Panel: Adapting Interviewer Training Across Cultures in Developing Countries

2016 3MC International Conference

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Session Goals

• Adapting interviewer training to different cultural settings
• Adhering to Cross-Cultural Guidelines best Practices
• Each presenter will share examples of trainings they have conducted
• Each of our 4 presenters will spend about 15 minutes with slides and allow 5 minutes for questions at end (or throughout!)
Presenters:

• Katherine R. Mason, Research Triangle Institute (RTI)
• Yu-chieh Lin, UM-Survey Research Operations, Survey Research Center (UM-SRO)
• Nathan R. Jones, University of Wisconsin Survey Center (UWSC)
• Esther Ullman, UM-Survey Research Operations, Survey Research Center (UM-SRO)
Survey Research Operations- University of Michigan

India

SRO Staff:
• Esther Ullman, Project Lead
• Grant Benson, Project Director
• Hueichun Peng, Technical Lead
India- Planning the training

• Involved in three separate trainings to adapt Health and Retirement Study (HRS) components to Longitudinal Aging Study of India (LASI)

• HRS has been replicated in countries around the world, need to assure comparability across sites
Trainings

– 1. Physical Measures and Biomarkers (2010)


Training 1: Train the Trainer
Physical Measures/Biomarkers

– Pilot in four states in 2010

– Help insure data collection methods were similar to HRS protocols

– Provide training and technical assistance
Mumbai, India
Mumbai, India
Different Pace: Auto-rickshaw!
Traffic
Training Site- IPPS
Train the Trainers- LASI 2010
Adapting for Cultural Needs

• Equipment Differences: (breathing, height, vision)

• Difference in Settings
  – Privacy
  – Gender matching
  – Team interviewing

• Literacy Levels

• Safety and Sanitation Practices and Norms
Different Test: Vision
In the Field- Privacy
Settings
Addressing Literacy

- Use of show cards to help describe sources of water (from SAGE)
- Sometimes words aren’t best used to describe situation
Realities of Field Work

• Different safety precautions for biohazards (pinprick for blood drops)

• U.S. use “sharps” containers

• India- burned and buried sharps
Training #2- Cognitive Measures

• Train non-interviewers, medical personnel to use standardized interviewing techniques for cognitive testing

• Assure that cognitive tests (embedded in the interview) were administered in a consistent manner with other studies in U.S. and elsewhere-
Flexibility: Change of Plans!

• Trainer’s visa not approved in time!

• Adapt by using Bluejeans (video-conferencing) at 1:00-3:00 a.m. US time!

• Shared slides and discussion
Training #3 : Economic Modules

• Mumbai, visa approved in time!

• Teach content of Economic Models- unfamiliar approach for students/staff. Branching

• Interviewer Training for additional pilot work
2014: Interviewer Training
Questions answered/debated in native languages
## Cross Cultural Guidelines

<table>
<thead>
<tr>
<th>Cross-Cultural Survey Guideline</th>
<th>Adaptation for Training in India</th>
<th>Reason</th>
<th>Other factors:</th>
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<tbody>
<tr>
<td>Determine whether interviewers will travel individually or in teams with supervisor or be locally assigned</td>
<td>Travel as team with supervisor to village</td>
<td>Set-up logistics, distances to travel so set up lodging</td>
<td>Different roles on team (medical), gender matching, supervision, GPS, multiple interviews in household</td>
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<tr>
<td>Composition of team</td>
<td>Representative Teams from each Pilot State for T the T</td>
<td>Many Dialects and differentiated roles on team</td>
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<td>Education Level of Interviewers</td>
<td>Higher education Level- completed Masters in field like sociology</td>
<td>Potential team leaders and create infrastructure for larger effort</td>
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<td>Interviewer Training Approach</td>
<td>Collegial, much debate about questions</td>
<td>More academic approach, had been in classes together</td>
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<tr>
<td>Adjust physical measures</td>
<td>Vision, height, breath, disposal of sharps</td>
<td>Cultural norms</td>
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Lessons Learned

• Can do “pre-planning” but need to be ready to assess situation when in the environment
• Respect traditions/beliefs of host culture for both training and implementation
• Trade-offs: Subject matter expert may not speak language
• Instruments need to be adjusted to culture, so does training approach-
• Questions?

• Thank you!