IMPACT EVALUATION OF TEA SECTOR REFORMS IN RWANDA BASELINE HOUSEHOLD SURVEY

ENUMERATOR HANDBOOK & TRAINING MANUAL

OCTOBER 2013
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1.0 Introduction

The World Bank in collaboration with the Ministry of Agriculture (MINAGRI) is conducting an Impact Evaluation study of government reforms implemented in the tea sector. These reforms include mostly 1) the privatization of tea estates that started in early 2000s, and 2) the green tea leaf pricing reform implemented in November 2012. The main objective of the study is to assess how these reforms have affected tea production, tea quality and the living standards of small holder tea farmers in Rwanda. In addition, the evaluation will also assess whether, and to what extent, the privatization and tea pricing reforms recently implemented in Rwanda, have impacted farmer incomes, profits, productivity and expansion; including investigating the effect of farmer training programs on tea quality.

One of the activities of the Impact Evaluation Study is to conduct a household baseline survey in the study districts to help generate data that will be used to track the changes made over the period of the reforms and thus evaluate the relevant impacts. This survey is to be conducted in 2013 and Wilsken Agencies Limited has been contracted by the Bank to manage and conduct this study on behalf of the Bank. Consequently, you have been hired by Wilsken to participate in the collection of data of the baseline survey.

This manual details the field protocols and methods you will require to perform your tasks. Careful study of this manual to learn its contents will improve the quality of your work as an interviewer in this survey. For the Interviewer, this manual is a guide designed to help you master the correct way of completing the provided questionnaire, conducting interviews and identifying the designated respondents. For the Team Leader, in addition to learning all the interviewer tasks, this manual is also designed to help the Team Leader complete his/her supervision tasks.

The main goal of undertaking a survey is to collect high quality data. This data will be used to improve programs in the future. As interviewers, you are at the front line in collecting this data, and are ultimately responsible for the successful completion of the survey. This Training Workshop is intended to give you the skills, tools and experience you need to complete this task successfully.

During the Training Workshop consistent standards for data collection will be established in order to ensure that data is collected in the same way by all interviewers. It is therefore paramount that during the training workshop each interviewer fully participates in the training, and considers it the first step to successful completion of the survey. You will be assigned significant tasks, and failure to fulfill them accurately will have serious consequences for the survey as a whole. At the end of this training, interviewers and team leaders will be selected to participate on the survey team on a competitive basis; selection will be determined based on the performance of each individual throughout the duration of the training.

The criteria on which you will be judged include, timeliness, active participation, teamwork, comprehension of the survey tool, ability to use the electronic device, clearly following directions,
About WILSKEN AGENCIES

Wilsken is an African consulting company, established in Uganda in 1997, however with a network of associate and partner presence in over 35 African countries; including recently in Rwanda.

The company is comprised of professionals with a strong background in research including designing and implementing large scale Market and social research studies. We are involved in both the local and international scene in designing, managing and implementing large scale quantitative and qualitative research projects and this gives us an edge as regards the technical capacity and resource requirements to manage and implement a variety of research and general consultancy assignments.

Wilsken provides services in Social research; Market research; Programme Strategic Planning, Monitoring and Evaluation; Development of M&E frameworks; impact evaluations, Randomized Control Trials, Development communication; and Information and data management.

We do work in Governance, Democracy and Human Rights measurement; conflict resolution; Health; HIV/AIDS; Education; Agriculture; Environment; Media, Telecommunication and Microfinance. To date we have implemented over 150 research projects in these fields.

For those of you who have worked with Wilsken before can attest that we are different. We do not operate to the same standards as most other survey companies in the region. We go above and beyond. We demand a level of professionalism and dedication from our interviewers that ensures the collection of perfect data. We are committed to promoting high standards of discipline, excellence and ethics through adherence to high quality standards and values as well as the laws of the country and the profession. We believe in sound professional and support staff, providing training and opportunities for growth in a stimulating and enabling environment and we all about quality and timely delivery of outputs.

Working with Wilsken, you are guaranteed to always learn something new because we are very strong at innovations in research methods for African Contexts.

Research Team Structure

This survey will be implemented by a three tier structure; made up of interviewer teams at the frontline, Quality control supervisors in the middle, and the Core survey management team at the top. See figure below

A total of 57 individuals will be deployed to work on the survey. These will be divided into 10 teams of interviewers, quality controllers and data point persons.
Tier 1: Core Management team

**World Bank Evaluation team**

- Dr. Loraine Ronchi
- Dr Barry Reilly
- Gera Bizuneh
- Maria Jones

**Wilsken Core management team**

- Robert Sentamu: Managing Director
- Urban Illakut: Field Research Manager
- Eric Kamara: Survey Technology IT Support
- Philip Kasibante: Data Manager
- Bukirwa Madrine: Finance & Logistical support
- Dr. Charles Kiiza: Ass. Project Manager
- Marie Umumbyeyi: Ass. Research manager

Tier 2: Quality Control teams

**Quality Control Supervisors**

- Peninnah Busingye
- Sam Kibedi
- Fatuma Bbaale

Tier 3: Interviewer teams

A total of 50 individuals will be deployed to work on this survey. You will be divided into 10 field teams. Each field team will have 1 team leader and 5 interviewers.
Survey Overview

The Survey tool

The principal data collection instrument for this survey is the “Rwanda Tea sector Survey questionnaire”. The questionnaire will collect information on tea production activity; farmer perception about the privatization and the pricing reforms; household assets and housing quality; land and livestock holding; household food security, food expenditure and dietary diversity and household income and expenditure. Each interview will last for approximately 1 hour and half.

We will review the survey tool in depth as we move further into the training.

Target respondents

This survey will be conducted with Heads of household or their spouse. This is a household survey, so interviewers will be required to move from house to house to meet with respondents. Detailed route plans to guide to area selected for the survey have been developed and we shall be reviewing these plans in on day 7 of the training. Further a detailed sampling protocol to guide you on how to conduct random selection of households when you get the selected survey sites has also been developed. The sampling for households is discussed in section six of this manual and is also included on the first page of the survey questionnaire.

The Training workshop

Although some people may naturally be better interviewers, one can also become a good interviewer through training and experience. This training will fully prepare you for the upcoming data collection work. Your training for this survey will be a combination of classroom sessions and practical experience. Study this manual and questionnaires before every training session and write down any questions you have. You should not hesitate to ask questions during the training to avoid mistakes during actual interviews. You can learn a lot from each other by asking questions and talking about situations encountered in practice and actual interview situations.

By now, each of you should have received a training kit with the following materials:

- Questionnaire
- Supplementary material such for performing simulations, identity checking, etc.
- Interviewer’s Training Manual.

Please ensure that you bring these materials each day during the training and to the field during fieldwork.

During the training, the questionnaire sections, questions, and instructions will be discussed in detail. You will see and hear demonstration (mock) interviews conducted in front of the class as examples of the interviewing process. You will practice reading the questions aloud. You will also be asked to take part in role playing in which you practice interviewing another trainee.

The field Quality Control Supervisors and the team leaders will have an important role in continuing your training during the fieldwork and ensuring data quality.
Many of you have experience conducting surveys and we understand fully that some of what is being said is a review for some of you. Regardless of the experience you bring to the team there is always more to learn, especially regarding electronic data collection. For those who do have more experience, please feel free to offer advice to your less experienced teammates – we will all learn from one another and everyone should feel free to share their personal knowledge with the group.

We will first cover the basic principles of good surveying. How to introduce oneself, how to talk to the respondent, how to handle impatient or unresponsive respondents, how to properly probe for answers, how to properly record answers, etc. Then we will move on to a specific review of the survey itself. We will learn each of the different sections and discuss the meaning of each question. We shall then move to the Phone tool and learn the proper techniques for electronic data collection. We will repeat ourselves and practice the same section a dozen times if necessary.

And that brings about an important note: we believe it is very important that you understand why we are doing what we are doing. If we ask you to conduct surveys, you deserve to know why. Throughout this training facilitators will be happy to answer any questions to explain in further detail why we are asking a certain question in a particular way. Please feel free to inquire.

We will work in large groups, smaller break-out groups, and one-on-one. There will be some presentations from the facilitators but the majority of the time will be spent in smaller groups doing practical examples. We will expect you to actively participate in practice interviews and role plays in smaller group settings. Nobody enjoys being judged by a room full of their peers but we do expect you to be able to handle conducting surveys in front of a small group that can provide constructive criticism. This atmosphere must remain positive at all times – if you can help a team mate by providing some advice then please do so, but do not at any point talk bad about someone who is trying their best to practice their surveying skills. Remember, any contribution, any suggestion or view in this training is important for this study.

Again, if you take the initiative to study this manual, to complete all assignments and training activities to the best of your ability, to ask questions and seek out advice, to actively contribute to the team, you will greatly increase the likelihood of your selection for the team. Now, let’s get to the details.

**Fieldwork**

This section gives the team leader and the interviewer some insights and guidelines for planning for fieldwork, schedule, logistic arrangements, as well as enumeration, supervision and household protocols. Strict adherence of the supervisors and interviewers to the stipulated procedures in the survey will ensure quality and timely work coverage.

**Fieldwork Roles & Responsibilities**

For this survey we will be using 50 interviewers. The selection will be competitive, based on your performance in training. We will only keep those Team Leaders and Interviewers who we think are qualified. We could make this decision at the end of training or a few weeks into the
survey. It’s up to you to determine your participation. **We only want the best and most motivated candidates involved in the data collection exercise.**

**Field Teams**

Fieldwork will be conducted by a total number of 10 teams. Each field team will consist of a Team Leader and 5 interviewers. Field teams have not yet been finalized. Assignment to field teams will be determined by the end of training, when you will each be assigned to a team which you will work with for the duration of the survey. Specific roles and responsibilities of team members are outlined below.

**Interviewers**

Interviewers will directly report to their assigned team leader. Interviewers might become friendly with their Team Leader, but should remember that the Team Leader is the manager and will expect the highest level of professionalism from interviewers throughout the baseline. Interviewers, with support of their team leaders, are directly responsible for their own work.

Interviewers’ roles will include:

- Travel to the selected survey locations
- Conduct interviews with the survey respondents
- Complete a minimum of 4 interviews per day.
- Record responses onto the phone
- Observe survey protocols
- Protect the data collected
- Establish and maintain positive relations with the public
- Create a private environment for a one on one interview.
- Ensure that each survey is correct and complete, and all answers are correctly recorded.
- Cross check your work to ensure that no mistakes and that the survey is complete.
- Interviewers are also responsible for supporting their other team members. Where one team member is struggling to identify the correct respondent or cannot complete all interviews in one day, it is expected that other interviewers will step in and assist the team where required.

**Team Leaders:**

The Team Leader’s main role is to lead the Team, to ensure that team goals are met, and he/she is also ultimately responsible for supervising data collection of the entire team and ensuring overall team success. This management role, to ensure high quality data collection includes:

- Quality control of data collection; for example checking that interviews are complete and make sense
- Ensuring highest quality work is completed by all team members
- Observation and back check at least 25% of work of team members
- Ensuring the team completes all work in a timely manner according to set targets.
- Maintaining team motivation and morale throughout the work.
• Training & Supervision of Interviewers:
  o Team Leaders should continue to train Interviewers via hands-on supervision after deployment to the field.
  o The main aspect of training is to accompany interviewers to interviews, observe the interview, take notes, and provide feedback on how the interviewer can improve their techniques and tactics in the future. The Team leader should play a mainly observational role – and not directly intervene during an interview unless serious problems are observed during the interview, since it can be confusing for a respondent if two different people are asking questions.
  o Starting with the weakest interviewer, Team Leaders should accompany all interviewers on their rounds in the early days of fieldwork, personally making sure that every Interviewer knows how to implement the questionnaire correctly. The Team Leader, as an observer, can provide input and feedback to interviewers as required.
  o Team Leaders should monitor the team until completely confident that all members are working well on their own.
  o Even after the team leader is confident that the team is working well on their own, they should continue to do back-checks to monitor the quality of data collection.
  o Team Leaders should monitor the team until completely confident that all members are working well on their own.
  o Even after the team leader is confident that the team is working well on their own, they should continue to do back-checks to monitor the quality of data collection.

• Back Check Procedures:
  o At least one out of three interviews must be back-checked, that is, at least one per group.
  o For this study, a back-check will involve the team leader confirming that (a) all the stipulated protocols of tracking the intended respondent were followed; (b) the correct respondent was identified; (c) that questions have been asked correctly; and (d) that answers are recorded accurately. The last part involves the FS re-asking the Respondent a selection of questions from different parts of the questionnaire to make sure that the answers are the same as those recorded by the Interviewer.
  o End of day debriefing: The Team Leader should conduct a debriefing at the data collection site (before departing) each day. During this meeting, the Team Leader should debrief each interviewer and ensure that all data collected is complete. S/he checks especially for missing data and internal consistency on the linked questions.
  o If there are missing data or other inconsistencies, the FS should send the Interviewer back to revisit the Respondent to correct all problems before leaving the area.

• Code of Conduct
  o The team leader is responsible for making sure that Interviewers comport themselves according to a Code of Conduct (e.g., come to work on time, no drinking on the job, etc.). See Appendix 2 for the Code of Conduct.

• Disciplinary Action for Falsifying Interviews
  o The team leader is authorized to immediately suspend from the team any Interviewer caught falsifying data.
  o In such cases when the team leader catches an interviewer falsifying data, the team leader should immediately his QC and Urban Ilakut or Joseph at the central office, to determine how and when the person should be dismissed from the team and the project
• **Regular Reporting:**
  - Regular reporting at least once a day to Quality Controllers about the days’ activities and immediate reporting of any problems encountered in the field.
  - Make daily telephone call to headquarters or your immediate quality controller to discuss problems, and receive instructions.

• **Team and logistics Management:**
  - Proper management of logistics is an important and vital function of fieldwork. Prior to leaving for the field, the team leaders, in conjunction with the interviewers, should check the materials and supplies issued by the central office to ensure that the team has all it requires to complete its assignment.
  - Team Leaders will be in charge of the Ideas phones every night. Safe storage and maintenance of the Ideas phones by ensuring that phone batteries (as well as spares) are fully recharged by the end of each day.
  - Ensure that all Phones are working and that all batteries are fully charged including the backup batteries.
  - At the beginning of each day in the field, Team Leaders distribute Ideas to Interviewers.
  - Ensure they have all required materials and logistics are arranged before going to the field.
  - Coordinate daily motor vehicle transport to the field.
  - Identify field accommodation suitable for the team.
  - Manage financial resources for the team.
  - Get official clearances from relevant local authorities before beginning data collection at the selected survey sites.
  - Identification of the local leaders to be interviewed.
  - Regular contact with these individuals to ensure they are prepared for team visit.

• **Interviews:**
  - Team leaders/supervisors will not be conducting any interviews unless to help the team complete its daily quota or assist team members that are feeling unwell or lagging behind for some reason.

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**Quality Controllers:**

For this study, we shall have roving Quality Controllers. Each Quality Controller will oversee 2-3 Field Teams. Each team will be given the name and contact details of a Quality Controller to whom the Team Leader will directly report.

The Quality Controller will visit these teams in the field and will provide a direct supervision link to ensure that each team is doing their work, and will also provide support where Team Leaders encounter any problems or issues of concern. The main role of the Quality Controller is to:

- Ensure that Team Leaders are applying consistent and high standards.
- Verify that teams are collecting data as per the agreed upon data collection protocol.
- Deliver funds or supplies to the field as required.
- Provide logistical or other support to teams as required.
- Additionally, the Quality Controllers will report to the Head office in Kigali on a daily basis on the activities they have completed, the progress of the teams, and to report on any key issues that have been encountered in the field.
Quality control supervisors will spend at least two days with each team. On the first day with the team they will travel with the team to the field, they will observe how the team is mobilizing, completing interviews and how supervisors are dealing with the reviewing work done by members of their teams. They will also deal with any other technical issues that arise. On the second day, they will visit some of the villages completed by the team and verify with the relevant authorities if actually the team was there and did conduct interviews with households.

Quality controllers will be allocated as follows:

<table>
<thead>
<tr>
<th>Quality controller</th>
<th>Phone contact</th>
<th>Location (sub region)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peninnah Busingye</td>
<td></td>
<td>East</td>
</tr>
<tr>
<td>Kibedi Sam</td>
<td></td>
<td>North</td>
</tr>
<tr>
<td>Fatuma Bbaale</td>
<td></td>
<td>South</td>
</tr>
</tbody>
</table>

Overall supervisors

Over all supervision of this study will be provided by Wilsken.

- **Wilsken: Robert Sentamu**  
  Cell phone Contact: xxxxxxxxxx
- **Wilsken: Urban Ilakut**  
  Cell phone Contact: xxxxxxxxxx
- **Wilsken: Charles Kiiza**  
  Cell phone Contact: xxxxxxxxxx
- **Wilsken: Marie Bermard Umumbyeyi**  
  Cell phone Contact: xxxxxxxxxx

In case of any problem in the field, at any time, the Interviewers should first contact their Team Leader. Where the Team Leader is unavailable, the Interviewer should contact the Quality Controller. In case there are problems of an emergency nature, or in case they are unable to contact their immediate supervisors, interviewers should contact the above named Wilsken staff members to help them resolve any issues. The same is true for the Team Leaders and for the Quality Controllers.

Daily Field Team Goals:

1) Field teams will work 7 days a week from Monday through Sunday.

2) Hours of work - We will leave for the field by 8am each morning and will sometimes not return until 7pm. We suggest you bring something to eat to the field. The days are long but we expect everyone to have a good attitude on those days that are a particular challenge. We are a team.

3) Each field team will cover a minimum of 2 villages (Umudugudus).

4) Each interviewer is expected to complete a minimum of 4 interviews per day meaning a minimum of 2 per village.
Logistical Arrangements

Transport:

Each team will be given a two way transport allowance to you from Kigali to the field on the day of deployment and to bring back from the field to Kigali on last day of field data collection. In addition, each team member will be given a daily transport allowance to facilitate movement/transportation in the field. Please note that whereas the daily transport allowance in the charge of each individual on the team, use of the money however be done as a team; where each member contributes to transport means that the team has decided to use. A TEAM MUST AT ALL TIME TRAVEL AND LIVE TOGETHER. At the close of each day after the team’s evening debrief meeting, the team leader must organise the transport means they will use the following day. He must then inform the team members of the cost of the transport acquired and all members contribute to the cost in equal proportions. Members must be willing to use what means is necessary to get to the selected survey areas. At times this might mean using motorcycles. You are therefore reminded to always carry your essential field equipments such as umbrellas, rain coats, pens, your fully re charged cell phones, a good pair of walking shoes etc.

PHONES:

The team leader will be in charge of survey phones. S/he should ensure that all Phones are charged and in good working condition before setting off to the field each day. Penalties related to misuse or loss of Phones is clearly spelt out in your employment contracts.

Accommodation:

You will receive night allowances for each night spent in the field. This allowance is to help you rent a decent accommodation and a meal. It is advisable that teams stay in the same accommodation for ease of coordination. Team members’ choice of accommodation should not conflict with survey field protocols or inconvenience other team members in any way. Team leaders should ensure that selected facilities are secure for both team members and project equipment.

Other survey equipment:

It is the responsibility of each team member to ensure that all survey equipment (Transport, allowances, introduction letters, Ideas with a fully charged battery and another spare battery, pens, clipboards, interviewer guides, and other interview required aids) in their possession are kept safe and in good working conditions. Each team member should ensure that all equipment necessary for conducting interviews are properly arranged and taken to the interview site each enumeration day.

Time Management:

It is impossible to effectively manage field logistics without proper time management. It is the responsibility of each team member to ensure that he arrives at the selected departure point at the appointed time. While at the survey site, team members should remain conscious of time and
therefore ensure that the required maximum number of interviews is completed within the allocated time. Please note that the respondents are involved in various activities for their survival. You should ensure they are interviewed and released to carry on with their daily livelihood activities, and that you do not delay them or inconvenience them in any way.

Note: Proper management of logistics is an important and vital function of fieldwork. Failure to adhere with logistical procedures will lead to financial penalties or dismissal from the team.

Overall Expectations

**Expectations for Training**

During all training sessions we expect active participation from each and every trainee. This will promote your own understanding of the material and demonstrate to us that you care. If you are bored during training you can leave. But do not come back.

At the end of each day of training we will give you an assignment to complete before we meet again the next morning. It may be as simple as “read section ” or we might ask you to complete a mock interview with friends or family. We will discuss these assignments during the recap the next morning. The effort you put into these homework assignments will show through in how well you can contribute to training the following morning and will again demonstrate your commitment to this job.

Throughout training we will have you complete exercises that will be graded to assess your progress and understanding of the training materials. These exercises are meant to be completed by each one of you without the help of anybody else or your training materials. Anybody caught cheating on a quiz will be fired on the spot. Keep your eyes on your own paper. We will be observing all quizzes. This is very serious.

**Expectations at the Survey Sites**

While the study has been endorsed by the World Bank, Ministry of Agriculture, National Agriculture Export Board (NAEB) and has approval from National Institute of Statistics Rwanda (NISR), it is the role of the team leader that the team is properly introduced to the district, sector and village authorities when the team arrives to conduct interviews. Further, it is the duty of each interviewer to properly introduce themselves to their respondent.

While at the survey sites, all team members should conduct themselves in a socially acceptable way. You should dress and interact with community members in a way that is acceptable in the society where you are working or residing. The way you conduct yourselves after work should not in any way inconvenience community members or bring shame the team and or organization.
While in the field, we generally expect you to:

1) **Follow the protocol.** Problems will come up and we will need to find solutions while in the field. For every potential problem there is more than one potential solution. You are all smart, that is why you are here, and we know that if left on your own you could solve many of these small issues in your own way. However the most crucial characteristic of good data is consistent data collection. That means that we always ask the questions as they are written, and we always probe to ensure that we understand the response correctly, but it also means that every time a problem arises, we solve it in a manner that is consistent among enumerators and across teams. If any situation arises during field work where there is not a protocol in place, rather than choosing a solution on your own you should contact your Quality Control Supervisor for feedback. In case you cannot reach your respective Quality Control Supervisor and the issue is urgent and time sensitive, then get in touch directly with, Urban Illakut, Charles, Mary or Robert Sentamu at the head Office.

   We have worked very hard to come up with protocols to address most of the issues that might arise in the field. It is your responsibility to know how to use this manual to find the solution to the problem that you are currently facing.

2) **Exercise the highest level of professionalism at all times.** This includes but is not limited to:
   b. Be respectful of your colleagues and managers. Teamwork is critical to the success of working on a project of this size.
      i. For example: Sam has gotten stuck with 2 slow respondents today who live far away from the other respondents in the village. I’ve already finished 3 surveys today. If I did Sam’s third survey, the entire team will get to leave the field sooner. By helping out Sam today, I help build a relationship that means he will probably return the favour.
   c. Do more than what is asked of you. Go above and beyond. See the above example.

3) **Your phone is always on.** Communication is of the utmost importance. If your phone is off and we cannot reach you, that means we are wasting our time and resources. You can charge your phone in the office if necessary. Keep your phone on.

4) **Be Prepared:** This means having all of the equipment, being organized and being prepared for work every day.

### Expectations as an Interviewer

Your tasks as an interviewer on this survey will include, among others, the following:

1) **Locating the Selected respondent.** It is the role of the interviewer to ensure that the true respondent is interviewed and not an impersonator. An interviewer should use all
respondents’ information provided to verify authenticity of each respondent before conducting an interview.

2) **Creating rapport or an atmosphere for interview.** Here an interviewer’s contribution is of paramount importance; interpersonal skills or people handling skills such as personality, manners, dressing, body language and ability to persuade count highly towards obtaining consent and rapport of the selected respondents. The interviewer should assure the respondent that participation in the survey is completely voluntary and therefore it is their right to refuse to answer questions or stop the interview at any point.

3) **Performing the interview.** This will involve asking questions and in general following the instructions stipulated in the questionnaires. Details on this are provided in the subsequent sections.

4) **Controlling the interview situation.** Involved here is work geared towards reducing or eliminating resistance, suspicion, prejudice and negative energy within the interview environment.

5) **Avoiding bias.** The interviewer is an intelligent passive participant whose personal views however useful must not be reflected in the instrument. This means that among other things, the interviewer must adhere to the ethical standards laid down. Failure to adhere to the set standards constitutes a fundamental breach and is punishable.

6) **Recording the answers accurately and honestly.** This one is closely related to the above. Interviewers should record responses after relevant probes. Responses should be recorded immediately after each question while maintaining high levels of accuracy.

7) **Establishing and maintaining positive relations with the public.** All field protocols must be adhered to. As interviewers, you must maintain maximum respect of the rights of the authorities and participating communities. Doing this will guarantee continuity of the survey. Finish the job – Just to be clear from the start, we expect every enumerator on the team to work for the duration of the project and anyone who quits early will lose out on a very significant portion of their salary. Family and personal emergencies will be handled on a case-by-case basis.

**What you can expect from Wilsken**

1) To be treated fairly and honestly at all times. We believe trust and communication is a two-way street.

2) To receive feedback from your Team Leaders Quality Control Supervisors regarding what you are doing well and where there is room for improvement.

3) To be provided with the tools you need to conduct your job.

4) To be remunerated according to the agreed upon rates and agreed upon timetable.

5) Valuable job experience with an elite and growing research organization.
Field Procedures

DEPLOYMENT STRATEGY

10 interviewer teams will be deployed. Teams will be expected to complete 8 interviews per village and conduct interviews in two villages per day. That is, each interviewer will be expected complete a minimum of four interviews per day. Teams will travel and lodge together.

The table 2 shows the team allocations per region and the expected minimum number of field data collection days per team.

Table 2: Team deployment strategy

<table>
<thead>
<tr>
<th>TEAM</th>
<th>INTERVIEWERS</th>
<th>DISTRICTS</th>
<th>TOTAL INTERVIEWS</th>
<th>W/DAYS</th>
<th>TOTAL FIELD DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team 1</td>
<td>4</td>
<td>NYARUGURU</td>
<td>176</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>Team 2</td>
<td>4</td>
<td>NYAMAGABE</td>
<td>205</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>Team 3</td>
<td>4</td>
<td>KARONGI</td>
<td>198</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>Team 4</td>
<td>4</td>
<td>RUBAVU</td>
<td>242</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Team 5</td>
<td>4</td>
<td>NYABIHU</td>
<td>177</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Team 6</td>
<td>4</td>
<td>NGORORERO</td>
<td>200</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Team 7</td>
<td>4</td>
<td>RUSIZI</td>
<td>242</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Team 8</td>
<td>4</td>
<td>NYAMASHEKE</td>
<td>229</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Team 9</td>
<td>4</td>
<td>RULINDO</td>
<td>173</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>Team 10</td>
<td>4</td>
<td>GICUMBI</td>
<td>238</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>TOTAL</td>
<td>40</td>
<td>10</td>
<td>2080</td>
<td>13</td>
<td>17</td>
</tr>
</tbody>
</table>

Arrival at the survey area

There are a number of general procedures that should be followed by a team when they visit any of the villages included in the survey sample. Apart from getting clearance from the authorities, the following outlines important procedures:

Verifying the EA and identification of the sampling start points on the map

The team leader is responsible making sure that the team goes to the sample village as designated by the project managers (Wilsken Agencies). No substitution should be made without notifying the survey managers. The identification of the sampling start points and their use has been dealt with in another part of this manual.
Organizing data collection in the PSU

Proper planning and dispatch of the field interviewers will ensure timely completion of fieldwork. It is important that the laid down standard procedures are adhered to. These include: identifying and selection of the sampling start points, observing the walk pattern, selection of households, substitution of households, and selection of respondents. These have been dealt with in other parts of this manual. At the beginning of each day in the field, team leaders distribute field materials to Interviewers. As soon as possible after the interview, and WHILE STILL WITHIN THE PSU, the team leader goes through every completed interview item by item to make sure that it is complete. He/she checks for missing data and confirms that translation of open-ended responses from local to English language have been done correctly.

If there are missing data or other inconsistencies, the team leader should send the interviewer back to revisit the respondent to correct all problems before leaving the area. In addition, the team leader and the Interviewers should discuss sampling and coding issues as a group as they travel around so that the teams develop consistent practices.

Finally, the team leader is responsible for making sure that Interviewers conduct themselves according to a Code of Conduct (e.g. come to work on time, NO ON JOB ALCOHOL CONSUMPTION etc.) As interviewers you are provided with a comprehensive code of conduct.

Identifying Sampling Start Points (SSP)

A sampling start point (SSP) is required so that interviewers know where to start random walk patterns within each village (Umudugudu). For this survey, the SSP in a particular village will be a choice between the following options: A place of worship (Church or Mosque), a school, a watering point, a hospital and a community hall. The team leader will choose a point from these options and locate the nearest housing settlement to this point; ensuring that randomness is observed in selecting between the available options.

In the survey areas, finding the SSP may require the field team to consult with local residents because it is not possible to know in advance the location of all landmarks in the villages you will be working.

Note the following:

1. The team leader should ensure that the procedure stated above is strictly adhered to.

2. The location of the SSP must be used as the starting points. If it is impossible to locate the starting points, the team leader should liaise with their quality control supervisor before taking any decision.

3. In selecting start points, team leaders must be certain to preserve randomness, by selecting at random the landmarks/feature from where the team starts its walk pattern. The logic of random sampling is to avoid ANY kind of pattern bias in the units selected at any stage.
Selecting Households

Having arrived at the sampling start point, the Team is ready to select households. A household is defined as a group of people who presently eat together from the same pot. By this definition, a household does not include persons who are currently living elsewhere for purposes of studies or work. Nor does a household include domestic workers or temporary visitors (even if they eat from the same pot or slept there on the previous night). Respondents should be selected from among persons in the household who will be available for interview on that same day.

The method for selecting households is as follows:

In well-populated areas, with single-dwelling units:

The team leader should choose any random point (like a street corner, a school, or a water source) being careful to randomly rotate the choice of such landmarks. The four Interviewers should be instructed to walk away from this point in the following random directions:

Selection of households will be done according to a ‘day code’ sampling interval and following a left-hand rule walk pattern. That is, Starting as near as possible to the Selected Start Point, the four Enumerators follow this Walk Pattern: Enumerator 1 walks towards the sun, Enumerator 2 away from the sun, Enumerator 3 at right angles to Enumerator 1, Enumerator 4 in the opposite direction from Enumerator 3. Each Enumerator will use a ‘day code’ interval pattern to determine which households to select. That is, walking in their designated direction away from the SSP, they will select the n<sup>th</sup> (as per the day code) household for their first interview, counting houses on both the right and the left (and starting with those on the right if they are opposite each other). Once they leave their first interview, they will continue on in the same direction, and select the n<sup>th</sup> household (i.e., counting off using the same interval of households), again counting houses on both the right and the left. If the settlement comes to an end and there are no more houses, the Enumerator will turn at right angles to the right and keep walking, continuing to count until finding the tenth dwelling.

In sparsely populated rural areas, with small villages or single-dwelling farms:

In such areas, there may be only a few households around a given start point. We do not wish to over-cluster the sample by conducting too many (e.g. all 8) interviews in one small village. In these cases, the following guidelines shall apply: If there are 10 or fewer households within walking distance of the start point, the field team shall drop only one Interviewer there. If there are 15-20 households within walking distance of the start point, two Interviewers can be dropped there. (If there are more than 40 households, the whole team can be dropped off as usual). If only one or two Interviewers can be dropped at the start point, the rest of the team should drive to the nearest housing settlement within the same EA and closest to the SSP, where the next one, two or three Interviewers shall be dropped according to the same rule. And so on.
In sparsely populated rural areas, with commercial farms or plantations:

In such areas, effort should be made to avoid collecting all eight interviews for that EA on one farm. To do this, the team leader should drop two Interviewers at the first farm (either the first randomly chosen from a comprehensive list of farms within the EA, or the first nearest the randomly selected start point), and then drop the remaining two Interviewers at the next farm. Once the first two are finished, they are moved to another farm for two more interviews, and the same with the second pair, so that eight interviews are obtained from four separate farms in each EA. *It is important that all selected farms or plantations are within the selected EA.* Households should be chosen from lists of households on the farm, or by using a standard random walk pattern. Remember to include both the farm owner’s and farm workers’ dwellings on the lists or on the walk pattern. Once the teams’ eight interviews are completed, the field supervisor should move the team on to the next selected PSU and repeat the procedure.

**Selecting Individual Respondents**

Once the household is chosen, the Interviewer is responsible for randomly selecting the individual respondent within the household who will be interviewed. But the team leader should keep monitoring the team until completely confident that all members are working well on their own including selecting the individual respondent within the household who will be interviewed.

**How to select the respondent**

For this survey all interviews will be conducted at the location of the household and the preferred primary respondent is the head of household. All efforts will be exhausted to interview the head of household including making appointments to return later in the day before an alternative respondent is chosen. If for some reason the head of household is unavailable for the interview, then the following alternative household respondents will be considered in order of preference.

1. Spouse
2. Any adult member of household above 18yrs who is involved and knowledgeable in farming household decisions

If the head of the household is not available and there is no one else available from the alternative list of respondents suggested above, then that household should be substituted with the next household following the household substitution protocol.

**Call-back**

If there is no one at home in the selected household on the first try, the interviewer should make one call-back later in the day. Or, if the designated respondent is not at home, the Interviewer should make an appointment to meet them later in the day. Again, a call-back may be necessary in order to find the selected respondent and to conduct the interview. It is also
Investment Climate Impact Program

acceptable for the Interviewer to enquire about the whereabouts of the selected respondent (they may perhaps be at work) and, if nearby, to walk to that place to conduct the interview.

If the call-back is unsuccessful, say because the respondent has still not returned home for the appointment, then, and only then, the Interviewer may substitute the household. If the house is still empty or the selected respondent is not at home at the time of the call-back, the Interviewer must substitute that household with the very next household found in the direction of the walk pattern. This slight change in the walk pattern is necessary under these circumstances since the Interviewer may already have had a successful call earlier in the day in the household that is located at the sampling interval.

Interviewer's second interview

In a Team of four, each Interviewer is to obtain two interviews per PSU. After completing the first interview, he or she should follow the same procedure as before. He/she continues walking in the same direction and chooses the nth dwelling on the right as per the day’s sampling interval. And so on. If the settlement comes to an end and there are no more houses, the Interviewer should turn at right angles to the right and keep walking, again looking for the nth dwelling on the right. This procedure is repeated until the Interviewer finds an eligible dwelling containing an eligible household.

Preparing for a Day in the Field

For this study, you will be equipped with the following list of materials before going to the field.

- 4 Mobile Smart phone handsets (one unit per person)
- 4 chargers (one per handset)
- 4 Extra batteries (one per handset)
- Extension cable (power strip) to enable multiple charging of ideos
- Route plans
- Questionnaire return forms
- 5 copies of the interviewer field manual
- Introduction letter for obtaining local area clearance
- Field allowances
- Bags for carrying phone handsets
- Pens
- Umbrellas
- Name tags

Each day in the field the team will meet with your team leader at 7am sharp. Do not be late. If you are late and hold up your team everyone will suffer and this is unacceptable. If you arrive after we have left for the field, you will not receive either salary for that day. However, you may join us in the field at your own cost in order to secure your day's wages. For extenuating circumstances contact your Team Leader as soon as possible. Before loading the vehicles each team leader will conduct a 15 minute meeting outlining the objectives for the day and distributing Phones and the appropriate paperwork for that day. When you receive your Phone you must do things:
- Check that you have the proper unit. Each unit has an ID number and you will be assigned a unit that you must use every day. If for any reason you switch units this should be discussed with the Team Leader.

- Check that your Phone has two fully charged batteries, and when appropriate, that the extra battery is in the case. Because team leaders are responsible for the overnight storage of phones, they will also be responsible for their charging.

- Check that the Time and Date on the front screen of your Phone is correct.

Proper Surveying Practices

You should view each interview as a new source of information and avoid treating it as a mechanical process. Interviewing skills develop with practice but there are a number of general guidelines and tips you can follow. These are outlined below:

1. **Dress the Part** – While you are going to rural villages, we don’t want to see holes in your clothes or inappropriate clothing. We will at all times present ourselves as a professional unit that respects the communities we visit.

2. **Act the Part** – We expect you to present yourself using the best proper manners at all times. This includes but is not limited to: providing a proper greeting, sitting up straight, ensuring that the respondent is comfortable (not sitting on the bare ground), listening with interest, never interrupting the respondent, NEVER answering your phone during a survey and watching your body language. That is, you should not look bored, turn away from the respondent or look dis-interested.

3. **Make a good first impression** - Your first responsibility as an enumerator is to establish a good relationship with a respondent who does not know you. This first impression is important in ensuring the respondent’s cooperation with you throughout the interview. Approach them with a manner that is friendly and respectful as you introduce yourself.

   In general, always have a positive approach. Posing questions such as “are you too busy?” is likely to draw refusal. Instead try to use sentences such as “I would like to ask you a few questions” or “I would like to talk to you for a few minutes.”

4. **Obtain Permission** – even before we get to the Informed Consent, which we will talk about later, always begin by introducing yourself and asking the respondent if they have time to sit and take part in a lengthy interview. We cannot approach an individual or a group with the attitude of demanding that they participate in our study – we are outsiders visiting them in their communities, we must always appreciate their hospitality and ask permission first.

5. **Ensure Confidentiality** – all of our surveys are to be conducted and maintained in strict confidentiality.
Why is this important? It is crucial that the respondents are not put in harm’s way by participating in our study. We do not believe we are asking any questions that could jeopardize a respondent’s safety but that is no reason to relax our requirement for absolute confidentiality. Interviews must be conducted in a private setting where the respondent’s answers will not be overheard by anyone outside the household. **Survey responses are not to be shared with anyone outside the Wilsken and the Evaluation team; Ever. Sharing information collected during a survey is grounds for immediate firing without pay.**

It is your job to ensure that this actually takes place. Before asking the very first question it is critical that you ask any other people in the area to leave you to conduct the interview in private.

Some respondents will say that they feel that it is okay for a respondent’s friends to sit in, or be present at, the interview. We do not agree. First, it is probably not true that this "friend" is really such a good friend. And it is not true that s/he "knows everything about me and all of my secrets" as the respondent says. You will often need to insist that the friend or visitor leave. You can blame your insistence on this position on policy or your bosses by saying for example, “I'm really sorry, but I have been told that I am not allowed to do the survey with anyone else in the room; if I do so, I am risking losing job”

For each respondent, you will need to "prepare the ground" for the interview, by explaining that we will be asking personal and confidential information, and that we will guard the confidentiality of this information. By "preparing the ground", we mean that you will carefully explain the purpose of the survey as it is in the consent and to create a relationship of mutual respect with the respondent. You can say that you are under instructions not to proceed with the interview in a public way. Finally, you will have to repeat and repeat your arguments until the respondent complies. It will be a big mistake to start the interview with friends or family present. You can always head off to another location with the respondent.

It is also your responsibility to assure them that their answers will not be shared. This involves reading the entire Informed Consent Form, AND going the extra step to gauge if the respondent is nervous to answer any particular question, and again reminding them that this information is strictly confidential.

6. **Read every script** – this sounds simple, but doing so requires a lot of patience and dedication to collecting high quality data. Even when the questions become repetitive, even when you think you know the answer, even when you are almost sure you know the answer, unless a question is labeled "DO NOT READ", you read the question every time. You must remember that all answers are with the respondents and no question is for you. This is your job. Failure to do so will result in a loss of your job.
7. **Never change the wording or meaning of a question:** Even in cases where the respondent has not understood the question, the wording and meaning of the questions and their sequence in the survey must be maintained. When asking a question, speak slowly and clearly so that the respondent whom you are interviewing will have no difficulty in hearing or understanding the question.

At times you may need to repeat the question in order to be sure the respondent understands it. In those cases, do not paraphrase the question but repeat it exactly as it is written. If, after you have repeated the question, the respondent still does not understand it, you may have to restate the question. Be very careful when you change the wording to ensure that you do not alter the meaning of the original question.

In some cases, you may have to ask additional questions to obtain a complete answer from a respondent. This is called probing. If you do this, you must ensure that your probes are “neutral” and that they do not suggest an answer to the respondent. Probing requires both tact and skill.

Even when the respondent seems to give you a vague answer that you don’t expect, then this calls for you to repeat the question. After trying the same question twice, you can try to rephrase the question **without changing the meaning.**

8. **Be neutral** - Most people are inclined to give answers that they think you want to hear. Therefore you should make sure to remain neutral as you ask the questions. Make sure to avoid any expressions that can lead the respondent to think that he/she has given the “right” or “wrong” answer to a question. Similarly, make sure to never appear to approve or disapprove of any of the respondent’s responses. The wording of questions is carefully selected to ensure neutrality. It is therefore very important that you read the complete sentences and maintain that neutrality.

You should also be careful to maintain neutrality in probing. If the respondent gives an ambiguous answer, your probes should be similar to the following neutral probes:

- “Can you explain a little more?”
- “I did not quite hear you; could you please tell me again?”
- “There is no hurry. Take a moment to think about it.”
- “There is no right or wrong answer. This is only your opinion.”

9. **Do not talk down to a respondent** – if you cannot understand the response provided, or the respondent asks you to repeat the question, or you feel that you need to probe to get a full answer, it is critical to always keep your tone neutral and never use a condescending tone. Be mindful of the way you speak and present yourself at all times. We know you will be working long hours. Take a deep breath and be patient.

10. **Never suggest answers to the respondent:** You should not suggest an answer or attempt to guess an answer from a vague response. We cannot use sentences such as “I
suppose you mean _____?" This is not neutral language, this language is suggestive of an answer that you think makes sense and that is not acceptable.

11. **Never give an example:** Unless an example is included in the question, do not give an example, do not expand on the question that is listed in any way. If the respondent says they do not understand, **re-read the question aloud, exactly as it has been written again.**

12. **Don't read like a computer** - As much as possible you should use a conversational tone, while you are reading the questions. You must read the questions exactly as stated, but your eye contact with the respondent and your tone of voice is important in establishing a good relationship with the household members. Good eye contact is important, because you are learning about the respondent from his/her eyes, face, and body language. At the end of each question, we encourage you to look at the respondent while you are waiting for his or her reply. You are not a slave of your PDA. Remember if you don’t keep eye contact, the respondent will tend to get bored and disengage from the conversation.

13. **Consider responses before entering** - You need to think about each answer the respondent provides in the context of previous responses and your surroundings. Does the answer make sense in the context of this household and in the local environment? Most respondents will give truthful answers. However, you need to be on your guard for the respondent who is giving you false information, or who feels he can shorten the interview by either not telling you, or by making up a false story. When probing, you must always be polite but also firm in your desire to get a good and truthful answer.

When a respondent does not give you truthful answers, you must make it clear in a polite way that you understand that the story you are hearing is not the real story, or full story. You may need to point out contradictions that you have understood. If a respondent observes that you accept his first untruthful answers, then you can expect that you will get more false answers. As a result, you would be recording bad data, and none of us will be able to do our jobs. If you accept false stories as answers, then you are failing to collect good quality data for us.

14. **Handle hesitant and distracted respondents tactfully**: Sometimes respondents simply say, “I don’t know,” give irrelevant answers, act very bored or detached, or contradict something they have already said. In these cases, you must try to re-interest them in the conversation. You can achieve that by spending a little time talking about unrelated topics such as the weather, the community, etc. Try making a joke or encouraging them to move around a little.

Do not stop the respondent even if his/her answers are irrelevant or elaborate. Listen to what they have to say and then try to steer them gently back to the original question.

If the respondent is reluctant or unwilling to answer a question, explain once again that the same question is being asked to many households in their village and that the
answers will be confidential. You can also explain that many of the survey questions seem strange, but are questions used all over the world and are trying to compare their answers to other people in other countries. If the respondent is still reluctant, simply record “Refused to answer” and continue with the next question and ask if they are willing to continue with the survey. If they respond that they wish to quit the survey you must call your Team Leader before leaving that respondent. Remember, the respondent cannot be forced to give an answer.

**Please note:** Every question that is asked of a respondent includes a “Refused to answer” option. We realize that this provides an opportunity for enumerators to skip questions. Please understand that at the end of each day we will check for surveys that contain “Refused to answer” records and the auditors will visit each of those households to verify that this was in fact the response indicated by the participant. If you attempt to use “Refused to answer” as a way to skip questions we will catch you and you will be fired.

The same applies to “Don’t know.” Sometimes the respondent legitimately does not know the answer to a question. However, this code is not to be overused and if we truly have a knowledgeable and alert individual, they should know answers to all of the questions in our survey. If a respondent seems to not know most of your questions, call your Team Leader for help.

15. **Do not hurry the interview:** Ask the questions slowly to ensure the respondent understands what is being asked and pause to give the respondent time to think. If the respondent feels hurried, they may respond with “I don’t know” or give an inaccurate answer. If you feel the respondent is answering without thinking just to speed up the interview, say to the respondent, “There is no hurry. Your opinion is very important, so consider your answers carefully.”

16. **Phone use** – NEVER answer your phone in the middle of a survey. That means no texting either. If a Team Leader needs to contact you urgently they will call three times. It is absolutely inappropriate to answer your phone in the middle of a survey (or during this training!). Using a camera on your phone at the enumeration site is strictly forbidden.

17. **Language of the interview** – The default survey language should be Kinyarwanda and English. However, there may be cases where respondents speak a different language other than the designated survey languages. In a situation where you cannot find a common language with the respondent, you should notify your team leader who will find out if any other member of your team speaks the language of the respondent. In a situation where none of your team members speak the same language with the respondent, the selected household should be substituted.
Survey Completion

End of Fieldwork Debriefing

After all returns have been submitted, the head office will be a **debriefing session** with all Team Leaders and Fieldworkers. The purpose of this event will be to record issues arising from fieldwork. These may include problems encountered with sampling, logistics, translation, questions, or interviews. The team at the head office will record all these problems along with the FSs’ and Field Teams’ suggestions for how to resolve them.

**Research Ethics**

**Disclosure:**

You should explain to the respondent the goals and objectives of the study, how the information collected will be processed and how it will be used.

**Confidentiality:**

Confidentiality is imperative to the integrity of a study such as this. It is crucial that the respondents are not put in harm’s way by participating in our study. Therefore, all necessary safeguards should be put in place to ensure that the participant’s identity and/or the information provided remain private, safe and anonymous. Interviews should therefore be conducted in a private setting where the respondent’s answers will remain confidential. Once data is collected, the way they are handled and stored should also address confidentiality.

**Voluntary Participation:**

You should be very explicit that participation in the study is completely voluntary. Voluntary participation is intrinsic to the integrity of research (and would probably improve the quality of data). You should emphasize to respondents are free not answer any question they not want to and to stop the interview at any time.

**Informed Consent:**

Before agreeing to participate, an individual must be completely clear about the contents and procedures of the work, his or her role in it, any potential risks and benefits, and how the information resulting from the work will be used. As the interviewer, you should convey this information using language that is clear, meaningful, and understandable and make sure that the respondent has consented to participant before proceeding with the interview. For this study, consent forms will be provided the respondents to sign as evidence that consent was given.
Questionnaire

The structure of the questionnaire

The questionnaire is made up of the following major sections that directly cover the objectives of the survey:

- SECTION I: HOUSEHOLD IDENTIFICATION INFORMATION
- SECTION II: HOUSEHOLD ROSTER INFORMATION
- SECTION III: HOUSEHOLD LOCATION, HOUSEHOLD ASSETS & HOUSING QUALITY
- SECTION IV: HOUSEHOLD INCOME AND EXPENDITURE
- SECTION V: HOUSEHOLD FOOD EXPENDITURE AND DIETARY DIVERSITY
- SECTION VI: NATURE OF AGRICULTURAL LAND HOLDINGS & ACTIVITY
- SECTION VII: TEA PRODUCTION ACTIVITY
- SECTION VIII: EIGHT PRIVATIZATION & PRICE REFORM
- SECTION IX: ASSESSMENT OF LIVING STANDARDS

The survey will be conducted using smart phones. However, you will study and learn from a paper-based questionnaire prior to phone use. The paper-based questionnaire is structured in such a way that it has 2 columns, column 1 has the question number and the question itself; column 2 has response categories, the codes and the skip instructions. The paper-based questionnaire also is divided according to sections, with each section handling a particular thematic area of the study. Interviewers must particularly pay attention to skip instructions or routings which in most cases are indicated with (→....). Attention must also be paid to lead in or section starters or breakers, details about this will be provided in the sections ahead.

Skip Patterns

As with any survey, this one has numerous skip patterns that must be followed very carefully. For example, if we ask if there a household grow tea, and the respondent says “No,” we would not want to ask on which type of farm do they cultivate their tea.

During our time practicing on paper surveys you will have to pay very close attention to the skip patterns associated with each question to ensure that you are asking the right question at all times. However with the Phones, these skips will be executed automatically! This is not an excuse to not learn the skip patterns. The better you understand the flow of the survey on paper the better you will be prepared to conduct the survey on using phone handsets and the more likely you are to catch any potential issues with the phones program.

As mentioned, the survey is divided into sections each with a specific theme. Thus if skip patterns are not closely followed this would result in the survey taking far too long and the respondent being subject to redundant and pointless questioning. Skip patterns are designated with an arrow, →, and some questions will include multiple branching options. One sign of a good enumerator is their ability to not only consistently record the correct answer but always check to see what action they should take based on the answer they have entered. In some cases
at the beginning of a section there are one or two questions that are used to check whether that section is necessary. Again, it is your job to observe and execute all indicated skip patterns.

Recording Responses

For this survey, the questionnaire is to be completed using smart phones. Detailed instructions on how to use phones to record responses is provided in later sections of this manual.

The procedures for recording responses will vary according to the type of question; You will encounter three types of questions in the questionnaire provided:

(1) Questions with pre-coded responses;
(2) Questions without pre-coded responses (open-ended questions)
(3) Questions requiring a numeric response

Pre-coded questions

About 90 percent of this instrument has pre-coded responses leaving the interviewer with only the responsibility of marking the appropriate response. Pre-coded means that the respondent’s likely response has been predicted and listed in the questionnaire with a corresponding number, or “code”. To record a respondent’s answer, use your thumb and click on the response option that corresponds to the reply. If a question has a multiple response option click on all response options that apply.

Note: The interviewer has to be very keen in order to locate the respondents answer among the many options predicted, meaning that the interviewer has to ask the question while at the same time his/her mind and eyes are concurrently scanning through the response categories, which in most cases are in English and not the local language.

Example A: of pre-coded Questions;

| HHR_7 | What is your marital status? | 1 = Married- Monogamy  
|       | (Or if the respondent is different from the head of the household a Ask ) | 2 = Married-Polygamy  
|       | What is the marital status of the Head of household? | 3 = Widowed  
|       | [Code from answer. Do not read options.] | 4 = Separated (Legally or otherwise)  
|       | 5 = Never Married/Single |

| HHR_8 | Have you ever attended school? | 1=Yes;  
|       | (Or if the respondent is different from the head of the household  Ask ) | 2= No ( HHR_10);  
|       | Has the Head of household ever attended school? | 3= Currently attending school |
Inves	ment Climate Impact Program

<table>
<thead>
<tr>
<th>HHR_9</th>
<th>What is the highest level of schooling you have achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Or if the respondent is different from the head of the household Ask)</td>
<td></td>
</tr>
<tr>
<td>What is the highest level of schooling achieved by the Head of household?</td>
<td></td>
</tr>
<tr>
<td>[Code from answer. Do not read options]</td>
<td></td>
</tr>
</tbody>
</table>

1 = None
2 = Some Primary
3 = Completed Primary
4 = Some Secondary
5 = Completed Secondary
6 = Ecole Professionnelle
7 = Some University
8 = Completed University
9 = Other [Write in] ____________

In some cases, a pre-coded question will include an “other” category as also in the questions above. The “other” code should be marked when the answer is different from any of the pre-coded responses listed for the question. Space is usually provided for you to write the answer that the respondent will give. Use the electronic key pad to type the response into the space provided.

Grid response questions

Some of the questions in the survey are in grid or table form and such questions also have forced choice in that the respondents answer is restricted to the options given in the table. When recording a response in one of these grids, be sure that you are entering the answer in the proper row and column. The responses to these types of questions are recorded by marking the number (code) that corresponds to the reply.

Note: sometimes grid questions may seem long. The interviewer is required to use all the tact and skill to make sure the respondent is interested and focused. This will vary depending on the various scenarios each interviewer will encounter in the field but the most important trick is the body language of the interviewer himself/herself.

Example B:

<table>
<thead>
<tr>
<th>Over the last 12 months (from October 2012 to September 2013), how much did your household earn from the following activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable Label</td>
</tr>
<tr>
<td>INC_01A</td>
</tr>
<tr>
<td>INC_02A</td>
</tr>
<tr>
<td>INC_03A</td>
</tr>
</tbody>
</table>
Numeric questions

Another type of open ended responses are those that need numeric responses. It could be asking the age, number of times, days, months etc. in this case the appropriate response is entered in the available space provided. For pre-coded questions, “Don’t know” and “Refused to answer” response options will be provided. For numeric questions however, you will have to record these yourself. For numeric questions, the codes for “Don’t know” and “Refused to answer” are the following:

Don’t know = -9998
Refused to answer = -9999

Example C: Response needing numeric response

<table>
<thead>
<tr>
<th>Q7.18</th>
<th>What was the total monetary value of herbicides used on all your tea plots in the last 12 months? [record in Rwandan Francs] Record 9998 for Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>________________ RWF</td>
</tr>
</tbody>
</table>

Recording responses that are not pre-coded

Some questions do not rely on pre-coded responses. These questions instead present spaces for you to write the respondent's exact answer. The spaces for you to write the responses may be coded rows of boxes, un-coded boxes, or blank spaces. For some questions, you will record the respondent’s actual words. Open ended responses may also be a number or date that can be entered in boxes that are provided on the questionnaire form.

Examples of questions with open ended responses are highlighted below:
Example D

<table>
<thead>
<tr>
<th>Q7.2b</th>
<th>In regard to your main tea plot, when did you acquire it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[Record the year in 4 digits – e.g., 1998, 2005 etc. for don’t know record -9998]</td>
</tr>
</tbody>
</table>

| Q8.10  | Why would you not expand your tea production despite increase in price? |

**Following Instructions**

The questionnaire includes a series of instructions for the interviewers. It is important that you consistently follow the instructions included in the questionnaire. All interviewer instructions are in italics on the phones. It is vital that you do not read out loud the text in italics, as these are instructions meant only for the enumerator to read to himself/herself.

**General instructions**

The questionnaire is full of instructions that are aimed at ensuring that the interviewer gets the best from an interview. It is therefore imperative that the interviewer pays strict attention to the instructions. Below are some of the instructions you will find in the questionnaire.

**Asking the Questions**

It is very important to ask each question exactly as it is written in the vernacular questionnaires; do not paraphrase any question. Speak slowly and clearly so that the respondent will have no difficulty hearing or understanding the question. If you need to repeat the question in order to be sure the respondent understands it, repeat it exactly as it is written on the questionnaire forms. All non-bold text on the phone should be read out loud to the respondent.

In some cases, you may have to ask additional or follow-up questions (we call this probing), to obtain a complete answer from a respondent. In these questions, you must be careful to stay "neutral", so that you do not suggest an answer to the respondent. Probing requires both tact and skill and is one of the most challenging aspects of your work as an interviewer. These will be elaborated further in the sections that follow.

**Prompting and probing**

The questionnaire that will be used for this study has several probes. It is therefore very important to know the relevance and application of this word that is always stated in bold/italics. This word helps respondents to offer accurate information and/or refine and complete their answers.

A probe is a question/ a statement which helps to gain more information about an issue addressed in a primary question/ statement, exemplifying and extending statements, and
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stimulating, guiding and assisting the respondent to answer the question. In general, probes are employed when the respondent has difficulty in answering a question or remains silent. Probing helps to encourage the respondent to talk and direct the discussion towards the objectives of the question(s) without causing bias or distortion. For this reason probes are neutral statements that do not affect the respondent’s direction of thinking.

Example E

<table>
<thead>
<tr>
<th>Q8.12</th>
<th>Using a comparable period of 12 months before and 12 months after the government’s green tea leaf price reform in November 2012, has your revenue from tea cultivation increased or decreased since the implementation of the price reforms?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enumerator but probe for strength of opinion reading out the possible response options after the respondents answers.</td>
</tr>
</tbody>
</table>

| 1 = Increased by a large amount |
| 2 = Increased by a reasonable amount |
| 3 = Increased by a small amount |
| 4 = Stayed the same |
| 5 = Decreased by a small amount |
| 6 = Decreased by a reasonable amount |
| 7 = Decreased by a large amount |
| 8 = Not applicable [Do Not Read] |
| 9 = Don’t know [Do Not Read] |

Readout options

The majority of the questions need a spontaneous response, in other words the interviewer reads the question and the respondent gives the answer automatically or by probing. However, other questions in the questionnaire require you to read the route of the question followed by reading out the response options given. It is extremely important that you follow these instructions as well as read every single note to the respondent that you are instructed to. In many cases, these instructions and notes help you communicate the question better to the respondent as well as helping him/her to both understand the questions following the note as well as stay assured of confidentiality with their responses.

Example F1

<table>
<thead>
<tr>
<th>Q8.9</th>
<th>Assuming nothing else in your circumstances changed, what minimum price per kilogram of green leaves offered would encourage you to expand your existing level of tea cultivation?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Read out options</td>
</tr>
</tbody>
</table>

1= Between 100 and 110 RWF
2= Between 111 and 120 RWF
3= Between 130 and 140 RWF
4= Between 141 and 150 RWF
5= Between 151 and 160 RWF
6= Between 161 and 170 RWF
7= Between 171 and 180 RWF
8= greater than 180 RWF
10= No price will encourage me engage in tea cultivation Go to Q8.10
Do not read options

Some questions in the instrument do not require the interviewer to read out options. These are instructions for the interviewer and will always be in bold font on the PDA. It is therefore important that the interviewer does not read out options when it has been stipulated that “Do not read options”

Example H:

<table>
<thead>
<tr>
<th>Q8.11</th>
<th>Aside from the price paid for the green leaves, what are the other key factors that prevent you from expanding your tea production?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Code from options Do not read options</td>
</tr>
<tr>
<td>1=</td>
<td>Lack of demand for tea</td>
</tr>
<tr>
<td>2=</td>
<td>Lack of labor</td>
</tr>
<tr>
<td>3=</td>
<td>Cost of labor</td>
</tr>
<tr>
<td>4=</td>
<td>Lack of other inputs (e.g., fertilizers)</td>
</tr>
<tr>
<td>5=</td>
<td>Cost of other inputs (e.g., fertilizers)</td>
</tr>
<tr>
<td>6=</td>
<td>The Association or Co-operative do not share in profits</td>
</tr>
<tr>
<td>7=</td>
<td>Lack of access to credit</td>
</tr>
<tr>
<td>8=</td>
<td>Lack of adequate land</td>
</tr>
<tr>
<td>9=</td>
<td>Lack or cost of extension services</td>
</tr>
<tr>
<td>10=</td>
<td>Other [Specify]:_______________</td>
</tr>
</tbody>
</table>

Mark all that apply/multiple response possible

There are also instructions stating that “mark all that apply/mentioned”. Faced with these instructions the interviewer has the option of marking / selecting all the responses mentioned by the respondent in regard to that question. These will not be in bold font on the phone, so the enumerator must stay alert enough to follow these instructions when they are presented after a question.

Example I:

| Q6.10. What Crops did you cultivate on all your plots in season A of 2013? Record all mentioned | Use Crop Codes |
| Q6.11. What Crops did you cultivate on all your plots) in season B of 2013? Record all mentioned | Use Crop Codes |
| Q6.12. What Crops did you cultivate on all your plots in season C of 2013? Record all mentioned | Use Crop Codes |
INTRODUCTION AND CONSENT

Each interview should take roughly one and a half hours to complete. Please advise the respondent ahead of time to make sure that he/she will be available for the duration of the interview. Make sure that both you and the respondent are sitting in a position or location that is private, free of distraction and is comfortable for both of you.

When you arrive at someone’s house for an interview, you should immediately identify yourself and explain why you are there by sharing the following statement:

- Good day. My name is ____________. I am from [Wilsken Agencies Ltd], an independent research organization. I do not represent the government or any political party. We are studying the views of farmers regarding the various reforms implemented in the Tea Sector. We would like to discuss these issues with the head of this household or any other member of the household who makes decisions. Your household has been chosen by chance and All information you provide will be kept confidential and only shared with the managers of this survey. We would like to participate in this survey. Can you please direct us to the head of this household if they are available?

Important: Do NOT tell them you are from the World Bank, IFC, MINAGRI, or NEAB. We want their honest answers, so it is important that they know you are from an independent research firm

SECTION 1: HOUSEHOLD IDENTIFICATION INFORMATION

This section is aimed at collecting information that will uniquely identify each household in the survey. It is the most important section of the questionnaire! Please complete it carefully. You must not leave any of this information blank.

ID_1 to ID_02: The tablet/phone will let you choose the relevant options. You should always choose these options and not fill them by hand

ID_6 to ID_9: Ask the respondent to tell you the name of the village, cell, sector and district he/she lives in and use the codes provided to fill in the responses. Even if you already know the name of the village, cell, sector or the district where you are conducting the interview, you should always confirm these details with the respondent.

SECTION 2: HOUSEHOLD ROSTER INFORMATION

ID_11 to ID_19: Basic identifying information about the respondent

ID_11: ask if the respondent is the household head. If no skip to ID_14.
ID_12: record the name of the household head.

ID_13: record the ID number of the household head.

[Ask the household head to show you his/her national ID. If the ID card is shown record the ID number. If the ID card is not available ask if the respondent has a record of it in a mobile, note book, and photocopy etc. and record the number. If the ID number is not available record 9998 for don’t know]

ID_14 to ID_16 and ID_18 to ID_19: record the respondent’s relationship to the household head, record national ID number, the respondent’s fluency in Kinyarwanda and cell phone number.

Note: ID_14 to ID_16 is to be answered only when the respondent is not the household head.

ID_17: Observe and record the gender of the household head, when respondent is the same as the household head. Otherwise, ask the respondent the gender of the household head and record accordingly.

HHR_1 to HHR_6: age and gender composition of the household

Under these questions you will ask and then record the number of people living in the household, the number that is female, male, those aged five and less and, and those between six and 14 years of age.

HHR_6 to HHR_17: Personal details about the household head

[These questions refer to personal details about the household head. When the respondent is also the household head address the questions to him/her directly. If not make explicit to the respondent that these questions are about the household head. In the paper version of the questionnaire, both ways of addressing the question are available with instructions on when to use them.]

HHR_6 – HHR_7: ask the age and marital status of the household head and record accordingly.

HHR_8: Ask if the household head had attended school or not. If not skip to HHR_10

HHR_9:- Record the highest level of schooling achieved by the household head.

HHR_10 – HHR_11:- Ask about whether the household head is physically disabled and the effects of the disability on his/her activity.

Note: - Here make sure that the word “physically disabled” is not understood as temporary illnesses. During the pretest this was observed many times. Probe as needed to find further refine weak responses.

HHR_12: ask about the main occupation of the household head. Code from answers, do not read out options.
HHR_13: ask what best describes the main occupation of the household head and record accordingly.

**Note:** “What best describes the main occupation” is used to refer to the main activity that the household head is engaged in within his /her main occupation. Ex. If the household head works on someone else's farm her main occupation can be coded as 2 = work on someone else’s farm. What she does on that farm is what describes her main or principal activity. If she plucks tea on that farm then what best describes her main activity is tea plucking.

**HHR_14:** Record the number of days the household head spent working on the main occupation during the last competed week

**HHR_15:** record the average number of hours per day the household head worked on the main occupation during the last completed month.

**HHR_16:** record the number of months the household spent working on the main occupation during the last 12 months

**HHR_17:** ask if the household head had a second occupation during the past completed month

**HHR_18 to HHR_19 : Economic activity by other members of the family**

Here ask the number of household members who were engaged in work for payment in the last completed month (HHR_18) and those who were engaged in work for not pay (HHR_19). In both cases the time period reference is the last month.

**SECTION 3: HOUSEHOLD LOCATION, HOUSEHOLD ASSETS AND HOUSING & QUALITY QUESTIONS**

Ask all respondents these questions

**Q3.1 – Q3.7:- Basic Description of the quality of the household’s dwelling**

These questions involve basic descriptions of the quality of the respondent’s house such as whether the house has electricity, the number of rooms it has, and how far it is from key services like the local food market, the public transport system and the nearest road.

[Regarding the number of rooms in Q3.3, if the main household dwelling is just one room used both as a living room and as a bedroom then record 1.]

[For all the questions that ask how many minutes it takes from the household to a given location, consider only the one-way distance and record the minutes accordingly. Whenever you get a response in hour(s) please convert to minutes.]

**Q3.8:-** Here you are asking the respondent to rate the conditions of the road to the local food market in the past five years.
Q3.9 - Q3.10: Household ownership of durable assets

These questions are aimed at finding out whether the household owns durable assets such as bicycles, motor cycles, cars, radio, TV and cell phones.

Q3.9: For each item listed ask if the household has [the item] and record response accordingly.

Q3.10: Read each item reported in Q3.9 and ask how many of [that item] the household has currently.

SECTION 4: HOUSEHOLD INCOME AND EXPENDITURE MODULE

Ask all respondents

This section is aimed at collecting the income and expenditure conditions of the household over specific time reference periods.

Note: all income and expenditure questions under this section refer to the total income earned or the total money spent by the household as a whole and not just the respondent.

INC_01A - INC_013A and INC_01B - INC_013B: Income during the last 12 months
This part is about the amount of income **the household** earned **during the last 12 months** from various activities.

**Note:** The last 12 months refers to the time from October 2012 to September 2013. The various activities are all possible sources of income for the household. The section also involves comparing income over the last 12 months with income over the previous year. The previous year refers to October 2011 to September 2012.

**INC_01A:** Ask how much the respondent earned from **own farm enterprise activity** in the last 12 months and record value in RWF.

**INC_01B:** Then for the same activity ask the respondent to compare the earnings in the last 12 months with the earnings in the previous year.

<table>
<thead>
<tr>
<th>Variable Label</th>
<th>Activity</th>
<th>Record in RWFs</th>
<th>Variable Label</th>
<th>Activity</th>
<th>Response Codes</th>
</tr>
</thead>
</table>
| INC_01A        | Own On-farm enterprise activity | ___________ | INC_01B        | Was your earning from this activity more, less or the same as in the previous year (2011 – 2012) | 1 = more  
2= the same  
3=less  
8= Don’t know  
9= Refused |

[Follow the same procedure for each activity under INC_02A to INC_013A (income during the last 12 months) and INC_02B to INC_013B (comparison with income over the previous year). Read out each activity but do not read out the response codes where the respondent is asked to compare the last 12 months income against income during the previous year. I.e options under the 5th column]

**Note:** All the activities (sources of income) are relatively straightforward. But just in case we would like to explain the following a bit more

- Providing labor service to other farms: - Any manual work done on someone’s farm (e.g. plucking tea on someone else’s tea farm, preparing someone else’s land for cultivation etc.)
- Non-farm enterprise activity: salaried employment as well as work on own business such as shops, road side vendors, millers, barbers etc.

**INC_01C - INC_011C and INC_01D - INC_011D:** Income during the last one month. This part is similar with the first part; the only exception is that here we are referring to the last one month which is September 2013.

[Follow the same instructions as above but make sure that the responses you are getting refer to the last one month or September 2013]

**EXP_01 – EXP_08 and EXP_01B – EXP_08B:** Expenditure in the last month by type

The common feature of expenditure items under this part is that they are more frequent which is why the reference time period is the last month. Accordingly, in this section you will be
finding out the amount the household spent on transportation, communication (including mobile airtime charges), purchase of food, electricity etc.

**EXP_01:** Ask how much the respondent spent on transportation in during the last month.

**EXP_01B:** Ask the respondent to compare the amount spent on transportation with expenditure on transportation about a year ago from now (October 2012).

<table>
<thead>
<tr>
<th>Variable Label</th>
<th>Activity</th>
<th>Record in RWFs</th>
<th>Variable Label</th>
<th>Activity</th>
<th>Record in RWFs</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXP_01</td>
<td>Transportation</td>
<td>___________</td>
<td>EXP_01B</td>
<td>About a year ago (Oct 2012), how much did you spend on this item?</td>
<td>___________</td>
</tr>
</tbody>
</table>

[Follow the same procedure for each expenditure item under EXP_02 to EXP_08 and EXP_02B to EXP_08B. Read out each expenditure item but do not read out the response codes where the respondent is asked to compare the last month’s expenditure against expenditure about a year ago (i.e., options under the 5\textsuperscript{th} column)]

**EXP_09 – EXP_20 and EXP_09B – EXP_20 B: Expenditure in the last 12 months**

The expenditure questions under this part are similar with the expenditure questions just discussed above. The only difference is that the time period here refers to the last 12 months. Follow the same instructions

[Read out each item and record the amount the household spent on the item in the last 12 months. Then ask the respondent to compare it with expenditure on the same item in the previous year (October 2011 to September 2012). Do not read out options under the 5\textsuperscript{th} column]

**SECTION FIVE: HOUSEHOLD FOOD EXPENDITURE AND DIETARY DIVERSITY**

Ask all respondents

This section is aimed at collecting information about the conditions of household food consumption and its dietary diversity.

**Note:** The questions should be asked to an adult female in the household, preferably the spouse of the household head. If the spouse is not available replace with another adult female household member who is involved in planning and preparing meals for the household. There are 4 possible situations;

1) Respondent to main questionnaire is female \(\rightarrow\) continue interviewing her
2) Respondent to main questionnaire is male \(\rightarrow\) switch respondent to the female.
   Thank the previous respondent for his time and tell him you need to ask a few questions to his wife/daughter/other female HH member who is involved in the planning and preparing meals for the household.
3) No adult female is currently available → schedule a time to go back to complete the interview.
4) No adult females in the HH → indicate an appropriate respondent in xxx. and skip to section six of the interview.

Q5.1: ask the respondent if, during the past seven days including last night, anyone in the household has eaten any of the food items listed. Read the entire list of foods for each category before proceeding to the next category.

[Do not read the letters before the food item groups. Circle a category if at least one item has been consumed by the household during the last seven days. A food item is considered to have been consumed by the household if at least one member had eaten the item in the last seven days.]

Q5.2: For each food category mentioned under Q5.1, ask the number of days the food item was consumed by the household during the past week.

[Read out the food items mentioned in Q5.1. As you read out the items record the number of days the item was consumed over the last 7 days]

SECTION SIX: NATURE OF AGRICULTURAL LAND HOLDING AND ACTIVITY

Ask all respondents

This section deals with household agricultural land holding and use, patterns of cropping and allocation of labor in agriculture.

Q6.0 – Q6.4: Agricultural land holding

Q6.0: ask if the household owns land.

[If the answer is no, skip to Q6.14 where the questions are about land cultivated but not owned by the household.]

Q6.1: record the number of plots the household owns

Q6.2: ask if the household has official land title deeds for the plots it owns.

Note: Almost all agricultural households in Rwanda have land titles deeds. But the respondent may not always be able to show it to you for various reasons.

[If the household has a land title deed and it is shown to you then circle 1 = yes and seen; if the household has the title but is not shown to you then circle 2 = yes but land title not seen and so on.]

[Whenever available you will use these land deeds to answer subsequent questions in this section.]
Q6.3: of the total number of plots owned by the household record the number of plots used for agriculture.

Q6.4: identify these plots by recording them in order of size where the largest plot is marked as the main plot and the next in size as the 2nd plot and so on.

Q6.5a – Q6.9C: Plot level details of all agricultural land owned by the hh

In this part you will find out plot level details about each of the plots you have identified under Q6.4. Specifically you will ask the following questions:

Q6.5a: location of the main plot:
[Read out the options; top of the hill, bottom of the hill, side of the hill, plain or marshland, don’t know]

Q6.5b: Size of the main plot:
[View land title and use it to record size. In the absence of an official land deed, use the size reported by the respondent.]

Note: the standard unit of measurement in the official land title is square meters. In the absence of an official land title respondents may use different units of measurement. If size is reported in area (e.g., hectare) record the unit and the size accordingly. If mentioned in terms of dimensions record length and width along with the unit. Steps are the most common local units for measuring area dimension wise.

Q6.5C: Ask if tea is grown on the main tea plot.
[Record 1 for “yes” and 2 for “no”]

These three questions are repeated for all the plots identified under Q6.4

Q6.10 – Q6.12: Pattern of crop planted on all plots during seasons A, B and C of the past 12 months

Q6.10: record the crops grown on all the plots in Q6.4 in Season A of 2012

Q6.11: record crops grown on all the plots in Q6.4 in Season B of 2013

Q6.12: record crops grown on all the plots in Q6.4 in Season C of 2013.

Note: Season A of 2012 → September 2012 – January 2012
Season B 2013 → February 2013 – July 2013
Season C 2013 → July 2013 – August 2013

Q6.14 – Q6.21: Land cultivated but not owned by the household
This set of questions is basically the same as those asked for the plots owned by the household. The only difference is that here we are trying to find out details about land cultivated by the household but not owned such as rented land.

**Q6.14:** Ask if the household uses land it does not own for agricultural purposes.

* [If “no”, skip to Q6.23 for household labor allocation questions.]*

**Q6.15:** Record the number of plots that the household does not own but uses for agriculture.

**Q6.16:** Ask the kind of arrangement under which the household cultivates these plots (i.e., is it rented, sharecropped or another arrangement not specified here).

**Q6.17-Q6.18:** In these questions you will find out if the household grows tea on any of the plots that it does not own and if yes on how many of these plots.

**Q6.19:** Here you will identify the plots that the household does not own but uses for cultivation of tea.

* [Identify each plot by recording them in order of size. The largest plot is marked as the main plot, the next in size as 2nd and so on.]*

**Note:** here you should be identifying plots that the household does not own but actually uses for tea cultivation.

**Q6.20:** For each tea plots identified under Q6.19, find out the location by reading out the options to the respondent.

**Q6.22:** For the same plots you have identified location, find out area. When the land title is available use it to record size, if not use the size reported by the respondent. For units follow the same instruction under Q6.5b

**Q6.23 – Q6.25: Household labor allocation in agriculture**

Under this part we would like to find out the amount of time household members spent on agricultural activities in the last 12 months. For the purpose of our study agricultural activities are divided into two; harvesting and non-harvesting activities.

**Q6.23:** For each of the seasons in the last 12 months, ask how many members of the household worked on harvesting and non-harvesting activities. Here is how you record the responses

<table>
<thead>
<tr>
<th>Harvesting Tasks</th>
<th>Non-harvesting Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Harvesting activities**

**Q6.23a**: Record the **number of household members** that have worked on harvesting activities during season A of 2012.

**Note**: This refers to all members of the household (including the respondent) who have undertaken harvesting tasks. Remember! Questions under this section refer to all the plots the household cultivates (owned or otherwise). For that matter the questions refer to all the crops grown during the specific season mentioned. Make sure not to limit the questions to the tea plots alone.

**Q6.23b**: Record the **number of days** that each of the household members mentioned in Q6.23a have spent working on harvesting tasks in season A of 2012.

**Note**: Each household member might not have spent equal number days. If the respondent reports varying number of days for each family member, then follow through and take an average. If a single figure is reported probe the respondent to find out if all household members who have worked on harvesting have spent the same amount of time or if it is just an average figure.

**Non-harvesting activities**

**Q6.23c - Q6.23c**: these questions are the same as **Q6.23a - Q6.23b**. The only difference is that here we are referring to non-harvesting tasks. Therefore, follow the same instructions.

**Q6.23e - Q6.23f** (harvesting tasks in Season B of 2013)

**Q6.23g - Q6.23h** (non-harvesting tasks in Season B of 2013)

**Q6.23i - Q6.23j** (harvesting tasks in Season C of 2013)

**Q6.23k - Q6.23l** (non-harvesting tasks in Season C of 2013)
Q6.25: in this question you will find how much the household spent on all its hired labor for harvesting and non-harvesting tasks during the Season A (2012), Season B (2013) and Season C (2013).

<table>
<thead>
<tr>
<th>Harvesting Tasks</th>
<th>Non-harvesting Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Season A of 2012</td>
<td>Total RWF spent on hired labor</td>
</tr>
<tr>
<td>B. Season B of 2013</td>
<td>Total RWF spent on hired labor</td>
</tr>
<tr>
<td>C. Season C of 2013</td>
<td>Total RWF spent on hired labor</td>
</tr>
</tbody>
</table>

[Ask the total amount paid in each season for each activity. If the respondent cannot easily remember probe by asking the number of people hired during the specific season and the amount paid for each person. Wherever payment in kind has been made, ask the respondent for an estimate of the monetary value.]

The next three sections comprise detailed questions about tea production practices by farmers. Before proceeding to the questions we would like to give you a review of the key features of tea production in Rwanda.

The Tea Sector in Rwanda: A brief background

- Tea was introduced in Rwanda in the 1950s
- There are 20,665 ha of total tea plantations of which 15,383 ha are productive. Expansion is ongoing and this surface is still increasing.
- Tea production has also been increasing steadily. Owing to key reforms in the sector since 1994, production has increased tremendously; from 12,854 tons in 1990 to 24,066 tons in 2011
- These key reforms in the sector are: institutional reform, Privatization (2004-2012) and green leaf tea pricing reform (November 2012)
- Tea is the third largest employer in Rwanda

Types of Tea Plantations in Rwanda

1. **Industrial blocks**: are large plantations integrated to a processing plant. (7,041.23)

2. **COOPTHEs**: Are also blocks of large size owned by Tea growers’ cooperatives where members cultivate the plantations collectively (1,829 ha)

3. **Thé Villageois**: Are small tea plots with generally 34.1%

<table>
<thead>
<tr>
<th>Types of Tea plantations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Blocs</td>
</tr>
<tr>
<td>Thé Villageois</td>
</tr>
<tr>
<td>COOPTHEs</td>
</tr>
</tbody>
</table>
### The Difference between COOPTHES and The Villageois

<table>
<thead>
<tr>
<th>COOPTHES</th>
<th>The Villageois</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land is distributed by government to farmers for the sole purpose of tea growing. Land is consolidated</td>
<td>These are small growers organized in cooperatives</td>
</tr>
<tr>
<td>Each farmer has equal amount of land; collectively the land is managed by tea growers cooperatives</td>
<td>Land is owned individually with a very small size of average holding</td>
</tr>
<tr>
<td>These cooperatives are professionally managed; hence almost all the work that is required on the tea field is done by employees hired by the cooperative</td>
<td>Land consolidation is almost inexistent; farmers are scattered</td>
</tr>
<tr>
<td>Hence the cooperative hires pluckers, daily labor for weeding, fertilizer application, transporters etc.</td>
<td>Farmers cultivate their land individually; cooperatives have no role in production decisions.</td>
</tr>
<tr>
<td></td>
<td>Instead the cooperatives provide services such as</td>
</tr>
<tr>
<td></td>
<td>✓ Importing &amp; distributing fertilizers</td>
</tr>
</tbody>
</table>

---

1. Please see Appendix for the list of all cooperatives along with the respective Tea factory they work with, the province and the district.
Note: Understanding the difference between farmers working under COOPTHEs and small growers organized in one of the 16 non-COOPTHE cooperatives is very important for collecting information in the following two sections. This is because the questions under section 7 and 8 are answered quite differently by the COOPTHE farmers and by small growers.

Section 7 and Section 8 are the very important parts of the survey. So make sure that you understand the key difference between the two types of farmers.

SECTION SEVEN: TEA PRODUCTION ACTIVITY QUESTIONS

Q7.1a – Q7.1d: Identifying a tea grower and the form of plantation he/she grows tea; Cooperative land (COOPTHE) vs. on own plantation (The Villageois)

Q7.1a: Ask if the respondent is involved in tea production. If no skip to Q8.13 where you have questions for non-tea growers

Q7.1b: Ask the main activity the respondent does in tea production. In other words a person engaged in tea production may work as a tea grower, a tea plucker, a daily laborer on tea plantations, a tea factory worker etc. In this question we would like to know what the respondent does within tea production.
[If the respondent is a tea grower move on to the next question, if not skip to Q8.13. This is because under section 7 primarily we want to identify tea growers and collect details about their tea production activities.]

Q7.1c: Then for all tea growers ask about which type of plantation they grow tea; cooperative land (COOPTHE) or own plantation.

This is the distinction we have emphasized in the previous background discussion about the tea sector. All the questions under section 8 should be asked to both COOPTHE farmers and small growers. It is just that we want to differentiate between the two types of respondents since they respond differently to a given question.

Q7.1c: Record the number of plots the respondent grows tea on.

Q7.2a-Q7.2Y: Tea field maintenance activities and labor allocation on the main tea plot

Questions under this part are aimed at collecting detailed information about the field maintenance practices and labor allocation decisions of the household on his/her main tea plot.

Note: This tea plot is already identified in Q6.4.

Q7.2a: Ask how the respondent had acquired the main tea plot. Do not read out options. All the options are direct except for response 2 = assigned by the government through the cooperative.

Note: Option 2 refers to land allotted to the farmer within a COOPTHE. Remember! COOPTHE land is all assigned by the government and is administered by the cooperative.

Q7.2b: Record the year of acquisition of the main tea plot.

Q7.2c: Ask if the respondent had ever made a major regeneration of tea bushes in the main tea plot.

[If the “yes” ask the last time a major regeneration was made on the main tea plot (Q7.2e). If “no” then skip to the next set of questions at Q7.2f. If “don’t know” probe why the respondent does not know (Q7.2d) ]

Note: Regeneration refers to pruning which is done after about 3 to 4 ordinary punning cycles. The recommended ordinary pruning cycle is about 4 years. Regeneration is a type of pruning that has to be done when ordinary punning is no longer adequate to give the tea bushes the required shape that facilitates plucking.
**Note:** The probe question here is meant to find out if there is more about why the farmer did not undertake regeneration. In the case of COOPTHEs such activities are usually done by hired labor while that is not the case for small growers. The purpose of the probe questions is to get more details in this regard. This applies to most of the probe questions you will find in this section.

**Q7.2f:** ask the number of tea bushes the respondent planted for **infilling during the last 12 months.**

*If a specific figure reported then skip to the next set of questions at (Q7.2h). If “don’t know” record 9998 and probe why the respondent does not know (Q7.2g)*

**Note:** Infilling refers to planting new tea bushes in place of old ones.

**Q7.2h:** Ask the last time tea bushes on the main tea plot were pruned.

*If don’t know probe why (Q7.2i) otherwise skip to Q7.2j for plucking labor questions*

**Q7.2j:** Ask the number of household members who have worked on plucking tasks on the main tea plot during the **last completed month (September 2013)**

*If no household member worked on plucking tasks on the main tea plot, probe “why not” (Q7.2k) otherwise skip to Q7.2l*

**Q7.2l:** Record the number of days each household member reported in Q7.2j spent working on plucking tasks on the main tea plot during the last completed month

**Note:** Each household member might not have spent equal number days. If the respondent reports varying number of days for each family member, then follow through and take an average. If a single figure is reported probe the respondent to find out if all household members who have worked on harvesting have spent the same amount of time or if it is just an average figure.

**Q7.2m:** Ask the number of household members who have worked on field maintenance tasks on the main tea plot during the last completed month.

*If no household member worked on field maintenance tasks, probe why (Q7.2n) otherwise skip to Q7.2o.*

**Note:** Field maintenance refers to tasks such as weeding, fertilizer application, land preparation, infilling etc.

**Q7.2o:** Record the number of days each household member reported in Q7.2m has spent working on field maintenance tasks on the main tea plot.
Follow the same instruction as in Q7.2l]

Q7.2p: Ask if the household had used outside labor on the main tea plot during the last completed month.

[If “don’t know” probe “why not” (Q7.2q). If “yes” skip to (Q7.2r) for more details. If “no”, skip to Q7.2x for another set of field maintenance questions]

Q7.2r: Record the number of people hired for plucking on the main tea plot in the last month.

Q7.2s: Record the number of days each worker spent plucking on the main tea field during the last month.

[Follow the same instruction as in Q7.2l to capture the average number.]

Q7.2t: Record the total amount of money paid for outside labor for plucking tasks on the main plot in the last completed month.

[If payment was made in kind, record the equivalent monetary amount.]

Q7.2u - Q7.2w: These are similar questions in form as in Q7.2r-Q7.2t. The only difference is that here we are talking about field maintenance tasks instead of plucking.

[Follow the same procedure as in Q7.2r-Q7.2t]

Q7.2x: Record the current average number of days between one plucking round and the next on the main tea plot.

[For don’t know record 9998 and proceed to the probe question why not in Q7.2y]

Note: Plucking cycle refers to the number of days between one plucking round and the next. Commonly it is understood as “cycle de cueillette”. In a given plucking cycle, farmers pluck from a segment of their field and move to another segment at the end of the cycle and so on. In other words, they do not pluck from the entire tea plot in a single plucking cycle. For this reason plucking is almost an everyday task even for small growers.

Q7.3a - Q7.3Y: Tea field maintenance activities and labor allocation on the 2nd tea plot

[Same instructions as in Q7.2a - Q7.2Y applied to the 2nd tea plot]

Q7.4a - Q7.4Y: Tea field maintenance activities and labor allocation on the 3rd tea plot

[Same instructions as in Q7.2a - Q7.2Y applied to the 3rd tea plot]

Q7.5a - Q7.5Y: Tea field maintenance activities and labor allocation on the 4th tea plot

[Same instructions as in Q7.2a - Q7.2Y applied to the 4th tea plot]
**Q7.6- Q7.8: Status of cooperative membership**

**Q7.6:** Ask if the respondent belongs to a tea-growing cooperative.

*[If “no” skip to Q7.9 for questions on fertilizer use]*

**Q7.7:** Ask to which cooperative the farmer belongs to and record accordingly.

*[Do not read out options.]*

**Q7.7:** Ask the number of years the respondent has been a member of the cooperative.

*[Code from responses. Do not read options.]*

**Q7.9- Q7.14: Fertilizer Use**

Questions under this part are meant to collect information about fertilizer use patterns among tea farmers during the past 12 months. The questions focus on whether the household had applied fertilizer, the amount applied the respective cost, sources as well as constraints to access.

**Q7.9:** Ask if the respondent had used fertilizer in his/her tea plots in the last 12 months.

*[If don’t know probe why not (Q7.9b). If “no”, skip to Q7.14 for questions regarding reasons for not using fertilizers. If yes proceed to Q7.10]*

**Note:** This is not a plot specific question. For all questions under this part you are asking about the total amount of fertilizer the household applied on all the tea plots cultivated.

**Q7.10:** For the two rainy seasons over the last 12 months, ask whether the respondent had used fertilizer and record the type as well as the total amount used.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Season</th>
<th>Did you use fertilizer?</th>
<th>What type of Fertilizer did you use?</th>
<th>What is the total Amount of fertilizer used on all plots in this month?</th>
<th>Units</th>
<th>Don’t know (9998)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q7.10_1</td>
<td>Long Rainy Season (Around March 2013)</td>
<td>Yes=1 No=2</td>
<td>1 = NPK 2 = KCL 3 = Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q7.10_2</td>
<td>Short Rainy Season 2012 (Around October 2012)</td>
<td>Yes=1 No=2</td>
<td>1 = NPK 2 = KCL 3 = Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Usually fertilizer comes to market as a 50kg sack. Whatever unit is reported in sacks verify with the respondent if that refers to a 50kg sack. If, for instance, the sack mentioned refers to
100kg you may record 2 for quantity and “sack” for units. Alternatively you may record 100kg. Bottom line is to make sure that you are capturing the total quantity of fertilizer applied on all the plots in each of the two rainy seasons. Same applies to “kg” and “tin” For other units, please specify

Q7.11: Record the total monetary value of fertilizer used on all the tea plots the household cultivated in the last 12 months. This is the same as the total monetary value of the amount of fertilizer reported under Q7.10

[Record 9998 for “don’t know”]

Q7.11 - Q7.13: these questions ask the source of finance for the fertilizer purchase as well as the major source of supply for fertilizer during the last 12 months.

[In both cases code from responses, do not read out options]

Q7.13a - Q7.13b: these are a “yes” or “no” questions regarding whether

a) the respondent was able to obtain sufficient quantity of fertilizer for use on all plots in the last two rainy seasons
b) the fertilizer was delivered in adequate quantity

Q7.14: This is a follow on from the skip at the beginning of the fertilizer question (Q7.9) for farmers who have not used fertilizers.

[Ask the main reason for not using fertilizers. Code from response and do not read out options.]

Q7.15 - Q7.15b: Compost use

Q7.15: Ask if the household had ever used compost on the tea plots he/she cultivated during the last 12 months.

[If “don’t know”, probe why not (Q7.15b). If “No”, skip to Q7.16 for questions on herbicides.]

Q7.16 - Q7.21: Herbicide use

The purpose of these questions is to inform us about the patterns of herbicide use by tea farmers. They are more or less similar with the questions under fertilizer except that here the units are different (litters, Jerry Can etc.) and that we are recording information for each of the last 12 months.

Q7.16: Ask if the respondent had used any herbicides in the tea plots cultivated during the last 12 months.

[If “don’t know” probe “why not” (Q7.16b). If “no” skip to Q7.21 for pesticide questions. If “yes” proceed to Q7.17]
Q7.17: For each of the last 12 months, ask if herbicides were used and the total amount of herbicides used on all tea plots. For do don’t know record 9998.

Note: Herbicides usually come in a 20 litre Jerry can. If a Jerry can is reported by the respondent make sure it refers to a 20 litre Jerry can and record the number of Jerry cans accordingly. If, for instance, the farmer was referring to 40 litter Jerry can then record 2 in the quantity column and circle Jerry can in the ‘units’ column. You may as well record “80” for quantity and “liter” for unit. If any other unit is reported please ask the respondent to specify and record accordingly.

Q7.18-Q7.21: These questions are basically the same as the fertilizer questions regarding total cost, source of credit, source of supply and timely and adequate access.

[Follow the same instructions in Q7.11-Q7.14]

Q7.22- Q7.27: pesticide use

[Use same instructions as in Q7.16- Q7.21 applied to pesticides]

Q7.28- Q7.33: Access to training and extension

In this part we try to find conditions of farmers’ access to training and extension services.

Q7.28- Ask if the farmer had paid for extension services. [If “no” skip to Q7.30.]

Q7.29: Record the total amount paid for these services. [If the service was free record “0”. For do not know record “9998”]

Q7.30: Ask if the respondent ever participated in any training program designed to enhance tea producing skills. [If “no” skip to Q8.0 for privatization questions.]

Q7.31-Q7.33: Record who sponsored the program, how many times the respondent participated and the year the last time he/she participate

Q7.34- Q7.42: Quantity of production and sales of green tea leaves

The purpose here is to find out the quantity produced of , and the prices received for the green tea leaves by farmers over the last 12 months. Here again farmers under COOPTHES and individual growers face different possibilities. As a result, the enumerator is strongly encouraged to check Q7.1b for whether the respondent grows tea on cooperative land or on own land.

Q7.34: Ask if the respondent keeps a note book to record tea deliveries and sales information. Code the response accordingly.

Note: When available, the note book is used to inform subsequent production and price questions.

Q7.34. for each of the last 12 months, record the following in the columns provided;
- the total quantity of green tea leaves collected from all the tea plots cultivated,
Invesment Climate Impact Program

- the price per per kilogram received,
- From whom the price was received / to whom the sales was made,
- Total deductions for the fertilizer cost,
- Total deductions for plucking cost,
- Total deductions for all other costs,

<table>
<thead>
<tr>
<th>Variable</th>
<th>Month</th>
<th>What is the total Quantity of Leaves you produced (in kilograms) in this month?</th>
<th>What were you paid per kilogram of green leaf in this month? (RWF)</th>
<th>From whom did u receive this price</th>
<th>deduction for cost of fertilzer</th>
<th>deduction for plucking cost</th>
<th>deduction for other costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q7.35.1</td>
<td>1 = Sept 2013</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

[Ask to see the logbook that a farmer commonly uses to record sales information and record gross price. In some cases, you may find the log book containing deductions applied by the cooperative in addition to the gross price. Record those deductions accordingly. When log book is not available / not seen, for each month simply ask the quantity of total production, gross price received and deductions applied. If don’t know record 9998 wherever it applies.

Start from the most recent month (September 2013) and work backwards.]

Q7.36: Record the total revenue received from sales of green tea leaves in the past 12 months.

[If “don’t know” record 9998]

Q7.37 - Q7.40: These are questions regarding the means of transport used to transport tea leaves from the collection center to the sales point, the quality of the road and the cost of transportation. Record answers in the appropriate form required. For don’t know record 9998.

Note: Overloading of tea leaves due to poor transportation facilities is one of the reasons for poor quality of tea production.

Q7.41: Record the average quality in percentages assigned by officials to the green tea leaves the respondent produced in the last 12 months.

[If “do not know” record 9998 .You may probe by asking how many times the respondent got rejection of tea leaves at sales due to poor quality]

Q7.42: Ask if the respondent had made larger profit from tea cultivation in the last 12 months than in the previous 12 months. Code from the responses given, do not read options.
SECTION EIGHT: PRIVATIZATION AND PRICE REFORM QUESTIONS

This section of the questionnaire is aimed at understanding tea growers as well as non-tea growers’ perception about the tea factories privatization and the price reform. Questions under this section are generally straight-forward. Explanation is given only in a few cases. Otherwise it is just a description of the questions.

Q8.1- Q8.12: ask only tea growers

Q8.0: Ask if the household currently grows tea. Code form response, do not read out options. Also you should check this from Q7.1a.

[If “no” skip to Q8.12]

Q8.1: Ask if the respondent is aware that all tea factories have been transferred from government to private ownership in recent years.

[If “no” skip to Q8.3]

Q8.2: Record the average price per kg received in the most recent delivery of harvested green tea leaves to the factory.

[If “do not know” record 9998 ]

Q8.3: Record the month and year when the price in Q8.2 was received.

Q8.3a: State the price reported by the respondent in Q8.2 and ask if this price was at the farm (farm gate) or if it was given by the factory (factory price).

[If “do not know” probe why not (Q8.3b)]

Q8.4: Ask the respondent to compare the price in Q8.2 with the per kg price 12 months ago and rate it accordingly.

[Do not read out options]

Q8.5: record the average price per kg the respondent received for his/her green tea leaves in the 12 months prior to the implementation of the price reform in November 2012

Note: The price reform was passed by the Rwanda parliament in July 2012 but came into effect in November 2012. However farmers were paid back retrospectively starting from July. Respondents may understand the reform time as July 2012. If this happens try to reconcile the information and make sure that the reference period used is just prior to November 2012.
Q8.6. In this question you will try to find out below what price farmers would stop producing tea assuming that prices go down while everything else such as input costs etc have remained the same. Emphasize that these are hypothetical prices.

[Read out the options. If the farmer mentions that no price would discourage them form growing tea then probe “why not” (Q8.7)]

Q8.8:- Ask if the respondent had expanded area of tea cultivation since the implementation of the government price reform in November 2012.

[If “no” skip to Q8.9]

Q8.8a: Record by how much the area had expanded for tea cultivation.

[Use the Same instructions discussed under section 6 to record the proper unit and size of the expansion]

Q8.9:- In this question you will try to find out the minimum price per kilogram of green tea leaves that would encourage the respondent to expand the existing level of tea cultivation

[Read out options. If the respondent mentions that no price will encourage them to engage in tea cultivation then probe “why not” (Q8.10)]

Note: These prices are again hypothetical as in Q8.5, so please make sure the respondent understands this exercise.

Q8.11:- Here you will try to find key factors other than price that prevents the respondent from expanding tea production.

[Code from options, do not read out options]

Q8.12:- In this question you will ask the farmer to compare revenue from green leaf tea during the 12 months before the implementation of the reform in November 2012 compared to revenue generated from this source during the 12 months after the reform

[Read out options after the respondent answers. This is for strength of opinion. However do never read the options “8= Not applicable” and “9=don’t know”]

Q8.13- Q8.19, Ask all non-tea growers

Q8.13: Ask if the respondent have ever engaged in tea growing in the past.

[If “no” skip to Q8.16]

Q8.14: Record the year when tea production was abandoned.

[If “don’t know” record 9998]
Q8.15. Ask why the respondent abandoned tea production.

[Code from options. Do not read options.]

Q8.16: Ask if the respondent is aware that all tea processing factories in Rwanda have been transferred from government to private ownership in recent years.

Q8.17: Ask if the respondent is aware of the implementation of the price reform since November 2012

Q8.18: Here you will try to find out the minimum price that would persuade the respondent to engage in tea production provided that nothing else changes.

Note: As before, these prices are again hypothetical. Make sure the respondent understands them as such. To make your hypothetical case strong mention that prices are now determined by international prices

[Code from answer. Do not read options. If questioned, please inform the respondent that this question is hypothetical and is meant to capture the perception of farmers regarding the level of price that would incentivize them to produce more]

Q8.19: Ask what other key factors (if any) (i.e., other than price) that prevents the respondent from engaging in tea production.

[Code from option Do not read options]

Section Nine: Assessment of Living Standards

This section is a wrap-up section where the respondent is asked to rate his/her current living standards

Q9.1 Ask how satisfied in general the respondent is with the living standards of the household currently

[Read out options]

Q9.2 Here we would like to know how the respondent compares his/her household's current living standard with what it was 12 months ago. We would also like to know the same information regarding the

For each questions read out options and record ratings accordingly

<table>
<thead>
<tr>
<th></th>
<th>Much worse</th>
<th>Worse</th>
<th>Same</th>
<th>Better</th>
<th>Much Better</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. The standard of living of your household?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>B. The standard of living of your local community?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
</tbody>
</table>
SECTION 10: Capture GPS coordinates

<table>
<thead>
<tr>
<th>Capture GPS co-ordinates for the following features in the PSU</th>
<th>GPS Co-ordinates</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID_10: Capture the GPS coordinate of the residence of the household</td>
<td></td>
</tr>
<tr>
<td>Q6.13A. Capture GPS coordinate of Main tea plot</td>
<td></td>
</tr>
<tr>
<td>Q6.13B. Capture GPS coordinate of 2nd tea plot</td>
<td></td>
</tr>
<tr>
<td>Q6.13C. Capture GPS coordinate of 3rd tea plot</td>
<td></td>
</tr>
<tr>
<td>Q6.13D. Capture GPS coordinate of 4th tea plot</td>
<td></td>
</tr>
<tr>
<td>Q6.13E. Capture GPS coordinate of 5th tea plot</td>
<td></td>
</tr>
<tr>
<td>Q6.22. Capture GPS coordinates for the main rented or share-cropped tea plot</td>
<td></td>
</tr>
</tbody>
</table>

THE FOLLOWING QUESTIONS ARE TO BE FILLED AS A TEAM AND IN CONJUNCTION WITH THE FIELD SUPERVISOR

A. Nearest Local food Market
B. Primary School
C. Health Clinic
D. Local Administration Office
E. Tea collection center
F. Tea Factory

MANUAL ON USING THE IDEOS PHONE FOR DATA COLLECTION

STARTING AND USING THE PHONE:
1. Press-Down the power button on top left of your phone to switch on the phone and wait until the phone finalizes the initial settings, then it will be ready to use.
2. When the Phone is ready to Start, Click the menu Key; which is the ‘squares pattern’ that appears on your Screen between the call button and the map of the world. *These appear in white at the bottom of your home screen.*
3. A home screen will appear on your page with several icons. Select **QUICK SETTINGS** to enable you turn on the Internet by touching the Mobile Data icon that appears on this page. *(Always remember you only download a form when mobile data is turned on. Also ensure that you have enough Data loaded or airtime on the Phone.)*
4. When you have turned on you Mobile Data. Go back to your Home Screen and Click on the **CKW surveys** Icon. This will give you a pop-down form/page from which you will select several Options.
   - Manage Forms
   - Send Finished Forms
   - Continue Saved Forms
   - Save Complete Forms
At this Stage, one will select **Manage New Forms** and a Set of Surveys will appear on the screen. Select the designated Survey that you are going to Complete and the LANGUAGE that you want to download and wait for the Form to completely Load *(You will receive a success message: All forms downloaded successfully)*. **THIS STAGE IS REFERED TO AS DOWNLOADING A SURVEY.**

5. The Form will therefore be seated on your Phone. When you are ready to Start, Click **START NEW FORM**. A blank Questionnaire will appear on your Phone for you to Enumerate.

   At this point, you are free to turn off Your Mobile Data following procedure in Step 3. *This will enable you save your battery life, since you are working off line but it will also save the internet from being over used, thus less internet costs*

6. Return to CKW Surveys and Continue with the interview. Enter Your ID *(This will be given to you by the office)* To navigate, swipe your finger horizontally on the screen as if turning pages in a book. Conduct the Interview from beginning to End then,

7. Save the complete Survey by clicking Mark as Finished. In cases where you need to make corrections or changes in the Survey before submitting click **CONTINUE SAVED FORMS**.

**Sending a finished interview**

1. Turn on the mobile data
2. Go to CKW survey main menu
3. Scroll down to “send finished data”
4. Once its sent successfully it will give you a pop up notice “Form sent successfully”

**Things to Note:**

1. Always turn on your Mobile data when downloading and sending a form. It’s this Mobile data that connects you to the internet for you to be able to download and send to the main server.
2. Switch off the Mobile data while conducting an interview this saves both the Internet and Battery Life.
3. Never try to capture the GPS coordinates under a tree, house or at night always have a clear sky while taking your coordinates.
4. Always have a full battery, Charge your phone everyday to avoid running out of battery while in the field.
5. Send the finished form as soon as you have finished filling in the required information with your Team Leader.

**TROUBLE SHOOTING**

1. Check to ensure the Internet is on *(See top right of the Screen for Internet Icon E or H)*
2. Check for Airtime if you are Using Airtime
If you formerly used Bundles/data and they expired, change to Airtime Tariff by dialing *150#, select Mobile Internet (OPTION 1) then select Use Airtime Account (Option 5) and follow prompts.

3. Make sure that all forms that you intend to submit have been fully completed.
4. Turn off and on to restart phone (this is a rebooting process)
5. Check that you have an SD card in the phone before you start
6. Make sure that you have the right phone for your language lest you will have trouble viewing your language on a phone that hasn’t been synced.
7. Do not interfere with phone calls during the period of data collection.
8. Avoid changing SIM CARDS
9. Do not touch the screen water or oil. Do not expose the phone to rain, ensure that you have a clear screen at all times.
10. In case you have a wrong version of the Survey, download a completely new Survey that has been published and authorized for use.
11. Call technical team for support as soon as you see trouble.

See power point illustration below.
TABS OF THE CKW SURVEY MAIN MENU

Space to enter farmer’s ID

Where you find the forms you have downloaded to start completing them.

Go here when you have filed in some questions in the survey and you want to finish the survey, then send it to Grameen Foundation

When you have finished filling in the survey, and you have marked as finished data, you go here to send the DATA.

Find forms to download. This is only necessary at the beginning of the field work. You only download once.
DOWNLOADING SURVEY FORMS

Step 1:
Tap **Manage Forms and Data** to select/get the Forms and bring them on your phone.

DOWNLOADING SURVEY FORMS

**STEP 4:** Tap Get Select to download the Forms onto your phone.

**Step 6:** Wait for the forms you have selected to download on to your phone.
Step 2: Tap Get New Forms to download forms.

Step 3: Tap the tick boxes to select the desired forms you want or tap Toggle All to select all the forms.

Step 5: Tap OK, if you get an error message for the phone to try again to get Forms on to your phone. Or Tap Refresh to try again.
COMPLETING SURVEYS ON CKW SURVEYS

Step 1: Press the Back button to go back to the CKW survey main menu.

Step 2: Enter farmers' ID. Which in this case is Interview ID as given by Office and Tap Start New Forms to select the form you want to complete.

Step 3: Tap the form you want to complete.

Step 4: The selected form will download complete.

Step 5: Read the instructions on the phone screen.

SWIPE YOUR FINGER ON THE WHITE SPACE FROM RIGHT TO LEFT TO SEE THE QUESTIONS.
Step 6: Start filling in the form

Step 7: Swipe to the next page to answer the rest of the questions

Step 10: Tap Record Location

Step 11: Wait for the location to record automatically

Step 12: Tap Replace Location if you want to change the location
**COMPLETING SURVEYS ON CKW SURVEYS Cont**

**Step 13:** Tap **Save data and Exit.**
This helps you to save the survey form and continue filling it later.

**Step 14:** **Mark data as Finished.**
This helps you to save the complete form. *(Ready to send data)*

Wait for the phone to save the form.

**EDITING SURVEYS – Continue Saved Form**

The phone goes back to the **CKW Survey Main Menu.**

**Step 1:** Tap **Continue Saved Form to Edit** your survey before sending to GF computer.

**Step 2:** Tap the form you want to Edit.
Step 3: Wait for the form to load

Step 4: Tap Go To Start to Read through the answers to ensure that you have the correct spellings/response from the farmer.

Step 5: Swipe your finger on the white space form right to left to make any corrections to the end of the form.

Tap Mark Data as finished
Then Tap Save Data And Exit
SENDING FINISHED DATA

You will see the CKW Survey Main Menu

Press the Home Key

Step 1: Turn on Mobile Data

Tap CKW Survey and re-open Send Finished Data

Step 2: Tap the Tick Box to select the form you want to send to GF computers

After the sending the Data, Send finished Data will show (0)

Turn off Mobile Data After sending the surveys.

Press the back button until you see the Home screen

Appendix 1 : List of cooperatives and their affiliated tea factories

<table>
<thead>
<tr>
<th></th>
<th>Tea Cooperative</th>
<th>Tea Factory</th>
<th>Province</th>
<th>District</th>
<th>Comment</th>
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<tbody>
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<td>Gicumbi</td>
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<tr>
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<td>FACTORY_2</td>
<td>Western</td>
<td>Rusizi</td>
<td></td>
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</table>
investment Climate Impact Program

<table>
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</tbody>
</table>

APPENDIX 2: SAMPLE AND TEA GROWING AREAS

[FIGURE REMOVED FROM PUBLICLY AVAILABLE FILE]

APPENDIX 3: Team Leader Check list of things to do every day

- Start preparations by 6.00 am.
- Prepare introduction letters.
- Verify that phones are operating and ready
- Establish your itinerary
- Travel to the PSU early enough by at least 8.00am.
- Keep a log of the most important and interesting happenings of the day in the particular PSU.
- Update your work plan for the next day.
- Meet as a field team to review the day’s work on a daily basis.
- Ensure that your returns are correctly filled and hand them over to the Quality controller
- Determine which PSUs are to be visited/ re-visited if any, the next day.
- Prepare a day’s report, highlighting whether each of the activities listed above were achieved and any specific issues relevant to the survey.
- Prepare tomorrow’s work plan through checks 1 – 4.
In order to ensure the success of the survey the following survey regulations have been established and will be strictly enforced.

- Every position on the survey staff is vital to the success of the survey. Therefore, your presence is required for each day of the training and fieldwork. Except for illnesses, any person who is tardy or absent from duty during any part of the training or any part of the fieldwork (whether it is a whole day or part of a day) without prior approval from her Team Leader may be dismissed from the survey.

- The selection of the survey team members is competitive; it is based on performance, ability, and testing results during the training. *Invitation to training does not guarantee appointment to work because management reserves the right to discontinue anybody whose performance is measured and found wanting.*

- Throughout the survey training and the fieldwork period, you are representing the Wilsken Agencies Ltd. Your conduct must be professional and your behavior must be congenial in dealing with the public. We must always be aware of the fact that we are only able to do our work with the good will and cooperation of the people we interview. Therefore, any team member who is consistently overly aggressive, abrupt, or disrespectful to the people in the field will be summarily dismissed from the survey team.

- For the survey to succeed, each team must work closely together. Any team member who in the judgment of the Survey Director creates a disruptive influence on the team may be asked to transfer to another team or may be dismissed from the survey.

- It is critical that the data gathered during the fieldwork be both accurate and valid. Field staff may be dismissed at any time during the fieldwork if their performance is considered inadequate for the high quality this survey demands.

- Any data collected is confidential. Under no circumstances should confidential information be passed on to third parties. Persons breaking these rules, and therefore, the confidence placed in them by respondents, will be dismissed.

- You have signed a contract, which pledges you to a specific number of days working on this survey. During this period you will not be allowed to make visits at your homes or relatives in the areas of work until the survey is completed. All team members are required to stay together at all times. You will book in the same hotel, travel together and have all your meals together.

- During the survey period, you are not allowed to engage in manner of misconduct such as getting drunk, fights or bring about poor team cohesion. Anyone implicated for such behavior will be dismissed.

- Time keeping is very important in this survey. Under no circumstances should a team arrive at a facility late after it opens for the day.

- Any attempt to flout any regulation set by management or compromise the quality of work through cheating or falsification of data will constitute a fundamental breach of trust and will be treated with the contempt it deserves. Any member who tries to do such should be reported by team members and be summarily dismissed. Failure to report will lead to collective punishment of the group.

- It is a pre-requisite that Interviewers move together as a team under the guidance of the Team Leader throughout the period of the evaluation exercise. In
other words, field teams should work each day in the same EAs, travel in a small group in the same vehicle, book and stay at the same lodging facility. This arrangement facilitates field supervision and is essential to quality control in data collection.