JOBS GUIDE
Issue 1

Monitoring & Evaluation for Jobs Operations

Jobs M&E Toolkit, Volume 1

June 2017

WORLD BANK GROUP
Jobs

Acknowledgments

This Toolkit was prepared by the World Bank Group (WBG)'s Jobs Group Monitoring and Evaluation (M&E) team. Sudha Bala Krishnan (Task Team Leader), Raphaela Karlen, and Teresa Peterburs are the principal authors, with Siv Tokle, Maria Laura Sanchez Puerta, Arvo Kuddo, Alvaro Gonzalez and David Robalino providing overall direction and ongoing support. Many WBG colleagues in and outside of the Jobs Group provided excellent input, comments, and guidance at various stages of the analysis. The team appreciates the detailed technical inputs provided by Alvaro Canales and Valerie Evans. The team is particularly grateful to collaboration with Trade and Competitiveness colleagues in the Monitoring & Evaluation (M&E) team: Kamal Siblini, Abhishek Saurav, and Diana Hristova. The team thanks the following colleagues for their practical guidance from an operational view: Rene Antonio Leon Solano and Indhira Vanessa Santos (Social Protection and Jobs); Keiko Inoue (Education); Sanjiva Cooke and Dilnara Isamiddinova (Agriculture); Diego Garrido Martin (Fragility, Conflict & Violence); and colleagues from the Results Measurement and Evidence Stream community of WBG M&E staff. The authors also acknowledge the rich comments provided by the peer reviewers of the Jobs M&E Toolkit: Tugba Gurcanlar (Trade and Competitiveness) and Pierre Josef Kamano (Education).

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1. Introduction

The 'Jobs M&E Toolkit' provides a package of resources for project teams and clients to support mainstreaming the jobs agenda in World Bank Group (WBG) lending operations (see Box 1). The aim is to help teams working with government counterparts with simple tools for data collection on jobs, without the burden of resource-intensive survey efforts. The toolkit contains a set of guidance on indicators for key results on jobs, data collection forms and manuals, which are tailored by beneficiary type: individuals and firms (see Box 2).

> **BOX 1**
>
> **WHAT IS A JOB AND A JOBS OPERATION?**
>
> A **"Job"** is defined as "activities that generate actual income, monetary or in kind, and that do not violate fundamental rights and principles at work" (WDR 2013). A job is often associated with formal wage employment. Yet, other types of jobs including informal wage employment, farm-related work or own-account work are prevalent in middle- and low-income countries.
>
> A **"Jobs Operation"** is a WB lending activity that has an explicitly stated and substantive link to creating jobs, improving the quality of existing jobs, and helping individuals connect to jobs or move to better jobs. This means that activities are selected or designed with a focus on jobs or on addressing a jobs challenge.

The availability of measurable indicators should encourage a more systematic assessment of jobs outcomes. Many projects in the WBG portfolio are tackling jobs challenges, but the lack of resources available on jobs measurement has often discouraged teams from articulating links to jobs in their Project Development Objectives (PDOs)[1] and/or results frameworks. Application of defined indicators and standard methodologies will help address accountability for results attributable to WBG projects upon project completion.

The Jobs M&E Toolkit provides resources to be used throughout the entire project cycle. It is best applied ex-ante in the design of projects and their M&E systems, so that data collection can support implementation progress and reporting from the outset. Regular monitoring and data availability will underpin project completion to assess achievements in job results ex-post. The indicators and data collection forms may also be useful for related mid-term, final or impact evaluations.

The resources made available through the Jobs M&E Toolkit have been developed by the WBG's Jobs Group in a consultative process. The menu of indicators and related guidance were generated through a portfolio review of WBG projects and in consultation with Task Team Leaders (TTLs) from different Global Practices (GPs). Further, data collection manuals were developed using existing resources from Labor Force Surveys, enterprise surveys and different surveys developed by the WBG. Moreover, the Jobs M&E Toolkit is currently being piloted in a number of WBG operations, with feedback from project teams helping to revise, adapt and refine the Toolkit.

[1] The Project Development Objective (PDO), stated as concisely as possible, (a) indicates the primary target group(s) and the change/response expected from it as a result of project intervention; and (b) focuses on outcomes for which the project can reasonably be held accountable. – *Results Framework and M&E Guidance Note, OPSPQ, 2014.*

2. Available Resources

The Jobs M&E Toolkit is a package that includes the following resources:

A. **Jobs Indicator Definition and Guidance** includes definitions, unit of measure and guidance on baseline for each Jobs Indicator; guidance on the types of projects in which each Jobs Indicator may be used; and examples of World Bank projects where the Jobs Indicators (or those similar in nature) are used – by beneficiary type: Individuals (**A.1.**) and Firms (**A.2.**). Annex 1 – Definitions for Jobs Outcomes provides an overview of Job Outcomes commonly expected in WB projects at the Project Development Objective (PDO) level. Annex 2 – Definitions for Jobs Indicators includes a short definition for each Job Indicator. Documents **A.1.** (Individuals) and **A.2.** (Firms) include more detailed descriptions. Annex 3 - Definition and Guidance on Corporate Results Indicator on Jobs introduces the indicator *"Number of project beneficiaries reached by jobs-focused WBG interventions" that will be* reported in the WBG Corporate Scorecard.

B. **Jobs Data Collection Forms** are short administrative forms for reporting on Jobs Indicators. *Each form provides a comprehensive set of questions linked to a Job Indicator or for background information as a 'menu' from which WB task team leaders (TTLs) and teams may select. The questions used by WB teams will vary based on Job Indicators used in Project Results Frameworks*. Data collection and reporting is usually under the responsibility of the PIU. Reporting frequency will ideally align with semi-annual supervision reporting or annually, as determined by WB teams. The forms are tailored by beneficiary type – Individuals (**B.1.**) and Firms (**B.2.**) – and the data to be collected will vary based on the Jobs Indicators that teams have selected in a particular project. Each Data Collection Form also has a **Data Processing and Aggregation Table** (Annex 4 – Individuals; Annex 5 – Firms) for PIU staff, such as M&E specialists, who will be responsible for data entry in Management Information Systems (MIS) and reporting on Jobs Indicators. The tables provide assistance on calculating the value of the selected Jobs Indicators based on the data collected. Annex 6 – Web-based Jobs Data Collection Forms provides links to the Jobs Group's Survey Monkey platform where online versions of the Jobs Data Collection Forms are available. The web-based versions may be used by PIUs for self-administered data collection among beneficiaries or adapted for use by field teams collecting data with the online form.

C. **Jobs Data Collection Manuals** for enumerators include brief **Guidance** on the use of the data collection forms when administering in the field among project beneficiaries – by beneficiary type: Individuals (**C.1.**) and Firms (**C.2.**).

D. **Template of Terms of References** for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms, which may be adapted by TTLs and the PIU for a given project and country.

3. A 'Menu' Of Jobs Indicators

The Jobs M&E Toolkit provides a 'menu' of jobs indicators for project teams to select from according to the design of a specific intervention and expected results related to jobs. The Jobs M&E Toolkit includes indicators at the PDO- and intermediate levels to measure key results across: (a) Job Creation; (b) Job Quality; and (c) Job Access. The Jobs M&E Toolkit is aimed for use by Investment Project Financing (IPF), and Program for Results (P4Rs). The selection of the indicators for a specific operation depends on its Jobs related objectives and the activities the project team plans to implement to achieve them. An overview of Jobs Indicators per Job Outcome by beneficiary type – Individuals and Firms[2] – is provided in Table 1.

For corporate reporting purposes, project teams are encouraged to use the Corporate Results Indicator (CRI) on jobs. The CRI *'Number of project beneficiaries reached by jobs-focused WBG interventions'* is part of the WBG's Corporate Scorecard (Annex 3).[3] The use of the CRI is required for all Jobs-related operations of more than $5 million, irrespective of the instrument (see Annex 3 for definition and guidance).

The indicator captures the cross-cutting nature of the jobs agenda, as beneficiaries (disaggregated by gender) refer to individuals, workers, households, farmers, microenterprises, small and medium-sized enterprises (SME), and other target groups claimed as benefiting from WBG projects in different sectors and types of operations.

BOX 2

WHO ARE BENEFICIARIES OF JOBS OPERATIONS?

Beneficiaries of Jobs Operations are most often **Individuals** and **Firms**. They may be direct or indirect (e.g. in infrastructure projects) beneficiaries of projects.

Individual beneficiaries include project participants who seek a job or aspire to improve their employability or earnings, subsistence farmers, and self-employed individuals. Interventions targeting individual beneficiaries include Labor Programs such as public employment services, wage subsidies and public works, as well as interventions promoting sustainable livelihoods and income-generating activities. In certain circumstances, households can be captured as individual beneficiaries.

Interventions targeting **Firm beneficiaries** generally provide firms or entrepreneurs with productive assets such as access to finance or securing access to land, in addition to direct investments and technical assistance. Many interventions at the firm-level also aim at fostering small scale entrepreneurship, and SME development.

[2] Firm beneficiaries refer to the entity directly participating in the project intervention. The term "firm" in this toolkit refers to the establishment. This is because an establishment may be part of a larger firm, but data collected under the projects must correspond to the specific establishment receiving support/targeted by the intervention. If a project seeks data at the establishment level or many establishments of the same firm, then data must be aggregated for reporting on indicators. Ideally, project results reporting should be consistent with the Enterprise Survey (ES) methodology. The ES defines 'firms' as business organizations composed of one or more establishments that are specified under common ownership or control; and 'establishments' as the physical location where business is conducted or where services or operations are performed. TTLs may need to adapt the terminology most relevant for the country, legal, and beneficiary specific context of the project. Further guidance for the PIU and data collection firm is provided in the *Jobs M&E Toolkit: Data Collection Manual for Firm Beneficiaries.*

[3] World Bank, 2017. *Jobs M&E Toolkit: Jobs Corporate Results Indicator Definition—WBG Corporate Scorecard*.

The data collection methodology depends on availability of data sources, access to online tools by project beneficiaries and the country context. For the Jobs M&E Toolkit, data may either be collected in field visits by enumerators or self-reported by project beneficiaries through an online survey.[4] The choice of the appropriate methodology depends on the data to be collected and whether project beneficiaries have access and are responsive to online surveys. Further, data collection in countries affected by fragility, conflict, and violence (FCV) often faces particular challenges and may require different approaches (see Box 3).

BOX 3

HOW CAN WE DESIGN JOBS M&E IN FCV COUNTRIES?

In countries affected by fragility, conflict, and violence (FCV), project-level M&E faces particular challenges. Teams may find the following considerations useful:

Looking broadly for baseline data. Where the WBG and government possess limited data, it is worth reaching out to locally active NGOs, donors and universities. They might have data that can inform the selection of indicators and the setting of baseline and target values.

Tracking disaggregated outcomes. Project teams may further want to disaggregate data to track outcomes for groups whose jobs prospects matter for stability. However, a thorough assessment is needed to understand whether collecting this information is culturally and contextually appropriate.

Striking the right level of ambition in choosing indicators. Very detailed data collection forms can be hard to take to the field in FCV settings. There is a premium on selecting indicators that capture the essential characteristics of jobs, but are tractable.

Remote and higher-frequency data collection. Security concerns can make traditional data collection infeasible or too costly. Information and communication technology (ICT) tools, such as SMS and phone surveys may provide an alternative. They can also facilitate more frequent monitoring and help keep track of results in a volatile environment.

Institutional capacity. In FCV, the M&E capacity of government agencies can be rudimentary. It is worth considering opportunities to build capacity beyond the Project Implementation Unit (PIU), so protocols and data collected through the project can continue to bear fruit.

[4] World Bank, 2017. *Jobs M&E Toolkit: Survey Monkey data collection forms.*

Table 1. *Job Indicators at a glance by beneficiary type – Individuals and Firms*

	Job Outcomes	Job Indicators	Individuals	Firms
WBG Corporate Scorecard		*Number of project beneficiaries reached by jobs-focused WBG interventions*	X	X
Job Creation	Job creation	• Number of (self- and/or wage) employed project beneficiaries (*)[5] – *disaggregate by self- and wage-employed project beneficiaries*	X	
		• Number of full-time equivalent (FTE) jobs in beneficiary firms (*)		X
	New enterprises	• Number of newly established firms with more than one paid employee (**)[6]		X
	Entrepreneurs/Self-employed	• Number of self-employed project beneficiaries (*)	X	
Job Quality	Worker productivity	• Average output per worker among beneficiary firms (**)		X
	Working conditions and benefits	• Number of project beneficiaries covered by social security insurance (*)	X	
		• Share of project beneficiaries reporting satisfaction with their job (*)	X	
		• Average number of hours worked per project beneficiary per week (*)	X	
	Earnings/ Livelihoods	• Average annual earnings of project beneficiaries (*)	X	
Job Access	Labor force participation	• Labor force participation rate among project beneficiaries (*)	X	
	Working of labor market	• Number of project beneficiaries using (public or private) employment services (*)	X	
		• Average length of time for beneficiary firms to fill a vacancy		X
	Access and Opportunity for Jobs	• Disaggregation by gender and/or age for indicators marked with (*) • Disaggregation by gender of firm owner for indicators market with (**)	X	X
Intermediate	Access to/ working of product markets	• Number of project beneficiaries who are member of a cooperative or producer group (*) / (**) • Number of beneficiaries with new commercial relationships (**)	X	X
		• Average time to get to market where output can be sold or traded	X	X
	Firm performance/ Investment	• Additional (annual) sales revenue for beneficiary firms (US$) (**)		X
		• Investment generated (US$) (**)		X
		• Share of newly established beneficiary firms still operational after X months (**)		X
	Human Capital	• Share of project beneficiaries completing training	X	

[5] All indicators marked with (*) can be disaggregated by gender and/or age in order to capture their 'Jobs Access' dimension (see outcome 'Access and opportunities to jobs').
[6] All indicators marked with (**) can be disaggregated by gender of the firm owner in order to capture their 'Jobs Access' dimension (see outcome 'Access and opportunities to jobs').

4. Job Outcomes

Key outcomes on jobs are grouped under Job Creation, Job Quality, and Job Access. Outcomes and related indicators may be included as results at the PDO-level, or as intermediate results,[7] depending on project design and objectives. Figure 1 below illustrates these three dimensions of Jobs Outcomes, and includes brief descriptions of sub-outcomes that tend to be most relevant at the PDO level in WBG projects. Detailed definitions are included in Annex 1.

Figure 1: Key Outcomes related to Jobs

Job Creation: Outcomes relate to the creation of more jobs for project target beneficiaries at an individual level or within firms. Jobs may be created by private sector firms, either by new firm entry, or by growth and expansion of existing firms leading to an increase in hired labor. While these jobs often cover wage employment, another outcome refers to an increase in the number of entrepreneurs[8] and self-employed.

[7] Select intermediate outcomes that are relevant to jobs support labor supply and demand as facilitating factors towards achieving these higher level results. Enhanced physical or commercial access to markets for goods and services and private sector performance and competitiveness are key drivers behind job creation among firms – formal and informal. In addition, by developing a country's stock of human capital, or skills among the labor force for employment, interventions in education, for instance, can increase employability, productivity and entrepreneurship, and access to jobs. These indicators tend to be most frequently cited in WB projects that have a Jobs theme.

[8] Entrepreneurs are those persons and firms that seek to generate value through the creation or expansion of economic activity by identifying and exploiting new products, processes, or markets (OECD 2008). In the jobs context, entrepreneurs / entrepreneurship refer to existing and new firms.

Job Quality: Outcomes focus on the ability of beneficiaries to achieve better labor market results, through (a) enhanced productivity levels, (b) improved working conditions, and (c) higher earnings. Many of the poor already have jobs, but these may be poor quality jobs in low productivity, low income activities. These types of results are therefore especially relevant for projects targeting the informal sector, and livelihoods projects.

Job Access: Outcomes relate to (i) connecting people to jobs from inactivity or unemployment; (ii) helping people move from one job to another; and (iii) improving performance of the labor market. Asking the question "Jobs for whom?" allows targeting of specific vulnerable or traditionally disadvantaged groups in the labor market, especially women, youth, and the bottom 40 percent of households. Targeting can also be spatial – for example creating jobs in a rural, lagging region, or in fragile or vulnerable settings.

Annex 1. Definitions for Jobs Outcomes

Jobs Outcome	Definition
JOB CREATION	
Jobs creation	Outcomes relating to creation of more direct, indirect, and/or inclusive jobs* for project target beneficiaries, whether short or long term. Keywords: Employment Opportunities; Job Creation; More Jobs; Unemployment; Job Loss *Note: Jobs = "activities that generate income, monetary or in kind, without violating human rights" (WDR 2013)
New Enterprises	Outcomes measuring the creation of new firms, resulting in jobs, often from interventions making it easier for business to register or access finance such as decrease in time taken to register a business, simpler tax regulations, automating business processes etc.
Entrepreneurs/ Self-employed	Outcomes related to increases in entrepreneurs* and self-employed and their businesses, some of which may also recruit workers. Keywords: Non-Farm Enterprises; Non-Labor Income; Self Employed/ Employment *Note: Entrepreneurship: It is the combination of innovative capacity to put new ideas into effect with managerial capacity to increase a firm's efficiency within the limits of known technology. (WDR 2013)
JOB QUALITY	
Worker Productivity	Outcomes related to labor productivity by improving the ability of beneficiaries to perform better in labor market and improving their productivity levels, often through capacity building. Keywords: Better Jobs; Improve Employability; Improved Labor Outcome; Informal(ity); Productivity/ Labor Productivity
Working conditions and benefits	Outcomes addressing work place concerns of two dimensions: physical working conditions (health and safety at work, basic / core labor standards), and social insurance/ protection (e.g. better workplace laws, wages, social pension, better working hours, unemployment insurance, collective bargaining, etc.) Keywords: Hiring And Firing; Improving Working Conditions; Low-Wage; Minimum Wage; Negotiated Wage Rates; Labor Benefits; Overtime Pay; Pension Systems; Protect Workers; Rights At Work; Social Protection/ Social Security; Safety Nets; Collective Bargaining
Earnings/ livelihoods	Outcomes related to improved earnings, income or savings, often through support to self-employment; income support opportunities and income diversification, community driven development (CDD) projects, temporary jobs, etc. Also related to results of ALMPs.

	Keywords: Good Jobs; Labor Income; Wage; Real Wages; Fixed-Term Contracts
JOB ACCESS	
Labor Force Participation	Outcomes measuring the extent to which the population is economically active, either employed or are actively looking for work. Generally relates to potentially enhancing labor supply. Keywords: Labor Demand; Labor Supply
Working of Labor Market	Outcomes measuring the functioning of the labor market in balancing suppliers of labor services (workers), the demands of labor services (employers), taking account of wages, employment, and income, often through labor market policies to address market distortions. Also linked to worker mobility, facilitating reallocation of labor to efficient uses, within countries and across borders, for example by reduced transportation costs. Generally relates to potentially better matching of labor supply and demand.
Access to and Opportunity for Jobs	Outcomes measuring access to employment opportunity, for those lacking opportunity such as people working fewer than 20 hours a week, the unemployed, and those who want to work, and traditionally disadvantaged groups in the labor market (women, youth, bottom 40 percent, people with disabilities, ethnicity, elderly, etc.) and regionally disadvantaged groups (people in fragile and conflicted situations and in lagging regions).
INTERMEDIATE OUTCOMES	
Access/ Working of product market	Outcomes measuring the creation or improvement in access to markets for goods and services (local, domestic, international) by firms, small producers, MSMEs and self-employed. Access can be physical (transportation or logistics for access to markets etc.); virtual (ICT services connecting to markets); or related to trade openness and legal framework (reflecting government's economic policies regarding import substitution and free competition; conditions; tariff and non-tariff measures). Does not refer to land market or labor market. Generally relates to potentially increasing labor demand.
Firm performance/ Investment	Outcomes measuring firm performance (e.g. sales, profits); productivity (i.e. the amount of output generated with a given amount of inputs); and competitiveness, from macro and micro economic interventions (from business environment to access to productive services and infrastructure assets.). Also covers increased investment by companies. Generally relates to potentially increasing labor demand, and higher productivity of jobs.
Human Capital	Outcomes measuring the results of capacity building, skills development and training to increase employability. May include cognitive skills, social skills and technical skills. Generally relates to potentially enhancing labor supply.

Annex 2. Definitions for Jobs Indicators

Jobs Indicator	Definition	Source
Number of (self- and/or wage) employed project beneficiaries (*)[9]	**Person with employment:** person of working-age who during a specified period of time, such as one week or one day, either: (a) performed work for wage or salary in cash or in kind, or (b) performed work for profit or family gain in cash or in kind, or (c) performs work on a regular basis, but was temporarily absent from work during the reference period The definition thus includes both, self- and wage employed beneficiaries	Adapted from: International Labor Organization (ILO) Resolutions Concerning Economically Active Population, Employment, Unemployment and Underemployment Adopted by the 13th International Conference of Labor Statisticians, October 1982, para. 9
Number of full-time equivalent (FTE) jobs in beneficiary firms (*)	**Full-time equivalent (FTE) jobs**: FTE jobs may follow local definitions. Part-time jobs are converted to full-time equivalent jobs on a pro rata basis, based on local definition (e.g., if working week equals 40 hours, a 24 hr/week job would be equal to 0.6 FTE job). Seasonal or short-term jobs are prorated on the basis of the portion of the reporting period that was worked (e.g., a full-time position for three months would be equal to a 0.25 FTE job if the reporting period is one year). If the information is not available, the rule-of-thumb is two part-time jobs equal a full-time job.	Memorandum regarding IFIs Harmonized Development Results Indicators for Private Sector Investment Operations (2013).
Number of newly created firms with more than one paid employee (**)[10]	**Newly created firm:** Formal or informal firms that were created as a result of the intervention. **Paid employee:** Worker holding a job in which the basic remuneration is not directly dependent on the revenue of the employer. Can include family members.	ILO (2015) Global Wage Report 2014/15: Wages and Income Inequality.

[9] All indicators marked with (*) can be disaggregated by gender and/or age in order to capture their 'Jobs Access' dimension (see outcome 'Access and opportunities to jobs').
[10] All indicators marked with (**) can be disaggregated by gender of the firm owner in order to capture their 'Jobs Access' dimension (see outcome 'Access and opportunities to jobs').

Number of self-employed project beneficiaries (*)	**Self-employment jobs** are those jobs where the remuneration is directly dependent upon the profits derived from the goods or services produced (where own consumption is considered to be part of profits).	Adapted from: International Labor Organization (ILO) Resolutions Concerning International Classification of Status in Employment Adopted by the 15th International Conference of Labor Statisticians, January 1993, para. 7.
Average output per worker among beneficiary firms (**)	**Output per worker:** Value of total volume of output produced (in USD or LCU) during a given time reference period divided by the number of full-time equivalent employees during the same reference period.	ILO: www.ilo.org/ilostat-files/Documents/description_PRODY_EN.pdf
Number of project beneficiaries covered by social security insurance (*)	**Social security insurance:** this may include pension insurance scheme, health insurance, unemployment insurance, maternity and family benefits, disability insurance, work accident insurance etc.	Own elaboration, Jobs Group, 2017
Share of project beneficiaries reporting satisfaction with their job (*)	This indicator tracks the percentage of project beneficiaries who report being somewhat satisfied or satisfied with their job.	Own elaboration, Jobs Group, 2017
Average number of hours worked per project beneficiary per week (*)	**Hours worked:** Actual hours worked include work hours of full-time, part-time and part-year workers, paid and unpaid overtime, hours worked in additional jobs. It excludes time not worked because of public holidays, annual paid leave, own illness, injury and temporary disability, maternity leave, parental leave, schooling or training, slack work for technical or economic reasons, strike or labor dispute, bad weather, compensation leave and other reasons.	OECD Data, accessed on March 20, 2017: https://data.oecd.org/emp/hours-worked.htm
Average annual earnings of project beneficiaries (*)	Earnings: remuneration that project beneficiary obtains from his or her work, in cash or in kind.	Own elaboration, Jobs Group, 2017
Labor force participation rate among project beneficiaries (*)	**Labor force participation** rate is a measure of the proportion of a country's working-age population that engages actively in the labor market, either by working or actively looking for work relative to the country's total working-age population.	Key Indicators of the Labor Market 1: Labor Force Participation Rate, ILO, accessed on April 18, 2017:

		http://kilm.ilo.org/2011/download/kilm01EN.pdf
Number of project beneficiaries using (public or private) employment services (*)	**Public or private providers of employment services** match jobs seekers with job opportunities through (I) provision of information about the labor market; (II) assistance with job search and provision of placement services; (III) administration of a variety of labor market programs. May also be referred to as labor intermediation services or a labor market observatory.	ILO, Employment for Social Justice and Fair Globalization, Overview of ILO programs, accessed on April 18, 2017: http://www.oit.org/wcmsp5/groups/public/---ed_emp/documents/publication/wcms_140947.pdf
Number of project beneficiaries who are member of a cooperative or producer group (*) / (**) **Number of beneficiaries with new commercial relationships (**)**	**Cooperative or producer group:** irrespective of diverging national definitions, this refers to a formal or informal organization of producers in order to facilitate market linkages, access to inputs, storage, processing equipment etc.	Own elaboration, Jobs Group, 2017
Average time to get to market where output can be sold or traded	This indicator tracks the average number of hours it takes a self-employed beneficiary, such as a smallholder farmer, or SMEs to get to a market where s/he can sell or trade his/her outputs.	T&C Standard Indicator Guidance
Additional (annual) sales revenue for beneficiary firms (US$) (**)	The indicator measures the incremental sales revenue (US$) for a given period of project-supported businesses.	T&C Standard Indicator Guidance
Investment generated (**)	The indicator tracks the amount of investment (US$) generated in beneficiary firms by private entities using financing (in the form of equity and/or debt) mobilized by private entities.	N/A
Share of newly established beneficiary firms still operational after X months (**)	The indicator tracks the ratio of newly established beneficiary firms that are still operational to the total number of firms participating in the intervention **Still operational:** Firms that are still in business	N/A
Share of project beneficiaries completing training	This indicator tracks the share of project beneficiaries who completed a training delivered by the project.	N/A

Annex 3. Definition and Guidance on Corporate Results Indicator on Jobs

<table>
<tr><th colspan="2">Indicator Information for Results Framework</th></tr>
<tr><td>Indicator name</td><td>Number of project beneficiaries reached by jobs-focused WBG interventions

Note: this is an aggregation of Direct Project Beneficiaries</td></tr>
<tr><td>Unit of measure</td><td>Number</td></tr>
<tr><td>Baseline</td><td>Zero</td></tr>
<tr><td>Definition</td><td>This Corporate Results Indicator tracks the number of project beneficiaries reached by interventions that contribute to the jobs agenda; i.e. interventions with an explicitly stated and substantive link to creating more, better, and/or inclusive jobs. In this context, “jobs” is defined as an activity that generates income, monetary or in kind, without violating human rights.

The indicator should be selected if the project also reports to one of the following Corporate Results Indicators:

- Farmers reached with agricultural assets and services
- Farmers adopting improved agricultural technology
- People provided with new or improved electricity services
- People provided with access to the Internet
- People provided with access to improved water sources
- People provided with improved urban living conditions
- Beneficiaries of social safety net programs
- Beneficiaries of labor market programs
- Teachers recruited or trained
- Students benefiting from direct interventions to enhance learning
- Firms benefiting from private sector initiatives
- Beneficiaries reached with financial services</td></tr>
<tr><td>Source of definition</td><td>WDR on Jobs, 2013; World Bank OPCS (2016) Corporate Results Indicators</td></tr>
<tr><th colspan="2">Guidance</th></tr>
<tr><td>For which types of projects?</td><td>All jobs-focused WBG interventions, including those:
- Tagged by TTLs in the WB Operations Portal with the “Jobs” flag
- Tagged by the Central Coding team (OPCS) on “Jobs” as part of the sector and theme coding for IPFs and DPOs
- Identified by TTLs and the Jobs Group as having an explicit and substantive focus on jobs (and may have been overlooked with system flags, tags, or codes in the transition period)</td></tr>
<tr><td>Options for disaggregation</td><td>- Disaggregate by gender of beneficiaries
- Disaggregate by age of beneficiaries</td></tr>
<tr><td>Relevant Jobs outcomes</td><td>All outcomes, depending on project design</td></tr>
</table>

Annex 4. Data Processing and Aggregation Table for Individual Beneficiaries

Indicator	Data processing and aggregation
Number of (self- and/or wage) employed project beneficiaries	= Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Number of self-employed project beneficiaries	= Σ (Q4.01 [2] OR Q4.01 [3])
Number of project beneficiaries covered by social security insurance	Pension insurance scheme: = Σ Q4.17 [1] Health insurance scheme: = Σ Q4.18 [1] Unemployment insurance scheme: = Σ Q4.19 [1]
Share of project beneficiaries reporting satisfaction with their job	Numerator = Σ (Q4.20 [4] OR Q4.20 [5] Denominator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Average number of hours worked per project beneficiary per week	Numerator[11] = Σ HRS Q4.13 Denominator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Average annual earnings of project beneficiaries	Numerator[12 / 13] = Σ ({VAL Q4.03 AND VAL Q4.05} OR {VAL Q4.08 AND VAL4.10}) Denominator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Labor force participation rate among project beneficiaries	Numerator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]} OR {Q3.07 [1] AND Q3.09 [1]} OR {Q3.08 [1] AND Q3.09 [1]}) Denominator = Σ Project beneficiaries
Number of project beneficiaries using (public or private) employment services	= Σ Q3.10 [1]

[11] HRS refers to the number of hours worked per beneficiary

[12] VAL refers to monetary value

[13] Q4.08 and Q4.10: adjust earnings of every beneficiary to the same pay period (e.g. one week) before aggregating data

Number of project beneficiaries who are member of a cooperative or producer group	= Σ Q4.12 [1]		
Average time to get to market where output can be sold or traded	Numerator[14]	=	Σ TIM Q4.11
	Denominator	=	Σ Project beneficiaries selling or trading products on market
Share of project beneficiaries completing training	Numerator	=	Σ Q2.01 [2]
	Denominator	=	Σ Project beneficiaries initially enrolled in training

[14] TIM refers to duration, expressed in hours, it takes the beneficiary to go to the closest market where products can be sold or traded

Annex 5. Data Processing and Aggregation Table for Firm Beneficiaries

Indicator	Data processing and aggregation		
Number of full-time equivalent (FTE) jobs in beneficiary firms	Σ {(VAL Q3.02 (permanent full-time)) + (VAL Q3.04 (permanent part-time)*0.6 FTE Job) + (VAL Q3.07 (seasonal/temporary)*0.25 FTE Job)}		
Number of newly established firms with more than one paid employee	Σ Project beneficiaries where {If Q2.03 (within project implementation period); then >0 in Q3.02; Q3.04; or Q3.07}		
Average output per worker among beneficiary firms (LCU)	Numerator	=	Σ Q4.2
	Denominator	=	Σ {(VAL Q3.02 (permanent full-time)) + (VAL Q3.04 (permanent part-time)*0.6 FTE Job) + (VAL Q3.07 (seasonal/temporary)*0.25 FTE Job)}
Number of project beneficiaries who are member of a cooperative or producer group	Σ Q2.02 [1]		
Number of beneficiaries with new commercial relationships	Σ Q4.03		
Average time to get to market where output can be sold or traded (Days/Hours)	If Days	=	Σ {VAL Q4.03 [1] + (VAL Q4.03 [2]*24) + (VAL Q4.03 [3]*60*24)}
	If Hours	=	Σ {(VAL Q4.03 [2]*24) + (VAL Q4.03 [3]*60*24)}
Additional (annual) sales revenue for beneficiary firms (US$)	(Σ Q4.01 at t_x) – (Σ Q4.01 at t_0)		
Investment generated (US$)	Σ {VAL Q4.06 [1] + VAL Q4.06 [2] + VAL Q4.06 [3]}		
Share of newly established beneficiary firms still operational after X months (Percentage)	Numerator	=	Σ Project beneficiaries where {If Q2.03 (within project implementation period); then >0 in Q3.02; Q3.04; or Q3.07} still in conducting business after a specified duration since project implementation completed
	Denominator	=	Σ Project beneficiaries
Average length of time for beneficiary firms to fill a vacancy (Days)	Numerator	=	Σ {VAL Q3.14 + VAL Q3.16}
	Denominator	=	{2 * Σ Project beneficiaries}

Annex 6. Web-based Jobs Data Collection Forms

The Jobs M&E Toolkit includes two sets of data collection forms for World Bank project teams:

I. Data collection to be administered by a consultant / firm hired to gather data among project beneficiaries with a field team of enumerators;
II. Data collection that is self-administered among project beneficiaries using an online platform, such as Survey Monkey.

Jobs data collection that is administered

The two data collection forms – Individuals (**B.1.**) and Firms (**B.2.**) – included in the Jobs M&E Toolkit in Excel format are designed for use by a consultant / firm for primary data gathering in the field. The format is designed to be simple for recording entries, and with clear guidance as part of field team training. It is at TTLs' discretion their preference to use the Excel format with the Project Implementation Unit (PIU) or third party responsible for data collection. The factors may include insufficient connectivity or other logistical factors that constrain the use of a web-based approach. When planning to use hard-copy forms, project teams will need to consider the data entry, error checks, and data cleaning protocols to ensure accurate project results reporting. The *Jobs M&E Toolkit: Data Collection Manuals* – Individuals (**C.1.**) and Firms (**C.2.**) – provide additional guidance.

Jobs data collection that is self-administered

TTLs with projects that are able to accommodate web-based data collection for results reporting may use the following draft data collection forms hosted on the Jobs Group's Survey Monkey page:

Firms:

https://www.surveymonkey.com/r/Preview/?sm=XyF0mTJmHVB_2BJvsqVotJq97KXXNMYwzfaBYqSlZ5np9O0xJ4ZvUyvKmBo2_2FD6UhL

Individuals:

https://www.surveymonkey.com/r/Preview/?sm=nQDmEChHHhO0A9ZGNS_2BRBtC1g6wytltMxRZOueuI_2B_2Fm0rknZ9V76hTfPXi2CuKv0

Projects that have large numbers of direct beneficiaries, are geographically diverse, face logistical challenges / high transport costs, and/or prefer to minimize data entry efforts may prefer using the online forms. These jobs-focused data collection forms may be adapted based on project / country / legal context, and may be added to for other results reporting part of the results framework.

The Jobs Group M&E Team is available as a resource for questions on accessing, adapting, pilot testing, and implementing these new online data collection forms focused on jobs.

For more information, please contact Sudha Bala Krishnan; Raphaela Karlen; or Siv Tokle.

A. Jobs Indicator Definition and Guidance

A.1. Individual Beneficiaries

A.2. Firm Beneficiaries

B. Jobs Data Collection Forms and Data Processing and Aggregation Table

B.1. Individual Beneficiaries

B.2. Firm Beneficiaries

C. Jobs Data Collection Manuals

C.1. Individual Beneficiaries

C.2. Firm Beneficiaries

D. Template of Terms of References for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms

NUMBER OF (SELF- AND/OR WAGE) EMPLOYED PROJECT BENEFICIARIES

Indicator Information for Results Framework	
Indicator name	Number of (self- and/or wage) employed project beneficiaries *Related indicators:* - Number of project beneficiaries placed into jobs (number) - Number of project beneficiaries benefiting from short-term employment (number) - Employment rate among project beneficiaries (percentage) - Share of employed project beneficiaries (percentage) - Unemployment rate among project beneficiaries (percentage) - Increase in employment rate among project beneficiaries (percentage point) - Increase in share of employed project beneficiaries (percentage point) - Decrease in unemployment rate among project beneficiaries (percentage point)
Unit of measure	Number
Baseline	Zero (if unemployment and/or inactivity is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Person with employment:** person of working-age who during a specified period of time, such as one week or one day, either: (a) performed work for wage or salary in cash or in kind, or (b) performed work for profit or family gain in cash or in kind, or (c) performs work on a regular basis, but was temporarily absent from work during the reference period The definition thus includes both, self- and wage employed beneficiaries **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Adapted from: International Labor Organization (ILO) Resolutions Concerning Economically Active Population, Employment, Unemployment and Underemployment Adopted by the 13th International Conference of Labor Statisticians, October 1982, para. 9
Guidance	
For which types of projects?	For projects aiming to create employment for project beneficiaries through: - Macro-level interventions such as: public administration and governance, taxation/fiscal policy, trade/investment policy - Meso-level interventions such as: labor policies, business regulations, infrastructure (transport/logistics, ICT, energy/mining, irrigation/water), spatial development - Micro-level interventions such as: productive assets (land, finance/financial structure), MSME/entrepreneurship, direct investment/risk insurance, labor programs (public employment services, wage subsidies, public works, livelihood/CDD, skills and training)
Options for disaggregation	- Disaggregate by self- and wage employed project beneficiaries - Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)

INDIVIDUAL BENEFICIARIES – PAD INDICATORS

NUMBER OF (SELF- AND/OR WAGE) EMPLOYED PROJECT BENEFICIARIES

Relevant Jobs outcomes	- Job creation - Job access (if the indicator is disaggregated by gender and/or age)
Project examples	- **Mali Skills Development and Youth Employment project (P145861).** Indicator: Out of school youth who completed dual apprenticeship programs supported by project who are (wage) employed or self-employed within one year of completion - **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Increase in share of supported youth with wage or self-employment (percentage point), disaggregated by gender - **Kenya Youth Employment and Opportunities project (P151831).** Indicator: Number of youth employed, including self-employed, at least 6 months after receiving a startup grant and/or business development services - **Pakistan Punjab Skills Development project (P130193).** Indicator: Employment rate of students benefited from industry partnership agreement (after 6 months) - **Republic of Congo Skills Development for Employability Project (P128628).** Indicator: Increase in trained youth who are employed or self-employed one year after completing training (percentage)

NUMBER OF SELF-EMPLOYED PROJECT BENEFICIARIES

Indicator Information for Results Framework	
Indicator name	Number of self-employed project beneficiaries *Related indicators:* - Number of self-employed project beneficiaries with hired labor (number) - Number of self-employed project beneficiaries without hired labor (number) - Increase in self-employment rate among project beneficiaries (percentage point) - Increase in number of self-employed project beneficiaries with hired labor (percentage) - Increase in number of self-employed project beneficiaries without hired labor (percentage)
Unit of measure	Number
Baseline	Zero (if unemployment and/or inactivity is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Self-employment jobs** are those jobs where the remuneration is directly dependent upon the profits derived from the goods or services produced (where own consumption is considered to be part of profits). **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Adapted from: International Labor Organization (ILO) Resolutions Concerning International Classification of Status in Employment Adopted by the 15th International Conference of Labor Statisticians, January 1993, para. 7.
Guidance	
For which types of projects?	For projects aiming to create employment for project beneficiaries through MSME/entrepreneurship, skills and training, access to productive assets, spatial development (including value chain development), access to infrastructure.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job creation - Job access (if the indicator is disaggregated by gender and/or age)

NUMBER OF PROJECT BENEFICIARIES COVERED BY SOCIAL SECURITY INSURANCE

Indicator Information for Results Framework	
Indicator name	Number of project beneficiaries covered by social security insurance *Related indicators:* - Number of project beneficiaries covered by pension / health / unemployment insurance scheme (number) - Number of project beneficiaries contributing to pension / health / unemployment insurance scheme (number) - Increase in number of project beneficiaries covered by social security insurance (percentage) - Increase in number of project beneficiaries covered by pension / health / unemployment insurance scheme (percentage) - Increase in number of project beneficiaries contributing to pension / health / unemployment insurance scheme (percentage)
Unit of measure	Number
Baseline	Zero (if unemployment and/or inactivity is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Social security insurance:** this may include pension insurance scheme, health insurance, unemployment insurance, maternity and family benefits, disability insurance, work accident insurance etc. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Own elaboration, Jobs Group, 2017
Guidance	
For which types of projects?	For projects aiming to increase the number of project beneficiaries covered by any type of social security insurance through public administration and governance interventions and labor policies.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job quality - Job access (if the indicator is disaggregated by gender and/or age)
Additional notes	- **Universal coverage:** in a country with universal coverage for any of the social insurances, the indicator should not track coverage for that particular social insurance, as it would not be indicative of job quality. Therefore, this indicator should only be used for social insurances the employer and/or employees have to contribute to in order to have access to benefits.

SHARE OF PROJECT BENEFICIARIES REPORTING SATISFACTION WITH THEIR JOB

Indicator Information for Results Framework	
Indicator name	Share of project beneficiaries reporting satisfaction with their job
Unit of measure	Percentage
Baseline	Non-zero
Definition	This indicator tracks the percentage of project beneficiaries who report being somewhat satisfied or satisfied with their job. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Own elaboration, Jobs Group, 2017
Guidance	
For which types of projects?	For projects aiming to increase the jobs satisfaction of project beneficiaries through public administration and governance interventions, labor policies and labor programs.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job quality - Job access (if the indicator is disaggregated by gender and/or age)

AVERAGE NUMBER OF HOURS WORKED PER PROJECT BENEFICIARY PER WEEK

Indicator Information for Results Framework	
Indicator name	Average number of hours worked per project beneficiary per week
	Related indicators: - Increase in average number of hours worked per project beneficiary per week (percentage)
Unit of measure	Number of hours
Baseline	Zero (if unemployment and/or inactivity is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Hours worked:** Actual hours worked include work hours of full-time, part-time and part-year workers, paid and unpaid overtime, hours worked in additional jobs. It excludes time not worked because of public holidays, annual paid leave, own illness, injury and temporary disability, maternity leave, parental leave, schooling or training, slack work for technical or economic reasons, strike or labor dispute, bad weather, compensation leave and other reasons. **Project beneficiaries:** all direct beneficiaries of the respective project component, regardless of whether the beneficiary is employed or self-employed.
Source of definition	OECD Data, accessed on March 20, 2017: https://data.oecd.org/emp/hours-worked.htm
Guidance	
For which types of projects?	For projects aiming to increase the number of hours worked per employed project beneficiary per week in settings of underemployment through public administration and governance interventions, labor policies, access to productive assets (MSME / Entrepreneurship), irrigation infrastructure.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job quality - Job access (if the indicator is disaggregated by gender and/or age)
Additional notes	- This indicator is only relevant in situations of underemployment, when project beneficiaries wish to work more hours. - This indicator, further, should only be used in a setting where more hours worked potentially have a positive effect on the earnings of the beneficiary.

AVERAGE ANNUAL EARNINGS OF PROJECT BENEFICIARIES

Indicator Information for Results Framework	
Indicator name	Average annual earnings of project beneficiaries
	Related indicators: - Increase in average annual earnings of project beneficiaries (percentage)
Unit of measure	Percentage
Baseline	Zero (if unemployment and/or inactivity is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Earnings:** remuneration that project beneficiary obtains from his or her work, in cash or in kind. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Own elaboration, Jobs Group, 2017
Guidance	
For which types of projects?	For projects aiming to increase the earnings of project beneficiaries through interventions such as MSME/entrepreneurship, skills and training, access to productive assets (finance/financial system, land), livelihood / CDD projects, public employment services, public works projects.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job quality - Job access (if the indicator is disaggregated by gender and/or age)
Project examples	- **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Share of supported youth with a job at intake who increased their monthly earnings by at least 20% (percentage), disaggregated by gender - **Kenya Youth Employment and Opportunities Project (P151831).** Indicator: Percentage increase in average earnings among workers (self-employed or wage) at least 6 months after receiving a startup grant, business development services, or a business competition award - **Bangladesh Empowerment and Livelihood Improvement "Nuton Jibon" Project (P073886).** Indicator: Increase in income of targeted households by at least 50 percent against base year - **Republic of Congo Skills Development for Employability Project (P128628).** Indicator: Increase in average earnings of youth after completing training - **Bolivia Improving Employability and Labor Income of Youth Project (P143995).** Indicator: Increase in the average earnings of youth entrepreneurs one year after completing the training

AVERAGE ANNUAL EARNINGS OF PROJECT BENEFICIARIES

Additional notes	- **Self-reporting of earnings:** in some settings, data collection on earnings may be a challenge, especially when collected by government agencies (perceived as breach of privacy; over- or underreporting for tax reasons etc.). Instead of asking for the earnings, it may be easier to propose different earning bands to the beneficiaries who then will choose among the different options. - **Real term changes in earnings:** in countries with high inflation and / or long project duration, teams may want to calculate earnings in real terms. In this case, the data collected over the project period needs to be adjusted for inflation (year of baseline data collection would be the base year).

LABOR FORCE PARTICIPATION RATE AMONG PROJECT BENEFICIARIES

Indicator Information for Results Framework	
Indicator name	Labor force participation rate among project beneficiaries
	Related indicators: - Number of active project beneficiaries (number) - Increase in labor force participation rate among project beneficiaries (percentage point) - Share of active project beneficiaries (percentage) - Decrease in share of inactive project beneficiaries (percentage point)
Unit of measure	Percentage
Baseline	Zero (if inactivity is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Labor force participation rate** is a measure of the proportion of a country's working-age population that engages actively in the labor market, either by working or actively looking for work relative to the country's total working-age population. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Key Indicators of the Labor Market 1: Labor Force Participation Rate, ILO, accessed on April 18, 2017: http://kilm.ilo.org/2011/download/kilm01EN.pdf
Guidance	
For which types of projects?	For projects aiming to increase the share of project beneficiaries participating in the labor force through interventions such as MSME/entrepreneurship, access to productive assets, skills and training, labor policies.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job access

NUMBER OF PROJECT BENEFICIARIES USING (PUBLIC OR PRIVATE) EMPLOYMENT SERVICES

Indicator Information for Results Framework	
Indicator name	Number of project beneficiaries using (public or private) employment services
	Related indicators: - Increase of number of project beneficiaries using public employment services (percentage)
Unit of measure	Number
Baseline	Non-zero
Definition	**Public or private providers of employment services** match jobs seekers with job opportunities through (I) provision of information about the labor market; (II) assistance with job search and provision of placement services; (III) administration of a variety of labor market programs. May also be referred to as labor intermediation services or a labor market observatory. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	ILO, Employment for Social Justice and Fair Globalization, Overview of ILO programs, accessed on April 18, 2017: http://www.oit.org/wcmsp5/groups/public/---ed_emp/documents/publication/wcms_140947.pdf
Guidance	
For which types of projects?	For projects aiming to better connect job seekers with job opportunities through public employment services.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Job access
Project examples	- **Kazakhstan Skills and Jobs project (P150183).** Indicator 1: Number of unemployed people registered at the Employment Center or Employment Unit (Number). Indicator 2: Number of unproductively self-employed people registered at the Employment Center or Employment Unit - **Azerbaijan Social Protection Development (P105116).** Indicator: 40% of job seekers, as reported by the Labor Force Survey, served by the National Employment Service - **Argentine Republic Lifelong Learning and Training Project (P095514).** Indicator: Number of youth receiving employment services

NUMBER OF PROJECT BENEFICIARIES WHO ARE MEMBER OF A COOPERATIVE OR PRODUCER GROUP

Indicator Information for Results Framework	
Indicator name	Number of project beneficiaries who are member of a cooperative or producer group *Related indicators:* - Number of project beneficiaries with new commercial relationships (number) - Increase in number of project beneficiaries who are members of a cooperative or producer group (percentage) - Increase in number of project beneficiaries with new commercial relationships (percentage)
Unit of measure	Number
Baseline	Zero (if not being a member of a cooperative or producer organization is a criterion in the selection of project beneficiaries) or non-zero
Definition	**Cooperative or producer group:** irrespective of diverging national definitions, this refers to a formal or informal organization of producers in order to facilitate market linkages, access to inputs, storage, processing equipment etc. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	Own elaboration, Jobs Group, 2017
Guidance	
For which types of projects?	For projects aiming to strengthen market linkages through MSME/entrepreneurship and Spatial development interventions (i.e. those focused on value chain development, including rural-urban linkages).
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Intermediate: Access to Markets
Project examples	- **Tunisia Irrigated Agriculture Intensification Project (P160245).** Indicator: Farmers included as members in productive alliances or contract farming arrangements supported by the project (number) - **Pakistan Sindh Agricultural Growth Project (P128307).** Indicator: Number of milk producers organized into groups (disaggregated by gender)

AVERAGE TIME TO GET TO MARKET WHERE OUTPUT CAN BE SOLD OR TRADED

Indicator Information for Results Framework	
Indicator name	Average time to get to market where output can be sold or traded *Related indicators:* - Average travel time from farm to market (number) - Average distance to get to market where output can be sold or traded (number) - Decrease in average time to get to market where output can be sold or traded (percentage) - Decrease in travel time from farm to market (percentage) - Decrease in average distance to get to market where output can be sold or traded (percentage)
Unit of measure	Number of hours
Baseline	Non-zero
Definition	This indicator tracks the average number of hours it takes a self-employed beneficiary, such as a smallholder farmer, to get to a market where s/he can sell or trade his/her outputs. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	T&C Standard Indicator Guidance
Guidance	
For which types of projects?	For projects aiming to increase access to markets either through the building of new roads or the rehabilitation of existing ones.
Options for disaggregation	N/A
Relevant Jobs outcomes	- Intermediate: Access to Markets
Project examples	- **Nigeria Commercial Agriculture Development Project (P096648).** Indicator 1: reduction in travel time from farm to market of an average distance of two (2) kilometers. Indicator 2: reduction in cost of transportation of farm output - **Yemen Social Fund for Development Project.** Indicator: Rural roads: time taken to reach nearest market / town

SHARE OF PROJECT BENEFICIARIES COMPLETING TRAINING

Indicator Information for Results Framework	
Indicator name	Share of project beneficiaries completing training
	Related indicators: - Number of project beneficiaries completing training (number) - Number of project beneficiaries having passed the knowledge exam at the end of the training (number) - Dropout rate of project beneficiaries (percentage)
Unit of measure	Percentage
Baseline	Zero
Definition	This indicator tracks the share of project beneficiaries who completed a training delivered by the project. **Project beneficiaries:** all direct beneficiaries of the respective project component
Source of definition	N/A
Guidance	
For which types of projects?	For projects aiming to develop the skills of its beneficiaries through training interventions.
Options for disaggregation	- Disaggregate by gender of beneficiaries - Disaggregate by age of beneficiaries – e.g. youths (definition may vary by country)
Relevant Jobs outcomes	- Intermediate: human capital
Project examples	- **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Youths who completed internships or training (number, disaggregated by gender) - **Kenya Youth Employment and Opportunities project (P151831).** Indicator: Number of beneficiary youths receiving life skills, technical, and entrepreneurship training and internships - **Republic of Congo Skills Development for Employability Project (P128628).** Indicator: Youth who complete the training supported by the project (percentage) - **Pakistan Sindh Agricultural Growth Project (P128307).** Indicator: Number of farmers/producers who receive training and knowledge services (gender disaggregated) - **Benin Forest & Adjacent Land Management (P132431).** Indicator: Number of agricultural producers trained in improved agricultural techniques

A. Jobs Indicator Definition and Guidance

A.1. Individual Beneficiaries

A.2. Firm Beneficiaries

B. Jobs Data Collection Forms and Data Processing and Aggregation Table

B.1. Individual Beneficiaries

B.2. Firm Beneficiaries

C. Jobs Data Collection Manuals

C.1. Individual Beneficiaries

C.2. Firm Beneficiaries

D. Template of Terms of References for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms

NUMBER OF FULL-TIME EQUIVALENT (FTE) JOBS IN BENEFICIARY FIRMS

Indicator Information for Results Framework	
Indicator name	Number of full-time equivalent (FTE) jobs in beneficiary firms *Related Indicators:* - Number of net FTE jobs in beneficiary firms - Increase in number of FTE jobs in beneficiary firms - Number of full-time employees in beneficiary firms
Unit of measure	Number
Baseline	Non-zero
Definition	The indicator tracks the increase in the number of net FTE jobs in beneficiary firms since the onset of the project. **Full-time equivalent (FTE) jobs**: FTE jobs may follow local definitions. If not clear/unavailable, use: - 7 or more hours a day (or 35 hours a week) - 48 weeks in a year Part-time jobs are converted to full-time equivalent jobs on a pro rata basis, based on local definition (e.g., if working week equals 35 hours, a 20 hour/week job would be equal to 0.6 FTE job). Seasonal or short-term jobs are prorated on the basis of the portion of the reporting period that was worked (e.g., a full-time position for three months would be equal to a 0.25 FTE job if the reporting period is one year). If the information is not available, the rule-of-thumb is two part-time jobs equal a full-time job. **Beneficiary firm**: all establishments of a firm directly participating in the corresponding project component <u>Note:</u> While tracking FTE jobs sheds light on the estimated number of labor days created by a project's intervention, it fails to measure the quality of those jobs or whom benefits, such as targeted vulnerable groups. Tracking related measures of productivity, earnings among workers, and who benefits from jobs in beneficiary firms is advised.
Source of definition	Memorandum regarding IFIs Harmonized Development Results Indicators for Private Sector Investment Operations (2013); Fowler, B. and Markel, E. (2014). "Measuring Job Creation in Private Sector Development" DCED; ILO (OECD, 2014).
Guidance	
For which types of projects?	For interventions aiming to increase employment through support for firms (e.g. access to finance, business development services, value chain development, matching grant programs etc.) or through public programs (e.g. public works; livelihoods interventions, etc.)
Options for disaggregation	- Disaggregate by gender - Disaggregate by age

NUMBER OF FULL-TIME EQUIVALENT (FTE) JOBS IN BENEFICIARY FIRMS

Relevant Jobs outcomes	- Job creation - Job access (if the indicator is disaggregated by gender and/or age)
Project examples	- **Zambia Agribusiness and Trade Project (P156492).** Indicator: Net full-time equivalent (FTE) jobs created among beneficiary SMEs (number) (of which female) - **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Number of full-time equivalent (FTE) direct jobs created among businesses supported by the project - **Somali Core Economic Institutions and Opportunities Program (P152241).** Indicator: Number of direct jobs created in enterprises supported by the project; disaggregated by gender and age - **Ethiopia Women Entrepreneurship Development Project (P122764).** Indicator: Increase in numbers of full-time and part-time employees (paid and unpaid)

NUMBER OF NEWLY CREATED FIRMS WITH AT LEAST ONE PAID EMPLOYEE

Indicator Information for Results Framework	
Indicator name	Number of newly created firms with at least one paid employee
	Related Indicators: - Number of newly created firms (number)
Unit of measure	Number
Baseline	Zero
Definition	**Newly created firm**: Formal or informal firms that were created as a result of the intervention. **Paid employee:** Worker holding a job in which the basic remuneration is not directly dependent on the revenue of the employer. Can include family members.
Source of definition	ILO (2015) *Global Wage Report 2014/15: Wages and Income Inequality.*
Guidance	
For which types of projects?	For interventions aiming to promote firm creation, such as access to finance, skills and training, spatial development (e.g. growth corridors) etc.
Options for disaggregation	By female-owned firm
Relevant Jobs outcomes	- Job creation: New enterprises
Project examples	- **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Newly established micro-enterprises (number) by project beneficiaries

AVERAGE OUTPUT PER WORKER AMONG BENEFICIARY FIRMS

Indicator Information for Results Framework	
Indicator name	Average output per worker among beneficiary firms
	Related Indicators: - Increase in average output per worker among beneficiary firms - Value added per worker (US$)
Unit of measure	USD or Local Currency Unit (LCU)
Baseline	Non-zero
Definition	**Output per worker**: Value of total volume of output produced (in USD or LCU) during a given time reference period divided by the number of full-time equivalent employees during the same reference period. **Beneficiary firm**: all firms participating in the corresponding project component
Source of definition	ILO: www.ilo.org/ilostat-files/Documents/description_PRODY_EN.pdf
Guidance	
For which types of projects?	For projects aiming to enhance firm productivity, competitiveness, or efficiency through interventions such as skills and training interventions, value chain development, matching grants, business development services, access to finance etc.
Options for disaggregation	By female-owned firm
Relevant Jobs outcomes	- Job quality: Worker productivity
Project examples	- **Zambia Agribusiness and Trade Project (P156492).** Indicator: Increase in average output per worker among beneficiaries (Percentage)

AVERAGE LENGTH OF TIME FOR BENEFICIARY FIRMS TO FILL A VACANCY, BY TYPE OF POSITION

Indicator Information for Results Framework	
Indicator name	Average length of time for beneficiary firms to fill a vacancy, by type of position
Unit of measure	Days
Baseline	Non-zero
Definition	
Source of definition	
Guidance	
For which types of projects?	
Options for disaggregation	By female-owned firm
Relevant Jobs outcomes	Job access: Working of Labor Market
Project examples	

NUMBER OF BENEFICIARY FIRMS / FARMS WHO ARE MEMBER OF A COOPERATIVE OR PRODUCER GROUP

Indicator Information for Results Framework	
Indicator name	Number of beneficiary firms/farms who are member of a cooperative or producer group
	Related Indicator: - Number of beneficiaries with new commercial relationships - Increase in number of beneficiary firms/farms who are members of a cooperative or producer group (percentage) Market access can be measured through: *Number of leads generated (i.e. how many investors have expressed an interest in more information)* Interventions that would get at this within T&C, for instance, include work on investment climate, investment promotion.
Unit of measure	Number
Baseline	Zero or non-zero
Definition	**Beneficiary firm**: all firms participating in the corresponding project component **Cooperative or producer group:** Irrespective of diverging national definitions, this refers to a formal or informal organization of farmers in order to facilitate market linkages, access to inputs, storage, processing equipment etc.
Source of definition	N/A
Guidance	
For which types of projects?	For projects aiming to strengthen market linkages, e.g. through MSME/entrepreneurship and value chain development interventions etc.
Options for disaggregation	By female-owned firm
Relevant Jobs outcomes	- Intermediate: Access to Markets
Project examples	- **Ethiopia Second Agricultural Growth Project (P148591).** Indicator: Number of commercial partnerships or market contracts signed between producer groups or cooperatives (supported by the project) and domestic/international agribusiness actors (processors, wholesalers, retailers, exporters, etc.) for selected value chains - **Tunisia Irrigated Agriculture Intensification Project (P160245).** Indicator: Farmers included as members in productive alliances or contract farming arrangements supported by the project (number)

AVERAGE TIME TO GET TO MARKET WHERE OUTPUT CAN BE SOLD OR TRADED

Indicator Information for Results Framework	
Indicator name	Average time to get to market where output can be sold or traded
	Related indicators: - Reduction in average time to get to market where output can be sold or traded (percentage) - Decrease in travel time from farm to market (percentage)
Unit of measure	Days or Hours
Baseline	Non-zero
Definition	The indicator tracks the average number of hours it takes for SMEs or smallholders in the targeted region to get to a market where they can sell or trade their output.
Source of definition	T&C Standard Indicator Guidance
Guidance	
For which types of projects?	For projects interventions aiming to increase market access (e.g. agricultural/agribusiness products) through the building of new roads or the rehabilitation of existing ones, often but not limited to rural roads
Options for disaggregation	N/A
Relevant Jobs outcomes	- Intermediate: Access to Markets
Project examples	- **Nigeria Commercial Agriculture Development Project (P096648).** Indicator 1: Reduction in travel time from farm to market of an average distance of two (2) kilometers. Indicator 2: Reduction in cost of transportation of farm output - **Mekong Delta Transport Infrastructure Development Project (P083588 & P126605).** Indicator: Average travel time by truck on NH91 (Km 7 –Km 14) - **Cote d'Ivoire Infrastructure for Urban Development and Competitiveness of Secondary Cities (P151324).** Indicator: Reduction in Travel Time (Percentage)

ADDITIONAL (ANNUAL) SALES REVENUE FOR BENEFICIARY FIRMS

Indicator Information for Results Framework	
Indicator name	Additional (annual) sales revenue for beneficiary firms *Related Indicators:* - Annual sales revenue for beneficiary firms - Increase in sales revenue among beneficiary firms (percentage) - Number of beneficiary firms with increased sales revenue
Unit of measure	USD
Baseline	Non-zero
Definition	The indicator measures the incremental sales revenue (US$) for a given period of project-supported businesses. **Beneficiary firm**: all firms participating in the corresponding project component
Source of definition	T&C Standard indicator guidance
Guidance	
For which types of projects?	For projects aiming to enhance firm performance through interventions such as business regulations, spatial development (especially value chain development, finance, MSME/entrepreneurship (especially business development services), skills and training etc.
Options for disaggregation	Disaggregate by female-owned firm
Relevant Jobs outcomes	- Intermediate: Firm performance/investment
Project examples	- **Kazakhstan SME Competitiveness Project (P147705).** Indicator: Value of increased sales of SMEs facilitated through participation in the project (amount (US$)) - **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Increase in average yearly sales for the MSMEs receiving matching grants (percentage) - **Zambia Agribusiness and Trade Project (P156492).** Indicator: Increase (additional) in average value of gross sales of beneficiary SMEs (percentage) (by gender) - **Swaziland Private Sector Competitiveness (P151433).** Indicator: Increase in sales revenues of beneficiary firms (amount (USD)) - **Somalia Core Economic Institutions and Opportunities Program (P152241).** Indicator: Total annual increase in revenue of firms supported by SBCF and SMEF that received training and advisory services (percentage) - **Jamaica Foundations for Competitiveness and Growth Project (P147665).** Indicator: Increase in Sales of SMEs Supported by Project over Benchmark of Comparator SMEs - **Ethiopia Women Entrepreneurship Development Project (P122764).** Indicator: Increase in yearly average business earnings

INVESTMENT GENERATED (IN BENEFICIARY FIRMS)

Indicator Information for Results Framework	
Indicator name	Investment generated (in beneficiary firms)
	Related Indicators: - Increase in investment in beneficiary firms generated (percentage) - Number of (predominantly women-owned) firms/entrepreneurs receiving investment - Number of firms that invest
Unit of measure	US$
Baseline	Zero
Definition	The indicator tracks the amount of investment (US$) generated in beneficiary firms by private entities using financing (in the form of equity and/or debt) mobilized by private entities.
Source of definition	N/A
Guidance	
For which types of projects?	For projects aiming to enhance firm performance through interventions such as business regulations, spatial development (especially value chain development), finance, MSME/entrepreneurship (especially business development services), skills and training etc.
Options for disaggregation	By female-owned firms
Relevant Jobs outcomes	- Intermediate: Firm performance/investment
Project examples	- **Burkina Faso Bagré Growth Pole Project (P119662).** Indicator: Volume of investment flows - **Tunisia Youth Economic Inclusion Project (P158138).** Indicator: Investment generated through the matching grant scheme (US$ in million) - **Jamaica Foundations for Competitiveness and Growth Project (P147665).** Indicator: Private Capital Mobilized. *Definition: The core indicator tracks the amount of direct financing (in the form of equity and/or debt) mobilized by private entities, using private funding, to finance investments within an IBRD/IDA operation or investments (PE, GE, RE, SF, and GU) directly linked to that operation.*

SHARE OF NEWLY ESTABLISHED FIRMS STILL OPERATIONAL AFTER X MONTHS

Indicator Information for Results Framework	
Indicator name	Share of newly established beneficiary firms still operational after X months
Unit of measure	Percentage
Baseline	Zero
Definition	The indicator tracks the ratio of newly established beneficiary firms that are still operational to the total number of firms participating in the intervention **Beneficiary firms**: all firms participating in the corresponding project component **Still operational**: Firms that are still conducting business where services or operations are performed after a specified duration since project implementation completed
Source of definition	N/A
Guidance	
For which types of projects?	For projects aiming at setting up and supporting SMEs, e.g. through finance and MSME/entrepreneurship interventions.
Options for disaggregation	By female-owned firms
Relevant Jobs outcomes	- Intermediate: Firm performance/investment
Project examples	- **Zambia Agribusiness and Trade Project (P156492).** Indicator: Share of newly established SMEs still operational after 24 months (percentage)

A. Jobs Indicator Definition and Guidance

A.1. Individual Beneficiaries

A.2. Firm Beneficiaries

B. Jobs Data Collection Forms and Data Processing and Aggregation Table

B.1. Individual Beneficiaries

B.2. Firm Beneficiaries

C. Jobs Data Collection Manuals

C.1. Individual Beneficiaries

C.2. Firm Beneficiaries

D. Template of Terms of References for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms

INDIVIDUAL BENEFICIARIES - JOBS DATA COLLECTION FORM

Guidance on preparation of data collection form (to be adapted before data collection starts)

Indicator	Corresponding questions
All indicators	Q1.01-Q1.07 **Q1.04:** pre-load the local prefix for country and both, mobile and fix phone numbers
Number of (wage or self-) employed project beneficiaries (*)	Q3.01-3.06
Number of self-employed project beneficiaries (*)	Q4.01-4.02
Number of project beneficiaries covered by social security insurance (*)	Q4.17-4.19
Jobs satisfaction rate among project beneficiaries (*)	Q4.20
Average number of hours worked per project beneficiary per week (*)	Q4.13-4.15
Average earnings of project beneficiaries per year (*) - For wage-employed - For self-employed, unpaid worker in family business, other	Q4.08-4.10 **Q4.08 & Q4.10:** adapt currency to the money unit used in your country Q4.03-4.05 **Q4.03 & Q4.05:** adapt currency to the money unit used in your country
Labor force participation rate among project beneficiaries (*)	Q3.01-3.09
Number of project beneficiaries using (public or private) employment services (*)	Q3.10
Number of project beneficiaries who are members of a cooperative or producer group (*)	Q4.12
Average time to get to market where output can be sold or traded	Q4.11
Share of project beneficiaries completing training (*)	Q2.01

WORLD BANK GROUP
Jobs

INDIVIDUAL BENEFICIARIES - JOBS DATA COLLECTION FORM

Data Processing and Aggregation for Individual Beneficiaries Indicators

Indicator	Data processing and aggregation
Number of (self- and/or wage) employed project beneficiaries	= Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Number of self-employed project beneficiaries	= Σ (Q4.01 [2] OR Q4.01 [3])
Number of project beneficiaries covered by social security insurance	Pension insurance scheme = Σ Q4.17 [1] Health insurance scheme = Σ Q4.18 [1] Unemployment insurance scheme = Σ Q4.19 [1]
Share of project beneficiaries reporting satisfaction with their job	Numerator = Σ (Q4.20 [4] OR Q4.20 [5] Denominator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Average number of hours worked per project beneficiary per week	Numerator = Σ HRS Q4.13 Denominator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Average annual earnings of project beneficiaries	Numerator = Σ ({VAL Q4.03 AND VAL Q4.05} OR {VAL Q4.08 AND VAL4.10}) Denominator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]})
Labor force participation rate among project beneficiaries	Numerator = Σ (Q3.01 [1] OR Q3.02 [1] OR Q3.03 [1] OR Q3.04 [1] OR {Q3.05 [1] AND Q3.06 [1]} OR {Q3.07 [1] AND Q3.09 [1]} OR {Q3.08 [1] AND Q3.09 [1]}) Denominator = Σ Project beneficiaries
Number of project beneficiaries using (public or private) employment services	= Σ Q3.10 [1]
Number of project beneficiaries who are member of a cooperative or producer group	= Σ Q4.12 [1]
Average time to get to market where output can be sold or traded	Numerator = Σ TIM Q4.11 Denominator = Σ Project beneficiaries selling or trading products on market
Share of project beneficiaries completing training	Numerator = Σ Q2.01 [2] Denominator = Σ Project beneficiaries initially enrolled in training

HRS = number of hours worked per beneficiary | VAL = monetary value | TIM = duration, expressed in hours, it takes a beneficiary to go to the closest market where products can be sold or traded

Q4.08 and Q4.10: adjust earnings of every beneficiary to the same pay period (e.g. one week) before aggregating data

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INDIVIDUAL BENEFICIARIES - JOBS DATA COLLECTION FORM

Hello, my name is [INSERT YOUR NAME], I am collecting data for a World Bank report. The report is following up on the results of the [INSERT THE NAME OF THE PROJECT] project. The report is trying to understand the progress made through the intervention. You are being interviewed as a beneficiary of the [INSERT THE NAME OF THE PROJECT] project, along with the other participants of the project, to provide intermediate results that will allow to adapt the intervention, if necessary. The information you provide is strictly confidential and will be used only in aggregated form for research. We intend to prepare a report that contains the aggregated responses to the questions I am about to ask. Please be assured that all answers will be treated as strictly confidential.

1. SCREENING INFORMATION

(1.01) **Name of beneficiary**

First Name ____________________

Last Name ____________________

Middle name ____________________

(1.02) Address of beneficiary ____________________

____

____

____

(1.03) Email address of beneficiary ____________________

____

(1.04) **Phone number of beneficiary and his/her family members**

Beneficiary ____________________

Family member 1 ____________________

Family member 2 ____________________

Family member 3 ____________________

Family member 4 ____________________

(1.05) Gender of beneficiary

Male	1	
Female	2	

(1.06) Year of birth of beneficiary

(1.07) Date of interview (DD-MM-YYYY)

DD	MM	YYY

2. COMPLETION OF PROJECT TRAINING PROGRAM

(2.01) In which stage of the training program are you currently in?

Currently enrolled	1		
Already completed	2		
Was enrolled, but dropped out	3	▶	END INTERVIEW

3. EMPLOYMENT STATUS OF BENEFICIARIES

(3.01) During the past 7 days, did you work for at least one hour for wage or salary in cash or in kind for someone who is not a member of your household?
For example, a public or private enterprise or company, an NGO or any other individual

YES	1	▶	(4.01)
NO	2		

(3.02) During the past 7 days, have you worked for at least an hour on a farm owned or rented by you or a member of your household?
Examples are cultivating crops or in other farm maintenance tasks, or caring for livestock belonging to you or a member of your household

YES	1	▶	(4.01)
NO	2		

(3.03) During the past 7 days, have you worked for profit or family gain, in cash or in kind for at least an hour on your own account or in a business belonging to you or someone in your household?
For example, as a trader, shop-keeper, barber, dressmaker, carpenter, taxi driver, car wash, etc.

YES	1	▶	(4.01)
NO	2		

INDIVIDUAL BENEFICIARIES - JOBS DATA COLLECTION FORM

(3.04) Although you reported no work in the past 7 days, have you done any occasional job for profit or family gain, in cash or in kind?
Examples are having sold goods in the street, helped someone for their business, sold some homemade products, washed cars, repaired cars, etc. during the past 7 days

YES	1	►	(4.01)	
NO	2			

(3.05) Even though you did not work in the last 7 days, do you have a permanent/long term job or work from which you were temporarily absent, or your own account work in which you were temporarily not working?

YES	1			
NO	2	►	(3.07)	

(3.06) Are you going back to the same business / work / employer after this absence?

YES	1	►	(4.01)	
NO	2			

(3.07) During the past 4 weeks, have you tried in any way to find a salaried or wage job?

YES	1	►	(3.09)	
NO	2			

(3.08) During the past 4 weeks, have you tried to start your own business / economic activity?

YES	1			
NO	2	►	**END INTERVIEW**	

(3.09) If you were offered work, are you available to start within the next two weeks?

YES	1			
NO	2	►	**END INTERVIEW**	

(3.10) Do you use employment services to find a job?

YES	1	►	**END INTERVIEW**	
NO	2	►		

4. THE REMAINING QUESTIONS ARE FOR (SELF- OR WAGE) EMPLOYED PROJECT BENEFICIARIES

(4.01) In your current main activity, do you work as...

Employee (with salary or wage)	1	►	(4.06)	
Self-employed, own account worker, an owner with hired labor	2			
Self-employed, own account worker, an owner without hired labor	3	►	(4.03)	
Unpaid worker in family business	4	►	(4.04)	
OTHER, SPECIFY	96	►	(4.03)	

(4.02) How many paid or unpaid employees do you have (permanent or temporary/seasonal)?

		NB OF EMPLOYEES
A	Permanent employees	
B	Temporary/Seasonal employees	

(4.03) How much were your cash earnings for the past month? [IN LOCAL CURRENCY UNIT]

(4.04) Do you receive payments in-kind for this work?

YES	1			
NO	2	►	(4.11)	

(4.05) What is the estimated value of the in-kind payments you received for this work (for the past month)? [IN LOCAL CURRENCY UNIT]

► (4.11)

(4.06) Have you signed a contract, or do you have a written employment agreement with your employer?

Yes, contract	1			
Yes, written employment agreement	2			
NO	3	►	(4.08)	

INDIVIDUAL BENEFICIARIES - JOBS DATA COLLECTION FORM

(4.07) Is that contract or written employment agreement open-ended?

YES	1	
NO	2	

(4.08) How much was your gross payment (before any payroll taxes and social security deductions) for the last pay period? [IN LOCAL CURRENCY UNIT]

Daily	1	
Weekly	2	
Biweekly	3	
Monthly	4	
OTHER, SPECIFY	96	

(4.09) Do you receive payments in-kind for this work?

YES	1	
NO	2 ► (4.13)	

(4.10) What is the estimated value of the in-kind payments you receive for this work (for the last pay period reported in Q4.08)? [IN LOCAL CURRRENCY UNIT]

► (4.13)

(4.11) How long does it take you to get to the closest market where products can be sold or traded? [IN HOURS : MINUTES]

HOURS	MINUTES

(4.12) Are you a member of a cooperative or producer group?

YES	1	
NO	2	

(4.13) How many hours do you currently work in a typical week?

(4.14) Would you like to work more hours per week than you do now?

YES	1	
NO	2 ► (4.16)	

(4.15) What is the reason that you do not work more hours at the moment? [DO NOT READ RESPONSES]

		YES....1 NO...2
A	Studying / in school	
B	Housewife / home duties	
C	In retirement	
D	Old age	
E	Ill	
F	Have a disability	
G	In compulsory military service	
H	Believe I do not have any chance to get a job with more hours	
I	There are no jobs	
J	Do not have flexibility to work irregular hours (e.g. night shifts) or long hours (more than 40 hours per week)	
K	Do not have flexibility to do more than 1 hour of commute	
L	High probability of being discriminated because of my ethnic group or gender	
M	OTHER, SPECIFY	

(4.16) For how many weeks did you work in the last year? [RECORD THE NUMBER OF WEEKS]

(4.17) Are you covered by a pension insurance scheme?

YES	1	
NO	2	

(4.18) Are you covered by a health insurance scheme?

YES	1	
NO	2	

(4.19) Are you covered by an unemployment insurance scheme?

YES	1	
NO	2	

(4.20) How satisfied are you with your job?

very unsatisfied	1	
somewhat unsatisfied	2	
neither satisfied nor unsatisfied	3	
somewhat satisfied	4	
very satisfied	5	

This is the end of the interview. I need to perform a few checks, before I leave. CHECK FOR ALL INFORMATION IS COMPLETE. THEN THANK YOUR RESPONDENT. **Thank you very much for your time.**

A. Jobs Indicator Definition and Guidance

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ESTABLISHMENTS AND FARMS DATA COLLECTION FORM

Guidance on preparation of data collection form (to be adapted before data collection starts)

Indicator	Corresponding questions
Number of full-time equivalent (FTE) jobs in beneficiary firms	Q3.02-Q3.10
Number of newly established firms with more than one paid employee	Q2.03; Q3.01
Average output per worker among beneficiary firms (LCU)	Q4.02 (to be adapted into local currency units); Q3.02, Q3.04, Q3.07
Number of project beneficiaries who are member of a cooperative or producer group	Q2.02
Number of beneficiaries with new commercial relationships	Q4.03
Average time to get to market where output can be sold or traded (Days/Hours)	Q4.04
Annual sales revenue for beneficiary firms (US$)	Q4.01
Investment generated (US$)	Q4.06
Share of newly established beneficiary firms still operational after X months (Percentage)	Q2.03; Q3.02; Q3.04; Q3.07; Q4.01; Q4.02
Average length of time for beneficiary firms to fill a vacancy (Days)	Q3.14; Q3.16

Note: Additional questions as background information or linked to related Jobs Indicators are included in this form. For instance, Section 2 on Establishment Characteristics provides questions on sectors in which establishments operate for disaggregating employment status by sector. Section 3 on Workforce includes additional questions for disaggregating employees by gender and age (youth). Additional examples include Q3.13-3.16 that will allow for disaggregation of jobs in terms of new jobs (high- and low-skilled jobs) created during the period of project support. Q4.07 is another optional question that sheds light on book-keeping practices as indicative of data quality, including financial information reported by the establishment.

[WB TEAMS MAY SELECT FROM THESE QUESTIONS BASED ON THE JOBS INDICATORS USED IN PROJECT RESULTS FRAMEWORKS.]

ESTABLISHMENTS AND FARMS DATA COLLECTION FORM

Data Processing and Aggregation Table for Firm Beneficiaries

Indicator	Data processing and aggregation
Number of full-time equivalent (FTE) jobs in beneficiary firms	∑ {(VAL Q3.02 (permanent full-time)) + (VAL Q3.04 (permanent part-time)*0.6 FTE Job) + (VAL Q3.07 (seasonal/temporary)*0.25 FTE Job)}
Number of newly established firms with more than one paid employee	∑ Project beneficiaries where {If Q2.03 (within project implementation period); then >0 in Q3.02; Q3.04; or Q3.07}
Average output per worker among beneficiary firms (LCU)	Numerator: ∑ Q4.2 Denominator: ∑ {(VAL Q3.02 (permanent full-time)) + (VAL Q3.04 (permanent part-time)*0.6 FTE Job) + (VAL Q3.07 (seasonal/temporary)*0.25 FTE Job)}
Number of project beneficiaries who are member of a cooperative or producer group	∑ Q2.02 [1]
Number of beneficiaries with new commercial relationships	∑ VAL Q4.03
Average time to get to market where output can be sold or traded (Days/Hours)	If Days: ∑ {VAL Q4.04 [1] + (VAL Q4.04 [2]*24) + (VAL Q4.04 [3]*60*24)} If Hours: ∑ {(VAL Q4.04 [2]*24) + (VAL Q4.04 [3]*60*24)}
Additional (annual) sales revenue for beneficiary firms (US$)	(∑Q4.01 at tx) – (∑Q4.01 at t0)
Investment generated (US$)	∑ {VAL Q4.06 [1] + VAL Q4.06 [2] + VAL Q4.06 [3]}
Share of newly established beneficiary firms still operational after X months (Percentage)	Numerator: ∑ Project beneficiaries where {If Q2.03 (within project implementation period); then >0 in Q3.02; Q3.04; or Q3.07} still in conducting business after a specified duration since project implementation completed Denominator: ∑ Project beneficiaries
Average length of time for beneficiary firms to fill a vacancy (Days)	Numerator: ∑ {VAL Q3.14 + VAL Q3.16} Denominator: {2 * ∑ Project beneficiaries}

WORLD BANK GROUP
Jobs

ESTABLISHMENTS AND FARMS DATA COLLECTION FORM

Hello, my name is [INSERT INTERVIEWER NAME] I am collecting data to assess the performance of [INSERT PROJECT NAME] supported by the World Bank Group. [INSERT PROJECT BACKGROUND INFORMATION HERE AND RATIONALE FOR DATA COLLECTION]
The information you provide is strictly confidential. Your establishment's name and data will never be identifiable in any report or dataset. Thus, the responses you give will in no way affect your status or treatment as a beneficiary establishment. The information gathered here is exclusively meant to help improve existing and develop new programs to better support establishments.

1. SCREENING INFORMATION

(1.00) What is your job title (main responsibility)?

Owner / Proprietor	1
President / Vice President / Chief Executive Officer (CEO)	2
Partner	3
Director	4
General Manager	5
OTHER, SPECIFY	96

(1.01) **Name of respondent**
First Name
Last Name

(1.02) Establishment National registration ID

(1.03) Name of establishment

(1.04) Address of establishment

(1.05) Village

(1.06) City

(1.07) Province / State

(1.08) Email

(1.09) Phone no.

(1.10) Date of interview dd mm yyyy

2. ESTABLISHMENT CHARACTERISTICS

I would like to begin by asking a few background questions.

(2.01) What is the legal status of this establishment?

Sole Proprietorship	1
Partnership	2
Family Association	3
Limited Liability Corporation (Privately Held)	4
Corporation Listed on Stock Exchange	5
Part of Multi-National establishment	6
Cooperative	7
No Legal Form	8
OTHER, SPECIFY	96

(2.02) ONLY ASK QUESTION FOR AGRICULTURE/ AGRIBUSINESS:
Is this [establishment/farm] a member of a cooperative or producer group?

YES	1
NO	2

(2.03) In what year did this [establishment/farm] begin operations? yyyy

(2.04) Does this [establishment/farm] have any owners who are women?

YES	1
NO	2 ► 2.06

(2.05) What percentage of this [establishment/farm] is effectively owned by women? (where effective ownership means having the power to take decisions on the overall management of the establishment) %

ESTABLISHMENTS AND FARMS DATA COLLECTION FORM

(2.06) In the last financial year [INSERT FISCAL OR AGRICULTURAL YEAR], what products or activities are the main sources of revenue for this establishment?

Agriculture, forestry, and fishing	1		
Manufacturing, mining and quarrying, and other industrial activities	2	►	(2.08)
Construction	3	►	(3.01)
Wholesale and retail trade, transportation and storage, accommodation, and food service	4	►	(3.01)
Information and communication	5	►	(3.01)
Financial and insurance activities	6	►	(3.01)
Real estate activities	7	►	(3.01)
Professional, scientific, technical, administrative, and support service activities	8	►	(3.01)
Public administration and defense, education, human health, and social work activities	9	►	(3.01)
Other service activities	10	►	(3.01)
OTHER, SPECIFY	96	►	(3.01)

(2.07) Please indicate your main activity:

Crop and animal production, hunting and related service activities	1	►	(3.01)
Forestry and logging	2	►	(3.01)
Fishing and aquaculture	3	►	(3.01)
OTHER, SPECIFY	96	►	(3.01)

(2.08) Please indicate your main activity:

Manufacture of food products	1
Manufacture of beverages	2
Manufacture of tobacco products	3
Manufacture of textiles	4
Manufacture of wearing apparel	5
Manufacture of leather and related products	6
Manufacture of wood and products of wood and cork	7
Manufacture of paper and paper products	8
Manufacture of printing and reproduction of recorded media	9
Manufacture of coke and refined petroleum products	10
Manufacture of chemicals and chemical products	11
Manufacture of basic pharmaceutical products and pharmaceutical preparations	12
Manufacture of rubber and plastics products	13
Manufacture of other non-metallic mineral products	14
Manufacture of basic metals	15
Manufacture of fabricated metal products, except machinery and equipment	16
Manufacture of computer, electronic and optical products	17
Manufacture of electrical equipment	18
Manufacture of machinery and equipment	19
OTHER, SPECIFY	96

3. WORKFORCE

Now I would like to ask questions about the workforce at this workplace. Please think about all the employees currently working here, including full-time, part-time, and temporary or seasonal.

Also please include employees even if not formally employed by your establishment (i.e. include independent contractors, unpaid employees, etc.).

Exclude employees employed by another enterprise (outsourced from another firm) who are assigned to work at your workplace.

(3.01) In the last financial year [INSERT FISCAL OR AGRICULTURAL YEAR], how many employees have worked in this [establishment/farm]?

ESTABLISHMENTS AND FARMS DATA COLLECTION FORM

(3.02) How many permanent full-time employees currently work in this [establishment/farm]? Note: Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift; Please include all employees and managers

IF 0 ▶ Q3.04

(3.03) Based on the [INSERT NUMBER OF PERMANENT EMPLOYEES FROM Q3.02] permanent full-time employees the [ESTABLISHMENT/FARM] is currently employing, how many are women and how many are under the age of 25?

(3.02)

(3.03)A Of this total, how many are… **Women**

(3.03)B Of this total, how many are… **under age 25**

(3.04) How many permanent part-time employees currently work in this [establishment/farm]? **If 0 ▶ Q3.07**

(3.05) Based on the [INSERT NUMBER OF PERMANENT EMPLOYEES FROM Q3.04] permanent part-time employees the [establishment/farm] is currently employing, how many are women and how many are under the age of 25?

(3.04)

(3.05)A Of this total, how many are… **Women**

(3.05)B Of this total, how many are… **under age 25**

(3.06) On average, for how many hours do the current part-time employees work per week?

(3.07) Did this [establishment/farm] employ any seasonal or temporary employees during the most recently completed [FISCAL/AGRICULTURAL] year [INSERT DATE]? Note: Seasonal or temporary employees refer to employees who work for a limited or certain period of time in a year

YES	1			
NO	2	▶	(3.11)	

(3.08) How many seasonal or temporary employees did this [ESTABLISHMENT/FARM] employ during the most recently completed [FISCAL/AGRICULTURAL] year [INSERT DATE]?

(3.09) Based on the [INSERT NUMBER OF SEASONAL/TEMPORARY EMPLOYEES FROM Q3.07] seasonal or temporary employees the [ESTABLISHMENT/FARM] employed in the most recently completed [FISCAL/AGRICULTURAL] year, how many were women and how many were under the age of 25?

(3.07)

(3.09)A Of this total, how many are… **Women**

(3,09)B Of this total, how many are… **under age 25**

(3.10) On average, how long did a seasonal or temporary employee who was employed in the last [FISCAL/AGRICULTURAL] year work in the [ESTABLISHMENT/FARM]? WEEKS

(3.11) How many [for manufacturing: managerial and/or supervisory; for ag: high skilled] positions are there in the [ESTABLISHMENT/FARM]? IF 0 ▶ Q3.13

(3.12) Of these positions, how many are held by women?

(3.13) Over the past year, has the [ESTABLISHMENT/FARM] hired any new managers or other high skilled employees? Examples include:Managers, Professionals, Technicians and Associate Professionals

YES	1			
NO	2	▶	(3.15)	

ESTABLISHMENTS AND FARMS DATA COLLECTION FORM

(3.14) Over the past year, how many days has it taken on average to fill a position for managers and other skilled employees from the time the position becomes open or is created?

DAYS [ ]

(3.15) Over the past year, has the [establishment/farm] hired any new lower skilled employees?
Examples include: Clerical Support; Service employees; Sales employees; Skilled agriculture, forestry and fishery employees; Construction, crafts and related trades employees; drivers, plant & machine operators & assemblers, elementary occupations

YES	1	
NO	2 ► (4.01)	

(3.16) Over the past year, how many days has it taken on average to fill a position for lower skilled employees [FOR MANUFACTURING INSERT: such as service employees, sales employees, support employees, etc..] from the time the position becomes open or is created?

DAYS [ ]

4. ESTABLISHMENT PERFORMANCE

Now I would like to ask a few questions about production and investment in this [establishment/farm].

(4.01) In [fiscal/agricultural] year [INSERT LAST COMPLETE FISCAL/AGRICULTURAL YEAR], what were this [establishment's/farm's] total annual sales?

LOCAL CURRENCY UNIT [ ]

(4.02) In [fiscal/agricultural] year [INSERT LAST COMPLETE FISCAL/AGRICULTURAL YEAR], what was this [establishment's/farm's] total volume produced?

KGS	1
TONS	2
USD	4
OTHER, SPECIFY	96

VOL. UNIT [ ]

AMOUNT [ ]

(4.03) In [fiscal/agricultural] year [INSERT LAST COMPLETE FISCAL/AGRICULTURAL YEAR], has this [establishment's/farm's] established new commercial relationships?
Commercial relationships may be defined as new investors expressing interest; sourcing inputs from new (local) firms; supplying and distributing among new firms (local or export)

YES	1
NO	2

(4.04) How much time does it take your [establishment/farm] to get to the closest market where products can be sold or traded? [SPECIFY IF DAYS, HOURS OR MINUTES]

DAYS	1
HOURS	2
MINUTES	3

TIME UNIT [ ]

TIME [ ]

(4.05) In the last complete [fiscal year/ two quarters] from [DATE to DATE], has the establishment/farm purchased any new machines, computers, buildings, or other fixed assets?

YES	1
NO	2

(4.06) Over the last three fiscal years, how much on average was invested in this establishment/farm from the following investment sources? RECORD THE AMOUNT IN LOCAL CURRENCY UNITS

A. Domestic Sources
B. International Sources
C. Establishment/Farm own revenues / profits

(4.07) Please indicate the book-keeping practices used at your establishment/farm. READ ALOUD THE FOLLOWING SENTENCES

I follow all costs and expenses in a proper P&L audited every year and following best practices	1
I keep track of costs and sales without following a structured process	2
I have an idea of my overall costs and sales, some of it being in-kind payments	3
I have absolutely no bookkeeping in place	4

This is the end of the interview. I need to perform a few checks, before I leave. CHECK FOR ALL INFORMATION IS COMPLETE. THEN THANK YOUR RESPONDENT. **Thank you very much for your time.**

A. Jobs Indicator Definition and Guidance

A.1. Individual Beneficiaries

A.2. Firm Beneficiaries

B. Jobs Data Collection Forms and Data Processing and Aggregation Table

B.1. Individual Beneficiaries

B.2. Firm Beneficiaries

C. Jobs Data Collection Manuals

C.1. Individual Beneficiaries

C.2. Firm Beneficiaries

C. Template of Terms of References for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms

Jobs Data Collection Manual – Individual Beneficiaries

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1. Introduction

1.1. Objectives of the Survey

[TO BE ADAPTED BY THE PROJECT TEAM: BACKGROUND AND GENERAL PROJECT DESCRIPTION: NAME OF THE PROJECT, OBJECTIVES, SCOPE, AND TIMEFRAME]

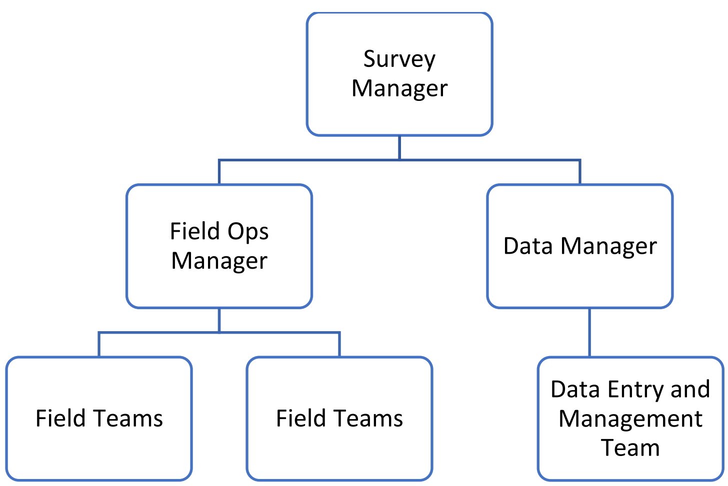
1.2. Field Staff

Interview sites are allocated on a schedule and assigned to various field teams so as to balance workload and travel time across each team. Overall, there will be [XX] teams working throughout the [COUNTRY OR INTERVENTION AREAS]. Each team has been assigned sites in one particular area in the country. All members of a team will work together in one site each [TIME UNIT]. Every interviewer will be allocated the same workload per site. Each team consists of a supervisor, [NN] interviewers. [IF APPLICABLE ADD: A DATA ENTRY OPERATOR].

1.3. Field Team Composition and its Place in the Survey Structure

While the data collection teams are deployed in the field, they are part of a bigger structure: the structure is composed by the management team and the field teams. The management team is led by the **Survey Manager**, who has the overall responsibility of the study. Two collaborators are assisting the Survey Manager: The Field-Operations Manager and the Data Manager.

The **Field Operations Manager** coordinates the activities of the field teams and ensures that the field teams are equipped with all necessary resources to carry out high-quality data collection in a timely manner. The **Data Manager** builds up the database. This happens through the close inspection and continuous monitoring of the in-progress database, which is based on the field teams' work. In this sense, both arms of the survey (field operations and data management) are equally important for the work in the field.



Composition of a field team:

The ***supervisor*** is the main link between the management team and the interviewers. S/he will oversee, coordinate, monitor, and -when necessary- correct the work of the interviewers.

The ***interviewers*** will be responsible for collecting the data from selected beneficiaries in each site, helping in better understanding the local customs and dialects, as well as administering the data collection form.

[IF DATA ENTRY IN THE FIELD] The ***data entry operator*** will be responsible for capturing all paper-based data in electronic format. As the data entry program will flag internal data inconsistencies and errors, the data entry operator will have to report them to the supervisor for correction.

1.4. Survey Plan

The [NN] teams will interview the [XXXX] selected beneficiaries over the course of a [WW-WEEKS] period. As mentioned earlier, each team will visit 1 site per [TIME-UNIT]. During this period, each interviewer will interview [XXXX] beneficiaries, thus covering [YYY] beneficiaries each [TIME-PERIOD].

1.5. Field Team Roles

1.5.1. The Role of the Supervisor

The supervisor is the main link between the teams and the Survey office in [CENTRAL LOCATION], and s/he represents the management team in the field. The supervisor has the following main tasks:

- The supervisor will provide the field staff with blank data collection forms and other materials (pencil, notebooks etc.), and will daily accompany the field team to the interviewing site.
- [ONLY IN THE CASE OF USING A SAMPLING STRATEGY] In the event that a replacement of a selected beneficiary is necessary, the supervisor will assign the new beneficiary to the interviewer and will record this operation.
- The supervisor will examine all the data collection forms completed by the field staff. S/he will verify that the data collection forms are complete and properly filled-in. In cases where further work or corrections are needed, the supervisor will accordingly instruct the interviewer.
- The supervisor will, on a regular basis, observe interviews carried out by the interviewers to evaluate their work. S/he will help the interviewers maintain good professional practice over time by providing them with an objective viewpoint on their performance with regards to respect of standard interview practice. Observing interviews in the field regularly will also help keep the supervisor aware of any problems faced by the interviewers.
- The supervisor will keep the management team informed of the performance of the interviewers in the field. S/he will make regular evaluation reports that will cover their behaviour and appearance during interviews, the quality of the interviews, and their working relationship with the supervisor and other team members. At the end of each [TIME UNIT], s/he will send an evaluation report to the management team. It is recommended that this report is sent weekly in the first weeks of fieldwork, when the teams are more in need of all possible support. Later, this report can be produced bi-weekly or monthly.
- The supervisor will help the interviewers to solve any problems they encounter during the course of their work in a manner that is consistent with the rules and procedures set for field work by the management team. The supervisor of each team will hold regular meetings with all team members [IF ONLY INTERVIEWERS, PLACE INTERVIEWERS, IF INCLUDING A DATA ENTRY OPERATOR, WRITE "BOTH, INTERVIEWERS AND DATA ENTRY OPERATOR] about how their work is going. The interviewers [AND DATA ENTRY OPERATOR] must keep their supervisor immediately informed of any difficulties or problems that they encounter.
- [IF DATA ENTRY IN THE FIELD:] The supervisor will be the referee for determining who is responsible for correcting an encountered error or inconsistency. The supervisor will determine whether the inconsistency or error is present on the paper-based form (interviewer error) or if this error is a data-entry typo (entry-error).

When an interviewer-error is detected, the interviewer will be prompted to correct it (if needed, by re-interviewing the respondent) and only then the data will be entered by the data entry operator. If it is a data-entry error, the supervisor will instruct the data-entry operator to fix the problem.

- [IN CASE OF PAPER-BASED INTERVIEWS:] The supervisor will create the Site folder, which contains all data collection forms, both complete and incomplete, ordered by interviewer including the following information: (a) Total number of forms; (b) Total of complete forms; (c) Total of incomplete forms; (d) Number of forms with male beneficiaries; (e) Number of forms with female beneficiaries; (f) Number of forms by interviewer.

What happens when one interviewer produces too many mistakes? The supervisor will assist the interviewer to improve his/her work. For instance, the interviewer will need a refreshment on the most frequent errors; the supervisor will probably have to accompany the interviewer for a few interviews and directly supervise his/her job. In any case, the supervisor must include any problems encountered in the reports to the management team so that they may assist the supervisor to take appropriate actions.

What happens when the data entry operator is producing too many mistakes? The data entry operator will receive an immediate feedback while entering the collected data. The supervisor will assist the data entry operator to improve his/her performance. In any case, the supervisor must include any problems encountered in the reports to the management team so that they may assist the supervisor to take appropriate actions.

1.5.2. The Role of the Interviewer

The interviewers are the foundation of the quality and usefulness of the collected data. The success of the entire data collection process ultimately depends upon the care the interviewers take in collecting and recording the information. The information they collect will be used to track the achievements of the [NAME OF PROJECT] and inform decision-making in the management of the project. Incomplete or inaccurate data may lead to wrong decisions. For this reason, it is imperative that the interviewers must work carefully and systematically to obtain accurate and complete information from the respondents. It is very important for the interviewers to pay close attention during each interview, watching and listening carefully to detect any problems that may occur so that they can discuss them with their supervisor. The interviewer must also check the integrity of the collected data: in each data collection form, s/he has to make sure that all required information is present.

It is important that the interviewers keep in mind three general rules during the interview:

- **Read the questions exactly as they appear in the data collection form.** The interviewers should not shorten or change the wording of the questions, and should avoid interpreting a question for the respondent unless s/he is unable to understand the question as stated. If interpretation is needed, this should happen in a neutral way, without suggesting an answer.
- **Information about a particular individual should be reported by that person only.** Interviewers should discourage other training-mates or beneficiary colleagues from answering on the behalf of others. In other words, keeping the interview private will ensure both the confidentiality and the quality of the collected data.
- **Ensure confidentiality.** All information collected is confidential, and must not be divulged. If the respondent knows this, they are more likely to give fruitful answers. As far as possible, the interviewer should try to interview all respondents privately.

To carry out the interview, the interviewers will need the following materials: (a) Data collection manual; (b) Data collection forms (one per interviewee); (c) Writing pad; (d) Identification Card; (e) Lead Pencils; (f) Eraser; (g) [IF NEEDED:] Laptop or Tablet. The material will be provided to the interviewers by the supervisor. It is the responsibility of the interviewers to make sure that they have the material with them at all times during the field work.

1.5.3. The Role of the Data Entry Operator

The main role of the Data Entry Operator is to capture in an electronic format all the information present in the data collection forms completed by the interviewers. This job has to be performed on a daily basis. The Data Entry Operator is joining the team during the field work, as data entry is an integral part of the data quality-chain.

The Data Entry Operator has to enter the data as it is on the complete form. No editing or changing data is allowed. The Data Entry Program will issue warning messages when an error or an inconsistency is found as the Data Entry Operator captures the data. The Data Entry Operator is not allowed to modify the data; data must be recorded as stated in the data collection forms.

Some questions may have left blank by the interviewer in the data collection form. This may be the case for three reasons:

- It is a skipped question, in which case, no data is expected;
- No information was provided by the respondent;
- The interviewer made a mistake and the data collection form is not complete.

If data is missing because it is a skipped question, then data entry in the system will not be a problem. However, if the data entry program does not skip the question and the Data Entry Operator is prompted to enter data, it means, either:

- The Data Entry Operator has entered a wrong code in a previous question; meaning the program is expecting data. In this case, the Data Entry Operator needs to check the previous questions and check the codes entered;
- If no information was provided by the respondent, the Data Entry Operator should expect to see a comment from the interviewer explaining why. The Data Entry Operator has to inform the supervisor, for him/her to decide on how to proceed.
- If the interviewer made a mistake, i.e. it is not a skipped question, the prior codes are correct, but the interviewer did not record any information; the Data Entry Operator must leave the question blank, as it is on the data collection form. The Data Entry Operator has to inform the supervisor, for him/her to decide on how to proceed.

Another important source of errors is when no data is expected for a question, but the question does have data. This may be the case when the interviewer did not respect the skip instructions. <u>The Data Entry Operator must nevertheless enter the data, as recorded in the data collection form.</u> In this case, the Data Entry Operator will receive a message that "Information in question XX has been found, yet this is a skipped question". In this case, capturing the data is important, so that the supervisor may follow up with the interviewer and ensure a high quality of the data collection.

Once the Data Entry Operator has entered all the data of the data collection form, the program will issue a report detailing the entered cases and the errors or inconsistencies found. If errors or inconsistencies were found, the supervisor has to be informed immediately to check whether the encountered errors or inconsistencies are related to the data entry (a typo), or whether they are present in the data collection form.

If the errors or inconsistencies are related to the data entry, they must be corrected. If they are present in the data collection form, the supervisor will instruct the interviewer to correct the mistake(s). Only once the interviewer has corrected the errors, or provided a comment explaining why the inconsistency is the actual fact, or the respondent does not have the information, data entry may be completed.

<u>It is important that the Data Entry Operator does never guess what the information might be. Also, the Data Entry Operator must never correct any information present in the data collection form.</u>

1.6. Interacting with the Local Project Staff and Respondents

Arrival at the site. By the time the interviewers arrive at the new site for the first time, the supervisor will already have contacted the local person responsible for [PROJECT] and officials to explain the purpose of the data collection. When the interviewers arrive, the supervisor will introduce them to these key individuals.

When contacting the respondents. On arrival at a new site, after having been introduced to officials, the interviewers must contact the respondents who are to participate in the study, according to a planning predefined by the supervisor and communicated to the interviewers. The supervisor will accompany the interviewers for the introductory part of the interview. The interviewer will introduce him/herself, explain the purpose of the interview, the confidentiality of the data gathered, and confirm that the respondent is willing to be interviewed.

In order to obtain or maintain trust and cooperation, the interviewer should explain to or remind the respondents that the confidentiality of the information collected will be maintained at all times, that their identity will not be divulged to others, that data will never be used for taxation or other purposes, and will only be presented in aggregate forms, thus no individual can be identified.

Any difficulties that the interviewers may experience during the preparation of the interview should be brought to the immediate attention of their supervisor who will take necessary action.

2. The Interview

Listed below are some general rules for interviewers to follow when they conduct the interviews:

- **Maintain good conduct.** Interviewers should always be courteous toward everyone. They should treat other team members and all respondents and their communities with respect. The interviewers' behaviour can have an enormous influence on the opinions of the people in areas where they work, and whether respondents view data collection as worthwhile depends heavily on it.
  Interviewers should always behave in culturally appropriate ways. They should avoid behaviour that people find disturbing or upsetting. They should always be properly dressed. Respondents are more likely to trust interviewers if they do so. They should always strive to be on time, and never keep the respondent waiting. They should exercise patience and tact, and avoid angering the respondent at any time.
- **Explain the guidelines for answering questions.** The interviewers should suggest the following guidelines before the start of the interview, and tell the respondent that observing them will keep the interview flowing smoothly:
  a) *"It is important that you answer as accurately as you can"*
  b) *"When a question asks for information over a period of time, like the last four weeks, take you time to think about it before answering. Accuracy is more important than speed"*
  c) *"If you become tired during the interview, or you have other things to do, please let me know. We can stop and continue later"*
- **Ask questions just as they are written.** The interviewer should ask questions and give instructions exactly as they are written in the data collection form with no variation or change in wording:
  a) **After having read the question clearly and carefully, the interviewer should wait for a response.** If the respondent does not give an answer, there are several possibilities: the respondent has not heard the question; s/he does not know the answer; s/he does not wish to answer; or s/he does not understand the question. The interviewer may repeat the question and/or emphasize that no answer will be revealed to others. S/he may ask the respondent if the question was understood.
  b) **Maintain a neutral attitude.** It is extremely important that the interviewer keeps a neutral attitude about the questions s/he asks and the answers the respondent gives. Most people want to show their best, so

they will be watching interviewers carefully from any hints about how to respond a question. If the interviewer shows surprise, approval or disapproval, this will affect the responses. No matter what a respondent says, the interviewer must not reveal what s/he thinks about the answer. If the respondent asks them what they think of a particular subject or response s/he has given, interviewers should reply that they would be happy to talk about it after the interview is finished. Chances are that the respondent will forget to ask them.

c) **Probe and help the respondents recall.** If a respondent gives an incomplete or unsatisfactory answer, the interviewer must probe by asking a follow-up question such as "What exactly do you mean by that?", "Anything else?", "Tell me more about…", or simply repeating the question can be a way to probe.

d) **Thank the respondent for their time and cooperation.** The interviewer should be sure to thank all respondents for taking part in the interview when they are finished.

When the interviewer has finished an interview, s/he should immediately go through the completed data collection form and check that all sections have been filled out correctly and legibly. If the interviewer discovers that any section or question was not completed, s/he must contact the respondent again; this should happen before the interviewer tells the respondent that the interview is finished.

3. The Data Collection Form: General Instructions

A few important features and procedures related to the data collection form are listed below:

3.1. Complete the Data Collection Form during the Interview

All relevant information should be recorded in the data collection form during the interview. The interviewer should not record the answer on scraps of paper and transfer them to the data collection form later, or rely on memory for filling in the answers into the data collection form after the interview.

Further, one data collection form should be used per respondent. The interviewer should use one data collection form for every respondent to avoid that data will be mixed up.

3.2. Question Numbers

The question numbers in the data collection form have two parts. The first part indicates the section, and the second part is the number of the question within the section. For example, Section 1. SCREENING INFORMATION has 7 questions. The question numbers will then be 1.01, 1.02, etc. to 1.07. Hence, the first question of section 2 will be 2.01. This is very useful for understanding the skip pattern instructions (later in this manual).

2. COMPLETION OF PROJECT TRAINING PROGRAM

(2.01) In which stage of the training program are you currently in?

Currently enrolled	1		
Already completed	2		
Was enrolled, but dropped out	3	►	END INTERVIEW

3. EMPLOYMENT STATUS OF BENEFICIARIES

(3.01) During the past 7 days, did you work for at least one hour for wage or salary in cash or in kind for someone who is not a member of your household?
For example, a public or private enterprise or company, an NGO or any other individual

YES	1	►	(4.01)
NO	2		

(3.02) During the past 7 days, have you worked for at least an hour on a farm owned or rented by you or a member of your household?
Examples are cultivating crops or in other farm maintenance tasks, or caring for livestock belonging to you or a member of your household

YES	1	►	(4.01)
NO	2		

3.3. Asking Questions

The formatting and layout of the data collection form are designed to make the question-and-answer process as easy as possible, both for the interviewer and the respondent. Several typographical conventions will help the interviewer ask the questions in the correct way.

Not all text is a question. The data collection form guides and helps the interviewer in introducing the questions, and transitioning to the next section. The interviewer should read aloud the text before the first section.

Hello, my name is [INSERT YOUR NAME], I am collecting data for a World Bank report. The report is following up on the results of the [INSERT THE NAME OF THE PROJECT] project. The report is trying to understand the progress made through the intervention. You are being interviewed as a beneficiary of the [INSERT THE NAME OF THE PROJECT] project, along with the other participants of the project, to provide intermediate results that will allow to adapt the intervention, if necessary. The information you provide is strictly confidential and will be used only in aggregated form for research. We intend to prepare a report that contains the aggregated responses to the questions I am about to ask. Please be assured that all answers will be treated as strictly confidential.

1. SCREENING INFORMATION

(1.01) Name of beneficiary

First Name

Last Name

Text that is written in capital letters (LIKE THIS) is an instruction to the interviewer. It should not be read aloud to the respondent. For example:

(2.01)	In which stage of the training program are you currently in?			
	Currently enrolled	1		
	Already completed	2		
	Was enrolled, but dropped out	3	►	END INTERVIEW

"END INTERVIEW" is an instruction to the interviewer and should not be read aloud.

Further, never read aloud the option "OTHER, SPECIFY":

(4.01)	In your current main activity, do you work as...			
	Employee (with salary or wage)	1	►	(4.06)
	Self-employed, own account worker, an owner with hired labor	2		
	Self-employed, own account worker, an owner without hired labor	3	►	(4.03)
	Unpaid worker in family business	4	►	(4.04)
	OTHER, SPECIFY	96	►	(4.03)

If the respondent tells the interviewer that the answer s/he is looking for is not on the list, the interviewer then asks the respondent to specify.

<u>Coding as OTHER an answer that has a code is an indicator of a poorly performed interview.</u>

Text that is written in a normal typeface (like this) should be read aloud to the respondent. These are the questions the interviewer must ask. Using the example above, "In your current main activity, do you work as...?" is the question which should be read aloud to the respondent.

Do not read aloud the numbers. The respondent does not need to know that the interviewer is asking question number 2.01.

The same way, code numbers, for instance "1 (currently enrolled)" are not relevant to the respondent. As mentioned before, if it helps the respondent to provide an answer, the interviewer might need to read aloud the text of the three possible answers. In this case, the interviewer does only read aloud the text, not the code number.

3.4. Coding Answers

Most of the answers in the data collection form are pre-coded, that is, a list of possible answers follows the question, and the interviewer has to write down the corresponding code in the Answer Box. In a few cases, the interviewer must write the answer as it is given.

When the answer is a name, or a number, the interviewer should write this as the respondent tells it. For example, the answer was "Yes, two guys, both permanent, and none other". In this case, the interviewer should write "2" in the box for Permanent employees, and "0" (zero) in the box of Temporary/Seasonal employees.

(4.02) How many paid or unpaid employees do you have (permanent or temporary/seasonal)?

		NB OF EMPLOYEES
A	Permanent employees	2
B	Temporary/Seasonal employees	0

If the interviewer asks this question, and the answer is something like "I have no employees whatsoever", then the interviewer should have had this question skipped. Skip patterns are explained in the next section.

3.5. Skip Pattern

When a question does not apply to a particular respondent, it must be skipped. The data collection form provides this information to tell the interviewer where to go next when some questions have to be skipped. Note that, depending on the answer to some questions, all the rest of the interview does not apply, thus the interview has come to its end.

For example:

(3.06)	Are you going back to the same business / work / employer after this absence?	YES 1 ► (4.01) NO 2	
(3.07)	During the past 4 weeks, have you tried in any way to find a salaried or wage job?	YES 1 ► (3.09) NO 2	
(3.08)	During the past 4 weeks, have you tried to start your own business / economic activity?	YES 1 NO 2 ► END INTERVIEW	
(3.09)	If you were offered work, are you available to start within the next two weeks?	YES 1 NO 2 ► END INTERVIEW	
(3.10)	Do you use employment services to find a job?	YES 1 ► END INTERVIEW NO 2 ► END INTERVIEW	

Question 3.06: An answer of "Yes" to question 8 skips to question 4.01, without asking questions 3.07 to 3.10. An answer of "No" has no skip instruction, this means that the interviewer continues with the next question, question 3.07.

Question 3.07: An answer of "Yes" to question 3.07 skips question 3.08 and goes to question 3.09. An answer of "No" has no skip instruction, the interviewer continues with the next question, question 3.08.

Question 3.08: An answer of "Yes" has no skip so the interviewer continues with the next question. An answer of "No" to question 3.08 means that the interview comes to an end. If the interviewer reaches this point, s/he checks that all the prior answers are properly recorded, thanks the respondent, and finishes the interview.

Question 3.09: An answer of “Yes” has no skip so it continues to the next question. An answer of “No” to question 3.09 means that the interview comes to an end. If the interviewer reaches this point, s/he checks that all the prior answers are properly recorded, thanks the respondent, and finishes the interview.

Note that if the interviewer reaches **question 3.10**, no matter the answer, the interview comes to an end. If the interviewer reaches this point, s/he checks that all the prior answers are properly recorded, thanks the respondent, and finishes the interview.

<u>The interviewer should follow the instructions carefully. Respondents are very annoyed by this particular type of interviewing mistakes, and it may even lead to the termination of the interview; in which case, data will not be useable.</u>

3.6. Data Entry Considerations

All data written on the data collection form later have to be entered in a data entry system. To minimise mistakes, the interviewer should:

- **Clearly write** the names of persons, places, etc.;
- **Write answers to questions only in the boxes or columns of the data collection form.** Avoid writing notes or comments, or writing units;
- **Avoid going beyond the space allotted for the answer to a question.** Avoid doing so, even if the next space is not used. If the space provided is not enough, the interviewer should make a note of it separately and inform the supervisor about the problem;
- **Use a pen to complete the data collection form.** If the interviewer makes a writing error, s/he should cross it out clearly and write the correct entry.

Following these instructions are important to avoid recording incorrect data in the data entry system.

3.7. Conventions for Number and Quantities

To reduce errors during data entry, the interviewer should strive, as far as possible, to take into account the following rules and conventions:

- **Write numbers only in western script.** Pay special attention to clearly differentiate numbers 1 from 7, 3 from 8, and 4 from 9.

1	2	3	4	5	6	7	8	9	0

- **In writing amounts and figures, always separate each group of three figures with a comma, starting from the right.** For instance, “one hundred thousand” must be written as “100,000”, not as “100000”, or “10,00,00”.
- **For questions to which the reply is a quantity or amount, the interviewer should write only the numeral in the appropriate box, <u>without the unit of measure</u>.** If for example the answer to a question is “fifty US dollars”, the interviewer should record this as “50”, not $50.
- **Zeroes and blanks.** The interviewer should understand the difference between zero (“0”) and blank (empty answer). S/he should write “0” when the answer to a question asking for an amount or a quantity is “zero” or “nothing” or “none”. For instance:

(4.03)	How much were your cash earnings for the past month? IN LOCAL CURRENCY UNITS	0

Let's suppose that someone with a job did not get paid last month. This may happen, yet it is not the most likely case. In this event, the interviewer should write "0".

A question is left blank (without answer) when there is a skip in a previous question and the interviewer is not supposed to read the question to the respondent, or when the respondent does not provide an answer (respondent refuses to answer; s/he does not remember; or s/he does not know). In other words, a question left blank means there is no answer to that question.

3.8. Time Reference Periods

Some questions in the data collection form ask respondents to recall whether they have done a particular action within a given time period. This given period of time is called the "reference period" or "recall period".

In case below, the data collection form uses the past seven days preceding the interview. For instance:

(3.02) During the past 7 days, have you worked for at least an hour on a farm owned or rented by you or a member of your household?
Examples are cultivating crops or in other farm maintenance tasks, or caring for livestock belonging to you or a member of your household

YES	1	►	(4.01)	
NO	2			

Past 7 days: If the interview takes place on May 10, the reference period covers the seven days between May 3 to May 9 (the day before the interview, which is "**yesterday**").

Past 4 weeks: if the interview takes place on May 10, the reference period covers the days April 18 to May 9 (the day before the interview, which is "**yesterday**").

Next 2 weeks: if the interview takes place on May 10, the reference period covers the days May 11 to May 25; which is the two weeks starting "**tomorrow**".

Past month: if the interview takes place on May, the past month is April. In many cases this will be easy to understand by the interviewer. However, in some cases it can be tricky. If the interview takes place on the first days of any given month, then the answer can be "I haven't been paid for last month's work yet". Then, you will have to refer to the last received payment.

4. Definition of Key Concepts

4.1. Individual Project Beneficiaries

Individual beneficiaries include project participants who seek a job or aspire to improve their employability or earnings, subsistence farmers, and self-employed individuals. Interventions targeting individual beneficiaries include Labor Programs such as public employment services, wage subsidies and public works, as well as interventions promoting sustainable livelihoods and income-generating activities. In certain circumstances, households can be captured as individual beneficiaries.

4.2. Employment

Person with employment: person of working-age who during a specified period of time, such as one week or one day, either: (a) performed work for wage or salary in cash or in kind; or (b) performed work for profit or family gain in cash or in kind; or (c) performs work on a regular basis, but was temporarily absent from work during the reference period. The definition thus includes both, self- and wage employed beneficiaries

4.3. Self-Employment

Self-employment jobs are those jobs where the remuneration is directly dependent upon the profits derived from the goods or services produced (where own consumption is considered to be part of profits).

4.4. Earnings

Remuneration that project beneficiary obtains from his or her work, in cash or in kind.

4.5. Hours Worked

Actual hours worked include work hours of full-time, part-time and part-year workers, paid and unpaid overtime, hours worked in additional jobs. It excludes time not worked because of public holidays, annual paid leave, own illness, injury and temporary disability, maternity leave, parental leave, schooling or training, slack work for technical or economic reasons, strike or labor dispute, bad weather, compensation leave and other reasons.

5. Sections of the Data Collection Form

The data collection form is organised in different sections:

5.1. Screening Information

The information collected in the first section are essential so the beneficiary can be individualised as a unique case. The interviewer should write down the required information using CAPITAL LETTERS.

Question 1.02: The interviewer should make sure the address is correct and allows effectively finding the location of the household of the respondent.

Question 1.03: If the respondent does not have an email address, the interviewer leaves the response blank; the interviewer should not write down the fact there is no such information. Instead, the interviewer takes a note on his/her notebook, clearly identifying the case, and informs the supervisor. The same rule applies to all questions in the data collection form.

Question 1.04: The interviewer should record as many family members' phone numbers as possible, as it will be the key for the project to reach the person in the future. Experience throughout the world shows that the more contact phones are recorded by the time of the interview, the dramatically greater the chances to reach that person in the future. This will require the interviewer to remind the respondent of the confidentiality of the information s/he is collecting, and that this information will not be divulged or used by institutions or persons outside the project.

Question 1.06: The question asks only for the year of birth of the beneficiary, not the exact date of birth of the respondent.

Question 1.07: For recording the date of interview, the interviewer should follow the instructions present in the data collection form: two digits for day and month, and four digits for the year. For example, if the respondent is a male born in 1997 and the interview takes place on May 4th 2018, the way to record this is:

(1.05)	Gender of beneficiary	Male 1 Female 2	1
(1.06)	Year of birth of beneficiary		1997
(1.07)	Date of interv iew (DD-MM-YYYY)	DD: 04 | MM: 05	YYY: 2018

5.2. Completion of Project Training Program

This section contains one question, **Question 2.01**. However, it is extremely important. Note that if the respondent was enrolled in the training program, but dropped out from it, the interview will come to an end. Otherwise, if the respondent is currently enrolled in the training program or has completed the training at the time of the interview, the interview continues.

5.3. Employment Status of Beneficiaries

This section screens whether the respondent is currently (self- or wage) employed, unemployed or not participating in the labour market (inactive). Refer to the previous definition of employment in Section 4.1. The definition is translated in the data collection form in the form of several questions to be asked the respondent (questions 3.01 to 3.06).

Pay special attention to the reference periods of the questions: Questions 3.01 to 3.06 refer to the past 7 days. Questions 3.07 and 3.08 refer to the past 4 weeks. Refer to Section 3.8 of this guide: Time Reference Periods.

5.4. Self- or Wage Employment Information

This final section collects information on the job of the respondent and its benefits. In general, the questions allow to determine the following aspects:

- Whether the respondent is self- or wage employed;
- If self-employed:
  - Whether the respondent employs other people and if so, how many;
  - How long it takes the respondent to get to closest market to sell or trade products;
  - Whether the respondent is member of a cooperative or producer group.
- Annual earnings (both, in cash and in-kind) of the respondent for the reference period;
- Number of hours worked by the respondent;
- Whether the respondent is covered by social security insurance (pension insurance, health insurance, unemployment insurance, other);
- How satisfied the respondent is with his/her (main) job.

The interviewer should keep in mind that the definition of employment includes being engaged in an economic activity for which the respondent may or may not be paid, for instance, **a person working in a family business without being paid will also be answering this section**.

The following questions require a closer look.

Question 4.02: *How many paid or unpaid employees do you over the last year (permanent or temporary/seasonal)?* For example, the respondent may have two persons working on a permanent basis and hired one temporary worker during high season:

		NB OF EMPLOYEES
A	Permanent employees	2
B	Temporary/Seasonal employees	1

Question 4.03: *How much were your cash earnings for the last month?* This is the month prior to the month when the interview takes place. The interviewer should explain to the respondent that the last month is not the current one, but the one prior to the month of the interview.

Question 4.04: *Do you receive payments in-kind for this work?* In-kind payments are payments of goods, commodities or services instead of money

Question 4.05: *What is the estimated value of the in-kind payments you received for this work (for the past month)?* This is the month prior to the month when the interview occurs. If a person says they received in-kind payments, the interviewer asks him/her to estimate the monetary value of such payments.

Question 4.08: *How much was your gross payment (before any payroll taxes and social security deductions) for the last pay period?* In this case, the interviewer will have to record two different pieces of information: First, the amount received and second, the pay period (which in most cases is daily, weekly, biweekly or fortnightly, monthly; annual payments are rare). In the unlikely event that the pay period is not listed, the interviewer should circle option 9 (Other) and provide a brief description. Remember that gross payment or gross salary is the aggregate amount of wages received on a regular basis, usually weekly, bi-weekly, or monthly, prior to any deductions such as federal and state taxes.

Question 4.11: *How long does it take you to get to the closest market where products can be sold or traded?* The answer can be provided in many ways, some could say “90 minutes”, other will say “One and a half hours”, or even “One point five hours”. Other possible responses could be “nothing” or “too long”. The variability of the possible answers is a problem the interviewer will have to solve. If possible, the interviewer records the answer in a standard way. Using the examples mentioned earlier: “90 minutes” = “One and half hours” = “One point five hours”. In this case, the interviewer records the answer as follows:

HOURS	MINUTES
1	30

If the respondent answers e.g. “nothing”, “too long”, the interviewer will have to probe the responded an evaluation rather than a precise information. The interviewer informs the respondent that s/he requires an answer allowing to record the time measured in hours and minutes.

Further, the interviewer should always fill both fields (Hours and Minutes) to indicate that no information was forgotten to be recorded. Examples:

"One hour"

HOURS	MINUTES
1	00

"15 minutes"

HOURS	MINUTES
0	15

Question 4.13: ***How many hours do you currently work in a typical week?*** It is important that the interviewer makes sure that the respondent understands the sense of "***typical***". If the respondent does not fully understand, the respondent can use the words "***usually work***" or "***normally work in a week***". Workload is not always the same throughout the year: The respondent may have an increased or decreased workload during a period in the quarter, or during a particular period in the year, which is not representative for the rest of the time. The interviewer should make sure that the respondents understands that s/he is asking for the number of hours worked during a normal week of the year.

A second aspect that is important to understand in the question is the number of hours worked: most formal jobs have pre-defined work hours or shifts, limited to a reasonable number of hours per day. The interviewer should normally except answers varying from 1 to 60 hours a week. Beyond these limits, the interviewer should probe the respondent; s/he should tell the respondent that, e.g. 70 hours a week would represents 10 hours a day every day of the week, including Saturday or Sunday. If after probing, the respondent insists on the number, then the interviewer records the information.

Question 4.15: ***What is the reason that you do not work more hours at the moment?*** The question wants to understand the reasons why someone says that s/he wants to work more hours, but currently does not do so. The interviewers should let the respondent tell him/her in his/her own words any reasons for not working more hours; the interviewer should record 1 (YES) for as many answers as mentioned, choosing from the ones provided. Further, the interviewer should record 2 (NO) for the reasons that the respondent did not mention. To make sure the respondent has not forgotten other possibilities, the interviewer can probe him/her by asking "Any other reason?".

Question 4.16: ***For how many weeks did you work in the last year?*** This question poses a similar problem than question 4.13: The interviewer will need to record a number of weeks and may need to help the respondent in estimating the number of weeks s/he worked <u>during the last 12 months</u>. To do so, the interviewer may remind the respondent that a year has 52 weeks. No answer can go beyond that calendar reality. If the year is 52 weeks long and the respondent took 2 weeks off, then the interviewer should record 50.

Special cases may occur when the respondent took e.g. 10 days off: 10 days is 3 days more than a week. As a rule of thumb, the interviewer should round the 10 days up to 2 weeks, recording 50 weeks of work in the last 12 months. The information the interviewer records will be interpreted as "***The respondent did work <u>at least</u> 50 weeks during the 12 months prior to the interview***".

Question 4.20: ***How satisfied are you with your job?*** If the respondent has trouble in making his/her mind, the interviewer can repeat the question. Only then, the interviewer should help the respondent by reading aloud all possible answers. The interviewer should be as neutral as possible when reading the answers, as even a minimal voice change could influence the respondent.

6. Further Aspects to Consider for Paper Based Data Collection

In case of paper based data collection, the supervisor and Data Entry Team should further take into consideration the following aspects:

- The supervisor makes sure the interviewer is providing all the expected complete data collection forms – one per respondent.
- The supervisor will review the integrity of the data collection forms. Are all expected data recorded? Is there missing information (empty questions where information is expected)? Is there unexpected information (information present when question is skipped)?
- In case of missing information, the interviewer must either complete the form, or provide a satisfactory explanation in the form of a comment. For instance, it is possible that the respondent does not know whether s/he is covered by an unemployment insurance scheme and the interviewer decided not to fill the field by the time of the interview. This information has to be validated by the supervisor after re-contacting the respondent. If the situation persists, there is no alternative but leaving the question empty. It is important for the Management Team to have a sense of how often such a situation occurs for a team or a particular interviewer. If after a while, the trends are systematic, the Management Team has to instruct the supervisor on how to proceed.
- Once the forms are checked, the supervisor will put all the complete and incomplete data collection forms in a box, ordered by interviewer.
- The box has to be labelled with the information of the site, the visit date to the site, team number and code, supervisor name and code.
- Inside the box, an information sheet with information on the box contents' is included:
  - Total number of data collection forms;
  - Total number of complete data collection forms;
  - Total number of incomplete data collection forms;
  - Total data collection forms per interviewer;
  - Total complete data collection forms per interviewer;
  - Total incomplete data collection forms per interviewer.

  This information is important to keep track of all the contents coming from the field.
- The box will be sent to the site where the Data Entry Team is recording data. The Data Entry Team receives the box by confirming that the content of the box and the information on the information sheet correspond.
- Every box is assigned to <u>one</u> data entry operator, who is responsible to correctly record the data from all the data collection forms in the box. After data entry is complete, all the data collection forms go back in the box. Entered data must match the number of forms present in the box.
- All boxes must be stored in a safe, private and dry room, ready for inspection. It is expected that when an external team visits the local project, they can produce in no-time a box, so the databases can be checked against the data collection forms. Nothing can be lost in translation!

A. Jobs Indicator Definition and Guidance

A.1. Individual Beneficiaries

A.2. Firm Beneficiaries

B. Jobs Data Collection Forms and Data Processing and Aggregation Table

B.1. Individual Beneficiaries

B.2. Firm Beneficiaries

C. Jobs Data Collection Manuals

C.1. Individual Beneficiaries

C.2. Firm Beneficiaries

D. Template of Terms of References for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms

Jobs Data Collection Form Manual – Establishments and Farms Beneficiaries

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1. Introduction

1.1. Objectives of the Survey

[TO BE ADAPTED BY THE PROJECT TEAM: BACKGROUND AND GENERAL PROJECT DESCRIPTION: NAME OF THE PROJECT, OBJECTIVES, SCOPE, AND TIMEFRAME]

Note that for the purpose of administering the Jobs Data Collection Form among Firms and Farms, the following definition of firm-level beneficiaries is used:

Firm beneficiaries refer to the entity directly participating in the project intervention. The term "firm" in this toolkit refers to the establishment. This is because an establishment may be part of a larger firm, but data collected under this project must correspond to the specific establishment receiving support/targeted by the intervention.[15] *Therefore, if the firm has only one establishment, there is little practical difference between the establishment and the firm. However, if the firm has multiple establishments (and the sampling frame we use makes it possible to distinguish among them) each of this establishments is a sampling unit (therefore, it is possible to theoretically interview more than one establishment belonging to the same firm). If a project seeks data at the establishment level or many establishments of the same firm, then data must be aggregated for reporting on indicators.*

[Project teams led by World Bank (WB) Task Team Leaders (TTLs) will provide guidance on how to best adapt the terminology most relevant for the country, legal, and beneficiary specific context of the project…]

1.2. Field Staff

Interview sites[16] are allocated on a schedule and assigned to various field teams so as to balance workload and travel time across each team. Overall, there will be [XX] teams working throughout the [COUNTRY OR INTERVENTION AREAS]. Each team has been assigned sites in one particular area in the country. All members of a team will work together in one site each [TIME UNIT]. Every interviewer will be allocated the same workload per site. Each team consists of a supervisor, [NN] interviewers. [IF APPLICABLE ADD: A DATA ENTRY OPERATOR].

1.3. Field Team Composition and its Place in the Survey Structure

While the data collection teams are deployed in the field, they are part of a bigger structure: the structure is composed by the management team and the field teams. The management team is led by the **Survey Manager**, who has the overall responsibility of the study. Two collaborators are assisting the Survey Manager: The Field-Operations Manager and the Data Manager.

The **Field Operations Manager** coordinates the activities of the field teams and ensures that the field teams are equipped with all necessary resources to carry out high-quality data collection in a timely manner. The **Data Manager** builds up the database. This happens through the close inspection and continuous monitoring of the in-progress

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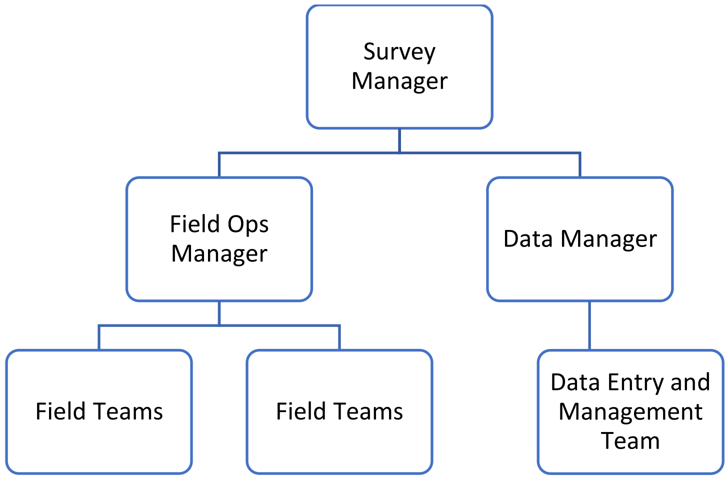
[15] Ideally, project results reporting should be consistent with the Enterprise Survey (ES) methodology. The ES defines 'firms' as business organizations composed of one or more establishments that are specified under common ownership or control; and 'establishments' as the physical location where business is conducted or where services or operations are performed.

[16] Interview sites will include variation in terms of the numbers of establishments/interviews to be conducted. Field teams may note there may also be challenges with regards to logistics and availability of respondents due to regional factors.

database, which is based on the field teams' work. In this sense, both arms of the survey (field operations and data management) are equally important for the work in the field.



Composition of a field team:

The ***supervisor*** is the main link between the management team and the interviewers. S/he will oversee, coordinate, monitor, and -when necessary- correct the work of the interviewers.

The ***interviewers*** will be responsible for collecting the data from selected beneficiaries in each site, helping in better understanding the local customs and dialects, as well as administering the data collection form.

[IF DATA ENTRY IN THE FIELD] The ***data entry operator*** will be responsible for capturing all paper-based data in electronic format. As the data entry program will flag internal data inconsistencies and errors, the data entry operator will have to report them to the supervisor for correction.

1.4. Survey Plan

The [NN] teams will interview the [XXXX] selected beneficiaries over the course of a [WW-WEEKS] period. As mentioned earlier, each team will visit 1 site per [TIME-UNIT]. During this period, each interviewer will interview [XXXX] beneficiaries, thus covering [YYY] beneficiaries each [TIME-PERIOD].

1.5. Field Team Roles

1.5.1. The Role of the Supervisor

The supervisor is the main link between the teams and the Survey office in [CENTRAL LOCATION], and s/he represents the core management team in the field. The supervisor has the following main tasks:

- The supervisor will provide the field staff with blank data collection forms and other materials (pencil, notebooks etc.), and will every day accompany the team to the interviewing site.
- [ONLY IN THE CASE OF USING A SAMPLING STRATEGY] In the event that a replacement of a selected beneficiary is necessary, the supervisor will assign the new beneficiary to the interviewer and will record this operation.

- The supervisor will examine all the data collection forms completed by the field staff. S/he will verify that the data collection forms are complete and properly filled-in. In cases where further work or corrections are needed, the supervisor will accordingly instruct the interviewer.
- The supervisor will, on a regular basis, observe interviews carried out by the interviewers to evaluate their work. S/he will help the interviewers maintain good professional practice over time by providing them with an objective viewpoint on their performance with regards to respect of standard interview practice. Observing interviews in the field regularly will also help keep the supervisor aware of any problems faced by the interviewers.
- The supervisor will keep the management team informed of the performance of the interviewers in the field. S/he will make regular evaluation reports that will cover their behaviour and appearance during interviews, the quality of the interviews, and their working relationship with the supervisor and other team members. At the end of each [TIME UNIT], s/he will send an evaluation report to the management team. It is recommended that this report is sent weekly in the first weeks of fieldwork, when the teams are more in need of all possible support. Later, this report can be produced bi-weekly or monthly.
- The supervisor will help the interviewers to solve any problems they encounter during the course of their work in a manner that is consistent with the rules and procedures set for field work by the management team. The supervisor of each team will hold regular meetings with all team members [IF ONLY INTERVIEWERS, PLACE INTERVIEWERS, IF INCLUDING A DATA ENTRY OPERATOR, WRITE "BOTH, INTERVIEWERS AND DATA ENTRY OPERATOR] about how their work is going. The interviewers [AND DATA ENTRY OPERATOR] must keep their supervisor immediately informed of any difficulties or problems that they encounter.
- [IF DATA ENTRY IN THE FIELD:] The supervisor will be the referee for determining who is responsible for correcting an encountered error or inconsistency. The supervisor will determine whether the inconsistency or error is present on the paper-based form (interviewer error) or if this error is a data-entry typo (entry-error). When an interviewer-error is detected, the interviewer will be prompted to correct it (if needed, by re-interviewing the respondent) and only then the data will be entered by the data entry operator. If it is a data-entry error, the supervisor will instruct the data-entry operator to fix the problem.
- [IN CASE OF PAPER-BASED INTERVIEWS:] The supervisor will create the Site Folder, which contains all data collection forms, both complete and incomplete, ordered by interviewer including the following information: (a) Total number of forms; (b) Total number of complete forms; (c) Total number of incomplete forms; (d) Total number of forms by interviewer.

What happens when one interviewer produces too many mistakes? The supervisor will assist the interviewer to improve his/her work. For instance, the interviewer will need a refreshment on the most frequent errors; the supervisor will probably have to accompany the interviewer for a few interviews and directly supervise his/her job. In any case, the supervisor must include any problems encountered in the reports to the management team so that they may assist the supervisor to take appropriate actions.

What happens when the data entry operator is producing too many mistakes? The data entry operator will receive an immediate feedback while entering the collected data. The supervisor will assist the data entry operator to improve his/her performance. In any case, the supervisor must include any problems encountered in the reports to the management team so that they may assist the supervisor to take appropriate actions.

1.5.2. The Role of the Interviewer

The interviewers are the foundation of the quality and usefulness of the collected data. The success of the entire data collection process ultimately depends upon the care the interviewers take in collecting and recording the information. The information they collect will be used to track the achievements of the [NAME OF PROJECT] and inform decision-making in the management of the project. Incomplete or inaccurate data may lead to wrong decisions. For this reason, it is imperative that the interviewers must work carefully and systematically to obtain accurate and complete information from the respondents. It is very important for the interviewers to pay close attention during each interview, watching and listening carefully to detect any problems that may occur so that they can discuss them with their supervisor. The interviewer must also check the integrity of the collected data: in each data collection form, s/he has to make sure that all required information is present.

It is important that the interviewers keep in mind three general rules during the interview:

- **Identify the most suitable respondent at the establishment or farm.** The most knowledgeable respondent may vary depending on the information you will be asking for. In small businesses or farms, it is likely that one informant will manage all required information; in bigger and/or more structured businesses, it might be necessary to contact more than one respondent (for instance, the CEO will be able to answer most of the information but will address you to the Human Resources person responsible for detailed information on the workforce).
- **Read the questions exactly as they appear in the data collection form.** The interviewers should not shorten or change the wording of the questions, and should avoid interpreting a question for the respondent unless s/he is unable to understand the question as stated. If interpretation is needed, this should happen in a neutral way, without suggesting an answer.
- **Ensure confidentiality.** All information collected is confidential, and must not be divulged. If the respondent knows this, they are more likely to give fruitful answers. As far as possible, the interviewer should try to interview all respondents privately.

It is very likely that the field staff will have to work long and sometimes unusual hours during the field work, and will have to adapt themselves to the schedule of their respondents. In rural areas, they will have to adjust to the daily and seasonal agricultural cycle. During certain times of the year farmers have reasonable amounts of free time, while during other parts of the year they are very busy, and interviewers will have to perform their job after their work is done or between tasks.

To carry out the interview, the field staff will need the following materials: (a) Data Collection Manual; (b) Data collection form (one per establishment or farm); (c) Writing pad; (d) Identification Card; (e) Lead Pencils; (f) Eraser; (g) [IF NEEDED:] Laptop or Tablet. The material will be provided to the interviewers by the supervisor. It is the responsibility of the interviewers to make sure that they have the material with them at all times during the field work.

1.5.3. The Role of the Data Entry Operator

The main role of the Data Entry Operator is to capture in an electronic format all the information present in the data collection forms completed by the interviewers. This job is to be performed on a daily basis. The Data Entry Operator is joining the team during the field work, as data entry is an integral part of the data quality-chain.

The Data Entry Operator has to enter the data as it is on the complete form. No editing or changing data is allowed. The Data Entry Program will issue warning messages when an error or an inconsistency is found as the Data Entry Operator captures the data. The Data Entry Operator is not allowed to modify the data; data must be recorded as stated in the data collection forms.

Some questions may have left blank by the interviewer in the data collection form. This may be the case for three reasons:

- It is a skipped question, in which case, no data is expected;
- No information was provided by the respondent;
- The interviewer made a mistake and the data collection form is not complete.

If data is missing because it is a skipped question, then data entry in the system will not be a problem. However, if the data entry program does not skip the question and the Data Entry Operator is prompted to enter data, it means, either:

- The Data Entry Operator has entered a wrong code in a previous question; meaning the program is expecting data. In this case, the Data Entry Operator needs to check the previous questions and check the codes entered;
- If no information was provided by the respondent, the Data Entry Operator should expect to see a comment from the interviewer explaining why. The Data Entry Operator has to inform the supervisor, for him/her to decide on how to proceed.
- If the interviewer made a mistake, i.e. it is not a skipped question, the prior codes are correct, but the interviewer did not record any information; the Data Entry Operator must leave the question blank, as it is on the data collection form. The Data Entry Operator has to inform the supervisor, for him/her to decide on how to proceed.

Another important source of errors is when no data is expected for a question, but the question does have data. This may be the case when the interviewer did not respect the skip instructions. <u>The Data Entry Operator must nevertheless enter the data, as recorded in the data collection form.</u> In this case, the Data Entry Operator will receive a message that "Information in question XX has been found, yet this is a skipped question". In this case, capturing the data is important, so that the supervisor may follow up with the interviewer and ensure a high quality of the data collection.

Once the Data Entry Operator has entered all the data of the data collection form, the program will issue a report detailing the entered cases and the errors or inconsistencies found. If errors or inconsistencies were found, the supervisor has to be informed immediately to check whether the encountered errors or inconsistencies are related to the data entry (a typo), or whether they are present in the data collection form.

If the errors or inconsistencies are related to the data entry, they must be corrected. If they are present in the data collection form, the supervisor will instruct the interviewer to correct the mistake(s). Only once the interviewer has corrected the errors, or provided a comment explaining why the inconsistency is the actual fact, or the respondent does not have the information, data entry may be completed.

<u>It is important that the Data Entry Operator does never guess what the information might be. Also, the Data Entry Operator must never correct any information present in the data collection form.</u>

1.6. Interacting with the Local Project Staff and Respondents

Arrival at the site. By the time the interviewers arrive at the new site for the first time, the supervisor will already have contacted the local person responsible for [PROJECT] and officials to explain the purpose of the data collection. When the interviewers arrive, the supervisor will introduce them to these key individuals.

When contacting the respondents. On arrival at a new site, after having been introduced to officials, the interviewers must contact the respondents who are to participate in the study, according to a planning predefined by the supervisor and communicated to the interviewers. The supervisor will accompany the interviewers for the introductory part of the interview. The interviewer will introduce him/herself, explain the purpose of the interview, the confidentiality of the data gathered, and confirm that the respondent is willing to be interviewed.

In order to obtain or maintain trust and cooperation, the interviewer should explain to or remind the respondents that the confidentiality of the information collected will be maintained at all times, that both their personal identity as the establishment/farm's name will not be divulged to others, that data will never be used for taxation or other purposes, and will only be presented in aggregate forms, thus no particular establishment can be identified.

Any difficulties that the interviewers may experience during the preparation of the interview should be brought to the immediate attention of their supervisor who will take necessary action.

2. The Interview

Listed below are some general rules for interviewers to follow when they conduct the interviews:

- **Maintain good conduct**. Interviewers should always be courteous toward everyone. They should treat other team members and all respondents and their communities with respect. The interviewers' behaviour can have an enormous influence on the opinions of the people in areas where they work, and whether respondents view the data collection as worthwhile depends heavily on it.
  Interviewers should always behave in culturally appropriate ways. They should avoid behaviour that people find disturbing or upsetting. They should always be properly dressed. Respondents are more likely to trust interviewers if they do so. They should always strive to be on time, and never keep the respondent waiting. They should exercise patience and tact, and avoid angering the respondent at any time.
- **Explain the guidelines for answering questions.** The interviewers should suggest the following guidelines before the start of the interview, and tell the respondent that observing them will keep the interview flowing smoothly:
  d) *"It is important that you answer as accurately as you can"*
  e) *"When a question asks for information over a period of time, like the last four weeks, take you time to think about it before answering. Accuracy is more important than speed"*
  f) *"If you become tired during the interview, or you have other things to do, please let me know. We can stop and continue later"*
- **Ask questions just as they are written.** The interviewer should ask questions and give instructions exactly as they are written in the data collection form with no variation or change in wording:
  a) **After having read the question clearly and carefully, the interviewer should wait for a response.** If the respondent does not give an answer, there are several possibilities: the respondent has not heard the question; s/he does not know the answer; s/he does not wish to answer; or s/he does not understand the question. The interviewer may repeat the question and/or emphasize that no answer will be revealed to others. S/he may ask the respondent if the question was understood.
  b) **Maintain a neutral attitude.** It is extremely important that the interviewer keeps a neutral attitude about the questions s/he asks and the answers the respondent gives. Most people want to show their best, so they will be watching interviewers carefully from any hints about how to respond a question. If the interviewer shows surprise, approval or disapproval, this will affect the responses. No matter what a respondent says, the interviewer must not reveal what s/he thinks about the answer. If the respondent asks them what they think of a particular subject or response s/he has given, interviewers should reply that they would be happy to talk about it after the interview is finished. Chances are that the respondent will forget to ask them.
  c) **Probe and help the respondents recall.** If a respondent gives an incomplete or unsatisfactory answer, the interviewer must probe by asking a follow-up question such as "What exactly do you mean by that?", "Anything else?", "Tell me more about…", or simply repeating the question can be a way to probe.
  d) **Thank the respondent for their time and cooperation.** The interviewer should be sure to thank all respondents for taking part in the interview when they are finished.

When the interviewer has finished an interview, s/he should immediately go through the completed data collection form and check that all sections have been filled out correctly and legibly. If the interviewer discovers that any section or question was not completed, s/he must contact the respondent again; this should happen before the interviewer tells the respondent that the interview is finished.

3. The Data Collection Form: General Instructions

A few important features and procedures related to the data collection form are listed below:

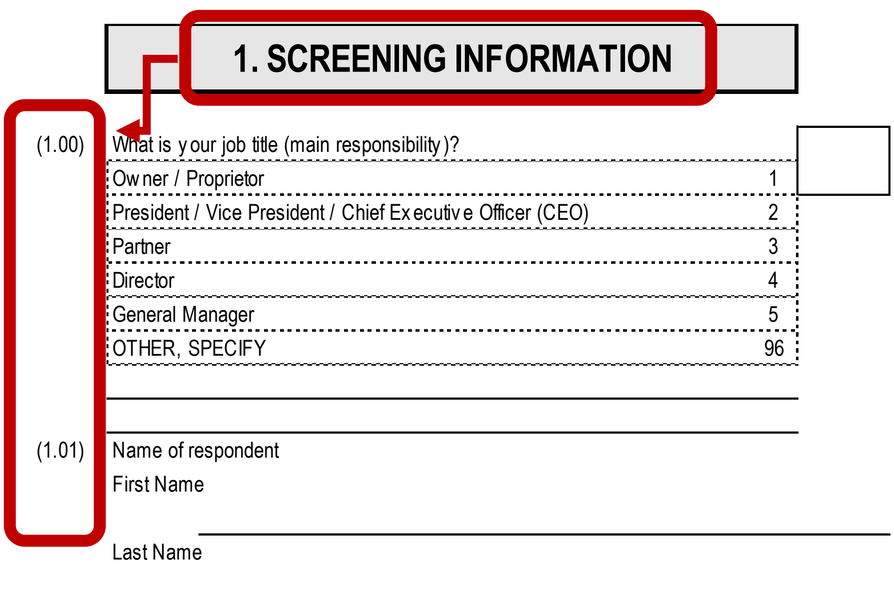
3.1. Complete the Data Collection Form during the Interview

All relevant information should be recorded in the data collection form during the interview. The interviewer should not record the answer on scraps of paper and transfer them to the data collection form later, or rely on memory for filling in the answers into the data collection form after the interview.

Further, one data collection form should be used per respondent. The interviewer should use one data collection form for every respondent to avoid that data will be mixed up.

3.2. Question Numbers

The question numbers in the data collection form have two parts. The first part indicates the section, and the second part is the number of the question within the section. For example, Section 1. SCREENING INFORMATION has 10 questions. The question numbers will then be 1.01, 1.02, etc. to 1.10. Hence, the first question of section 2 will be 2.01. This is very useful for understanding the skip pattern instructions (later in this manual).


1. SCREENING INFORMATION

(1.00) What is your job title (main responsibility)?

Owner / Proprietor	1
President / Vice President / Chief Executive Officer (CEO)	2
Partner	3
Director	4
General Manager	5
OTHER, SPECIFY	96

(1.01) Name of respondent

First Name

Last Name

3.3. Asking Questions

The formatting and layout of the data collection form are designed to make the question-and-answer process as easy as possible, both for the interviewer and the respondent. Several typographical conventions will help the interviewer ask the questions in the correct way.

Not all text is a question. The data collection form guides and helps the interviewer in introducing the questions, and transitioning to the next section. The interviewer should read aloud the text that follows a section break.

2. ESTABLISHMENT CHARACTERISTICS

I would like to begin by asking a few background questions.

(2.01)	What is the legal status of this establishment?	Sole Proprietorship	1
		Partnership	2
		Family Association	3
		Limited Liability Corporation (Privately Held)	4
		Corporation Listed on Stock Exchange	5

Text that is written in capital letters (LIKE THIS) is an instruction to the interviewer. It should not be read aloud to the respondent. For example:

(3.08) How many seasonal or temporary employees did this [establishment/farm] employ during the most recently completed [fiscal/agricultural] year [INSERT DATE]?

[INSERT DATE] is an instruction to the interviewer and should not be read aloud.

Further, never read aloud the option "OTHER, SPECIFY":

(2.07)	Please indicate your main activity:	Crop and animal production, hunting and related service activities	1
		Forestry and logging	2
		Fishing and aquaculture	3
		OTHER, SPECIFY	96

If the respondent tells the interviewer that the answer s/he is looking for is not on the list, the interviewer then asks the respondent to specify.

<u>Coding as OTHER an answer that has a code is an indicator of a poorly performed interview.</u>

Text that is written in a normal typeface (like this) should be read aloud to the respondent. These are the questions the interviewer must ask. Using the example above, "Please indicate your main activity" is the question which should be read aloud to the respondent.

Do not read aloud the numbers. The respondent does not need to know that the interviewer is asking question number 3.08.

The same way, code numbers, for instance, code 1 (Yes) or code 2 (No) are not relevant to the respondent. If it helps the respondent to provide an answer, the interviewer might need to read aloud the text of the possible answers. In this case, the interviewer does only read aloud the text, not the code number.

3.4. Coding Answers

Most of the answers in the data collection form are pre-coded, that is, a list of possible answers follows the question, and the interviewer has to write down the corresponding code in the **Answer Box**. In a few cases, the interviewer must write the answer as it is given.

When the answer is a name, or a number, the interviewer should write this as the respondent tells it. However, most questions have codes that are presented likely answers. In the question below, the interviewer should write either 1 (Yes) or 2 (No), depending on the answer given by the respondent.

(3.13)	Over the past year, has the [establishment/farm] hired any new managers or other high skilled employees? Examples include:Managers, Professionals, Technicians and Associate Professionals	YES 1 NO 2 ► (3.15)	1

If the respondent answers "Yes, two professionals", recording "2" will be interpreted as "NO", hence the interviewer would report a wrong answer!

3.5. Skip Pattern

When a question does not apply to a particular respondent, it must be skipped. The data collection form provides this information to tell the interviewer where to go next when some questions have to be skipped. For example:

(3.02)	How many permanent full-time employees currently work in this [establishment/farm]? Note: Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift; Please include all employees and managers	IF 0 ► Q3.04
(3.03)	Based on the [INSERT NUMBER OF PERMANENT employees FROM Q3.02] permanent full-time employees the [establishment/farm] is currently employing, how many are women and how many are under the age of 25?	
		TOTAL
(3.03)A	Of this total, how many are... **Women**	
(3.03)B	Of this total, how many are... **under age 25**	
(3.04)	How many <u>permanent part-time</u> employees currently work in this [establishment/farm]? **If 0 ► Q3.07**	

Question 3.02. An answer of "Zero" or "None" to question 3.02 skips to question 3.04, without asking questions 3.03, 3.03A and 3.03B. An answer of "Yes, currently we have full time employees" has no skip instruction, so this means the interviewer should continue with the next question, question 3.03.

Questions 3.03, 3.03A and 3.03B. Imagine the interviewer forgets to skip these three questions after having an answer of "No" in question 3.02. The interviewer just got the information that there are no full-time employees currently working in the establishment or farm. Yet, because the interviewer did not skip this question, s/he would be asking

"Based on the ZERO permanent full-time employees the establishment is currently employing, how many of them are women and how many are under the age of 25?"

<u>The interviewer should follow the instructions carefully. Respondents are very annoyed by this particular type of interviewing mistakes, and it may even lead to the termination of the interview; in which case, data will not be useable.</u>

3.6. Data Entry Considerations

All data written on the data collection form later have to be entered in a data entry system. To minimise mistakes, the interviewer should:

- **Clearly write** the names of persons, places, etc.;
- **Write answers to questions only in the boxes or columns of the data collection form.** Avoid writing notes or comments, or writing units;
- **Avoid going beyond the space allotted for the answer to a question.** Avoid doing so, even if the next space is not used. If the space provided is not enough, the interviewer should make a note of it separately and inform the supervisor about the problem;
- **Use a pen to complete the data collection form.** If the interviewer makes a writing error, s/he should cross it out clearly and write the correct entry.

Following these instructions are important to avoid recording incorrect data in the data entry system.

3.7. Conventions for Number and Quantities

To reduce errors during data entry, the interviewer should strive, as far as possible, to take into account the following rules and conventions:

- **Write numbers in western script**. Pay special attention to clearly differentiate numbers 1 from 7, 3 from 8, and 4 from 9.

1	2	3	4	5	6	7	8	9	0

- **In writing amounts and figures, always separate each group of three figures with a comma, starting from the right**. For instance, "one hundred thousand" must be written as "100,000", not as "100000", or "10,00,00".
- **For questions to which the reply is a quantity or amount, the interviewer should write only the numeral in the appropriate box, <u>without the unit of measure</u>**. If for example the answer to a question is "fifty US dollars", the interviewer should record this as "50", not $50.
- **Zeroes and blanks.** The interviewer should understand the difference between zero ("0") and blank (empty answer). S/he should write "0" when the answer to a question asking for an amount or a quantity is "zero" or "nothing" or "none". For instance:

(3.02)	How many permanent full-time employees currently work in this [establishment/farm]? Note: Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift; Please include all employees and managers	0 **IF 0 ► Q3.04**

Let's suppose that there are no permanent full-time individuals currently working. In this event, the interviewer should write "0" in the Answer Box.

A question is left blank (without answer) when there is a skip in a previous question and the interviewer is not supposed to read the question to the respondent, or when the respondent does not provide an answer (respondent refuses to answer; s/he does not remember; or s/he does not know). In other words, a question left blank means there is no answer to that question.

3.8. Time Reference Periods

Some questions in the data collection form ask respondents to recall whether they have done a particular action within a given time period. This given period of time is called the "reference period" or "recall period":

Last fiscal or agricultural year: preceding the current fiscal or agricultural year of the interview. This time period is also referred as financial year.

(3.01)	In the last financial year [INSERT FISCAL OR AGRICULTURAL YEAR], how many employees have worked in this [establishment/farm]?	

The past calendar year: the year preceding the current year of the interview.

(3.13)	Over the past year, has the [establishment/farm] hired any new managers or other high skilled employees? Examples include:Managers, Professionals, Technicians and Associate Professionals	YES 1 NO 2 ► (3.15)	

Past year: if the interview takes place on May 10, 2017 the reference period covers the days May 10 2016 to May 9 2017 (the day before the interview, which is "**yesterday**").

4. Definition of Key Concepts

4.1. Beneficiary Establishments

Firm beneficiaries refer to the entity directly participating in the project intervention. The term "firm" in this toolkit refers to the establishment. This is because an establishment may be part of a larger firm, but the data collection at the project level must be supplying numbers about the specific establishment receiving support. If a project seeks data at the establishment level or many establishments of the same firm, then data must be aggregated for reporting on indicators. Ideally, project results reporting should be consistent with the Enterprise Survey (ES) methodology. The ES defines 'firms' as business organizations composed of one or more establishments that are specified under common ownership or control; and 'establishments' as the physical location where business is conducted or where services or operations are performed. TTLs may need to adapt the terminology most relevant for the country, legal, and beneficiary specific context of the project. Further guidance for the PIU and data collection firm is provided in the *Jobs M&E Toolkit: Data Collection Manual for Firm Beneficiaries.*

4.2. Entrepreneurs

An entrepreneur may be defined as the owner or manager of an enterprise, its executive director, or a member of its managing board. Self-employed people are also commonly considered to be entrepreneurs. Definitions used by countries to collect and or disseminate data on women's and men's entrepreneurship include concepts such as ***owners, managers, self-employed, and employers.***

4.3. Employment

Person with employment: person of working-age who during a specified period of time, such as one week or one day, either: (a) performed work for wage or salary in cash or in kind; or (b) performed work for profit or family gain in cash or in kind; or (c) performs work on a regular basis, but was temporarily absent from work during the reference period. The definition thus includes both, self- and wage employed beneficiaries

4.4. Full-Time Equivalent (FTE) jobs

FTE jobs may follow local definitions. If not clear/unavailable, use:

- 7 or more hours a day (or 35 hours a week)
- 48 weeks in a year

4.5. Part-Time Employment / Work

A definition proposed by the ILO defined part-time work as "regular employment in which working time is substantially less than normal". This definition encompasses all forms of part-time work (half-day work, work for one, two or three days a week, etc.) and is the definition used for administrative purposes in some countries. The OECD has decided to define part-time working in terms of the usual working hours being under 30 hours per week. However, the respondent of the establishment or farm is who ultimately will tell you what is the local definition of part-time worker, as the number of hours or days considered as part-time can be established at the national, regional, industrial or unit level.

4.6. Permanent Employment

Employees are all those workers who hold the type of job defined as paid employment jobs. Employees with stable contacts are those employees who have had, and continue to have, an explicit (written or oral) or implicit contract of employment, or a succession of such contracts, with the same employer on a continuous basis. On a continuous basis implies a period of employment which is longer than a specified minimum determined according to national circumstances.

4.7. Temporary employment

Temporary employment comprises work under a fixed-term contract, in contrast to permanent work where there is no end-date.

4.8. Workers in Seasonal Employment

Workers in seasonal employment are workers who hold implicit or explicit contracts of employment where the timing and duration of the contract is influenced by seasonal factors such as the climatic cycle, public holidays and/or agricultural harvests.

4.9. Hours Worked

Actual hours worked include regular work hours of full-time, part-time and part-year workers, paid and unpaid overtime, hours worked in additional jobs, and excludes time not worked because of public holidays, annual paid leave, own illness, injury and temporary disability, maternity leave, parental leave, schooling or training, slack work for technical or economic reasons, strike or labor dispute, bad weather, compensation leave and other reasons.

4.10. Earnings of Employees

The concept of earnings typically relates to the pay that employers provide directly to their employees on a regular basis during a specified reference period. It includes basic pay for time worked or for work done, as well as for time not worked, such as vacation, holidays and sickness time. In addition, it also includes other payments granted by the employer for various reasons such as: overtime work, irregular hours or schedules, difficult work, regular bonuses and fringe benefits such as family allowances. However, it will exclude all irregular bonuses even if provided by the employer. Earnings should be reported as gross earnings, before deductions for social security contributions or tax deductions, etc.

4.11. Time to get to the Closest Market where Products can be Sold or Traded

Is the average number of hours it takes for establishments, SMEs or smallholders in the targeted region to get to the market.

5. Sections of the Data Collection Form

The data collection form is organised into the following sections:

5.1. Screening Information

The information collected in the first section is essential so the establishment or farm can be individualised as a unique case. The interviewer should write down the required information using CAPITAL LETTERS.

Note that questions 1.02 to 1.09 ask information related to the establishment or farm, and is NOT the respondent's information as an individual.

For recording the date of interview, the interviewer should follow the instructions present in the data collection form: two digits for day and month, and four digits for the year. For example, the interview takes place on May 4th 2018, the way to record this is:

		dd	mm	yyyy
(1.10)	Date of interview	04	05	2018

5.2. Establishment Characteristics

This section asks for information that will help to characterise the establishment. For example, questions about the legal status of the establishment, whether it is an agricultural, service or manufactured products business, the business operations' starting year etc.

All previous instructions apply to the questions in this section. **However, the following require special attention:**

Question 2.05: What percentage of this [establishment/farm] is effectively owned by women? (where effective ownership means having the power to take decisions on the overall management of the establishment).

The interviewer needs to record the percentage (%). This is a proportion, and in general terms it can vary from 0% to 100%. However, this question will only be asked if the answer to **Question 2.04** "Does this [establishment/farm] have any owners who are women?" is "Yes". Thus, it makes no sense if the recorded information is 0%. In other words, if there is any information, it should vary between 1% and 100%. **IMPORTANT TO TRAIN THIS DURING THE TRAINING.**

To record the information, the interviewer writes down a number only (the "%" is already printed in the form). The following example shows the proper recording for the answer: "Yes, a woman is owner of the half of this establishment".

(2.04)	Does this [establishment/farm] have any owners who are women?	YES 1 NO 2 ► 2.06	1
(2.05)	What percentage of this [establishment/farm] is effectively owned by women? (where effective ownership means having the power to take decisions on the overall management of the establishment)	%	50

Question 2.06. In the last financial year [insert fiscal or agricultural year], what products or activities are the main sources of revenue for this establishment?

This question requires the interviewer to pay special attention to the skip pattern. If the answer is "Agriculture, forestry, and fishing", then s/he will need to ask Question 2.07. If the answer is "Manufacturing, mining and quarrying, and other industrial activities", then s/he will skip Question 2.07 and ask Question 2.08 instead. Any other code leads you to question 3.01.

5.3. Workforce

This section asks questions about the workforce at the establishment or farm, including all the employees currently working at the time of the interview. All the staff include full-time, part-time, and temporary or seasonal workers. Employees not formally employed, including independent contractors and unpaid employees are included as well.

The workers that are not included are those employed by another enterprise who are assigned to work at the workplace (outsourced from another firm).

Question 3.10 requires special consideration:

(3.10)	On average, how long did a seasonal or temporary employee who was employed in the last [fiscal/agricultural] year work in the [establishment/farm]?	WEEKS

The interviewer is asking about the average number of weeks a seasonal or temporary employees worked during the last fiscal or agricultural year.

The first concept the interviewer needs to make sure respondents understand is AVERAGE. It is not unusual that some seasonal or temporary employees will work different numbers of weeks. For instance, a small gift-shop may hire a temporary shop manager for three weeks prior Christmas, but an extra vendor is needed only during the week preceding Christmas. Then, one temporary employee will have been working for three weeks, and the vendor just one. The average number of weeks will be the (sum of the weeks) / (number of temporary employees). In this example: (3 + 1) / (2) = 4/2 = 2.

In real life, the respondents may not be as clear as the prior example, yet the better the interviewer understands what information s/he is asking for, the better s/he will be able to support the respondents in providing quality information. IMPORTANT TO TRAIN THIS DURING THE TRAINING.

Also, it is important to pay attention to the number of weeks. One year is 52 weeks long. By definition, a seasonal or temporary employee will work only a fraction of the year. Three months will be about 12 to 14 weeks; one month will only be 4 to 5 weeks; six months will be around 26 weeks. <u>The reason for the small variation in the number of weeks is because some people think of a month as 4 weeks long, and others count a month as a bit more.</u>

Question 3.02 requires a number (how many permanent full-time employees currently working in this establishment or farm). If the answer is “None” or “Zero”, the interviewer skips the questions 3.03, 3.03A and 3.03B. If there is at least one permanent full-time employee working, then no question should be skipped.

For example, the establishment employs six permanent full-time workers. Out of these, two are female, one aged 22 and the other aged 40. The other permanent full-time workers are male. The youngest is 18, and all the others are aged 25 or more.

(3.02)	How many <u>permanent full-time</u> employees currently work in this [establishment/farm]? Note: Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift; Please include all employees and managers	6 **IF 0 ► Q3.04**
(3.03)	Based on the [INSERT NUMBER OF PERMANENT employees FROM Q3.02] permanent full-time employees the [establishment/farm] is currently employing, how many are women and how many are under the age of 25?	
	(3.02)	6
(3.03)A	Of this total, how many are... **Women**	2
(3.03)B	Of this total, how many are... **under age 25**	2

5.4. Establishment Performance

The final section collects information about production and investment in the establishment or farm, including the total annual sales for the last complete fiscal or agricultural year, the time to get to the closest market where products can be sold or traded, investments and source of these investments, etc.

For most of the establishments or farms, this is a particularly sensitive information, so it is highly recommended that the interviewer reassures the respondent about the confidentiality of the information, that identification data will be removed so that the information cannot be linked to it, that the information will be accessed by the program managers only, and that the information will never be used for any other purpose than the improvement of the program.

The following questions require a closer look:

Question 4.01:

(4.01)	In [fiscal/agricultural] year [INSERT LAST COMPLETE FISCAL/AGRICULTURAL YEAR], what were this [establishment's/farm's] total annual sales?	LOCAL CURRENCY UNIT

All the investment figures are to be recorded in Local Currency Units. If the answer is provided in US dollars, Euros, or any other currency which is not the currency used in the country where the interview takes place, the interviewer will have to convert the answer into the local currency. **IMPORTANT TO TRAIN THIS DURING THE TRAINING.**

Question 4.02: This question asks about the total volume produced by the establishment or farm in the last fiscal or agricultural year. The interviewer first records the Volume Unit and then the amount. For instance, coding the answer "Ten tons of maize grain":

(4.02)	In [fiscal/agricultural] year [INSERT LAST COMPLETE FISCAL/AGRICULTURAL YEAR], what was this [establishment's/farm's] total volume produced?	KGS 1 TONS 2 USD 4 OTHER, SPECIFY 96	VOL. UNIT: 2 AMOUNT: 10

Question 4.04: This question requires to record one information in two parts. For example, the answer to the question may be "About six hours". Record first the Time Unit (in this case, "hours"). Secondly, record the amount of (in this example) hours.

(4.04)	How much time does it take your [establishment/farm] to get to the closest market where products can be sold or traded? [SPECIFY IF DAYS, HOURS OR MINUTES]	DAYS 1 HOURS 2 MINUTE 3	TIME UNIT: 2 TIME: 6

Question 4.06: Over the last three fiscal years, how much on average was invested in this establishment/farm from the following investment sources? The amount should be recorded in the local currency unit. The reference period covers the last three fiscal years.

The second relevant information will require the interviewer to make sure the respondent is referring to the according source: domestic, international, and establishment or farm's own revenues or profits. INSERT EXAMPLES OF DOMESTIC AND INTERNATIONAL POSSIBLE SOURCES.

Question 4.05 requires the interviewer to read aloud the sentences, then wait for the respondent to tell her/him which of the alternatives best represent the practices used at the establishment or farm. It is possible that the interviewer will have to read aloud the sentences more than once before the respondent makes his/her mind.

The following sections of the data collection form may or may not be included, and will depend on the implementing firm's own procedures.

6. Further Aspects to Consider for Paper Based Data Collection

In case of paper based data collection, the supervisor and Data Entry Team should further take into consideration the following aspects:

- The supervisor makes sure the interviewer is providing all the expected complete data collection forms – one per respondent.
- The supervisor will review the integrity of the data collection forms. Are all expected data recorded? Is there missing information (empty questions where information is expected)? Is there unexpected information (information present when question is skipped)?
- In case of missing information, the interviewer must either complete the form, or provide a satisfactory explanation in the form of a comment. For instance, it is possible that the respondent does not have a particular information and the interviewer decided not to fill the field by the time of the interview. This information has to be validated by the supervisor after re-contacting the respondent. If the situation persists, there is no alternative but leaving the question empty. It is important for the Management Team to have a sense of how often such a situation occurs for a team or a particular interviewer. If after a while, the trends are systematic, the Management Team has to instruct the supervisor on how to proceed.
- Once the forms are checked, the supervisor will put all the complete and incomplete data collection forms in a box, ordered by interviewer.
- The box has to be labelled with the information of the site, the visit date to the site, team number and code, supervisor name and code.
- Inside the box, an information sheet with information on the box contents' is included:
    - Total number of data collection forms;
    - Total number of complete data collection forms;
    - Total number of incomplete data collection forms;
    - Total data collection forms per interviewer;
    - Total complete data collection forms per interviewer;
    - Total incomplete data collection forms per interviewer.

  This information is important to keep track of all the contents coming from the field.
- The box will be sent to the site where the Data Entry Team is recording data. The Data Entry Team receives the box by confirming that the content of the box and the information on the information sheet correspond.
- Every box is assigned to <u>one</u> data entry operator, who is responsible to correctly record the data from all the data collection forms in the box. After data entry is complete, all the data collection forms go back in the box. Entered data must match the number of forms present in the box.
- All boxes must be stored in a safe, private and dry room, ready for inspection. It is expected that when an external team visits the local project, they can produce in no-time a box, so the databases can be checked against the data collection forms. Nothing can be lost in translation!

A. Jobs Indicator Definition and Guidance

A.1. Individual Beneficiaries

A.2. Firm Beneficiaries

B. Jobs Data Collection Forms and Data Processing and Aggregation Table

B.1. Individual Beneficiaries

B.2. Firm Beneficiaries

C. Jobs Data Collection Manuals

C.1. Individual Beneficiaries

C.2. Firm Beneficiaries

D. Template of Terms of References for the recruitment of a consultant / firm to implement the Jobs Data Collection Forms

Jobs M&E Toolkit: Terms of Reference
Implementation of Jobs Data Collection Forms

*[**NOTE:** These Terms of Reference (TOR) are intended to be adapted by World Bank task teams seeking to collect beneficiary data at the project level. Text may need to be added, amended, or deleted in this TOR template that follows, based on the project and country context. The type of consultant firm to be recruited for data collection in a given project and country may also require additional changes to the template below.]*

Project Background

The objective of implementing the Jobs data collection forms is to collect data necessary to monitor jobs outcomes in the results frameworks of WB projects. Jobs outcomes include outcomes related to Job creation, Job quality, and Job access as well as intermediate outcomes (see Figure 1). The collected data will be used to monitor relevant indicators that are mapped to each of these jobs outcomes (refer to Annex 1 for a full list of indicators).

Figure 1: Key Outcomes related to Jobs from a view of Job Creation, Job Quality, and Job Access

The data collection forms will track [ALL / A SAMPLE OF – DECISION WILL NEED TO BE DISCUSSED AND APPROVED BY THE WB CORE TEAM] project beneficiaries. There are two data collection forms for two different types of beneficiaries

– Individual beneficiaries and Firm[17] beneficiaries (see Annex 2 and Annex 3). For examples of interventions targeting various beneficiary types, please refer to Figure 2.

Figure 2: Beneficiaries of Jobs Operations – Individuals and Firms

Beneficiaries of Jobs Operations are most often at the level of **Individuals** and **Firms**. They may be direct beneficiaries of projects, or indirect (e.g. through infrastructure).

Individuals: Interventions targeting individuals or communities generally include beneficiaries as job seekers or to improve their employability or earnings. This category includes Labor Programs such as public employment services, wage subsidies and public works, as well as interventions promoting sustainable livelihoods and income-generating activities. Many interventions, across sectors, aim at enhancing employability though training and capacity building among individuals to support workers' ability to meet skills in demand, particularly in the private sector.

Firms: Interventions targeting Firms generally provide Firms or entrepreneurs with productive assets such as access to finance or securing access to land, in addition to direct investments and technical assistance. Many interventions aim at fostering self-employment and small scale entrepreneurship, as well as SME development and upgrading for promoting private sector development and jobs.

Depending on the project context, the WB Project Results Framework, and the data requirements for the monitoring system, and any other data collection efforts planned (e.g. impact evaluation), the forms include select modules. Table 1 provides an overview of all the modules. Note, however, that not all modules may be needed.

Table 1: Modules of the data collection forms for Individuals and Firms

Individual beneficiaries	Firm beneficiaries
▪ Screening information ▪ Completion of training program ▪ Employment status of beneficiary ▪ Working conditions *[this could cover contract, benefit, earnings, job satisfaction]*	▪ Screening information ▪ Background information of the Firm and the respondent ▪ Workforce ▪ Production ▪ Investment

Scope of Work and Tasks

The Consultant firm will be responsible for tasks related to implementation of the Jobs data collection forms among WB project beneficiaries. These tasks will include but are not limited to:

- Working with WB task team leader (TTL) and project implementing units (PIUs) to adapt Jobs data collection forms as needed to suit project context, in consultation with WB TTL and PIU

[17] Firm beneficiaries refer to the entity directly participating in the project intervention. The term "firm" in this toolkit refers to the establishment. This is because an establishment may be part of a larger firm, but the data collection at the project level must be supplying numbers about the specific establishment receiving support. If a project seeks data at the establishment level or many establishments of the same firm, then data must be aggregated for reporting on indicators. Ideally, project results reporting should be consistent with the Enterprise Survey (ES) methodology. The ES defines 'firms' as business organizations composed of one or more establishments that are specified under common ownership or control; and 'establishments' as the physical location where business is conducted or where services or operations are performed. TTLs may need to adapt the terminology most relevant for the country, legal, and beneficiary specific context of the project. Further guidance for the PIU and data collection firm is provided in the *Jobs M&E Toolkit: Data Collection Manual for Firm Beneficiaries.*

- Working with WB TTL and PIUs to adapt a list of local context information including project name, project description, local currency, and additional information as required for the data collection form.
- Training of enumerators and relevant staff overseeing data collection and data processing, including data entry and cleaning (and sampling/weighting if appropriate)
- Implementation of the Jobs Data Collection Form and data entry

Jobs Data Collection Form Implementation

- Implementation of the Jobs data collection forms will be carried out by the selected Consultant firm by means of face-to-face interviews
- Duration of survey: from [X TO XX] minutes for the individual beneficiaries form, and from [X TO XX] minutes for the Firm beneficiaries form [DURATION DEPENDS ON NUMBER OF DATA COLLECTION QUESTIONS]
- Number of interviews required: _____ [BLANK TO BE FILLED BY TTLs]
- The Survey manager should be available continuously throughout the project in order to handle all problems that arise during its course. The Survey manager must send reports at least weekly to the designated World Bank TTL. The WB task team may contact anyone from the firm involved in the survey at any time, and for quality-control purposes. The WB task team may also elect to participate in all stages of the research including the actual fieldwork and interviewing
- The Survey manager must send reports at least weekly to the designated World Bank TTL. A standard template for reporting must be used through a cloud-based document, such as Google Drive
- Each interview will use a single data collection form. However, for convenience the form is internally divided into several modules to allow saving time by skipping certain questions for respondents that may not be eligible to answer or for whom the questions are not applicable. *Note: electronic data collection forms will allow for user-friendly use of skip patterns that are automated; paper-based data collection will require careful training and ongoing supervision among enumerator teams by the Survey manager*

Administrative personnel and interviewer turnover.

It is important that the selected Consultant firm puts in place mechanisms to guarantee low rotation of personnel. Bidding firms are encouraged to demonstrate in their proposals that they will be able to preserve the core team throughout the duration of field work.

Knowledge transfer.

In case any person involved in the survey has to be permanently or temporarily replaced during the duration of the assignment, the Consultant firm should inform the TTL no later than 7 business days after the change and furthermore ensure sound knowledge transfer and training. In case of replacement of key personnel, i.e., Survey Manager, team supervisors, IT manager or sub-Consultant the proposed replacement should be approved first by the TTL. If necessary, the TTL may request re-training of the Consultant firm's staff involved in the project. All staff that have missed the initial training seminar should be trained using materials approved by the TTL, and evidence of such training should be presented to the TTL.

Translation of Jobs Data Collection Forms

The Consultant firm is required to translate all Jobs data collection forms and supporting implementation materials into [INSERT LOCAL LANGUAGE(S)] as required by the TTLs. The final Jobs data collection forms in each language, including its layout as it will be implemented in the field work, must be approved by the TTL.

The Consultant firm will also be responsible for translating into local language(s) the Data Collection Manuals, and other material for the training (if required). The Data Collection Manual is a useful tool for enumerators and supervisors in the implementation of the interviews. The Consultant should hire a third party to back-translate the questionnaires into English; the person performing the back-translation must do so without knowledge of the original English version. The purpose of this exercise is to ensure that the original concepts are preserved and to detect potential variations in the understanding of questions emerging from language problems. The back-translation must be provided to the TTL for verification, and the WB technical staff and TTL will discuss with the Consultant firm any changes required after this verification. The final Jobs data collection forms in each language, including its layout as it will be implemented in the field work, must be approved by the TTL.

Format of Data Collection Forms

The TTL will deliver all data collection forms to the Consultant firm. It is intended that before beginning the work, all parties, including the Consultant firm, should be confident that the forms will achieve the objectives and be feasible within the budget provided for the data collection forms. The final formatted forms will be delivered by the TTL to the Consultant firm ready for translation, with all required formatting, coding scheme, and appropriate skip logic/patterns. The final format of the forms as they will be used in the actual interviews will have to be authorized by the TTL.

Supervisor and Enumerator Selection and Training

The Team Supervisors should have previous survey experience and should be available throughout the entire duration of the field work. Supervisors must have a minimum of a university degree. In case data collection form is implemented electronically, electronic literacy is required for the enumerators.

Enumerators should have at least high school education. In case data collection form is implemented electronically, electronic literacy is required for the enumerators.

The Consultant firm should train at least 20 percent more interviewers than will be required, so that the best interviewers can be retained after training as well as to replace interviewers who drop out during the actual fieldwork and interviewing. In case the training has finished more than one week before interviewers that replace other interviewers who dropped out, a refresher training needs to be conducted.

The Consultant firm must have a well-developed plan to thoroughly train their team supervisors, enumerators and the data entry staff on the forms and the survey procedures. All team supervisors and enumerators are expected to read, study, and understand the Data Collection Manual for the forms they will work on.

The Consultant firm should conduct the training of the interviewers. The training should last a minimum of [TWO DAYS] and should include explanations of all questions, role-playing of enumerator and actor-respondents, at least two interviews with real participants, and a test at the end.

Fieldwork should start within four days from the completion of supervisor/ enumerator training.

The Consultant firm is expected to use the Data Collection Manual as a guide to preparing presentations to be used during training. The WBG will provide a standard template for training slides that may be adapted as needed to specific contexts based on project requirements.

All enumerators and supervisors will be paid for participating in the training. Interviewers not chosen from training but who have achieved a minimum level can be considered on a reserve list in case of interviewers dropping out during the fieldwork time. The WB task team may also choose to exclude any enumerators or supervisor from further participation at any time without specifying the reasons.

The list of enumerators and supervisors, including name, mobile phone numbers, and email address, will be provided to the WB at the end of the training and the WB may contact them at any time.

Piloting

Immediately after the Training of Trainers training and before the surveys are launched, the Consultant firm must pilot the questionnaires on a selection of [10-15] beneficiaries (in case both individual and firm beneficiaries are surveyed, at least 5 beneficiaries of each beneficiary type need to be included). The head trainer and the survey manager have to be part of the pilot. The pilot will also be used to test the data entry system. The Consultant firm must immediately report any issues that arise as a result of piloting to the TTL.

The piloting procedures may include but are not limited to the following:

- Drafting and adapting the data collection form;
- Enumerator training on the pilot version of the data collection form and pilot testing protocols with sample beneficiaries;
- Revising the draft data collection form to develop the final version for field use and related field manual;
- Enumerators' training led by the pilot testing core team.

The pilots (or pretests) are essential for examining the following sets of issues:

- the translation is appropriately phrased for the local environment;
- indications that some questions are misunderstood, answered incorrectly because of ambiguities, or not answered at all because of lack of information or resentment;
- how well the data entry system works, including range checking and consistency checking

The pilot will provide useful feedback on length of interview, strategies for approaching beneficiaries, and will inform the content of the interviewer-training program. It is expected that the Consultant firm will work in close collaboration with the WB team in identifying areas that may require fine-tuning (translation, adapting questions to country context while ensuring comparability with other countries, etc.).

Associated adjustments to the implementation manual and training program for interviewers and field operators will be made upon completion of the adjustments to the instruments. The Consultant firm will be expected to update the training accordingly using the adjusted questionnaire and implementation materials.

All modifications to the Jobs data collection forms, instructions [AND SAMPLING STRUCTURE] that may be suggested from the piloting results must be approved by the TTL before the data collection forms are implemented. Data collection may not be launched until the Jobs data collection forms are finalized and approved by the TTL. Any changes to the format or ordering of the data collection forms to facilitate implementation must be cleared with the TTL and fully documented.

Interviewing

The Jobs data collection forms may be implemented after piloting and enumerator training are completed and after the final data collection forms have been approved by the TTL. Data collection will be administered through face-to-face interviews.

Fieldwork and interview completion is determined by the TTL by taking into consideration the number of completed interviews and the quality and comprehensiveness of the data gathered from these interviews. For a survey to be complete, the large majority of the relevant information must be obtained and entered into the data base. No questions should be left blank except the ones skipped due to correctly applied skip patterns. The integrity and accuracy of the data are vital. The Consultant firm will establish procedures to check the quality of the interviews.

The duties of the **enumerator** will be: to visit beneficiaries and ensure their participation; to conduct face-to-face interviews with the selected respondents; to accurately record respondents' answers; to code the questionnaires accordingly; to ensure completeness and accuracy of answers; to perform accuracy checks on the questionnaires; to ensure security and confidentiality of the collected information and the completed questionnaires; to deliver completed questionnaires to supervisors; to respond to other needs related to the field work as assigned from time to time.

The duties of the **supervisors** will be: to supervise all activities of their assigned enumerators and to monitor their activities during the data collection process; to assess the quality of the work of the enumerators and the quality of the data from the completed questionnaire; to approve questionnaires for data entry ensuring that the assigned enumerators did not overlook inconsistencies and skip patterns; to provide all logistical support and material to enumerators; to provide feedback to enumerators on quality assurance and methodology requirements.

A **survey manager** will oversee the fieldwork. The duties of the survey manager will be: to supervise all activities of supervisors and enumerators; to assign beneficiaries to be surveyed to supervisors and enumerators; to assist the team to ensure maximum participation and minimize non response; to coordinate with supervisors the quality control of the data collection process; and to ensure that the data entry is carried out efficiently and in an environment that minimizes human error. Further, the survey manager is in charge of organizing a meeting with all supervisors and interviewers after the first day of data collection in order to discuss eventual problems that were encountered during data collection and to ensure consistency.

Sub-contracting

Bidders intending to sub-contract to local firms must present the names and references of all the proposed sub-Consultants. The [WBG] reserves the right of approving each sub-Consultant. Any change of the sub-Consultants must be confirmed by the TTL in advance. Bidders are encouraged to include sufficient information on the sub-Consultants for the selection committee to decide on their ability to carry out the survey in each country. Bidders must be able to accommodate alternative sub-Consultants whenever the TTL and the conditions of the country determine it to be necessary.

Data entry

Data entry will take place concurrently with the data collection. This allows the Survey Manager to identify any inconsistencies in how questions are being asked and interpreted or other errors before the survey is completed. Data will be entered into a database using a data entry program, approved by the TTL that automatically checks for logical consistency and skip patterns and non-eligible or out-of-range variables. The Consultant firm must check for the presence of outliers according to procedures supplied by the TTL. The Consultant firm will flag the outliers and re-check the information with the appropriate beneficiaries. All values in the survey that are 0 will be entered as 0 and not left blank. If the interviewee responds "don't know" the answer will be coded as -9 and not left blank. Refusals to respond will be coded as -8, and not applicable will be coded as -7. Other special codes for specific questions will be authorized by the TTL. Acceptable values for each question of the questionnaire are specified in the Data Collection Manual and will be made available to the Consultant firm. The only acceptable blanks in the final data set are those generated by skip patterns.

The Consultant firm will provide the collected data at any time following a request by the TTL and at three predefined stages during the data gathering/entry process for consistency check and quality control. The first set will be delivered after ten percent (10%) of the total number of interviews have been completed and entered into a data base. The second set will be delivered after fifty percent (50%) of the total number of interviews has been completed. The final set will be delivered after completion of one hundred percent (100%) of the interviews. Each delivery should include translated and verified values for string variables to enable [WBG] review.

The TTL may request more frequent data updates in addition to the three main deliveries. The [WBG] will check the data and provide feedback to the Consultant on any errors or inconsistencies.

Deliverables

The Consultant firm:

a.) Will translate from English into the local language/context: the data collection forms and all related survey materials. The Consultant firm will provide the TTL with a copy of each translated document.

b.) Will have the translated data collection forms back-translated into English by someone who has not seen and has no knowledge of the wording in the English forms.

c.) Will seek approval for the final translated data collection forms from the TTL prior to launching the surveys.

d.) Will provide both English and local language versions of the data collection forms with the variable names used for data entry written down next to the appropriate question prior to launching the surveys.

e.) Will participate in the Training of Trainers by the implementing agency and <u>train the enumerators</u> using supplied training materials and referencing appropriate portions of the <u>Questionnaire Manual</u>.

f.) Will <u>pilot the data collection form on 10-15 beneficiaries</u> prior to launching the surveys.

g.) Will <u>confirm with the TTL any necessary or suggested changes in the data collection forms</u> based on the results of piloting the surveys.

h.) Will complete the surveys in face-to-face interviews.

i.) Will <u>provide weekly Progress Reports</u> that include response rates in a format approved by the TTL, for each country.

j.) Will provide regular <u>Staffing Reports</u> noting any changes in staffing including survey manager, supervisors and enumerators.

k.) Will <u>enter the data into an electronic database</u> using a method that automatically restricts out of range variables, checks for inconsistencies, does not allow missing fields where they are not appropriate, and ensures the accuracy of the entered data.

l.) Will <u>translate any text response to English</u> (to be made available at the time of each data delivery) and recode them as per instructions provided by the TTL.

m.) Will <u>clean the data</u> if needed after data entry, only after verification of the process with the TTL.

n.) Will provide the [WBG] with a clean labelled database comprised of a total of all completed interviews in separate database files. The database will be in the STATA or SPSS electronic database format. The database will contain all variables included in the questionnaires, following the codes included in them.

o.) Will provide the [WBG] with a second database including the location information of each interviewed beneficiary: name, address, GPS coordinates, phone number, fax number, email/web address, name of the person interviewed [for Firms: position title of the interviewee in the firm].

Confidentiality and data ownership

All data is confidential and the property of the [WBG]. Its sole purpose is to support the tracking of project performance and is not for commercial use. No data or other information from this survey will be released to third parties without the written approval of the [WBG]. The Consultant firm will turn over all data, data collection forms and other material to the [WBG] and will not retain any information or material after the survey data collection has ended.

Timetable

The tentative timeline of the assignment is as follows: (subject to change based on contract start date)

Task	Estimated Date
1. Translation of all survey materials	TBD
2. Technical Training	TBD
3. Questionnaire pilot and finalization	TBD
4. Enumerator Training	TBD
5. 10% data collected	TBD
6. 50% data collected	TBD
7. 100% data collected	TBD
8. Data cleaning and verification	TBD
9. Final dataset	TBD

**note: more frequent batches may be requested by the TTL*

If due to problems encountered during data collection fieldwork these deadlines cannot be observed, a revision of this time schedule and of the following compensation plan will take place between the [WBG] and the Consultant firm. Any delay in this schedule caused by the [WBG] will result in an equal delay of all dates described above.

Payment Schedule

- An initial payment of ten percent (10%) of the total contract value will be made upon signing of the contract and the outset of the work.
- A second payment of twenty percent of the value of the contract (30%) will be paid upon receipt and approval of the first ten percent (10%) of data. (cumulative 40%)
- A third payment of thirty percent of the value of the contract (30%) will be paid upon receipt and approval of the first fifty percent (50%) of data. (cumulative 70%)
- A fourth and final payment of thirty percent of the value of the contract (30%) will be made upon receipt and approval of the final dataset, the Implementing Consultant firm's final report, and final deliverables. (cumulative 100%)

Budget and Resources Required

[TBD]

Annex 1. List of indicators

Job Outcomes		Job Indicators	Individuals	Firms
WBG Corporate Scorecard		*Number of project beneficiaries reached by jobs-focused WBG interventions*	X	X
Job Creation	Job creation	• Number of (self- and/or wage) employed project beneficiaries (*)[18] – *disaggregate by self- and wage-employed project beneficiaries*	X	
		• Number of full-time equivalent (FTE) jobs in beneficiary firms (*)		X
	New enterprises	• Number of newly established firms with more than one paid employee (**)[19]		X
	Entrepreneurs/Self-employed	• Number of self-employed project beneficiaries (*)	X	
Job Quality	Worker productivity	• Average output per worker among beneficiary firms (**)		X
	Working conditions and benefits	• Number of project beneficiaries covered by social security insurance (*)	X	
		• Share of project beneficiaries reporting satisfaction with their job (*)	X	
		• Average number of hours worked per project beneficiary per week (*)	X	
	Earnings/ Livelihoods	• Average annual earnings of project beneficiaries (*)	X	
Job Access	Labor force participation	• Labor force participation rate among project beneficiaries (*)	X	
	Working of labor market	• Number of project beneficiaries using (public or private) employment services (*)	X	
		• Average length of time for beneficiary firms to fill a vacancy		X
	Access and Opportunity for Jobs	• Disaggregation by gender and/or age for indicators marked with (*) • Disaggregation by gender of firm owner for indicators market with (**)	X	X
Intermediate	Access to/ working of product markets	• Number of project beneficiaries who are member of a cooperative or producer group (*) / (**) • Number of beneficiaries with new commercial relationships (**)	X	X
		• Average time to get to market where output can be sold or traded	X	X
	Firm performance/ Investment	• Additional (annual) sales revenue for beneficiary firms (US$) (**)		X
		• Investment generated (US$) (**)		X
		• Share of newly established beneficiary firms still operational after X months (**)		X
	Human Capital	• Share of project beneficiaries completing training	X	

[18] All indicators marked with (*) can be disaggregated by gender and/or age in order to capture their 'Jobs Access' dimension (see outcome 'Access and opportunities to jobs').
[19] All indicators marked with (**) can be disaggregated by gender of the firm owner in order to capture their 'Jobs Access' dimension (see outcome 'Access and opportunities to jobs').

Annex 2. Data collection form for individual beneficiaries

[ADD EXCEL VERSION OF DATA COLLECTION FORM]

Annex 3. Data collection form for firm beneficiaries

[ADD EXCEL VERSION OF DATA COLLECTION FORM]

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