Tool 5E: Key informant interview (KII) on labour and business climate

*Time required: 45 minutes*

*Note: This tool is a suggested starting point and should be adapted for each context. Note this guide can be used with both displaced and host communities. The interviewer should adjust questions as needed for the specific type of business or background (host or displaced etc.)*

**Informed consent form**

Thank you for taking the time to meet with me today. My name is \_\_\_\_\_\_\_\_\_\_\_\_\_ and I work with \_\_\_\_\_\_\_[insert name of organisation here]\_\_\_\_\_\_\_. We seek to better understand challenges as result of large displacements from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

We identified you as someone knowledgeable about various business sectors, growth opportunities, job training options, and economic infrastructure, and I hope you will share some of your knowledge with me to help inform our programming.

Your insights and opinions may be shared within our organisation and with other organisations working in the area. We will use the information to design and improve our services, but we will not use your name unless you consent to us attributing specific comments to you. I expect this discussion to take approximately 45 minutes.

Your participation is completely voluntary and you can choose not to answer any or all of the questions. You may also choose to leave this discussion at any time.

Do you agree to participate in this discussion and answer my questions? Do you have any questions before we start?

[*Note any questions from the participants in the space here*]

**Informed consent was obtained from participants:**

□ Yes □ No

|  |  |
| --- | --- |
| **Interview details** | |
| Location: |  |
| Date: |  |
| Time spent: |  |
| Interviewer: |  |
| Notetaker: |  |
| Position of interviewee: |  |
| Gender of interviewee: |  |
| Name of interviewee (only if permission was granted): |  |

**Economic theme**

**Module 1: Jobs and characteristics of labour market**

|  |  |
| --- | --- |
| 1A. Why did you choose to do this business? - How long have you been doing this?  - How did you start this business? Who supported you? |  |
| 1B. What is your main business expense? To whom do you pay this expense? |  |
| 1C. What does your business do? What is its history and contact with displaced people? |  |
| 1D. What is the busiest time of year for you? Are there seasonal fluctuations in your profits? Do you know the causes of these variations? |  |
| 1E. Who is employed in this sector?  What are the required skills for being employed in this sector?  - Are there any obstacles to employment in this sector?  - Are displaced people working in this sector?  - Could they be if they wished?  - What might be the obstacles? |  |
| 1F. Do you have workers? Would there be obstacles to employing displaced? |  |
| 1G. Do you anticipate needing more or fewer employees in the coming year? |  |
| 1H. What jobs are especially well-paid? What jobs are associated with the poor or vulnerable? |  |
| 1I. Who is the largest employer in the area? |  |
| 1J. What are the key challenges you are facing as a businessperson in \_\_\_\_\_\_\_? Are they the same in all neighbourhoods of the city? If not, how are they different? |  |
| 1K. What kinds of services does the city provide to your business (eg loans)?  - What services are not provided that you might need?  - What are the formal and informal obligations you have to the city? |  |
| 1L. *(Caution – potentially sensitive):* What are the requirements of your business to the city?  -requirements for setting up business  -taxes or other formal fees  -corruption/bribes that are required |  |
| 1M. Do you think men, women and youth have different work opportunities? Why?  What about differences for other reasons, eg religion, ethnicity, refugee/IDP status (choosing appropriate terminology)? |  |
| 1N. What are the different mechanisms you use to save, borrow, and transfer money? Which ones do you trust the most? |  |
| 1O. What mechanisms do you use to receive payment from customers? Payments to suppliers? Is cash regularly used and safe? Which mobile money transfer services? Other transfer services? |  |

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| --- | --- | --- | --- |
| 1P. Can you help me to identify some other key areas of this city and how your specific area is different? | This area [name] | *Neighbouring area 1* | *Neighbouring area 2* |
| Do you know this area well? |  |  |  |
| What are the three biggest sources of income for individuals/families? |  |  |  |
| How would you say the business environment is different there from your area? |  |  |  |
| Are there any challenges or obstacles that certain groups face in that area? Any advantages? |  |  |  |
| Are the sources of income different for displaced or host communities? |  |  |  |

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| --- | --- |
| 1Q. Anything else? |  |