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Introduction
The World Bank is providing support to countries to help mitigate the spread and impact of the new coronavirus disease (COVID-19). One area of support is for data collection to inform evidence-based policies that may help mitigate the effects of this disease. An urgent need to monitor the rapidly changing impact of the COVID-19 and policy interventions has been identified. An adaptive system to track a range of indicators under the current evolving situation is needed. With a focus on the household’s behavior responses, the system passes information from households to project teams and policymakers for their coverage and effectiveness. The impact from the pandemic can be short term to long run, resulting directly from the pandemic itself or from government restrictions such as social distancing and lock down. While the Government is implementing various containment measures, it is important to understand how households in the country are affected and responding to the evolving crises, so that policy responses can be designed well and targeted effectively to reduce the negative impacts on household welfare.

In line with government suggestion of social distancing, a telephone data collection system is suitable and feasible to form the strategic feedback loop. Interviewers will conduct interviews from home to avoid personal interactions and ensure collective safety. This timely information is crucial in establishing a fast response mechanism and taking actions to defeat the crisis.

Objective
The objective of the COVID-19 CORE Questionnaire is to monitor the socio-economic effects of this evolving COVID-19 pandemic in real time. These data will contribute to filling critical gaps in information that could be used by the government and stakeholders to help design policies to mitigate the negative impacts on its population. The proposed multiple rounds of surveys will be designed to accommodate the evolving nature of the crises, including revision of the questionnaire before the next round of survey.

During each survey, the households will be asked a set of core questions on the key channels through which individuals and households are expected to be affected by the COVID-19-related restrictions. Food security, employment, access to key services, coping strategies, and non-labor sources of income are channels likely to be impacted. The core questionnaire will be complemented by questions on select topics that will rotate each month. This will provide data to the government and development partners in near real-time, supporting an evidence-based response to the crisis.

Training
Interviewers and supervisors will be trained virtually to participate in the survey. The training shall focus on providing participants with detailed understanding of the survey and CAPI, elucidation of important concepts and questions in the questionnaire, mock interview and evaluation. A pilot will also be conducted with households. Brief follow-up virtual trainings will be carried out after the pilot.
Conducting an Interview

Successful interviewing is an art and not a mechanical process and each interview is a new source of information to be made interesting and exciting. Although the art of interviewing develops with practice, there are basic principles – e.g. how to build rapport, conducting interviews etc. – which are followed. It is essential for interviewers to develop the correct attitude in carrying out interviews. Some of the essential and necessary attributes of a good interviewer are: politeness, patience and perseverance.

Language of Interview

The baseline questionnaire is in English. Interviewers shall be assigned to states or regions where they speak, read, and understand the local language/dialect. It is very important not to change the meaning of the questions when you rephrase or interpret them. You should make sure that the way the question is read preserves the sense of the English question, rather than a word by word translation. If you have questions about how to phrase a question, you should ask your supervisor and refer to your notes from the training, where the phrasing of questions in local language will be discussed in detail. After reading the question, time should be allowed for the respondent to answer. If it appears the respondent did not hear the question, it should be read again, and time allowed for a response.

Respondent

The COVID-19 CORE Questionnaire will have ONE RESPONDENT per household. The respondent should be the household head or a knowledgeable adult household member. The respondent must be a member of the household. Unlike many other household surveys, you will not be expected to seek out other household members to interview them on their own data. The respondent may still consult with other household members as needed to respond to the questions you ask. For follow up rounds of interviews, the interviewers shall confirm the same respondent’s identity to ensure consistency over time. Further instructions on identifying the appropriate respondent are provided in the following sections.
The Questionnaire

How to Read the Questions

Each question should be read clearly and exactly as presented in the questionnaire. It is also critical that the interviewer help the respondent understand the question being asked without influencing (biasing) the respondent’s answers.

UPPER and Lower-Case Texts (CAPITAL Letters and Small Letters)

Text written in UPPER CASE (capital) letters SHOULD NOT be read to the respondents. UPPER CASE (capital) letters are instructions to the interviewer alongside the questions or possible answers to open questions that interviewers can select based on households’ response. The options are not designed to be read directly to households. Households are encouraged to answer in their own words, and interviewers shall choose the closest option. Text written in lower case (small) letters SHOULD be read directly to the respondent.

Reference Periods

PAST 7 DAYS means the 7 days prior to the day of the interview. For example, if the interview takes place on Friday, the past 7 days are the time between the start of Friday of the prior week until the end of Thursday, the day before the interview (See Box 1 for reference periods)

LAST WEEK means the full calendar week preceding the week of the interview. For example, if the interview takes place on Friday, then last week is the previous week’s Monday to Sunday (being also the last Sunday before the interview). Generally, where LAST WEEK is being referenced, the day and date will be displayed for the interviewer.

Box 1: Reference Periods

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<tr>
<th>WEEK</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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<tr>
<td>1</td>
<td>***</td>
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<td>**********</td>
<td>LAST WEEK</td>
<td>**********</td>
<td>*** PAST 7 DAYS ****</td>
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<td>2</td>
<td>**</td>
<td>PAST 7 DAYS **</td>
<td></td>
<td>INTERVIEW DAY</td>
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DATE_OUTBREAK varies from country to country and refers to the date on which the government closed schools and offices. While adapting the questionnaire, the country team shall replace this reference with the specific day/month/year.

MONTH_OUTBREAK refers to the month of the date that the government closed schools and offices. While adapting the questionnaire, the country team shall replace this entry with the specific date.
SECTION A: DASHBOARD

**Description:** The dashboard displays all the assignments sent to you. Each assignment has its own assignment card that displays information that is important for you to organize your work. The dashboard has various tabs:

**Create New:** all the assignments for which you have not started an interview yet

**Started:** all the interviews you have already started, but not yet completed. In this survey these will be largely households you need to call back. You might have to keep notes on an extra sheet of paper or workbook to organize yourself, so you remember who you have to call back at what time.

**Completed:** Interviews that have been completed but not yet synchronized.

**Rejected:** Interviews that have been completed and submitted to the supervisor but have been rejected for a reason.

**Instructions:** You do not have to fill in anything. CROSS-CHECK that you have selected the correct assignment then tap on START NEW INTERVIEW. If you have not selected the correct household, tap on the 3 dots at the top right of the screen and go back to the dashboard.

**hhid**  The unique household identifier. The supervisor/HQ may use this number to communicate with you about any given household.

**State**  The state where the household is located

**Name of head**  The name of the household head recorded during the previous interview.

**Language**  The language in which the previous interview was conducted. You should only receive assignments for languages that you speak. If you received an assignment in a language you don’t understand, first try to call the number and see if you can communicate with the household, e.g. in English. Follow the interview and submit it. It will be reassigned to somebody else.
SECTION B: Behavior and ethics

What interviewers should do?

1. Participate actively and complete the training course.
2. Study carefully this Manual and other instructions in order to fully understand them.
3. Comply with the instructions and recommendations contained in the Manual and any instruction given by individuals who are responsible of the survey, including the supervisor and the Field coordinator.
4. Carry out interviews through phone calls to households. The interviewer’s tasks cannot be delegated or transferred to anybody else.
5. Behave professionally and formally during the interview, in accordance with the important work he/she performs.
6. Fill out the entire questionnaire.
7. Correct or complete information by calling back to interview the respondent, as and when required.
8. Complete the interviews by correctly following the questionnaire.
9. Make him/herself available at any time he/she is needed during the survey implementation.
10. Complete any given assignments and comply with all rules and guidelines. To hand over to the supervisor all filled questionnaires with the obtained information and necessary forms every day.
11. Perform all the scheduled interviews at the time they are planned. In the event it is not possible to interview one of the selected households, the interviewer will have to inform his/her supervisor, who will make a decision on necessary changes in accordance with the stated procedures. Remember that the interviewer is not allowed to select on his/her own any replacement to be interviewed.
12. Maintain respectful relations with fellow interviewers, supervisor and coordinator. Reaching out to support staff (supervisors, coordinators etc.) in case there are any difficulties.

What interviewers must not do?

1. The interviewer’s job is individual and cannot be transferred to anybody else. In other words, nobody else can do the interviewer’s job for him/her.
2. The interviewers and supervisors must be fully dedicated in doing an adequate and accurate job.
3. The interviewer is not allowed to amend any information obtained from the respondent.
4. The interviewer must neither disclose, repeat or comment information obtained from any respondent, nor show a completed questionnaire to any other person who is not part of the project staff. Remember that all the information given by the respondent is confidential.
5. The interviewer is not allowed to exert any pressure on respondents, nor motivate them to answer by giving false promises or offers.
6. All collected information must be handed over to the supervisor without any amendments or deletion.

Interviewers and supervisors’ relationship

1. The interviewer reports directly to the supervisor
2. The supervisor will provide additional instructions as needed
3. The work of the interviewer is monitored and reviewed by the supervisor and the Survey Coordinator
4. The interviewer should immediately notify the supervisors about any questionable situations that makes it difficult to perform their work effectively
5. Upon completion of the work, interviewers must submit to their supervisors all used and unused materials.
SECTION C: Interviewer Instructions and Interview Protocol

This section provides information about the approach/procedure the interviewer should follow to conduct the phone interview. Following the procedures indicated here will allow for maximizing response rate and also create the rapport for future rounds of the survey with the same household.

1. **Charging the Tablet**: Ensuring that the Tablet is fully charged at all times so there is no break in the interview. Given that the baseline and possible future rounds of the survey will be conducted from home due to the lockdown, and due to the erratic power supply, it is recommended that the interviewer connects the Tablet to available power source during the interview. Allowance shall be given to the interviewer to allow him/her to charge the Tablet.

2. **Date and Time on the Tablet**: Also ensure that the date and time on the tablet is current.

3. **Internet or WiFi Access**: You need Internet/WiFi connection to be able to access the server to receive assignments and send completed interviews. Thus, interviewers should ensure that they have WiFi connection and that the Tablet is connected to the WiFi. Each interviewer shall be given an allowance for internet data and a mobile router. *The interviewer must ensure that they purchase and use the SIM card that provides the best internet/WiFi connection in their area.*

4. **Log onto the server**: Each interviewer has been given a unique login and password to access the server. The name of the server is https://xxxxx.mysurvey.solutions. Your username and password shall be provided to you by your supervisor. It is important that you keep your username and password as secure as possible.

5. **Synchronization**: The interviewer must synchronize the Interviewer Application at least twice a day – in the morning before the start of work (interview) and in the evening after work. Where possible, interviewers should synchronize after completing each interview of a household. Details on how to synchronize the SuSo Interviewer Application are provided under Synchronization in Section SS.

6. **Receiving Assignments and Sending Completed Interviews**: Once synchronization has been completed successfully, the interviewer will receive assignments for the households to be interviewed and possibly rejected interviews (if the interviewer has previously sent completed interviews to the server and those interviews have errors) on his/her dashboard. Completed interviews that have been marked as completed on the Interviewer’s tablet shall be sent to the server.

7. **Commence an Interview**: To start an interview, open the assignment corresponding to the household you want to interview. Once opened, review the assignment carefully to ensure that you are using the correct assignment for the household.

8. **Dial Phone Numbers**: Dial any of the displayed phone number(s) (possibly multiple times) until someone picks up. Once someone picks up, follow the procedure documented in the Interview Information section.

9. **Conduct the Interview**: Interview the respondents on all applicable sections of the questionnaire. All applicable questions and sections must be asked before completing the interview.

10. **Complete the Interview**: Once you have finished the interview with the respondent, please review to ensure all applicable questions/sections have been answered. Then mark the interview as *Complete*, following the guidance in section SC below.

11. **Synchronize Again**: Once the interview is marked as *Complete*, synchronize the Interviewer Application.
SECTION D: Survey Phone Process & Etiquette

Description: This section explains how interviewers should conduct themselves during a survey phone interview. The purpose is to ensure interviewers maintain the highest form of cordiality and discipline when carrying out phone interviews, to get successfully completed surveys.

BEFORE THE CALL

There are several things you need to have ready before you even start dialing a number to start an interview. You must make sure you are in an environment that is conducive for your calls, so there should be no disturbance around you. You should also make sure the equipment you will be using for the interview process—your phone and tablets—are in working order. Phone interviews require you to be very attentive, otherwise you might miss something, so it is important that you have everything prepared before you begin. Specifically:

- Make sure you can get as much privacy as possible.
- Inform members of your household of what you are about to do, so you are not disturbed. If possible, get a private room. Write boldly on a piece of paper: DO NOT DISTURB and place it on the door. It is important to minimize distractions, so your respondent does not become bored or frustrated and hang up.
- Make sure you have your tablet ready, fully-charged, and open to the first household you will interview
- Check the volume on your phone. Do a test with a friend to make sure you can be heard, and you can hear clearly. You don’t want to miss anything the respondent says because your volume is too low.
- Have a clock in front of you, and time yourself; so, you can pace your questions

INITIATING THE CALL

Once you start dialing a number, you MUST BE PREPARED to speak. This is why you should have had everything in place before you start dialing. You do not want to keep the answerer waiting on the phone once they pick up, your full attention should be on the call at all times.

- DO NOT be distracted by your environment
- DO NOT keep the answerer waiting

IDENTIFYING INTERVIEW RESPONDENT

You are provided with different numbers to call for each household. In your tablet you will find number(s) for household members and possibly a number for a reference person, who is a non-household member. You must remember that you need to speak to a member of the household whose name appears on your tablet, which should preferably be the head of the household or at least an adult member (15 years or older) of the household. The person who answers the call, might not be either one of these persons so you will need to convince them to connect you with that person, especially if they are of a different household.
Remember to be ready to respond once the answerer picks up. Begin with:

“Good morning/afternoon/evening Sir/Madam. My name is (First name and Last name). I am working for the World Bank Group in collaboration with National Bureau of Statistics (NBS). We are currently doing a nationwide survey to examine the impact of and responses to the coronavirus in the country.”

[pause and continue]

“I am trying to reach (Household head FULL Name) or any other adult living with (Household head FULL Name). Who am I speaking to please?”

When the answerer tells you his or her name, you will know if it is your target respondent you are speaking to. If it is not the target respondent, then you ask very politely if the target respondent is available to take the call. Follow the directions and protocols you have been trained on to complete the ‘Interview Information’.

If the answerer is not a member of the household, then you will need to convince the person (likely the reference person) to either provide a number you can call to directly speak to a member of the household or be willing to take their phone to the household, so you can speak to your target respondent or another adult member of the target household.

“Could you give me their number or visit them so I can call them using your phone? It is really important for me to be able to speak to them”

You may need to coax the reference person to take the phone to the household if they do not have a number to give you. Using words like “I would be grateful”, “If you would be so kind”, “It would greatly help if you could...”. There is no need to beg, just ask with some humility that will encourage the reference person to go out of their way to do what you need them to do. If the reference person (answerer) is unwilling to provide a number or leave their home, after you have attempted to convince them to, then DO NOT push further. Simply thank them for their time and follow the protocols you have been trained on.

When you have your target respondent on the phone, follow through with the rest of the ‘Interview Information’ questions as directed in your training and in this manual.

Read the rest of the introduction and ask if you can continue asking questions and that it will take about 15-20 minutes.

Make the introduction your own. In other words, introduce yourself and the project in the way you think is clear for the respondent and also with what you feel comfortable with; as long as the message is clear.

DO NOT make any promises to the respondent or lie to the respondent just to get him/her to participate.

Questions the respondent might ask and each country should prepare their own answers:

How did you get my phone number?

For Panel Surveys: You (or the household head) may recall sometime within the last year, a team of interviewers from the NSO and the World Bank, visited households within your community to obtain consent to participate in follow up Surveys. During the exercise your household was one of the cooperative households which provided us with a phone number and permission to be part of the survey. In light of the COVID-19 Coronavirus pandemic, we are collecting data on how households have been affected by COVID-19.
For RDD: No one gave us your phone number, we are calling XXX phone numbers from all the existing phone numbers in the country. In light of the COVID-19 Coronavirus pandemic, we are collecting data on how households have been affected by COVID-19.

ETIQUETTE

Please review the etiquettes below to provide some guidance when you are on the phone with anyone:

- Speak clearly and confidently. Take brief pauses if reading a long sentence.
- Keep your voice tone at an appropriate level and maintain that level.
- Take your time to read out each question slowly.
- DO NOT engage the respondent in political discussions or discussions that are not related to the survey.
- Be sure to address whoever picks up the phone with respect, even a child.
- DO NOT chew gum or eat food while on the phone.
- Maintain a high degree of professionalism at all times; remember you are representing the National Bureau of Statistics.
- When you have completed the interview, DO NOT hang up on the respondent; let the respondent hang up first.
- Stress on the importance of the survey to avoid and minimize the number of refusals.
- Listen! Listening is a must-have feature when conducting a questionnaire. Even more important when conducting a phone questionnaire because you need to determine on basis of the respondent’s voice if the respondent wants to participate, if the respondent is in doubt etc. According to the mood of the respondent you have to adjust the tempo of the interview. Listen carefully to determine this. Also listen carefully if the respondent has any objections against the survey so you can address them.
- Smile during the interview. People can sense when you do not do that. Smiling while conducting the interview makes it much more pleasant for both the respondent and yourself.
- Do not judge. Stay neutral throughout the conversation. Do not judge the answers of the respondent if you do not agree with him/her or if you find it obvious that the respondent should know about for example COVID-19/Corona virus. Although tempting, do not use ‘okay’ or ‘uhu’. This might be interpreted in the incorrect way by the respondent. He/she might think that you approve or disapprove.
- Record information correctly. Best is to put your phone on speaker, so your hands are free to type in the information. If you have to type in the answer to an open-ended question you can repeat what the respondent in saying while typing. Or you can say ‘Can you hold that thought for a minute, I want to make sure I get this right’.
SECTION E: Monitoring (Steps to be taken by supervisors and data manager to ensure high-quality data)

Supervisors play an extremely vital role in ensuring high quality in data collection as all surveyors will be monitored on productivity and quality. Any compromise on data quality will not be accepted and deviations may result in termination.

a. Using meta data to monitor calls
   - **Call attempts**: In many instances, you may need to make multiple attempts to get to the correct respondent. You would be expected to make up to 5 attempts at different times, across different days. All calls attempts should be recorded. No calls should be made without using call recording app, including unsuccessful calls. We will not consider an attempt as having been done if there is no recording to confirm the attempt. At the same time, record call attempts on your tracking sheets as well. We will listen to these recordings to see how you are doing.
   - **The quality of successful calls** can be checked by conducting audio audits or back-checking (choosing a sample of completed surveys and calling the respondents again) which can be implemented easily as part of the CATI application. The supervisor should focus on the following aspects while doing audio audits or back-checking exercise:
     - If the respondent did actually complete the survey
     - If the surveyor is clear in asking all questions and is not rushing to get a response.
     - If the methods of probing deployed are in line with the training provided
     - If the surveyor has used appropriate language (If the interviewer was polite etc.?)
     - If the surveyor has paid extra attention to filter questions (skip logic): questions for which answering "no" skips a module or set of questions.
     - If the surveyor has filled in the code responses correctly or no
   - **Investigation of unsuccessful calls**: We will also monitor unsuccessful calls to observe if surveyor made attempts to reach the assigned person and coded attempts correctly (for instance, wrong number is not the same out of coverage)
     - **Assigned household and multiple numbers**: We will be keeping a check to see if you have made attempts to talk to the assigned household on all the given numbers.
     - **Tone of surveys**: Random surveys shall be checked to see if you maintained code of conduct (being respectful, talking nicely, slowly) with the respondent.

b. Surveyor productivity monitoring
   - **Tracking call attempts per day/per surveyor**: Call attempts made in a day and completed surveys shall be checked for every surveyor. Looking at call metadata can help spot unusual patterns, such as an interviewer making very short calls. It is important to take your time through the survey and not just complete it to increase number of completed surveys in a day. Problems and challenges will be discussed in skype meetings regularly.

c. Working hours monitoring
   - **8-hour work shifts**: Since you will be working from home, it is imperative that you devote 8 hours of your day to your jobs as surveyors with discipline. The research team is putting in a lot of trust on you and we expect you to uphold that trust. You are responsible for working 8 hours. The shifts might be divided (to be decided later) but you must devote this time for your job daily.
   - **Tracking call timings**: All call timings are easy to track on CATI applications and surveyors shall be monitored for their working hours every day. Add the start and end time to the program to see
call duration. Call logs can also be used to see if field staff are making calls during the correct timeframe.

d. **Creation of live monitoring tool to gauge survey environment**
   - Supervisors/data managers should export data to make a live monitoring tool of survey progress. While there is no set standard of “reasonable values,” outliers on the lower end (e.g., 10 decibels) could flag surveys that require additional scrutiny.

e. **Reward and Appreciation to Surveyors**
   - Supervisors could identify “high-performing” surveyors every week and provide motivating and positive feedback and encouragement, or even disburses small rewards such as phone credit. Such timely rewards and incentives could also encourage “low-performing” surveyors to put in more efforts.

### SECTION F: Some strategies to reduce attrition

a. **For Interviewers**
   - **Building rapport overtime:** If you are going to be conducting phone surveys with the same respondents over time, ask them in the first survey what time is appropriate to call them during weekdays or weekends. This is particularly important for rural households who have poor network connections, share phones or charge their phones irregularly. Knowing your targeted respondents’ patterns of life and phone usability is key.
   - **Recognizing patterns:** Do not rush through your call attempts, try calling at different times in a day to get to the desired respondent. If you call once and the phone is switched off, do not call that number again immediately. That will not be considered a second attempt. As you survey for a few days, you'll start identifying patterns in terms of when people are available. Try to identify these patterns.
   - **Build in as many options as possible to do the survey at the respondent’s convenience.** Be sure that a refusal is in fact a real refusal, rather than a respondent who just doesn't have time right then. In case latter is the case, then do the following:
     - These are hard times and the respondent may not always be free at the time of the call. In case, the respondent has no time to talk and asks for a reschedule, politely ask them an alternative time slot. If the respondent has given you a time, DO NOT miss it. If it helps, please put a reminder on your phone.
     - Sometimes respondents might request to be called on another phone number due to many reasons (e.g. low battery or low signal). In such a case, be flexible to call them on the other phone number and take note of the phone number for future reference.
     - Allow the respondent to interrupt to take incoming calls if they consider it urgent.
     - In case you are unable to convince the respondent despite a few attempts, flag this to your supervisor immediately so that this respondent can be reassigned.
   - **Assuage the respondent concerns:** The respondents may express concern about the interview. Attempt to convert an eventual refusal through asking respondents about their concerns and trying to assuage those concerns in a polite and respectful way. If after some attempts the respondent provides a hard refusal, flag this to your supervisor immediately so that this respondent can be reassigned.

b. **For Supervisors**
   - **Using the same team for follow up surveys but bring in new interviewers to check patterns in the data for recurring surveys:** It is very important to build on established rapport between interviewer and subject. For follow up surveys, when possible, use the same interviewer was
assigned for all rounds of the survey. However, it is important to bring in new interviewers to check patterns in data on an occasional basis to enhance data quality.

- Set up a WhatsApp or Facebook chat group for each interviewer team where they can share issues or ask questions and report each successful interview. Research team members should be in the group as well to answer any questions.

SECTION 1A: Interview Information Panel

Description: This is where you will record data about the interview itself (metadata) that will be used to keep track of fieldwork progress, including the number of call attempts made to each household.

Instructions: The phone numbers of the household head, three other household members, and a reference person will be displayed on the screen. The interviewer should call any of the numbers multiple times until someone picks up. Specifically, the interviewer must first call the phone number(s) of the HEAD of household, followed by the other household members, and then the reference person.

S1AQ0 A list question to list every call attempt. For each call attempt, you should list the next number. For the first one you write 1, for the second one 2, etc. Do not replace already existing attempts with a new number, but always list a new one. It does not really matter if numbers are sequential. It is only for you to recognize individual calls. For EACH attempt, you have to list a new number, even if you are calling the same number multiple times. For each attempt listed here, a subsection ATTEMPTS will open up.

ATTEMPTS

S1Q1 Select the phone number that you are attempting to call. A text will open up below telling you which person this number belongs to, if they are a member of the household or the reference person, and what their relationship with the head is. You will also see information on the household, including the household head name, up to 4 household members followed by a number indicating how many more members there are (if any), the state, LGA and town name. TRY NUMBERS FROM TOP TO BOTTOM, i.e. for the first attempt, the first number should be called. You might need to call the same number again in a second or third attempt or move on to the next numbers.

S1Q2 The time of call attempt will be registered

S1Q3 Indicate YES if someone is picking up the phone number you just called. Let it ring for the maximum time before selecting other option. Indicate NO, NOBODY ANSWERED if it is ringing, but nobody is answering. Indicate NO, NUMBER DOES NOT EXIST if that is the feedback that you get. Double CHECK you have called the correct number before selecting this option. Only valid numbers have been included, this option should be rare. Indicate NO, PHONE SWITCHED OFF if it is not ringing.

S1Q4 Introduce yourself and the survey by reading the displayed text. Make sure that reference to the coronavirus is clearly understood, referring to coronavirus or COVID-19 or any local translation depending on the country context. Register the name of the person that answered the call. The text will display names of the household members whose numbers are available. Select the name of the member you are speaking with.

S1Q5 Record YES if you are able to SPEAK WITH SOMEONE FROM THE HOUSEHOLD, NO if the person who answers is not a household member, usually the reference person. Indicate CANNOT UNDERSTAND
THEIR LANGUAGE if this is the case, double CHECK you have called the correct number before selecting this option

S1Q6  In case you answered NO in S1Q5, you should ask the person who answered the call if this person can give you a household member’s number or visit them. Register the answer accordingly with the following options: (1) NO, DON’T KNOW THE HOUSEHOLD, (2) NO, CAN’T/WON’T CONNECT TO HOUSEHOLD, (3) YES, PHONE NUMBER, (4) YES, VISIT HOUSEHOLD.

READ  Interviewer continue introducing yourself and the survey by reading the displayed text. Make sure you read and/or interpret the text such that you don’t lose its original meaning.

S1Q8  Select YES if they have agreed to be interviewed. Indicate NO, NOT NOW if they refused it to do it in that moment. Indicate NO, REFUSED if the household refuses. In this case, try to CONVINCE them but DO NOT FORCE them to participate. It is very important that we interview the selected households.

S1Q9  Select the name of the person or respondent that gave consent to be interviewed. Ensure that the respondent/person is either the head of household or a knowledgeable adult member of the household.

S1Q10  Indicate YES if the household accepted to be interviewed in other moment. Indicate NO otherwise.

S1Q11a Select the day of the week the household prefers to be contacted.

S1Q11b Select the time the household would prefer to be contacted on the day selected in Q11a.

SECTION 1B: Interview Information Random Digit Dialing (RDD)

Description: This is where you will record data about the interview itself (metadata) that will be used to keep track of fieldwork progress, including the number of call attempts made to each phone number.

Instructions:

S1Q0  A list question to list every call attempt. For each call attempt, you should list the next number. For the first one you write 1, for the second one 2, etc. Do not replace already existing attempts with a new number, but always list a new one. It does not really matter if numbers are sequential. It is only for you to recognize individual calls. For EACH attempt, you have to list a new number, even if you are calling the same number multiple times. For each attempt listed here, a subsection ATTEMPS will open up.

ATTEMPTS

S1Q1  Select the phone number that you are attempting to call. You might need to call the same number again. You should register all the attempts you have made to reach this number in a second or third attempt.

S1Q2  The time of call attempt will be registered

S1Q3  Indicate YES if someone is picking up the phone number you just called. Let it ring for the maximum time before selecting other option. Indicate NO, NOBODY ANSWERED if it is ringing, but nobody is answering. Indicate NO, NUMBER DOES NOT EXIST if that is the feedback that you get. Double CHECK you have
called the correct number before selecting this option. Only valid numbers have been included, this option should be rare. Indicate NO, PHONE SWITCHED OFF if it is not ringing.

S1Q4 Introduce yourself and the survey by reading the displayed text. Make sure that reference to the coronavirus is clearly understood, referring to coronavirus or COVID-19 or any local translation depending on the country context. Register the name of the person that answered the call.

S1Q5 Record YES if the person you are speaking with is 18 years or older and NO otherwise.

S1Q6 In case you answered NO in S1Q5, thank you the person who answered the call for their time and move on to the next phone number. Respondents should be 18 years or older in order to be eligible for the interview.

READ If you answered YES in S1Q5, continue introducing yourself and the survey by reading the displayed text. Make sure you read and/or interpret the text such that you don’t lose its original meaning.

S1Q8 Select YES if they have agreed to be interviewed. Indicate NO, NOT NOW if they refused it to do it in that moment. Indicate NO, REFUSED if the household refuses. In this case, try to CONVINCE them but DO NOT FORCE them to participate. It is very important that we interview the selected households.

S1Q9 Record the name of the person that gave consent to be interviewed. Ensure that the respondent is either the head of household or a knowledgeable adult member of the household.

S1Q10 Indicate YES if the household accepted to be interviewed in other moment. Indicate NO otherwise.

S1Q11a Select the day of the week the household prefers to be contacted.

S1Q11b Select the time the household would prefer to be contacted on the day selected in Q11a.

SECTION 2A: Basic Information Panel

Description: This section serves to make a full list of all current household members, by accounting for all household members reported during the previous visit and adding any new household members.

Definition of Household: A HOUSEHOLD is usually defined as a person or a group of persons who USUALLY SLEEP in the same dwelling and take their MEALS TOGETHER and recognize the same person(s) as their head. Usually they either were part of the household for at least 6 of the 12 months preceding the interview or are currently members. But the definition is country specific and should follow national statistical office’s instruction.

It is important that the interviewer help the respondent understand who is considered a household member and who is not. FAMILY AND HOUSEHOLD ARE NOT NECESSARILY THE SAME. The household may include NON-RELATIVES such as live-in workers. If you change respondents during the interview, BE SURE TO EXPLAIN who you are talking about when you say household.

INCLUDE IN HOUSEHOLD:

- Persons identified as household head even if they did not spend 6 of the past 12 months in the household
- New-born children, persons that have just married and joined the household, or anyone who recently moved into the household, e.g. adopted children, new live in worker
- Students and seasonal workers who spent less than 6 of the past 12 months in the household if they did NOT live as part of another household
EXCLUDE FROM HOUSEHOLD:
- Guests, even if relatives, who are staying for less than 6 months or who normally live in another household and are expected to return to a different household
- Family members that maybe stay in the same dwelling or compound, but do not normally eat with the household

Instructions: The section will be pre-filled with household members identified and recorded in the last face-to-face interview. You will create a COMPLETE LIST OF ALL CURRENT household members by accounting for all the PRE-FILLED members and adding any people that have joined the household since the last visit. You will do this in 3 steps:
1. For all PRE-FILLED members, confirm whether they are currently household members.
2. List CURRENT household members that were not on the pre-filled list.
3. ONCE you have listed ALL new members, fill in the details in S2AQ5 – S2AQ7 for newly listed members.

TIME Tap the start time to record interview starting time of this section

S2Q1 The question will be prefilled with all the names of household members that were identified during the last face-to-face visit. ADD the NAMES of ALL current household members that are not already on the list. Before recording new members, DOUBLE CHECK if they are already on the list but are spelled differently. You can delete names of NEWLY ADDED members (e.g. if you accidentally recorded a person who does not meet the member conditions), but you CANNOT DELETE PRE-FILLED MEMBERS. When you complete this question, you MUST have ALL CURRENT household member listed. ANY PRE-FILLED MEMBERS in the list that are no longer household members will also be listed - they will be filtered out in the following questions.

You must give a UNIQUE name for every household member. Record FIRST NAME and SURNAME; if this is not enough to distinguish members from each other, then a called name (nickname) and/or Sr./Jr. to distinguish persons.

S2Q2 This question will be asked AFTER you are done recording information about all the PRE-FILLED members of the household. Ask this question for every NEW member you recorded in S2Q1. Select NO if you recorded the name by mistake and YES if the respondent confirms that the person is a NEW member of the household.

S2Q3 The question is only open for PRE-FILLED members. Record YES if the person is currently a member of the household, i.e. normally eats and sleeps within the household. There are different reasons why the person may no longer be a member of the household: MEMBER may have moved to another household for various reasons, may be absent for a long time for various reasons, might have passed away, or may have been incorrectly recorded as a household member in any of the previous visits. Select NO in any of those cases.

S2Q4 Answered only when MEMBER is no longer a household member. Select the MAIN reason if there are more than one. Country teams are advised to align the response options based on the Panel survey.

S2Q4a Record where did this person who is no longer a member of the household moved to. This question is NOT asked if the answer to S2Q4 is “Abducted/Kidnapped” or “Dead”.

S2Q5 Do NOT try to guess the sex of the household member from the name provided to you. This can lead to mistakes. Even in cases where you think that the name would most likely be a male’s or a female’s name, let the respondent CONFIRM the sex. This question is for newly listed members.
This question is only for newly listed members. Record the AGE IN COMPLETED YEARS, do not round up.

Record the relationship of MEMBER to the HOUSEHOLD HEAD. If the respondent is not the head of the household, make sure that you record the relationship of MEMBER to the household head, NOT the relationship to the respondent. Country teams are advised to align the response options based on the Panel survey.

HEAD - The member who makes key decisions in the household and whose authority is acknowledged by other members. NOTE the key decision maker may not necessarily be the oldest member.

SPOUSE - formally married to the head or partner by mutual consent

OWN CHILD - biological child of head (can be from another spouse)

STEP CHILD - biological child of spouse from a previous union/marriage

ADOPTED CHILD - children that are not biological children of either head or head’s spouse

GRANDCHILD – biological children of the head’s (own, step, or adopted) children

BROTHER/SISTER - person with at least one parent shared with the head

NIECE/NEPHEW – a daughter/son of a brother/sister to the head

BROTHER/SISTER-IN-LAW - formally married or partner by mutual consent of the brother or sister of the spouse

PARENT – father or mother of the head

PARENT-IN-LAW - parent of the head’s spouse

DOMESTIC HELP (RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives with the household

DOMESTIC HELP (NON-RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives in their own separate household

OTHER RELATION (SPECIFY) – person who is related to the head but whose relation is not specified in any category above should be indicated here and specify the type of relationship to the head

OTHER NON-RELATION (SPECIFY) – person who is not related to the head and not specified in any non-relation category above should be specified here

Record the reason why each new member joined the household

Record where did the new member move from. This question is NOT asked if the answer to S2Q8 is “New Born” or “Forgotten Last Visit”.

Indicate YES if the head of the household is still a member of the household, indicate NO otherwise
S2Q9  **(OPTIONAL)** In the case there is a new head of household, record the relationship of MEMBER to the NEW HOUSEHOLD HEAD. This question will be used only for OLD HOUSEHOLD MEMBERS. For the new household members who were added in this round, S2Q7 records their relationship to the household head. Country teams are advised to align the response options based on the Panel survey.

**SECTION 2B: Basic Information RDD**

**Description:** Basic Information RDD (Random Digit Dialing) records respondent’s information and the household composition. Since in case of random digit dialing there would not be any pre-existing records of household members, it does not encompass a complete household roster update.

**Instructions:**

**TIME**  Tap the start time to record interview starting time of this section

S2Q1  Start the interview by asking the name of the respondent

S2Q2  Record the AGE IN COMPLETED YEARS, do not round up.

S2Q3  Do NOT try to guess the sex of the respondent from the name. This can lead to mistakes. Even in cases where you think that the name would most likely be a male’s or a female’s name, let the respondent CONFIRM the sex. DO NOT read the options. Interviewers shall select the option based on the information provided by respondents.

S2Q4  Record the relationship of respondent to their HOUSEHOLD HEAD. DO NOT read the options. Countries should adapt the choices and definitions based on their National Household Budget survey.

- **HEAD** - The member who makes key decisions in the household and whose authority is acknowledged by other members. NOTE the key decision maker may not necessarily be the oldest member.

- **SPOUSE** - formally married to the head or partner by mutual consent

- **OWN CHILD** - biological child of head (can be from another spouse)

- **STEP CHILD** - biological child of spouse from a previous union/marriage

- **ADOPTED CHILD** - children that are not biological children of either head or head’s spouse

- **GRANDCHILD** – biological children of the head’s (own, step, or adopted) children

- **BROTHER/SISTER** - person with at least one parent shared with the head

- **NIECE/NEPHEW** – a daughter/son of a brother/sister to the head

- **BROTHER/SISTER-IN-LAW** - formally married or partner by mutual consent of the brother or sister of the spouse

- **PARENT** – father or mother of the head
PARENT-IN-LAW - parent of the head’s spouse

DOMESTIC HELP (RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives with the household

DOMESTIC HELP (NON-RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives in their own separate household

OTHER RELATION (SPECIFY) – person who is related to the head but whose relation is not specified in any category above should be indicated here and specify the type of relationship to the head

OTHER NON-RELATION (SPECIFY) – person who is not related to the head and not specified in any non-relation category above should be specified here

S2Q5 Record the TOTAL number of children who are 6 years or less than 6 years old and live in the respondent’s household.

S2Q6 Record the TOTAL number of children who are in the age group of 6 – 18 (NOT INCLUDING children who are 6 years old or who are 18 years old) and live in the respondent’s household. Country should adapt if 6-18 is not their official school age.

S2Q7 Record the TOTAL number of people who are 18 or older than 18 and live in the respondent’s household. The total number should INCLUDE the respondent too.

S2Q8 Record the TOTAL number of people who are 65 or older than 65 and live in the respondent’s household. The total number should INCLUDE the respondent too (if the respondent is aged 65 or above).

S2Q9 Record the highest level of education COMPLETED by the respondent. If the respondent is currently in the process of completing a level/degree or if they left the school without finishing that level/degree, record it as incomplete. For example, if they are currently pursuing a bachelor’s degree or if they had previously started the bachelor program but did not finish it, select “Bachelor Incomplete”. If they have a bachelor’s degree, select “Bachelor Completed or Higher”. DO NOT read the options directly to respondents.

S2Q10 (OPTIONAL) Recommend using first-level administrative country subdivisions. Country can decide the level of subdivisions and prepare the list and code for respective areas. Interviewers should enter the code of the area mentioned by the respondent.

S2Q11 (OPTIONAL) Indicate YES if the household has access to internet at home and NO otherwise. Countries can choose to add this note: “example, via mobile telephone or fixed internet” if it is necessary to clarify that internet access includes access via mobile phone or fixed internet.

S2Q12 (OPTIONAL) Record what was the MAIN source of drinking water for the household in the LAST WEEK. DO NOT read out the options. If the respondent mentions more than one source of drinking water, record the main source. Countries should adapt the list of sources in accordance with the household panel surveys.
SQ13  **(OPTIONAL)** Record the type of toilet facility used by the household in the LAST WEEK. Countries should adapt the list of facilities in accordance with the household panel surveys.

**SECTION 3. Knowledge Regarding the Spread of COVID-19**

**Description:** This section is to understand what the individual knows about the spread of COVID-19 and the measures for reducing exposure to it.

**Box 2: COVID-19 Outbreak - Summary**

COVID-19 (Coronavirus Disease 2019) is an infectious respiratory disease caused by the virus “severe acute respiratory syndrome coronavirus 2” (SARS-CoV-2). Commonly, it is known as coronavirus. The first cases of COVID-19 were identified in December 2019 and by March 2020 the World Health Organization declared the COVID-19 outbreak a pandemic (escalated from an international emergency), meaning it is prevalent throughout the world. Because of the COVID-19, the government has shut down most places in the country, including churches, mosques, etc. Countries should use their local language and terminology to address the virus so that households can understand and claim their knowledge.

**Instructions:**

**TIME**  Tap the start time to record interview starting time of this section.

**S3Q1**  Select YES if the individual has already heard about COVID-19 and/or the ongoing pandemic caused by the new coronavirus. If the individual has not heard about the coronavirus before, select NO and continue with the next applicable section. **Country shall adjust the phrase if necessary and use the term in their local news.** Respondents shall be able to recall their knowledge as long as they have heard about the virus before. This question is included only in the first round.

**S3Q1b**  This question records the symptoms of COVID-19 known to the respondent. If the respondent mentions more than three symptoms, select the first THREE. **DO NOT** read the options. This question is included only in the first round.

**S3Q2**  **READ ALOUD** all the measures. Select yes/no for each measure as indicated by the respondent. This question is included only in the first round.

**HANDWASHING** refers to thoroughly cleaning hands with soap and water. Handwashing protects oneself and others from getting sick by killing the virus that may be on the hands.

**USE OF SANITIZER**  Sanitizer is a liquid or gel generally used to decrease infectious agents (such as germs) on the hands. Alcohol-based hand rub kills the virus that may be on the hands.
NO HANDSHAKES/ PHYSICAL GREETINGS - include all types of greetings entailing a direct physical contact with the other person. These include shaking hands, hugs, cheek contact, etc.

USE OF MASKS entails wearing a face mask that covers the mouth and nose while out in public.

USE OF GLOVES entails wearing gloves (rubber or disposable) while out in public.

AVOID TRAVEL includes avoiding all non-essential trips within the country (between regions, cities, and even towns) and/or international trips.

STAY AT HOME AND AVOID GOING OUT UNLESS NECESSARY means going out in public as little as possible; only going out for necessities such as food, medicine, urgent/emergency medical services; and not having contact with neighbors or non-household family members.

AVOIDING CROWDED PLACES OR GATHERINGS WITH MANY PEOPLE includes all meetings or assembling of people in indoor or outdoor areas for ANY PURPOSE. This includes meeting or visiting family and friends, religious or social functions, congregations, assemblies or other community activities. Examples include going to church/mosque, funerals, birthday parties, dinner at a non-household member’s place with more than 10 people present, neighborhood association meetings, savings club meetings, political rallies, music shows, and so on.

MAINTAIN ENOUGH DISTANCE OF AT LEAST ONE METER implies keeping AT LEAST ONE METER DISTANCE from the other person while speaking. The intention is to avoid breathing in small liquid droplets from another person’s mouth or nose. These liquid droplets cannot be seen by the naked eye and may contain the coronavirus.

AVOIDING TOUCHING YOUR FACE implies avoiding touching your nose, eyes, and mouth especially with unwashed hands. COVID-19 can spread if a person touches their face after touching a surface or object that might have virus on it.

S3Q3 DO NOT read out the options. Select ALL the federal/state/local government measures that the individual indicates. If the respondent mentions one or more and then stops listing measures, you should prompt by asking if there are any other measures they know. Countries can decide to include this question in the follow-up rounds as well based on how frequently government policies in the country are changing.

S3Q4 (OPTIONAL) Select YES if the individual has received any information on social distancing and self-isolation as measures to prevent the spread of coronavirus. Social distancing includes staying at least 2 meters from other people and avoiding gatherings and crowded places. Self-isolation means staying home or in a specific area or room away from other people. It also includes using a separate bathroom, if possible. Countries shall translate these terms to local language and terminologies to ensure households’ understanding. It is recommended to test this question before the survey is implemented to ensure the terms are well-received by households. This question is included only in the first round.

S3Q5 (OPTIONAL) DO NOT read out the options. Select ALL the sources indicated by the respondent. If the respondent mentions one or more and then stops listing sources, you should prompt by asking if there are any other sources. This question is included only in the first round.

Questions 6 – 10 are related to satisfaction with government policies and they may be included in the follow-up rounds based on country-specific contexts.
S3Q6 (OPTIONAL) Select YES if the individual is satisfied with the federal/state/local government’s response to the coronavirus pandemic in the country, and NO if otherwise.

S3Q7 (OPTIONAL) DO NOT read out the options and select the reasons why the respondent is not satisfied with the federal/state/local government’s response to the pandemic in the country. Probe and select ALL that apply.

S3Q8-12 (OPTIONAL) READ each statement and record whether the respondent strongly disagrees, disagrees, is neutral, or agrees with the statement.

SECTION 4. Behavior and Social Distancing

**Description:** This section gathers information on any changes in the individual’s behavior to adopt prevention measures for COVID-19. The reference period is “last week” (meaning from "Monday [DATE] up to Sunday [DATE]"). Questions in this section will be asked only in the first round (skipped in follow-up rounds). Country teams may decide to change the reference period with “since outbreak date”, across all questions in this section. The “outbreak date” refers to the day, month (and year) when the government closed schools and offices, and the reference period starting on that date will last until the day of the interview.

**Instructions:**

**TIME** Tap the start time to record interview starting time of this section.

S4Q1 Select YES if the individual has washed their hands with soap more often than they usually do as a prevention measure for COVID-19.

**Washing hands** refers to thoroughly cleaning hands with soap and water.

S4Q2 Select YES if the individual avoided all types of greetings entailing a direct physical contact with the other person. These include handshakes, hugs, cheek contact, and so on.

S4Q3 Select YES if the individual avoided all groups of more than 10 people, whether meetings or assembling, in indoor or outdoor areas, with any purpose. These include family and friend receptions or meetups, religious or social functions, congregations, assemblies or other community activities. Examples include going to church/mosque, funerals, birthday parties, dinner at a non-household member’s place with more than 10 people present, neighborhood association meetings, savings club meetings, political rallies, music shows, and so on. Select N/A (NOT APPLICABLE) if the person did not have any such activities planned anyway during the reference period.

S4Q4 Record how often, in the reference period, the respondent practiced washing hands with soap after being in public.

S4Q5 Record how often, in the reference period, the respondent practiced wearing a mask that covers the mouth and nose while out in public.
S4Q6  **(OPTIONAL)** Select YES if the individual canceled trips within the country (between regions, cities, or even towns) and/or international trips. Select N/A (NOT APPLICABLE) if the person did not have any trips planned anyway during the reference period.

S4Q7  **(OPTIONAL)** Select YES if the individual bought or procured more food in the reference period than they normally buy. This might include buying more grains, flour, canned food, vegetables, fruits, oil, dairy products and so on.

S4Q8  **(OPTIONAL)** Select YES if the individual reduced the number of trips to market or grocery stores. For example, select YES if the individual usually goes to market twice a week but went only once a week during the reference period.

SECTION 5: Access to Basic Services

**Description:** The objective of this section is to collect data on households’ access to services during the COVID-19 outbreak, such as markets, health facilities, education, financial institutions, transportation, housing and internet. The key market access indicators include household’s ability to purchase medicines and various staple foods when the household was out of stock and its ability to access water. For health facilities, it asks about the household’s needs for medical attention as well as challenges the household may face in accessing health facilities. Data is also collected on in-house activities and modes of communication with the school(s) of children who are staying at home because their school is closed to contain the spread of COVID-19.

**NOTE:** Reference periods for this section are likely to change with each round; please pay close attention when conducting interviews. During first round, reference period should be from the date of outbreak till the day of the interview. The date of the outbreak refers to the day when the government closed schools and/or offices. In the follow-up rounds, reference period should be “last week” which means period from last Monday [DATE] to last Sunday [DATE].

**Instruction:** You MUST remind the respondent to answer about the household in general and not about only their personal experience specifically.

**TIME**  Tap the start time to record interview starting time of this section.

S5Q1  This question asks if the household has been unable to purchase medicine during the reference period. If the household has been unable to buy medicine during the reference period record YES. Select NOT TRIED if the household did not try to purchase medicine. **Medicine** includes vitamins, etc. from pharmacies, stores, and from traditional healers.

S5Q2a, 2c and 2e  These questions ask if the household has been unable to buy Staple Food 1, Staple Food 2 and Staple Food 3, respectively. These staples should be the most relevant for households’ consumption in the country. Select YES if the household has been unable to buy the indicated items during the reference period. Select NOT TRIED if the household was able to self-produce the food item in sufficient quantity and/or did not try to purchase the food item.
S5Q2b, 2d and 2f These questions ask why the household has not able to buy Staple Food 1, Staple Food 2 and Staple Food 3, respectively. DO NOT READ the options and select the most appropriate option as indicated by the respondent. If they have multiple reasons, probe for the main reason.

S5Q3a This question asks if at any point during the reference period the household did not have sufficient drinking water. Record “Yes, At Least Once” if the household did not have sufficient drinking water even once during the reference period.

S5Q3b Record the MAIN reason why the household was not able to access sufficient drinking water. DO NOT read the options and select the most appropriate option as indicated by the respondent. If they have multiple reasons, probe for the main reason.

S5Q3c Record YES if, during the reference period, the household had sufficient water for members to wash their hands and NO otherwise.

S5Q3d (OPTIONAL) Record the MAIN reason why the household was not able to access the amount of water needed for members to wash their hands. DO NOT read the options and select the most appropriate option as indicated by the respondent. If they have multiple reasons, probe for the main reason.

S5Q3e Record YES if, during the reference period, the household had sufficient soap for members to wash their hands and NO otherwise.

S5Q3f (OPTIONAL) Record the MAIN reason why the household was not able to access sufficient soap for members to wash their hands. DO NOT read the options and select the most appropriate option as indicated by the respondent. If they have multiple reasons, probe for the main reason.

S5Q3g DO NOT READ ALOUD THE OPTIONS. Select the primary source of electricity at respondents’ home, each country may adapt the options to its context. In case the household did not have electricity mark option 8 and skip to question 4.

S5Q3h READ ALOUD. In this question, the respondent should select if their access to electricity has changed with respect to the date of COVID-19 outbreak. DATE_OUTBREAK means the date (day/month/year) on which the government closed schools and offices.

S5Q4 If ANY household member needed medical services during the reference period, record YES; otherwise, record NO. DATE_OUTBREAK means the date (day/month/year) on which the government closed schools and offices.

S5Q5 Record YES if all the household member(s) that needed medical treatment were able to access it; otherwise record NO.

S5Q6 This question is asked only if Q5 is NO (couldn’t access needed medical services). DO NOT read the answer options to the respondent. Record the MAIN reason why the household member(s) was not able to access the needed medical services.

FILTER If there are any household members of school age record YES (regardless of their school attendance status). Note that the questionnaire software program may answer this automatically based on the information you entered in Section 1. Country should adapt this question to use corresponding school age.
**S5Q7a** Record YES if at least ONE of the school-age children was attending school before they were closed due to the coronavirus outbreak. Record NO if all the children were not previously attending school, even if they were enrolled.

**S5Q7b** Record YES if ANY of the school age children have been doing any learning activities at home since the school closed due to the coronavirus outbreak. Types of activities that are considered home-based learning activities are described in Q8 below. If the respondent initially replies NO, prompt them with some of the examples to be sure. Each country may adapt this list to its own context.

**S5Q8** READ ALOUD all options and record all applicable response codes. The list should be adapted to country context.

- Completed assignments provided by the teacher
- Used mobile learning apps
- Watched educational TV programs
- Listened to educational programs on radio
- Session/meeting with Lesson Teacher (tutor)
- OTHER (SPECIFY)

**S5Q9** Record YES if the children or any household member have access to the children’s school/teacher’s phone, SMS or any other means of communication.

**S5Q10** READ ALOUD all answer options. The schools/teachers might use multiple communication tools so select all that apply. The list should be adapted to country context.

**S5Q11** (OPTIONAL) Record YES if any member of the household NEEDED to access the financial facilities listed during the reference period. This includes if they needed to use any of these services but did not try to go because they had already been told they were no longer open. If none of the household members wanted to access these financial facilities during the reference period record NO.

**S5Q12** (OPTIONAL) If the household member(s) who needed to access the referenced financial institutions/agents managed to do so successfully, record YES. Record NO only if they were not able to access any of these institutions or agencies. NOTE that this question asks about ACCESS to these facilities (and not necessarily whether the household RECEIVED any money).

**S5Q13** (OPTIONAL) Record the MAIN reason why the household was not able to access the desired financial institution/agent. DO NOT read the options.

**S5Q14** (OPTIONAL) Record YES if any member of the household NEEDED to access public transportation services during the reference period. This includes if they needed to use any of these services but did not try to go because they had already been told they were no longer operating. If none of the household members wanted to access any public transportation services during the reference period record NO.

**S5Q15** (OPTIONAL) If the household member(s) who needed to access public transportation services managed to do so successfully, record “YES, WITHOUT ANY DIFFICULTY”. If they were able to access it but with a longer wait than usual because of reduced service, record “YES, BUT WITH REDUCED FREQUENCY OF SERVICE”. Record NO only if they were not able to access any of the services they wanted to use.
S5Q16 (OPTIONAL) Record the MAIN reason why the household was not able to access the desired public transportation services. DO NOT read the options.

S5Q17 (OPTIONAL) Record Yes if the respondent’s household has moved since the day of the outbreak, otherwise record NO.

S5Q18 (OPTIONAL) This question is asked if the household has moved since the day of the outbreak. Record from where did the household move (from another house within the same neighborhood/locality, from another neighbourhood/locality within the same village/town, from another village/town and so on).

S5Q19 (OPTIONAL) Record YES if the household owns the dwelling they are living in now. Record “NO, RENTED” if they have rented the dwelling and “NO, OCCUPIED FREE OF CHARGE” if they do not pay rent for this dwelling (but also do not own it). The list of options for this question should be adapted to country context.

S5Q20 (OPTIONAL) This question is asked only if the household has to pay rent for the dwelling where it is currently living in. Record YES if the household is able to pay rent for the next ONE month, otherwise record NO.

S5Q21 (OPTIONAL) Record the number of rooms the household occupies in the dwelling they are living in. The total number of rooms should NOT INCLUDE any bathroom(s), toilet(s) and kitchen(s) occupied by the household.

S5Q22 (OPTIONAL) Record YES if the respondent and/or any other member of the household was able to use internet services during the reference period, otherwise record NO.

S5Q23 (OPTIONAL) This question is asked if any member of the household was able to access internet services during the reference period. Record YES if the member(s) faced any difficulty in accessing the service or if the quality of service was below the usual optimal level, otherwise record NO.

SECTION 6: Employment

Description: This section asks about INCOME-GENERATING activities of the respondent and the household. There are two versions of this section, a long version and a short version. Except for everything in the short version, the long version also includes questions related to change in jobs before and after the outbreak of COVID-19 and more detailed questions regarding the current working condition.

TIME Tap the start time to record interview starting time of this section.

S6Q1 The reference period is LAST WEEK (i.e., Monday to Sunday of the week before the interview date). Select YES if the person has done any of the following last week, even if only for one hour. You will likely need to probe to determine the answer, as some respondents may not immediately understand if the activity they have done qualifies as a YES.
**Work for pay includes...** Worked for a wage, salary or any other pay. Payment includes all forms of remuneration – incl. wage, salary, tips, commissions – paid in cash or in-kind or with deferred payment. This includes persons working for pay for someone else, in a dependent relationship, for example as employees or paid apprentices, including casual, informal, and part-time employees. Agricultural work for others – e.g. for a wage, in-kind payment, or exchange of goods and services – is included here.

**Any kind of business includes...** The person has worked in a non-farm family business (e.g. as craftsman, hairdresser, shopkeeper, making and selling of food, medical practice, etc.) managed or operated by them or any other household member. This refers to any kind of family business activity the person is involved in to earn an income in the form of profits, in cash, or in kind, even if the business was not making a profit or was incurring a loss by the time of the interview.

**Farming includes...** Family farming, livestock, or fishing activities. The person has done any farming related work on land owned or rented by members of this household, or any livestock-related work with animals owned by members of the household or any fishing-related work (incl. shellfish collection, aquaculture etc.).

**Any other activity to generate income...** Any other type of income generating activity not included in the previous categories.

**S6Q2** Asked only of respondents that were not working in the last week. Select YES if the respondent was doing any type of work listed in Question 1 before the outbreak month of COVID-19.

**S6Q3** Asked only of respondents that stopped working after the outbreak month of COVID-19. DO NOT read the answer options aloud; select the most appropriate response based on what the respondent reports as the MAIN reason they stopped working.

**S6Q4** Asked only of respondents that stopped working after the outbreak month of COVID-19. It is intended to capture main activity (sector) of the organization or business in which the respondent had their main job before the outbreak of COVID-19. After determining the main job, provide the main activity or sector of that job.

**Main Job:** If the respondent was working multiple jobs, then take into consideration that the main job is defined, as per international standards, as the one in which the person usually works the most hours, even if they were absent from it in the reference period. If the hours of work are the same in each job, the main job/business is the one that generates the highest income.

**Main Activity:** This includes descriptive words that illustrate the main activity of an establishment (e.g. pharmacy) and of relevant main goods or services provided (e.g. sale of medicines to the general public).

The interviewer is in charge of coding the answer into 9 different categories. These categories should NOT be read to the respondent.

**LIST OF SECTORS**
1. Agriculture, Hunting, Fishing
2. Mining, Manufacturing
3. Electricity, Gas, Water Supply
4. Construction
Below are some specific examples.

<table>
<thead>
<tr>
<th>Examples</th>
<th>Occupation Description</th>
<th>Industry Description</th>
<th>List code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary school teacher at community day school</td>
<td>Secondary School Teacher</td>
<td>Community Day School</td>
<td>09</td>
</tr>
<tr>
<td>Watch guard at community day school</td>
<td>Watch Guard</td>
<td>Community Day School</td>
<td>09</td>
</tr>
<tr>
<td>Accountant at community day school</td>
<td>Accountant</td>
<td>Community Day School</td>
<td>09</td>
</tr>
<tr>
<td>Islamic Madrasah teacher at Mosque</td>
<td>Madrasah Teacher</td>
<td>Mosque</td>
<td>09</td>
</tr>
<tr>
<td>Nursery school teacher at Save the Children</td>
<td>Nursery School Teacher</td>
<td>Save the Children</td>
<td>09</td>
</tr>
<tr>
<td>House girl for a private house</td>
<td>House Girl</td>
<td>Private House</td>
<td>09</td>
</tr>
<tr>
<td>Logistics Clerk at Coca Cola plant</td>
<td>Logistics Clerk</td>
<td>Beverage Production Plant</td>
<td>02</td>
</tr>
<tr>
<td>Guard at a private residence</td>
<td>Watch guard</td>
<td>Private house</td>
<td>02</td>
</tr>
<tr>
<td>Teller at Commercial Bank</td>
<td>Teller</td>
<td>Commercial Bank</td>
<td>07</td>
</tr>
<tr>
<td>Receptionist at the Spring Hotel</td>
<td>Receptionist</td>
<td>Hotel</td>
<td>05</td>
</tr>
<tr>
<td>Traditional healer in the village</td>
<td>Traditional healer</td>
<td>Personal services in medicine</td>
<td>09</td>
</tr>
<tr>
<td>Weigh bridge clerk at Jasmine Tea Factory</td>
<td>Weigh Bridge Clerk</td>
<td>Jasmin Tea Factory</td>
<td>02</td>
</tr>
<tr>
<td>Shop attendant at Nike Clothing Shop</td>
<td>Shop Attendant</td>
<td>Clothing Shop</td>
<td>05</td>
</tr>
<tr>
<td>Sugar cane cutting supervisor at sugar processing company</td>
<td>Sugar Cane Cutting Supervisor</td>
<td>Sugar Processing Company</td>
<td>02</td>
</tr>
<tr>
<td>Driver for cement factory</td>
<td>Driver</td>
<td>Cement Factory</td>
<td>02</td>
</tr>
<tr>
<td>Driver for Taxi company</td>
<td>Driver</td>
<td>Taxi Company</td>
<td>06</td>
</tr>
<tr>
<td>Cotton buyer for a cotton factory</td>
<td>Cotton Buyer</td>
<td>Cotton Factory</td>
<td>02</td>
</tr>
<tr>
<td>Cassava vendor in the street</td>
<td>Street vendor</td>
<td>Retail – food</td>
<td>05</td>
</tr>
<tr>
<td>Garden boy for a tobacco company</td>
<td>Garden Boy</td>
<td>Tobacco Company</td>
<td>02</td>
</tr>
<tr>
<td>Job Description</td>
<td>Occupation</td>
<td>Place of Work</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>----------------------</td>
<td>-----------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Bar girl for bottle store and rest house</td>
<td>Bar Girl</td>
<td>Bottle store and Rest house</td>
<td>05</td>
</tr>
<tr>
<td>Store attendant in a tyre shop</td>
<td>Store Attendant</td>
<td>Tyre Shop</td>
<td>05</td>
</tr>
<tr>
<td>Security guard working for Securicor</td>
<td>Security Guard</td>
<td>Securicor</td>
<td>07</td>
</tr>
<tr>
<td>Gate attendant for Municipal Services</td>
<td>Gate Attendant</td>
<td>Municipal Services</td>
<td>08</td>
</tr>
<tr>
<td>Laborer at maize and cotton estate</td>
<td>Laborer</td>
<td>Maize and Cotton Estate</td>
<td>01</td>
</tr>
<tr>
<td>Carpenter for the tea estate</td>
<td>Carpenter</td>
<td>Tea estate</td>
<td>01</td>
</tr>
<tr>
<td>Bricklayer for a building contractor</td>
<td>Bricklayer</td>
<td>Building contractor</td>
<td>04</td>
</tr>
<tr>
<td>Police officer</td>
<td>Police Officer</td>
<td>Police</td>
<td>08</td>
</tr>
<tr>
<td>Food worker for District Forest Office</td>
<td>Food Worker</td>
<td>District Forest Office</td>
<td>08</td>
</tr>
<tr>
<td>Village headman</td>
<td>Village headman</td>
<td>Public administration</td>
<td>08</td>
</tr>
<tr>
<td>Building architect for architecture /contracting firm</td>
<td>Building Architect</td>
<td>Architecture/Contracting Firm</td>
<td>04</td>
</tr>
<tr>
<td>Laborer for a road construction company</td>
<td>Construction Laborer</td>
<td>Road Construction Company</td>
<td>04</td>
</tr>
<tr>
<td>Leaf turning at a tea factory</td>
<td>Leaf Turner</td>
<td>Tea Factory</td>
<td>02</td>
</tr>
<tr>
<td>Ground laborer for Home Construction Company</td>
<td>Ground Laborer</td>
<td>Home Construction Company</td>
<td>04</td>
</tr>
<tr>
<td>Construction worker for Country Safety Net project</td>
<td>Construction Worker</td>
<td>Country Safety Net</td>
<td>08</td>
</tr>
<tr>
<td>Hairdresser at Barber Shop</td>
<td>Hairdresser</td>
<td>Barber Shop</td>
<td>09</td>
</tr>
<tr>
<td>Casual laborer in a polythene manufacturing industry</td>
<td>Casual laborer</td>
<td>polythene manufacturing industry</td>
<td>03</td>
</tr>
<tr>
<td>Crop farmer growing mainly sugarcane on the household farm</td>
<td>Crop farmer</td>
<td>household farm</td>
<td>01</td>
</tr>
<tr>
<td>Casual laborer in commercial crop farm</td>
<td>Casual laborer</td>
<td>commercial crop farm</td>
<td>01</td>
</tr>
<tr>
<td>Working as livestock keeper on the household farm</td>
<td>livestock keeper</td>
<td>household farm</td>
<td>01</td>
</tr>
</tbody>
</table>

**S5Q4a (This question is only in the long version)** Asked only if respondents worked last week (Q1=YES). This is a filter question for the next set of questions on change in jobs before and after the outbreak of COVID-19. Record YES if the respondent has changed job after the outbreak of the COVID-19. If the respondent is
doing the same job after the outbreak of COVID-19 as they were doing before the outbreak, then continue with Q5.

**S6Q4b** *(This question is only in the long version)* Asked only if respondent has changed jobs before and after the outbreak of COVID-19 (Q4a=YES). This question asks the specific reasons of job change.

The interviewer is in charge of coding the answer into 15 different categories. These categories should NOT be read to the respondent.

1. Business/Gov't closed due to coronavirus legal restrictions
2. Business/Gov't closed for another reason
3. Laid off while business continues
4. Furlough
5. Vacation
6. Ill / Quarantined
7. Need to care for ill relative
8. Seasonal worker
9. Retired
10. Not able to go to farm due to movement restrictions
11. Not able to farm due to lack of inputs
12. Not farming season
13. Lack of transportation
14. Don’t want to be exposed to the virus
15. Other (please specify)

**S6Q4c** *(This question is only in the long version)* Asked only if respondent has changed jobs before and after the outbreak of COVID-19 (Q4a=YES). It is intended to capture main activity (sector) of the respondent’s main job before the outbreak of COVID-19. See guidance in question 4. **DO NOT** read the options.

**S6Q5** Asked only if respondents worked last week (Q1=YES). It is intended to capture main activity (sector) of the respondent’s current main job. See guidance in question 4. **DO NOT** read the options.

**S6Q6** This refers to the type of relationship between the respondents and who they work for. **READ ALOUD** all answer options.

**In your own business:** The person works on their own account or with partners. They hold a “self-employment” type of job and may or may not have employees working for them.

**In a business operated by a household or family member:** The person participated in any activity to support the operation of a business activity of a household member or a family member living elsewhere.

**In a family farm, raising family livestock or fishing:** The person works in their family farm or raising family livestock or fishing.

**As an employee for someone else:** The person holds a job with a written or oral contract which gives them a basic pay that is not directly dependent on the revenue of the place where they work.

**As an apprentice, trainee, intern:** The person holds a job on a temporary basis to acquire workplace experience or skills.
S5Q7  Record YES if there were no disruptions to the main wage job during the last week. If the respondent was not able to go to the place of work or work from home as usual for their main wage job, record NO.

S6Q8  Record whether the respondent received or will receive full payment, partial payment or no payment for the work that they did for their employer last week. READ ALOUD all answer options.

S6Q8a  DO NOT ask if respondent answered YES in Q7. DO NOT read aloud the answer options; select the most appropriate response based on what the respondent reports as the MAIN reason.

The interviewer is in charge of coding the answer into 10 different categories.
   1. Business/Government closed due to coronavirus legal restrictions
   2. Business/Government closed for another reason
   3. Furlough
   4. Ill / Quarantined
   5. Need to care for a family member
   6. Seasonal worker
   7. Not able to go to place of work due to movement restrictions
   8. Not able to go to place of work due to cessation of public transport
   9. Not able to use telework solutions to work online
   10. Other (Please Specify)

S6Q8b  (This question is only in the long version) Ask ONE BY ONE whether the following benefits are provided by the respondent’s employer and record YES/NO/REFUSED.
   1. Contribution to health insurance
   2. Paid sick leave
   3. Contribution to pension fund (OPTIONAL)
   4. Paid annual leave (OPTIONAL)

S6Q8c  (This question is only in the long version) Record YES if the respondent has a written contract with their employer for their work.

S6Q9  Consider all household members listed in the roster. Select YES if ANY household member, apart from the respondent, was not able to go to their place of work or work from home as usual for their wage job. If all the household members (apart from the respondent) were able to go to their place of work or work from home as usual or if the respondent is the only income earner in the household, go to Q11.

S6Q10  Select names of ALL household members who were NOT able to go to their place of work or work from home as usual for their wage job. If RDD was implemented, record the number of household members, NOT INCLUDING the respondent, who were not able to work as usual.

FAMILY BUSINESS

A household business or enterprise is an organized commercial activity or commercial establishment, owned and managed by household members. It can be very informal with no hired labor, or formal with registration and possibly hired labor. For instance, non-agricultural one-man operations providing goods/services for various different non-household members/groups, i.e. working independently on their own account, are classified as household enterprises.
The main criterion for an enterprise to be listed in this module is that it operated at some point since the start of 2020, including those that operated during this time but are closed temporarily or permanently as of the interview date, as well as those that may not have operated full-time every month since the start of 2020.

Household non-agricultural income-generating enterprises include those that produce or trade goods or services, including owning a shop or operating a trading business, no matter how small. Enterprises might include, for example, making mats, bricks, or charcoal; working as a mason or carpentry; firewood selling; metalwork; tailoring; repair work; food processing, fish marketing, petty trading, and so on.

S6Q11 This is a filter question for the next set of questions on family business. If no member of the household operated a family business since the start of 2020, then continue with Q15. DO NOT ASK if the respondent answered “1 In your own business” or “2 In a business operated by a household or family member” in Q6, go to Q12 instead.

S6Q12 This question requires the respondent to describe the family business to the interviewer so they can properly record the sector (same as Q4). DO NOT read the options.

S6Q13 In this question the respondent should compare the revenue from sales of the previous calendar month to revenue from sales of the current month. READ ALL options and record the respondent’s choice. If the respondent is having a revenue that is higher than or the same as usual, go to Q15. For the FIRST ROUND, recall period should be from the LAST NORMAL MONTH, that is, the month before the COVID-19 outbreak started in the country.

S6Q14 The respondent should describe the MAIN reason why there is no revenue or the revenue from sales from the family business is less than usual. The interviewer should select the appropriate response accordingly. DO NOT read aloud the answer options.

FARMING

Household agricultural income-generating enterprises include raising livestock, growing crops, and/or fish farming. DO NOT include non-farm enterprises.

S6Q15 This is a filter question for the next set of questions on farming activities. Select YES if the person or any member of the household has done any farming-related work on land owned, rented, or used by members of this household, or any livestock-related work with animals owned by members of the household since the beginning of 2020. Exclude work on land cultivated by others (e.g. helping the neighbor harvest) or looking after other people’s animals (e.g. work for payment as a herder – which would be a wage job). If no member of the household has done any farming or livestock related work since the start of 2020, then continue with the next section. DO NOT ASK if the respondent answered “3 In a family farm, raising family livestock or fishing” in Q6, go to Q16 instead.

S6Q16 If the respondent is able to perform the normal activities on the farm or raising livestock, record YES and continue with the next section if ONLY the core questions are applied and continue with Q18 if BOTH core and optional questions are applied. Record NO if the respondent is not able to perform normal farm activities and move to Q17. OUTBREAK_MONTH means the month of the date that the government closed schools and offices.
S6Q17 The respondent should describe the MAIN reason why they are not able to perform the normal activities on the farm. The interviewer should select the appropriate response accordingly. DO NOT read aloud the answer options.

S6Q18 (OPTIONAL) Record YES if there are any products from the respondent’s farm that needed to be sold, since the beginning of 2020. If there were no products that needed to be sold, continue with the next section.

S6Q19 (OPTIONAL) Record YES if the respondent’s household was able to sell any products from the farm in the last week. If the respondent’s household was not able to sell any products from the farm in the last week, continue with the next section. Select N/A (NOT APPLICABLE) if none of the other options apply (e.g. The household did not try to sell the product).

S6Q20 (OPTIONAL) The respondent should compare the current price of the product sold with the price at the same time last year. READ the options and select the appropriate response accordingly.

SECTION 7: Income Loss

Description: The objective of this section is to collect data on households’ loss of income due to the outbreak of COVID-19 or as a result of the different measures implemented by government, employers, and traders to contain the spread of the outbreak or cope with the challenges of the outbreak. It does this by collecting data about the sources of income the household had in the last 12 months and changes in any income since the start of the COVID-19 outbreak. In the case, the country team decided to include the next optional module “7a. Remittances”, the income source named “Remittances from abroad” should be removed in this module.

Instruction: This section is interested not only in the source of income of the respondent but in ALL INCOME SOURCES OF THE HOUSEHOLD.

TIME Tap the start time to record interview starting time of this section.

S7Q1 It is possible that during the reference period the household had multiple sources of income earned by different household members; you are required to list ALL INCOME SOURCES of all household members. You MUST ask Q1 for the entire list of sources before continuing (when applicable) to ask Q2. The interviewer should also ask the amount of the total household income. If the respondent refused to answer, mark the REFUSED option.

Household Income, or household livelihood, consists of all earnings, whether monetary or in-kind (goods and services), that are received by the household or by individual members of the household regularly or annually. Below are further details on the types of income, which are each asked about in Q1.

Income from family farming, livestock or fishing: includes earnings from crop production, livestock or livestock by product production, or fishing production. This category of income also includes income from sale of animal by-products such as milk, cheese, hides and skins, egg, etc. This option should be customized by each country. For example, if this is not the harvest season, household would not have income from farming activities.
**Income from non-farm family business, including family business:** refers to any earnings from a non-farm business owned by member(s) of the household. This includes businesses engaged in formal or informal trade (in food, clothes or various articles) or professional activity (like that of a private lawyer, doctor, a carpenter, mason, etc.) offering services for payment in cash or in kind; or an economic activity engaged in producing goods or providing services. Examples of non-farm family business include mat making, brick making, working as a carpenter, firewood selling, shoe shining, metalwork, tailoring, repair work, food processing, fish marketing, petty trading, and so on.

**Income from wage employment of household members:** refers to an income in cash or in kind paid by an external employer to an employee as reimbursement for work carried out during the reference period. Hence, any wage or salary income earned by any member of the household is considered as employment income of household members. Countries can decide to split this option into three options, if needed: “Salaried Employment”, “Casual labor, agriculture”, “Casual labor, non-agriculture”.

**Unemployment benefits:** refers to payment or other forms of benefits received from government or other authorized bodies as a compensation for unemployed people.

**Remittances from abroad:** refers to cash or in-kind amounts received from individuals (not friends or related to the household) living in a foreign country. This option can be removed if the country decides to implement the optional module of remittances.

**Assistance from family within the country:** refers to cash or in-kind amounts received from family members living in the country.

**Assistance from other non-family individuals:** refers to cash or in-kind amounts received from individuals (not family members) living in the country. This excludes transfers from formal groups or organizations.

**Income from properties, investments or savings:** refers to earnings from assets/properties owned by the household, including rental of properties, land, buildings, interest on savings and other financial assets, dividends, etc.

**Income from pension:** refers to a regular income paid by a government or a financial organization to a person – or to their dependents – who is no longer working because of age or health.

**Government assistance:** refers to regular transfers in cash or in kind from any level of government to any member of the household. Excludes pension paid by government.

**Assistance from NGOs / charitable organization:** refers to regular transfers in the form of cash or in kind from non-government institutions to any member of the household.

S7Q2 Only sources of income that are reported YES in Q1 will be asked in Q2. For these, ask the respondent if the income from this source has increased, stayed the same, decreased, or no income was received since the outbreak of the COVID-19. The response options should be read out to the respondent at least once. Additionally, ask about the changes in the total household income, whether it has increased, stayed the
same, decreased or was not received at all. DATE_OUTBREAK means the date on which the government closed schools and offices. The reference period should be adjusted to “Last month” in follow up rounds.

SECTION 7a: Remittances

**Description:** This section serves as a complementary section of section 7. It is meant to capture the change in remittances that household received before and after the outbreak of COVID-19. This whole section is **OPTIONAL**.

**TIME** Tap the start time to record interview starting time of this section.

**S7aQ1** This is a filter question for the next set of questions. Select YES if any household member has received remittances from abroad in the last 12 months. If no members have received remittances from abroad in the last 12 months, go to the next section.

**S7aQ2** This question is asked only when members in the household have received remittances from abroad in the last 12 months. Record whether the frequency of remittances has increased, stayed the same or reduced since the outbreak date.

**S7aQ3** This question is asked only when members in the household have received remittances from abroad in the last 12 months. Record whether the amount of remittances has increased, stayed the same or reduced since the outbreak date.

**S7aQ4** This question is asked only when members in the household have received remittances from abroad in the last 12 months. Record whether the cost of remittance services has increased, stayed the same or reduced since the outbreak date.

SECTION 8: Food Insecurity Experience Scale

**Description:** This section assesses the household’s food security situation during the 30 days prior to the day of interview. More broadly it is meant to capture how well the household can fulfil its food needs. This whole section is **OPTIONAL**. The Food and Agriculture Organization of the United Nations recommends that if included, all 8 questions should be asked.

**Instruction:** This section is SUBJECTIVE and therefore you MUST accept the responses provided by the RESPONDENT. You must never question a response provided by a respondent in this section.

**TIME** Tap the start time to record interview starting time of this section.
ALL Select YES if the statement of the question was true AT LEAST ONCE in the PAST 30 DAYS, for ANY household member. Note that the event did not have to happen regularly, just once is enough, e.g. if a household skipped only one meal in the past 30 days, select YES for Q4.

The questions ask if the household reduced/changed their food intake BECAUSE OF LACK OF MONEY OR OTHER RESOURCES. Do NOT consider reduced/changed food intakes because of religious (e.g. fasting), medical, or any other reasons. Having forgotten to bring money e.g. to work and not being able to buy the normal lunch is NOT considered a lack of money.

S8Q1 “During the past 30 days, was there a time when you or any other adult in your household were worried about not having enough food to eat because of lack of money or other resources?”

This question refers to a state of being worried, anxious, apprehensive, afraid, or concerned that there might not be enough food or that the household would run out of food because there was not enough money or other resources to get food. The worry or anxiety could be due to circumstances affecting their ability to obtain food, such as loss of employment or other source of income, or other reasons such as a poor harvest, disrupted social relationships, loss of customary benefits or food assistance, or environmental or political crises.

It is not necessary for the household to have actually run out of food to answer affirmatively to this question. Just the concern and the consequent possible coping strategies are manifestations of food insecurity, even in cases when the actual food consumption is not compromised.

S8Q2 “During the past 30 days, was there a time when you, or any other adult in your household, were unable to eat healthy and nutritious/preferred foods because of a lack of money or other resources?”

This question asks the respondent whether the household was not able to get foods they considered healthy or those that make a nutritious or balanced diet because there was not enough money or other resources to get food. The answer depends on the respondent’s own opinion of what are healthy and nutritious foods. In general, healthy and nutritious diets are diets including foods from the different food groups (carbohydrates, protein, fats & oils, and fruits & vegetables). This question refers to the quality of the diet and not quantity of foods eaten.

S8Q3 “During the past 30 days, was there a time when you or any other adult in your household ate only a few kinds of foods because of a lack of money or other resources?”

This question asks if the household had a diet with a limited variety of foods or whether they had to eat the same foods or just a few kinds of foods every day because there was not enough money or other resources to get food. The implication is that the diversity of foods consumed would likely increase if the household had better access to food. This question refers to quality of the diet and not quantity eaten. It is important to stress the link to lack of money, to identify conditions of food insecurity, rather than customary habits to limit the variety of foods eaten for other reasons, such as health or religion.

S8Q4 “During the past 12 months, was there a time when you or any other adult in your household had to skip a meal because there was not enough money or other resources to get food?”

This question asks about the experience of having to miss or skip a meal that would normally have been eaten because there was not enough money or other resources to get food. In some languages, no single term means “meal” or expresses “skip a meal.” Therefore, ask if food was skipped in the morning, afternoon, or evening, depending on the interval that the community usually takes meals. This question refers to insufficient quantity of food.
“During the past 12 months, was there a time when you or any other adult in your household ate less than you thought you should because of a lack of money or other resources?”

This question asks about eating **less** than what the respondent thought should be eaten, even if a meal was not entirely skipped, because the household did not have money or other resources to get food. Therefore, eating less than expected could be maintaining the same frequency of meals but cutting down on portion size, and thus eating less. For example, following the harvest, households may take three meals a day, but during the lean season, the frequency may decrease to one to two meals a day, and when the crops fail, the number of meals is further reduced to one meal a day. The answer depends on the respondent’s own **opinion or perception** of how much they think they should be eating. This question refers to the **quantity** of foods eaten and not the **quality** of the diet. This question does not refer to special diets to lose weight or for health or for religious reasons.

“During the past 12 months, was there a time when your household ran out of food because of a lack of money or other resources”?

This question refers to any experiences when there was actually **no food in the household** because they did not have money or other ways to get food, such as the household’s own production of food or bartering to get food.

“During the past 12 months, was there a time when you or any other adult in your household were hungry but did not eat because there was not enough money or other resources for food?”

This question asks about the physical experience of **feeling hungry**, and specifically, feeling hungry and not being able to eat enough because of a lack of money or resources to get enough food. It does not refer to dieting to lose weight or fasting for health or religious reasons.

“During the past 12 months, was there a time when you or any other adult in your household went without eating for a whole day because of a lack of money or other resources?”

This question asks about a specific behavior—not eating anything all day—because of a lack of money and other resources to get food. It does not mean dieting to lose weight or fasting for health or religious reasons.

**SECTION 9. Concerns**

**Description:** This section is focused on the concerns that the respondent may have regarding the impact of the COVID-19 (Coronavirus disease). This whole section is OPTIONAL.

**Instructions:**

**TIME** Tap the start time to record interview starting time of this section.

**S9Q1** (OPTIONAL) Ask the respondent how worried they are about the possibility that they or someone in their immediate family might become seriously ill from the coronavirus disease. Read the options aloud.
S9Q2  (OPTIONAL) Ask the respondent how much of a threat they think the coronavirus poses on their household’s finances. Read the options aloud.

SECTION 9a. Opinion

Description: This section focuses on the respondent’s believes and opinions about their country’s response to the COVID-19 and how this crisis, the response to it and the associated events might affect them and their family. This whole section is OPTIONAL.

Instruction: This module consists of statements regarding the social-economic impact of COVID-19 (Coronavirus disease). The statements are phrased from the respondent’s perspective. Ask to what extent the respondent agree/disagrees with each statement.

TIME Tap the start time to record interview starting time of this section.

S9aQ1(OPTIONAL) ”I believe that the response to the COVID emergency will limit my rights and freedoms.” READ OUT answer options.

S9aQ2(OPTIONAL) “I believe that the COVID crisis puts me and my family at greater security risk and more vulnerable to crime and violence.” READ OUT answer options.

S9aQ3(OPTIONAL) “I am concerned that money and supplies allocated for the COVID response will be misused and captured by powerful people in the country.” READ OUT answer options.

SECTION 10: Shocks/Coping

Description: This section seeks to capture events/shocks that may have affected the household since the outbreak of coronavirus. This whole section is OPTIONAL. A shock may be an event or happening or a factor that affects an individual or the entire household negatively, in economic terms. The death of the bread winner in a household may have a negative impact economically on the household. This whole section is OPTIONAL.

Instruction: You MUST remind the respondent to answer about the household in general and not about only his/her personal experience specifically.

TIME Tap the start time to record interview starting time of this section.

S10Q1  (OPTIONAL) All the shock options in this question are asked and responses recorded before going to the next set of questions for each YES response. DATE_OUTBREAK means the date on which the government closed schools and offices. If the answer for all the shock options is NO, move to next section. Options
11 (Natural Disasters) and 12 (War and Conflict) are optional and can be included if they are applicable in the country contexts.

S10Q2  **(OPTIONAL)** This question is only asked for the shocks for which Q1 is YES. DO NOT READ the codes. Probe and select all applicable responses based on the given codes.

**SECTION 11: Safety Nets**

**Description:** Safety net programs refers to non-contributory transfer programs that seek to protect the poor – or those vulnerable to shocks and poverty – from falling below a certain poverty level. Non-contributory are programs that the person did not pay into over the course of their life. Safety net programs can be provided by the public sector (government or aid donors) or by the private sector (NGOs, private firms, charities). Safety net transfers include cash transfers, food-based transfers, and in-kind transfers (all described below). This whole section is CORE, but country should adjust the questions based on the country context.

**TIME** Tap the start time to record interview starting time of this section.

S11Q1 Ask whether any member of the household received any type of following assistance from the GOVERNMENT since the month of the outbreak of COVID-19. Ask for all items on the list before asking the applicable follow-up questions.

- **Cash transfers:** The provision of assistance in the form of cash to the poor or to those who face probable risk of falling into poverty without the transfer.

- **Free food:** Food-based safety net programs help provide adequate consumption and contribute to improving nutrition. They are different from other safety net programs in that they are specifically for the provision of food, either directly or through cash-like instruments (food stamps, coupons) that can be used specifically to purchase food.

- **Payment relief for public services:** This refers to the relief or exemption on payment for public services, including electricity, water, internet, public transport, etc.

- **Other in-kind transfers:** This refers to all kinds of other in-kind transfers apart from the three categories above, including face masks, sanitizer, soap, etc.

S11Q2 Record the TOTAL VALUE (in national currency) of assistance received from the GOVERNMENT since the outbreak of COVID-19. For assistance that was not paid in national currency, ask the respondent to estimate the value of it in national currency. In addition, estimate the value for any in-kind assistance. In some countries, this question might lead to unreliable data in case of programs providing support related to food, services or in-kind transfers. Countries can choose to skip this question if deemed necessary because of frequently changing prices or any other reason.

S11Q3 Ask whether the household received any type of assistance from INSTITUTIONS OTHER THAN THE GOVERNMENT such as community organizations, NGOs, international organizations, religious bodies
and so on. Refer to S11Q1 for description of different types of assistance. Ask for all items on the list before asking the applicable follow-up questions.

**S11Q4** Record the TOTAL VALUE (in national currency) of assistance received from OTHER INSTITUTIONS since the outbreak of COVID-19. For assistance that was not paid in national currency, ask the respondent to estimate the value of it in national currency. In addition, estimate the value for any in-kind assistance. In some countries, this question might lead to unreliable data in case of programs providing support related to food, services or in-kind transfers. Countries can choose to skip this question if deemed necessary because of frequently changing prices or any other reason.

*Questions 5-6a are asked only once for all types of assistances and not separately for each type.*

**S11Q5** This question is asked only if a YES was recorded for any type of assistance in either Q1 or Q3. Record YES if the household faced any difficulty in accessing ANY type of assistance from either Government or other institutions. Record YES even if the household received more than one type of assistance but faced difficulty in receiving one of them and not all.

**S11Q5a** This question is asked only if a YES was recorded for any type of assistance in either Q1 or Q3 and if the household faced any difficulty in accessing any kind of assistance (yes in Q5). Record the type of difficulties faced by the household while trying to access the assistance(s).

**S11Q6** *(OPTIONAL)* Record YES if the respondent or any other member of the household TRIED to get assistance from the GOVERNMENT or MUNICIPALITY but was refused or turned down. Record NO if the household did not try to get assistance from the government or if they tried and were able to receive it. Move to the next section if the answer is NO.

**S11Q6a** *(OPTIONAL)* Record the reason the household was refused the assistance they tried to get from the government or municipality. DO NOT read the options.

### SECTION 12: Interview Result

**Description:** This needs to be completed for EVERY interview file, even if you were not able to reach the household to conduct an interview. Some of the questions are for interviewers to answer and are NOT to be read out to the respondent.

**TIME** Tap the start time to record interview starting time of this section.

**READ** Thank the respondent for his/her participation

**S12Q1** Indicate THIS NUMBER in case this is the best number to reach the respondent, indicate ANOTHER NUMBER otherwise

**S12Q2** In case there is another number to reach the respondent, write down the new number in this question
Indicate the day of the week that is the best day to reach the respondent. DO NOT read the options. SELECT MULTIPLE days if more than one day works best for the respondent.

Indicate the time of the day that is the best time to reach the respondent. DO NOT read the options. SELECT MULTIPLE times if more than one time works best for the respondent.

Confirm that all the questions have been answered

(For interviewer) Record the result of the interview.

Complete: The interview was completed normally, i.e. you managed to answer all questions and sections

Partially complete (refused): The interview was started but was unfinished due to special reasons (i.e. the respondent refused to continue, etc.). These interviews will contain unanswered questions.

Refused: The respondent refused to take the interview from the first place

Don’t speak the language: The respondent doesn’t speak the language of the survey

Nobody answering: In case after several attempts nobody answered

Number does not exist: In case after several attempts you got that information

Phone turned off: In case the phone was turned off after the interviewer tried to reach the household

Don’t know the household: The respondent does not know the household

Reference person can’t connect to the household: The reference person is unable to reach any of the household members

In case the interview was incomplete, answer YES if the interview can be completed if another interviewer tries to call later, answer NO otherwise

Write the details why the household cannot be reached, why they refused, or if the respondent doesn’t know the household

Write the language that you think the respondent speaks. Write DK if you don’t know.

Write the name of the main respondent

Write the language that you mainly used to conduct the interview

Write the number you reached the respondent on

Indicate YES if you have any notes that are relevant when calling this household in the future
SECTION SS: Survey Solutions CAPI

CAPI is an interviewing tool or technique in which the interviewer uses a computer—instead of paper and pen—to answer the questions during the interview. Survey Solutions is a CAPI software developed by the World Bank to assist governments, statistical offices and non-governmental organizations in conducting complex surveys with dynamic structures using tablet devices. Survey Solutions has two parts: The Designer and Interviewer. In the Designer, the administrator creates a questionnaire; design skips and specify quality controls. The Interviewer application is where the survey interviews are conducted in the field and completed interviews are sent to the survey server. Multiple communications will take place between the interviewers and their supervisors in the Interviewer. More on this in the Synchronization Section.

Getting Started in Survey Solutions Interviewer

Survey Solutions Interviewer has been installed on the tablets for this survey, otherwise, you will need to download and install the application on your device. To get started, simply find the Survey Solutions Interviewer icon on your home screen or in the apps page of the Android device. Tap (equivalent of click on a computer) this icon to start Survey Solutions Interviewer. Once you open the Interviewer application, you will see a login screen.

Login/Logout

On the login page (shown in the figure on the right below), use your unique login and password to log in to see all your interviews. The login and password prevent others, particularly people outside of the survey, from accessing the sensitive data recorded on the device. At the end of the day, or whenever you are not using the tablet for an extended period, you should click on the menu button in the upper left-hand corner of the screen and select Sign out. This will make it so that no one can see the data recorded on the tablet.
To start work again, you should enter your unique Login and Password to continue collecting, editing or submitting data for the assignments on your account.

Synchronization: Receiving New Interviews and Sending Completed Ones

The Interviewer application is used for sending and receiving new interviews in Survey Solutions. This process is through Synchronization. Tapping the Synchronization button (shown in the figure below) at the upper right of your screen initiates communication between your tablet (device) and the survey server (called Supervisor). Synchronizing (“Synching”) will send completed interviews to the survey server and will download new assignments and all rejected interviews. It also removes all assignments that have been assigned to another interviewer off your tablet. Upon completion of synchronization, the number of completed interviews will be uploaded, number of interviews deleted, number of rejected interviews returned, and the number of new assignments downloaded are clearly displayed in a status box.

Note: Please note that the whole synchronization process requires a form of wireless network access. If you are unable to synchronize or synchronization is unsuccessful, please follow the instructions given in the error message or contact your field supervisor for further assistance.

Dashboard: Managing Workload
The Interviewer dashboard offers a functional overview of the interviewer’s assignments and their status. At the top of the dashboard, you will find four possible statuses: Create New, Started, Rejected and Completed. That is, on the dashboard, the interviewer can see how many interviews assigned to him/her, how many have been started, completed or even rejected (by the supervisor after submitting the interview) to be reviewed by the interviewer (see the figure below).

![Dashboard Screenshot](image)

Each status on the dashboard is called a tab. To navigate between the different tabs, the interviewer can either tap on the tabs on top of the bar or swipe left or right, depending on desired movements. To help differentiate between the tabs, each tab is color coded as in the table below.

<table>
<thead>
<tr>
<th>Dashboard Tabs:</th>
<th>Create New</th>
<th>Started</th>
<th>Rejected</th>
<th>Completed</th>
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<tbody>
<tr>
<td>Color Coding:</td>
<td>Gray</td>
<td>Blue</td>
<td>Red/Amber</td>
<td>Green</td>
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**Create New Interviews (Gray Tab)**

Lists all assignments that you need to start. Each assignment has a unique number and title of the questionnaire assigned by Supervisor/Headquarters. To open a new interview, simply tap on “START NEW INTERVIEW”, a blue rectangular bubble, to open a new interview for that assignment.

**Started Interviews (Blue Tab)**

Contains interviews that you have started, but not marked as completed. To resume an assignment or interview, navigate to the “Started” tab on the dashboard and find the assignment you would like to resume. Tap on this assignment to expand it and tap the blue “OPEN” bubble to open it. All your previous work will appear in the assignment.

**Note:** *Survey Solutions automatically saves all work throughout the interview*

**Completed interviews (Green Tab)**

Contains interviews that you have marked as completed. Each completed interview is listed under the Completed tab until the interviewer synchronizes to upload it. To open a completed assignment, navigate to the “Completed” tab on the dashboard, find the assignment you wish to open. Tap once to expand the assignment card and tap the green “REOPEN” bubble to open it. All your previous work will appear in the assignment.
Rejected Interviews (Red/Amber Tab)

Contains assignments that you have uploaded (through synchronization), and supervisors have reviewed, found issues, and returned to you for corrections or clarifications. To open a rejected assignment, navigate to the “Rejected” tab on the dashboard, find the assignment you would like to open and tap the red/amber “VIEW ISSUES” bubble to open it.

Inside an Interview

Error and Warning Messages

How to know if you have made a mistake

After an answer is recorded, the Interviewer application automatically assesses whether the answer is consistent with other answers in the questionnaire or plausible based on what is known about the survey population. If an answer is inconsistent or implausible, that answer is considered invalid. If an answer is invalid, the tablet will vibrate and the questions will be outlined in red (the tablet will also vibrate if the feature is enabled). An error message will appear to describe the problem (as shown above). **You should try to correct all errors as soon as they arise.**

Please note that an invalid answer does not necessarily mean that the answer is incorrect. If an invalid answer is indeed a wrong answer, check your work and correct the issue. Sometimes, you will need to probe the respondent further to correct the invalid answer. If the invalid answer is the correct answer, then please leave an explanatory comment for your supervisor and headquarters staff. (Please see the Comments section on how to leave comments for your supervisor.

Checking Whether All Questions Have Been Answered

You should always answer all the questions. There are several options on how to check if you have answered all the questions in the questionnaire.

A section will turn **green** when all questions have been answered and none have invalid answers. **Blue** means that there are unanswered questions. **Red** indicates that one or more questions in the answer have an invalid answer. **Ensure that the section is green before you move onto the next section.**
Navigate to the Complete Screen using the navigation pane. Once on that screen, the number of unanswered and invalid questions are displayed. You can identify the unanswered questions by looking for blue sections in the navigation panel.

**Checking That All Answers Are Valid**

In addition to showing you the number of questions that are unanswered, the complete screen will also show you the number of questions that have errors. You can navigate to errors flagged by pressing on it in the list. You should correct as many answers as you can before marking the interview as complete.

**Leaving Comments The For Survey Solutions Supervisor**

Comments can be left on any question. They may be useful to explain answers that you have confirmed with the respondent but that may appear strange or wrong to anyone that will be checking the data from your interview. To leave a comment, press for a few seconds on the question you would like to leave a comment for. After a few seconds, a comment field will appear, into which you can type any arbitrary long comment.
Alternatively, your supervisor or data editor can also leave comments on questions for you. These comments will likely be questions about the answers you have recorded. The comments will appear next to commented questions. To find the comments, simply navigate to the question with comments.

Your supervisor/data editor can also leave a comment for the whole questionnaire. Any comment left on the whole questionnaire will appear on the card for that household in the Dashboard.

**Question Types**

The questionnaire will have several different types of questions: numeric, text, single-select, multiple select, list, and date. As an interviewer, you must know how to answer each of them. To help you with that text, each question type is briefly explained below with visual aids.

**Numeric Questions**
Questions that take a numeric response have a field for an open numeric answer. When that field is tapped, the numeric keyboard will appear so you can enter the numeric answer. Use the decimal button to enter a decimal number as an answer. For example, 2.5.

**Text**

Text questions have a field for an open text response. When that field is tapped, the text keyboard appears so that the interviewer can enter a text answer.

**Single Select**
Single-select categorical questions have answer options with round buttons. This type of question allows you to select only one option as an answer. To answer this type of question, you should select the button next to the answer that you want to choose.

*Multiple Select*

Multi-select questions have answer options with check boxes. This question allows you to select many options as an answer. To answer this type of question, you should select the check box next to the answer that you want to choose. Follow the interviewer instructions to know how many options you can select. If there are no instructions, then select all the options corresponding to what the respondent answers.
**Multiple Select, Yes/No Questions**

**INSTRUCTION**

*PLEASE ONLY LIST ITEMS CONSUMED WITHIN THE HOUSEHOLD AND EXCLUDE FOOD CONSUMED OUTSIDE THE HOUSEHOLD.*

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Multi-select categorical questions in yes/no mode have two radio buttons for each item—the left one that denotes “Yes” and the right one that denotes “No”. To answer this type of question, the interviewer taps the radio button associated with Yes or No for every item to answer the question.
Tap on the empty text box and use the keyboard to input an answer. Additional, elements can be added to the list until the maximum allowable number of items is reached.

To delete elements from the list, tap on the X mark. **Be careful:** Tapping on the X will delete data if the elements of a list question are linked to a roster (e.g., names of household members, each of which has their own row in the household demographics roster).

**Date: Current Time**

Tap once on the “Tap to record current time” button. Then, the current time on the tablet will automatically be recorded and displayed above the button. If you would like to record the time again, tap on the button again.
SECTION SC: Complete

**Description:** The “section” Complete is a Survey Solutions generated section that allows you to verify and submit the interview. **BEFORE** submitting the interview, first **VERIFY** that you have completed all sections and questions that needed to be completed and that there are no errors that can be fixed. Under the header QUESTION STATUS, you find three numbers in different colors that help you do that. On the left, in blue you find the total number of questions that have been answered in the interview file. You will see that the number differs between interviews, and depends on how many members, consumption items, plots, etc. a household had.

In the MIDDLE, in **BLACK** you see the number of UNANSWERED questions. At the end of an interview the number should normally be 0, meaning you have answered all questions. There are however circumstances where it is **OK** to submit interview files with missing questions, for example if the respondent refused half-way through the interview. **TO FIND** the unanswered questions, click on the navigation menu on the left and look for sections that are marked in BLUE, they are the sections that have unanswered questions or subsections. After you have answered all questions on one section, the section will turn green and the questions will not be counted as unanswered in the Complete screen.

On the RIGHT, in **RED** you see the count of questions with outstanding ERROR(s). **BEFORE** submitting and interview file, **MAKE SURE** you have **ADDRESSED ALL ERRORS**, by looking at the error message and the answer(s) given, making sure the answer(s) have been recorded correctly, and checking with the respondent that the answer(s) given are correct. If the error still persists after going through the steps, you MUST LEAVE a COMMENT to confirm and/or explain more details about the answer. After having addressed all outstanding questions with errors, they should either not display an error message or have a comment.

You can **FIND** questions with outstanding errors in two ways: First, they are listed under the heading ENTITIES WITH ERRORS. Clicking at each item will take you to the question with an error. Second, you can click on the navigation menu on the left and look for sections that are marked in RED. Whenever a section or subsection contains at least one questions with an error message the section or subsection will turn RED in the navigation menu and in the header.

You can report any irregularities with the interview in the field NOTE FOR SUPERVISOR. This is optional. Report anything that might be of interest to the supervisor and data verifier, e.g. that the interview was conducted late in the evening, or that the respondent was not very cooperative.

**AFTER** you have verified that **ALL** required questions are answered and have addressed all errors you can **SUBMIT** the interview file by marking it as COMPLETE. You to this by clicking at the COMPLETE button. After having clicked, Survey Solutions will take you back to the dashboard and the file will be listed in the COMPLETE tab. **NOTE** that this complete button is **DIFFERENT** to the complete STATUS in the Section Result of Interview. To submit ANY interview file, you have to click on the complete button, including interviews that were refused, unable to track, etc.