

# **HUMAN DEVELOPMENT SERVICE DELIVERY PROJECT**

## **Terms of Reference Consultancy for SVG-HDSD-CS-INDV-62A**

### **ENUMERATORS FOR THE JOB OPENING AND LABOUR TURNOVER SURVEY**

#### **1. INTRODUCTION**

1.1 The Government of St. Vincent and the Grenadines (GOSVG) has received funding from the World Bank (WB) toward the implementation of the Human Development Service Delivery (HDSD) Project. The project is designed to strengthen the quality of service delivery in education, improve the efficiency of social protection systems, and improve the effectiveness of labour market systems.

1.2 The project is implemented by the Ministry of Finance, Economic Planning, Sustainable Development, and Information Technology. The other participating ministries are the Ministry of National Mobilization, Social Development, Family, Gender Affairs, Persons with Disabilities and Youth; the Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour; and the Ministry of Education, National Reconciliation and Ecclesiastical Affairs.

1.3 The project is structured around the four following components:

- Component 1 - Strengthening Pedagogy for Basic and Special Needs Education
- Component 2 - Building Responsive Social Protection Service Delivery Systems
- Component 3 - Strengthening Labour Market Systems and Improving Skills Training of Poor and Vulnerable Populations
- Component 4 - Project Implementation, Monitoring and Evaluation

1.4 This project offers an opportunity for the enhancement of the labour legislative framework and the improvement of the labour market systems, under sub-component 3.2. More specifically, the project will finance the revision of the Protection of Employment Act, which has been completed and awaiting Cabinet's approval; the revision of the Labour Relation Bill; the drafting of a Labour Code; execution of Labour Demand Surveys; and the facilitation of Labour Market Analysis Training.

1.5 The Department of Labour (DoL), the Statistical Office (SO), and the National Insurance Services (NIS), are the principal agencies of government charged with the overall responsibility

of collecting, analysing and disseminating labour and employment data in Saint Vincent and the Grenadines (SVG). With technical and financial resources from the International Labour Organisation (ILO), the DoL developed the SVG Labour Market Information System (SVG-LMIS), officially launched in 2011. The system design also proposed the establishment of the National Survey Programme to be coordinated by the SO in conducting periodic household and establishment surveys. The establishment surveys are intended to provide information on labour demand and supply flows as well as on unfilled vacancies within establishments. It is expected that results from these periodic surveys would provide detailed information on job creation or job losses by reason, industry, and occupation as well as difficulties that employers might have in finding suitable labour.

1.6 In 2014 the DoL in collaboration with the SO conducted its first establishment survey referred to as the Labour Demand Survey (LDS) or Job Opening and Labour Turnover Survey (JOLTS), hereafter referred to as the 'JOLTS'. The JOLTS is a collection of data from randomly selected enterprises to provide a comprehensive assessment of the total number of job openings, hires, and separations. The data collected was meant to will identify the demand for employment and the requisite skills which will be used to formulate and implement appropriate policies and programme related to educational training in St. Vincent and the Grenadines.

1.7 Given that the DoL and SO are seeking to commence another round of a revised JOLTS in October 2020. Data will be collected in two (2) rounds; the first round to be executed in 2020 and the second in 2021. Therefore, the HSDS Project will finance the contracting of Enumerators to assist the department in its execution.

## **2. DESCRIPTION OF SERVICES**

### **2.1 Objectives of the Consultancy**

2.1.1 The objective of this consultancy is to work with the DoL and collect necessary data for the JOLTS from specified enterprises within Saint Vincent and the Grenadines.

### **2.2 Responsibilities of the Enumerator**

2.2.1 Attend all training sessions conducted on how to carry out this survey.

2.2.2 Review and be familiar with the Enumerator's Manual, survey questionnaire, and other relevant materials distributed at training sessions.

2.2.3 Attain a working knowledge of the main business areas to which he/she is assigned. In the event that the Enumerator is unsure of this, he/she ought to consult with the Field Supervisor for instructions regarding same;

- 2.2.4 Work closely with the Survey Coordinator in making the appointments.
- 2.2.5 Arrive at the enterprise at least ten (10) minutes ahead of the scheduled appointment.
- 2.2.6 Use assigned enterprise/establishment Sample Form to verify that the enterprise to be interviewed is correct;
- 2.2.7 Complete survey questionnaires using “**face to face**” interviews **only**, unless otherwise instructed to use another method.
- 2.2.8 Visit **every establishment/enterprise** within the boundaries of his/her assigned business area(s) and record the relevant information for each visited building;
- 2.2.9 Conduct interviews **only** with representatives from enterprises to which he/she is assigned by the Field Supervisor.
- 2.2.10 Ensure that interviews are conducted in accordance with agreed timelines, barring any emergency. In the event that an emergency arises, this must be communicated to the Field Supervisor immediately and communicate with his/her Field Supervisor regarding the new appointment and follow up with the enterprise to conduct the interview.
- 2.2.11 Agree with respondents regarding date and time for the purposes of this interview, if the first encounter is not ideal for completion of the instrument.
- 2.2.12 Record responses to each item posed to sample participants accurately and precisely as stated to you and guided by the JOLT Survey Enumerator’s Manual.
- 2.2.13 Double check data collected and identify discrepancies in data collected as guided by the JOLT Survey Enumerator’s manual.
- 2.2.14 Ensure the quality, integrity and confidentiality of data collected from participants.
- 2.2.15 Keep in close contact with the Field Supervisor to which he/she is assigned, bringing to his/her attention occasions where individuals refuse to participate in the survey interview and any difficulties encountered or matters of concern;
- 2.2.16 Complete a survey refusal record for each individual who refuses to allow the Enumerator to conduct the interview
- 2.2.17 Complete and submit Visitation Records to the Field Supervisor to which he/she is assigned as proof of work completed.

2.2.18 Ensure proper maintenance of any hardware, software and documents used for the purposes of this study.

2.2.19 Manage stipend advanced responsibly to cover initial transportation and telephone expenses.

2.2.20 Submit completed questionnaires to Field Supervisors through the Survey Solutions Platform for review and evaluation.

2.2.21 Complete and submit all Visitation Records to the Field Supervisor to which he/she is assigned, within two (2) weeks of assignment of task, in order to facilitate timely payment.

2.2.22 Submit reports and results to the Field Supervisor as requested.

2.2.23 Ensure that the Field Supervisor knows how to contact the Enumerator (via mobile phone, email and place of residence). This is important as the work assignment must be completed within the time frame specified. The Enumerator's progress will therefore be monitored closely.

2.2.24 Attend meetings called by the Field Supervisor or the DoL and SO.

### 2.3 Deliverables

2.3.1 Submission of all completed questionnaires in the Survey Solutions Software, so that the Field Supervisor can review and address any issues observed.

2.3.2 Completion of corrections to questionnaires as indicated by the Field Supervisor within two (2) days of receiving a rejected questionnaire.

2.3.3 Submission of all completed Visitation Records to the Field Supervisor to which he/she is assigned.

## 3. CHARACTERISTICS OF THE CONSULTANT

<b>Type of Consultancy:</b>	Individual
<b>Procurement Method:</b>	Individual Consultant Selection
<b>Length and Duration:</b>	The consultant will be contracted for a period of <b>five (5) weeks</b> commencing <b>October 2020</b> to <b>November 2020</b> .
<b>Place of work:</b>	St. Vincent and the Grenadines

<p><b>Qualifications and experience:</b></p>	<p>The Consultant shall at a minimum, possess the following qualifications and experience:</p> <ul style="list-style-type: none"> <li>• A minimum of five (5) CXC/CSEC passes (including English).</li> <li>• Previous training and or experience in the use of survey instruments and equipment.</li> <li>• Working knowledge of conducting labour market surveys or surveys similar to the assignment described within this Terms of Reference.</li> <li>• Working knowledge of the geography of Saint Vincent and the Grenadines.</li> </ul>
<p><b>Competencies</b></p>	<ul style="list-style-type: none"> <li>• Excellent interpersonal, oral and written communication skills.</li> <li>• Fluency in English (verbal and written) is required.</li> <li>• must be Results-oriented, creative, confident, self-motivated and responds positively to feedback</li> <li>• Ability to work well individually and with teams.</li> <li>• Persistence when faced with problems or challenges.</li> <li>• Ability to identify issues, opportunities and risks and articulate them.</li> <li>• Ability to relate to community members and sensitivity to cultural, gender, religion, race, and age differences.</li> <li>• Ability to work to given deadlines.</li> </ul>

#### **4. INPUTS BY THE CLIENT**

4.1 The Client shall provide the Enumerator, with all relevant materials and equipment needed to complete the consultancy. A tablet will be assigned to conduct the tasks.

## **5. REPORTING/ SUPERVISION**

5.1. The Enumerator will be supervised and report to the Field Supervisor to which he/she assigned, for the proper performance of duties.

5.2 All communication with the Lead Consultant, DoL and SO will be copied to the HDSO Project Coordinator, except in cases where data deemed confidential under the Census and Statistics Act, No. 24 of 1983 is being transmitted. Where confidential data is being transmitted, this will be between the the DoL/SO and the Consultant but the Project Team would be informed of such communication.

5.3 At the closing of the contract, the consultant's performance will be assessed by the DoL and SO.

## **6. COMPENSATION**

6.1 The consultant shall make his/her own arrangements to pay income tax, social security contributions and to meet any other statutory obligations arising from the agreement.

6.2 The consultant will be paid at a fixed rate for the submission of completed survey instruments by the enterprises to which he/she is assigned. This rate shall also cover transportation and telephone costs.

6.3 The basic payment will be forfeited if the following is determined:

- (i) the Visitation Records are not accepted if defaced or messy;
- (ii) it is determined that the data recorded in the Visitation Records or completed survey questionnaire were falsified;
- (iii) the Visitation Records and questionnaires are not completed using the “**face to face**” interview or any other method approved for conducting the interview; and
- (iv) the Enumerator is answerable for any damages or defects to the tablet or charging device assigned to him/her.

## **7. CONFIDENTIALITY**

7.1 The consultant shall maintain full confidentiality of all documentation and discretion in the dissemination of results. The consultants may not utilise the information for presentations or studies related to this consultancy without prior approval.

7.2 All materials and deliverables produced under this consultancy shall remain the sole property of the DoL and SO.