Interview Guide

This guide is intended for use in interviewing personnel in the Refugee Commission. If we gather the same types of information we can maximize our effectiveness in a short period of time. Consider this statement as a guide rather than a limitation on the types of information you collect. Don't hesitate to explore any relevant subject as it develops during the interview.

I. Function.

What is the specific function of your bureau (or office, etc.)? (What do you do—legally and actually?)

II. Background.

A. Was this office created when the commission was set up last year?

B. Were you appointed at the time the office was created?

III. Size.

A. How many employees do you have in your agency (office, etc.)? (Civil service, contract, or non-contract.)

B. What types of work do they do?

IV. Administrative Relationships

A. What is the relationship of your office to other sections (above, below, coordinate) of the commission?

B. What is the relationship of your office to other agencies in the Vietnamese government (if any)?

C. What is the relationship of your office to agencies or officials outside of Saigon?

D. What is the relationship of your office to officials outside Vietnamese Government?
V. Administrative Problems

A. What are the things your agency has been most successful in doing over the past year? (And the Commission as a whole?)

B. What are the major administrative problems for your office as you see it in day-to-day operation? (And the Commission?)

VI. Administrative Procedures

A. Does your office use a work schedule as part of your administrative procedure?

B. Is someone in your office concerned with goals of the agency--policy and planning?

C. Interviewer's evaluation of line-staff functions.

VII. Rehabilitation Organization

What role should your office (or agency) have in the commission during this next year when the emphasis will be on rehabilitation and resettlement?

How long do you think it will be before Refugees are re-integrated into Vietnam life?
We will be seeking information within the following general categories in each of our interviews. Under some of the categories, several questions are suggested for possible use by the interviewer depending on the particular situation. In any case, the categories below are those within which we want to compile detailed information.

I. Characteristics of Refugee Situation in Province.
   A. How many refugees are located with this province?
   B. Where in general are they located (size and location of major camps)?
   C. What progress has been made to date in the resettlement and rehabilitation of refugees in this province?
   D. What are the major roadblocks remaining which are holding back rehabilitation and resettlement?

II. Composition of Provincial Committee. (Names and titles of members, size of staff serving the committee, composition of staff, method selecting members of committee, number of meetings held each month)

III. Function of Committee.
   A. What does the Provincial committee do? (What are its legal responsibilities? What does it actually do each day, week, month?)
   B. What is the role or function of the individual members of the committee (both in their positions on the committee and their positions within provincial government)?
IV. Organization and Procedure.

A. What is the pattern of organization within the province in matters dealing with refugees?

B. What are the procedures on requests, complaints and reports?

C. What procedure is followed in developing projects for resettlement and rehabilitation? What procedure is to be followed in implementing these projects?

V. Relationships to other administrative units of Government.
(Responsibilities, communications, informal and formal contacts and arrangements)

A. To various governmental ministries in Saigon.
B. To Refugee Commission in Saigon.
C. To province government
D. To units of local government below the province.
E. To regional delegates
F. To refugee villages.

VI. Technicians. (What technical experts are available to you in dealing with refugee affairs? What is their relationship to you your employees, borrowed, temporary, permanent?)

VII. Suggestions for improvement of organization. (Can you suggest any ways in which the organization for handling the rehabilitation of refugees can be improved here in the province? Have you observed any administrative bottlenecks developing in the way the present system operates?)

VIII. Record Keeping. (What types of records including financial do you keep? How is statistical data compiled and transmitted? What problems of record-keeping have you encountered?)

IX. Are there any other observations you would like to make which might be of help in our understanding of refugee work in the field.
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I. Characteristics of this village.
   A. Number of refugees
   B. Former location
   C. Occupations, skills
   D. Other characteristics: religion, types of housing, level of self-sufficiency, etc.

II. Village administrative organization. (Names, former and present occupations, ages, other characteristics of committee members. Are there other village organizations in addition to the formal village committee? Are new leaders being developed formally or informally in village plus probing questions.)

III. Administrative procedures within village?
   A. Village government. Does the village meet in formal sessions to express their views? What complaint procedure exists? Who decides what should be done within the village and how is this decided?
   B. Record-keeping. What records are kept within the village (financial and other) and who keeps them?
   C. Function of the committee. What does the committee do (and individual members of the committee)?

IV. Relationships to other administrative units of government. (Responsibilities, communications, formal and informal contacts and arrangements.)
A. To Province government
B. To other units of local government within the Province
C. To Refugee Commission in Saigon
D. To other ministries in Saigon
E. To Regional Délégués
F. To other refugee villages

V. Major Problems of this village.

A. What are the most important problems of this village?
B. What changes in administrative channels, procedures, or organization might facilitate solving these problems?
C. Do you have any suggestions for speeding the complete rehabilitation of the village?
D. Do you have any plans at present for developing a project which would hasten the rehabilitation of this village?

VI. Do you have any other information you would like to give us that would help us understand the refugee program?
FIELD STUDY: REFUGEE COMMISSION
INTERVIEW GUIDE
(Provincial Level)

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