APPENDIX N

‘Parental perceptions and experience of rehabilitation services for children with cerebral palsy living in poor areas”

Interviewers manual

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GENERAL INSTRUCTIONS

A. The role of the field worker

The value of the research depends on the skill and accuracy of the field worker. Your purpose is to collect data from the participants, which after analysis will provide the university, community and all stakeholders with required information. This requires that you should use conversation skills such as tact, polite assertiveness, courtesy and concentrated listening. You need to have good rapport with participants, maintain a neutral attitude and convey respect for confidence the participants have placed in you. All your participants must be reassured at all times that all information collected will be treated as entirely anonymous and that no individual data will be reported at any stage.

B. Before the interview: Briefing and training

All field workers need training in all aspects of the study ie. the purpose of the study, the sampling strategy, the information to be collected, the measurements that need to be taken, administrative matters, and interview techniques.

It is important that you ask as many questions as you wish and talk about the difficulties you may foresee happening during your field work. Every question asked will help the trainer and other field workers so you are all welcome to actively participate in this briefing and training session.

C. What to take with you each day

Check that the following are in order before the start of each fieldwork day:
Checklist

✓ Clipboard and pen
✓ Sufficient questionnaires for the day
✓ Sufficient informed consent forms

Your appearance and reporting manner are also important. Your appearance can affect the way in which your participants answer questions. A neutral dress code can reduce the chances of bias i.e. dress code that mothers are used to and not too threatening for them and also not too casual. You need to blend with the mothers.

D. Who do you interview?

It is very important to make sure that the mother or caregiver is eligible to take part in the study. The following criteria should be met:

- The child must have cerebral palsy
- The child must be between the age of 1 and 18 years
- The mother/caregiver must be the person who USUALLY brings the child for therapy
- The mother/caregiver must be looking after the child for most of the day and night
- The child must have attended therapy for at least three months, and must have attended at least three times

E. Conducting the interview

Steps involved

- Introduce yourself
- Explain purpose of the survey
- State how long the interview will take
- Obtain informed consent (written or verbal)
- Complete the questionnaire
- Conclude the interview