Appendix II

Profile and Job Satisfaction of Childline Project Personnel

Interview Schedule for DIRECT SERVICE PROVIDERS (DSPs)
(Mark X for appropriate category)
Respondent:

Para-professional  Team Member  Volunteer

Org:  Date:

A. Personal Profile

1. Name:  1a. Edn Qual:
2. Age:  3. Sex: M / F  4. Date of Joining:__/__/
5. Marital Status: M / U / W / W'er / S; 5a. Yrs in present job: (yrs)
6. Edu. Qual. Sub:
7. Prof. Qual. Sub:
8. Prev. Work Exp:

<table>
<thead>
<tr>
<th>S/No</th>
<th>Organisation</th>
<th>Designation</th>
<th>Brief description of duties</th>
<th>No. of years</th>
<th>Remarks</th>
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9. Distance from your home to (i) Org:  (ii) Call Centre:  (iii) Org – Call Centre:

10. Vehicle owned:

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<tr>
<th>Brand</th>
<th>Model</th>
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11. Do you have a phone connection at home: Yes [ ]  No [ ]
12. Mobile Used Owned: Official Others

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<tr>
<th>Brand</th>
<th>Model</th>
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</table>

13. Own Mobile Used for C/L work: Yes [ ]; No [ ]
14. Paid from C/L budget: Yes [ ]  No [ ]; If yes, Fully paid / Partially paid
15. Amount paid for transportation: Rs.

(Daily Duty Schedule: Collect the schedule of Call Centre personnel – Only Collab / Support Org.)
16. Salary / Honorarium (PM): Payment Mode: *Cash / Cheque / Remittance to A/c / Other*

17. Languages known:

<table>
<thead>
<tr>
<th>S/No</th>
<th>Language / Fluency</th>
<th>Spoken</th>
<th>Written</th>
<th>Remarks</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>English</td>
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<td>2</td>
<td>Hindi</td>
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<td>3</td>
<td>Telugu / Gujarati / Punjabi</td>
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<td>4</td>
<td>Kannada / Assamese</td>
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<td>5</td>
<td>Others</td>
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</tbody>
</table>

B. Project Implementation

18. Have you heard of City Plan of Action

19. Kindly describe City POA, if you heard of it

20. Do you receive calls directly over telephone?

21. What do you do AFTER you receive a call? (Mark all responses indicated by respondent in terms of priority – 1 to n) X those not applicable. Do not prompt

i. Record details in register
ii. Categorize the call
iii. Discuss call details with colleagues on action to be taken
iv. Call partners for involvement / assistance
v. Discuss the case with Supervisor
vi. Discuss with Para-professional
v. Seek assistance of City Coordinator
vi. Any other ___________

22. How many silent calls were received in the last week?

22a. What is the time when you receive silent calls?

23. What do you do when you receive silent calls?

i. Speak immediately and explain what Childline Project is and hang-up
ii. Await caller to speak while keeping silent
iii. Scold caller and advise telephone hang-up
iv. Politely advise caller to hang-up and not waste time
v. Seek guidance of Supervisor / Senior on the matter while holding call
vi. Any other ___________

24. How many abuse calls were received in the last week?

24a. What is the time when you receive such calls?

25. How do you handle abuse calls?

i. Speak immediately and explain what Childline Project is and hang-up
ii. Await caller to speak while keeping silent:
iii. Scold caller and advise telephone hang-up
iv. Politely advise caller to hang-up and not waste time
v. Seek guidance of Supervisor / Senior on the matter while holding call
vi. Any other ____________________________

26. On an average, how much time is taken in reaching a case after the call has been registered at the Call Centre?

i. Within 30 mts
ii. 30 mts – 45 mts
iii. 45 mts – 60 mts
iv. 1 hr – 1½ hr
v. 1½ hr – 2 hrs
vi. More than 2 hrs

27. How do you follow the call and reach the spot?

i. Alone [ ]
ii. With an accomplice (s) [ ] no. of accomplices

28. Indicate your involvement in reaching Call location in the last week.

<table>
<thead>
<tr>
<th>SNo</th>
<th>Date</th>
<th>Call category</th>
<th>Distance from Call Centre (one-way)</th>
<th>Place</th>
<th>Alone / with accomplices</th>
<th>Mode of transport</th>
<th>Action initiated</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
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<td>1</td>
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29. Indicate your involvement in Open House activity in the last week.

<table>
<thead>
<tr>
<th>SNo</th>
<th>Date</th>
<th>Location</th>
<th>Target Grp</th>
<th>Place</th>
<th>Activity / Issue</th>
<th>No. of C/L personnel</th>
<th>No. attended</th>
<th>Use of Aids</th>
<th>Remarks</th>
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</table>

30. Describe your involvement / activity as part of Outreach in the last week.

31. Publicity / information material used during Outreach

32. Kindly indicate your involvement in mandated periodic meetings of Childline personnel last month:

<table>
<thead>
<tr>
<th>SNo</th>
<th>Meeting</th>
<th>Date</th>
<th>Attended (Y/N)</th>
<th>Venue</th>
<th>Activity / Issues discussed</th>
<th>No. of C/L personnel</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>1</td>
<td>Centre Coordinator &amp; Team Members (Weekly)</td>
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<tr>
<td>2</td>
<td>Coordinator &amp; Team</td>
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</table>
C. Operational Issues

33. Indicate if Childline work is team-work (at your org / Call Centre)

1. Always [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]

34. When differences arise on the action to be taken for case intervention, how are they resolved?

i. Deliberated to select best strategy [ ]
ii. Individual / team concerned (which received call) is allowed to decide and all support the same [ ]
iii. The concerned Coordinator is consulted for guidelines and instructions [ ]
iv. Partners are consulted for the course of action [ ]
v. All the above [ ]
vi. All the above except S.No. iv. [ ]
vii. Any other [ ]

35. Who plans monthly Outreach and Open-house activities?

i. Director of Org [ ]
ii. All the orgs at the city level in consultation [ ]
iii. Centre Coordinator as per City Plan of Action [ ]
iv. Paraprofessional and rest of team work-out [ ]
v. Any other [ ]

36. Awareness of ChildNet:

i. It is software [ ]
ii. It is a register for records [ ]
iii. It is a service of Childline Project [ ]
iv. It is a booklet provided by CIF* for reference [ ]
v. Never heard of it [ ]
vi. Any other [ ]

37. Comment on availability of publicity / advocacy material.
1. Always [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]

38. Is the budget for case handling sufficient?
1. Yes [ ]; 2. No [ ]; 3. Cannot say [ ]

39. Are you faced with low awareness of Childline Project in the city?
Yes [ ] No [ ] Cannot say [ ]

40. Is there a lack of coordination among PARTNERS?
1. Always [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]

41. Are the prescribed recording / reporting stipulations cumbersome?
1. Yes [ ]; 2. No [ ]; 3. Do not do the above [ ]; 4. No comment [ ]

42. Do you find funds for Out-of-city repatriation adequate?
1. Always adequate [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely adequate [ ]; 5. Not at all [ ]

43. Comment on the support extended by City Advisory Board (CAB) to Childline in the city.
1. Always (supportive) [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all

44. Comment on the support of Allied System institutions to Childline.
1. Always [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]

45. Comment on the support of local organisations (NGOs & other orgs working on similar fields)
1. Always [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]

46. Comment on support of CIF for your Childline
1. Always [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]

D. Personnel Matters

47. Are you receiving your pay regularly? Yes [ ] No [ ]
Day of disbursement: Comment, if any:

48. Are you receiving your TA regularly? Yes [ ] No [ ]
Periodicity:

49. Do you feel your pay is commensurate with your work in Childline project?
1. More than sufficient [ ]; 2. Sufficient [ ]; 3. Average [ ]; 4. Insufficient [ ];
5. Absolutely insufficient [ ]

50. Is the duty schedule satisfactory? Yes [ ] No [ ]

51. Are you allowed paid leave? Yes [ ] No [ ] No. ___ month / Year

52. Do you feel that a gap exists between your skills and work expectations?
1. Always (supportive) [ ]; 2. Frequently [ ]; 3. Occasionally [ ]; 4. Rarely [ ]; 5. Not at all [ ]
Explanation: _____________

53. Has your organisation conducted TNA* for you? Yes [ ] No [ ]

* Training Needs Assessment

54. Will your job performance improve if the following are provided?
1. Revised / hiked pay / perks
2. Skill / Informative training
3. Provision for vehicle for interventions
4. More on-the-spot guidance on the job
5. More publicity about Childline in the city
6. Better coordination with partners
7. Eased work-manual
8. Eased recording procedure
9. Enhanced supervision
10. Better service conditions
10. Any other

55. If training can improve job performance, identify the issues / subjects for the same:
1. Child Rights
2. Legislation concerning children including J.J. Act 2000
3. Child Development issues
4. Counseling skills
5. Documentation & case writing skills
6. Listening skills
7. Conversational skills (including telephone)
8. Mechanisms of working with Allied Systems
9. Office Procedure
10. Negotiation skills
11. Any other

E. LEARNING ON THE JOB

56. What has been learnt on the job? (To tick all indicated)

[  ] 1. Sensitivity to Child issues and rights
[  ] 2. Importance of parenting
[  ] 3. Family living
[  ] 4. Family Life Education
[  ] 5. Law concerning children
[  ] 6. Documentation / Case-writing skills
[  ] 7. Public speaking
[  ] 8. Language / Conversational skills
[  ] 9. Negotiation skills
[  ] 10. Knowledge management
[  ] 11. Planning ability
[  ] 12. Resource mobilization
[  ] 13. Resource management
[  ] 14. Budgeting
[  ] 15. Office procedure
[  ] 16. Supervisory skills
[  ] 17. Procedures at institutions (eg. Hospital, Court, Police, trave: etc.)
[  ] 18. Team work
[  ] 19. Understanding various forms of child abuse
[  ] 20. Ability to organize training programmes / other events
[  ] 21. Improve quality of work
[  ] 22. Speed on the job
[  ] 23. More care in handling assets of employer / org
  (eg. Identify with org, Computer, telephone etc.)
[  ] 24. Ability to work without supervision
[  ] 25. Attendance and punctuality
[  ] 26. Initiative on the job
[  ] 27. Improved problem management / solving
28. Customization on the job - Improvisation
29. Ability to relate own work with others
30. Ability to identify with children - reach children
31. Any other

F. Training

57. Have you received any training? Yes [ ] No [ ]

58. If yes, details of training programmes attended by you:

<table>
<thead>
<tr>
<th>S/no</th>
<th>Training Programme</th>
<th>Organiser</th>
<th>Dates</th>
<th>Venue</th>
<th>Brief contents</th>
<th>Remarks</th>
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59. Has the training received by you provided the needed skills for Childline work? Yes [ ] No [ ]

60. If yes, give details:

G. General Opinion

61. Have you experienced "burn-out" in your job? Yes [ ] No [ ]

62. If yes, give details:

63. Was the present job a self-choice? Yes [ ] No [ ]

64. How much are you motivated to work on the job?
a. Highly Motivated (More than 75%) [ ]; b. Moderately Motivated (More than 50%) [ ]; c. Least Motivated (Less than 50%)

65. Given a choice, would you like to leave the job with Childline and take up some other job? Yes [ ] No [ ]

66. Overall, are you satisfied with your job? Yes [ ] No [ ]

67. If yes, to what extent:
   a. Absolutely [ ]; b. Moderately [ ]; c. To some extent [ ]

68. Has the work with Childline made you a better human being?
a. To a large extent [ ]; b. To some extent [ ]; c. No impact [ ]

69. List / Identify challenges for your city’s Childline project:
i.
ii.
iii.
70. List suggestions for improving Childline in your city:
i.
ii.
iii.

71. Should the Childline Project be expanded to other cities as well? Yes □ No □

72. Any other information / comment by respondent

Thanks for your time. Have a good day!

Signature
Name, place & date