
CRIME VICTIMIZATION SURVEY

MANUAL

2009

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CHAPTER ONE

INTRODUCTION

1.1. Background

The 2009 Crime Victimization Survey in Accra, Kumasi, Sekondi-Takoradi and Tamale Metropolitan Assemblies is a pilot study designed to facilitate a broader understanding of the crime problem as well as a better assessment of its burden on citizens in the four areas in Ghana. While in the past only police and criminal justice data were used to measure crime it is now widely accepted that such information alone is not sufficient and should be complemented with victimization survey results.

During the survey, interviews will be conducted among a representative sample of the population in the four areas. People will be asked whether or not they have been victims of crime in the past five years. This will enable us measure the frequency of crime. The crimes considered range from theft of livestock to assaults, and include corruption and consumer fraud.

You should study this manual as an interviewer since this will reduce the amount of time needed for training and will improve your chances of being selected as an interviewer.

1.2. Survey objectives

The general objective of the study is to collect information on citizens' first hand experiences with crime and criminal justice. The specific objectives include, producing results that can assist in:

- Promoting community and victim centered crime prevention strategies
- Providing accurate and reliable information as the basis for the development of national policies as well as internationally comparable crime and criminal justice data databases
- Improve police-community relations by:
 - (a) Revealing the propensity to report crimes
 - (b) Exploring the level of satisfaction with the patrolling activities upon report
 - (c) Increasing the use of individual and household crime prevention measures
- Building the capacity of Ghana Statistical Service in conducting crime victimization survey.

1.3. Organisation of the survey

The 2009 Crime Victimization Survey in Accra, Kumasi, Sekondi-Takoradi and Tamale Metropolitan Assemblies is being conducted by the Ghana Statistical Service (GSS) with funding from United Nations Office on Drug and Crime. The GSS is responsible for all technical preparations, including adapting of the International Crime Victimization Survey (ICVS) questionnaire and manual, fieldwork, data processing and plans for tabulation and analysis.

1.4. Survey sample

One of the ways of gathering information is through a complete enumeration. Population Census is an example of this type of information gathering. Another way to collect information is through a sample survey. When it is not necessary to know the exact total numbers, a sample survey can collect information about people much more quickly and cheaply.

The sampling procedure allows us to collect data on a small number of people and draw conclusions that are valid for the whole population. The 2009 Crime Victimization Survey is made up of a sample of 120 clusters (EAs) throughout the four metropolitan assemblies. The households in each of these clusters have been listed already. A sample of 1,560 households was scientifically selected where 13 households were selected from each of the clusters. Each of these households will be visited to obtain information about the household.

1.5. Legal authority

The CVS is a component of National Statistics and protected under the Statistical Service Law of 1985, PNDC Law 135. The law empowers the Government Statistician (GS) to collect all statistical data from individuals in Ghana. You are the representative of the GS in the field and therefore backed by this law.

CHAPTER 2

THE IMPORTANCE OF YOUR ROLE IN THE SURVEY

2.1. Your role in the survey operation

You are being trained as an interviewer for the Crime Victimization Survey. After the training course, selected interviewers will be assigned some households in the four metropolises. We have recruited more candidates to participate in the training and the best qualified among you will be selected to work as interviewers.

During the training course, you will participate in sessions on how to fill in the questionnaire correctly. You will also be conducting practice interviews with other trainees. Your performance in these activities will be evaluated and the questionnaires that you complete will be edited to check for completeness and accuracy.

Study this manual in preparation for the training sessions and it will improve your chances of being selected as an interviewer.

As an interviewer you are playing an important role in the survey operation. You are one of a team of 25 interviewers with the common goal of ensuring complete coverage in the survey. You occupy the central position in the survey since you are going to collect information from the respondents. Therefore the quality of the survey data depends to a large extent on the effort you make and the thoroughness with which you and your fellow interviewers carry out your tasks. The information you collect becomes the foundation upon which all survey results will be based. The survey results cannot be better than the data you obtain.

There will be field coordinators, who will oversee all field activities for the successful execution of fieldwork. They will visit you in the field to check the accuracy, internal consistency and general quality of the information being collected.

2.2. You must not abandon your work

You are expected to work conscientiously to complete the task assigned to you in good time. Remember we are working within a time frame. You will not be permitted to resign from your work once you have started except for a very good reason. However, in case you become ill or incapacitated in any way whilst working on the survey, you must report immediately to your Field Supervisor.

2.3. You are not to engage in any other activity during the survey period

You are strictly forbidden to engage in any other activity (whether economic or non-economic) such as trading, political or religious propaganda during the period.

2.4. No unauthorized person must help you in the work

You must not permit anybody (including members of your family) to help you in your work. Only sworn survey officials are allowed to help you.

2.5. Training

Your training will consist of a combination of classroom training and practical experience in each training session. You should study this manual and questionnaire carefully and write down any questions. Ask these questions at any time during the training session in order to avoid mistakes during actual interviews.

During the training course, you will see and hear demonstration interviews. The questionnaire structure, questions and instructions will be discussed in detail during this phase of the training. You will practice reading the questionnaire aloud to another person to become comfortable with reading the questionnaire aloud. You will also practice by interviewing other trainees. One person will be the interviewer and the other will be the respondent, and the roles will be reversed. Later on, you will be assigned to groups according to language, and will practice interviewing in your own language.

During the training sessions, you will be assessed in class to see how well you are progressing during your formal training period and will be evaluated on your practical performance by the trainers.

At the end of the training course, successful interviewers will be selected based on how well they performed on the assessments, in the classroom and during the field practice.

It is important to remember that your training as an interviewer does not end when the formal training period ends. The formal training period merely provide you with the basic knowledge and information regarding the survey questionnaire etc. Continued observation and supervision during the fieldwork completes the training process, improves your performance and the quality of the survey results. This is particularly important during the first few days of fieldwork. Try to share your experiences so that you can improve on the quality of your work.

2.6. Supervision

Observation and supervision throughout the fieldwork are part of the training and data collection process. Your field supervisor and field coordinators will play an important role in continuing your training and re-ensuring quality data. They will:

- ✓ Observe some of your interviews to ensure that you are conducting yourself well, asking the questions in the right manner and interpreting the answers correctly;
- ✓ Spot check some of the households for interviewing to be sure you correctly identified the right household;
- ✓ Review each questionnaire to be sure that it is complete and internally consistent;
- ✓ Help you to solve any problems that you might have with understanding the concepts of the questionnaire or with difficult respondents.

CHAPTER 3

YOUR BEHAVIOUR AS AN INTERVIEWER

3.1. Your behaviour is important

As mentioned earlier, the success of the whole survey operation depends to a large extent on how well the people you interview co-operate in giving you the information you ask for. By the time you approach the people, every effort will have been made to publicize the survey through all the important media of publicity in order to obtain the co-operation of the people. Nevertheless your success depends greatly on your manner of approach.

3.2. How to approach the people

Whenever you are about to enter a house for the interview, remember that you are a stranger to the house and must therefore observe all the rules and customs governing visits to other people's houses:

- i) knock before you enter;
- ii) greet the people you meet in the customary way;
- iii) look cheerful;
- iv) ask for an elder of the house and explain to him/her briefly the object of your visit;
- v) after your brief explanation you must proceed to obtain the information required. Do not spend more time than is necessary with any one person.

3.3. Language of the interview

You must as far as possible conduct your interview in a language that is understood by the respondent. Occasionally, you will come across individuals who do not understand any of the languages you speak. In such a situation, you must, with the approval of your field Supervisor, engage an interpreter. This person must be acceptable to the respondent and be told that he/she must not add anything to the questions you have asked.

3.4. The dress you put on matters

Do not do anything to frighten the people whose co-operation you are seeking. It is important therefore, not to dress like a policeman, a soldier, fire, prison, customs or immigration officer or

scout. Put on a simple dress which will not arouse suspicion.

3.5. Patience and tact are needed

Remember that you must be very patient however provocative a respondent may be. This is very necessary in order to obtain the co-operation of all kinds of people. You must not under any circumstance lose your temper because this can disrupt the entire operation and make it difficult for you to proceed further. You must also be courteous and friendly.

3.6. How to deal with difficult cases

Occasionally you may come across people who show an unco-operated attitude. In such cases:

- i) you may obtain help from neighbours whom you have already interviewed. If you are able to find another person known to the unco-operative respondents to help you in explaining the purpose of your visit, you will often obtain a favourable response;
- ii) you may also obtain help from the local chief or other opinion leaders such as the Assemblyman/Unit Committee Member if you approach him in a proper manner. For this reason, it is always advisable to pay a courtesy call on the chief or opinion leaders of any town or village you visit before you start your work. You must explain your mission to him and let him know the important part he can play to ensure that your mission is successfully carried out.

Remember to do these together with your Field Supervisor. If the person still refuses to co-operate, make a note and report the matter to the Regional Statistician.

3.7. Things you must do

- a) Study your manual thoroughly in order to do your work efficiently;
- b) Carry your identity card (ID) and your manual at all times while working on the survey;
- c) Discuss all your problems and uncertainties with your Field Supervisor;
- d) Visit again and again households where interview has not been completed;
- e) Always conduct the interview in such a way that the respondents get the feeling of “confidentiality”;
- f) Only household members who are next to celebrate their birthday are to be interviewed.

3.8. Things you must not do

- i) Do not interview people in group except when they members of the same household;
- ii) Do not permit any unauthorised person to accompany you on your visits. In an exceptional case where you have to use an interpreter, inform your Supervisor;
- iii) Never discuss politics or religion, nor must you allow yourself to be involved in any controversial arguments while interviewing;
- iv) Do not argue with your respondents;
- v) Do not disclose to anyone, except to survey officials, any of the information you receive in the course of your duty as an interviewer;
- vi) Do not permit any unauthorised person, not even a member of your family, to see the completed questionnaires;
- vii) Do not delegate your work as an interviewer to another person;
- viii) Do not combine your survey work with any activity for personal gain.

As mentioned earlier the success of the survey depends on how well you carry out your tasks as an interviewer. Do not hesitate to bring to the notice of your Field Supervisor anything which strikes you as being doubtful. Note that your work will be scrupulously checked and you will be asked to go back to the field and correct all your mistakes (at your own cost if you have moved out of the E. A.).

3.9. Survey regulations

Your presence, interest, participation and co-operation are absolutely vital. We will provide you with the necessary information and tools for you to accomplish this very important task. The following survey regulations have been established and will be strictly enforced:

- Your position on the survey staff is vital to the success of the survey. Your presence is required for each day of fieldwork;
- Except for illness, interviewers who absent themselves from any part of the training or any part of the fieldwork without prior approval will be dismissed from the survey;
- Throughout the survey, you are representing **GHANA STATISTICAL SERVICE** and your conduct must be professional;
- It is critical that the data gathered during the fieldwork be both accurate and valid. Interviewers will be dismissed at any time during the fieldwork if their performance is not adequate for the high quality this survey demands;
- The data are confidential. They should not be discussed with anyone. Under no circumstances should confidential information be passed on to an unauthorized persons;
- Persons who break these rules will be dismissed.

3.10. Conducting an interview

The art of interviewing develops with practice, but there are certain basic principles that should be followed by every interviewer to be successful. These include:

- ✓ Establishing rapport with the respondent. The respondent's first impression of you will influence his/her willingness to co-operate with you. Be sure that your appearance is neat and your manner friendly as you introduce yourself;
- ✓ Make a good first impression. Do your best to make the respondent feel at ease when you first approach him/her;
- ✓ Always have a positive approach. Never adopt an apologetic manner;
- ✓ Stress confidentiality of responses when necessary;
- ✓ Answer questions from respondents frankly
- ✓ Interview the respondent when he/she is alone.

3.11. Tips for conducting interview

The following have been provided to guide you:

- Be neutral throughout the interview. Be interested in the opinions of the respondent. Try to probe in a neutral way, if the respondent gives an ambiguous answer;
- Do not change the wording or sequence of the questions;
- Handle hesitant respondents tactfully;
- Do not assume that the respondent will respond the questions in a certain manner;
- Do not hurry the interview.

CHAPTER 4

PRELIMINARY OPERATIONS BEFORE FIELD INTERVIEWS

4.1. Training programme for all interviewers

Every person who is recruited for training as an interviewer for this survey is expected to attend a residential training course. During this course, lectures will be given covering all aspects of your work. In addition to the lectures you will do both home and field exercises. In the field exercises you will fill out actual Survey Questionnaires. You must treat both the lectures and the exercises seriously because it is only after the training course that the Interviewers will be chosen. Attendance at classes, which is compulsory, will not necessarily equip you for the job. If your performance at classes and in the home and field exercises does not measure up to the required standards you may not be taken on as an interviewer.

4.2. Documents and materials you will receive after training

For the successful execution of your duties as an interviewer, you will be provided with the following documents and materials:

- i) Interviewer's manual
- ii) Identity card
- iii) Interviewer's bag
- iv) Survey questionnaires
- v) One black ball-point pen
- vi) Clip board

CHAPTER FIVE

CONDUCTING AN INTERVIEW

5.1 Introduction to interviewing

It is true that some people are more adapt at interviewing than others. However, one can become a good interviewer through training and experience. You should study this manual along with the questionnaire. You must become thoroughly conversant with the instructions and the questionnaires so that you can approach the respondents with confidence. A number of terms and definitions may be new to you. Do not be put off by this. Make sure that you ask and understand them.

5.2 The approaches to enumerating enterprises/organisations

Before you go out to meet your respondent for interview, you need to know how to prepare for the interview. Among others, the attitude exhibited in the field, appearance, and the interviewing skills shown are crucial for the success of the interview.

5.2.1 Your appearance

You should be neatly dressed. You should not wear over fanciful clothing. You should be cheerful, polite and confident.

5.2.2 Interrupted interview

You may be half way through the interview when the manager announces he/she has an appointment. Try and complete the interview but if he insists on cutting the interview short, make another appointment.

5.3 Conducting an interview

5.3.1 Interviewing technique

Successful interviewing is an art and should not be treated as a mechanical process. Each interview is a new source of information, so make it interesting and pleasant. The art of interviewing develops with practice but there are certain basic principles which are followed by every successful interviewer. In this section you will find a number of general guidelines on how to build rapport with the respondent and conduct a successful interview.

5.3.2 Building rapport with the respondent

The field officer and the respondent are strangers to each other and one of the main tasks of an interviewer is to establish rapport. The respondent's first impression of you will influence his/her willingness to cooperate with the survey. Be sure you are courteous as you introduce yourself.

You may introduce yourself like this:

Good morning Madam. Please, my name isI am an interviewer from the **Ghana Statistical Service**. We are conducting a survey in four Metropolitan areas (AMA, KMA, SAEMA and TMA) in the country about crime situation.

Your household has been selected for the survey and I would like to ask few questions about crime and safety. This information will help in crime prevention strategies and community education programs. The answers you provide will be used for statistical purpose and will be treated confidentially.

You should also note the following:

(a) *Make a good first impression*

When meeting the respondent on your first visit, do your best to create a good impression. Be confident and courteous. Smile, as you meet him/her and greet then proceed with your introduction and subsequently the interview.

(b) *Always have a positive approach*

Never adopt an apologetic manner, and do not use words like "could you spare a few minutes? Would you mind answering some questions? The survey is an important national assignment, there is no need to be apologetic. On the other hand, don't be over bearing. Courtesy and

politeness does it.

(c) *Stress confidentiality of response when necessary*

If the respondent is hesitant about giving data, explain that the information is confidential. Data is only published in aggregated form. It is not possible to identify any one business or organisation. Do not mention the names of other organisations. Be very careful that you only have the respondent's confidence.

(d) *Length of interview*

The respondent may express concern about how long the interview will take. Say that it will take not much of his/her time. At least 30 minutes should be available for the interview.

(e) *Remaining neutral*

When assisting the respondent you must be disciplined in your reaction to some of the information you may be given. Do not by expression or your reply disbelieve in the data given to you. Be calm and remain neutral and professional whenever you need to indicate that the data is inconsistent with other data previously given.

(f) *Do not suggest answers to the respondent*

If the respondent is unable to readily give answers do not suggest or estimate for the respondent. Rather, assist the respondent to make an estimate. Remember it is the respondent who is to provide the answers and not you.

(g) *Do not change the sequence of the questions*

Deal with the questions in the order in which they are on the questionnaire. Do not change around when assisting with the questionnaire.

(h) *Do not allow the respondent to hurry the interview*

Respondents sometimes try to hurry the interview. Politely say that you have to get answers to each question, and calmly proceed with the interview. Be polite and patient always. Never argue and be professionally persistent.

5.4 Equipping yourself

The following are provided to give you a better understanding of the types of the issues covered by this survey. Consequently, you need to equip yourself with the following concepts and definitions in order to be effective in the field.

5.4.1. Household

A household consists of a person or a group of persons, who live together in the same house or compound, share the same house-keeping arrangements, recognizes one person as the head and are catered for as one unit. It is important to note that members of a household are not necessarily related (by blood or marriage) because househelps may form part of a household. On the other hand, not all those related in the same house or compound are necessarily members of the same household. Two brothers who live in the same house with their wives and children may or may not form separate households depending on their catering arrangements. The same can be said of a father and his married children. Thus in many cases, a house or compound may have a number of separate households.

Note the following:

- i) The broad principle is that two or more households can live in one house but one household cannot live in more than one house or compound;
- ii) A married man may not live in the same house as his wife or wives. The children may take their meals in their respective mothers' houses. But if the children sleep in their father's house they must be considered as forming one household with the father (not the mother). Each mother then constitutes a separate household;
- iii) Where in a house or compound, a man has several wives with each wife and her children occupying their own set of rooms in the house, and the man eats successively with each of his wives, the man, his wives, their children, etc, must be treated as one household;
- iv) A househelp and his family who live in a house or compound as the employer but prepare their own food and eat separately must not be considered as members of the employer's household. They are separate households. However, a househelp who eats and sleeps with the family of the employer must be considered as a member of the employer's household;
- v) If two or more unrelated persons live together in one flat or room, they may or may not be regarded as one household depending on whether or not they have a common catering arrangement;
- vi) One person may constitute a household if the person lives alone in a house or compound, or even if the person lives with others in one room but prepares and eats his meals separately.

Dividing a house or compound into households may not be easy. However, the above explanations must guide you in deciding who must form a household.

5.4.2. Crime

Crime may be defined as a deviant behaviour that violates prevailing norms – cultural standards prescribing how humans ought to behave normally. To be considered as a crime, the activity must however, be found in the statute books. Thus, crime is an illegal activity. This approach considers the complex realities surrounding the concept of crime and seeks to understand how changing social, political, psychological, and economic conditions may affect changing definitions of crime and the form of the legal, law-enforcement, and penal responses made by society. For the purpose of this survey, not all crime types in the country are being considered; 13 crime areas have been considered, and they are defined below.

5.4.3. Motor vehicle theft

Motor vehicle theft refers to the theft or illegal use of any type of motor vehicle including cars, vans, trucks, motor bikes, etc. Motor vehicle theft does not include theft from the motor vehicle. For example, if a car window is smashed and a mobile phone is taken, but the vehicle is not stolen, this is not motor vehicle theft.

5.4.4. Burglary/attempted burglary (break and enter)

Burglary offence is recorded when the respondent indicates that their home had been broken into in the last 5 years. The respondent's home is defined to include their garage or shed. Break and enter offenses relating to their car are to be excluded. Where a respondent indicates that, apart from any incident already reported as a break and enter, there were signs of an attempt to break into their home and the attempt was unsuccessful, an attempted break and enter is to be recorded.

5.4.5. Robbery/attempted robbery

A robbery is recorded when a respondent indicates that someone had actually stolen or attempted to steal something from them by threatening or attacking them. For the offence to be included as a robbery there needs to be a direct (face to face) encounter between victim and offender(s) where the victim was threatened and/or attacked. This offence does **not** include any items stolen from the respondent where the respondent was not aware of the theft at the time (e.g. something stolen from their belongings while they were at the work place).

5.4.6. Assault

Assault refers to any incident in the last 5 years, other than a robbery, when the respondent was threatened with force or attacked. For the offence to be included as an assault there needs to be a direct (face to face) encounter between the victim and the offender(s).

This offence does **not** include instances where there was no actual face to face confrontation (e.g. someone threatens a person over the telephone) or where a person is not in fear of being hurt (e.g. someone yells abuse at a person but there is no intention to actually assault, as when someone drives past and only yells out the car window).

5.4.7. Sexual assault

Sexual assault refers to rape, attempted rape, indecent assault, and assault with intent to sexually assault. Sexual harassment, such as unsolicited letters and obscene telephone calls, should not be included.

5.4.8. Kidnapping

This crime is recorded when someone is taken and held against his/her will. The crime of kidnapping is labelled **abduction** when the victim is a woman. In modern usage, kidnapping or abduction of a child is often called child stealing, particularly when done not to collect a ransom but rather with the intention of keeping the child permanently. Note that this may not only be restricted to the case of a child victim but adults as well.

5.4.9. Consumer fraud

In the broadest sense, a **fraud** is an intentional deception made for personal gain or to damage another individual. Defrauding people of money is presumably the most common type of fraud, but there have also been many fraudulent "discoveries". Consumer fraud is deceptive practices that result in financial or other losses for consumers in the course of seemingly legitimate business transactions. Thus, someone when selling something out or delivering a service may cheat the victim in terms of quantity or quality of the goods/service?

5.4.10. Weapon

A weapon is any instrument used for threatening or attacking a person (e.g. a knife, gun, broken bottle, or missiles such as rocks or stones). It excludes use of fists, feet, teeth, etc.

5.4.11. Area

It is an area surrounding the respondent's residence. The exact size and bounds of this area are to be defined by the respondent according to what they think is .their area.

CHAPTER SIX

PROCEDURES FOR COMPLETING THE QUESTIONNAIRE

6.1. Asking the questions

To collect the information needed for the survey, you must understand how to ask each question what information the question is attempting to collect and how to handle problems that might arise during the interview. You must also know how to record correctly the answers the respondent gives and how to follow instructions in the questionnaire. This part of the training manual is designed to familiarize you with the questionnaire and provide instructions on how to complete them correctly.

It is very important that you ask each question exactly as it is written in the questionnaire. When asking a question, speak slowly and clearly so that the respondent will have no difficulty in hearing or understanding the question. At times, a respondent may not understand a question. In those cases, you may have to restate the question. Be very careful when you change the wording so that you do not alter the meaning of the original question. In some other cases, you may have to ask additional questions to obtain a complete answer from a respondent. You must be careful that your probes are neutral and that they do not suggest an answer to a respondent.

Note that all questions relating to crime incidents in the questionnaire relate to **the past 5 years (i.e. since 1st January, 2004)**.

6.2. Questions requiring both description and codes

Responses to some questions require either a description in addition to providing appropriate response codes. An example is the question on Interviewer's name (SA1). In this respect, you are to write in the line provided before indicating the appropriate code.

6.3. Other (specify)

The response to most of the questions has the category "Other (specify)". You must use this category only in situations where the response to the question is not contained in the complete list of the given (pre-coded) responses. In a situation like this, you are to provide the code corresponding to "other" category and then specify the response from the respondent. As an

example, if in question C.2 the respondent lives in a cave then, option 8 is shaded and ‘in a cave’ is written in the space provided.

6.4. Skipping

Sometimes the response to some of the questions necessitates the skipping (leaving out) some questions. In such instances it has been indicated that some subsequent questions must not be asked. For example, if a ‘NO’ response is given in question S301, then you **MUST NOT** ask questions S302 to S309.

6.5. Arrange completed questionnaires

After you have completed the interview of the person, thank the people when you are sure of completeness of the questionnaire. Review the questionnaire yourself and submit it to your Supervisor for editing.

CHAPTER SEVEN

FILLING THE QUESTIONNAIRE

7.1. Introduction

In filling the questionnaire, you must use **BLACK BALL-POINT PEN ONLY** in completing the questionnaire. Unless otherwise stated, you must accept **only one** response out of the alternatives given for each question (where applicable).

7.2. Sections A: Interviewer’s details

Questions A.1 and A.2: Interviewer’s Name and Interviewer’s I.D

Write your name in the space provided in A.1. In A.2, provide your 2-digit personal code in the boxes.

Questions A.3: Supervisor’s Name and Supervisor’s I.D

Write the name of your field Supervisor in the space provided in A.3. Provide your Supervisor’s 2-digit personal code in A.4.

A.5: Interview Date

Indicate in the boxes, the day and month on which you conducted the interview. If your interview was conducted on 16th October, 2009, then Question A.5 will be filled as shown.

Interview Date:

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Note that the year of interview (2009) is already provided in the questionnaire.

7.3. Sections B: Household identification

Question B.1: Region code

You are to provide the 2-digit code of the region where enumeration is being conducted. See Appendix 1 for the regional codes.

Question B.2: Metropolitan number

Provide the 2-digit metropolitan number in the boxes provided. See Appendix 1 for the metropolitan codes.

Question B.3: Enumeration Area (E.A.) Number

The code number must be copied from the Enumeration Area Description (PHC2).

Question B.4: Structure Number

This is the serial number of the structure during the household listing exercise.

Question B.5: Household Number

This is the serial number of the household to be interviewed.

Note that the E. A. number (in B.3), structure number (in B.4) and household number (in B.5) are all information to be provided by your Supervisor.

Question B.6: Name of Household Head

Usually, one person among the members of a household is recognised as head of the household. Get the name of this person and provide same in Question B.6.

Question B.7 and B.8: Name of Respondent and Respondent's Telephone Number

In Question B.7, write the name of the respondent in the space provided. This refers to the household member who will be selected for the interview. The telephone number(s) of the respondent is also to be written in Question B.8.

NOTE: B.2, B.3 and B.5 combines to form the household identification (HHID). You are required to provide these numbers **on all pages** at the top right corner of the questionnaire.

7.4. Sections C: Interviewer's observation

Questions in this Section are not necessary for the enumerator to be asked because the information can be obtained through direct observation.

Question C 1: Status of residential area

This refers to the type of residential area in which the respondent lives and you are expected to shade the appropriate option. Three options are given namely, '*Higher status residential area*',

'Middle status residential area' and *'Lower status residential area'*.

The list of areas that fall in the three different residential statuses have been provided to your Supervisor. You will have to contact him/her for a code that is appropriate for the area you are covering.

Question C 2: Type of dwelling

This question refers to the place where the household lives (living quarters) i.e. the space occupied by the household. **The living quarters are a structurally separate and independent place of abode.** It could be a building or some form of space or shelter arranged for human habitation which was occupied at the time of the survey.

Apartment/Flat: is a dwelling/living quarters located in a building, which contains several sets of housing units. The Apartment/flat building usually consists of several floors.

Separate house (bungalow): refers to a building, which consists of a single detached housing unit or single detached living quarters. In some cases, facilities usually provided by a set of living quarters are located in two or more separate detached structures, such as when a kitchen is in a separate structure.

Semi-detached house: refers to a single housing unit that is attached to another single housing unit. The adjoining housing units would usually have a common dividing wall which extends from ground to the roof. Row houses are included under this category.

Compound house (rooms): refers to living quarters (room or set of rooms) which are located within a compound, typically referred to as compound house. A compound need not be surrounded by a wall, fence or hedge.

Several buildings (same compound): refers to living quarters made up of a group of huts or buildings located on the same compound which are being used as the place of abode by **one or more households.**

Several buildings (different compound): refers to living quarters made up of a group of huts or buildings located on different compounds which are being used as the place of abode by **one or more households.**

Improvised home/kiosk/tent: An improvised housing unit is an independent makeshift shelter or structure built of waste materials and without a predetermined plan, for the purpose of habitation, which is being used as living quarters at the time of the census. Included in this category are squatters huts, kiosks, containers, etc. as well as any similar premises arranged and used as living quarters, which does not comply with general accepted standard of habitation. This type of housing unit is usually found in urban and sub-urban areas, particularly at the peripheries of principal cities. A tent is a moveable shelter made of cloth supported by a framework of poles and ropes, used especially by campers, Red Cross men or refugees.

Other: All other types of dwelling units that are not captured in any of the above categories. You are to specify the type of dwelling unit.

7.5. Section 1: Background information

Question S101: How many people are there in your household?

Indicate the total number of the entire household members. Refer to the definition of a household.

Two boxes are provided. The numbers that you write in the boxes must be right aligned. Households with 3 and 16 members will have the boxes filled as shown below:

A household with 3 members:

	3
--	---

A household with 16 members:

1	6
---	---

Question S102: How many of the household members are 16 years or older?

Out of the total number of household members identified in Question S101, you are required to state how many of them are at least 16 years old. There are two possibilities: it is possible to have a situation where all the members of the household are aged 16 or older. It is also possible to have a sub-set of the household members who are 16 years or older.

BEFORE YOU ASK QUESTION S103, FIND OUT FROM THE RESPONDENT WHO AMONGST THE HOUSEHOLD MEMBERS WHO IS THE NEXT TO CELEBRATE HIS/HER BIRTHDAY. THIS PERSON YOU IDENTIFY WILL NOW ANSWER ALL THE QUESTIONS THAT FOLLOW.

Question S103: Indicate sex of respondent

Shade the circle corresponding to Male if the person you are interviewing is a male. If your respondent is a female, shade the circle corresponding to Female. Note that this refers to the household member whose birthday is next and has been selected for the interview. Note that this does not necessarily refer to the persons who might have responded to Questions S101 and S102.

Question S104: How old are you in completed years?

You will be able to calculate or estimate the respondent's age from the information supplied by the respondent in Question S104. The age of the respondent must be written in **completed years** only. For instance Kofi will be considered 19 years if he was born on 15th October, 1989. Record 99 in the boxes if the respondent is 99 years or older.

Under no circumstances should you leave this question blank. In instances, where the respondent cannot give his/her age, assist the respondent in order to estimate his/her year with the help of historical events. Do not guess the age of the respondent.

Question S105: What is your current marital status?

Six main options, "Single/never married", "Informal/consensual union", "Married", "Separated", "Divorced", and "Widowed" have been provided.

Single/never married: Persons who have never been married.

Informal/consensual union: This applies to a relationship that has been contracted by two adults who are living together without civil or traditional recognition

Married: Are persons who had more than one marriage partner whether they were staying in the same house or not. "Married" includes persons in all types of marriages e.g. traditional, civil and common law.

Separated: All persons who because of a dispute or other reasons were no longer staying as "married partners" but whose marriage had not been declared customarily or legally dissolved.

Note that the mere fact that the two married partners are not staying in the same house does not necessarily mean that the two are separated. Normally a "Separated" person has his/her case before the "elders of one of the families" or before a law court. A separation need not lead to a divorce.

Divorced: Applies to all persons who at the reference time have had their marriage formally annulled - either in court or by custom and have not remarried.

Widowed: Persons who at the reference time had lost their marriage partners through death and have not remarried. Note that a person who was in polygamous marriage and has lost one partner is not widowed.

Question S106: What is your religious affiliation?

No Religion: Some people do not have any religious beliefs and thus do not belong to any religion.

Roman Catholic: Applies to Christians who belong to the Catholic faith.

Protestant: These are made up mainly of the churches that belong to the Christian Council and include; Anglicans, Methodist, Presbyterian, AME Zion, Lutheran, Evangelical Presbyterian Church, Salvation Army, etc.

Pentecostal/Charismatic: It comprises Churches which are mainly under the Ghana Pentecostal Council and include: The Apostolic Church, Foursquare Gospel Church, Christ Apostolic Church, Assemblies of God, Church of Pentecost, International Central Gospel Church, Action Chapel, Praise Valley Temple, Rhema Christian Centre, Word Miracle Church International, International Bible Worship Centre, Victory Bible Church, Jubilee International Church, Light House Chapel, etc.

Other Christian: Other Christians include members of the SDA Church, Mosama Disco Christo Church, Church of Christ, Kristo Asafo, Odifo Nkansah/Awoyo, Church of Jesus Christ of Latter Day Saints, Jehovah Witness, Church Universal and Triumphant, Salvation Army, etc.

Islam: These are made up of people who mainly use the Holy Quoran and the Hadith as their books of instruction. They include the following sects: Ahli-Suna/Tijaniya (orthodox), Alhamadiyya and other Moslem sects.

Traditional Religion: Includes all the traditional African religions like the worship of “abosom” or “small gods”, “*tigare*”, Afrikania and other forms of ancestral worship.

Other: These include Eckankar, Bahai, Hinduism, Buddhism, Hare-Khrisna, Yoga and all Transcendental Meditation religions. You are required to specify in the space provided what the respondent tells you.

Question S107: What is your highest level of education attained?

This question seeks to elicit information on the highest level of formal schooling attended/attending. Nine levels have been identified. They are: (i) Nursery (ii) Kindergarten (iii) Primary (iv) Middle/JSS/JHS (v) Secondary/SSS/SHS (vi) Vocational/Technical/Commercial (vii) Post secondary certificate (viii) Post secondary diploma (ix) First degree or higher.

If the respondent dropped out of school at a level it means he/she had not completed that level but has attended that level. Note that the interest here is to find the highest level ever completed. Shade the appropriate box applicable to the person.

Question S108: What is your current employment status?

Unemployed: A person who has not been employed either in the public or private sector. You have to be extremely careful in identifying the unemployed persons. The mere fact that the person tells you he/she is unemployed does not make him/her unemployed. The following people fall into the unemployed category:

- People, who had either worked before or had not worked in their life time before but within the 7 days preceding the survey, were without work (i.e. not in paid employment or self-employment). They were also available for work and took some steps to seek for one through visiting employment agencies, visiting worksites, writing applications, seeing relatives and friends for help in securing jobs and visiting websites etc.
- People, who within the 7 days preceding the survey were without work and were not seeking one; the person must have given up looking for work because he/she became despaired of getting any work.

Working: A person who works for a public or private sector. This person is either paid by an employer or works for himself/herself. The following people fall into the unemployed category:

- People who worked for pay, profit or family gain within the 7 days preceding the survey.
- People who did not work for pay, profit or family gain within the 7 days preceding the survey, but had job to go back to. These people may be on sick leave, temporarily sick, maternity leave etc.

Keeping home (homemaker): These are persons who are engaged to render household services with or without pay.

Retired/pensioner: A person who is no more working in the public or private formal sector.

Too old: A person who is no more working in the private informal sector. Note that this is relative. You may meet a person who for instance is 60 years but strong and still working.

Another person with the same age may not be working because he/she thinks he/she is too old.

Disabled/infirm: To this group belong all persons who are not working because of disability or infirmity. Persons with disabilities are defined as those persons who are at greater risk than the general population for experiencing restrictions in performing specific tasks or participating in role activities. This group would include persons who experience limitations in basic activity functioning, such as walking or hearing, even if such limitations were ameliorated by the use of assistive devices, a supportive environment or plentiful resources. Included in this group are people with serious health conditions such as 'stroke' and as a result, are unable to work.

Student/apprentice: Refers to a worker who is learning a trade and who normally works under the supervision of a qualified worker. He/she may or may not be given an allowance.

Other: To this category belong all persons who do not fall into any of the above groups. You are required to specify the type.

Question S109: How long have you lived in this area?

Shade the appropriate circle depending on how long the person has lived in the locality in which you are enumeration is being conducted. For instance, if the respondent has just moved into the area, shade the circle corresponding to option '1'.

Question S110: Which monthly income category does your whole household falls, after deductions for tax etc.?

Perhaps, this is one of the difficult tasks to be performed in the survey. You are to estimate on the average, the earnings of the entire household. You need to estimate for each working household member, how much he/she earns in a month, and sum them up to get the total income for the household. Note that remunerations could be in cash or in kind. Convert all in kind payments into cash. For instance if an employee is provided with free accommodation by his employer, the you will find how much it would have caused the employee if he were to rent the accommodation. Undoubtedly, this question requires a lot of probing. In estimating the monthly income for the household, you may seek assistance from other household members.

Question S111: Do you consider your household to be considerably/a lot better off than most households, slightly better off than most households, about the same as most households, slightly worse off than most households or considerably/a lot worse off than most households?

This question seeks to compare welfare status of the household with others from the perspective of the respondent. This is a subjective question and the response will depend on who is responding. If the respondent thinks that her household is a bit better compared with most households, then the circle corresponding with option '2' will be shaded.

Question S112: How do you feel about the level of your household income?

This is also another subjective question seeking the level of satisfaction of the respondent regarding the household income level. Five options are provided and you are expected to shade the circle that corresponds with what the respondent feels about his/her household income.

7.6. Section 2: General crime

Question S201: Has the topic of crime come up in any conversation with your friends, family or colleagues in the last two weeks?

This question seeks to find out if either the respondent or any member of the respondent's family has ever in any of their conversations with other people, discussed something related to crime within the **past two weeks**. Two responses ('YES' and 'NO') are provided and you are expected to shade the circle that correctly corresponds to the answer given by the respondent.

7.7. Section 3 – Section 9: Car theft, car hijacking, burglary, sexual offences, assaults, kidnapping, consumer fraud, corruption and other crimes

CAR THEFT, CAR HIJACKING/ATTEMPTED HIJACKING, CAR VANDALISM AND THEFT FROM CARS

Question S301: Over the past five years (since 2004) has anyone in your household had for private use any car, van or truck?

This question seeks to find out from the respondent whether any member of the household either had a car for private use at any point in time since 2004. These **exclude** vehicles that are used for commercial purposes. Three responses are given i.e. 'YES', 'NO' and 'DON'T KNOW'. Shade the circle that correctly corresponds to the answer given by the respondent.

Question S302: How many are usually owned / possessed most of the time?

Indicate on the average, the number of vehicles that are (were) available to the household for most of the time during the five year period. The number to be indicated here includes not only that which is owned by any members of the household but also that which are (were) in possession of the household. If the number indicated is less than 4, write it in the box that has been provided. However, if the respondent mentions 5 or more, write 5 in the box.

Question S303: Over the past five years (since 2004) have you or other members of your household had any of their cars/vans/trucks stolen when nobody was in the vehicle?

This refers to theft or illegal use of any type of vehicle including cars, vans and trucks that belonged to or is in possession of the household. Three responses are given i.e. 'YES', 'NO' and 'DON'T KNOW'. Shade the circle that correctly corresponds to the answer given by the respondent.

Question S304: When did this last happen?

This question seeks to find out when the theft occurred. Find out whether it happened some time within the year (option 1), some time in 2008 (option 2) or whether it happened any time prior to 2008 (option 3). If the respondent does not know when the theft occurred or is unable to remember, choose option 4.

Question S305: How often did it happen in 2008?

Write in the box provided the number of times the theft was experienced in 2008. If the number indicated is less than 4, write it in the box that has been provided. However, if the respondent mentions 5 or more, write 5 in the box. Write 6 in the box if the respondent does not remember the number of times the theft occurred in 2008.

S306: The last time (since 2004), where did this theft happen?

This is to help identify the exact location where the crime occurred. Choose the most appropriate response among the eleven options. 'Elsewhere in the metro' is to be chosen when the crime occurred at any other place apart from the options from 01 to 08 and located some place within the metropolis. On the other hand, 'elsewhere in the country' is to be chosen when the crime occurred outside the metropolis but some other place within the country. This could either be within or outside the metropolis.

S307: The last time (since 2004), was the car/van ever recovered?

This question finds out whether or not the stolen vehicle was retrieved. Three possible responses are given i.e. 'YES', 'NO' and 'DON'T KNOW'. Shade the circle that correctly corresponds to the answer given by the respondent.

S308. The last time (since 2004), did you or anyone else report the incident to the police?

For those who had their vehicles stolen, the question is asked to find out whether when the incident occurred, either the respondent himself/herself or any other person or a group of people reported the incident to the police. Three possible responses are given i.e. 'YES', 'NO' and 'DON'T KNOW'. Shade the circle that correctly corresponds to the answer given by the respondent.

S309. Taking everything into account, how serious was the incident for you or your household?

The respondent needs to give one of the four options given. This is to find out the respondent's feeling after the incidence regarding the seriousness.

S310. Over the past five years (since 2004), has anybody attempted to steal or actually stolen a car, van or truck by force, when you or other members of your present household were inside or just outside the vehicle?

This question attempts to find out about car hijacking and attempted car hijacking. Choose one of the three responses. Refer to the notes on car hijacking.

S314: The last time (since 2004), how many people were involved in committing this offence?

Indicate by shading the appropriate circle, the number indicated by the respondent as having been involved in committing the offence. If three or more people were involved in the offence, shade the circle that corresponds to option 3. If the respondent tells you he/she could not count or did not get to know the number of offenders, choose option 4.

S315: The last time (since 2004), did you know at least one offender by name or by face?

This question finds out from the respondent if at the time of the incident, he/she saw any of the offenders and could possibly identify any of the people who committed the crime.

S316: Did (any of) the offender(s) have a knife, a gun another weapon or something used as a weapon?

The question is asked to find out if weapon such as gun, knife and others were used by the offender (s) of the crime. Choose one of the three responses.

S317: Which weapon(s) did the offender(s) have?

For those who indicated that a weapon (s) was used, this question is asked to find out the kind of weapon used. This is a multiple response question. Note however, that option 'e' cannot be chosen in addition to any of the other four options.

S318: Was any of the weapon(s) actually used?

The offender(s) may have brought some weapon(s) but never used them. This question is asked to find out whether all such weapons that the offender(s) were actually used.

S319: Did you or anybody else suffer an injury as a result?

1. Yes

S320: Did you or the person seek treatment as a result?

S323: The last time (since 2004), did you or anyone else report that incident to the police?

S324: What is the main reason why you or someone else reported it to the police?

S325: On the whole, were you (were they) satisfied with the way the police dealt with the report?

S326: For what main reason were you/they dissatisfied?

S327: Why didn't you or no-one else report it?

S329: Do you regard the incident as a crime?

S330: Some agencies have been set up to help victims of crime by giving information or practical or emotional support. Did you get help from such a specialised agency?

S331: Do you feel the services of a specialised agency to help victims of crime have been useful for you?

S341: The last time, did you or anyone else report to some other public or private security agency such as security guards, parking attendants, support group, etc?

S342: Did you see this (abovementioned) report as an alternative to having the incident reported to the police?

1. Yes

S801: People sometimes touch or assault others for sexual reasons in a really offensive way. This can happen at places such as at home, on the street and at the work place, etc

S813: Would you describe the incident as a rape (forced intercourse), an attempted rape, an indecent assault or just behaviour which you found offensive?

CRIME IN YOUR NEIGHBOURHOOD

This part of the questionnaire deals with crime in the neighbourhood of the respondents. Particularly, it finds out from respondents if people in the area readily help in crime situations, how safe it is to be in the area and general opinions of the respondent on other crime issues. You are required to ask the questions well and choose the appropriate responses to each of the questions so as to elicit the right information from the respondents.

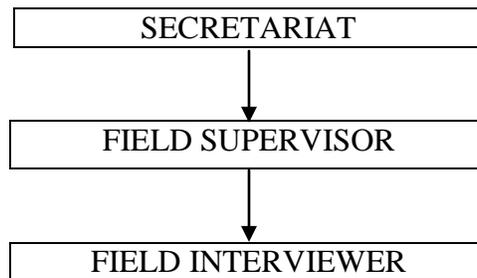
CHAPTER EIGHT

SUPERVISION IN THE FIELD

8.1. Your role as a Supervisor

8.1.1 Your Status in the Industrial Census

As a field supervisor, you play a vital role in the survey field operations. The chart below shows your position in the field work.



8.1.2. Your main task in the survey

You are required to supervise a number of interviewers who will work directly under you during the field work. During the period, interviewers are to interview households on crime. To ensure good quality data from the field, it is your duty to see that interviewers carry out this assignment efficiently. To achieve this:

a. YOU MUST MASTER THE MANUAL

The Interviewer's manual contains detailed information about the survey as well as instructions showing how interviewers should go about the field work. You can do a good supervision work only if you yourself understand very clearly what the interviewers are being asked to do. This means that you have to read the Interviewer's manual several times and get a clear understanding before starting your supervisory work. This way, you will be able to help interviewers when they approach you with problems.

b. YOU MUST COMMAND THE CONFIDENCE OF YOUR INTERVIEWERS

As a leader of the team, your enumerators will turn to you whenever they come across any difficulties. If interviewers have no confidence in your ability, they will be reluctant to approach you with problems and your appointment as field supervisor will be worthless. It must be pointed out however that you should not confuse interviewers by giving wrong directions to them. Whenever you are in doubt, it will be helpful to admit your uncertainty rather than to offer wrong answers. You must turn to the Secretariat whenever you are confronted with a problem regarding your assignment.

c. YOU MUST CO-OPERATE WITH INTERVIEWERS

You are going to work as a team in the field. The success or otherwise of the work also depend on how well you co-operate with the interviewers working under you. You must not be harsh on them and do not give cause to grumble at your leadership.

d. YOU MAY CALL FOR REPLACEMENT OF INTERVIEWERS

Only interviewers who are trained and efficient are to conduct the interview. If during the field work any of your interviewers fall sick, or is proven to be inefficient, report it to the Secretariat immediately. You will either be given a substitute or be advised on how to deal with the situation.

8.2 Your duties before the field work

8.2.1. Training of Interviewers

Some interviewers may feel reluctant to raise points which they did not comprehend in class. You must assist in solving their individual problems by giving personal attention to such interviewers and coach them if it becomes necessary. Interviewers have been instructed to contact you whenever they do not understand anything in the Interviewer's manual. You must therefore be prepared to receive interviewers, to help them solve any difficulty they may have.

8.2.2. Checking the boundaries of Enumeration Areas

You should accompany the interviewers and help locate the Enumeration area (E.A.) boundaries. Remember to consult the Secretariat if you come across any discrepancies or errors which you cannot resolve yourself during the field check.

8.2.3. Preparation of itinerary

You should prepare an itinerary for visiting the E.As. A copy of that itinerary should be given to you're the Secretariat.

8.2.4. Distribution of kits

You will have to collect documents and materials to be used by the interviewers. You are expected to distribute these documents and materials to your enumerators later. Make sure that they have in possession, everything they will need in the field. You will be held responsible for those materials that need to be returned to the Secretariat by your team.

The Satchels will contain the following items:

- Identity Card
- Letter of Introduction
- Two black pens

- One File
- *Enumeration Area maps together with its description¹
- *The specified number of questionnaires

8.3. What to do during field work

8.3.1. Always keep in touch with your interviewers

To ensure a successful and complete enumeration, you should keep in touch with your interviewers constantly so that you check their work and also help them solve problems they may encounter. Ensure that they are in the field at the prescribed time, that they perform their duties and that they are always in possession of the necessary documents. Collect all completed questionnaires and submit them to the Secretariat after the necessary checks have been done.

8.3.2. Maintain effective control over the field work

You must follow these instructions very strictly. If you do so, you will not fail in your task of supervision.

- a. Review all completed questionnaires to ensure that there are no missing entries and that the entries are correct.
- b. Check also that the entries are consistent, i.e. they agree with each other and that they make sense.

8.3.3. Stock of materials and careful handling of them

During the field work, you will be given a stock of the survey materials so that if any of your interviewers runs short of supply you can readily replenish his/her stock. If your own stock runs short, contact the Secretariat immediately for new supplies. Do not wait until your materials completely run out before contacting the Secretariat for more.

Careful handling of documents particularly the questionnaires has been requested of all interviewers. This applies equally to you. Handle them with care and deliver all of them safely to the Secretariat.

8.3.4. Report on your interviewers

You are requested of an assessment on your interviewers' performances and report on them. This will guide us to replace lazy interviewers.

8.3.5. Questionnaire scanning requirements

The CVS questionnaire has been automated for optical recognition. It is therefore necessary to handle it with care in order not to distort recognition.

The following instructions must therefore be followed in administering the questionnaire:

1. The Reference Block at each corner of the page must in no way be tampered with.
2. Do not use cello tape at any time to put the pages together
3. Do not tamper with the form ID at the bottom right hand corner of the pages
4. If for any reason, you have to re-staple the pages together, do not staple on any of the reference blocks
5. Do not replace a sheet or sheets in a questionnaire

¹ Starred items to be given to only Supervisor

6. Do not fold the questionnaire
7. Do not spill oil or water on the questionnaire