

LFS – CATI

A system allowing sequential interviewing of household members, where the household members are individual cases, within the Blaise CATI-framework

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Overview

- Background for change
- Requirements
- Solution
- Problem areas
- Future developments

Background

- A change in the LFS was necessary because of the new survey and case management system at Statistics Norway: SIV.
- CAI-2000, the previous system, was primarily an offline system with limited support for call centres.

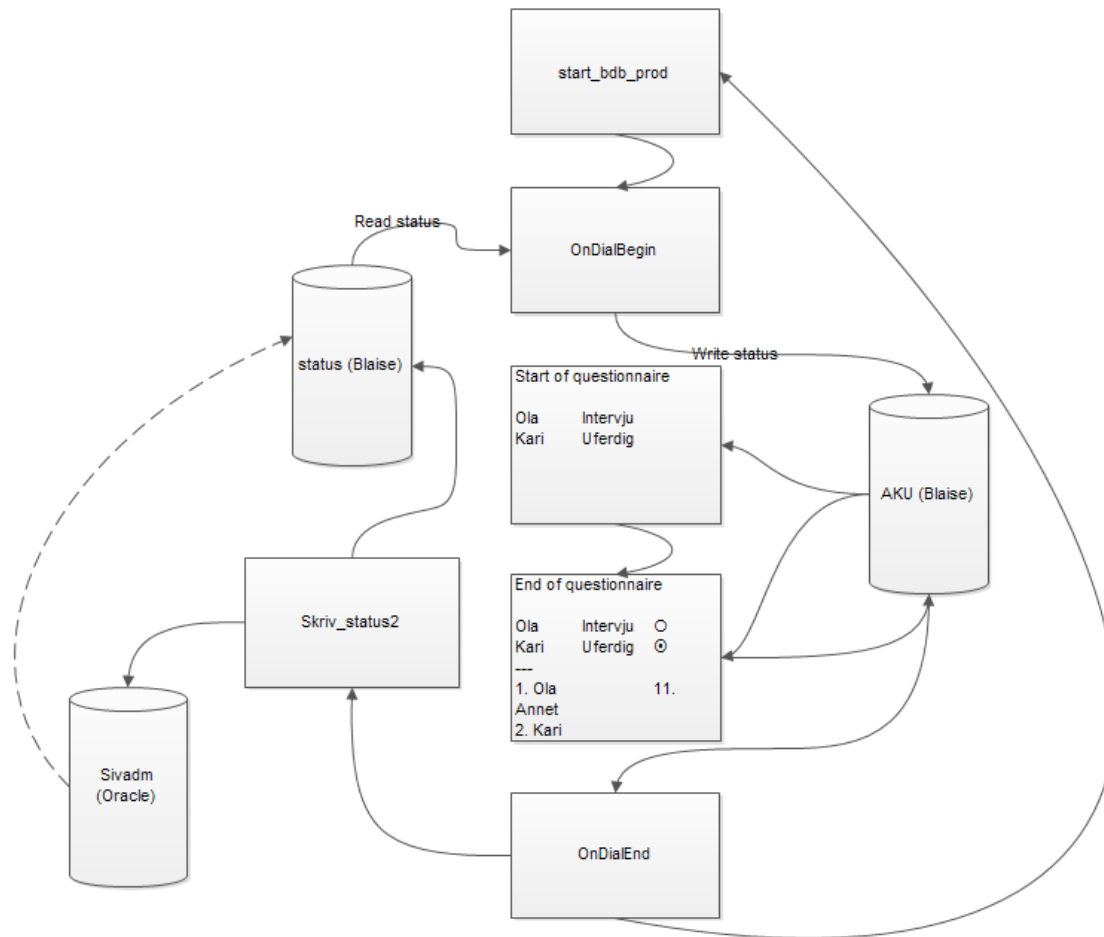
- LFS was designed for use in an offline system.
- All members of an household were sent to the same interviewer working from home.

- SIV, has much better support for call centres.
- SIV and Blaise are updated real-time with telephone numbers and status information.
- Has an offline capability, primarily for CAPI, but also used for list based CATI-interviewing.

Requirements

- Switching between household members in the CATI-system
- Displaying information about household members in the dial menu and in the form.
- Support for follow-up by field interviewers on the offline system (list based CATI).

Solution



Overview of solution

- Information about status (response, non-response, appointments) and telephone numbers for every household member is stored in a separate Blaise-database: status.bdb.
- A procedure runs OnDialBegin which reads status information about the household members from status.bdb.
- Status information about the household members is presented in the dial menu. Age and telephone numbers are also presented.

- Information about the household is also presented at the end and beginning of the form.
- The interviewer can select which household member to open next at the end of the form, or at the end of making an appointment. An option to let the CATI-scheduler select a form is also available.
- A procedure running OnDialEnd writes status information about the current respondent to status.bdb, in addition to an Oracle table used by SIV.
- Depending on the choice made by the interviewer at the end of the form, the Dial menu of the selected household member or a form selected by the CATI scheduler appears.

Ring! X

Ringemery

Skjema
 Ikke svar

Avtale
 Telefonsvarer

Endre Kontaktopplysninger
 Send til sporing

Opptatt

OK

Avbryt

Hjelp

Spørsmåls data:

IO_nummer	70901
VisTlf1	[REDACTED]
VisTlf2	
VisTlf3	
F_nummer	[REDACTED]
Navn_IO	[REDACTED], Alder: 44, Kjønn: Kvinne
Kommune	[REDACTED]
Adressa	
p_Adressa	[REDACTED]
MedHvem	
Avtmeld	
Ringtlf	
tifforsok	
SpesRing	
hinfo[1]	[REDACTED], Alder: 48, Status: Uferdig, Tlf: [REDACTED]
hinfo[2]	[REDACTED], Alder: 18, Status: Uferdig, Tlf: [REDACTED]
hinfo[3]	
hinfo[4]	
hinfo[5]	
hinfo[6]	
hinfo[7]	
hinfo[8]	
hinfo[9]	
Resu1	Int
Resu2	Int
Resu3	Int
Resu4	Int
Resu5	Int
Resu6	Int
Resu7	
PeriodeNr	4

Mer Info

Ring

Rediger...



aku2012k1 | Endre kontaktinformasjon

70901 [redacted], tlf 57734491, Alder: 44 år.

Familien består av:

IO-nummer: 70900, Navn: [redacted], Alder: 48, Status: Uferdig
IO-nummer: 70902, Navn: [redacted], Alder: 18, Status: Uferdig

Trykk <Enter> for å gå videre med intervju av IO

hhoversikt	<input type="checkbox"/>	direkInt
Innled	<input type="checkbox"/>	HvemGav
FraIgr		FlgInnl
DvIgr		IfGng2
Avggr		IfGng3
FraSPes	<input type="text"/>	
Starttid	10:34	
Samtykke1		
KommNavn	<input type="text"/>	
NyKomm		



aku2012k1 | Endre kontaktinformasjon

70901 [redacted], tlf 57734491, Alder: 44 år, Kommune: 1428

Familien består av:

IO-nummer: 70900, Navn: [redacted], Alder: 48, Status: Uferdig
IO-nummer: 70902, Navn: [redacted], Alder: 18, Status: Uferdig

Hvilket IO vil du starte opp?

- 1. [redacted]
- 2. [redacted]
- 11. Annet IO eller avslutte.

hhstatus | 1

Pilot

- Pilot sample for two reference weeks.
- Some minor problems identified and corrected

Problem areas

- Appointments for the household
- Respondents belonging to the same household can be delivered to different interviewers at the same time

Future

- Initially only deliver one member of the household in the CATI system.
 - Solves the appointment for the household issue
 - Solves the problem of different household members being delivered to different interviewers at the same time.

- Option to start an interview with another household member directly from the dial menu.
- Make more information about the household available to the interviewer when cases are sent to the offline system.
- Follow-up on an online list based CATI-solution which will be integrated in SIV: Real-time information and better control.
- Integration with a CAWI-solution.

Contact

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