

APPENDIX 6

Interview Guide – Staff Participants

DRAFT ONLY

Due to the emerging nature of qualitative research, all questions are tentative and will change as the interviews and concurrent analysis proceed.

Purpose:

1. to elicit descriptive accounts of low-income women's experiences with the organization
2. to identify connections between these women's experiences and theoretical constructions of social citizenship rights and responsibilities
3. to identify connections between these women's experiences with the organization and broader social and fiscal policies (e.g. income security, labour market, health, education and social services) that are integral to social citizenship

Interview description:

1. remind participant of the purpose of the research project
2. review plain language statement
3. complete consent form
4. describe the purpose of the interview
5. explain the use of the tape recorder – remind participants that it may be turned off at any time at their request
6. remind the participant that there may be a need to clarify information or seek new information in a future interview

Anticipated interview questions:

Questions are arranged into three categories, following Spradley's (1979) description of the three types of ethnographic questions. These questions may not be read in the following order, but will be covered in the discussion.

Descriptive questions (provide description of activities)

1. Can you describe what you do in a normal day at this organization
2. Can you tell me about the types of women that use your services
3. Can you describe to me the purpose of your organization
 - a. What are the aims of the services used by low-income women in this community?

Structural questions (identify different domains of the phenomenon in question)

1. What do you feel are the needs of low-income women in this community?
2. Can you outline the types of services available to support the needs of low-income women in this community?
 - a. Why do you think women do / do not access these services
3. What financial support is provided to sustain the services provided by your organization?

Contrast questions (explore difference between items)

1. These questions are contingent on the items identified by the interviewee. For example, a questions for someone who is now at work after completing a training program could be “how are the difficulties you face at work different from those you faced when you were in the training program?”

Probes (used to elicit additional information to that given in the initial response)

Tactics for gaining additional information will include:

1. repeating the question / answer
2. indicating understanding or interest, or problem of understanding
3. creating silences or pauses
4. using a neutral question or comment (e.g. what do you mean by _____?)
5. requesting an example or asking for clarification

At the conclusion of the interview, ask the participant if they have any further comments they would like to make or information they would like to discuss. Thank them for their time, and remind them of the possibility of a follow-up interview.