



Leaving no trade unrecorded

MAJOR ROLES AND RESPONSIBILITIES OF ICBT INTERVIEWERS



GHANA
STATISTICAL SERVICE

Outline of Presentation

- Introduction
- Purpose and Learning Outcomes
- Role and Responsibilities
- Conduct of Field Officers
- Appearance of Field Officers
- Interviewing Skills
- Language of Interviewer
- Conducting An Interview
- Field Officers' Obligation
- Revision

Introduction 1/2

- The interviewer's role is critical in obtaining accurate and complete data from traders at the selected border points.
- The precise recording of respondent's responses and what you observe is the basis of the entire ICBT project, to determine the quality of outcomes.
- Your commitment, kind, and tactful approach play a key role in gaining the public's cooperation and, ultimately, contributing to the ICBT's success.

Introduction 2/2

- The interviewer must be conversant with the “**dos & don'ts**” on the field.
- Field Officers must make every effort to obtain complete and accurate responses and record them carefully and correctly.
- Officers are therefore required to adhere to the principles in discharging their responsibilities on the field.

Purpose and Learning Outcomes

- The purpose of this presentation is to equip trainees with knowledge on the specific roles, conduct and responsibilities of Field Officers, and the requisite skills to discharge your mandate in the field.
- By the end of the presentation, trainees should be able to:
 1. Describe the roles, behavior and responsibilities that are expected of a field officer
 2. Identify appropriate modes of appearance including dress code
 3. Acquire skills to interact with traders crossing borders and
 4. Develop the skills to deal with traders who refuse to be interviewed.

Roles and Responsibilities (1/2)

Interviewer's Role:

- Identify the assigned borders in the districts.
- The Interviewer must work through to the end of the ICBT data collection exercise.
- You must work as a full-time interviewer without engaging in any other activity.
- You must work without the assistance of unauthorized persons.
- You must be a team player.

Roles and Responsibilities (2/2)

Interviewers collect the main information required to estimate the value and volume of informal cross border trade. This is further detailed in the questionnaire and the questionnaire manual, but it covers the following details:

1. Direction of trade (import or export)
2. Sex of trader
3. Means of Transport
4. Product characteristics: detailed description of product, product selected from catalogue, unit of measure, and quantity
 - Only for livestock, some further information is required. And for products that are not in the product catalogue, the price and weight should be estimated, and a picture should be taken.

Conduct of Field Officers (1/2)

- A successful ICBT largely depends on the conduct of the Field Officers. Field Officers must therefore be conscious of the following:
 1. Adhere to the community and border entry guidelines;
 2. As much as possible, conduct the interview in a language that is understood by the trader;
 3. Do not Intimidate or offend any person;
 4. Be patient, tolerant and friendly;
 5. Put on simple but decent clothes, which will not frighten.

Conduct of Field Officer (2/2)

Field Officers must **not** do the following:

1. Do not enter false information. Any false information entered would be found out and would attract the necessary sanctions;
2. Do not argue with a respondent or anyone during the interviewing period; and
3. Do not disclose to anyone, any of the information received except to ICBT Officials. Not even another trader or family of the Field Officer should see the information entered on the Tablet.

Appearance of Field Officers (1/5)

The golden rule: Dress to blend with the social environment of the community. In a nutshell:

- Put on simple but decent clothes;
- Remember to wear your ICBT Jacket and ID card at all times; and
- Wear your face mask at all times during the interviews.

Appearance of Field Officers (2/5)

Decent Clothes and recommended footwear



Appearance of Field Officers (3/5)

The clothes you put on as a Field Officer matter.

- Field Officers should be neatly dressed and should not wear fancy clothes.
- Do **NOT** wear any attire to frighten, intimidate or offend the people whose co-operation you are seeking.
- Avoid: Clothes worn by soldiers, police officers or prison officers;
- Provocative/indecent dresses and hairstyles are not permitted;

Appearance of Field Officers (4/5)

- Large necklaces and long earrings;
- Too much makeup; and
- Long finger nails.

Clothes worn by soldiers, police officers or prison officers



Appearance Of Field Officers (5/5)

Provocative/indecent dressing and hairstyles



Interviewing Skills (1/2)

Field Officers must utilize the following interviewing skills:

1. Establishing a good rapport with the respondent;
2. Being mindful of their sitting posture during interviews;
3. Obtaining respondents' consent before starting interview
4. Maintaining neutrality throughout the interview period;
5. Refraining from suggesting answers to the respondents;
6. Asking the questions without changing the wording or sequence

Interviewing Skills (2/2)

7. Handling difficult/reluctant respondents tactfully;
8. Recording information accurately
9. Being patient to go through the interview with the respondent
10. Being courteous, patient and tactful
11. Answering questions from the respondent frankly; and
12. Keeping to appointment times on the call-back card and never keep the respondents waiting.

How to Deal With Difficult/Reluctant Respondents (1/3)

- Occasionally, you may come across people who show suspicious or uncooperative attitude. In such cases you may obtain help from the following categories of people:
 - a) Neighbours** whom you have already interviewed or persons known to the uncooperative respondents to help you in explaining the purpose of your visit. This may help you obtain a favourable response.

How to Deal With Difficult/Reluctant Respondents (2/3)

b) Local Chief/ Headman/ Assembly member/ Unit Committee member. For this reason, it is always advisable to pay a courtesy to them in any town, village or hamlet you visit before you start your work.

You must explain your mission to them to appreciate the important part they can play to ensure that your mission is successfully carried out.

- If you cannot get help from any of the above-mentioned persons, you must reassure the uncooperative person of the confidentiality clause.

How to Deal With Difficult/Reluctant Respondents (3/3)

- If they still refuse to co-operate, take note of it on the Form and report the matter to your Field Supervisor who will take it up with a higher authority.
- If this approach fails, then remind them of the law that requires them to give answers to your questions.

Things You Must Do (1/2)

- a) As far as possible, only adults **must** be interviewed;
- b) Carry your Identity Card or introductory letter, tablet and your Field officer's Manual with you at all times while working on the ICBT project;
- c) Study your Manual thoroughly in order to do your work efficiently;
- d) Discuss all your problems and uncertainties with your Field Supervisor;

Things You Must Do (2/2)

- e) Be patient, tolerant, and courteous at all times when dealing with respondents;
- f) Always conduct the interview in such a way that the respondents are always assured of “confidentiality”.
- 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.

Things you must NOT do (1/4)

- a) Do not enter any **fictitious** information on your Tablet. You will be found out and be 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 ICBT regulation does not allow you to provide information for respondents and that you would be charged with fraud if you did that.

Things you must NOT do (2/4)

- b) Do not permit any unauthorized person to accompany you on your visits. If, in an exceptional case, you have to depend on a guide to locate a border, do not allow him/her to interfere with the interview;
- c) Never discuss issues relating to politics or religion, nor must you allow yourself to be involved in any controversial arguments while engaged in an interview

Things you must NOT do (3/4)

- d) Do not argue with your respondents;
- e) Do not disclose to anyone, except to ICBT Officials, any of the information you receive in the course of your duties as an interviewer;
- f) Do not permit any unauthorized person, not even a member of your family, to see the information entered on the tablet;

Things you must NOT do (4/4)

- g) Do not delegate your work as an interviewer to another person;
- h) Do not combine your ICBT work with any canvassing for personal gain, your church, mosque, political party or any other organization
- i) Do not make independent decisions on how to handle unexpected situations without consulting your field supervisor.

Language for Interviewer (1/2)

Field officers must use the **language** that is understood by the trader. They should therefore:

- Identify the language(s) that the trader understands and speaks;
- Conduct the interview in the language the trader understands;
- Ask all the questions in this language without changing the meaning;

Language of Interviewer (2/2)

- If the interview requires an interpreter, allow the trader to pick someone they trust to interpret; and
- Be mindful of the use of non-verbal communication which may be considered appropriate or inappropriate

Conducting An Interview (1/9)

1. **Make a good first impression**

- Do your best to make the respondent feel at ease and relaxed.
- Put up a friendly smile.
- Greet and exchange customary courtesies.
- Then proceed with an introduction.

Conducting the Interview (2/9)

2. Obtain Trader's consent

- Obtain the person's consent before you start the interview.
- Inform the trader that participation in the ICBT is a civic responsibility of all traders crossing borders that are surrounded in Ghana,

3. Assure confidentiality of responses

- Assure the trader that the information you collect will not be shared with any other person but for statistical purposes only.

Conducting the interview (3/9)

4. Have a positive approach

- Start with statements such as “I would like to talk to you for a few moments.”
- Never adopt an apologetic approach. Never ask questions such as “Are you too busy?” Such questions invite refusal before you start.

5. Give direct answers to questions from traders

- The person may ask you some questions about ICBT. Be direct and truthful with your answer.

Conducting the Interview (4/9)

- Trader may want to further talk about the topic you bring up to interrupt the interview. Tell him/her that you will be happy to answer the questions or to talk further after the interview.

6. Be neutral throughout the interview

- You should never appear to approve or disapprove of any of the respondent's response, either by:
 - Verbal expression e.g. tone of the voice

Conducting the Interview (5/9)

- Non verbal expression e.g. body gestures (facial expression, shaking of the head, use of the hand etc.)
- If the respondent gives an ambiguous answer, repeat the question or paraphrase without changing the meaning.

Conducting the Interview (6/9)

Never suggest answers to the respondent

- Do not prompt the respondent if his/her answer is not relevant to a question. Rather, probe in such a manner that the respondent himself/herself comes up with the relevant answer.

8. Do not change the wording or sequence of questions

- The wording of the questions and their sequence in the questionnaire must be maintained.

Conducting the interview (7/9)

- If the respondent has not understood the question, you should repeat the question slowly and clearly.
- If there is still a problem, you should re-word the question, but be careful not to alter the meaning of the original question.

Conducting the Interview (8/9)

9. How to deal with difficult cases

When Field Officers come across 'difficult' persons or situations they should do the following:

- Try and explain the importance of the ICBT well;
- Where possible obtain help from GIS/Customs Officers;

Conducting the Interview (9/9)

- Seek assistance from community/opinion leaders;
- If the trader still refuses to co-operate, make a note of it and report to the Field Supervisor;
- As a last resort refer to the **law (Chapter 2 of the Field Officer's Manual)**.

Field Officer's Obligation (1/4)

1. Study the Field Officer's Manual thoroughly to be able to do the work effectively and efficiently.
2. Always carry along your ID Card, introductory letter, tablet and the Field Officer's manual while in the field.
3. Interview only adult respondents.

Field Officer's Obligation (2/4)

4. Read the confidentiality and anonymity statements to the respondent.
5. Be patient, tolerant, respectful and courteous at all times when dealing with respondents.
6. Explain to persons who appear to be in doubt, emphasizing the importance of the ICBT.

Field Officer's Obligations (3/4)

7. Obtain accurate and complete information and record them appropriately.
8. Always conduct the interviews in such a manner that the respondents are assured of **confidentiality** and **anonymity**

Field Officer's Obligations (4/4)

10.Sync data collected to **HQ daily: No Sync, No Sleep (NSNS).**

11.Discuss any challenges faced with the Field Supervisor.

Revision

1. What are the roles and responsibilities of Interviewers in the field?
2. How should the appearance of Field Officers be in the field?
3. Describe how you will conduct an interview with a respondent?
4. Outline the steps you will follow in dealing with traders who refuse to be interviewed?

Answers

- 1) Refer to field manual page 9-13
- 2) Refer to field manual page 8-9
- 3) Refer to field manual page 10-11
- 4) Refer to field manual 8

THANK YOU

Please Any Question...?

