Electronic Citizen Report Card

Guidelines for Enumerators

Checklist on your way to the field

Tab Settings
- ✓ Battery fully charged
- ✓ Airplane mode switched off
- ✓ Mobile data switched on
- ✓ GPS switched on
- ✓ Blue tooth switched off
- ✓ Vibration switched off

Resources
- ✓ Map of GNDs
- ✓ Smileys card
- ✓ Identity card from department

How to identify an individual/household for the survey?

- ✓ Should be a permanent resident of the mandated area

- ✓ Age of the person should be taken into account and he/she should be able to provide information needed. Small children should not be questioned for this survey

- ✓ Citizen should be using the services provided by the Municipal/Urban Council or Pradeshiya Sabha conducting the survey

- ✓ Respondent should be in good health – mentally and physically

- ✓ Laborers and domestic helpers are generally not asked as they are not usually official residents of the mandated area

- ✓ If the enumerator meets a council member, the survey could continue, but a comment must be made at the end of the survey recording who that person is.

- ✓ Avoiding disabled persons is recommended, as their mobility is low therefore they would not have experienced services that are away from his/her home such as playgrounds etc

What are the key things to remember while introducing the survey?

♦ The respondent must understand the purpose and outcomes of the survey .The enumerator must clarify that it is a research to improve services

♦ The enumerator should understand the question correctly before asking the question and have a good understanding of the services provided

♦ The citizens must know that they have a choice to answer

♦ The enumerator must say he is from the department

♦ The Enumerator must understand and be able to explain (if necessary) the administrative power and authority he/she holds as an official of the department to ask the survey questions

♦ The respondent should know there are 4 potential answers to a question. Some enumerators go looking for yes/no answer.

♦ Never promise any benefits as enumerators are not policy makers, the enumerators job is limited to collecting information.

♦ Enumerators must know how to build trust and get the data in a small period of time

♦ The survey should last a maximum of 30 minutes

♦ Simple words must be used to make the questions easy to understand.

♦ The enumerator should show the symbols (smiley faces) to get citizens response

♦ Avoid leading questions,

♦ Never allow the conversation to get politicized or ask political questions

♦ Never challenge the answer. The duty of the enumerator is not to evaluate the quality of the answer but to just get the answer. The enumerators experience and wisdom must not influence the answers.

♦ Sometimes respondents' question why their houses were chosen in particular, the enumerators must clarify that houses are chosen randomly from houses in the area.

♦ Photos must be submitted with comments specifying the location where photos have been taken

Challenges you might face

- Respondents refuse to provide information (mistrust)
- Information becomes inaccurate when they are not permanent residents
- Some might not answer as they do not believe the research could benefit them
- Citizens multitask during the questionnaire
- Inability to enter the houses due to geographical factors, gates, dogs etc.
- Enumerators might cross GN boundaries when going in search of houses.
- The time picked to visit houses matters (there are instances where homes are empty because parents have left to pick children up from school at 1.30 pm).

What are some of the key points to remember while asking questions?

! Pay attention to the time

! Questions should be short

! Questionnaire should be carried out in a friendly manner

! Should record complete answers from the respondent

! Make sure to not to ask irrelevant questions

! Should focus on getting answers based on their experience, not opinions or political opinions

! Questionnaire should be studied well and memorized prior to commencing the survey