

INTERVIEWER GUIDELINES | KEY INFORMANT

The Assessment Working Group is establishing a coordinated approach for assessment and monitoring – and the establishment of a Joint Assessment Roster is a key feature in this approach, maintaining competent, reliable and trained assessments enumerators & data collection experts. Those guidelines are developed to support the consistency in needs data collection. The general guidance can be used for any assessment while specific guidance relate directly to the Multi-sector Initial Rapid Assessment (MIRA).

Before departure

Before departure the enumerator must carefully review the instructions, go through the questionnaire again, including the Definitions List that will accompany the questionnaire to ensure good preparedness. Preparedness is a KEY to success.

Most times an enumerator/assessor training will be conducted to support this.

Team composition and responsibilities

Each team will be composed of 3 persons (1 male and 1 female from the humanitarian community and one Government representative).

Team leader

Team Leaders will be consulting closely with their respective Area coordinator for each site visited. The Team leader will ensure:

- All forms (data collection on hard copies) /data (handhelds) reaches the data manager by the end of the day;
- If the assessment is to be conducted on hard copies/forms, the data will be entered by the enumerators under the supervision of the team leader once the teams are back from the field.

Female enumerator

The female enumerator will take the lead (sometimes in seclusion) in interview of any female key informant.

The Government representative

Will be supporting the team and ensure a signed hard copy record are kept of all interviews and will be handed over to the district officials. This hard copy record should be an exact duplicate of the form handed submitted to the data manager.

Site visits

- Preliminary planning is that each team will cover four communities (sites) in a day, as per sample, including where individuals have been displaced.
- A community unit/site will normally be a local village but Key Informant should also be selected from organized tent camp; unorganized, spontaneous settlement; evacuation sites.
- The list of communities to be visited will be provided in advance
 - If the village is not reachable, the assessors will go to a) identified temporary settlement (if identifiable) in vicinity with mainly people from same village; or alternative b) the closest village

Interview forms

- Separate questionnaire should be used for each key informant interview.
 - The interview will be normally recorded on PDAs/digital device
 - Hard copy will be filled in if not feasible to use PDA/digital device due to sensitivity or fault of device
 - Each interview will be forwarded to the data manager real-time
 - In case, if there is a problem in connectivity or data transfer, the data will be stored in the devices and later on transferred to the server when the Internet is available.
- A hard copy will also be filled and retained by the Government representative.
- The questionnaire is in two parts
 - Primary Key Informant
 - An interview could be conducted with a group of Key Informants, where common response (consensus-based) is recorded.
 - Secondary Key Informant of opposite gender
 - Specific questions will be asked from a secondary Key Informant to ensure gender balanced analysis.
 - The answers will be recorded on a separate part of the questionnaire.

Upon arrival to site

Introduction

Introduction and explanation of the purpose of the exercise, relevant assurances and what to expect.

1. Introduction of yourself the organisation you represent (introduction of the full team)
2. Explain the objectives of the exercise, for MIRA - An inter-agency initiative done in cooperation with the Government and directed to assess the situation in the affected areas.
 - The purpose of the exercise is to better understand the needs and problems of communities affected by the floods, with particular focus on those who are most vulnerable.
 - This overview will help humanitarian agencies as well as the Government to better channel existing resources and (b) develop new projects to meet the needs of the community.
 - This exercise is NOT designed to conduct individual / household assessments or immediately intervene in specific cases. Rather, the exercise seeks to better understand and identify needs and trends at the community level. Ultimately, this will allow us to use resources and design interventions which will help more people in need.
 - Explain the role of the Informant: *Key Informants* are essential resources in this exercise as they know the situation in the community and allow us to get an overview of the main challenges and problems at the community level. Key Informant should be objective, unbiased, make efforts to represent the situation with impartiality and focussing on the needs of ALL population, with specific attention to the situation of women, children, elderly, persons with disabilities, different groups that may be disadvantaged such as displaced population, extremely poor groups, ethnic minorities.
 - All discussions and information disclosed by the KI will be used to better understand the needs of the community. In this regard, what is discussed will be used solely for the purpose of the assessment.
 - Although the questions are generic and referred to the community, the KI may decide not to disclose her/his identity.
 - The answers will be recorded through a smart phone and manually. The voice interview will not be recorded and photographs of the KI should not be taken, unless she/he wishes so.

- Participation is completely voluntary, The KI may decline the invitation to be part to the assessment , may decline to answer and may stop the interview at any time. The Interviewer is bound by a Code of Conduct to respect the will of the KI.The process should take about 1 hour.

Selection of Key Informants

- In each village, one team should select a Key Informant Male and a Key Informant Female who will be addressed to respond. The key informant should be selected with attention to adequately represent the community.
 - An interview could be conducted with a group of Key Informants, where common response (consensus-based) is recorded.
- The Key Informant should have a thorough knowledge of the community and of the current situation. Key informants include but are not limited to community leaders, camp managers, NGO representative, representative from local authority who have an overview of the community/site in question. Criteria:
 - Respected member of the community;
 - With preference those who are assigned a special tasks in the community (shura member, “Malik” (land measurements/book keeper), “Patwar” (responsible for water and land), “Midwife (Dai)” or traditional birth attendance worker, religious leader, community leader, leader of women’s group, health workers, social service representatives,etc;
 - Based at the village (living in the village over at least 3 years on a permanent base;
 - Have a good knowledge of the situation in the community;
 - Representatives of the minority groups in the village;
- The Female Key Informant should be interviewed by the female enumerator.This will encourage people to speak more freely. In addition, Specific questions will be asked also to women, irrespectively from the gender of the selected KY. Their answers will be recorded on a separate part of the questionnaire.
- Ensure if possible to include a person(s) with a disability, persons from different ethnic and religious backgrounds as Key Informants.
- Ensure that the location for the interview is conducive to conversation, quiet, safe for to access.

The Interview

Take the time to conduct the interview properly. You will need most likely up to one hour (probably more) to properly conduct one interview. You should not rush through the forms simply to achieve targets. Quality is important!

Filling the questionnaire

- Bring always the list of definitions with you as they may help in the process.
- Take some time for the introduction. It is important that the Key Informant understand the scope and the value of the exercise.
- Ask one question at a time (even if a question has multiple parts). Speak clearly and slowly and repeat the question if necessary.
- Please ensure that you closely listen to what the key informant says; ask again if you did not understand and carefully enter the response for each question, either single answer or thinking all the choice that applies.

- If you are uncertain of an answer, repeat the answer of the Key informant as you understand and ask her/ him to confirm.
- Please ensure that you enter your responses carefully. Take your time. If information is not entered correctly, all of your hard work and the time of Focus Group participants will be wasted.
- Also, please take the time to properly identify and record the correct village name union council, tehsil and district. Teams have been provided with lists to make this easier.

Do's

- Take the time to conduct the interview properly. You will need most likely up to one hour (probably more) to properly conduct one interview. You should not rush through the forms simply to achieve targets. Quality is important!
- Establish contact first by introducing yourself, team and organization.
- Describe the objectives of the interview/assessment, request consent for conducting interview.
- Hold the interview in a place that can put the respondent(s) at ease.
- Listen carefully, record proceedings properly, if with a PDA, explain what it is and how it works.
- Avoid pre-conceived notions and fixed expectations.
- Friendly behavior, establish rapport and inspire confidence and trust.
- Assure the respondent of confidentiality, but if key protection risks are observed, refer them confidentially to Protection colleagues for appropriate and confidential follow up.
- Respect the local customs, behaviors and beliefs.
- Be sensitive of local concerns. For example, don't eat and drink in public if there is a shortage of food and water.
- Be an active, attentive listener.
- Pace yourself according to the time you have allotted for the interview.
- For each interviewee, note down your own observations about the process and content of the interview
- Thank the participant for making his or her time available

Don'ts

- Don't be intrusive. Take steps to be as sensitive as possible.
- Don't use judgmental tones so as not to influence responses.
- Avoid arguing with the respondent, let the respondent do most of the talking.
- Don't get stuck on a question
- If the KI is uncomfortable with the questions, do not insist they answer
- Don't create expectations about future humanitarian support
- Don't prevent respondents from asking you questions at the end of the interview
- Don't take picture without permission.

Direct observation

- At the end of the interview, the assessor should dedicate some time to observe the conditions and the situation in the area along and fill the Observation Form.
- Refer to the definition list as to ensure right interpretation of your bservations.
- Form must be filled carefully and clearly.
- Ask people from the site/village as to understand the situation better if necessary.