Survey on Quality and Integrity of Public services in Nigeria

Quality Control Report

Prepared for

UNODC

By:

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Background

Within a program of technical assistance to the government of Nigeria to support anti-corruption activities the National Bureau of Statistics (NBS) conducted a "Household Survey on Corruption", under the supervision of UNODC.

The Household survey on corruption in Nigeria was aimed at collecting baseline information

- On direct experiences of corruption events, as victims, by citizens

- Opinions and perceptions by citizens about recent trends, patterns and policies on corruption

- Experience of reporting corruption and other crimes to the public authorities

Evidence derived from the survey will provide benchmark indicators that can be used to inform relevant policies and track future progress, while ensuring international comparability with surveys of similar nature carried out in other countries.

Objective of the Monitoring

Considering the large scope of the study and the nature of large field work, a quality assurance monitoring of survey operations was instituted and PSI was tasked with the responsibility of ensuring quality of survey activities and survey outputs at all stages of the survey implementation. Below is the report on the quality assurance activity conducted for the survey

Checking and refining of survey questionnaire to efficiently address the research objective

In order to ensure that the survey questionnaire appropriately address the research objective, the research instrument was further checked to achieve the following results;

1. Ensure the questions are arrange in logical sequence
2. Checked that the routing and instructions are in logical order
3. Checked that the questions are consistent with the research objectives

Piloting the survey

Before the main fieldwork, a pilot activity was conducted to check the effectiveness of the questionnaire and level of preparedness for the survey implementation. Key areas of focus during the pilot survey included the following;

- Understanding the purpose of the questionnaire by interviewers
- Testing questions for reliability and consistency
- Adapting questions to context
- Adapting local terms to ease questionnaire understanding
- Checking questionnaire length and time
- Mastering and using electronic device for data collection

Based on the outcome of the pilot survey, the following quality control measures were further adopted in order to ensure reliability of the data collection

- Questionnaire translation to local languages
- Update the household listing frame to include extra households to serve as possible replacement for non effective interviews
- Need to Improve the logic and consistency check on the CAPI device
- Conduct further training for interviewers on the use of electronic device adopted for fieldwork

Training and Briefing of the field teams

Two level trainings were adopted.

- Central training in Abuja where all those who trained other fieldworker at the regional level attended. Also, all regional Coordinators, State Monitoring officers/Quality Control officers, Supervisors as well as the project managers and field managers also attended this training.

- Regional level training where all interviewers and supervisors met for training for their location/coverage.

Familiarization with the research instrument (Briefing/ Training)

In the course of the training and briefing, the following salient points were fully discussed and explained.

- The project objective
- Sampling methodologies to be adopted
- Administration of research instrument
- Interviewer's role
- Supervisor's role
- Monitoring officer/Quality Control Officer's role
- Coordinator's role
- Full explanations of technical terms

Mock Sessions using the Questionnaire:
At the end of the briefing session, interviewers conducted mock interviews (A role-playing class sessions). Thereafter, the interviewers broke into pairs where they played the roles of interviewers and respondents under the supervision of the Field Managers and quality control officers. This exercise was done to assess the interviewers' understanding of project techniques as well familiarize themselves with the questionnaire.

Debriefing Session:
At the end of the Mock interviews, a debriefing session was held. All the administered mock interviews were checked and corrected and learning shared with participants.

Questionnaire Translations

Based on the recommendation arising from the pilot survey, the questionnaire was translated into Pidgin English and the three main languages spoken in the geo-political zones of Nigeria - Yoruba, Igbo and Hausa.

The translations were checked to ensure that the questions were correctly interpreted.

Back-Translation:
To ensure quality of the translations, PSI conducted back-translations to the original English questionnaire.

Organizing fieldwork and Fieldwork Monitoring Implementation

Structure and number of field team required to implement fieldwork

Two field teams conducted the 900 interviews allocated to each state. Each team consists of 4 interviewers and 1 supervisor. The ratio 4:1 allowed for effective monitoring by the Supervisor. In each state, PSI allocated 2 Project monitoring officer/quality control officers who work closely with the field teams to oversee fieldwork and ensure the laid down quality control measures were implemented.

PSI also deployed field coordinators in each of six geo-political region of Nigeria. The field coordinators were responsible for monitoring fieldwork activities in the states under their region.

The breakdown of enumerators and supervisors used in each state is indicated below;

Number of team per State	Number of Interviewers Per state	Number of Supervisors per state	Field Monitoring officers/Quality control officers per state
2	8	2	2
Number of team Nationally	**Number of Interviewers Nationally**	**Number of Supervisors Nationally**	**Number of Field Monitoring officers/Quality control officers Nationally**
74	296	74	74

PSI deployed the following number of staff for the survey monitoring exercise;

Category	Number
Managers	3
Coordinators	6
Project Monitoring officers/Quality Control officers	74
Total	**83**

Logistic for data collection:
The group interviewing technique (GIT) was adopted for field staff movement. This is a situation where the team members worked in close proximity to each other and complete fieldwork in one EA before moving to another EA. The advantage of this technique is that it gives the interviewer the opportunity to be near the supervisor hence interviewers can easily seek clarifications on issue and receive instruction with ease. It also enhances the overall security of the interviewers as he or she is not working alone in the area.

Quality Assurance Procedures

PSI Quality control measures:
In order to ensure accurate and reliable results of fieldwork the following control procedures were adopted for this survey;

• Pre-briefing and selection of only experienced and regular enumerators for the survey

• Piloting the questionnaire and modifying the questionnaire for clarity, language problems and ambiguity.

• All interviewers on the project were given a unique identity code (ID number), which they were expected to enter for each interview conducted. No duplication of interviewer ID number was permitted. .

• Group interviewing approach was adopted during data collection. In the group selection technique, 4 enumerators in a team worked in close proximity to each other, monitored by the supervisor. The greatest advantage of this method is the relative increase in the precision and reliability of results gained as a result of effective check on possible interviewer fraud by the supervisor and quality control officer.

• The quality control officers maintained close surveillance on both interviewers and supervisors. They were also actively involved in the day-to-day running of the job.

• The quality control officers were under strict instruction to dismiss any enumerator found to be fraudulent.

The responsibilities of quality control officers and field supervisors in this survey included:

• Reviewing and checking completed interviews for accuracy and consistency

• Spot checks of interviewers work to eliminate fraud and inaccurate recording.

• Accompanying interviewers for interviews and back-checking of interviews

Overall, 10% back check and 5% accompaniment were conducted nationally as indicated below

	Total
Sample Size	33,300
Number of Interviews Back checked	3,391
Number of Interviews Accompanied	1719
Total Fieldwork Quality Control Checks	**5,110**

Use of Quality control instrument/Project Monitoring forms:

PSI developed quality control forms and monitoring sheet that were used to ensure that data was collected appropriately. The quality control forms were used for back checks and accompaniment of interviews (Please see appendix)

Back check and Accompaniment results:

Based on back check results, quality control officers took the following course of action to ensure that interviews were conducted appropriately and the right information was collected .

Back check Result	Corrective Measures Taken
All responses matching back check result	Ideal
90% and above responses matching back check result	QC officer correct questionnaire errors
80% - 89% of responses matching back check result	Interviewer to go back and repeat interview
Less Than 80% of responses matching back check result	Need for complete validation of Interviewers work: QC officer also gave feedback to NBS for possible interviewer replacement.

Based on the above, the overall back check result is indicated below;

	Overall	North Central	North East	North West	South East	South West	South South
Total Interview Back Checked	3,391	578	595	656	480	563	519
	%	%	%	%	%	%	%
Number of back check questions matching interview (Success Rate)	84	82	84	87	72	89	87
QC Officer corrects questionnaire errors.	12	14	12	11	17	8	12
Interviewer goes back and repeats.	3	3	2	1	7	2	1
Complete validation of interviewer's Job.	1	1	2	1	4	1	0

The accompaniment result is indicated below;

Total Accompaniment =1719	Yes %	No %
If the interviewer have the necessary supplies and field materials	98%	2%
The Interviewer is experienced/can conduct interviews.	99%	1%
Interviewer can speak and explain questions in required local languages fluently	98%	2%
Interviewer understand the questionnaire, especially instructions and Routing	98%	2%
Interviewer understand selection criteria for both household and respondent	99%	1%
Does the interviewer make sure respondents understand the questions?	98%	2%
The interviewer accurately recorded answers according to instructions	98%	2%
Is the Interviewing listening carefully and without judgment?	97%	3%
How is the respondent recruited? Do you feel there's any bias in the selection?	0%	100%
Is the interviewer having trouble expressing his/herself/reading the instrument?	2%	98%

Cases and Issues
Substitution
There were replacements of listed households due to relocation, death of respondent, inaccessibility, refusal and non availability. Generally, incidence of replacement occurred in 20% of quality control check.

Language
Challenge communicating in local languages was largely overcome by translating the questionnaires to the 4 main languages (Pidgin, Hausa, Igbo, and Yoruba).

Data Transmission, Processing and Cleaning

Interviewers synchronize data on daily basis to NBS server. This allows for early identification of any inconsistencies in data gathering before the survey is completed

Below is the data processing procedure adopted for data cleaning;

- **Data-Type Constraints** – e.g., values in a particular variable must be of a particular datatype, e.g., Boolean, numeric (integer or real), date, etc.

- **Range Constraints***: typically, numbers or dates should fall within a certain range. That is, they have minimum and/or maximum permissible values.

- **Mandatory Constraints***: Confirming certain variables cannot be empty.

- **Unique Constraints***: A field, or a combination of fields, must be unique across a

dataset. For example, no two persons can have the same Identification Number (NIM).

- **Set-Membership constraints**: The values for a variable come from a set of discrete values or codes. For example, a person's gender may be Female, Male .

- **Regular expression patterns**: Occasionally, text fields will have to be validated this way. For example, phone numbers may be required to have the pattern (999) 999-9999.

- **Date and Time** : Interview must not overlap for particular interviewer

- All the skip instructions from questions will be applied in the data capture programme

- **Cleansing**: Detecting errors and syntactically removing them for smooth analysis.

- **Cross-field validation:** Certain conditions that utilize multiple fields must hold. (Confirming correlation among certain questions)

- **Discrepancies**: Any inconsistencies in the raw data that require investigation

Conclusion and Suggestion for Improvement in future

Generally, there were no major issues with fieldwork that could have derailed the data gathering process. A major factor accounting for this is the overall fieldwork organisation which included questionnaire evaluation, piloting, questionnaire translations to local languages, fieldworkers training, quality control, improvement of the logic checks on the CAPI device and field team structure – a team of 4 interviewers and a supervisor allowed for effective monitoring of interviewers work by the supervisor.

Challenges encountered during fieldwork included non availability of listed household, household relocation, inaccessibility of selected enumeration areas, refusal of interviews, questionnaire translations and malfunction of electronic device during fieldwork. Of all these factors, non availability of listed household was the major challenge which led to a considerable level of household substitution. Occurrence of other factors above did not significantly affected data collection.

A major defect with the household list used for fieldwork is the non availability of selected household. In moving forward, a validation exercise of the household list prior to fieldwork would further improve the quality of the list thereby ensuring a smooth and efficient data gathering process.

APPENDIX 1: PSI QC BACK CHECK FORM
APPENDIX 2: PSI QC ACCOMPANIMENT FORM

NATIONALSURVEY ON QUALITY AND INTEGRITY OF PUBLIC SERVICES 2016
QUALITY ASSURANCE MONITORING OFFICER (QAMO) FORM A
CHECKLIST FOR ACTIVITY 2

QUESTIONNAIRENUMBER:

A1. Zone.	A7. Sector (Urban =1, Rural =2.
A2. State	A8. HH Listed.
A3. LGA.	A9. HH Selected.
A4. E A.	A10. HH No.
A5. RIC.	A11: Date of Interview:
A6. Telephone No Respondent:	A12. Address:

A13. Respondent Name_____

A14. Interview Subject to backcheck by NBS   Yes---------1   No------2

A15. Interviewer Name/Team Nos_____

A16. Supervisor Name/Team Nos _____

S/N	Question Nos	Question	Response as recorded by NBS interviewers		QAMO Backcheck Results		Comparison		Remarks
							Matched	Did Not Match	
CHECKLIST FOR ACTIVITY 2									
SECTION D. Experience with public services									
1.	**D1**	In the last 12 months (since May 2015), have you had contact with any of the following <u>public</u> officials, including through an intermediary?							
		Civil servants/public and private officials	Yes	No	Yes	No	Matched	Did Not Match	Remarks
			1	2	1	2	1	2	
	1	Police	1	2	1	2	1	2	
	4	Tax/revenues officers	1	2	1	2	1	2	
	6	Public utilities officers (electricity, telephone, etc)	1	2	1	2	1	2	
	7	Doctors (from public sector)	1	2	1	2	1	2	
	8	Nurses (from public sector)	1	2	1	2	1	2	
	9	Teacher/Lecturers *(from public schools)*	1	2	1	2	1	2	
2.	**D2**	Now think about the <TYPE OF OFFICIAL > :In the last 12 months (since **May 2015**): did it happen that you had to give to any of them a gift, a counterfavour or some extra-money, including through an intermediary (with the exclusion of the correct amount of official fees)?							
		Civil servants/public and private officials	Yes	No	Yes	No	Matched	Did not Match	Remarks
	1	Police	1	2	1	2	1	2	
	4	Tax/revenues officers	1	2	1	2	1	2	
	6	Public utilities officers (electricity, telephone, etc)	1	2	1	2	1	2	
	7	Doctors (from public sector)	1	2	1	2	1	2	
	8	Nurses (from public sector)	1	2	1	2	1	2	
	9	Teacher/Lecturers *(from public schools)*	1	2	1	2	1	2	
3.	**D3**	Now think about the <TYPE OF OFFICIAL > : In the last 12 months (since **May 2015**): How many times was a gift, a counterfavour or some extra-money given?	Response as recorded by NBS interviewers		QAMO Backcheck Results		Matched	Did not Match	Remarks
							1	2	
4.	**D6**	The last time you had to make such extra payment or gift, what was the sex of the official who received it?	Male	1	Male	1	1	2	
			Female	2	Female	2			
5.	**D18**	During the last 12 months, was there any occasion where a public official, directly or indirectly, asked you to give extra money or a gift for a particular issue or procedure related to his/her function but you did <u>not</u> give anything in relation to that issue or procedure?	Yes	No	Don't Know	Yes	No	Don't Know	Matched	Did not Match	Remarks

(Row D18 values: Yes=1, No=2, Don't Know=3, Yes=1, No=2, Don't Know=3, Matched=1, Did not Match=2)

6.	D21	During the last 12 months, was there any occasion where you offered, directly or indirectly, to give extra money or a gift to a public official (in addition to the correct amount of official fees) for an issue or procedure related to his/her function but the public official <u>refused the offer</u>?	Yes	No	Don't Know	Yes	No	Don't Know	Matched	Did not Match	Remarks
			1	2	3	1	2	3	1	2	

S/N	Question Nos	Question	Response as recorded by NBS interviewers			QAMO Backcheck Results			Comparison		Remarks
7.	D23	To your knowledge, did a member of your household other than you (that is the people that live with you now and share the same kitchen with you), give to a public official a gift or some extra-money (with the exclusion of the correct amount of official fees) during the last 12 months?	Yes	No	Don't Know	Yes	No	Don't Know	Matched	Did not Match	Remarks
			1	2	3	1	2	3	1	2	
8.	D26a	In the last 12 months (since **May 2015**), have you had contact with any of the following persons in their role as employees of a PRIVATE SECTOR BUSINESS ENTITY, including through an intermediary?									
	1	Doctor in a private hospital	Yes	No		Yes	No		Matched	Did not Match	
	2	Nurse in a private hospital									
	3	Teacher in a private school									
	4	Official in a private bank									Remarks
	5	Official in a private insurance company	1	2		1	2		1	2	
	`6	Other official in private business									
SECTION E. Awareness and effectiveness of anti-corruption agencies/institutions											
9.	E1	Which of the following anti-corruption agencies in Nigeria are you aware of?									
		Civil servants/public and private officials	Yes Aware	No Not Aware		Yes Aware	No Not Aware		Matched	Did not Match	Remarks
	b.	Code of Conduct Bureau (CCB)	1	2		1	2		1	2	
	d.	Economic and Financial Crimes Commission (EFCC)	1	2		1	2		1	2	
	k.	Nigeria Police (NPF)	1	2		1	2		1	2	
	l.	Public Complaints Commission (PCC)	1	2		1	2		1	2	
SECTION H. Feelings of Security											
10.	H1	How safe do you feel walking alone in your area after dark (neighbourhood or village)?	Response as recorded by NBS interviewers			Results QAMO Backcheck			Matched	Did not Match	Remarks
			`Very Safe	1		`Very Safe	1		1	2	
			Fairly Safe	2		Fairly Safe	2				
			A bit Unsafe	3		A bit Unsafe	3				
			Very Unsafe	4		Very Unsafe	4				

S/N	Question Nos	Question							
11.	H2	How safe do you feel when you are at home alone after dark?	I never walk alone after dark	5	I never walk alone after dark	5			
			`Very Safe	1	`Very Safe	1	1	2	
			Fairly Safe	2	Fairly Safe	2			
			A bit Unsafe	3	A bit Unsafe	3			
			Very Unsafe	4	Very Unsafe	4			

SECTION I. Access to Justice

S/N		I2	People are sometimes involved in interpersonal, commercial or administrative disputes. Please think carefully, in the past five years (since May 2011), have you personally or has any member of your household been involved in any interpersonal, commercial or administrative dispute or any legal problem among the following list?						
			Type of Dispute	Yes	No	Yes	No	Matched	Did not Match	Remarks

S/N		Type of Dispute	Yes	No	Yes	No	Matched	Did not Match	Remarks
12. a.	Dispute over land or livestock	1	2	1	2	1	2	
13 b.	Dispute with a government institution to obtain official documents (for example, certificates, identity documents, marriage/divorce papers)	1	2	1	2	1	2	
14. d.	Family dispute (for example, contested divorce, child support/child custody, contested inheritance (excluding land disputes)	1	2	1	2	1	2	

S/N	Question ion Nos	Question	Response as recorded by NBS interviewers		QAMO Backcheck Results		Comparison		Remarks
	I7	Apart from interpersonal, commercial or administrative disputes, people sometimes are the victims of **criminal** offences or are witnesses of such offences or are accused (rightly or wrongly) of criminal offences. Please think carefully, in the past five years (since May 2011), have you personally or has any member of your household been involved in any criminal case (either as victim, witness or accused) among the following:*(Please mark each row)*							
		Type of Dispute	Yes	No	Yes	No	Matched	Did not Match	Remarks
15. b.		Violent offence (including assault, robbery, kidnapping, domestic violence, sexual violence, rape, homicide etc.)	1	2	1	2	1	2	
16. e.		Public order offence (public drunkenness,illegal demonstration, tax offences, illegal gambling, smuggling of goods, etc.)	1	2	1	2	1	2	
17. I10		(In the most recent case) Was this case reported to the police (by you or by somebody else)?	1	2	1	2	1	2	

SECTION J. General Information

S/N	Question	Question	Response as recorded by NBS interviewers		QAMO Backcheck Results		Matched	Did not Match	Remarks
18.	J1	Sex	Male	1	Male	1			
			Female	2	Female	2	1	2	

19.	J2	Age			1	2	
20.	J3	Marital Status	Response as recorded by NBS interviewers	QAMO Backcheck Results	Matched	Did not Match	Remarks
		Single (never married, not cohabiting)	1	1	1	2	
		Cohabiting with partner (not married)	2	2			
		Married and living with partner	3	3			
		Married but living separated	4	4			
		Divorced	5	5			
		Widow/Widower	6	6			
		No response	7	7			

INDICATOR/SCORING

➢ Total Matched

➢ 90% and above ➡ QAMO to correct questionnaire errors.

➢ 80% - 89% ➡ Interviewer to go back and repeat.
➢
➢ Less than 80% ➡ Need for complete validation of more of interviewer's Job.

➢ QAMOs are to give feedback (whether positive or Negative) in a constructive manner.

NATIONAL SURVEY ON QUALITY AND INTEGRITY OF PUBLIC SERVICES 2016
QUALITY ASSURANCE MONITORING OFFICER (QAMO) FORM B

ACCOMPANIMENT (3%-5%of the total sample for the state)

	Checklist For Activity 3 - Accompaniment (Things to be watchfull for during accompaniment)	Yes	No
1	Does the interviewer has the necessary supplies and field materials?	1	2
2	The Interviewer is experienced/can conduct interviews.	1	2
3	Interviewer can speak and explain questions in required local languages fluently.	1	2
4	Interviewer understand the questionnaire, especially instructions and Routing	1	2
5	Interviewer understand selection criteria for both household and respondent	1	2
6	Does the interviewer make sure respondents understand the questions?	1	2
7	Is the interviewer accurately recording answers according to instructions?	1	2
8	Is the Interviewing listening carefully and without judgment?	1	2
9	How is the respondent recruited? Do you feel there's any bias in the selection?	1	2
10	Is the interviewer having trouble expressing his/herself/reading the instrument?	1	2

SCORING
Yes = (1-8) = 10
No (1-8)= 0 , (9-10) = 10

Total Score

Very Satisfied	1
Somewhat Satisfied	2
Neither Satisfied Nor Dissatisfied	3
Somewhat dissatisfied	4
Very Dissatisfied	5