



Table D.4b Problems and solutions

| Problem | Reaction |
|--|---|
| Respondent is not telling the truth | Do not say so, be patient – try to include some control answers and obtain the information from another angle or another source. |
| Respondent is talking too much | Do not intervene too abruptly, try to come back to the original issues, remind the respondent of them and return to another point. |
| Respondent questions your legitimacy | In the event that the respondent questions your legitimacy: stay calm and refer to your contact person, promise secrecy or promise to send the text of the interview for a check. |
| Respondent asks your opinion about a question | Do not be afraid to give it, but do not be too blunt. Not giving your opinion could make you appear less trustworthy and the atmosphere of the interview may be less positive. |
| Respondent starts giving answers to later questions | Let this happen, but keep control over the interview. Redirect the questions back to the original sequence. |
| Respondent does not give an answer to the question | In case it is one of your priority questions, rephrase it and repeat the question as many times as needed to get an answer. |
| Respondent takes charge of the interview | This is a sign that you have been too passive in the interview. Try to regain the initiative by asking direct questions that are directly followed by further questions. Do not give the interviewee breathing space until you have regained the initiative. |
| Respondent is not very talkative | Silence can be caused by many factors. Try to figure out what is the matter and act accordingly: in case of not knowing the answer, give further clarification; in case of not willing to give answers, try to adopt another perspective on the question (for instance by referring to what you already know). Do not fill the silence left by your respondent – you might end up doing an interview with yourself. |
| Respondent is hostile | Show that you understand that the topic or the occasion might be difficult. You can also ask the respondent directly whether he or she would like to proceed another time and finish the interview for the moment. |