

Transition from Blaise4 CATI to Blaise5 CATI at Statistics Finland

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Background

- The Job Vacancies Survey (JVS) is a quarterly mixed-mode data collection operation managed by Statistics Finland
 - Carried out with Blaise4 CATI until 2024
 - The only CATI-survey in Statistics Finland
- Issues:
 - Blaise4 processes did not work properly with new server environment and with newer TLS protocols.
 - Also, Statistics Finland sought ways to improve the job vacancy data collection process due to increasing survey costs and budgetary challenges
 - In-house-built data collection management system (Ruuti) does not support business survey model
- The transition from Blaise 4 to Blaise 5 CATI in Statistics Finland began in the summer of 2023 as a part of larger EU Grant project aimed at improvements of the Finnish LMB Statistics, which aimed at better compliance with the requirements of the renewing legislation. The project included activities for improving Structure of Earnings Statistics (SES), Labour Cost Index (LCI) and Job Vacancy Statistics (JVS) in Finland.



Background

- Prior 2025 interviewers were used to collect requisite contact information for sample unit establishments, to which the initial survey request and subsequent reminder e-mails were sent.
 - Sample units for which no valid contact email was found, the CATI mode was assigned as the primary data collection mode from the start of the survey.
 - From 2025 onwards this prior search of contact information has been conducted centrally without interviewers for major employers with multiple establishments in the yearly sample.

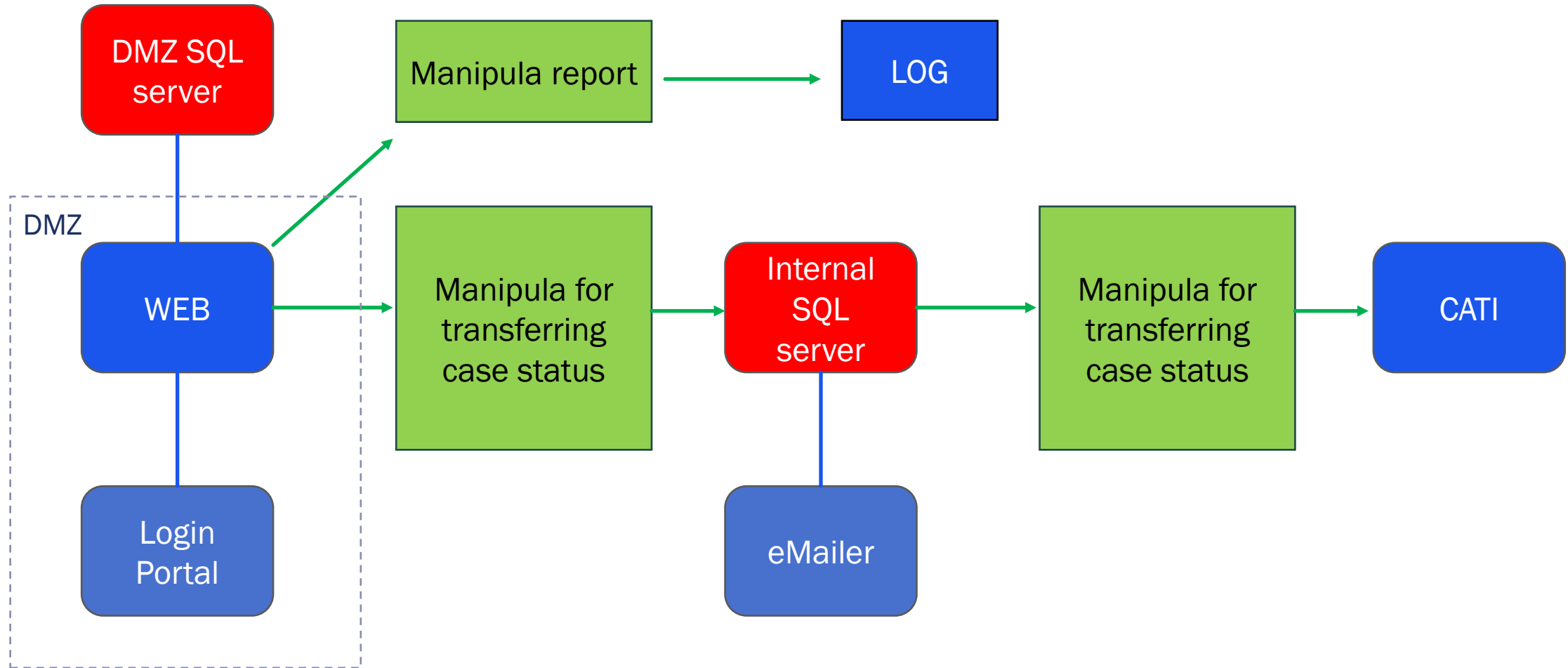


Background

- JVS was the last major data collection carried out with Blaise 4 at Statistics Finland
 - the past production solution having been managed in two separate surveys: the Blaise 4 CATI survey and the Blaise 5 WEB survey.
- The system upgrade for CATI was carried out in two stages:
 - in the first stage, the Blaise 4 CATI survey was upgraded to the Blaise 5 CATI survey
 - in the second stage, the separate Blaise 5 CATI and WEB surveys were combined into one Blaise solution (multi-mode project).
- The project work included the design and implementation of the new Blaise 5 CATI production model, related work processes, and end-user training.



Job Vacancy Survey production setup



Process flow



Case status

Example of Status code values

Status variable code value

300

302

310

312

Description

Initial code value for 'clean' cases

Completed in WEB

Code value for cases available for CATI

Completed in CATI



Blaise 5 CATI

- Blaise 4 JVS contained two surveys:
 - 1) the actual JVS survey and
 - 2) the survey which interviewers filled while collecting requisite contact information about sample unit establishments (ECI) before the actual JVS survey.
- ECI survey was created with Blaise 5 basically using only a Dial form which interviewer then filled
- The largest changes during the transition phase were to the design and implementation of the user interface of the Dial and Appointment forms.
 - The user interface design drew extensively on the expertise of the interviewer organization, improving the practical workflow and providing interviewers with the necessary information.



Dial form

Tilastokeskus  Kohde: 4244282 / Ty62V | Kerta: 1 | O-tila: 310 | Kenelle: KAIKKIGR | Prioriteetti: 2562

Käsittely Historia

Kohteelle on lähetetty kirje. Kirjeen vastaanottaja HR-IHMINEN.

Yrityksen nimi	KORIAN KEINUTUOLIIHAJOTTAMO OY
Y-tunnus	123456-4
Toimipaikan nimi	KORIAN PAJA
Kunta	HARJAVALTA
Osoite	JOKUTIE 4
Postinumero	29200
Postitoimipaikka	HARJAVALTA
Yrityksen puh.	04099999
Toimipaikan puh.	04099999
Toimialakoodi:	28920
Toimiala:	KAIVOS-, LOUHINTA- JA RAKENNUSKONEIDEN VALMISTUS
Toimiala (sv):	TILLVERKNING AV GRUV-, BERGBRYTNINGS- OCH BYGGMASKINER
Otila	310

Toimipaikan henkilöstömäärä: 124 (rekisteri/edellisenvuoden tieto)

Yhteyshenkilön nimi	test
Tehtävänimike	test
Yhteyshenkilön puh.	04099999tee
Yhteyshenkilön sähköposti	
Käyttäjätunnus	KALA
Salasana	KUKKO

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Käsittely Historia

Uusi kommentti ensimmäiseksi. [Kauttaviiva kommenttien väliin.](#)

huomPuh Puh.nroa koskevat huom./Lisää varapuhelinnumero tähän

yh_hist Tietoa yhteyshenkilöstä tällä kierroksella

Roskanrot

kuvaus_web Tietoa kohteesta verkkovastaajalle seuraavaa kierrosta varten

kuvaus_haas Tietoa kohteesta HAASTATTELIJALLE seuraavaa kierrosta varten

Soittovalikko

- Toimenpiteen valinnan jälkeen, paina OK
- Muista merkitä valinta uudestaan, vaikka se edelliseltä kerralta olisikin jo valmiiksi valittuna

- Aloita haastattelu
- Ei vastausta
- Varattu
- Sovi toinen haastattelu aika
- Kato
- Vastaaja / ei yhteyttä
- Poista soitosta
- Selvitys

OK



Approval page before leaving Dial form

Tilastokeskus 

Olet siirtymässä seuraavaan vaiheeseen

Voit palata takaisin tai jatkaa eteenpäin, kun olet valmis.

Edellinen sivu

Jatka nyt

New roles, workflows and benefits

- Three Blaise roles:
 - Admin
 - Supervisor
 - Interviewer
- Developer:
 - data processing,
 - survey installations,
 - Datamodel corrections (field texts)
 - data is securely on the SQL server instead of the network drive,
 - AD-sync,
 - dashboard event log.



Supervisors' workflow

- Supervisors:
 - data collection activities via the Dashboard.
 - The ability to change individual case information in everyday error situations, where a case has had to be reprocessed and transferred back to the call queue with the changed information, for example due to an error in the interview situation or the system environment.



Interviewers' workflow

- The most significant changes to the interviewer workflow focused on launching the survey via a browser instead of a desktop application.
 - The solution was decided to avoid installing Blaise software on the interviewer workstations and thus possible problems caused by overlapping Blaise installations configured for Ruuti system processes.
 - This was solved by creating URL shortcuts for interviewers to log in to the CATI test and production environments.
- Blaise server timeout was set to not expire for the Dial form.
 - This was since interviewers sometimes have to be inactive in the survey, for example when searching for replacement contact information through services outside of Blaise.



Future development

- Response data from the WEB channel to the CATI channel
 - This move would better enable multi-mode data collection for incomplete online responses.
 - In addition, data synchronization would enable more efficient use of CATI reports, and the abandonment of old text-based reports could be considered.
- Data collection monitoring and reporting would be available to those who need it through the Dashboard



New adaptive survey features starting Q1 2024

New adaptive survey features starting Q1 2024

- During 2024 the JVS started implementing a responsive survey design which attempts to optimize the use of limited interviewer resources:
 - Based on paradata from previous surveys we model the likelihood of survey outcomes with little or no interviewer involvement
 - Based on industry NACE classification, source of contact information and survey outcomes of prior waves
 - We assign call order in an ascending order based on the modelled sample unit cooperation and the relative importance to the total accuracy of the estimate
 - Sample units from high non-response industry sectors and low likelihood to respond the survey online are called first



Utilizing subpriority (call order)

Scheduler (auto)	Yes	Case issued. Selecting best case out of 376 active entries. Selecting first case 4244110. Found better case 4243058 (more urgent because it has a higher SubPriority (2047 > 1318)). Found better case 4231290 (more urgent because it has a higher SubPriority (2072 > 2047)). Found better case 4232308 (more urgent because it has a higher SubPriority (2076 > 2072)). Found better case 4243004 (more urgent because it has a higher SubPriority (2546 > 2076)). Found better case 4232307 (more urgent because it has a higher SubPriority (2555 > 2546)). Found better case 4244057 (more urgent because it has a higher SubPriority (2561 > 2555)). Found better case 4244282 (more urgent because it has a higher SubPriority (2562 > 2561)).
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Responsiveness during data collection

- Response status information is analyzed during data collection by industry classification and other sample unit characteristics
- Interviewer resource can be timely allocated to sample units which are greatly underrepresented -> reduce the overall variation of final sample weights which should further contribute to estimate precision



Improved cooperation with major employers

- Starting 2025 the total interviewer work hours available to the Finnish JVS have been cut drastically for cost savings purposes
- Interviewers are no longer used to contact employers prior data collection for contact information
- Quarterly sample size more than doubled (2,600->5,500) to offset the lower response rate and to improve the precision of estimate
- Starting Q1 2025 contact information for sample unit establishments are collected centrally and via secondary register based administrative data sources



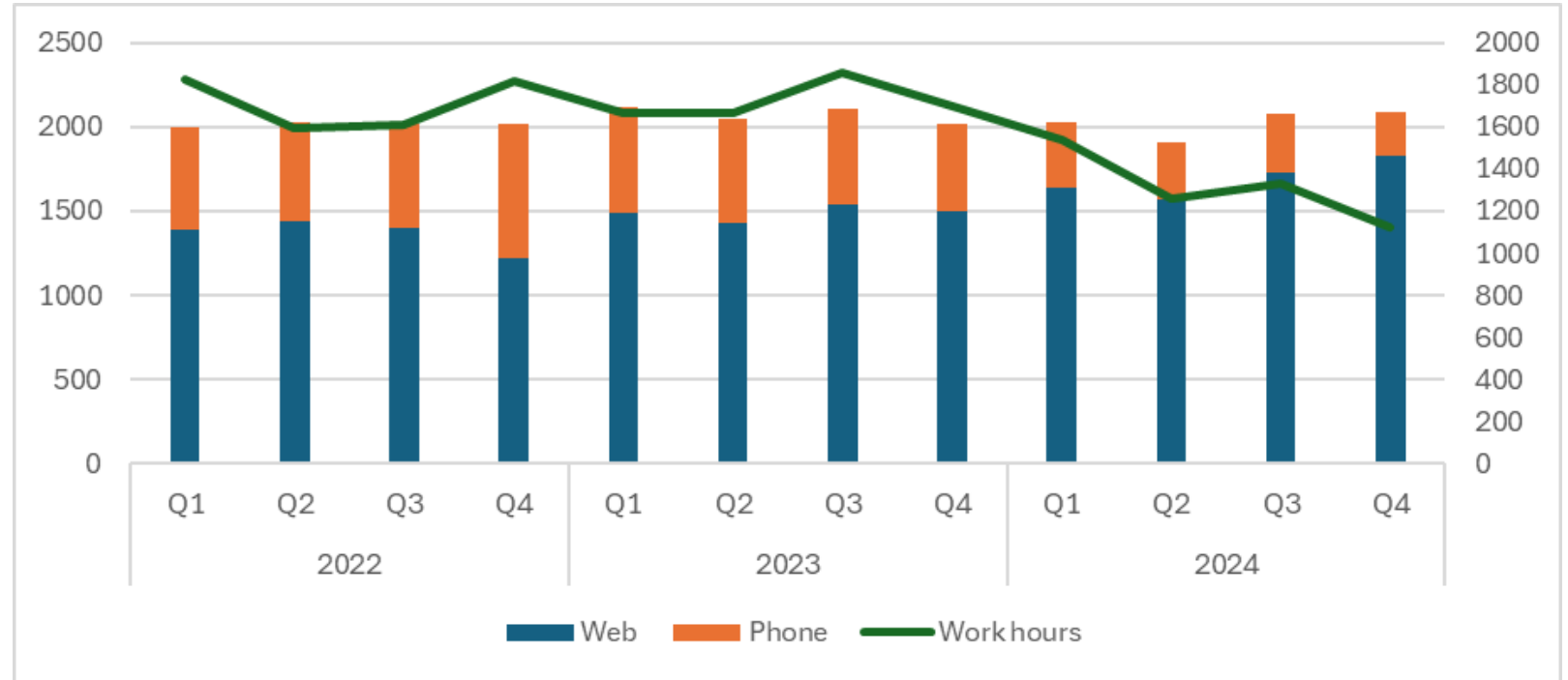
Additional features

- A paper advance letter has been included in the survey implementation (as not all sample units have a valid e-mail address where the survey invitation can be sent)
- Respondents are now able to name a new informant on the questionnaire if they themselves are unable to give information on current/past recruitments
 - These are then updated in the contact database
- Coming later: A split questionnaire for business establishments where vacancies and past recruitments have to be reported with multiple questionnaires



JVS response by data collection mode together with total interviewer work hours by quarter between 2022-24

Taken together the optimization of the data collection process has yielded a 23 percent decrease in interviewer workload while keeping the response rate at a comparable level before the cost saving measures and version upgrade took place



Q1 / 2024 new Blaise 5

Q1-Q4: introduced and improved responsive data collection model

Thank you!

