

Multi mode rental survey in Norway

Jan Haslund

Statistics Norway

15th International Blaise User's Conference

Overview

- About the survey
- Questionnaires
- Tasks we do every month
- How we do it
- Demo

The rental survey in Norway

- Housing and rent survey
 - 22 000 addresses
- The rental survey
 - 2 500 addresses
 - 12 waves
 - ◆ First wave – CATI
 - ◆ 2-12 wave – WEB + CATI

Questionnaires

- Short Questionnaire
- CATI
 - Blaise
- WEB
 - Blaise IS
 - C-Moto version for cell phones and tablets

Tasks we do every month

- Create questionnaire in SIV
- Prepare sample
 - Get answers from last month
 - Prepare data files for loading into SIV (Oracle database), Blaise WEB
 - Select respondents for e-mail, SMS or CATI
 - All respondents are loaded into all files (SIV (Oracle database), Blaise WEB)
- Change WEB questionnaire with data model name, wave etc. for both the Blaise IS and the C-Moto version of the questionnaire
- Change Bis file and make new Bip file
- Install questionnaire on the web server
- Load sample into SIV and export it (We use this to get a unique id for the respondents)
- Change and prepare CATI questionnaire

Tasks we do every month continues

- Load the sample into the CATI questionnaire
- Mark the cases we shall not phone (refused more than 2 times, respondents with no telephone number, housing that is not rental properties anymore)
- Synchronize from Blaise to SIV
- Send e-mail to the respondents
- Send SMS to the respondents
- Daily
 - Retrieve answers from the WEB server
 - Put the answers into the CATI questionnaire (only status fields) to make them completed. We do not want to call when we do CATI
 - Synchronize from Blaise to SIV
 - Make reports
- Send reminders to those who have not responded
- Create files to client

What we need

- SIV (our case management system) is used for one wave at the time
- We need something to keep track of the respondents from wave to wave
- We need something to remind us when to do all the tasks and ensure us that we do the same thing every month

How we do it?

- We made an Auto-it script

LMH administrasjon

Sjekkliste **Parkeringer** Feil e-post IO-søk Avganger Fastleie Annet

Måned: august Runde: 8, 2485-H, LMH13m08 Kataloger: OK Daglig web: Av Daglig SIV: På SAS-config: august

Manuelle operasjoner

Sjekkliste

Init	Utført	Frist	Aktivitet
jha	30.07.2013 09:43	02.08.2013	Søk, erstatt og syntakssjekk webskjema
jha	30.07.2013 09:51	02.08.2013	Installer webskjema på webserver
jha	30.07.2013 09:51	02.08.2013	Send mail til prosjektleder om å teste webskjema
		02.08.2013	Last inn utvalg i ServiceDesk
		05.08.2013	Slå på daglig drift av webskjemaer på X-disken
jha	01.08.2013 09:51	05.08.2013	Installer webskjema på webserver
		05.08.2013	Slå på daglig drift av webskjemaer på webserveren
jha	01.08.2013 09:52	05.08.2013	Logg på som Leiemarked på Outlook
jha	01.08.2013 10:22	05.08.2013	Send ut e-poster til IO (vanlig)
jha	01.08.2013 10:27	05.08.2013	Send ut SMS til IO (vanlig)
jha	07.08.2013 10:04	06.08.2013	Sjekk at dataene som har kommet inn på web ser OK
jha	07.08.2013 10:04	06.08.2013	Gjør klar tabeller for webresultat
jha	08.08.2013 09:10	08.08.2013	Kjør daglig drift på web
jha	08.08.2013 09:26	08.08.2013	Legg inn de med feil e-postadresse som har kommet i retur
jha	08.08.2013 09:28	08.08.2013	Kjør 2_Purring.sas
jha	08.08.2013 09:31	08.08.2013	Logg på som Leiemarked på Outlook
jha	08.08.2013 09:47	08.08.2013	Send ut e-poster til IO (purring)
jha	08.08.2013 09:55	08.08.2013	Send ut SMS til IO (purring)
		09.08.2013	Ferdigstill sporing i dBase
jha	02.08.2013 13:19	09.08.2013	Kjør b_Frasporing.sas
jha	07.08.2013 10:05	09.08.2013	Last inn utvalg i SIV og eksporter
jha	02.08.2013 13:31	09.08.2013	Søk, erstatt og syntakssjekk CATI-skjema
jha	02.08.2013 13:32	12.08.2013	Kjør daglig drift på web

- All activities for all waves with deadline for when it should be done
- For most of the activities we have made sas or manipula programs
- When we have done an activity the program set the date and time and who have done it, so we have a sort of documentation

Demo

- Start a new wave
 - Set SAS configuration to next month
 - Prepare sample
 - Make questionnaires for web and cati