

# New CAI-operation at Statistics Norway

*Hilde Degerdal and Jan Haslund  
Statistics Norway*

In 1999 Statistics Norway build a new system for Computer assisted interviewing out by the field interviewers. The system has been a good frame for the work of our work. But after a while you always find things that should have been improved. The main weakness of our system is the communication. It was build as a dial-back RAS connection with a reverse proxy server, polled from inside. Also firewalls and encryption are in use. It is a rather complicated solution, but it had to be this way to meet the claim from Data Inspectorate and the protector of Privacy in Norway. The result is that the rate of unsuccessful connect attempt is too high.

In our present system each respondent is sent to an interviewer as a package. If the interviewer of one reason or another is unable to commit the interview, he has to connect again and return it to the central database. Then, in the office, a person has to find a new interviewer for the respondent and prepare it for a new transfer. This work is quite time consuming. Another problem is that when the respondents are out by the interviewers the office has little control of the collection progress by each interviewer.

Today new and better possibilities for online operations are available. We have a project going on to make a solution where all telephone interviewing shall be done being online with the database in the head office. We plan to use the Blaise CATI call scheduler to handle the workload and appointments. The system shall support different levels of dedication of respondents to the interviewers. It might be like we want one-to-one relationship between respondent and interviewer, or to one group of interviewers, in some surveys or in some phases of the data collection. In other situations all respondents shall be available to all interviewers like in ordinary CATI.

For the communication system we think of using broadband for the interviewers where that will be possible. Then we will use IP-telephone for the interview.

Approximately 80% of the interviews conducted by our field interviewers are done by phone. The coverage of wireless connections in Norway is not good enough to have online systems for face to face interview. So for the face to face interviews we have to find a solution of transfer of the respondents to the interviewers' laptops.

In the early phase where we are now, we are not able to tell more about the system.

According to the plans we will have a clear sketch of the solution in September. But we will be in a phase in which it will be fruitful to discuss the solutions with other people, and perhaps get some new input. Therefore we want a presentation with discussions and perhaps possibilities to show some of the ideas of the new CAI-operation in Statistics Norway, called SIV.