

## CONDUCTING INDIVIDUAL INTERVIEWS

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### 1. PURPOSE

Qualitative research is the process of collecting descriptive data regarding a specific topic from individuals by means of individual interviews or focus group discussions (FGDs). Data should be collected using the same procedures during all individual interviews.

### 2. INTENDED USERS

Implementation science teams and qualitative researchers.

### 3. RESPONSIBILITIES

All DeWorm3 implementation science team members should understand and follow this SOP prior to conducting qualitative research. It is the responsibility of the site's Principal Investigator to ensure that all study staff and implementation science teams comply with this SOP.

### 4. DEFINITIONS

4.1. **Stakeholder:** individuals who influence or are affected by community-wide MDA for STH.

4.2. **Stakeholder level:** The position of the stakeholder within the context of the health system. These levels include:

- a. National Ministry of Health (MOH) and Ministry of Education (MOE) level
- b. State MOH level
- c. District/Zonal MOH level
- d. Sub-district/Commune MOH level
- e. Local MOH/health centre level
- f. Community drug distributor (CDD) level
- g. Community member level
- h. MOH partner, including non-government organizations (NGOs) or donors

### 5. REQUIRED MATERIALS

- 5.1. Signed consent forms
- 5.2. Stakeholder-specific question guides
- 5.3. Pen
- 5.4. Notepad
- 5.5. Audio recorder
- 5.6. Spare batteries for audio recorder
- 5.7. Individual Interview Log Sheet

### 6. PROCEDURE

6.1. Individual interviews will take place with selected stakeholders from the following stakeholder levels: National MOH, State MOH, District, and Sub-District levels.

#### Interview preparation

6.2. All individual interviews should take place in private settings, without any other individuals present. Private settings include in a private office, a clinic exam room, an empty classroom, or other unoccupied rooms with doors that close and allow for private, confidential conversations. If a private room with a door is not available, an open space can be used; however, the facilitator should ensure that no outside individuals will be nearby to interfere with the privacy and anonymity of the interviewees.

6.3. Before turning on the audio recorder, the interviewees must consent to participate. Interviewees should read and then sign the consent forms before participating in the interview. See [DeWorm3\\_SOP\\_803. Individual interview informed consent](#) for more

information.

- a. If the individual consents to the interview but does not consent to be audio recorded, the interviewer should take as close to verbatim notes as possible.
- 6.4. Once consent has been provided, the Individual Interview Log Sheet should be filled in with the recorder device identification number, location of the interview, date, time that the interview began, and the interviewee's name.

### Conducting the interview

- 6.5. The audio recorder can be turned on only after the interviewee has signed the consent form and has consented to be recorded.
- a. The audio recorder should be tested prior to the commencement of the interview. The interviewer should turn the recorder on and speak for several seconds, with the recorder placed in the location where it will remain during the interview. The interviewer should then stop recording, and playback the recorded audio to ensure that the recorder is functional and can sufficiently capture voices in the desired placement.
  - b. Battery power should be above 50% before the beginning of any interview. If it is less than 50%, the battery must be replaced before proceeding with the interview.
  - c. If the battery must be replaced, it is important that all audio currently on the recorder is downloaded before the recorder battery is removed.
- 6.6. The interviewer should be a trained qualitative research facilitator. He/she should use the stakeholder-specific question guides for the interview, but may jump between questions based upon the flow of the conversation or skip questions if they have already been addressed in previous participant responses.
- 6.7. If the interview is being recorded, the interviewer should take notes when pertinent during the interview. These notes should record any major pauses, interruptions, or points of follow-up. Notes will be provided to data analysts for context.
- a. If the interview is not recorded because the participant did not consent to be audio recorded, the interviewer should take detailed notes through the duration of the interview.
- 6.8. When nearing the end of the interview, the interviewer should thank the participant and ask if there is anything else on the topic that he/she would like to share.
- 6.9. After completing the interview questions, the question guide will prompt the interviewer to conduct a final stakeholder mapping activity. This activity should take about five minutes.
- a. The interviewer will provide the participant a worksheet that lists all stakeholders identified during baseline stakeholder mapping. The participant will follow the worksheet directions to indicate people on the worksheet that they have a relationship with, and they will choose the category that best describes their relationship.
  - b. This information will be used to validate the responses to the baseline stakeholder mapping activity.

### Completing the interview

- 6.10. After the interview has been officially concluded, the audio recorder can be turned off and the Individual Interview Log Sheet should be updated with the time that the audio recorder was turned off.
- 6.11. The audio file should be uploaded on the same day to the SurveyCTO database, and simultaneously saved on a password-protected hard drive. Only after the audio file has been confirmed as saved in both locations (the SurveyCTO database and the hard drive) can the audio file be deleted from the audio recorder.
- 6.12. Interview notes should be typed and uploaded to the SurveyCTO database. The notes should also be saved on a password-protected hard drive for the remainder of the

DeWorm3 trial.

- 6.13. The audio file should be transcribed and translated by a professional or experienced transcriber and translator.
  - a. If the interview was not conducted in English, the transcriber should first transcribe the audio into the language in which the interview took place. The transcription should then be translated into English.
  - b. For quality assurance of the transcription, the implementation science point person should do two random spot checks per interview, during which they randomly select a point in the audio (fast forwarding) and listen for a full minute to compare the quality of the transcription to the original audio. This should be done twice per interview. If they have concerns about the transcription quality, it should be addressed with the transcriber and revisions should be made based on the original audio file.
  - c. For quality assurance of the translation, the translated transcription should be back translated to the local language to ensure that the translation is accurate and no meaning or symbolism was lost during the translation process.

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