

# **Tracking Interviewer Performance by Measuring Time Spent on Field**

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Post-collection paradata analysis showed that the length of time spent on reading question text for several critical screener questions (FIELDS) in the National Crime Victimization Survey (NCVS) is directly related to overall data quality. As far back as 2008, the NCVS sponsor decided to track the time interviewers spent on these critical questions, flagging quicker-than-expected passes through them, to identify which questions are being abbreviated for the respondent. This timing information is a quality indicator that enables survey managers to intervene with possible retraining for the interviewer. Currently, this information is calculated after the survey period closes out. A request has been made to gather “real-time” data so that feedback can be provided to the interviewer while the survey is still in the data collection stage. This paper will detail two different approaches for gathering “real-time” data and will discuss the advantage and disadvantages of each. The first approach is the implementation of a Blaise Manipula runtime script that calculates the cumulative time spent on each of the screener questions. The alternative approach extracts the cumulative question times from the Blaise audit trail file once the case is exited. Both approaches store this information into a separate file that is transmitted back to headquarters. The paper also describes the use of XML output to communicate the timing data to the survey management database.