

APPENDIX 6

Sample guidelines for training enumerators

Preparation	Familiarize interviewers with the survey. Go through the principles during the preparation to sort out possible questions and misunderstandings.
	Let interviewers test the interview on each other so that they become familiar with reading the questions out aloud and to see if or where someone might have problems answering the questions.
Ensuring correct answers	Interviewers have to be sure about the respondent's answer and must never draw his/her own conclusions about what the respondent really means.
	Interviewers are not allowed to give explanations and should avoid synonymous or probing questions. If the respondent still does not understand the question, they should comment on that and go on to the next question. This means that there will be no answer to that question. If the respondent misunderstands the question, interviewers can only ask him/her to listen carefully, read the question once again and accept whatever answer they get.
Location and logistics	Interviewers should be prepared to conduct interviews at the agency (agency staff survey), and 'on-the-spot' interviews at the agency, on the street or in other locations where a sample of users might be found (user survey).
	Interviewers should try to be alone with the respondent, since he/she will give more honest answers and will be able to answer without interruption or influence. Interviewers should cover 10–12 respondents per day on average.
Approaching respondents	Interviewers have to be fully transparent in explaining the purpose of the survey and ensuring that the respondent is comfortable with the situation and fully understands the purpose of the interview.
	Interviewers should stress the anonymity of the respondent.
Conducting the interview	Interviewers have to ask the questions exactly as they are formulated in the questionnaire. Interviewers have to repeat the answer alternatives after each question.
	Interviewers are not allowed to give explanations and should avoid synonymous or probing questions. Answer alternatives have to be repeated after every question, with no exceptions. Only one alternative may be marked. If two alternatives are marked, the questionnaire will be void.
Reporting	Reports on how the survey is going and about non-responses should be submitted continuously to the supervisor/external expert.