

Features of Case Management in CAI Systems

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Abstract:

Case Management System (CSM) is a part of all data collection system which are based on Computer Assisted Interviewing (CAI). In general, case management here means procedures and arrangements for handling of sample points. This definition presupposes that a sample with adequate contact information is drawn prior to the actual data collection. This excludes for example RDD methods and quota sampling.

The data collection modes are technically different but even more they differ in how data collection is organized. The basic division is in the mode of administration. Face-to-face interviewing (CAPI) and telephone interviewing (CATI) are interviewer administered and Internet interviewing (CAWI) is self-administered.

Data collection with CAPI requires a field interviewer organization covering the region where sample points may exist. The field organization may be centralized in the sense that supervising and management is done in one place, or the organization may be partly or completely decentralized. CMS has to comply with the field organization.

CATI data collection here means centralized system in which interviewers work in one or more CATI centres. The central part of a CATI system is a software called Call Schedule (CS). The CS feeds cases from the sample file to available interviewers (actually to work-stations) and maintains management information.

In CAWI there are no interviewers. Respondents have to be invited to open the questionnaire and answer the questions. In CAWI the central component is the computer system accessible via the Internet in which the sample is loaded prior to data collection.

Different modes of CAI set fairly different requirements on how CSM should be arranged. Also the possibilities to design the CSM vary between modes. The presentation discusses the requirements of CSM in different environments and the potential lines to design a CSM for mixed-mode data collection.