



**SAHWA Youth Survey 2016
FIELDWORK PREPARATION AND
STAFF TRAINING REPORT
LEBANON**



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Lebanese American University (LAU)

SAHWA Survey- Lebanon

Fieldwork Preparation and Staff Training Report

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I. Composition, Hierarchical Organization and Responsibilities of the Fieldwork Team Members

The Lebanon fieldwork team for the SAHWA Survey was composed of 11 supervisors and 41 field workers, distributed as follows:

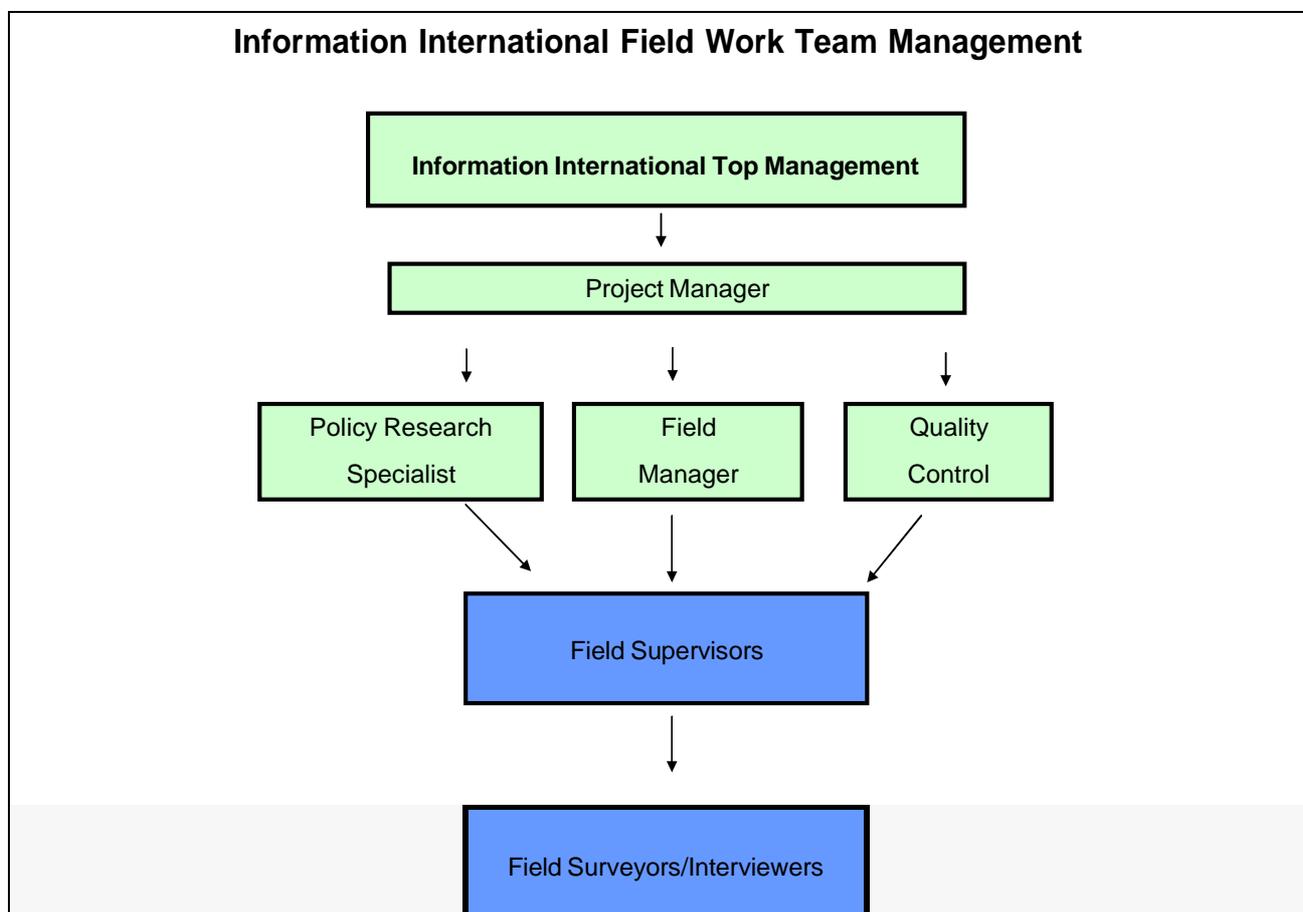
Area	# of Field Supervisors	# of Field Workers
Beirut	1	5
Mount Lebanon	2	7
North	2	8
Bekaa	2	8
South	2	7
Nabatieh	2	6
Total	11	41

** The Beirut team also covers part of Mount Lebanon area. The Nabatieh team also covers part of the Southern area.*

Every 4-5 fieldworkers will have one supervisor who will escort them during the whole day and ensure that the fieldworkers are following the sampling technique adopted and explained to the fieldworkers during the training.

The Supervisors receive instructions from the Field Work Manager and Policy Research Specialist, who, in turn, coordinate with the Project Manager to make sure the techniques, specifications and deadlines of the study are met.

The following diagram best represents the hierarchical organization of the fieldwork team members:



II. Specific Profile and Skills of the Interviewers

Throughout its long experience in conducting opinion polls in Lebanon, Information International has developed a strong base of qualified interviewers who have served the company for more than 100 projects over the past five years.

The interviewers are part-timers. Most of them are university students, and their ages vary between 23 and 37 years. Our team comprises both males and female field workers who have worked previously with the company on similar projects related to youth in Lebanese communities. These field workers are familiar with the communities and areas where the data collection is implemented.

The data collectors have analytical skills as well as excellent verbal, presentation, listening and communications skills. They maintain strict confidentiality while collecting the data as they are honest, respectful and trustworthy. They demonstrate sound work ethics.

These interviewers received a preliminary training to introduce them to:

-  Market research
-  Information International's culture and strive for quality work
-  ESOMAR standards on market research
-  The quality control process used in the company
-  Communication skills to enhance their dealing with the respondents

III. Main Training (Place, days, attendance, ...)

The training took place on different days for the different fieldwork groups in the various Governorates.

The schedule of training, including the dates, location and attendance is detailed in the below table:

Area	Date	Location	# of attendees
North	October 12, 2015	Social and Cultural Development Association meeting room- Tripoli, Lebanon	10
Beqaa	October 13, 2015	Chamber of Industry and Commerce- Zahle, Lebanon	11
South	October 14, 2015	Markaz Al Tanmia wal Hiwar (Center of Development and Dialogue)- Saida, Lebanon	5
Mount Lebanon/Beirut	October 19, 2015	Information International Conference room- Beirut, Lebanon	9
Nabatieh	October 19, 2015	Markaz Al Tanmia wal Hiwar (Center of Development and Dialogue)- Saida, Lebanon	8

A full training day, from 9:00 am until 4:00 pm, was conducted for each team/group of teams.

At each in depth training session conducted for the field workers and supervisors teams, each interviewer was well trained on the project questionnaire. Interviewers were instructed on survey goals and objectives, type of study, handling of survey questions, interview length, reading of interviewer instructions, reading of the survey instrument, as well as probing and clarifying techniques necessary for specific questions on the survey instrument.

Below is a summary list of issues addressed on the training sessions conducted for the various field workers and supervisors:

-  Survey introduction, objectives and logistics
-  Review of general principles of interview ethics and conduct, including issues of respondent and data confidentiality
-  Sample design – household and respondent selection based on last birthday method
-  Recording of non-response and reasons using the track sheet provided by Information International.
-  Quality control procedures: back-checking, and explanation of key team roles and responsibilities
-  Detailed explanation of the questionnaire, question-by-question read through and discussion
-  Demonstration interviews between two trainers and / or supervisors in front of the trainees
-  Practice interviews between interviewers, switching so each plays the role of interviewer and respondent

The interviewers were also trained in detail on the following issues, among others

-  Introduce the survey to each survey respondent
 - ✓ *Describe the purpose of the research and survey and provide an estimate of the time needed to complete the survey.*
 - ✓ *Let the respondent know that participation in the survey is voluntary.*
 - ✓ *Request permission to begin the survey.*
-  Try to persuade survey respondents to complete the survey if they refuse to do so initially.
-  Read survey questions word-for-word from the survey script to each respondent to reduce the possibility of skewing survey responses

 Correspond with each survey respondents with courtesy and respect.

- ✓ *Use a calm tone of voice*
- ✓ *Pace the speech to be easily understood*

Field workers were equipped with a Field Worker Manual in Arabic developed by the company for this project in particular and that tackles data collection specific issues such as Interviewing Techniques and Conventions, Techniques for Establishing Contact and Securing Consent for the Interview as well as Field Interviewer Responsibilities.

IV. Techniques Used to Avoid Non-Response

Several techniques are used by Information International in an attempt to avoid a high non-response rate. These include, among others:

A. Making Initial Contact

The success of the survey and the reliability of the data obtained are to a large extent dependent on the first impression which the respondent gets from the data collector. Therefore, the enumerators' job in getting acquainted with the respondent and members of the family is to create atmosphere of goodwill and calmness. Therefore, they are well trained to properly introduce themselves, show their credentials, and explain the purpose of their visit.

B. Answering Questions

Often, respondents may ask the enumerator "Why did you come to my house?" The latter politely explain to the person that the research is being conducted according to special scientific methods and that, according to this method, your household has been chosen.

C. Countering Refusals

Some respondents may categorically refuse to participate in the survey. In such situations, the field workers try to persuade the respondent of the

- a. practical value of the survey,
- b. the anonymity of the answers, and
- c. the importance of his (or her) participation.

D. Confidentiality

Data collectors reassure respondents that the data collected will be kept completely confidential. The enumerators state it clearly to the respondent that the information they provide will be viewed as part of the whole sample and not individually analyzed.

E. Honesty

The introduction part of the survey is where the field workers communicate why and how they're conducting the survey, and also tell respondents how much their feedback means to them. They remind respondents that their identities will remain anonymous and that they welcome any feedback, both positive and negative.

V. Incentives to Respondents

As a thank-you gesture, a copy of *The Monthly* magazine is distributed to the participating respondents.

The Monthly is a monthly publication issued by Information International on a monthly basis in both Arabic and English; examining economic, cultural and social issues in Lebanon, Jordan, Syria, Iraq and other Arab countries; publishing opinion polls and surveys and conducting interviews with prominent Arab and foreign figures in Lebanon, including ministers and members of parliament.

In addition, a tea mug and a small notebook with Information International print on them are distributed to the participating youth.

VI. Equipment Used for the Data Collection

The sample distribution by area is handed to the supervisors at the beginning of the survey to prepare the related action plans for their teams and share them with the field manager.

Each supervisor will keep with him the agreed action plan and sample distribution of his team. He will distribute on a daily basis the questionnaires assigned for that day to the surveyors in his team and share with them the plan assigned for that day.

Therefore, the field surveyors will be equipped with their questionnaires and pens before starting their work. They will also have the screening sheet to record refusal and non-eligibility cases (non-Lebanese, no one aged 15-29 years at the household level).

Field workers are also equipped with a Field Worker Manual in Arabic developed by the company for this project in particular and that tackles data collection specific issues such as Interviewing Techniques and Conventions as well as Field Interviewer Responsibilities. The field supervisors are equipped with their sample distribution by areas, action plan, extra questionnaires, pens and the map they drafted for the area/neighborhood to monitor and assign the household selection process.

Field workers and supervisors will be equipped with the company's identification cards to facilitate their mission. Moreover, as Information International has a written permission from the Ministry of National Defense-Lebanese Army Command- Army Staff for Operations-to undertake data collection over most of the Lebanese territories, the field surveyors and supervisors are also equipped with a copy of this permit.

VII. Issues and Inconveniences During the Training

The length of the questionnaire was the main issue raised by the field workers during the training. In addition, several clarifications were raised that were sent to the Client in several follow up e-mails, tackling mainly the following issues:

1. Who is eligible to respond to the family first part of the questionnaire? Is it the household head, the mother or any adult present at the house?

2. If the household does not include any youth aged 15-29, then we assume it does not qualify anymore for the survey and should not be interviewed for the household section, right?

3. The Arabic wording of the questionnaire needs some adjustments to correspond to the Lebanese context. Please advise if we are entitled to modify the wording of some questions to adapt it to the Lebanese context.

4. Question 66: The instructions related to the scale in the questionnaire indicate that 0= no confidence at all and 10= Absolute confidence. However, on the associated card #8 (it should be 8 by the way and not 7), the scale instructions show that 0=absolute confidence while 10= no confidence at all.

5. Question 628: The instructions related to the scale in the questionnaire indicate that 0= poorest and 10= richest. However, on the associated card #12, the scale instructions show that 0=richest while 10= poorest.

6. Question 410: The Arabic in the questionnaire should change to conform to the French and English translation: 1. فرص أقل, 2. نفس الفرص, 3. فرص أكثر.

7. Question 412: The Arabic wording of the scale should be changed on the questionnaire to conform to the order of the card C3 and the English/French wording

8. In the table about the previous jobs (questions 351 ---363): They are asking about the jobs that were practiced prior to their current job, right? So, if the person has only worked in the job he is currently practicing and never had any previous occupation than the one he is doing now, we do NOT fill in the table? as all job/occupation questions about the current job have been asked in questions 38-- 330.

9. In question 332, where we ask the respondent about for how much time has he been searching for a job, we have 2 response areas:

months: _____

Years: _____

If the respondent has been searching for a job for 5 months, how would we write that? would it be: months: 5; years: 0 (zero)

If he answers 1 year and 2 months, would we write it as follows?

months: 2; years: 1

If he answers 2 years, would we write it as follows?

months: 0; years: 2

In addition to several other clarifications about “go to” instructions, and how to relate certain questions to others, etc....

All raised issues during the various training sessions were submitted to the Client and related responses were shared with the surveyors/supervisors.