

# Decoding Supervision Level 2

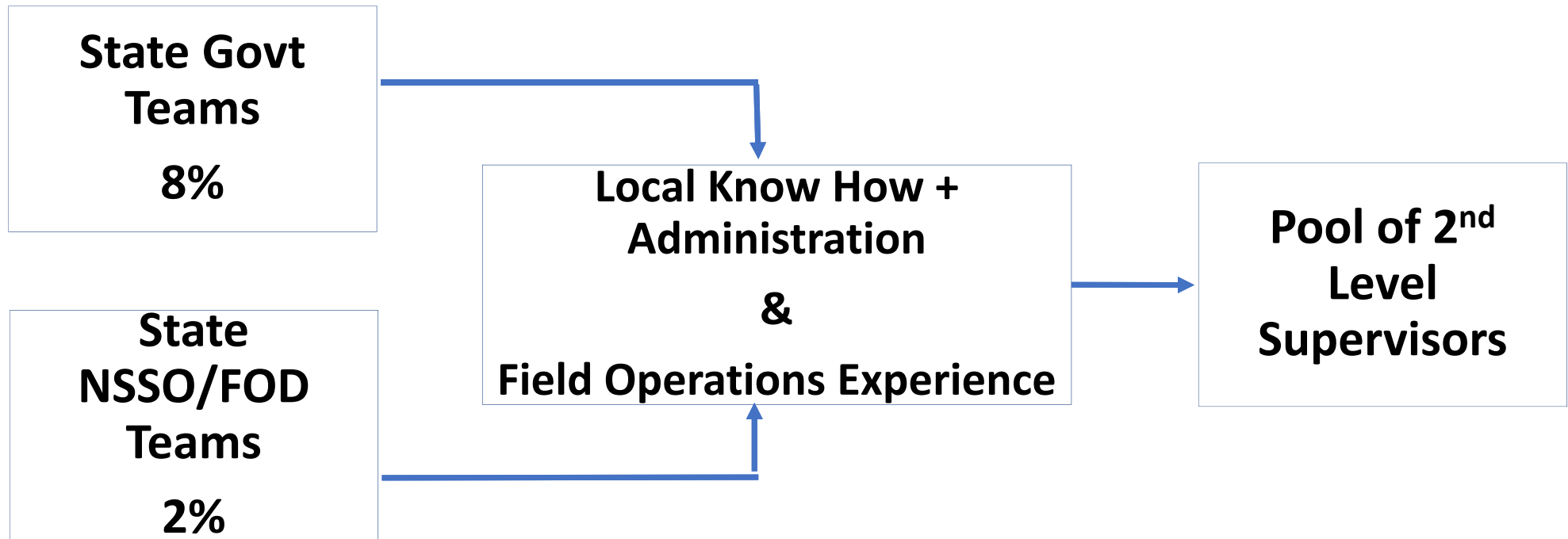


**Seventh Economic Census-2019**

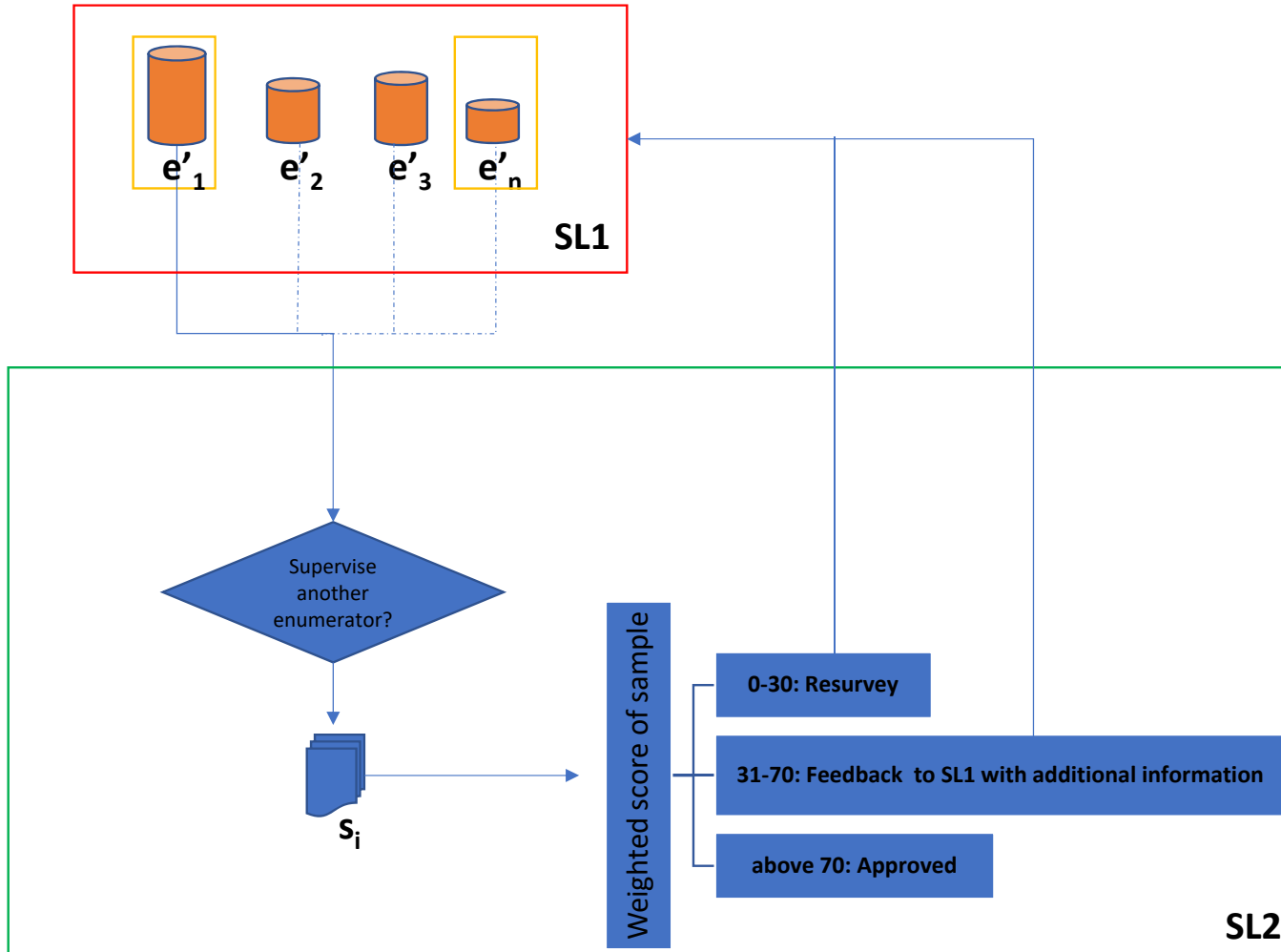
**State Level Training of Trainers Workshop [SLTOT]**

Ministry of Statistics & Programme Implementation

# 2<sup>nd</sup> Level Supervisors – Who are they



# Supervision Level 2 (SL2) - Flow



## Supervision Level 2

- **Process Check (Day5 onwards)**
  - ❖ Characterize weak / “errant” enumerators
  - ❖ feedback to CSC
- **Data Check (on completion of 30% by SL1)**
  - ❖ Sample some enumerator on basis of system intelligence/ algorithms
  - ❖ Draw a sample from his work and score his work
  - ❖ Feedback SL1 about weakness of enumerators
  - ❖ Accept / Resurvey depending on score

# Supervision Level 2 – What is it about

- Supervisor Level-2 begins upon submission of final data by CSC Supervisor Level-1. Supervisor Level-1 will usually be CSC's Village Level Entrepreneur (VLE). There may be 3 or more enumerators working under a VLE. VLE is expected to supervise the work of enumerators under him.
- Supervisor Level-2 (SL2) is an operational process where in MOSPI (*NSSO/FOD*) and *State government resources* will do the sample checking of the data collected by enumerator and verified by his VLE (SL1). SL2 has been implemented to check the process followed by enumerators as well as the quality of data collected by them.
- SL2 is put in place to ensure that right concepts and guidelines/norms are applied in field by CSC enumerators, while collecting the data.
- SL2 is the final mechanism to accept or reject the 7th EC data for tabulation, finalization and dissemination.
- SL2 will also be the determinant of penalty to be levied on CSC for deviance in expected quality/Service Level Agreement.

## Supervision Level 2 – How does it work

- In backend of system, a predefined and unique mapping of the first level supervisors (i.e., SL1) to second level supervisor (i.e., SL2) has been put in place. SL1 have been assigned to SL2 as per their geographical area of operation. List of SL2 have been obtained from State DES and NSSO (FOD) along with their place of operation/jurisdiction.
- All enumerator under a SL1 automatically gets tagged to a SL2. SL2 may have more than one SL1 under him, but one SL1 will only be tagged to a single SL2.
- Basis the above mapping, data collected by all enumerators (under a SL1) becomes available to SL2 for his sample verification on the field.

## Supervision Level 2 – Detailing

There are two types of supervision/checks that will happen in the supervisor level 2 and these are:

- **Process Check:** In this, the learning and operational behaviour aspects of the enumerator will be checked w.r.t the enumeration exercise. In other words, the process of data collection by an enumerator would be checked and scored by SL2.

It starts on day 5 and any number of enumerators can be process checked/supervised by the concerned SL2. It will ensure that enumeration processes followed by an enumerator are as per guidelines/norms for the 7th EC. SL2 will also educate/train the enumerator and VLE during the Process Check.

## Supervision Level 2 – Detailing...

There are two types of supervision/checks that will happen in the supervisor level 2 and these are:

- **Quality Check:** The quality and correctness of data collected by enumerator (and approved by VLE (SL1)) will be checked in this module. There are separate Quality check parameters for Residential EC Houses and for Commercial EC Houses. Data collected by enumerator is made available to SL2 for his physical verification on the field. SL2 may input his findings either on his mobile device (called App mode) or on a printed format (called Web mode).

After quality check on sample EC houses, a combined score would be calculated by considering scores in Process Check and Quality Check. This combined score would be used to decide final acceptance or rejection of the data collected. This will also lead to data finalisation.

# Key Definitions

Before we embark on SL2 journey, let us understand the key definitions in-order to execute it smoothly.

- I. **Phase:-** The SL2 will happen in 3 phases, each on completion of 30%, 30% and 40% of the work assigned to every enumerator tagged to SL1 and subsequently to SL2.
  
- II. **Packet:-** It is a set of EC houses canvassed by an enumerator and supervised by SL1 in a particular SL2 phase. The packet will be accepted or rejected in entirety as per a combined score given by SL2 after Process check and Quality check. If SL2 is not performed, packet will be treated as approved/accepted.



# 1. Process Check Detailing

It will be initiated from 5<sup>th</sup> day of the enumeration. Following are the steps that will follow in this validation:

- a) List of first level supervisor (SL1) and mapped enumerators under 2nd level supervisor (SL2) will be visible on the dashboard of SL2 under “Process Check” tab.
- b) Average time stamp (i.e., average time taken to complete data collection/verification for an establishment) will be displayed against each enumerator/SL1 under a SL2. This step will help SL2 in identifying suitable SL1/enumerator for conducting the Process Check.

## Process Check... contd...

- c) Once a SL1 is identified, all enumerators under said SL1 would be available for Process Check by SL2. When an enumerator is selected for “Process Check”, his/her last location will be displayed along with the 5 process questions. In addition to locational information, SL2 will also have mobile number of the selected enumerator and the concerned SL1.
- d) SL2 will visit the field and observe the enumeration process being followed by the selected enumerator. SL2 will provide feedback (Yes/No) on the below 5 questions:
- I. *Enumerator can identify area boundaries?*
  - II. *Enumerator is carrying ID card and authorization letter while on census work?*

## Process Check... contd...

*IV. Enumerator can identify exclusions?*

*V. Enumerator followed protocol for EC House listing?*

*VI. Whether Enumerator has covered all the establishment / household area already covered by him?*

e) On the basis of above questions, Process Check scoring will be done for the selected enumerator and the score would be stored in the system. This score will also be considered in the final acceptance or rejection of data collected by the said enumerator.

## Quality Check - Detailing

- a) Quality check will begin on the day when 30% of SL1 work is completed (i.e., data on 30 % of total establishment is collected by enumerator, and it is approved by the SL1) and data is made available by the system to the SL2.
- b) It Quality check will be completed in three phases i.e first 30%, next 30% and then the remaining 40%. Quality check can be done even for those enumerators whose Process check has not been done. SL2 will get an option do a Process check for such enumerators, if Quality check for this enumerator is being undertaken.
- c) In In each phase, average values of following 5 parameters will be visible (against each enumerator under SL1) to SL2 on his dashboard: *Investment in plant and machinery, Annual turnover, total number of workers, time stamp and process check score (if available).*

## Quality Check... contd....

d) Functionality of sorting based on above 5 values will be made available to SL2 so that he can identify suitable enumerator(s) for initiating Quality check.

e) Minimum 10% of enumerators from a phase is allocated to SL2. A checkbox facility will be provided to select the minimum number of enumerators, under the respective SL1.

f) Further, minimum 10 EC Houses of each enumerator (*not fixed, could be more also in the multiples of 10 only*) needs to be selected/visited by Supervisor Level 2 to give score to data collected in a phase. Without selecting minimum 10 EC Houses for supervision, system will not allow SL2 to proceed.

## Quality Check... contd....

- g) An Both (Web as well as App mode) can be used for selecting enumerators by SL2. Selection of enumerators on Web and App are mutually exclusive (i.e., an enumerator selected using App, will not be available/visible on the Web mode and vice versa).
- h) Feedback (Yes/No) on the minimum 10 selected EC Houses is based on following 4 questions (*in case of Residential, it will be based upon all households in a EC House*):
- I. *Enumerator has correctly (largely) identified number of household-based establishments?*
  - II. *Enumerator has correctly identified activity category (NIC 3 digit)?*
  - III. *Enumerator has correctly identified number of workers (including contractual workers)?*
  - IV. *Enumerator has captured ownership code correctly for establishment?*

## Quality Check... contd....

i) Feedback (Yes/No) on the minimum 10 selected EC Houses is based on following 4 questions (*in case of Commercial*):

- I. *Enumerator has correctly identified activity category (NIC 3 DIGIT)?*
- II. *Enumerator has correctly identified number of workers (including contractual workers)?*
- III. *Enumerator has captured ownership code correctly for establishment?*
- IV. *Enumerator has filled registration details correctly?*

j) After submitting feedback on one enumerator, Quality Check option for another enumerator will pop up, asking whether SL2 wants to supervise the work of another enumerator under the same supervisor level 1. If yes, repeat point (f) to (j).

## **Supervision Level 2 - Final Outcome**

A combined score on the basis of Process check and Quality check shall be calculated for acceptance/rejection of the data collected by CSC.



**Thank You**