

APPENDIX A: Glossary of survey related terms

Term	Definition	Source
Administrative report		
Bias	An effect which deprives a statistical result of representativeness by systematically distorting it, as distinct from a random error which may distort on any one occasion but balances out on the average.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Bounding	The lowest possible value of a cell in a table of frequency counts where the cell value has been perturbed or suppressed. (Lower bound) The highest possible value of a cell in a table of frequency counts where the cell value has been perturbed or suppressed. (Upper bound)	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
CAPI	Computer Assisted Personal Interviewing (CAPI) is similar to Computer Assisted Telephone Interviewing, except that the interview takes place in person instead of over the telephone.	British Crime Survey 2005/2006
CASI	Computer Assisted Self Interviewing (CASI): Respondents were asked to complete the last part of the survey by entering the answers directly in to the laptop. Interviewers gave respondents a brief explanation of how to use the laptop, including taking them through some practice questions, before handing the laptop over. Interviewers were always present to help respondents if they needed any technical assistance. Once respondents had completed the modules, they handed the laptop back to the interviewer.	British Crime Survey 2006/2007
CATI	Computer Assisted Telephone Interviewing (CATI) is a telephone surveying technique in which the interviewer follows a script provided by a software application. The software is able to customize the flow of the questionnaire based on the answers provided, as well as information already known about the participant.	
CAWI	Computer Aided Web Interviewing	Szonda Ipsos, http://www.szondaipsos.hu/en/modszerreink/cawi/CAWIen
Client		
Dark figure	Since the establishment of modern information gathering on crime, it has been recognized that a sizable portion of criminal events are never reported to the police and are therefore not included in police or any other statistics. This unknown number, often referred to as the "dark figure" of crime.	Department of Economic and Social Affairs Statistics Division, United Nations, Studies in Methods: Manual for the Development of A System of Criminal Justice Statistics, Series F No. 89, New York, 2003. http://unstats.un.org/unsd/publication/SeriesF/SeriesF_89E.pdf
Data coding	Coding is the technical procedure for converting verbal information into numbers or other symbols which can be more easily counted and tabulated.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Data disclosure	Disclosure relates to the inappropriate attribution of information to a data subject, whether an individual or an organisation. Disclosure has two components: identification and attribution.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Data processing	The operation performed on data in order to derive new information according to a given set of rules.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp

Term	Definition	Source
Enumeration	In mathematics and theoretical computer science, an enumeration of a set is either a procedure for listing all members of the set in some definite sequence, or a count of objects of a specified kind. The two kinds of enumeration often, but not always, overlap.	??
Eurostat	Statistical Office of the European Communities, established in 1953	
Focus group	An informal discussion of a selected topic by participants who are chosen from the population of interest.	UNODC-UNECE Manual for Conducting Victimization Surveys p. 94
HEUNI	The European Institute for Crime Prevention and Control, affiliated with the United Nations (HEUNI) is the European link in the network of institutes operating within the framework of the United Nations Crime Prevention and Criminal Justice Programme. HEUNI was established through an Agreement between the United Nations and the Government of Finland, signed on 23 December 1981.	Heuni POB 444 (Pitkäsillanranta 3 A) 00531 Helsinki, Finland http://www.heuni.fi/
Household	Either a one-person household, defined as an arrangement in which one person makes provision for his or her own food or other essentials for living without combining with any other person to form part of multi-person household or a multi-person household, defined as a group of two or more persons living together who make common provision for food or other essentials for living. The persons in the group may pool their incomes and have a related or unrelated persons or a combination of persons both related and unrelated. This arrangement exemplifies the housekeeping concept. In an alternative definition used in many countries exemplifying the so-called household-dwelling concept, a household consists of all persons living together in a housing unit.	United Nations. Principles and Recommendations for Population and Housing Censuses, Revision 1. Series M, No. 67, Rev. 1 (United Nations publication, Sales No. E.98.XVII.1). (para. 2.61) http://unstats.un.org/unsd/cdb/cdb_dict_xrxx.asp?def_code=327
Likert scale		
Memory decay		
Microdata files	An observation data collected on an individual object - statistical unit. Electronic databases comprising the individual survey records, anonymized for confidentiality.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Multiple victimization		British Crime Survey 2005/2006
Non-probabilistic sample		
Non-response	A form of nonobservation present in most surveys. Nonresponse means failure to obtain a measurement on one or more study variables for one or more elements k selected for the survey. The term encompasses a wide variety of reasons for nonobservation: "impossible to contact", "not at home", "unable to answer", "incapacity", "hard core refusal", "inaccessible", "unreturned questionnaire", and others. In the first two cases contact with the selected element is never established.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp

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Term	Definition	Source
Non-sampling error	All other types of errors, such as coverage, response, processing and non-response errors, are non-sampling errors. One important type of non-sampling error is the respondent's ability to recall relevant events and report them accurately to the interviewer. Other sources of non-sampling error include mistakes introduced by interviewers, the misclassification of incidents, errors in the coding and processing of data, and biases arising from non-response.	UNODC-UNECE Manual for Conducting Victimization Surveys p. 7
Out-sourced data collection	To have an external market research or other related business take over part of the work of the survey. This can be a quicker and cheaper alternative, and for agencies who do not maintain panels of interviewers or other forms of infrastructure necessary to conduct population-based surveys, this can be an important option to cost and consider.	UNODC-UNECE Manual for Conducting Victimization Surveys p. 14
Pilot survey	A survey, usually on a small scale, carried out prior to the main survey, primarily to gain information to improve the efficiency of the main survey. For example, it may be used to test a questionnaire, to ascertain the time taken by field procedure or to determine the most effective size of sampling unit. The term "exploratory survey" is also used, but in the rather more special circumstance when little is known about the material or domain under inquiry.	OECD Glossary of Statistical Terms A Dictionary of Statistical Terms, 5th edition, prepared for the International Statistical Institute by F.H.C. Marriott. Published for the International Statistical Institute by Longman Scientific and Technical. http://stats.oecd.org/glossary/detail.asp?ID=3787
Police-reported Statistics	Typically a census of all criminal offences reported to, or detected by, the police and subsequently recorded as crimes.	UNODC-UNECE Manual for Conducting Victimization Surveys p. 5
Prevalence rate		British Crime Survey 2005-2006
Probabilistic sample		
Quality assurance	A planned and systematic pattern of all the actions necessary to provide adequate confidence that a product will conform to established requirements.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/searich.asp
Quality control	Quality Control of the data collection process assures that the underlying statistical assumptions of a survey are not violated, i.e. the meaning of the principal statistical measures and the assumptions which condition their use is maintained. Quality Control in data review process measures the impact of data adjustment on the data.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/searich.asp
Recall aids		
Recency bias		
Recorded crime	Police recorded crime statistics have limited information about the relationship between the victim and the offender, and are unable to provide estimates on domestic violence.	British Crime Survey-Measuring crime for 25 years http://www.homeoffice.gov.uk/rds/pdfs07/bcs25.pdf
Reference period	In one sense, this is synonymous with base period. It may also refer to the length of time, e.g. week or year, for which data are collected.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/searich.asp
Registered crime		UNODC
Repeat victimisation		Council of Europe, Committee of Ministres, Rec (2006) 8 to member states on assistance to crime victims, p.1
Reported crime		UNODC

Term	Definition	Source
Respondent	Respondents are businesses, authorities, individual persons, etc, from whom data and associated information are collected for use in compiling statistics.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Respondent burden	The effort, in terms of time and cost, required for respondents to provide satisfactory answers to a survey.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Response rate	The number of respondents who complete a questionnaire compared to the number assigned, usually expressed as a percentage. The response rate can also apply to individual questions.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Sampling bias	That part of the difference between the expected value of the sample estimator and the true value of the characteristic which results from the sampling procedure, the estimating procedure, or their combination.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Sampling error	Sampling errors are the difference between an estimate derived from a sample survey and the result that would have been obtained if the entire population had been surveyed.	UNODC-UNECE Manual for Conducting Victimization Surveys p. 7
Screening		
Secondary victimization		Council of Europe, Committee of Ministres, Rec (2006) 8 to member states on assistance to crime victims, p.1
Sensitivity training		WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies
Soft refusal		
Stakeholder		UN Manual on crime statistics, p. 3
Survey population	A survey is an investigation about the characteristics of a given population by means of collecting data from a sample of that population and estimating their characteristics through the systematic use of statistical methodology.	OECD Glossary of Statistical Terms http://stats.oecd.org/glossary/search.asp
Target population	The target population is the set of units to be studied, for example the general population or businesses. In relation to victimization, the target population is the set of units that could be victims of the crimes under study.	Draft [17.07] UNECE_UNODC Manual Victimization Survey p. 13
Telescoping (internal/external)		
Time anchoring		
Transition		
Uncertainty		
Unfounded incidents		UNODC
User		
Victim	"Victims" means persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal laws operative within Member States, including those laws proscribing criminal abuse of power.	UN Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power (1985) http://www.unhchr.ch/html/menu3/b/h_comp49.htm
Victimless crime	Forms of illegal behaviour that are unlikely to be known by the police because of their being consensual in nature, so the participants have no reason to complain to the police.	Schur (1965)

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Term	Definition	Source
Victimization	A crime as it affects one individual person or household. For personal crimes, the number of victimizations is equal to the number of victims involved. The number of victimizations may be greater than the number of incidents because more than one person may be victimized during an incident. Each crime against a household is assumed to involve a single victim, the affected household.	Survey Methodology for Criminal Victimization in the United States, 2003 http://www.ojp.usdoj.gov/bjs/pub/pdf/cvus/cvus03mt.pdf
Victimization rate	A measure of the occurrence of victimizations among a specified population group. For personal crimes, this is based on the number of victimizations per 1,000 residents age 12 or older. For household crimes, the victimization rates are calculated using the number of incidents per 1,000 households.	Survey Methodology for Criminal Victimization in the United States, 2003 http://www.ojp.usdoj.gov/bjs/pub/pdf/cvus/cvus03mt.pdf
Weighted data	When the data collected from survey respondents are adjusted to represent the population from which the sample was drawn, the resulting data are called weighted data. FHCS weighted results represent all Federal employees covered by the survey. The weighting process involves computing and assigning a weight to each FHCS survey respondent. The weight indicates the number of employees in the survey population the respondent represents. Information about demographic characteristics, such as gender, race, supervisory status, age, and agency size, are used to develop the weights. The weight does not change an FHCS respondent's answer; rather, it gives appropriate relative importance to the answer.	http://www.fhcs2004.opm.gov/WightedDef.htm

APPENDIX B: Business Surveys

(incomplete rough draft submitted)

Coverage for business surveys

1. Business and/or organization based surveys designed to measure victimization among businesses could cover a very broad or more limited degree of businesses. For instance, one could design a business survey that covers:

- all businesses
- businesses in certain sectors
- public sector organizations (e.g., hospitals, local /national government offices etc.)

2. Deciding the degree of coverage is guided by several considerations. First, one must identify the reason for conducting the survey. For example, is it designed to identify support required for small retailers in reducing crime? Or is it to identify public sector losses through crime? A second consideration guiding coverage is the availability of suitable sampling frames and, if there are none, the accessibility of the sector of interest. Third, the burden on the businesses themselves, which may influence response to the survey must be considered when establishing coverage. Fourth, the resources available may limit the number and type of sectors which can be approached. And finally, the complexity of victimization experienced is important. For instance, the financial sector may experience extremely

complicated and difficult to identify fraudulent activity for which a survey may not be the appropriate tool.

3. Contribution by UNODC:

Procedure for respondent's identification in business survey: determining who will be the respondent for the business/organization.

Procedure for respondent's identification in business survey: determining who will be the respondent for the business/organization.

To add something on sample frames (John and Karen to see if they have information)

Sampling

4. Sampling in business surveys requires particular attention. The sample should be large enough to provide a sufficient basis for analysis according to the criteria around which it is selected. An example of sample stratification for business surveys may include a) main type of business, b) size and c) geographical region. For example, the International Commercial Crime Survey (ICCS) was conducted in 1994 in eight European countries (geographical regions), with three types of business (food retailers, non-food retailers and manufacturing companies) divided in three size categories: small (1-9 employees), medium (10-49 employees), and large (more than 50 employees), with a total sample of 8,000 businesses. More detailed breakdown may require larger samples. Furthermore, it should be taken into account that business surveys suffer from a very low response rate.

5. Beyond the selection of a representative sample of businesses, it is necessary to ensure consistency in the profile of the selected respondent within the business/organization. This task will be more difficult if there are businesses of very different size in the sample.

6. The desired respondent in a business victim survey is a senior manager with overall knowledge of what happens in the company. In general, this person will be the managing director, or chief executive or the owner of the business. Bigger companies may have a manager responsible for risk management and security. In some other cases, depending on the type and size of the business, the interview may be conducted with the trade/marketing director, the main manager of the premises, the responsible security officer, the finance director, the production manager, the company secretary or other responsible managers. Finally, in the case of very small businesses, the respondent may be a family member of the owner.

7. The first contact is extremely important in order to provide the companies with full information about the scope, objectives, institutional arrangements and importance of the survey, as well as telephone numbers where to check its legitimacy.

8. As a first step and depending on the size of businesses targeted, it is necessary to identify an adequate frame of companies from the relevant group size. It may be important to conduct some preliminary research on the likelihood that some of the selected companies are branches of bigger business organizations or part of a chain. In this respect, it should be clear from the questionnaire – and in particular from the instructions to the interviewers – if responses are expected about experiences / attitudes of the company as a whole or only from the responding branch / location.

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9. Once the business has been identified, the first contact may be made either by telephone or by letter, or both, in view of the selection of the final respondent.

Telephone

10. A telephone call is used to make an appointment with the desired respondent and may also assess the business policy about surveys. In this respect, two methods may be used:

Telephone contact and immediate interview

11. Interviews are conducted directly without any introduction. In this case, in advance of conducting the interview it may be possible to try to identify the desired respondent from other sources (for example by speaking with the receptionist of each business or by identifying names of contact persons in local listings).

12. As an example of the first method, in the CCBS pilot in Canada,¹ phone calls aimed at identifying the suitable respondent and interviewing him/her immediately. The calls took place at either the opening or closing hours of the businesses, in the belief that calling at these times would cause the least interference with business transactions.

Box CCBS introduction for first contact

Good morning/afternoon/evening. I am an interviewer of...

We are conducting a survey about (safety) of businesses. Your company has been selected *at random* from the ... database of businesses to participate in the survey.

The survey is part of an international (*optional: United Nations*) project which is being done in many countries all over the world. The aim of the research is to get information about the experience and opinions of companies, in order to assist businesses in preventing crime and corruption.

I need to address a few questions to the manager responsible for this establishment. Can you please ask him/her whether he/she is available?

13. In the vast majority of cases, the desired respondent will not be available. At this point, there are two options. First, check if there is another person who is in a position to be interviewed. And second, attempt to make an appointment with the person who is not available at the moment. There are advantages and disadvantages of both cases. If another person is available, there is the obvious advantage that the interview with that particular business may be secured at the first attempt. However, this person may not have full knowledge or may not be authorized to respond on incidents occurred at the business premises. The interviewer should assess – with tact and diplomacy – if this person is suitable as a respondent. This could be done by asking if he/she considers himself/herself suitable to answer questions on safety/security on behalf of the company.

¹ UNODC, 2006.

14. If there is no alternative respondent available, it is necessary to insist on making an appointment with the desired respondent. This may result in a refusal (the respondent may not have any openings in his/her busy schedule, etc.), an appointment that is made but not maintained, or an interview.

15. It is possible that the desired respondent is available immediately. In such a case the interviewer should be ready to continue with supplying more information on the survey and the interview process.

Telephone contact to introduce the survey for subsequent interview

16. The same process described above may be used for introducing the survey and agreeing on a time for the interview. When a contact is made with the appropriate respondent at each business, he/she is asked to indicate the most convenient time to conduct the interview. Depending on the overall survey arrangements, those who agreed to participate may be given the option of conducting the interview by telephone or in person.

17. In the ICCS, key managers of the selected companies were identified by telephone and subsequently sent a letter together with a one-page questionnaire on experiences of crime. They were informed they would be interviewed by telephone two weeks later. It was specified that they would be interviewed even in the case they had not been victims of any crime.

Letter of introduction

18. A letter of introduction may substitute the telephone contact. The letter has the advantage of giving the company/manager who receives it more time to decide if and when to accept the interview. The disadvantage is that there is no possibility to respond to queries the company may have about the survey and the entire process is delayed. Furthermore, while the company may favourably consider the interview, responding to the letter and making an appointment requires extra work that some may not be ready to carry out.

Obtaining consent

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APPENDIX C: Lessons from the pilot study of the Violence Against Women survey

19. The main goal of a pilot study is to verify the methodology of the VAW survey. Of particular interest in this case was testing the questionnaire and the interviewing technique. In the violence against women (VAW) survey, the pilot study was exceptionally important, because it highlighted the emotional part of interviewing. A VAW questionnaire touches on private and sensitive issues, and the recall of these events can be a traumatic experience to the respondent. VAW interviews are sometimes a challenge for the interviewers as well since they may face communication difficulties as well as unexpected emotional reactions from the victims of violence.

20. Like all victimization surveys, the primary goal of a VAW survey is to ensure that women truthfully report their experience with violence. And like all victimization surveys, the safety of the respondents and the interviewers is a chief concern. The Lessons from the pilot study of VAW survey are based on IVAWS (International Violence against Women Survey) manual. The IVAWS was carried out in several countries and the practices used were confirmed by practical opinion of interviewers and survey coordinators².

1. Letter of Introduction

21. The letter of introduction enhanced cooperation by female respondents in the VAW survey. The major purpose of the initial introductory letter used in face-to-face surveys is to introduce the organizers and/or sponsors of the survey as well as specify the main goal of the survey. In the letter, it is recommended that the survey be referred to as one on the “safety of women” versus one on “violence against women”. Referencing the survey in this way may minimize any unpredictable reaction from their partners (male or female) who may be committing offenses against the respondents. The letter should also note that the responses received will be confidential or anonymous, whichever is applicable.

22. When telephoning respondents, it is also important to begin by introducing the organizers and/or sponsors of the survey, and by describing the purpose of the survey. As with face-to-face interviews, it is advised that the survey be referred to as one on the “safety of women.” And like other modes, initial discussion should emphasize that the respondent’s responses are confidential or anonymous, whichever is applicable. The Canadian experience with a VAW survey indicates that women are more likely to refuse to participate when a male is at home during the call. Therefore, when a male is present with the respondent, it is advised that the interviewer call back and interview the female when she is home alone.

2. Questionnaire testing

23. In the questionnaire testing phase, the interviewers made a list of difficulties they encountered. This included a list of the questions that created discomfort in the respondent and anger by the respondent. In addition, interviewers carefully looked at the degree to which respondents understood definitions and meaning of questions. Understanding this was important since making the questionnaire as short as possible and eliminating long questions which may be difficult to understanding was a goal.

² Manual for IVAWS was prepared by N. Ollus, H. Johnson, A. Alvazzi del Frate and S. Nevala.

It is not possible to cover all situations. The questionnaire should not be too long and complicated. Good instructions and well constructed questionnaire can help in the efficiency of face-to-face surveys.

24. Questionnaires which are too long can cause both interviewers and respondent to become tired and irritated. All countries paid attention to that problem. The Italian experience showed that using too long of questions required they be repeated multiple times. This was especially the case during telephone surveys. In the pilot study many women felt uncomfortable with the length of the questionnaire and its structure which required frequent repetition.

25. In the IVAWS survey it was decided that the screening question should include all acts of violence but detailed information was gathered on only the most recent victimization.

26. In international research it is necessary is to take into account proposals from all participating countries. A reasonable number of specific questions should be included from each participating country. In addition, each country should have a say in the adaption of words or phrases to account for cultural circumstances. Further, questions should offer an exhaustive list of all possible answers. This includes options for “I do not remember” or “I do not know” if necessary.

3. Selection of interviewers

27. Interviewers should be selected according to their previous experience, interest in violence against women, and excellent interviewing skills. Many countries suggested that the interviewers have a pleasant personality and an ability to relate with others. The following features should to be taken into account when selecting interviewers.

- the level of knowledge and openness for discussing issues related to violence against women including sexual violence
- non-judgmental and empathic attitude towards victims of domestic violence and violence against women
- good interviewing skills and previous experience
- willingness to take part in the training and follow instructions
- willingness to report problem and discuss them in an objective manner
- the absence of highly biased views related to the subject matter or characteristics of respondents (age, gender, social status, ethnicity or religion)
- readiness for role playing concerning the difficult behavior of respondents, their partners, family members etc.
- an acceptable level of literacy, the ability to understand the questionnaire and the issues surveyed
- a knowledge of local languages and dialects
- availability for evening and weekend work
- Being female (because of the topic)

28. In face-to-face surveys, the Costa Rican experience suggests that interviewers should be from a similar background and familiar with the culture and language.

29. The Italian experience showed that the maturity of the interviewers was important when the respondent is female and when the questionnaire includes intimate questions.

4. Training of interviewers

30. The training program included a theoretical lecture about the definition and form of violence against women, its causes and consequences, as well as practical issues concerning the proper behavior an interviewer must adopt during an emotional situation or a display of anger. The Polish experience showed that the drama workshops involving role-playing sessions were particularly useful.

31. Training by role-playing also served to correct verbal expressions and body language in face-to-face surveys. During training it was determined that the interviewers were relatively well prepared, but did not always demonstrate the best attitude towards the respondents.

32. An important issue dealt with in training was to underline the difference between the positive “clinical” approach and a psychological support approach for the victim for during the interview. Not all interviewers were able to differentiate between those two attitudes. Some of them wanted to offer help and advice, but all of them were instructed as to remain neutral when faced with drastic examples of violence.

Interviewers are expected to be “good listeners” but not “advisors”

33. Interviewers were given the addresses of professional local organizations offering and giving assistance and support to abused women. In addition, they were provided phone numbers to “help lines”.

Theoretical and practical training are not more important than debriefing sessions where interviewers shared their experiences and discussed their feelings after interviews.

34. The training program also included interviewer feedback following the completion of a given number of interviews. The most important issue requiring a correction was “time-discipline.” Time-discipline refers to the time limits allotted for answers. The interviewers were trained to pass smoothly through a sequence of questions.

35. The pilot study showed that there were “myths” about abused women and the training for interviewers included discussion and consequences of these myths. Discussion about the definition of violence showed that interviewers only understood violence in the very narrow sense that it includes only very serious acts.

Interviewers should be good listeners and have an emphatic and non-judgmental attitude toward victims regardless of their social status or lifestyle.

5. Interviewing and reaction of respondents

36. Technical matters were a very important part of the VAW interviewing. Interviews were confidential and needed to be conducted in using a neutral approach.

37. Both the respondents and the interviewers were able to suspend the interview for another day if it was interrupted by a husband, boyfriend or children. The Canadian experience found that interviewers needed to take breaks between the interviews, in particular when the interview was especially challenging. Face-to-face interviews present a particular

challenge for the interviewer. She must be a good listener and able to manage the allocated time.

38. The attitude of the interviewer is an important element in gathering information about violence. All persons, especially victims of violence against women may sometimes become very nervous when questioned about violence by a partner. Questions about the detailed circumstances such as when it occurred, and how many times it occurred may make women angry or upset especially if they prefer to forget about it or not talk about it. In some cultures talking about private family matters with outsiders can be dangerous for women. Several respondents were also unhappy about questions regarding age and income.

Box: Examples of emotional reaction of respondents in the VAW survey

- Tears in her eyes
- Very ashamed, fear, crying, tightening hands
- Nervousness and started to talk fast and aloud about her experience
- Surprised that I was going to ask about such private things, but she said she didn't have anything to conceal
- Blushed and got nervous; it often comes back to her in nightmares and she feels afraid
- Made sure a few times that the interview is anonymous
- Very angry at memories of the incidence I was asking about
- Furious that she had been helpless; loud voice
- Became irritated, started to shout
- Resented that her husband's family hadn't told her about his mental illness
- Nervousness, very long gale of laughter
- Embarrassment, shame. I could see it was very unpleasant and painful for her
- Trembling voice, anxiety
- Stated with tears in the eyes that she was sorry for her children. All her dream was completely destroyed
- She sobbed when remembering her mother had beaten her and placed her in a foster house. She was very agitated while talking that she had been beaten even by her aunt
- Irritation because she is unemployed, homeless and very ill, just about to have a serious operation
- 13 years ago she went through alcoholism therapy and the subject of alcohol is very sensitive for her
- Angry that she was asked about her income
- Crying, biting her fingernails, very nervous reaction
- Talking about humiliation and hopelessness
- Irritation, agitation and anger. She had pain on her face
- Ashamed that she had to talk about it. She felt guilty and though that her husband could have got irritated.

39. The strategy of interviewers was based on the underlying premise that all answers are anonymous and confidential. Empathy and a non-judgemental attitude helped in collecting information on violence by respondents. Training for interviewers and especially the role-playing session was a very efficient method to show the proper responses by the interviewers.

It is important to listen carefully and to console the right way. The most frequent ways of how interviewers dealt with respondents were:

- Offering supportive and motivating statements. This includes “You are not alone with this problem,” “By revealing your experiences you can help many women suffering because of violence,” “I appreciate the way you manage your husband’s abusive behavior,” and “You can get help and support from specialized agencies.”
- Engaging in a friendly conversation after completing the formal interview
- Demonstrating understanding and acceptance
- Carefully listening without interrupting and rushing the respondents

Box: Examples of reactions by interviewers in the VAW survey

- I know that many women have the same problem and things like that often happen. Disclosure of their circumstances might help other women to avoid them.
- I know it’s not very helpful to say this, but lots of women go through worse things
- I saw the respondent tried to avoid telling the truth about her husband’s alcoholism and violence. I was very gentle, warm and understanding and because of that she told me everything.
- I calmed her down by saying that it had been a single attack and it would probably never happen again. Such an experience taught her to be cautious with strangers.
- The respondent was very nervous. I gave her time before proceeding with the next questions. After finishing the interview we had a conversation, I didn’t leave her alone.
- I listened to her and tried to tell her that it is untrue that she is worthless.
- After the interview I said I believed she would meet a suitable man to rely upon and I congratulated her on being so brave.
- I apologized for asking difficult questions that brought back painful experiences.
- I congratulated her on dealing with violence related to alcohol.
- I gave her time to calm down. I saw that she needed it. I was listening, I didn’t rush her but also I didn’t try to be a therapist.
- I tried to be tolerant. I said that fortunately in these days women had more support from specialized agencies. They don’t have to cope with this problem alone, as she did.
- I listened to her. I said that now she had support not only from her sons but also from the agency. Many women in similar situations can get help from the institution/agencies.
- I asked questions quietly, didn’t rush the respondent and let her talk, even when it was irrelevant. I listened to her with understanding.
- I tried not to show how shocked I was by her story. I tried to express verbally my compassion.
- I tried to show that I was able to understand her and I was listening carefully.
- I put the questionnaire away and tried to convince her that her story was important. I emphasised the anonymity of the questionnaire.

The most important is to demonstrate understanding and to give support but not to play a role of therapist and not to influence respondent’s decisions and choices.

Box: A sample of interviewers' justifications for actions

- You can only show understanding and support.
- You should listen and understand. It might help to work out this situation.
- I think she needed a concrete offer of help, not only a list. She asked if I could offer her a juridical help. I advised her to contact the agencies.
- I could suggest her getting support from the agencies. Although violence in her family occurred long time ago, she still reacts intensely. I didn't want to be too intrusive and thought that having been given the list the respondent would make a decision herself.
- I should have advised her against coming back to her partner but of course I couldn't do that (we were told so during our training).
- The survey coordinator should contact the specialized agencies that offer assistance and help for victims of violence. Respondents can be offered the list of specialized agencies. This is one of the best ways to support victims of violence.

6. Emotional trauma of interviewers

40. Sometimes the interviewers were highly disturbed by respondents' stories.

Box: Examples of interviewer comments

- I know about such incidents from the media, but sexual violence is beyond my imagination and I had difficulty asking about it.
- Questions about sexual violence provoked such an intense reaction in the respondent that it was difficult to ask the next question about the frequency of the incident
- When the respondent told me about the injuries she had sustained, I was shocked and wanted to finish and flee.
- All questions about sexual violence made embarrassed both of us

41. Training for interviewers can help them to cope with emotional trauma as a result of hearing the respondents' stories. Briefing sessions and the exchange of experiences between interviewers are very useful. The survey coordinator should be responsible for interviewers. They must assist them in coping if necessary. Discussion and films can be a very good tool to understand violence. Films such as "You can't Beat a Woman" by Gail Singer, "Once Were Warriors" by Lee Tamahori are useful.

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