NEPAL LIVING STANDARDS SURVEY

SUPERVISOR MANUAL

CENTRAL BUREAU OF STATISTICS

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INTRODUCTION

This manual was prepared as a basic reference guide for the Nepal Living Standards Survey (NLSS) supervisors. It contains general information on how to carry out the survey, in particular:

1) an overview of the Nepal Living Standards Survey

2) a description of the supervisor's job

3) general instructions on how to supervise field operations

1. OVERVIEW OF THE SURVEY

1.1 OBJECTIVES OF THE NLSS SURVEY

The main objective of the NLSS is to provide household level data to allow HMG to monitor progress in improving national living standards and to evaluate the impact of various government policies and programs on the living conditions of the population.

The NLSS differs from other surveys that have been done in Nepal. Instead of focusing only on one area, like for instance nutrition or fertility, the NLSS is designed to gather information from a variety of sectors. It will collect data on demographics, housing, education, health, fertility, employment, incomes, agricultural activity, consumption, and other areas. For instance, the data from the survey can be used to study the impact of education on health or on employment. Understanding the interaction between different aspects of a household's life will enable the government to design more effective development policies and programs.

1.2 METHODOLOGY OF THE SURVEY

Sample Design: The sample size for the NLSS is 3,388 households. This sample is divided into four strata based on the geographic and ecological regions of the country: (i) the Mountains, (ii) urban Hills, (iii) rural Hills, and (iv) the Terai. This sample is designed to provide enough observations within each ecological stratum to analyze the results separately. The following table shows how the sample is allocated among the four strata:.

NLSS National Sample

Strata	Number of Households
Mountains	424
Hills (Urban)	604
Hills (Rural)	1,136
Terai	1,224
Total	3,388

The basic sampling unit is the ward. Within each ecological stratum, wards have been selected on the basis of their population. The likelihood that a ward was selected was proportional to the number of people living in that ward. Within each ward, 12 households will be interviewed (16 households per ward in the Far-Western Region). In total, 275 wards will be part of the survey.

Field Organization The data will be collected by 12 field teams, each responsible for a particular area of the country. Assignment of wards to the various teams has been done so as to balance the work load and travel time across teams. The teams will be based in the appropriate district office of the CBS, and will cover on average 23 wards. Each team consists of one supervisor, three interviewers, and a data entry operator. One of the interviewer will also be trained as an anthropometrist, and will be responsible for weighing and measuring children in all interviewed households. Each team is provided with a computer, printer, and power system for data entry, as well as with scales and meters to measure children. The teams working in the Terai and in Kathmandu will have a vehicle and a driver to assist them in traveling to the areas where interviews are to be conducted. All field teams will survey households during a twelve month period.

Content and Design of the Survey: As noted below, the NLSS is different from other household surveys in several ways:

The first distinctive feature is that the household questionnaire used by the survey covers many different areas, and is therefore longer than usual survey questionnaires. In addition, information is collected from all household members, not just from the head of household. This is done so as to gain a full picture of education, health, employment, etc. for women and children as well.

A second distinctive feature of the survey is that a community questionnaire is also administered in addition to the household questionnaires. The community questionnaire is administered in all wards, and it collects information on characteristics of the community, prices, and facilities available. This information will supplement the information collected at the household level. The questions in the community questionnaire are to be answered by the ward or VDC chairman, or other such knowledgeable people in the ward.

A third distinctive feature of the NLSS is the use of personal computers for data entry in the field. Instead of sending the completed questionnaires back to the central office for data entry, the data collected in the ward are to be entered into a personal computer while the team is still in the field. The data entry program will let the data operator and the supervisor know if there are mistakes or missing data in the interview, and will check whether information from one part of the interview matches information from other parts. When problems or errors are found, the interviewers can return to the households to correct the information. This process of entering, checking, and correcting the interviews in the field will help ensure that the data is of very high accuracy and quality.

Structure of the Interviews: Each ward will be visited once. Within each ward, however, households to be interviewed will often need to be visited several times. The number of times that the interviewers will visit each household will depend on how long it takes to complete the entire questionnaire. Usually it will take at least two visits to complete the interview. In the first visit the interviewer will complete a listing of all the household members and make appointments to visit and talk to each of them; in later visits, he/she will interview the different members of the household.

The amount of time it will take to complete the questionnaire will vary greatly from household to household, depending on the number of people there are in the house, how much land they own, how many different kinds of economic activities they are undertaking, how many modern consumer goods they own, and other such factors. In general, the larger the household, the more the people that will have to be interviewed, and hence the longer the interview in the household is likely to be. If the interviewer sees that the respondent is looking tired and has begun to give answers that are inconsistent, he may have to suspend the interview and complete the remaining portion later.

1.3 ORGANIZATION OF THE SURVEY

Core Management Team: The Household Survey Unit of the Central Bureau of Statistics (CBS) is responsible for implementing the survey in the country. The core team comprising a Survey Manager, a Field Operations Manager, and a Data Manager will manage the survey. The tasks of each member of the core team are as follows:

- the Survey Manager is responsible for the overall implementation of the survey. He maintains contact with the rest of CBS, the National Planning Commission, and other ministries and agencies involved.

- the Field Operations Manager is responsible for field operations. He coordinates the work of the teams, and ensures that the survey proceeds smoothly in the field.

- the Data Manager is responsible for the management of the data collected during the survey. He develops the data entry program, checks the quality of the data collected in the field, and ensures that supervisors and the data entry operators follow the instructions for using the computers and running the programs.

In addition, some local and international consultants have been hired to assist the core team.

Field Teams: At the field level, each of the 12 teams will comprise the following:

- the supervisor will oversee, coordinate, monitor, and where necessary correct the work of the interviewers and the data entry operator. The supervisor will also administer the community questionnaire.

- the interviewers will be responsible for collecting the data from the respondent households using the household questionnaire.

- the anthropometrist will measure the weight and length of children, and will help in administering some sections of the questionnaire.

- the data entry operator will be responsible for entering the data from the interviews into a personal computer and checking it for consistency.

- the driver (teams in the Terai and Kathmandu) will be responsible for taking the teams to the wards and to the households where interviews are to be conducted.

2. THE SUPERVISOR'S TASK

2.1 GENERAL RESPONSIBILITIES

As the leader of the field team and the representative of the Management Unit, you have a key role in the survey. Your responsibilities include:

(1) Overall field supervision, coordination and monitoring of data collection activities.

You are the primary person responsible for the quality of information collected in the field. An important part of this task is to coordinate the work of the male and female interviewers, particularly when an exchange of questionnaires between the two becomes necessary. You may on occasion have to assist the interviewers in locating households and ensuring their willingness to respond to the survey. Your task will be made easier if you maintain good relations with senior officials and other important people in the communities visited.

(2) Monitoring and evaluation of the quality of field interviews and completed questionnaires, and checking of the data entry printouts.

You will routinely observe interviews without telling the interviewers in advance. Based on a set of criteria for evaluating a good interviewer, you should give immediate feedback on the interviewer's performance. NLSS Form 2: Interviewer Evaluation is provided for this purpose.

Once data are collected, you should check whether the interviewer's recording is legible, if the skip patterns are followed, and that the interviewer instructions given in the questionnaires were observed.

You will also revisit households on occasion to cross-check some of the information provided by the household. NLSS Form 3: Interview Verification is provided to help you cross-check certain key questions. It is particularly important to let the interviewers know that data validation will be done.

You should carefully check the errors found by the data entry program, and either you or one of your interviewers should revisit the household to correct the errors. It is good practice to find and correct as many errors as possible through detailed inspection of the completed questionnaires.

(3) Management of personnel, equipment and vehicles

In addition to your field management functions, you are also responsible for supervising the data entry operator and the driver. You should ensure that they work efficiently to provide for smooth implementation of data collection activities and be responsible for the proper handling and care of computer equipment and the vehicle.

(4) Exchange of information between NLSS Management and field teams.

As the main channel of communications, you should ensure that any advice or instructions from the Core Management Team is relayed to and followed by the field team and that the Management Team is informed regularly of the progress of data collection activities.

In order to manage the field work effectively, you must have a thorough understanding of the work to be done by each member of the team. You should be able to respond to specific interviewing problems that may arise in the field. Indeed, you may on occasion have to conduct interviews yourself if one of your regular interviewers is ill or otherwise unavailable. Therefore, you should be familiar with the content not only of this manual but also of the instruction manuals for the interviewers and the data entry operators.

2.2 Specific Duties of the Supervisor

One of the primary functions of the supervisor is quality control, that is, ensuring the quality of the data that is collected by the interviewers and entered by the data entry operators. To do this, the following specific tasks are assigned to you:

1. Publicity. You must supervise the delivery of the letters of introduction and/or specially prepared brochures to the local authorities, to the village and ward chairmen and, in the urban areas, to the households. In rural wards, you should explain the purpose of the survey and introduce the members of your team to local authorities before they visit any households. Similar practices should be followed when such individuals can be located in urban areas.

2. Assigning Households to interviewers and finding the selected household. You should assign six of the twelve households to be interviewed in each ward to each interviewer. It may be necessary for you to help the interviewers locate respondent households, either by using maps or by inquiring in the neighborhood. You should be able to do this using the identifying data recorded for each household in the master listing for the ward. These are the names of the head of the household and, in certain urban areas, street addresses.

3. Preparation of the questionnaires. You must copy the name of the household head, and street address on each questionnaire before giving them to your interviewers. In addition, you should copy the processing code, which uniquely identifies each household in the survey.

4. Drawing up the household roster. All twelve household rosters should be completed before going ahead with the survey in each ward. This is a good way for interviewers to introduce themselves to the household, and to schedule later visits to interview various household members. Detailed instructions for completing the rosters are included in the Interviewer's Manual.

5. Scheduling of household interviews. After all rosters have been completed, the remainder of the interviews are conducted during the week. It is primarily the responsibility of the interviewers to schedule interviews, although you should encourage them to consult with you if problems arise in completing their assigned questionnaires.

6. Verification of the questionnaire. Upon completion of questionnaire, you should check that it has been correctly filled out. It may be necessary to ask the interviewer to go back to the household to collect missing information or correct data. If you do this task carefully during the first few weeks of the survey and work closely with your interviewers to make sure they know their job well, such problems should soon be minimal.

7. Observing interviews. You should accompany the interviewers from time to time to observe and evaluate their interview techniques. NLSS Form 2: Interviewer Evaluation is provided for this purpose.

8. Re-interviewing households. In addition to observing interviews, you should re-interview a few households in each ward. It is not necessary to re-ask all questions in the household questionnaire. Instead, NLSS Form 3: Interview Verification, which includes a subset of basic questions, has been prepared for this purpose.

9. Administering the community, price, and facility questionnaires. You will be the primary person responsible for administering these additional questionnaires, by speaking with knowledgeable persons in the community, visiting local shops and the nearest market, and interviewing staff at local schools and health facilities.

10. Checking the printouts. After the data have been entered in the computer, you should compare the printout with the data on the questionnaire. You should check any errors found by the data entry program. Compare the printout with the questionnaire. Mark the errors made by the data entry operator on the computer printouts and the errors introduced by interviewers on the questionnaires. Some of the latter can be corrected by re-asking relevant questions.

2.3 RELATIONSHIP WITH THE NLSS MANAGEMENT TEAM

1. Technical Responsibility and Monitoring

Technical responsibility for the survey rests entirely with the NLSS Core Management Team. The team will therefore lay down the general direction of the work and issue instructions. You will take orders regarding the survey only from the Core Management Team. Each month the field teams will be visited by a member of the Management Team to ensure that procedures are being applied properly. This person or persons will monitor every aspect of the teams' activities; they may visit some of the households that have already been interviewed to go over parts of the questionnaire and thus check up on the quality of both your work and the work of your interviewers. Remember that the quality of your team's work is as much your responsibility as the quality of your own work.

2. Supervisor's Report

After completing two wards, you must send to headquarters diskettes containing the entered data from all the household questionnaires for these wards, as well as the filled out community questionnaires. In addition, you must prepare a brief report on the two wards surveyed. This report should contain:

- the name and number of the ward;
- NLSS Form 1: Household Selection, with a notation of which twelve (or sixteen) households were interviewed;
- a description of any difficulties, and how they were overcome;
- a description of which households were replaced, why they were replaced, and a list of the replacement households;
- a note on the quality of the work of each interviewer, his/her behavior during the interviews, and his/her relationship with other team members and yourself;
- a report on the work of the data entry operator.

Note that this report need only be brief and should highlight problem areas rather than areas where field activities are proceeding well.

All completed household questionnaires should be kept at the Regional Offices and sent to the head office in Kathmandu at periodic intervals.

2.4 Relationship with the Regional Office

You are responsible for the work of your team, and should take instructions regarding technical matters pertaining to the survey only from the Core Management Team in Kathmandu. The equipment provided to your team is for the survey itself, and it is your responsibility to ensure that it is not used for other purposes. Your team will thus operate as an independent unit reporting directly to the Core Management Team in Kathmandu.

However, it is important for you to maintain good working relations with the head of the Regional Office. You must keep in mind that the Regional Office Head is the representative in the field of the Director General of CBS. At times, it may be necessary for you to seek his help in resolving administrative problems that may arise. Moreover, the Regional Head is likely to be knowledgeable about the local area, and may be able to provide invaluable assistance in contacting the local administration and in obtaining their cooperation.

3. SUPERVISING FIELD OPERATIONS

3.1 PREPARING FOR THE SURVEY

You will be given the list of wards your team will visit over the twelve month survey period. In addition, you will be provided with a schedule for the visits to the wards that outlines the number of days to be spent in each ward, travel time, rest period, etc. This schedule makes allowance for the nature of terrain where the different teams will work so as to balance the work-load across teams. Further, allowance has been made in this 12 month schedule for holidays, meetings and retraining activities, and other eventualities. Each team is therefore expected to complete its assigned work comfortably in the allotted period.

There are things you must do before the team's arrival in a ward: arrange for brochures or letters of introduction which will inform households about the survey, select the households to be interviewed, and prepare the questionnaires for the interviewers.

<u>Publicity</u>

CBS has prepared a letter that explains the purpose of the NLSS and the cooperation desired from respondent households. In urban areas, it would be desirable to have these letters delivered to the households you plan to interview at least two weeks prior to the proposed interviewing date. You should follow up with a personal visit on the first day your team is working in the ward. In rural areas, letters should be delivered to authorities or senior members of the community as well as selected households when your team arrives in the ward. You and your team should meet with these individuals to describe the survey and introduce yourselves on the first day you arrive in the village. In addition, it would be desirable to deliver letters of introduction to the health facilities and schools you plan to visit in these areas.

<u>Selecting Households to be Interviewed</u>

A list of the households to be interviewed in each ward is contained in NLSS Form 1: <u>Household Selection</u>. A household listing operation was recently carried out in the wards selected for the survey during which a Master list was prepared in each ward of all households residing in the ward (or sub-ward in the case of large urban wards). In order to ensure that the households that are interviewed in the survey are representative of the selected wards, the households listed in NLSS Form 1 have been selected from the Master list for each ward using the systematic-sampling-with-a-random-start sampling procedure.

Each of these forms contains a list of 12 households to be interviewed in each ward, along with the names of the household heads and the address or location of the households. It is extremely important that the field teams make every effort to interview all these households listed in the form. The list also contains the name and addresses of 6 replacement households. In the cases where the team is unable to interview some of the 12 selected households, replacement households listed on this form are to be used instead. Wherever this is necessary, you must follow the procedure for <u>choosing a replacement</u> household that is outlined later in this chapter.

<u>Preparing the Questionnaire</u>

You should carefully prepare the household questionnaire for each ward before giving them to the interviewers. This involves two tasks:

1. Check that the blank questionnaires have no missing pages or sections.

2. Copy all relevant information from NLSS Form 1: Household Selection onto the cover pages for the twelve households selected to be interviewed. This information includes:

   (i) the name of the household head, the street address (if applicable), and

   (ii) the 5 digit processing code that uniquely identifies each household.

   The processing code is obtained from NLSS Form 1: Household Selection, and consists of the 3 digit Ward Serial Number and the 2 digit Household Number listed on this form. This 5 digit processing code will henceforth be referred to as HOUSEHOLD IDENTIFICATION CODE, or HID.

Adding Questionnaires for Large Households

If, after visiting the household, the interviewers finds it necessary to list more than 15 persons on the roster, they will need to use an additional questionnaire to collect information for the household. You should prepare the additional questionnaire(s) in the same way you prepared the original questionnaires, and specify the number of the questionnaire just to the right of the HID on the cover page - the first questionnaire is to be marked "1/2"; the second questionnaire should be marked "2/2".

3.2. Initial Actions in the Ward

In general, you should follow normal practices upon arriving in a ward on the first day of the survey, keeping in mind that the demands of the NLSS on household member's time will be greater than those of most other surveys. It is your responsibility as team supervisor to do whatever is necessary to ensure that interviewers are well received by respondent households. Whenever possible, you should give advance notice of your arrival in the ward, although this may not always be possible. In rural areas, you should meet with authorities and other prominent villagers to explain the purpose of the survey, introduce the members of the team, and discuss the survey program for the week. In urban areas, you may need to accompany interviewers on their initial visit to the selected households.

Explaining The Survey

First, you should introduce yourself and your team of interviewers and say that they are working for the Central Bureau of Statistics. Next, you should explain that:

- The Central Bureau of Statistics, in collaboration with international agencies, is conducting a survey of Nepali families to gain a better understanding of their present living conditions. The survey is thus very important in helping planners design and implement programs to improve the people's living conditions.

- The data collected from this survey will be used as the basis for analyzing important social and economic policy issues, such as poverty, access to basic services, and employment. The survey also attaches special importance to knowing more about the role of the Nepali women in the economy and in the household. This is why your team includes both male and female members.

- The village and the families who will be interviewed have been selected at random. Other neighboring villages and households have been selected in the same way.

- The survey is not concerned in any way with taxes, and all the information recorded will be regarded as confidential and covered by the obligation of statistical secrecy.

Recruiting Interpreters

Prior to the interviews, you should find out what languages are spoken by your team of interviewers. This will facilitate the assigning of interviewers who can do the interpretation in case the need arises. If there is a need to bring in another person to do the job, the supervisor can either (i) ask the head of household to choose someone or (ii) ask the village chief to recruit a few people to serve as interpreters for the week.

The best interpreter is someone chosen by the respondent, since the questions are confidential and the interpreter must be someone the respondent is willing to trust. The supervisor should be aware, however, that there are certain problems in adopting this solution. In the first place, it is difficult to know how good the translation is. The respondent's friend who speaks the dialect may not speak it well enough to translate everything said during the interview, and may not want to admit this.

Another problem that often arises is that the interpreter chosen by the respondent knows the household's affairs so well that he tends to answer for the respondent without translating the questions. If that happens, the interpreter will have to be reminded, firmly but politely, that the respondent is the person who was chosen to be interviewed and that only his own answers can be recorded on the questionnaire.

Initial visits to the Households

On the first day you should divide the 12 households to be interviewed amongst the interviewers. During the remainder of the day, the interviewers are responsible for contacting these households and introducing themselves, collecting the household roster as described in the Interviewer's Manual, and arranging times to re-visit the household during the remainder of the time the team is working in the ward. You should meet with the interviewers to verify that respondent households are cooperating.

3.3 Problems Encountered in the Field

It is extremely important that the households interviewed in each ward are those listed in NLSS Form 1: Household Selection . The problems that arise most frequently are:

- there are difficulties in finding a particular household; it may be because the information provided on NLSS Form 1 was too vague, or because the household has moved to another area, or because their dwelling has been destroyed.

- the appropriate respondents for each section are not available.

- a household refuses to take part in the survey or to answer the questions in certain sections.

Difficulties in locating a Household

If the interviewer cannot find one of the households, the supervisor should go with him/her to the place and ask for information from the neighbors, the village or ward chairman. On the list of households belonging to the sample, there is the name of the head of household and, in urban areas, the street and house number. Your master list for the ward contains similar information on the selected household's neighbors.

If the interviewer finds a household at a given address but the head of household is different from the one identified, the interviewer must talk with household members in order to ascertain whether it is in fact the same household (the former head having died, for instance) or whether the household previously identified at the address has moved.

- if it is the same household with a different head, you should record this on the Survey Information Sheet in the box entitled VERIFICATION OF THE QUESTIONNAIRE.

- if the household has moved and there is another household in the same dwelling, the interviewer may interview the new household instead, as discussed below. However , before giving permission for this replacement, you must go with the interviewer to the dwelling to verify the situation. You should never allow the interviewer to make the decision to replace a household. If a replacement is made, record the replacement of one household for another living in the same dwelling on the Survey Information Sheet in the box entitled VERIFICATION OF THE QUESTIONNAIRE in the space for Remarks.

- if the dwelling has been destroyed or abandoned -- and you should always verify yourself that this is the case -- the household should be replaced following the rules set out below.

Absence of Respondents

Each part of the interview is directed to a specific respondent. If the person who is supposed to reply to any part of the questionnaire is not available on the interviewer's first visit, the interviewer must inquire when he/she may return to interview that person. The interviewer must be instructed not to leave the household without scheduling another visit to interview the concerned respondent. If after repeated attempts he/she cannot contact the desired respondent, some other individual can provide information. This should be the exception rather than the rule, and you should pay careful attention to how much substitution is occurring in the interviews.

Refusals

Interviewers may encounter two different kinds of refusal from the household: a total refusal to take any part in the survey, or a refusal to answer questions once the interview has begun. To avoid refusals, the interviewer must be very careful during the first contact with the household.

The following are among the most frequent reasons for refusal to cooperate:

1. The respondents fear that any information they may reveal on their income will be used for tax purposes. This fear, which is found most commonly among upper income urban households, can be reduced if the interviewers stress certain points

    - any information provided will be kept strictly confidential. Taken together with information collected from other families it will enable planners to obtain an overall view of the position of households, without revealing anything at all about any specific household. The secrecy of the data will thus be maintained.

    - the survey will enable planners to devise better policies for improving the standard of living of everyone in Nepal. Households will benefit from providing accurate data which will only be used to help them.

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

   - make sure that their personal appearance is impeccable;
   - show their badges and papers proving that they work for the Central Bureau of Statistics;
   - be extremely courteous toward members of the household. It is essential to follow this precept at all times, 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.

If the interviewer cannot persuade the household to cooperate, you must yourself visit the household and try to persuade it to do so. You may ask whether the interviewer has been polite, and so forth. If the household still refuses to cooperate, a replacement must be found, following the rules set out below.

Replacing a Household

Although your team will only interview twelve households in each ward, eighteen have been listed in NLSS Form 1: Household Selection. This is because a household may, on rare occasions, have vacated the dwelling unit or refuse to be interviewed, and thus must be replaced by one of the six additional household listed on the Form. All decisions to replace one of the initially selected twelve households must be made by you, the team supervisor, and never by one of the interviewers. You should do all in your power to convince a household to be interviewed before deciding to replace it. Further, you must write a brief report about why the household was replaced, using the space provided for "OBSERVATIONS" in the front of the household questionnaire.

When to Use a Replacement Household. You should only use a replacement household when:

(i) the dwelling unit designated by the street and house number is vacant

(ii) despite repeated attempts, the members of the household refuse to complete the interview.

If a different household is residing in the designated dwelling unit, you should follow the standard procedure of interviewing the new household that now resides in the dwelling unit. Instruct your interviewers to inform you when this happens, and amend NLSS Form 1 accordingly (i.e. cross out the names of the previous head and fill-in the new names).

Choosing a Replacement Household. NLSS Form 1: Household Selection lists the name and addresses of 18 households. The replacement households on this list are designated by shaded rows - the initial twelve selected households have serial numbers 1-2, 4-5, 7-8, 10-11, 13-14, and 16-17, while the six replacement households have serial numbers 3, 6, 9, 12, 15, 18. To replace one of the original twelve households, choose the replacement household that immediately follows it on the Form. For example, if the household with serial no. 5 refuses to be interviewed, replace this household with the household in the shaded row with serial no. 6. If the dwelling unit previously occupied by the household demarcated by serial no. 16 is empty, choose the replacement household in the shaded row with serial no. 18.

When a household is replaced, you should enter this fact on the Survey Information Sheet. In the box entitled VERIFICATION OF THE QUESTIONNAIRE for the questionnaire of the household which is being replaced, enter the number of the replacement household alongside the words THIS HOUSEHOLD WILL BE REPLACED BY NO. Next enter the reason for the replacement, using the codes:

1 = NOT FOUND

2 = REFUSAL

This is all the information that will be entered on the questionnaire for the replaced household.

You must prepare a new questionnaire for the replacement household in the same manner that you prepared the original twelve questionnaires -- copying identification particulars from NLSS Form 1: Household Selection and filling in the questionnaire processing code. For this reason, you should always carry NLSS Form 1 and the master listing with you when you visit a ward for the first time. In the new questionnaire for the replacement household, write the number of the replaced household in the box entitled VERIFICATION OF THE QUESTIONNAIRE, alongside the words THIS HOUSEHOLD REPLACES NO. Note that the date entry operator must enter information from both the replaced and the replacement questionnaires, although the former will contain only identification particulars and initial responses on the first page in the VERIFICATION OF THE QUESTIONNAIRE. All other pages will be blank.

3.4. VERIFYING THE CODING AND THE QUESTIONNAIRES

You should review each questionnaire to determine if it was completely and correctly filled out before giving it to the data entry operator. The purpose of this operation is to ensure that no relevant information has been missed, and that everyone who should have been interviewed has replied, and that all the sections are complete. Verification should be done the day after the questionnaire has been completed, before the supervisor leaves the area, and before the questionnaires are given to the data entry operator.

If problems are found in the questionnaire, it should be returned to the concerned interviewer with instructions to correct it immediately before leaving the area. After data have been entered, the forms will be kept at the field offices with the questionnaires.

3.5. MONITORING INTERVIEWS

Observing the Interviewer

At least once a week, you should sit in on interviews conducted by each of your interviewers in order to observe that they are administering the questionnaire correctly. However, you should be very sensitive to cultural norms which might limit your presence during the interviews with female household members. In any case, you should never attempt to observe the part of the interview which obtains information on family planning and maternity histories.

When observing an interview, you should not talk to either the interviewer or the respondent: you are there purely as an observer. Introduce yourself to the respondent and explain that you are only observing the interview and will take no part in administering the questionnaire. Inform the interviewer before the interview that he must not ask for advice during the interview and that he should act as though he were alone. It is important to make notes on any questions or concepts that you feel the interview needs to be instructed on. These notes will help you in discussions with the interviewer afterwards, and in assessing the strengths and weaknesses of the interviewer. Everything must be written down on the spot so that it is not forgotten.

Fill out NLSS Form 2: Interviewer Evaluation immediately after the interview. A copy of the form is included below. The main points to respond to in completing the form are:

- Behavior of the Interviewer. Did s/he greet everyone before beginning the interview? Did s/he introduce herself/himself by explaining that s/he is working for the Central Bureau of Statistics? Did s/he explain the objectives of the survey properly, how the household was chosen and that the interview would be completely confidential? What personal impression did s/he make? Was s/he polite and patient with the respondents during the interview? Did s/he thank everyone at the end?

- How did s/he ask the questions? Were the questions asked exhaustive? Did s/he ask the questions as they appear in the questionnaire? Did s/he try to help the respondents think through the answer when they had trouble in responding? Did s/he probe carefully when given "I don't know" as an answer? Did s/he probe carefully in the more open-ended sections?

- Time spent on the interview. Did s/he avoid gossiping with people, while still being very polite? Did s/he ask the questions quickly, without hesitating? It may be worth noting the time at which s/he began each section.

- Impartiality. Did s/he maintain a neutral attitude toward the questions and answers during the interview? Did s/he volunteer an opinion? Did s/he appear surprised or shocked or disapproving about any of the answers? Did s/he suggest answers when asking the questions?

You should meet with the interviewer afterwards to discuss your impressions of the interview you observed. Do not neglect to get the interviewer's views on interview -- where s/he felt s/he had done well, as well as her/his shortcomings. Discuss your impressions of the interview with her/him, making sure to enumerate her/his strong and weak points and offer advice on how s/he can perform more effectively.

Keep all completed interviewer evaluation forms with the team's files. These may be referred to by the NLSS Core Management team later, should questions arise regarding data quality.

Observing the Respondent

When observing interviews, you should also pay close attention to the respondent and make note of problems or difficulties in the interviewing process, particularly with respect to the following:

- inappropriately worded questions in the questionnaire,

- concepts that are unclear to the respondent, or

- questions that are often not answered because they are too personal or too sensitive.

You should make notes on these points and other problems or issues which arise and need to be referred to the NLSS Core Management Team for advice or guidance. You can write particular observations and remarks on the Survey Information page provided in the questionnaire. These issues should be raised when you are visited by a representative of the Core Management Team.

Re-interviewing Selected Households

Each week, you should visit three households selected at random from the twelve being interviewed by your team to verify some of the responses obtained by your interviewers. These households will be identified by the data entry program. NLSS Form 3: Interview Verification has been prepared for this purpose. This form lists key questions to be re-asked in the household. Keep in mind that a difference in a response you obtain and that obtained by an interviewer does not necessarily mean that the interviewer is not doing a careful job. Respondents may provide different information at different times and the individual you speak with (usually the head of the household) and the individual the interviewer spoke with may not be the same. However, differences in responses indicate the need to follow up with the interviewer regarding possible causes. If you receive dramatically different responses to a number of questions, you must have a thorough discussion with the interviewer regarding why you received different responses.

3.6. SUPERVISION OF DATA ENTRY

One of your tasks that is unique to this survey is to monitor and correct errors in the questionnaires detected by the data entry program. You will make at least two checks of errors detected by the data entry program for each household:

- the first after the data are entered,,
- the second after corrections are entered,

You may have to make other checks if errors persist. However, keep in mind that it is possible for errors to remain in the final data for the household. Not all the errors identified by the data entry program are mistakes as such - at times the program highlights data that appear to be incorrect and therefore require re-checking. Note, however, that if the program highlights that certain sections have not been completed, or that certain information for a particular household member is missing, such type of errors or omissions must always be corrected.

Responsibilities of the Data Entry Operator

Data entry involves keying in information from the questionnaires and then running a series of programs to check the information. These programs detect errors or inconsistencies in the data. All data are stored internally in the team's computer. In addition, the data entry operator makes backup copies of all data files on diskettes. The data entry operator is also responsible for maintaining the personal computer, printer, and the power equipment, as well as for storing the diskettes, printouts, and questionnaires properly.

Data Entry Checks

In each ward, the data entry operator should give you two specific computer-generated documents for each household in the ward:

- a listing of errors in the data entered for the household;
- a special listing of consistency checks;

You should do the following tasks with each of these documents.

1. <u>Listing of errors in the data entered</u>

This printout consists of two parts.

The first part consists of a printout of all those parts of the questionnaire where the data entry program detected an error. Only those sections - or parts of the section - where errors were found are printed. A listing of some such sections is reproduced below:

```
HOUSEHOLD 00101 -- SECTION 1, PART D: UNEMPLOYMENT

I  Q Q Q
D  0 0 0
C  1 2 3
+--+-+-+--+
|1  1     |
      =   |
|Wrong skip [Q02]
+--+-+-+--+

HOUSEHOLD 00101 -- SECTION 2, PART A: TYPE OF DWELLING

   Q  Q  Q  Q  Q  Q  Q  Q
Q 0  0  0  0  0  0  0  0  Q Q Q Q Q   Q      Q
0 2  2  2  2  2  2  2  2  0 0 0 0 0   0      0
1 A  B  C  D  E  F  G  H  3 4 5 6 7   8      9
+-+--+--+--+--+--+--+--+--+-+-+-+-+-+------+-------+
|1  8  1  3     1  2        2 8 4 4 3   1000     400|
                              =
|Wrong code [Q04]                                   |
+-+--+--+--+--+--+--+--+--+-+-+-+-+-+------+-------+
```

In the case of Section 1 D, for ID CODE 1, the response to Q01 is "1", that the person was available for work. However, the answer to the second question has not been recorded. The printout indicates this error by underlining the relevant field, and pointing out the nature of the error in the line below .

Similarly, since "8" is not a valid response to Q04 in Section 2A, this is highlighted as an error in the computer printout.

The second part displays all sections entered by the data entry operator for the household, indicating the number of records in each section. The figure below shows a portion of the summary of records entered for a particular household:

```
Household 00101 - RECORDS ENTERED

Form

SECTION 1, PART A:  HH INFORMATION                        5
SECTION 1, PART B:  PARENTS                               5
SECTION 2, HOUSING PART A: TYPE OF DWELLING               1 ← ERRORS
SECTION 2, HOUSING PART B: HOUSING EXPENSES               1
SECTION 2, HOUSING PART C:  UTILITIES AND AMENITIES
```

You should compare this listing with the questionnaire to verify that the data entry operator entered all records. For instance, the listing above shows 5 records for Section 1A (Household information), meaning that the data entry operator recorded the information for 5 people. Check the roster in the questionnaire to make sure that this was indeed the number of people in this household. If this is not the case, you should give the listing back to the data entry operator for corrections.

If the data entry operator had to force an entry for a particular section, the note "←errors" appears next to the number of records entered (for instance, Section 2A in the example above). This means that the data entry program found an error or inconsistency in the questionnaire in that section. In this case, you can find the specific nature of the problem by looking at the appropriate page of the questionnaire: the operator should have circled the incorrect responses with a red pencil on the page. You should then look at the listing of that section in the "Listing of errors in the data entered" that the operator will also give you, and verify that he actually entered all data correctly. This will ascertain that the error is indeed in the questionnaire and not due to an error in data entry.

All errors so detected should be discussed with the interviewers, so that these questions are re-asked wherever necessary.

2. Listing of Consistency Checks

This printout shows inconsistencies detected by the data entry program among data in different sections of the questionnaire. The listing below provides an example:

Household 00101 - Consistency tests

```
......Error number 1 :
SECTION 07A MISSING FOR INDIVIDUAL 01

.....Error number 2 :
INDIVIDUAL 11, RECORDED AS MOTHER OF 03, SEEMS TOO YOUNG

.....Error number 3:
SECTION 12A1 NOT ENTERED

 3 errors detected in this household
```

You should examine the questionnaire carefully to verify all these cases. Some of them may not be errors, but borderline situations that the data entry program has found suspicious (for example, the program expects mothers to be at least 12 years older than their children, but in rare cases woman may have had her first child at a very young age). If you agree that the comments in this listing are genuine errors, you should mark the relevant responses in the questionnaire, so that they can be corrected by the interviewer in the next visit to the household.

3. Other printouts

In order to conserve power in the field, sections where no errors were found are not included in the first printout. However, if you would like to review the data entered for a particular section, you should ask the data entry operator to provide you with a printout of the section concerned. Data entered into the computer can also be viewed on the computer screen.

Management of the Computer Hardware

Ensure that the data entry operator has:

- turned off the computer and printer at the end of each work period;
- keeps all equipment clean and protected from dust and heat;
- does not mishandle the equipment;

Further, it is important to ensure that your computer equipment is used solely for entering data and fixing data errors for NLSS questionnaires and not for other tasks.

Backing up data and management of survey materials

When all data entry and error correction for a ward has been completed, make sure that the data entry operator makes two copies of all data for the ward on diskettes. You should store one copy in the Regional Office, along with copies of all questionnaires filled out for the ward, and send the second copy to NLSS headquarters in Kathmandu.

4. OVERVIEW OF THE HOUSEHOLD QUESTIONNAIRE

Section 1. HOUSEHOLD INFORMATION

This section has two main purposes: (i) to identify every person who is a member of the household, and (ii) to provide basic demographic data such as age, sex, and marital status of everyone presently living in the household. In addition, information collected in this section also includes data on all economic activities by household members as well as unemployment.

The primary respondent for this section is the head of household or, if he/she is not available, the person identified as the best-informed about the household.

Section 2. HOUSING

This section collects information on the type of dwelling occupied by the household, and on the household's expenditures on housing and amenities (rent, expenditure on water, garbage collection, electricity, etc.).

The primary respondent for this section is the head of household.

Section 3. ACCESS TO FACILITIES

This section collects information on the distance from the household to various places and public facilities and services.

The primary respondent for this section is the head of household.

Section 4. MIGRATION

This section collects information on permanent migration for reasons of work or land availability.

The primary respondent for this section is the head of household.

Section 5. FOOD EXPENSES AND HOME PRODUCTION

This section collects information on all food expenditures of the household, and on consumption of food items that the household produced.

The primary respondent for this section is the member of the household who is best-informed about purchases made by the household.

Section 6. NON-FOOD EXPENDITURES AND INVENTORY OF DURABLE GOODS

This section collects information on expenditure on non-food items (clothing, fuels, items for the house, etc.).

The primary respondent for this section is the member of the household who is best-informed about purchases made by the household.

Section 7. EDUCATION

This section collects information on literacy for all household members, on the level of education for those members who have attended school in the past, and on level of education and expenditures on schooling for those currently attending an educational institution.

Respondents for this section are all household members aged 5 years and above.

Section 8. HEALTH

This section collects information on illnesses, use of medical facilities, expenditure on health care, children's immunization, and diarrhea.

Respondents for this section are all household members; for children under 5 years, the information on immunization and diarrhea is to be collected from their respective mothers.

Section 9. ANTHROPOMETRICS

This section collects weight and height measurements for all children 3 years or under.

Section 10. MARRIAGE AND MATERNITY HISTORY

This section collects information on maternity history and pre/post-natal care. This section also collects information on family planning practices.

Part A: Respondents for this part are all women aged 15-49 who have had at least one child.
Part B: Respondents for this part are all women aged 15-49 who have a child 3 years or under.
Part C: Respondents for this part are all men and women aged 15-49 years.

Section 11. WAGE EMPLOYMENT

This section collects information on wage employment in agriculture, and in non-agricultural activities, and on income earned.

Respondents for this section are all household members aged 10 years and above.

Section 12. FARMING AND LIVESTOCK

This section collects information on all agricultural activities - land owned or operated, crops grown, use of crops, income from the sale of crops, ownership of livestock, and income from the sale of livestock.

The primary respondent for this section is the household member best informed about the household's agricultural activities, usually the head of household.

Section 13. NON-FARM ENTERPRISES/ACTIVITIES

This section collects information on all non-agricultural enterprises and activities - type of activity, revenue earned, expenditures, etc.

Respondents for this section are the household members best informed about each of the activities the household is involved in.

Section 14. CREDIT AND SAVINGS

This section collects information on loans made by the household to others, or loans taken from others by household members, as well as on land, property, or other fixed assets owned by the household.

Respondents for this section are the household members who - as the case may be - are either the primary lenders in the household, or the primary borrowers.

Section 15. REMITTANCES AND TRANSFERS

This section collects information on remittances sent by members of the household to others, and on transfers received from others by members of the household.

Respondents for this section are the household members sending or receiving the payments.

Section 16. OTHER INCOME

This section collects information on income from all other sources not covered elsewhere in the questionnaire.

The primary respondent for this section is the head of household.

Section 17. ADEQUACY OF CONSUMPTION

This section collects information on whether the household perceives its level of consumption to be adequate or not.

The primary respondent for this section is the head of household.

Form NLSS-01 - List of selected households in ward Code 401

District: 07 Dhankuta
No. of Dwellings: 106

Village: 15 Dhankuta NP
No. of Households: 141

Ward No: 1
Languages: Nepali

HH No	Serial Number	Name of Area/Settlement	Tole/Locality	Name of Household head	Nickname of Household head	Number of HH members
01	5					
02	13					
03	21					
04	28					
05	36					
06	44					
07	52					
08	60					
09	68					
10	75					
11	83					
12	91					
13	99					
14	107					
15	115					
16	122					
17	130					
18	138					

FORM NLSS-02: INTERVIEWER EVALUATION

WARD CODE NUMBER	HOUSEHOLD NO

INTERVIEWER: ____________________

DAY	MONTH	YEAR

SUPERVISOR: ____________________

EVALUATION CRITERIA	RATING	
	Satisfactory	Unsatisfactory
A. Behavior of the Interviewer		
1. Did s/he greet everyone before beginning the interview?		
2. Did s/he introduce herself/himself by explaining that s/he is working for the Central Bureau of Statistics?		
3. Did s/he explain the objectives of the survey properly, how the household was chosen and that the interview would be completely confidential?		
4. Was s/he polite and patient with the respondents during the interview?		
5. Did s/he thank everyone at the end?		
B. Interview of Respondents		
1. Did s/he ask the questions as they appear in the questionnaire?		
2. Did s/he try to interview the appropriate person in each section of the questionnaire?		
3. Did s/he probe whenever the respondent answered "don't know"?		
C. Time Spent on the Interview		
1. Did s/he avoid long discussion of the question with the respondents while still being patient and polite?		
2. If s/he received irrelevant or complicated answers, did she/he break in too suddenly?		
3. Did s/he rush through the interview thereby encouraging respondents to answer questions quickly?		
D. Impartiality		
1. Did s/he maintain a neutral attitude toward the questions and answers during the interview?		
2. Did s/he volunteer an opinion?		
3. Did s/he appear surprised or shocked or disapproving about any of the answers?		
4. Did s/he suggest answers when asking the questions?		

FORM NLSS-03: INTERVIEW VERIFICATION

WARD CODE NUMBER	HOUSEHOLD NO	RESPONDENT:

DAY	MONTH	YEAR	SUPERVISOR:

Namaste Mr/Ms ...[NAME]...! In the name of the CBS I wanted to thank you and your household for helping us with the NLSS, and apologize for any inconvenience we may have caused. I just wanted to request a few more minutes of your time, to verify some information.

SEC-TION	QUESTIONS	RESULT		COMMENTS
		SATIS-FACTORY	UNSATIS-FACTORY	
0	a) Mr/Ms ...[INTERVIEWER]..., a CBS interviewer, visited you last week. Was s/he correct and polite all the time? How many times did s/he come? When was s/he here last? COMPARE WITH DATES RECORDED IN QUESTIONNAIRE			
1C	a) ASK: Do you own or rent-in land that is farmed by the members of the household? IF YES, PROBE: Which members of the household work on this land?			
	b) ASK: Which members of the household work as farmers for other people? PROBE: Who else does this, even for a few months of the year?			
	c) PROBE: Which members of the household are self-employed outside agriculture? What do they do?			
	d) PROBE: Which members of the household work for wages outside agriculture? What do they do? COMPARE WITH Q.1 AND 9: ARE ALL ACTIVITIES RECORDED AND CLASSIFIED CORRECTLY?			
2	a) OBSERVE: What type of dwelling does the household reside in? COMPARE WITH SECTION 2A, Q.4-7			
	b) ASK: Does the household rent or own the dwelling? COMPARE WITH Q.1-SECTION 2B.			
5	a) ASK: What kind of food dou you usually prepare here in this household. PROBE: Is that all? And what else do you prepare in other times of the year? COMPARE WITH ITEMS MARKED "YES" IN Q.1			
6	a) ASK: Apart from food, what are the other things you have to spend money on? PROBE: Is that all? Do you have other expenses at certain times of the year? COMPARE WITH ITEMS MARKED "YES" IN PARTS A AND B.			
	b) FOR ALL ITEMS MARKED "NO" IN PART C, PROBE: Do you have any ...[ITEM]...? IS ANY ITEM MISSING?			

SEC-TION	QUESTIONS	RESULT		COMMENTS
		SATIS-FACTORY	UNSATIS-FACTORY	
7	a) ASK: Which members of the household have attended school? How much schooling have they completed? Which members are currently attending school? COMPARE WITH Q.5 IN SECTION 7A.			
8	a) ASK: Has anyone in the household been ill recently? PROBE: Are you sure? No one else? Even if you did not consult anybody? IF THERE ARE BABIES OR YOUNG CHILDREN: And the children? No one had diarrhea? COMPARE WITH Q1 AND Q16 IN SECTION 8B.			
9	a) FOR ALL CHILDREN NOT MEASURED: VERIFY THE REASON GIVEN IN Q.5.			
11	a) FOR ALL WAGE-EARNING JOBS LISTED IN SECTIONS 11A AND 11B, ASK: Was there any payment in-kind received in this job? PROBE: For instance, food, clothing, etc? COMPARE WITH ANSWERS RECORDED IN Q.5-SECTION 11A AND Q.6-SECTION 11B.			
12	IF ANYBODY IN THE HOUSEHOLD WORKED AS SELF-EMPLOYED FARMER: a) ASK: Which crops did you grow last year? PROBE: Nothing else? Even in a small amount? COMPARE WITH Q.11-SECTION 12A2 AND Q.1-SECTION 12B			
	b) FOR ALL ANIMALS MARKED "NO" IN PART E1, PROBE: Do you have any .[ANIMAL].? Even a small one? IS ANY ANIMAL MISSING?			
13	a) ASK: What self-employement activities outside agriculture are carried out by the members of this household? PROBE: Any other such activity? COMPARE WITH THE LIST OF HOUSEHOLD ENTERPRISES IN Q.1-SECTION 13A. IS THE LIST COMPLETE?			
	b) FOR EACH ENTERPRISE IN THE LIST, ASK: Who are the members of this household engaged in this activity? PROBE: Anyone else? Some of the children, perhaps? Even if s/he only works a part of the time in this? COMPARE WITH THE LIST OF ID CODES IN Q.2-SECTION 13A. IS THE LIST COMPLETE?			
	c) FOR EACH ENTERPRISE IN THE LIST, ASK: What was the net revenue of this enterprise last year? COMPARE WITH Q.8-SECTION 13B.			
14	a) ASK: Did you or anyone else in the household take any loan over the past 12 months? PROBE: Any other loan? Even if it has been already repaid? COMPARE WITH Q.2-SECTION 14A.			
	b) ASK: Have you, or has anyone in the household lent money to other people over the past 12 months? PROBE: Any other loan? Even it has been already repaid? COMPARE WITH Q.2-SECTION 14B.			
15	a) ASK: Have you received any money or presents from a family member or other person who is not a member of this household? Have you sent any present or money to someone else outside this household? COMPARE WITH THE LISTS IN SECTIONS 15A AND 15B			