

Survey Implementation

Document

Quality Control and Support Team’s Manual

Zone of Influence Survey

[COUNTRY] [YEAR]

*[Survey name]*

[DATE]

This manual is made possible by the support of the American People through the United States Agency for International Development, under the terms of IDIQ No. GS00Q14OADU209, Task Order No. 7200AA21M00009. The opinions expressed herein are those of ICF and do not necessarily reflect the views of the U.S. Agency for International Development or the United States Government.

**Contact Information**

Feed the Future

United States Agency for International Development

1300 Pennsylvania Ave, NW

Washington, DC 20004

www.feedthefuture.gov

rfs.ald@usaid.gov

**TABLE OF CONTENTS**

[Abbreviations ii](#_heading=h.gjdgxs)

[1.](#_heading=h.3as4poj) Introduction 1

[1.1](#_heading=h.1pxezwc) Purpose of the survey 1

[1.2](#_heading=h.49x2ik5) Role and responsibilities of the QCS teams 1

[2.](#_heading=h.2p2csry) Quality control support 2

[2.1](#_heading=h.147n2zr) Follow-up on data quality control reports 2

[2.2](#_heading=h.3o7alnk) Interview observations 4

[2.2.1 Observing Interviewers 4](#_heading=h.23ckvvd)

[2.2.2](#_heading=h.ihv636) Observing Field Supervisors 5

[2.3](#_heading=h.32hioqz) Review of Field Supervisor activities 5

[2.4](#_heading=h.1hmsyys) Debriefing the survey field team 7

[3.](#_heading=h.41mghml) Material and human resources support 8

[3.1](#_heading=h.2grqrue) Material support to survey field teams 8

[3.2](#_heading=h.vx1227) Human resources support to survey field teams 9

[3.3](#_heading=h.3fwokq0) Reporting on material and human resources support 10

[4.](#_heading=h.1v1yuxt) Moral support 10

[5.](#_heading=h.4f1mdlm) Conclusion 10

[Annex A: Data Quality Control Report Follow-up Form 11](#_heading=h.2u6wntf)

[Annex B: Interview Observation Form 12](#_heading=h.19c6y18)

[Annex C: Feedback Form for Field Supervisor Observation of an Interview 13](#_heading=h.3tbugp1)

[Annex D: General Field Team QC Report 14](#_heading=h.28h4qwu)

[Annex E: Team Debriefing Report 16](#_heading=h.nmf14n)

[Annex F: Field Team Resupply Checklist 17](#_heading=h.37m2jsg)

[Annex G: Provision of Human Resources Support to Field Teams Report 18](#_heading=h.1mrcu09)

# Abbreviations

ICDM In-Country Data Manager

QC quality control

QCS quality control and support

ZOI Zone of Influence

# 1. Introduction

This manual provides detailed instructions on how to perform the duties of a Quality Control and Support (QCS) team member for Feed the Future Zone of Influence (ZOI) Surveys. This introductory section provides an overview of the purpose of the surveys and the role and responsibilities of the QCS teams. Subsequent sections address details of QCS team functions and responsibilities.

This manual is based on the assumption that QCS team members have a thorough understanding and command of survey materials. QCS team members also are required to receive training on and comply with all ethics and confidentiality protocols applicable to the survey.

## Purpose of the survey

Feed the Future is the U.S. Government’s global food security initiative that seeks to reduce poverty, hunger, and undernutrition among women and children, and to increase resilience, income, women’s empowerment, dietary diversity, and appropriate feeding practices, and improve hygienic environments. Program efforts are designed to impact the population in ZOIs in Feed the Future target countries.

Progress in achieving the objectives of the Feed the Future initiative is tracked using information collected through representative cluster sample household surveys, known as ZOI Surveys. These surveys are designed to provide information on Feed the Future indicators with an acceptable level of statistical accuracy (95 percent level of confidence).

## Role and responsibilities of the QCS teams

To ensure that good quality data are used to inform Feed the Future indicator estimates, multiple quality control (QC) mechanisms are incorporated throughout the data collection process. A key method of quality assurance for the survey is deployment of QCS teams during fieldwork.

QCS teams usually each consist of two QCS team members. QCS teams visit the field teams regularly during survey fieldwork.[[1]](#footnote-0) Each visit should take approximately 1.5 to 2 days. The objective of the QCS teams’ visits is to provide:

* QC support to improve the quality of data collection activities, such as strict observance of survey protocols and interviewing techniques
* Material and human resources support, such as replacing tablets or survey documents, or, as needed, a team member
* Moral support, such as providing positive feedback on the quality of the field team’s work based on the Central Office team’s analysis of the data collected, or inquiring into the well-being of team members if interpersonal tensions occur within the team[[2]](#footnote-1)

QCS team members are responsible for providing all three types of support to field staff, including Interviewers and Field Supervisors. When field teams receive the positive support they need to work effectively and efficiently, team morale and data quality improve.

The following sections describe the QCS teams’ responsibilities, how they provide support to field teams, and how they document the support needed and provided.

# 2. Quality control support

QCS teams perform numerous critical QC functions. First, QCS teams discuss data collection quality and progress with each Field Supervisor based on the summaries of findings shared by the In-Country Data Manager (ICDM).[[3]](#footnote-2) QCS teams work with field teams to resolve any data collection issues identified. Second, QCS teams observe Interviewers and Field Supervisors and review the QC activities undertaken by Field Supervisors, documenting and addressing any observed issues. Finally, QCS teams conduct team debriefings with each field team at the end of their visits. In the sections that follow, these critical functions of the QCS teams are discussed in more detail.

## 2.1 Follow-up on data quality control reports

The ICDM will produce, review, and share data quality control report summaries with survey management and QCS teams regularly throughout fieldwork. The data quality control report summaries include key findings from the field check table reports, household structure checks, secondary editing reports, and cluster status reports.

**Field check table reports** are the main documents used for data quality checks.The ICDM produces the field check table reports regularly throughout fieldwork using data collected by the Interviewers. These reports provide detailed information about the quality of the interviews and the overall survey progress at the field team level and across all field teams. Refer to survey-specific field check tables for more information on the structure and content of the field check tables. If you are not sure where to find the document, ask the ICDM or Field Manager.

**Household structure checks** report the result code for each sampled household, as well as the result codes for each module. The household structure checks will, for example, show households as complete, incomplete, vacant, or destroyed. If many households are listed as vacant or destroyed, the Field Supervisor and QCS team should return to households to confirm that the result code is correct.

**Secondary editing reports** identify inconsistencies in data within a household. For example, a secondary editing report identifies if the child's age in Module 1, *Household roster and demographics*,is different than the age listed for the child in Module 5, *Children’s nutrition.*

**Cluster status reports** show the overall progress in completing fieldwork at the cluster level. These reports track clusters as they progress through fieldwork and data processing.

In addition to sharing the data quality control report summaries, the ICDM will provide feedback and guidance for QCS teams to relay to Field Supervisors. The ICDM should include positive feedback on areas in which good performance has been observed and constructive criticism on areas for improvement, as needed. The ICDM should provide this information in hard copy if the QCS team visits the Central Office or by email if the QCS team is in the field.

**It is the responsibility of the QCS team to ensure that the Field Supervisor is aware of both positive findings and data quality concerns raised in these reports.**

If the summaries of findings indicate problems with data quality, the QCS team should discuss the findings with the Field Supervisor to ensure that the Field Supervisor—

* Understands what the problems are
* Understands how the problems may best be addressed
* Has a plan for improving performance

All data quality problems identified in the data quality control report summaries should be documented in the Data Quality Control Report Follow-Up Form (see Annex A). The QCS team should have an adequate number of copies of this form.

After ensuring that Field Supervisors are aware of findings, the QCS team is responsible for following up and confirming that all data quality issues are being adequately addressed in the field. On each visit to the field team, the QCS team should review the previous Data Quality Control Report Follow-Up Form and identify whether revised procedures or re-training has been implemented. The QCS team should review more recent field check table reports or other data quality control reports to confirm that previously identified data quality issues are not re-appearing. The QCS team should contact the Field Manager with any concerns about a failure to resolve issues. Any concerns should also be documented in the Data Quality Control Report Follow-Up Form. The following is a scenario in which intervention by a QCS team is necessary.

***Scenario:***The field check table report identifies that Field Team 2 has a large number of result codes indicating that households refused to participate in the survey. In this scenario, the QCS team should record the issue in the Data Quality Control Report Follow-up Form(Annex A),alert the Field Supervisor either by phone or in person, and explain *why* reducing household non-response is important (i.e., so that the survey maintains representativity of the ZOI). The QCS team and Field Supervisor should discuss ways to address the problem, such as by re-training Field Team 2 in strategies to reduce household non-response. The next time the QCS team visits Field Team 2, they should review the Data Quality Control Report Follow-upFormto identify whether the Field Supervisor has addressed the problem and ensure that household non-response rates have improved.

## 2.2 Interview observations

The main job of the QCS team is to confirm that high-quality data are being collected and recorded. An important part of this responsibility is observing interviews directly. Another important part is observing the Field Supervisor as he or she observes and provides feedback on an interview. The latter is important because the Field Supervisor will observe and provide feedback on many more interviews than the QCS team. On each field visit to a given field team, each QCS team member must observe at least one interview observed by the Field Supervisor. As much as possible, the QCS team members should also observe each Interviewer on the field team as they conduct interviews in that cluster.

### 2.2.1 Observing Interviewers

As QCS team members observe Interviewers, they should complete an Interview Observation Form (Annex B) and provide feedback to the Interviewers after leaving the household. The QCS team members should also meet with the Field Supervisor to review their feedback. While observing the interview, QCS team members 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 and answered all questions:* Observe whether the Interviewer makes sure that each respondent understands the informed consent statement—specifically, that all answers are confidential, 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 from the eligible respondent.
* *Ensured that the household roster was complete using questions and probes in questionnaire:* Take notes during the collection of roster data to make sure that the Interviewer includes all household members. 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, caregivers of children under 5 years, and farmers 15+ years —or arranged to return when eligible person is available:*Observe whether the Interviewer attempts to interview all women eligible for Module 4, *Women’s nutrition*, caregivers of children eligible for Module 5, *Children’s nutrition*, and farmers eligible for Module 7, *Agricultural technologies*. If an eligible individual is not available, note whether the Interviewer arranges to return when the missing household member would be available.
* *Used correct household and module outcome codes:*If the Interviewer goes to a household but cannot conduct the interview, make sure that they use an appropriate outcome 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 and comments are entered and that a follow-up visit is scheduled, if appropriate.
* *Administered probes appropriately throughout interview:* Observe whether the Interviewer uses non-neutral feedback, rewords questions, 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 QCS team member determines that the Interviewer intentionally changed or ignored text.
* *Was respectful and polite at all times:* Note whether the Interviewer is polite and respectful and conducts the interview in a professional manner.
* *Measured plot boundaries correctly (as relevant):* Observe whether the Interviewer correctly identifies the plot boundaries and measures the perimeter of each plot for the crop value chain commodity. This item is not relevant to all ZOI Surveys; if not relevant, it should be removed from the Interview Observation Form template in Annex B.

### 2.2.2 Observing Field Supervisors

When QCS team members observe a Field Supervisor who is overseeing an interview and providing feedback to the Interviewers, the QCS team should complete the Feedback Form for Field Supervisor Observation of an Interview (see Annex C) as the Field Supervisor provides feedback to the Interviewer. In the form, the QCS team members should note any feedback, including whether the Field Supervisor interrupted the Interviewer unnecessarily as they conducted the interview and whether the Field Supervisor provided both positive feedback and constructive criticism to the Interviewer. Afterward, the QCS team members should provide the Field Supervisor feedback on their performance.

## 2.3 Review of Field Supervisor activities

The QCS team will ensure that the field team is following all procedures described in the *Interviewer’s Manual* and that the Field Supervisor is completing the QC tasks according to procedures described in the *Field Supervisor’s Manual*. To do this, the QCS team will check a number of documents and observe the Field Supervisor’s QC work in the current cluster. The QCS team will conduct the following checks:

* Meet briefly with local authorities to confirm that the Field Supervisor met with them before starting data collection in the cluster
* Compare the Field Supervisor’s Assignment Sheet to the Interviewer’s Assignment Sheets to ensure orderly coordination of fieldwork and appropriate handling of hidden households and re-assignments
* Review a percentage of the Informed Consent Registers to verify that informed consent was documented for all respondents in a given household
* Review a percentage of households classified as non-residential, vacant, or demolished
* Review a percentage of the roster spot-checks conducted by the Field Supervisor
* Observe the Field Supervisor receiving data from Interviewers, backing up data to an external flash drive, and, where possible, transmitting a completed household record to the secure server
* Observe the Field Supervisors conducting a final data review and closing the cluster after data collection in the cluster has been completed
* Observe the Field Supervisor conducting a daily team meeting

The following paragraphs describe the required content of these checks. The findings should be documented in the General Field Team QC Report (see Annex D).

**Meet briefly with local authorities.** The QCS team should meet briefly with the local authorities to confirm that the Field Supervisor met with them before starting data collection in the cluster and answered any questions about the survey. The QCS team should also confirm that the local authorities have no concerns about the behavior or activities of the field team and should thank the local authorities for the cooperation they have shown and their community’s cooperation with the survey.

**Compare the Field Supervisor’s and Interviewer’s Assignment Sheets.** The QCS team should compare the information on the Field Supervisor’s Assignment Sheet and the Interviewer’s Assignment Sheets to ensure that they are consistent and complete. The QCS team will verify that—

* The assignment of households to Interviewers is consistent between the Field Supervisor’s Assignment Sheet and all Interviewer’s Assignment Sheets.
* The status of all interviews is consistent between the Field Supervisor’s Assignment Sheet and all Interviewer’s Assignment Sheets.
* Any re-assignments of households from one Interviewer to another Interviewer are complete and documented consistently on the three assignment sheets: (1) the Field Supervisor’s Assignment Sheet, (2) the assignment sheet of the original Interviewer, and (3) the assignment sheet of the replacement Interviewer.
* Hidden households have been correctly identified, added to the sample file, and assigned to an Interviewer.

Checking the Field Supervisor’s Assignment Sheet and Interviewer’s Assignment Sheets should reveal any discrepancies between the assignment and completion of households. Inconsistencies or inaccuracies would indicate that fieldwork is not being tightly managed and could result in incomplete work, duplication of effort, inaccurate data, or delays.

**Review Informed Consent Registers.** The QCS team should review at least one Informed Consent Register that each Interviewer completed in the current cluster. The QCS team should compare the Informed Consent Register, which lists every household member who provided informed consent, against the names of individuals who responded to each survey module on the Interviewer’s tablet. The QCS team should confirm that every individual who responded to a survey module is listed in the Informed Consent Register.

**Review sampled households classified as non-residential, vacant, or demolished.** If some households were classified as non-residential, vacant, or demolished on the Field Supervisor’s Assignment Sheet, the QCS team should visit one or two of these locations to confirm that they were coded appropriately.

**Review the roster spot-checks.** The Field Supervisor must conduct a spot-check of the household roster for at least one household for each Interviewer in each cluster. The QCS team should review the Field Supervisor’s documentation to confirm that at least one household’s roster was spot-checked for each Interviewer in each cluster. The QCS team should then compare the Field Supervisor’s roster to the roster data on the household form on the Interviewer’s tablet to make sure that they are consistent.

**Observe household record finalization, backup, and transmission.** The QCS team should watch the Field Supervisor finalize the household records, back up the records on an external flash drive, and transmit the records to the secure server. If there is no Internet capability in the cluster, the QCS team will not be able to observe transmission.

**Observe final review of close cluster listing and closing the cluster.** If the QCS team is visiting the field team as they are finishing work in a cluster, they should observe the Field Supervisor conducting a final review of the data to ensure data quality and transmitting the data to the secure server. As described in the *Field Supervisor’s Manual,* the Field Supervisor will run the close cluster listing in the computer-assisted personal interviewing system to review the cluster data and address any outstanding issues before closing the cluster. After the cluster is successfully closed, the Field Supervisor will transmit the data to the secure server, confirm with the ICDM that the household records have been transmitted electronically, and verify that there is a backup of every completed household record on their tablet.

**Verify completion of documents.** Following the completion of a cluster, the QCS team should verify that the Field Supervisor provided the following hard copy documents to the Central Office: Field Supervisors Assignment Sheet, Interviewer Assignment Sheets, and spot-check sheets.

**Observe the Field Supervisor conducting a daily team meeting.** The QCS team should observe the Field Supervisor conduct a daily team meeting. The Field Supervisor should solicit examples of successes and challenges experienced by field team members, provide comments on the interview observations and data quality reviews, provide an update on progress in completing work in the cluster, summarize positive aspects of the team’s work, and provide detailed instructions on how to address any performance issues going forward. The QCS team should observe whether the Field Supervisor encourages questions, answers questions respectfully and accurately, emphasizes the importance of any needed changes, and ensures that team members understand any procedures that need to be improved.

**Document findings.** Before leaving the cluster, the QCS team should document all findings from the QC visit on the forms mentioned in this section. The QCS team should carefully review the completed forms with the Field Supervisor to make sure that they understand all issues or procedures that require improvement. The QCS team will retain the forms and refer to them at the start of the next QC visit with that field team. Issues identified in one QC visit should not be observed on subsequent QC visits. If issues recur, the QCS team should discuss these with the Field Manager because they indicate repeated failure on the part of the Field Supervisor to adhere to procedures and, depending on the nature of the problem, may require re-training, closer monitoring, or replacement of staff.

## 2.4 Debriefing the survey field team

The QCS team must conduct a debriefing with the field team before leaving the cluster. This debriefing can be incorporated into the field team’s daily meeting. During this debriefing, the QCS team should use clear, specific, and actionable examples of the field team’s observed weaknesses and strengths. This debriefing should be constructive and provide positive reinforcement for good performance and useful, practical suggestions for improving performance, as needed. The QCS team should give all field team members ample opportunity to ask questions and ensure that each team member understands procedures.

The QCS team should use the Team Debriefing Report (see Annex E) to write a summary of the debriefing content and the field team’s response. The QCS team should retain the Team Debriefing Report and review it before the next QC visit to the field team. If issues recur, the QCS team should discuss these with the Field Manager. The QCS team will work with the Field Manager to determine the appropriate course of action.

# 3. Material and human resources support

The QCS team will be involved in providing both material and human resources support. The QCS team will replenish any supplies or materials that the survey field teams need. In addition, the QCS team will provide human resources support as needed should changes in staffing occur during fieldwork. In the sections that follow, these material and human resources support functions are discussed in more detail.

## 3.1 Material support to survey field teams

The field teams should be supplied with all applicable fieldwork documents and supplies before leaving for their field assignments.

QCS teams will coordinate with Field Supervisors to identify any shortages in fieldwork documents or supplies. QCS teams will acquire and deliver any needed documents or supplies to field teams during their rotational visits.

When replenishing documents or supplies requested by a field team, QCS teams should use the Field Team Resupply Checklist (see Annex F) to document each item requested by the field team, the date the items were requested, and the date the items were delivered to the field team. One form should be used for each field team.

Lists of typical fieldwork documents and supplies that field teams receive are provided below for reference. However, please see the *Field Supervisor’s Manual* or *Interviewer’s Manual,* which have been customized for the survey, to see the final lists of fieldwork documents and supplies needed for the survey.

Fieldwork documents:

* *Field Supervisor’s Manual*
* *Interviewer’s Manual* (each Interviewer should have their own copy, and the field team should have a spare)
* Lists 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
* Listing data (copies of completed listing forms) for the clusters assigned to the field team
* List of local authorities in clusters assigned to the field team
* Letter of introduction from the government agency endorsing the survey
* Paper copies of the questionnaire in all survey languages applicable in the assigned clusters
* 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 Forms (one for each selected household to give to the household, plus spares)
  + 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 per cluster)
* Vehicle mileage and expenditure log forms
* List of field teams and their members, the languages spoken by each field team member, and the mobile telephone number of the Field Supervisor and Interviewers
* 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, medicines, containers) that would be helpful to show to respondents to facilitate their responses (three sets—one for each Interviewer team, plus a spare)
* Tablets (with the most up-to-date computer-assisted personal interviewing data collection applications on them) and carrying cases, with matching IDs for the field staff and the tablet (total of five: one for the Field Supervisor and one each for the Interviewers)
* A flash drive and USB port for the Field Supervisor
* COVID-19 safety kit (masks, hand sanitizer)
* Equipment for charging multiple tablets at a time, including wall adapters, power packs, and car chargers, if needed
* Mobile phone with SIM card and phone charger
* Wi-Fi hot spot

## 3.2 Human resources support to survey field teams

Personnel issues may arise during the fieldwork that require a human resources intervention, such as a member of the field team falling ill, being injured, or requiring dismissal due to inability or refusal to comply with fieldwork procedures. The QCS team should discuss these personnel issues with the Field Supervisor and Field Manager and determine a plan of action.

Use the Provision of Human Resources Support to Field Teams Report (see Annex G) to document any personnel issues. For each issue, record the date, the concern, and how it was resolved.

## 3.3 Reporting on material and human resources support

QCS teams should compile the Field Team Re-Supply Checklist (Annex F) and Provision of Human Resources Support to Field Teams Report (Annex G) and provide copies of the completed forms to the Field Manager. The QCS team should also retain a copy of these documents on file.

# 4. Moral support

Survey fieldwork is physically and emotionally challenging. Often, field teams must walk considerable distances, hike up and down mountains, or paddle across rivers to reach households. There is always the risk of bad weather, vehicle breakdowns, illnesses, or insecurity when in the field, and these risks must be managed while conducting the careful work of interviewing respondents.

In addition, field team members are sometimes away from their families, loved ones, and the comforts of home for weeks, which can add to the stress of fieldwork.

Given the inherently stressful nature of survey fieldwork, it is beneficial for staff well-being and, in turn, for the quality of the fieldwork, for the QCS teams to help boost the morale of field team members when the QCS teams conduct their visits.

There are many ways that the QCS team members can provide moral support to the survey field teams. Small gestures of appreciation, including bringing cold fruit drinks or snacks to the team, can help boost morale. Other actions can also include thoughtful inquiries into individual team members’ well-being if, for example, one member of the team is recovering from illness experienced during fieldwork. It is up to the QCS team to determine the most appropriate means of conveying moral support and appreciation for the team’s work, based on the circumstances of each team.

The General Field Team QC Report (see Annex D) provides a space for comments to report on moral support that the field team may need, and the type of moral support provided by the QCS team during its visits.

# 5. Conclusion

QCS teams serve a vital function in ensuring the quality of fieldwork by helping teams improve the quality of data collection activities, ensuring that teams have the material and human resources support they need, and providing moral support.

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 the survey country.

# Annex A: Data Quality Control Report Follow-up Form

**Instructions:** If a data quality issue is identified in the data quality control reports provided by the ICDM, a QCS team member should use this Data Quality Control Report Follow-upFormto record the issue, the date, the identified plan to resolve the issue, and the resolution. Keeping accurate records of all data quality issues ensures that issues are addressed and guidance or re-training is provided to field teams, if necessary. Before printing the form for use during fieldwork, customize the modules listed in the form to reflect those included in the survey-specific questionnaires.

| **DATA QUALITY CONTROL REPORT FOLLOW-UP FORM** | | | | |
| --- | --- | --- | --- | --- |
| **Date** |  | | | |
| **Cluster Number** |  | | | |
| **Field Supervisor’s Name & ID#** |  | | | |
| **QCS Team Member Name** |  | | | |
| **Description of issue (include specific field team numbers, household numbers, if necessary)** | | **Date conveyed to Field Supervisor** | **Plan/steps to resolve issue** | **Follow-up/ resolution/comments** |
|  | |  |  |  |
|  | |  |  |  |
|  | |  |  |  |
|  | |  |  |  |
|  | |  |  |  |

# Annex B: Interview Observation Form

**Instructions:** QCS team members should use this Interview ObservationForm to record observations about the quality of an interview conducted by an Interviewer. See Section 2.2 for more information on each interview quality criteria included in the form.

| **INTERVIEW OBSERVATION FORM** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Date** |  | | | | |
| **Cluster Number** |  | | | | |
| **Interviewer’s Name** |  | | | | |
| **Interviewer’s ID** |  | | | | |
| **QCS Team Member Name** |  | | | | |
| **Interview quality criteria** | | **Yes** | **No** | **Comments** |
| Interviewed the correct household | |  |  |  |
| Introduced the survey objectives and presented the letter of introduction | |  |  |  |
| Read the informed consent statement to each eligible respondent and answered all questions | |  |  |  |
| Ensured that household roster was complete using questions and probes in questionnaire | |  |  |  |
| Interviewed all eligible women 15-49 years, caregivers of children under 5 years, and farmers 15+ years—or arranged to return when eligible person is available | |  |  |  |
| Used correct household 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. | |  |  |  |
| Measured plot boundaries correctly | |  |  |  |
| Comments on the Interviewer’s performance: | | | | |

# Annex C: Feedback Form for Field Supervisor Observation of an Interview

**Instructions:** QCS team members should complete this formwhile observing a Field Supervisor observe an interview and provide feedback to an Interviewer. See Section 2.2 for more information on observing Field Supervisors observing an interview.

| **FEEDBACK FORM FOR FIELD SUPERVISOR OBSERVATION OF AN INTERVIEW** | |
| --- | --- |
| **Date** |  |
| **Cluster Number** |  |
| **Field Supervisor’s Name** |  |
| **Field Supervisor’s ID** |  |
| **QCS Team Member Name** |  |
| Observations (Yes/No)  \_\_\_\_\_ Field Supervisor did not interrupt Interviewer unless necessary.  \_\_\_\_\_ Field Supervisor provided balanced feedback (both positive feedback and constructive criticism) on Interviewer’s performance.  Note any discrepancies between problems that the QCS team member observed and problems that the Field Supervisor observed:  Other comments on the Field Supervisor’s observation of an interview: | |

# Annex D: General Field Team QC Report

**Instructions:** QCS team members should complete this report when checking fieldwork documents or observing the Field Supervisor perform certain required tasks. See Section 2.3 for a description of each check or observation captured in this form.

| **GENERAL FIELD TEAM QC REPORT** | |
| --- | --- |
| **Date** |  |
| **Cluster Number** |  |
| **Field Supervisor’s Name** |  |
| **Field Supervisor’s ID** |  |
| **QCS Team Member Name** |  |
| **Instructions:** Enter ‘Yes,’ ‘No,’ or ‘N/A’ (not applicable) in the fields on the left side of the form. If required, also enter the Interviewer ID number or household ID number. | |
| **Local Authorities Check**  \_\_\_\_\_ Field Supervisor met with local authorities before starting data collection in the cluster.  \_\_\_\_\_ Field Supervisor answered any questions local authorities had about the survey.  \_\_\_\_\_ Local authorities have no concerns about the field team’s behavior or activities. | |
| **Field Supervisor/Interviewer Assignment Sheet Check**  \_\_\_\_\_ All household assignments on the Field Supervisor’s Assignment Sheet are listed on the appropriate Interviewer’s Assignment Sheet.  \_\_\_\_\_ Each household’s status on the Interviewer’s Assignment Sheets is accurately recorded on the Field Supervisor’s Assignment Sheet.  \_\_\_\_\_ Re-assignments of households (if any) are accurately documented on the Field Supervisor’s Assignment Sheet and both Interviewer’s Assignment Sheets.  \_\_\_\_\_ Hidden households (if any) have been given the correct ID number, added to the sample file, and assigned to an Interviewer. | |
| **Informed Consent Register Review**  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable.  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable.  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable.  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable. | |
| **Non-residential, Vacant, or Demolished Household Check**  \_\_\_\_\_ No households classified as non-residential, vacant, or demolished on Field Supervisor’s Assignment sheet  \_\_\_\_\_ Household ID #\_\_\_\_\_ correctly classified as non-residential, vacant, or demolished  \_\_\_\_\_ Household ID #\_\_\_\_\_ correctly classified as non-residential, vacant, or demolished | |
| **Roster Spot-Check**  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  \_\_\_\_\_ Roster data in data collection application are accurate.  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  \_\_\_\_\_ Roster data in data collection application are accurate.  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  \_\_\_\_\_ Roster data in data collection application are accurate.  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  \_\_\_\_\_ Roster data in data collection application are accurate. | |
| **Household Record Finalization, Backup, and Transmission Check**  \_\_\_\_\_ Household ID # \_\_\_\_\_ record was correctly finalized, backed up, and transmitted. | |
| **Final Review of Close Cluster Listing and Closing the Cluster Check**  \_\_\_\_\_ Field Supervisor performed this task during the QCS team’s visit.  \_\_\_\_\_ ICDM confirmed that data were successfully transmitted to the secure server. | |
| **Completion of Fieldwork Documents Check**  \_\_\_\_\_ Field Supervisor provided hard copies of the Field Supervisor Assignment Sheet, Interviewer Assignment Sheets, and spot-check forms to the Central Office for the last completed cluster. | |
| **Team Meeting Observation**  \_\_\_\_\_ Field Supervisor asked about team successes, challenges, and lessons learned.  \_\_\_\_\_ Field Supervisor commented on data quality.  \_\_\_\_\_ Field Supervisor commented on interview observations.  \_\_\_\_\_ Field Supervisor commented on progress in cluster.  \_\_\_\_\_ Field Supervisor provided any additional training requested by headquarters or QCS team.  \_\_\_\_\_ Field Supervisor encouraged team members to participate in meeting/ask questions.  \_\_\_\_\_ Field Supervisor provided positive feedback. | |

# Annex E: Team Debriefing Report

**Instructions:** The QCS team should use this report to capture issues observed and discussed during the QCS team’s debriefing with the field team. The report should also document how the issues were resolved and whether any follow-up action was required. See Section 2.4 for more information about the field team debriefing.

| **TEAM DEBRIEFING REPORT** | | |
| --- | --- | --- |
| **Date** |  | |
| **Cluster Number** |  | |
| **Field Supervisor’s Name** |  | |
| **Field Supervisor’s ID** |  | |
| **QCS Team Member Names** |  | |
| **Description of issue** | | **Resolution/follow-up action/comments** |
|  | |  |
|  | |  |
|  | |  |
|  | |  |
|  | |  |
|  | |  |
|  | |  |
|  | |  |

# Annex F: Field Team Resupply Checklist

**Instructions:** The QCS team should use the Field Team Resupply Checklist to document materials requested by the field team, the date the items were requested, and the date the items were delivered to the field team. One form should be used for each field team throughout the course of fieldwork. See Section 3.1 for more information about documents and supplies that field teams typically need for fieldwork.

| **FIELD TEAM RESUPPLY CHECKLIST** | | | | |
| --- | --- | --- | --- | --- |
| **Field Supervisor’s Name** | |  | | |
| **Field Supervisor’s ID** | |  | | |
| **Field Team Number** | |  | | |
| **Date** | **Item requested** | | **Quantity** | **Date fulfilled** |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |

# Annex G: Provision of Human Resources Support to Field Teams Report

**Instructions:** The QCS team should use the Provision of Human Resources Support to Field Teams Report to document any personnel issues observed or reported during their visit. For each issue, record the date, the concern, and whether there has been resolution or whether any follow-up action is required. See Section 3.2 for more information about the human resources support that QCS teams provide to field teams.

| **PROVISION OF HUMAN RESOURCES SUPPORT TO FIELD TEAMS REPORT** | | | |
| --- | --- | --- | --- |
| **Field Supervisor’s Name** | |  | |
| **Field Supervisor’s ID** | |  | |
| **Field Team Number** | |  | |
| **Date** | **Issue** | | **Resolution/follow-up action/comments** |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |

1. Every field team should be visited by a QCS team during the first week of data collection. For surveys with adequate resources, it is preferred that a QCS team visits each field team each week for the duration of fieldwork. QCS team visits should occur no less frequently than once every two weeks. [↑](#footnote-ref-0)
2. The Central Office team refers to the local survey implementing organization’s core survey team, including the Survey Director, Field Manager, ICDM, and Information Technology Specialist. [↑](#footnote-ref-1)
3. See Section 4 of the *In-Country Data Manager’s Manual* in the *Feed the Future ZOI Survey Methods Toolkit*, which describes the contents of the summaries of findings that the ICDM shares with the Field Supervisor. [↑](#footnote-ref-2)