

OFL PRECARIOUS WORK SURVEY TRAINING AND TIP SHEET



TIPS:

General interviewing techniques

- Neutral role of the interviewer: The interviewer is a neutral medium through which the questions and answers are transmitted.

Remember to

1. Avoid interjecting your own opinions.
2. Avoid any unnecessary or overly enthusiastic reinforcement or agreement.
3. Be an “active” listener but only give the minimum of reinforcement, such as “OK,” “I see,” ... and “uh-huh.”
4. Never suggest an answer.

General tasks of the interviewer

1. Communicate questions accurately.
2. Maximize the respondent’s ability and willingness to answer.
3. Listen actively to determine what is relevant.
4. Probe to increase the validity, clarity, and completeness of the response.

How much information to give

1. Read questions precisely as written – it is extremely important that everyone be asked the same question in the same way.

Even a difference in one word could drastically change the meaning and the response. This is extremely important.

2. Information that you can provide to the respondent is listed below.

Do not go beyond this information to interpret questions from the respondent. Key phrases you might use to answer questions are:

- “This is all the information available to us.”
- “We would like you to answer the question in terms of the way it is stated. Could I read it again for you?”
- “I’m sorry, I don’t have that information.”
- “I will write on the questionnaire the qualifications to your answer you have just mentioned.”

Whose opinion to accept

Everything should be in terms of what the respondent thinks – not the respondent’s kids, friends, boss, etc. Therefore, you might need to say:

- “I see. Now, is that what you think?”
- “It’s your opinion that we really want.”
- Don’t give respondent your opinion.

What NOT to do as an interviewer

Never:

- Get involved in long explanations of the study.
- Try to explain sampling in detail.
- Deviate from the study introduction, sequence of questions or question wording.
- Try to justify what you are doing.
- Try to explain procedures or wording.
- Suggest an answer or agree or disagree with an answer.
- Interpret the meaning of a question.
- Try to ask questions from memory.
- Rush the respondent.
- Improvise.
- Add response categories.
- Turn in a questionnaire without checking it over to be sure every question has been asked and its answer recorded.

Other:

- If respondent gives an overly long response to an open-ended question, ask them to condense it – do not paraphrase it yourself. Instead, please say: “I’m sorry, but I only have limited space to write your answer, can you shorten that a bit for me?”
- Name-tags must be worn at all times.
- ALWAYS keep your interview partner in sight. Never go anywhere without them.
- Bring completed interviews back to office at end of shift.
- Please ALWAYS remember to record location, name of interviewer, time at top of each and every interview.
- Should always review your own completes right after they are done to see if you missed writing anything that can be filled in while it is still on the top of your mind.
- If the interviewee raises concerns about giving their postal code, please ask for just the first three characters of the postal code.
- Never leave a survey response empty. If respondent does not want to answer a question, write “Refused or NA”
- Never get into an argument with the employer or managers at the worksite. If you are confronted, give them the OFL card, and explain what you are doing. If someone becomes hostile, apologize, leave immediately, and contact the OFL about the situation.

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Deadline for returning surveys – Tuesday, September 13.

