

Annex 7: General information about interviewer training

It is very important to collect good-quality data. It is therefore crucial to train interviewers well. The training level has to be adapted to the chosen interviewer.

Key questions to be answered before planning the interviewer training are:

- Does the interviewer already have experience with surveys?
- Will the translation be done in collaboration with the interviewers?
- If the data is collected with mobile phones, do the interviewers already have experience of it?

Content of Interviewer training:

What	Content
Introduction of aim and content of the study	<ul style="list-style-type: none"> • Introduction of your organization and the project if the interviewer are coming from external • Introduction of the of the study : aim, approach, content
Time: 30 min	Material: possibly Powerpoint, presentation, poster

What	Content
Introduction of the survey tool (paper based or mobile-based data collection)	<ul style="list-style-type: none"> • Introduction to how to fill in the paper questionnaire • Explanation of the process with the filled-out questionnaire • In case of a mobile-based data collection system: Introduction of the software and the mobile phone devise (e.g. akvo) • Introduction to the random household selection method (see Box 1) • Discuss Dos and Don'ts (see following Box 2 below)
Time: 1 day, can be less if traditional paper questionnaires are used or the interviewer are already familiar with the mobile phone data collection	Material: final questionnaire on paper or on mobile phone,

Box 1: The random route technique

- The interviewer walks around the allocated area/village. She/he chooses her/his way at random, and starts counting the households on the left- and right-hand sides of the road (this should be defined). Sometimes the structure of the settlement makes it necessary to enter a compound to count the households there
- At the fifth household, the interviewer is supposed to ask somebody to participate in the survey. If there is nobody at the fifth household, or the people don't fit the defined target group or do not wish to be interviewed, then she/he should ask people in the sixth, seventh or eighth (and so on) household to participate
- After she/he has carried out the interview, she/he starts counting again.
- Five is not compulsory as a number: the survey coordinator can also decide on any other standard number, depending on the area. The number might be lower for a small community; in an extensive community, it may be higher. The number must be chosen so that every household could theoretically be selected for the survey sample. To achieve this, the interviewers should start from a different corner of the area every day. Every interviewer must count in the same way.
- The random route technique ensures that interviewers don't select households in an arbitrary manner.

Box 2: Dos and Don'ts**Before starting the study:**

- Make sure that you choose the person to interview according to the instructions.
- Introduce yourself to the person and explain the aim of study as defined.
- Explain that the study is anonymous and that the person is free to participate or not.
- Emphasize that the responses are their perception and you will not define if they are right or not.
- Indicate the time it will take.
- Get the person's agreement to participate in the interview before starting.
- Find a quiet place where the person can speak openly and feel comfortable

After starting the study do:

- Read the question as written.
- Do not read the subchapter of the questionnaire.
- If a question is not clear,
 - Repeat or reformulate it without changing the content or influencing the answer.

After starting the study don't:

- Avoid visual contact with the interviewed person (e.g. only look at the questionnaire).
- Rephrase the question.
- Reformulate the question in a leading way.
- Comment negatively or positively on the answer (e.g. "Very good that you are washing your hand" or "What? You don't have a latrine? That's a pity.")
- Laugh at an answer.
- Blame the respondent.

Special cases

- Other people (e.g. the husband, neighbor) may interrupt the person or comment on the responses.
 - Explain kindly that you are only interested in the responses of the interviewee.
 - Make sure that the responses are not influenced by the presence of other people.
 - Kindly ask the other people to be silent and not to influence the person during the interview
 - If necessary, ask the person to stay at a distance during the interview.
- When the interviewed persons needs to continue her daily tasks (e.g. cooking, feeding her child, etc.)
 - Just follow the interviewed person to where she has to do her task and continue the interview.
 - Conduct the study as long the person is not too distracted by her work

What	Content
Discuss question by question, as well as the observations and eventually make	<ul style="list-style-type: none"> • Go through each question and clarify its meaning • Discuss the types of question and answer categories and how to manage them (see Box 3)

or adapt the translation	<ul style="list-style-type: none"> If the interview has to be done in the local language, translate the key words to reach a common understanding
Time: 1 day	Material: final questionnaire on paper or on mobile phone,

Box 3: Type of question**Closed questions:**

→ *The interviewer reads the answer categories, the interviewee chooses his answer, and the interviewer marks the given answer.*

(closed!): How much do you like washing your hands with soap/ash/sand?

1 ☐ Don't like it 2 ☐ Like it a bit 3 ☐ Like it 4 ☐ Quite like it 5 ☐ Like it very much

Open questions:

→ *The interviewee answers in her own words.*

- Open question with lines to write the answer down

Why are you washing your hands in a single recipients? **Several answers possible!**

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- Open question with answer categories: the answer categories are not read out, and the answers are marked that fit into the suggested categories.

What is your religion?

1 ☐ Muslim 2 ☐ Catholic 3 ☐ Protestant 4 ☐ Traditional religion
5 ☐ No religious affiliation 99 ☐ Other.....

- Open question with multiple answers: the answer categories are not read out, and all answers are marked that fit into the suggested categories.

How do you normally clean your water-storage recipient? **Multiple answers are possible.**

1 ☐ With water 2 ☐ With water and soap 3 ☐ With hot water 4 ☐ With bleach
5 ☐ Ash 6 ☐ Earth/sand 7 ☐ Water, soap and sponge 8 ☐ Water and sponge
9 ☐ Other:.....

Combined open and closed questions:

Read the symptom and mark the answers

Here are some possible symptoms of diarrhea. Can you tell me for each, which are true or not?

B150 Cough 0 ☐ Yes 1 ☐ No

B151 Loss of water 1 ☐ Yes 0 ☐ No

B154 Do you know any other symptoms?

Filter questions

Do you cover your water recipient during transport?

¹ ☐ Yes ⁰ ☐ No → If yes: (Open!) With what?.....

What	Content
Exercise in role play selecting the households, introducing the questionnaire and the questionnaire itself	<ul style="list-style-type: none"> • Role play for the household selection with observer • Role play for the introduction to the household with observer • Practicing the questionnaire with other participants to make them and the observer familiar with the questions. <p>The following questions should be addressed:</p> <ul style="list-style-type: none"> • Did the interviewer apply the correct selection procedure? • Did the interviewer mention all the important points in the introduction? • Are there questions that are difficult to ask? • Did the interviewer apply the correct method for asking the question regarding the open and closed questions? • Are the answers written down in a legible way?
Time: ½ day	Material: final questionnaire on paper or on mobile phone, enough space to do the role play

What	Content
Pilot test in representative setting	<ul style="list-style-type: none"> • Exercise for the interviewer in a real case. The best is to do the pilot test in a closed and similar project area. • Test the questions
Time: ½ day	Material: final questionnaire on paper or on mobile phone; transportation if necessary

What	Content
Discussion of necessary adaptation of the questionnaire and process	<p>Answer the following questions:</p> <ul style="list-style-type: none"> • Did the target population understand all the questions? • Can the target population answer all the questions? • Are the questions accepted by the target population? <p>Adapt and develop the final version of the questionnaire accordingly.</p>
Time: 1 hour to ½ day depending on the amount of comment	Material: questionnaire, computer to do the correction immediately

What	Content
Discuss organizational issue	<ul style="list-style-type: none"> • Planning (which village and when? Submission time of data) • Logistics (how to get there? When? Is an overnight stay necessary? Food? Means of payment for the interviewer if external, etc. • Supervision (role of the supervisor, reporting mode to him etc.
Time: 1 hour	Material: developed action plan,

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