



# Management of CAPI and CATI at the Labor Force Survey

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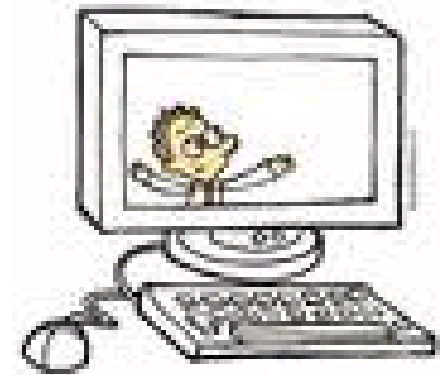


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# Outline

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- ❏ **LFS - Data collection methods**
- ❏ **The computerized data collection system**
- ❏ **Data collection procedure**
- ❏ **Transition to a new procedure**
- ❏ **Summary and conclusion**
- ❏ **Future plans**





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# LFS – Data collection methods

- 📖 A quarterly panel survey
- 📖 12,000 dwellings sampled each year
- 📖 4 investigations for each panel:
  - ◆ Wave 1 - *CAPI* interview
  - ◆ Wave 2 - *CATI* interview
  - ◆ Wave 3 - *CATI* interview
  - ◆ Wave 4 - *CAPI* interview



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## LFS – Data collection methods *(Contd.)*

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- All four investigations are conducted in parallel every quarter
- The survey is carried out every week, continuously, for the entire three months of the survey
- The investigation period for each case is one predetermined week, plus 3 weeks for unresolved cases

# Facilities of the computerized data collection

- ❑ Questionnaire - Blaise 4.6
- ❑ The interviewer's management - Maniplus
- ❑ The supervisor's management system - .Net
- ❑ The overall management - .Net
- ❑ CATI Management - Blaise CATI Management
- ❑ The questionnaire's data is stored in the Blaise database, and the survey management data is stored in an SQL2005 server





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# The main functions of the computerized data collection system

- ❑ Assignment of cases to CAPI or CATI
- ❑ Transmission of data
- ❑ Keeping track of non-response cases
- ❑ Moving cases from CAPI to CATI and vice versa
- ❑ Managing the response status for each case
- ❑ Producing follow-up reports





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# The need for a multi-mode method between waves

- ❑ Face to Face interview in the 1st wave:
- ❑ Correct identification of the dwelling
- ❑ Exclusion of ineligible cases
- ❑ Finding solutions for tracing problems
- ❑ The need to verify personal demographic data
- ❑ Reducing refusals
- ❑ Developing rapport with respondents



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# **The need for a multi-mode method between waves (Contd.)**

## **Face to Face interview in the 4<sup>th</sup> wave:**

**This wave includes a supplementary income survey and requires the respondent to present various documents such as salary slips**

## **Telephone interviewing in the 2<sup>nd</sup> and 3<sup>rd</sup> waves**

**Reduction of costs**

# The need for a multi-mode method within waves

*1<sup>st</sup> and 4<sup>th</sup> waves are mainly face-to-face interviews:*

*In case of*

**Lack of time**

**Remote places**

**Shortage of interviewers**

**Switch to  
Telephone  
interview**

*2<sup>nd</sup> and 3<sup>rd</sup> waves are mainly telephone interviews:*

*In case of*

**No telephone n<sup>o</sup>**

**Switch to  
Face to face  
interview**



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# Data collection procedure – First wave

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## Before transition

1. Assignment of cases to three regional centers
2. CAPI supervisor assigns cases to interviewer
3. CAPI interviewer makes personal visits
4. Data of visits is recorded in the questionnaire
5. CAPI interviewer transmits data each night
6. Supervisor authorizes contact by phone



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# Why change procedure?



- ❑ Limited time for field interviewer
- ❑ Administrative details are less reliable
- ❑ Not possible to monitor the interviews in real time
- ❑ The use of the management system



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# Data collection procedures – First wave






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## After transition

- 1-5 Same as before
6. The CAPI supervisor verifies the existence of a valid telephone number
7. The CAPI supervisor indicates the case as suitable to move to CATI
8. The overall management system creates new questionnaires
9. The new questionnaires are included in the "day batch"

# Advantages of the new procedure

-  The investigations are conducted from one central collection center
-  The interviewers use an automatic call scheduler
-  Assigning special cases to appropriate interviewers
-  Monitoring by supervisors online
-  The CATI management system tracks administrative information





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## Disadvantages of the new procedure

- ❏ The responsibility for some of the cases is divided between CAPI interviewers and CATI interviewers
- ❏ Insufficient information from CAPI interviewers





# Special considerations

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- ❏ Keeping detailed information provided by CAPI interviewers
- ❏ Presenting CAPI recorded information in CATI investigation
- ❏ Time table considerations
- ❏ Determining final status
- ❏ Developing monitoring tools



# Summary and conclusions

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- ❏ **The new procedure is advantageous**
- ❏ **The overall management system allows the implementation of the change**
- ❏ **The transition has been successful**
- ❏ **Encountered problems of staff adjustment and flow of information**



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# Future plans

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## Making improvements

- ★ Training for the new procedure to overcome adjustment problems
- ★ Better ways to use information

## Towards moving to monthly survey 2012:

- ★ Change to monthly survey using Blaise 4.8
- ★ Employing the new procedure in first wave



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# THE END

*Thank you*

