



FEDERAL REPUBLIC OF NIGERIA
NATIONAL BUREAU OF STATISTICS
ABUJA, NIGERIA



COVID-19 NATIONAL LONGITUDINAL PHONE SURVEY

PHASE 2

BASELINE (FIRST ROUND)

INTERVIEWER MANUAL

NOVEMBER 2021

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Introduction

Despite the closure of borders around the world and aggressive containment measures, COVID-19 continues to spread globally, and the death toll continues to rise. To contain the spread of the virus, the Nigerian government has enacted a range of health and safety measures: closed borders, movement restrictions, and stringent limits on assembly resulting in the closure of schools, stores, markets, and other institutions essential to the social fabric of life in the country. As the country fights with this unprecedented health crisis, Nigeria was simultaneously hit by another economic crisis driven by the sharp decrease in oil prices. In 2020 and 2021, Nigeria saw its highest surge in inflation of food prices in almost two decades.

Since government-imposed social distancing practices are increasingly becoming common to fight the spread of COVID-19, these measures severely limit the use of traditional, face-to-face interviews in population-based surveys to address the data needs regarding responses to and socio-economic impacts of COVID-19. In response, the World Bank launched a global initiative to implement high-frequency phone surveys to track the responses to and socioeconomic impacts of COVID-19. The Bank-wide initiative was precipitated by the World Bank Group COVID-19 emergency financing to client countries and is anchored in the demand/requests from the country management units, including that of Nigeria.

From April 2020 to April 2021, the NBS has successfully implemented the Phase 1 of the Nigeria COVID-19 National Longitudinal Phone Survey (NLPS). In Phase 1, the National Bureau of Statistics conducted 12 rounds of monthly phone interviews with over 1,700 households that were selected from the General Household Survey-Panel (GHS-Panel) 2018/19.

Objective

The objective of the NLPS Phase 2 is to continue monitoring the socio-economic effects of this evolving COVID-19 pandemic in real time. These data will contribute to filling critical gaps in information that could be used by the Nigerian government and stakeholders to help design policies to mitigate the negative impacts on its population. The proposed NLPS in Nigeria will be designed to accommodate the evolving nature of the crises, including revision of the questionnaire on a bi-monthly basis.

Every two months, the households will be asked a set of core questions on the key channels through which individuals and households are expected to be affected by the COVID-19-related restrictions. Food security, employment, access to key services, coping strategies, and non-labor sources of income are channels likely to be impacted. The core questionnaire will be complemented by questions on select topics that will rotate each month. This will provide data to the government and development partners in near real-time, supporting an evidence-based response to the crisis.

Sample Design

The GHS-Panel 2018/19 will serve as the frame for the current survey. The GHS-Panel collected phone numbers of interviewed households, making it a good frame for the current survey. Furthermore, we expect relatively high response rates from GHS-Panel households since NBS has built a strong relationship with them through multiple face-to-face interviews to the same households (between 2 and 8 interviews). In addition, using the GHS-Panel sample as the frame will allow for analysis of the long-term economic impact of the dual crises since these same households will be visited again for a fifth round of the GHS-Panel in 2021/2022.

For the baseline survey, 4,445 households from the GHS-Panel 2018/19 will be contacted and interviewed. The questionnaire is designed such that the interview duration does not exceed 25 minutes.

Training

Personnel will be selected from the pool of NBS interviewers that have experience with the Survey Solutions platform and have previously conducted phone surveys. A total of 30 interviewers, 4 supervisors and 1 lead supervisor will be trained virtually (over Skype) to participate in the survey. The training shall last 2 days and shall focus on providing participants with detailed understanding of the survey and CAPI, elucidation of important concepts and questions in the questionnaire, mock interview and evaluation. A pilot will also be conducted with households retired from the GHS-Panel sample. Brief follow-up virtual trainings will be carried out on a bi-monthly basis before the start of each data collection round.

Conducting an Interview

Successful interviewing is an art and not a mechanical process and each interview is a new source of information to be made interesting and exciting. Although the art of interviewing develops with practice, there are basic principles – e.g. how to build rapport, conducting interviews etc. – which are followed. It is essential for enumerators to develop the correct attitude in carrying out interviews. Some of the essential and necessary attributes of a good enumerator are: *politeness, patience and perseverance*.

Language of Interview

The original baseline questionnaire for the Nigeria NLPS is in English and translations are available for Hausa, Igbo and Yoruba. Interviewers shall be assigned to states or regions where they speak, read, and understand the local language/dialect. It is very important not to change the meaning of the questions when you rephrase or interpret them. You should make sure that the way the question is read preserves the sense of the English question, rather than a word by word translation. If you have questions about how to phrase a question, you should ask your supervisor and refer to your notes from the training, where the phrasing of questions in local language will be discussed in detail. After reading the question, time should be allowed for the respondent to answer. If it appears the respondent did not hear the question, it should be read again, and time allowed for a response.

Respondent

The Nigeria NLPS will have ONE RESPONDENT per household. The respondent should be the household head or a knowledgeable adult household member. **The respondent must be a member of the household.** Unlike many other household surveys, you will not be expected to seek out other household members to interview them on their own data. The respondent may still consult with other household members as needed to respond to the questions you ask, including to provide all the necessary information on each household member (Section 2). Further instructions on identifying the appropriate respondent are provided in the following sections.

The Questionnaire

How to Read the Questions

Each question should be read clearly and exactly as presented in the questionnaire. It is also critical that the interviewer help the respondent understand the question being asked *without influencing (biasing) the respondent's answers*.

UPPER and Lower-Case Texts (CAPITAL Letters and Small Letters)

Text written in **UPPER CASE (capital) letters are instructions** to the interviewer and should not be read to the respondent. Other texts that you will see written with upper case letters are response options and codes. These also **SHOULD NOT** be read to the respondent. **Text written in lower case (small) letters SHOULD be read directly to the respondent including the response options that are written with lower case letters.**

Reference Periods

PAST 7 DAYS means the 7 days prior to the day of the interview. For example, if the interview takes place on Wednesday, the past 7 days are the time between the start of Wednesday of the prior week until the end of Tuesday, the day before the interview.

LAST WEEK means the full calendar week preceding the week of the interview. For example, if the interview takes place on Wednesday, then last week is the *previous week's* Monday to Sunday (being also the last Sunday before the interview). Generally, where LAST WEEK is being referenced, the day and date will be displayed for the enumerator.

Box 1: Reference Periods

WEEK	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	***** LAST WEEK *****						
						**** PAST 7 DAYS ****	
2	***** PAST 7 DAYS *****				INTERVIEW DAY		

Section A: Dashboard

Description: The dashboard displays all the assignments sent to you. Each assignment has its own assignment card that displays information that is important for you to organize your work. The dashboard has various tabs:

Create New: all the assignments for which you have not started an interview yet

Started: all the interviews you have already started, but not yet completed. In this survey these will be largely households you need to call back. You might have to keep notes on an extra sheet of paper or workbook to organize yourself, so you remember who you have to call back at what time.

Completed: Interviews that have been completed but not yet synchronized.

Rejected: Interviews that have been completed and submitted to the supervisor, but have been rejected for a reason.

Instructions: You do not have to fill in anything. CROSS-CHECK that you have selected the correct assignment then tap on START NEW INTERVIEW. If you have not selected the correct household, tap on the 3 dots at the top right of the screen and go back to the dashboard.

hhid The unique household identifier. The supervisor/HQ may use this number to communicate with you about any given household.

State The state where the household is located

Name of head The name of the household head recorded during the previous interview.

Language The language in which the previous interview was conducted. You should only receive assignments for languages that you speak. If you received an assignment in a language you don't understand, first try to call the number and see if you can communicate with the household, e.g. in English. Follow the interview and submit it. It will be reassigned to somebody else.

Section B: Interviewer Instructions and Interview Protocol

This section provides information about the approach/procedure the interviewer should follow to conduct the phone interview. Following the procedures indicated here will allow for maximizing response rate and also create the rapport for future rounds of the survey with the same household.

1. **Charging the Tablet:** Ensuring that the Tablet is fully charged at all times so there is no break in the interview. Given that the baseline and possible future rounds of the survey will be conducted from home due to the lockdown, and due to the erratic power supply, it is recommended that the interviewer connects the Tablet to available power source during the interview. Allowance shall be given to the interviewer to allow him/her charge the Tablet.
2. **Date and Time on the Tablet:** Also ensure that the date and time on the tablet is current.
3. **Internet or WiFi Access:** You need Internet/WiFi connection to be able to access the server to receive assignment and send completed interviews. Thus, interviewers should ensure that they have WiFi connection and that the Tablet is connected to the WiFi. Each interviewer shall be given an allowance for internet data and a mobile router. *The interviewer must ensure that they purchase and use the SIM card that provides the best internet/WiFi connection in their area.*
4. **Log unto the server:** Each interviewer has been given unique login and password to access the server. The name of the server is <https://ngnlps.mysurvey.solutions>. Your username and

password shall be provided to you by your supervisor. It is important that you keep your username and password as secure as possible.

5. **Synchronization:** The interviewer must synchronize the Interviewer Application at **least twice a day – in the morning before the start of work (interview) and in the evening after work.** Where possible, *interviewers should synchronize after completing each interview of a household.* Details on how to synchronize the SuSo Interviewer Application are provided under *Synchronization* in Section SS.
6. **Receiving Assignments and Sending Completed Interviews:** Once synchronization has been completed successfully, the interviewer will receive assignments for the households to be interviewed and possibly rejected interviews (if the interviewer has previously sent completed interviews to the server and those interviews have errors) on his/her dashboard. Completed interviews that have been marked as completed on the Interviewer's tablet shall be sent to the server.
7. **Commence an Interview:** To start an interview, open the assignment corresponding to the household you want to interview. Once opened, review the assignment carefully to ensure that you are using the correct assignment for the household.
8. **Dial Phone Numbers:** Dial the any of the displayed phone number(s) (possibly multiple times) until someone picks up. Once someone picks up, follow the procedure documented in the Interview Information section.
9. **Conduct the Interview:** Interview the respondents on all applicable sections of the questionnaire. All applicable questions and sections must be asked before completing the interview.
10. **Complete the Interview:** Once you have finished the interview with the respondent, please review to ensure all applicable questions/sections have been answered. Then mark the interview as **Complete**, following the guidance in section SC below.
11. **Synchronize Again:** Once the interview is marked as *Complete*, synchronize the Interviewer Application.

Section C: Survey Phone Process & Etiquette

Description: This section explains how interviewers should conduct themselves during a survey phone interview. The purpose is to ensure interviewers maintain the highest form of cordiality and discipline when carrying out phone interviews, to get successfully completed surveys.

BEFORE THE CALL

There are several things you need to have ready before you even start dialling a number to start an interview. You must make sure you are in an environment that is conducive for your calls, so there should be no disturbance around you. You should also make sure the equipment you will be using for the interview process- your phone and tablets – **are in working order and ensure that you have adequate airtime and data.** Phone interviews require you to be very attentive, otherwise you might miss something, so it is important that you have everything prepared before you begin. Specifically:

- **Make sure you can get as much privacy as possible.**
- **Inform members of your household of what you are about to do, so you are not disturbed. If possible, get a private room. Write boldly on a piece of paper: DO NOT DISTURB, and place it**

on the door. It is important to minimize distractions, so your respondent does not become bored or frustrated and hang up.

- **Make sure you have your tablet ready, fully-charged and open to the first household you will interview**
- **Check the volume on your phone. Do a test with a friend to make sure you can be heard and you can hear clearly. You don't want to miss anything the respondent says because your volume is too low.**
- **Have a clock in front of you, and time yourself; so you can pace your questions**

INITIATING THE CALL

Once you start dialing a number, you **MUST BE PREPARED** to speak. This is why you should have had everything in place before you start dialing. You don't want to keep the answerer waiting on the phone once they pick up, your full attention should be on the call at all times.

- **DO NOT** be distracted by your environment
- **DO NOT** keep the answerer waiting

IDENTIFYING INTERVIEW RESPONDENT

You are provided with different numbers to call for each household. In your tablet you will find number(s) for household members and possibly a number for a reference person, who is a non-household member. You must remember that you need to speak to a member of the household whose name appears on your tablet, which should preferably be the head of the household or at least an adult member (15 years or older) of the household. The person who answers the call, might not be either one of these persons so you will need to convince them to connect you with that person, especially if they are of a different household.

Remember to be ready to respond once the answerer picks up. Begin with:

“Good morning/afternoon/evening Sir/Madam. My name is (First name and Last name). I am working for the National Bureau of Statistics (NBS). We are currently doing a nationwide survey to examine the impact of and responses to the coronavirus in the country.”

[pause and continue]

“I am trying to reach (Household head FULL Name) or any other adult living with (Household head FULL Name). Who am I speaking to please?”

When the answerer tells you his or her name, you will know if it is your target respondent you are speaking to. If it is not the target respondent, then you ask very politely if the target respondent is available to take the call. Follow the directions and protocols you have been trained on to complete the 'Interview Information'.

If the answerer is not a member of the household, then you will need to convince the person (likely the reference person) to either provide a number you can call to directly speak to a member of the household or be willing to take their phone to the household, so you can speak to your target respondent or another adult member of the target household.

“Could you give me their number or visit them so I can call them using your phone? It is really important for me to be able to speak to them”

You may need to coax the reference person to take the phone to the household if they do not have a number to give you. Using words like “I would be grateful”, “If you would be so kind”, “It would greatly help if you could...”. There is no need to beg, just ask with some humility that will encourage the reference person to go out of their way to do what you need them to do. If the reference person (answerer) is unwilling to provide a number or leave their home, after you have attempted to convince them to, then DO NOT push further. Simply thank them for their time and follow the protocols you have been trained on.

When you have your target respondent on the phone, follow through with the rest of the ‘Interview Information’ questions as directed in your training and in this manual.

Please review the etiquettes below to provide some guidance when you are on the phone with anyone:

- **Speak clearly and confidently. Take brief pauses if reading a long sentence**
- **Keep your voice tone at an appropriate level and maintain that level**
- **Take your time to read out each question slowly.**
- **DO NOT interrupt the respondent**
- **DO NOT engage the respondent in political discussions or discussions that are not related to the survey**
- **Be sure to address whoever picks up the phone with respect, even a child.**
- **Never refer to the person on the other end of the line by simply saying their first or last name, always include a title e.g. Mr. Gbenga, Ms. Hauwa, Mrs. Sumbo. Alternatively, you can say “sir” or “ma” or “madam”**
- **DO NOT chew gum or eat food while on the phone**
- **Maintain a high degree of professionalism at all times; remember you are representing the National Bureau of Statistics**
- **When you have completed the interview, DO NOT hang up on the respondent; let the respondent hang up first.**
- **Stress on the importance of the survey to avoid and minimize the number of refusals**

SECTION 1: Interview Information

- **Description:** This is where you will record data about the interview itself (metadata) that will be used to keep track of fieldwork progress, including the number of call attempts made to each household.
- **Instructions:** The phone numbers of the household head, three other household members, and a reference person will be displayed on the screen. The interviewer should call any of the numbers multiple times until someone picks up. Specifically, the interviewer must first call the phone number(s) of the HEAD of household, followed by the other household members, and then the reference person.
- **S1Q0** A list question to list every call attempt. For each call attempt you should list the next number. For the first one you write 1, for the second one 2, etc. Do not replace already existing attempts with a new number, but always list a new one. It does not really matter if numbers are sequential. It is only for you to recognize individual calls. For EACH attempt, you have to list a new number, even if you are calling the same number multiple times. For each attempt listed here, a subsection ATTEMPS will open up.

ATTEMPTS

- **S1Q1** Select the phone number that you are attempting to call. A text will open up below telling you which person this number belongs to, if they are a member of the household or the reference person, and what their relationship with the head is. You will also see information on the household, including the household head name, up to 4 household members followed by a number indicating how many more members there are (if any), the state, LGA and town name. TRY NUMBERS FROM TOP TO BOTTOM, i.e. for the first attempt, the first number should be called. You might need to call the same number again in a second or third attempt or move on to the next numbers.
- **S1Q2** Take the time just before dialing
- **S1Q3** Indicate YES if someone is picking up the phone number you just called. Indicate NO, NOBODY ANSWERING if it is ringing, but nobody is answering. Let it ring for the maximum time before selecting this option. Select NO, NUMBER DOES NOT EXIST if it is not ringing. Double CHECK you have called the correct number before selecting this option. Only valid numbers have been included, this option should be rare. Select NO, PHONE IS SWITCHED OFF if you call the number and hear a message that the number is currently switched off.
- **S1Q4 & 5** Read the text prior to the question and Record YES if you are able to SPEAK WITH SOMEONE FROM THE HOUSEHOLD, NO if the person who answers is not a household member, usually the reference person and CANNOT UNDERSTAND THEIR LANGUAGE if you cannot communicate well enough with the respondent to conduct the interview.
- **S1Q6** Is only asked if you do not speak to a household member. Try to reach the household through them, either by them giving you a number of the household that you can call, or by them being physically in the same place at a moment when you can call back and conduct the interview with the HOUSEHOLD (never the reference person). If you select NO, DON'T KNOW THE HOUSEHOLD or NOT, CAN'T/WON'T CONNECT TO THE HOUSEHOLD, then the household will not be interviewed, the supervisor may check the case. Select YES, PHONE NUMBER -> RECORD IN NUMBERS if they can give you a number to call. Note down the number in the subsection

NUMBERS, together with the details. You can click on the link below the question to jump to the section.

- **S1Q7** Interviewer continue introducing yourself and the survey by reading the displayed text. Make sure you read and/or interpret the text such that you don't lose its original meaning.
- **S1Q8** Select YES if they have agreed to be interviewed, and NO, REFUSED if otherwise. If the household refuses, try to CONVINCED them but DO NOT FORCE them to participate. It is very important that we interview the selected households. Record NO, NOT NOW, if the household is not willing to be interviewed now, but if you can call back later.
- **S1Q9** Select the name of the person or respondent that gave consent to be interviewed. Ensure that the respondent/person should be either the head of household or a knowledgeable adult member of the household.
- **S1Q10** If the respondent was busy to commence the interview with you, request if he/she is willing to reschedule to a later date/time. Select YES if the respondent was willing to reschedule the interview to a later date/time, and NO if otherwise.
- **S1Q11** Indicate the date and time that the respondent agrees to be interviewed or when the reference person will be with the household so you can call. Use the calendar displayed to enter the date for the rescheduled interview. You will have to keep note of this outside Survey Solutions on a sheet of paper to organize yourself.

NUMBERS

- **S1Q12A** The question lists all the numbers available for a household. The numbers with a lock have been preloaded and cannot be edited. Add new numbers to the list if you are given new numbers for the household.
- **S1Q12** Write down the name of the person that the listed phone number belongs to. You can edit the name for existing numbers if you find out that it is not correct.
- **S1Q13** Is the person that the phone number belongs to a household member or not. Select YES if yes, NO if it is a reference person. You can edit this question for existing numbers if you find out that it is not correct.
- **S1Q14** Write the relationship of the reference person to the HOUSEHOLD HEAD
- **S1Q15** Select the relationship of the household member to the HOUSEHOLD HEAD

SECTION 2: Household Roster

Description: This section serves to make a full list of all current household members, by accounting for all household members reported during the previous visit and adding any new household members.

Definition of Household: In this survey, a HOUSEHOLD is defined as a person or group of persons who USUALLY SLEEP in the same dwelling and take their MEALS TOGETHER and recognize the same person(s) as their head. Usually, they either were part of the household for at least 6 of the 12 months preceding the interview or are currently members.

It is important that the interviewer help the respondent to know who is considered a household member and who is not. FAMILY AND HOUSEHOLD ARE NOT NECESSARILY THE SAME. The household may include NON-RELATIVES such as live-in workers. If you change respondents during the interview, BE SURE TO EXPLAIN who you are talking about when you say household.

INCLUDE IN HOUSEHOLD:

- Persons identified as household head even if they did not spend 6 of the past 12 months in the household
- New-born children, persons that have just married and joined the household, or anyone who recently moved into the household, e.g. adopted children, new live in worker
- Students and seasonal workers who spent less than 6 of the past 12 months in the household if they did NOT live as part of another household

EXCLUDE FROM HOUSEHOLD:

- Guests, even if relatives, who are staying for less than 6 months or who normally live in another household and are expected to return to a different household
- Family members that maybe stay in the same dwelling or compound, but do not normally eat with the household

Instructions: The section will be pre-filled with household members identified and recorded in the last interview (either face-to-face or phone). You will create a COMPLETE LIST OF ALL CURRENT household members by accounting for all the PRE-FILLED members and adding any people that have joined the household since the last visit. You will do this in 4 steps:

1. For all PRE-FILLED members, confirm whether they are currently household members.
2. List CURRENT household members that were not on the pre-filled list.
3. ONCE you have listed ALL new members, fill in their details in S2Q5 – S2Q8
4. If the pre-filled head of household is no longer a member of the household, identify the new head and update the relationship to the new head for all members in S2Q9.

START TIME Tap the start time to record interview starting time of this section

S2Q1 The question will be pre-filled with all the names of household members that were identified during the last interview (face-to-face or phone). Add the NAMES of ALL current household members that are not already on the list. Before recording new members, DOUBLE CHECK that they are not already on the list but are spelled differently. You can delete names of NEWLY ADDED members (e.g. if you accidentally recorded a person who does not meet the member

conditions), but you CANNOT DELETE PRE-FILLED MEMBERS. When you complete this question, you MUST have ALL CURRENT household member listed. ANY PRE-FILLED MEMBERS in the list that are no longer household member will also be listed - they will be filtered out in the following questions.

You must give a UNIQUE name for every household member. Record FIRST NAME and SURNAME; if this is not enough to distinguish members from each other, then a called name (nickname) and/or Sr./Jr. to distinguish persons.

S2Q3 The question is only open for PRE-FILLED members. Record YES if the person is currently a member of the household, i.e. normally eats and sleeps within the household. There are different reasons why the person may no longer be a member of the household: MEMBER may have moved to another household for various reasons, may be absent for a long time for various reasons, might have passed away, or may have been incorrectly recorded as a household member in any of the previous visits. Select NO in any of these cases.

S2Q4 Asked only when MEMBER is no longer a household member. Select the MAIN reason if there are more than one.

CONFIRM The question is only open for PRE-FILLED members. Confirm whether MEMBER's sex, age and relationship to head are correct.

S2Q5 Do NOT try to guess the sex of the household member from the name provided to you. This can lead to mistakes. Even in cases where you think that the name would most likely be a male's or a female's name, let the respondent CONFIRM the sex.

S2Q6 Record the AGE IN COMPLETED YEARS, do not round up.

S2Q7 Record the relationship of MEMBER to the HOUSEHOLD HEAD. If the respondent is not the head of the household, make sure that you record the relationship of MEMBER to the household head, NOT the relationship to the respondent.

HEAD - The member who makes key decisions in the household and whose authority is acknowledged by other members. NOTE the key decision maker may not necessarily be the oldest member.

SPOUSE - formally married or partner by mutual consent

OWN CHILD - biological child of the head (can be from another spouse)

STEP CHILD - biological child of spouse from a previous union/marriage

ADOPTED CHILD - children that are not biological children of either head or head's spouse

GRANDCHILD – biological children of the head's (own, step, or adopted) children

BROTHER/SISTER - person with at least one parent shared with the head

NIECE/NEPHEW – a daughter/son of a brother/sister to the head

BROTHER/SISTER-IN-LAW - formally married or partner by mutual consent of the brother or sister of the spouse

PARENT – father or mother of the head

PARENT-IN-LAW - parent of the head's spouse

SON-IN-LAW/DAUGHTER-IN-LAW – person who is formally married to biological child of the head

DOMESTIC HELP (RESIDENT) - person that works for the household (e.g. servant, guard, cook, baby-sitter, etc.) and eats and lives with the household

OTHER RELATION (SPECIFY) – person who is related to the head but whose relation is not specified in any category above should be indicated here and specify the type of relationship to the head

OTHER NON-RELATION (SPECIFY) – person who is not related to the head and not specified in any non-relation category above should be specified here

S2Q8 Select the reason why MEMBER joined the household since our last visit. Check with the respondent and select the most appropriate response. Select MISTAKENLY NOT REPORTED OR FORGOTTEN LAST VISIT if MEMBER was already a household member during the previous interview, but has not been recorded for any reason, FLED PROBLEM AREAS/ INTERNALLY DISPLACED PERSONS/CRISIS if MEMBER relocated to the household for any reasons concerning security or crisis, such as a terrorist attack.

S2Q9 If the prefilled head of the household is reported to no longer be a member of the household in S2Q3, then this question will be asked of all prefilled members to identify the new head of the household and update the relationship of all members to this new head.

S2Q10 This is a hidden CAPI filter that will help to identify school-age household members (aged between 5 and 18 years), for whom some questions will be asked later. For the rest of household members, the roster update ends here.

S2Q11 This question asks about CHILD'S attendance of school in the 2020/21 SCHOOL YEAR, **either in-person or remotely**. Select YES if CHILD has attended at least one day of school during the 2020/21 SCHOOL YEAR, either in-person or remotely. If CHILD is not presently attending but has been registered in a class at the school, select YES.

S2Q12 This question is for those who responded NO in Q11. We are interested in knowing the main reason why the CHILD is currently not attending school, either in-person or remotely. Although this question can have more than one valid response, it is a single response question and only the MAIN reason is required.

S2Q13 This question is about the level/grade that CHILD's attending during the 2020/21 SCHOOL YEAR, either in-person or remotely. Select the level/grade that CHILD is attending or enrolled in for the 2020/21 school year.

SECTION 5f: Health Access

Description: The objectives of this section are to collect data on households' access to health services during the COVID 19 outbreak. For health facilities, it asks about the household's needs for medical attention as well as challenges the household may face in accessing health facilities.

Instruction: Where applicable, you MUST remind the respondent to answer about the household in general and not about only his/her personal experience specifically. The reference period is “last 4 weeks” for the health questions.

HEALTH ACCESS

S5FQ1 Ask if the respondent or any members in the household are currently covered by any health insurance. Select YES if the respondent or other members of the household currently have health insurance coverage; otherwise, select NO.

S5FQ2 Ask for the person or organization that pays for the health insurance of household members, whether in full or partial. Make sure to read all options aloud to the respondent and select all that apply. Select Private (individually acquired) if the household or any member of the household bought the insurance directly from an insurance agency.

S5FQ3 Ask if the respondent or others in their household needed any health services (treatment or consultation) **in the past 4 weeks** whether there was illness or not. Select YES if the respondent or others in their household needed medical services in the last 4 weeks and NO if otherwise.

S5FQ4A & B Ask for the type of health service(s) that members of the needed in the last 4 weeks. Probe and select all that apply. **Be aware that the instruction for this question changes randomly between READ ALL OPTIONS and DO NOT read the answer options aloud.**

COVID-19 RELATED SERVICES – all services including screening/diagnostic tests, vaccinations, treatment

FAMILY PLANNING - all services related to prevention or spacing of pregnancy.

VACCINATION SERVICES (non-COVID) - all child vaccinations – excluding the COVID-19 vaccines.

MATERNAL HEALTH/PREGANCY CARE - all health services related to pregnancy, including antenatal care, childbirth, and postnatal care.

CHILD CARE (non-COVID) - all health services for children under 5 years (60 months) of age related to child health, excluding vaccination, but including child illness, malnutrition care, and annual/regular well visits.

ADULT CARE (non-COVID) - all health services for all persons age 5 years and older related to adult health, except family planning and maternal health/pregnancy care.

EMERGENCY CARE - all urgent health care needs including severe illness or injury.

PHARMACY/CHEMIST SERVICES - health visit to only obtain medicine or medical supplies.

OTHER - any other need medical service not specified in the above.

S5FQ5 For each of the health services indicated above, ask if the household was able to access them during the last 4 weeks. Record YES/NO accordingly.

S5FQ6A & B For each of the health services that the respondent indicated that their household needed but could not access, ask for the MAIN reason why the household couldn't access. Probe and select the main reason if there are multiple reasons for non-accessibility. **Be aware that the instruction for this question changes randomly between READ ALL OPTIONS and DO NOT read the answer options aloud.**

LOCKDOWN/TRAVEL RESTRICTIONS – COVID-19-related restrictions imposed by the government authorities

LACK OF TRANSPORTATION – An inability of the respondent to find a right transport modality, for reasons other than lack of money. This option differs from LOCKDOWN/TRAVEL RESTRICTIONS.

S5FQ7 For each of the health services the respondent indicated that their household needed in the last 4 weeks and was able to access, ask the respondent where they received the service. DO NOT read options.

CLINIC/HEALTH POST/PRIMARY HEALTH CARE - health environments with a very limited number of beds with limited curative and preventive care resources normally assisted by health workers or nurses.

PHARMACY – a retail facility that sells both prescription and over-the-counter medicines and are overseen by licensed pharmacists. This does not include kiosks where a pharmacist is not available. One may have a prescription or ask the pharmacist to prescribe medication.

CHEMIST SHOP (DRUG SHOP) – a lower-tier retail outlet or kiosk, with no pharmacist on staff, that sells over-the-counter drugs, chemical products and household remedies (also known as licensed chemical sellers, chemist, patent and proprietary medicine vendors, accredited drug distribution outlets, etc.)

MATERNAL AND CHILD HEALTH POST – a facility that concerns health status of mother and children.

CONSULTANT'S HOME – medical practitioner's home.

FAITH BASED HOME – a health facility that is being run by religious body e.g Hamadiyah health centre, catholic hospital, etc.

OTHER (SPECIFY) – any other classification not stated above and includes over-the-counter purchases in kiosks through self-prescription.

S5FQ8 For each of the health services the respondent indicated that their household needed in the last 4 weeks and was able to access, ask the respondent if the household had to pay out of their own pocket fees to use the service. Include borrowing because the household needs to repay, but exclude gifts. Record YES/NO accordingly

- S5FQ9A** For each of the health services the respondent indicated the household had to pay out of their own pocket fees, ask how much the household paid for **examination/medical visits**. These are direct medical fees, whether outpatient or inpatient, and include costs related to consultation, tests, labs, x-rays, admissions, treatment, surgery, and registration, excluding drugs.
- S5FQ9B** For each of the health services the respondent indicated the household had to pay out of their own pocket fees, ask how much the household paid for **drugs**. This includes any drugs purchased from hospital, chemist shop, pharmacy, etc. (regardless of the place of purchase) for each SERVICE.
- S5FQ9C** For each of the health services the respondent indicated the household had to pay out of their own pocket fees, ask how much the household paid for **transportation**. If the household used private vehicle, ask to estimate the cost of fuel.
- S5FQ9D** For each of the health services the respondent indicated the household had to pay out of their own pocket fees, ask how much the household paid for **other expenses**. These include direct medical costs that are not user fees, such as purchase of medical equipment (crutches, bands, etc) and traditional medicine, or indirect medical costs that are not transport related, such as feeding.
- S5FQ10** For each of the health services the respondent indicated that their household needed in the last 4 weeks and was able to access, ask how satisfied they were with the service. Select DON'T KNOW if the respondent does not know because it was another household member who received the SERVICE.

SECTION 6: Employment

Description: This section asks about INCOME-GENERATING activities of the respondent. The questions will capture information on respondents' occupation.

S6Q1 The reference period is LAST WEEK (i.e., Monday to Sunday of the week before the interview date). Select YES if the person has done any of the following last week, even if only for one hour. You will likely need to probe to determine the answer, as some respondents may not immediately understand if the activity they have done qualifies as a YES.

Work for pay includes... Worked for a wage, salary or any other pay. Payment includes all forms of remuneration – incl. wage, salary, tips, commissions – paid in cash or in-kind or with deferred payment. This includes persons working for pay for someone else, in a dependent relationship, for example as employees or paid apprentices, including casual, informal, and part-time employees. Agricultural work for others – e.g. for a wage, in-kind payment, or exchange of goods and services – is included here.

Any kind of business includes... The person has worked in a non-farm family business (e.g. as craftsman, hairdresser, shopkeeper, making and selling of food, medical practice, etc.) managed or operated by them or any other household member. This refers to any kind of family business activity the person is involved in to earn an income in the form of profits, in cash, or in kind, even if the business was not making a profit or was incurring a loss by the time of the interview.

Farming includes... Family farming, livestock, or fishing activities. The person has done any farming related work on land owned or rented by members of this household, or any livestock-related work with animals owned by members of the household or any fishing-related work (incl. shellfish collection, aquaculture etc.).

Any other activity to generate income... Any other type of income generating activity not included on the previous categories.

S6Q1A This question is asked to those who did not work last calendar week. Ask if they have a job, business, or family farm from which they were absent last week, to which they expect to return. Record YES/NO accordingly.

S6Q1B In the case of respondents that have a job, business, or family farm to return to, ask when they expect to return to this job and select from the list of options displayed accordingly.

S6Q1C Ask why the respondent did not work last calendar week. DO NOT read the answer options aloud; select the most appropriate response based on what the respondent reports as the MAIN reason he/she did not work last week.

S6Q3A This question is about job search and is asked to those who did not work in the last week and have no job or family business or family farm to return to. Ask if they did anything to find a paid job or start a new business in the last 4 weeks. Record YES/NO accordingly.

S6Q3B Record the MAIN action that the respondent took in the past 4 weeks to find a job or start a business. DO NOT read the answer options aloud.

S6Q5A Ask the respondent to describe the primary activities or tasks performed in their main work during the last week. Make sure to write a **SHORT DESCRIPTION** of the primary activity. The main job is the one where you usually work the highest number of hours (even if you were temporarily absent last week). If the respondent worked more than one job/activity, refer to the one they spent the most time working on.

S6Q5B INTERVIEWER: select the sector in which the respondent works in. Be careful when categorizing respondent's work into the appropriate sector.

S6Q6 This refers to the type of relationship between the person and whom they work for. The question is asked for all those who worked last week. It refers to the same work the respondent reported in Q5A and Q5B.

In your own non-farm business: The person works on their own account, excluding household farming activities. They hold a "self-employment" type of job and may or may not have employees working for them.

In a non-farm business operated by a household or family member: The person participated in any activity to support the operation of a non-farm business activity of a household member or a family member living elsewhere.

As an employee for a private company or someone else: The person holds a job with a written or oral contract which gives them a basic pay that is not directly dependent on the revenue of the place where they work.

As an employee for the government: The person holds a job with a written contract with local, regional, or national government.

As an apprentice, trainee, intern: The person holds a job on a temporary basis to acquire workplace experience or skills.

S6Q6A Ask the respondent what all the family products they worked on are intended for. Read all options.

S6Q8B1 Record here the **TOTAL** number of hours the respondent worked on their main job last week. Where necessary, help the respondent to estimate.

S6Q9 This question will be asked only to those that are not currently working and do not have a job, business or family farm to return to. Ask if the respondent has ever worked in their life. Record YES/NO accordingly.

S6Q10 Ask the respondent if they lost their job because of the pandemic that started in March 2020. Record YES/NO accordingly. Job loss does NOT include: someone that stopped going to their place of work but continued receiving wage.

S6Q10B Ask the respondent in which month(s) they did not work due to job loss.

FAMILY BUSINESS OR NON-FARM ENTERPRISE

A household non-farm business or enterprise is an organized commercial activity or commercial establishment, owned and managed by household members. It can be very informal with no hired labor, or formal with registration and possibly hired labor. For instance, non-agricultural one-man operations providing goods/services for various different non-household members/groups, i.e. working independently on their own-account, are classified as household enterprises.

The main criterion for an enterprise to be considered in this module is that it operated at some point since January 2021.

Household non-agricultural income-generating enterprises include those that produce or trade goods or services, including owning a shop or operated a trading business, no matter how small. Enterprises might include, for example, making mats, bricks, or charcoal; working as a mason or carpentry; firewood selling; metalwork; tailoring; repair work; food processing, fish marketing, petty trading, and so on.

S6AQ11 Ask if the respondent or any member of the household operated a non-farm enterprise or family business since January 2021. Record YES/NO accordingly. If no member of the household operated a non-farm enterprise since January 2021, then move to the next module.

S6AQ11c This question requires the respondent to describe the main activities of the non-farm enterprise. Make sure to write a SHORT DESCRIPTION of the business.

S6Q12 **INTERVIEWER:** select the sector that better describe the non-farm enterprise.

S6AQ15 This question seeks to know the challenges the non-farm business has faced due the coronavirus pandemic. Read out the options and select a YES/NO for each of them.

S6AQ15A Ask if the respondent or any member of their household changed or plans to change the way they operate their non-farm enterprise or family business due to the coronavirus. Record YES/NO accordingly.

S6AQ15B Ask for the changes the respondent or other members of their household has implemented or plans to implement due to the coronavirus. READ ALL OPTIONS. Select all that apply. “Switched to delivery services only” (option 5) cannot be selected with “Requiring customers to wear masks” (option 1), “Keeping distance between customers” (option 2) and/or “Allowing a reduced number of customers at a time” (option 3).

Section 9A: COVID-19 Vaccine

Description: This section asks questions related to COVID-19 vaccines. The questions will capture information on respondents’ attitudes towards COVID-19 vaccines.

INTERVIEWER READ OUT: Now I'd like to ask you some questions on COVID-19 vaccine to understand people's attitudes towards COVID-19 vaccines. This will not be used to determine your eligibility to receive COVID-19 vaccine or to provide you with COVID-19 vaccine.

- S9AQ1** Ask the respondent if they know COVID-19 vaccination has started in their country. Record YES/NO accordingly. Select NO if the respondent does not know.
- S9AQ2** Ask the respondent for their sources of information regarding COVID-19 vaccines. DO NOT READ OUT THE OPTIONS. Select all the options that apply.
- S9AQ2A** Amongst the sources indicated by the respondent in the previous question, ask which source the respondent trusts the most.
- S9AQ2B** Ask the respondent through which channels they received the information regarding COVID-19 vaccines from the sources of information indicated in Q2. DO NOT READ OUT THE OPTIONS. Select all the options that apply.
- S9AQ3** Ask the respondent if they have been vaccinated for COVID-19. Record YES/NO accordingly.
- S9AQ4** This question is asked only to those who have been vaccinated for COVID-19 (Q3=YES). Ask the respondent when they received the first shot of the COVID-19 vaccine. Record the month and year accordingly.
- S9AQ5** This question is asked only to those who have been vaccinated for COVID-19 (Q3=YES). Ask the respondent the number of shots of the COVID-19 vaccine they received.
- S9AQ6** This question is asked only to those who have been vaccinated for COVID-19 (Q3=YES). Ask the respondent where they got vaccinated for COVID-19 and select the appropriate response from the options.
- S9AQ7** This question is asked only to those who have been vaccinated for COVID-19 (Q3=YES). This question seeks to know the respondent's reasons for getting vaccinated for COVID-19 besides protecting their own health. DO NOT READ OUT THE OPTIONS. Record up to two reasons by selecting the appropriate response from the options.
- S9AQ8** This question is asked only to those who have been vaccinated for COVID-19 (Q3=YES). Ask how likely the respondent is to encourage others to get the COVID-19 vaccine.
- S9AQ9** This question is asked only to those who have NOT been vaccinated for COVID-19 (Q3=NO). Ask the respondent if they plan to get vaccinated for COVID-19. Record YES/NO/NOT SURE accordingly.
- S9AQ10** This question is asked only to those who do not know that the country has started COVID-19 vaccination (Q1=NO). Ask the respondent if they plan to get vaccinated when a vaccine that can protect them from COVID-19 is available to them. Record YES/NO/NOT SURE accordingly.
- S9AQ11** This question is asked only to those who are planning to be vaccinated for COVID-19. The question seeks to know the primary reason why the respondent is willing to get vaccinated apart from protecting their own health. DO NOT read options aloud. Record up to two reasons by selecting the appropriate response based on what the respondent reports as the reason.
- S9AQ12** This question is asked only to those who are planning to be vaccinated for COVID-19. Ask how likely the respondent is to encourage others to get the COVID-19 vaccine.

- S9AQ13** This questions is asked only to those who know the COVID-19 vaccination has started in their country and are planning to be vaccinated, but have not received the vaccine yet. Ask the respondent why they have not received the COVID-19 vaccine yet. DO NOT read the options aloud. Record up to two reasons by selecting the appropriate response based on what the respondent reports.
- S9AQ14** Ask respondent why they are not sure or planning to be vaccinated for COVID-19. DO NOT read the options aloud. Record up to two reasons by selecting the appropriate response based on what the respondent reports.
- S9AQ15** This question intends to capture how others affect respondent's vaccine decision. Ask if the respondent is more likely to get the COVID-19 vaccine if any of the following individual/authorities get or recommend the vaccine. READ OPTIONS and provide YES/NO for each.
- S9AQ15A** Amongst the individuals/authorities selected in S9AQ15, select the one who the respondent trust the most.
- S9AQ16** This questions is asked only to those who know the COVID-19 vaccination has started in their country (Q1=YES). Ask respondents if anyone (else) in their household has been vaccinated. Record YES/NO accordingly.
- S9AQ17** If anyone (else) in the household has been vaccinated, select names of ALL household members that have been vaccinated for COVID-19.
- S9AQ18** This questions is asked only to those who know the COVID-19 vaccination has started in their country (Q1=YES). Ask who MAINLY decides whether the adult household members will get vaccinated for COVID-19. Select the most appropriate option based on respondent's answer.
- S9AQ19** This question asks the respondent to state the number of people they think have been vaccinated or are willing to be vaccinated for COVID-19 out of 10 people in their community. The response is subjective and there is no right or wrong answer. Record the number based on the respondent's response. Probe the respondent to guess if they said "I don't know". Select DON'T KNOW if they still say "I don't know" or "I don't want to guess".
- S9AQ20** Ask the respondent if they think COVID-19 vaccine should be mandatory. Select YES if they think so, and NO if otherwise.
- S9AQ21** Ask the respondent why they do not agree with the COVID-19 vaccine mandates. Select the most appropriate option based on the respondent's answer.

SECTION 12: Result of the Interview

Description: This needs to be completed for EVERY interview file, even if you were not able to reach the household to conduct an interview. Some of the questions are interviewer questions and are NOT to be read out to the respondent. Read/ask the respondent only the questions written in lower case.

S12Q1 Ask if the current phone number that you are speaking to the respondent on is the best number they can be reached on in the future. Select YES, if the current number is the best number, and NO if otherwise.

S12Q2 Select the phone number from the list of numbers displayed. If the respondent's preferred number is not in the displayed list, please go back to the NUMBERS roster and add the number to it. Then return here and select that number accordingly.

S12Q3 Ask and indicate the day of the week that will be appropriate to reach out to the respondent in the future. Note that you cannot select ANY DAY and any other day.

S12Q4 Indicate the time of day that will be more appropriate to reach out to the respondent in the future.

After this, read the displayed text to the respondent and thank them

S12Q5 Record the FINAL RESULT of the interview. The list of answer options is filtered based on the answers in the INTERVIEW INFO Section.

For interviews where you were given consent, response options are:

COMPLETE for interviews that were completed normally, i.e. you managed to answer all questions and sections.

PARTIALLY COMPLETE for interviews that were started, but were not fully completed for whatever reason. These interviews will contain unanswered questions.

S12Q6 This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETE. Indicate YES if the interview could be completed if another interviewer tries to reach out to the respondent later.

S12Q7 This question, directed to the interviewer, is activated if the interview result is PARTIALLY COMPLETED, DON'T KNOW HOUSEHOLD, or REFERENCE PERSON CAN'T CONNECT TO HOUSEHOLD. Provide detailed reason for the interview result.

S12Q8 This question, directed to the interviewer, is activated if the interview result is DON'T UNDERSTAND LANGUAGE of the respondent. Type in the language that you believe the respondent speaks.

S12Q9 This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Select the MAIN respondent for this interview from the displayed list.

S12Q10 This question, directed to the interviewer, is activated if the interview result is COMPLETE or PARTIALLY COMPLETE. Indicate the language that you conducted the interview in. Specify the language if not in the displayed list of languages.

S12Q11 This question, directed to the interviewer, is activated if the interview result is COMPLETE. Confirm the phone number that you ultimately reached the respondent on.

S12Q12 Indicate YES if you have general notes about the interview that you want to convey to your supervisor, and NO if otherwise.

S12Q13 Type the notes/observations here. Be concise, but detail as much as you can.

S12Q14 Tap to record the end time for the whole interview.