

OPERATIONAL PLAN KOSOVO PROFILING EXERCISE

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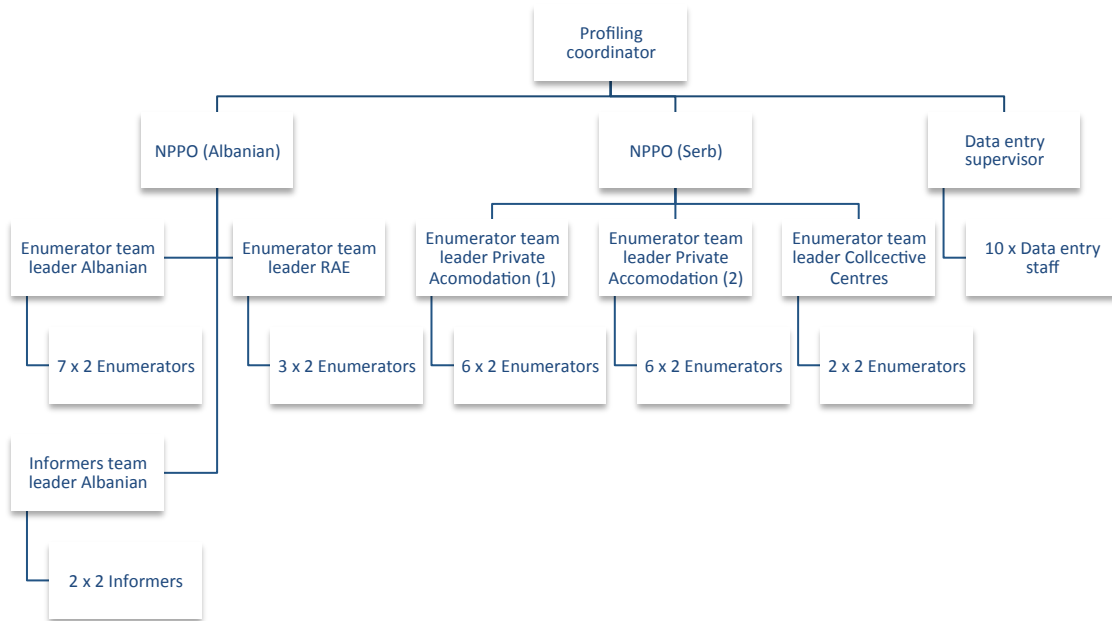
1. INTRODUCTION

This document outlines the operational plan for the profiling exercises, and describes the organisational structure as well as the role and responsibilities for the various actors involved.

2. ORGANISATIONAL STRUCTURE

The organisational structure is organised from the Profiling Coordinator overseeing the implementation, to the National Project Profiling Officers (NPPO), team leaders, enumerators, informers, data entry supervisors and data entry staff (see figure 1).

Figure 1: Organisational structure



3. ROLE AND RESPONSIBILITIES

3.1 Profiling Coordinator

Role: The Profiling Coordinator manages the overall profiling exercise and oversees the data collection phase. The Profiling Coordinator stays in close communication with the National Project Profiling Officers (NPPO) and data entry supervisor.

Structure: 1 Profiling Coordinator based in DRC Mitrovicë/a office.

Responsibilities:

- Meeting on a daily basis with the NPPOs and data entry supervisor to track progress and adjust planning where needed.
- Checking the quality and quantity of questionnaires conducted.
- Trouble shoots where needed.

3.2 National Project Profiling Officers (NPPO)s

Role: National Project Profiling Officers (NPPOs) work under the responsibility of the Profiling Coordinator and are providing technical, operational and administrative support during and after the data collection. 1 Albanian NPPO will supervise Albanian & RAE data collection team(s) (leaders) and 1 Serbian NPPO will supervise Serbian data collection team(s) (leaders).

Structure: 1 Albanian and 1 Serbian NPPO based in DRC Mitrovicë/a office.

Responsibilities:

- Managing the master list of households included in the sample in a digital format.
- Update the master list on a daily basis with new households found through snowballing/ informers.
- Verifying new entries in the maser list by checking for duplicates.
- Monitor overall progress based upon summary household lists received from team leaders.
- Filing completed questionnaires by location in cardboard folders. These cardboard folders are then filed in archive boxes. On each of these archive boxes, the number of the location and its precise name should be written, the municipality, etc.
- Handing over questionnaires and summary sheets and other materials received from team leaders to the Profiling Coordinator.
- Issuing a notice to the enumerators and team leaders required for payment of salaries.
- Update Profiling Coordinator on a daily basis.

3.3 Team leaders

Role: Team leaders work under the responsibility of the NPPOs, to whom they provide daily progress updates. Team leaders act as a link between enumerators and NPPOs and are responsible for supervising data collection on the ground by checking the quality of the administered interviews and to work with the NPPOs on creating the next day's household list for each enumeration team.

Structure: 3 Albanians (1 Albanian IDP Enumerators, 1 RAE IDP Enumerators, 1 Albanian IDP Informers); 3 Serbs (2 Serb IDP Private Accommodation Enumerators, 1 Serb IDP Collective Centre Enumerators), based in DRC Mitrovicë/a office and in the field.

Responsibilities:

- Preparing the documents and equipment needed for the enumerators: See equipment list in enumerator manual.
- Creating the next day's household list for each enumeration team (based upon geography) and appoint the teams to each location.
- Collecting all the questionnaires from the enumerators after each day, checking and signing the summary sheet, and handing over the summary sheet and questionnaires to the NPPO.

- Checking the presence of enumerators in the field by monitoring enumerator's progress and that set working hours are met.
- Monitoring the work of enumerators regularly. In first two days the team leader should attend at least two complete interviews conducted by each enumerator to identifying and correcting any errors; point out any mistakes and correct them at the end of the interview, outside the household. Team leaders should ensure the identification characteristics of the questionnaires and the household summary lists are correctly noted and check that the instructions relating to the questions to be completed or skipped have been correctly followed, including omissions and incompatible information, and by checking the authenticity of answers.
- Provide enumerators with replacement equipment if they have run out.
- Provide solutions to any problems which they have been unable to resolve and check with the NPPOs/ Profiling Coordinator when in doubt.
- Organise daily meetings to debrief with the enumerators.
- Have daily debriefings with the NPPOs/ Profiling Coordinators to discuss how data collection is going, challenges encountered etc and to produce at end of data collection a data collection report.
- Retrieve all equipment from the enumerators and return them to the NPPOs/ Profiling Coordinator after the data collection.

3.4 Informers

Role: Informers work under the responsibility of the team leaders. Their role is to verify Albanian IDP households based upon lists received by the team leader and to identify additional households to be interviewed through snowballing.

Structure: 2 teams of 2 Albanian informers each, working in the field but meeting daily in DRC Mitrovicë/a office.

Responsibilities:

- Visit on a daily basis a list of Albanian IDP households in order to verify their addresses and secure an appointment for the enumerators to visit the household in the timeframe of the data collection.
- Handle to the team leader on a daily basis an updated household indicating which households they found and made an appointment for, including directions for the enumerators, which ones they did not find, and additional contacts.

3.5 Enumerators

Role: Enumerators work under the responsibility of the team leaders and administer the questionnaires ensuring that correct information is collected in an appropriate way.

Structure: 7 teams of 2 Albanians each for Albanian IDPs, 3 teams of 2 Albanians each for RAE IDPs, 12 teams of 2 Serbs each for Serb IDPs in private accommodation, 2 teams of 2 Serbs each for Serb IDPs in collective centres working in the field but meeting daily in DRC Mitrovicë/a office.

Responsibilities

- Collect questionnaires and household summary lists every morning from the DRC Mitrovicë/a office.

- A team of two enumerators will visit each household. One enumerator in each team is appointed by DRC based on prior interview experience, while the second enumerator is appointed based on his/her displacement knowledge. For the teams visiting displaced Serbian households, the second enumerator is a trustee from the SCRM. For the team visiting displaced Albanian households, the second enumerator will be a representative from the MCR. For the team visiting the RAE households and the collective centres, the second enumerator will be appointed by the SCRM.
- Hand over every day to the team leader filled in questionnaires and household summary list.
- Participate in daily debrief sessions with other enumerators and supervisors.

3.6 Data entry supervisors

Role: The data entry supervisor works under the authority of the Profiling Coordinator and is responsible for CSPRO programming operations and tests and supervising the data entry staff.

Structure: 1 Data entry supervisor based in DRC Mitrovicë/a office.

Responsibilities:

- Setting up and equipping the data entry space, computers and software.
- Allocating questionnaires to data entry staff.
- Directly managing the data entry staff and providing help.
- Conducting various quality controls on the data entered.
- Updating Profiling Coordinator on progress.

3.7 Data entry staff

Role: Data entry operators report to the supervisor and are responsible for entering data collected through the questionnaires, and identifying and reporting to the supervisors any inconsistencies and errors in the questionnaire.

Structure: 10 data entry staff based in DRC Mitrovicë/a office.

Responsibilities:

- Conducting data entry of questionnaires.
- Identifying and reporting to the supervisors any inconsistencies and errors in the questionnaire.