Survey Implementation

Document

Field Supervisor’s Manual

[COUNTRY] [YEAR]

*[Phase Two Zone of Influence Endline/]Phase Three Zone of Influence Round 1 Survey*

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# Abbreviations

CAPI computer-assisted personal interviewing

ICDM In-Country Data Manager

QCS quality control and support

SIO Survey Implementing Organization

# Introduction

## 1.1 Feed the Future overview

Feed the Future seeks to reduce poverty, hunger, and malnutrition among women and children; strengthen agriculture and food systems; increase income, resilience, women’s empowerment, dietary diversity, and appropriate feeding practices; and improve hygienic environments. Program efforts are designed to impact populations in the Zone of Influence in Feed the Future target countries. One of the main tools to track progress in achieving Feed the Future’s high-level objectives is a set of population-based indicators computed using data collected through household surveys, such as this survey, every four years.

## 1.2 Purpose of this manual

Extensive procedures and systems have been put in place to ensure that a high-quality survey is conducted and meets all Feed the Future technical requirements outlined in the scope of work and survey protocol. As a Field Supervisor, you play a critical role in meeting these survey objectives. Field Supervisors are responsible for field teams as they prepare for fieldwork and while they collect data in designated clusters, and for the quality of the information collected.

This manual provides an overview of your responsibilities as a Field Supervisor and detailed instructions on how to perform the duties of a Field Supervisor. Adherence to the guidelines and procedures presented in this manual will help ensure a successful survey that produces reliable information and can, in turn, be used to improve the lives of people in your country.

NOTE: This manual includes information on your role and responsibilities as a Field Supervisor with regards to children’s anthropometry data collection; however, if anthropometric data will not be collected in this survey, this information should be disregarded.

# Overview of Field Supervisor Responsibilities

The Field Supervisor has an important position as the senior member of the field team. The Field Supervisor reports directly to the Field Manager. The Field Supervisor ensures that the field team follows all procedures and protocols in each assigned cluster and is adequately supported and maintains high-quality standards and ethics throughout data collection. When children’s anthropometric data are collected in the survey, the Field Supervisor organizes the schedule and observes Anthropometry Leads and Anthropometry Assistants as they perform weight and height measurements. Field Supervisors may also serve as Anthropometry Assistants during fieldwork.[[1]](#footnote-2)

With these overall responsibilities in mind, a successful Field Supervisor must have complete and in‑depth knowledge of the survey questionnaire, *Interviewer’s Manual*, and *Anthropometry Manual* (as applicable). They must also receive training on ethics and confidentiality protocols.

In the following sections of this manual, detailed instructions on how to fulfill your responsibilities as a Field Supervisor are presented. Section 3 describes the Field Supervisor’s responsibilities as the field team is preparing for and managing fieldwork logistics, and Section 4 describes the Field Supervisor’s responsibilities related to organizing and supervising fieldwork. As the Field Supervisor, you should contact the Field Manager or Quality Control and Support (QCS) team members with any questions or to discuss any issues that were not covered in this manual or in training.

# Preparing for and managing fieldwork logistics

Thorough preparation and management of fieldwork logistics is necessary for the field team to complete its assignments efficiently. As a Field Supervisor, you will do the following to prepare and manage fieldwork logistics:

* Develop and manage communication and data transmission plans for field teams (see Section 3.1).
* Arrange transportation and accommodations for field teams (see Section 3.2).
* Collect and distribute materials the field team requires for fieldwork (see Section 3.3).
* Obtain and distribute all monetary advances for field expenses (see Section 3.4).

## 3.1 Develop and manage communication and data transmission plans

You should review with the Field Manager your field team’s assigned clusters, maps of those clusters, and schedule for completing fieldwork in each cluster and develop a regular schedule for communicating, including a backup plan for data transmission in clusters that are likely to lack Internet or mobile telephone access. You should work with the Field Manager to develop this schedule for communication before the field team begins fieldwork.

### 3.1.1 Communication during fieldwork

During fieldwork, you will be responsible for informing the Field Manager when your field team arrives in a new cluster and when your team is finishing work in a cluster. In addition, you should contact your Field Manager by phone, if telephone communication is possible, on a daily basis to discuss important fieldwork updates and request Central Office support as needed.[[2]](#footnote-3) If no cellular service, Wi-Fi, or landline coverage is available, you should travel to another location that has service and call the Field Manager at least once a week or when necessary.

The QCS team can also serve as a way for you to receive support and communicate with the Central Office. If necessary, the Field Manager will depart from the regular QCS team visit schedule and deploy the QCS team to a cluster where no cellular service, Wi-Fi, or landline coverage is available to prevent a break in communication with your field team.

### 3.1.2 Transmission of data during fieldwork

Interviewers will transmit data to you, as the Field Supervisor, on a regular basis, and at least once daily. You will then transmit data to the secure server at least once a day. Remote clusters that are expected to lack Internet access to enable data transmission will be identified during the household listing operation before the fieldwork begins. For these clusters, or whenever Internet is inaccessible during fieldwork, Interviewers will transmit data using the Bluetooth functionality on their tablets. The Field Manager and Field Supervisor will plan to use hotspots to connect to the Internet or determine expected dates and locations for data transmission to the server.

Before the field team leaves the cluster, you will confirm with the Interviewers that all data from the cluster have been sent to them. You will then confirm with the Field Manager and In-Country Data Manager (ICDM) that all data from the cluster have been received by the server and no data issues have been identified.

## 3.2 Arrange transportation and accommodations

As a Field Supervisor, you will become familiar with the clusters assigned to your team and work with Central Office staff to make all necessary travel arrangements for your team. For example, Field Supervisors should review the layout of assigned clusters on a map, determine whether lodging is available in or near the cluster, and coordinate all necessary transportation within the cluster.

You will also ensure that the vehicle is used only for survey work and is adequately maintained. You will direct the work of the Driver, including planning the drop-off and pickup of field team members as they conduct their interviews. You will keep track of all transportation-related costs and mileage and retain receipts for all fuel and other vehicle-related expenses. These receipts are required for reimbursement and will be provided to the Field Manager or to the QCS team, whichever you see first.

As necessary, you will make arrangements for alternative modes of transportation in the field, such as boat, motor bike, or horseback. You will also ensure that field team members have food and lodging that is comfortable and secure, and supports nightly recharging of the tablets. If this is not possible, then you will plan an alternative approach, such as charging tablets using the battery of the team’s vehicle.

It is possible that security problems, road blockades, difficult terrain, or natural disasters will block access to a cluster in the sample. You should immediately inform the Field Manager of any difficulty in gaining access to an entire cluster or dwellings in a cluster to determine how to proceed. In some cases, it may be necessary to replace an entire cluster due to lack of accessibility, in which case the Field Manager will provide further instruction on the replacement cluster.

## 3.3 Collect and distribute materials for fieldwork

Before leaving for the field, you must verify that you have the fieldwork documents and supplies that your field team will need. The following fieldwork documents and supplies should be available and distributed to your field team as relevant.

Fieldwork documents:

* *Field Supervisor’s Manual* (this manual—each Field Supervisor should have their own copy)
* *Interviewer’s Manual* (each Field Supervisor and Interviewer should have their own copy, and the field team should have a spare copy)
* *Anthropometry Manual,* as applicable(each Field Supervisor, Interviewer, and Anthropometry Lead should have their own copy, and the field team should have a spare copy)
* List of clusters assigned to the field team
* Lists of selected households in each cluster and maps or satellite images of those clusters showing the selected households
* Lists of all households listed in each cluster (for verification of hidden households)
* List of local authorities and their phone numbers in clusters assigned to the field team
* Letter of introduction from the relevant government agencies and, as applicable, other entities endorsing the survey
* Children’s anthropometry documents, if applicable, including the following:
  + Severe acute malnutrition referral forms
  + List of health centers for severe acute malnutrition referrals
  + Nutrition pamphlets for children under 5 years of age
* Documents to be used in the cluster *[Note: All completed documents will be returned to the Central Office.]*
  + Field Supervisor’s Assignment Sheets (one for each assigned cluster, plus spares)
  + Interviewer’s Assignment Sheets (one for each Interviewer for each cluster, plus spares)
  + Informed consent and assent forms (one for each selected household—to give to the household, plus spares)
  + Interview Observation Forms
  + Paper copies of Sub-Module 5.2, as applicable
  + Anthropometry Observation Forms, as applicable
  + Copies of the household identification cover sheet and Module I (*Household roster*) for the Field Supervisor’s spot-checks (Field Supervisors should spot-check at least one household per Interviewer in each cluster)
  + Vehicle mileage and expenditure log forms
* List of field teams and the mobile phone numbers and languages spoken by each field team member
* List of emergency contact information for all field team members

Supplies:

* Identification for each field team member
* Clipboards, briefcases, backpacks
* Necessary supplies for paperwork in the cluster (e.g., paper clips, pen and pencils, staplers and staples, and tape)
* First aid kit
* Waterproof containers and envelopes to store documentation
* Laminated cardstock with images of items (e.g., major food items; containers commonly used to measure foods at the market; types of toilets; construction materials used for roofing, flooring, and external walls; agriculture tools; and medicines) that would be helpful to show to respondents to facilitate their responses (three sets—one for each Interviewer team, plus a spare)
* Token of appreciation, as applicable (to be distributed as gifts to eligible households upon interview completion)
* Tablets (set up and configured with Interviewers’ assignments) and carrying cases, with matching IDs for the Interviewer and the tablet (total of five: one for the Field Supervisor, and one each for the four Interviewers)
* Equipment for charging multiple tablets at a time, including wall adapters, power packs, and car chargers
* Mobile phone with SIM card and phone charger
* Internet transmission devices (i.e., Wi-Fi hotspot and Internet data cards)
* Anthropometry equipment, if applicable, including the following:
  + One ShorrBoard® and carrying case
  + One seca® scale and carrying case
* Anthropometry supplies, if applicable, including the following:
  + Extra scale batteries
  + Calibration weight and rod
  + Cloth and water spray to clean equipment
  + Kneeling mat or knee pads
  + Pens or pencils

## 3.4 Obtain and distribute monetary advances for field expenses

As the Field Supervisor, you are responsible for handling payments for field team members, the vehicle, and other necessary expenses in the field. You should procure sufficient funds to cover these expenses, such as vehicle fuel and compensation to local authorities, before fieldwork begins. Funds will be distributed to recipients in the field according to the procedures established by the Contractor, or as applicable, the Survey Implementing Organization (SIO). Receipts for items such as fuel and vehicle repairs are required for reimbursement. You should carefully note all such purchases and provide receipts to the Field Manager or QCS team so that your request for reimbursement can be processed.

# Organizing and supervising fieldwork

Field Supervisors are responsible for organizing and supervising Interviewers during fieldwork to ensure that high-quality survey data and information are collected and reported. The following is a list of Field Supervisor responsibilities related to organizing and supervising fieldwork, which are discussed in the sections that follow:

* Contact local authorities
* Assign Interviewers to households
* Organize fieldwork and assist the Anthropometry Lead (as applicable)
* Ensure that Interviewers locate all selected households
* Manage hidden households
* Reduce non-response
* Ensure confidentiality
* Ensure privacy
* Monitor completion of assignments and quality of data
* Monitor and support Interviewer performance
* Maintain Interviewer motivation and morale
* Communicate with the Central Office and QCS teams
* Ensure that the field team adheres to survey procedures

## 4.1 Contact local authorities

You should contact the local authorities before starting fieldwork in a cluster and seek their support for the survey. The Field Manager will give you a list of local authorities and their contact information before leaving for the field. If a letter of introduction has not already been sent to local authorities prior to fieldwork, such as during the household listing operation, you may need to provide a letter to show to the local authorities. When contacting the local authorities, you should use the appropriate honorific titles and express the team’s appreciation for being allowed to conduct the survey in the community. You will also ask about market days or other events that may impact scheduling. With this information and the support of local authorities, the field team’s work will be facilitated, and community members’ willingness to participate in the survey will be enhanced.

If children’s anthropometric data are being collected in the survey, also ask the local authorities whether they can identify which households selected for inclusion in the survey have infants and young children. If they state they are not well-placed to do so, ask whether there are elders in the community or other community members, as culturally appropriate, with whom you can speak. Identifying households with infants and young children can help you prioritize interviewing these households first in a cluster so there is more time for the Anthropometry Lead and Anthropometry Assistant to visit the households to take children’s weight and height measurements.

If the local authorities show any reluctance to allow the fieldwork to be conducted, you should explain these points:

* The study has been approved by the national government, as documented in the letter of introduction.
* The survey will improve the government’s knowledge of the food security situation and nutrition in the area, which is to the long-term benefit of the community.
* There is no cost to the community or to any respondent, but, as applicable, a token of appreciation will be given to respondents at the end of the interview.
* Respondents’ identities will be protected, and only aggregated results from the survey will be published.
* Respondents have the right to refuse to participate in the survey or to answer any question without negative consequences, and they can end the interview at any time.

If the local authorities are still reluctant, after explaining the points above, you should contact the Field Manager, who will speak with the local authority directly or intervene through other official channels.

## 4.2 Assign Interviewers to households

The Field Supervisor is responsible for assigning households to Interviewers so that all interviews are completed on time and the work is shared equitably. Interviewers will work in households in teams of two, composed of either two female Interviewers or one female and one male Interviewer. Working in pairs enhances the security of the Interviewers, improves the quality of the interview, and allows team members to share the work of administering a long questionnaire.

The survey is expected to take, on average, three hours to complete. In general, Interviewer teams should complete two to three household interviews per day, depending on length of the questionnaire, distances between dwellings, weather conditions, the number of eligible respondents in each household, and eligible respondents’ availability.

You should assign households so that each household has a designated Interviewer A, who is the lead Interviewer for the household, and so that Interviewers can alternate being Interviewer A and Interviewer B. When making assignments, you should be careful to ensure that Interviewer A is able to complete all household visits, including revisits. It is important to note that Interviewer A **always** administers Modules I and 2, and only after completion of these modules can Interviewer A assign modules to Interviewer B.

You may encounter a scenario in which an Interviewer is sitting idle or does not have sufficient work at a household. For example, if the only eligible respondent in a household is female and is only comfortable with a female Interviewer, then Interviewer B (male) will be unable to participate in the interview. In these cases, you should consider reassigning the idle Interviewer to another household by assessing factors such as safety and security of the Interviewers, the proximity of the households to be interviewed, and the level of comfort and capability of Interviewers to complete an interview alone.

If collecting children’s anthropometric data in the survey, when assigning households, you should instruct Interviewer teams to prioritize visiting households that have infants and young children, as identified by local authorities or other community members.

For more information on assigning Interviewers to households and allocating modules, see the *Interviewer’s Manual* for the survey.

### 4.2.1 Field Supervisor’s and Interviewer’s Assignment Sheets

The field team must maintain complete records of work each day using the assignment sheets. As a Field Supervisor, you must keep an accurate record of assignments on the Field Supervisor’s Assignment Sheet (see **Appendix A**).

To complete the Field Supervisor’s Assignment Sheet, you will first record the information for the selected households from the household cluster list, preferably in the same order in which they are listed on the household cluster list. You will list the household ID number and the name of a responsible adult or emancipated minor 15-17 years of age in the household, if known. Then, for each household, you will write the ID number of Interviewer A assigned to that household in the computer-assisted personal interviewing (CAPI) system *[Note: The Interviewer ID number and the ID number on their tablet are the same. Later, if a reassignment is necessary, the Field Supervisor will strike through the row of the original assignment and then list the household ID number on a new row, adding the date of the reassignment and the ID number of Interviewer A, which will also be the new Interviewer A’s tablet ID number.]*

Each Interviewer should maintain their own Interviewer’s Assignment Sheet for the households they are assigned as Interviewer A (see Appendix Gin the *Interviewer’s Manual*). Interviewer A will track the status of each relevant survey module and eligible respondent in each assigned household. Interviews that have not been completed for all eligible members of a household are considered pending and will require a revisit. Interviewer A should not submit the data or related paperwork for that household for review until all requisite modules in the questionnaire are complete. When a revisit is required, Interviewer A will note the arrangements for this planned return date and time on their assignment sheet.

As the Field Supervisor, you will review all Interviewer’s Assignment Sheets each day. You will carefully compare the information on theField Supervisor’s Assignment Sheet with the information on the Interviewer’s Assignment Sheetsto ensure consistency and accuracy. You will track progress and plan fieldwork based on outstanding households and the need for revisits.

### 4.2.2 Interviewer reassignments

There are two scenarios that may require you, as the Field Supervisor, to reassign Interviewers:

* An Interviewer knows a household member.
* Interviewer A and the respondent to Modules 1 and 2 do not share a language in which they are both native speakers or have near-native fluency.

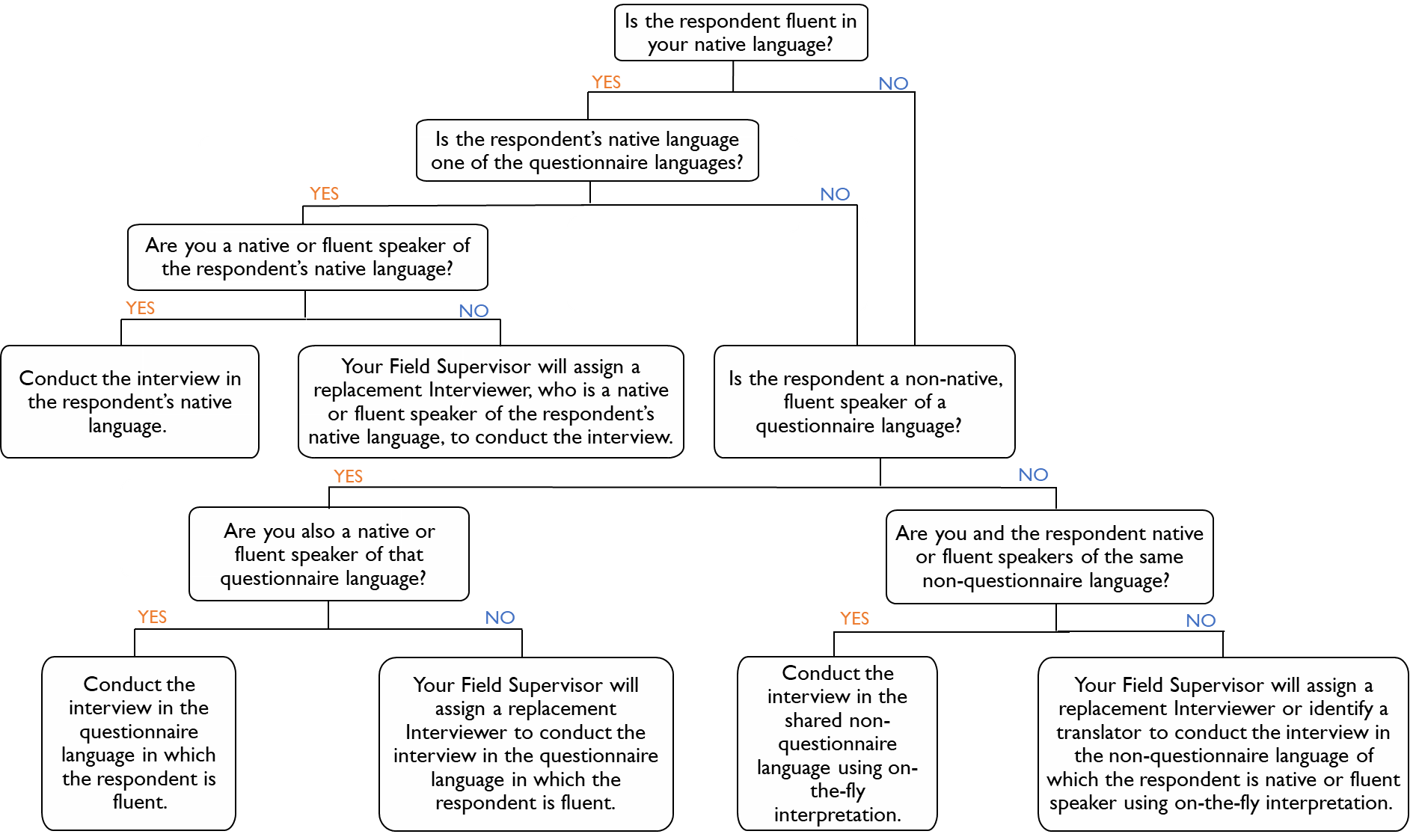
In both scenarios, the Interviewer team should notify you immediately for follow-up action. Any updates to Interviewer assignments should be recorded on the Field Supervisor’s and Interviewer’s Assignment Sheets. If Interviewer A is reassigned, you must update the household assignment in the CAPI system; the interview cannot proceed until the update is made. However, Interviewer B reassignments do not need to be captured in the CAPI system.

*Interviewer knows a household member*: In alignment with confidentiality measures outlined in Section 4.7, reassignment is necessary if the Interviewer team goes to a household and discovers that one of the Interviewers knows someone in the household. If Interviewer A knows someone in the household, you should reassign Interviewer B or another Interviewer on your field team to be Interviewer A for that household. If Interviewer B knows someone in the household, reassign another Interviewer on your field team to be Interviewer B for that household. Another Interviewer may not have to be reassigned as Interviewer B if Interview A can interview all eligible respondents in a household.

*Interviewer and household member do not speak the same language:* Reassignment is necessary if Interviewer A and the respondent to Modules 1 and 2 do not share a language in which they are both native speakers or have near-native fluency. As explained at the beginning of Section 4.2, Interviewer A is responsible for beginning the interview with the household. Upon arrival at a household, the Interviewer team may learn that Interviewer A and the respondent to Modules 1 and 2 do not share a language in which they are both native speakers or fluent. There are several possible actions in this case.

The decision tree shown in **Figure 1** should be used by the Interviewer to determine whether they can conduct the interview and what language should be used or whether a replacement Interviewer or a translator may be required.

Figure 1. Determining the Interviewer and Language of Interview



Sometimes survey respondents in a household will prefer that the interview is conducted in a language different from the language chosen by the respondent of Modules 1 and 2. The instructions in **Figure 1** also apply in these cases.

## 4.3 Organize fieldwork and assist the Anthropometry Lead (as applicable)

If children’s anthropometric data are being collected in the survey, as a Field Supervisor, you are also responsible for organizing, observing, and assisting with the collection of anthropometric data. Your responsibilities include the following:

* Creating the Anthropometry Lead’s schedule, including designating who the Anthropometry Assistant will be in each household
* Ensuring that the Anthropometry Lead prepares a pre-filled Sub-Module 5.2 paper questionnaire for each child eligible to have their measurements taken
* Serving as the Anthropometry Assistant, as needed

Each responsibility is described below as follows.

*Creating the Anthropometry Lead’s schedule, including designating who the Anthropometry Assistant will be in the household:* As a Field Supervisor, you are responsible for monitoring households completed by Interviewer teams and creating a schedule for the Anthropometry Lead and Anthropometry Assistant to take weight and height measurements. The schedule should designate who the Anthropometry Assistant will be in each household so that the Anthropometry Lead can coordinate with them. The schedule will include households with children confirmed to be under 5 years of age in Sub-Module 5.1 and therefore eligible to have their weight and height measurements taken. When creating the schedule, be mindful of the distribution of households in the cluster to ensure that the Anthropometry Lead can efficiently visit all households with eligible children.

*Ensuring that the Anthropometry Lead prepares a pre-filled Sub-Module 5.2 paper questionnaire for each child eligible to have their measurements taken*: The Anthropometry Lead must prepare a Sub-Module 5.2 paper questionnaire for each child confirmed to be under 5 years of age in Sub-Module 5.1. Preparing the form includes filling in information about the eligible child and their caregiver in the Pre-Initial Measurement Section of the paper questionnaire using information collected in Sub-Module 5.1. You are responsible for ensuring that the Anthropometry Lead completes this task before visiting a household.

*Serving as the Anthropometry Assistant*: The Anthropometry Lead must always work together with an Anthropometry Assistant. Either you, as a Field Supervisor, or an Interviewer may serve as the Anthropometry Assistant. Depending on the flow of fieldwork in a cluster, it may make sense for you to serve as the Anthropometry Assistant in some households to complete work in the cluster efficiently. The role and responsibilities of the Anthropometry Assistant are described in more detail in the *Anthropometry Manual.*

For details on the anthropometry procedures to be followed for this survey, refer to the *Anthropometry Manual.*

## 4.4 Ensure that Interviewers locate all selected households

This survey is a survey of households. A household consists of adults and children who live together in the same dwelling. They can be related or unrelated, but they should all meet these criteria:

* Acknowledge the same person or persons as lead decision-makers for the household
* Share the same cooking arrangements
* Share the same contiguous roof[[3]](#footnote-4)

For the integrity of the survey, it is very important that every household in a selected cluster has an equal chance of being selected for an interview. To this end, shortly before the fieldwork, all households in the cluster are listed. Households from this list are then randomly selected for inclusion in the survey.

You will be given a list of clusters and households selected for interview in each cluster. Interviewers will visit each selected household, and all eligible members of the household will be asked to participate in the survey.[[4]](#footnote-5) For the integrity of the survey, it is extremely important that every household selected for the survey is contacted and that all eligible individuals in that household be interviewed and complete the survey. Interviewer teams will visit a household **up to three times** if necessary to achieve completion. The Field Supervisor is responsible for ensuring that this happens in all clusters assigned to the field team.

Upon arrival in a cluster, you should use the maps of the selected cluster to confirm that the team is in the correct location. You should locate several major boundary features, such as streams, lakes, and railroads, within the cluster. (See the **Appendix B** for a list of symbols used on maps.) In urban areas, the maps will include street names to help pinpoint locations. If there is any difficulty determining the boundaries of the cluster, you should consult with the Listing Coordinator or request the help of local authorities in locating boundaries. After you are certain of the cluster boundaries, you should orient the field team, including the Driver, to those boundaries, pointing them out on the map.

When making Interviewer assignments each day, you should point out the structures containing assigned households on the map to each Interviewer team and the Driver. The structures on the map will be numbered so that it will be possible to find the assigned households. You should discuss with the Interviewers and Driver the landmarks that will help locate the households.

You should manage the Driver’s time so that the vehicle is available for drop-off and pickup of Interviewer teams, especially teams working in more remote locations.

## 4.5 Manage hidden households

As noted in the previous section, all households in a sampled cluster are listed in a household listing exercise, and then households from the list are randomly selected for inclusion in the survey. Sometimes more than one household can reside in a dwelling. These households should have been identified during the household listing exercise and included in the household selection process. However, during fieldwork, it is possible that Interviewers will discover a second, or hidden, household that was not identified during the household listing operation. ***Hidden households*** are households that reside under the same roof (or in the same compound) as the household listed on the Interviewer Assignment’s Sheet, but (1) they do not share cooking arrangements with that household or they recognize a different lead decision-maker, and (2) they were not counted during the listing exercise.

For example, if Interviewers discover there is more than one *family* living in a dwelling that was selected for interview, it is possible there is more than one *household* living in the dwelling that was not counted during the household listing operation. As another example, Interviewers may discover that a single person is living in the dwelling with the household selected for interview, but this person does not share cooking arrangements with the members of the selected household or makes their own decisions; this person, too, may be a separate *family* or *household,* even though it is only one person.

**If a hidden household is discovered during fieldwork, the field team must interview that household, in addition to the selected household assigned to them.**

When Interviewers encounter a household that may be a hidden household, the following steps should be taken:

**Step 1:** The Interviewer team must confirm that the household meets the following conditions to be considered a hidden household:

* It is a household that resides under the same contiguous roof (with the exception of compounds) as the household selected for interview. This should be confirmed with the respondent by asking a question like: “Do the two families live under the same roof?”
* It is a household that does not share cooking arrangements with the household selected for interview. This should be confirmed with the respondent by asking a question like: “Do the two families share the same cooking arrangements?”
* Its members recognize different lead decision-makers for the household. This should be confirmed with the respondent by asking a question like: “Do the two families acknowledge the same person or persons as lead decision-makers for the household?”

**Step 2:** As the Field Supervisor, you must confirm the final condition for being a hidden household—that the household **was not identified during listing.** The Interviewer team will inform you that a hidden household seems to have been identified. You will check the household listing data to confirm that the household was not included during the listing exercise. *[Note: It is possible that a second household in a dwelling was identified during listing, but that second household was not selected for the survey. This second household is NOT a hidden household, and it does not need to be interviewed.]*

If the household is confirmed to be a hidden household, you must then add the household to the sample file and make note of the household ID number that you assigned to the hidden household.

After adding the household to the sample file:

* Add the new household to the Field Supervisor’s Assignment Sheet.
* Request that the Interviewer assigned as Interviewer A add the new household to their Interviewer’s Assignment Sheet.
* Inform the Field Manager that a household has been added to the sample, and the Field Manager will inform the ICDM and Survey Director, who will in turn inform the Contractor’s Country Lead.
* Request the Interviewer team to return to the dwelling to interview the hidden household.

## 4.6 Reduce non-response

To help ensure that the data collected in a household survey are representative, it is important to collect data from all eligible household members in all selected households. Failure to do so will result in a high non-response rate and introduce bias into the survey findings. As a Field Supervisor, you should emphasize to Interviewers the importance of achieving a high response rate by visiting all selected households and interviewing all eligible household members. This may mean that Interviewers must visit a household up to three times and at times when household members are available, not necessarily when it is convenient for the Interviewers. There are three types of situations in which non-response may occur:

1. The Interviewer is unable to locate or access the selected household.

* *Occupied structure inaccessible.* It may not be possible to reach a household due to several reasons, such as impassable roads, flooding, or riots. If this is a widespread problem in a cluster, you should inform the Field Manager, who might reassign the field team to another cluster while the transportation barrier in the first cluster is resolved. If it is a problem with just a few households in the cluster, you should send an Interviewer team to the household later during fieldwork in that cluster if conditions have improved.
* *Structure not found.* The Interviewer team should make several attempts to locate the structure using the cluster map and by asking neighbors. If the team cannot find the household structure, you should attempt to locate it.
* *Structure non-residential, vacant, or demolished.* If the Interviewer team indicates that a structure is not a dwelling unit, that it is vacant, or that it has been demolished, you should verify.

In each of these scenarios, although no interview has taken place, the household will be assigned the appropriate household result code. The same household result code should be noted on the Field Supervisor’s Assignment Sheet and the Interviewer’s Assignment Sheet. ***Every selected household in a cluster must have a final household result code in the CAPI system.***

1. The Interviewer is unable to locate an eligible respondent.

* *No one home at time of Interviewer team’s visit.* If no one is at the dwelling when the Interviewer team arrives, the Interviewers should try to find out from neighbors when the household members are likely to be home or how to contact them. Interviewers will visit the household up to three times to find someone at home. This may require visiting at mealtimes, in the early morning, in the evening, or on the weekend. It is not acceptable to make all three visits on the same day, except in cases in which it is known that the household member or members will return that same day.
* *Respondent temporarily absent or unavailable.* In some situations,the Interviewer team may be able to conduct part of the interview in a household, but one or more eligible respondents is unavailable at the time of visit. Or, an Interviewer team may be able to start an interview with an eligible respondent but not be able to complete it with that respondent. In either scenario, Interviewer A should make return visits, preferably scheduled, to complete the interview with all eligible household members. The same Interviewer A must return because all data for that household must be collected on the same Interviewer’s (Interviewer A) tablet. However, a new Interviewer B can be used only if the first Interviewer B has not started administering the modules assigned to them.

The results of each visit should be noted on the Interviewer Assignment’s Sheet each day that a visit is made to a household.

1. The respondent refuses to be interviewed.

* Some eligible respondents will be reluctant to be interviewed. Interviewers are trained to minimize refusals. If the Interviewer senses any hesitation on the part of the potential respondent, the Interviewer should attempt in a friendly, non-coercive way to address the potential respondent’s concerns or questions.
* If there is a linguistic, ethnic, or personality barrier, either member of the Interviewer team can attempt the interview. You can also see if you can assign the household to an Interviewer from another Interviewer team, or you can try to find a translator in the community or through the Field Manager for on-the-fly interpretation. Please see Section 4.2.2 for further details.
* If it is an inconvenient time for the interview, the Interviewer team should immediately offer to return at a better time and schedule a return visit.
* As a more experienced Interviewer, you may need to interview a reluctant household or household member. You should assign the household to yourself or enter data on Interviewer A’s tablet (if the interview has already been started).

In collaboration with the Central Office and Contractor, you will monitor the number of refusals reported by each Interviewer, and you will provide retraining or other support to any Interviewer with a high refusal rate.

Field teams should never substitute non-sampled households for sampled households or other individuals for eligible respondents to avoid non-response. Only the sampled households and the eligible respondents within the sampled households should be interviewed.

## 4.7 Ensure confidentiality

As a Field Supervisor, you will ensure that Interviewers do not interview anyone they know (see Section 4.2.2) or discuss household information with anyone other than yourself and the other Interviewer on the Interviewer team. In addition, you will not discuss data from the survey, especially names of respondents or other information that could identify a respondent, with anyone other than the Interviewer team that interviewed that household. You may need to discuss respondent information with the Field Manager or ICDM if issues arise during data collection that you need assistance resolving, but these instances should be rare. During the daily field team debriefing meetings, the day’s challenges and successes should be described and discussed as a method of improving fieldwork technique, but each team member should remain aware of the need to maintain respondent confidentiality.

Data from the survey will be collected and stored on tablets. Each member of the field team will have a tablet that is password protected. To ensure confidentiality of the data, it is important that the location of all tablets be carefully monitored. The Field Supervisor must ensure that each tablet is with the team member to whom it is assigned.

After fieldwork is completed, data and results will be consolidated from survey respondents into reports. Respondents’ names will not be reported, and it will not be possible for anyone to deduce the identity of respondents from the reports. All members of the field teams should understand this and be able to explain this to community leaders and household members.

## 4.8 Ensure privacy

The interviews should be conducted with only eligible household members. Friends, neighbors, or other non-household members, including village elders, should not be present during the interview. It is important to ensure privacy so that respondents feel they can answer the Interviewer’s questions freely and honestly, and so that the information they share remains confidential. For Module 3 (*Food security and resilience*) and Module 6 (*Women’s empowerment in agriculture*) specifically,respondents **must** be interviewed in complete privacy. Furthermore, Module 6 must be administered by a female Interviewer due to gender-sensitive topics. Section 3.2 of the *Interviewer’s Manual* explains how Interviewers should divide up interviews within a household.

If an Interviewer is having difficulty ensuring the privacy of a respondent, you should remind the Interviewer to explain politely that it is very important for them to speak to each eligible respondent privately. The Interviewer should explain to the respondent and others who are present that:

* Their interview is one of many that will be conducted in the area.
* Every Interviewer has been instructed to conduct each interview in a private setting.
* If some Interviewers allow relatives or friends to be present during the interview, but others do not, it will affect the information collected.

Remind the Interviewer that if another person comes in at any point in the interview, they should repeat this message. Also remind the Interviewer that if the Interviewer team is a male-female pair, the male Interviewer should remove himself from the interview setting while the female Interviewer administers Module 6 with the primary adult female decision-maker. Moreover, if you are conducting Interview observations and are a male, remove yourself from the interview setting while the female Interviewer conducts Module 6.

## 4.9 Monitor completion of assignments and quality of data

Survey fieldwork has been carefully planned so that all data collection can be completed in the required timeframe. Each field team must play its part if the schedule is to be met. As a Field Supervisor, you are responsible for adherence to the schedule in your clusters. You should review the status of all assigned households every day with the Interviewers and should be prepared to send Interviewer teams for up to two return visits to a household to complete data collection. As household interviews are completed, the final status of each selected household should be noted on the Field Supervisor’s Assignment Sheet, and this final status should match the final status of the last household visit on theInterviewer Assignment’s Sheet.

At the end of every day or, if possible, after an Interviewer team considers a household interview to be complete,[[5]](#footnote-6) Interviewers A and B will send their data to the Field Supervisor through the Internet or Bluetooth. You should review the data that you receive from Interviewers daily, including the children’s anthropometric data received from the Anthropometry Lead (as applicable), to monitor completion of assignments and to ensure that the data do not generate any error messages in the closed cluster listing summary.

## 4.10 Monitor and support Interviewer performance

Ensuring the quality of data collection is the Field Supervisor’s most important role. You will monitor and support Interviewers’ performance primarily through observing interviews, spot-checking household rosters, and meeting with Interviewers each day throughout fieldwork to discuss performance. You will also monitor and support the collection of anthropometry data, as applicable. These responsibilities are discussed in the sections that follow.

### 4.10.1 Observe interviews using the Interview Observation Form

Although all Interviewers will have successfully completed training before fieldwork begins to perform the required interviewing procedures, deliver the questionnaire content, and use tablets to collect data, there will still be areas in which they can improve. Your job is to help your team improve through practical, constructive criticism. Some areas for improvement can be detected during a review of the data, but many are not apparent from the data. Sometimes it is necessary to observe how an Interviewer conducts an interview to identify an issue.

Several times each week, you will observe each Interviewer as they conduct interviews. When observing an interview, you will not interrupt the Interviewer to ask questions or attempt to provide training to the Interviewer. Rather, you will watch and note on the Interview Observation Form (**Appendix C**) any issues that should be discussed with the Interviewer after the interview. If, however, you see a serious problem, such as the Interviewer failing to probe to ascertain a child’s age (when collecting children’s anthropometric data) or administering the *Women’s empowerment in agriculture time allocation* sub‑module (Sub-Module 6.6A) incorrectly, you should politely offer to assist with that aspect of the interview.

Ideally, you will speak the language in which the interview is being conducted. Even if you do not speak the language, you should be able to detect many problems by watching how the Interviewer conducts themselves, how they interact with the respondent, and whether they take care in entering data on the tablet.

While observing the interview, you should note the following observations on the Interview Observation Form:

* *Interviewed the correct household:* Refer to the Interviewer’s Assignment Sheet to ensure that the appropriate household is interviewed, and that the Interviewer selects the correct household ID in the data collection application.
* *Introduced the survey objectives and presented the letter of introduction:* Observe whether the Interviewer approaches the household in a culturally appropriate way, politely introduces themselves and their purpose, and presents the household with the letter of introduction.
* *Read the informed consent statement to each eligible respondent (or in the case of an unemancipated minor, read the informed consent statement to the parent or guardian of the minor and the informed assent statement to the eligible minor)* *and answered all questions:* Observe whether the Interviewer makes sure that each respondent understands the informed consent statement—specifically, that all answers are confidential and that respondents can refuse to participate in the survey or can refuse to answer questions or can stop the interview altogether at any point—and that the Interviewer answers any questions the eligible respondent has and continues with the relevant module only after obtaining informed consent or assent (as appropriate) from the eligible respondent.If an unemancipated minor is eligible to participate in the survey, ensure that the Interviewer first read the informed consent statement for the unemancipated minor’s parent or guardian and answered all questions the minor’s parent or guardian had before approaching the minor to obtain informed assent.
* *Ensured that the household roster was complete using questions and probes in the questionnaire:* Take notes during the collection of roster data to make sure that the Interviewer includes all household members and records their sex and age accurately, especially if respondent eligibility may be affected. Also note whether the Interviewer asks the questions and probes provided in the questionnaire to make sure that no household members are missed.
* *Interviewed all eligible women 15-49 years—or arranged to return when the eligible woman is available:*Observe whether the Interviewer attempts to interview all women eligible for Module 4, *Women’s nutrition*. If an eligible woman is not available, note whether the Interviewer arranges to return when she would be available.
* *Interviewed caregivers of all children under 6 years of age—or arranged to return when the eligible household member is available (as applicable):*Observe whether the Interviewer attempts to interview a primary caregiver of each child eligible for Module 5.1, *Children’s anthropometry*. If an eligible child or their caregiver is not available, note whether the Interviewer arranges to return when the missing household member would be available. This item is not relevant to all Zone of Influence Surveys; if not relevant, it should be removed from the Interview Observation Form template in **Appendix C.**
* *Used correct household result and module outcome codes:*If the Interviewer goes to a household but cannot conduct the interview, make sure that they use an appropriate code for the situation. If the Interviewer is unable to complete a survey module as part of that visit, check to make sure that an appropriate module-level code is entered and that a follow-up visit is scheduled, if appropriate.
* *Administered probes appropriately throughout the interview:* Observe whether the Interviewer uses non-neutral feedback or leads the respondent to give a certain answer.
* *Read questionnaire content without making minor reading errors*:Observe whether the Interviewer makes any minor errors in the reading of questions or response options, such as omitting text that should have been read aloud or reading text aloud that should not have been read aloud (e.g., Interviewer instructions).
* *Read questionnaire content without making major reading errors*: Observe whether the Interviewer makes any major errors in the reading of questions or response options. A major reading error is an intentional error that would have the strong potential to bias the response. An error like this should be noted only when the Field Supervisor determines that the Interviewer intentionally changed or ignored text.
* *Was respectful and polite at all times:* Note whether the Interviewer is polite and respectful, conducts the interview in a professional manner, and asks questions objectively.

You should discuss the Interviewer’s performance with them soon after leaving the household before any details of the interview are forgotten. You should make a point of commenting on both the positive aspects of the Interviewer’s work as well as areas that require improvement. You should make sure that the Interviewer understands how to improve their performance, including by role playing the parts of the interview that should be improved. If a misunderstanding is demonstrated by several Interviewers, you should reiterate the correct procedures to the entire field team at a group meeting that week, without identifying the Interviewers whose performance prompted the discussion.

It is important that you carefully observe and provide detailed feedback on each Interviewer’s performance several times in the first week of fieldwork so that poor practices do not become habits. **However,** **it should not be assumed that the Interviewer’s performance will improve steadily over the course of fieldwork.** As the end of fieldwork approaches, for example, Interviewers may be preoccupied with getting home or finishing their work and pay less attention to details. Thus, you should continue to provide careful observation and detailed feedback up until the end of fieldwork.

### 4.10.2 Observe anthropometry measurements (as applicable)

If children’s anthropometric data are being collected in the survey, when you are not serving as the Anthropometry Assistant, you will monitor Anthropometry Leads and the Anthropometry Assistants as they take anthropometric measurements, using the Anthropometry Observation Form, and provide them with feedback. See the *Anthropometry Manual* for more information; the Anthropometry Observation Form is provided in **Appendix D,** and each item in the form is explained in Section 9 of the *Anthropometry Manual*.

### 4.10.3 Conduct a systematic spot-check of household roster

As a Field Supervisor, you will conduct spot-checks on a random sample of the completed households in each cluster. The purpose of spot-checks is to monitor the quality of data collected by the Interviewers and to catch errors early in the data collection process so they can be resolved before closing the cluster.

To conduct a spot-check, you will return to certain households that have already been interviewed and independently collect the household roster data.

The selection of households will be random, but you will spot-check at least one household per cluster for each Interviewer where they serve as Interviewer A. In total, this means you will spot-check a minimum of four households per cluster. If you find that an Interviewer is not collecting accurate information, you should conduct more spot-checks of households where that Interviewer is serving as Interviewer A.

Spot-checks focus on the household roster in Module 1 because the accuracy and completeness of data have a substantial impact on the quality of data collected for the rest of the questionnaire. Module 4 (administered to women 15-49 years of age), Module 5 (administered to children under 6 years of age and their caregivers), as applicable, and Module 6 (administered to women 18 years of age or older) are administered to eligible household members based, in part, on age and sex. Interviewers may be tempted to subtract years from the age of a woman who is close to the lower boundary of eligibility (around 15 to 17 years of age), add years to the age of a woman who is close to the upper boundary of eligibility (around 47 to 49 years of age), or add years to the ages of children under 6 years of age (as applicable) to reduce the interviewing workload. If the Module 1 respondent is unsure of an individual’s exact age around the boundaries of eligibility, Interviewers may be tempted to choose the age outside of the eligibility boundaries, without verifying the exact age with an ID card or child vaccination record. Although it may seem like a small error, this practice has a substantial negative impact on the quality of the survey data—and is considered to be falsification of data. It results in missing data about important issues such as the nutritional intake of women of childbearing age.

In addition, the spot-check will verify that the following household information is correctly captured: whether the household has a primary adult female decision-maker and a primary adult male decision-maker, the sex of all household members, the number of usual members,[[6]](#footnote-7) and the eligible respondents for all modules.

If spot-checks are done on paper, they will be done on blank printed copies of the household roster (Module 1); completed copies will be returned to the Central Office when fieldwork in the cluster is complete. When completing a spot-check, you will follow these instructions:

* Write “SPOT CHECK” across the top of all pages in the paper copies being used.
* Complete the following fields of the household roster for all household members: name (V101), sex (V102), relationship to the household primary decision-maker (V103), age (V104), and residence (V105A and V105B).
* Carefully probe the ages of household members who are close to the ages of eligibility for the following survey modules:
  + For Module 4, female adolescents listed as 10-14 years of age and women listed as 50-55 years of age in the household roster
  + For Module 5, children listed as 5 or 6 years of age in the household roster (as applicable)
  + For Module 6, young women listed as 15-17 years of age in the household roster

During a spot-check, you might discover a household member who was omitted from the household roster during the original interview, or a household member who is age-eligible for a module, but whose age was recorded as outside the range of eligibility in the original interview. In these cases, you must call the error to Interviewer A’s attention, provide guidance on how to remedy the problem, and send the Interviewer team back to the household to collect or revise information for any survey modules affected by the household roster data collection error or omission.

There are two scenarios that would require the Interviewer to revisit the household to revise the household roster and subsequent survey modules affected by the household roster data collection error or omission:

* An individual was listed in the household roster, but the age information in the household roster was incorrect, so a record for the individual was not created for Module 4, 5 (as applicable), or 6. Interviewer A should correct the individual’s age information in the household roster and then advance to the appropriate survey module, select that respondent, confirm and obtain informed consent (or assent as applicable), and administer that survey module to that respondent.
* An individual was *not* listed in the household roster. Interviewer A should add the individual at the end of the household roster, completing all roster information for this new household member. If the individual is eligible for Module 4, 5 (as applicable), or 6, the Interviewer should advance to the appropriate module, select that respondent, confirm or obtain informed consent, and administer that survey module to that respondent. The Interviewers will need to revise their Interviewer’s Assignment Sheet if the change to the household roster changes the survey modules that require completion (for example, if they learn that a revisit is necessary to complete an additional survey module).

If new age-eligible household members are identified during a spot-check or if several mismatches are found between you and the Interviewer, you should increase the frequency of spot-checks of that Interviewer’s work until you are comfortable that the Interviewer is consistently adhering to procedures.

### 4.10.4 Conduct team meetings

You should convene the Interviewers at the end of each day (or the next morning) to review and discuss the day’s work. **Table 1** shows a suggested agenda for these meetings.

Table 1. Suggested Agenda for Daily Field Team Meetings

| **Topic** | **Description** |
| --- | --- |
| Welcome | Welcome the team to the meeting and thank them for another day of hard work. |
| Success stories | Field Supervisor asks Interviewers to share a success story from the day’s work. |
| Lessons learned | Field Supervisor asks Interviewers to share a lesson learned from the day’s work.  A very good learning opportunity occurs when Interviewers share unexpected situations that came up during interviews. Interviewers should share the challenge they encountered, describe how they resolved the challenge, and ask the team for input on best approaches to handle the challenge in the future. The Field Supervisor should share these challenges with the QCS team to include them in its report for incorporation into ongoing training.  If the team encounters problems in the field that were not addressed in the field manuals or training materials, the Field Supervisor should communicate these issues to the Field Manager right away and request guidance. |
| Interview observations | Field Supervisor praises good work that has been observed and discusses mistakes noticed during interview observations.  This should be seen as a learning opportunity for the team. Blame should not be assigned and mistakes should not be attributed to a particular Interviewer so that individual team members are not embarrassed. Only cover those observations not already raised by Interviewers during the lessons learned activity. Ask Interviewers to read out loud selected passages from the *Interviewer’s Manual* to the team if pertinent to observed errors. |
| Data issues | Field Supervisor summarizes findings from data on the tablets, including praising high-quality data, and reports mistakes found during the review of interview data.  This should be seen as a learning opportunity for the team. Blame should not be assigned and mistakes should not be attributed to a particular Interviewer so that individual team members are not embarrassed. |
| Overall fieldwork quality | Field Supervisor shares the latest findings on fieldwork quality, such as response rates and identification of age displacement problems received from the Central Office. Field Supervisor congratulates the team for positive or no findings and reviews procedures to improve performance related to negative findings. |
| Summary and close | Field Supervisor summarizes the positive aspects of the team’s work that day, reminds the team of performance issues to be addressed going forward, and thanks everyone again for another day of hard work. |

In the early days of fieldwork, you should expect these meetings to be longer than those later in fieldwork. Everyone is still learning, and you will need to spend a considerable amount of time and energy evaluating the team’s work, providing guidance and instruction, and following up on any observed problems. Adequate time should be dedicated to this until you are certain that the team is getting the work right in every interview.

## 4.11 Maintain Interviewer motivation and morale

Although fieldwork is often enjoyable and interesting, it can also be challenging. Team members are away from home, family, and friends for long periods of time, and the work can be both physically and emotionally stressful. At the same time, the team must function efficiently and collect high-quality data throughout the entirety of fieldwork. The key to obtaining the best results is to ensure that team members’ motivation to do excellent work remains high throughout the course of fieldwork.

As a Field Supervisor, your technical and managerial role is well defined, but your role in maintaining team motivation and morale is equally important. Team members will be inspired to do good work if they understand what is expected of them, are recognized for good work, and have adequate and timely logistical and supervisory support. Team members should also understand that you and the survey management team are monitoring their work in the cluster to help them continuously improve their interviewing and data collection skills.

Interviewers should understand that careful review of their work, honest feedback, and open sharing of issues and lessons all contribute to the team’s performance. They should feel comfortable asking questions and admitting to mistakes so that they—and their peers—keep learning and improving. If you observe something done wrong, you should take a supportive rather than a punitive approach in addressing the issue with the Interviewer. When discussing performance problems in the group meetings, the Interviewer who exhibited the performance issue should not be identified.

You should remember that your own behavior sets the standards for the team’s behavior. You should be punctual and responsible, be respectful of community members and all field team members, behave professionally in all interactions, work hard, and demonstrate commitment to all the procedures learned during training. Your commitment to quality will inspire the entire team to maintain a commitment to quality.

Finally, the team’s accomplishments should be celebrated. Improvements in quality should be recognized, and progress in completing the field team’s assigned work should be acknowledged.

## 4.12 Communicate with the Central Office and QCS teams

**Interactions with the Field Manager.** As a Field Supervisor, you report to the Field Manager and will have frequent interaction with the Field Manager throughout fieldwork. The Field Manager will assign clusters to field teams and monitor progress in completing clusters. The Field Manager will speak with you, preferably daily during fieldwork, to discuss progress in the cluster, issues with data from the field team, any personnel or logistical issues, and any changes in procedures that have been requested or approved by the Contractor.

During fieldwork, you will send completed paperwork to the Field Manager after completing data collection in a cluster, including the following:

* Completed Field Supervisor’s Assignment Sheets, one per cluster
* CompletedInterviewer’s Assignment Sheets, one per Interviewer per cluster
* Completed spot-check copies of the roster and cover page, one per household that was spot‑checked in the cluster
* Completed paper copies of Sub-Module 5.2, one per eligible child in the cluster (as applicable)

If your field team is returning to the Central Office, you will deliver this paperwork to the Field Manager. If your field team is moving on to another cluster rather than returning to the Central Office, you will give the paperwork from the completed cluster to the QCS team on its next visit to the field team. The QCS team will then deliver the paperwork to the Field Manager when they return to the Central Office.

The Field Manager will retain all paperwork from fieldwork organized by cluster for easy reference, while the Contractor cleans the data. If applicable, the Contractor will notify the SIO that this paperwork can be destroyed after data cleaning and analysis are finished. The Field Manager will ensure that this fieldwork documentation, which contains confidential information, is either burned or shredded. The Field Manager will notify the Contractor after the destruction of the fieldwork documentation has been completed.

**Interactions with the ICDM.** The ICDM will review summaries of the data received by the Contractor’s server. The ICDM will then send you reports that indicate problem areas, along with suggested ways to resolve the issues. Most often, these suggestions will include discussions with Interviewers, but the ICDM may also recommend that you observe additional interviews. Resolution of problems may require additional Interviewer training or, in extreme cases, Interviewer replacement.

**Interactions with the QCS team.** During fieldwork, the field team will receive a visit from a QCS team weekly or biweekly. More frequent visits may be necessary for those teams facing fieldwork difficulties or working in remote areas with limited phone and Internet service. QCS teams will travel between the Central Office and the field teams. The QCS team will bring extra supplies, replacement equipment, and replacement team members, if needed. The QCS team may provide training to address interviewing challenges or any Contractor-approved revisions to procedures. The QCS team may also bring the field team’s field check tables or other data quality reports, obtained from the ICDM, to discuss with you.

The QCS team will review your work by taking the following actions:

* Observe you as assignments are discussed with Interviewer teams and during team meetings.
* Compare theFieldSupervisor’s Assignment Sheet and the Interviewer’s Assignment Sheets to confirm that the household assignments on the Field Supervisor’s Assignment Sheet match the households listed on the Interviewer’s Assignment Sheets and that the status of all households is consistent.
* Confirm that the household roster spot-check copies were completed for at least one household for each Interviewer in each cluster and compare the information on the household roster spot-check copies with the household roster on the final household form.
* Collect paperwork for any completed clusters for delivery to the Central Office.
* Answer any questions you or Interviewers have.
* Provide positive encouragement for the team and boost team morale.

## 4.13 Ensure that the field team adheres to survey procedures

As a Field Supervisor, you are responsible for ensuring that your field team adheres to all survey procedures. If a member of your field team has questions about the procedures that you cannot answer, you should contact the Field Manager immediately for clarification.

If your field team is unable to follow the procedures, your team should stop fieldwork, and you should contact the Field Manager immediately. The Field Manager will discuss the issue with the Survey Director, who in turn, if necessary, will contact the Contractor’s Country Lead to determine if departure from these procedures is allowable.

The Contractor must approve any departure from the procedures in the survey manuals beforehand in writing. Any changes in procedures will be communicated by the Contractor’s Country Lead either directly to Field Supervisors, or, as applicable, through SIO management staff.

# Appendix A. Field Supervisor’s Assignment Sheet

**Instructions:** Field Supervisors should use the Field Supervisor’s Assignment Sheet to maintain complete records of work each day. See Section 4.2.1 for more information on how to fill out the sheet.

**FIELD SUPERVISOR’S ASSIGNMENT SHEET**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cluster Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Field Supervisor Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Page Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Household ID** | **Responsible Household Member Name** | **Date Assigned** | **Interviewer A and Tablet ID** | **Final Household Result** | **Date Household Finalized** | **Date Household Data Transmitted** |
| --- | --- | --- | --- | --- | --- | --- |
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# Appendix B. Standard symbols used in cluster maps

A black and white text with black text

Description automatically generated with medium confidence

# Appendix C. Interview Observation Form

**Instructions:** Field Supervisors should use this Interview ObservationForm to record observations about the quality of an interview conducted by an Interviewer. See Section 4.10.1 for more information on each interview quality criterion included in the form.

Before printing, ensure that all interview quality criteria in the Interview Observation Form on the next page are relevant to the survey being implemented. Specifically, remove the criterion “Interviewed caregivers of all children under 6 years of age—or arranged to return when the eligible household member is available” if children’s anthropometric data will not be collected in the survey. In addition, if the survey includes any country-specific questions or modules, determine whether any additional criteria should be added to the form to monitor data quality.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **INTERVIEW OBSERVATION FORM** | | | | | |
| **Date** |  | | | | |
| **Cluster Number** |  | | | | |
| **Interviewer’s Name & ID** |  | | | | |
| **Observer’s Name** |  | | | | |
| **Interview quality criterion** | | **Yes** | **No** | **N/A** | **Comments** |
| Interviewed the correct household | |  |  |  |  |
| Introduced the survey objectives and presented the letter of introduction | |  |  |  |  |
| Read the informed consent statement to each eligible respondent (or in the case of an unemancipated minor, read the informed consent statement to the parent or guardian of the minor and the informed assent statement to the eligible minor) and answered all questions | |  |  |  |  |
| Ensured that household roster was complete using questions and probes in questionnaire | |  |  |  |  |
| Interviewed all eligible women 15-49 years—or arranged to return when eligible person is available | |  |  |  |  |
| Interviewed caregivers of all children under 6 years of age —or arranged to return when the eligible household member is available | |  |  |  |  |
| Used correct household results and module outcome codes | |  |  |  |  |
| Administered probes appropriately throughout interview | |  |  |  |  |
| Read questionnaire content without making minor reading errors | |  |  |  |  |
| Read questionnaire content without making major reading errors | |  |  |  |  |
| Was respectful and polite at all times | |  |  |  |  |
| Comments on the Interviewer’s performance: | | | | | |

# Appendix D. Anthropometry Observation Form

**Instructions:** Field Supervisors and QCS team members should complete this formwhile observing an Anthropometry Lead and Anthropometry Assistant weigh and measure a child. See Section 9 of the *Anthropometry Manual* for more information on each of the items included in the form.

|  |  |
| --- | --- |
| **ANTHROPOMETRY OBSERVATION FORM** | |
| **Date** |  |
| **Cluster and household numbers** |  |
| **Child’s line number in household roster** |  |
| **Anthropometry Lead’s name and ID number** |  |
| **Anthropometry Assistant’s name and ID number** |  |
| **Field Supervisor or QCS team member name** |  |

| **Assessment criteria** | **Yes** | **No** | **Not applicable** | **Comments** |
| --- | --- | --- | --- | --- |
| **Before measurements** | | | | |
| Child’s line number, name, sex, age, and date of birth filled. CHECK PAPER QUESTIONNAIRE. |  |  |  |  |
| Confirmed that the correct child is being measured. |  |  |  |  |
| Asked to unbraid or remove child’s hair ornaments that will interfere with height measurement. Refusals to remove noted on questionnaire. |  |  |  |  |
| Asked to remove bulky clothing that will interfere with weight measurements. Refusals to remove noted on questionnaire. |  |  |  |  |
| **Weight measurements** | | | | |
| Scale positioned appropriately (i.e., so measurements were not conducted in extreme heat or inclement weather, on stable, level surface). |  |  |  |  |
| Air bubble in center of circle on scale. |  |  |  |  |
| Scale displays “0.00” before child steps on scale or is held by caregiver on scale. |  |  |  |  |
| Child or caregiver was positioned in the center of the scale, feet slightly apart. |  |  |  |  |
| Anthropometry Lead was positioned in front of the scale during measurement. |  |  |  |  |
| For measurements of children who cannot stand on the scale themselves: Anthropometry Lead pressed the “2-in1” key after numbers stabilized on scale. |  |  |  |  |
| For measurements of babies with a blanket: Caregiver was measured holding the blanket before the baby was wrapped in the blanket. |  |  |  |  |
| Anthropometry Lead read weight out loud, reading repeated by Anthropometry Assistant and confirmed by Anthropometry Lead. |  |  |  |  |
| Anthropometry Assistant correctly recorded weight to 2 decimal places. CHECK PAPER QUESTIONNAIRE. |  |  |  |  |
| **Height/length measurements** | | | | |
| Measuring board positioned appropriately (i.e., on a hard flat surface or flat against the wall, not conducted in extreme heat or inclement weather). |  |  |  |  |
| For lying measurements: Child lying flat and in the center of the measuring board. |  |  |  |  |
| For lying measurements: Child’s line of sight was perpendicular to the ground. |  |  |  |  |
| For standing measurements: Child standing straight with shoulders level. |  |  |  |  |
| For standing measurements: Child’s line of sight was parallel to the ground. |  |  |  |  |
| For standing measurements: Child’s feet are flat and together. |  |  |  |  |
| Anthropometry Lead read height measurement out loud, reading repeated by Anthropometry Assistant and confirmed by Anthropometry Lead. |  |  |  |  |
| Anthropometry Assistant correctly recorded height to 1 decimal place. CHECK PAPER QUESTIONNAIRE. |  |  |  |  |
| **After initial measurements** | | | | |
| Anthropometry Lead input data from paper questionnaire into CAPI system before leaving the household. |  |  |  |  |
| Performed remeasurements according to the established protocol, if required. |  |  |  |  |
| Provided caregiver with severe acute malnutrition referral form, if required. |  |  |  |  |
| Provided caregiver with nutrition pamphlet. |  |  |  |  |
| Only the Anthropometry Lead and the Anthropometry Assistant performed the measurements. |  |  |  |  |

|  |
| --- |
| Comments on the Anthropometry Lead’s performance:  Comments on the Anthropometry Assistant’s performance: |



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1. The *Anthropometry Manual* provides a detailed description of the roles and responsibilities of the Anthropometry Assistant, which will also be covered in the Interviewer training. Field Supervisor’s quality control responsibilities related to anthropometry will be covered in the Field Supervisor training. [↑](#footnote-ref-2)
2. Central Office refers to the Survey Implementing Organization’s main in-country office where staff supporting the survey are located. [↑](#footnote-ref-3)
3. However, if family members or other unrelated individuals live in distinct huts within a compound and all share the same cooking arrangements and acknowledge the same person as the lead decision-maker, these individuals should be treated as one household, even if the huts have separate roofs. In this case, all huts should be treated as the household’s dwelling, and all eligible household members should be interviewed. [↑](#footnote-ref-4)
4. If children’s anthropometric data will be collected in the survey, the primary caregiver of any children under 6 years of age eligible for Module 5, *Children’s Anthropometry*, will be asked if the children may participate. [↑](#footnote-ref-5)
5. A complete interview can mean that all eligible respondents have been interviewed or that all revisit attempts to interview each eligible respondent have been made. [↑](#footnote-ref-6)
6. Note that there might be a difference between the information about de facto household members (i.e., individuals who spent the night preceding the interview in the household) collected by the Interviewer and that by the Field Supervisor if they interview the household on different days. [↑](#footnote-ref-7)