

## 4. Guide for enumerators

# Guide for Enumerators

## Migrant Integration Measurement Tool

*Implemented by the IOM Joint Global Initiative on Diversity, Inclusion and Social Cohesion (DISC) and IOM Brazil, in collaboration with the Immigration Policy Lab (IPL) at ETH Zurich*



## Before the Interview

During the training:

- Please read the questionnaire on your own twice as well as the clarifications below.
- Practice reading the questions out loud at a pace you feel comfortable with.
- You will be provided with a link to the Qualtrics survey that you can use to practice.
- Using this link, please interview one of your colleagues and enter the answers in Qualtrics at least twice. 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 pilot interview.
- Before or after practicing the interview, you will go through the questionnaire with your management, question after question.

## Starting the Interview

### **Setting the scene**

Please read the introduction text as it is written.

At the start of the survey, it is important that the respondent understand the purpose of the survey, what personal information is/is not being collected and how their responses will be used and approximately how much time will be required of them. The survey should be administered to one individual respondent at a time.

### **Informed consent**



Participation in the survey is optional and voluntary and will not affect any assistance the respondents will or will not receive in the future. It is essential that beneficiaries verbally provide informed consent by stating “yes” or “no” to the question “do you agree to take part?” If they answer no, no further explanation is required, click on the next page where it confirms that your answer has been recorded and it will end the survey. Each individual respondent must provide informed consent. If more than one individual is present on the call, it is important to inform others that they should not intervene during the survey. Please do not survey more than one respondent at a time.

Please ensure it is clear to beneficiaries that the data collected during the survey and previous data collected by IOM will be shared with IOM’s partner, the Immigration Policy Lab (IPL). This will be included in the text that you have to read. Beneficiaries’ consent should be clearly given for the collection and sharing of this personal data.

## Ending the Interview

Enumerators should finish the call as soon as the interview ends, thanking the respondent for their time. After finishing the interview.

## General Instructions for the Interview

- You will access the survey in Qualtrics by clicking on a participant-specific link. This means that by clicking on this link, Qualtrics will know automatically which participant you have reached, and will load information specific to this participant to the survey.
- On Qualtrics, you can use the arrows  and  to move forward and backward if needed.
- On the top right corner, you will see “English”, “Español”, “Français” 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:** we kindly ask you to read the questions as they are written. If you have any questions or suggestions for improvement please discuss this during the training and/or pilot
- **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 **exceptions** are the three questions in the beginning of the questionnaire, about their first name, age and country where they live now. Please do not read out loud the answer options in these questions. Indeed, there are here to verify that you are talking with the right person. Once the respondent has provided an answer, please indicate in Qualtrics the corresponding answer.
- **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]?”

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).

- **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 and does not want to reschedule it at another point in time, 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. For the pilot, please answer the last section of the questionnaire that is addressed to you, and indicate the reason for the interruption. For the actual data collection, there will be an open text section at the end of the questionnaire for you to add comments if you have any.
  - If the participant wants to reschedule the survey at another point in time, make a note of this, then thank the respondent and close the survey in Qualtrics at the screen you were. You will call them again at the time they provided you with and re-enter the survey with the same participant-specific link, and continue the survey from the point where you left.
- **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. Once you reached that last screen, it will mean that you have officially exit the survey. If you close the window before reaching that screen, your answers will risk being lost and you will have to start again. Note that once you officially exit the survey you will not be able to re-enter the survey with the individual-specific link you used.
- **Reschedule the survey:** if the participant is not available for answering the survey at the moment, you may make an appointment to call the person back in the future. It is very important in this case NOT to exit the survey in Qualtrics (see previous point on saving your answers), because otherwise you will not be able to use the individual-specific link anymore and thus you will not be able to conduct the survey with this person in the future.

## Pilot Survey

The interview for the pilot consists of 4 parts:

1. **Verification of respondent's identity.** Once the respondent has given his/her consent to start the survey, we ask 3 questions to verify if we have contacted the right person and if we can continue with the survey.
  - Name and Age. In principle, the survey should only be conducted among IOM beneficiaries. This means, we already have some information about the persons we will survey. In order to be sure, we have reached the right person, we ask for their name and age. The enumerator will verify if these pieces of information match the information we have. In case the name does not match, the enumerators will ask if the person they have on the phone lives with the respondent and whether they can reach them. If they don't know the person, the survey will

automatically end. In case the name matches, but the age is not exactly the same, the enumerator can decide to continue the survey, as long as the respondent is 18 or older.

- Country where they live. We verify if the person still lives in Brazil. If that is not the case, the survey will end automatically.

2. **Survey questions:** Enumeration of the survey questions. Please read the feedback questions carefully in order to know what elements or respondent's reactions need special attention. The enumerator should pay attention to 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?

3. **Feedback questions to respondents:** the third section of the interview asks the respondents for feedback about the survey experience.

To the enumerator:

- Please ask all the questions and write short answers as clear and detailed as possible. Remember that those who will read your comments were not present during the interview

4. **Feedback questions to enumerators:** after ending the call with the respondent, the last section asks the enumerator for their 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.
- Please write answers as clear and detailed as possible Remember that those who will read your comments were not present during the interview

## Question by Question Annotation

Introduction	
Would you have time to speak with me now?	[If Yes: Proceed with the survey] [If No: Ask the respondents when would be a good time to call them back, make a note of this, then thank the respondent and close the survey in Qualtrics at the introduction screen without recording anything. You will call them again at the time they provided you with and re-enter the survey with the same participant-specific link. ]

<p>Do you agree to take part in this survey?</p>	<p>Ensure that each respondent provides informed consent by stating “yes” or “no” to this question. The survey will not continue if no answer is provided. If the respondents answer “no”, thank them and exit the survey by going to the last page saying: “Your response has been recorded”. If the respondents answer “yes”, thank them and continue the survey.</p>
<p><b>Demographic Questions</b></p>	
<p>Questions on individual’s identification y preguntas demográficas</p>	<p>Please ask these questions carefully, to make sure the individual being interviewed is the same person that is registered in the database.</p> <p>Please follow the pre-determined answers that will show up in the questionnaire. Do not read the answers out loud but simply indicate whether they match the answers given by the respondents or not.</p> <p>For question on age: if the age is not too different you may proceed with the survey. Here we will rely on your assessment on whether or not you are talking to the right person. We don’t expect the database to have too many errors anyway.</p> <p>If the person is under 18, please do not interview him/her.</p> <p>If the respondent is not sure about what to answer regarding his/her professional occupation (for e.g. does working in an international organization count as "Professional or technical occupation"?), s/he should pick "Other".</p>
<p><b>Economic Integration</b></p>	
<p>Q13 Income</p>	<p>Please read the instructions: If you don't know the exact figure, please give an estimate.</p> <p>The household includes everyone with whom the respondent shares an apartment or house <b>and</b> with whom the respondent is also related by birth, marriage, partnership, or adoption.</p> <p>In case the respondent’s family received the state emergency support during the Covid-19 pandemic, please do not include it in the calculation.</p>

	In case the respondent asks a question related to the clarifications, please only read the relevant instruction again.
Q19 Unexpected expenses	The question asks for 4 amounts of unexpected expenses: 160 – 320 – 3'200 – 16'000 Reais. Only if the respondent indicates s/he can afford a given amount, will the next, higher amount be asked.  Please insist on the words <i>unexpected, but necessary</i> .
Q18_2 Occupation	If respondents are not sure to which category their occupation belongs to, they should enter answer within "other".  If there are two possible answers (e.g., the respondent has two different occupations), please only indicate the occupation that the respondent is more engaged with in terms of time.
Q20 Employment satisfaction	The employment situation refers to the answer the respondent gave in a previous question.
<b>Social Integration</b>	
Q21 Meals with nationals	For the specification of "Brazilians who are not part of your family", the question of who belongs to their family is up to the respondent's personal view on his/her family.  By 'in your free time', we mean meals shared outside of work.  If (and only if) the respondent asks questions about COVID and when he/she should start counting the 12 months from, please explain that we know COVID must have affected his/her situation but that s/he can count the 12 months from today.  The reason for using 12 months as reference is to avoid the confusion with for example understanding it as "last year" (in 2020).
Q22 Nationals in address book or phone contacts	All Brazilians (even work colleagues) should be counted.
Q23 Participation in group activities	The time frequency categories are broad estimations. Respondents should choose the option that feels the closest to their "true" answer.  Only if respondents ask, please clarify that informal groups such as friends' gatherings can be counted as "A

	group related to your hobbies, like a sports, leisure, or cultural group (hobbies)”.
Q25 Everyday favors	The reason for using 12 months as reference is to avoid the confusion with for example understanding it as “last year” (in 2020).
<b>Linguistic integration</b>	
Q26 –29 language skills	Please only ask this question if the respondent’s mother tongue is different from Portuguese
<b>Household</b>	
Q38 Household	The household includes everyone with whom the respondent shares an apartment or house <b>and</b> with whom the respondent is also related by birth, marriage, partnership, or adoption.

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!



## Case Management/Referrals

As IOM does not have the capacity or structure to make referrals, surveyors are strongly encouraged to direct migrants to the available public institutions or NGOs listed below, depending on the type of case. If the case seems urgent and does not fall into any of the cases identified below, please contact \_\_\_\_\_.

Problem	Responsible authority	Contact
Violation of human rights, human trafficking, deprivation of liberty		
Violence against women		
Violence and violation of the rights of children and adolescents		
Violation of the rights of indigenous people		
Application for registration and residence, request for naturalization and equal rights.		
Violation of labor legislation, combat against slave labor		
Legal orientation and public defense		

State	City	Organization	Contacts

Problem	FAQ	Answer
Humanitarian visa	How can you help me to bring my family to _____?	
Migratory Regularization	I entered _____ without going through the Migratory control / without stamping my passport. I want to apply for refuge or residency.	
	Renew refugee/asylum or residency application.	
Voluntary return	I want to return to my country, how can IOM help me?	

Access to social assistance	How can I access social benefits?	
Jobs	I want to work, how can IOM help me.	