMUNITY)
  - *HHID: 1000203, HOUSEHOLD: Erick Makena, COMMUNITY: 10002*

The column also shows the final result of the interview file, as selected in the section RESULT

- ***Responsible***: the person who is in charge of the assignment.
- ***Updated on***: timestamp (date and time) for the most recent modification event.

Filters

- Questionnaire: All questionnaires
- Questionnaire version: All versions
- Status: All statuses
- Responsible: Any responsible
- Assignment: All assignments
- Interview Mode: All interview modes

Interviews (3)

Showing 1 to 3 of 3 entries

INTERVIEW KEY	Identifying Questions	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT
68-86-33-67	hhid: 1000202, household: Abel Wawuda, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28
41-31-38-07	hhid: 1000203, household: Erick Makena, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29
44-38-23-50	household identifier: 1000201, household: Mario Lozano, community: 10002	Interviewer1	May 14, 2021 08:50	0	100	CAPI	Completed	No	2

### 2.3.3 SEARCHING FOR INTERVIEWS

The Interviews screen presents a text box located in the upper right corner of the screen dedicated to performing searches over the content of the screen.



Type into the box any id or text you want to search to produce a real-time filtered list of the interviews where the rows comply with the search text. All the occurrences of the search text are shown in yellow color as shown in the image below. Use this to search for hhid, interviews from certain communities or using the name.

Interviews (3)

Showing 1 to 3 of 3 entries

INTERVIEW KEY	Identifying Questions	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT
68-86-33-67	hhid: 1000202, household: Abel Wawuda, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28
41-31-38-07	hhid: 1000203, household: Erick Makena, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29
44-38-23-50	household identifier: 1000201, household: Mario Lozano, community: 10002	Interviewer1	May 14, 2021 08:50	0	100	CAPI	Completed	No	2

### 2.3.4 SORTING INTERVIEWS

You can sort the shown interviews by clicking at the triangle at a column header (wherever visible), and clicking a second time to sort by it in descending order. Sort interviews by the column “**Update on**” so that interviews are listed from the oldest to the newest. This way, when working from top to bottom, the interviews completed first will be reviewed first.

UPDATED ON ▲
May 14, 2021 08:50
Jun 03, 2021 01:17
Jun 03, 2021 01:18

### 2.3.5 FILTERING INTERVIEWS

The interview screen provides the functionality to filter the interviews shown in the screen; this is particularly useful when you have many interviews listed.

It is possible to define several filter combination criterias.

#### Filters

##### Questionnaire

All questionnaires

##### Questionnaire version

All versions

##### Status

All statuses

##### Responsible

Any responsible

##### Assignment

All assignments

##### Interview Mode

All interview modes

[NOTE FOR CONTEXTUALISATION: If monitors use the supervisor level accounts, not all statuses will be available (screenshot taken using a HQ account), and the section might have to be updated.]

**Filter by status**

**Not approved by Headquarters:** interviews that have not yet been approved or rejected by a HQ user.

**Approved by Headquarters:** interviews that have received the HQ approval and are part of the official dataset of the survey.

**Approved by Supervisor:** interviews approved by Supervisor and still expecting HQ approval.

**Completed:** interviews that have been marked as completed by the Interviewer but still require Supervisor approval.

**Interviewer assigned:** interviews that are still pending to be started by the Interviewer.

**Rejected by Headquarters:** interviews that have been rejected by HQ users and have been sent back to the correspondent Supervisor.

**Rejected by Supervisor:** interviews that have been rejected by Supervisor and have been sent back to the enumerator.

**Status**

All statuses

Search

Not approved by Headquarters

Approved by Headquarters

Approved by Supervisor

Completed

Interviewer assigned

Rejected by Headquarters

Rejected by Supervisor

**Filter by Responsible**

The person who is currently responsible for the next action to be taken on the interview. The person responsible can have an Interviewer or Supervisor role.

**Responsible**

Any responsible

Search

HQuser1

Interviewer1

Interviewer2

Interviewer3

Interviewer4

Interviewer5

Supervisor1

Supervisor2

**Filter by Assignment**

If you already know the assignment ID that originated the interview, use the “**Assignment**” box to include it as part of the filter.

**Assignment**

All assignments ✕

**2.3.6 INTERVIEW ACTION MENU**

The interview screen provides an action menu that is available for each interview shown in the grid. In order to open the action menu, simply click on one of the listed interviews. The action menu will open listing the following potential actions:

- Open: opens the current interview and the interview content screen is presented.
- Show Status History: presents the status event history for the interview.
- Open responsible profile: shows profile screen for the person responsible for the interview.
- Open assignment: shows assignment details
- Assign : opens a dialog for assigning the interview to another interviewer.
- Approve: opens the approval interview dialog
- Reject: opens the rejection interview dialog.

Interviews (2) Search...

Showing 1 to 2 of 2 entries (filtered from 3 total entries)

INTERVIEW KEY	Identifying Questions	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT
<input type="checkbox"/> 41-31-38-07	hhid: 1000203, household result: NO RESULT	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29
<input type="checkbox"/> 68-86-33-67	hhid: 1000202, household result: NO RESULT	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28

Open

Show Status History

Open responsible's profile

Open assignment

---

Assign

Approve

Reject

Unapprove

---

Delete

### Interview Status History

Selecting “Show Status History” from the interview action menu brings you to the interview status page where the status for the current interview is presented in chronological order. Some of the most common statuses for an interview are:

- Created
- Interview Assigned
- Completed
- Rejected
- Approved
- Archived

This dialog box presents the status, the timestamp (time and date) when the interview got the status, and who was the person responsible for the status

### Interview status history

41-31-38-07 by  Interviewer1

STATE	CHANGED ON	BY	ASSIGNED TO	COMMENT
Created	Jun 03, 2021 01:17	 Interviewer1	 Interviewer1	
Interviewer assigned	Jun 03, 2021 01:17	 Interviewer1	 Interviewer1	
Completed	Jun 03, 2021 01:17	 Interviewer1	 Supervisor1	

[VIEW INTERVIEW](#) [CANCEL](#)

### Assign

This dialog window provides the option to assign the interview to another interviewer.

Select the new interviewer in the box and press the **ASSIGN** button.

### Assign

Select responsible

 Interviewer2 

1 interview(s) will be assigned.

**Note!** Only interviews that are not in status *Approved by Supervisor* and *Approved by Headquarters* can be reassigned.

[ASSIGN](#) [CANCEL](#)

### Approve

This dialog provides the option to approve the interview. Before pressing the **APPROVE** button, please provide a comment.

### Approve

1 interview(s) will be approved.

**Note!** You can approve interviews with the following status only: *Completed, Approved by Supervisor and Rejected by Supervisor.*

Comment:

Here please add some comments that explain your decision.

APPROVE CANCEL

### Reject

This dialog provides the option to reject the interview. Before pressing the **REJECT** button, please provide a comment that explains your decision.

After rejecting the interview, the manager team member can assign the interview to another Interviewer by choosing her or him in the combo box.

### Reject

1 interview(s) will be rejected.

**Note!** You can reject interviews with the following status only: *Completed and Approved by Supervisor.*

Reject to original responsible

**Reject and choose new responsible**

Interviewer2

Comment :

Here please add some comments that explain your decision.

REJECT CANCEL

## 2.4 INTERVIEW INTERFACE

Interviews can be accessed from the “Interview screen” and clicking the “**Open**” option from the action menu.

The screenshot shows the 'Interviews (3)' interface. At the top right, there is a search bar and a note 'Showing 1 to 3 of 3 entries'. The table has columns: INTERVIEW KEY, RESPONSIBLE, UPDATED ON, ERRORS COUNT, NOT ANSWERED, INTERVIEW MODE, STATUS, RECEIVED BY TABLET, and ASSIGNMENT. A context menu is open over the first row (68-86-33-67), showing options: Open, Show Status History, Open responsible's profile, Open assignment, Assign, Approve, and Reject.

INTERVIEW KEY	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT
68-86-33-67	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28
41-31-38-07	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29
44-38-23-50	Interviewer1	May 14, 2021 08:50	0	100	CAPI	Completed	No	2

### Interview content screen

The interview content screen is organized in four sections.

- ***The top section:*** it shows identifying information for the interview and important metadata such as who is its responsible and their supervisor, the interview duration or time elapsed while conducting the interview, and the current status of the interview and its status history. Also provides options to download the interview content in PDF format.
- ***The left section:*** in this section, it is possible to define filter questions based on several criteria.
- ***The center section:*** this section provides a graphical representation of the interview in terms of its completion status. Also, this section makes available a section navigator that helps the reviewers change from section to section at convenience and accelerate their work.
- ***The right section:*** this section is intended to present the answers of the interview. For the reviewers, it is possible to see the question, its answer, and the comments that the enumerator left during the interview.

Interview Key: 68-86-33-67(Assignment #28) Duration: 8 seconds Status: Completed SHOW STATUS HISTORY  
 (ver.2) IFAD data collection package ver 1 Responsible: Interviewer1 Updated: 13 hours ago OVERVIEW  
 Mode: CAPI Supervisor: Supervisor1 Calendar Event: DOWNLOAD INTERVIEW TRANSCRIPT

Progress: 2/6 33%

**Filter Questions**

- With comments (0)
- Flagged (0)
- No flag (9)
- Invalid (0)
- Valid (10)
- Answered (5)
- Not answered (4)
- For supervisor (0)
- For interviewer (5)

[Reset all filters](#)

**Cover**

IFAD data collection package ver 1 (ver. 2)

HHID  
1000202

HOUSEHOLD  
Abel Wawuda

COMMUNITY  
10002

result - NO RESULT

S: START

APPROVE REJECT

## Filter questions

To define filters for questions, the reviewer selects the interested criteria and if there are questions that comply with the filter, they will be presented on the right side.

**With comments:** questions with comments from the interviewer, you or HQ.

**Flagged:** questions that have been flagged during the review.

**No flag:** questions without any supervision flags.

**Invalid:** questions with answers that have error messages (warning messages do not show)

**Valid:** questions with valid answers.

**Answered:** questions with answers.

**Not answered:** questions questions that were opened (supposed to be answered) but have no answer

**For Supervisor:** questions intended to be filled by Supervisor (The questionnaire contains two such questions)

**For Interviewer:** questions intended to be filled by the Interviewer.

The screenshot shows a mobile application interface. On the left, a 'Filter Questions' menu is visible with several options: 'With comments (0)', 'Flagged (0)', 'No flag (5)', 'Invalid (0)', 'Valid (5)', 'Answered (5)' (which is checked), 'Not answered (0)', 'For supervisor (0)', and 'For interviewer (2)'. Below these is a 'Reset all filters' link. On the right, a modal window titled '5 items found:' displays a list of items. The items are grouped under 'COVER /' and 'S: START /'. The items listed are: 'HHID', 'HOUSEHOLD', 'COMMUNITY', 'HAVE YOU BEEN ABLE TO IDENTIFY AND LOCATE THE HOUSEHOLD?', and 'DOES THE HOUSEHOLD LIVE IN THIS VILLAGE?'.

### Flagging questions

During the review process you can assign flags to questions in order to mark them for future follow up.



For assigning a flag to a question, click over the icon flag left of the question text.



### 3 THE REVIEW PROCESS

The review process plays a crucial role in the quality assurance of the survey. As monitors, you will:

1. review interviews and identify mistakes
2. verify interviews
3. provide feedback to interviewers
4. act as a communication hub between field teams and survey management
5. show interviewers that quality matters and give them a sense of being monitored

All the above matter to ensure good quality. The review process is not just about fixing individual errors, but about ensuring that interviewers understand and implement things correctly, about learning from mistakes to avoid them in the future so that survey operations and questionnaire administration can constantly improve, and about ensuring that there is no mismatch between the questionnaire or protocols and reality on the ground.

As a monitor, you have to review in a timely manner all interviews completed by the interviewers assigned to you, potentially reject them to the interviewers for corrections or clarifications, and eventually approve them. **By the end of field work, all interviews completed must have been approved by the respective monitor.**

To review an interview, open the interview from the Interviews tab.

INTERVIEW KEY	Identifying Questions	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT
68-86-33-67	hhid: 1000202, household: Abel Wawuda, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28
41-31-38-07	hhid: 1000203, household: Erick Makena, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29
44-38-23-50	household identifier: 1000201, household: Mario Lozano, community: 10002	Interviewer1	May 14, 2021 08:50	0	100	CAPI	Completed	No	2

The list shows all the interviews that need your attention. This includes all interviews coming from the field. They are marked with STATUS *Completed* and can be interviews that have been completed for the first time, as well as interviews that have previously been reviewed, rejected to the interviewer and resubmitted by them. The interviews might also include interviews that have been sent back to you by survey management. They will be marked with STATUS *RejectedByHQ*.

Interviews have to be reviewed and rejected or approved **as soon as possible, ideally on the same day as the interview or the day after**, but not later than that. Interviewers are encouraged to synchronize their interview files as soon as they can and latest by the end of the day. The earlier you can provide feedback and get clarifications, the better the interviewer remembers, the closer they still are to the

household, the likelier they are to be able to revisit the household, and the earlier interviewers become aware of their mistakes and stop doing them. The benefit of reviewing the interview files reduces drastically if it is done several days or even weeks late.

When reviewing interviews, prioritize older files, so their feedback gets out as soon as possible. You can identify older files by sorting by the UPDATED ON column. Try to address all interviews that came in the same day or the day before (depending on the work schedule and the time of the day interviewers synchronize). Effectively this means that you should always have zero or very few interviews visible in your Interview list. If you are unable to review all files on a daily basis, do not cut corners and rush the review, but let survey management know to come up with a solution. They might redistribute some to your colleague or review them themselves. **Do not start piling up old interview files.** If you have flexibility in your working hours, try to work during hours after the interviewers have come back from the field, have synchronized and are able to speak (i.e. not being in interviews), or before they leave to the field or start interviews. Usually this is in the evenings or mornings. This way, interviewers have time to address and internalize your feedback.

### 3.1 FIRST REVIEW OF AN INTERVIEW

Open the oldest interview available on your list.

Before starting the review, the first thing you want to check is SHOW STATUS HISTORY on top, to see if this is the first review of the interview or if the interview has been reviewed, rejected and resubmitted. Also have a look at who submitted it and when, so you know the context.

This subchapter describes the process the first time an interview is reviewed. For details on how to review previously rejected and resubmitted interviews, refer to chapter [3.5 REVIEWING PREVIOUSLY REJECTED FILES](#).

The interview review serves to check that interviews are complete and do not contain any solvable issues, to identify potential problems with the questionnaire or the fieldwork, and to identify any doubts or misunderstandings interviewers might have. It requires you as a monitor to systematically check interviews for a number of items, investigate and understand the issues and potentially take actions. Let's start with the checklist. For **each** interview you must:

- check all error messages
- check for unanswered questions
- review all comments
- check the interview result is correct
- sense check key sections
- check the timing of the interview

More details on how to check these items as well as other important things to consider are given in the respective subchapters below.

### 3.1.1 ERROR MESSAGES

Use the *Filter Question: Invalid* and the color scheme of the navigation panel (red) to see if there are any error messages showing inside the interview.

Interview Key: 16-98-37-76(Assignment #1) Duration: 1 minute Status: Completed SHOW STATUS HISTORY  
 [ver.1] IFAD data collection package ver 1 Responsible:  Interviewer1 Updated: a few seconds ago OVERVIEW  
 Mode: CAPI Supervisor: Supervisor1 Calendar Event: DOWNLOAD INTERVIEW TRANSCRIPT APPROVE REJECT

Filter Questions

- With comments (0)
- Flagged (0)
- No flag (1)
- Invalid (1)
- Valid (0)
- Answered (1)
- Not answered (0)
- For supervisor (0)
- For interviewer (1)

Reset all filters

1 item found:

A: HOUSEHOLD /

A1. Please tell me the first and last name of all the persons who are p...

ANNA ALAS

ALICIA

WRITE NAME AND SURNAME [?]

A2. Who is the head of the household?

ANNA ALAS

ALICIA

MEMBER - ANNA ALAS

MEMBER - ALICIA

A6. What is the highest level of education that [...] has completed?

PRIMARY

\*\*\*

In principle, interviews should not show any error messages. If they do, you must check each error message and investigate. There might be valid reasons for error messages.

Error messages might show because of interviewer mistakes (e.g. they wanted to write 1050, but accidentally typed 105), because of the circumstances of the household (e.g. if a household received an unusually high job income and the outlier check flags it as mistake), or because of a problem with the error message (e.g. the check is wrongly showing even though the answer is always correct).

Interviewers are instructed to leave comments with error messages they cannot solve or for answers they think are correct. It is your job to understand the shown error messages, work out for which of the above reasons the error message is showing and take appropriate action.

To understand the big picture, you must read the comments the interviewers have left, and you might also have to check the answers in other parts of the questionnaire. See Section [4 DETAILS OF THE QUESTIONNAIRE](#) for a description of important error messages. Ask survey management if you come across errors that you do not understand or can't explain why they are showing.

Make sure the error message has a comment from the interviewer. For error messages that show on multiple questions, one comment is enough. If there is no comment, make sure the interviewer is aware of it and will leave comments in the future, either by leaving a comment yourself if the interview will be rejected, or by calling/messaging the interviewer to remind them.

If an error message identifies an **interviewer's mistake that can be fixed**, flag the question, leave a comment and reject the interview for interviewers to acknowledge and for them to address the mistake. In your comments, always make sure the interviewer understands why the error occurred and how to avoid it in the future. In addition to rejecting the interview, you might have to call the interviewer and explain the issue and solution to them while they are looking at the rejected interview. If fixing the mistake requires unknown information, the interviewer should try to revisit or call back the household to get the missing information.

**Errors should only be fixed if the actual answers are known for sure, or if the respondent can be called back. Under no circumstances should the interviewer make up answers to make an error go away.** For example, if the error message shows that the interviewer had forgotten an answer to a YES/NO question, but the respondent cannot be reached physically or by phone, there is nothing that can be done to answer the questions since we do not know the answer. The interviewer should comment explaining why it cannot be fixed, and resubmit the interview with the error, and importantly without "fixing" the error by just selecting a YES or NO for the unanswered option.

If the error message flags an **interviewer's mistake that cannot be fixed**, call/message the interviewer for feedback and to explain to them how to avoid the error in the future. Leave a comment for survey management / the data user explaining the situation. Do not reject the file because of it, and if you have to reject for another reason, make sure the interviewer does not change the answer by leaving a comment that includes instructions and the current answer, so you can see the current answers from your comment once the interview is resubmitted. For example, you should write: *"Forgot to select POTATO as the third crop. Always check this error does not occur before going into the section. Do not select unless you can call back the household and complete the POTATO section."*

If the error message flags an answer the **interviewer and you have confirmed to be correct**, make sure a comment is left on the relevant question to say that the answer has been confirmed.

Inform survey management if you come across error messages that always or often show for correct answers. This might be due to cutoff values being too low or the error message being wrong. The questionnaire might have to be updated to fix those error messages from appearing in the future.

**By the time an interview is being approved by you, every outstanding error message should have a comment, either confirming the answer to be correct or explaining the reason it could not be solved.**

### 3.1.2 UNANSWERED QUESTIONS

The questionnaire has been designed such that all questions in the questionnaire should be answered if things went well. In Survey Solutions, interviewers can submit interview files with unanswered questions. Questions might be unanswered due to interviewer mistakes (invalid reasons) or special circumstances in the household or the interview that we consider valid, i.e. it is OK that there are no answers. You need to cross check if the interview contains any questions that are missing for invalid reasons. Questions can be unanswered if:

1. **an interviewer accidentally missed a question or section** and did not check for unanswered questions prior to submitting an interview. This is an invalid reason. Make sure the interviewer is aware of the mistake and will systematically check in the future their interview files for missing parts before leaving the household. For this type of missing questions, if possible, the interviewer should try to revisit or call back the respondent to answer the missing questions. If it is not possible for the interviewer to get the answers for certain, they should leave the unanswered questions blank and resubmit the interview with comments.
2. **one or a few questions could not be answered or did not apply**. The interviewer should have left a comment and explained the situation. If a comment is missing, reject the interview to the interviewer and ask for more details. If the reason the question is missing is valid, this is OK, e.g. if the respondent refused to answer a question that has no refusal code. If the reason is invalid and can be fixed, the interviewer should attempt to fix it by revisiting or calling back. For example, if the respondent did not know about the income of another member and the interviewer left some questions blank, they should try to call back the household and speak to that person.
3. **the interview got interrupted and is partially done**. PARTIALLY DONE should have been selected as the result of the interview and the reason explained. The interviewers do not need to comment on each missing question. If the interview cannot be completed, this is fine. If it is incomplete for an invalid reason (e.g. interviewer forgot to revisit a household), they should attempt to complete it.

Missing questions should only be answered if the household can be reached again, e.g. through a revisit or call, or if the interviewer knows **for certain** the answer to a question from their notes or their

interaction with the household. **Under no circumstances should the interviewer make up answers to fill unanswered questions.**

If you already know that the interviewer cannot reinterview the household (e.g. they have left the area and there is no phone number), do not reject the interview file because of the unanswered question. Instead, leave a comment that the questions cannot be recovered, and that the interviewer has been informed. Call/message the interviewer to inform them that they had missing answers for invalid reasons and that in the future, they have to carefully check their interviews for completion prior to leaving the household.

In the interview, use the Filter Question Not Answered or the colour coding of the navigation panel to see if any questions are not answered, and if so which ones.

The screenshot displays the IFAD Data Monitor interface. At the top, it shows the interview key '16-98-37-76(Assignment #1)', duration '1 minute', and status 'Completed'. Below this, there are buttons for 'APPROVE' and 'REJECT'. The main content area is divided into three sections:

- Filter Questions:** A sidebar on the left with checkboxes for various filter categories: 'With comments (0)', 'Flagged (0)', 'No flag (105)', 'Invalid (0)', 'Valid (105)', 'Answered (0)', 'Not answered (105)', 'For supervisor (1)', and 'For interviewer (104)'. A 'Reset all filters' button is at the bottom.
- 105 items found:** A central list of items. The first item is 'VISIT 1: TAKE GPS LOCATION'. Other items include 'START TIME', 'A2. Who is the head of the household?', 'A0. WHO WAS THE RESPONDENT FOR THIS SECTION?', 'A4. How old is ANNA ALAS?', 'A3. Is ALICIA ...', 'A4. How old is ALICIA?', 'A5. What is ALICIA's relationship with [...]?', 'B2. Now I would like to talk to you about the parcels that your househ...', 'B4. Please give me a name or description of all the parcels that your ...', and 'B22. Now I would like to talk about the three main crops that your ho...'.
- Item Detail View:** On the right, a detailed view of the selected item 'VISIT 1: TAKE GPS LOCATION' is shown. It includes a 'Record GPS' button, a timestamp '2021-06-14 00:28:34', a 'Record current time' button, and a question 'VISIT 1: IS AN ELIGIBLE RESPONDENT AVAILABLE TO BE INTERVIEWED?' with a 'YES' selection.

### 3.1.3 REVIEW ALL COMMENTS

Read all comments that were left by the interviewers, take action if necessary, and mark them as resolved once they have been addressed. Interviewers have been instructed to leave comments on errors they cannot solve, questions they don't know how to answer, or if they have any question or doubt. It is your responsibility to read and understand what the interviewer noted in the comment, and decide if any action is required.

1. If the comment was providing additional information for an answer but does not require any additional action, mark them as resolved. For example, some interviewers might provide details why the answer to a question is very high, e.g. "has a high paying job in town". No action is required, it just serves for us to better understand the value. The comment can be resolved. If

interviewers overdo it and leave too many comments, you can inform them to only leave relevant ones in the future.

2. If you need to respond to the interviewer, respond to comments if the interview file will be rejected, or message/call them if the interview will not be rejected. Remember, interviewers can only read your responses from rejected files.
3. If comments describe unusual situations that you are not sure how to react to, or if they point at potential problems in the questionnaire or processes you have to consult with or alert survey management.

Before approving an interview file, mark all comments as resolved that are not related to any outstanding issue or are immediately relevant for survey management. For example, if you wrote comments to clarify something to the respondent or asked them to correct something, upon receiving the submitted file, resolve the comments that are no longer needed.

#### **3.1.4 CHECK RESULT**

For each interview, make sure the result in the RESULT section is correct. The result variable is important for us to track progress, and calculate non-response rates etc., yet interviewers often get it wrong.

Interviews are considered DONE FULLY if they have been successfully completed, including cases where individual questions could not be answered. DONE PARTIALLY are interviews in which parts of the interview are missing, e.g. because the respondent refused during the interview, or had to leave and no follow up appointment was possible.

For interviews other than DONE FULLY or DONE PARTIALLY, also check the START section to make sure that everything has been filled in correctly.

For results other than DONE FULLY, if you find any pattern, e.g. one of your interviewers having many more refused interviews than others, alert survey management, so they can react and e.g. retrain the interviewer on how to introduce the survey.

#### **3.1.5 SENSE CHECK KEY QUESTIONS**

Another of your tasks is to review some key questions and sense check them. Focus on the following:

1. AGRICULTURE/PARCEL B9-B11, the parcel size. Check that unit and area/length & width entered make sense given the context. Look out for too large and too small parcels and wrong units.
2. AGRICULTURE/CROPS B25-B28, check the harvest unit and quantity make sense. Look out for too large and too small quantities and that the units make sense and have been converted correctly.
3. Check the household is making a living from something. If they do not have much agriculture and livestock, they should have employment, a business or income from other sources, and vice versa.

If you identify any areas of doubt, call/message the enumerator for clarifications. If you need them to confirm e.g. the size of a large parcel, you can leave a comment asking them to confirm and reject the interview files. Leave a comment for survey management / the data users if you have confirmed anything, as they might ask themselves the same question when reviewing.

### 3.1.6 CHECK TIMING

For interviews that were DONE FULLY, check the duration and hour of the day make sense for the interview.

From the training you have a good idea how long it takes to complete the interview. Interviewers will learn over time and become faster, but there are limits. The duration depends on how many questions will be asked, e.g. how many crops or animals the household has, and also on the respondent her or himself.. Short durations relative to the interview length might point at a problem, especially if the interviewer normally takes longer (e.g. under 30 minutes for a completed interview).

Click OVERVIEW on top to see the time of the day answers were given. Scroll up and down to get an impression of when the interview happened. Compare this to the working hours and make sure this is feasible. For example, if teams always leave the field before nightfall at 6pm, interviews from 7pm to 8pm are suspicious.

If you come across interviews where the duration looks too short, or that were conducted during improbable or impossible hours, alert survey management for them to follow up.

### 3.1.7 ANSWER SUPERVISOR QUESTION

After you are done with your review, go to section R. RESULT, and confirm in the supervisor question at the end that you have done all review steps. This question is not visible to interviewers and cannot be answered by them. It is the only question you can answer directly.

The screenshot displays the IFAD Data Monitor interface for a completed interview. At the top, it shows the interview key (70-11-83-93), duration (1 hour), status (Completed), and update time (a minute ago). There are buttons for 'APPROVE' and 'REJECT'. Below this, a list of questions is shown, with 'R: RESULT' highlighted. On the right, a 'SUPERVISOR: CONFIRM THAT YOU HAVE' section contains five radio button options: 'REVIEWED AND ADDRESSED ALL ERROR MESSAGES', 'REVIEWED AND ADDRESSED ALL UNANSWERED QUESTIONS', 'READ AND ADDRESSED ALL INTERVIEWER COMMENTS', 'CONFIRMED THE RESULT', and 'CHECKED TIMING'. At the bottom, a note says 'SUPERVISOR: CALL THE INFORMANT TO VERIFY IF THE RESULT IS CORRECT.'

### 3.2 VERIFYING AN INTERVIEW

For some interviews you may have to call back the respondent, the informant recorded in R: RESULT, interviewer or field supervisor to verify the result of the interview, some of the answers or to investigate if the interviewer intentionally broke protocols. Survey management should have provided you with a phone or airtime/credit to be able to make phone calls.

#### 3.2.1 INTERVIEWS NOT DONE FULLY (UNIT NON-RESPONSE)

[THIS MAY NOT APPLY TO YOUR SURVEY]

Interviewers have to submit a file for each household they have been assigned, even if they have not been able to conduct an interview with the household and if the household had to be replaced as a result. In this case, the selected result for the replaced household should be different from DONE FULLY. For a random subset of interviews that have not been DONE FULLY (we call them unit non-response), the selected result, and hence the reason for replacing them, has to be verified by you, so we can ensure that interviewers did not replace households for convenience or other non-legitimate reasons. To find out if you have to verify the result, look at the RESULT section, at the very bottom. Questionnaires in which you can see the following question, have to be verified. Those that do not show the question do not have to be verified, but you can decide to do so if there is any particular reason.

The screenshot shows a survey form with a header 'R: RESULT'. Below the header is a question: 'SUPERVISOR: CALL THE INFORMANT TO VERIFY IF THE RESULT IS CORRECT.' There are three radio button options: 'RESULT CORRECT', 'RESULT INCORRECT -> INFORM SURVEY MANAGEMENT', and 'UNABLE TO CONFIRM'.

Interviewers have been given a list of selected households and must try everything possible within the field work parameters and replacement protocols to find and interview the households. Not doing so, and for example replacing households for their convenience (e.g. to not have to revisit, walk up the hill, visit the household with a dog, etc.) causes serious harm to the quality of the survey and affects the results. Validating the result is an important component of ensuring that replacement protocols are being followed.

For all interview files that need to be verified, check the answers to the START and RESULT section, make sure they are clear and make sense. Also check for other households in the same village, as their cases might compare or as they might have the same informant.

Call the informant to confirm that an interviewing attempt has happened, to verify that the result is correct and that the household has been replaced for a valid reason. Introduce yourself clearly and briefly, for example:

*“Good morning/afternoon. My name is \_\_\_\_\_ and I work for [FIRM]. We are conducting a survey on rural households in [COUNTRY] for the International Fund for Agricultural Development, IFAD. I am part of the quality assurance team. My colleagues wrote down your number to verify some details. Could I confirm who I am speaking to?”*

**In your call, try to not give away the information and ask the informant to confirm, but instead try to understand from the informant first what happened and compare it to the recorded result and details.**

**Ask follow up questions if needed.** Interviewers who intentionally set the wrong result might put their number or that of a friend and might pretend to be the informant. If you call and say *“My colleague tried to interview [HOUSEHOLD HEAD NAME], but they live in another village, is this correct?”* all they have to do is say yes and you cannot find out if things were potentially wrong. Instead try. *“[YESTERDAY/DATE OF VISIT], my colleagues visited your community and could not interview [HOUSEHOLD HEAD NAME]? Do you know why?”*.

**If you find that the result is not correct, immediately inform survey management, as this might point towards a problem in the field they might have to address.**

IFAD will directly or through local consultants verify the results of a sub-sample of the verified interviews. **It is your responsibility to make sure the results are correct and valid.**

### 3.2.2 INTERVIEWS DONE FULLY

In your review of interviews, you might come across answers that look strange or do not add up with other questions and point at potential mistakes or fabricated data. You can call the interviewer, or the respondent to verify.

If you call the interviewer, try to not directly give away the information and ask them to confirm, but try to hear them out first. Just like everyone else, interviewers prefer to not have to admit mistakes, especially if they fabricated an answer or an interview, and will just say *“yes, this is correct”*, which makes the whole exercise pointless.

Instead, describe the issue vaguely and ask what they remember. For example, in the interview you see that the household currently owns 20 cows now (C3) and 22 in January 2020 (C5), but 200 at baseline year (C13), which struck you as too high and different and might be a typo. Ask along those lines: *“I noticed some irregularities with the number of cows recorded for household HOUSEHOLD NAME that you interviewed YESTERDAY/DATE. Do you remember how many cows they had, and anything that might have caught your attention?”* If the household really had 200 cows at baseline, the interviewer likely confirmed or talked about it with the respondent and might remember.

When verifying with the interviewer, be careful, our memory is not as good as we think it is. **Do not correct answers unless the interviewer is absolutely certain about it.**

In many instances it is better to confirm with the respondent directly. If you are calling the respondent, introduce yourself clearly and briefly, for example:

*“Good morning/afternoon. My name is \_\_\_\_\_ and I work for [FIRM]. I am part of the quality assurance team. One of my colleagues visited you YESTERDAY/DATE to interview you. I would like to briefly confirm a few things with you, it will only take a few minutes. Is this OK for you?”.*

Then use phrases like *“My information shows me that your household currently owns 20 cows now and owned 22 in January 2020, but owned 200 cows in 2015, I just wanted to confirm this is correct?”.* Always make sure to provide enough context for the respondent, e.g. by saying how many cows they owned today and in January 2020.

If you confirm an answer to be correct, leave a comment saying that it was confirmed and how, e.g. *“confirmed, called back respondent”*, so the information is available to IFAD and the data users. If you identify an error, write comments, reject the interview to the interviewer, and call the interviewer to give feedback if necessary. If you come across an interview with many issues, it is likely that something has gone very wrong with the interview. Report those cases to survey management.

### 3.3 WRITING COMMENTS

There are two types of comments you have to write in interviews as part of the review process, those addressed to interviewers and those addressed to survey management / the data users.

#### 3.3.1 COMMENTS FOR INTERVIEWERS

During your review, whenever you identify issues that require the interview to be rejected, leave comments at the questions that the interviewer should try to fix or be made aware of. Interviewers will be able to read those comments when opening rejected interview files.

Depending on the issue, comments might have to be more or less detailed. In general, try to keep them brief and precise, but detailed enough so that the interviewer understands.

If you identify a sloppy mistake, where e.g. the interviewer entered a typo or accidentally selected the wrong answer option, a simple short comment might be enough to point it out.

However, in many cases, a more detailed explanation might be necessary, especially if the issue is due to a misunderstanding of the interviewer. A short comment saying *“wrong unit”* does not help the interviewer to understand why they selected the wrong unit, or what they should have selected instead. Your comments not only serve to correct the interview file you are reviewing, but importantly also serve for interviewers to learn how to answer the question correctly in the future.

To write useful comments, put as much explanation as is necessary into the comments. Describe what the interviewer misunderstood, where the error came from and what they need to do to address them. The comment alone might not be enough. Some of the more complicated errors around size of parcels or harvest quantity might require you to call the interviewer to explain further. Do this after you have rejected the interview, so that you both can look at the interview file at the same time and explain to them in more detail what you have written in the comment. Always call if you are under the impression that an interviewer does not understand, or once you see repeated mistakes from the same person.

If commenting on questions with an answer that you need the interviewer to correct, always write the current answer in the comment, so it is available for you when the interview is resubmitted by the interviewer. For example, if the interview shows 100 cows that you want to be confirmed, write *“Please confirm that the household had 100 cows.”* If the interviewer changes the answer to 5, you can still see the original answer in the comment and see if the change makes sense (100 to 5 without explanation would be strange).

Call/message interviewers if comments are cryptic and cannot be understood, or for comments that do not give you any additional information, so that interviewers can improve their comments over time.

Don't forget to give positive feedback in your comments, calls and messages. Focusing only on things that have gone wrong demoralizes people. There are many things interviewers do really well. Tell them about it!

### 3.3.2 COMMENTS FOR SURVEY MANAGEMENT / DATA USER

You also have to write comments to the survey management or for the data users. Survey management and the data users will closely look at the data and need to understand as much context as possible. They might decide to discard an interview because of an answer that you already know is correct. It is crucial for you to pass on this information in comments. The following things should be commented on by the time you approve an interview file:

- anything that deviates from what is expected, for example, why a question has not been answered, even though it should have been
- any information you establish, e.g. if you confirm with the respondent that they really had 100 cows in 2015, make sure to leave a comment
- any outstanding issues, such as error messages that could not be resolved.

If there already are comments between you and the interviewers that provide sufficient information, there is no need for you to repeat those. Also, for issues that affect several questions, it is enough to comment only once.

### 3.4 APPROVE / REJECT INTERVIEWS

You have gathered all information about the interview file, written all comments and now need to either reject or approve the interview. As general a guideline:

**Reject** interview files with issues that interviewers:

- **can correct by themselves**, because the information is available. For example, if they have selected the wrong result, or if they have selected the wrong unit for crops, but have left a comment explaining in detail the response by the respondent, allowing you to identify the correct answer. The interviewer can make the correction being instructed by your comments, but without recontacting the respondent.

- **can correct by revisiting or recontacting the household.** For example, the interviewer forgot to select a crop and missed the crop section for the crop. They have the phone number and can attempt to recontact the household to complete the section. Make clear that they should **only** make the correction if they can recontact the household. If they cannot, they have to resubmit the file with the issue unresolved. **Never ever should interviewers make up answers to fix issues.**

**Do not reject interviews because of issues that interviewers cannot fix**, for example because the team has moved on, because of no phone number being available, or because of issues in time sensitive questions. Interviewers might want to “fix” the issues without the information being available or answer certain parts from memory, which is not as good as we think it is, especially if you are conducting several interviews in a day. If you need to show the interview for them to understand, you can send screenshots, and only if absolutely necessary, reject with the instruction to send back unchanged immediately.

**Approve** interview files that:

- **do not have any issues**, that is all questions have been answered or are unanswered for valid reasons, no questions show an error or the error is showing for a valid reason, there are no more interviewer comments that require action, the key sections make sense and the result is correct.
- **have issues that cannot be fixed.** Call/message the interviewer about the mistakes they made, so they can learn and avoid the same mistakes in the future. Make sure there are comments for survey management and the data users, so the circumstances can be understood. Leave additional comments if needed.

If rejecting, leave a general message in the rejecting message field to point the interviewer towards issues and give them general instruction on what to do with the file, such as “*call back respondent to*

answer missing questions in Section 5.”

### Reject interview ✕

**Reject to original responsible**

Reject and choose new responsible

**Comment:**

This interview has been rejected because it has too many uncompleted sections. Please try to get the missing information from the household.

141 / 1500

REJECT CANCEL

### 3.5 REVIEWING PREVIOUSLY REJECTED FILES

Interview files that have been rejected and marked as Completed again by interviewers come back to your list of interviews to be reviewed again. For previously rejected interviews, you need to understand the reason why they have been rejected (you will see many interview files, so it will be hard to remember), and see if the interviewer has addressed the issues as expected and instructed.

To find out if an interview has been rejected before, check its SHOW STATUS HISTORY on top.

First, understand the reason the interview has been rejected. Use the Filter Question *With Comments* and *Flagged* to check if any question has been previously flagged and which questions have been commented on. Check if the answer has changed, if the error has been addressed, read the comments for the questions including the responses from the interviewers. Look out for any potential comments that have already been marked as resolved, they are not immediately visible and require you to click on SHOW RESOLVED.

If everything went well, the interviewer either addressed the issues or explained sufficiently well why they could not. In that case, unflag the questions and mark the comments as resolved.

In some cases, the interviewer might not have understood or ignored what they were supposed to do, and have just marked the rejected file as complete without addressing the issues or responding to your comments. If this is the case, reject again and importantly message/call the interviewer to give them detailed instructions. Some interviews have gone back and forth between interviewer and monitor

without being addressed. This is very time consuming especially for you, so make sure interviewers do not send back files without responding to your questions or addressing issues.

In some cases you might see that the interviewer has not done as instructed, or changed answers to satisfy your request, fill answers or make errors go away, but without having established the information from the respondent. **This is a serious breach of the protocol and you must report it to survey management immediately.**

### 3.6 FOLLOW UP ON REJECTED INTERVIEW FILES

Do not assume that interviewers will automatically see and read all rejected interview files. Some do not know about them, and sometimes they forget to review them. It is your responsibility that all rejected interviews will be as soon as possible reviewed by the interviewer, addressed and sent back. Interviewers should send back the file within 24 hrs of rejection, unless they need to recontact the household and have not been able to do so yet.

Check on a daily basis if there are any rejected interview files that have been rejected over 24 hrs ago. On the Interview List, filter interviews by the Status “RejectedBySupervisor” on the left, and view the date and time in the “UPDATED ON” column (you can sort by it, to see the oldest date first).

Filters		Interviews (3)																																																	
<b>Questionnaire</b> All questionnaires <b>Questionnaire version</b> All versions <b>Status</b> All statuses <b>Responsible</b> Any responsible <b>Assignment</b> All assignments <b>Interview Mode</b> All interview modes		<div style="text-align: right;">Search...</div> <div style="text-align: right;">Showing 1 to 3 of 3 entries</div> <table border="1"> <thead> <tr> <th>INTERVIEW KEY</th> <th>Identifying Questions</th> <th>RESPONSIBLE</th> <th>UPDATED ON</th> <th>ERRORS COUNT</th> <th>NOT ANSWERED</th> <th>INTERVIEW MODE</th> <th>STATUS</th> <th>RECEIVED BY TABLET</th> <th>ASSIGNMENT</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 68-86-33-67</td> <td>hhid: 1000202, household: Abel Wawuda, community: 10002, result: NO RESULT</td> <td>Interviewer1</td> <td>Jun 03, 2021 01:18</td> <td>0</td> <td>4</td> <td>CAPI</td> <td>Completed</td> <td>No</td> <td>28</td> </tr> <tr> <td><input type="checkbox"/> 41-31-38-07</td> <td>hhid: 1000203, household: Erick Makena, community: 10002, result: NO RESULT</td> <td>Interviewer1</td> <td>Jun 03, 2021 01:17</td> <td>0</td> <td>4</td> <td>CAPI</td> <td>Completed</td> <td>No</td> <td>29</td> </tr> <tr> <td><input type="checkbox"/> 44-38-23-50</td> <td>household identifier: 1000201, household: Mario Lozano, community: 10002</td> <td>Interviewer1</td> <td>May 14, 2021 08:50</td> <td>0</td> <td>100</td> <td>CAPI</td> <td>Completed</td> <td>No</td> <td>2</td> </tr> </tbody> </table>										INTERVIEW KEY	Identifying Questions	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT	<input type="checkbox"/> 68-86-33-67	hhid: 1000202, household: Abel Wawuda, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28	<input type="checkbox"/> 41-31-38-07	hhid: 1000203, household: Erick Makena, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29	<input type="checkbox"/> 44-38-23-50	household identifier: 1000201, household: Mario Lozano, community: 10002	Interviewer1	May 14, 2021 08:50	0	100	CAPI	Completed	No	2
INTERVIEW KEY	Identifying Questions	RESPONSIBLE	UPDATED ON	ERRORS COUNT	NOT ANSWERED	INTERVIEW MODE	STATUS	RECEIVED BY TABLET	ASSIGNMENT																																										
<input type="checkbox"/> 68-86-33-67	hhid: 1000202, household: Abel Wawuda, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:18	0	4	CAPI	Completed	No	28																																										
<input type="checkbox"/> 41-31-38-07	hhid: 1000203, household: Erick Makena, community: 10002, result: NO RESULT	Interviewer1	Jun 03, 2021 01:17	0	4	CAPI	Completed	No	29																																										
<input type="checkbox"/> 44-38-23-50	household identifier: 1000201, household: Mario Lozano, community: 10002	Interviewer1	May 14, 2021 08:50	0	100	CAPI	Completed	No	2																																										

Contact interviewers that have rejected files for more than 24 hrs and follow up on the cases. Remind them to address them as soon as possible. Give clear instructions if you are noticing that the interviewer does not know what to do.

### 3.7 GENERAL FEEDBACK

Keep notes if you see many issues from one person or observe similar kinds of issues by different interviewers. They might point at individual interviewers not understanding the trained material or not wanting to follow it or that certain questions or answer options are not well understood. Compare notes with other monitors to identify any commonly occurring problems.

Inform survey management of the issues, so they can decide to retrain certain parts of the questionnaire or retrain or address issues with individual interviewers. The earlier these issues are addressed the better for data quality and for you, as fewer of them you need to address in your interview review.

If survey management has set up a common channel, e.g. a WhatsApp/Telegram/Viber group for monitors, fieldworkers and survey management, you might send the general feedback directly through the channel.

### 3.8 INTERACTION WITH PEERS AND SURVEY MANAGEMENT

**Ask survey management or your colleague monitors if you come across a case or situation in which you are not entirely certain what to do.** Especially at the beginning of the survey this will be common. There are no stupid questions. The problem you have come across will likely reoccur with you or one of your colleagues. It is important that you and your colleague monitors evaluate and react to situations the same way, that is you all either reject or approve a certain type of interview and provide similar types of feedback to similar types of mistakes. This way all interviewers receive similar types of scrutiny and feedback.

Survey management should have set up a channel for you and your colleague monitors to discuss in and to ask questions or provide feedback to survey management, e.g. a WhatsApp, Telegram, Viber group, Slack, etc. If they haven't, ask for it to be set-up. It is important to have a common channel where you can exchange. Ask as much as possible using the common channel, and avoid private conversations or chats for questions, alerts and feedback, so that all monitors and survey management are always on the same page.

If you identify common mistakes, unexpected situations in the field or any potential issues with the questionnaire, make sure to alert survey management. General feedback to the field, an adjustment to protocols or updates to the questionnaire might be needed, and the earlier this is detected, the better.

**Generally, whenever you are not entirely sure what to do, whenever something does not make sense, and whenever you think there might be an issue, speak to your colleagues and survey management.**

## 4 DETAILS OF THE QUESTIONNAIRE

### 4.1 REPLACEMENT PROTOCOL

The replacement protocol is as follow:

1. Interviewers must make interviewing attempts with all selected (target) households of the village. For each household, they must fill in, complete and synchronize an interview file, even if they have not been able to do an interview.
2. Households can be replaced if, and only if:
  - a. **the household could not be identified or located.** This means the name given on the list is not known to people in the village, and the contacting details do not help, e.g. phone number not working, no dwelling at GPS point or GPS off. Interviewers must try with various sources in the village before marking a household as non-identifiable.
  - b. **the household does not live in the village and it is not possible to conduct an interview.** Some households have been registered for the village we visit but might live

elsewhere. If they live somewhere that is reasonable to reach within the field work parameters, e.g. in a village close by you can drive to or in the urban area where the team sleeps, the interview should be conducted. If it is impossible to do within the field work parameters, the household can be replaced.

- c. **the household is long term unavailable.** This means no informed respondent is available at any point the field team is planning to be in the community. If a respondent is available but it clashes with another interview the interviewer is doing, they are supposed to address this with their supervisor to e.g. redistribute some interviews. Interviewers must solidly establish that no respondent is available, either through information from others (e.g. neighbours telling them that the household has travelled for a week, or is at the urban market and will return late at night) or if no information from others is available, by revisiting the dwelling of the household at least twice (3 visits in total), during meaningful times.
  - d. **the household refused.** The household did not wish to participate.
  - e. **the household did not harvest any crop in the past 12 months.** The first question after the consent statement asks if any member of this household harvested any crop including tree crops from parcels cultivated by this household. If this is not the case, the household is not interesting for our study and needs to be replaced.
3. Interviewers must fill in sections START and RESULT for all households, and provide sufficient detail on why an interview could not be done fully, as well as give the name, relationship and contact number of an informant that can verify the result.
  4. Target households that need to be replaced should be replaced with replacement households, working from top to bottom of the list of replacement households. Interviewers must consult with the field supervisor who will assign them a replacement household. If the interviewer is unable to conduct an interview with a replacement household, the interview file has to be filled in and submitted, so the result and reason are known. No interview files have to be submitted for replacement households that were not needed, i.e. the required number of interviews has been reached before the replacement household was reached in the list.
  5. **If the required number of interviews per village has not been reached after attempting all target and then all replacement households, other households from the village may be interviewed.**

#### 4.2 AGRICULTURE SECTION

The agricultural section converts stated harvest quantities and land sizes to standard units, calculates the yield and checks for extreme values. Displayed errors are not straightforward to interpret. Consider the explanations below for each error message that might help you interpret the causes of the error and identify the correct action.

##### **B9, B10, B11 PARCEL SIZE**

*THE PARCEL LOOKS LARGE. DOUBLE CHECK FOR TYPOS, THAT SIZE IS REPORTED IN THE CORRECT UNIT, AND THAT UNIT ESTIMATE IN SQUARE METERS MAKES SENSE. CONFIRM IN COMMENT IF CORRECT.*

Shown for parcels that are larger than the maximum area (5 ha). Parcels of this size are very rare, especially when cultivated. It is likely that the interviewer either misunderstood the unit, converted it wrongly or had a typo when entering the size or conversion factor. Check the land unit selected in B2, and how it is converted to B3. Check they are thinking about the unit when reporting parcel size, width or length.

See if the parcel was cultivated. If not, it might have been unproductive or pasture land, and here large parcel sizes are more probable. If it was cultivated, they should have very large harvest quantities, assuming they had a normal harvest.

The interviewer might have correctly reported what the respondent said. If the plot size does not make sense, it might not be good to estimate in this unit if the respondent is not entirely clear. Using steps by step might be preferable. Try calling back the respondent trying to get better estimates.

Discuss with the interviewer to work out the issues and best solutions.

*THE PARCEL IS BELOW OUR MINIMUM SIZE. DOUBLE CHECK FOR TYPOS, THAT SIZE IS REPORTED IN THE CORRECT UNIT, AND THAT UNIT ESTIMATE IN SQUARE METERS MAKES SENSE. REMOVE PARCEL IF REALLY THAT SMALL.*

Shown if the parcel is below 50 square meters, which roughly corresponds to a square of 7 x 7 meters or 10 x 10 steps. Any parcel below this area is too small to be considered. Many respondents might have small patches of land where they grow some crops, often a vegetable garden. The interviewers do not need to register these types of plots in the questionnaire.

Make sure there is no mistake in the units, conversion factors and size reported. Check the harvesting quantity matches if possible. There is no need to drop the plot once you have established that the size is not due to mistakes.

### **B25-B28 HARVEST QUANTITIES**

The harvest quantity is converted into kg, and yield is calculated, which is harvested in KG divided by area cultivated in HA. If yield is impossibly high for a given crop, warnings and errors are shown. In other words, if you see the following warning or error message, the answers in the interview are telling us that the amount of crop harvested from the cultivated area is improbable or impossibly high.

*HARVEST IS TOO LARGE FOR AREA. CHECK HARVEST QUANTITIES (B25-B28) AND CULTIVATED AREA (B2, B3, B9-B11, B15-B19). CHECK FOR TYPOS, CORRECT UNIT AND CONVERSION FACTORS. COMMENT IF UNABLE TO SOLVE, EXPLAINING IN DETAIL HOW MUCH CROP HAS BEEN HARVESTED.*

Either, the cultivated area or the harvest quantity can be wrong, or both. The most common mistakes are mistakes in the conversion factors and use of units. You will have to check all of them to understand where the error might be coming from.

For the cultivated area, you will have to check all parcels where the crop has been cultivated. You get a good summary of all parcels on the top of the crop screen, together with the hectare of cultivated area coming from each parcel. The cultivated area is taking into account the percentage of the parcel that was cultivated, the error might also stem from there, e.g. if someone accidentally entered 10 % instead of 100%. For potential mistakes with parcel area, check the description above.

For the harvest quantity, mistakes might come from the units selected or the conversion factor B25-B28. Evaluate the conversion factor using your contextual knowledge, or ask your fellow monitors or survey management for impressions if you don't know how realistic or not they are.

Some interviewers misunderstand units, check if this is the case. You might have to call the interviewer and let them explain to you what they understand when selecting the unit, just to confirm they are on the same page. For example, in some surveys interviewers confuse grams and KG, the difference is a factor of 1000.

Some interviewers forget that they should convert ONE unit to KG, not the entire harvest.

### 4.3 OUTLIER CHECKS

Most numeric questions in the questionnaire contain outlier checks that show errors if the entered value is larger than a cutoff value. Please note that the cutoff values are not the highest possible value, but that for a small percentage of the households valid answers will be larger than this. The cutoff values have been selected such that they alert interviewers to double check their answer as it is unlikely to be correct, but not impossible. Example: an error will show if a household has more than 20 cows. The vast majority of households will have fewer cows, but a few will have 20 or more. If an error shows for a question, saying that the answer looks too large, do not automatically assume that it is wrong, but interpret it as a value that needs to be double checked and confirmed. The value might be a mistake, e.g. the interviewer meant to write 2 but accidentally added a zero, but it might also just be a richer household that has a lot of cows. Check with the interviewer if they remember anything about cow ownership or have seen the cows, or confirm with the respondent if necessary.

### 4.4 MONETARY VALUES

*AMOUNT IN BOL LOOKS OFF. DOUBLE CHECK FOR TYPOS, CONFIRM WITH RESPONDENT AND LEAVE A COMMENT IF CORRECT.*

All monetary questions that are recorded in local currency units have a check that shows the above error message if

- the value is zero. This should not be the case since the questions only open if they said they earned something or spent something. Example: C7 (earnings from selling live animals) only opens if one said that they had sold an animal (C6). Zero as an answer cannot be correct and might point at a misunderstanding by the interviewer. If the household had actually not sold any

animal, they should change the previous question to NO. If they were paid in-kind, they should estimate. Some few monetary questions where zero is a valid answer allow 0 to be entered.

- the answer is negative. cannot be the case, might be a typo
- the answer is larger than the cut off value. Not impossible (see chapter on outlier above), but unlikely. Could be due to typos or misunderstandings, but can also be correct. Confirm, correct if necessary or comment that it is correct.
- the value is not divisible by the smallest meaningful denominator in the LCU. For example, if the smallest coin or note is 50 and one cannot by anything that is not divisible by 50, then answers like 4 or 83 do not make sense and might point at typos or mistakes by interviewers, e.g. recording 4 instead of 4,000 or forgetting a zero at the end of 830. Check with the interviewer or the respondent.