**Supervisors’ Training Manual**

**ACKNOWLEDGEMENTS**

This Supervisor’s Training Manual Emma Fulu of Partners for Prevention and Rachel Jewkes of the Medical Research Council, South Africa, with input from Xian Warner of Partners for Prevention.

This manual draws upon the supervisor’s manual from the World Health Organization’s Multi-Country Study on Women’s Health and Domestic Violence Against Women (Watts and Jansen, 2007) that in turn used material from training manuals developed for other household surveys by MACRO International (USA), Rachel Jewkes (Medical Research Council, South Africa), Mieko Yoshihama (University of Michigan, MI, USA) and Cathy Zimmerman (London School of Hygiene and Tropical Medicine, England).

**NOTES ON ADAPTATION OF DOCUMENT**

This document has been prepared to accompany the UN Multi-country Study on Men and Violence Quantitative Research Protocol and should be used for supervisor training. It describes the role and responsibilities of the supervisors in the field.

Several parts of this document will need some adaptation before it can be used as part of a country specific study. Parts of the manual requiring additional information are indicated using square brackets [ ] and yellow highlighting.

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**1. TRAINING**

The most responsible and mature field staff of [name of implementing organization] should be appointed to the positions of field supervisor. It is important that field supervisors attend the interviewer training as well as the specific supervisor training.

The active involvement of field supervisors in interviewer training is necessary for understanding the role of the interviewer and the problems that teams may encounter during fieldwork.

After completing the interviewer training, the final selection of field supervisors will be made. Following this but prior to the beginning of fieldwork, two or three days of additional training will be provided on the specific duties of field supervisors. This is to ensure that all teams will be following a uniform set of procedures.

1. **RESPONSIBILITIES OF THE SUPERVISOR**

The supervisor is the senior member of the field team. S/he is responsible for the well-being and safety of team members as well as the completion of the assigned workload and the maintenance of data quality. The supervisor receives his/her assignments from and reports to the [field coordinator or project director].

Although only men will be recruited as interviewers to administer the male questionnaire, women may be recruited as supervisors.

**2.1 Role of supervisors**

The following are expected of supervisors:

1. Attending interviewer and supervisor training and pilot test.
2. Preparing for field work daily, including packing for the team, lunch and the team’s daily finances.
3. Managing the team’s budget during data collection.
4. Allocating households and deploying staff for interviews.
5. Driving/taking the team safely to the study area (where relevant).
6. Identifying the correct areas for the interviews and selecting the target households as well as ensuring that fieldworkers identify the appropriate participants within a household.
7. Managing PDA equipment – packing, unpacking, safekeeping, recharging and uploading data, troubleshooting *(if your research project is using PDAs or similar* *technology to collect data).*
8. Managing staff in the field – safety, discipline, conduct and debriefing.
9. Conducting quality control of interviews.
10. Completing all the appropriate paper work connected to the project.
11. Keeping regular contact with the field coordinator.
12. Maintaining team morale
13. Handling all other meaningful requests.

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**2.2. Preparing for fieldwork**

Before leaving for the field, the supervisor is responsible for collecting adequate supplies of the materials the team will need:

Supervisor's Manual

* Interviewers' Manual
* Maps and household listing forms for all clusters in the assigned area
* Letters of introduction to communities
* Enough copies of the Household Selection Form (total sample size plus extras)
* Information sheets and consent forms (total sample size plus extras) and envelopes or folders for storing completed consent forms
* Supervisor’s Questionnaire (enough to do 5 percent of the total sample)
* Supervisor's Monitoring Sheets
* Interviewer’s Progress Sheets
* Fieldwork diaries
* Information on resources available for respondents to give at the end of interviews
* PDAs and headphones (one per interviewer) OR paper questionnaires (one per respondent)
* PDA recharging cases or external battery chargers.

**2.3 Transportation to and in the field**

**[PLEASE EXPLAIN THE TRANSPORTATION LOCAL ARRANGEMENTS]**

**2.4 Contacting local authorities**

Initial contacts will have been made [GIVE COUNTRY SPECIFIC DETAILS]. It is the supervisor's responsibility to contact the district, local and village officials before starting work in an area. Letters of introduction will be provided, but tact and sensitivity in explaining the purpose of the survey will help win the cooperation needed to carry out the interviews and to ensure the safety of respondents and research team members.

In all communication and discussion about the study, you should describe the study as [SAFE NAME]. This will also be on your identification documents and in all correspondence and communication regarding the study.

It is very important that you, as the supervisor, describe the survey in this manner. The use of this general topic is intended to protect the safety of men participating in the study. If a specific reference to domestic violence or violence against women is made, this could potentially put the respondent (and even the interviewer) at risk. *Describing* *the study in this way does not intend to deceive potential respondents or any other individuals*.

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**THE STUDY SHOULD BE EXPLAINED IN TERMS OF [SAFE NAME]. NO REFERENCE SHOULD BE MADE TO THE STUDY’S INTEREST IN VIOLENCE AGAINST WOMEN.**

**2.5 Identifying households in which to conduct interviews**

In total, [SAMPLE SIZE] households will be visited in [NAME OF STUDY SITE].

Because it is expected that in some households there will no eligible men to be included in the study or the selected man may not be available or willing to be interviewed, the targeted number of households is larger than the targeted number of interviews that are required to be completed. For this reason, you should never replace a selected household or man with another, even if the respondent refuses to be interviewed, there is no one eligible in the household or you cannot find the person selected to be interviewed, even after three repeat visits. This is an important rule that you should always observe.

**REMEMBER: DO NOT REPLACE MISSING OR NON-RESPONDING CLUSTERS, HOUSEHOLDS OR MEN.**

In each location, [NUMBER OF CLUSTERS] have been selected for inclusion in the sample. For each cluster, you will be given a map and/or household listing that designates and numbers each of the households. The households that have been selected to participate in the study will be marked on the household list.

[OUTLINE PLANS FOR SPECIFIC SITES]

**2.6 Allocating ID numbers**

Each household and interview is identified by a unique ID. To maintain confidentiality, no names or addresses are linked to the interview, only this unique ID. The ID is consists of the following components:

* Urban (1) and rural (2)
* Cluster number (1–20)
* Household number (within each cluster (1–99).

This creates a 5 digit code: X-XX-XX

As the supervisor, you will be provided with the list of unique IDs by the principal investigator/research coordinator for your area, and it is your responsibility to allocate households to particular interviewers for them to visit and help them find the right household based on the maps. The interviewers will enter these numbers in the PDA at the beginning of the interview, and it is important that it corresponds to the correct number in your list.

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**2.7 Assigning work to interviewers**

The following tips may be helpful to the supervisor in assigning work:

1. Make daily work assignments. Be sure each interviewer has enough work to do for the day, taking into account the duration of an interview and the working conditions in the area. It is expected that interviewers will complete 2–3 interviews per day per person, including return visits.
2. Assign more interviews than an interviewer can actually do in one day. This will be necessary because some households and/or men may not be available for the interview at the time of the interviewer's visit. Sometimes there may be as many as three or four of these cases a day for a particular interviewer. Assign fewer households at the beginning of the fieldwork to allow time for you to closely supervise the interviewers and to discuss any problems.
3. Distribute work fairly among the interviewers. Work should be assigned by taking into account the capabilities and strengths of each interviewer but never consistently assigning more difficult workloads to certain interviewers.
4. Ensure that each interviewer has all the required information and materials for completing the work assignment.
5. Maintain complete records each day using the Supervisor’s Monitoring

Sheet (see subsection 9.1). All assignments and work completed by each interviewer and for each work area should be carefully monitored for completeness and accuracy.

1. Make sure that all selected households and eligible men for that cluster have been interviewed before leaving an area. (See Section 7 for details on how to handle pending interviews).

**2.8 Storing and handling consent forms**

All completed consent forms should be kept in a safe location and packed to send back to the head office. They should not be kept anywhere where they can be linked to the household list of interviews.

Consent forms should be collected by supervisors at the end of each day and will be stored in the project office. These need to be retained by the project manager.

**2.9 Handling breach of discipline in the field**

[Explain context-specific procedures for handling breaches of discipline in the field].

If there is an ethical breach in the field, such as sexual harassment (this may be between field staff and respondents or among members of the research team), breaching confidentiality, etc., the protocol set out in the Ethical and Safety Guidelines for Research (Appendix 4) should be followed. Minor day-to-day ethical concerns should be reported to the head of the research team.

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To handle any serious ethical and safety issues that arise as part of this research, we strongly recommend that any organization implementing The UN Multi-country Study on Men and Violence methodology establish a formal mechanism for reporting and response, particularly for major adverse events. [Explain context-specific procedures for handling major adverse events in the field]. Major adverse events could include but are not limited to:

* Any incidents in which a respondent’s safety is put at direct risk as a result of the research. This could include women who have reported experiencing violence being subsequently abused due to their involvement in the study.
* Any incidents in which a fieldworker’s safety is put at direct risk as a result of the research. This could include interviewers being physically or sexually assaulted while conducting the research.
* Any incident in which the confidentiality of respondents is jeopardized. This could include cases in which household lists or consent forms fall into the ‘wrong hands’. It could include a case in which male participants who have reported perpetration of sexual violence are somehow identified by the police and arrested as a result of their participation in the research.
* Any incident related to the research, interviewers or participants that results in serious injury, death or arrest.
* Any political and civil unrest or natural disaster in a study site that has the potential to put at serious risk the interviewers, participants and data quality.
* Any national level issues that have the potential to affect the integrity of the research as a whole.

For more information, please refer to the Ethical and Safety Guidelines for Research (Appendix 5).

1. **PERSONAL DIGITAL ASSISTANTS (PDAs)1**

See the Interviewers’ Training Manual for more information on using PDAs.

**3.1 Allocating PDAs to interviewers**

All PDAs will be numbered and also have the serial number marked on them. The field coordinator will keep a record of all the PDA numbers.

1. **This section is only relevant if your research project is using PDAs or similar technology for collecting data. If not, please remove this section from the training manual. The instructions listed here are specific to P4P’s available survey apps using i-Pod Touch technology. If your project is using a different type of PDA technology, please replace these instructions with those relevant to the technology that you will use.**

nterviewers will also be given an interviewer ID by the study coordinator that they must remember and record on the identification form and in the PDAs.

During the training, each interviewer will be allocated a specific PDA and that PDA number will be noted and matched to their interviewer ID and name. This is the PDA that the interviewer will use for the whole fieldwork. They should always use the same PDA and that interviewer must take responsibility for that PDA while it is in their possession. This way, the supervisors will always know who has which PDA.

At the end of each day of fieldwork, it is your responsibility as the supervisor to collect all the PDAs from your team and store them, upload data, recharge them and keep them safe.

**3.2 Uploading data**

At the end of each day you are responsible for uploading the data from all of the PDAs of your interviewers through wireless internet. You must ensure that there is a wireless signal that you can access every evening during fieldwork to upload the day’s data. If no wireless signal is available the research team may need to set one up.

**You need to upload the data individually for each PDA. Here’s how:**

* When wireless connection is in range and you turn on the PDA, a message should automatically appear with “Select a WiFi Network”. Tap on the name of the network you want to connect.
* If you do not automatically connect to WiFi, go to ‘Settings’, tap on ‘Wi-Fi’. Make sure WiFi is turned on and choose a network by tapping on it.
* Once you are connected you will see this wireless connection icon in the top left hand side of the PDA screen with bars highlighted.



* If the internet is not connecting or it is not strong enough, report to the field coordinator

**Figure 1: Uploading data**

* While the PDA is connected to a wireless connection, launch the "GBV Survey" application, and tap the "Upload Data" button (see Figure 1).
* All new responses since the last upload, will be copied to the server, and a confirmation message will appear. It should only take a few seconds.
* Possible error messages: “Action Failed: Please check your internet connection”.

o Check internet connection.

o Make sure that Http Proxy is set to ‘Off’: go to ‘Settings’ then ‘Wi-Fi’ and then press the blue arrow next to your selected Wi-Fi connection. Scroll to the bottom of the page and check that

HTTP Proxy is set to ‘Off’. Return to the survey application and try again to upload the data.

**3.3 Storing and charging PDAs**

* At the end of the day, all the PDAs should be stored in a safe and locked box or container.
* The PDAs should be charged every night to ensure that they do not run out of batteries during interviews.
* Most types of PDAs need only a few hours to be fully charged.
* If you have a Bretford PowerSync case, you can charge all of the PDAs at once. When the power to the case is turned on and all of the PDAs have been plugged into the cables, the light next to each plugged in PDA should illuminate when the power is on. It will be orange when the PDAs are charging and will turn green when the PDA is charged fully. (*Note: if you have* *plugged in the PDA to the Bretford case but the corresponding orange/green light does not illuminate then it is not plugged in correctly. It is a good practice to check on the charging status of the PDAs a few minutes after beginning the charging as plugs sometimes become dislodged.*)
* You can also charge PDAs individually by plugging them into a laptop with a USB cable, into an external battery power bank or directly into a power point, with plug chargers.
* When the PDAs are not in use, are in the hotel or are being transported, they should be kept in a locked case.

**3.4 Troubleshooting**

* Interviewers may accidentally delete the ‘GBV Survey’ application from the PDA by holding down on the application icon and pressing the small ‘x’ that appears.

To avoid this from happening, we recommend that supervisors restrict the adding and deleting of applications on each PDA. To do this:

Tap on ‘Settings’ on the PDA home page

o Select ‘General’ and then ‘Restrictions’

o Tap ‘Enable Restrictions’ and enter a 4-digit password twice (this should be easy to remember and should be the same password on all PDAs and only supervisors should know the password)

o Tap the bar next to ‘Deleting Apps’ to ‘OFF’ then press the centre button to return to the home page (*Note: if you notice that some interviewers are* *using the PDAs to play games or listen to music you can also restrict iTunes and other applications on this page*)

o If you need to turn off this restriction (to replace the application with a newer version, for example), return to the ‘Restrictions’ page, re-enter the password and tap ‘Deleting Apps’ back to ‘ON’

* In countries where interviewers cannot easily read English, illustrated local-language guide sheets should be produced and distributed to each interviewer to familiarise him/herself with the English-language instructions and warnings on the PDA.
* Generally, the PDAs have enough battery life to complete 2.5 surveys. To preserve the battery life of the PDAs, turn off the Wi-Fi (under ‘Settings’ > ‘Network’ > ‘Wi-Fi’) and lower the screen brightness (under ‘Settings’ > ‘Brightness’). (*Note: if you turn off the Wi-Fi to preserve battery life in the field you* *will need to turn it back on to upload the data in the evenings*).

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**4. SAFETY OF INTERVIEWERS**

As far as possible, you are responsible for the safety of interviewers. This is an important consideration – and you should try stressing to your team the importance of considering safety issues in their work, without frightening them unnecessarily.

Fieldwork can involve risk, especially conducting interviews after sunset. However, this may be the only time that you will be able to interview some respondents. You will need to arrange the logistics to ensure that interviewers do not travel alone to conduct interviews after dark. Ideally, you should try to send the interviewer along with a vehicle and a driver or with a trusted escort. If you do send an interviewer without transport, make sure that he travels with two other people (the two other people can then wait together while the interview is conducted).

There is also a potential threat to the interviewer being in a stranger’s home, particularly if that person is violent. There is a small possibility that an interviewer may be either verbally or physically threatened. It is important that you are aware of this possibility and organize your fieldwork in a manner that ensures that you are able to respond to such situations.

If you or any of the interviewers are a bit worried about a particular household, send a pair of interviewers. If necessary, you should use as many staff as required to ensure that an interview can be conducted safely or to insure that an interview is not interrupted. You may also accompany an interviewer into a household if you are concerned about their safety as long as this will not infringe on your other duties as a supervisor.

You should know whenever a person goes into a house and where they have gone. If an interviewer has not re-appeared after three hours, a check should be made.

If you are worried about an area as a whole, pull the team out and see if some arrangement or another day can be found for a revisit when things are easier. Inform your team leader if such situations arise, and make a note of the situation encountered in the field diary.

Generally, you should try to encourage your fieldworkers to keep a lookout for each other and to follow their instincts regarding how to respond to different situations. Encourage them to discuss any concerns that they have with you. Make sure that they know that they can terminate an interview if they feel threatened or at risk.

If a problem does arise, use your judgement. Do not hesitate to call the police or other sources of help if you think that this will help.

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**5. SAFETY OF RESPONDENTS**

You are also responsible, up to a point, for the safety of the people interviewed. You should remember and regularly remind your team that they:

* Only refer to the study as a study on [SAFE NAME].
* Never give the questionnaire to anyone to look at, even before the questions are asked. Not the driver, not the local leader, not the police, not the household head, not the wife/partner, not the mother-in-law and not even the respondent.
* Follow the respondent’s advice about when and where he wants to be interviewed. Interviewers should not pressure a respondent into starting or continuing with an interview when they do not want to – even if the respondent wants to arrange the interview to another time that is not convenient for the study schedule.
* Only conduct an interview if they can do so in private. Only children younger than 2 years can be present.
* Do not continue with an interview if it is interrupted – the interviews must be conducted in privacy and the interviewer needs to obtain that privacy. If privacy is not obtainable at that time, the interviewer must arrange another time, and possibly another place, with the respondent to conduct the interview.
* Do not disclose anything that they have been told during an interview to others in the community, or with their friends or family.
* Do not interview in their own communities or people whom they know.
* Interviewers and supervisors should not talk with journalists about the survey.

**6. REDUCING NON-RESPONSE**

In all surveys, it is important to minimize the degree of non-response – selected households or individuals not participating in the study.

One of the most important duties of the supervisor is to try to minimize this problem and to obtain the most complete information possible. In many cases, interviewers will make return visits to households in the evening or on the weekends to reduce non-response. It is a time-consuming task and requires strict monitoring using the Supervisor Monitoring Sheet (Appendix 1).

There are four types of non-response:

1. The interviewer is unable to locate or access the selected household.
2. A senior member of the household will not give permission for a member of the household to participate in the study.
3. The interviewer is unable to locate the eligible man for the interview.
4. The respondent refuses to be interviewed.

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There are various ways of dealing with these types of non-response:

**Type 1 – The interviewer is unable to locate or access the selected household.**

1. *Occupied structure inaccessible.* There may be some occupied structures forwhich no interviews can be made because of impassable roads, etc. The interviewer should be instructed to hold the questionnaire at a later time. Another attempt should be made to reach the dwelling at a later date when the situation may have changed. The director of field operations should be informed immediately of any difficulty in gaining access to a whole cluster or a sizable number of structures within the same cluster.
2. *Structure not found.* The supervisor should make sure the interviewer has triedseveral times to locate the structure using the household listing form, maps, etc. If he is still unsuccessful, the supervisor or field editor should attempt to locate the structure and ask neighbours if they know anything about the structure or the household members. Again, if this problem occurs frequently, it should be reported to the director of field operations. Although no interview has taken place, the Household Identification Form and the Household Selection Form should be filled out.
3. *Structure non-residential, vacant or demolished.* If the interviewer indicates that astructure is not a dwelling unit or that it is vacant or demolished, the supervisor or editor should verify that this is the case. If the interviewer is correct, there is no need for further return visits. Although no interview has taken place, the Household Identification Form and Household Selection Form should be filled out.

**Type 2 – A senior member of the household will not give permission for a member of the household to participate in the study.**

In such cases, you should make every effort to get their permission. This may include stressing the importance of their involvement, giving the name of people in senior positions who have given permission for the study to be conducted and offering to conduct the interview at a time that is convenient for them.

If all attempts fail, you should record this on the questionnaire and make a note on the administration form that the head of the household (you should specify the position) refused. You should also include as much detail about what happened as possible in the space provided – including the reason given for the refusal and whether this refusal occurred before or after an eligible male respondent was selected.

The number of refusals from heads of households reported by each interviewer should be closely monitored. If an interviewer reports an unusually large number of refusals, it may indicate that he gives up too easily or explains the survey inadequately. If this appears to be the case, the supervisor or editor should observe the interviewer promptly.

**Type 3 – The interviewer is unable to locate the selected eligible respondent for interview.**

1. *No one home at time of call.* The interviewer should make every effort to contactneighbours to find out when the members of the household will be at home or where they might be contacted. At least three visits should be made to locate the household members. Sometimes it may be necessary to call at mealtime, in the early morning, evening or on the weekend. However, the interviewer should not

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make "hit or miss" calls just to fill the quota of three visits. Under no circumstances is it acceptable to make all three visits on the same day.

1. *Selected respondent temporarily absent.* The selected respondent may not be athome or may be unable to complete the interview at the time of the first call. The interviewer should find out from other household members or neighbours when the respondent can best be contacted, and a return visit should be made then. If the respondent is still not at home at the time of the second visit, another time should be set for a return visit. At least three attempts should be made to locate the respondent. If the interviewer is not able to complete the entire interview during the initial visit, the procedure for call-backs should be followed.

**Type 4 – The selected respondent refuses to be interviewed.**

The number of refusals reported by each interviewer should be closely monitored. If an interviewer reports an unusually large number of refusals, it may indicate that he gives up too easily or explains the survey inadequately. If this appears to be the case, the supervisor should observe the interviewer promptly. Suggestions for handling potential refusals:

* 1. *Approach respondent from his point of view.* Refusals may stem frommisconceptions about the survey or other concerns. The interviewer must consider the respondent's point of view, adapt to it and reassure him. If there is a linguistic or ethnic barrier between the respondent and the interviewer, the supervisor should, if possible, send a different interviewer to complete the questionnaire.
  2. *Postpone interview to another day.* If the interviewer senses that he has arrivedat an inconvenient or awkward time, he should try to leave before the respondent gives a final "no"; he can then return another day when circumstances are more likely to result in a successful interview.
  3. C*arry out the interview yourself.* The supervisor’s knowledge, skill and maturity may enable him to complete a difficult interview when the assigned interviewer has been unable to do so.

1. **HANDLING PENDING**

**INTERVIEWS**

When information has not been collected from a selected household or from a selected respondent and the return visits have not been completed, the interview is considered "pending". All materials pertaining to this interview should remain with the interviewer until he has completed the pending interview. Supervisors should keep track of all assignments on the Supervisor's Monitoring Sheet (see Appendix 1).

Completing call-backs for pending interviews is time consuming and should be carefully planned. If a few interviews remain pending as interviewing in a cluster nears completion, if possible, one or two interviewers should be assigned to remain in the area and complete the interviews, while the rest of the team proceeds to the next assignment area. In this way, the whole team is not kept waiting for one or two interviewers to

inish. Clear instructions should be left with the interviewers as to where and when to re-join the team and what method of transportation should be used.

1. **MAINTAINING MOTIVATION AND MORALE**

The supervisor plays a vital role in creating and maintaining motivation and morale among the interviewers — two elements that are essential to good quality work. To achieve this, it is necessary to make sure that interviewers:

* understand clearly what is expected of them
* are properly guided and supervised in their work
* receive recognition for good work
* are stimulated to improve their work
* work in quiet and secure conditions

In working with the interviewers, it is useful to adhere to the following principles:

1. Rather than giving direct orders, try to gain voluntary compliance before demanding it.
2. Without losing a sense of authority, try to involve the interviewers in decision-making, and at the same time see to it that the decision remains firm.
3. When pointing out an error, do it with tact, in a friendly manner and in private. Listen to the interviewer's explanation, show him that you are trying to help and examine the causes of the problem together.
4. When interviewers voice complaints, listen with patience and try to resolve them.
5. Try to foster team spirit and group work. You can do this in a number of different ways, including by occasionally doing something social together, such as having a team dinner.
6. Under no circumstances show preference for one or another of the interviewers.
7. Try to develop a friendly and informal atmosphere.

Finally, remember that encouraging words, instructions and constructive criticism are not worth anything unless the supervisor sets good examples. It is important to *demonstrate* punctuality, enthusiasm and dedication in order to demand the same ofother team members. Never give the impression that you are working less than other members of the team or that you are enjoying special privileges; this may produce a lack of faith in the project and cause general discontent. An ill-prepared supervisor will not be able to demand quality work from interviewers and will lose credibility and authority. Interviewer morale and motivation depend on your morale and motivation.

1. **AINTAINING FIELDWORK CONTROL SHEETS**

Two forms are used to maintain control of questionnaires for each sample cluster: the Supervisor's Monitoring Sheet (Appendix 1) and the Interviewer's Progress Form (Appendix 2).

**9.1 Supervisor's Monitoring Sheet**

One Supervisor's Monitoring Sheet should be completed for each cluster by the supervisor and returned to the head office with the consent forms/household selection forms from that cluster.

The first step in completing the Supervisor's Monitoring Sheet is to copy the cluster identification information (cluster number and name of the locality) from the household listing form or the map. [GIVE DETAILS OF METHOD OF NUMBERING CLUSTERS]. Cluster numbers are unique; no two clusters have the same number.

The next step is to record the information for all selected households from the household listing forms or the maps onto the Supervisor’s Monitoring Sheet. They should be written in the same order in which they are written on the listing forms. The fieldwork director will provide the supervisor with the appropriate forms or maps for each cluster the team is assigned.

In some cases, several pages of the Supervisor's Monitoring Sheet will be needed to list all of the selected households in a cluster. The cluster identification information should be filled in on all of the sheets, and they should be numbered sequentially in the space provided at the top of the sheet (such as Page 1 of 5, 2 of 5, etc.). If an additional sheet is needed during the recording of the outcomes of the household and/or male interviews in a cluster, the supervisor should be sure to staple that sheet to the others for that cluster and correct the total number of sheets reported for the cluster.

You should assign each selected household (or dwelling unit) to an interviewer. When giving interviewer assignments, Columns 1 and 2 of the Supervisor's Monitoring Sheet should be completed.

Once an eligible respondent has been selected, an identification name (such as his first name, or nickname) should be recorded in column 3. If you conduct a supervisor interview or need to repeat a full interview, you will use this name to find the respondent. Note that after the study, these sheets with the respondent’s names will be destroyed. This will ensure that the information collected cannot be traced back to any particular respondent.

After each attempt to conduct an interview, a record should be made of the progress made, using columns 4–6. When a final questionnaire is done and (if using PDAs) downloaded, the information in the schedule should be used to complete columns 7 and 8 of the Supervisor's Monitoring Sheet. Column 8 is used to record whether a supervisor questionnaire was done.

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**Bottom of sheet**

Once you reach the bottom of the sheet, you should complete the bottom of the sheet. For this, you need to check that all of the households (or dwellings) on the Supervisor's Monitoring Sheet that were selected on the household listing form or map for that cluster are listed. You should then fill in the two boxes at the bottom of the Supervisor's Monitoring Sheet marked: "Number of households selected" and "Number of male interviews completed or partially completed", using the results (ie. codes 16 and 14) for each questionnaire given. Likewise, at the bottom of the sheet you should tally the number of interviews for which quality control procedures were used. You should then sign the bottom of the sheet to certify its accuracy.

Always start a new cluster on a separate Supervisor's Monitoring Sheet. Be sure to write neatly because these forms will be used by central office to monitor the activities in each cluster.

You should review the Supervisor’s Monitoring Sheets each evening and discuss the results with the interviewers in their team.

**9.2 Interviewer’s Progress Sheet**

You will keep an Interviewer’s Progress Sheet on each interviewer. You will update the progress sheet at the end of work in each cluster. You will keep these sheets until the end of fieldwork (they should not be included in package of questionnaires going back to the central office).

The Interviewer’s Progress Sheet is designed to give the supervisor an objective and continuous measure of the interviewer's performance. Serious discontent within a team of interviewers can occur when one interviewer does much less work than the others. These cases must be identified and examined in order to assess whether there is good reason for poor performance or whether the interviewer is just taking it easy, leaving his colleagues to do most of the work.

Similarly, this sheet will allow you to identify whether an interviewer is getting more non-responses or refusals than others on the team. In such a case, spot-checking should be carried out to determine if the non-responses or refusals are due to poor interviewer performance. If the interviewer is at fault, you should have a serious talk with him, pointing out the problems, suggesting ways he can improve and indicating that he must perform better. If his performance does not improve, the field director must be informed. He will decide on what further action to take.

To complete the forms, use one Interviewer’s Progress Sheet for each interviewer. Entries on the sheet should be filled in each time a cluster is completed. The procedure for filling in the Interviewer’s Progress Sheet is as follows:

1. Use the left-hand side of the sheet to monitor the workload of each interviewer. Use the right-hand side of the sheet to monitor the response rate of each interviewer.
2. Column 1: Enter each cluster number on a separate line in column 1.
3. Columns 2 and 3: Fill in column 2 with the number of households approached in that cluster. In column 3 record the cumulative total of

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households that the interviewer has approached (adding the result from the previous line).

1. Columns 4 and 5: The figures recorded in columns 4 and 5 are the number of interviews that the interviewer has started. Column 4 is the total for this cluster, and column 5 the cumulative total (adding the result from the previous line).
2. Columns 6 and 7: The figures recorded in columns 6 and 7 are the number of interviews that the interviewer has completed. Column 6 is the total for this cluster, and column 7 the cumulative total (adding the result from the previous line).

The cumulative figures make it possible to check at any time the number of interviews assigned to an interviewer and the results of his work. You can also check to see if the workloads and the completion rates are approximately the same for all interviewers. The latter is an important way of monitoring the performance of different interviewers.

1. **QUALITY-CONTROL PROCEDURES**

As the supervisor, you are responsible for monitoring the performance of the interviewers as the survey progresses. In the beginning of the study, interviewers may make errors due to lack of experience or lack of familiarity with the questionnaire; these can be corrected with additional training as the survey progresses. Towards the end of the survey interviewers may become bored or lazy in anticipation of the end of fieldwork; lack of attention to detail may result in carelessness with the data. To maintain the quality of data, you should check the performance of interviewers thoroughly throughout the study. Appropriate action should be taken if problems are identified.

You will be required to conduct a number of supervisor interviews using a short questionnaire (see Appendix 3), while sometimes you may need to conduct a full-length questionnaire, depending on the circumstances2.

Where necessary, if the quality is not found to be adequate, the team may have to stop the fieldwork and perform some additional training before proceeding once more.

By checking the interviewers' work regularly, you can ensure that the quality of the data collection remains high throughout the survey.

1. **You may need to do a full-length questionnaire, for example, if there is a particularly difficult interview that an interviewer requires help with or if you conduct a supervisor interview and discover that the initial interview was not conducted properly.**

**0.1 Conducting supervisors’ interviews for quality control**

As the supervisor, you are responsible for conducting a number of quality-control interviews, using the short supervisor questionnaire. When going back to the household, you will need to explain that these are being conducted to check on the quality of the interviewer’s work or to clarify certain issues.

In the first week of the study, you should aim to re-interview at least one respondent that each interviewer has interviewed, using a short supervisor questionnaire. This questionnaire does not repeat any of questions that were asked before but collects information on the interviewer’s recollection of what the interview was about as well his impressions on procedures during the interview, how he felt after the interview and if something negative or positive had happened as a result of the interview. There is also space to note the respondent’s feedback to the original interviewer. After the interview, you should give feedback to the interviewer, noting good points as well as problems.

After the first week, you should conduct at least one supervisor interview per cluster – varying the interviewer that you are monitoring. Again, you should give feedback on how the interviewer performed. To keep all interviewers alert, you should be careful not to indicate beforehand which interviewers you are likely to re-interview (see Appendix 3 for an example of a supervisor’s questionnaire).

**10.2 Daily feedback on quality-control findings**

You should meet daily with the interviewers to discuss the quality of their work – both individually and with the team, depending upon the forms of feedback being given. In most cases, mistakes can be corrected and interviewing style improved by pointing out and discussing errors at regular meetings. Discuss examples of actual mistakes but be careful not to embarrass individual interviewers. Re-read relevant sections from the Interviewer's Manual with the team to resolve problems. Also, encourage the interviewers to talk about any situations they encountered in the field that were not covered in training. The group should discuss whether or not the situation was handled properly and how similar situations should be handled in the future. Team members can learn from one another in these meetings and should feel free to discuss their own mistakes without fear of embarrassment. Likewise, you should discuss issues arising from the quality-control interviews, discussing positive as well as negative feedback.

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**APPENDIX 1. SUPERVISOR’S MONITORING SHEET**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CLUSTER NUMBER | |  |  |  |  |  |  |  |  | | NAME OF LOCALITY \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
|  |  |  |  |  |  |  |  |  |  | | PAGE \_\_\_\_\_\_\_ OF \_\_\_\_\_\_\_ PAGES | |
|  |  |  |  |  |  |  |  | Quality | | | NOTES OR COMMENTS | |
| HOUSEHOLD INTERVIEW | |  |  |  |  |  |  | control | | |  | |
|  |  |  |  |  |  |  |  |  | | |  | |
|  | INTERVIEWER | NAME OF | DATE | DATE | DATE | FINAL |  | Quality control | | | (11) | |
| HOUSEHOLD | & DATE | RESPONDENT | VISIT 1 | VISIT 2 | VISIT 3 | RESULT |  | conducted | | |  | |
| NUMBER / | ASSIGNED | (3) | (4) | (5) | (6) | (7) |  | 1 | = yes | |  | |
| HH head | (2) |  |  |  |  |  |  | 2 | = no | |  | |
| (1) |  |  |  |  |  |  |  | (8) | | |  | |
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| CODES FOR COLUMN 7 | | |  | | | |  | | |  | |
| 1. HH head refused | | | 5. Entire HH absent for extended period | | | | 9. Selected respondent | | | 13. Selected respondent incapacitated | |
| 2. Dwelling vacant or address not a dwelling | | | 6. No HH member at home at time of visits | | | | refused | | | 14. Questionnaire partly completed | |
| 3. Dwelling destroyed | | | 7. HH respondent postponed | | | | 10. No eligible respondent in | | | **16. QUESTIONNAIRE COMPLETED** | |
| 4. Dwelling not found, not accessible | | | 8. Incomprehensible language | | | | HH | | |  | |
|  | | |  | | | | 11. Selected respondent not | | |  | |
|  | | |  | | | | at home | | |  | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SUMMARY | NUMBER OF |  | NUMBER OF |  | NUMBER | | |  |  | Signature of supervisor |
| FIGURES | HOUSEHOLDS |  | INTERVIEWS |  | QUALITY CONTROL | | |  |  |  |
|  | SELECTED |  | COMPLETED |  | CONDUCTED | | |  |  |  |
|  |  |  | OR PARTIALLY |  |  |  |  |  |  |  |
|  |  |  | COMPLETED |  |  |  |  |  |  |  |

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**APPENDIX 2. INTERVIEWER’S PROGRESS SHEET**

USE A SEPARATE SHEET FOR EACH INTERVIEWER)

INTERVIEWER NAME

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |  |  |
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|  | WORKLOAD |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | NUMBER OF HOUSEHOLDS | |  | NUMBER OF INTERVIEWS STARTED | |  | NUMBER INTERVIEWS | |
|  | APPROACHED |  |  |  |  |  | COMPLETED |  |
| CLUSTER |  |  |  |  |  |  |  |  |
| NUMBER |  |  |  |  |  |  |  |  |
| (1) |  |  |  |  |  |  |  |  |
|  | IN CLUSTER | CUMULATIVE |  | IN CLUSTER | CUMULATIVE |  | PER CLUSTER | CUMULATIVE |
|  | (2) | TOTAL |  |  | TOTAL |  |  | TOTAL |
|  |  | (3) |  | (4) | (5) |  | (6) | (7) |
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**APPENDIX 3. SUPERVISOR’S QUESTIONNAIRE3**

**Region \_\_\_\_\_\_\_\_\_\_ Cluster \_\_\_\_\_\_\_\_\_\_\_\_\_** **Household number \_\_\_\_\_\_\_\_\_\_\_\_**

**Name of interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_ Date of interview: \_\_ \_\_ / \_\_ \_\_ / \_\_ \_\_ \_\_**

**Name of supervisor:\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of supervisory visit: \_\_ \_\_ / \_\_ \_\_ / \_\_ \_\_ \_\_**

*BEFORE GOING TO HH, WRITE DOWN NUMBER OF ELIGIBLE MEN IN HH: [ ][ ] ASK FOR THE MAN WHO WAS SELECTED TO BE INTERVIEWED*

You were recently interviewed by an interviewer working for [NAME OF INSTITUTION]. I work for the same organization and am responsible for supervising the interviewers. As part of my job I have to find out from some of the men who have been interviewed whether our interviewers are doing their work well. Because the interview was private, I know nothing about you or what you discussed with our interviewer. However, if you don’t mind I would like to ask you a few questions about how well our interviewer worked. These will only take a few minutes. Please be honest in your feedback because this will help us to ensure that we treat participants well and conduct a good study. Do you have any questions?

Can I continue?

Is this a good place to conduct the interview or is there somewhere private where we can conduct the interview?

DISCUSS THESE ISSUES, PROBE IF NECESSARY *(specify if necessary)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. At the start of the interview, did the |  Yes |  |  |  |
| interviewer explain the purpose of the study and |  |  |  |  |
| ask whether you wanted to be interviewed or |  No |  |  |  |
| not? |  |  |  |  |
| 2. Was there anyone else with you while you |  Yes (note who was present; if children, | | | |
| were being interviewed? | note their ages) |  |  |  |
| Probe: Were there any children present? |  No |  |  |  |
| 3. What was the interview about? |  Women’s or men’s health | |  |  |
| Probe: Do you remember any other subject that |  Fatherhood, children |  |  |  |
| you talked about? |  Partner, relationship with partner | | |  |
| *(tick all answers given)* |  Violence |  |  |  |
|  |  Financial matters |  |  |  |
|  |  Other: |  |  |  |
| 4. Did the interviewer talk with you about your |  | Yes | No | N/A |
| experiences as a child and your children? | Childhood experiences | [ ] | [ ] | [ ] |
|  | Children | [ ] | [ ] | [ ] |
| 5. Did the interviewer talk with you about your |  Yes |  |  |  |
| relationship with your husband or partner? |  No |  |  |  |
|  |  N/A |  |  |  |

1. **If the research project is not using PDAs or similar computer technology to collect data, questions 6, 7 and 8 should be removed from the Supervisor’s Questionnaire**

|  |  |
| --- | --- |
| 6. Did you complete some of the interview yourself |  Yes |
| using a small hand-held computer? |  No |
| 7. Did the interviewer explain that by doing this, |  Yes |
| your answers would be kept totally secret, even |  No |
| from the interviewer? |  |
| 8. How did you find the experience of using the | Note response: |
| computer device? Was it easy or difficult? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| 9. At the end of the interview, did the interviewer |  Yes |
| offer you an information sheet? |  No |
| 10. ASK ONLY IF MORE THAN 1 ELIGIBLE MAN IN |  Only one eligible man |
| THE HOUSEHOLD: |  -------------------------------------------------- |
| Did the interviewer explain to you how you were |  Don’t know/unclear |
| chosen to be interviewed? |  More than one eligible man/random |
| *(If yes, probe to get a sense of what he understands of* | selection |
| *the selection.)* |  More than 1 eligible man/non-random |
| *(tick one answer only)* | selection |
|  |  Other: |
|  |  |

1. Overall, did you think the interview was a good experience or a bad one? Why?
2. Did anything good or bad happen to you, or someone else, later on as a result of the interview? Please explain:
3. Is there any feedback that I should pass on to the interviewer that would improve his work?
4. Do you want to say anything else to the people doing this study?

Thank you for sparing time to give us feedback on the study. We will use this to ensure that we collect good-quality information that can be used to help improve services for people in [COUNTRY].

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**APPENDIX 4. SAMPLE**

**COMMUNITY LEADER**

**INFORMATION LEAFLET**

[logo of research institute]

**[STUDY SAFE NAME]**

The [RESEARCH INSTITUTE] is undertaking research with men in the [NAME OF PROVINCE] on men’s health and relationships. We want to understand what it means to be a man [NAME OF COUNTRY] in 2012: how men think, what men do, how they have grown up, how healthy they are and how they relate to their families and children. Men and women are both important in society. Their behaviour, experiences and ideas influence not only their own health but also the health and well-being of members of their family, especially their partners and children. One of our challenges as a country is to build a healthier, happier and safer place for us all to live in and to do this we have to have a good understanding of the lives and experiences of [NAME OF COUNTRY’S] men.

**Why the research?**

Many people are concerned that men have many health problems. Although some people are very successful, others have very difficult lives and our aim in doing this research is to learn more about men and women’s health and lives so that the information can be used to develop ways of making them better.

To really understand men, we have to speak to a large number of them living in all different circumstances, including those who are healthy and those who are sick, those who are successful and have “easy” lives and those who have great difficulties. Because every person is different, we are choosing men to interview for the research using chance – rather like throwing a dice. We do not know anything about the lives of the men we are asking to interview before we start to talk to them.

Men and women, young and old, are at different times blamed for many of the problems we face in communities. Yet we don’t usually give them a chance to tell us about themselves and their lives so that we can understand them. If we do not understand men properly and what their lives and ideas are really like and the challenges they face and have faced, we cannot learn how best to improve their lives and health. Our challenge as a country is to help all people best live their lives and in order to do that we have to learn about all the country’s men. If we can make men healthier and happier, the benefits will be enjoyed by men, women and children.

**What is the research?**

The study is being done in [PROVINCE NAME]. We have chosen this area for convenience because [give an explanation]. We cannot interview all the men in these areas, so we have received help from [NAME OF STATISTICS COMPANY] in selecting at random [NAME SOME OF THE CENSUS ENUMERATION AREAS], and this is where we will work.

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**Who is being asked to participate?**

In each area we are going to again randomly select [NUMBER] households from the area and in each we will ask one man aged 18 to 49 for an interview. We are planning to include [1,500 – or total number] men in the study. We will ask the households for permission to do the research and ask the men to agree freely to give us their time for this.

The research will include an interview based on a questionnaire in [LANGUAGE(S)]. The questionnaire will ask about men’s experiences, ideas and practices, and in addition we want to find out about men’s health.

All the information we receive in the study will be kept completely secret. We are planning to pool all the information together from the [NUMBER] interviews and use it to describe the lives of [COUNTRY NAME] men and to understand how the experiences and ideas of men shape their health and behaviour.

**Contacts:**

[NAME AND ADDRESS OF CONTACTS FROM THE RESEARCH INSTITUTE]

**APPENDIX 5. ETHICAL AND SAFETY GUIDELINES FOR RESEARCH**

**ACKNOWLEDGEMENTS**

This Ethical and Safety Guidelines for Research on Gender- Based Violence was produced for Partners for Prevention by Emma Fulu and James Lang, both with Partners for Prevention in Thailand, with input from Claudia Garcia-Moreno of the World Health Organization in Switzerland and Rachel Jewkes of the Medical Research Council in South Africa.

All parties replicating the United Nations Multi-Country Study on Men and Violence methodology must adhere to these ethical and safety guidelines, which are based on:

* World Health Organization (2003). *Putting Women First: Ethical and* *Safety Recommendations for Research on Domestic Violence Against Women*.([www.who.int/gender/documents/violence/who\_fch\_gwh\_01.1/en/index.ht](http://www.who.int/gender/documents/violence/who_fch_gwh_01.1/en/index.html) [ml](http://www.who.int/gender/documents/violence/who_fch_gwh_01.1/en/index.html))
* Jewkes, R., E. Dartnall and Y. Sikweyiya (2012). [Ethical and Safety](http://www.svri.org/EthicalRecommendations.pdf) [Recommendations for Research on the Perpetration of Sexual Violence.](http://www.svri.org/EthicalRecommendations.pdf) Sexual Violence Research Initiative. Pretoria, South Africa, Medical Research Council. Available from [www.svri.org/EthicalRecommendations.pdf.](http://www.svri.org/EthicalRecommendations.pdf)

**ETHICAL AND SAFETY GUIDELINES**

**Ethical considerations**

*“Research on violence against women raises important ethical and methodological challenges in addition to those posed by any research … It is not an exaggeration to say that the physical safety and psychological well-being of both the respondents and the research team can be put in jeopardy if adequate precautions are not taken.”4*

There are number of ethical considerations that need to be made when conducting research on violence against women. The International Research Network on Violence and Women and the World Health Organization stipulates the prime importance of: confidentiality and safety; the need to ensure that the research does not cause any participant to experience further harm (including not causing the participant further trauma); the importance of ensuring that the participant is informed of available sources of help; and the need for the interviewers to respect an interviewee's decisions and choices.

**Ethics clearance**

All parties using the United Nations Multi-Country Study on Men and Violence methodology should apply for ethical clearance from a national ethics board before commencing the research.

**Individual consent**

At the start of all interviews, participants are informed of the purpose and nature of the study through the information and consent form. In most cases the respondent will be asked to sign a consent form; due to the low levels of literacy in some settings where the study will be conducted and the fear some people may have in recording their name, another option is for the interviewer to get verbal consent and record that the consent procedure has been administered.

As part of the consent procedure, the participants are informed that the data collected will be held in strict confidence. To ensure that the participant is aware that the survey includes questions on highly personal and sensitive topics, the interviewer will forewarn the participant that some of the topics are difficult to talk about. The respondent will be free to terminate the interview at any point and to skip any question that he/she does not want to answer.

The participants will also receive an information leaflet with the contact details of the research team and sources of support for a range of problems. They will also be provided with an information sheet that is appropriately detailed and explicit about the fact the survey contains questions relating to violence and sexual behaviour; however, this sheet need not be left with participants if they do not want it, for safety reasons.

**Voluntary participation**

Participation in the study is on a voluntary basis. No inducements will be made. Where appropriate, incurred expenses (such as for transport) could be reimbursed.

1. **World Health Organization (2003). *Putting Women First: Ethical and Safety Recommendations for* *Research on Domestic Violence Against Women.* Geneva, pp. 6-7.**

Participants must be clear that refusal to participate will not result in any negative consequences.

**Confidentiality**

Much of the information provided by the participants will be extremely personal. Confidentiality of the information collected during the survey is of fundamental importance. The male questionnaire asks participants about the perpetration of criminal behaviour, including rape, and thus it is vital that even the interviewer is not aware of their responses to avoid ethical dilemmas about the need to report to the police.

A number of mechanisms will be used to protect the confidentiality of the information collected:

* All interviewers will receive strict instructions about the importance of maintaining confidentiality. No interviewer will conduct an interview in their own community.
* No names will be recorded. Instead, households will be identified using a unique code. The identifiers linking the questionnaire with the household location will be kept separate from the questionnaires. Upon completion of the survey, the identifiers and the household lists will be destroyed. In all further analysis, the codes will be used to distinguish questionnaires.
* Tapes made of in-depth interviews (qualitative research) will be kept in a locked file. Again, no record of the name of the interviewee will be kept.
* Particular care will be taken during the presentation of the research findings to ensure that the information presented is sufficiently aggregated so that no one community or individual can be identified. Where case study findings are presented, sufficient detail will be changed to ensure that the source of the information cannot be identified.
* The questions related to the perpetration of sexual abuse and other particularly sensitive questions will be self-administered, using PDAs.

**Physical safety of informants and researchers**

The physical safety of interviewees and interviewers is paramount. If the focus of the survey becomes widely known – either within the household or among the wider community – the topic of the interview may become known to a perpetrator of violence. For people experiencing violence, the mere act of participating in a study may provoke further abuse. This may place the respondent or the interview team at risk of violence, either before, during or after the interview. For this reason, the following measures will be adopted to ensure that the research topic does not become widely known:

* To enable the respondent to explain the study to others safely, the survey will be framed with a safe name that does not include the word ‘violence’ and will be introduced at the community and household levels in this manner. An example of a safe name could be ‘The Study on Men’s Health and Life Experiences.’
* Interviews will only be conducted in a private setting. Only very young children (younger than 2 years) will be permitted to be present. Where necessary, locations outside the household where the interview can be conducted in private will be identified (such as in nearby fields or at a local clinic, church or temple).

* The participant will be free to reschedule (or relocate) the interview to a time (or place) that may be more convenient for him/her.
* Interviewers will be trained to terminate or change the subject of discussion if an interview is interrupted by anyone.

**Do no harm**

Violence against women and many of the other issues covered in the survey, such as sexuality, drug use and transactional sex, are sensitive and stigmatized issues; men may fear answering such questions. For this reason, particular care will be taken to ensure that all questions are asked sensitively, in a supportive and non-judgemental manner.

Interviewers will be trained to be aware of the effects that the questions may have on the informant and, if necessary, will terminate the interview if the effect seems too negative. In-depth training will be provided to the researchers and fieldworkers. The training will not only discuss survey techniques but also how to respond and, if necessary, provide support to the respondents reporting their experience of violence. Interviewers will be trained to assist if asked but to not try to force any respondent into an intervention for which they are not ready.

**Harm related to perpetration disclosure**

Special care must be taken in this research with men because men will be asked to report on their perpetration of violence and other crimes. Given that no harm must arise from research participation, we are obligated to protect participants who disclose perpetration in response to questions. Care must be taken to ensure that information is not elicited that could be used in legal proceedings, such as an identified victim and perpetrator for child or stranger rape cases. For these questions and to ensure confidential disclosure, we will use a self-administered methodology.

Perpetrators often try and minimize their actions; it is essential that there is no collusion from the field team in this. At the same time, we do not want to deliberately harm any participants, so we should not lecture them on their bad behaviour after asking about it. Research in South Africa shows that asking about the ‘most serious consequences’ of perpetration is an important way of conveying a message of non-acceptability.

**Mechanisms to attend to researchers' and fieldworkers' needs**

It is likely that some interviewers will have been a direct target or have had familial experiences of violence. Although this may improve the interviewers' skills and empathy, the process of being involved in the study may awaken images, emotions, internal confusion and conflict. These reactions may affect their ability to work, may have a negative impact on their health and may create tension in the home. Even when a researcher or fieldworker has not experienced violence, listening to stories of violence and abuse may be draining and even overwhelming.

Thus, mechanisms need to be put in place to support the needs of researchers and fieldworkers. During the research, regular debriefing meetings should be scheduled to enable the research team to discuss what they are hearing, their feelings about the situation and how it is affecting them. These meetings will aim to reduce the stress of the fieldwork and avert any negative consequences.

Despite these measures, some fieldworkers may need to be given less emotionally taxing tasks, be given a break from the study or to withdraw from the research

altogether. To account for these possibilities, sufficient numbers of fieldworkers will be recruited to allow for a 10 percent attrition rate of interviewers over the study.

**Harmful publicity**

The survey findings must be disseminated in a scientifically rigorous manner. Care will be taken to highlight the extent to which violence against women is cross-cutting, existing in all communities and socio-economic groups. Particular attention must be paid to ensuring that the findings are not used as a means to describe one setting or racial group as ‘worse’ than another.

**Provision of crisis intervention (particularly for countries interviewing women about experiences of violence)**

Prior to conducting the research, country teams should liaise with potential providers of support, including government health, legal, social service and educational resources in the community, and less formal providers of support (including community representative, religious leaders, traditional healers and women's organizations) – to identify the forms of support that each is able to provide.

Based on the information collected, each research team should develop procedures for handling cases of abuse. Each research team should also produce a resource list of agencies and individuals who can provide support both during and after the survey, which will be offered to respondents. For safety reasons, the card will not explicitly mention violence against women and will either be sufficiently small enough to be hidden easily or include contact details for a broad range of health and support services.

Where few resources exist, a counsellor should accompany the research team and be available in the short term to provide support to cases of abuse that emerge. Additional resources will be sought to enable existing services to better respond to cases of abuse that are identified.

**Ensuring ethical standards are met**

* All parties undertaking research on gender-based violence are advised to obtain ethical permission for the study from a local institution and, where relevant, national ethical review boards in each study site.
* All interviewers, supervisors and study coordinators undergo standardized ethics and safety training. For recommended training guidelines, please see the UN Multi-Country Study on Men and Violence training materials.
* The coordinating institution in each study should document any ethical or safety issues that arose during the fieldwork.

**Reporting mechanism for serious ethical and safety incidents**

To handle any serious ethical and safety issues that arise as part of this research, we strongly recommend that anyone using the UN Multi-Country Study on Men and Violence methodology establish a formal mechanism for reporting and response, particularly for major adverse events. Major adverse events could include but are not limited to:

* Any incidents in which a respondent’s safety is put at direct risk as a result of the research. This could include women who have reported experiencing violence being subsequently abused due to their partner’s involvement in the study.

* Any incidents in which a fieldworker’s safety is put at direct risk as a result of the research. This could include interviewers being physically or sexually assaulted while conducting the research.
* Any incident in which the confidentiality of respondents is jeopardized. This could include cases in which household lists or consent forms fall into the ‘wrong hands’. It could include a case in which male participants who have reported perpetration of sexual violence are somehow identified by the police and arrested as a result of their participation in the research.
* Any incident related to the research, interviewers or participants that results in serious injury, death or arrest.
* Any political and civil unrest or natural disaster in a study site that has the potential to put at serious risk the interviewers, participants and data quality.
* Any national level issues that have the potential to affect the integrity of the research as a whole.

**Ethics Committee Learning from the UN Multi-Country Study on Men and Violence**

During the UN Multi-Country Study on Men and Violence, P4P established and chaired an Ethics Committee composed of selected members of the Regional Steering Committee and external experts on research ethics. The Ethics Committee was responsible for advising P4P and national partners on how to respond to any serious ethical and safety issues (as defined below).

**Reporting procedure for serious incidents or ‘major adverse events’:**

1. National partners will *immediately* report any serious ethical and safety issue (as outlined below) directly to Partners for Prevention.
2. Partners for Prevention will collect any relevant information related to the serious ethical/safety issue and report to the Ethics Committee (via email).
3. Partners for Prevention will convene a virtual meeting of the Ethics Committee (by video or phone conference) within one week of receiving the report.
4. The Ethics Committee will review the case and determine a course of action at the virtual meeting.
5. Partners for Prevention will be responsible for implementing the decided course of action and reporting back to the Ethics Committee.
6. If follow-up action is required, Partners for Prevention may choose to convene a second committee meeting.
7. Partners for Prevention will prepare a formal ethical incident report, including actions taken and final outcomes and with input from other relevant parties, to be shared with all committee members and kept on record.

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