

Operator Job Aids

Operator job aids are printed materials that operators can use after initial training. While much of this information should also be placed in the protocol/data entry tool, job aids are used by operators in the course of calls. Job aids help ensure that operators understand the important parameters of the calls (number of times for each call attempt), that they understand and have available important definitions, and that they have standardized responses to frequently asked questions/statements such as: “How was I chosen for the study?” and “What is the objective of this study.”

Example

General Instructions

- Interviewers are required to allow the phone to ring at least eight times before exiting a case. If a personalized ringtone is used (e.g. music) on the line, it is important to listen for a minute or so to see if the respondent or their voicemail will pick up
- Number of call attempts to reach a number: each respondent needs to be attempted 10 times at minimum before being retired for the round. To give equal probability that survey respondents can answer calls, calls should be placed at different times of day: 9am to 5pm
- if a participant is not available to talk and requests another time, operator will make two attempts to reach the participant. On the third call, if the respondent is not available to be surveyed, they can be retired from the survey.

Important Definitions:

Household size: A household in our definition - refers to people who live and eat together from one pot for not less than 6 months. A household can consist of ONE or MORE people.

What is the residence status of the household?

Resident: A resident is a person who lives somewhere permanently or on long term basis. In contrast to an IDP or refugee, a resident did not leave his/her place to seek safety elsewhere but has remained in his or her place of habitual residence.

Returnee: “Returnee” is a person who was a previously displaced, but who has recently their place of origin/habitual residence. It is usually because the threat or danger that had caused him/her to leave his/her place of habitual abode has significantly diminished.

Displaced residing in camp: are persons who have been forced or obliged to flee or to leave their homes or places of habitual residence. Camps have clearly defined boundaries and entry and exit points. In camps, the government is often responsible for providing security whereas humanitarian agencies provide services and undertake camp management.

Displaced residing outside of camp (part of host community): are persons who have been forced or obliged to flee or to leave their homes or places of habitual residence and live in areas other than camps. This could include living in informal settlements which have been constructed on someone’s land or property or other unplanned settlements.

Responses to frequent questions/concerns



Question/Statement	Response
Who is participating?	2,000 households in _____ are being asked to participate in this survey. It is very important that you respond because your answers will represent thousands of others in your Country.
Who is conducting the study?	The study is conducted by the United Nations World Food Programme with assistance from _____ polling agency.
How was I chosen for the study?	Your phone number was randomly selected. We do not know your name or personal details. (Or) We collected your phone number _ months ago and you expressed interest in participating in the survey.
Why are you calling my on my cell phone?	To have an accurate understanding of the food situation in your community and to be sure that all types of households are included, it is important that we contact people by cell phone for this study.
What is the objective of this study?	To have an accurate understanding of the food situation in your community.
Do I have to answer your questions?	Participation is voluntary. You can refuse to answer any question – however, your feedback is valuable as part of an effort to understand and improve the food situation in your community.
How do I know you'll keep my information confidential?	We value your contribution and take this information very seriously. Your phone number and responses are kept confidential in a secure database. After surveys are completed, any identifying information, for example your phone number, is removed from the data set so data is never reported with phone number.
How will the survey results be used?	The information from the survey will be used to help better understand the food situation in your community.
This isn't my cell phone—I just borrowed it. Do you still want me to answer the questions?	We would like to try to reach the person main owner of the phone. Could we speak with them now or call back later?



How do I know this survey is legitimate or you are really an interviewer?	We are conducting this survey in order to gather information about the food situation in your community. If you would like, I can also direct you to my supervisor.
I can't hear you./You're breaking up.	I'm sorry. I will call back right now.
I'm not interested. I'm too busy. Can't you call someone else?	I understand that you may not be interested in participating. We can only get an accurate picture of the food situation in your State/community if as many people as possible participate. I understand that your time is limited and I will try to get through the interview as quickly as possible.
This isn't a good time	I understand. I would like to schedule an appointment for a more convenient time to conduct this survey. Would you prefer a callback during the morning, afternoon, or evening?
I don't see the importance of this survey. I don't understand how this will benefit me.	This survey is designed to provide information about the food situation in your community. We would like to hear about your experiences in order to work towards improving the food situation for all people in your community.
I don't want to give out any personal information. I don't do surveys over the phone.	I understand that you don't like to give personal information. However, I assure your information will be protected and that all information collected will remain be reported anonymously