

User Guidance for the COVID-19 Client Interview Tool

Methodology

The interview tool is intended to be used with the following methodology:

- Translate the survey into the local language of clients to ensure that all questions are clearly communicated in a consistent way.
- Interview clients every week or every two weeks. It is crucial to have a monitoring system that collects comparable data over time, in order to understand the emerging reality.
- Use a sample size of 200– 400 clients, if possible.
- Use a representative sample. Clients should be selected to represent different segments (e.g. different business types), with a minimum number defined for each (quota sampling).
- Follow a smaller group of representative clients over time. This will help demonstrate change over time for the same group. An ideal number would be around 50 clients.
- Provide at least basic training to staff who are administering the survey. They should be clear on the meaning of each question and how to ask it. Alternatively, use an external firm.
- Modify terms and add locally relevant examples so the survey makes sense in your country context.
- There are several questions that ask clients to indicate how things have changed since the beginning of coronavirus restrictions. Please use your own description for coronavirus that highlights the point in time where restrictions were brought in e.g. lockdown.
- When reporting your survey results to external audiences, it will be useful to provide the following context: 1) the extent of the lockdown in your country, 2) the availability of government assistance specific to the crisis, and 3) which populations typically receive grants from the government such as pension or child support.

Instructions for each question

Use the following instructions when administering the survey tool.

Question	Instructions
1 - 3	To be completed by enumerator before/after interview.
4 – 7	These questions ensure that you are talking to the right person and that they are comfortable going ahead with the interview.
8	If the respondent has not heard about coronavirus/COVID-19, skip the interview and use this opportunity to provide them with information.
9	Read out the options and tick one box.
10	Ask this as an open question, rather than reading out the options. Help the client to identify their main concern, even if they express several. Tick <u>one</u> box that most closely reflects what they said.
11	Read out the options and tick <u>one</u> box.
12	Read out all the options and tick <u>all that apply</u> .
13 & 16	(See “ Suggested income categories ” at the bottom of this document)

	<p>Ask this as an open question. If the client grows their own food, or receives non-cash support from others, do not include these here, as they are covered later in the questionnaire.</p> <p>Here we are looking for specific detail on the income source. We suggest that you define the categories that make sense in your context and include these as tick boxes to be filled in during the interviews. An example is given at the end of this document, but please adapt to your own context (for example in South Africa many microfinance clients sell at schools, and this activity has been particularly affected due to school closure and therefore it is important to include this as a specific activity).</p> <p>Do not use categories that are too broad. For example, rather than saying ‘shop’ ask for specific type of shop - it may be that grocery shops can continue trading, whereas clothes shops cannot – you will then see different answers depending on the type of shop.</p>
14 & 17	Read out the options and tick <u>one</u> box.
15 & 18	Capture the specific challenges that the client is facing for this income source. Being specific will assist in identifying ways in which your FSP may be able to respond. For example, if clients say they are unable to sell because they do not have a permit, this would provide your FSP with information about which businesses could be supported in accessing permits.
19 & 20	Questions 13 & 16 focus on <u>cash</u> income, but do not cover farming or animals for own consumption. Questions 19 & 20 ask just about farming/animals for own consumption.
21	Read out the options and tick <u>one</u> .
22	Do not ask this question if the answer to #21 was “no different from normal.”
23 - 27	Changes in food consumption are a sensitive indicator to financial hardship. These are all yes/no questions that explore different aspects of food consumption. If the answer to 23 is ‘no’ then you can skip to questions 28.
28	Read out the options and tick <u>one</u> .
29 & 30	Fill in what the client says.
31	Read out the options and tick <u>one</u> .
32	If your FSP collects poverty probability data then this data can be collected here to identify poverty profile of clients.
33	Approximate age is fine here.
34	Fill in what the client says. The coronavirus is affecting people in many ways – not just their income eg. stress, domestic violence, care for children. This is an opportunity to capture other things that clients feel are important to them. This question is designed to capture any other non-cash impacts of coronavirus.
35 - 37	Fill this in after the interview has been completed.

Suggested income categories

In questions 13 and 16, we ask clients to give details of their income sources. These are suggested categories for those questions.

Income Source	Categories
Farm and Livestock	Large animal rearing for meat
	Animal rearing for milk sales

	Small animal rearing for meat, eggs, etc.
	Farming – cash crops, such as vegetables and flowers
	Agricultural trading – grains, seeds, and fertilisers, cow and buffalo trading, animal fodder
Shops and prepared foods	Grocery shops selling uncooked food and other basic goods
	Cooked foods – catering, selling at schools, markets, roadside stall
	Other shops, market stalls and retail
Manufacturing and production	Manufacturing – leather goods, furniture and carpentry, wardrobe, welding work, handicrafts etc.
Services	Transport operator (motorbike, taxi, rickshaw, etc.)
	Other services –laundry, hair salon, house construction, tailoring, etc.
Other	Please specify