

## **Implementation of Multimode-CMA at the Survey Department of Statistics Denmark**

In 2024, Statistics Denmark Survey Department implemented the multimode Case Management Application (CMA) in surveys involving Computer-Assisted Personal Interviews (CAPI). The CAPI method is exclusively used for target groups that are particularly challenging to reach or interview. This implementation required some customization of the CMA platform layout and functionality to meet the specific needs of our interviewer staff. Additionally, education of the interviewers and the development of comprehensive manuals were essential components of the process.

The implementation presented several challenges, both in preparing the interviewers and during the actual fieldwork. Key issues included varying levels of computer skills among the interviewers, ensuring CMA integration with CAWI activity to avoid redundant contact attempts, and addressing errors in the registration of interviews and contact attempts.

Our paper explores these challenges in greater depth, detailing how they were addressed at different stages of the process - before, during, and after fieldwork. By sharing our experiences and solutions, we aim to contribute to the broader knowledge base on effectively managing multimode survey implementations.