

Spouse and Gender Relations Phone Survey Protocol

Welcome to the Spouse and Gender relations Phone survey Protocol! This document was written to help enumerators understand the project's protocol and guidelines. If you have any questions about anything outlined in this document, please reach out to any of the project's leads.

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Every morning between 8am and 8:30 am we will conduct daily debriefs to address any issues that came up the day before. Phone surveys will then start at 8.30 am every day, unless there is any earlier appointments.

Before starting every call, each enumerator should make sure that:

1. You have a fully charged tablet with the pre-installed correct version of the survey. If you are unsure about which version of the survey you should be using, please ask your team leader to clarify this.
2. You have a fully charged phone, loaded with enough airtime, and subscribed minutes to be able to reach all the participants you have to call in one day.
3. Your headphones are working.
4. You have a printed tracking sheet with the list of respondents you need to call that day. This list should have the Household ID, the respondents names, and phone numbers.
5. You have the survey manual and protocol somewhere close to you, in case you need to refer to it for questions.
6. You have a notebook and pen.
7. You have a charging facility near you, i.e. an extension cable and charger.
8. Your tablet has the correct date and time set.
9. You are in a quiet environment.
10. You have a water dispenser near you.

Important: Everyone will be assigned a tablet, charger, phone and headphones. You will be responsible for these supplies throughout the entire duration of the project.

Consent for the Spouse and Gender relations survey

Every time a call begins, the enumerator should first introduce himself/herself. They should then provide a brief overview of what IPA is and briefly introduce the project. They should also mention that we visited the household recently (this could be between September 2019 to present).

Before moving forward with the consent, the enumerator should confirm they are speaking to the right respondent. The name of the correct respondent will be displayed on the tablet. The FO SHOULD NEVER record that they are speaking with the respondent who is listed on the sheet if they find the person who answered the phone has a different name. If they are not sure what to do, the FO should ask an SFO or Catherine (whoever is available at that time) for assistance. Only when this is confirmed, should they then proceed to read out the full consent.

It is very important to inform the respondent of the duration of the survey. This will reduce incidences where the respondent has to cut the interview short due to busy schedules or phone batteries running low.

If the respondent gives consent, proceed with the survey. If they refuse, ask the reason for refusing and try to address it. If the respondent still refuses, thank them for their time, record the refusal and refusal reason, and end the survey.

G: The Phone Call Survey

Phone Interview Procedure (Guideline)

The list of phone numbers for the respondents for this study were collected during the UBI Household survey a few weeks ago.

- 1) Enumerators will dial the numbers on their tracking sheets and will introduce themselves when the phone is picked. The enumerator will first confirm if the person at the end of the line is the same as indicated on the tablet and tracking sheet.
 - ii) If the number by any chance is for a different person, then the enumerator needs to inquire whose is the owner of the phone number. Enumerators should enquire for another phone number where they can reach the respondent on the tracking sheet. If the person who responded does not know the respondent, then politely hang up the call and immediately inform your supervisor of this case.

- 2) Only after the confirmation above, the enumerator should proceed to introduce herself, to read the consent and conduct the survey.
- (iii) The enumerator then can (iv) In a rare case where the participant refuses to consent and be surveyed, the enumerator will thank the respondent for their time and then hangup. Then the enumerator must record the refusal and refusal reason on the survey in their tablet, clearly and briefly indicating the reason for the refusal. Then the enumerator must finalize the survey and send.
- (v) At the end of each day, there must be one submission for each attempted survey. Every ID that you have attempted is to be sent even if there are cases of refusal, not reached, or out of service. You must reflect this on both the tablet AND the tracking sheet.

Every attempt to reach the respondent will be captured in the enumerator tracking sheet, and if by the third attempt the respondent is still not reached, a survey must be filled in the tablet and submitted. This makes it easier to keep track of how many attempts have been made to reach each ID.

The criteria to be used are:

- If the respondent can't be reached due to a number of reasons, e.g. the phone number is off, out of service, temporarily out of service, record that as the first attempt.
- Subsequent attempts should be made after every 3 hour interval. Phone not reached should have at least 2 or 3 attempts in a day. Only make one submission in the tablet per day. If you do not reach somebody in the morning, but do reach them in the afternoon the same day, then you should only submit one completed survey.
- You must make in total **9 attempts** when you cannot reach a phone number across several days. However, you must only submit attempts at the end of the day. So, if you make 3 attempts to call somebody on Day 1, 3 attempts on Day 3, and 3 attempts on Day 6, then you have completed 9 attempts but there should only be 3 submissions.
- You must leave one day in between after every 3 attempts. This means if you call the participant on Monday 3 times, you should try that participant again on Wednesday and then Friday.

It is very important that at the end of every day, your attempts are recorded accordingly with the correct status. This is crucial as it will allow us to track every single respondent's status. It will also eliminate the chances of us completing a survey twice.

- Its mandatory for appointments to be honored after scheduling. If the respondent reschedules the interview to a later time or date, clearly indicate that and follow up when the time is right.

- For every appointment an FO makes with a respondent, the FO should record the time and date the respondent will be available on the survey itself to enable yourself or someone else in the team to conduct the survey.
- For appointments scheduled for a later date, this should be communicated with the supervisors to keep track and schedule appropriately.
- The Field Manager will keep track of these appointments making sure they're all followed up on including appointments made before or after offices working hours and over the weekend.
- For any partially complete survey, there must be a valid reason why the survey could not be completed after it was started. Yourself or another FO must follow up to complete the survey.
- The enumerator should also update the SFO immediately if a respondent could not complete a survey after it was started and explain what happened. If the respondent's phone went off during the interview, the FO should make attempts to reach the respondent throughout the day to check if they're back online and if they are, go ahead and complete the survey. All incomplete surveys should always be named according to the respondent's ID to avoid mix-ups in case the FO has more than one survey in edit. If the survey cannot be complete in the course of the day, the SFO should take note of this.

Possible scenarios & what to do for each

1.What do you do when you call a respondent and the phone is turned off, the respondent is not picking, or the telephone has no network?

Protocol of attempts: You MUST attempt every phone number 9 times over the course of the week.

- If you do not reach a respondent on the first attempt, make 2 more attempts throughout the day spaced apart at an interval of 3 hours (for example, call at 9am, 12pm, and 4pm).
- If you receive the automated text message from a number that you tried to reach within the day, call immediately and conduct the interview or schedule an appointment. Only schedule an appointment instead of conducting an interview at that time if conducting the interview is logistically impossible.
- You can send the respondent a text message informing him/her who you are, why you are calling, and asking them to either call you back or send you a text message with a time/date when they will be available.
- If after calling the respondent 3 separate times in the same day they still do not pick up, update the tracking sheet accordingly.
- Submit a survey using the status of the last attempt made at the end of the day.

- If by the end of the day the number is still not reachable, repeat the same exercise on two other days (i.e. call them on Monday 3 times, and space the calls 3 hours apart, and then call back on Friday 3 more times and space the calls 3 hours apart).

2. The respondent says they are too busy to participate in the survey:

- Ask the respondent for a time and day they will be less busy and make an appointment to conduct the survey at the time when they will be available.

3. There is poor network connection during a call:

- Kindly request the respondent to provide an alternative number on a different network or ask very nicely for the respondent to move to a place with better network connection.

4. Respondent is only available after 5pm and /or before 8 am or over the weekends and public holidays:

- Make an appointment with the respondent and note this on the tracking sheet accordingly. Your supervisor will then plan on who's to make these calls after working hours.

5. Language Barrier

- Inform your supervisor and ask him/her whether there is someone in the team who speaks the language of the respondent. If the enumerator who speaks the same language as the respondent is available, they should conduct the survey at that time. If they are not available, then please make an appointment and the appropriate enumerator will call the respondent back at that time to conduct the interview.

6. Refusal-Unwilling respondent or respondent who doesn't trust IPA

- If the respondents declines the consents because they are worried about confidentiality, the enumerator should first assure the respondent about our confidentiality policy, explain the purpose of the study again and the huge importance of their participation. They can reassure the respondent of the research work IPA does and give examples of projects IPA has undertaken and the important roles they've played in poverty alleviation.
- The enumerator can further discuss the relevant approvals the projects has to conduct the survey, and if the respondent still insist she/he is still not comfortable the enumerator can ask the respondent if he/she would like to talk to the supervisor (this person can be even her fellow FO -- we just need someone who can reassure the respondent of our confidentiality policies).

- If this doesn't help and the respondent still refuses to participate, thank the respondent for their time and record the reason for their refusal on the survey form. Tell the SFO in charge of your team and they'll make the appropriate follow-ups.

8. Not the right respondents

- Ask if the respondents lives in that villages, if s/he knows the household head name, or if s/he knows the listed respondents.
- Use alternative phone numbers provided on the tracking sheet to reach the respondent. If using the alternative number can reach the respondent, go ahead and complete the survey. Care must be taken not to complete the survey with the wrong respondent. If the alternative contact provided goes through and they know the respondent but they're not near him/her, make arrangements for them to send you the best number through which we can reach the respondent (this number does not even need to be the respondent's number in the case that the person picking up the phone does not know - it can even be the number of somebody that they think will know the number of the respondent). Request that the person on the phone can alert you once they're with the respondent.

9. Phone hangs in the middle of the survey

- Make follow-up attempts after reasonable intervals and try to complete the survey.
- If you cannot complete the survey mark it as incomplete survey using the respondents PID and report to your supervisor.

10. The Phone number is temporarily/completely out of Service

- Use alternative phone numbers provided on the tracking sheet to reach the respondent.

11. Respondent is not sure of the dates of birth of her children

- Try to probe if the respondents can remember the year using events such as the General Election or any major events that could jog their memory.
- Try to estimate the age of the children in relation to their current class.
- Ask if the respondents can access the birth certificate. If they are not able to but there is somebody they can ask, request that they call you back once they have the information.

12. No phone number listed for the respondent

- Report this to your team leader for further action.

Confirming that you are speaking the right respondents

Once you call a phone number to reach a respondent and before giving the consent, you must do all of the following:

1. Introduce yourself and explain that you're calling from IPA.
2. Confirm that you have reached the right respondent. To do this, please ask if the person you're speaking to has the name listed on the tracking sheet.
3. If yes, ask what language they're comfortable speaking in before proceeding to the full consent.

Once the full consent is given, confirm the respondent's details to ensure that the survey is being administered to the right respondent and that the survey is the right one.

- If the name listed of the respondent is wrong in terms of spelling, correct the spelling mistakes and continue with the survey. If the person on the phone has a totally different name, contact your supervisor immediately before continuing with the survey.
- If the age of the respondent is different from the age recorded during the household endline survey by a difference of more than 3 years, before you proceed with the survey please confirm with your supervisor. If the respondent's age on their national ID is different from their real age (age according to when they were born) record the latter as this will determine what survey they have to answer.
- Confirmation of the marital status is in relation to the marital status of the spouse *during the endline household survey time*. If the marital status has changed since they were interviewed in the household endline survey, there will be an opportunity to mark this in the survey. When you are confirming the roster, do not mark the marital status as incorrect.
- If the gender of the respondents is different from what was recorded in the household endline survey, get as much information as possible from the respondents and notify your supervisor before proceeding with the survey.

At the end of every day:

- Ensure all your tracking sheets are correctly filled for all attempted Person's IDs.
- Ensure all your completed surveys are uploaded.
- Ensure to provide a summary to your supervisor of any issues that you faced that day. If you have any incomplete surveys, you should also provide an explanation of why this is.
- Ensure you have passed on the necessary information to your supervisor for any appointments that you made after working hours, so she can take appropriate action.
- Return tablet/charger/phone/headset to the storage point for charging.
- Your workstation is clean for the following day.