

**ILAB Cocoa Study Data Collection
Enumerator Training Manual**

**An Assessment of Child Labor in the Cocoa
sector in Cote d'Ivoire and Ghana**

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Kumasi, Ashanti Region
Ghana

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FORWARD

NORC at the University of Chicago has been contracted by the U.S. Department of Labor's Bureau (USDOL) of International Labor Affairs (ILAB) to implement an endline and final assessment across Côte d'Ivoire and Ghana to measure the prevalence of Child Labor (CL) in the cocoa sector over a 10 year time period (between 2008-09 and 2018-19). This 4-year project has three objectives: (i) to conduct a sectorally-representative survey during the 2018-2019 harvest season to develop population estimates for the prevalence of working children in cocoa production; (ii) to assess the relative effectiveness of funded efforts to reduce CL; and (iii) to create a data visualization tool showing changes in child labor prevalence over time, overlaid with intervention efforts to reduce CL.

Under Objective 1, NORC is conducting a large-scale data collection exercise in cocoa-producing areas of Côte d'Ivoire and Ghana during the 2018-19 growing season. This survey will allow us to calculate changes in the CL prevalence rates between 2008-09 and 2018-19. Using Hazardous Child Labor (HCL) as a proxy for the Worst Forms of Child Labor (WFCL), we will assess the progress made by both countries towards reducing the WFCL in cocoa growing areas. NORC will present measures of progress separately for Côte d'Ivoire and Ghana using prevalence estimates based on national laws and hazardous activity frameworks, enhancing the usefulness of the study for each country.

1. TRAINING PROGRAM

Welcome to the ILAB cocoa study! This manual outlines the information needed by the team working on this project. It is to be used as a training guide as well as a reference manual for enumerators to review their duties and ensure efficient and effective data collection.

As a field staff member of the ILAB cocoa study, you will be involved in data collection activities. By conducting these activities completely and with integrity, you will play a pivotal role in this process and, ultimately, in decisions that are made regarding the future of Ghana.

1.1 HIGH STANDARDS EXPECTED OF YOU

When you are carrying out the tasks for the ILAB cocoa study, you are expected to be professional and knowledgeable about the purpose of the survey and the questionnaire. This manual and the training course will adequately prepare you for that, provided that you pay attention during training and learn the survey concepts and procedures.

Training comprises both classroom and field practice. You should study this manual and take note of the topics covered each day. Before each training session, study the manual and write down any questions you may have. Ask your questions during the training sessions, and make sure you understand all terms used and the procedures to be followed. Quizzes will be given periodically to assess your understanding of the material discussed during training.

1.2 TRAINING CONTINUES IN THE FIELD

Formal training provides you with basic knowledge and information regarding the survey, questionnaires, and field procedures. However, your training as an enumerator does not end when the formal training period is completed. Continued observation and supervision during the field work builds on it. Each time your supervisor meets with you to discuss work in the field, your training is continued!

While in the field, take every opportunity you can to improve your skills as an enumerator to ensure we collect the highest quality data. Your experience may alert us (NORC and Kantar) to a new aspect of the survey, and may assist with the interpretation of data. As you encounter situations which you did not cover in training, discuss them with your supervisor.

2. BACKGROUND

2.1 WHO WE ARE

NORC at the University of Chicago is leading the ILAB cocoa study. NORC designed the survey with USDOL as well local stakeholders, and is working with Kantar to collect data from respondents in Ghana. Once data is collected, NORC will analyze the data and report findings of the ILAB Evaluation to the USDOL and other relevant stakeholders in Ghana.

Kantar TNS RMS is the subcontractor responsible for the data collection. A leading local research firm, Kantar has provided clients in West and Central Africa with a full range of quantitative and qualitative insight services for over 30 years.

2.2 OUR CLIENT

The mission of the ILAB at the USDOL is to promote a fair global playing field for workers in the United States and around the world by enforcing trade commitments, strengthening labor standards, and combating international child labor, forced labor, and human trafficking. With 25 years of experience, the Office of Child Labor, Forced Labor, and Human Trafficking in USDOL's ILAB is a world leader in the fight to eradicate these labor abuses. ILAB's toolbox of approaches for combating child labor and forced labor includes international research, policy engagement, and technical cooperation.

2.3 HOW WE ALL WORK TOGETHER

It is important that you understand how all these organizations and stakeholders work together so you can best represent Kantar, NORC, and USDOL while in the field. These are the things you should remember:

1. USDOL engaged NORC to do the data collection for this evaluation and analyze the data. NORC has engaged Kantar to administer the data collection in the field.
2. While Kantar and NORC will work together to implement data collection, you are an employee of Kantar. NORC and Kantar are conducting this training together but when you are in the field, you will be wearing a Kantar name tag. To avoid confusing respondents, you will tell them you are from Kantar.
3. Our client is USDOL. In the end, we will deliver the dataset and analysis to USDOL.
4. USDOL and other local stakeholders will use the data you collect to make important decisions for your country. You play a key role in this process!

2.4 THE ILAB COCOA STUDY

For you to feel confident talking to respondents and conducting interviews, it is very important that you are familiar with not only the questionnaire but also the ILAB cocoa study.

Eighteen years ago, the West African cocoa sector came under increased scrutiny after media reports revealed incidences of child trafficking and other labor abuses in cocoa farming. On September 19, 2001, representatives of the international cocoa/chocolate industry (hereafter referred to as "Industry") signed the Harkin-Engel Protocol (hereafter the "Protocol"). Signing this agreement as witnesses were U.S. Senator Tom Harkin (D-IA) and U.S. Representative Eliot Engel (D-NY), the Government of Côte d'Ivoire, the ILO, and representatives of civil society. Based on ILO Convention 182, the Protocol's principal goal was "to eliminate the worst forms of child labor (WCFL) in the cocoa sectors of Ghana and Côte d'Ivoire." The Protocol serves as a guiding principle for Industry and for all other stakeholders by outlining action steps in its six articles that Industry will take in order to eliminate WFCL. As such, the Protocol provides a framework for accountability.

In 2010, US Secretary of Labor, Ministers of Labor from Côte d'Ivoire and Ghana, and a representative of the international cocoa and chocolate Industry, signed a Declaration of Joint Action to Support the Implementation of the Harkin-Engel Protocol ("the Declaration"). This Declaration was also witnessed by Senator Harkin, Congressman Engel and a representative of the International Labor Organization. The Declaration was accompanied by a Framework of Action to Support Implementation of the Harkin-Engel Protocol ("the Framework"). The Framework's stated overarching goal is as follows:

By 2020, the worst forms of child labor as defined by ILO Convention 182 in the cocoa sectors of Côte d'Ivoire and Ghana will be reduced by 70 percent in aggregate through joint efforts by key stakeholders to provide and support remediation services for children removed from the worst forms of child labor, including education and vocational training, protective measures to address issues of occupational safety and health related to cocoa production, and livelihood services for the households of children in cocoa growing communities; the establishment and implementation of a credible and transparent sector-wide monitoring system across cocoa growing regions in the two countries; and the promotion of respect for core labor standards.

In support of the overarching goal, the Framework called for the following:

Continuation of nationally representative child labor surveys, recurring at least every 5 years. These surveys will provide comparable data for ongoing assessment of child labor prevalence in cocoa growing areas and a commitment to make publicly available the related survey methodologies, all raw data, and reports based on the findings of such surveys.

The first nationally representative assessment (baseline) was conducted by Tulane University in 2008-2009, with the second assessment taking place 5 years later (2013-2014). The present 2018-2019 study represents the final assessment, taking place 10 years after the initial study conducted by Tulane.

3. SURVEY AREA

3.1 SAMPLE SIZE

The surveys will be administered to 1,314 households, located in **73 enumeration areas** in Ghana. These enumeration areas are classified as **high-, medium- or low-level**, according to their cocoa production.

Data collection teams will travel to complete interviews with **18 pre-selected households in each enumeration area**. Within each household, the **head of household** will be interviewed as well as **every child household member aged 5-17 years**. It is very important that we reach the target number of interviews, and that we use the correct replacement strategy. Otherwise, we might misrepresent the population and bias the results!

3.2 REPLACEMENT OF ENUMERATION AREAS

We urge field teams to minimize substitutions at all stages of sampling, including the replacement of enumeration areas as it reduces the precision of the data results. In an effort to minimize changes in the design, the Kantar team must be careful to confirm and document inaccessibility of enumeration areas before making replacements.

For this survey, inaccessibility is defined as an enumeration area that cannot be reached by vehicle, motorbike, or safe canoes (with life jackets) and requires a walk in excess of 5 hours from your camping location to be reached. Other possible reasons are that the enumeration area is experiencing an infectious disease outbreak, local permission was not secured, or staff safety would be compromised.

When necessary, enumeration areas will have to be replaced by another enumeration area in the same category (high, medium, or low cocoa production). All replacements and supporting documentation will be reviewed by the Kantar Research Manager and by NORC. If an

enumeration area was replaced when it should not have been, the survey team will need to go to there to collect data.

4. GENERAL OVERVIEW

4.1 CONFIDENTIALITY

Throughout the whole data collection period, you must do your best to protect the respondent's confidentiality. This means that you cannot discuss respondent's answers with anyone outside the team or disclose the name of respondents whom you've interviewed to other respondents. This also means that you must handle the tracking and case management sheets and tablets very carefully. Please ensure the tablet assigned to you is in your possession at all times.

Do not discuss survey data with members of family nor friends. You must not permit any unauthorized person, not even a member of your family, to see a completed questionnaire. You must not solicit for, or accept assistance from outside persons in completing interviews. You may ask neighbors when household members will be home or verify information collected during the listing exercise, but very little information should be provided about the study.

In addition, you should watch what you say to other persons who might ask about what you are doing and why you are visiting particular dwellings or people. Non-interviewed households or persons that you pass may ask questions about the interview and Kantar's work in the community. In these scenarios, describe at a very high level the work Kantar is doing, and explain that households are being randomly selected and not all households will be interviewed.

4.2 QUALITY CONTROL

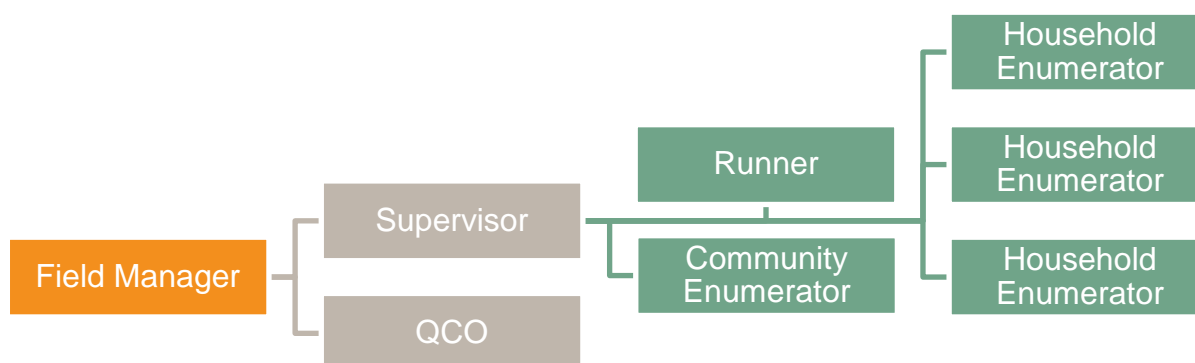
NORC and Kantar consider rigorous quality control crucial to conducting superior survey research. High quality begins with training and continues throughout all our work. All supervisors, quality control officers, runners, data managers, and enumerators will participate in survey training to familiarize themselves with the survey and all of its procedures. Listed below are some of the protocols we have implemented to ensure high quality standards.

- **Questionnaire mock interviews and assessments:** Each enumerator will be required to complete several practice interviews during training before going out into the field. Both data capture and interviewing skills will be assessed.
- **In-training pilot test:** The full team will conduct two days of pilot testing of the survey in the field during training. Each pilot day will be followed by a team debriefing, and subsequent modifications of instruments or protocols (if required) before the full data collection process begins.
- **Data review:** All data that is collected by enumerators will be discussed with your Supervisor so that any anomalies are discussed and flagged for the Data Manager. Data will be reviewed by the Data Manager for completeness and accuracy. Overall, the data review process will entail employing software for monitoring interviews and data, daily observations of enumerators by the team leaders, and NORC's review of raw data for consistency as it arrives onto NORC's server.
- **Quality control is a two-way street.** If you find errors, have difficulties with the survey, or are unclear about procedures at any time during the field period, please bring them to your supervisor's attention right away. Enumerators have sharp eyes for problems we may not anticipate, and we value your comments. If you are encountering a problem, chances are

others are as well and the sooner your supervisor is notified, the faster the problem can be addressed for everyone on the field team.

5. TEAM STRUCTURE

Project oversight is provided by NORC and Kantar Survey Directors and Research Managers. Project execution will be administered by the field teams. Each field team will be assigned to Enumeration Areas (EAs) and will move together as a team to complete data collection. The field team structure and reporting relationships are as follows:



Each field team will consist of a Supervisor and independent Quality Control Officer (QCO) who each report to the Field Manager. Supervisors will manage a team of 5, including 1 runner, 1 community enumerator, and 3 household enumerators. Runners and community enumerators will typically travel to EAs 2 days in advance of the field team to complete community interviews and prepare for the household team's arrival. However team members will come together at the end each day for debriefing and information handover. Each team will have 4 enumerators, with 1 enumerator trained on (and dedicated to) community-level interviews (community leader, school, and cocoa shed) and 3 enumerators dedicated to household-level tools (household head and child interviews).

The roles of each field team member are further described below.

5.1 ENUMERATORS

The most important role of the enumerator is to collect high-quality data so the researchers can analyze it and produce the statistics used by policy makers, government officials, and others. The process of becoming a good enumerator requires both discipline and commitment. Enumerators must precisely follow the guidelines presented in this manual so that data can be collected consistently and we can maintain a high level of accuracy. Finally, it is essential for the accuracy of data that the enumerator does not introduce any bias into the survey.

As an enumerator, it is your responsibility to:

- **Collect Data:** It is your responsibility to travel to sampled enumeration areas, visit households selected for the interview, carefully maintain case management sheets for each household assigned to you (including assigning disposition codes to each case), gain cooperation of the household respondents, gather consent from them, and conduct the interviews. You should accommodate respondents as well as changes in project guidelines, and routinely communicate with your supervisor.

- **Follow Instructions:** It is necessary that all instructions in the questionnaires and in the manual are understood and strictly followed. It is your responsibility to clearly understand the manual, so you should read it thoroughly. You must learn to use the tablet properly, including recording responses, moving from question to question, securely storing the tablet and transmitting information to NORC's servers.
- **Maintain Confidentiality:** It is your responsibility to keep the information you collect confidential. You must not discuss information provided by respondents, names, or locations with persons not working on this project. This study will include both paper-and-pencil tracking documents as well as electronically captured information through the use of tablets. Paper documents and the tablets must at all times be kept in a secure place. Case management sheets should be stored in your project satchel until they are transferred to your supervisor. Electronic data will be encrypted through tablet technology. Once you have completed all household interviews for the day, connect the tablet to a secure internet connection and synchronize the data in order to transfer all surveys.
- **Report Child Protection Cases:** per the child protection policy, you will be responsible for immediately notifying your supervisor of potential child protection cases and completing the child safety assessment sheet. Under no circumstances are you to report child protection cases to anyone but your supervisor.
- **Complete Your Assignment:** You are expected to work hard and complete the households or area assigned to you in good time. In case you become ill or incapacitated while working on the survey, you should report immediately to your supervisor so that a replacement can be arranged.
- **Dress appropriately:** In order to gain respect from respondents, enumerators are asked to dress appropriately. This means that your clothing should be clean and not torn. If necessary, enumerators are expected to comply with religious codes of dressing.

What you CANNOT do

The continuation of your appointment is conditional on your satisfactorily carrying out the duties of an enumerator, and **maintaining a high standard of professionalism and work ethic at all times**. In this respect, keep in mind that you are representing NORC and Kantar and your behavior could also have an impact on our client, USDOL.

DO NOT MAKE EMPTY PROMISES TO RESPONDENTS

It is of the utmost importance that you introduce the study in the same manner to all respondents and that you do not promise to any respondent that any specific activity will take place. As a research firm, we must make sure that we do not set expectations to avoid potential conflicts and resistance of respondents to participate in future studies.

Note that we rely on the goodwill and cooperation of respondents, so any enumerator who is aggressive or disrespectful will be dismissed from the survey. Other grounds for dismissal include:

- **Breach of confidentiality:** You are not to discuss your work with anyone except your supervisor or other authorized staff. Disciplinary proceedings will be taken should you breach the confidentiality requirements of the survey. In addition, you may face legal prosecution.
- **Allowing unauthorized persons to help you in your work:** You are not permitted to delegate your work to anyone. No one can help you do your work, except your supervisor or another enumerator as directed by your supervisor.

- **Absenteeism:** Any person who is absent from the training or enumeration without prior approval from his/her supervisor will be dismissed from the survey. If you are ill, inform your supervisor immediately.
- **Performing other activities during enumeration:** You are prohibited from engaging in activities such as petty trading and political or religious propaganda during enumeration. People who are in employment elsewhere cannot take part in the fielding of the survey.
- **Disruptive influence:** Any enumerator who creates a disruptive influence will be dismissed from the survey.
- **Using tablets for personal use:** Tablets must be used for project activities only. Any personal use of tablets is strictly prohibited and may result in your dismissal from the survey.

If you break any of the above rules, you will receive a warning. If you persist in rule breaking, you will be dismissed from the project.

5.2 RUNNERS

The runner is responsible for all community arrival procedures including initial introductions, respondent screening/verification, appointment scheduling, and completing household rosters. The runner's main function is to prepare the household enumeration team to enter the EA and begin conducting interviews right away. As such, s/he is a critical member of the team and must remain in close communication with the household team.

The duties of the runner include:

- Lead community entry activities - i.e., reaching out to chiefs, odikro, assemblyman/unit committee members and opinion leaders in each EA to inform and seek permission to conduct surveys.
- Complete enumeration area arrival form including identifying all community-level respondents for the community interviewer.
- Conduct secondary household eligibility screenings and replace households as appropriate.
- Introduce study to sampled households, complete household roster, and record eligible respondents in household case management sheet.
- Schedule appointments for interviews with households where possible.
- Debrief Supervisor and field team on entry activities and handover all relevant forms and tracking sheets to core team.

5.3 FIELD SUPERVISORS

Each team will have 1 supervisor. The supervisor plays an important role in the continued training of enumerators and in ensuring the quality of the data collected. Supervisors will discuss the interviews you have completed each day and will assist you with syncing the tablets. You **MUST NOT** sync the tablets before the supervisor has talked with you about any possible data anomalies or seemingly out of range responses so that these can be documented for the Data Manager.

The duties of the supervisor include:

- Coordinating and integrating the travel from enumeration area to enumeration area into the process of data collection and informing staff of travel routes and times;
- Following up on daily assignments to enumerators, ensuring they are completing the field control forms, and ensuring that daily data collection activities run smoothly;
- Assisting the enumerator in planning when to visit households selected for the interview;

- Managing and approving household replacements;
- Performing direct observations of the household interviews to ensure that enumerators are conducting interviews in the right manner, properly recording results, and interpreting concepts correctly. As many interviews are conducted in a short period of time, each enumerator should be observed once per week.
- Tracking and reporting on field issues with understanding the concepts in the questionnaire, difficult respondents, tablet problems, or problems with the data.
- Coordinating closely with Quality Control Officers to ensure they are able to locate you and your team within your assigned enumeration area each day. QC officers will be performing direct observations and 1 in 8 back-checks on the interviews (these are in addition to the direct observations conducted by the supervisor, as described above).
- At the end of each interview day, collecting all tracking forms and check the information recorded. Ensure smooth handover of tracking and case management sheets from the runner.
- Using tracking form data to fill in and submit tablet-based completion reports for each EA visited.
- Holding daily meetings with team members to discuss the number of cases completed, challenges encountered, and possible solutions to those problems.
- Upon receiving the tablets from the enumerators at the end of each interview day, syncing the tablets to upload interview data to NORC's server. To sync, make sure that to switch on data in the tablet or connect it to WiFi from the phone's network.
- All issues should be reported to the Field Manager, and their feedback should be discussed with the enumerators.
- Re-charge tablets in the hotels where you will be sleeping, and prepare them for the next day's field work. In case there is no electricity in the locality, use the power banks to charge the tablets, and remember to re-charge them when arriving at an area with electricity.

5.4 QUALITY CONTROL OFFICERS

The Quality Control Officers play an important role in the outstanding quality control required of this important data collection as they are responsible for validating the quality of interviews conducted by the enumerators. Each team will have 1 Quality Control Officer.

The duties of the Quality Control Officers include:

- Traveling through the data collection areas to monitor the field teams' progress.
- Coordinating with supervisors to ensure they are able to locate the team within the enumeration area.
- Conducting direct observation of household interviews.
- Coordinating with the supervisor to ensure that 1 in 8 validation checks per enumeration area are completed.
- Holding daily debriefings with supervisors to provide daily updates from direct observations, challenges and mitigation strategies.