



USAID
FROM THE AMERICAN PEOPLE

USER GUIDE: USAID POVERTY ASSESSMENT TOOL FOR BOSNIA AND HERZEGOVINA

AUGUST 2010

This publication was produced for review by the United States Agency for International Development. It was prepared by the IRIS Center at the University of Maryland.

DISCLAIMER

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

PAT Bosnia and Herzegovina User Guide

This document is intended to guide users on the proper use of the USAID Poverty Assessment Tool (PAT) for Bosnia and Herzegovina. A copy should be given to each interviewer during the training, and it should be reviewed thoroughly by all those involved in the interviewing process, including those who will be doing the quality control and data processing.

This PAT survey is divided into 5 sections with *Interviewer Instructions* spread throughout. The sections are:

- *Client Information* (page 3)
- *Quality Control Checks Box* (page 4)
- *Household Roster* (page 6)
- *Black Box* (page 7)
- *Household Questionnaire* (page 8)

The next page outlines where each of these sections are located on the Bosnia and Herzegovina PAT. The remainder of the guide contains detailed information on each section including information on asking questions, recording answers, beginning and concluding the interview, and general interviewing procedures and techniques.

Data from the 2004 Living in Bosnia and Herzegovina Survey (LiBiH) was used to develop the PAT, which closely replicates the poverty results of the 2004 Survey using a smaller number of carefully chosen, statistically derived indicators.

For more information on, or to download, the PAT Surveys, Data Entry Templates, or other implementation materials, see www.povertytools.org.

Client Assessment Survey - Bosnia and Herzegovina

Interviewer: Fill out the information below before the survey begins. Do not ask the respondent for this information.

Date of Interview: _____	Quality Control Checks	
Interviewer (code): _____	Field Supervisor	Date _____ Initials _____
Branch (code): _____	Headquarters	Date _____ Initials _____
Location/Region: _____	Data Processor	Date _____ Initials _____
Federation of BH1		
Republika Srpska2		
Client Location: _____ (Urban=0; Rural=1)		
Time in Program: _____ (Months)		
Client or ID #: _____		

Quality Control Checks Box

Interviewer Instructions

These are throughout the survey, indicated by "Interviewer."

Client Information Includes "Survey Number" at top right

Interviewer: Introduce the survey to the respondent. Say: "Hello. My name is _____ I work for the organization _____. We are trying to learn a little bit more about the clients we work with, and so I have a few questions I would like to ask today. It should only take us about 20 minutes, and the answers you provide will be put together with answers from other households. All of your answers are completely confidential and your name will not be given with your answers. Are you willing to take some time to answer these questions today?" After he/she agrees, proceed with the dialogue below.

Interviewer: "I would like to ask you some questions about the people in your household. Let me tell you a little bit about what we mean by household." For our purposes today, members of a household are those that live together and eat from the "same pot." Each person contributes to and benefits from the household. It should include anyone who has lived in your house for 6 of the last 12 months, but it does not include anyone who lives here but eats separately. Do you have any questions about that? Answer any questions the respondent has before proceeding.

Interviewer: Ask the respondent to list all members of the household, using the definition above. After completing Column A, then ask for the information in Columns B-G, filling out each row completely before moving to the next household member. Write the information down in the chart as he/she relays it to you. Say to the respondent: "Now I would like you to identify each person in your household and then answer some basic questions about each person."

A	B	C	D	E	F	G
Household Member	Sex	Relation to household head	Age	What is [NAME]'s present marital status? (If under age 12, write zero 0)	Has [NAME] ever attended school?	What is the highest diploma [NAME] has obtained? (If under age 5, write 0)
1						
	Female0 Male1	Head1 Spouse2 Child3 Parent4 Grandchild5 Grandparent6 Other7	(Indel. months)	Monogamous married or non-formal union1 Polygamous married or non-formal union2 Separated3 Divorced4 Widow or widwer5 Never married6	No0 Yes1 (If no, write 0 for column G and move to the next respondent)	No diploma1 Primary school certificate2 Secondary school certificate3 Junior college4 Undergraduate diploma (include master or doctor of science)5
2) Respondent						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						
11)						

Household Roster

Interviewer: Skip this section and return to fill in the answers after the interview. Do not ask the respondent these questions; fill in the answers from the information in the table above.

2) Number of people living in household (record number of members from column A above): _____

3) Sex of person identified as the head of household (record sex from column B of person identified as household head in Column C): _____

4) Age of household head (record age from Column D of person identified as household head in Column C): _____

5) Marital status of household head (record the marital status from column E of person identified as household head in Column C): _____

6) Highest diploma obtained by the household head (record response from Column G for person identified as household head or enter 0 if Column F is 0 for that person): _____

Black Box

Household Questionnaire

This consists of all of the remaining questions on the survey

Interviewer: "Now I would like to ask you a few questions about your home."

Interviewer: For questions with multiple choice answers, do not read the answers. Ask respondent the question and match the answer to the option most similar on the survey. If respondent's answer is unclear, probe until you find an adequate answer.

7) Do you have a balcony or terrace in your dwelling? no=0, yes=1

8) Do you have an attic in your dwelling? no=0, yes=1

9) What is the main source of heating for your dwelling?
 District heating by utility/Boiler house1 Own central heating system2
 Separate heating devices3 Other4

10) Do you have access to a telephone (excluding mobile phones)?
 Yes, own phone1 Yes, shared phone2 No3

Interviewer: "Now I would like to ask you about a few items that members of your household may own."

11) Does your household own a washer? no=0, yes=1

12) Does your household own a microwave? no=0, yes=1

13) Does your household own a vacuum cleaner? no=0, yes=1

14) Does your household own a TV? no=0, yes=1

15) Does your household own a stereo or a CD player? no=0, yes=1

16) Does your household own a car? no=0, yes=1

Interviewer: "Now I would like to ask you about any livestock you may own."

17) Did any of your household members have livestock, poultry, bees, or fish during the last 12 months?
 (Interviewer: If yes, ask question 18. If no, enter 0 for questions 17 and 18 and conclude the interview.) no=0, yes=1

18) Did your household own calves during the last 12 months? no=0, yes=1

Interviewer: Look over the survey to see if you have missed any questions. If you have, please ask those questions of the respondent. If not, it is the end of the interview. Remember to thank the respondent for his/her time in helping you answer these questions!
 Now return to the questions in the box at the top of this page and fill in the answers.

General Instructions

Except where noted, **all** the information on the survey form must be completed and entered into the data processing software, or that record/interview will not be included in the poverty calculation. Thus, it is extremely important that all interviewers are sufficiently trained, have an opportunity to practice applying the questionnaire, and will ensure that each survey is complete and legible before leaving the interview.

Interviewer Instructions – In numerous locations throughout the survey, instructions are included for the interviewer. These instructions are in *italics* and are preceded by “Interviewer” in bold letters. The portions of the instructions enclosed in quotation marks are recommended phrases to be read to the respondent. They usually introduce a new section. Other instructions are NOT to be read but are for the interviewer’s information.

For the purpose of this guide, we will provide additional information on Interviewer Instructions as they appear throughout the survey.

Client Information

Complete the top section of the questionnaire with the appropriate information before beginning the interview. Most of the information in this section can usually be taken from the program records (MIS), and should be filled out prior to the interview, whenever possible.

“Survey Number” –Each questionnaire **must** have a **unique** survey number that is written on each page of the survey (in case pages become separated) before the interviewer goes into the field. It is essential for each survey to have its own unique number, with no repetitions, in order for the data cleaning and analysis to function properly. Sequential numbering (001, 002, 003...) is recommended and additional coding can be included, if desired, to help identify when and where an interview took place. For example, the first 2 digits of a survey number could represent the year in which the interview was done, the second 2 digits could represent the branch number, and the final 3 digits could be the sequential numbering system. With such a design, survey number “0711001” would indicate that it was administered in the year 2007 to a client of Branch 11 and that the respondent was number 1 (001) on the list.

“Date of Interview” – (optional) This is useful for tracking the survey process, including having the option of comparing results from different time periods.

“Interviewer (code)” – (optional) A unique numerical code should be assigned to each interviewer before the interviewing process begins. During the quality control process, it is helpful to know which interviewers are making mistakes so that it can be brought to their attention, and additional training can be provided, as needed.

“Branch (code)” – (optional) This number identifies the branch to which the respondent belongs. This can be useful for tracking the forms and also allows for comparison of branches if one is doing additional data analysis.

“Location/Region” – Indicate the region in which the respondent lives. If the region response options are not well known by your interviewers, then it is recommended to create a master list of all municipalities or branch offices where your clients are located, along with the regional codes corresponding to each of the municipalities or branches.

“Client Location” – The determination of the respondent’s status as either urban or rural should match the definition used by your country’s national statistics office for classifying the population.

“Time in Program” – (optional) This is the amount of time in months, not years, the respondent has been involved in the program according to your records. If the information is not available, the respondent may be asked. If the response is given in years, then translate that into months. Do not include periods of time when the respondent was not a client (if they left the program and came back). This field can be used when doing additional analysis, for example, comparing client attributes by amount of time in the program.

“Client or ID #” – (optional) Use the same client identification number that you use in your client records (MIS). Some organizations create unique ID numbers, while others use the client’s national ID number. This can be used to help verify that the correct respondent is interviewed. The Client ID number is used instead of the respondent’s name in order to maintain confidentiality. However, to ensure complete confidentiality, the ID number can be crossed out (made illegible) once the Sampling and Survey Tracking Coordinator has confirmed that the proper respondent was interviewed.

Quality Control Checks Box

This is to be completed as follows:

- The Field Supervisor signs and dates it while still in the field, after he/she has reviewed the survey for missing, illegible or inconsistent answers.
- The Project Manager or Sampling and Survey Tracking Coordinator signs and dates it at headquarters after confirming that the survey is properly completed and that it is consistent with the sampling plan.
- The Data Processor signs and dates it to confirm that he/she was able to enter the data into the database accurately and completely. If doing double data entry to minimize data entry errors, then both data processors should sign and date the survey form once they have finished entering the data.

Interviewer Instructions – Introduce the survey. The introduction printed on the original PAT survey is recommended; your team will have customized the introduction for your location and cultural appropriateness. The introduction should include the following components:

1. Introduction of yourself (the interviewer)
2. Request to speak to the client / beneficiary to be interviewed
3. Description of the survey’s purpose and how long it will take
4. Request permission to conduct the interview
5. Ask client / beneficiary if they have any questions
6. Description of the definition of household

Intro Parts 1-3: Many PAT implementers have reported that the initial client approach and introduction are the most important parts of the interview so be sure to be clear and courteous and to respect all appropriate cultural norms.

While introducing the survey, be sure to describe the purpose of the survey as agreed upon by the survey team and supervisors. While it is important to be honest and open with respondents about the purpose of the survey, giving too much detail could bias their responses. If respondents think that their answers will have an impact on their program participation, they may try to give answers that make them look more or less poor. It is usually sufficient to let respondents know that you are ‘trying to learn more about our clients.’

Also understand that the poverty assessment survey uses a limited number of questions to estimate which households are below the extreme poverty line, but it does not try to capture ‘all’ assets or dimensions of poverty. This is why it may seem at times that specific questions are not ‘good’ indicators of poverty, or those other questions that seem as though they would be good indicators of poverty do not appear on the survey. It is the specific *combination* of questions that predicts a household’s wealth status.

Intro Parts 4 & 5: Asking permission to proceed with the survey and answering any questions are important for building trust with the respondent.

Intro Part 6: Since some people may attribute different meanings to the words “household” and “household member,” a standardized definition of the two terms must be used to maintain consistency in the survey. An explanation of the terms will provide the respondent with an understanding of who should and should not be included when listing the members of the household. As the interviewer is recording the names of the household members in the roster list, he or she should remind the respondent of the definitions to make sure the list is accurate according to the definition. It is a natural tendency to just list the immediate family members, so it is important to ensure that the respondent is using the definition provided in the survey introduction (and explained below).

A household is a group of people who live in the same housing unit or its part (“live under the same roof”), who are or are not related, and who eat together (“eat from the same pot”).

In order to be considered a household member, a person must meet one of the following

criteria:

- Person present at the moment of interview, if that is the place where he or she spends the majority of his or her time.
- Person absent at the moment of interview, if he or she is absent less than three months during the previous 12 months.
- Guests or other persons who live in the household longer than three months during the previous 12 months.
- Newborn babies irrespective of duration of their stay in the household as well as the head of the household.
- Students who are absent longer than nine months but are supported by household members.

A person is not considered a household member if the he or she meets one of the following criteria:

- Person absent from the household longer than 9 months (including persons serving in military service, prison, religious service, etc.).
- Paid home servants.
- Persons who live elsewhere, visitors or tourists who are in the housing unit less than three months.
- Tenants who do not eat with the household.
- Persons who eat in the household but live elsewhere or live in the housing unit but eat elsewhere.
- Students who pay accommodation and food to the household.

Household Roster

The purpose of the roster is to learn about each member of the household in such a way so as to build trust with the respondent and minimize any bias. Collecting household information with a roster will facilitate data collection. It is harder for the respondent to remember and answer questions about all the members of the household without listing them and asking specifically about each member. Using a roster helps identify all the members in an organized fashion, making sure nothing is left out, and also provides a rich level of information that can be used for further analysis.

Filling out the Household Roster – First, ask the respondent to list all the members of the household. Record this information in Column A, and make sure the list of household members is complete before asking for additional information. Then, one member at a time, ask all the remaining questions in Columns B through G. Record all the information pertaining to a household member in the same row, and then move on to the next household member (row).

- A. “Household Member” – Notice the word “respondent” appears at the top of the roster list. Always fill out information for the respondent first. If the respondent is not comfortable giving you the first names of the other household members, you can write their relationship to the respondent, instead—such as “brother1”, “sister 1”, sister 2”, etc., to help assure the respondent that the information will be treated confidentially.
- B. “Sex” – When the respondent lists the members of the household, the sex will often be easy to guess. However, you should confirm the proper sex of each household member with the respondent.

- C. “How old is [NAME]?” – Record age in complete years only. Do not include decimals or fractions, or round up to the next number. For newborns, put “0” if they have not reached 1 year of age.
- D. “What is [NAME]’s relationship to the Household Head?” – BE CAREFUL. This is NOT the relation to the respondent! You may need to probe to make sure you are capturing the relation of each family member to the “head of household.” It is for the respondent to decide who they consider to be the head of the household. If they are not sure, do not understand the term “head of household” (which may occur in rural areas), or insist that both the husband and wife share the responsibilities and are both heads of the household, then more specific criteria can be used. These criteria could include who provides the most support or who makes most of the decisions for the family.
- E. “What is [NAME]’s present marital status?” – Marital status is the person’s marital status the day of interview. All the options are to be read to the respondent, he or she can say that he or she is not married but could actually be divorced or separated. Marriage includes any type of marriage, civil or religious. Only include marital status for each household member aged 12 and above. For household members under age 12, put “0”.
- F. “Has [NAME] ever attended school?” – If the person has never attended school, put “0” then skip Column G and move to Column B.
- G. “What is the highest diploma [NAME] has obtained?” – Only include the highest diploma obtained for each household member aged 7 and above and children under age 7 if he or she is in primary school.

Black Box

The 5 questions that are inside the Black Box after the household roster (#2 - #6) are NOT to be asked of the person being interviewed, but instead filled out by the interviewer *after* the interview has been completed.

Interviewer Instructions – “Skip this section and return to fill in the questions after the interview. Do not ask the respondent these questions; fill in the answers from the information in the table above.” It is very important that the interviewer does NOT try to complete this section during the interview, as it will not only break the flow of the interview, but will also greatly increase the chance of errors if the interviewer tries to get it all done at the same time.

After the interview is completed, the interviewer will take the information collected in the roster and calculate the answers to the questions in the Black Box beneath the roster. This is an area with a lot of room for human error, so it is very important to review these responses as part of the quality control process. The proper procedures for interpreting the roster responses and filling out the questions in the black box (#2 - #6) should also be reviewed and practiced extensively during the interviewer training.

2. **“Number of people living in household (*record total number of names from Column A in the roster*)”** – Record the total number of people listed in Column A of the household roster. When collecting the roster information, be sure to probe to make sure that everyone meeting the definition of “household member” is included in the list.

3. **“Sex of person identified as the head of household (*record sex from Column B of person identified as household head in Column C*)”**– Identify which household member is listed as the household head in Column C (code = ‘1’), and then record that person’s sex from Column B.
4. **“Age of household head (*record age from Column D of person identified as household head in Column C*)”** – Identify which household member is listed as the household head in Column C (code = ‘1’), and then record that person’s age from Column D. Be sure to record only the number of complete years, and do not round up.
5. **“Marital status of household head (*record the marital status from Column E of person identified as household head in Column C*)”** – Identify which household member is listed as the household head in Column C (code = ‘1’), and then record that person’s marital status from Column E.
6. **“Highest diploma obtained by the household head (*record response from Column G for person identified as household head or enter 1 if Column F is 0 for that person*)”** – Identify which household member is listed as the household head in Column C (code = ‘1’), and then record that person’s highest diploma obtained from Column G.

Household Questionnaire

Interviewer Instructions – “Now I would like to ask you a few questions about your home.” These transitional comments are important for letting the respondent know when you are changing to a different topic. These questions refer to the dwelling in which the family currently resides.

Interviewer Instructions – “For questions with multiple choice answers, do not read the answers. Ask respondent the question and match the answer to the option most similar on the survey. If respondent’s answer is unclear, probe until you find an adequate answer.” Reading out the answer options is a LAST RESORT. If it comes to the point where reading is necessary, say: “I am going to read to you a list of several options. Please do not answer until you have heard all the options.”

7. **“Do you have a balcony or terrace in your dwelling?”** – Indicate 0 for no, 1 for yes.
8. **“Do you have an attic in your dwelling?”** – Indicate 0 for no, 1 for yes.
9. **“What is the main source of heating for your dwelling?”** The answer should be the main source of energy used for heating. If more than one source is used for heating, then determine which is used more often. If the household has a source of energy used for heating not included in response options 1-3, then use code 4 for “Other”.
10. **“Does your household have access to a telephone (excluding mobile phones)?”** – Indicate 1 for yes, own phone; 2 for yes, shared phone; 3 for no.

Interviewer Instructions – Transition to questions on household assets. “Now I would like to ask about a few items that members of your household may own.”

11. **“Does your household own a washer?”** – Include all washers, regardless of condition.
12. **“Does your household own a microwave?”** – Include all microwaves, regardless of condition.
13. **“Does your household own a vacuum cleaner?”** – Include all vacuum cleaners, regardless of condition.
14. **“Does your household own a TV?”** – All televisions should be included, regardless of condition.
15. **“Does your household own a stereo or a CD player?”** – All stereos and CD players should be included, regardless of condition.
16. **“Does your household own a car?”** – All cars should be included, regardless of condition.

Interviewer Instructions – Transition to questions on livestock ownership. “Now I would like to ask you about any livestock that members of your household may own.”

17. **“Did any of your household members have livestock, poultry, bees, or fish during the last 12 months?”** – If yes, ask question 18. If no, enter put “0” for questions 17 and 18 and conclude the interview. Purchased or otherwise obtained livestock, kept until slaughter for special occasions (religious, family, government holidays, etc.) should not be included, if the household is otherwise not engaged in agriculture, i.e. livestock.
18. **“Did your household own calves during the last 12 months?”** – Indicate 0 for no, 1 for yes.

Interviewer Instructions – “Look over the survey to see if you have missed any questions. If you have, please ask those questions of the respondent. If not, the interview is complete. Remember to thank the respondent for his/her time to answer these questions!”

“Now return to the questions in the box below the roster and fill in the answers.”
After ending the interview, go back to the Roster Summary Black Box and fill in the response boxes with the appropriate answers from the roster. Double check to be sure that all the values were calculated correctly.