



REPUBLIC OF ZAMBIA

CENTRAL STATISTICAL OFFICE

Living Conditions
Monitoring Survey V 2006

**SUPERVISOR'S INSTRUCTIONS
MANUAL**

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CHAPTER 1: INTRODUCTION

1.1. Survey Background

The Structural Adjustment Programme (SAP) that the government of Zambia has been implementing since 1991 has had some successes and shortcomings. Some components of the programme such as privatisation have been implemented at record pace. Others such as liberalization of agricultural marketing have not completely taken root. Whichever way we look at it, a substantial segment of the population is still adversely affected by the cost of reforming the Zambian economy. It is from this realisation that the Zambian government and its cooperating partners decided to put in place a monitoring and evaluation mechanism in 1991, which was implemented through the conduct of the Social Dimensions of Adjustment Surveys (SDAs).

The Living Conditions Monitoring Surveys (LCMS) surveys evolved from the Social Dimensions of Adjustment Priority surveys conducted in 1991 (PSI) and 1993 (PSII), by the Central Statistical Office. So far, four Living Conditions Monitoring Surveys have been conducted. These are: -

- (i) The Living Conditions Monitoring Survey I of 1996
- (ii) The Living Conditions Monitoring Survey II of 1998, and
- (iii) The Living Conditions Monitoring Survey III of 2002/2003
- (iv) The Living Conditions Monitoring Survey IV of 2004

1.2. Purpose of the Survey

The Living Conditions Monitoring Survey V (LCMS V) is intended to highlight and monitor the living conditions of the Zambian society. The survey will include a set of priority indicators on poverty and living conditions to be repeated regularly.

The Living Conditions Monitoring Survey V (LCMS V) has a normative point of departure, that is, describing the living conditions either as good or bad, as improving or deteriorating and identifying those, and identifying those that require policy action.

The survey will provide a basis on which to: -

- Monitor the impact of government policies and donor support on the well being of the Zambian population.
- Monitor poverty and its distribution in Zambia.
- Provide various users with a set of reliable indicators against which to monitor development.
- Identify vulnerable groups in society and enhance targeting in policy implementation.

However, the survey is **not** a fully-fledged survey on any of the topics covered, it is concerned with information necessary to monitor living conditions.

The following topics will be covered in the LCMS V 2006 Questionnaire: -

- Demography and migration
- Marital status and Orphanhood
- Health
- Education
- Economic activities
- Income
- Household assets
- Household amenities and housing conditions
- Household access to facilities
- Self-assessed poverty and household coping strategies
- Agricultural Production
- Household expenditure
- Developmental issues and social fund impact
- Child Health and Nutrition
- Deaths in the household

1.3. **Coverage**

The survey will have a nationwide coverage on a sample basis. It will cover both rural and urban areas in all the nine provinces. The survey will also be able to provide data for each and every district in Zambia. Hence a very big sample size of approximately 20,000 households will be drawn.

1.4. **Field Questionnaires**

Three types of questionnaires will be used in the survey. These are:-

1. The Listing Booklet:- to be used for listing all the households residing in the selected Standard Enumeration Areas (SEAs)
2. The Main questionnaire:- to be used for collecting detailed information on all household members.
3. The Prices questionnaire:- to be used to collect data on unit prices of various commodities in the established trading places found in districts, provincial capitals and cities. This information is vital for the harmonising regional differences in prices.

1.5. **Sampling Procedure**

The Living Conditions Monitoring Survey V (LCMS V) will cover 1000 SEAs and approximately 20,000 households in total (throughout the country). After an Enumerator has listed all the households residing in an SEA (using the listing booklet), your task as a supervisor is to select a sample of households, which will be interviewed in detail using the main questionnaire. Details of how the sample households will be selected are provided below.

Before selecting the sample of households, ensure that all the households residing in the SEA are listed by physically checking. Ensure that the Enumerator keeps within the boundaries of the SEA and has listed all the households completely. Do not wait until all the SEAs under your supervision are listed before selecting households. Select the sample households as soon as an SEA is listed (after supervising the listing exercise).

For rural SEAs you should select approximately 15 households. In urban SEAs you should select 25 households.

The rural households should be selected in the following manner:

- (a) 7 households will be selected from a stratum of small-scale agricultural households.
- (b) 5 households will be selected from a stratum of medium scale agricultural households
- (c) In the case of large-scale agricultural households, selection will be done on a 100 percent basis, i.e. all large-scale farmers identified in an SEA should be enumerated.
- (d) 3 households will be selected from a stratum of non-agricultural households.

HOUSEHOLDS NOT TO BE ASSIGNED SAMPLING SERIAL NUMBERS

In both urban and rural SEAs the following should not be assigned sampling serial numbers:-

1. Vacants.
2. Non-contacts.
3. Refusals.
4. Partially responding households.

STRATIFICATION OF HOUSEHOLDS IN RURAL SEAs

In the listing form information on whether a household engages in agriculture or not will be collected. For agricultural households information will be collected on total area under crop, number of livestock owned by type and number of poultry owned by type.

Based on the above information, rural households will be stratified into the 4 strata as mentioned above.

Small-scale agricultural households must satisfy the following criteria:-

(i) Area criterion:

- Total area under crops of less than 5 hectares.

(ii) Livestock criterion:

- If they own dairy cows they should be less than 5 in number.
- Does not own any beef cattle.
- Does not own any exotic pigs.

(iii) Poultry criterion:

- Does not own any broilers, and has not raised any in the last 12 months prior to the survey.
- Does not own any layers, and has not raised any in the last 12 months prior to the survey.

Medium scale agricultural households must satisfy the following criteria:-

(i) Area criterion:

- Total area under crops has to be between 5 and less than 20 hectares.

(ii) Livestock criterion:

- If they own dairy cattle, they should be between 5 and 20 in number, 5 and 20 included.
- If they own beef cattle, the number should be less than or equal to 50.
- If they own exotic pigs, the number should be less than 10.

(iii) Poultry criterion:

- If they own broilers, they should have raised less than 6,000 broilers in the last 12 months prior to the survey (accumulatively).
- If they own layers, they should have raised less than 1,000 layers in the last 12 months prior to the survey (accumulatively).

Large scale agricultural households should satisfy the following criteria:-

(i) Area criterion:

- If engaged in crop growing, they should have a cropped area of 20 hectares or more.

(ii) Livestock criterion:

- If dairy cows are owned, the number should be more than 20.
- If they own beef cattle, the number should be more than 50.
- If they own exotic pigs, the number should be at least 10.

(iii) Poultry criterion:

- If they own broilers, the number raised in the twelve months period prior to the survey should be at least 6,000 in number.
- If they own layers, the number raised in the twelve months period prior to the survey should be at least 1,000 in number.
- If they produce any poultry parent stock, regardless of number

Non-agricultural households are any households that are not engaged in any agricultural activities, that is, the households neither grow Crops, own poultry, own livestock nor engage in any fish-farming.

SUMMARY OF RURAL HOUSEHOLDS CLASSIFICATION:

Criterion	Stratum			
	Small scale Farmers	Medium Scale Farmers	Large Scale Farmers	Non-agricultural households
<u>Area under crop</u>	Less than 5 hectares	5– 19.9 hectares	20 hectares or more	None
<u>Livestock</u>				
Dairy cows	less than 5	5 – 20 (inclusive)	more than 20	None
Beef cattle	None	50 or less	more than 50	None
Exotic pigs	None	less than 10	10 or more	None
<u>Poultry</u>				
Broilers	None	less than 6000.	6000 or more	None
Layers	None	Less than 1000	1000 or more	None
Parent stock of poultry	None	None	Any number	None

On the sample sheet below, 10 households are listed. The list includes both agricultural and non-agricultural households. The type of agricultural activity each listed household is engaged in, has been shown for those engaged in agricultural activities. Using the described classification procedure, each of the 10 households has been allocated a sampling serial number according to the appropriate farm category, i.e. small, medium, large-scale and non-agricultural.

EXAMPLE 1:

House-hold number	Area under crop	Livestock						Poultry						Sampling serial number			
		Cattle			Goats	Sheep	Exotic pigs	Broil-ers	Layers	Parent stock of poultry	Other Chickens	Ducks and Geese	Other poultry (rabbits, guinea fowls, turkeys pigeons, etc)	SS	MS	LS	NG
		Beef	Dairy	Other													
Column	12-14	16	17	18	19	20	21	24	25	26	27	28	29	33	34	35	36
0001	5 acres		6					10							1		
0002	1 lima, 1 acre								1500							1	
0003	20 ha								100				900			2	
0004	1 ha			70			25						28			3	
0005	5 lima, 1ha			190									50	1			
0006	2 lima							40							2		
0007	non-gric hh																1
0008	4ha, 3 acres						10	1000								4	
0009	9ha, 5 acres			50			20	400								5	
0010	3 acres		6												3		

Note:

A household should be stratified according to the highest values on the classification criterion. For example, a household could pass as small-scale on the area criterion yet be medium-scale on the livestock criterion. Such a household should be stratified on the higher scale of medium scale farmers.

Area under crops should all be converted into hectares and added together for a particular household to help

with identifying the scale of farming.

SS = Small Scale Farmers

MS = Medium Scale Farmers

LS = Large Scale Farmers

NG = Non Agricultural households

EXAMPLE 2:

Household number	Area under crop	Livestock						Poultry						Sampling serial number				
		Cattle			Goats	Sheep	Exotic pigs	Broilers	Layers	Parent stock of poultry	Other chickens	Ducks and Geese	Other poultry (rabbits, turkeys pigeons, etc)	SS	MS	LS	NG	
		Beef	Dairy	Other														
Column	12-14	16	17	18	19	20	21	24	25	26	27	28	29	33	34	35	36	
0100	1ha, 5 acres, 1lima			100		10	5	6000										

This household is to be classified as follows:

(i) Area under crop:-

The household has 1ha + 5 acres + 1 lima. This equals 1 ha + 2 ha + 0.25 ha = 3.25 ha using the following conversion rule:

1 lima = 0.25 hectares

4 limas = 1 hectare

1 acre = 0.405 hectares

2.5 acres = 1 hectare

Conclusion: 3.25 ha is less than 5 ha = small scale agricultural household.

(ii) Livestock:-

- The household has only 'other cattle'. This implies small scale farming.
- Sheep is not used as a classification criteria.
- The number of exotic pigs equals medium scale farming.

Conclusion: The household has exotic pigs, but the number is less than 10 = Medium sized agricultural household.

(iii) Poultry criterion:-

- The household has owned and raised 6,000 broilers in the last 12 months prior to the survey.

Conclusion: 6 000 broilers = Large scale agricultural household.

Overall classification:

- Area under crop = small scale
- Livestock = medium scale
- Poultry = large scale

Conclusion: This household is to be stratified as a large scale agricultural household.

If a household only engages in game ranching, they should not be classified as an agricultural household but as non-agricultural.

Steps to follow in the sample selection

In order to avoid achieving a different sample size from the expected one, due to certain technical problems associated with systematic sampling, we have adopted the **CIRCULAR SYSTEMATIC SAMPLING** procedure. We will assume that the listing of households will be in a circle. We will assume the following relationship:

$$N = nK$$

Where, N is the total number of households that are assigned sampling serial numbers in a Standard Enumeration Area in urban areas, and stratum total in rural areas,

and n is the sample size in a given SEA, 25 in urban SEAs or the number in a given stratum in rural SEAs (see c. Sampling procedure for the number of household per stratum per SEA in rural SEAs),

and K is the sampling interval which we will calculate from this relationship, that is:

$$K=N/n$$

Each time you calculate this sampling interval, you must round it down to the nearest whole number, that is you just ignore the decimal points. E.g 25.8 = 25.

In urban SEAs assign sampling serial numbers in ascending numbers from the first household listed. Start with 1. Use the last column in the Listing Form.

In rural SEAs, assign sampling serial numbers in ascending order for each stratum separately, and start with 1 for each stratum. Enter the sampling serial number in the appropriate column in the Listing Form.

1. Get N. In urban areas, N is the total number of households assigned sampling serial numbers in the SEA. In the rural areas N is equal to the total number of households assigned sampling serial numbers in each of the 3 strata, small scale, medium scale and non-agricultural.
2. Calculate K. In urban households, $K = N/25$. In rural areas, 3 different K's have to be calculated. For small-scale farming households, $K = N/7$, for medium scale farming households, $K = N/5$, for non-agricultural rural households, $K = N/3$. Remember however, that all large-scale farming households residing in the sample SEAs are to be included in the sample; hence there is no need to go through any selection procedure for this stratum.

3. Get the random start using the random numbers table (see Appendix). Make sure that this number is between 1 and N. The household whose serial number will correspond to this number is the first selected household.
4. Continue to select households by adding K (sampling interval) to the serial number of each selected household until you achieve your 'n'.

The random numbers should be selected as follows:-

- Select the random number between 1 and N from the first column if the N is a single digit number, from the first two columns if the N is a two digit number, from the first three columns if it's a three digit number, or from the first four columns if N is a four digit number. Go down the columns (appropriately) until you get the random number between 1 and N.
- After selecting the random number for one SEA, you should continue down the columns to select the random start for the next SEA. Continue selecting your random starts for your SEAs/Strata from where you left off last time until all the samples are selected. When you reach the end of one set of columns, continue on another set.

In those rural SEAs where the total number of households in a particular stratum is less than 'n', the number of households you are supposed to select, you shall select the shortfall from the nearest stratum. For example, you are supposed to select 7 households from the 'small-scale' stratum, but the total number of households in that stratum is only 5, you should select 2 extra households from the 'medium-scale' stratum in order to get the required number. If N is equal to 'n', then select all the households in the stratum. If 'n' is short in the small-scale stratum, select the shortfall from the medium scale stratum. If 'n' is short in the medium scale stratum, select the shortfall from the non-agricultural stratum. If 'n' is short in the non-agricultural, select the shortfall from the small-scale stratum. When the total number of households in a stratum is less than 'n', the required sample size, you should likewise calculate the Sampling Interval (K) accordingly for the stratum whose 'n' has increased. In the example above, the sampling interval for the medium scale stratum will be $K=N/7$ instead of $N/5$.

When selecting replacement households, select by adding the K (sampling interval) to the last selected household. If this method ends up with selecting an already selected household – select the replacement household/s by choosing another random number between 1 and N and the number corresponding to the random number is the selected replacement household.

Replacing selected households:

The following conditions apply for replacing selected households:

- a. Vacant - a household that was listed has permanently moved.
- b. New household - moving into a housing unit that was occupied by a listed household.
- c. Non-contacts - cannot get hold of the household (after a number of attempts)
- d. Refusals - household refuses to be enumerated (after a number of attempts)
- e. Dwelling not found – cannot locate dwelling after a household has been selected
- f. Partially responding households.

CHAPTER II – FIELD STAFF AND THEIR FUNCTIONS

A. MASTER TRAINERS

Statisticians based in the provinces will participate on the LCMSIV survey as Master Trainer for each of the nine Provinces with the following major functions:-

- (i) To train Field Supervisors and oversee the training of Enumerators in their respective Provinces.
- (ii) To oversee the whole Survey process and ensure that it succeeds.
- (iii) To check that the field arrangements are operational and moving according to plan.
- (iv) To participate in checking the completed questionnaires accuracy, completeness and for any discrepancies and ensure that such discrepancies are resolved.
- (v) In case of refusals from the respondents, The Master Trainer should assist Supervisors and Enumerators to convince such respondents of the importance of the Survey and thus secure their co-operation.
- (vi) To administer and monitor funds for training of Enumerators in provinces.
- (vii) To advise on other technical aspects of the Survey.

Although only the major functions are listed here, the Master Trainers can assist the Survey Staff in other areas as well.

B. REGIONAL STATISTICIANS (RSs)

The Regional Statistician (RS) is the overall head of the provincial office. He/she has to guarantee the preparedness of the province to undertake the survey. The following are the responsibilities of the Regional Statisticians:-

- (i) To train Enumerators together with Master Trainers in the Provinces.
- (ii) To make accommodation, transport and other arrangements for staff involved in the field operations, in consultation with the Master Trainer, for both the training period and field operations.
- (iii) To liaise with the Master trainer on how to administer funds during the Enumerators training, i.e. what and how much to buy, etc.
- (iii) Generally to ensure that all administrative issues related to the surveys are done. For example, informing Provincial and Local authorities about the presence of field Staff and the Survey operation itself in order to gain cooperation from the local people, recruitment and mobilization of Enumerators for field work, solving CSA/SEA boundary problems, mobilizing materials from the Provinces such as bicycles, etc.

- (iv) Wherever possible Provincial heads, Master Trainers, Supervisors and the Enumerator should together identify actual ground boundaries for the selected SEAs, to ensure that the Enumerator is working within the boundaries of his/her allocated SEAs. They should also take care of imaginary boundaries by measuring distances, etc to locate where they are.
- (v) To help check completed questionnaires with Master Trainer for completeness, legibility, consistency, etc.
- (vi) To mobilize adequate transport for the survey within the province.
- (vii) Deal with any other issues that may come up during the field operations.

C. SUPERVISORS

The Supervisor performs a vital function in the Survey process. In the case of the LCMSIV survey, the Supervisor will be in direct contact with the Enumerators; hence he/she will be responsible for ensuing conduct and performance of the Enumerators under his or her supervision. The general functions of the Supervisor include: -

- (i) Assisting Master Trainers and Provincial heads to train Enumerators.
- (ii) Organizing the Enumerators to successfully complete their assignments;
- (iii) Ensuring that the work completed by the field staff meets the required standards.
- (iii) Communicating with the Master Trainer and Provincial Head on a regular basis reporting on the progress of the Survey, relaying problems encountered in the field
- (iv) Receiving directives on Survey operations and resolutions to problems raised
- (v) Allocating areas (SEAs) to Enumerators, showing Enumerator his/her SEA boundaries on the ground, issuing of Survey instruments and other equipment to the field staff.
- (iv) Providing routine supervision with regard to administrative and personnel matters.
- (v)
- (vi) To supervise the Enumerators under him/her on a daily basis and rotating between Enumerators. Supervisors will lead and supervise on average 4 Enumerators each.
- (vi) Coordinate and check the selection of households in the SEA by Enumerators.
- (vii) Editing completed listing sheets and questionnaires for consistency, legibility, completion, etc.

It should be emphasized that all the field staff participating on the LCMSIV survey should take their roles seriously as the survey is intended to collect very essential data that concerns the well-being of people.

In order for the whole Survey operation to succeed, there is need for field staff to work as a team and avoid conflicts between them. It is essential that RSs work closely with Master trainers and agree on how to go about the whole operation. For instance, there is need for consultation between the RS and the Master Trainer on issues of transport usage, allocation of field materials, choice of camping site, etc. In other words

there is need to consult each other and agree on issues that arise in the field.

Supervisors should be closely monitored on how they carry out their day-to-day supervision work. Master trainers, RSs and Supervisors should all attend the training session of Enumerators. Master trainers and RSs should rotate between different Supervisors and supervise and direct their work. If transport is enough, the Master Trainer and the RS can supervise different areas each day and share experiences when they meet later. It is advisable that the RS and Master Trainers share the districts where they will be expected to conduct spot-checks especially during the beginning of the survey. Whenever the RS is not available for fieldwork, the Master Trainer should continue to monitor those areas, which were initially under the control of the RSs.

CHAPTER III – SUPERVISION/EDITING INSTRUCTIONS FOR SUPERVISORS

A. SUPERVISING THE FIELD WORK

(i) INTRODUCTION

As a Supervisor, your most important task in the field is to provide day-to-day supervision of the Enumerators and their work. Your supervisory functions in the field can be divided into three areas; allocating assignments for interviewing, supervising Enumerators' work and quality control.

(ii) ALLOCATING ASSIGNMENTS

Before allocating SEAs to the Enumerators, you and the Enumerators should carefully review the work to be done. After that, keep the following points in mind when making assignments:-

1. Plan the work carefully so that it will be completed within the allocated time.
2. Do not show favoritism when giving assignments. Areas, which are difficult, should be divided as equally as possible. Where possible ensure that an Enumerator covers both the urban and rural SEA since each Enumerator is expected to cover 2 SEAs.
3. Provide Enumerators with sufficient forms to complete their assignment. Keep record of what and how much is issued to each Enumerator in your notebook or control form.
4. Instruct the Enumerators to fill in the appropriate coding information at the top cover of the questionnaires.
5. Remind Enumerators to review the questionnaires before leaving the respondent and once again before submitting the completed questionnaires to you.

(ii) EDITING and QUALITY CONTROL

The success of this survey depends to a large extent on the accuracy and completeness of the interview. In order to guarantee both accuracy and completeness, you are responsible for certain quality control activities: editing all completed questionnaires, observing actual interviews, and spot-checking a small number of Enumerators unannounced.

You should edit the completed questionnaires immediately after receiving them in order to have the editing work to manageable levels. Editing consists of checking for accuracy, completeness, consistency and legibility. Enumerators are most likely to commit errors early in the fieldwork period, such that it is of particular importance that your editing work is timely and thorough at that time. You should take note of all errors that you discover and discuss them with the Enumerators at your next planned meeting. If there are errors in any of the questionnaires, give them back to the Enumerator to correct by contacting the respondent again. If, after repeated discussion, an Enumerator continues to make errors, you should contact the RS/Master Trainer in your Province for guidance on the appropriate action to take.

When editing questionnaires, you will use the instructions found in Section E of this Chapter, except that you must never erase the Enumerator's entries. **When you edit the questionnaires, as supervisor, you are to cross through the incorrect entry and write the correct entry in a place as close to the incorrect entry as possible.**

(iv) OBSERVING FIELD WORK

Observing fieldwork is an important quality control activity. It provides feedback on Enumerators quality and performance and can be used to motivate and as on-the-job training. Observation is an integral part of the Enumerators' training program and gives supervisory staff the opportunity to observe the Survey progress in operation. This enables you to understand the problems of interviewing better and strengthens your ability to assist the Enumerators, observation serves the additional purpose of helping the Enumerator in difficult situations which cannot be realistically simulated in the classroom.

Observation is the best method of evaluating the Enumerator's ability to apply the concepts and procedures covered in training to the job. It is the best method to determine the skill as an Enumerator and observe their attitude towards the job. Their skill as Enumerator includes explaining the purpose of the Survey and answering respondent's questions; being able to effectively probe for accurate answers; asking the questions correctly and being able to follow skip patterns.

Initial observations are an extension of classroom training and provide an opportunity to identify areas in which new Enumerators need additional training. During the first days of listing and first days of enumeration, you should observe all your Enumerators. If possible per day. After initial observations, observe each Enumerator further, with some unannounced spot checks. Pay particular attention to Enumerators who show some weaknesses.

As supervisor, you must work everyday. Organize your supervision in such a way that you both physically go round with your Enumerators on a rotation basis and also check the completed work. You should organize your own work schedule e.g. observing fieldwork in the morning and checking completed questionnaires in the afternoon.

There are several general rules to keep in mind when conducting an observation.

- (a) Be as unobtrusive as possible. Your presence should not make either the Enumerator or the respondent feel uncomfortable.
- (b) Never interrupt the interview to correct the Enumerator.
- (c) Review any errors with the Enumerator immediately after the interview.
- (d) If the Enumerator incorrectly omitted any items, tell him or her to return immediately to obtain the lacking information.
- (e) Never rebuke or scold an Enumerator in front of a respondent.

ENUMERATOR'S CONDUCT

While in the field, you must ensure that the behavior of the Enumerators is satisfactory and that it in no way detracts or harms the Survey. Enumerators should always conduct themselves in a polite, courteous manner, whether they are dealing with farmers or other residents of the area. They should not become involved in local controversies, like politics, and so on.

If you feel an Enumerator is not behaving properly, speak to him or her. If the problem persists, contact the RS or Master trainer. Both you and the Enumerator are the representatives of the Survey when you are in the field. Remember you are probably the only persons associated with the Survey that people will meet.

SUPERVISOR'S CONDUCT

The success of the whole Survey operation depends on the mastery of your supervisory skills because you alone will be the only one in direct contact with the Enumerators most of the time.

As supervisor, you must set the example for the Enumerators. You must conduct yourself in a polite, courteous manner whether you are dealing with the Enumerator himself or the respondent. Politeness also includes introducing yourself to the village headman, etc and explaining your reason for being there.

Since you are working with others where your behaviour will determine the success of the operation, you must be self-reliant. For example, taking enough supplies for yourself. You must also be humble when in the presence of village people. For example, show respect to all villagers whether men or women. Show respect to everyone whether rich or poor, educated, illiterate, old, young, a member of a political party you do not belong to, etc.

B. DEALING WITH NON-RESPONSE

A major goal of every survey is to obtain the highest number of completed interviews possible. This means that the case of "non-response" should be kept to the absolute minimum. Non-response refers here to any individual questionnaire, which is not "complete". Dealing effectively with non-response will be a primary duty of yours in the field and it is sufficiently important to merit special treatment in this manual.

General Guidelines

Although the reasons for non-response can be varied. There are some general guidelines that you should follow in all cases of non-response:-

1. Review all non-response cases with the Enumerator at the time the Enumerator gives them to you. It may be that the Enumerator has forgotten to record something of importance that will be recalled in the course of your conversation.
2. Try to distinguish on a case-by-case, Enumerator-by-Enumerator basis whether a "problem" is really a problem or merely the result of insufficient effort on the part of the Enumerator. Do not be too willing to accept non-response cases until you are certain that the Enumerator tried his or her best to obtain the interview.

Types of Non-Response

Cases of non-response will fall into one of the following categories outlined below:

1. Refusal

Enumerators are told to contact you if someone refuses to be interviewed. You should remember that most refusals are not final and that with tact and right approach most refusals can be converted to complete interviews.

From the original Enumerator, try to get an idea of the reasons for refusal, the strength of the refusal, and whether the original Enumerator thinks another Enumerator would be more successful. You should reassign the case to someone else if you think another person can get the interview. Otherwise, you should visit the household yourself and try to obtain the interview. In most cases, at least three follow-up attempts should be made to accept refusals.

One technique you could use to win an interview is by explaining the following to the respondent:-

- (i) That the information that will be collected is strictly confidential and will only be seen and used by sworn in CSO staff only and that it will be used for statistical purposes only. Their names or other identities will not be published anywhere.
- (ii) Explain the purpose of the survey and how important it is for them to provide the information requested and that if everyone did not provide the required information the Government will not be able to evaluate its policies and programs. The Government and indeed people themselves (the public at large) will not be able to tell whether or not living conditions are getting better or worse if respondents do not provide the required information.

Another technique would be to use the village headman, the chief/chieftainess, local political officials, school teachers, priests, etc to win an interview or interviews for you as these are persons the local people identify with and might be more convinced by them than a 'stranger'.

But remember never to threaten a would be respondent with violence or the 'Law taking its course', etc as this might even damage the survey further especially if they incite others not to cooperate with you. Be polite and courteous always even in cases where you are rebuked or chased by the respondent.

2. Respondent Not At Home or Unavailable

When cases are given to you with the status "Non-Response", "Respondent not at home", you should check to make certain that one or more call backs have been made. Since the survey continues, the Enumerator should take every opportunity until the respondent returns. Also check with neighbours for useful information about the expected return of the respondent.

3. Omissions

This refers to cases where some items were mistakenly omitted by the Enumerator; where the respondent refused to answer certain questions; or when the Enumerator was interrupted. Omitted questions should be discovered by you or the Enumerators during editing. During your edit if you discover errors, the cases should be returned to the Enumerator for a revisit. Refused questions should be documented in the questionnaire by the Enumerator. Additional attempts should be made in the case of interviews that are partially completed due

to interruptions, in order to complete them. These can be made either by the original Enumerator or by a different one.

It is important to keep appointments made for interviews or call backs. Note them in your note book in terms of dates and time and ensure that you follow them.

C. TIMELINESS AND REPORTING REQUIREMENT

You will be engaged in various field operations, each of which is important. If one of the activities is behind schedule, it will influence other activities. Nowhere is this more the case than in the fieldwork. Delays in field work have an impact on data entry of questionnaires, on data tabulation, analysis, etc. It is therefore essential that every effort be made to complete fieldwork within the scheduled time.

In this and all surveys, it is important that all fieldwork be monitored and that field problems and their solutions be documented so that similar problems can be solved in a consistent manner. For these reasons, you are required to document problems that you cannot solve on your own or that are due to a specific shortcoming in the survey's procedures or materials. Document these issues in a report, which you should write down after fieldwork is over. Submit this report to your Master Trainer who will in turn submit it to the Living Conditions Monitoring Branch (LCMB). As the field work progresses you need to constantly keep records of such things as dates, special problems and how you resolved them, whether there were any delays/disruptions in the field work, any conflicts encountered, any peculiar situations, and any other issues that come up that need to be brought to the attention of the organizers of this surveys. Then later, at the end of the fieldwork write down all this in form of a report and submit it to your Master Trainer. The Master Trainer and the RS will also give their own reports. These reports will help in future surveys.

D. OTHER ISSUES

At the end of field operations collect all materials that were handed out to the Enumerators whether used or not, and even spoilt ones and hand them over to RS/PSO. Hand over the ones that were got from the provincial offices to the RS/PSO and any other materials that will need to be handed over to them. For the main part of this survey you will be required to batch completed questionnaires by SEA and have them sent to the provincial offices, through the Master Trainer and RS/PSO, for data entry to begin. Once a SEA is completely enumerated and all the editing/correcting done, batch the questionnaires up and send them to the Provincial Offices. After data entry - send them to Lusaka. The material that need to come back to Lusaka should be put together by the RSs and given to the Master Trainers or Supervisors. The materials should then be handed over to the LCMB in Lusaka.

If any Enumerator is unable to perform his/her duties e.g. through ill health, family crisis, etc., you must ensure that his work is carried out by yourself or by redistribution among other Enumerators.

Observe how the Enumerator is carrying out the enumeration. He may be having difficulties in asking questions, or he/she may be shy or nervous, or may be making mistakes. Help him/her overcome his difficulties. Check that the Enumerator is listing all the households in his allocated SEAs and enumerating all the selected households in the area. This can be done by checking that the houses listed have stickers on them and by you calling on several houses randomly to make sure the Enumerator has been there and interviewed the household. Be certain Enumerator knows how to identify a household. Also there is no need to place more than one sticker on the structures of one household. One sticker is enough per household. Each household in a housing unit, and each housing unit in a building should have one sticker.

When Enumerators are doing their work, you must make yourself readily available to answer any

questions they may have or deal with difficult cases or to supply additional materials (if necessary).

As supervisors you must be thoroughly familiar with the materials that will be used in the field and their purpose. The major field materials are:-

- Enumerators' manual.
- Supervisors' manual.
- Listing forms/booklets.
- Questionnaires.
- SEA maps
- Weighing scales
- Length/Height boards

At the end of each field day you should as much as possible, have group meetings or "debriefings". It is important that the supervisor not only gives clear instructions to his Enumerators but that he listens carefully to what the Enumerators have to say. For example, you could begin a day by observing several interviews. At the end of the day, you could discuss the days problems and resolve how the difficulties could possibly be solved, and also direct Enumerators on methods of canvassing the next day's interviews, etc. If the Enumerators under you are far apart and are camped in different places then you need to work out the most efficient way possible to carry out your supervision in the amount of time, transport, and other facilities available. Work this out with your Master trainer and RS.

It is also your responsibility to maintain the documents in good condition and to instruct the Enumerators to do the same. These documents should be kept in an area where they can be stored while maintaining strict confidentiality and without threat of damage from moisture, rodents, etc. It is also your responsibility to ensure that the Enumerator keeps the weighing scales and length/height boards in a good condition.

E. EDITING INSTRUCTIONS

LISTING -

- Check that the top cover identification particulars and summary of SEA are completed and correct.
- Check that all the lines on the listing sheet are completed. That is, there should not be any blanks because all the questions are applicable to a household. If there is non-response to a question, the Enumerator should put a dash in the appropriate box.
- Check that CSA and SEA numbers are given on top of every completed listing booklet and that the pages are numbered serially.
- Check that the household number is recorded correctly and the same information should be placed on the stickers pasted on doors.
- Check that the name of the head of household tallies with the sex. Example, Mary Mwila. Normally Mary is a female name - but not always the case. Just confirm with Enumerator if he/she happened to record Mary as male.
- Check that the total number of household members is equal to male members + female members.

- When listing is completed check that other particulars like total population, etc are recorded. Ensure that all the details required on the front cover of the listing booklet and on all listing sheets are recorded.
- If all is checked and fine, write your name and date of final checking of the listing booklet. Do not sign or write your name on the top cover of the listing form unless you have edited Enumerators' work in full. Then start selecting the households to be enumerated on the detailed questionnaires, by the Enumerator. Follow the sampling procedure as given in this manual. Please ensure that non-contact households, vacant and refusing households are not included in the list of households to be sampled. That is do not assign sampling serial numbers to such households. They will however be listed.

ENUMERATION -

- You must edit **ALL** the questionnaires used to interview the selected households. You should edit the questionnaires page by page and question by question before submitting them to your PSO, Master Trainer or Provincial Office.
- Ensure that Enumerator writes legibly and neatly. This helps those checking his/her work, and for data entry in the computer.
- Check that the identification particulars are properly entered on each and every questionnaire.
- Check that all the identification particulars are completed.
- There should be no blank spaces against questions which should be answered. The Enumerator should enter either words or numbers (including zeros) where there should be a response. There will be three types of responses:-

Words or numbers - where a response should be given. Enter zeros whenever the response is none.

Blank - where a response should not be given.

Dash - where there is non-response to a question. Enumerator should be encouraged to write notes whenever such is the case. Or whenever they meet with a strange situation. Where there is a blank or dash, and yet there was supposed to be a response, check with the Enumerator and correct accordingly. In some cases it may be necessary to go back to the respondent to get the answer.

- Ensure that Enumerator follows the skip pattern throughout the questionnaire. That means you need to understand the logic of the skip pattern yourself.
- Whenever you correct your Enumerator's work you should use pencil and never erase anything. Cross out the wrong entry and then write the correct one on top or beside or below the crossed out one.
- Check that the Enumerator is carrying out his work according to the detailed instructions in the Enumerators' manual. Which means you need to be constantly reading the manual yourself and to be very familiar with it.
- Ensure as much as possible that the details on the listing sheet tally with what is on the questionnaire for a particular household, for items like number of usual members of the household, name of head of household and their sex, etc. But remember that between listing and enumeration some things may

change like a new baby being born, a member of a household dying, a household moving, etc.

THE MAIN QUESTIONNAIRE

In the LCMS IV only one questionnaire will be used for all types of respondents. Please note that certain sections of the questionnaire will be age specific. For instance, questions pertaining to Child Health and Nutrition (Anthropometry) will only be asked of the children aged below five years and the respondent will be their mother or any other knowledgeable person in the household, preferably a female.

Section 1 - Household Roster

- Check that the head is listed first. Usually the spouse (if there's one) follows, and then the rest of the household members (including non-relatives).
- Check for consistencies between the various variables. For example an 'own child' of head should not be older than the head.

Section 1 - Household Roster - individual migration (questions 7-10)

- Check for the skips and consistencies in the answers to questions.
- Check that information on migration is provided for all persons who moved.

Section 2 – Marital status and orphanhood

- Check that the age restrictions are followed, that is, 12 years and above for question 1 and 0-20 years for questions 2 and 3.

Section 3 - Health

- Check that all persons are asked about health consultation last two weeks, regardless of whether they have been sick or not. This is particularly a long section. Ensure that all the necessary questions have responses.

Section 5 – Economic Activity

- Check the educational level attained in Section 4 for that person tallies with their occupation (type of job)
- Check that occupation and industry described in questions 2, 3, 11 and 12 are correctly coded by checking with the detailed list/examples of codes. Also check the coding of activities in Question 19.

Section 6 - Income

- If the members of the household received/earned income from some sources and not others then there should be zero entries under those sources where they did not receive/earn income.
- Check that amounts of income are also quite consistent with type of current economic Activity.

Section 9 - Access to Facilities

- Check that distances given to the nearest facility are similar in one given location.
- Question 1, all the boxes should be recorded with a response.

Section 12 –Agricultural production

- Check that the skip pattern is followed. Area can be given in any one of the three Measurements, Hectare, Acre, or Lima or any combination of the three.

Section 13 - Household Expenses

- Ensure that all the boxes have an entry of either a figure or a dash (for non-responses). None of the boxes should be left blank. If no money was spent on any of those items then zeros should be recorded. One zero can be written in the first box with a line across the remaining boxes.
- Check for consistencies in figures given.
- Ensure that Enumerator has recorded own produce consumed and purchased food in the appropriate columns of question 14 of this section

Section 14 - Developmental issues and Social Impact Fund

- There are a number of skip instructions in this section. Make sure that the skip instructions are properly followed.

Section 15 – Child Health and Nutrition (Anthropometry)

- Ensure that all children that are aged below five years of age have details entered in this section.
- Check that the weights and heights/lengths are correctly entered to the nearest decimal point).
- Check that there is consistency between the age of the child and the weight and length/height. If the weight or length/height appears too low or too high consult the Enumerator. You and the Enumerator may need to re-weigh or re-measure the child to ensure that the measurements are correct and that it is a genuine case of low/high weight/length/height.

After all the checking is done and all the corrections made (as necessary) sign the questionnaires (write your name) and write the date of final checking.

CHAPTER IV – GENERAL GUIDELINES FOR

TRAINING OF ENUMERATORS

A: INTRODUCTION:

The quality of the completed questionnaires is directly related to the emphasis placed upon adequate training of personnel working on the survey. The data collected from all provinces must use the same method of collection. That is why it is important to train Enumerators in the same way and also for master trainers, Provincial heads, and supervisors to be present throughout the training of Enumerators.

The supervisors' manual has been prepared (in addition to the Enumerators' manual) to ensure that this survey succeeds. The Enumerators' manual has the various terms defined and questions in the listing sheet and questionnaire explained so that there is uniformity in collection of data. Without such training there is no doubt that it will be up to each Enumerator to define the meaning of terms. In such a case different responses will be recorded for the same question because of the questions being asked differently. Training avoids that.

The following is a general guideline as to how training should be conducted. The master trainers, Provincial heads, and supervisors should work together and form a specific training schedule within these general guidelines and the time allocated for training.

Go through the introductory part of the Enumerators' manual like the purposes of the survey, importance of the Enumerator, how they should conduct themselves, importance of accuracy, legibility, etc.

Familiarize Enumerator with maps:-

- Map reading
- How to find their position, etc.

Explain about the north arrow, the map scale, and the legend or key and also how to relate what is on the map to what is on the ground. Show them how SEA boundaries are marked. When measuring distances between two points use the paper strip method. Lay a piece of paper with straight edges on the two points whose distances apart are being measured. Mark the points on the paper by moving it along a road or whatever route you are following on the map, and place it below on the graphic scale. Read this distance from the graphic scale.

B. INSTRUCTION

Go through the entire Enumerators manual and explain terms, etc. Go page by page and question by question and elaborate on what is given in the manual. Explain all the answer categories and skip pattern to each and every question. Attend to any questions Enumerators may raise. Clarify issues within what the manual explains. Note down any interesting points raised in the training and field operations.

Practice translating the questions into local languages. Do not rush through the manual. Ensure that everything is understood by the Enumerators. Wherever possible, demonstrate examples, etc on the board. Ask Enumerators questions in order to find out if they are following along or not.

When training them on listing demonstrate on the board how they should do it in a systematic way. They should follow along a main road and list the households and buildings on each side of the road. They should then follow along roads that branch off main roads and list all households on each side of these roads and then come back to the main road and follow the main road again until they come to another road that branches off and so on. They should follow a 'move forward' type of system instead of listing households haphazardly. This will ensure that all households and buildings in the SEA are listed. In some rural areas where there are no regular roads, Enumerator should follow all foot paths, etc and should ask villagers if there are any villages beyond their village.

As much as possible always demonstrate on the board when training the Enumerators.

C. PRACTICALS

There is need for Enumerators to practice interviewing before actually going out to the field. They should practice interviewing in English and the local languages of their particular province.

Classroom practice

You can have one or more classroom practicals. One Enumerator can interview a pretend respondent, while the rest of the class is observing. Let the class take note of mistakes made during the interview. After the mock interviews there should be a review session. Discuss mistakes made and how they should be corrected, etc.

Field practice

Divide the Enumerators among the master trainer, Provincial head and supervisors. Take them to nearby areas and let them practice interviewing while master trainer, Provincial head, and supervisors observe them. The field practice should take place in both a rural and an urban setting since Enumerators will be enumerating both rural and urban SEAs. Therefore select both rural and urban areas for field practice. Ensure that the Enumerator takes practicals just as seriously as though it was the actual field operations. Note down their shortcomings and other issues and then later meet back in the classroom and share your experiences. Let everyone give an overview of what they observed (including Enumerators themselves). Discuss the issues raised and solve the problems raised. Enumerator should fill in a fresh questionnaire just as they would do in the actual field. Master Trainers, Provincial heads, and Supervisors must check the questionnaires used for classroom and field practice, and correct any errors made.

D. FIELD OPERATIONS

After completion of training, supervisors should allocate field materials to the Enumerators in liaison with the Master Trainer and Regional Statistician/Provincial Statistical Officer. Take note of what is issued and amounts. Field staff should then be dispatched to their areas of operation. Ensure that Enumerators have collected all the supplies they will need in the field. In cases of newly recruited Enumerators, Provincial heads should direct them on what essentials they will need and where they are likely be deployed.

APPENDIX
Auxiliary Table for Random Selection

Table 5. Random Digits
 More extended table: Rand Corporation (1955)

Row Number	Column Number									
	0	1	2	3	4	5	6	7	8	9
00	87331	82442	28104	26432	83640	17323	68764	84728	37995	96106
01	33628	17364	01409	87803	65641	33433	48944	64299	79066	31777
02	54680	13427	72496	16967	16195	96593	55040	53729	62035	66717
03	51199	49794	49407	10774	98140	83891	37195	24066	61140	65144
04	78702	98067	61313	91661	59861	54437	77739	19892	54817	88645
05	55672	16014	24892	13089	00410	81458	76156	28189	40595	21500
06	18880	58497	03862	32368	59320	24807	63392	79793	63043	09425
07	10242	62548	62330	05703	33535	49128	66298	16193	55301	01306
08	54993	17182	94618	23228	83895	73251	68199	64639	83178	70521
09	22686	50885	16006	04041	08077	33065	35237	02502	94755	72062
10	42349	03145	15770	70665	53291	32288	41568	66079	98705	31029
11	18093	09553	39428	75464	71329	86344	80729	40916	18860	51780
12	11535	03924	84252	74795	40193	84597	42497	21918	91384	84721
13	35066	73848	65351	53270	67341	70177	92373	17604	42204	60476
14	57477	22809	73558	96182	96779	01604	25748	59553	64876	94611
15	48647	33850	52956	45410	88212	05120	99391	32276	55961	41775
16	86857	81154	22223	74950	53296	67767	55866	49061	66937	81818
17	20182	36907	94644	99122	09774	29189	27212	79000	50217	71077
18	83687	31231	01133	41432	54542	60204	81618	09586	34481	87683
19	81315	12390	46074	47810	90171	36313	95440	77583	28506	38808
20	87026	52826	58341	76549	04105	66191	12914	55348	07907	06978
21	34301	76733	07251	90524	21931	83695	41340	53581	64582	60210
22	70734	24337	32674	49508	49751	90489	63202	24380	77943	09942
23	94710	31527	73445	32839	68176	53580	51250	53243	03350	00128
24	76462	16987	07775	43162	11777	16810	75158	13894	88945	15539
25	14348	28403	79245	69023	34196	46398	05964	64715	11330	17515
26	74618	89317	30146	25606	94507	98104	04239	44973	37636	88866
27	99442	19200	85406	45358	86253	60638	38858	44964	54103	57287
28	26869	44399	89452	06652	31271	00647	46551	83050	92058	83814
29	80988	08149	50499	98584	28385	63680	44638	91864	96002	87802
30	07511	79047	89289	17774	67194	37362	85684	55505	97809	67056
31	49779	12138	05048	03535	27502	63308	10218	53296	48687	61340
32	47938	55945	24003	19635	17471	65997	85906	98694	56420	78357
33	15604	06626	14360	79542	13512	87595	08542	03800	35443	52823
34	12307	27726	21864	00045	16075	03770	86978	52718	02693	09096
35	02450	28053	66134	99445	91316	25727	89399	85272	67148	78358
36	57623	54382	35236	89244	27245	90500	75430	96762	71968	65838
37	91762	78849	93105	40481	99431	03304	21079	86459	21287	76566
38	87373	31137	31128	67050	34309	44914	80711	61738	61498	24288
39	67094	41485	54149	86088	10192	21174	39948	67268	29938	32476
40	94456	66747	76922	87627	71834	57688	04878	78348	68970	60048
41	68359	75292	27710	86889	81678	79798	58360	39175	75667	65782
42	52393	31404	32584	06837	79762		76055	54833	22841	98889
43	59565	91254	11847	20672	37625	41454	86861	55824	79793	74575
44	48185	11066	20162	38230	16043	48409	47421	21195	98008	57305
45	19230	12187	86659	12971	52204	76546	63272	19312	81662	96557
46	84327	21942	81727	68735	89190	58491	55329	96875	19465	89687
47	77430	71210	00591	50124	12030	50280	12358	76174	48353	09682
48	12462	19108	70512	53926	25595	97085	03833	59806	12351	64253
49	11684	06644	57816	10078	45021	47751	38285	73520	08434	65627

Appendix (Cont)

Table 5. Random Digits (Continued)

Row Number	Column Number									
	0	1	2	3	4	5	6	7	8	9
50	12896	36576	68686	08462	65652	76571	70891	09007	04581	01684
51	59090	05111	27587	90349	30789	50304	70650	06646	70126	15284
52	42486	67483	65282	19037	80588	73076	41820	46651	40442	40718
53	88662	03928	03249	85910	97533	88643	29829	21557	47328	36724
54	69403	03626	92678	53460	15465	83516	54012	80509	55976	46115
55	56434	70543	38696	98502	32092	95505	62091	39549	30117	98209
56	58227	62694	42837	29183	11393	68463	25150	86338	95620	39836
57	41272	94927	15413	40505	33123	63218	72940	98349	57249	40170
58	36819	01162	30425	15546	16065	68459	35776	64276	92868	07372
59	31700	66711	26115	55755	33584	18091	38709	57276	74660	90392
60	69855	63699	36839	90531	97125	87875	62824	03889	12538	24740
61	44322	17569	45439	41455	34324	90902	07978	26268	04279	76816
62	62226	36661	87011	66267	78777	78044	40819	49496	39814	73867
63	27284	19737	98741	72531	52741	26699	98755	19657	08665	16818
64	88341	21652	94743	77268	79525	44769	66583	30621	90534	62050
65	53266	18783	51903	56711	38060	69513	61963	80470	88018	86510
66	50527	49330	24832	42529	03944	95219	88724	37247	84166	23023
67	15655	07852	77206	35944	71446	30573	19405	57824	23579	23301
68	62057	22206	03314	83465	57466	10465	19891	32308	01900	67484
69	41769	56091	19892	96253	92808	45785	52774	49674	68103	65032
70	25993	72416	44473	41299	93095	17338	69802	98548	02429	85238
71	22842	57871	04470	37373	34516	04042	04078	35336	34393	97573
72	55704	31982	05234	22664	22181	40358	28089	15790	33340	18852
73	94258	18706	09437	96041	90052	80862	20420	24323	11635	91677
74	74145	20453	29657	98868	56695	53483	87449	35060	98942	62697
75	88881	12673	73961	89884	73247	97670	69570	88888	58560	72580
76	01508	56780	52223	35632	73347	71317	46541	88023	36656	76332
77	92069	43000	23233	06058	82527	25250	27555	20426	60361	63525
78	53366	35249	02117	68620	39388	69795	73215	01846	16983	78560
79	88057	54097	49511	74867	32192	90071	04147	46094	63519	07199
80	85492	82238	02668	91854	86149	28590	77853	81035	45561	16032
81	39453	62123	69611	53017	34964	09786	24614	49514	01056	18700
82	82627	98111	93870	56969	69566	62662	07353	84838	14570	14508
83	61142	51743	38209	31474	96095	15163	54380	77849	20465	03142
84	12031	32528	61311	53730	89032	16124	58844	35386	45521	59368
85	31313	59838	29147	76882	74328	09955	63673	96651	53264	29871
86	50767	41056	97409	44376	62219	35439	70102	99248	71179	26052
87	30522	95699	84966	26554	24768	72247	84993	85375	92518	16334
88	74176	19870	89874	64799	03792	57006	57225	36677	46825	14087
89	17114	93248	37065	91346	04657	93763	92210	43676	44944	75798
90	53005	11825	64608	87587	05742	31914	55044	41818	29667	77424
91	31985	81539	79942	49471	46200	27639	94099	42085	79231	03932
92	63499	60508	77522	15624	15088	78519	52279	79214	43623	69166
93	30506	42444	99047	66010	91657	37160	37408	85714	21420	80996
94	78248	16841	92357	10130	68990	38307	61022	56806	81016	38511
95	64996	84789	50185	32200	64382	29752	11876	00664	54547	62597
96	11963	13157	09136	01769	30117	71486	80111	09161	08371	71749
97	44335	91450	43456	90449	18338	19787	31339	60473	06606	89788
98	42277	11868	44520	01113	11341	11743	97949	49718	99176	42006
99	77562	18863	58515	90166	78508	14864	19111	57183	85808	59385