



# INFORMAL CROSS-BORDER TRADE (ICBT) SURVEY

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# FIELD OFFICER'S MANUAL

SEPTEMBER 2024

## **PREFACE**

The Ghana Statistical Service (GSS) is conducting its maiden survey on informal cross-border trade (ICBT). The ICBT Survey will take place in areas where Ghana shares borders with other African countries for a duration of one year. Ten of Ghana's 16 administrative regions - Western, Volta, Western North, Bono, Oti, Northern, Savannah, North East, Upper East, and Upper West - share boundaries with neighboring countries. The purpose of the ICBT survey is to fill in trade data gaps and enhance the scope and depth of external trade statistics by providing information on informal trade transactions not included in Customs trade data.

One key activity that has been undertaken by GSS prior to the ICBT Survey implementation is an initial assessment and profiling of the country's land borders. This was to determine the nature and composition of the borders for the conduct of the ICBT Survey, the level of trading activity across the various borders, and the direction of ICBT (i.e., country of destination/origin). The border profiling was also to provide preliminary information on the number of field staff needed at each border and the number of borders to be surveyed since the dynamics is different from one border to the other. It was observed that for some borders, different routes led to one main (inland) crossing point. Furthermore, the activity levels at some borders were found to be higher compared to others which informs the positioning of interviewers at the borders.

This manual is intended for field staff who will collect data from identified borders for the purpose of 2024-2025 ICBT data collection. The manual is to help field staff complete the ICBT questionnaire correctly. To do this, it contains explanations necessary for the proper interpretation of variables to be investigated and measured in the field.

The task of interviewers is essentially to interview transporters/ traders using the questionnaire and record responses. This exercise requires a certain quality of physical and moral order, and discretion on the part of s as to what should be regarded as confidential information. Interviewers will be guided in the field by Supervisors to follow the right procedures in asking the questions and to record responses correctly. They will be assisted by their supervisors as well as officials of the Customs Division of the Ghana Revenue Authority (GRA) and the Ghana Immigration Service (GIS) in resolving challenges that may confront them during the data collection exercise.

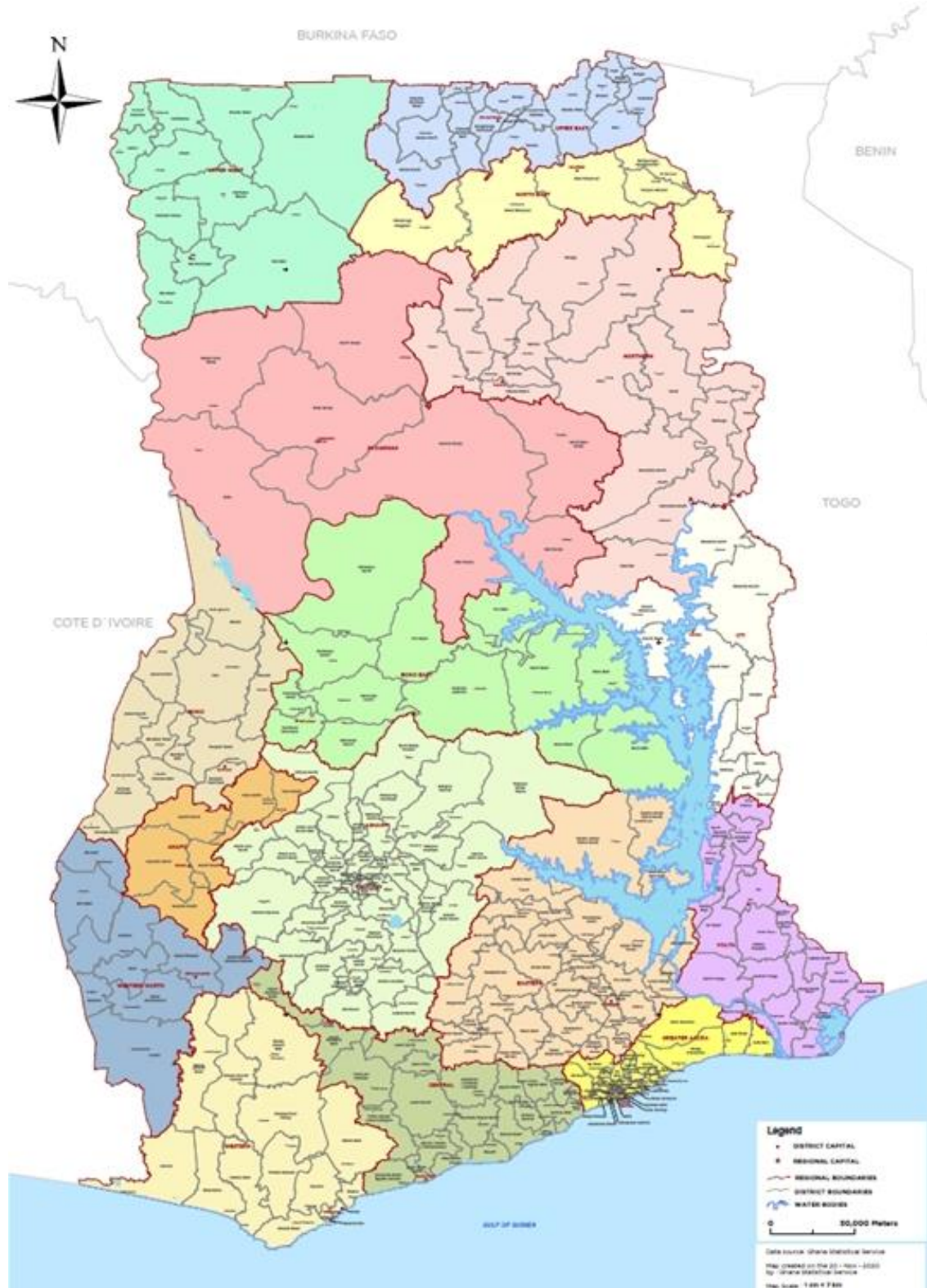
This exercise is very important, and Interviewers and Supervisors should know that the results of this exercise will not only give information on informal cross-border trade but will also inform policy decisions on intra-African trade. Accordingly, it is the task of field officers to endeavor to understand the purpose of the ICBT Survey and to be diligent in their field work to produce the best quality ICBT data.

**Professor Samuel Kobina Annim**  
**Government Statistician and Survey Director**

## **ACKNOWLEDGEMENTS**

This field officer's Manual is the outcome of collaborative efforts by key stakeholders, including Management and Staff of the Ghana Statistical Service (GSS), Ghana Immigration Service (GIS), Bank of Ghana (BOG), and Ghana Revenue Authority Customs Division. The team of experts who worked on its production has brought their varied skills, knowledge, and experiences in the various thematic areas to enhance the content and practical usability of this manual. GSS gratefully acknowledges the support of all individuals who have contributed to the development of this manual. The Service is also grateful for the financial and technical support received from the Government of Ghana, the World Bank, Steering and Technical Advisory Committees, and the Governing Board of GSS.

# MAP OF GHANA



## ACRONYMS

DDQMT	District Data Quality Management Team
ICBT	Informal Cross-Border Trade
GRA	Ghana Revenue Authority
GIS	Ghana Immigration Service
CAP	Computer-Assisted Personal Interview
DQM	Data Quality Monitor
DQMT	Data Quality Monitoring Team
BOG	Bank of Ghana
IMTS	International Merchandise Trade Statistics
NSNS	No Sync, No Sleep
GSS	Ghana Statistical Service
SA	Supervisory Area

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# CHAPTER ONE

## 1 BACKGROUND

### 1.1 Introduction

Informal cross-border trade (ICBT) is common throughout Africa. However, official trade statistics usually only include formal trade, neglecting ICBT and thus underestimating the full extent of intra-African trade. While some estimates of ICBT exist, they are limited, and only a few countries gather ICBT data regularly or systematically. The lack of dependable and regular data on ICBT leads to its significance being overlooked in microeconomic and macroeconomic policy frameworks.

### 1.2 Definition of ICBT

Informal cross-border trade (ICBT) refers to transactions in goods and services between any two or more countries that are not entered in the official records and therefore not included in the official trade statistics. In the Ghanaian context, ICBT is the transactions in goods and services between Ghana and its neighbouring countries that are not entered in the official records.

### 1.3 Scope of Ghana's ICBT

The scope of Ghana's ICBT survey is threefold:

- a) **Borders:** limited to trade at the 321 identified borders of Ghana with its neighbouring countries.
- b) **Commodities:** trade in goods that are not recorded by Customs, irrespective of the purpose (whether for sale or not). Illegal goods (which are difficult or almost impossible to record) are exempted. Examples of such illegal goods are firearms (guns, pistols, rifles), narcotics (heroin, cocaine).

The subject of illegality is in twofolds:

- Internationally illegal goods: Some goods, like narcotics, are considered illegal worldwide. For instance, cocaine is banned in all countries, so these products are excluded from the scope of ICBT.
- Locally restricted goods: Other goods, like cocoa, are legal internationally but may have restrictions in certain countries. For example, in Ghana, only one organization (COCOBOD) is allowed to export cocoa, making it illegal for individuals to do so. However, if cocoa is informally exported to a neighboring country, like Togo, it is not illegal there and thus falls within the scope of ICBT.

- c) **Time:** Data collection to span 168 days in one year (14 days per month). Transactions that take place between 6 a.m. and 6 p.m. will be recorded during the survey.

## **1.4 Objectives of the Survey**

The broad objective of the survey is to estimate the trade that is not formally recorded in official statistics. The specific objectives are to:

- a) determine the volumes of informal cross-border trade;
- b) estimate the values of informal cross-border trade;
- c) determine the direction of informal trade; export or import;
- d) identify informal trade activity per border;
- e) determine which commodities are informally traded;
- f) determine the trading partners for informal trade;
- g) identify the mode of transport of informal trade transactions; and
- h) provide a comparative analysis of formal and informal trade.

## **1.5 Benefits of the ICBT Data**

ICBT data is invaluable for capturing the full picture of cross-border economic activities to enhance better-informed policies, more equitable economic planning, and more effective support for traders and communities involved in such activities. Specifically, the ICBT data would help:

1. Improve the external trade statistics, thereby improving economic planning and policy formulation.
2. Update the Balance of Payment by BoG through better trade balance estimation.
3. Promote food security.
4. Enhance income creation policies, particularly for the populations around border/route communities.
5. Support for regional and continental integration efforts. The African Continental Free Trade Area (AfCFTA) is a key policy objective, and understanding ICBT flows can help identify the practical barriers to trade and promote strategies for economic integration that include informal traders.

## **1.6 Expected Outputs**

The ICBT data obtained will be used to estimate and produce the following specific outputs:

1. Quarterly reports
2. Annual report
3. Total value and the share of ICBT in total trade
4. Direction of ICBT trade (export/import)
5. Regional distribution of ICBT

## **1.7 Expected Outcomes**

After the conduct of ICBT, the following outcomes are expected:

1. Identify trends in cross-border trade, including type of goods and trade volumes.
2. Highlight economic disparities between border communities and non-border communities within districts.
3. Understand the impact of cross-border trade on local economies, such as employment, prices, and availability of goods.
4. Provide data that can be used to inform policy on ICBT.

## 1.8 The ICBT Project Implementation

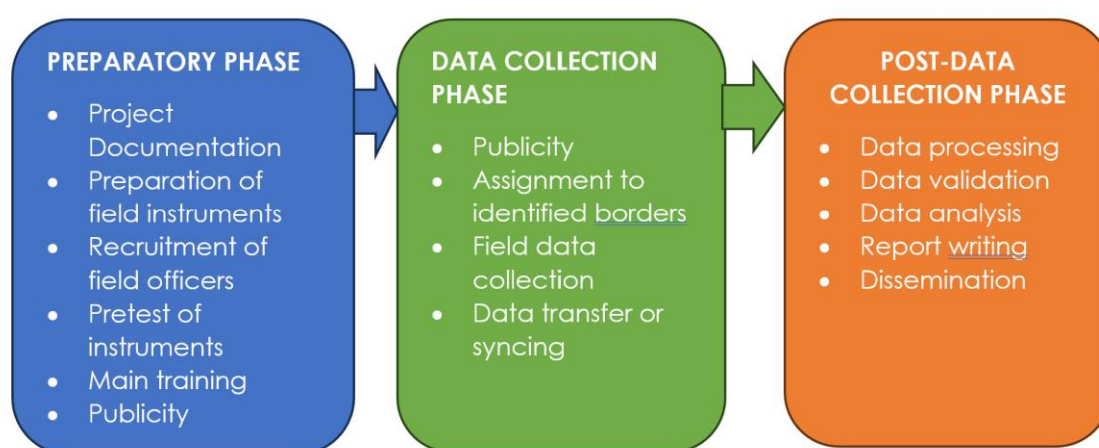
The ICBT Project Directorate is made up of the following:

1. The overall management of the conduct of ICBT Survey is under the Government Statistician who is also the National Project Director.
2. The Deputy Government Statistician chairs the ICBT Technical Advisory Committee (TAC) and deputizes the management of the conduct of ICBT Survey.
3. The Project Implementation Team (PIT) led by the Coordinator assists the Project National Project Director in the conduct of the survey. The team is responsible for the day-to-day activities implementations, including tools and materials preparation, training of officers and other technical solutions.

## 1.9 Stages of ICBT Implementation

Three broad stages of ICBT are identified for implementation: the preparatory, main data collection and post-data collection phases. The training is preparing you for the second phase of implementation activities.

**FIGURE 1.1: STAGES OF ICBT IMPLEMENTATION**





### **1.10 Duration of Fieldwork**

The ICBT fieldwork will adopt two data collection approaches and will run for 12 months (360 days) which will be made up of 24 cycles with each cycle lasting for 14 days. The teams for each border will depend on how busy the border is across the 10 regions. The number of interviewers to be assigned for the identified borders will depend on the flow at that border.

## CHAPTER TWO

### 2 LEGAL AUTHORITY AND CONFIDENTIALITY OF THE INFORMATION

#### 2.1 Introduction

The Informal Cross-border Trade (ICBT) Survey will be conducted in accordance with the Statistical Service Act, 2019 (Act 1003). As an ICBT official, the law allows you (the Enumerator) to access any border or crossing point for the purpose of ICBT data collection. However, the law forbids you from conducting yourself inappropriately. You are permitted to only ask such questions as are necessary to complete the questionnaire or check entries already made. Interviewers are to note that data collected from individuals are to be handled with utmost confidentiality in accordance with section 50 of Act 1003.

#### 2.2 Legal Authority for the survey

The Legal Authority for conducting the ICBT Survey is the Statistical Service Act 2019 (Act 1003). Section 26 of the Act empowers the Government Statistician to conduct statistical surveys in Ghana.

#### 2.3 Legal Right to Enter Border Post to Conduct the Exercise

Any person authorized by the Government Statistician in writing is empowered to enter any premises (borders) within reasonable hours (e.g. between the hours of 6 a.m. and 6 p.m.) for the purpose of collecting data. This does not mean that you must work only within these hours. It may be necessary for you to work outside these hours on many occasions depending on the nature of the border/ crossing point. According to section 54 of Act 1003, any person who hinders or obstructs any Survey Officer in the execution of his/her duties or makes false statements is guilty of an offence with the penalty of a fine or a term of imprisonment or both.

#### 2.4 The Act demands careful handling of documents and logistics

Section 54 of Act 1003 further provides punishment for the destruction, defacing or mutilation of forms or other documents and logistics connected with the Survey. The relevant section of the Statistical Service Act 2019, Act 1003 reads as follows:

#### 2.5 Confidentiality of survey Information

It must be emphasized that the information you obtain is **CONFIDENTIAL** and shall only be used to compile statistics. The law places a restriction on publishing particulars on individuals and that all data are published as numerical tables, summaries and general conclusions. You are not permitted to disclose any information to anyone who is not an authorized officer, nor should you leave the information where others may have access to it. Disclosure of any information obtained in the survey without lawful authority is an offence liable to a fine or a term of imprisonment or both. You will administer the questionnaire using the Computer-

Assisted Personal Interviewing (CAPI). On no account should you allow any unauthorized person(s) to use your tablet or any of the Survey instruments.

All the Survey information you receive must be kept confidential. Under no circumstance must you reveal any information to anyone unless he/she is a sworn employee of the Ghana Statistical Service (GSS) and needs it for official purposes.

## **2.6 Taking of Oath of Secrecy**

To enforce this confidentiality, you will be required to take an oath of secrecy (see Appendix 1). In the oath-taking, you will promise to fulfill your duties as an enumerator faithfully and honestly and you will promise not to disclose any information which comes to your knowledge by reason of your engagement as an enumerator/supervisor. This oath is prescribed by Act 1003 and is administered to all the staff of the Statistical Service as well as all other persons engaged to perform a duty under the Statistical Service Law. If you break your oath, you will be guilty of an offence and liable to punishment. Any person who fails to take the oath will not be allowed to work as an enumerator for the Survey.

## CHAPTER THREE

### 3 CONDUCT, ROLE AND RESPONSIBILITIES OF FIELD OFFICERS

#### 3.1 Your Behaviour is Important

The success of the ICBT depends largely on how well respondents cooperate in giving the needed information. You will work in teams consisting of a minimum of two (2) Interviewers and one Supervisor, depending on the area assigned. The Interviewers are required to interview all the people entering or exiting the border post that is assigned to the team and record accurate responses. By the time you approach the people, every effort would have been made already to publicize the ICBT through all the important publicity and education channels such as the Press, Television, Radio, Community Information Centres, Chiefs, Assemblymen/women and Unit Committee Members to obtain the cooperation of the people. Nevertheless, your success as a field officer depends greatly upon your approach.

#### 3.2 How to Approach People

Whenever you are at a border, for an interview, remember that you are a stranger and must, therefore, observe all the following rules and customs governing the area you are in:

1. Politely approach the transporter/trader;
2. greet and exchange customary courtesies;
3. look cheerful;
4. Seek the permission of the customs officials at the border and explain the reasons why you are there; and
5. Answer every question that you will be asked about the exercise truthfully and politely.

Example of a good introduction:

*"Good morning, Sir/Madam, I work with Ghana Statistical Service which is currently conducting the Informal Cross-Border Trade (ICBT) Survey to interview all transporters/ traders crossing or entering this border nationwide. I am a Field officer (SHOW YOUR ID CARD) assigned to this area. The information collected from this survey will be used to guide policy and planning for Ghana's development. The information you give me will be strictly confidential and will not be disclosed to anybody."*

Many of the people you will meet may already be aware of the nature of the work you are engaged in. If a transporter/trader does not know about the survey, you must proceed to briefly explain the nature of the ICBT operations to them. You must desist from promising any developmental projects or other rewards in cash or kind to respondents. You must also explain that ICBT has nothing to do with taxation and deportation of non-Ghanaians. Explain that the information provided is confidential

because the Statistical Service Act (2019) forbids the disclosure of any personal/individual information obtained to any organization for taxation or deportation of non-Ghanaians. Immediately after the introduction and your brief explanation:

- a. Proceed to obtain the information required. Do not waste time with any person or group of persons as this may delay your work during the survey period.
- b. Do not be aggressive nor overly sociable but maintain a pleasant and business-like composure.
- c. When you are done, remember to thank the respondent, for their cooperation.

### 3.3 Language of the Interview

You must as much as possible, conduct your interview in a language that is understood by the person who is answering the questions. Occasionally, you will meet individuals who do not understand any of the languages you speak. In such cases, you must seek assistance from a member of your team or nearby person who can help to translate the questions as well as the responses. The interpreter person must be told that he/she must not add anything to the questions you have asked, nor volunteer any explanations to the responses. During the interview, if the respondent raises any objection to the actions of this interpreter, ask the respondent to replace him/her.

### 3.4 What You Wear Matters

Every Field officer will be given an ICBT jacket and ID Card. Always wear these outfits during the survey period. Put on simple but decent clothes that are welcoming, and culturally acceptable in the locality. Do not wear anything to frighten, intimidate, or offend any person or the people whose co-operation you are seeking. Do not wear clothes that resemble the uniforms of a police officer, a soldier, a scout, a fire, prison, customs, or immigration officer, or use paraphernalia of any political party. Avoid clothes that indecently expose parts of your body.

**NOTE: ALWAYS WEAR YOUR ICBT JACKET or T-SHIRT AND ID CARD.**

Choose comfortable footwear that covers the whole foot to facilitate movement during the survey period and protect your feet. The golden rule: dress to blend into the environment of the interview.

**FIGURE 3.1: RECOMMENDED ATTIRE AND FOOTWEAR**



**FIGURE 3.2: INAPPROPRIATE ATTIRE**



### **3.5 Patience and Tact are Needed**

You must always be courteous and friendly. You must remain patient and tactful even in cases where respondents are being difficult or provoking. This is very necessary to obtain the cooperation of all kinds of people. You must not, under any circumstance, lose your temper because this can disrupt the entire survey exercise and make it difficult for you to proceed further, and again affect the main data collection. The success of the Survey largely depends upon the public's willing cooperation, and it is your job to obtain this by being polite, tactful, and patient always.

### **3.6 Role and Responsibilities of the Interviewer**

As an Interviewer, you play an important role in the ICBT operation. You are in a team of 910 field officers with the common goal of obtaining accurate and complete information about all borders in the country. Your job is to ask questions to every transporter/trader at every border in your assigned area correctly and record the answers accurately. It is the single most important job in the Survey. The quality of the survey data will depend largely on the effort you make and the thoroughness with which you and your fellow field officers carry out your tasks.

The information you collect becomes the foundation upon which the ICBT results will be based. You must make thus every effort to obtain complete and accurate answers and to record them carefully and correctly. The ICBT results cannot be better than the data you obtain. Incorrect data collected by field officers could potentially lead to bad decisions, policies, and development plans based on the incorrect published data and reputational damage to GSS.

#### **3.6.1 You must work through to the end of the data collection exercise**

You are expected to work conscientiously to complete work in the border post

assigned to you in the stipulated time. You should not abandon the work before the end of the exercise except for the reason of sickness. In case you become ill or incapacitated while working on the Survey, you must report this immediately to your Field Supervisor or, in his/her absence, to the secretariat to arrange for your replacement.

### **3.6.2 You must work as a full-time field officer during the data collection period**

Note that your work as ICBT field officer is full-time. You are forbidden to engage in any other activity such as teaching, petty trading, or political or religious activities during the period of the survey exercise.

### **3.6.3 You must work without the assistance of unauthorised persons**

You must not permit anybody, not even members of your family or household, to help you with your work. Note that punitive action will be taken against you if found culpable.

### **3.6.4 You must be a team player**

A successful data collection exercise requires teamwork. You must therefore be a responsive and reliable team member. The survey data collection is not complete until work in all assigned borders is completed. As such, your supervisor can send you to assist a member of your team in completing a day's work when the need arises.

### **3.6.5 Checking the Completed Questionnaire**

After finishing each interview, you must verify that all the sections have been filled out correctly. You must make sure that all required information indicated in each section has been recorded correctly. This must be done immediately after the interview before data is transmitted to the supervisor and, most importantly, before leaving the border post.

You must never under any circumstance make any other changes to the completed questionnaire without asking the trader/ transporter the same questions again. Errors detected must be corrected during your stay at the border.

## **3.7 interviewing Skills**

Field officers must master the following interviewing skills which involve knowing how to:

- a) establish a good rapport with the respondent;
- b) obtain respondents' consent before starting an interview;
- c) be attentive and listen to responses provided by the respondent;
- d) ask questions without changing the meaning or sequence;
- e) probe and ask follow-up questions to elicit the right responses;
- f) record information accurately;
- g) maintain neutrality throughout the interview period;
- h) refrain from suggesting answers to the respondents;

- i) be courteous, patient, and tactful;
- j) handle difficult or reluctant respondents;
- k) patiently go through the interview with the respondent.

### **3.8 Things You Must DO**

- a. Study your Manual thoroughly to adhere to the survey field procedures and do your work efficiently;
- b. Carry your Identity Card, introductory letter, tablet and field officer's Manual with you always while working;
- c. Interview only adults;
- d. Always conduct the interview in such a way that the respondents are always assured of "confidentiality";
- e. Sync with your Supervisor after each day's work;
- f. Be patient, tolerant, and courteous always when dealing with respondents; and
- g. Discuss or report all your problems and uncertainties with your field supervisor. For instance, if you are stationed at a border post and notice that traders have shifted their activities to a new route due to rain or other factors, report this change to your supervisor immediately before taking any action.

### **3.9 Things You Must Not Do**

- a) Do not argue with your respondents (trader/ transporter).
- b) Do not enter any fictitious information on your Tablet. You will be found and charged with fraud. In some cases, respondents themselves will tell you "to provide the answers for them". You should patiently explain to them that the Survey regulation does not allow you to provide information for respondents and that you would be charged with fraud if you did that.
- c) Do not discuss politics or religion or involve yourself in any controversial arguments;
- d) Do not disclose to anyone, except to ICBT officials, any information you receive during your duties as an Interviewer.
- e) Do not permit any unauthorised person, not even a member of your family, to see the information entered on the tablet;
- f) Do not delegate your work as an Interviewer to another person; and
- g) Do not combine your work with any other activity (economic, personal, religious, political selling of items or any other commercial or organisational interest).
- h) Do not permit any unauthorized person to accompany you on your visits. If, in an exceptional case, you must depend on a guide to find a border, do not allow him/her to interfere with the interview.
- i) Do not make independent decisions on how to handle unexpected situations without consulting your field supervisor.

### **3.10 The Success of ICBT Depends on You**

The success of the ICBT depends on how well you carry out your tasks as an Interviewer. Among other things, you must be conscientious and honest. Do not



hesitate to bring to the notice of your field supervisor anything that strikes you as being doubtful. Note that your entries will be carefully checked during and after data collection is completed at each border. You can be replaced if it's found out that errors committed are unforgivable.

### **3.11 Role and Responsibilities of Field Supervisor**

The field supervisor is responsible for a border assigned to him/her. He/ she has specific roles before, during and at the end of fieldwork.

#### **3.11.1 Before fieldwork**

- a) Collect all necessary materials including bags, tablets, weighing scales and reflector jackets allocated to the team;
- b) Arrange to meet community leaders and/or traditional authorities to inform them about the objectives of the Survey, and solicit their cooperation; and
- c) Introduce the team to the customs officials at the border.

#### **3.11.2 During fieldwork**

- a) Ensure that interviewers have asked the appropriate questions of all transporters/traders identified.
- b) Check and assist interviewers in addressing challenges that may be encountered during the interview.
- c) Review the interviewers' work by carrying out checks on the answers to various questions, parts and sections of the questionnaire.
- d) Report unresolved issues, as well as challenges encountered by enumerators, to the Regional Statistician or the ICBT Secretariat.
- e) Sync with interviewers daily and review their work for errors and inconsistencies.
- f) Sync with interviewers anytime there is a CAPI update.
- g) Conduct re-interviews.
- h) Sync to HQ daily. [Note: No Sync, No Sleep (NSNS)].
- i) Act on feedback from Data Quality Monitors (DQMs) on data-related errors.
- j) Report to the Data Quality Monitoring Team (DQMT) and request support where necessary.
- k) Notify DQM after a cycle is complete and closed.

#### **3.11.3 After fieldwork**

- a) Account for all borders in the assigned district and make sure they are reflected in the database.
- b) Ensure that data for the border assigned to the team have no duplicates, gaps, or partial saves.
- c) Resolve all inconsistencies and errors identified in each border assigned to your team.
- d) Reconcile data on tablets with DQM.
- e) Collect all returnable materials and logistics and submit them to the Secretariat;
- f) Return signed Assets and Material Return Forms; and

- g) Submit all financial returns to the Secretariat.

### **3.12 Relationship with Supervisor**

Interviewers should always follow the advice given to him/her by the supervisor who is the representative of the ICBT Secretariat at the regional level. He/ she will assign each interviewer to work at the beginning of each cycle of the survey. To certify that your work is up to standard, the supervisor will carry out the following checks in the field.

- a. He/she will examine in detail all questionnaires filled out by each interviewer to verify that each interview was conducted completely and properly.
- b. Each day he/she will discuss your work with you and make regular reports to the Project Directorate on your performance in the field.

Your supervisor is the link between you and the survey organisation. Just as you will receive instructions from him/her, you must inform him/her of any difficulties or problems that you encounter. For instance, if you do not understand a procedure or the meaning of a question in the questionnaire, you should ask your supervisor for an explanation.

## CHAPTER FOUR

### 4 SEXUAL HARASSMENT

#### 4.1 Introduction

One of the indicators of development is the freedom to express oneself in terms of speech and actions. What needs to be emphasised, however, is that these freedoms, rights or expressions must be situated within the confines of the legal framework (e.g., the 1992 Constitution of Ghana), policy (e.g., the Sexual Harassment Policy of GSS) and regulations (e.g., survey manual for ICBT). Ghana Statistical Service is a multicultural workplace and working relationships between persons at our offices and on the field (for research) must take account of how people express themselves. Within the context of this multicultural environment, all officials are expected to observe the highest possible standards of behaviour, respecting the dignity and personal integrity of their colleagues and any person they interact with.

The ICBT presents domains of activities including training of trainees, and fieldwork. This provides an avenue for people to interact with persons with varied demographic characteristics. In all these activities, every officer that will be engaged must adhere to all principles, policy dictates and legal positions regarding harassment in general, and sexual harassment in particular. Therefore, all officials are expected to take responsibility for their own actions and to conduct themselves in accordance with this policy.

#### 4.2 Definition of Sexual Harassment

ICBT field data collection adopts the definition in the Sexual Harassment Policy of Ghana Statistical Service as follows:

Sexual harassment is the uninvited and unwelcome sexual advances (usually repeated or persistent), requests for sexual favours, and other verbal or physical conduct of a sexual nature, in the workplace or in connection with work, when:

- a. Agreement to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, promotion, or satisfactory evaluation; or
- b. Acceptance to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or
- c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Not all forms of sexual harassment are intentional. There are situations where certain behaviours may be unwelcome, but unintentional on the part of the one engaging in that behaviour. Nonetheless, this still constitutes sexual harassment.

### **4.3 Objectives of the GSS Sexual Harassment Policy**

The main objective is to avoid and prevent sexual harassment during the ICBT training and fieldwork. Specifically, the objectives are to:

- a) Create and reinforce awareness of officers about sexual harassment;
- b) inform and deepen the knowledge of officers on issues relating to sexual harassment;
- c) Build the capacities of officers (especially females) to identify cues of sexual harassment;
- d) Develop the skills of officers to avoid and prevent sexual harassment;
- e) Develop the ability and confidence of officers to report any hint of sexual harassment; and
- f) Educate officers on sanctions against perpetrators and provide psycho-social therapy and support for victims.

### **4.4 Forms and Acts of Sexual Harassment**

The three main forms of sexual harassment are explained below;

#### **4.4.1 Verbal sexual harassment**

Verbal forms of sexually harassing behavior are those that are spoken and unwelcome. Verbal sexual harassment includes sexual innuendo (suggestion or intimidation) or other suggestive comments, sexual jokes, sexual propositions or advances, and threats and insults. One does not necessarily need to have physical contact in order to have evidence and/or a valid case to report or make a complaint for sexual harassment.

#### **4.4.2 Non-verbal sexual harassment**

Physical forms of sexual violence include the intentional touching of one's own body, the unwelcome touching of another person's body, and the inappropriate display of a body part. Examples of unwelcome touching are brushing up against someone, touching, leaning onto someone, hugging and more. Physical forms of sexually harassing behavior are easy to see or feel.

**TABLE 4.1: FORMS OF SEXUAL HARASSMENT**

<b>Verbal</b>	<b>Non-Verbal</b>	<b>Physical</b>
<ul style="list-style-type: none"> <li>➤ Referring to an adult in demeaning terms such as a girl, hunk, doll, babe, or honey.</li> <li>➤ Unwanted communication for sexual favours.</li> <li>➤ Whistling or catcalling.</li> <li>➤ Making sexual comments about a person's clothing, anatomy, look, or rating their sexuality.</li> <li>➤ Making offensive or derogatory sexual comments or innuendos.</li> <li>➤ Turning work discussions to sexual topics.</li> <li>➤ Unwanted sexual teasing, epithets, slurs, jokes, remarks, or questions.</li> <li>➤ Asking personal questions about social or sexual life sexual fantasies, preferences, or history.</li> <li>➤ Unwanted and repeated pressure for dates from an individual who is not interested.</li> <li>➤ Making kissing sounds, howling, and smacking lips.</li> <li>➤ Telling lies or spreading rumours about a person's sex life.</li> <li>➤ Unwanted telephone calls, or voice messages of a sexual nature.</li> <li>➤ Recounting one's sexual exploits in front of other people.</li> <li>➤ Soliciting or pressuring someone to sit on your lap.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Looking a person up and down (elevator eyes).</li> <li>➤ Following, stalking, hanging around a person, invading one's personal life.</li> <li>➤ Giving unwelcome personal gifts.</li> <li>➤ Displaying sexually suggestive visuals - sexually graphic magazines, calendars, posters, drawings, pictures, wallpapers, screensavers, and explicit films.</li> <li>➤ Playing sexually suggestive music.</li> <li>➤ Making sexually suggestive signals, and gestures with hands or through body movements.</li> <li>➤ Making facial expressions such as winking, throwing kisses, or licking lips.</li> <li>➤ Unwanted sexual looks leering, ogling or "undressing a person with your eyes".</li> <li>➤ Use or display of sex toys.</li> <li>➤ Inappropriate behaviour in or near washrooms.</li> <li>➤ Revealing parts of one's body in violation of common decency.</li> <li>➤ Written forms - sending love notes or letters, suggestive comments on memos, drawings (sometimes anonymous).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Actual or attempted rape or sexual assault.</li> <li>➤ Giving a massage around the neck or shoulders.</li> <li>➤ Hugging, kissing, fondling, patting, or stroking.</li> <li>➤ Touching or rubbing oneself sexually around another person.</li> <li>➤ Touching an employee's clothing, hair, or body.</li> <li>➤ Standing close or brushing up against another person.</li> <li>➤ Unwanted deliberate touching, leaning over, cornering, or pinching. Impeding or blocking movement.</li> </ul>

## **4.5 Cues of Sexual Harassment**

There are various cues that could mean or lead to sexual harassment. What you must know is that the activity must be an unwelcome behaviour to the recipient.

### **4.5.1 Comment on physical appearance**

Complementing the physical appearance or outfit of a person is often expected to be supported with good intentions. For instance, 'you look good', is a compliment. However, if the compliment has evidence of sexual nature, is inappropriate and makes a person feel uncomfortable, intimidated, or objectified, it is sexual harassment. For example, "You dressed well today. Got a 'special meeting' with your super boss?" If the recipient feels uncomfortable about it, then it is sexual harassment.

## **4.6 Stalking through digital media**

Sending inappropriate messages, images and videos, making offensive comments, etc. via online/ social media that are unwelcome by the recipient is sexual harassment. During training or fieldwork, a person may contact a colleague at odd hours (on WhatsApp, Instagram, Facebook, etc.) with the excuse to discuss training or work-related issues, and then take advantage to continue with sex-related chat after the discussion about work is over. However, when it is done without the consent of the other person or in the absence of a positive response from the other end, then it becomes sexual harassment.

### **4.6.1 Physical harassment that is not sexual**

Not all unwelcome physical contacts have to be sexual in nature for it to be sexual harassment. As long as a recipient of the touch feels uncomfortable, it can be classified as sexual harassment. For instance, patting on a person's back, rubbing someone's shoulder, putting a hand over the shoulder, subtly brushing against another person's body, physically blocking a person's movement, or even leaning closer to a person are some subtle forms of sexual harassment. Some of these may look unintentional, but if the person at the receiving end finds it uncomfortable, and the behaviour continues, it can be considered sexual harassment.

### **4.6.2 Persistent proposal without consent**

It is not uncommon for a person to propose a date, friendship, or even sexual activity to another. If the recipient turns the request down, the proposer must respect the response and dignity of the recipient and maintain professionalism. If you continuously make such romantic advances at a person when he/she has already turned the proposal down is sexual harassment.

#### **4.6.3 Advances and threats**

When romantic relationships end, may be unwilling to let go. Persistently requesting the former partner to get back using threats to reveal past secrets, expose sexual pictures or videos, etc. constitutes sexual harassment.

#### **4.6.4 Unwelcome conversation and jokes with sexual nature**

There are times friends, or colleagues engage in conversations about a person's sex life. Such unwelcome conversations constitute sexual harassment. Similarly, unwanted jokes that are sexual in nature is considered sexual harassment.

#### **4.6.5 Peer pressure**

Peer pressure occurs when individuals are influenced by their peers (people of similar age, status, or interests) to engage in certain behaviours, whether those behaviours are beneficial or detrimental.

#### **4.6.6 Victim of revenge**

There are situations where the rejection of sexual advances could lead to sexual harassment via retaliation. An example is rejecting the romantic proposal of your superior only to be dismissed or intimidated by your employer as revenge for the rejection of the romantic proposal.

### **4.7 Prevention of Sexual Harassment**

The following strategies can help prevent sexual harassment during the ICBT training and fieldwork.

#### **4.7.1 Be mentally stable and focused:**

- a) Don't blame yourself;
- b) Say No clearly and firmly;
- c) Don't be surprised about the behaviours of others; and
- d) Be bold and give yourself credit for your actions - for example, reporting sexual harassment case(s)

#### **4.7.2 Take appropriation actions:**

- a) Find a way to speak out;
- b) Document every incident in detail and keep every evidence;
- c) Make use of internal and external grievance systems to file a complaint; and
- d) Report to the Police if necessary.

An individual who believes that she or he has been or is being harassed, should do the following: make personal written notes of relevant events, as soon as possible after the incident(s) has (have) occurred, noting date(s), place(s). a short description of what happened and the names of any witnesses and/or of any third parties to whom the incident might have been mentioned.

## **4.8 How to React to Sexual Harassment**

If you become a victim of sexual harassment during the training and fieldwork, follow the steps below:

### **4.8.1 Formal approach**

Speak to the Coordinator (Dominic Odoom – 0245914227) or any member of the GSS sexual harassment committee member (Gloria Akoto -Bamfo - 0244610766, Elizabeth Baffoe-Bonnie - 0266117177, Kwadwo Asante - Mensah - 0244614276).

### **4.8.2 Informal approach**

1. Speak firmly to the harasser about the behavior and draw his/her attention that such behavior is unwelcome and inappropriate, and you detest it;
2. Speak to his/her friends and colleagues to inform him/her about the unwelcome behavior;
3. Get a trusted person to mediate on the issue and if the act does not stop, report to the Project Coordinator as directed; or
4. Report the unwelcome behavior to any of the trainers or supervisors you trust.

## **4.9 Sanctions for Sexual Harassment**

1. Proven cases of sexual harassment will be subject to any one of the following sanctions: warning, reprimand, censure, temporary or indefinite suspension, discharge and summary dismissal.
2. Any participant who reports sexual harassment will be protected from any form of reprisal.
3. In view of the seriousness with which the GSS views sexual harassment in the workplace, special procedures have been set forth for the handling of such cases.

## **4.10 Procedures for Reporting Harassment and Effect**

1. Record cases and send them to the Project coordinator who would then refer them to an investigation committee.
2. It is a serious offence if you initiate the process to blackmail.

## **4.11 Discussion of Intent versus Impact**

How do you know if your comments or actions are unwanted or unwelcome? Test yourself by asking these questions:

1. Is there equal power between me and the person I'm interacting with?
2. Is there equal initiation and participation between me and the person I'm interacting with?
3. Would I behave the same way if the person I'm in a relationship with were standing next to me?



## **CHAPTER FIVE**

### **5 PRELIMINARY OPERATIONS BEFORE FIELD DATA COLLECTION**

#### **5.1 Training Programme for all Field Officers**

Field officers would be trained comprehensively on all aspects of the ICBT. Primarily, the training includes concepts and definitions of the survey as well as how to carry out the fieldwork. The training also covers the duties of a Field officer before, during and after fieldwork.

The participant-centred approach is adopted for the training. It will be interactive with group work, presentations and discussions, mock interviews, class assessments, field practice, and small group discussions (using English and local languages). The objective is to ensure that concepts, definitions and procedures for collecting data are well understood. Trainees are encouraged to participate and contribute to all activities during training. At the end of the training, it is expected that each participant will be able to interpret and complete the Survey Questionnaire using the CAPI system.

Field officers would be selected for fieldwork (i.e. the main data collection) based on the following criteria:

- a) Performance on assessments;
- b) Contributions made during training sessions;
- c) Performance during field practice;
- d) Fluency in one or more local language(s) spoken in the locality;
- e) General appearance, attitude, and behaviour; and
- f) Punctuality and attendance.

#### **5.2 Documents and Materials to Receive After Training**

For the successful execution of your duties as a Field officer, you will be provided with the following documents and materials;

- a) Tablet and Charger
- b) Tablet Case
- c) Power Bank
- d) Field Bag
- e) ICBT Jacket
- h) Identity Card
- i) Field Officer's Materials Receipt Form (Photocopy)
- g) Raincoat

Some of the items are returnable after the field data collection. These are the tablets, power banks, and ID cards. The ICBT Secretariat would make this information known before the start of the exercise. You need to take note of this information because failure to submit a returnable item will attract a penalty.

### **5.3 Field officers' Materials Receipt Form**

Interviewers should complete the appropriate part of the Field officer's Materials Receipt Form (refer to Appendix) whenever they receive any document or material from the Field Supervisor. The Supervisor should equally do the same whenever an Interviewer hands over any document or materials to him/her.

### **5.4 Community Entry**

#### **5.4.1 Introduction**

Securing and sustaining the community members' interests is critical during the survey. This is because of the support and cooperation of communities and will ensure the successful collection of complete and accurate data. Effective community entry is therefore critical. Opinion Leaders provide the Field officers the opportunity to make the right contacts; engage with the right people or leadership of the community; clarify the purpose of the visit; and specify the support expected from the leadership of the community. The community entry will enable the Field officers to determine challenges, know who and where to contact them if they are faced with any challenges and develop appropriate measures to prevent or minimise these challenges.

#### **5.4.2 Community**

This refers to an area holding a group of people with a defined location, name and/or organised hierarchy of leadership. As defined, communities are residential spaces or settlements which are also referred to as towns, localities, estates, suburbs, villages, hamlets and cottages. In this regard, borders in districts, localities, communities or hamlets demand a call to opinion leaders, assemblymen and women, chiefs, and key stakeholders like the Ghana Immigration Service (GIS) and Ghana Customs Division of the Ghana Revenue Authority (GRA) and place a notification before commencement of work.

#### **5.4.3 Community Leadership**

The leadership could either be traditional, political (Assemblymen, unit committee members) or opinion/focal persons (religious, educationists, elites, health workers). This leadership varies across communities.

#### **5.4.4 Community entry**

Community entry refers to recognising the locality, its leadership and its people, and adopting the most appropriate process in meeting, interacting, and working with them to enhance the cooperation of the community members to participate in the survey. An effective community approach will potentially enable the Field officers to initiate, nurture, and sustain a desirable relationship to secure the cooperation of members of a locality in all aspects of the survey.

In border communities, it is necessary to contact the Leadership or opinion leaders such as Assemblymen/women and Unit Committee members to inform them of your mission before you start your fieldwork. :

- a) Teams should, as much as possible, visit all borders within their districts and meet with the leadership of the community (chiefs, elders, assemblymen /women,

etc.);

- b) Talk about the importance of the exercise; and
- c) Communicate the need to encourage their subjects and residents to make themselves available and provide accurate data.

There will be no need to meet the entire membership of the community, but when the opinion leaders request such a gathering, the Supervisor should not hesitate to speak on the subject to the entire community. Field officers must be tactful in this regard and be prepared to answer all questions accurately in order not to create any doubts in the minds of the people.

#### **5.4.5 Guidelines for community entry**

The team will arrive in the community a day before the start of the fieldwork. Accompanied by the interviewers the supervisor will visit the opinion leaders. The Team must contact the community leaders of all localities to:

- a. Introduce the team members;
- b. Explain the purpose of your visit, the ICBT, and the benefits the community could derive;
- c. Seek any support the team may require from the community to accomplish their tasks;
- d. request their cooperation and full participation; and
- e. Ask for any new localities they know about that there are borders traders cross to the neighboring country closer to where you are working.

### **5.5 Basic Security, Health, and Safety Guidelines for Field officers**

#### **5.5.1 Introduction**

As a Field officer, you may be required to collect the data within complex, hazardous, remote, and dynamic socio-political contexts. The quality of data collected, and the security of the Field officers and logistics are critical to the success of the entire survey. This section provides a set of guidelines to equip all ICBT officials (including Field officers, Monitors, Supervisors, Interviewers, etc.), with the requisite knowledge in identifying hazards, assessing threats or situations and mitigating or de-escalating, as needed, to ensure the safety of their lives as well as all logistics in their possession.

#### **5.5.2 Definition of Concepts**

- **Security:** This refers to being free from danger or threat
- **Health:** This refers to the state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.
- **Safety:** This refer to the condition of being safe from undergoing or causing hurt, injury, or loss.

#### **5.5.3 Identifying hazards and assessing the risk**

The Field officer is expected to identify all possible threats to his/her safety and logistics in his/her custody at all times. Potential hazards include diseases/illnesses; attacks by animals including snake bites; theft, harassment (i.e. sexual and verbal); assault; etc. For each of the hazards identified, the Field officer should be able to determine the

likelihood of the event happening and its consequences on his/her life or the safety of the survey logistics. The assessment should be done using personal judgment or perception.

#### **5.5.4 Mitigating potential risk**

As a Field officer, you need to decide quickly what action is needed to better manage a suspected risk. It is important to note that you should avoid panicking in whatever situation you find yourself as that could scale up the identified risk. To mitigate the identified risk, it is important to emphasise that apart from ensuring your own safety, you are also responsible for whatever equipment is in your custody. The under-listed guidelines are to prepare Field officers to prevent or effectively handle such security risks or threats. These guidelines, though not exhaustive, if adhered to, could limit significantly, the risks in the field.

- a) Always keep a clean and filled water bottle on you to reduce the risk of dehydration.
- b) Always keep some amount of money (physical cash and momo) on you before stepping out for work.
- c) Keep all equipment and gadgets (i.e. tablets, power banks, etc.) inside your bag always except when administering a questionnaire.
- d) Avoid shortcuts, dark routes, and suspicious neighbourhoods.
- e) Avoid arguments with persons that you meet.
- f) Avoid going to the field with expensive articles such as jewellery.
- g) If possible, avoid working at night and before dawn.
- h) Always let your supervisor know the exact location you are working.
- i) Where necessary, report any incidents to the Police.

#### **5.5.5 Health Guidelines**

Communicable diseases are spread when one's fingers (or hands) touch infected surfaces such as door handles, tables and fabrics, and the infected fingers touch the mouth, eyes, or nose. Diseases can also be transmitted through the air or from animals to humans. Symptoms may include fever, cough, running nose, sore throat, headaches, diarrhoea, body temperature above 37.5°C, shortness of breath, loss of taste and/or smell.

To reduce these infections and threats:

- a) Use an alcohol-based hand sanitiser with at least 70% alcohol.
- b) Always wash your hands first with soap and water if your hands are visibly dirty, after using the washroom, before eating, and after blowing your nose, coughing, or sneezing.
- c) Avoid touching your eyes, nose, and mouth.
- d) Cover your nose and mouth with disposable tissue when coughing or sneezing, and then properly dispose of the tissue.
- e) Clean and disinfect frequently touched objects and surfaces using regular household cleaning spray or wipe.
- f) Avoid contact with people who are sick.
- g) If you are on medication, take your medicines regularly and always carry them with you.

h) Stay at home if you are sick and notify your supervisor.

## CHAPTER SIX

### 6 BASICS OF TABLET AND USE OF CAPI

#### 6.1 Introduction

The availability of information and communication technology offers direct data entry and data transfer of censuses and survey interviews via handheld devices such as Personal Digital Assistants (PDAs), Tablets, Mobile Phones Smartpens, etc. Since 2014 GSS has been collecting field data using tablets and ICBT will not be an exception.

The immense benefits of leveraging handheld devices in data collection by implementing skip patterns, consistency checks, and near-real-time data transmission have proved to reduce the lag in data processing time and release of survey reports. This approach also minimizes errors at the point of data collection. This contrasts with the traditional way of conducting paper and pencil interviewing (PAPI) which lacks near real-time data transmission and data quality control. This section is in two parts: tablet handling and safety and the use of the CAPI Application.

#### 6.2 General Overview of a Tablet

##### 6.2.1 What is a tablet?

A tablet (see Figure 9.1) is a wireless portable personal computer with a touchscreen as a primary input/output interface. It is typically smaller than a notebook computer, but larger than a smartphone. Tablets use android, windows, or mac (IOS) operating systems. The ICBT tablets use the Android operating system. Figure 7.1: Features of a tablet

FIGURE 6.1: A PICTURE OF TABLET



### 6.3 Tablet Accessories

These are items that are added to the tablets to aid its functionality. E.g. SD card, charger, power bank, and android cable.

FIGURE 6.2: TABLET ACCESSORIES



- **Android charger:** It is an accessory that is attached to the tablet to enable you to recharge the tablet's battery whenever the battery life is low or exhausted.
- **SD card (Secure Digital card):** It is a type of memory card slotted into the tablet purposely for backups.
- **Power bank:** It is a portable power storage device designed for recharging the battery of mobile phones, tablets and other such electronic gadgets.

### 6.4 Key functions of the tablet required for ICBT CAPI application

The three (3) key functions of the tablet that the Field officers would be using throughout the field exercise are;

- a) Location (for GPS taking),
- b) Bluetooth (for syncing data between Field officers) and
- c) Mobile Data or Hotspot (for syncing data to HQ).

#### 6.4.1 Location (for GPS taking):

Global Positioning System (GPS) is a satellite-based navigation system that provides precise location and time information to users anywhere on Earth. It consists of a network of satellites in orbit around the Earth, ground-based control stations, and GPS receivers or devices. They are usually expressed as a combination of Latitude, Longitude, Altitude and Accuracy levels. GPS accuracy level refers to how close a device's calculated position is from the actual, expressed as a radius. The lower the value, the higher the accuracy. For the purposes of ICBT the acceptable accuracy level is 5 meters or less. Turn on the Mobile Data for the internet to enhance the accuracy of the GPS coordinates taken.

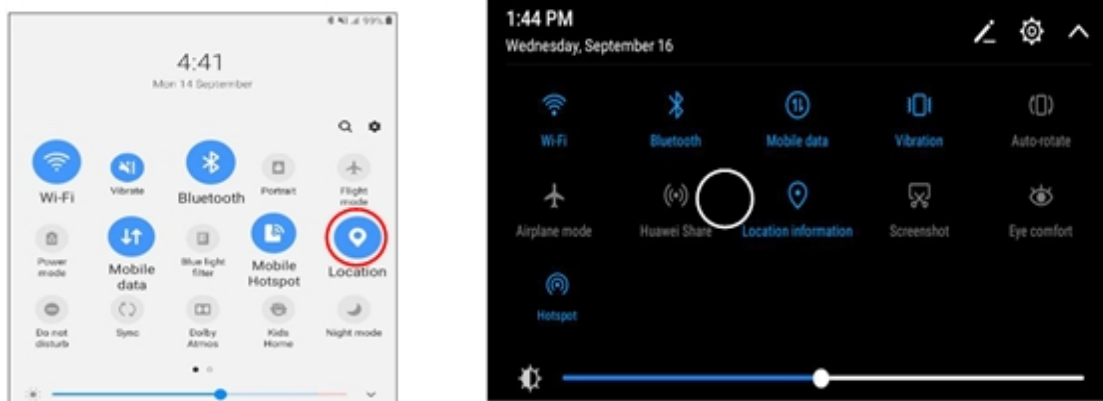
To take the GPS coordinates with the CAPI, turn on the location function on the tablet to enable it to read the GPS coordinates of every structure during fieldwork. CAPI will

prompt you if the location function on the tablet is off when taking the GPS coordinates of a structure.

### How to turn on Location (GPS):

- Swipe down from the top of the Tablet Home Screen to view the status bar
- Tap on the Location icon to activate it. The icon will change colour when activated

FIGURE 6.3: TURNING ON GPS



### Picking accurate GPS Coordinates

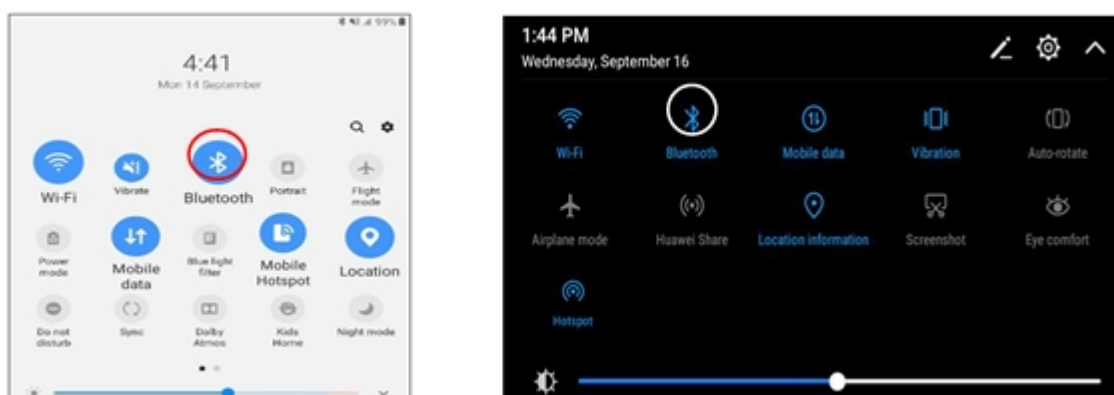
- Do not pick GPS coordinates under cloudy/dark weather.
- Do not move the tablet while the GPS is reading.
- Always stand in the middle or in front of the structure to pick the GPS coordinate.
- Never pick GPS coordinates under a shade, shed or roof.
- Stretch out the tablet with the screen fully exposed to the sky when taking the GP Location Accuracy Settings.
- Open your device's Settings.
- Tap on Location.
- Tap on Advanced >> Google Location Accuracy.
- Turn on 'Improve Location Accuracy'.

#### 6.4.2 Bluetooth:

Bluetooth is a wireless communication technology that allows devices to connect and exchange data over short distances (10m). This function allows first-level data transmission (synchronization) between the Interviewer and Supervisor. It is also used to sync assigned EA from the Supervisor's tablet to the Interviewer's tablet.



**FIGURE 6.4: TURNING ON BLUETOOTH**



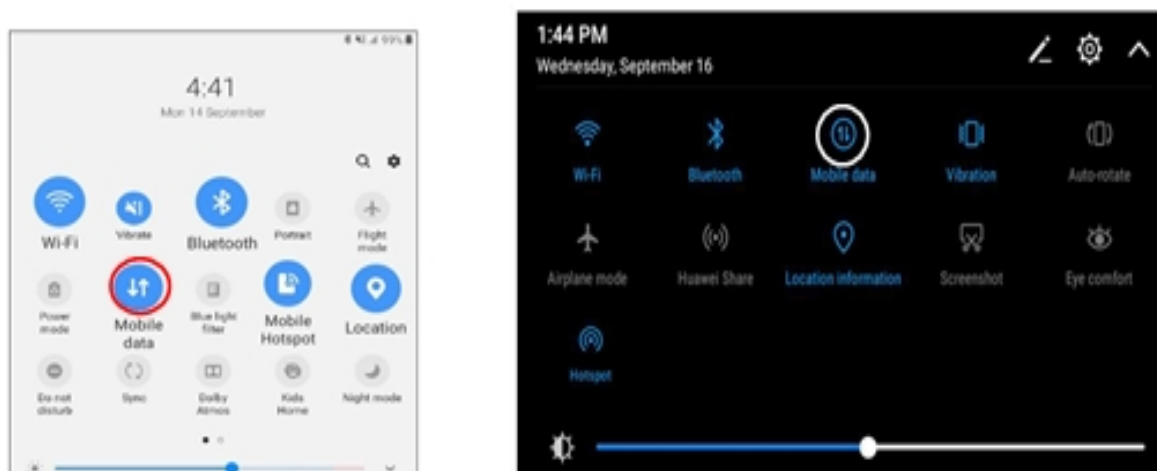
### Using Bluetooth to pair your Tablet

- Use the status bar to turn your device's Bluetooth on. From the Home screen, swipe down from the top to access the status bar.
- Tap on the Bluetooth Icon to turn it on.
- Firstly, it scans for nearby Bluetooth devices and displays them for pairing.
- Make sure the target device is discoverable on the tablet.
- Tap on the name of the target device when displayed in the Bluetooth devices section on the tablet. The tablet automatically tries to pair with the target device.
- The Bluetooth communication range is approximately 30 feet (about 10 metres).
- Both the sender and the receiver should be ready concurrently.
- Without pairing the two devices, Bluetooth data transfer from Interviewer to Supervisor will not be successful.

### 6.4.3 Mobile data:

Mobile data is an internal internet content delivered to the tablet over a SIM Card inserted into the tablet. This enables the field officer to connect to the internet for syncing data to the Central Server at HQ.

**FIGURE 6.5: TURNING ON MOBILE DATA**



### How to turn on mobile data

- From the Home screen, swipe down the status bar to display the notification panel.
- Tap on the Mobile Data Icon to turn it on. Note that a SIM card is required to have an internet connection. Check if you have enough internet data bundled (use \*124# on all networks to check). Always check the strength of the network service signals (e.g. Edge, 2G, 3G, and 4G). Network signal strength of 3G or 4G is appropriate to enable you to send the data.
- The strength of the internet connection varies depending on the type of network service available to the tablet.

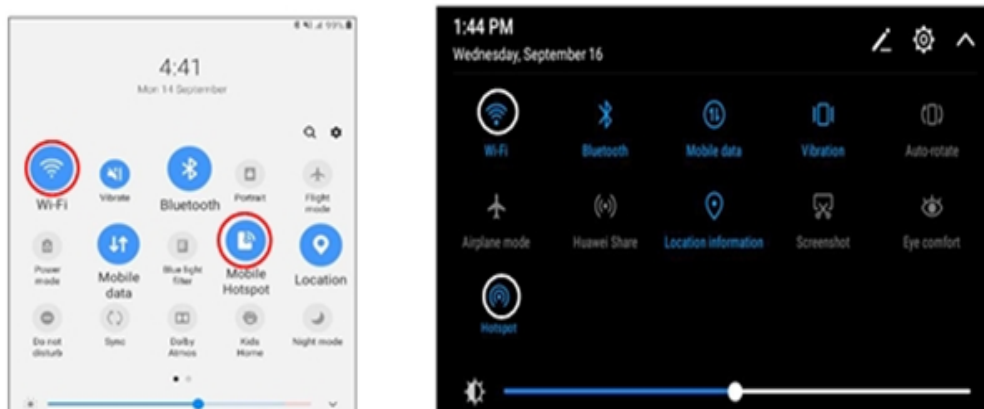
### Wi-Fi /Mobile Hotspot:

The Wi-Fi function allows computers, smartphones, or tablets to connect to the internet being broadcasted within a particular area i.e. a facility that allows the tablet to connect to an external internet source.

Mobile Hotspot is a function that allows tablets or mobile phones to share the internet with other devices (laptops, tablets, and mobile (smart) phones).

To access the internet that is being shared by another mobile phone or tablet, turn on the Wi-Fi function, identify and tap on the name of the mobile phone or tablet sharing the internet. Request for the password from the one sharing the internet if required.

FIGURE 6.6: TURNING ON WIFI/HOTSPOT



### How to turn on/off Wi-Fi

1. From a Home screen, swipe down the status bar to display the notification panel
  2. Tap on the Wi-Fi icon to turn it on and identify available networks to connect to.
- Troubleshooting Samsung/Huawei Tablet Internet Connection:

### Samsung Tablet

- From Settings >> Connections >> tap on the Wi-Fi to turn it on.
- Swipe the Status bar down to display the notification panel.
- Tap on Wi-Fi to turn it on Wi-Fi.

When Wi-Fi is turned on, the tablet automatically scans for available networks (internet sources) and displays them. Tap on the network you want to connect to. When you select an open network, you are automatically connected to the network. Otherwise, enter a password to connect.

**Date and time:**

The date and time of interviews are automatically recorded. All age and other computations are linked to the system date and time. The Date and time can be checked from the logout screen, Home Screen, or at the top right of the screen.

**Setting the correct date and time**

Setting the correct date and time on the tablet is related to complete and accurate data collection. Follow the steps below on how to accurately set the date and time.

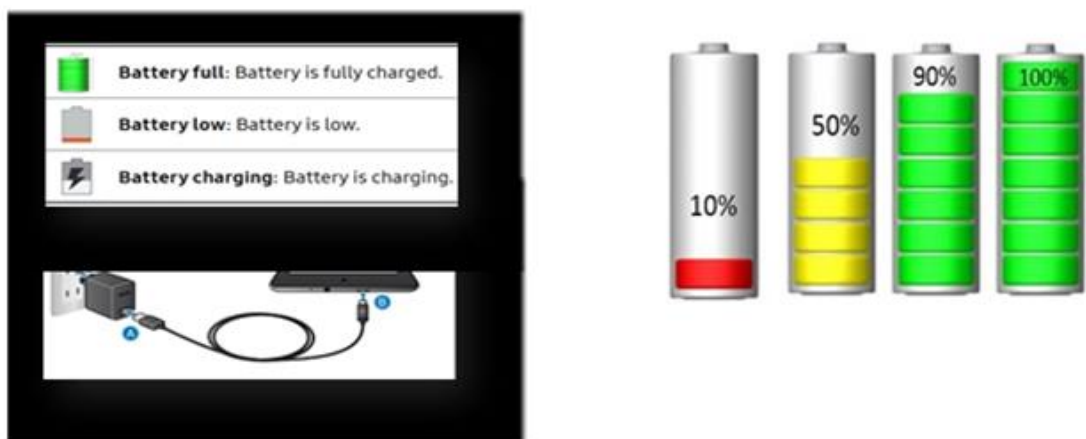
**Samsung Tablet:**

- a) From a Home screen, tap on Settings >> General Management
- b) Switch automatic time zone off or uncheck
- c) Select Date & Time >> Switch off Automatic Date & Time
- d) Select Set Date >> Set the date on the Calendar that pops up.
- e) Select Set Time >> Set the time on the clock that pops up.
- f) Select Region >> set time zone to Ghana (GMT) / Azores

**Recharging tablet battery:**

Battery Power/Life is measured by the amount of power stored in the battery at a point in time. How long the tablet's battery lasts depends on the amount of power stored in the battery. Field officers should ensure that the tablets are fully charged before work starts.

**FIGURE 6.7: LEVEL OF BATTERY CHARGE**



- Unplug the charger from the electric socket when it is fully charged
- Use the AC power supply defined in the specifications of the charger (220 Volts).
- Do not use a damaged or faulty power cable or charger head to recharge the tablet.
- Do not leave your tablet plugged in all the time or throughout the night. How to Save the Tablet Battery Life

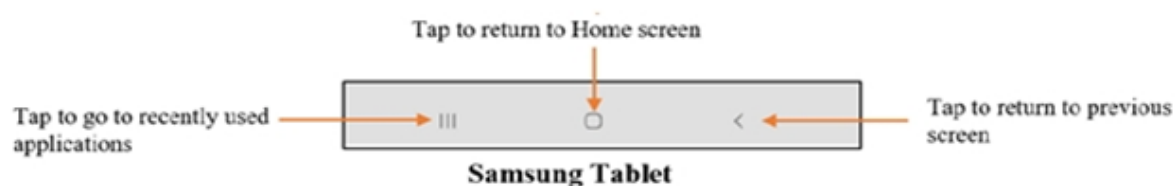
The following are ways to improve the tablet battery performance.

- Fully charging your tablet each evening will improve battery performance during the workday.
- Put the tablet into sleep mode or turn it off when not in use.
- You can also reduce the screen brightness to save battery life.
- Switch off Bluetooth, Wi-Fi, Mobile Data, and Hotspot when not in use.

### Navigation Icons:

The following icons are commonly used on the home screen or other application screens. Touch the icons to perform the following operations.

**FIGURE 6.8: NAVIGATION ICON**



## 6.5 Rules Governing Tablet Use

Field officers must adhere to the GSS acceptable tablet use policy.

- a) The Tablet and its accessories are properties of GSS, and you are responsible for taking care of them.
- b) The purpose of the tablet is for ICBT field data collection only. Using the tablet for any other purpose is strictly prohibited.
- c) Each tablet has been prepared for one Interviewer only and should be used by that Interviewer alone. Sharing the tablet with unauthorized persons is strictly prohibited.
- d) Never create a password to lock the tablet screen.
- e) Do not attempt to upgrade, update, or download/install any application on the tablet.
- f) Field officers are not allowed to repair or authorize the repair of a damaged tablet.
- g) Do not delete any folder or file from the tablet.
- h) Keep the tablet away from children.
- i) Promptly report lost or stolen tablet or any of its accessories to the supervisor or District Data Quality Management Team (DDQMT).
- j) Do not copy data off the device since it is a breach of the Data Protection Law.

## 6.6 Tablet and Accessories Care and Use

When handling tablet and accessories, do not:

- a) Expose the tablet to any liquid substance, e.g. water, cooking oil, petrol and kerosene. If any liquid enters the tablet, stop using it immediately, turn it off, remove all cables connected to it and contact the supervisor and the DIT.
- b) Place the tablet on the floor to avoid stepping on it.
- c) Place the tablet on a bed to avoid lying on it.

- d) Place the tablet on a chair to avoid sitting on it.
- e) Expose the tablet to dust or dirt which may damage it.
- f) Place heavy objects on the tablet to avoid breaking the screen.
- g) Expose the tablet to excessive heat (above 40oC).
- h) Throw or slide the tablet when putting it down.
- i) Place or slide the tablet on rough surfaces to avoid scratching the screen.
- j) Use the tablet where there are inflammables or explosives to prevent the tablet from catching fire. E.g. In a gas station, fuel pump, or chemical plant.
- k) During thunderstorms, put off the tablet and disconnect the charger from the socket if charging to prevent it from getting damaged.

## **6.7 Basic Troubleshooting**

### **6.7.1 Possible Problem 1:**

The tablet's screen turns blank.

What to do:

- a. The tablet may be in "Sleep Mode"; Press on the Power Button to wake it up.
- b. Press on the power button for about 5 seconds to on the tablet to find out if the battery has not run out. Charge the battery and turn on the tablet again.
- c. Increase the brightness of the tablet if the screen is dimmed.
- d. If the problem persists, consult the ICBT Secretariat.

### **6.7.2 Possible Problem 2:**

The tablet is not turning on (or not booting) after pressing the power button (once or many times)

What to do:

- a. The battery may not be charged. Plug the adapter into a power outlet and charge it for about 10 minutes.
- b. Turn on the tablet again.
- c. If the tablet still does not start, charge it for a few minutes more and try again. If the problem persists, consult the ICBT Secretariat.

## **6.8 Issuance and Receipt of IT Assets**

To account for all IT Assets allocated, Field officers will complete an Issuance Form when they take delivery of assets and a Receipt Form when they return them. These forms (Issuance and Receipt) will be signed by each Field officer for purposes of accountability and payment.

FIGURE 6.9: ISSUANCE AND RECEIPT OF IT FORMS

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <b>GHANA STATISTICAL SERVICE</b>  <b>INFORMAL CROSS BORDER TRADE SURVEY</b>  <b>TABLET DISTRIBUTION AND RECEIPT FORM</b> </div> </div>												
REGION.....			DISTRICT.....					Zone/Team No:.....				
SNo.	NAME OF USER	Contact Number	TABLET TAG No.	ACCESSORIES				STATUS	DATE		SIGNATURE	
				C&CH	SD Card	PB	Tab Case		Receipt	Returned	Signed In	Signed Out
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												

### 6.8.1 Issuing of Tablets:

- a. The IT Unit will issue the tablets to the ICBT Secretariat.
- b. The ICBT Secretariat will physically cross-check items received with records provided by IT and certify them.
- c. The ICBT Secretariat will issue the tablets to the supervisors and interviewers using the Tablet Issuance Form. Each team will be given a form. The supervisor and interviewers in the team will complete the form and return it to the ICBT Secretariat before CAPI training and main fieldwork start.

### 6.8.2 Receipt of Tablets:

- a. When fieldwork is finalised, each team will complete the Tablet Receipt Form and submit it together with the tablets and accessories to the ICBT Secretariat.
- b. The ICBT Secretariat will check that all accessories are returned with the tablets before the team is certified for final payment.
- c. The IT team will check the functionality of all assigned tablets and accessories before final payment.
- d. The ICBT Secretariat will finally send the tablets to HQ IT. The HQ IT will also cross-check the items with the records and certify them.

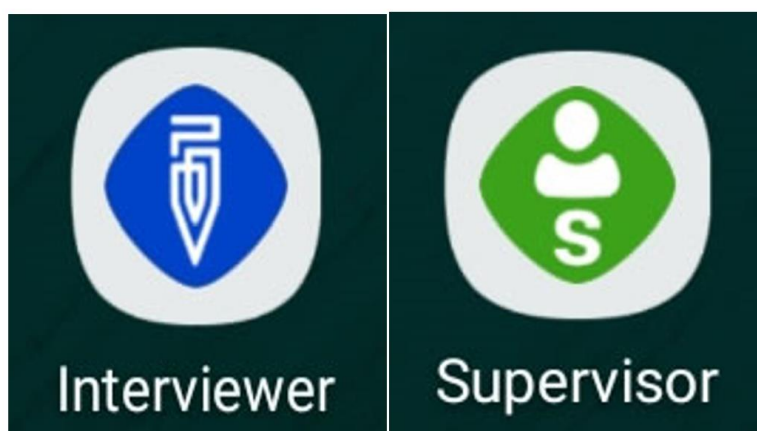
## 6.9 Introduction to CAPI

### 6.9.1 What is CAPI?

CAPI (Computer-Assisted Personal Interviews) is a technology that uses mobile devices (personal digital assistants, laptops, tablets, and smartphones) and internet or cellular networks to enable Field officers to collect data on the field. Interview Data is collected using electronic questionnaires on mobile devices and transmitted to a central server (Database) for real-time quality control and analysis. CAPI also offers active data collection management tools such as progress reports, which allow project managers to monitor and organize fieldwork efficiently.

There are two main Applications for the ICBT field work, namely the Interview App and the Supervisor App

**FIGURE 6.10: ICBT APPS**



The Interviewer App is a CAPI tool that allows for geo-fencing around the border locations to which the Field officers will be assigned to. This is to prevent collecting data into the wrong border locations.

### **6.9.2 Why use CAPI in ICBT data collection**

The use of CAPI eliminates several operational and data processing steps in traditional face-to-face paper interview data production (such as printing, data entry and physical management of the questionnaire). This reduces the time lag between data collection and analysis. Overall data quality is improved because the use of electronic questionnaires enables automatic skip patterns to check entry quality during the interviews. Data validation can be done during data collection, as the information is ready for statistical analysis as soon as an interview is completed.

### **6.9.3 Benefits of CAPI over paper questionnaire for data collection**

#### **A. Quality**

- Automatically generates skips.
- Incorporates Multimedia.
- Enables use of GPS functionality.
- Survey progress monitoring in real-time for quality control and analysis.
- Automatic filters and range checks.
- Real-time prompts for errors made.

#### **B. Timeliness**

- Reduces the time lag between data collection and publication of results.
- Reduces data entry time.
- Enables real-time data access.
- Enables real-time monitoring of coverage

#### **C. Cost**

- Space for Data Entry Office resolved
- Saves paper cost





## 6.11 Structure of ICBT CAPI Menu System

### 6.11.1 Introduction

The ICBT will engage Supervisors and Interviewers to conduct the fieldwork. These Field officers will play unique roles which were factored into the development of the ICBT CAPI application. The supervisors will use the supervisor App while the interviewers will use the interviewer App.

### 6.11.2 Login ID composition

In ICBT application usage, login is required to get access to the main system or application.

#### Supervisor Login ID

Every Supervisor is assigned a unique login ID, which is required before proceeding to use the CAPI Application. This is to control the actions of the Supervisor in a designated border and ensure accountability.

The composition of the Supervisor ID is made up of:

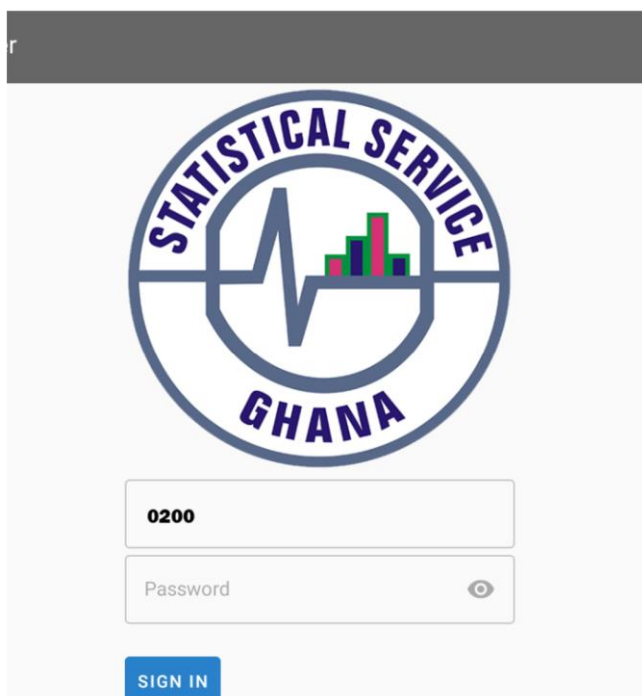
**FIGURE 6.12: INTERVIEWER LOGIN ID**

Team Number = 02

Status = 00

NOTE: All together make the Supervisor's login ID

Check for name to know if logged in with right



#### Interviewer Login ID

The ICBT field data collection will deploy 5 interviewers per team. The first Interviewer is 1, the second is 2, the third is 3, the fourth is 4, and the fifth is 5.

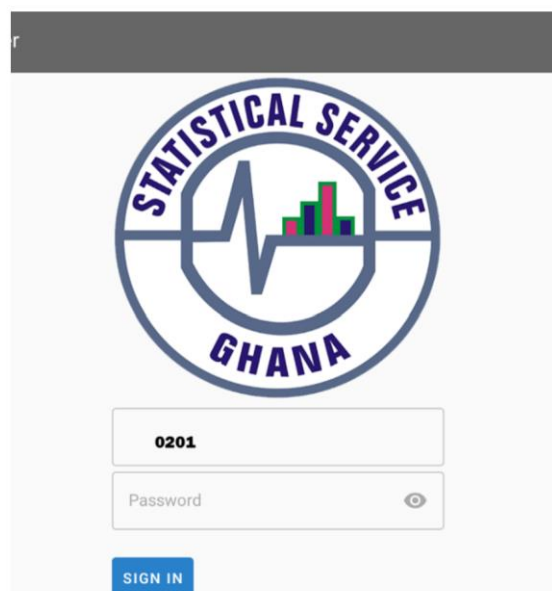
Every Interviewer is assigned a unique ID, a 3-digit code that enables the Interviewer to use the CAPI Application. This is to control the actions of the Interviewer in a designated border and ensure accountability.

**FIGURE 6.13: SUPERVISOR LOGIN ID**

The composition of the ID is:

Team Number        = 02

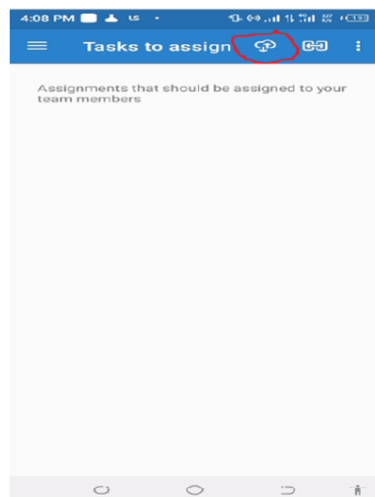
Status = 01

The image shows a login screen for the 'STATISTICAL SERVICE GHANA'. At the top is a dark grey header bar. Below it is a circular logo with 'STATISTICAL SERVICE' at the top and 'GHANA' at the bottom. Inside the circle is a blue line graph with a red bar chart overlay. Below the logo are two input fields: the first contains the text '0201', and the second is labeled 'Password' with a small eye icon to its right. At the bottom is a blue button with the text 'SIGN IN' in white.

### **6.11.3 Supervisors' main menu**

The supervisor App has to four options. The sidebar, sync from cloud, sync to interviewer(Bluetooth) and the settings option

FIGURE 6.14: SUPERVISOR MENU

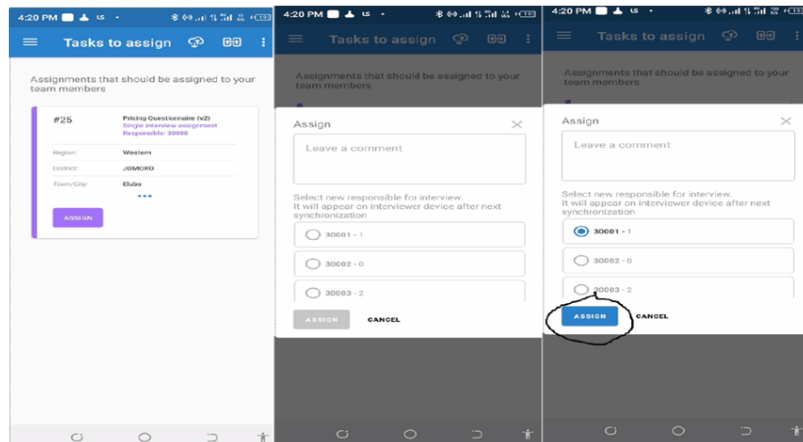


**Vertical Sync:**

This button allows supervisors to receive the forms from the HQ

**Horizontal Sync:** This allows supervisors to send forms to interviewers or receive data from interviewers via Bluetooth.

**Settings and Support:** Allows supervisor to make changes to the default settings such as time zone on the App



**Sync with Supervisor:**

This allows the Supervisor to transmit assignments assigned to the respective Interviewers' tablet. It is also used to receive data from the Interviewers' tablets.

The Supervisor taps on the "Horizontal Sync" in the main menu. The Interviewer also selects the "Horizontal Syn" on their main menu and automatically the system detects each other and syncs the data across. These actions on both tablets activate the Bluetooth pairing to pair both tablets. As a result, the assignment will be transmitted to the interviewer's tablets or the data on the Interviewer's tablets will be transmitted to the Supervisor's tablet.

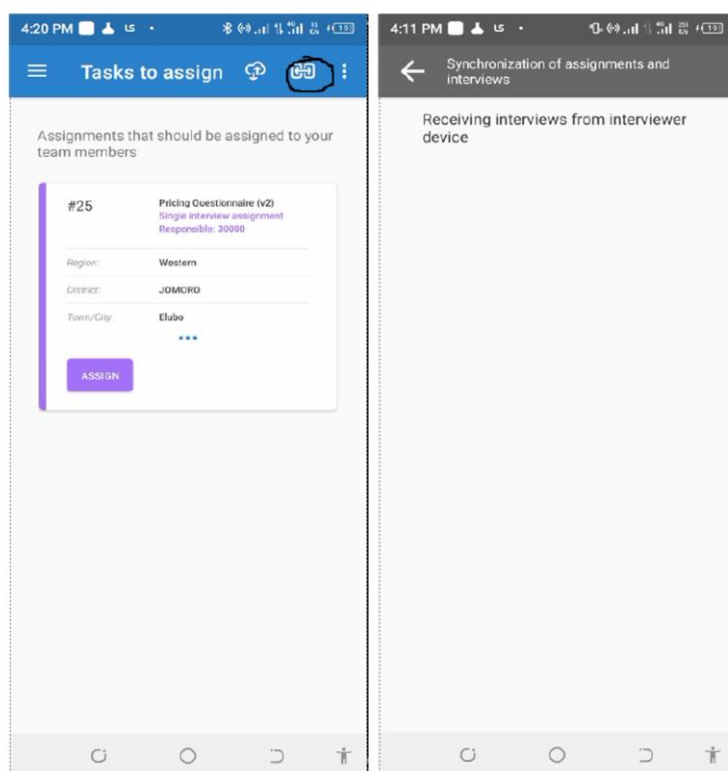
**FIGURE 6.15: SUPERVISOR SYNCING WITH INTERVIEWER VIA BLUETOOTH**



#### Sync Assigned Boarders:

This allows the Supervisor to transmit shared assignments to Interviewers for data collection.

**FIGURE 6.16: SUPERVISOR SYNCING WITH HQ**

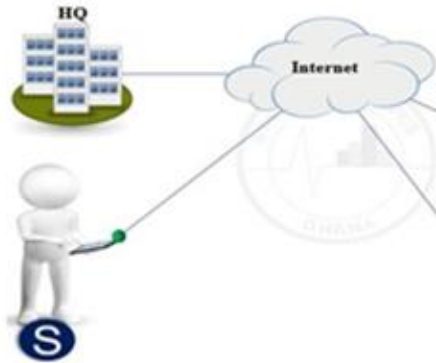


- Sync with HQ:

This allows the Supervisor to sync data to HQ server as in Figure 1.5. Hence Supervisors must sync data to HQ each day after the close of work or early morning before work

starts. Data syncing can also be done occasionally during the day, after some interviews have been conducted to secure the data collected.

**FIGURE 6.17: SUPERVISOR AND INTERVIEWER SYNCING DATA TO HQ VIA THE INTERNET**



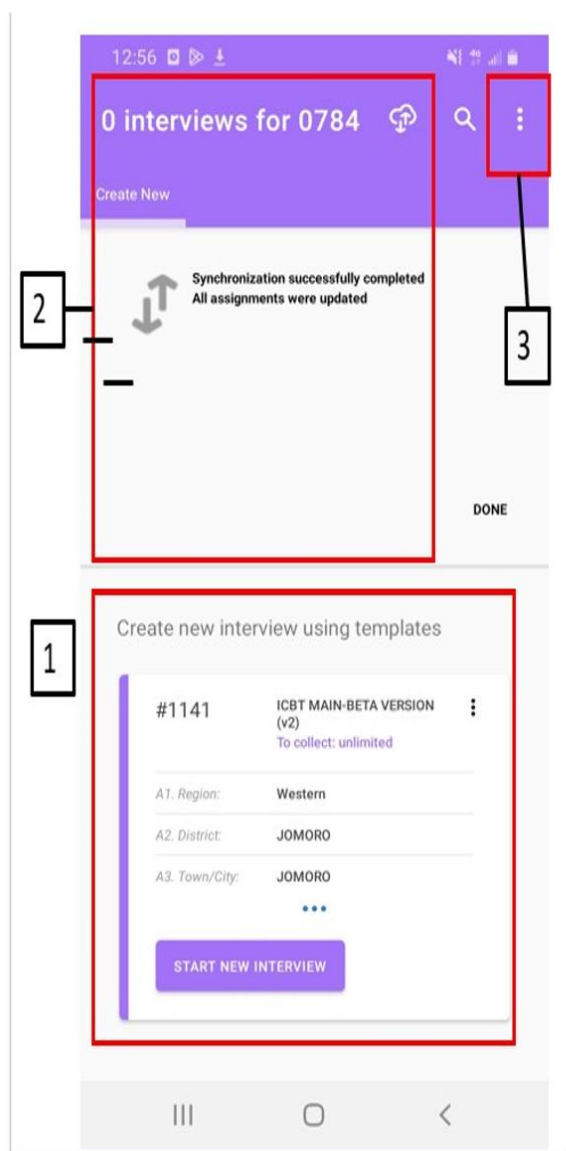
Update Setup Files:

This allows the Supervisor to update the CAPI Application files where necessary so that syncing with the Interviewers for data will also update the CAPI Application files on their tablets.

#### **6.11.4 Interviewer's menu**

The Interviewer's Main Menu is accessed through the login ID. An example of such login ID is 2001. There are six broad options under the Interviewer's main menu. These are "Open Questionnaire", "Review Questionnaire", "Sync with supervisor", "Delete Practice Data", "Partially completed cases", and "Logout" as indicated in Figure 9.6. Each broad group has submenu options.

FIGURE 6.18: INTERVIEWER'S MAIN MENU



The items on the Interviewer main Menu are:

1. **Interview Management** - The application allows interviewers to start new interviews, resume paused ones, and review completed responses. It provides an organized list of all assigned questionnaires, making it easy to navigate between different survey tasks
2. **Synchronization** - The synchronization feature enables interviewers to upload collected data to the server and download new assignments or updates from supervisors. This ensures data is consistently backed up and up-to-date with the latest instructions or questionnaire modifications.
3. **Settings and Support** - The menu includes access to application settings, such as adjusting language preferences, time zones, and feedback submission. It also provides basic troubleshooting tips and contact information for technical support.

**TABLE 6.1: POSSIBLE ERRORS/CHALLENGES AND HOW TO AVERT THEM**

Possible problems that will occurs both hardware and software.	Possible Causes	Averting/Solutions
1. Data transmission difficulty (internet & Bluetooth connectivity)	Poor or no internet availability  Bluetooth malfunctioning  Bluetooth not active  Improper configuration of Bluetooth settings	Call IT Officer Backup and locate strong internet connectivity and sync to HQ  Clear Bluetooth cache  Turn on or restart Bluetooth  Call IT Officer to reconfigure the Bluetooth settings
2. Tablet screen crack	Accident  Exerting pressure on tablet	Caution  Contact IT Officer for Replacement  Replacement of tablet
3. Touch Screen defective	Factory Defects  Improper handling of tablet	Contact IT Officer for replacement
4. Tablet unable to take GPS	Factory Defects  GPS not calibrated  Location service may be off  GPS settings may not be correctly set	Turn on location service  Contact IT Officer
5. CAPI Application not running	Deletion by supervisor/ Interviewer  Tablet automatically reset	Interviewers should be cautioned not to access unauthorized resources/folders  Contact IT Officer
6. Faulty charging system	Improper connection of android cable into the charging port  Using wrong/defective android cable	Properly align the cable pin into the charging port Always ensure the right android cable is used for charging  Contact IT Officer
7. Charger heads, USB cable malfunctioning	Improper handling of charger android cable	Users should be schooled on tablet use and care

	Power surges Factory defect	Replace charger heads and cables Procure original chargers Contact IT Officer
8. Blank/ Blur tablets screen	Improper handling of tablet Power surge Screen defective from factory	Users should be schooled on tablet use and care Contact IT Officer
9. Tablet restart intermittently	Battery power not stable Error in operating system	Replace battery Contact IT Officer
10. Bad battery cell	Power surge Improper first charge Overcharging of battery Power deplete to zero without charging	Surge protector should be used at areas where there is rampant fluctuation Always ensure battery power level not less than 20% Do not charge tablet overnight or more than its prescribed hours of charging Contact IT Officer
11. Android OS loads slowly	The tablet memory not able to hold the program and the processor speed may also be low Error in the Operating System	Contact IT Officer
12. Application running very slow	Multiple applications running on the background	Close all unused apps sessions Contact IT Officer
13. Loss of Tablets	Due to theft either on the field or at home	Ensure real time synching Replace tablet Restore data file from backup

#### 6.11.5 Terminologies

- Interview App - Upon opening the interviewer App, all the data entry applications on the devices are displayed



- Create New- The case interview displays all cases that have already been added to the data file.
- Started - These are interviews that have already been started and not yet completed
- Rejected – These are interviews that Supervisor or DQM have rejected due to data quality issues for interviewer to address
- Completed - These are completed cases that are yet to be synced to Supervisor or HQ

# CHAPTER SEVEN

## 7 KEY CONCEPTS AND DEFINITIONS

The general guideline of the scope of international merchandise trade statistics is to record all goods that add or subtract from the stock of material resources of a country by entering (importing) or leaving (exporting) its economic territory.

- **Economic territory**

An Area under the effective economic control of a single Government. The economic territory of a country has the dimensions of physical location and legal jurisdiction.

- **Time of recording**

As a general guideline, it is recommended that goods be recorded at the time when they enter or leave the economic territory of a country.

- **Goods:** Any tangible items with economic value which cross the customs frontiers.

- **Coming in (Import):**

This is the record of all goods that add to the stock of material resources of a country by entering its economic territory (coming into the country)

- **Going out (Export):**

This is the record of all goods that subtract from the stock of material resources of a country by leaving its economic territory (going out of the country).

- **Country of destination**

This refers to the immediate country where the merchandise enters at the time of crossing the border during the registration of informal commercial transactions.

- **Country of origin**

Refers to the immediate country from where the merchandise comes from at the time of crossing the border while registering informal commercial transactions. It does not refer to the country where the goods were produced.

- **Border**

Refers to a gazetted or non-gazetted post/point between Ghana and its neighbouring countries where formal and informal trade transactions take place.

- **Trader**

Refers to the person crossing the border with the goods. It could be that this is just a middleman or transporter instead of the owner of the goods. However, as ICBT is recorded at the border itself, the term trader here refers to the person who brings the goods across the border.

## CHAPTER EIGHT

### 8 GENERAL INSTRUCTIONS FOR COMPLETING THE QUESTIONNAIRES

#### 8.1 Format/Layout of Questionnaires

There are five (5) sections of the ICBT Survey Questionnaire. The CAPI application has been designed for all sections of the questionnaire. The sections of the Questionnaire cover various subjects and each transporter/ trader is identified by an ID.

Most of the questions require numeric responses to be entered, while the rest require descriptions. A numeric response consists of only numerals (e.g. 1), while the rest require the field officer to type in responses. Responses that require description should be clear enough and as much as possible avoid one-word descriptions, e.g. 'maize' or 'tomatoes'. The appropriate description could be 'a bag of cement' or 'a basket of tomatoes'.

#### 8.2 Entering Responses

For recording/ entering responses, the appropriate code or codes should be entered. For each transporter/ trader, you must choose only one response out of the alternatives given for each question (unless instructed otherwise). You should adhere strictly to the instructions for filling out the questionnaires to ensure quality data. While recording the responses, avoid missing and double entries.

There are some questions with pre-coded answers, and you should take care when providing the responses. You must always ensure that you select the appropriate responses.

#### 8.3 Questions that Require Description

Responses to some of the questions require a description. An example is the description of the product observed. In such a case, you should record the response in the space provided. Examples of such descriptions could be 'bags of maize' or 'a bunch of plantain'. Do well to provide good descriptions and avoid unnecessary mistakes.

#### 8.4 Other (Specify)

Some questions such as 'means of transport' and 'unit of measure' have the response category "other (specify)" in addition to a list of response categories. You must select the "other (specify)" only when the response to the question is not in the list of the given pre-coded responses. In a situation like this, you are to enter the code for "other (specify)" in the box and then write out the appropriate response in the space provided. For CAPI, once you select the "other (specify)" category, it will open a window for you to type in the appropriate response. Do well to avoid unnecessary mistakes in your description.

## 8.5 Skipping

The response to some questions necessitates the skipping (leaving out) of some questions (or alternatives to some questions). In such instances, the notation '>>' is used to indicate that some subsequent questions (or alternatives to some questions) must not be asked. For example, if there is an indication in parenthesis (>>Question number), the response selected would direct you to the next question to ask. In some cases, the skip is indicated in a box beneath a question. This indicates a conditional skip suggesting you must not ask some of the questions irrespective of whatever response that is given to the question. CAPI is programmed to automatically skip when required.

## CHAPTER NINE

### 9 COMPLETING SURVEY INFORMATION

#### 9.1 Sections of the ICBT Questionnaire

The ICBT questionnaire has five (5) sections labelled as follows:

- Section 1: Identification panel
- Section 2: Transporter Characteristics
- Section 3: Product Characteristics
- Section 4: Livestock Characteristics
- Section 5: Products not in the Catalogue

#### 9.2 Section 1: Completing the Identification Panel

The Identification Panel seeks to identify which region and district a particular border is located. The specific information required in the Identification Panel include: the Region; District; Border Post Name; Name of the Interviewer; and GPS Coordinates of the Border Post. All the information in the Identification Panel will be prefilled by CAPI once the Interviewer logs in with his or her unique code.

#### 9.3 Section 2: Transporter Characteristics

This section seeks to determine the direction of trade, identify the sex of the person transporting the commodity (transporter/ trader), and also determine the means of transport.

##### 9.3.0 Question 1: Specify the direction of the trade

This question aims to determine whether the goods being transported are entering or leaving the country. Clearly indicate if it is an import, meaning the goods are coming into the country, or an export, meaning the goods are being sent out of the country.

Example: If a trader is bringing rice from a neighboring country into Ghana, it would be classified as an import. Conversely, if a trader is sending maize from Ghana to another country, it would be classified as an export.

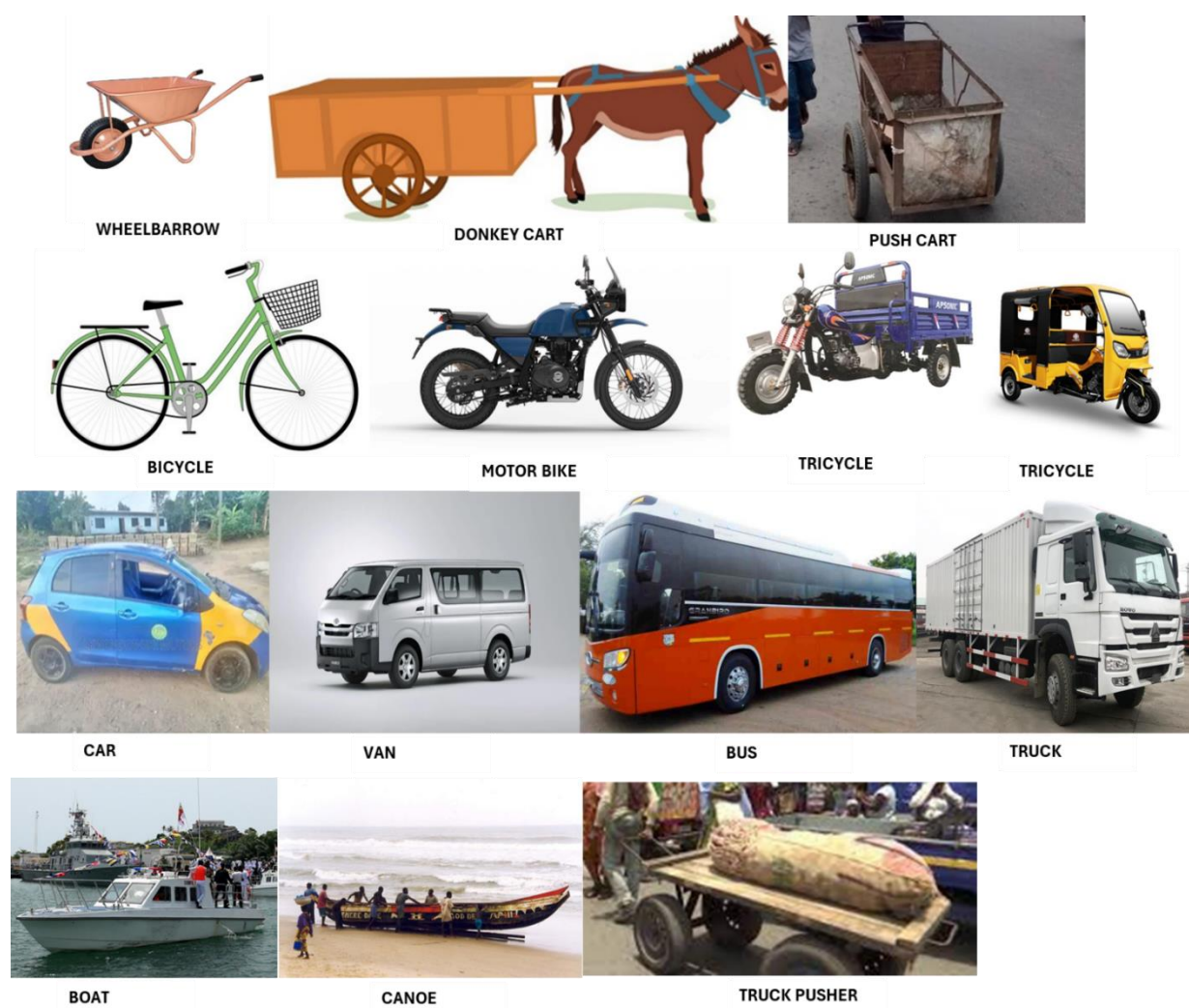
##### 9.3.1 Question 2: Sex of person crossing with goods

This question seeks to establish the sex of the person crossing the border with the goods. In instances where the transporter is different from the trader and the trader is present, the sex of the trader should be recorded. Also, where the traders moving with the goods are more than one, each trader must be treated as a separate case or transaction, meaning that a questionnaire must be filled for each of them. The response categories for this question are 'Male.... 1' and 'Female ....2'. Choose which response is appropriate.

### 9.3.2 Question 3: Means of Transport

This question tries to find out the mode of transporting the product. There is a list of options to be selected from. Choose which response is most appropriate. However, where the mode of transport is not found among the list, then "other (specify)" should be selected and the mode of transport specified. Pictures of the various modes of transport have been included to select the right means of transport.

FIGURE 9.1: PICTURES OF SOME MEANS OF TRANSPORT



## 9.4 Section 3: Product Characteristics

This section identifies the types of products being transported, their quantities and units of measure.

### 9.4.1 Question 4: Describe the product observed

Interviewers should give an unambiguous description of the product(s) observed. As mentioned before, you are to provide a good description of the product observed to be able to assign the right codes in the catalogue. In describing, avoid unnecessary mistakes and spelling errors. For example, 'a truck full of bags of maize'; 'a bag of

cement on a motorbike'; 'a pan of tomatoes on a porter's head'; 'a sack of snakes on a bicycle'; 'a cage of guinea fowls on a motorbike'; 'a stash of items on a pushcart'; 'coconuts on a truck pusher'; etc.

#### **9.4.2 Question 5: Product observed**

This question requires Interviewers to search for the product observed in the Product Catalogue.

Where the product is a non-livestock (i.e. a product other than a livestock), choose code '1', then select from the options the product corresponding to your description, and then continue to the next question. In case the product is not in the Catalogue, select "other (specify)", that is, option '3'. and skip to **Question 9a**.

Where the product searched for is livestock (say goat, sheep, cattle, etc.), the interviewer should select option '2', then select from the options the livestock corresponding to your description, and then skip to **Question 8a** on Livestock Characteristics.

Interviewers are required to do a thorough search of the Product Catalogue to be sure the product observed is not in the catalogue before selecting "other (specify)". A wrong spelling of a product name would result in suggesting that the product is not found in the catalogue and so Interviewers should pay attention to the spelling of the product name. It is the responsibility of the Supervisor to ensure that the product described in the "other" is actually not in the catalogue by cross-checking the catalogue with the product described. Where the product put under "other" is in the catalogue, the Supervisor should select the appropriate option and alert the Interviewer of the anomaly so that he/ she will be more careful the next time when selecting the product. Note that wrong descriptions and wrong coding into "other" when identified will be sent back to the Interviewer and Supervisor concerned for rectification.

#### **9.4.3 Question 6: Unit of Measure**

If the product is in the Catalogue, the appropriate unit of measure should be selected here. For example, if you observe two bags of maize, then select 'bags' in Question 6. Similarly, if you observe '5 bags of 5kg rice', select 'Bags 5kg' in Question 6. If you observe 10 crates of eggs, then select 'crates' in Question 6 in the space provided here.

In case the unit of measure is not found in the drop-down menu, "other (specify)" should be selected. This will automatically skip you to Question 9b after describing it appropriately.

#### **9.4.4 Question 7: Quantity observed**

The numerical quantity of the product observed is to be recorded here. In the example given in Question 6 above, for the observation of two bags of maize, type '2' in Question 7. Similarly, type '5' here for the '5 bags of 5kg rice' observed. The response should be '10' for the 10 crates of eggs observed.

## **9.5 Section 4: Livestock Characteristics**

This finds out from the trader, the age of the livestock, which is an important variable in determining the price of the livestock. Do well to probe and get a good estimate of the age. For livestock that is less than one year old, choose option '1'. Respectively select option '2' or option '3' if livestock is between ages one and three years old and above three years. Interviewers should select the appropriate response after interacting with the transporter/ trader.

### **9.5.1 Question 8a: Age of the livestock**

This finds out from the trader, the age of the livestock, which is an important variable in determining the price of the livestock. Do well to probe and get a good estimate of the age. For livestock that is less than one year old, choose option '1'. Respectively select option '2' or option '3' if livestock is between ages one and three years old and above three years. Interviewers should select the appropriate response after interacting with the transporter/ trader.

### **9.5.2 Question 8b: Sex of the livestock**

Interviewers should indicate whether the livestock is 'male (i.e option '1') or female (i.e option '2').

### **9.5.3 Question 8c: Quantity observed**

The number of the livestock observed should be entered numerically here, for example, 1, 12 or 30. After indicating the number of livestock, CAPI would automatically skip to **Question 10a**.

## **9.6 Section 5: Product Not in Catalogue**

This section seeks to capture the products which are not found in the catalogue to update the catalogue.

### **9.6.1 Question 9a: Specify the product you have observed**

This question requires you to describe clearly the product you have observed which is not in the catalogue. You must give a vivid description to ensure the right catalogue update for subsequent cycles.

### **9.6.2 Question 9b: Unit of Measure**

Having typed the product not in the catalogue in Question 9a, you are required to select the appropriate unit of measure of the observed product. Where the unit of measure is not found in the drop-down menu, "other (specify)" should be selected and then type the unit of measure in the dialogue box that opens up.

### **9.6.3 Question 9c: Quantity observed**

This question measures the quantity of the product observed in relation to the unit of measure and therefore the numerical quantity of the product observed is to be recorded here. For example, record '12' if 12 of the described products were observed.



#### **9.6.4 Question 9d: Specify the currency in which the product was purchased**

This question is to determine the currency in which the product was purchased or priced. Interviewers are not to convert from one currency to another. You should just select the appropriate currency, whether the transaction was in Ghana Cedis, CFA or some other currency. In the case of transactions in Ghanaian currency, note that your recordings should be in 'new' Ghana Cedis. Therefore, if the respondent quotes the amount in the 'old Ghana Cedis', remember to convert appropriately. Always, probe to be sure that the transaction is in the 'new' Ghana Cedis.

#### **9.6.5 Question 9e: Price per unit**

The price per unit should be in the currency already selected in **Question 9d**. The unit here is the unit selected in Question 9b. Therefore, if the unit of measure selected in Question 9b was 'bags', then the price per unit would be the 'price per bag'; if the unit selected was 'crates', then the price per unit would be the 'price per crate'.

#### **9.6.6 Question 9f: Weight of the item**

To determine the weight of the item, interviewers should use the weighing scales they have been provided with to measure and record the appropriate weight of the product as shown by the scale. Use the appropriate scale for measuring the products.

#### **9.6.7 Question 9g: Take a picture of the item weighed**

Interviewers are required to take pictures of the products observed. It is advisable and preferable to take a picture of the item while it is on the scale.

#### **9.6.8 Question 10a: Did you see any trader(s) that you could not observe or interview?**

Sometimes because of the number of traders at a particular border/ crossing point, some traders may pass without being observed or interviewed. This question seeks to find out whether there were transporters/ traders either with the Interviewers or passed by whose products could not be observed and was missed. Two response categories (Yes/ No) are provided. Provide the appropriate response.

If the response to this question is 'Yes', you are required to continue to Question 10b. However, if the response to the question is 'No', then end the interview.

#### **9.6.9 Question 10b: How many traders did you see that you were unable to observe or interview?**

The question attempts to estimate the number of transporters/ traders that the interviewer may have missed in the course of the interviews. For example, if the interviewer identified five (5) traders but could not observe three (3), then indicate the number '3' as the response. Similarly, if the interviewer saw 10 traders passing and could interview nine of them, then the number '1' should be recorded.

## CHAPTER TEN

### 10 HOW TO USE A SCALE TO WEIGH PRODUCTS

Two types of scales will be used during the ICBT data collection exercise. These are;

1. Hanging scale
2. T-scale

#### 10.1 Hanging scale

A hanging scale is an electronic device designed to measure the weight of items by suspending them from a hook or a high point.

FIGURE 10.1: PICTURE OF A HANGING SCALE



- **Fully electronic:** The hanging scale uses electronic components to digitally display the weight of items, ensuring both accuracy and ease of reading.
- **Minimum weight of 0.2 kilograms (kg):** It is sensitive enough to measure small items, with the smallest measurable weight being 0.2 kilograms.
- **Maximum weight of 100/150 kilograms (kg):** Depending on the specific model of the hanging scale, it can measure items weighing up to either 100 or 150 kilograms. This makes it suitable for weighing heavier goods that require precise measurements.

#### 10.2 T-SCALE

The t-scale is a traditional flat-surface electronic scale where items are placed directly on the platform to measure their weight. This type of scale is ideal for smaller items or for situations that require precise measurements on a flat surface.

FIGURE 10.2: PICTURE OF A T-SCALE



- **Fully electronic:** like the hanging scale, the t-scale uses electronic components to provide accurate readings, with the weight displayed digitally for easy interpretation.
- **Minimum weight of 0.2 kilograms (kg):** the t-scale is sensitive enough to measure items as light as 0.2 kilograms, making it perfect for smaller or lighter goods.
- **Maximum weight of 100 kilograms (kg):** the t-scale has a weight capacity of 100 kilograms, making it suitable for weighing most general goods used in trade or other activities.

### 10.3 GUIDELINES FOR WEIGHING AND RECORDING

1. **Use only the weighing scales provided:** It's important to use the scales issued for this exercise because they have been calibrated to provide consistent and accurate measurements.
2. **Place the scale on even surfaces:** Ensure the scale is placed on a flat, stable surface to avoid inaccurate readings. Uneven surfaces can cause the scale to tip, resulting in incorrect weight measurements.
3. **Keep the scale clear of other objects:** Any interference, such as items falling onto the scale, can affect the accuracy of the reading.
  - **Example:** If grains from a heaped container spill onto the scale, clear them before weighing the next item, as any residue could add false weight to the measurement.

### 10.4 WEIGHING OF LARGE AND HEAVY UNITS OR ITEMS

1. **Weigh each unit separately:** When weighing large quantities, avoid weighing them in bulk as this could result in inaccurate readings. Each unit should be weighed individually to ensure precision.
2. **Weigh products without addons:** Ensure that no additional items, such as packaging or accessories, are included when weighing the main product.
  - **Why:** The scale will record the weight of everything placed on it, so extra items can lead to incorrect measurements. For example, a basket should be removed before weighing the contents.

- **Wrong readings:** If you add anything to the product after weighing has started, the readings will be inaccurate, and you'll need to start the process over.

## 10.5 WEIGHING UNITS OF GOODS

1. **Recording weights for different units:** The purpose of this exercise is to capture the weight of products that may cross the border in various packaging or units.
  - Example: If a trader is transporting maize in different sized bags, all of these units need to be weighed and recorded individually, even if they are the same product.
2. **Avoid duplicating records:** If a product crosses the border in the same unit of measure more than once, there is no need to record it again.
  - Example: If multiple traders are carrying the same type of maize in identical sacks, you only need to record it once.
3. **Recording similar units transported in bulk:** When similar items are transported together in bulk by a vehicle such as a tricycle, only one unit needs to be weighed.
  - Example: If a trader is moving several sacks of rice, weigh one sack and use that weight as a reference for all the sacks in that batch.

## 10.6 HOW TO WEIGH UNITS OF PRODUCTS USING THE T SCALE

1. Place the scale on a stable, flat surface: Ensure the surface is firm and level to get an accurate reading.
2. Press the (ON/OFF) button: Use the power button to turn the scale on and off. It's important to start with a clear scale.
3. Wait for "0.000kg" to appear on the display: Before placing any item on the scale, confirm that it is showing zero weight. This ensures that the scale is ready to provide accurate measurements.
4. Place the product gently on the scale: Be careful not to drop the product abruptly onto the scale, as this can damage it or cause an incorrect reading.
5. Wait for the reading to stabilize: Allow the scale a moment to display the final weight before recording it. If the product is still moving, the reading may fluctuate, leading to incorrect measurements.

## **10.7 HOW TO USE THE HANGING SCALE**

1. Ensure the scale is clean and free from debris: Dust or dirt on the scale can interfere with the weight readings, so it's important to clean it before use.
2. Make sure the item has a secure attachment: The item being weighed should have a strong handle or attachment point where it can be securely hooked onto the scale.
3. Hang the scale from a high location: The scale needs to be hung from a stable point like a beam or hook to prevent movement during weighing.
4. Securely hook the item onto the scale: Make sure the product is firmly attached so that it doesn't fall during weighing.
5. Wait for the item to stabilize: If the item is swinging or moving, wait until it comes to rest before taking the measurement.
6. Read the weight on the digital display: Once the item is stable, check the weight displayed on the scale.
7. Record the weight: After reading the weight, note it down for your records.

## **10.8 WHEN TO USE HANGING SCALE OR T-SCALE**

- The hanging scale and T-scale can be used interchangeably to measure or weigh products.
- However, there are units of measure which are easier to measure using a T-scale as compared to a hanging scale.
- An example is using a hanging scale to weigh a pan and a sack. This is easily measured or weighed using a T-scale as compared to a hanging scale.

## **10.9 SAFETY PRECAUTIONS ON THE USE OF THE SCALE**

1. Use proper lifting techniques for heavy loads: When handling heavy items, ensure you lift them correctly to avoid injury. Bend your knees and keep your back straight.
2. Don't drop or hit the scale: The scale is a delicate electronic device and can be damaged by rough handling. Ensure you place items gently on the scale.
3. Place items carefully on the scale: When placing items on the scale, avoid throwing or dropping them, as this can lead to inaccurate readings or damage to the equipment.

## **10.10 PHOTO TAKING**

Capture the item from a good angle: When taking photos of the item being weighed, ensure that you choose an angle that clearly shows the entire item on the scale.

## 10.11 GUIDELINES FOR PHOTO TAKING

To take a good picture of the item being weighed, you should:

1. **Position yourself at the same level as the item:** Squat or kneel so that your camera is level with the item being weighed.
2. **Keep the camera steady:** Make sure the camera is focused on both the item and the scale display.

FIGURE 10.3: RIGHT WAY OF TAKING A PHOTO



Wrong Way of Taking the Picture

- It is not appropriate to take the picture from a vertical perspective because of the potential of not getting the full unit of measure in view or the potential of your footwear showing in the image.

FIGURE 10.4: WRONG WAY OF TAKING A PHOTO



# CHAPTER ELEVEN

## 11 DATA QUALITY MONITORING

### 11.1 Introduction

To achieve the broad objectives of the ICBT, consistency checks have been incorporated in the data capture application (Computer Assisted Personal Interview - CAPI) to aid near real-time error detection and data cleaning by the field officers. In addition, the Data Quality Monitoring Team (DQMT) will run batch programs (R and STATA) to query the synchronized data for coverage, structure and content errors. The errors detected (error file) will be communicated to Field Officers/Monitors for data editing and re-syncing. This iterative process of data quality assurance will continue until all the data inconsistencies have been rectified for each border/Interviewer. The data obtained after fieldwork will go through the final batch edit application to finalise the data for tabulations, report writing and dissemination.

### 11.2 Concepts and Definitions

Data quality management: refers to the quality assurance process involving various actors and sequences of activities to detect errors easily and early, and prevent errors from reoccurring. Quality management covers all activities including planning fieldwork, data collection, monitoring, processing, evaluation, and dissemination of results.

- Field data quality monitoring: refers to the process of observing data quality procedures to assess data being collected and provide feedback to field teams for prompt correction.
- Near real-time: refers to the significantly reduced time lag between data capture and synchronisation to the server at HQ by both Supervisors and Interviewers. Thus, field data is available virtually, almost immediately for download, processing and providing feedback to field officers for prompt correction.
- Data quality: measures how well a dataset meets criteria for accuracy, completeness, consistency, validity and timeliness.
- Quality data: refers to data devoid of coverage, structure and content errors e.g. gaps, duplicates and inconsistencies.
- Complete coverage: refers to the achievement of expected data for all the 321 borders.
- Gap: refers to the difference between the expected number of questionnaires and the actual data, for each border.
- Duplicate: refers to having the same questionnaire ID for two or more cases in data. Data entry errors: in the data quality process denote wrongfully entered records or outliers.
- Data standardisation: refers to ensuring that data is entered consistently, for example, using the appropriate unit of measure for products.
- Range checks: refer to ensuring that values entered fall within the acceptable range.

### 11.3 Objectives of the Data Quality Monitoring

The main objectives of the field data quality monitoring activities are to ensure:

- a. that the data captured is of the highest quality and standards;
- b. that all data captured during field interviews are successfully synchronised to the designated servers;
- c. that all data inconsistencies and other errors made during field data collection are detected near real-time and resolved by field officers whilst on the field;
- d. all borders are without questionnaire duplicates and gaps;
- e. that all field teams are cleared in adherence to the outlined procedures and protocols before leaving the field; and
- f. Reduce the duration of the post-field data processing activities to ensure the timely release of the reports.

Note: The Data Quality Monitors have the sole responsibility to recommend the clearance of a team to HQ before IT can collect tablets and other materials.

### 11.4 The Data Quality Monitoring Processes

#### 11.4.1 Content error checks

Data Quality Monitors (DQMs) will run Batch Query Programs on the downloaded data to generate reports that will track the following:

- a. Questionnaire validity per border/trader e.g. uniqueness, duplicates, wrong dates.
- b. Data consistency across all variables within sections in the questionnaire.

#### 11.4.2 Performing consistency checks on the data

- a. Interviewers are expected to sync data to the Supervisors each day
- b. Supervisors are expected to sync data to HQ by the close of work each day
- c. DQMs will download synced data daily and run batch query programs to generate R/Stata error report files. These reports will be packaged by teams to be used by Interviewers, Supervisors and Field Monitors to ensure that errors identified are corrected.
- d. Each DQM will generate an assignment-specific monitor report to be analyzed together with the R/Stata error files to guide field teams/monitors to achieve complete coverage and quality data.
- e. DQMs will communicate the error reports to the field supervisors through WhatsApp, Telegram, SMS, Phone calls, E-mails, etc. before the day's work starts.
- f. The Field Monitors would be responsible for the follow-up on ground-truth issues/reports from the field teams.
- g. The Interviewer must correct the errors and re-sync the data to the Supervisor who in turn must sync to HQ.
- h. DQMs may intermittently run checks within a day on current data to ensure that errors identified have been corrected.
- i. National DQMs will generate a national monitor report to be shared with the



## **11.5 The Data Quality Monitoring Tools**

Different data quality monitoring tools will be employed during the data collection exercise. These will include daily reports generated from the batch query programs and a dashboard that shows near real-time status of fieldwork.

### **11.5.1 R/Stata error report**

Shows a detailed list of all the error cases. It further indicates the case/questionnaire identification code, the number of error messages, the variables in error as well as further information to explain the errors for each case.

### **11.5.2 ICBT dashboard**

Serves as a central hub for providing near real-time insights into various aspects of the data for the ICBT survey instrument. This includes data collection rates, geographic coverage through location audit GPS, response quality checks for outliers, programming checks for missing values, and fieldworkers' performance within and between teams as data is synced daily. Overall, the ICBT main dashboard offers comprehensive insights into survey progress and trader characteristics to management and the Project Implementation Team (PIT), facilitating effective monitoring and decision-making to quickly address any issues that arise during fieldwork throughout the survey process. Additionally, it presents information on trader characteristics across different borders. For each border and team, it provides the following summaries:

1. Number of traders enumerated;
2. Average number of traders enumerated per day;
3. Proportion of transporters/traders by gender;
4. Type of products transported/traded across borders;
5. Number coming in (Import) and going out (Export);
6. Responses with outliers and missing values;
7. Percentage of "other" (specify) questions by interviewers;
8. Consistency in listing and main enumeration responses; and
9. Location audits using GPS

## CHAPTER TWELVE

# 12 LEADERSHIP ROLE OF THE FIELD SUPERVISOR

### 12.1 Introduction

Good supervision is a critical part of the fieldwork since the success of the ICBT Survey depends on the quality of data that will be collected from the field. It is important to put in place measures that will ensure the collection of quality data and achieve complete coverage. The supervisor must therefore be on the field always, till the end of fieldwork. As a supervisor, you are expected to monitor the work of the interviewers working with you to ensure they are working as directed. Supervisors are the first-level monitors on the field and for that matter must be with the team from the beginning of each day till the end of the day's fieldwork. Therefore, the supervisor's role, before, during, and after fieldwork is critical to the success of the survey.

### 12.2 Main Task of the Supervisor During Data Collection

As a supervisor, your main task will be to supervise five Interviewers, who will work directly under you. The interviewers' main assignment is to identify the assigned border . It is your duty as a supervisor to ensure that this assignment is carried out efficiently and in accordance with the instructions in this manual. You will also assist in the re-training and coaching of the interviewers in your team during fieldwork. To be effective as a supervisor, you must take note of the following:

#### 12.2.1 Mastering the Field Officer's Manual

Every Interviewer and Supervisor has been given a copy of the Field Officer's Manual which contains detailed instructions on how to conduct the ICBT field data collection. To supervise these Interviewers and help them conduct the work well, you must understand very clearly what you have been assigned to do as a team. This means that you must read and master the Field Officer's Manual before starting your supervisory work. It is only when you know the functions being performed by the interviewers very well that you will be able to help when they approach you with challenges.

#### 12.2.2 Commanding the confidence of your interviewers

You must always try to command the confidence of the Interviewers who are working under you. Remember that you are their leader to whom they will turn whenever they come across any difficulties. If they have no confidence in your ability, they will always be reluctant to approach you with their problems. Your work as a supervisor will be challenging if Interviewers find that you cannot help them to solve their problems.

#### 12.2.3 Contacting the Regional Statistician in case of difficulties

Whenever you are in any doubt concerning any part of your assignment, you must consult your Regional Statistician (RS), who may also consult the Project Secretariat if it becomes necessary. The RS is in a position to help you overcome your difficulties.

#### 12.2.4 Giving Approved Directives to the interviewers

Interviewers will be instructed during training on how they should conduct the data

collection exercise. Do not confuse them by giving wrong directives. Whenever you are in doubt, explain to them that you are not sure yourself and that you will obtain the necessary explanation from your RS. It is always better to admit your uncertainty rather than offer wrong answers.

### **12.2.5 Leading in an exemplary manner**

You are leading a group of Interviewers into the field to conduct an operation which is of vital national importance. You must always try to explain the solution to problems clearly and set a good example to these Interviewers. You must be fair and approachable, since that will encourage them to approach you with their problems. Some of the Interviewers may be experienced data collectors and of the same educational level as you so do not give them any cause to grumble about your leadership.

### **12.2.6 Cooperating with the interviewers**

Throughout the survey period, you must cooperate with the Interviewers working with you. Remember that you are working as a team. If they fail, it means that you yourself have failed. If they succeed you will share the honours of success equally with them.

### **12.2.7 Replacing interviewers when necessary**

The Project Secretariat will have some reserve Interviewers. If during the survey period any of your Interviewers fall sick or have challenges that prevent them from working, you should contact your RS for immediate replacement. Every effort has been made to ensure that only Interviewers, who are efficient, are engaged to conduct the exercise. You must keep a close watch on the work of all your Interviewers during the fieldwork. Go through all the completed work and if you detect any errors that suggest that an Interviewer is not working satisfactorily, report it to your RS immediately for possible replacement. When a decision has been taken to replace an interviewer, ensure that you collect all survey materials from the Interviewer who is being replaced.

The Supervisor must also remember that if he/she proves inefficient, the RS could recommend his/her replacement.

## **12.3 Supervisor's duties before field data collection**

The duties of the Supervisor before fieldwork are very critical to the survey. It is therefore, important that some preparatory activities are undertaken to help achieve complete coverage. Some of the activities to be undertaken before the fieldwork are:

### **12.3.1 Training, retraining, and coaching of interviewers**

At the end of the training, the final selection of supervisors will be based on performance and the mastery of content and use of CAPI. Throughout the training (the lectures, mock interviews/role play, field exercises, class tests, and group discussions), you should always be ready to undertake any specific aspect of the training which might be delegated to you. On the field, you must give adequate attention to each Interviewer and re-train him/her personally if it becomes necessary.

Interviewers have been specifically instructed to contact you whenever they do not understand something in the Field Officer's Manual. This means that you must always be prepared to help any Interviewer solve any difficulty they may have. As a leader, you must try to explain the survey and field problems they do not understand. This is the reason why it is necessary that you study the manual very thoroughly.

### **12.3.2 Helping in publicising the survey**

During your visits to the borders with your team, you must approach the Chiefs, Headmen, or Assemblymembers in the localities and explain to them the objectives of the survey and the need for them to cooperate with the team. Your visit to the Chief or Opinion leader/Headman is to ensure that he/she knows about the survey. You should note that if you ignore the opinion leaders and start work, you will be met with opposition from the local people, and the work will be made difficult.

### **12.3.3 Distributing Field Officer's logistics**

At the end of the training, the Project Secretariat will hand over to you the tablets and materials to be used by your team in your assigned clusters. Immediately after the training, you must distribute these tablets and materials to your team members. The materials that the Project Secretariat will hand over to you are backpacks containing materials for each member of your team.

### **12.3.4 Completing the Field Supervisor's Materials Receipt Form**

You must complete the appropriate part of the Field Supervisor's Materials Receipt Form before you hand it over to the Secretariat. Remember that some of these materials would have to be returned after the fieldwork. These include:

- a) tablets and accessories
- b) identity card
- c) Reflector jackets

If any other items would need to be returned, they will be communicated to you by the Project Secretariat. You must receive all returnable items from your Interviewers at the end of fieldwork and submit them to the Project Secretariat. You must fill out the appropriate form whenever you receive materials from your Interviewers and whenever you submit materials to the Secretariat for proper records keeping. Note that you will be surcharged for failure to submit all returnable items.

## **12.4 Role of the Supervisor During Field Data Collection**

The Supervisor is expected to ensure that quality data are collected from the field by doing the following:

### **12.4.1 Keeping in touch with your interviewers**

To ensure a successful and complete interview, you should keep in constant touch with your Interviewers so that you check their work, encourage them and help them to resolve problems they may have. Know that you are their LEADER and note that your actions or inactions can affect the quality of data positively or negatively. Among your responsibilities as a supervisor are to:

- a. plan for the execution of the exercise in your area such that each interviewer will be in the border post a day before the start of work and each day's work must be completed by each interviewer;
- b. ensure that your Interviewers are in the field at the prescribed time and performing their duties as expected;
- c. monitor your Interviewers to ensure that they possess all logistics (Tablet ,accessories

- and weighing scale).
- d. know the performance of your Interviewers to attend to the needs to enhance the quality of the data collected; and
  - e. be familiar with difficulties in each of the clusters to resolve all challenges.

#### **12.4.2 Conducting spot checks**

You are required to visit each border every day during data collection to ascertain the quality of work being done by your Interviewers. To do this, you need to plan and systematically execute the plan. These visits to each interviewer should be done for each visit and focus on sections where interviewers are likely to make mistakes and difficult areas.

### **12.5 Reading prices of observed products at the market**

The supervisor is supposed to read the prices for all observed commodities the week after data collection at the market.

#### **12.5.1 Sync with interviewers to receive the list of observed commodities**

The interviewers with the help of the supervisor will sync the data collected on a daily basis to the supervisor.

#### **12.5.2 Reading prices for each commodity**

The supervisor will go to the market closest to the border community the preceding week after data collection to read the prices of all the observed commodities to complete the pricing questionnaire.



*Leaving no trade unrecorded*