



# **GGP**

# **FIELDWORK GUIDELINES**

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## 1 Introduction<sup>1</sup>

The purpose of this document is to advise and suggest possible standardized solutions to some of the open questions regarding GGS fieldwork. As such they are not meant to be used as a manual of conduct but more as a guide for best practices and a reference that points out some outstanding issues with the organization of the survey fieldwork. The document discusses two main issues: interviewer training and contacting procedures.

## 2 Interviewer training

Although the interviewing training can be very country specific, some parts of the training program can be standardized in order to maintain the comparability of different fieldwork procedures. The proposed standardization of the interviewer training mainly focuses on the interviewer's conduct, presentation of the survey and some interviewer techniques such as rules for survey question presentation and probing techniques. Some topics relating to the interviewer conduct are also part of the next proposed section on the contacting procedures and are thus discussed there.

### 2.1 Before first contact

In the preparatory stage for fieldwork, the interviewer should focus on the presentation of the survey and basic introductory tactics. The interviewer should fully understand the requirements of the interview and be familiar with the content of the questionnaire. A

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<sup>1</sup> Throughout this document the use of gender related expressions is limited to one form only due to the simplicity of the written word. Feminine form is used in all the relevant sentence forms. Thus all the interviewers, respondents, researchers, etc. are described as female, although both genders are considered alike. The choice of the only one gender representation was made as a courtesy to the reader and does not imply any sexual discrimination.

standardized introductory script should be prepared for the actual use on the field. The basis of any introductory script is the introduction of the interviewer herself. She introduces herself with the full name and affiliation to the fieldwork organization. This kind of introduction is used whenever the contact is attempted with the target household. The interviewer should have a valid interviewer ID card equipped with the photo and clearly and visibly stating her name and organization. In some cases she can also be given a special credibility letter tying her to the present survey.

The second part of the introductory script includes a brief and understandable description of the survey. The interviewer should be briefed on the main questions that the survey is trying to answer as thoroughly as possible, in order to properly represent the intentions of the researcher to the potential respondent. The standardized description of the survey is supposed to be neutral in its nature. The neutrality of the presentation enables any potential respondent to identify herself with the survey and thus be more likely to participate in the interview. When a contacted individual is faced with the specific survey request, she will look for the arguments to participate. One of the important confounders of the participation decision is the interest and saliency in the topic of the survey. Therefore if the presentation is biased towards one topic, the structure of the respondents can reflect this bias – e.g. if the family and fertility issues are emphasized too greatly in the description of the GGS, the refusal rate among the men will tend to be higher than among the women.

## **2.2 First contact**

A section of the interviewer training should be devoted to the first contact situation. This part of the training focuses mainly on dealing with the reluctant or refusing respondent. Specific training should be prepared for a “foot in the door” situation accompanied with the

relevant pre-learnt scripts of interviewer conduct. The “foot in the door” literally means a foot in the door. The interviewer should possess techniques how to prevent the denial of entry by quickly reacting to the respondent’s rebuts and politely stay in the doorway and continue with her persuasion. These scripts offer the interviewer various possibilities to react to the respondent’s comments, questions or concerns. The scripts are usually based on the previous best experiences as well as on the theory of human behaviour. The interviewer should be trained in the effective use of those scripts. She needs to learn how to observe the respondent and her surroundings and react accordingly. The first contact situation can be compared to the game of fencing – the respondent strikes with the reluctance or even refusal, the interviewer parries and counter-strikes with a new argument or encouragement for participation.

Additional and more in depth training in those techniques can be arranged for a special group of experienced interviewers who also act as the refusal converters. These interviewers try to deal with initially refused participation and try to convert the refusers into respondents. Refusal conversion must also be approached with caution, since it is not acceptable conduct in some countries. However, some kind of refusal conversion programme and training is highly desirable.

### **2.3 Interview conduct**

A special section of the training programme should be devoted to the interview conduct and rules of interaction with the respondent. It is recommended that this kind of training is performed in a practical exercise of role playing among the training participants. The role-playing should be focused on possible situations that could emanate within an interaction between the interviewer and the respondent.

The main issues of this part of the interviewer training deal with topics like the communication details and use of the appropriate and neutral language to ask survey questions. If there are some sensitive or awkward issues (such as divorce or death of spouse), the interviewer should raise the question tactfully. Interviewers should encourage the respondent to provide accurate information and should make efforts to obtain useful information. If any unpleasant incident occurs during the interview, the interviewer should remain calm and behave properly. Interruption of the interview should be avoided if possible.

The training in the interaction also deals with the level of standardization or the interviewer-respondent interaction. The main goal of the researcher is to ensure that every interview would be identical and thus the influence of the specific respondent or interviewer would be controlled for. The communication between the respondent and the interviewer therefore need to be more rigid and scripted in order to meet the need for standardization. The interviewer is getting closer to mimicking the role of a movie actor playing according to a standardized script. Rigidity of questions posed and answers provided can cause the respondent to choose nonresponse over a valid response. The following situation can arise: the respondent does not understand the question, which the interviewer is not allowed to clarify due to the script, or she cannot choose an appropriate answer on the answer scale provided. Furthermore it can stimulate the respondent towards a differential goal. The alienation can cause a significant drop in the invested cognitive effort and the goal shifts from the search of the relevant information towards finding the easiest and quickest conclusion of the interview. Therefore the training sessions should show this dilemma between the very strict and standardized communication

scripts and more relaxed ones. However more relaxed scripts can lead to biased information.

In the process of enforcing the standardized way of interviewing, the interviewers should tactfully lead respondents back to the relevant topic if the answer given digresses too far from the questionnaire. But interviewers should not stiffly hurry the respondent in answering the items in the questionnaire, since many items require some degree of recall.

A special emphasis should be devoted to the reporting of event histories. When dealing with retrospective life histories, the respondent needs to recall the timing and sequencing of various life experiences. Interviewers need to be aware of the difficulties the respondent is faced with. She should pay close attention to the consistency and accuracy of the reported timing of events.

The life history reporting presents a great recall burden on the respondent. Therefore the interviewer needs to be trained how to help respondent when faced with hard to recall survey questions. The probing techniques are very sensitive area of the interviewing process since they can easily lead to biased results. Probing tries to help the respondent recall the information that is sought and therefore the interviewer has to reiterate or even rephrase the question in order to facilitate the response process. With the reiteration or modification of the original question she can seriously bias the response if the probing is not done in a standardized and strict manner. Beside directional bias, probing can also cause bias of intensity. If a certain interviewer is using the probing techniques excessively, the gathered information can be overestimated in comparison to other interviewers. A special emphasis and care has to be introduced in this part of the interviewer training. Often the probing instructions and training is done simultaneously with the training of use of the survey questionnaire. The direction and the

intensity of the probing should be regulated in a standardized manner.

## **2.4 Para-data collection**

An additional interviewer-training chapter might also be considered. The collection of the para-data about the respondent, her dwelling or neighbourhood may not seem to have much impact on the interview process, however, it can have strong implications for secondary data analysis or tracking procedures. In some cases the collected para-data can even be used in certain contacting procedures, especially when the contact person is very hard to reach. The training in para-data collection is a training in observation, filtering-out relevant information and recording them. It prepares the interviewer for a more systematic recording of the events, objects and situations that accompany the interviewing process.

## **3 Contacting procedures**

In order to discuss the contacting procedures some basic terminology should be introduced beforehand. In the vast majority of cases the contact information provided for each sampling unit points towards the household, the contact details being address or the phone number. One member of the household would be (or is<sup>2</sup>) selected to be the respondent to the survey. This person is defined as the target person.

What actually constitutes a contact? A contact is an attribute of an interviewer administered survey where an interviewer enters a

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<sup>2</sup> Depending on the type of the sample. If the sample is individual based, then the target or responding individual is already known. In the case when the sample is household based only the selected household is known, while the within-household selection of the target individual still has to be carried out.

conversation with one of the members of the target household. This person is usually addressed as the contact person. The contact person is not necessarily the target person. It is the interviewer's duty to ascertain who is she in contact with. However, any conversation with one of the members of the sample household is considered a contact. During the contact, information is gathered about the household as well as about the target person. This information is of great importance for conducting the interview or for any further contact attempts if the target person is not present or available. The first contact is the most important one since it represents the exchange of basic information and initial consent between the target household and the interviewer and can influence any later events.

### **3.1 Preparing for a first contact**

The constant discussion in the scientific community and among practitioners is the correct approach to the first contact in order to maximize the probability of success. There is no uniform answer to this question. Each contacting protocol has to be tailored to the survey it is meant to serve, to the specifics of the population and of course to the legal requirements of the country or region the survey is carried out in.

#### **3.1.1 Informed vs. cold contact**

The most important ruling when designing the strategy of the first contact is the decision of a cold versus an informed contact or call. The cold contact implies that no prior information about the survey is shared with the potential respondent or any member of the target household. The strategy of the cold first contact builds on the previously mentioned "foot in the door" approach. The interviewer builds on the surprise of the contacted person in the household and uses the suspense to her advantage to literally place the foot in the door and on the doorstep tries to persuade the member of the



household to hear her out and only then decide whether she wants to participate. The surprise can be very effective since the potential respondent has not prepared any scripts to rebuff the well prepared interviewer and thus often concedes to her request. Of course the surprise can also backfire and to more informed individuals represents an invasion of their privacy and they are not willing to correspond to the interviewer's wishes. In this case they could either demand thorough information prior to any further contacts or refuse to participate in the survey.

The contact attempt is considered to be informed when some information is distributed prior to the first contact being attempted. Therefore the potential respondent and/or members of the target household are informed about the survey as well as about their inclusion in the sample and the visit of the interviewer. The information provided prior to the contact being attempted has mainly positive effects since the potential respondents are aware of the survey its goals and importance to participate. Furthermore the main persons and organizations responsible are presented and thus giving the survey the necessary credibility. However the information about the intended contact can also be counterproductive, since the individuals choosing not to participate have an opportunity to prepare a script for rebutting the attempts of the interviewer.

### *Advance letter*

The advance letter is the most common form of the information shared among the potential respondents prior to the first contact. The intent of the advance letter is to inform the potential respondent about the survey and about the anticipated visit by the interviewer. Since the letter presents the initial contact between the potential respondent and the research organization or the interviewer, it has to be prepared in most careful manner.

An effective advance letter should follow certain guidelines and structure in order to inform the respondent, stress the importance of her participation and at the same time inform her of her rights. The letter should be short – preferably fitting on one page – and written in a clear and simple language. It should appeal to the reader.

The advance letter should offer a short presentation of the survey and the possible implementation and use of its results and stressing its importance. Mentioning international cooperation and broader implication may be a good way to put more weight on the importance of the programme. The description of the survey can also extend towards a list or short description of the topics covered by the questionnaire. However, the level of detail given has to be thoroughly thought through, since too detailed description can also lead to the unwanted non-random attrition. Certain topics are more appealing to some people and other to other people. For example; family and fertility topics will probably cause a larger proportion of refusals among men, while a discussion about political issues tends to produce a larger proportion of nonresponding women.

The central part of the advance letter is dedicated to the respondent. This part should inform the respondent how and why she was selected for the participation in the survey. The description of the sampling procedure should be most elementary with the emphasis on two issues: randomness of selection and representativeness. The individual's participation is deemed as crucial to the survey since she "represents similar persons and speaks in their name". Special care has to be put on the confidentiality assurances especially when recruiting for a panel, where the personal information protection is not so evident. In addition to the requests and assurances on the behalf of the survey organisation, information about the rights of the selected individual

to refuse either the participation or answering particular survey questions can also be included. The inclusion of such information varies greatly across countries. In the countries relatively saturated with surveys such information could be more damaging since the rights to refuse are more implicit and if they are offered explicitly, they could be acted upon more easily.

The letter should also include a brief description of the contacting and interviewing process. The potential respondent should be notified that the interviewer will attempt to contact the household following the receipt of the letter. The respondent is then free to make the most suitable arrangement with the interviewer and schedule a visit when the interview would be carried out.

In the end, it is always useful to share a success story with the potential respondent. An encouraging statement that most people taking part in the study, find it an interesting and enjoyable experience, can reassure the individual that the participation in such an activity could also be fun.

The letter should also provide contact details of the scientist and the representative of the fieldwork organization responsible for the survey. If the respondents feel the need to contact somebody and make further inquiries, they should be provided with the means to do so. The free accessibility of the information acts as a reassurance of the legitimacy of the endeavour.

### **3.1.2 Face-to-face vs. telephone**

The second most common dilemma around the recommended strategies for the initial contact is the mode of the contact: face-to-face or telephone. The discussion only applies to the countries where the telephone contact is at all possible. In some countries the

use of telephones may not be sound since the telephone coverage<sup>3</sup> nationwide is too low or the telephone network is in a poor state. In other countries, the use of a telephone contact may be impossible due to the large proportion of unlisted telephone numbers and thus the unavailability of the contact details.

When the telephone contact is possible, decisions should be taken regarding the strategy of the first contact. Allowing the first contact (and also possible consecutive ones) to be made over the phone, facilitates the work of the interviewer and has also financial benefits, since the interviewer's travelling costs are reduced. Furthermore the telephone contact enables the interviewer to bypass any potential impediments such as fences, locked front doors, house phones, dogs and similar. The telephone call can also present less of an intrusion than the actual personal visit so that contacted individuals can be more open to agree to participate in the survey if they perceive that their privacy and the right to choose are respected.

The lack of personal note when a telephone is used in the initial contact can also have negative consequences. The interviewer is not able to form a personal tie to the respondent. She cannot use any visual cues and is limited to the audio only. In a face-to-face visit the interviewer can also use information gathered from observing the surroundings, neighbourhood and the apartment /house itself and act accordingly. In the phone call situation she is deprived of those help cues. In a less personal atmosphere, it is also easier to refuse the participation.

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<sup>3</sup> The term telephone coverage applies to the indicator measuring the proportion of the households possessing a phone connection. Most highly informatized countries have telephone coverage of 95% and above.

### **3.1.3 Recommendations**

The recommendation for the GGS would be to use the informed first contact strategy. The sample units should be notified before any contact is made and be aware that they were selected for the participation in the survey. The information should be personalized and directed to the target person or household, preferably in the form of the advance letter. Beside the personalized notification other means of informing the public can be used such as advertisements (TV, radio, daily paper, panels, etc.), interviews or public debates.

In certain sampling designs, mainly area samples or random route sampling, an advance notification cannot be used due to the nature of the sampling procedures. In these cases, the interviewer should be provided with additional information that could be shared with the potential respondent upon the initial contact. Such additional information can be in a form of a leaflet or letter explaining the survey and the individual's role in it. In the case when the contact person is not willing to accept the visit of the interviewer, she has an option to offer any information she possesses to study and make an appointment for later time.

For the purposes of the GGS it is recommended that the possibility of the phone contact should be used, since it offers more flexibility to the interviewer as well as the potential respondent. In the countries that are not able to utilize the phone as the means for contact, a face-to-face contact should be used also in the initial contacting attempts.

## **3.2 Contacting procedures**

Effective scheduling of contact attempts is the most important part of the organizational aspect of the interviewer's fieldwork. The scheduling is considered to be effective when the interviewer

achieves higher cooperation rates with as small number of contact attempts as possible. In other words the interviewer has to schedule her contact attempts so that she maximizes her chances of success on every attempt she makes.

An effective scheduling of contacts has at least three great benefits. Firstly the work of the interviewer is planned and optimized time wise. Secondly if the number of required number of contacts in order to achieve a response is smaller, the costs of the interviewer are also smaller. And thirdly with the optimization of the contact attempts the chance for higher cooperation rates also increase.

At the first glance such an optimization of the contact attempts could seem quite a difficult task although some relatively simple and effective methods exist. The simpler methods can be used by the interviewers themselves without any prior special know-how or additional technology. These simpler but still effective approaches are discussed in this document.

For the initial or cold contacts the interviewer possesses no prior knowledge when the sampled individual might be at home, so some general rule is needed in those cases. The survey organization should provide the interviewer with some information regarding that. There has been some scientific work done in this field and most findings concur that the best times to attempt the initial contact are weekends and most weekday late afternoons or early evenings.

Beyond the first contacting attempt the interviewer should be aware of two main activities that will enable her to more effectively schedule her contact attempts. She must observe and record the at-home patterns of the sample units. In case she lacks information for a sound decision she can also use secondary information such as talking to the neighbours or just making an educated guess from the type of dwelling and neighbourhood.

The main strategy of contact scheduling is relatively simple. The interviewer should disperse her contact attempts over different times of day and different days of the week, putting special emphasis on the attempts at weekends. If the interviewer called on the selected contact for example on Thursday in the late afternoon, she should try to schedule next attempt in as different time slot as possible. She might decide to go for Friday morning or even better wait a day and go over the weekend. Beside the dispersal across time slots, the spacing of attempted contacts is equally important. The contact attempts should not be scheduled close together. As a rule there should be at most one attempted contact per household per day. Moreover it is better to space the visits more than one day apart.

The careful planning and spacing of the contact attempts is very important, since in all the fieldwork activities there is a specified maximum number of contacts per unit allowed in order not to be too expensive or too intrusive. Beside the specification of the maximum number of allowed contacts there must also exist the set minimum number of required contact attempts. The minimum number of contact attempts should be set at least at 5 or possibly higher, depending on the country specifics and the fieldwork budget.

Of course more complex methods of contact scheduling than the one described here exist in practice. All more complex methods require some sort of scheduling software and thus also CAI (Computer Assisted Interviewing). Discussion about those is currently beyond the scope of this document.

### **3.3 Recording contact history information**

All the information relating to the contacts attempted should be thoroughly documented in a standardized way. The most appropriate way of recording such information is a standardized

contact form completed and maintained by the interviewer herself. A contact form helps the interviewer in planning her fieldwork activities. Such a contact form has an additional functionality. It represents precious data on the fieldwork process itself and can be used for secondary analyses and comparison of fieldwork procedures among the countries. Such a form is also an essential piece of information for the tracking purposes between the waves of the panel, since it contains a lot of information that can be used in more effective tracking.

The first section of the contact form is meant to be for the identification purposes of the respondent and the interviewer. In case of the household and address-based samples the selected person's full name should also be recorded. Important additional information is also the selected person's telephone number in order to enable the re-contact. The provided phone number helps the interviewer to re-contact the individual, make or change an appointment or any other possible cases where the phone number is needed. If it is not present, the refusal or absence of the selected person should also be recorded.

Each contact attempt should be thoroughly documented. The times and dates of each contact are recorded. The type of contact should be recorded as well as its outcome. If the contact attempt was not successful, the explanation should be given as to why not. If the address was not traceable, occupied, etc, it should also be indicated. In case the contact person was not the target person it has to be recorded as such and distinguished at least among: a resident household/family member, a non-resident family/visitor/friend, a neighbour, or a building manager/ security guard/ or other gatekeeper. In case the outcome of the contact is a refusal a reason should be specified as to why the contacted person refused. Upon refusal the interviewer can also be asked to provide



subjective assessment of likeliness of future cooperation. This estimation is useful to help the office decide whether to re-issue the case, and to help any future interviewer. In the case of a noncontact some additional information could be sought from the neighbours and recorded on the form for future reference.

Depending on the sampling design, the interviewer would have to perform some additional selection processes like the selection of one household within a multi-dwelling address or a target person within the household. Procedures used for selection purposes should also be supplied on the contact form itself. The interviewer can therefore document the whole selection process. There are various ways to select either a household or a person within the household, but two are most common: Kish grid or the last birthday method. Kish grid is a more appropriate method, although often too time consuming to be used in practice.

## 4 References

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3. Statistics Canada. The Canada Survey of Giving, Volunteering and Participating: Interviewer's Manual.  
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## 5 Appendix

# **GGIS Contact Form**



Type of sample : **ADDRESS SAMPLE with KISH**

Respondent ID: 

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**SAMPLE UNIT LABEL : ADDRESS**

**SELECTION LABEL:**

PERSON / HH Row: (No. in household)

2 3 4 5 6 7 8 9 10 11 12

SELECT ROW (Selected person no.)

2 1 3 2 4 7 6 5 8 4 1

CALLS	INTERVIEWER-NUMBER					
1 → .....						
.... → .....						
.... → .....						
.... → .....						

NAME of selected respondent :

TELEPHONE NUMBER of selected respondent : 

.....
refused
no phone

**VISIT RECORD ( Visit = every attempt made to reach the respondent/ household )**

Visit No	1. Date DD/MM	2. Day of the week	3. Time 24 hr clock	4. Mode of visit 1 = personal visit 2 = telephone 3 = personal visit, but only intercom 4 = info through office	5. Is this a RE-ISSUE ? 0 = No 1 = Yes	5b. Has the respondent been <b>successfully selected during this visit?</b> 0 = No 1 = Yes	6. RESULTS of the visit 1= Interview (Partial or Complete) 2 = Contact with R but NO interview 3 = ONLY contact with someone else 4 = No contact at all 5 = address is not valid (unoccupied, demolished, institutional,...)
1	/		:				
2	/		:				
3	/		:				
4	/		:				
5	/		:				
6	/		:				
7	/		:				
8	/		:				
9	/		:				
10	/		:				

**Notes** on time indications, appointments, etc.

TO SELECT RESPONDENT  
FILL IN THE RESPONDENT  
SELECTION PROCEDURE  
P.3

**IF RESULT OF VISIT IS CODE:**

1→ Go to 7 = **OUTCOME INTERVIEW**

2→ Go to 10 = **OUTCOME CONTACT**

3→ Go to 10 = **OUTCOME CONTACT**

4→ Go to 17 = **OUTCOME NON-CONTACT**

5→ Go to 18 = **OUTCOME INELIGIBLE**

**first visit at valid address: TO SELECT HOUSEHOLD  
FILL IN HOUSEHOLD SELECTION PROCEDURE P. 2**

## THE HOUSEHOLD SELECTION PROCEDURE

### A1. How many households are there at the address?

*(treat as occupied if you are not sure)*

ENTER EXACT NUMBER :

**IF one household** → Go to A4

**IF between 2 and 12 households** → Go to A2

**IF more than 12 households** → Go to A3

### IF 2 TO 12 HOUSEHOLDS

**A2** List in detail, all households at this address. This must be done systematically.

- If numbered, then list in flat or room number order
- Otherwise start from bottom to top of building, left to right and front to back

Look at the selection label on page 1:

- PERSON/HH ROW : Find number of corresponding total number of households
- SELECT ROW : Number beneath the total number of households is selected household number. Ring on grid!

No of households	Description of household	Ring the household that is selected
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

→ Go to A4

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### IF MORE THAN 12 HOUSEHOLDS

**A3.** Number of HH to be selected is in the look-up table on the back of the instructions. You can list the households there

Enter the number of the selected HH:

→ Go to A4

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**A4. ALL: Give details about the selected household unit and change the address label accordingly:** (number, names,...)

**Seek contact with responsible adult at the selected unit and  
TRY TO PERFORM THE RESPONDENT SELECTION PROCEDURE p. 3**

## RESPONDENT SELECTION PROCEDURE

**B1. The respondent selection procedure was made at visit number :**

**VISIT NUMBER .....**

**B2. Ask: including yourself , how many people aged 15 or over, live in this house/flat/part of the accommodation?**

Enter exact number

- IF One person only**      → This is the **RESPONDENT**, go to **B4**  
**IF 2-12 persons**         → Go to **B3\_a**  
**IF more than 12**         → Go to **B3\_b**

**INCLUDE**

- people away for less than 6 months ( on holiday, working, hospital, abroad,...)
- school-age children at boarding school
- students sharing private accommodation

**EXCLUDE**

- people who have been away for 6 months or over
- students away at university or college
- temporary visitors, boarders and lodgers
- People in institutions

**IF 2-12 PERSONS**

**B3\_a. Make a list of all the persons, older than 15 living in the household. List them in order of age .**

First name or initial	Person number
	1
	2
	3
	4
	5
	6

First name or initial	Person number
	7
	8
	9
	10
	11
	12

Look at the selection label on page 1:

- PERSON/HH ROW : Find number of corresponding total number of individuals
- SELECT ROW : Number beneath the total number of persons is selected person number.  
Tick on grid above!

→ **Go to B4**

**IF MORE than 12 PERSONS**

**B3\_b.** Person number to be selected is in the look-up table on the back of the instructions. You can list the initials there.

Enter number of selected person here:

**B4. ALL: Record full name of selected person at the first page of the contact form.**

**ASK FOR THE SELECTED RESPONDENT AND INTRODUCE THE SURVEY**  
**→ FILL IN RESULT AT QUESTION 6, P.1 AND CONTINUE CONTACT FORM**

<b>OUTCOME INTERVIEW</b>	<b>ONLY IF INTERVIEW</b>		
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7. The interview occurred (or continued) at visit number <i>(write in)</i>	<i>VISIT .....</i>	<i>VISIT .....</i>	<i>VISIT .....</i>
<b>8. OUTCOME INTERVIEW</b>			
1 Interview completed → <b>N1</b>	1	1	1
2 Interview broken off or incomplete, to be completed at a later date → <b>8a</b>	2	2	2
3 Interview broken off or incomplete, will <u>not</u> be completed → <b>8a</b>	3	3	3

**8a. Why was the interview broken-off or incomplete?**

.....

.....

.....

.....

→ Go to N1, p.8

**Make sure you fill in the appropriate column according to the number of the visit !**

<b>OUTCOME NO INTERVIEW</b>	<b>ONLY IF CONTACT but NO INTERVIEW</b>									
	<b>VISIT 1</b>	<b>VISIT 2</b>	<b>VISIT 3</b>	<b>VISIT 4</b>	<b>VISIT 5</b>	<b>VISIT 6</b>	<b>VISIT 7</b>	<b>VISIT 8</b>	<b>VISIT 9</b>	<b>VISIT 10</b>
<b>10. OUTCOME NO INTERVIEW:</b> ( code one only)										
1 Appointment → N1	1	1	1	1	1	1	1	1	1	1
2 Refusal of respondent → 12	2	2	2	2	2	2	2	2	2	2
3 Refusal by someone else, on behalf of the respondent → 12	3	3	3	3	3	3	3	3	3	3
4 R is temporarily unavailable but will be available before the end of the fieldwork period → N1	4	4	4	4	4	4	4	4	4	4
(e.g. out/away/on holiday/sick)										
5 R is mentally or physically unable to co-operate throughout the fieldwork period → N1	5	5	5	5	5	5	5	5	5	5
6 R is unavailable throughout the fieldwork period for other reasons (e.g. away/abroad,...)	6	6	6	6	6	6	6	6	6	6
10 Language-barrier of R → N1										
→ 11	10	10	10	10	10	10	10	10	10	10
11 Other:..... → N1	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....

**IF language barrier**

**11. What language(s) does the respondent speak ? .....**

IF LANGUAGE IS - X - Y → Go to N1, p.8 (RE-ISSUE)
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If any other language → N1 + END
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[country specific]  
 EACH COUNTRY HAS TO SPECIFY THE  
 LANGUAGES THAT ARE PART OF THE ESS

**IF REFUSAL at Q.10**

12. The refusal occurred at visit number <i>(write in)</i>	VISIT .....	VISIT .....	VISIT.....
<b>13. REASON for REFUSAL ? ( code all that apply)</b> 1 Bad timing (e.g. sick, children,...) , otherwise engaged (e.g. visit) 2 Too busy, no time 3 Not interested 4 Don't know enough/anything about subject, too difficult for me 5 Waste of time 6 Waste of money 7 Interferes with my privacy / I give no personal information 8 Never do surveys 9 Co-operated too often 10 Do not trust surveys 11 Previous bad experience 12 Object to subject 13 R refuses because partner/family/HH gives no approval to co-operate 14 Other: ..... ..... 88 Don't know	1 2 3 4 5 6 7 8 9 10 11 12 13 14 ..... 88	1 2 3 4 5 6 7 8 9 10 11 12 13 14 ..... 88	1 2 3 4 5 6 7 8 9 10 11 12 13 14 ..... 88
<b>14 . Give your own estimation of the likely co-operation in the future of the selected respondent :</b> 1 will DEFINITELY NOT co-operate in the future 2 will PROBABLY NOT co-operate in the future 3 may PERHAPS co-operate in the future 4 WILL co-operate in the future 88 Don't know, never saw R, no R selected	1 2 3 4 88	1 2 3 4 88	1 2 3 4 88
<b>15. How old do you think the respondent was?</b> 1 Under 20 2 20 up to 39 3 40 up to 59 4 60 or older 88 Don't know, never saw R, no R selected	1 2 3 4 88		
<b>16. The respondent was</b> 1 Male 2 Female 88 Don't know, never saw R, no R selected	1 2 88		
<p align="center"><b>→ GO TO N1, p.8</b></p>	<p align="center"><b>→ GO TO N1, p.8</b></p>		



<b>OUTCOME NON-CONTACT</b>		<b>ONLY IF NON-CONTACT (= contact with nobody)</b>									
<i>( code one only)</i>		<b>VISIT 1</b>	<b>VISIT 2</b>	<b>VISIT 3</b>	<b>VISIT 4</b>	<b>VISIT 5</b>	<b>VISIT 6</b>	<b>VISIT 7</b>	<b>VISIT 8</b>	<b>VISIT 9</b>	<b>VISIT 10</b>
<b>17. REASON FOR NON-CONTACT :</b>											
<i>Eligible</i>											
1	Nobody at home → N1	1	1	1	1	1	1	1	1	1	1
2	Broken appointment → N1	2	2	2	2	2	2	2	2	2	2
3	At home but did not answer the door → N1	3	3	3	3	3	3	3	3	3	3
4	Could not obtain access to housing unit → N1	4	4	4	4	4	4	4	4	4	4
5	Respondent / household moved → 19	5	5	5	5	5	5	5	5	5	5
6	Other: ..... → N1	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....	Other:....

<b>OUTCOME INELIGIBLE</b>		<b>ONLY IF ADDRESS WAS NOT TRACEABLE, RESIDENTIAL OR OCCUPIED</b>	
<b>18. SITUATION (=Ineligible)</b>			
1	Derelict or demolished house/ address	5	Address is not residential: Institution ( retirement home, hospital, military unit, monastery, ...)
2	Not yet built/ not yet ready for occupation	6	Address is not occupied (empty, second home, seasonal,...)
3	Address is not traceable, address was not sufficient	7	Other (please give details)
4	Address is not residential: only business/ industrial purpose.		
..... → END			

## NEIGHBOURHOOD CHARACTERISTICS FORM

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**ONLY ONE FORM TO BE COMPLETED FOR EACH ADDRESS**

**N1.** In what type of house does the respondent live?

- 1 Farm
- Single-unit:
  - 2 Detached house
  - 3 Semi-detached house
  - 4 Terraced house
  - 5 The only housing unit in a building with another purpose (Commercial property )
- Multi-unit :
  - 6 Multi-unit house, flat
  - 7 Student apartments, rooms
  - 8 Sheltered housing
- Other:
  - 9 House-trailer or boat
  - 10 Other:.....
  - 88 Don't know

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**N2.** Which of the following are visible at the sampled address ?

1 Alarm system	1 Yes	2 No
2 Intercom / entry phone	1 Yes	2 No
3 Security Lights	1 Yes	2 No
4 Closed/ open porch	1 Yes	2 No
5 'Beware of dog' sign	1 Yes	2 No
6 Bars/ grills on any window	1 Yes	2 No
7 Non of the above	1 Yes	2 No
8 Others.....	1 Yes	2 No

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**N3.** In what physical state are the buildings or dwellings in this area?

- 1 In a very good state
- 2 In a good state
- 3 In a satisfactory state
- 4 Bad state
- 5 Very bad state

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**N4.** In what physical state is the sampled address, in comparison with the building and dwellings surrounding the sampled address?

- 1 In much better condition than the dwellings nearby
- 2 In better condition than the dwellings nearby
- 3 More or less the same condition
- 4 Worse condition than the dwellings nearby
- 5 Much worse condition than the dwellings nearby

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**N5.** In the immediate area, how common is litter or rubbish lying around?

- 1 Very common
- 2 Fairly common
- 3 Not very common
- 4 Not at all common

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**N6.** How common is vandalism, graffiti or deliberate damage to property ?

- 1 Very common
- 2 Fairly common
- 3 Not very common
- 4 Not at all common