

## II. INTERVIEWING TECHNIQUES

Enumerators need to keep the interview on course throughout. It is important to maintain a good and cordial relationship with the respondent in order to get the information you are seeking from him/her. The accuracy of the information provided during the interview largely depends on maintaining a good relationship with the respondent.

A number of principles are central to good interview technique:

- 1. Documenting Participant.** Each enumerator should track his/her respondents using the Participant Sheet (Refer to Annex (c) Participant list & honorarium tracker). This will be submitted to the supervisor at the end of the survey, and documents who the respondent spoke to, the location of the survey (district, VDC, and ward), the start time, the end time, verifies that the honorarium was provided. It also creates a unique ID for each respondent which is the district number / VDC number / Ward Number / Enumerator Code / SN. Please use the codebook for your district number, VDC number, and enumerator code. Please document the actual ward number and the SN is the serial number provided in column 1 of the Annex. Note that if there are 2 spots for the district number, the VDC number, ward number and enumerator code. Please fill in blank spots with “0.” So if your district number is 1, your VDC number is 2, your ward number is 3, your enumerator code is 5 and your SN digit is 10, then you’d write in: 01 / 02 / 03 / 05 / 010. You should note this code on your notes around any respondent so we can link your notes to the data. This will also have to be inputted in the tablet. The tablet will not require you to put in “/”.
- 2. Do Not Mention Human Trafficking as the Purpose of the Study.** Please do not indicate that the study is about human trafficking. If asked about the purpose of the study, please only share that *“the study aims to understand the economic, social, and political attitudes and experiences of Nepali citizens.”*
- 3. Place of Interview.** It is ideal to conduct an interview in a relatively quiet environment to avoid disturbance, distraction, interference, and noise. It is always best to conduct interviews with a respondent separately avoiding a crowded place. For the factual questions about the household—rather than the behavioral or knowledge questions—family member of the respondent may be consulted to confirming accuracy. For instance, a respondent can consult family members around date of birth or household income. However, non-factual questions should not be answered in consultation with others. Document disruptions at the end of the survey, as there is a section in the survey for the enumerator to document how well the interview went.
- 4. Rapport Building with Respondents.** It is crucial for enumerators to build a good rapport, starting with a good first impression. Be friendly with respondents and answer questions they ask. It is important that you always guarantee the confidentiality of any survey responses he/she may provide. The respondent’s name or responses will not be made available to anybody. The researchers will use this information ONLY for the purposes of

identifying people for a follow up study. After you are through talking, ask the respondent whether he or she has any questions. If he/she has questions or any concerns, please do not share details on the study beyond what is provided in the consent form, and indicate that you will share their thoughts with the lead researchers of the study. Please be respectful, and share their questions and comments in the tablet (the last question of the survey before you submit has space for your comments). You should also document any issues that came up at the end of the survey, as there is a section for the enumerator to document how well the interview went.

5. **Consent for interview.** Obtaining consent is the first and most important step for the interview. Read the consent section slowly, and cover all points given in the consent form. Make sure that the potential respondent or a guardian of the potential minor respondent understands the importance of their contribution in the survey and how they benefit from it.
6. **Consent to take a picture.** While not required, it will be deeply helpful to have a picture of the respondent and the location we will be able to find him/her (e.g., their home, their farm, their store front, etc.). Please make sure that the picture includes a picture of the respondent's face and some location marker. We will be providing printouts of these pictures to New Era to share with respondents during the long-term follow-up. This will be provided as a token of appreciation.
7. **Starting the Interview.** Prior to the interview, make sure you understand the concepts and definitions used in the questionnaires, administration of the questionnaires, and the objectives of the survey. To start the interview, use the script to introduce yourself and explain the purpose of the survey, and then administer the questionnaire.
8. **Question Posing.** It is very important that the questions be read EXACTLY the way they appear and worded as given in the questionnaire and outlined in this manual. Do not memorize questions and ask them without taking care to look at what is written in the tablet. Do not be rush through questions and make sure the respondent understands the question s/he is answering. There may be a need to simplify the wording in the respondent's native language. In that case, you should rely on the terminology identified in training and recorded in this manual in order to NOT change the concepts and objectives of the questions in your explanation.
9. **Probing.** Ask follow-up questions when the respondent's responses are vague or ambiguous. The respondent may not understand a question when asked the first time. As a result, he/she may give you irrelevant answers. For the factual questions, probing can be used to collect the information. But the enumerator must be careful not to influence or lead the response in the questions regarding their opinion and thoughts. For example, if a respondent does not know the year they got married, the interviewer would ask them follow up questions by asking them about the major events that may have had happen in the country, government etc. during their wedding (i.e. were there any major events such as election, change of government, earthquake during your wedding?) to help determine the right year.

- 10. Handling a Talkative.** If a participant is talkative you need to intervene and bring their attention toward the question tactfully. For example, use the phrases like ‘yes I agree’, ‘right’, ‘Right. Lets move on to the next question/step?’ for bringing back the talkative participant’s attention to the relevant point. It is the enumerator’s responsibility to manage time for each interview and keep in mind that any delay will prolong the survey period or prevent us from reaching our targets.
- 11. Appearance of field staff.** All field staff members are expected to appear professional and neat, but not overly dressed before their respondents. They should not appear before their respondents with alcohol, nor should they smoke. Field team members should choose attire that helps make respondents feel that they are talking to a professional.
- 12. Handling the Honorarium.** Enumerators are responsible for distributing the honorarium, which will be provided to you in envelopes, to the respondent after the completion of survey. There will be follow up activities called action steps, where respondents will be asked if they want to contribute to the campaign against human trafficking out of the money they have earned. Please follow the protocol set up in Section V regarding the honorarium. Please note that the enumerator is responsible for maintaining proof that the respondent received payment in the individual treatment (Refer to Annex (c) Participant list & honorarium tracker). Please note that the supervisor is responsible for maintaining proof that the respondent received payment in the group treatment (Refer to Annex (c) Participant list & honorarium tracker).