



Ministry of Health and Family Welfare  
Government of India

# **DISTRICT LEVEL HOUSEHOLD AND FACILITY SURVEY-4, 2012-13**

## **SUPERVISOR'S MANUAL**



Established in 1956  
Capacity Building for Better Future

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**International Institute for Population  
Sciences**

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## **I. INTRODUCTION**

The Ministry of Health and Family Welfare (MoHFW), Government of India is conducting District Level Household and Facility survey round 4 (DLHS-4) in all the States and Union Territories of India during 2011-2012. In the past, three rounds of District Level Household and Facility Surveys (DLHS) have been undertaken (Round- I in 1998-99, Round-II in 2002-04, and Round-III in 2007-08) with the main objective to provide reproductive and child health database at district level in India. The data from these surveys have been useful in setting the benchmarks and examining the progress the country has made after the implementation of RCH programme. These surveys were useful for the central and state governments in evaluation, monitoring and planning strategies. In view of the completion of six years of National Rural Health Mission (2005-12), there is a felt need to focus on the achievements and improvements so far. Hence, MoHFW initiated the DLHS-4 and entrusted the International Institute for Population Sciences (IIPS) as the national nodal agency to conduct DLHS-4.

In District Level Household and Facility Survey -4, one more component of **Clinical Anthropometric and Bio-chemical** (CAB) has been added. The purpose of **CAB** component is to produce district level estimates for nutritional status and prevalence of certain lifestyle disorders. Major constituent of CAB components are height, weight, blood pressure, estimation of haemoglobin, fasting blood sugar and test for iodine content in the salt used by all the households, along with this the information on personal habit of each eligible respondent will also collect.

### **A. OBJECTIVE OF SURVEY**

The overall objective of the survey is to assess the performance with regard to implementation of various programmes under NRHM at district level. The specific objectives are to estimate or assess:

- Ante natal care and immunization coverage.
- Extent of safe delivery and coverage of JSY.
- Contraceptive prevalence and unmet need for family planning.
- Awareness about RTI/STI and HIV/AIDS
- Assessment of the quality of RCH services
- Contribution of public-private sectors to RCH services
- Availability of RCH services to the selected PSUs
- To know the level of hemoglobin (Hb), fasting blood glucose, BP and anthropometric parameters through the Clinical, Anthropometric and Bio-Chemical (CAB) test and measurements.

- Availability of critical inputs in public health care establishments through Facility Survey

## **B. Geographical Coverage**

District Level Household and Facility Survey-4 (DLHS-4) have two components a. household and b. facility survey. Both these components of DLHS-4 shall be implemented in all the districts of the 26 States and Union Territories, other than nine states of Uttar Pradesh, Uttarakhand, Madhya Pradesh, Chhattisgarh, Bihar, Jharkhand, Odisha, Rajasthan and Assam covered under Annual Health Survey (AHS). The facility survey component of DLHS-4 shall be implemented in these nine AHS states.

**The following States/UTs are to be covered under DLHS-4**

<b>States/UTs (for Household and Facility Survey)</b>	<b>States/UTs (only for Facility Survey)</b>
1. Jammu & Kashmir, 2. Himachal Pradesh, 3. Punjab, 4. Chandigarh, 5. Haryana, 6. Delhi, 7. West Bengal, 8. Gujarat, 9. Daman & Diu, 10. Dadra & Nagar Haveli, 11. Maharashtra, 12. Andhra Pradesh, 13. Karnataka, 14. Goa, 15. Lakshadweep, 16. Kerala, 17. Tamil Nadu, 18. Puducherry, 19. Andaman & Nicobar Islands, 20. Arunachal Pradesh, 21. Manipur, 22. Mizoram, 23. Meghalaya, 24. Nagaland, 25. Tripura, 26. Sikkim	1. Assam, 2. Bihar, 3. Chhattisgarh, 4. Jharkhand, 5. Madhya Pradesh, 6. Odisha, 7. Rajasthan, 8. Uttar Pradesh, 9. Uttarakhand
<b>Total States / UTs= 26</b>	<b>Total States=9</b>

## **C. DLHS-4 SAMPLING**

### **a. Selection of households**

A multi-stage, stratified, probability proportional to size sample with replacement shall be adopted in DLHS-4. The First Stage Unit (FSU) for urban areas is the NSSO Urban Frame Survey (UFS) blocks and Ultimate Stage Sampling Unit (USU) is the household. Urban UFS blocks in each district shall be stratified into million class cities and non-million class cities and allocation of sample shall be proportional to relative sizes. SDRD Division of NSSO shall be requested to make selection or provide sample frame for selection of primary sampling units (PSU) for urban areas. Urban areas in some districts shall be oversampled by taking more PSUs for districts with less than projected 30% urban population. The number of households per PSU is 25; however this shall vary for North-Eastern states and hilly districts elsewhere, particularly in Jammu & Kashmir and Himachal Pradesh.

The listing of all households in each first stage unit will provide the sampling frame for selecting households at the second stage. The households listing would provide up-to-date location and layout sketch maps of each selected PSU, and number to each structure and households within the structure. Like DLHS-3, large sample villages (usually more than 300 households) will be segmented. In case the village size is 300-600 HHs, we will

have two segments each almost of the same size and one will be selected randomly. For villages with more than 600 HHs, more than three segments shall be made with approximately 150 households each and two will be selected at random. In urban areas, such situation may not come up, as UFSs have no more than 300 HHs. Each household listing team will have one lister and one mapper. This operation will be completed at least one month in advance of the household survey. Field Agencies (FAs) are expected to prepare excel sheet containing particular listing of households.

**b. Selection of health facilities**

The selected village (PSU) will be under the jurisdiction of some Sub Centre and that Sub Centre would be covered for the survey. The PHC to which this Sub Centre is attached, will be covered for the survey. All CHCs/BPHC/RH, Sub Divisional Hospitals and District Hospital will be covered for facility survey. For identification of the Sub Centre and PHC of each selected PSU, one has to approach the Chief Medical Officer's office and to obtain the list and verify the jurisdiction of the Sub Centre and Primary Health Centre from Sarpanch. In some cases DH may be attached to some teaching facility in that case such DHs have to be identified and covered for the survey. In some districts, there might be two District Hospitals; in this situation both will be surveyed.

**Data collection Procedure**

**Household Survey**

In DLHS-4 Computer Assisted Personal Interview (CAPI) for data collection will be using. Therefore each investigator will be provided a mini laptop that will have bilingual questionnaire. This will save a lot of time usually taken for transferring the filled in questionnaires from field to office, data editing, data entry, etc. Mini laptop will be provided to the Field Agency after loading required software and other materials. The data collected through CAPI will be directly uploaded to the server located in IIPS (FTP account) on a day to day basis.

**Facility Survey**

Facility survey would be conducted using the paper-pencil format as the information has to be collected from different officials/departments in each facility and more than a visit is required to gather all the required information. Separate data entry software would be sent to field agencies for the data entry of facility survey. Besides aggregated information, individual facility level information shall also be disseminated.

**CAB Component**

FA will capture the test results for the CAB tests as well as other relevant information on CAPI. Field Agency would also need to take the consent from the eligible individuals/households (as required) before conducting the tests in each household.

**D. DLHS-4 QUESTIONNAIRES**

The DLHS-4 survey collects information on various indicators that would assist policy makers and programme managers to formulate and implement the goals set for the DLHS. There are four different questionnaires to be used in DLHS-4: Household

Questionnaire, Ever Married Woman's Questionnaire, village questionnaire and Facility Survey Questionnaire. They were finalized in consultation with Ministry of Health and Family Welfare and also approved by the Technical Advisory Committee of DLHS-4.

**(i) Household Questionnaire:** The household questionnaire lists all usual residents in each sample household including visitors who stayed in the household the night before the interview. For each listed household member, the survey collect basic information on age, sex and marital status, relationship to the head of the household, education, morbidity and mortality details. Information also will be collected on the main source of drinking water, type of toilet facility, type of fuel used for cooking, religion and caste of household head and ownership of other durable goods in the household. Besides, details of marriages and deaths that occurred to usual residents within reference period would be collected. Efforts are also made to collect information about maternal deaths. In addition to all this information, Hb and fasting blood glucose testing will be done among men, women in all age groups and children above 6 months.

**(ii) Woman's Questionnaire:** Woman's questionnaire is designed to collect information from eligible ever married women age 15-49 years who are usual residents of the sample household or visitors who stayed in the sample household the night before the interview. The woman's questionnaire covered the following sections:

Section I: Woman's Characteristics: In this section, the information on age, educational status and pregnancy including still birth, induced and spontaneous abortions are included.

Section II: Antenatal, Natal and Post-natal Care: In this section, information is gathered from the women who had live birth, still birth, spontaneous or induced abortion during last three years preceding the survey date. The information on whether women received antenatal care, natal and postpartum care, who attended the delivery and the nature of complications during pregnancy for recent births were also collected.

Section III: Immunization and Childcare: This section gives information about feeding practices, the length of breastfeeding, immunization coverage and recent occurrence of diarrhoea, and pneumonia for young children (below age 3 years).

Section IV: *Contraception and Fertility Preferences*: This section provides information on knowledge and use of specific family planning methods. Questions were included about reasons for non-use, intentions about future use, desire for additional child and sex preference for next child.

Section V: *Reproductive Health*: This section covers all reproductive health related issues like menstruation related problems, RTI/STI infections and awareness about HIV/AIDS.

**(iii) Village Questionnaire:** In DLHS-4, village questionnaire collects the information regarding the availability and accessibility of various facilities in the village, especially on educational and health facilities.

The house-listing teams, interviewers and the supervisors for the main survey were given rigorous training based on the manuals developed for the purpose by the IIPS. All the questionnaires are bilingual, with questions in both the regional and English language.



**(iv) Facility Survey Questionnaire:** Information about the facilities available in government health care institutions such as Sub-centres (SC), Primary Health Centres (PHC), Community Health Centres (CHC), Sub Division Hospital and District Hospitals (DH) are collected from each district. We have prepared separate manual for this.

## **E. SUPERVISOR'S ROLE**

Field supervisors for the District Level Household and facility Survey-4 have important roles to play. They are the primary links between the coordinator of field operations and the interviewers. As such, they are responsible for ensuring both the progress and the quality of fieldwork.

This manual has been prepared to provide the information needed by field supervisors to carry out their duties. Field supervisors for the DLHS-4 should study the manual carefully during their training. They should also study the interviewer's manual, since it is necessary to thoroughly understand the questionnaire and the procedures for completing it. Individuals selected to serve as field supervisors should continue to refer to these manuals throughout the fieldwork period.

## **F. ORGANIZATION OF FIELD STAFF**

The DLHS-4 is a comprehensive survey in all districts in each state as per 2011 census involving several agencies and many individuals. International Institute for Population Sciences (IIPS), Mumbai as National Nodal Agency has the major responsibility to provide technical support and to coordinate the survey operations throughout the country. There are numbers of Field Agencies (FAs) all over the country, who will be responsible for carrying out DLHS-4 field survey in various States.

The data collection team of the survey will consist of one supervisor, three female investigators, one male investigator, two health investigators (CAB) and two health investigators (Facility Survey). Each team will have its own vehicle, but two health investigators (Facility Survey) will travel separately from main team by public transport. Each field supervisor will be responsible for one team of interviewers. The specific duties of the field supervisors are described below. The workload of the field supervisor will vary from day to day.

## **G. FIELD TRAINING**

The most responsible and experienced field staff of the implementing organization should be appointed to the positions of field supervisors. The first opportunity for the training of field supervisors occurs when the Field Agency conducts the questionnaire pretest in regional language. Field supervisors during the main survey should participate in the pretest. They should attend all pretest training sessions to get experience as interviewers during the pretest. This will provide a thorough knowledge of experience with the questionnaire for the main survey.

It is important that field supervisors attend the interviewers training for the main survey. This training would be at least for three weeks and will involve both classroom

instruction and field practice. Field supervisors should not be permitted to skip any of these training sessions.

Active involvement of field supervisors in interviewer training is necessary for understanding the role of interviewers and the problems encountered during fieldwork. Supervisors should participate with interviewer training in “role playing” interviews and supervise the practice interviewing in the field prior to the start of fieldwork.

After completion of interviewer training, the final selection of field supervisors will be made. Following this and prior to the beginning of field work for the main survey two to three days of additional training will be provided on the special duties of field supervisors. This is to ensure that all the teams will be following a uniform set of procedures according to Nodal Agency’s guidelines.

## **H. RESPONSIBILITIES OF THE FIELD SUPERVISORS**

The field supervisor receives his\her assignment sheets and reports to the field coordinator of the region. The specific responsibilities of the field supervisor are to:

### **GROUP A**

- 1). Obtain sample household lists and maps for each area where his/her team will be working and discuss any special problems:
- 2). Become familiar with the areas where the team will be working and determine the best arrangements for travel and accommodations:
- 3). Contact local authorities to inform them about the survey and to gain their support and cooperation:
- 4). Obtain all monetary advances, supplies, and equipment necessary for the team to complete its assigned interviews.

### **GROUP B**

- 1) Assign work to interviewers, such that there is an equitable distribution of the work load;
- 2) Maintain field work assignment sheets, and make sure assignments are carried out;
- 3) Make spot-checks of the household questionnaire by conducting household interview according to the procedure described in 11;
- 4) Supervisor should download data from each interviewer's CAPI/mini laptops after completion of each PSU and send to IT coordinator in State field office.
- 5) Supervisor should regularly check level of batteries of mini laptops and take care for charging.

- 6) Regularly send completed data and progress reports to the field coordinator and keep headquarters informed about the team's location. On the demand of Coordinator/Project Officer (PO) from IIPS, the supervisor should submit required information such as progress reports, house listing and maps of the PSU and other documents.
- 7) Communicate any field problems to the field coordinator or Project Officer (PO) from IIPS.
- 8) Take charge of the team vehicle, ensuring that it is kept in good running condition and it is used only for project work.
- 9) Make an effort to create positive team spirit; a congenial work atmosphere, along with careful planning of field activities, contribute to the overall quality of a survey.

## **II. PREPARING FOR FIELD WORK**

### **A. COLLECTING MATERIALS FOR FIELD WORK**

Before leaving for the field, the supervisors are responsible for collecting adequate supplies of the materials. These items are:

#### **Field work documents:**

- 1). Supervisors Manual
- 2). Interviewer's Manual
- 3). Maps and household listing forms for all PSUs in the assigned area
- 4). Letters of introduction
- 5). Mini laptops/CAPIs, chargers and other accessories
- 6). Pen drive
- 7). Supervisor's Assignment Sheets
- 8). Interviewer's Assignment Sheets
- 9). Interviewer's Progress Sheets
- 10). CAB equipments/stationeries

#### **Monetary Advances for Field Expenses:**

The supervisor should have sufficient funds to cover expenses for the complete team. Funds should be distributed according to the procedures established by the survey coordinator, if these have not been included in the per diem, which is given directly to the interviewers. The supervisor should adopt a system to maintain regular contacts with central office staff before leaving for the field. A regular contact is needed for supervision of the team by central office staff, payment to team members, and the return of completed questionnaires for timely data processing.

### **B. ARRANGING TRANSPORTATION AND ACCOMMODATIONS**

It is the supervisor's responsibility to make all necessary travel arrangements for his or her team, whenever possible, in consultation with the central office. Vehicles are generally provided to transport the team to assigned work areas; however, some cases it

may be necessary to arrange for other means of transportation, such as boats, horses, mules etc.

In addition to arranging transportation, the supervisor is in charge of arranging for food and lodging for the team. If they wish, interviewers may make their own arrangements, as long as these do not interfere with fieldwork activities. The lodging should be reasonably comfortable, located as close as possible to the interview area, and should be able to store survey materials. Since travel to rural PSUs is often long and difficult, the supervisor may have to arrange for the team to stay in the central place.

### **C. CONTACTING LOCAL AUTHORITIES**

It is the supervisor's responsibility to contact the district, local and village officials before starting work in the area. Letter of introduction will be provided, but tact and sensibility in explaining the purpose of the survey will win the cooperation needed to carry out the interviews.

### **D. USING MAPS TO LOCATE PSUs**

A major responsibility of the field supervisor is to assist interviewers in locating the sampled households. The coordinator of the field operations will provide the supervisor with a copy of the house listing for the sample and maps of the PSUs in which his or her team will be working. These documents enable the team to identify the boundaries of the PSU and to locate the households selected in the sample.

Each team will be given location maps, layout sketch maps and written descriptions of the boundaries of selected areas and household listing forms. While the location map helps in locating the PSU and its boundaries, the layout sketch map shows the exact location of the structures within the PSU and their numbers. In order to identify the PSU boundary, following step may be taken:

#### **In rural areas:**

- 1). Identify on map the road used to reach the PSU. When you reach what appears to be the PSU boundary, verify this by checking the location of actual terrain features and landmarks against their location on the map. Do not depend on one single feature; use as many as possible.
- 2). It is usually possible to locate unnamed roads or imaginary lines by enquiring among people living in the vicinity. In most cases, the people will know where the villages are. And by locating the villages, you can usually determine where the boundary runs with the help of local residents.
- 3). In case there is confusion due to changes in landmark already shown in map; do not be hasty in jumping to conclusions. If you cannot locate a PSU, go on to next one and discuss the matter later with the field coordinator of the group of State/States/UTs.

#### **In Urban areas:**

- 1). Street names in urban areas will often help you to locate the general area of PSUs. Boundaries can be streets, alleys, streams, city limits, power cables, walls, rows of trees, etc.

2). Check the general shape of the PSU. This will help you to find out if you are in the right place.

3). Read the written description

4). You should locate all the PSU boundaries before proceed for actual interviews. For example, if the PSU is a rectangular block, the name of three boundary streets is not enough to unequivocally identify the PSU: check all four- boundary streets.

### **E. FINDING SELECTED HOUSEHOLDS**

In most cases, the selected households can be located by referring to the household listing form or to the outlay sketch maps of the selected PSUs.

We give examples of some problems you may encounter and how to deal with them:

1). The selected household has moved away and the structure is vacant. If a household has moved out of the structure where it was listed and no one is living in the structure, you should consider the structure vacant and enter the code “6” (DWELLING VACANT/ADDRESS NOT A DWELLING) on your Supervisors assignment Sheet,

2). The selected household has moved away and a new one is now living in the same structure. In this case, the new household should be interviewed.

3). The dwelling number and name of household head do not match what is found in the field. Say, for example, Ram Lal is listed as household head for structure No. DLHS-014, he/she finds that the household living there is headed by Shyam Lal. Consider whichever household is living in DLHS-014 as the selected household, i.e. the household headed by Shyam Lal should be interviewed. Check carefully however correctly.

4). The household selected is actually living in a structure that was not selected. If, for example, Ram Lal is listed as the household head for structure DLHS-014, but Ram Lal actually lives in DLHS-028, the household living in DLHS-014 should be interviewed. In other words, if there is a discrepancy between the structure number and the household head structure should be considered. Again, make absolutely sure that you are in the right PSU and have identified the selected dwelling.

5). The household is closed and the neighbours say the people are away and will be back in the several days or weeks. Code 4 (HOUSEHOLD ABSENT) on the Supervisor's Assignment Sheet.

6). The household is closed and the neighbours say no one lives there; the household has moved away permanently. Enter code “6” (DWELLING VACANT OR ADDRESS NOT A DWELLING) on the Supervisor's Assignment Sheet.

7). A selected structure is actually a shop and no one lives there. Check very carefully to see if anyone is living there. If not, enter code “6” (DWELLING VACANT OR ADDRESS NOT A DWELLING) on the Supervisor's Assignment Sheet.

8). A selected structure is not found in the PSU, and residents say that the structure was destroyed in a recent fire. Enter code “7” (DWELLING DESTROYED) on the Supervisor’s Assignment Sheet.

### **III. ORGANIZING AND SUPERVISING FIELDWORK**

#### **A. ASSIGNING WORK TO INTERVIEWERS**

The following tips may be helpful to the supervisor in assigning work:

- 1). Make daily work assignments. Be sure each interviewer has enough work to do for the day, taking into account the duration of an interview and the working conditions in the area. The coordinator of field operations will advise you about how many interviews to assign per day according to guidelines provided by Nodal Agency (IIPS).
- 2). It is be necessary to assign more interviews than an interviewer can actually do in one day because some households and/or women may not be available for interview at the time of the interviewer’s visit.
- 3). Distribute work fairly among the interviewers. Work should be assigned taking into account the capabilities and strength of each interviewer but never consistently assigning more difficult workloads to certain interviewers. Drawing numbers out of a hat is a good system to ensure that team and interviewer assignments are distributed on a random basis and that interviewers are aware of this.
- 4). Ensure that each interviewer has all the required information and materials for completing the work assignment.
- 5). Maintain complete records each day using the control sheets. All assignments and work completed by each interviewer and for each work area should be carefully monitored for completeness and accuracy.
- 6). Make sure that all selected households and eligible women have been interviewed, and CAB component have been tested to all the eligible members of the households of PSU and other necessary assignments have been completed before leaving the PSU.

#### **B. REDUCING NON-RESPONSE**

One of the most serious problems in a sample survey of this type is non-response, that is, failure to obtain information for selected households or failure to interview eligible women. A serious bias could result if the level of non-response is high. One of the most important duties of the supervisor is to try to minimize this problem and to obtain the most complete information. In this DLHS-4 it is compulsory to visit, the household for 3 days, therefore investigators make as many visits as he/she can (at least three) in the same day or the next 3 days in order to reduce the non response.

**Non-response may be classified into three types:**

- Type 1: the interviewer is unable to locate the selected household;
- Type 2: the interviewer is unable to locate the eligible woman for the individual interview;
- Type 3: the respondent refuses to be interviewed;

Various ways of dealing with these types of non-response are discussed below:

### **Type 1- the interviewer is unable to locate the household**

a). **Occupied structure inaccessible:** There may be some occupied structures for which no interviews can be made. The coordinator of field operations should be informed immediately of any difficulty in gaining access to whole PSU or a sizable number of structures within the same PSU.

b). **Structure not found:** The supervisor should make sure that interviewer has tried several times to locate the structure using the household listing form, maps, etc. If he/she is still unsuccessful, the supervisor should attempt to locate the structure, and ask neighbors if they know anything about the structure or the household members. Again, if this problem occurs frequently, it should be reported to the coordinator of field operations. Although no interview has taken place, entry should be made in the CAPI (Result code) of the household.

c). **Structure non-residential, vacant, or demolished:** If the interviewer indicates that a structure is not a dwelling unit or is vacant or demolished, the supervisor or editor should verify that this is the case. If the interviewer is correct, there is no need for further callbacks (return visits). Although no interview has taken place, entry should be made in CAPI (Result code) for that household.

### **Type 2- the interviewer is unable to locate the respondent for an individual interview**

a). **No one was at home at the time of call:** The interviewer should make every effort to contact neighbors to find out when the members of the household will be at home or may be unable to complete the interview. The interviewer should find out from other household members or neighbors when the respondent can best be contacted, and a return visit, should be made to locate the household members. Sometimes it may be necessary to call at meal time, in the early morning or evening.

(b). **Respondent temporarily absent:** The respondent may not be at home or may be unable to complete the interview at the time of the first call. The interviewer should find out from other household members or neighbours when the respondent can best be contacted, and a return visit should be made then. If the respondent is still not at home at the time of the second visit, another time should be set for a return visit. At least three attempts in a day should be made to contact the respondent.

### **Type 3- the respondent refuses to be interviewed**

a). **The number of refusal reported by each interviewer should be closely monitored:** If an interviewer reports an unusually high number of refusals, it may indicate that she gives up too easily or explains the survey inadequately. If this appears to be the case, the supervisor should observe the interviewer promptly. Suggestion for handling potential refusals:

b). **Approach respondents from their point of view:** Refusal may stem from misconceptions about the survey, or other prejudices. The interviewer must consider the respondent's point of view, adapt to it, and reassure her.

c). **Postpone interview to another day:** If the interviewer senses that she has arrived at an inconvenient or awkward time, she should try to leave before the respondent gives a final "no", she can return at another time when circumstances are more likely to result in a successful interview.

### **C. HANDLING PENDING INTERVIEWS**

When information has not been collected from a selected household or from an eligible respondent and the return visits have not been completed, the interview is considered "pending" (**Pending code should be entered in CAPI**). Supervisors should keep track of all assignments on the Supervisor Assignment Sheet. Under DLHS-4 all the interviews have to be completed in three days. Therefore the supervisor must ensure at least three call back visit at convenient time on different days.

### **D. MAINTAINING MOTIVATION AND MORALE**

In order to maintain motivation to do good work, it may be useful to adhere to the following principles:

- 1). Rather than giving direct orders, try to gain voluntary compliance before demanding it.
- 2). Without using the of authority, try to involve the interviewers in decision making, and at the same time see to it that the decision remains firm.
- 3). When pointing out an error, do it with tact, in a friendly manner, and in private. Listen to the interviewer's explanation, show her/him that you are trying to help her/him, and examine the causes of the problem together.
- 4). When interviewers voice complaints, listen with patience and try to resolve them.
- 5). Try to foster team spirit and group work.
- 6). Under no circumstances show preference for one or another of the interviewers.
- 7). Try to develop a friendly and informal atmosphere.

Finally, remember that encouraging words, instructions, and constructive criticism are not worth anything unless the supervisor and editor set good examples. It is important to demonstrate punctuality, enthusiasm, and dedication in order to demand the same of other team members. Never give the impression that you are working less than other members of the team, or that you are enjoying special privileges; this may produce a lack of faith in the project and cause general discontent.

## **IV. MAINTAINING FIELDWORK CONTROL SHEETS**

The work of interviewers is monitored and evaluated by keeping accurate records of assignments and the status of interviews. Both supervisors and interviewers have control



forms to maintain. The Supervisor's Assignment Sheet contains information about the fieldwork in each PSU. These forms should be returned to the coordinator of field operations along with the completed data from that PSU. The interviewer will complete and return the Interviewer's Assignment Sheet to the supervisor at the end of work in each PSU.

In addition, the supervisor will keep an Interviewer Progress Sheet, which is completed at the end of work in each PSU and which the supervisor will keep until the end of fieldwork.

### **A. SUPERVISOR'S ASSIGNMENT SHEET**

One Supervisor's Assignment Sheet should be completed for each PSU by the supervisor and returned to the office with the completed data from that PSU. An example of the Supervisor's Assignment Sheet is shown in Annex 1.

#### **(a) Assignment of Interviews**

The first step in completing the Supervisor's Assignment Sheet is to record information for selected household or dwelling from the household listing forms or the maps provided, preferably in the same order in which they are indicated on the forms.

Generally the supervisor will need at least two Supervisor's Assignment Sheet to list all of the selected households in a PSU. The PSU identification information should be filled in on all the sheets, and they should be numbered subsequently in the space provided at the top of the sheet (e.g., 1 of 5, 2 of 5, etc.). If an additional sheet is needed during the recording of the outcomes of the household and/or individual interviews in a PSU, the supervisor should be sure to staple that sheet to the others for the PSU and correct the total number of sheets reported for the PSU.

The number of field operations will provide the supervisor with the appropriate forms or maps for each PSU assignment to that team. Using the guidelines in Para VII, the supervisor should assign each interviewer a certain group of households or dwellings to interview. The interviewer is then responsible for completing three tasks:

- 1). Interviewing all the households;
- 2). Determining the number of eligible women in each households;
- 3). Interviewing all eligible women in each household or dwellings assigned to her.
- 4). Supervisor should also assign to Health coordinators for CAB component test and collect information on personal habit from each eligible respondent and enter in the investigator's CAPI.

As soon as the assignments have been made, the supervisor should complete the necessary columns in the supervisor's assignment sheet with the relevant information. The interviewer should complete columns 1-4 of the interviewer's assignment sheet when interviewer is given assignment. In filling out the top of the supervisor's assignment sheet, copy the information such as PSU number will be a two-digit number and will be

written on the top of each page of the household listing form or the map. PSU numbers are unique, no two PSUs have the same number in particular district.

**(b) Household Visits and Individual Interviews:**

At the end of each day the interviewers will return the completed CAPI/mini laptop to the supervisor, who will download completed data to his/her pen drive and return to them. As the data received, the information on the cover sheets can be used to complete the remaining columns of the Supervisor's Assignment Sheet.

Second, using the investigators sheet, copy information about the results of the interview into the necessary columns of the Supervisor's Assignment Sheet. The final result of the household interview should be written in column 5 and the number of eligible women completely interviewed in the columns 6 and 7 respectively.

**(c) Remarks:**

Remarks and comments regarding the interview assignment, results, or interviews may be recorded at the backside of the assignment sheet. For example, reassignment of a pending interview may be recorded here, or a change in the name of a household head, etc. Also, note here any irregularities observed during spot checks.

**(d) Bottom of Sheet**

Check to be sure that you have listed all the households or dwelling on the Supervisor's Assignment Sheet that were selected on the household listing form or map for that PSU. To ensure this, you are required to fill some more columns in the assignment sheet provided additionally in the assignment sheet. Write down names of all the investigators and their progress achieved by them.

Remember that the total numbers of household interviews are neither less nor more than the total selected households. In addition to the household and individual interviews the supervisor should record the summary about village questionnaire also in the appropriate space provided. Do not forget to enter the date of survey of village questionnaire in CAPI and the respondent of the village and some other information regarding the availability of some facilities in the village. Make sure that whatever the information recorded in the assignment sheet is relevant. The assignment sheet duly filled with in the PSU after completion of the interviews in all households and the supervisor must sign.

Always start a new PSU on a separate Supervisor's Assignment Sheet. Be sure to write neatly, since these forms will be used for response rate calculations later on in the central office. The supervisor must handover the assignment sheet to the higher officials on their visit during the survey.

**B. INTERVIEWER'S ASSIGNMENT SHEET**

The Interviewer's Assignment Sheet (see Annex 7 and Annex 8) is similar to the Supervisor's Assignment Sheet, and helps each interviewer to keep track of the households assigned. The supervisor should review the Interviewer's Assignment Sheets each evening and discuss the results of the interviews. The Interviewer's Assignment

Sheet is described in detail in the Interviewer's Manual. Note that there are two interviewers' assignment sheets separately for both the female interviewer and male interviewer respectively.

### **C. SYSTEMATIC SPOT-CHECKING OF HOUSEHOLD COMPOSITION**

As noted earlier, the most important function of the field supervisors is to control the quality of the data collection. **A problem that arises frequently is that some interviewers may deliberately subtract years from the age of who are 15 or add years to woman who are over 49 in order to place them outside the age range of eligibility for the woman's questionnaire.** Sometimes interviewers may simply omit eligible women from the listing, especially if they are visitors in the household. In these ways they reduce their workload. If such practices are widespread, they can have a substantial impact on the quality of the survey data. A powerful tool for detecting and preventing this kind of interviewer error is to systematically spot-check household composition. The spot check can help detect another type of interviewer error. Some interviewers may deliberately subtract a year or two from the date of birth of child or omit a young child completely in order to avoid having to ask all of the questions in Section II and III concerning that child. **A shrewd interviewer may also change the age of the child on the household questionnaire or omit the child completely to avoid suspicion.** This practice can be detected in the spot check.

**The field supervisor will be responsible for conducting two spot checks of household composition in each sample PSU. The selection of households to be checked should not be random. Rather, you should check the households that contain women or children of borderline, ages. Furthermore, you should make sure that all of the team's interviewers are occasionally spot-checked.**

### **D. INTERVIEWER PROGRESS SHEET**

The Interviewer Progress Sheet (see Annex 7) is designed to give the supervisor an objective and continuous measure of the interviewer's performance. Serious discord within a team of interviewers can occur when one interviewer does much less work than the others. These cases must be identified and examined in order to assess whether there are good reasons for poor performance, or, whether the interviewer is just taking it easy, leaving her colleagues to do most of the work. Similarly, this sheet will allow you to identify whether an interviewer is getting more non-responses or refusal than others on the team. In such a case, spot checking should be carried out to determine if the non-responses or refusals are due to poor interviewer's performance. If the interviewer is at fault, the supervisor should have a serious talk with her/him, pointing out the problems, suggesting ways she/he can improve, the coordinator of field operations must be informed. He or she will decide what further action to take. Assign one Interviewer's Progress Sheet to each interviewer. Make new entries as work in each PSU is completed. The supervisor should keep these sheets for the duration of the survey. The procedure for filling in the Interviewer's Progress Sheet is as follows:

Columns 1-5: Enter each PSU number on a separate line in column 1. Then for each PSU, enter the number of completed household and individual questionnaires in columns 2-3 and the number that were not completed in columns 4-5.

Columns 6-9: These columns contain the same kind of information as columns 2 to 5, but the figures recorded in these columns are cumulative for all PSUs (see example in Annex 7). The cumulative figures make it possible to check at any time the number of interviews assigned to an interviewer and the result of his/her work. The supervisor can also check to see if the workloads and the completion rates are approximately the same for all interviewers.

## **V. MONITORING INTERVIEWERS' PERFORMANCE**

Controlling the quality of the data collection is the most important function of the supervisor. Throughout the fieldwork she/he will be responsible for observing interviews. By checking the interviewers work regularly can ensure that the quality of the data collection remains high throughout the survey. It may be necessary to observe the household interviewers more frequently at the beginning of the survey and again toward the end.

### **A. OBSERVING INTERVIEWS**

The purpose of the observation is to evaluate and improve interviewer's performance and to look for errors and misconceptions that cannot be detected. It is common for a completed interview to be technically free of errors, but for the interviewer to have asked a number of questions inaccurately. The supervisor should observe each interviewer many times throughout the course of field work. The first observation should take place during interviewer training and may also be used as a screening device in the selection of interviewer/candidates. Each interviewer should also be observed during the first two days of field work so that any errors made consistently are caught immediately. Additional observation of each interviewer's performance should be made during the rest of the field work.

During the household interview, the supervisor should sit close enough to see what the interviewer is asking questions. This way, he/she can see if the interviewer interprets the respondent correctly. It is important to make notes of problem areas and points to be discussed later with the interviewer. Supervisor should not intervene during the course of interview and should try to conduct himself/herself in such a manner as not to make the interviewer or respondent nervous or uneasy. Only in cases where serious mistakes are being committed by the interviewer, the supervisor should intervene.

After each observation, the supervisor should discuss the interviewer's performance. The supervisor should mention the interviewer's strong points as well as problems and mistakes while asking questions.

### **B. EVALUATING INTERVIEWER'S PERFORMANCE**

The field supervisor should meet the interviewers daily to discuss the quality of their work. In most cases mistakes can be corrected and interviewing style improved by pointing out and discussing errors at regular meetings. At team meetings, the supervisor should point out mistakes discovered during observation of interviews. Discuss examples

of actual mistakes, but carefully not to embarrass individual interviewers. Read again relevant section from the Interviewer's Manual with the team to resolve problems. Also, encourage the interviewers to talk about any situation they encountered in the field, which were not covered in the training. The group should discuss whether or not the situation was handled properly, and how similar situations should be handled in the future.

Team members can learn a lot from one another in these meetings and should feel free to discuss their own mistakes without fear of embarrassment.

The supervisor should expect to spend considerable time evaluating and instructing interviewers at the start of field work. If they feel that the quality of work is not adequate, the interviewing should stop until errors and problems have been fully resolved. In some cases, an interviewer may fail to improve and will have to be replaced. **This applies particularly in the case of interviewers who have been dishonest in the recording of ages of women and/or children.**

## **VI. FACILITY SURVEY SUPERVISION**

Supervisors are also responsible to check the health Investigator's (Facility Survey) work and their assignment sheets. There are four-assignment sheets for health investigator. After completing the survey of specific health facility, supervisor will collect all the questionnaires and assignment sheets from Health Investigators (Facility Survey). Completed questionnaires and assignment sheets of facility survey should be regularly sent to concerned State field office for data entry.



**ANNEX 1**  
**ASSIGNMENT SHEET FOR HEALTH INVESTIGATOR**  
**SUB CENTRE**

NAME OF HEALTH INVESTIGATOR \_\_\_\_\_

STATE NAME: \_\_\_\_\_ DISTRICT NAME \_\_\_\_\_ VILLAGE NAME \_\_\_\_\_ FACILITY NO 

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S I .No	Date of survey (1)	Code Facility (2)	Name of the in-charge of Facility (3)	PSU Village (4)	Name of the Village Covered under Facility (5)	Respondents of the Facility (6)	Remarks (7)

**Note: Codes for column (6): 1.ANM 2. Male Health Worker 3. Other**

(SIGNATURE OF THE TEAM SUPERVISOR)

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT IN CHARGE)  
 (REGIONAL AGENCY)

(NAME AND SIGNATURE OF PROJECT OFFICER (IIPS))

**ANNEX 2**  
**ASSIGNMENT SHEET FOR HEALTH INVESTIGATOR**  
**PRIMARY HEALTH CENTRE**

NAME OF HEALTH INVESTIGATOR \_\_\_\_\_

STATE NAME: \_\_\_\_\_ DISTRICT NAME \_\_\_\_\_ VILLAGE NAME \_\_\_\_\_ FACILITY NO 

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S I .No	Date of survey (1)	Code of Facility (2)	Name of the in-charge of Facility (3)	SC Code (4)	Name of the SC Covered under Facility (5)	Respondents of the Facility (6)	Remarks (7)

**Note: Codes for column (6): 1. Medical Officer 2. Pharmacist 3. Health Assistant Male/Female ANM 4. Health Worker Male/Female 5. Other**

(SIGNATURE OF THE TEAM SUPERVISOR)

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT IN CHARGE)  
 (REGIONAL AGENCY)

(NAME AND SIGNATURE OF PROJECT OFFICER. (IIPS)



**ANNEX 3**  
**ASSIGNMENT SHEET FOR HEALTH INVESTIGATOR**  
**COMMUNITY HEALTH CENTRE**

NAME OF HEALTH INVESTIGATOR \_\_\_\_\_

STATE NAME: \_\_\_\_\_ DISTRICT NAME \_\_\_\_\_ VILLAGE NAME \_\_\_\_\_ FACILITY NO 

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S I .No	Date of survey (1)	Code of Facility (2)	Name of the in-charge of Facility (3)	PHC Code (4)	Name of the PHC Covered under Facility (5)	Respondents of the Facility (6)	Remarks (7)

**Note: Codes for column (6): 1. Medical Superintendent 2. Doctor/ Specialist/ Obstetrician / Gynecologist 3. Administrative personnel 4. ANM/Male Health Worker 5. Other**

(SIGNATURE OF THE TEAM SUPERVISOR)

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT IN CHARGE)  
 (FIELD AGENCY)

(NAME AND SIGNATURE OF PROJECT OFFICER (IIPS))

**ANNEX 4**  
**ASSIGNMENT SHEET FOR HEALTH INVESTIGATOR**  
**SUB-DIVISIONAL HOSPITAL/DISTRICT HOSPITAL**

NAME OF HEALTH INVESTIGATOR \_\_\_\_\_

STATE NAME: \_\_\_\_\_ DISTRICT NAME \_\_\_\_\_ FACILITY NO

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S I .No	Date of survey (1)	Code of Facility (2)	Name of the in-charge of Facility (3)	CHC Code (4)	Name of the CHC Covered under Facility (5)	Respondents of the Facility (6)	Remarks (7)

**Note: Codes for column (6): 1. Medical Superintendent 2. Obstetrician /Gynecologist 3. Other**

(SIGNATURE OF THE TEAM SUPERVISOR)

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT IN CHARGE)  
 (REGIONAL AGENCY)

(NAME AND SIGNATURE OF PROJECT OFFICER (IIPS))

**ANNEX 5**  
**SUPERVISOR'S ASSIGNMENT SHEET**

NAME OF SUPERVISOR \_\_\_\_\_

PSU NUMBER:

NAME OF PSU \_\_\_\_\_

TOTAL SEGMENTS

NO. OF SEGMENTS SELECTED

AL No. OF HOUSEHOLDS LISTED

  

NAME OF DISTRICT \_\_\_\_\_

Si.No	Structure No. (1)	Sr. No. of Household (2)	Name of Household Head (3)	Household		Ever Married Woman	
				Survey Date (4)	HH Result Status (5)	Total No. of Ever Married Women (15-49) (6)	
1						Listed	Interviewed
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							

	(1)	(2)	(3)	(4)	(5)	(6)	
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							

**CODES FOR COLUMN 5 (RESULT STATUS):** 1.COMPLETED 2. PARTLY COMPLETED 3. HOUSEHOLD PRESENT BUT NO COMPETENT RESPONDENT AT HOME  
4.HOUSEHOLD ABSENT 5. REFUSED 6.DWELLING VACANT/ADDRESS NOT A DWELLING 7.DWELLING DESTROYED 8. DWELLING NOT FOUND. 9. OTHER

**SUMMARY ABOUT PSU NO:**

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT INCHARGE)  
(FIELD AGENCY)

(Supervisor's signature)

(NAME AND SIGNATURE OF PROJECT OFFICER (IIPS))

**ANNEX 6**  
**SUPERVISOR'S PROGRESS SHEET**

Serial No	Names of the Investigators	Total HH Allotted	Households Interviewed	Ever married women (15-49) Interviewed
1. F.I.				
2. F.I.				
3. F.I.				
4. M.I.				
<b>Total</b>				

Note: 1. This assignment sheet should be filled within the PSU. At any point of time during the survey, the supervisor should also be able to submit this form on the demand of nodal agency officials. Failure in doing so, may lead to cancellation of either in part or entire PSU.

2. One copy of this assignment sheet to be posted to nodal agency within three days of the completion of the survey in PSU. Further one copy should be with supervisor up to the completion of the survey in the district.

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT INCHARGE)  
(REGIONAL AGENCY)

(Supervisor's signature)

(NAME AND SIGNATURE OF PROJECT OFFICER (IIPS))

**ANNEX-7**  
**DLHS-4 INVESTIGATOR'S ASSIGNMENT SHEET**

State <input style="width: 40px;" type="text"/>		PSU Number <input style="width: 40px;" type="text"/>		District Name _____		City/Town/Village _____			
Name of the Male investigator				No. of HH Questionnaires <input style="width: 30px;" type="text"/>		No. of Eligible Ever married Women (EMW) Questionnaire <input style="width: 30px;" type="text"/>			
Name of the Female investigator									
						Household Interview		Eligible EM Women	
Sl. NO.	Structure Number	Sl. No. Of HH	Name of the Household Head	Date of Survey	Line No. of Respondent in HH	Result Status	Total No. of EMW in HH	Line No. of Respondent in HH	Result Status of EMW
1	2	3	4	5	6	7	8	9	10

**CODES FOR COLUMN (7):** 1. COMPLETED 2. PARTLY COMPLETED 3. HOUSEHOLD PRESENT BUT NO COMPETENT RESPONDENT AT HOME 4. HOUSEHOLD ABSENT 5. REFUSED,  
**6.** DWELLING VACANT/ ADDRESS NOT A DWELLING 7. DWELLING DESTROYED 8. DWELLING NOT FOUND **96.** OTHER  
**CODES FOR COLUMN (10):** 1. COMPLETED 2. NOT AT HOME 3. REFUSED 4. PARTLY COMPLETED 6. OTHER

**Note 1:** If there are more than one EEW entered in Column No. 8 then write the line number of each of the EEW in separate row in the column 9 and also write result status of the interview in column 10 in the respective rows.

**Note 2:** This assignment sheet should be filled immediately after completion of interview of each household. At any point of time during the survey, the investigator should be able to submit this form on the demand of any regional or nodal agency officials. Failure in doing so, may lead to cancel either in part or entire Household interviewed. The team supervisor must sign on this form immediately after completion of the survey with in the PSU

NAME OF THE TEAM SUPERVISOR)

(NAME OF THE MALE INVESTIGATOR)

(NAME OF THE FEMALE INVESTIGATOR)

**ANNEX 8**  
**INVESTIGATOR'S PROGRESS SHEET**  
 (For supervisors to record progress of each interviewer)

**INTERVIEWER NAME** \_\_\_\_\_

**DISTRICT NAME** \_\_\_\_\_

**DATE OF SURVEY**

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PSU	HOUSEHOLD QUESTIONNAIRE		EVER MARRIED WOMEN'S QUESTIONNAIRE (15-49)		CUMULATIVE COUNTS FOR ALL PSUs		
					HOUSEHOLDS		INDIVIDUAL INTERVIEWS
PSU NUMBER (1)	COMPLETED (2)	NOT COMPLETED (3)	COMPLETED (4)	NOT COMPLETED (5)	COMPLETED (6)	NOT COMPLETED (7)	COMPLETED EMW(15-49) (8)

(SIGNATURE OF THE TEAM SUPERVISOR)

(NAME AND SIGNATURE OF FIELD COORDINATOR/FACILITATOR/DISTRICT IN CHARGE)  
 (REGIONAL AGENCY)

(NAME AND SIGNATURE OF PROJECT OFFICER (IIPS))

**APPENDIX A**  
**CROPS -CODE**

Code	Crop
01	Paddy
02	Wheat
03	Jowar
04	Bajra
05	Maize
06	Ragi
07	Barley
08	Small millets
09	Gram
10	Tur
11	Other kharif pulses
12	Other rabi pulses
13	Groundnut
14	Sesamum
15	Rapeseed mustard
16	Castorseed
17	Nigerseed
18	Soyabean
19	Sunflower
20	Cotton
21	Jute
22	Mesta
23	Sugarcane
24	Potato
25	Onion
26	Banana
27	Tapioca
28	Sweet potato
29	Pepper
30	Ginger
31	Garlic

Code	Crop
32	Chilles
33	Turmeric
34	Arecanut
35	Coriander
36	Cardamom
37	Sunhemp
38	Tobacco
39	Guarseed and coconut
40	Korra
41	Vargu
42	Samai
43	Cheena
44	Kodan and kutki
45	Sawan
46	Trumba
47	Kangani
48	Kudroo
49	Sewal
50	Phoolan
51	Grim
52	Navane
53	Rake
54	Tea
55	Coffee
56	Rubber
57	Cashew nuts and cocoa
58	Opium
59	Arecanut
60	Flowers
96	Others_____ (specify)