**QUALITY IMPROVEMENT & VERIFICATION CHECKLIST (QIVC)**

**FOR INDIVIDUAL INTERVIEWS**[[1]](#footnote-1)

**Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Community: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_\_**

Use this form to observe and evaluate, at the very least, two interviews done by each interviewer in your team. While you are observing, do not talk to the interviewer and do not correct her/ his mistakes. Fill out this form only. Answers to questions 1-7 can be recorded during the interview; 8-20 only at its end. When the interview is over, find a private place and, with the interviewer, go over each point below quickly, appreciating the strong points and providing suggestions on the areas where s/he needs to improve. Remember: the purpose of this form is not to judge the interviewers but to **help them to improve the quality of the work they are doing**.

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| --- | --- | --- |
|   | **YES** | **NO** |
| 1 | Was the household selected correctly, according to the sampling strategy? | Y | N |
| 2 | Was the correct respondent selected? (incl. following the correct procedure if the intended respondent was not at home) | Y | N |
| 3 | Was the respondent (and any other people present) greeted in a friendly manner?  | Y | N |
| 4 | Did the interviewer explain in a correct and easy-to-understand way the purpose of the interview and how the provided information will be used? | Y | N |
| 5 | Did the interviewer get the respondent’s agreement to participate in the interview?  | Y | N |
| 6 | Did the interviewer seat the respondent with her/his back to any people? | Y | N |
| 7 | Did the interviewer properly fill in all the introductory data at the top of the questionnaire? | Y | N |
| 8 | Did the interviewer ask the questions exactly as written?  | Y | N |
| 9 | Did the interviewer record answers to all the required questions?  | Y | N |
| 10 | Did the interviewer ask the respondent to clarify any unclear responses? | Y | N |
| 11 | Did the interviewer avoid giving possible answers in advance (except pre-defined answer options)? | Y | N |
| 12 | Did the interviewer avoid guiding the respondent to a particular response? | Y | N |
| 13 | Did the interviewer ask “Anything else?” for multiple response and open-ended questions?  | Y | N |
| 14 | Did the interviewer ask all the required questions – without skipping any? | Y | N |
| 15 | Did the interviewer avoid asking a question s/he was supposed to skip? | Y | N |
| 16 | Were the respondent’s answers met in a neutral manner? (not in a negative or positive way) | Y | N |
| 17 | Did the interviewer ensure that no other people could hear what the respondent said? | Y | N |
| 18 | Did the interviewer maintain appropriate eye contact with the respondent?  | Y | N |
| 19 | Was the writing on the form legible? | Y | N |
| 20 | Did the interviewer thank the respondent for her/ his time and participation? | Y | N |

**Number of YES**: ……... **Score**: …………… **%** (give 5% for each YES answer, for example: 17 YES x 5% = 85%)

**Comments**: ……………………………………………………………………………………………………………………………

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After the interview, did the supervisor provide the interviewer with feedback in private (with no people around), in a gentle manner, proposing specific improvements the interviewer could make during her/ his next interviews? **YES** / **NO**

 **> Do you want this checklist to be available in a different language?** [**Get in touch with us**](https://www.indikit.net/contact-us)**!**

 **> Help us to make this checklist even better –** [**send us your suggestions**](https://www.indikit.net/contact-us)**!**

1. Prepared in 2017 by People in Need (PIN) based on Food for the Hungry’s QIVC for KPC Surveys. [↑](#footnote-ref-1)