

Towards a modern mixed-mode Labour Force Survey

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Agenda

- Old questionnaire and new requirements
 - New case management functionality
 - Future developments and challenges
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Old LFS questionnaire

- Currently only supports CATI (Blaise 4.8)
- EU regulations and user expectations makes it necessary to create a completely new questionnaire

Old LFS questionnaire (cont.)

- Possible to convert the old Blaise 4.8 questionnaire to Blaise 5
 - Much of the code is very old, with many different coding styles.
 - Extensive use of parameters between blocks, with parameters being passed thorough several blocks while the names of the parameters are also changed. Often it's not possible to recognize the original variable from the parameter name.
- Routing is complicated and very difficult to follow
 - Risky to make changes in the code because the consequences can be unpredictable



New questionnaire design criteria

- Major paths in the questionnaire should be kept apart: Separate paths for the respondent, members of the household and dependent interviewing.
 - Advantage: Easier to make changes without affecting other parts of the questionnaire
 - Disadvantage: Duplication of questions and code, and changes must be made in several places in the code.
- Parameters should have a name similar to the originating variable.



New questionnaire design criteria (cont.)

- Questionnaire should support mixed mode
 - Even though only CATI will be used at first.
 - Easy with Blaise 5
- Coding style should be similar throughout the questionnaire.
 - Important to make sure future additions follow the same coding guidelines.



Changes to case management system

- Case management has up to recently only supported:
 - CATI and CAPI on Blaise 4.8
 - CAWI on Blaise 5
- Major changes were necessary to complete the transition to Blaise 5



Changes to case management system (cont.)

- The case management has been updated to support Blaise 5
 - Telephone numbers and other contact information are synchronized both ways.
 - Non-response codes and comments to and from interviewers are also synchronized.
 - Appointment information is sent to case management system.
 - We can use this information when sending reminders
 - Cases can be removed from the daybatch from the case management system.
 - Information about degree of completion is also sent to the case management system.



Changes to case management system (cont.)

- Listening to Blaise events through the Blaise API
- Using a special Blaise database where we couldn't use events and write interceptor functionality
 - Updates on addresses and telephone numbers
 - Degree of completion of a questionnaire



Write interceptor for contact information

- Used for updating telephone numbers and other contact information in the case management system from Blaise
 - Updates to telephone numbers and addresses are currently registered in a parallel in the Dial questionnaire.
 - A write interceptor script writes to a Blaise database which is monitored by the case management system
 - The case management system reads to updated contact information from the questionnaire database

Write interceptor for degree of completion

- Mainly designed to solve a longstanding problem with incomplete CAWI questionnaires: No information on partially completed questionnaires in the case management system.



Write interceptor for degree of completion (cont.)

- Writes to the same database as the write interceptor in the dial questionnaire.
- With write interceptor we can send a code to the case management system describing if a respondent has:
 - Logged on.
 - Answered the first question.
 - Reached a point in the questionnaire where that it can be considered complete enough.
- The code can also distinguish between modes.



Integration with other system

- KRR (The common contact register): Government registry containing verified e-mail addresses and mobile phone numbers.
- Digikorr: A system for sending mail, e-mail and SMS to the respondents. Integrated with the case management system.



Future developments

- Turn on mixed mode the LFS questionnaire
- Using a version control system
- A more complete use of constants in order to handle translations better
- Perhaps find other uses for write interceptor as a way to integrate with a case management system.
- Plan to ensure continued development of the case management system.



Takk!

