

Experiences with Blaise 5 CATI and multimode at Statistics Norway

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Statistics Norway

Agenda

- Current situation

- What we want and how to do it

- Govcit

- LFS wave 1

- LFS wave 2 (after we wrote the paper)

- Conclusion

Current situation

- CAWI surveys in Blaise 5.x
 - Basic integration with our case management system (SIV)
- CATI, CAPI in Blaise 4.8
 - Tightly integrated with our case management system (SIV)
- CAWI and CATI multimode in Blaise 5.x and Blaise 4.8
 - Basic integration with SIV
 - Two databases
 - Two questionnaires



What we want

- One questionnaire
- One database
- Tight integration with our case management system (SIV)

The masterplan for transition to Blaise 5.x

- Use real surveys
 - Governing and Experiencing Citizenship in Multicultural Scandinavia (GOVCIT)
 - CAWI and CATI
 - Pilot survey for the Labour Force Survey (LFS).
 - CAWI and CATI (4 waves)

Wave 1 Govcit

- Sample
 - 8000 people aged 20-36 years
 - 3000 immigrated after the age of 16
 - 3600 immigrated before the age of 11
 - The rest (1400) control group mostly born in Norway



Questionnaire

- 7 Languages
 - Norwegian, Somali, Arabic, Polish, Turkish, English and Urdu
- About 15 minutes
- Simple routing
- A few mode specific questions (different text in CAWI and CATI)
- Specific layout for smartphones and one for tablets/laptops



The data collection

- Two week CAWI only
- Follow up on CATI and CAWI
 - SMS and emails sent to respondents
 - Interviewers could send email directly from the CATI questionnaire with a link to the CAWI questionnaire, including username and password
- CAWI works fine
- **What went wrong on CATI?**



Statistisk sentralbyrå Statistics Norway **Society and citizenship** English

How interested are you in politics generally?

- Not at all interested
- Hardly interested
- Quite interested
- Very interested
- Don't know
- Rather not answer

◀ ▶

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◀ ▶

Society and citizenship

Statistisk sentralbyrå Statistics Norway **Society and citizenship** English

Don't know Rather not answer Appointment Send epost

io_nummer: , Navn: , alder: 35, Kjønn: mann, telefon:

How interested are you in politics generally?

- Not at all interested Very interested
- Hardly interested Don't know
- Quite interested Rather not answer

◀ Previous Next ▶

What went wrong on CATI?

- Select field

- Main questionnaire did not start

- We have to stop CATI interviewing that evening and do some thinking

Emergency solution

- A new Blaise 4.8 CATI questionnaire
- Overnight Manipula synchronization

Emergency solution

- It was additional work but:
- Data was stored in a single database
- The interviewers could use Blaise 5.x, but with CAWI-layout
- We gained valuable experience



Labour Force Survey pilot wave 1

- Multimode version of the Labour Force Survey (LFS)
- Blaise 5 questionnaire based on our current Blaise 4.8 CATI questionnaire, with some mode specific differences in question texts and layout.



LFS pilot wave 1 (cont.)

- Sample size is the same as for one reference week in the ordinary LFS
- All cases started on CATI, but a small portion of non-contact in the experimental group were followed up on CAWI.



Questionnaire(s)

- Dial and appointment questionnaires based on the work done on GOVCIT (which again were based on samples provided with Blaise).
- Main questionnaire has one layout for CATI, and two for CAWI: A small vertical layout for mobile phones, and a large horizontal layout for all other devices.



Lag en avtale

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Lag en avtale

Norsk

Du skal nå lage en avtale.

Når kan vi ringe deg tilbake?

Ikke en bestemt tid Foretrekker et bestemt tidsrom

Avtale til en bestemt tid Foretrekker noen dager i uka

Spørsmål: Appointment.AppointInfo.AppointType

Ringebilde

▶



Vet ikke

Ønsker ikke å svare

Spørsmål: skjema.innl.INNL1

Ringebilde

Avtale

Send epost

io_nummer: Navn: , alder: 25, Kjønn: mann, telefon:

Hadde du noe inntektsgivende arbeid i uka 11. - 17. juni?**Vi er interessert i alt arbeid, selv om det bare dreide seg om noen få timer.**

- Ja Vet ikke
 Nei Ønsker ikke å svare

Ringebilde

Avtale

Send epost



The data collection (LFS pilot wave 1)

- Everything worked as expected, but:
 - Completed cases were not marked as completed
 - The CATI system seemingly worked normally until a new daybatch was made
 - We were luckily able to use an existing select field to keep track of completed cases
- Response rate 84%



LFS pilot wave 2 (after we wrote the paper)

- Problems with completed cases fixed by the Blaise team.
- No major unexpected technical problems with the Blaise software!
- Response rate was 81%



Future developments

- Sophisticated integration with SIV. Currently (slowly) being worked on by our IT-department.
- Updated layout following the guidelines in Statistics Norway's graphic profile.
- CAPI. New solution. Probably online, with layout similar to CATI.
- Better interface to change telephone numbers and other information on CATI (dialog boxes).

Conclusion

- Important to use new features on real, large volume, surveys.
- CATI in Blaise 5 is ready for production use.
- Having a real multimode survey in one questionnaire with storage in a single database is a time saver.



Takk!

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