

PROF. BATTLE'S INTERVIEWING CHEAT SHEET

Below are interview questions for a project researching successful entrepreneurs in Kakuma Refugee Camp.

Several of the questions purposely overlap in the information they're trying to capture. As a result, a respondent may provide an answer to a question before it's asked. Feel free to place their answer with the corresponding question, whether you asked it or not. Most important, if they have already answered the question, don't feel required to ask it.

INTERVIEW QUESTIONS/PROTOCOL

1. How long has it been since you started this business?
2. Is it your first and only business or did you have another business before?
3. If you had another business before, was it in a refugee camp or before you left your country?
4. Where did you get the idea for your business?
5. Before you started, how did you observe a need for your product or service?
6. Before you started, did you have a specific plan to acquire customers or did you start the business hoping you will have customers?
7. Is your business profitable? If so, how long did it take to become profitable?
8. How do you plan on growing your business within the camp?
9. What do you think you will need to expand your business to the general population, in other words, people not living in a refugee camp?
10. Is there a question you wish I had asked, but did not?

PROF. BATTLE'S HINTS FOR INTERVIEWING

1. Make sure to get the respondents/interviewee's (R) permission/consent
2. Make them feel comfortable
3. As much as you can, record their responses on your computer during the interview
4. If you're typing and you get behind in recording what they are saying, feel free to ask the respondent to give you a minute to finish what you're typing
5. For follow up or sometimes what is called 'probing', you want to repeat the word or phrase you want to know more about, and then say "tell me more about that" OR "what do you mean by that"
6. If a R responds such that it's clear they did not understand the question, say "thank you, however, allow me to restate the question." then ask the question again. If you ask a second time, and they clearly still do not understand what you're asking, then:
 - Record their answer
 - In capital letters: THE RESPONDENT DID NOT UNDERSTAND THE QUESTION
7. Again, notes to yourself are always in capital letters. You can take notes on
 - Any part of the interview you want to remember
 - Any part of the interview you want to highlight to the research team
 - The setting for the interview (e.g., was it their house, their job, who else was around, were they sitting down for the interview or were they working, what time of day was the interview, how long did it last
 - The respondent ... observed demographics. For example, in your opinion, what was their gender, about how old were they, do you know if they are married, do they have children, what country are they from, etc.
8. While you can do 'intentional recording' (when you don't record what the R actually said, but what you know they meant to say or communicate), be sure not to put words in their mouths. Again, you're interested in their responses, not yours.
9. Sometimes you'll discover that you're getting the same responses across multiple Rs. In that case, consider using the remaining Rs as informants. In other words, instead of asking them the particular interview question, say "I have conducted several interviews and a theme has emerged where Rs are saying XXX. What are your thoughts on that? Do you agree? Have you heard of situations where people may have had a different experience?"

10. Provide each respondent with an ID# (e.g., Name1, Name2, Name3, etc.). Then also have a 'summary document' containing collated answers to all the questions. For example

1. How long has it been since you started this business?

Name1: text text text text text text text text text text text text text text

Name2: text text text text text text text text text text text text text text

Name3: text text text text text text text text text text text text text text

(Thematic Summary): The average amount of time is about five years. However, it seems that women started their businesses more recently, about two and a half years ago. Also, there seems to be a trend such that the 'food' businesses tend to be the oldest businesses.

2. Is it your first and only business or did you have another business before?

Name1: text text text text text text text text text text text text text text

Name2: text text text text text text text text text text text text text text

Name3: text text text text text text text text text text text text text text

(Thematic Summary): text text text text text text text text text text text text text text text text text

3. Where did you get the idea for your business?

Name1: text text text text text text text text text text text text text text

Name2: text text text text text text text text text text text text text text

Name3: text text text text text text text text text text text text text text

(Thematic Summary): text text text text text text text text text text text text text text text text text

11. Always end EVERY interview with "thank you very much for your time, I really appreciate it."

INTRODUCTORY SCRIPT

It's very important to have an introductory script that you have basically memorized. It will help you start the interview confidently and strong. If you seem confident, it will help your R feel more comfortable and thus more likely to trust you.

Here is an example of one.

Hello, my name is AAA BBB. I working on an internship, while earning my degree in CCC from Southern New Hampshire University.

[provide something else personal about yourself; e.g., do you have any other degrees or certifications?]

I am working with Prof. Juan Battle and his colleagues, who are professors in the United States. They are interested in the lived experiences of refugees. Would it be ok if I ask you a few questions about your experiences?

If I ask any question you do not want to answer, just let me know and we can skip that question and go on to the next question.