

Measuring Migrant Integration Outcomes – Pre-Pilot Enumerators Guide

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Introduction

The purpose of conducting a pre-pilot is to test:

- how well the respondents of our survey understand our questions, and
- if they are able to answer them with ease.

The pre-pilot will be crucial in understanding to what extent the questions work or not and how the questionnaire should be modified and/or could be improved.

Enumerators should focus on detecting:

- **words** that are unclear to respondents, or that mean different things to different people,
- **questions** that make respondents uncomfortable or that respondents cannot answer, and try to provide suggestions on how to solve these problems.

The enumerators are kindly asked to write their comments and suggestions in the “Feedback questions to enumerators” part of the pre-pilot questionnaire (see below).

The role of the respondent

In a pre-pilot interview, getting honest feedback from respondents is key. For this reason, it is very important to encourage respondents to share their perception of the survey, by stressing how much this could help us to design a better survey and how valuable their feedback is to us.

Conducting interviews with a vulnerable population

As this study concerns migrants, a particularly vulnerable population, it is our responsibility to pay extra attention to how we conduct interviews. You might already be familiar with these Protection concepts but please read carefully the ground rules below:

Do's

- Confidentiality
- Informed Consent (respondents voluntarily agree to participate in the survey after being given the full information on the content and purpose of the information, as well as the treatment of their personal data, in a language they understand)
- Respect
- Do no harm
- Only collect the needed information
- Be patient

Don'ts

- Don't create expectations or make promises
- Don't judge, express your opinion or blame the respondent
- Don't put pressure on respondents
- Don't provide counseling
- Don't collect information without consent (unless life threatening situation or cases such as child abuse – See the 'Case management/Referrals' section below)
- Do not exaggerate
- Do not talk to respondents about their problems in public or in front of others
- Do not discuss the information that respondents shared with you with others
- Do not get into respondents' lives and concerns
- Do not ask for more information than what is needed

Case management/Referrals

If a respondent **explicitly** requests to be referred (i.e. he/she wants his/her case to be sent and shared with the relevant service provider), please make a note with clear factual details (who, when, what, how) of this for IOM.

After obtaining the necessary details and depending on the case and who the respondent is (if IOM beneficiary or not), it would be more efficient to share the respondent's situation with the relevant staff/organization/service provider for proper case management and assistance. Enumerators are not best positioned to address and resolve these issues.

Referral mechanisms may vary for each IOM mission. As such, missions may want to inform their enumerator/s in greater detail on the process or practice in place for conducting referrals when surveying respondents.

The interview

The interview consists of 3 parts:

1. **Test of survey questions:** The first part of the interview consists of simulating a real survey situation. While the respondent should try to answer the real survey questions to the best of his/her ability,
 - The enumerator should focus on the following:
 - How comfortable is the respondent with the questions?
 - Does s/he seem to answer truthfully?
 - Does s/he seem to be answering without understanding the questions?
2. **Feedback questions to respondents:** the second section of the interview asks the respondents for direct feedback about the survey experience.
 - To the enumerator:
 - Please ask all the questions, and write short answers as clear and detailed as possible.
3. **Feedback questions to enumerators:** after ending the call with the respondent, the last section asks the enumerator for direct feedback about the interview.
 - The enumerator:

- Please answer all the questions, as clear and detailed as possible.
- If any word/question was unclear to the respondent, or seemed to mean different things to different people, or you detected any other problem, please indicate this in this section, together with any suggestion you may have such as rephrasing or rewording some questions and/or answers in the pre-pilot questionnaire.

Preparation for the interview

1. Please read the questionnaire on your own twice as well as the clarifications below.
2. Practice reading the questions out loud at a pace you feel comfortable with.
3. You will be provided with a link to the Qualtrics survey that you can use to practice. After you have completed steps 1 and 2, please practice interviewing somebody and enter the answers in Qualtrics at least once. You can practice the interview with a colleague for example. Please try to do so as much as in real life conditions as possible i.e. using the devices (tablet or computer to enter the survey answers + phone to talk to the respondent) you will use the day you conduct the pre pilot interview.

Questionnaire instructions

- You can use the arrows  and  to move forward and backward if needed.
- On the top right corner, you will see “English” or “Español” or any other relevant language, please select the language in which you will conduct the interview if it’s not already selected.
- **Respect the wording:** Given that we are trying to test whether our questions are comprehensible, we kindly ask you to read the questions as they are written.
- **Not to be read out loud:** Do not read out loud any content that is between brackets: [example]. Most of the time, the text in blue and in brackets e.g. [To ENUMERATOR: the correct answer is...] includes instructions for you. Do not read the text that is in light grey out loud. It usually refers to respondents who “refuse to answer” or “don’t know” the answer (see below). These should not be given as options but rather clicked on if the respondents refuse to answer or do not know the answer.
 - Don't know
 - Refuse to answer

- **Reading answers options out loud or not:** For most questions, answer options are to be read out loud. The only **exception** is Question 5 (how to write the address when sending a letter): this is an open question, this means that the question does not provide any answer options, but rather asks the respondent to give an answer spontaneously. The correct answer and an example are indicated in the text **for the enumerator only**. Please **do not** read the correct answer out loud. Once the respondent has provided an answer, please indicate in Qualtrics if the answer was correct or not.
- By “household” we mean everyone with whom they share an apartment or house **and** with whom they are also related by birth, marriage, partnership, or adoption. Friends who live in a common space would thus not be considered to be part of the same household.
- **Reading question batteries:** The following three questions are presented in the form of a matrix, where each line requires an independent answer:
 - “People sometimes participate in different kinds of groups or associations. For each group listed below, how often do you participate in a group activity?”
 - “If you think about members of the groups you are participating in, how many of them are [nationality]?”
 - “There are different ways of trying to improve things in [country] or help prevent things from going wrong. During the last 12 months, have you done any of the following?”Please, read first the question on the top of the matrix, and then **for each line of the matrix**, read both the text on the left, together with all the answer categories (as if each line was a question in its own).
- **Reading “select all that apply” questions:** Please, read the answer options multiple times if required. This concerns only question 4 (paying income taxes).
- **Refusals:** In general, if the respondent does not feel comfortable with a question, or refuses to answer it, please click on ‘refuse to answer’ and skip to the next one.
- **Interruption of survey:** If the respondent decides to interrupt the survey, if possible, ask the respondent why he/she prefers to interrupt the survey, then leave the remaining questions blank until you reach the end of the interview. Then, please answer the last section of the questionnaire that is addressed to you, and indicate the reason for the interruption.
- **Saving your answers:** Please, in order to save your answers in Qualtrics, you must click on the arrow (→) until you reach **the last screen** announcing that your answers have been registered. If you close the window before reaching that screen, your answers will be lost and you will have to start again.

Questions from the respondents

- In question 13 (having dinner with nationals in the last 12 months), if (and only if) the respondent asks questions about COVID and when he/she should start counting the 12 months for, please explain that we know COVID must have affected his/her situation but that she can **count the 12 months from today**. Note that this is indicated in the questionnaire.

Thank you for reading this guide, please let us know if you have any question or comment. Your feedback is important to us. We look forward to reading your comments.