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Annexure A: Interview Guide

Interview Guide

Demographics

1. Please explain your designation and role in Water Board?
2. Are you involved design and / or construction stage of water supply project?
3. If yes; can you briefly explain your duties and responsibilities in design stage?
4. If yes; can you briefly explain your duties and responsibilities in Construction stage?
5. What are the key information you need in performing your duties?
6. Are you satisfied with the accuracy of information necessary for your work?
7. If not. What are the reasons for inaccuracy of information?

8. Are you getting necessary information at the right time to perform your work efficiently?
9. If not what are the reasons for delay in getting necessary information?
10. Are you satisfied with the completeness of information received for your work?
11. If not what are the problems you facing due to incomplete information?
12. Are you facing information overloading during receiving information for your work?
13. What is the reason for information over loading?

To identify the available communication facilitators in water supply project.

14. In your opinion what are the main barriers / difficulties for effective communication in water supply projects?
15. What are the mechanisms available in water supply projects to improve communication with other parties?

To identify the further communication facilitators to reduce existing communication barriers.

16. What are the mitigation measures reduce existing communication problems in your project according to your experience?

17. What extent do you use following communication media in exchanging information?

Frequency of occurrence: 1- Very low, 2- Low, 3- Medium, 4- High, 5- Very high

- Face to face (Meetings)
- Telephone
- E-mail
- Letters
- Fax
- Computer net work
- Video conference