



LEAGUE OF ARAB STATES

The programme of regionally coordinated Household International Migration Surveys in the Mediterranean Countries

MED-HIMS PROGRAMME

MANUAL 3

November 2013

INSTRUCTIONS TO SUPERVISORS



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MED-HIMS

Mediterranean Household International Migration Survey

Manual 3

Instructions to Supervisors

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Foreword

The ‘Mediterranean Household International Migration Survey’ (MED-HIMS) is a regional, coordinated programme of household surveys developed for the countries of the Southern and Eastern Mediterranean region. The programme is designed to overcome the lack of data on international migration for the region by collecting reliable and representative multi-topic, multi-level, retrospective and comparative data on the characteristics and behaviour of migrants and on the determinants and consequences of international migration and mobility. The programme has its origin in the European Commission’s MEDSTAT Programme, and since its initial inception in 2009, it has gone through a wide preparatory and consultation process with support from the European Commission, the World Bank, the UNHCR and the UNFPA.

The main objectives of the MED-HIMS Programme are:

- (i) to study the recent trends, causes, determinants, dynamics and consequences of international migration and mobility, and the inter-linkages between migration and development; and
- (ii) to explore scenarios for a closer cooperation in the area of migration and development between the sending countries in the Southern Mediterranean region and receiving countries, particularly the European Union.

The objectives and design of the MED-HIMS are guided by the vision of the 2004 Marrakech Action Plan for Statistics (MAPS), the 2009 Dakar Declaration on the Development of Statistics (DDDS), the 2011 EC Communication on the Global Approach to Migration and Mobility (GAMM), and the various strategies and recommendations of the United Nations Global Forum on Migration and Development (GFMD).

The MED-HIMS methodology is designed to deal with the various dimensions of international migration and mobility by carrying out specialized national household surveys in the sending countries that aim to capture current and recent developments in the Southern Mediterranean region.

In order to maximise the quality, utility and comparability of the data collected through the MED-HIMS surveys, a set of Model Questionnaires has been developed by the international organisations together with the countries of the region. These questionnaires are designed to collect representative data on out-migration, return migration, forced migration, intention to migrate, circular migration, migration of highly-skilled persons, irregular migration, type and use of remittances, behaviours, attitudes, perceptions and cultural values of people with regard to international migration and mobility, and the inter-linkages between migration and development, as well as relevant information on the individuals, households and local communities involved.

In addition to the Model Questionnaires, a series of manuals, guidelines and computer systems, covering the different phases of the survey from the initial organisation to tabulations, data analysis and reporting results, has been conceived

and already partially developed to provide countries with guidance on the design and implementation at national level of the MED-HIMS survey or equivalent operations, whether under internationally coordinated programmes or national stand-alone programmes, within or outside the Southern and Eastern Mediterranean region.

The set of manuals and guidelines is composed by the following:

- Manual 1: MED-HIMS Model Questionnaires
- Manual 2: Survey Design and Organization
- Manual 3: Instructions to Supervisors
- Manual 4: Instructions to Interviewers
- Manual 5: Guidelines for Sample Design
- Manual 6: Data Dictionary and Recode Specifications
- Manual 7: Guidelines for Country Report

This document presents ‘Manual 3: Instructions to Supervisors’ which describes the roles and responsibilities of field supervisors assigned to the MED-HIMS: organizing and supervising the fieldwork, monitoring fieldwork progress and field interviewer performance, conducting quality control tasks, completing the ‘Community Characteristics Questionnaire’, and performing administrative tasks. Field supervisors should use this manual in conjunction with the ‘MED-HIMS Manual 1: Model Questionnaires’, the ‘MED-HIMS Manual 4: Instructions to Interviewers’, which provides step-by-step guidance to field interviewers, and the ‘MED-HIMS Manual 6: Data Dictionary and Recode Specifications’ which provides detailed instructions on editing the completed questionnaires.

Like other MED-HIMS manuals, this is a “model” manual based on the MED-HIMS Model Questionnaires. Country-specific adaptations to the Model Household and Individual Questionnaires may necessitate changes in this manual.

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1. Introduction

1.1 Survey Objectives

This manual describes the roles and responsibilities of field supervisors assigned to the 'Mediterranean Household International Migration Survey' (MED-HIMS). The MED-HIMS is a regional coordinated household survey programme that aims to overcome the lack of data on international migration from the Middle East and North Africa region by collecting reliable and representative multi-topic, multi-level, retrospective and comparative data on the characteristics and behaviour of migrants and on the determinants and consequences of international migration and mobility.

The MED-HIMS project is designed to meet a number of objectives which may be summarized as follows:

- to collect data in order to understand the nature of international migration and the demographic and socio-economic characteristics of migrants;
- to collect data on migration histories and the migration experiences and practices;
- to collect data on migration intentions and potential destination;
- to assess the impact of migration on household economic behaviour and practices;
- to assess the impact of remittances and their utilization and their impact on socio-economic development in the sending countries;
- to assess the impact of migration on unemployment and labour dynamics;
- to assess the impact of migration on the skill-level of return migrants;
- to assess the overall awareness of migration issues and practices;
- to assess migrants' future plans;
- to elucidate the processes leading to the decision to migrate; and
- to improve data utilisation by promoting and encouraging their use by planners, policy makers, and managers of international migration and development programmes.

1.2 Survey Instruments

The survey instruments include the following seven model questionnaires:

- MQ1. Household questionnaire
- MQ2. Individual questionnaire for out migrant
- MQ3. Individual questionnaire for return migrant
- MQ4. Individual questionnaire for non migrant
- MQ5. Individual questionnaire for forced migrant
- MQ6. Household socio-economic characteristics questionnaire
- MQ7. Community characteristics questionnaire

The model questionnaires are designed as a series of self contained modules, each dealing with a particular migration-related topic, to gather data that could be used as:

- Input to the establishment of ‘Migration Profiles’ for each country participating in the survey;
- Input to the knowledge building and information for the development of migration policies;
- Input to future migration programming in both sending and destination countries;
- Input to the development of scenarios to support circular and managed migration;
- Input for future legislative measures, planned by receiving countries on labour immigration, in line with the demographic trends in these countries;
- Identification of priority areas in the field of education and vocational training in the sending countries;
- Input to policy measures on mitigating the adverse effect of brain drain;
- Active contribution to national and donor driven projects on local development of the sending countries;
- Better understanding of how remittances can be used to foster local development;
- Input to fostering institutional partnership in the field of migration between the receiving and the sending countries.

1.3 Use of Manual

This is your manual. You will use it as a guide during training and as a handy reference tool while you are supervising your team’s field activities. Keep this manual

handy at all times so that you can use it to answer any questions you or your interviewers might have. If you cannot find the answer to a question in this manual, be sure to contact your Regional Coordinator or someone in the Central Office for guidance.

Put your name on the front of your manual. That way it will not get mixed up with someone else's during training. You might also want to put the names and phone numbers of important contacts on the inside cover of the manual. These contacts would include Central Office senior staff, your Regional Coordinator, your fellow supervisors, and your interviewers.

1.4 Training of Field Supervisors

The quality of the completed questionnaires is directly related to the quality of interviewer training and the quality and relevance of the interviewer's supervision in the field. For this reason, great emphasis is placed upon adequate training of personnel working on the survey. Field supervisors will be trained by the professional staff of the National Statistical Office (NSO) implementing the survey. The supervisors are usually trained first on their administrative and supervisory duties. Afterwards, the supervisors will be trained on the technical aspects of the survey, using the manuals and other materials prepared for interviewers.

The training will cover all aspects of the survey, including the background and purposes, administrative requirements, and basic interviewing rules, as well as the specific survey content. Given the complexity of the survey questionnaires, an initial one-week training period is specified to teach supervisors how to organize and monitor the fieldwork and edit completed questionnaires and to ensure that all teams follow a uniform set of procedures. There is usually some advantage for you to study some of the materials at home before attending assembled training sessions. In this way you will gain some familiarity with the basic forms and procedures and less time will be wasted on very elemental points in the later sessions.

This Field Supervisor Manual covers the main responsibilities of a field supervisor: **organizing and supervising fieldwork, monitoring fieldwork progress and field interviewer performance, conducting quality control tasks, completing the 'Community Characteristics Questionnaire', and performing administrative tasks.** Field supervisors should use this manual in conjunction with the 'MED-HIMS Field Interviewer Manual', which provides step-by-step guidance to field interviewers, and the 'MED-HIMS Editing and Coding Manual' which provides detailed instructions on editing the completed questionnaires.

In addition to the initial one-week training, field supervisors are required to attend the three-week interviewer training for the main survey and to become familiar with the content of the 'MED-HIMS Field Interviewer Manual.' Supervisors should not skip

any of the training sessions, even if they participated in the pre-test. Active involvement of supervisors in interviewer training is necessary for an understanding of the role of the interviewer and the problems teams may encounter during fieldwork. Supervisors should participate in all phases of the classroom training including “role playing” interviews and supervise the practice interviewing in the field prior to the start of fieldwork. The practice interviewing gives supervisors and interviewers experience in working together as a team. Adherence to prescribed procedures and duties is of paramount importance to the success of the survey.

Training, of course, is a continuous process. It does not end with the completion of the formal classroom sessions. Each time you meet interviewers in the field their training is continuing and in turn each time you meet the regional coordinator and other Central Office staff your training is continuing.

1.5 Overview of Responsibilities of Field Supervisors

Field Supervisors play an important part in the survey process. They are the primary link between the senior survey staff and the interviewers and serve as the representatives of the survey organizers in the field. Technical responsibility for the survey rests entirely with the Survey Director who will lay down the general directions of the work and issue instructions for action at both the administrative and the technical levels. You will, however, be under the direct authority of the Regional Coordinator who will be serving as the main link between you and the Central Office. The main form of communication thus will be that interviewers will report to supervisors who will in turn report to the regional coordinators who in turn will report to the survey director.

Supervisors should preferably have previous survey experience. They must also have the necessary personal qualities and skills to effectively manage a team of several interviewers and to deal with difficult respondents, while at the same time ensuring that data and other information are transmitted reliably and in timely fashion back to the head office. All staff working on the survey must be reliable and trustworthy to get the job done as prescribed and to preserve confidentiality.

You will report on your activities on a regular basis to the Regional Coordinator. You will also submit all administrative paper work regarding pay and expenses to your Regional Coordinator.

During the work in each enumeration area, the Regional Coordinator will visit the team in the field to monitor the team’s activities, help solving problems, insure that procedures are being properly followed, and thus check both the quality of the work of the interviewer and of the supervisor.

Data collected through the MED-HIMS are confidential. It is your responsibility as a professional field supervisor to maintain the integrity and confidentiality of the data

entrusted to you. As a MED-HIMS field supervisor, you will be asked to sign a 'Statement of Confidentiality' (shown in Annex 1).

Below is a general description of Field Supervisor duties for the MED-HIMS. These responsibilities are discussed in more detail later in this manual.

• POSITION DESCRIPTION

The Field Supervisor position is intended to provide supervision of Field Interviewers who collect data for the MED-HIMS. The position's major objectives are to ensure the following:

- Field data collection activities produce data of the highest possible quality.
- Field data collection activities are conducted efficiently, within established cost and time frame parameters.
- All fieldwork is performed in a professional manner.

• QUALIFICATIONS

- Ability to understand the MED-HIMS and its objectives and to implement the survey in accordance with established procedures.
- Successful experience with field data collection activities.
- Personal qualities and skills to effectively manage and work with a team of interviewers in a role requiring schedule maintenance, problem identification and resolution, quality control implementation, performance monitoring, and evaluation.
- Demonstrated ability to deal with difficult respondents.
- Must be reliable and trustworthy to get the job done as prescribed and to preserve confidentiality.
- Ability to serve as liaison between survey Central Office and field staff.

• FIELDWORK PREPARATION ACTIVITIES

- Preparing for and participating in Field Supervisor training activities.
- Participating in Field Interviewer training.
- Preparing Field Interviewer assignments so that work can be completed in the most efficient manner.
- Contacting local authorities to inform them about the survey and gain their support and cooperation.
- Preparing for fieldwork by collecting all necessary fieldwork documents and supplies, and funds for field expenses.
- Arrange transportation and accommodation for your team.

• **FIELDWORK ACTIVITIES**

- Using maps to locate sample areas and selected households.
- Distributing assignments to each interviewer under your supervision.
- Organizing and motivating the team of interviewers to complete their assignment successfully.
- Providing supervision and support of Field Interviewers:
 - Accompanying each Field Interviewer on a specified number of screening and interviewing visits to observe and review work.
 - Meeting regularly with Field Interviewers to discuss progress.
 - Providing assistance with problems, including converting refusals if needed.
 - Providing constructive feedback on errors to improve Field Interviewer performance.
- Providing on-the-job training and other assistance for your interviewers, as needed.
- Conducting quality assurance visits to a sample of randomly selected households.
- Ensuring that the work completed by the team meets the standards of quality required.
- Reducing non-response, e.g. by visiting and interviewing households which refused to cooperate with an interviewer, or assigning these households to other interviewers.
- Providing assistance with assignment areas that interviewers were unable to complete due to difficult and unusual circumstances.
- Reassigning households/areas that require more work to be completed or corrected to other interviewers.
- Providing procedures for maintaining safe work conditions and for handling accidents or injuries, if they occur.
- Tracking overall Field Interviewer production and data quality.
- Editing the questionnaires.
- Completing the 'Community Characteristics Questionnaire' in rural areas.

• **ADMINISTRATIVE ACTIVITIES**

- Compiling prompt and accurate field status reports.
- Reviewing Field Interviewer expense reports to ensure that all reports are timely, accurate, and contain reasonable charges.
- Ensuring that all questionnaires for each cluster are transmitted to the Central Office on schedule and in the manner specified.
- Communicating with the Central Office on a regular basis to report on the status of the survey, relay problems that cannot be solved in the field and receive directives on survey operations.
- Following all field administrative procedures.
- Addressing current and potential problems proactively.

Further, you may contact your Regional Coordinator whenever you have a question that is not covered in this manual, or if you are concerned about any of your job duties.

2. Preparing for Fieldwork

This chapter provides a suggested list of materials to take with you to the field, an overview of how your team is expected to work together, and some activities that you should plan to undertake in preparation for fieldwork in a given area.

2.1 Materials Needed for the Field

As supervisor, you must be thoroughly familiar with the materials that will be used in the field. Prior to the start of data collection, survey materials will be issued to you and to your field interviewers. You are responsible for ensuring that field interviewers have the materials they need to conduct their screening and interviewing assignments. The following materials will be essential as you conduct your fieldwork:

- **Fieldwork Documents**

- MED-HIMS Manual for Field Supervisors and MED-HIMS Manual for Field Interviewers
- Maps and household listing forms for all clusters in the assigned area
- Questionnaires 1-6 in urban areas and 1-7 in rural areas
- Supervisor and interviewer Identification Badges
- Letter of Authorization to give to local authorities
- Fieldwork monitoring forms

- **General Supplies**

- Blue pens for interviewers
- Red pens for the supervisor
- Clipboards
- Briefcases
- Envelopes to store completed questionnaires for each household
- Boxes for storing questionnaires
- First aid kit

- **Funds for Field Expenses**

- Sufficient funds to cover expenses for the team
- Funds for fuel
- Funds for communicating with the Central Office.

2.2 Contacting the Central Office

The part played by effective communication in the success of the field operations cannot be overemphasized. After the training sessions are completed, you will go into the field and begin work. Communications with the Central Office do not stop at this point. Regular contact is needed to ensure a steady supply of survey materials throughout the whole survey period. You also need to keep the Central Office informed about the status of fieldwork in your area and the developments that affect the survey. The Central Office needs to be aware of problems that occur in the administration of the survey in order to formulate policies and develop consistent means of dealing with problems. Problems that you discover may have been encountered elsewhere and your experience, when communicated to the Central Office, may prove beneficial in solving potential difficulties in other areas.

Communications, of course, flow in two directions. The Central Office has to keep you informed of policy decisions and be responsive to questions raised by the supervisors in the field. The survey will be a success only if these lines of communications are maintained and used.

Your communication with the Central Office will cover two areas: documentation of problems and reports on schedules, projected completion dates, the return of completed questionnaires for timely data processing, etc. Since the MED-HIMS is being conducted in a number of countries, with many supervisors in each country, it is important that all decisions regarding field operations be adequately documented. This documentation process allows for a thorough review and updating of operations from one country to another and guarantees that similar problems will be resolved in the same way, irrespective of country or region within a country.

The Central Office will communicate with supervisors in three general ways. First, answers will be given to your questions and problems. Secondly, the Central Office will generate field memos. They will not be specific to a particular case or work area and will be issued when the need arises. Thirdly, Regional Coordinators and other Central Office senior staff will visit work areas periodically to obtain first-hand knowledge of survey operations in your work area.

2.3 Arranging Transportation and Accommodation

You and your team of interviewers will be required to travel during the course of conducting the MED-HIMS survey. The Field Supervisor will need to make all arrangements for his interview team to travel to the assigned areas. The field supervisor is thus responsible for securing vehicles, accommodations, and food for the team. The team's vehicles will travel together, and interviews will be conducted and completed in one area before the team moves on (usually as a group) to

another area. The supervisor and the driver are responsible for the maintenance and security of the team vehicle.

In large urban centres, it may be necessary to arrange for other means of transportation and lodging. In such cases, the Field Supervisor and the Field Interviewers are responsible for their own travel to the assigned clusters and households. They will be expected to make their own arrangements and will be reimbursed according to the survey's expense reporting protocols. To help track expenses, the Field Supervisor will review each Field Interviewer's weekly expenses, including mileage or miscellaneous expenses incurred in the course of conducting the interviewing activities.

2.4 Contacting Local Authorities

It is your responsibility to contact the [REGIONAL, PROVINCIAL, DISTRICT, AND/OR VILLAGE] officials before your team begins work in an area. The Letter of Authorization (see Annex 2) is designed for this purpose, explaining the purpose of the survey, stressing the confidential nature of the information collected and the potential benefits of the project to the region and the nation, and a copy should be sent to the appropriate authorities to ensure their cooperation. The letter should be sent not less than one week and not more than two weeks before the beginning of the field work in an area.

When you and the team of interviewers arrive in a community, you should visit the local authorities to explain the purpose of the survey. The team's arrival in the community would have been known to these people through the letters sent earlier.

First, you should introduce yourself and the interviewers that they are working for the National Statistical Office and show any identification given to you and them. Next explain that:

- They are conducting a national household survey on international migration.
- The community and households to be interviewed have been selected at random. Other neighbouring communities and households have also been selected in the same way.
- The survey is not concerned in any way with taxes; all information collected is confidential, subject to the principle of statistical confidentiality.

In addition, Field Interviewers should have copies of this letter in case they need to show it to authorities, such as local police officers, that they encounter during their field visits. If you cannot obtain the local authorities' approval to conduct the survey, contact the Central Office at once.

2.5 Locating the Sample Clusters and Selected Households

The Central Office will provide the field supervisor with maps and a copy of the household listing for each of the clusters in which his team will be working. These documents enable the team to identify the cluster boundaries and to locate the households selected for the sample. You should therefore spend some time and effort travelling with your team of field interviewers, who will conduct the household and individual interviews, throughout the sampled segments to make sure they understand the exact segment boundaries and preselected addresses to approach. The specific tasks the interviewers will be asked to do are described in the MED-HIMS Field Interviewer Manual and are not outlined here.

3. Organizing and Supervising Fieldwork

3.1 Introduction

Of course, your most important task in the field is to provide day-to-day supervision of the interviewers and their work. From an operational point of view, the success of the survey depends on two basic factors:

- (a) following established and proven survey protocols to collect quality data, and
- (b) managing the time and resources spent to collect the data.

You will be engaged in various field operations, each of which is important. If one of the activities is behind schedule, it will influence other activities. Nowhere is this more the case than in the field work. Delays in field work have an impact on data entry of questionnaires, on data tabulation, analysis, etc. It is therefore essential that every effort be made to complete field work within the scheduled time.

As a Field Supervisor for the MED-HIMS, it is your responsibility to manage the household and individual interviewing operations. You are responsible for coordinating the daily activities of the interviewers, including arranging movement to and from interviews and transport from one survey site to the next. You also take responsibility for strict quality control, including ensuring that the questionnaires are filled out correctly and completely and that the information contained in them is accurate before leaving each survey area. You will check the work of each interviewer on a daily basis to minimize the number of errors and missing values. You will also conduct occasional random spot checks to verify the accuracy of data by partially repeating the interview without the interviewer being present.

You will report regularly to the Regional Coordinator on progress, costs incurred, and any irregularities in the field. Supervisors should have prior experience in conducting household surveys, have strong leadership skills, excellent attention to details and time management, and the initiative to make decisions and solve problems on the spot, and be assertive in supervising interviewers to ensure that high-quality data is collected.

You will be required to follow these standard supervisory procedures which will be discussed in this and the following chapters:

- Set goals and manage work plans.
- Check that the blank questionnaires have no missing pages or sections.
- Assign and manage households.
- Mentor and meet with Field Interviewers.
- Monitor data collection.

- Handle reluctant respondents and refusals.
- Manage “nobody home” and “selected respondent not at home” households.
- Assign non-interview final result codes.
- Solve problems.

3.2 Set Goals and Manage Work Plans

Three important factors should be considered when planning and monitoring field data collection: **production, response rates, and quality.**

Production includes all activities required to successfully achieve the project’s response rate goals. These goals include initiating activities for each assigned household; carrying out contacting, locating, and refusal conversion efforts; and completing these activities successfully, in compliance with all project specifications. Successfully completing interviews for each of their assigned households is the overriding goal for field interviewers.

To be able to meet all of the project’s expectations, the field interviewers must be made aware of each of the goals. Otherwise, production might be slower than necessary, at a higher cost than the project can afford, or of such low quality that the data are not useful. So, initially, the field supervisor has the responsibility to ensure that field interviewers know the correct parameters that will be used to judge the merits of their efforts:

- How many completed interviews will be required to reach the field interviewer’s response rate goals?
- What is the time schedule for the field interviewer to reach these goals?
- What are the project’s quality requirements?

If a field interviewer knows these parameters, there is a significantly better chance that the job will be done within them.

However, the job of completing interviews and the steps necessary to get to that point can be labour intensive and all consuming. Field interviewers may become so caught up in the task that they lose track of time, quality, and costs. Therefore, it is your job as field supervisor to use ‘reports’ to keep each field interviewer on target. Although the reports are used to gauge the performance level or production of the field interviewer, the job is just beginning at that point. The ultimate challenges for the Field Supervisor are to motivate and to enable the Field Interviewers to do better.

Interviewers must be stimulated through information about their and others’ performance to improve the number of interviews completed. As part of the regular review of the field interviewers’ progress and problems, you must be alert to any

occurrences that will affect a field interviewer's ability to complete assignments during the data collection period. Such problems must be identified early enough that households can be reassigned to individuals whose workloads will allow completion of work before the deadline.

As a field supervisor, you are the field interviewer's connection to the time requirements of the survey. It is your responsibility to reinforce what field interviewers are told in training with your own proven methods for making things happen on time. All projects run on a timeline with critical dates. That timeline is essential, or the work will never get done in the time allowed. It is important that you and your field interviewers are aware of the MED-HIMS requirements. What you make important will become important to your staff.

The production goals for your assigned area will thus be a compilation of the individual goals you set for each field interviewer. If some field interviewers are not meeting their goals, this will have a negative impact on your area. You will be provided with project goals and expectations that will help you plan the approach for your area.

3.3 Allocating Interviewing Assignments

You will be working with a team consisting of 4 female interviewers. Unless you are very familiar with all of your interviewers from previously working with them on other surveys, you really have no way of predicting which of the interviewers will do the best work. There will always be some who will take their assignment and finish it quickly, accurately, and efficiently, and there will be others who are slow and do poor work and will not finish their assignment. For this reason, you will want to assign only a portion of your cases to your interviewers at first. Then, as the better interviewers complete their initial assignments, you can give them new cases to work. Those who are not so good may also ask you for more cases, but you must insist that they finish their original assignment before you give them new cases. This is how you control the work of your interviewers and reward those who are doing a better job.

Overall productivity assumptions, however, can be only a general guide. Local variations are likely to occur for many reasons, among them differences in travel distances and time, differences in the likelihood of finding persons at home, weather and communication factors and the like.

Greater productivity is usually achieved where workload assignments are of sufficient size to occupy fully the working time of an interviewer during the survey period. There is usually a good deal of wasted time during the course of the field work because people are not found at home and have to be revisited at specific times, because transportation is available only at certain times, or for other reasons. This inevitable slack time can often be filled in by increasing the size of workloads. It is

important not to provide excessive workloads, however, or interviewers may rush through them and obtain inaccurate information. After some experience, it should be possible to judge the optimum workload size for various kinds of situations and establish some reasonable production standards.

Discuss with each of your field interviewers the goals that you have set so that they can complete their assigned households in the time allowed. Be specific. Ask the number of hours and which specific households they plan to work each day. Does their remaining number of households appear realistic considering their schedule and past performance? If not, what adjustments will you make? What weather or social climate considerations need to be taken into account? Be certain to allow for unpredictable non-response households that may require extra time as data collection progresses. Discuss any potential problems completing the assignments within your assigned area with your Regional Coordinator as soon as you discover them. Exhibit 3.1 lists the main points field supervisors should keep in mind when assigning work to interviewers.

Exhibit 3.1 Allocating Interviewing Assignments

Field supervisors should keep in mind the following points when assigning work to interviewers:

- (a) Plan the work carefully so that it will be completed within the allotted time. Make daily work assignments. Be sure each interviewer has enough work to do for the day, taking into account the duration of an interview and the working conditions in the area. The Regional Coordinator will advise you about how many interviews each interviewer should be able to complete in a day.
- (b) Assign more households to interview than an interviewer can actually do in one day. This will be necessary because some households and/or respondents may not be available for interview at the time of the interviewer's visit.
- (c) Assign fewer households at the beginning of the survey to allow time for discussion of problems and for close supervision.
- (d) Do not show favouritism when giving assignments. Areas which are difficult to visit should be divided as equally as possible.
- (e) Provide interviewers with sufficient number of questionnaires and all the required information for completing the work assignment.
- (f) Maintain complete records each day using the Fieldwork Monitoring Forms (see Annexes 3, 4 and 5). The Central Office will give you a list with the addresses of households in the enumeration area under your responsibility. You will use this list to keep track of the households that you have assigned and those you have not assigned, the date they were assigned, the field interviewers they were assigned to, and the final result codes of those households. As you make household assignments, write down the date you made the assignments and the ID numbers of the field interviewers to whom you assigned the households.
- (g) All assignments and work completed by each interviewer and for each cluster should be carefully monitored for completeness and accuracy.
- (h) Make sure that all selected households and eligible respondents for that cluster have been interviewed before leaving an area. See Chapter 5 for details on how to handle pending interviews.
- (i) Reassign a household or individual interview to a different interviewer if it turns out that the interviewer knows the respondent. Interviewers are not allowed to interview anyone they know.
- (j) You should also monitor the work of each interviewer to assess whether she is performing according to the standards set by the Central Office.
- (k) Finally, it is the responsibility of the supervisor to make sure that the interviewers fully understand the instructions given to them and that they adhere to the work schedule. The work schedule is prepared in advance by the Central Office, and adherence to it is crucial to avoid overruns in the total amount of time and money allocated for the fieldwork.

The Supervisor's Control Sheet (see Annex 3) has room to make changes in assignments if you need to transfer a household from one field interviewer to another. As households become finalized, write down the final result codes so you know which households under your responsibility still need to be worked.

3.4 Intensity of Supervision

As a field supervisor you will have to review the work of interviewers; consequently, it is necessary that you establish a timetable for this activity. Supervision should be more intense during the first week of the survey so that interviewers' mistakes can be immediately corrected. At the beginning of the review of the interviewers' work, you should already know the quality of field work being done by your team of interviewers. You may plan future inspections in such a way that you are more frequently available to guide those interviewers who are not performing adequately and not following the procedures for survey implementation. You should accompany each interviewer in your team during the first one or two interviews, before allowing them to work on their own, and then visit on a regular scheduled basis during the field work period (it may be necessary to make unscheduled visits if work performance is inadequate).

In Chapter 4, instructions are given regarding the number of interviews which you have to observe in each enumeration area and how it should be done without embarrassing either the interviewer or the respondent, and how to give guidance to the interviewer on the basis of what was observed.

As previously mentioned, one of your main function is to ensure that the field work is finished on schedule. For this to happen you must control the progress of the field work. As will be shown in Chapter 7, supervisors will be given instructions on how to keep a suitable record to enable them to evaluate the performance of their interviewers. They will generally have printed forms on which to make the needed relevant notes. They will also have printed forms for reporting to the regional coordinator on the progress of the work.

You will have the authority to deal properly and summarily with interviewers who are not performing satisfactory work. As a last resort you will have to dismiss non-performing interviewers. The replacement of interviewers is a problem which you will face, not only for non-performance but for other reasons also, such as illness, family problems, accidents, or quitting (*See Section 4.8 below*). You should consult with your Regional Coordinator on how to resolve such problems, either by hiring staff who attended and successfully completed the training courses but were not selected, or by extending the survey period and dividing the work among one or more interviewers who have been working well and may finish their own assignment early and who can be transferred to the areas needed once they have finished the work originally assigned to them.

During the work in each enumeration area, the Regional Coordinator will visit your team in the field to monitor the team's activities, help solving problems, insure that procedures

are being properly followed, and thus check both the quality of the work of the interviewer and of the supervisor.

4. Monitoring Interviewer Performance and Ensuring Data Quality

4.1 Importance of Quality Control

Of paramount importance to the success of the MED-HIMS is the issue of data quality. Training can be considered a form of preventive quality control. However, survey vigilance cannot stop at that point. It is important that there be open communication between field supervisors and interviewers and between field supervisors and Central Office personnel so that problems which arise during data collection can be speedily resolved. Equally essential is the existence of a quality control system for detection and minimization of nonsampling errors. Such errors may arise from various sources. Improper interviewing techniques or misunderstandings on the part of interviewers can be cause. Respondents contribute to the problem through misinterpretation of questions, lack of knowledge, faulty recollection or even deliberate misstatement. Some errors of these kinds are almost inevitable in a household survey, but the objective is to keep them within reasonable bounds.

As a field supervisor, you will be directly involved in assessing the quality of work from each of your field interviewers. Continuous feedback from you to your field interviewers concerning quality issues, both positive and negative, will emphasize the importance the team places on quality. Schedule, cost, and production are unimportant if the quality of data is poor. Early in your professional relationship with each of your field interviewers, you should communicate the need for and expectation of quality performance.

During the data collection period, you will need to react quickly to data quality issues. This practice will help to ensure:

- proper resolution;
- completion of interviewer retraining (if necessary) in a timely manner; and
- minimal damage to the quality of the data.

In order to guarantee accuracy and completeness, you are responsible for certain quality control activities: verifying the interviewer's listings; editing all completed questionnaires; observing your interviewers conduct interviews; and reinterviewing a small percentage of respondents. Methods for tracking and ensuring data quality are discussed in this chapter.

4.2 Verifying the Listing

As soon as the interviewers have begun interviewing, you should go through the work area with the original listing sheets to make sure that the listing was correctly done. It is neither necessary nor practical to verify all the listings. Rather, you should select a page from each interviewer's listing sheets and check that all housing units and households on those pages were listed correctly and in order, and that no housing units or households were missed. If an interviewer appears to have done a poor job of listing (i.e., incomplete descriptions, missed households, mis-numbering), you should talk to her. In extreme cases, it may be necessary for you or another interviewer to re-list an entire area or for you to contact the Regional Coordinator for advice.

4.3 Fieldwork Progress

In this and all surveys, it is important that all field work be monitored and that field problems and their solutions are documented so that similar problems can be solved in a consistent manner. For these reasons, you are required to document problems that you cannot solve on your own or that are due to a specific shortcoming in the survey procedures or materials. Document these issues in a report and submit this report to your Regional Coordinator who will in turn submit it to the Central Office.

Thus as the fieldwork progresses you need to constantly keep records of such things as dates, special problems and how you resolved them, whether there were any delays/disruptions in the field work, any conflicts encountered, any peculiar situations, and any other issues that come up that need to be brought to the attention of the Central Office. Then later, at the end of the fieldwork write all this in form of a report and submit it to the Regional Coordinator.

During the fieldwork phase, each field supervisor will be responsible for one team consisting of four interviewers. As a field supervisor, it is essential that you take all the necessary actions to ensure that the interviewers under your supervision complete their work correctly and on time, and that you inform your Regional Coordinator in the case of a delay or expected delay.

Here are some examples of situations where you could expect a delay in the work involving one or more of your interviewers:

- An interviewer resigns.
- Some of your interviewers are slow in producing work. You will need to monitor the productivity of these interviewers carefully to determine if they will be able to complete their assignment areas during the allotted time.
- One or more of your interviewers are completing fewer questionnaires per day than expected. You will need to monitor their interview rates

to see if it is a temporary problem or a more serious problem that may delay interviewing in those assignment areas.

- There is a larger than expected number of households with current and/or return migrants in your supervisory area. If your interviewers are consistently finding more such households than expected, this means that enumeration may take longer than expected in those assignment areas.

Any of these problems may require organizers to add or replace staff to complete the fieldwork on time (*See Section 4.8 below.*) It is therefore critical that you inform your Regional Coordinator of any of these events.

4.4 Editing Questionnaires

One of the most common approaches of data quality is the review and editing of completed questionnaires by field supervisors. Editing consists of a check for legibility, accuracy, consistency and completeness. The purpose is to identify obvious errors, such as omissions, inconsistencies from item to item, incomplete entries and the like at a point where preventive action can be taken. Early detection of errors saves incorrect information being processed, and enables the supervisor to correct the interviewer's mistake so it is not repeated in future interviews.

To enable you to expedite this type of review, you will be given during the training session a set of rules and instructions on how to proceed systematically through the questionnaires and how to detect and record errors. You should become familiar with the content of the 'MED-HIMS Manual on Editing and Coding' which provides step-by-step guidance on editing completed questionnaires.

It is important to conduct field reviews of this kind from the first day of field work, since more errors are likely to occur when interviewers are least experienced. Also, early detection and further instruction can prevent the repetition of the same kinds of errors. Thus, all work for the first day or two should be reviewed promptly, before the interviewer proceeds further.

When you edit questionnaires you should always use a specific coloured pencil. You should not erase or obliterate the interviewer's recorded data but strike through the incorrect entry only once and enter the correction next to the question.

You should make a note of all the errors that you discover and discuss them with the interviewer at the next meeting. Some of the errors may be corrected by referring to other information on the questionnaires. If there are errors in any of the "key" questions listed in the critical items checklist that will be given to you, you will have to return the questionnaire to the interviewer for her to contact the respondent again. If telephones are available, that could be an efficient way of checking back. Where a considerable volume of serious errors is involved, return

visits may be necessary even if substantial additional travel is entailed. If an interviewer continues to make errors after repeated discussion, you should contact the Regional Coordinator immediately who will decide what action to take.

4.5 Observing Interviews

Observing field work is an important quality control activity. It provides feedback on interviewer quality and performance and can be used to motivate and as on-the-job training. Observation is an integral part of the fieldwork monitoring program and gives supervisory staff the opportunity to observe the survey progress in operation. This enables you to understand the problems of interviewing better and strengthens your ability to assist the interviewers. Observation also serves the additional purpose of helping the interviewer in difficult situations which cannot be realistically simulated in the classroom. While it may be true that interviewers may not perform in typical fashion while being observed, experience has indicated that it is difficult for them to change ingrained habits, especially poor habits, which they have developed. Also, they cannot conceal inadequacies of which they are unaware.

Observation is thus the best method of evaluating the interviewer's ability to apply the concepts and procedures covered in training to the job. It is the best method to determine the skill as an interviewer and observe their attitude towards the job. Their skill as interviewer includes explaining the purpose of the survey and answering respondent's questions; being able to effectively probe for accurate answers; asking the questions correctly and being able to follow skip patterns. If deficiencies are exhibited in any of these respects, further training may be indicated. In extreme cases, replacement of the interviewer may be required.

Observe how the interviewer is carrying out the interview. She may be having difficulties in asking questions, or she may be shy or nervous, or may be making mistakes. Help her overcome her difficulties. When interviewers are doing their work, you must make yourself readily available to answer any questions they may have or deal with difficult cases or to supply additional materials (if necessary).

In every enumeration area, you must attend at least two interviews conducted by each interviewer in order to observe the way she asks the questions and to give advice. The scheduling of additional observations should depend on an individual's performance. Exhibit 4.1 shows several general rules to keep in mind when conducting an observation.

Exhibit 4.1 General rules for observing interviews

Field supervisors should keep in mind the following general rules when conducting an observation:

- You should remain with the interviewer throughout the whole interview.
- You should not arrive or leave in the middle.
- You should be as unobtrusive as possible. Your presence should not make either the interviewer or the respondent feel uncomfortable.
- During the interview, you should not talk to either the interviewer or the respondent.
- You should never interrupt the interview to correct the interviewer.
- You should never rebuke or scold an interviewer in front of a respondent.
- You should tell the interviewer before the interview that she should not ask for advice during the interview and that she should act as though she were alone.
- You should always make notes on any questions or concepts that the interviewer has difficulty in asking or understanding and also on all the things she does well. Everything must be written down on the spot so that it is not forgotten.
- All these comments are to be written on the 'Checklist for Observing Interviews' (shown in Annex 6).

When observing an interview, you must check whether the interviewer is:

- Asking the exact question (as written).
- Listening/determining the relevant information.
- Showing interest, pausing, repeating question if necessary.
- Not rushing the respondent, giving him/her adequate time to answer.
- Repeating the respondent reply to stimulate the respondent to say more, or to recognize an inaccuracy.
- Recording answers in boxes/correct places.
- Probing (*not prompting*) to increase accuracy/clarity and completeness.
- Trying to keep interruptions to a minimum and making sure to keep track of amount of time spent on interruption.
- Avoiding unnecessary reinforcement: "oh, that's very good!"
- Never suggesting an answer.

Immediately after the interview, you should have a meeting with the interviewer. First you should ask her what she thought about the interview, where you felt she had done well and whether you thought she could do something better. Thereafter, you should discuss with her the things she did not mention (the good as well as the bad things).

The notes made by you on all the interviews observed must be kept in the team's files. Remember that you will need all the details to write your field report at the end of each cluster and the end of the survey.

4.6 Conducting Reinterviews

Supervisors should always re-interview some households to determine if the interviewers asked the correct questions to the respondents for the household and individual questionnaires. The reinterviews are generally scheduled as soon as possible following the initial interviews so that fewer changes would have occurred in the information solicited. Reinterviews may be used for various purposes, such as for data evaluation as well as quality control. However, because of the detailed and complex structure of the MED-HIMS questionnaires, it is recommended to resort to reinterviews only when there are obvious errors in the information gathered in the original interviews.

You should be very careful to determine that you are talking to the correct person when conducting a reinterview, that is, you must speak to the same person who was the respondent for the questionnaire considered.

The supervisors do not have to ask all the questions in the questionnaire, and the Central Office will provide you with a specific form intended for this activity. The contents normally consist of important data items in the Household Questionnaire, such as age and eligibility for the various individual questionnaires, few questions on migration history, particularly the first country of migration within the reference period, the country of current residence for out migrants, and the last country of residence for return migrants, and remittances. If you discover an eligible migrant who was not identified in the original interview, you should call this to the interviewer's attention and send her back to interview the eligible migrant.

It is useful for interviewers to know that they are subject to such checks, as this could prompt more careful work in general, but not precisely where or when the reinterviews will take place. Even where errors can be attributed to the original interview, it is possible that the respondent and not the interviewer was responsible. However, the laws of probability suggest that individual interviewers should not always be plagued by poor respondents. If an unreasonable number of errors appears in the information collected by an interviewer, therefore, it is likely that she has contributed to that problem. Some allowances can be made, however, in areas which are beset with special interviewing difficulties. An obvious case where

replacement is indicated is when the reinterview establishes that the interviewer never even visited the household but fabricated the information

It is important, however, that you provide clear explanation to the respondent why a re-interview is needed. It is crucial to emphasize to the respondent that they are being re-interviewed, not because the supervisor doubts the veracity of their answers, but merely to confirm some of the answers they provided. The supervisor should not tell the respondent that they are conducting a re-interview in order to check that the original interviewer was doing their job correctly, as this may call into question the interviewer's credibility.

4.7 Interviewer's Conduct

While in the field, you must ensure that the behaviour of the interviewers is satisfactory and that it in no way detracts or harms the survey. Interviewers should always conduct themselves in a polite, courteous manner, whether they are dealing with farmers or other residents of the area. They should not become involved in local controversies, like politics, and so on.

If you feel an interviewer is not behaving properly, speak to her. If the problem persists, contact the Regional Coordinator. Both you and the interviewer are the representatives of the NSO when you are in the field. Remember you are probably the only persons associated with the survey that people will meet.

4.8 Replacement of Interviewers

Some turnover is almost inevitable in complex household surveys and, as previously mentioned, some replacements may also be needed for inadequate interviewers. For interviewer replacements, it will be difficult to recruit and train adequate replacements in time. For this reason, the Central Office will train at the beginning a modest reserve of interviewers who can be called upon if needed as replacements. The reserve interviewers will normally be assigned office work such as editing and coding of questionnaires while they are waiting to be called upon.

4.9 Supervisor's Conduct

The success of the whole survey operation depends on the mastery of your supervisory skills because you alone will be the only one in direct contact with the interviewers most of the time.

As supervisor, you must set the example for the interviewers. You must conduct yourself in a polite, courteous manner whether you are dealing with the interviewer herself or the respondent.

Since you are working with others where your behaviour will determine the success of the operation, you must be self-reliant. You must also be humble when in the presence of village people. For example, show respect to all respondents whether men or women. Show respect to everyone whether rich or poor, educated, illiterate, old, young, a member of a political party you do not belong to, etc.

At the end of each field day you should as much as possible, have group meetings or "debriefings". It is important that the supervisor not only gives clear instructions to his interviewers but that he listens carefully to what the interviewers have to say. For example, you could begin a day by observing several interviews. At the end of the day, you could discuss the day's problems and resolve how the difficulties could possibly be solved, etc. If the interviewers in your team are far apart and are staying in different places then you need to work out the most efficient way possible to carry out your supervision in the amount of time, transport, and other facilities available.

It is also your responsibility to maintain the documents in good condition and to instruct the interviewers to do the same. These documents should be kept in an area where they can be stored while maintaining confidentiality and without threat of damage from dampness and dust.

5. Dealing with Non-Response

5.1 General Guidelines

A major goal of every survey is to obtain the highest number of completed interviews possible. This means that completed interviews as a percentage of total cases in the sample should be maximized and the cases of “non-response” should be kept to the absolute minimum. Non-response refers here to any status of a household schedule or individual questionnaire which is not “complete”. Dealing effectively with non-response will be a primary duty of the supervisor in the field.

There are two types of non-response: *unit non-response* and *item non-response*. *Unit non-response* implies that no information is obtained from a given sample unit, while *item non-response* refers to a situation where some but not all the information is collected for the unit. Item non-response is evidenced by gaps in the data records for responding sample units. Reasons may be due to refusals, omissions by interviewers and incapacity. Refusal by a prospective respondent to take part in a survey may be influenced by many factors, among them, lack of motivation, shortage of time, sensitivities of the study to certain questions, etc.

Causes of refusals include social context of the study, characteristics of the respondent, survey design (including respondent burden), interviewer characteristics and the interaction between interviewer and respondent. With specific reference to item non-response, questions in the survey may be perceived by the respondent as being embarrassing, sensitive or/and irrelevant to the stated objective. The interviewer may skip a question or ignore recording an answer.

Non-response introduces bias in the survey results, which can be serious in situations in which the non-responding units are not “representative” of those that responded, and that is usually the case. Non-response increases both the sampling error, by decreasing the sample size, and nonsampling errors.

Non-response cannot be completely eliminated in practice; however, it can be minimized by persuasion techniques, through repeated visits to “not-at-home” households and other methods.

Although the reasons for non-response can be varied, there are some general guidelines that the supervisor should follow in all cases of non-response:

- Make sure that the interviewer has filled in the cover sheet of the questionnaire. There must also be a complete description of the problem;

- Review all non-response cases with the interviewer at the time the interviewer gives them to you. She may have forgotten to record something of importance that she will remember in the course of your conversation;
- Try to distinguish on a case-by-case, interviewer-by-interviewer basis whether a “problem” is really a problem or merely the result of insufficient effort on the part of the interviewer. Do not be too willing to accept non-response cases until you are certain that the interviewer tried her hardest to obtain the interview;
- Remember that in no case can you substitute a non-sampled household for a sampled household having a non-response status, nor a different individual for a person with “non-response” status in any of the individual questionnaires.

5.2 Types of Non-Response

Cases of non-response will fall into one of the six categories outlined below:

5.2.1 Type 1: The interviewer cannot locate address

You will be giving the interviewer both sampled addresses and other “locating” information (maps, sketches, etc.) at the time you allocate assignments. If an interviewer returns saying that a case cannot be located, the first thing you should do is to check that the interviewer had all the available locating information and tried several times to locate the address. If the interviewer is still unsuccessful, you should attempt to locate the address and ask neighbours if they know anything about the dwelling or the household members. If this fails, explain the problem to the local headman, chief or other knowledgeable person and try to obtain their assistance. If all these procedures are followed and the address is still not located, the cover sheet of the Household Questionnaire should be filled out with a non-response status of “Address/Dwelling not found”. If this problem occurs frequently, it should be reported to Central Office at once.

5.2.2 Type 2: Inaccessible Address

A different type of problem, which is difficult to overcome, arises when entire areas or major parts of areas become inaccessible during the survey period because of weather or road conditions, unrest or instability, or other reasons.

One possibility is to postpone the enumeration until the area becomes accessible, provided this is feasible within the timetable for field work. If, after checking with local authorities, you determine that a whole cluster or a sizable number of dwellings within the same cluster will not be accessible during your stay in the area, you should immediately inform the Regional Coordinator.

5.2.3 Type 3: Address not a dwelling, vacant, or demolished

If the interviewer indicates that an address is not a dwelling unit or that it is vacant or demolished, you should verify that this is the case. You may find that the interviewer was at the wrong address; that there are living quarters attached to the address; or that someone has moved into a previously vacant address. These persons should be interviewed since they are currently living in a sampled address. If you verified that the address is non-residential, vacant, or demolished, make sure that the interviewer has filled in the “Household Questionnaire Information Panel” on the cover page.

5.2.4 Type 4: Household not at home at time of call

One of the most frequent reasons for non-response is the inability to find anyone at home in certain households. This problem is usually greater in urban areas but may also occur at certain times of the year in rural areas. The usual approach in such instances is to arrange return visits at a time when it is likely the household will be present. The interviewer should make every effort to obtain information from neighbours, landlords, or others in the vicinity on when the members of the household will be at home or where they might be contacted.

When cases are given to you with the status “Non-response: household/respondent not at home,” you should check that the callback procedures were followed and noted on the cover page. At least three visits should be made to locate the household members. Sometimes it may be necessary to call at mealtime, in the early morning, in the evening, or on the weekend. However, under no circumstances is it acceptable to make all three visits on the same day. You will find more details on interviewer call back rules in the chapter on ‘Specific Field Procedures’ of the *Manual for Interviewers*.

5.2.5 Type 5: Refusals

As previously mentioned, interviewers may encounter two different kinds of refusals; a total refusal to take part in the survey, or a refusal to answer questions after the interview has begun. To avoid refusals, the interviewer must be very careful in her first contact with the household. The following are among the most frequent reasons for refusal to co-operate:

Reason 1. The respondents fear that any information they may reveal on their economic status will be used for tax purposes. This fear, which is encountered most commonly among the upper income urban households, can be minimised if interviewers stress the following points:

- Any information provided by the household will be kept strictly confidential. That the aggregate information collected from households will enable planners to obtain an over view of the position of households in the country, without

revealing anything about any specific households. The secrecy of the data will thus be maintained.

- The survey should enable planners to devise better policies for improving the standard of living of everyone in the country. Households will thus benefit from providing accurate information for the purpose.

Reason 2. The respondents do not wish to have an interviewer in their home for such a long time as the survey period. The best way of coping with this situation, which is also encountered most frequently in urban areas, is for the interviewers to:

- make sure their personal appearance is impeccable;
- show their badges and other identification papers proving that they are on the staff of the National Statistical Office;
- be extremely courteous towards members of the household, (even when interviewers are not well received); and
- offer to return at a time or on a day that is more convenient for the household.

Interviewers are told to contact you if someone refuses to be interviewed for some reason. You should remember that most refusals are not final and that with tact and the right approach most refusals can be converted to complete interviews. From the original interviewer, try to get an idea of the reasons for refusal, the strength of the refusal, and whether the original interviewer thinks another interviewer would be more successful.

You should also monitor the number of refusals reported by each interviewer. If an interviewer reports an unusually high number of refusals, it may indicate that he or she gives up too easily or explains the survey inadequately. If this appears to be the case, the supervisor should observe the interviewer promptly.

You should reassign the case to someone else if you think another person can get the interview. Otherwise, you should visit the address yourself and attempt to provide further explanation of the survey purposes and reiterate the guarantees of confidentiality. Not too much pressure should be applied, however, as this could be counterproductive.

If this attempt does not succeed, the aid of a local official or other important individual whom the respondent might trust or respect can be solicited. Newspaper articles, letters from government officials and the like can be shown to convince the respondent of the importance of the programme. Excessive pressure should be avoided at this stage also, as information obtained under considerable protest is not likely to be very reliable. This is also the reason for not invoking mandatory reporting requirements except in extreme cases, for example, if the individual is attempting to convince other respondents not to co-operate.

5.2.6 Type 6: Other cases of non-response

This refers to cases where some items were mistakenly omitted by the interviewer, where the respondent refused to answer certain questions, or when the interview was interrupted. Omitted questions should be discovered by you or the interviewers during editing. Interviewers are instructed to return to the household if they discover omissions or inconsistencies from their editing. If, during your edit, you discover errors on critical items, the case should be returned to the interviewer for a revisit. Refused questions should be documented in the questionnaire by the interviewer. Additional attempts should be made in the case of interviews that are partially completed due to interruptions in order to complete them. These can be made either by the original interviewer or by a different one.

5.3 Handling Pending Interviews

An interview is considered 'pending' when information has not been collected from a selected household or from an eligible respondent and the return visits have not been completed. All materials pertaining to this interview should remain with the interviewer until she has completed the pending interview. Completing callbacks for pending interviews should be carefully planned. If a few interviews remain pending as interviewing in a cluster nears completion, one or two interviewers should be assigned to remain in the area and complete the interviews, while the rest of the team proceeds to the next assignment area.

6. Importance of Confidentiality

6.1 Data Confidentiality

Data collected through the MED-HIMS are confidential. It is your responsibility as a professional field supervisor to maintain the integrity and confidentiality of the data entrusted to you. As a MED-HIMS field supervisor, you will be asked to sign a 'Statement of Confidentiality' (shown in Annex 1). By signing, you enter into a binding agreement stating that you will keep all data confidential. It also certifies that you will carry out all survey procedures precisely as they are presented in this manual and at your training.

All staff involved in the collection, processing, and analysis of the MED-HIMS survey data must be continually aware of the important responsibility to safeguard the rights of survey participants. Because field supervisors are often in direct contact with the data from completed interviews and respondents, you must demonstrate high ethical standards in all of your actions related to this survey.

Some of the data collected during the interview may be considered personal, such as remittances received from out migrants or other persons. Be aware of the sensitivity issue and of the need to treat any information you learn about respondents as confidential, whether directly from a response or through casual observations or conducting interviews.

Respondents can be assured that all identifying data, such as their name and address, are never made available to anyone outside the survey team. All answers are used only for analysis and cannot be used for any other purpose. Furthermore, respondents' names are never entered on the computer and that their names and addresses are never associated with their interview responses, and all respondents' answers will be combined with those of other participants. The secrecy of the data will thus be maintained.

6.2 Data Security

Detailed protocols have been developed that reduce the risk of compromising the confidentiality of survey participants and the security of the data. These protocols are discussed in the following sections and in more detail in the MED-HIMS Interviewer Manual.

6.2.1 Security of Physical Materials

Securing data while in your possession not only reduces the risk of compromising the confidentiality of survey participants but also protects against theft or loss of

the data. At home, securely store materials out of sight of family members and visitors. All confidential project materials, when not in use, should be safely secured (e.g., in a locked bag or cabinet), even at home. Do not store paper forms, or other materials or equipment in your car overnight, even in a locked trunk.

6.2.2 Safeguarding Materials in the Respondent's Home

If you are conducting interview observations or re-interview visits, you must either (1) carry all materials and confidential information with you as you locate and interview survey participants, or (2) lock them out of sight in the trunk of your car, if applicable, while you are in the field for the day. Use common sense in deciding which of these approaches to use in a given neighbourhood to keep materials secure. If you are in a respondent's home, do not let survey participants view the completed questionnaires for other households. Do not discuss specific households or participants with anyone other than authorized project personnel. When preparing to leave the respondent's home, conduct a careful check to ensure that you are taking all project materials and belongings with you.

6.2.3 Reporting Unanticipated Problems Involving Data Security and Confidentiality

An unanticipated problem is defined as any activity that potentially compromises the confidentiality of the survey participants and the security of the data. It may constitute problems such as the loss or theft of any confidential information that would involve risks to survey participants. Loss or theft of the questionnaires containing interviews or preloaded information, and any paper documents containing sample information is considered an unanticipated problem. Other situations may also constitute an unanticipated problem. If you are unsure about whether a situation needs to be reported as an unanticipated problem, ask your regional coordinator or other project staff.

If you or one of the field interviewers you supervise lose any materials that contain confidential information, notify your regional coordinator as soon as you realize something is missing. Be prepared to provide as much information about the loss or theft to your regional coordinator. Your regional coordinator will need:

- a detailed description of the incident;
- a comprehensive list of missing materials, and data for each affected household; and
- identifying information, if any, that was in the materials (e.g., participant names).

Your regional coordinator will consult with Central Office and tell you how to proceed with any households that may have been affected.

7. Administrative Procedures

This chapter provides guidelines on your administrative tasks as well as travel and related expenses. A thorough understanding of administrative procedures is important. Errors in completion of required reports and other administrative forms not only cause additional work but often result in costly, time consuming troubleshooting in the field.

7.1 Ordering Supplies

When Field Interviewers have arrived in an enumeration area, they will receive from you the materials and supplies they need to implement the data collection procedures. It is likely, however, that they will need additional materials and supplies during the fieldwork period. Field Interviewers should inform you during your regular meeting of any need for additional materials and supplies, which you will request and make available for them.

7.2 Weekly Reporting with the Central Office

Each Field Supervisor should have regular meetings with their Regional Coordinator. During these meetings, it is expected that you will be able to provide a summary of data collection progress in your assigned area, including the number of completed or otherwise finalized questionnaires and the status of pending questionnaires.

In addition, you should be prepared to discuss any potential problems that the Regional Coordinator and Central Office staff need to be made aware of, such as a high incidence of noninterviews in your assigned area. Also during this meeting, you may be expected to provide a summary of your Field Interviewers' time and expenses.

7.3 Fieldwork Control Sheets

MED-HIMS has three forms that can be used to keep accurate record of assignments and the status of interviews— namely:

- Supervisor's Control Sheet (see Annex 3)
- Interviewer's Cluster Control Sheet (see Annex 4)
- Summary of Field Work Results Sheet (see Annex 5).

The Supervisor's Control Sheet is one of the tools available to you to help monitor the progress of your Field Interviewers. It should be completed for each cluster by the supervisor and returned to the Central office with the questionnaires from that cluster. Generally, you will need several Supervisors' Control Sheets to list all of the

selected households in the cluster. The cluster identification information should be filled in on all of the sheets, and they should be numbered sequentially (e.g., 1 of 5, 2 of 5, etc.). Always start a new cluster on a separate Supervisor's Control Sheet.

The Supervisor's Control Sheet lists every household assigned to a Field Interviewer, including information on her completed questionnaires, which will help you see at a glance how efficiently a Field Interviewer is working her assigned households and where your intervention or direction might be needed. The information on this sheet is meant to provide guidance to both the Field Supervisor and to the Central Office on the status of data collection by Field Interviewers. It should be pointed out that this sheet will not be used to compute preliminary response rates from the survey because all the required elements for computing response rates are not being recorded.

The first step in completing the Supervisor's Control Sheet is to record the information for selected households from the household listing forms in the same order in which they are indicated on these forms. You should then assign each interviewer in your team a certain group of households to interview. As soon as the assignments have been made, you should complete columns 1 through 4 of the Supervisor's Control Sheet with the relevant information. The interviewer should complete columns 1 and 2 of the Interviewers Cluster Control Sheet.

At the end of each day the interviewers will return the completed questionnaires to you, and the information of the cover sheets of these questionnaires can be used to complete columns 5 through 13 of the Supervisor's Control Sheet.

The Interviewer's Cluster Control Sheet is designed to help each interviewer keep track of the households assigned to her. You should review the Interviewer's Cluster Control Sheets every evening and discuss the results of the interviews. At the end of each interview, the interviewer should complete columns 3 through 11. You may use this sheet to get a quick snapshot of a Field Interviewer's entire assignment.

The third fieldwork control form is the 'Summary of Field Work Results Sheet' which you should complete separately for each cluster. This sheet shows overall production at the cluster level and gives the total number of questionnaires at each status code in your assigned area. Use this sheet as a quick snapshot of how your households are broken down (for example, are they mostly refusals, no one home, etc.). You and Central Office may use this sheet to get a quick snapshot of your response rates for the household and individual interviews.

7.4 Returning Materials to the Central Office

During your training, you will be told of the method by which completed questionnaires and other reports will be returned to the Central Office. Regular transmission of data from field interviewers to the Central Office is vital for the

management of the survey and for early detection and resolution of potential problems.

The single most important point to keep in mind when returning materials to the Central Office is that all materials must be returned for a cluster at the same time, in the same packet. The interviewer will have stored all the questionnaire material for a single household in a separate envelope. You should organize all questionnaires in numerical order by household number within the cluster. All materials for each cluster should be boxed or tied separately from those for other clusters. This will greatly facilitate office editing and verification of materials. Follow these instructions to the letter to avoid the loss of questionnaires or information.

Each completed cluster packet should contain:

- (a) All the field work control sheets for the cluster;
- (b) All the envelopes containing the household and individual questionnaires for the cluster;
- (c) The other control forms for the cluster, e.g., observing interview forms, reinterview forms, progress of field work, and community characteristics questionnaire (for rural areas).

Annex 1. Statement of Confidentiality

I, _____ (print name), acting in the capacity of a Field Supervisor for the MED-HIMS Survey in (INSERT NAME OF COUNTRY), conducted by (INSERT NAME OF NATIONAL STATISTICAL OFFICE 'NSO'), agree to work on the survey in accordance with the guidelines and restrictions specified below. I understand that compliance with the terms of this agreement is a condition of my employment agreement with the (NSO), and that failure to comply with these terms may result in termination of the employment agreement between me and the (NSO).

a) I agree to treat as confidential all household specific information obtained while working on this survey and related matters. I further agree that this covenant of confidentiality shall survive the termination of this agreement.

b) To fulfil confidentiality obligations, I will:

1. Discuss confidential survey information only with authorized NSO staff.
2. Store confidential survey information as specified by the Manual on 'Instructions to Field Supervisors.'
3. Safeguard confidential survey information.
5. Immediately report any alleged violations of the security procedures to the Regional Coordinator.
6. Not photocopy or record by any other means any confidential survey information.
7. Not in any way compromise the confidentiality of survey respondents.
8. Not allow access to any confidential survey information to unauthorized persons.
9. Report any lost or misplaced confidential survey information to the Regional Coordinator immediately.

Field Supervisor Signature: _____

Date: _____

Annex 2. Example Letter of Authorization

To whom it may concern

The [National Statistical Office] is conducting a national household survey on international migration in [NAME OF COUNTRY]. The survey asks questions about the international migration of members of the household. The results of this survey will be used to help the Government adjust current policies and plan new programmes for taking care of people who moved abroad.

Households in this area have been randomly selected through scientific sampling procedures to represent households across the country. Professional Field Interviewers, under contract with the [National Statistical Office], will be in this neighbourhood to speak with residents of the selected households and arrange interviews with eligible residents. Each household's participation is voluntary, and all information provided by a household will be kept confidential.

All professional Field Interviewers affiliated with this project will be wearing identification badges naming the [National Statistical Office]. If you need further information, please contact [NAME / TELEPHONE NUMBER] at the [National Statistical Office].

Sincerely,

[National Statistical Office]

Annex 3. Supervisor's Control Sheet (USE A SEPARATE SHEET FOR EACH CLUSTER)

Identification		
1	Name of Supervisor: _____	□ □ □ □
2	Region: _____	□ □
3	Name of Area/Cluster: _____	
4	Cluster Number	□ □ □ □
5	Number of Interviewers in the Team	□ □
6	Date Field Work Started in Cluster	D M Y □ □ □ □ □ □
7	Date Field Work Ended in Cluster	D M Y □ □ □ □ □ □

HH No.	Name/Address of household	Interviewer name and date assigned		Result of household interview*	Eligible respondents				Interviews completed				Notes
		Name of interviewer	Date assigned		Out migrant	Return migrant	Non migrant	Forced migrant	Out migrant	Return migrant	Non migrant	Forced migrant	
1	2	3	4	5	6	7	8	9	10	11	12	13	14
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
Total													

Notes: Use additional sheets as needed

* Household Interview Result Codes :	
1 Completed	7 Household lives abroad
2 Partly completed	8 Dwelling vacant
3 No competent respondent at home at time of visit	9 Address not a dwelling
4 Postponed	10 Dwelling destroyed
5 Refused	11 Dwelling not found
6 Household absent at time of visit	96 Other

Signature: _____	Date: _____
------------------	-------------

Annex 5. Summary of Field Work Results Sheet (SUPERVISOR: USE A SEPARATE SHEET FOR EACH CLUSTER)

Page 1

1	Identification	
1.1	Name of Supervisor: _____	_ _ _
1.2	Region: _____	_ _
1.3	Name of Area/Cluster: _____	
1.4	Cluster number	_ _ _
1.5	Number of Interviewers in the Team	_ _
1.6	Date field work started in cluster	D M Y _ _ _ _
1.7	Date field work ended in cluster	D M Y _ _ _ _
2	MQ-1: Household Questionnaire	
2.1	Number of households listed	_ _ _
2.2	Number of households selected	_ _
2.3	Number of completed household questionnaires (code 1 in MQ1)	_ _
2.4	Number of households with no competent respondent at home (code 2 in MQ1)	_ _
2.5	Number of households absent for extended period of time (code 3 in MQ1)	_ _
2.6	Number of households who refused the interview (codes 4 & 5 in MQ1)	_ _
3	MQ-2: Out-Migrant Questionnaire	
3.1	Total number of eligible out-migrants	_ _
3.2	Number of completed out-migrant questionnaires (code 1 in MQ2)	_ _
3.3	Number of out-migrant interviews not completed because no competent respondent was available for proxy reporting (code 2 in MQ2)	_ _
3.4	Number of out-migrant interviews refused (codes 3 & 4 in MQ2)	_ _
3.5	Number of out-migrant interviews partly completed (code 5 in MQ2)	_ _
3.6	Number of out-migrant interviews not completed for other reasons (code 6 in MQ2)	_ _
4	MQ-3: Return Migrant Questionnaire	
4.1	Number of eligible return migrants	_ _
4.2	Number of completed return migrant questionnaires (code 1 in MQ3)	_ _
4.3	Number of return migrants not at home for interview (code 2 in MQ3)	_ _
4.4	Number of return migrant interviews refused (codes 3 & 4 in MQ3)	_ _
4.5	Number of return migrant interviews partly completed (code 5 in MQ3)	_ _
4.6	Number of return migrant interviews not completed for other reasons (code 6 in MQ3)	_ _
5	MQ-4: Non Migrant Questionnaire	
5.1	Number of eligible non migrants	_ _
5.2	Number of completed non migrant questionnaires (code 1 in MQ4)	_ _
5.3	Number of non migrants not at home for interview (code 2 in MQ4)	_ _
5.4	Number of non migrant interviews refused (codes 3 & 4 in MQ4)	_ _
5.5	Number of non migrant interviews partly completed (code 5 in MQ4)	_ _
5.6	Number of non migrant interviews not completed for other reasons (code 6 in MQ4)	_ _

6	MQ-5: Forced Migrant Questionnaire			
	6.1	Number of eligible forced migrants	□□□	
	6.2	Number of completed forced migrant questionnaires (code 1 in MQ5)	□□□	
	6.3	Number of forced migrants not at home for interview (code 2 in MQ5)	□□□	
	6.4	Number of forced migrant interviews refused (codes 3 & 4 in MQ5)	□□□	
	6.5	Number of forced migrant interviews partly completed (code 5 in MQ5)	□□□	
	6.6	Number of forced migrant interviews not completed for other reasons (code 6 in MQ5)	□□□	
7	MQ-6: Household Socio-economic and Environmental Conditions Questionnaire			
	7.1	Total number of households eligible for MQ6	□□□	
	7.2	Number of completed MQ6 questionnaires	□□□	
8	MQ-7: Community Level Questionnaire (for rural areas only)			
	8.1	Was the Community Level Questionnaire completed?	Yes	1
			No	2
9	Observed Interviews			
	9.1	Number of interviewers observed	□□□	
	9.2	Total number of interviews observed	□□□	
10	Reinterviews			
	10.1	Total number of reinterviews conducted	□□□	
Notes				
<hr/> <hr/> <hr/> <hr/> <hr/>				
Signature: _____		Date: _____		

Annex 6. Checklist for Observing Interviews

Identification	
Region: _____	[] []
Cluster Number	[] [] [] []
Household Number	[] [] [] []
Interviewer's Name: _____	[] [] [] []
Supervisor's Name: _____	[] [] [] []
Date of Observation	D M Y [] [] [] [] [] []

Supervisor: Put "X" in the "YES" column or the "NO" column or the Not Applicable "N/A" column for each item. Comment on each item marked "NO" in the comments section below.

Did Interviewer:	YES	NO	N/A
1. Introduce herself to the household members by explaining she is working for the National Statistical Office and ask permission to carry out the interview?	1	2	
2. Explain the objectives of the survey properly, how the household was chosen and that the interview would be completely confidential?	1	2	
3. Enter the HH/respondent identification information on the cover sheet correctly?	1	2	
4. Enter names in the correct order in Q101 in HH questionnaire	1	2	
5. Probe questions at the bottom of Section (1) in HH questionnaire?	1	2	
6. Ask for proof of dates of birth of household members?	1	2	
7. Correctly identify:	1	2	3
	1	2	3
	1	2	3
8. Correctly identify non-citizens and among them the forced migrants?	1	2	3
9. Assign an individual questionnaire for every eligible:	1	2	3
	1	2	3
	1	2	3
	1	2	3
10. In the Out-Migrant Questionnaire, correctly recorded name of:	1	2	3
	1	2	3
	1	2	3
11. In the Return-Migrant Questionnaire, correctly recorded name of:	1	2	3
	1	2	3
	1	2	3
12. In the Forced Migrant Questionnaire, correctly recorded name of:	1	2	3
	1	2	3
13. Ask questions as worded?	1	2	
14. Ask the questions in the same order as they are given on the questionnaire?	1	2	
15. Follow the skip instructions?	1	2	
16. Interpret the respondent correctly?	1	2	
17. Interpret questions correctly when asked by respondent 'what do you mean'?	1	2	3
18. Rush the respondent, not giving him/her adequate time to answer?	1	2	

Did Interviewer:	YES	NO	N/A
19. Circle only one of the precoded responses (except in cases where more than one code is allowed)?	1	2	3
20. Probe when necessary?	1	2	3
21. Accept 'I don't know' as an answer without probing?	1	2	3
22. Specify where necessary?	1	2	3
23. Record verbatim where necessary?	1	2	3
24. Observe complete neutrality throughout the interview?	1	2	
25. Volunteer an opinion?	1	2	
26. Suggest answers when asking the question?	1	2	
27. Try to help the respondent think through the answer when he/she had trouble estimating remittances?	1	2	3
28. Appear surprised or shocked or disapproving about any of the answers?	1	2	
29. Fill in the responses in a neat and legible way?	1	2	
30. Stress confidentiality of responses when necessary?	1	2	3
31. Waste time gossiping with people?	1	2	
32. Thank everyone at the end of the interview?	1	2	
33. Was interviewer polite and patient with the respondents?	1	2	

Supervisor's Comments	
Questionnaire	Serial number of questions mishandled by the interviewer
1. Household	_____ _____
2. Out-Migrant	_____ _____
3. Return Migrant	_____ _____
4. Non Migrant	_____ _____
5. Forced Migrant	_____ _____
6. Household Characteristics	_____ _____
Other Comments	_____ _____

Supervisor: At the end of the interview, and after leaving the household dwelling, you should have a meeting with the interviewer. You should:

- a. ask her what she thought about the interview;
- b. tell her where you felt she had done well and whether you thought she could do better;
- c. discuss with her the things she did not mention (the good as well as the bad things);
- d. discuss with her in detail the questions you thought she had mishandled during the interview.

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MED-HIMS Coordination Committee (as of October 2013):

- **European Commission: EuropeAid** (Unit F4 - Regional Programme Neighbours South), Eurostat (Unit A6 – Statistical co-operation)
- **The World Bank** (Development Data Group)
- **UNFPA** (Arab States Regional Office)
- **UNHCR** (Division of Programme Support and Management)
- **IOM** (Regional Office for Middle East and North Africa)
- **ILO** (Arab States Regional Office)
- **The League of Arab States** (Migration and Arab Expatriates Department)

MED-HIMS participating national agencies:

- **National Statistical Office (ONS)**, Algeria
- **Central Agency for Public Mobilization and Statistics (CAPMAS)**, Egypt
- **Department of Statistics (DoS)**, Jordan
- **Central Administration of Statistics (CAS)**, Lebanon
- **High Planning Commission, Directorate for Statistics (HCP/DS)**, Morocco
- **Palestinian Central Bureau of Statistics (PCBS)**, Palestine
- **National Statistical Institute (INS)**, Tunisia

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Other means

- MED-HIMS page at Eurostat Website:
http://epp.eurostat.ec.europa.eu/portal/page/portal/european_neighbourhood_policy/enp_south/med_hims
- MED-HIMS Newsletter (issued every 6-9 months)
- Progress reports, papers and other documents for international meetings