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Community Leader Survey for {Study name}

Enumerator Manual

Example version

Table of contents

1. INTRODUCTION 1

2. GENERAL ASPECTS OF THE SURVEY 2

2.1 MAIN OBJECTIVE 2

2.2 WHO WILL BE SURVEYED? 2

2.3 GEOGRAPHIC SCOPE 2

2.4 DURATION OF THE SURVEY 2

2.5 EVALUATION TEAM 3

3. THE ENUMERATOR 5

3.1 IMPORTANCE OF HIS/HER WORK 5

3.2 QUALITIES REQUIRED TO BE A GOODENUMERATOR 5

3.3 ENUMERATOR'S OBLIGATIONS 5

3.4 ENUMERATOR'S ACTIVITIES 6

3.5 WHAT MUSTN'T BE DONE AS A ENUMERATOR 8

3.7 ENUMERATOR - SUPERVISOR RELATIONSHIP 9

3.8 DATA MANAGEMENT AND THE ENUMERATOR 9

3.9 ENUMERATOR'S TOOLS AND MATERIALS 10

4. THE INTERVIEW 11

4.1 WHAT IS AN INTERVIEW? 11

4.2 WHO WILL PROVIDE THE DATA IN THE SURVEY INTERVIEW? 11

4.3 HOW TO CONDUCT THE INTERVIEW? 11

5. GENERAL INSTRUCTIONS FOR USING THE QUESTIONNAIRE. 15

5.1 THE QUESTIONNAIRE: ANALYSIS OF ITS STRUCTURE 15

5.2 TYPES OF QUESTIONS 16

5.3 ROUTE OF THE QUESTIONNIARE 16

5.4 FILTERS AND SKIPS 16

5.5 HOW TO FILL IN THE QUESTIONNAIRES 17

6. SPECIFIC INSTRUCTIONS FOR FILLING IN EACH OF THE QUESTIONNAIRE'S PARTS 22

6.1 FRONT PAGE OF THE QUESTIONNAIRE 22

6.2 SECTION 1: COMMUNITY LEADER 24

6.3 SECTION 2: DEMOGRAPHY AND ECONOMIC ACTIVITIES OF THE COMMUNITY 25

6.4 SECTION 3:ACCESS TO THE COMMUNITY 26

6.5 SECTION 4: ACCESS TO BASIC SERVICES AND MAIN CHARACTERISTICS OF THE COMMUNITY 26

6.6 SECTION 5: SOCIAL PROGRAMS 28

**Note to user**: The present document constitutes an example of an enumerator manual related to a survey to be conducted with community leaders. Because of its similarity, its content is based on the example manual for household survey enumerators present on this site. As for household interviews, it has been assumed for this example that the interviews are conducted face to face with the help of paper questionnaires, and are then entered into a computer at the end of each work day.

In the text you will find notes similar to this one which will contain suggestions for the adaptation of this document depending on the characteristics of each study and the methodological options which have been adopted for its implementation.

# INTRODUCTION

**Nota al adaptador**: Este punto contiene una breve descripción del programa que se está evaluando, en la cual se debe incluir el objetivo de éste y el rol que juega la evaluación de impacto. El texto a continuación se incluye a modo de ejemplo.

**Note to user**: This point contains a brief description of the program which is being evaluated, in which the objective and the role which it plays in the impact evaluation must be included. The following text is included by way of example.

On {date} the program {program name} was created, which has the objective {general objective of the program}, through a scheme {type of program intervention} together with {facilities; schools; healthcare providers; etc.}.

The program will be implemented in {number of facilities or whatever is appropriate} and {beneficiaries and eligibility criteria} are eligible for the benefits of the program.

The program {program name} consists of {description of the benefit}.

The current study is placed within the impact evaluation activities considered for the program, with its main objective being to obtain information which allows {the construction of a baseline for the program; the implementation of impact evaluation etc.}.

This document is a reference tool for enumerators for the application of the community leader survey, and it contains the necessary concepts and procedures to carry out this task. This manual must be used both during training and while carrying out the fieldwork, until the survey fieldwork is completed.

# GENERAL ASPECTS OF THE SURVEY

## OBJETIVO PRINCIPAL

**Note to user**: Indicate what the main objective of the survey is, which could be for example “to obtain information about the condition of community leaders and populations before beginning the program intervention, so that this can be used as a baseline for evaluating the program”.

## WHO WILL BE SURVEYED?

**Note to user**: In this point it must be clearly stated which communities are involved in the survey, indicating any possible exclusions of any kind. In the communities, the community leaders will be surveyed.

**Note to user**: Please indicate the area(s) in which the survey will be carried out, signaling the zones which are excluded if this isn’t evident.

Example: “The survey will cover practically all national territory, excluding the departments of Alto Paraguay and Boquerón, whose populations represent less than 2% of the total population of the country.”

## GEOGRAPHIC SCOPE

## 

## DURATION OF THE SURVEY

The gathering of data will be carried out between the months of {start month} of {start year} to {end month} of {end year}.

## EVALUATION TEAM

**Note to user**: In this point the organization of the evaluation team which has been anticipated for the survey must be specified, ideally including an organizational chart and a description of the positions. In terms of the fieldwork teams, organization can be modified for the existence of additional personnel.

The example text which is included in the text of this document presents the organization recommended for this type of surveys.

For carrying out the survey activities, evaluation team organization which considers the following positions and roles has been established, and its structure is visualized in the following diagram:

Survey director: this person is responsible for the management and implementation of all phases of the survey activities. He/she also evaluates, controls and supervises the development of the survey in an integral way.

Fieldwork team leader: is directly responsible for the entire the field operation. He/she is in charge of delivering and receiving the necessary documents and materials for the execution of the survey to the Supervisors. He/she must also permanently support the fieldwork teams, evaluating, controlling and supervising their tasks, and ensuring that material and financial resources are always available for them to carry out their work normally.

Data manager: this person is responsible for the data entry program and the normal functioning of all related aspects, with the aim of ensuring that consolidated data is available at a central level, both to remotely monitor the quality of the information collected and to prepare the basis for the final data.

Fieldwork teams for data collection and loading: each team will be composed of a Supervisor, a person Responsible for data entry, three enumerators and a Driver.

Supervisor: he/she is responsible for controlling, supervising and supporting the work of the enumertators in the field, so that they can fulfill their roles.

Enumerator: he/she is responsible for capturing information through direct interviews with the community leader.

Data entry responsible person: his/her roles include the coding and loading of data. As with the enumerator, he/she works under the orders of the team Supervisor.

# THE ENUMERATOR

## IMPORTANCE OF HIS/HER WORK

The enumerator is the person in charge of one of the most important phases of the investigation: data collection. His/her task consists of collecting reliable information from the communities involved in the survey, through direct interviews with the community leaders, filling in the questionnaire which is provided to them. In the extent to which the data is accurate and corresponds to reality, the results will allow us to arrive at correct conclusions. The whole series of preparatory works for the survey, the established protocols and the techniques used will not be successful if the work of the enumerator has not been carried out with perfection and precision.

## QUALITIES REQUIRED TO BE A GOOD ENUMERATOR

The enumerator’s work requires particular personal conditions, such as: sociability, rigor and flexibility to adapt to the distinct situations which are faced during the interview, and a great sense of responsibility. Total discretion and seriousness are also required, as he/she has access to information of a private nature, which cannot be divulged without violating the confidentiality ensured by Statistical Law.

The enumerator depends directly on the fieldwork team supervisor and indirectly on the people in charge of the survey.

## ENUMERATOR’S OBLIGATIONS

The obligations which must be fulfilled as an enumerator are of great importance, and their strict fulfillment and adherence will ensure that the information collected is of high quality and reflects the reality of the population’s living conditions. The enumerator’s main obligations are detailed below:

* To have punctually attended each day of the training course;
* To have excellent knowledge of the content of the “Enumerator Manual” so that he/she can carry out his/her work in an efficient way;
* To fulfill the established work schedule. For conducting interviews, the work schedule must allow him/her to carry out his/her tasks with efficiency;
* Carry an identity pass, Enumerator Manual and the material necessary to carry out his/her work at all times;
* Comply with the instructions contained in the manuals and the protocols which are delivered to him/her, and those which are given by the Field Supervisor during the reception of documents, assignment of work roles and schedules agreed for evaluation team meetings;
* Consult his/her Field Supervisor with any difficulty or special case which presents itself during the field operation;
* To not request nor accept any remuneration from the people interviewed under any circumstances;
* Personally carry out his/her work and not ask to be accompanied by people not involved with the survey, in order to guarantee the confidentiality of the information;
* Conduct interviews with the single and exclusive aim of obtaining the information required by the survey. As such, taking advantage of the visits for purposes other than the investigation (purchasing, selling, publicity, surveys for other entities, etc.) is prohibited;
* Return to visit the community up to three times if for any reason he/she has not been able to contact the person responsible, in each case informing the Supervisor of this situation;
* Guarantee the quality of the information collected in the survey questionnaires;
* Write in print with uppercase letters in the corresponding spaces, to avoid confusion or distortions of information;
* Use a blue pen to fill in the questionnaires.

## ENUMERATOR’S ACTIVITIES

For the enumerator to adequately perform his/her tasks, it’s necessary for him/her to establish his/her daily activities in three phases or moments: before, during and after conducting the interview.

The tasks which you must carry out in each of the three phases are detailed as follows:

|  |  |
| --- | --- |
| **WHEN?** | **WHAT MUST YOU DO?** |
| **BEFORE THE INTERVIEW** | Verify that all of the necessary material for gathering the information has been provided and is intact. |
| Make contact with the community leader to schedule the contact visit. |
| **DURING THE INTERVIEW** | Copy the geographic location and community leader identification data in the questionnaire. |
| Agree to the communities which the Field Supervisor assigns, without making changes or replacements. |
| Identify the appropriate informant and introduce yourself as the enumerator. |
| Request a signature of informed consent. In order to obtain this, you must read or request that the person reads the text related to said consent. |
| Conduct the survey, interviewing the leader. |
| Say goodbye and thank the informant for his/her collaboration. |
| Return as many times as is necessary to obtain any missing information or verify cases of inconsistent information. |
| **AFTER THE INTERVIEW** | Review all of the content of the questionnaire, which must contain COMPLETE and CONSISTENT information. If this is not the case, the informant must be interviewed again to obtain the required information, before delivering the daily workload to the Field Supervisor. |
| Inform the Field Supervisor about the daily development of the work, and incidents in the field. |
| Deliver the questionnaires properly filled out to the Field Supervisor. If the interview is incomplete, report the time and day of the next meeting with that interviewee. |

## 

## WHAT MUSTN’T BE DONE AS A ENUMERATOR

An enumerator must never conduct the actions which are detailed below:

* Assume or invent responses;
* Delegate roles to people not authorized by the institution;
* Divulge the information obtained, as such violating statistical secrecy;
* Argue with the informants;
* Ask questions other than those in the survey;
* Promise benefits as a result of the survey;
* Introduce themselves inappropriately when carrying out the work;
* Request or accept any remuneration from the people interviewed under any circumstances;

As far as possible, avoid the presence of other people during the interview, unless the leader so requires. If you see that the person is very busy, you can offer to come back at another time.

## ENUMERATOR – SUPERVISOR RELATIONSHIP

* The enumerator depends directly on the Field Supervisor;
* The Supervisor will give additional instructions when necessary;
* The enumerator’s work is controlled and reviewed by the Supervisor, who in turn with maintain the Regional Manager informed;
* The enumerator must communicate to the Supervisor any uncertain situation which obstructs him/her from carrying out his/her work efficiently and in the shortest time possible;
* The enumerator will receive any material needed from his/her Supervisor;
* The enumerator must deliver all of the surveys conducted to the Supervisor daily;
* Once his/her work is finished, the enumerator must deliver all unused materials to the Supervisor.

## DATA MANAGEMENT AND THE ENUMERATOR

As has been described previously, data entry for this survey will be carried out directly in the field, with a program which incorporates a set of validations for the information entered, so as to provide an early evaluation of the quality of data collected, making it possible to return to the information source if necessary to complete missing information or correct any inconsistencies.

The existence of this tool allows the team as a whole to improve the quality of the data collected, both because of this evaluation with a standardized tool, and due to the dynamic which is generated within the evaluation team in the daily meetings which the Supervisor must hold with the aim of providing feedback to the enumerators regarding the problems observed.

## ENUMERATOR’S TOOLS AND MATERIALS

The enumerator will receive the following materials in order to carry out his/her work:

|  |  |
| --- | --- |
| **WHAT MATERIAL?** | **HOW TO USE IT?** |
| Enumerator Manual | * Document which contains the definitions and general and specific instructions for the completion of your work. * It will be delivered to you during the training course, so that you can follow the development of the manual and use it as a reference guide for the survey. |
| Pass | * Document which identifies and accredits you as an enumerator of the Community Leader Survey, and which must always be carried with you. |
| Survey Questionnaires | * Documents which the enumeratoar will take with him/her to collect the Survey data. |
| Consent forms | * At the beginning of each interview, the enumerator must request the interviewee’s consent to conduct the interview. The consent form must be signed as a signal of approval. |
| Copy of the plan or map of the PDE, and information about its identification and location. | * To identify the geographic location in which the work will be carried out. |
| Plastic bag | * As protection for the survey material. |
| Blue pen to fill in the questionnaire. | * Necessary to register the information provided by the interviewees. |

# THE INTERVIEW

**Note to user**: The content in this chapter shouldn’t include significant differences from one survey to another, as the interview technique to be used doesn’t change.

## WHAT IS AN INTERVIEW?

It is one of the most valuable techniques in socioeconomic investigation, as it allows us to understand the problem being investigated through a direct assessment of the population being studied. It consists of the application of a series of questions to the people being interviewed, carried out in the form of a dialogue.

To conduct the interview, the survey questionnaires provided will be used as a guiding instrument for asking the questions, collecting the necessary information and recording the answers which are received from the distinct informants that are interviewed.

## WHO WILL PROVIDE THE DATA IN THE SURVEY INTERVIEW?

The questionnaires contain specific instructions regarding which members of the community can provide information about each section. In each case, it is expected that the answers will be provided directly by the community leader or by whoever he/she designates in the extent to which they have knowledge of the requested information.

## HOW TO CONDUCT THE INTERVIEW?

Conducting the interview has three very important phases for collecting the information requested in the questionnaire, these are: Introduction, Development and Completion.

### Introduction

The first contact which you establish with the interviewee is fundamental for the success of the interview. For that reason, the first actions and words are of vital importance to gain the cooperation of the interviewee.

It’s very important that:

* Your clothing is appropriate for the area in which the work will be carried out, as this will allow the creation of respect, trust and acceptance on the part of the informants.
* A good introduction is conducted, in which the first thing the enumerator must do is mention his/her name and show his/her identification or badge which authorizes him/her to conduct this task. The pass must indicate his/her name and the institution for which he/she works.
* The motive for the visit and the objectives of the Survey must be explained.
* It must also be explained that there is a consent form which must be signed by the community leader or his/her representative as a signal that they authorize the interview to be conducted.

Enumerator: read the following example carefully, as it will serve as a guide for conducting your own introduction:

“Good day, my name is ….. I’m an enumerator from … which is conducting a Communities Survey in your town and in the entire country, with the aim of collecting information about the population. The information which you can provide to us is very important for this study and we hope that you would like to participate. If you agree, I would like you to read this consent form and if you are satisfied with its contents, I will request that you sign it as a signal of approval.”

Take into account the following advice:

* Greet cordially and conduct the interview with respect, creating an atmosphere of trust at all times.
* In order to establish effective contact with the interviewee, it’s not advisable to begin with phrases such as: “Are you busy?” “Could you give me a few minutes?” Or “could you answer some questions?” Questions such as these are likely to receive a rejection. It’s best to use a formula which invites acceptance, such as, “I’d like to ask you a few questions...”
* Insist cordially when you receive a rejection, and explain that the information which they are providing is confidential and only for statistical purposes.

If for any reason you’re accompanied by a member of the supervision team, he/she must introduce him/herself at the same time as you, that is to say, at the start of the interview. These explanations play a very important role in people’s willingness to answer the questions.

Before beginning the interview, it’s important to mention the statistical secrecy of the data, that is to say, that there is a law which prohibits the indiscriminate use of the data provided. It must be explained that people’s names won’t be published under any circumstances, and that all of the information collected will be used to prepare a document based on statistical data.

### Advice for conducting the interview

The following suggestions will help you to obtain the information which is needed to fill in the questionnaire:

* Treat people with respect, regardless of their social condition, age, occupation, etc.;
* Take control of the interview with an attitude of seriousness and respect. Avoid making comments which are not directed solely towards encouraging the person being interviewed to provide the information required;
* Maintain a natural and relaxed appearance when asking the questions;
* Read the entire question exactly as it is written in the questionnaire, and follow the order of the questionnaire. Changes in the type of language used can also alter the meaning of the question. If the interviewee has not understood the question, you must repeat it slowly and clearly;
* Pay great attention during the entire interview that the order of the questions is not changed, and that questions are skipped when necessary according to the indications of the arrows in the questionnaire;
* If there are questions which the interviewee does not wish to answer, continue normally with the following questions. Once all of the questions have been asked, politely try to obtain the missing information;
* Don’t assume answers. If the person being interviewed is unsure, they should remain silent or answer “I don’t know”. Repeat the question until obtaining the required response, but do not under any circumstances make suppositions about the answer. In these cases, try to give the interviewee more confidence and make him/her feel more comfortable;
* Inquire if there are incomplete or unsatisfactory answers. In these cases, some additional questions must be asked with the aim of obtaining an appropriate answer. This procedure is known as “Inquiry” or “Sounding out”. To do this, neutral words should be used, rather than those which lead the interviewee to give particular answers;
* Don’t show surprise, approval or disapproval in tone of voice or facial expression to the interviewee’s answers;
* Take care that the interview isn’t influenced by your personal opinions. Be brief in your explanations and limit yourself to listening to the answers of the person being interviewed;
* Don’t hurry the interview. The questions must be asked slowly to ensure that the interviewee has understood what he/she is being asked. Once the question has been asked, he/she must be given the necessary time to think; if he/she is hurried or not given sufficient time to formulate his/her own opinion, it’s possible that he/she will respond evasively;
* If you believe that the person being interviewed is answering the questions without thinking in order to finish the interview quickly, it is a good idea to explain to him/her that there is no rush, given that the answers are very important for the investigation;
* Guide the interview; if the interviewee gives answers about other topics or talks about issues which don’t have anything to do with the interview, it’s not a good idea to interrupt him/her. Avoid discussing topics related to politics, religion or financial problems. At the first opportunity, kindly explain that this is not your assignment, and that you have little time to finish your work, always trying to maintain a good atmosphere during the interview;
* Avoid receiving food from the people you interview; remember that you don’t have much time to conduct your work;
* Direct interview. It’s important that the people indicated in each section of the questionnaire are interviewed. If at the time of the visit they can’t be found, request an appointment to come back at a time when you can interview them. Although there are parts of the questionnaire which can be filled in by third parties, there are other parts which necessarily require the indicated person, and for that reason it’s important to contact that person.

### Completion of the Interview

Once the interview is completed, the information in the questionnaire should be reviewed thoroughly to ensure that it is complete, without incorrect annotations or omissions. If any questions have been omitted or are incomplete, or in any other deserving case if necessary, the people interviewed will be asked these questions again, with the aim of obtaining the information.

Before completing the interview, thank the people interviewed for their collaboration and say goodbye kindly. Indicate to the informants that if there is any inconsistency in the answers to the questionnaire, they will be visited again and their collaboration will be required, and that the Supervisor may also visit the community to verify your work.

Read the following example carefully, as it will serve as a guide for saying goodbye:

“Thank you for the collaboration which you have given in this survey...”, “for the time which you have given us in this interview...”, “in the case that we need to complement this information, **we will visit you again**...” etc.

The survey questionnaires will be delivered to the Field Supervisor at the end of the day, so that he/she can check their contents and transfer them to the data entry responsible.

# GENERAL INSTRUCTIONS FOR USING THE QUESTIONNAIRE.

**Note to user**: When adapting the manual, the example images used must be changed from the definitive questionnaire. The type of instructions shouldn’t be modified if the questionnaire follows best practices on the subject. Don’t forget that these instructions correspond to an interview which will use a paper questionnaire. These instructions must necessarily be reviewed if the survey is to be carried out with an interview guided with the help of a computer questionnaire.

## The questionnaire: Analysis of its structure

The questionnaire has a format which seeks to facilitate its use in the field and reduce the risk of errors in individual pieces of information, with the aim of assuring the quality and correct entry of the data.

The quality of the information depends largely on:

* Reading the survey questions to the respondent **exactly as they appear in the text**;
* Asking of all **questions in the order** in which they appear in the questionnaire;
* **Clarity and precision in recording answers**, without anticipating them or presuming that they’re obvious, ridiculous or repetitive;

We will now briefly review the structure of the questionnaires, which are composed of two parts: the Front Page and the Main Body.

Identification data is largely registered on the **Front Page**,such as:

* The identification of the questionnaire form through pre-established codes;
* Geographic location data (region/state, province, municipality, town, block number, georeferencing data, address, etc.);
* The Community Leader’s details;
* The enumerator and Supervisor’s basic details;
* Other information about the interview (date, time and duration of the interview, language, visit number, etc.);
* Other data (results, observations, etc.).

The **Main Body** consists of several pages which contain the specific information offered by the interviewee. It is divided into **Sections** which cover different content.

Each **Section** of the questionnaire is identified with a **Title**,which facilitates the respondent’s task, as it indicates the content of the block of questions. Therefore, the respondent can anticipate “the topic” about which he/she is going to answer in the following questions, which helps him/her to find information, and also reduces uncertainty regarding “what’s coming next”.

Also, in each **Section** the subject who must answer the corresponding questions is identified underneath the title.

## Types of questions

Within each **Section**,questions are asked which correspond to the topic indicated in the **Title**. We distinguish between the following types of questions:

* Questions in which the response alternatives **MUST NOT BE READ**, where the enumerator must read the questions and **wait for spontaneous answers** from the interviewee.
* Questions in which the response alternatives **MUST BE READ**, for which the enumerator must **INQUIRE**, pausing after reading each alternative to give the interviewee time to understand and respond.
* Questions which the enumerator **COMPLETES BY OBSERVATION**.

## Route of the questionnaire

It’s important to take into account that the questionnaire design contemplates a **flow of questions** (route of the questionnaire) which must be followed rigorously, with the aim of not **skipping** any question or making inquiries which are not appropriate.

## Skips

The **skips** are placed in the questionnaire to deliberately alter the flow of questions.

The **skips** are indications for the enumerator, or questions which are asked to the interviewee prior to another question, with the aim of avoiding asking questions to people who don’t fit the predefined criteria: age, sex, educational level, etc.

The skips are used in the questionnaires to save time, as they determine whether or not subsequent questions will be asked.

The symbol **►** indicates that a question should be skipped or that an alteration in the order of questions in the questionnaire should be made. Whether or not a question is skipped is defined according to the response which the interviewee gives in the previous question. For example: if a person answers NO in question 2,08, they skip to question 2,11.

Even when the enumerator feels familiarized with the questionnaire and confident in the experience acquired in practice …

**…HE/SHE MUST ALWAYS READ THE QUESTIONS AND RESPECT THE SKIPS.**

Otherwise, he/she runs the risk of presuming that he/she already knows the next question or answer and, as such, beginning to accumulate errors systematically.

Before some questions, a brief text in **uppercase letters** can be seen: these are instructions for the enumerator and mustn’t be read to the respondent.

## How to fill in the questionnaires

Take the following items into account to complete the Questionnaire:

* In all cases, the code corresponding to each answer must be indicated;
* Answers must be recorded in print with uppercase letters for open questions, or in the case of having to specify a particular option;
* Complete words must be written, without using abbreviations;
* A single letter must be written in each box, without exceeding the limits and starting from left to right;
* A box must be left blank between one word and the next;
* When numbers are recorded, you must start from right to left, writing a single number in each box;
* A blue pen must be used
* If necessary, corrections should be made by crossing out and rewriting the correction next to it. It must never be erased;
* Practice and familiarize yourself with the questions. In the extent to which you are familiar with the questionnaire, its application will be more fluid;
* If it will take time to calculate something, write the information which you need to do so, and make the calculation immediately after completing the interview, instead of taking the time to make calculations during the interview;
* Don’t leave any questions without answering them, unless you have been instructed to skip the question. Questions left blank are difficult to answer later. It could be believed that you forgot the question, which will generate subsequent confusion;
* Record the answers immediately;
* Review the whole questionnaire before leaving the place of the interview, to ensure that it has been completed entirely and correctly.

**Examples: Multiple occurrence tables (rosters)**

Some Sections present the possibility of entering multiple occurrence data; for example, data referring to all of the community’s services.



**Single occurrence items**

* Non-spontaneous single response code items, for which response options must be read aloud to the interviewee. The options are written in lowercase letters.



* Spontaneous single response code items, for which response options are not read aloud to the interviewee. The options are written in uppercase letters.



* Single non-coded response items: the enumerator must fill in the box by writing the interviewee’s answer.



**Multiple response code items.**

**Non-spontaneous.**

* The enumerator must read each of the options and write the corresponding code in the right hand column (1 YES, 2 NO).



**Multiple response code items.**

**Spontaneous.**

* The enumerator must wait until the each one of the answers is mentioned, and record them in the boxes marked FIRST, SECOND and THIRD, in accordance with the order in which they were mentioned



**References to the text**

**Text in UPPERCASE LETTERS**

All of the text in uppercase letters must not be read aloud.

If the question requires the incorporation of previous data to be completed, the enumerator will insert it before asking the question to the respondent. Missing data is indicated in brackets and with UPPERCASE LETTERS. For example: [PLACE]



In the case of questions with spontaneous responses, the possible answers are indicated in UPPERCASE LETTERS, and they must not be read aloud.



In the case of questions which must be answered by direct observation, the question and possible answers are indicated in UPPERCASE LETTERS, which must not be read aloud



**Instructions to skip between questions ►**

* **Skip to other item**



* **Skip to other question**



# SPECIFIC INSTRUCTIONS FOR FILLING IN EACH OF THE QUESTIONNAIRE’S PARTS

**Note to user**: With respect to the specific instructions for filling in the questionnaire, it’s very important to be aware that the manual must contain explanations about the questions or concepts which could be controversial and/or ambiguous. A detailed explanation of all of the questions and possible answers is not necessary. In this case, too many explanations could result in a tool which is not very practical for use in the field.

The process of adapting the questionnaires and this manual must necessarily be validated in a pilot test, in which the definitive elements which merit further explanation will surely emerge.

The adaptation of the manual must be carried out only when the final version of the questionnaire is available.

The details in the explanations for each sector aim to illustrate the potential difficulties which could exist when applying the interview, based on previous experience in similar surveys. However, the relevance of this specific content must be evaluated for each case depending on the survey questionnaires and the methodology and specific protocols established.

The community leader survey questionnaire consists of the following sections:

* FRONT PAGE OF THE QUESTIONNAIRE
* SECTION 1: COMMUNITY LEADER
* SECTION 2: DEMOGRAPHY AND ECONOMIC ACTIVITIES OF THE COMMUNITY
* SECTION 3: ACCESS TO THE COMMUNITY
* SECTION 4: ACCESS TO BASIC SERVICES AND MAIN CHARACTERISTICS OF THE COMMUNITY
* SECTION 5: SOCIAL PROGRAMS

In the following pages, explanations and recommendations for filling in each of the sections will be provided.

## FRONT PAGE OF THE QUESTIONNAIRE

This corresponds to the initial section which will largely be completed with the community’s identification information, the geographic location of the community, the community leader’s contact details and information about the result of the interview provided by the enumerator.

On the front page we can identify 4 areas, a first to indicate the name of the community and community identification number, a second to indicate the community’s location and georeferencing data, a third for the community leader’s name and contact details, and a fourth to record the result of the interview, and information about it.

**Name and identification number of the community**

In this part, the enumerator must fill in the name of the community and its identification number. This information will be provided by the Supervisor.

**A.- Location of the Community**

 In this box, the enumerator must copy the information which, likewise, will be provided by his/her Supervisor. The geographic coordinates will also be provided by his/her Supervisor once he/she captures the coordinates on the GPS. When copying the coordinates take particular care regarding their format.

**B.- Type and Contacts**

In this box the Community Leader’s contact details and name must be recorded, and it’s important to register contact telephone numbers for future visits. Remember that this interview must be answered by the Community Leader.

**C.- Information about the Interview**

Together with indicating your name and code, you must indicate those of your Supervisor and the names and codes of other personnel who have participated.

Don’t forget to record the date, start time, end time and result achieved for each visit which is necessary to complete the survey in accordance with the established procedures. As such, if the person didn’t give consent to continue with the interview, you must write option 3 (rejection) in “result”.

It’s important to make contact with the Community Leader. If in the course of the first visit you could not contact the Leader, you must return on at least three more occasions, at different times and on different days.

In the case of a rejection, you can politely insist and signal that for us it is very important to receive their answers. If, despite this, the Leader declines to conduct the interview, say goodbye kindly and inform your Supervisor so that he/she can try to obtain the interview.



## SECTION 1: COMMUNITY LEADER

### Objectives of this section

The objective of this section is to identify the person who will be interviewed, the Community Leader, and obtain general data about him/her: name, sex, role in the community, length of time living there, if he/she belongs to any native/indigenous people, level of education.

### Instructions for filling in this section

You must respect the chronological order of the questions, which you should begin reading from the upper left-hand margin in a vertical way from top to bottom, and then you must pass to the questions which are found on the right-hand side, always reading them from top to bottom in a vertical way, as is indicated in the figure.



The questions which appear in this question are by spontaneous response; remember that you mustn’t read the response alternatives to the interviewee. The enumerator must formulate the question and wait for the interviewee to respond.

## SECTION 2: DEMOGRAPHY AND ECONOMIC ACTIVITIES OF THE COMMUNITY

### Objectives of this section

This section aims to characterize the community and inquire about the economic activities which are carried out in it.

### Instructions for filling in this section

As was indicated in the previous section, the chronological order must be respected when asking the questions, beginning to read the questions from the upper left-hand margin in a vertical way from top to bottom and then you must pass to the questions which are found on the right-hand side, always reading from top to bottom in a vertical way.

As in the previous section, the questions which appear in this section are by spontaneous response. Therefore, you mustn’t read the response alternatives to the interviewee. The enumerator must formulate the question and wait for the interviewee to respond.

Question 2,05 asks for the three main economic activities to be indicated. Note that the answers are spontaneous, you must wait until each of the activities is mentioned, and record them in the boxes marked 1, 2 and 3 in accordance with the order in which they were mentioned.



## SECTION 3: ACCESS TO THE COMMUNITY

### Objectives of this section

The questions in this section are oriented towards capturing basic information about the roads, distances and length of time taken to access the community.

### Instructions for filling in this section

As was indicated in the other sections, the questions which appear in this section are by spontaneous response. Therefore you mustn’t read the response alternatives to the interviewee. The enumerator must formulate the question and wait for the interviewee to respond.

You must respect the questionnaire instruction which indicates that you must ask about each item on the list in questions (3,03) to (3,07), and then pass to the item listed below and ask the questions, as is shown in the figure.



## SECTION 4: ACCESS TO BASIC SERVICES AND MAIN CHARACTERISTICS OF THE COMMUNITY

### Objectives of this section

This section aims to inquire about the basic services which the community has access to, and the main characteristics of the community; electricity, waste collection, water sources, drinking water, sanitation and waste disposal.

### Instructions for filling in this section

As has been indicated in other sections, the chronological order must be respected when asking the questions, beginning to read the questions from the upper left-hand margin in a vertical way from top to bottom and then you must pass to the questions which are found on the right-hand side, always reading from top to bottom in a vertical way.

You must respect the questionnaire instruction which indicates that you must first ask about each item on the list in question 4,12, and then ask questions 4,13 and 4,14 if the answer for the item was “yes,” as is shown in the figure.



NO

SI

If the question is by spontaneous response, read the question and await the response without reading the alternatives. The skips that appear must be respected

Question 4,16, is by direct observation, as is indicated in the figure. Remember that you mustn’t formulate the question to the interviewee; observe and record the answers.



## SECTION 5: SOCIAL PROGRAMS

### Objective of this section

The objective of this section is to inquire about the social programs which serve the community, and what percentage of the population benefits from each one.

### Instructions for filling in this section

As was indicated in the previous section, you must respect the questionnaire instruction which indicates that you must first ask about each item on the list in question 5,01, and then ask questions 5,02 and 5,03 for those items where the answer was “yes”.