Experiences with Blaise 5 CATI and multimode at Statistics Norway

JAN HASLUND AND TROND BÅSHUS, 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?**
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.
Bekreft ringbilde informasjon

- **IO nummer:** 10001
- **Telefon 1:**
- **Telefon 2:**
- **Telefon 3:**

**Viktig informasjon:**
- Alder: 45, kjønn: mann
- Bokommune: 0101
- Adresse:
- Postnummer: 1787
- Poststed: Halden
- E-post:

**Kontaktpériode:**

- **Periodeskiftnummer:** 24
- **IO tilhører delutvalg:** 1

**Brukertelle:**
- **Brukertell:**
- **Passord:**
- **Intervjuer/gruppe:**
- **Meldinger til intervjuer:**

**Når kan vi ringe deg tilbake?**
- Ikke en bestemt tid
- Foretrekker et bestemt tidspunkt
- Avtale til en bestemt tid
- Foretrekker noen dager i uka

**Avtale startdato:**
- **Avtale starttid:** HH:mm AM/PM
- **Avtale slutt dato:**
- **Avtale slutt tid:** HH:mm AM/PM

**Valgte ukedager:**
- [ ] Mandag
- [ ] Onsdag
- [ ] Fredag
- [ ] Torsdag
- [ ] Lørdag

**Melding om avtalen:**

- [ ] Ringemønt: Start skjema
- [ ] Avtale
- [ ] Ikke svar

Send epost
Du skal nå lage en avtale.

Når kan vi ringe deg tilbake?
- [ ] ikke en bestemt tid
- [ ] foretrekker et bestemt tidsrom
- [X] avtale til en bestemt tid
- [ ] foretrekker noen dager i uka

Spørsmål: AppointmentAppointmentType
io_nummer: 
Navn: 
I alder: 25, Kjennt 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
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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