

WP3 Task3 Fieldwork Monitoring Plans and Goals

Johanna Bristle

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Outline

- ▶ Description of WP3 Task 3
- ▶ Components of a fieldwork monitoring system:
 - 1) Tool** (data collection, sample management)
 - 2) Data** (paradata, indicators)
 - 3) Monitoring** (reports, intervention strategies etc)

Description WP3.3

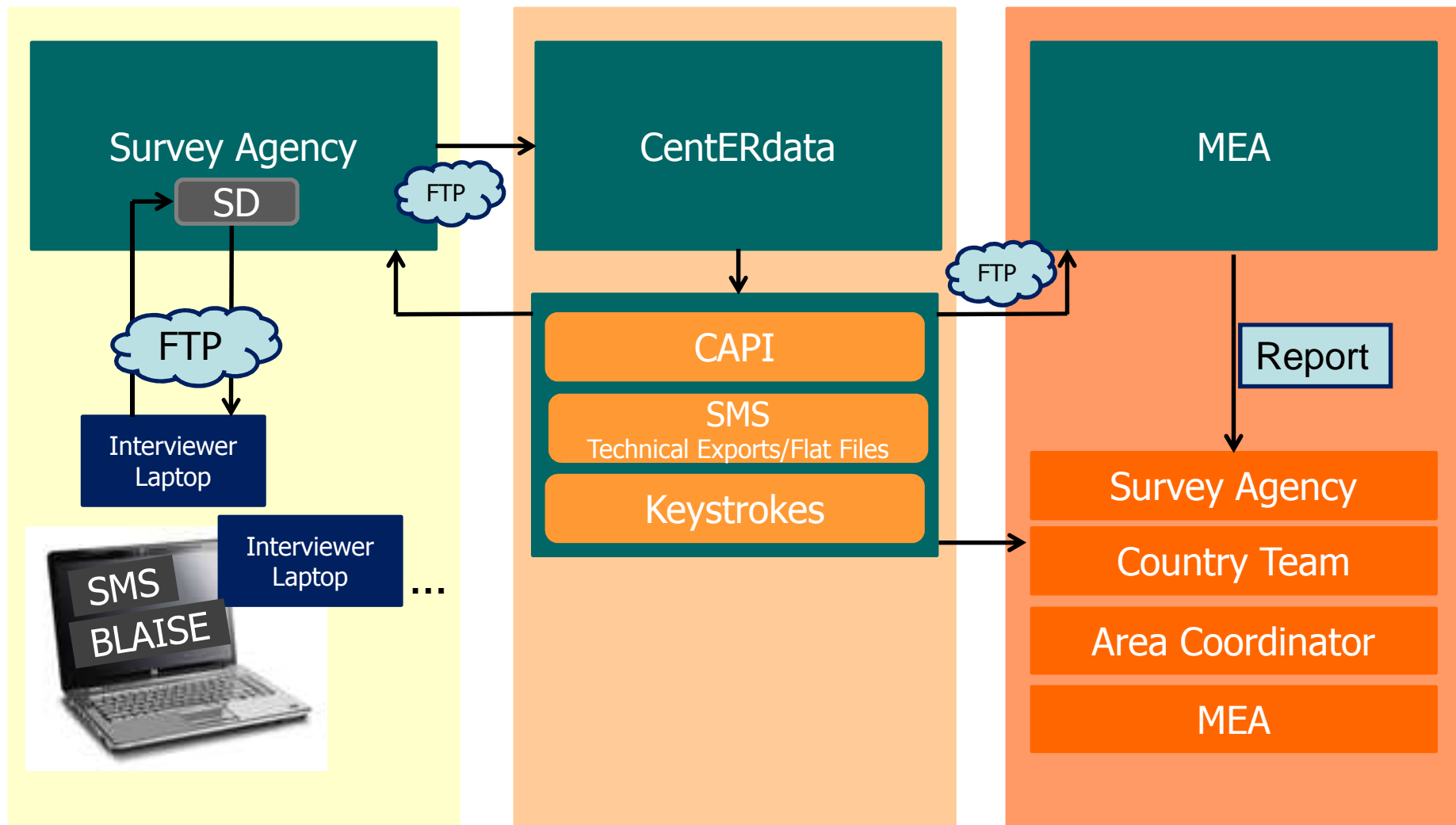
► Objectives:

“To build up and computerize a fieldwork monitoring system for cross-national surveys which can centrally manage their distributed fieldwork, helping to optimize response rates and data quality” (DOW-283646).

► Tasks and Deliverables:

1. D3.6: Design of a standardized SMS (June 2013)
2. Preparing paradata set (June 2013)
D3.7: Report on keystroke analysis (Dec 2014)
3. D3.8: Fieldwork monitoring application (Dec 2014)

Dataflow for Monitoring in SHARE



Tool: Standardized SMS

- ▶ Goal: Having a transportable, standardized Sample Management System (SMS)
- ▶ Starting Point: SHARE's SMS (programmed by CentERdata)
- ▶ Steps:
 1. Adapting SHARE's SMS for the ESS and other surveys
 - Requirement Needs Survey: Input from survey agencies/country teams
 - Requirements from a coordination point of view
 2. Input from other decentralized, cross-national surveys
 3. Demo: „How an SMS app might look like“

SHARE's SMS

Tasks:

- Manage fieldwork and sample
- Document contact attempts
- Assign eligibility
- Conduct coverscreen
- Start CAPI-interviews

A screenshot of the SHARE SMS login window. It features the SHARE logo at the top left, followed by the text 'Survey of Health, Ageing and Retirement in Europe' and '50+ in Europe'. Below the logo, there are two input fields: 'Username' and 'Password'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

User:

- Interviewer, installed on laptop
- Need training (at TTT and NTS)

Benefits:

- Data on fieldwork is available *during* fieldwork
- Fieldwork procedure is comparable across all SHARE-countries

Requirement Needs Survey

- ▶ Topics:
 - ▶ Agency procedures: field force, current system of sample management, training
 - ▶ Technical requirements: availability of equipment (laptop/tablets/smartphones), technical expertise
 - ▶ Monitoring: quality checks, procedures
 - ▶ Perspective of the country teams

- ▶ Coordination point of view:
 - ▶ Standardization vs. decentralized autonomy
 - ▶ Data collection mode: electronically

SMS on a tablet advice

- ▶ Draft Demo: SMS app programmed by CentERdata

- ▶ <http://cdata3.uvt.nl/crs>

- ▶ One ESS-country already uses an app for contact protocols (Spain)



For discussion later:

What are your experiences on sample management tools in decentralized surveys?



Data: Paradata set

	Type of paradata	Concepts/Variables	Release
<i>SHARE</i>	Keystrokes & time stamps	Length of interview/module/item Times of changing an answer	No
	Call records (<i>from SMS</i>)	For each contact attempts/Contact -mode, date, time -result Reason for refusal	No
	Neighborhood information (<i>interviewer observation</i>)	building type, size of city, stairs to entrance Presence of children, evidence for disability, intercom	Most

Source: Stoop et al. 2010

Data: Paradata set

	Type of paradata	Concepts/Variables	Release
ESS	Time stamps	Length of interview	Partial
	Call records (<i>contact protocols</i>)	For each contact attempts/Contact -mode, date, time -result Reason for refusal, age and gender for each refusing person	Yes
	Neighborhood information (<i>interviewer observation</i>)	NUTS, vandalism, littering, building type, physical state of building)	Yes

Monitoring: Components

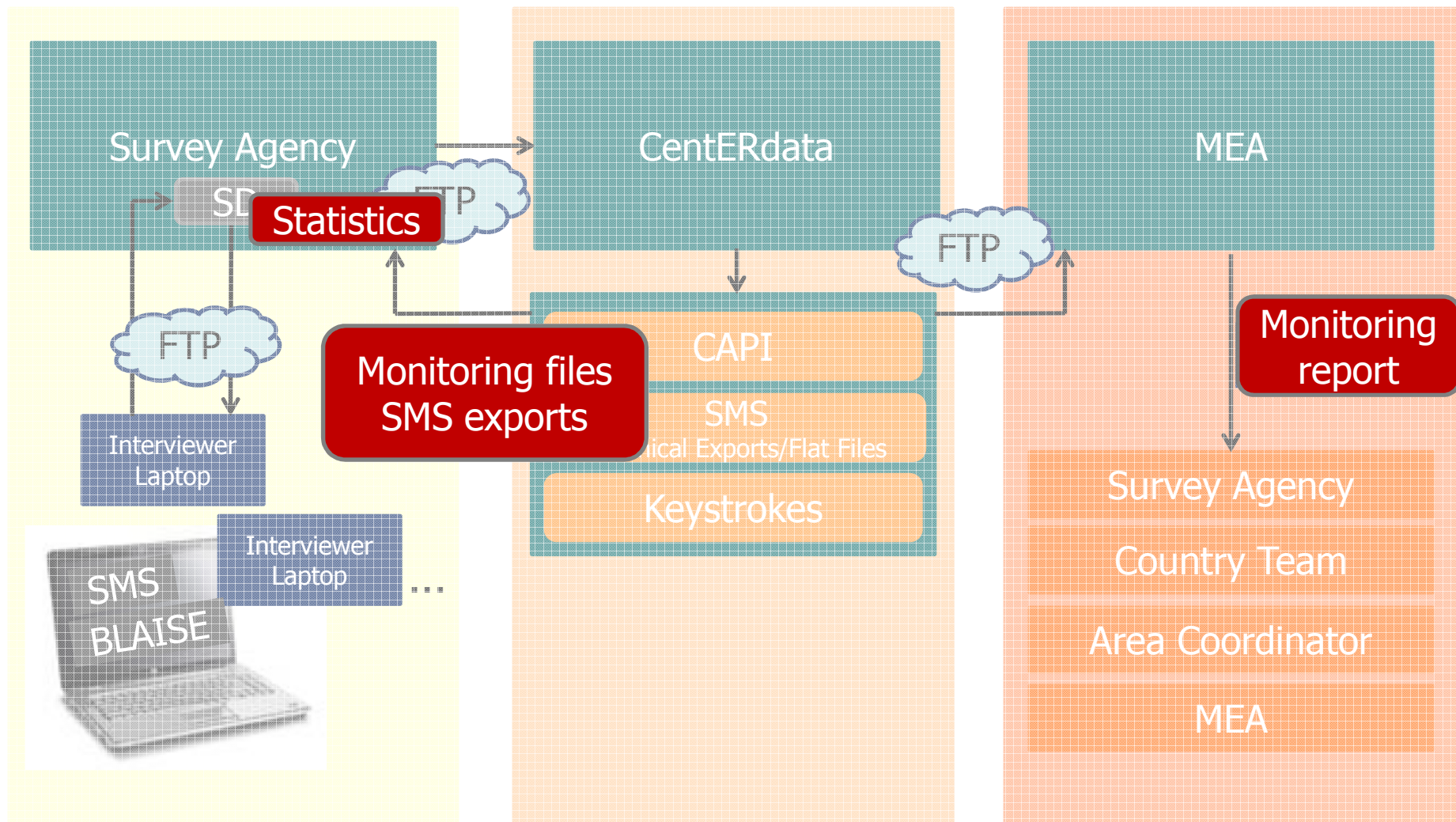
- ▶ **SHARE:**

- ▶ Biweekly monitoring reports based on paradata (send to survey agencies, country teams, area coordinators)
- ▶ Final compliance profiles
- ▶ Quality checks (by core team, country teams and survey agencies)

- ▶ **ESS:**

- ▶ Country teams monitor and report to assigned core team member on a (bi-)weekly basis, they report to Sally
- ▶ Projection of fieldwork based on completed interviews
- ▶ Internal quality checks by core team

Monitoring Output in SHARE



What MEA reports

- ▶ MEA gives a report on fieldwork progress every other week
- ▶ Separate figures for panel & refreshment sample
- ▶ Separate figures for HH & individual level
- ▶ Total numbers & ratios:
 - ▶ Contact attempts
 - ▶ Contacts
 - ▶ Cooperation
 - ▶ Refusals
 - ▶ Response/Retention

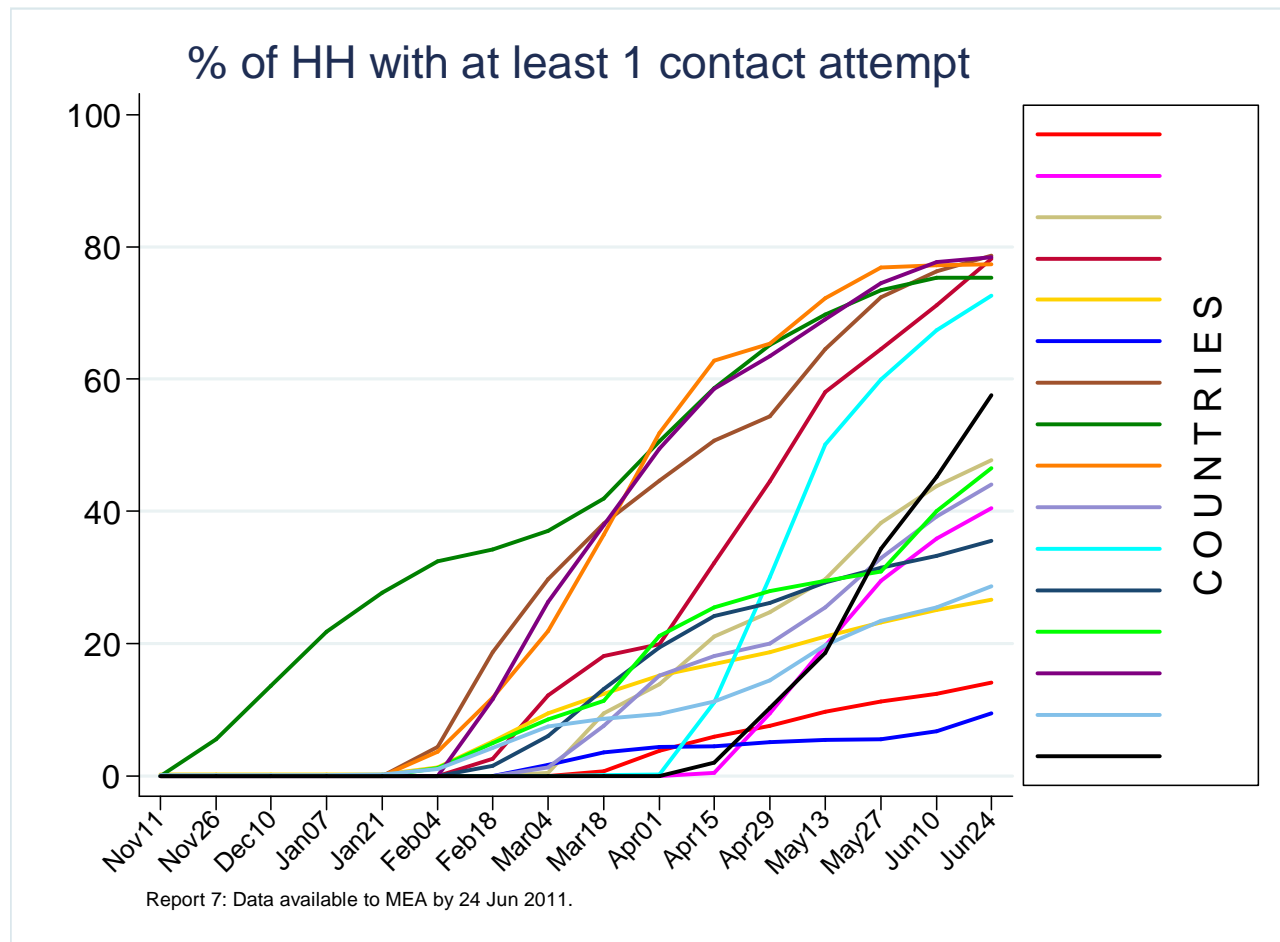
System output

- ▶ “Statistics” tab and export (in SD at survey agency)
 - ▶ Gives (final) *household state* of assigned hh / interviewer
 - ▶ Gives latest individual event codes of detected respondents in assigned hh / interviewer

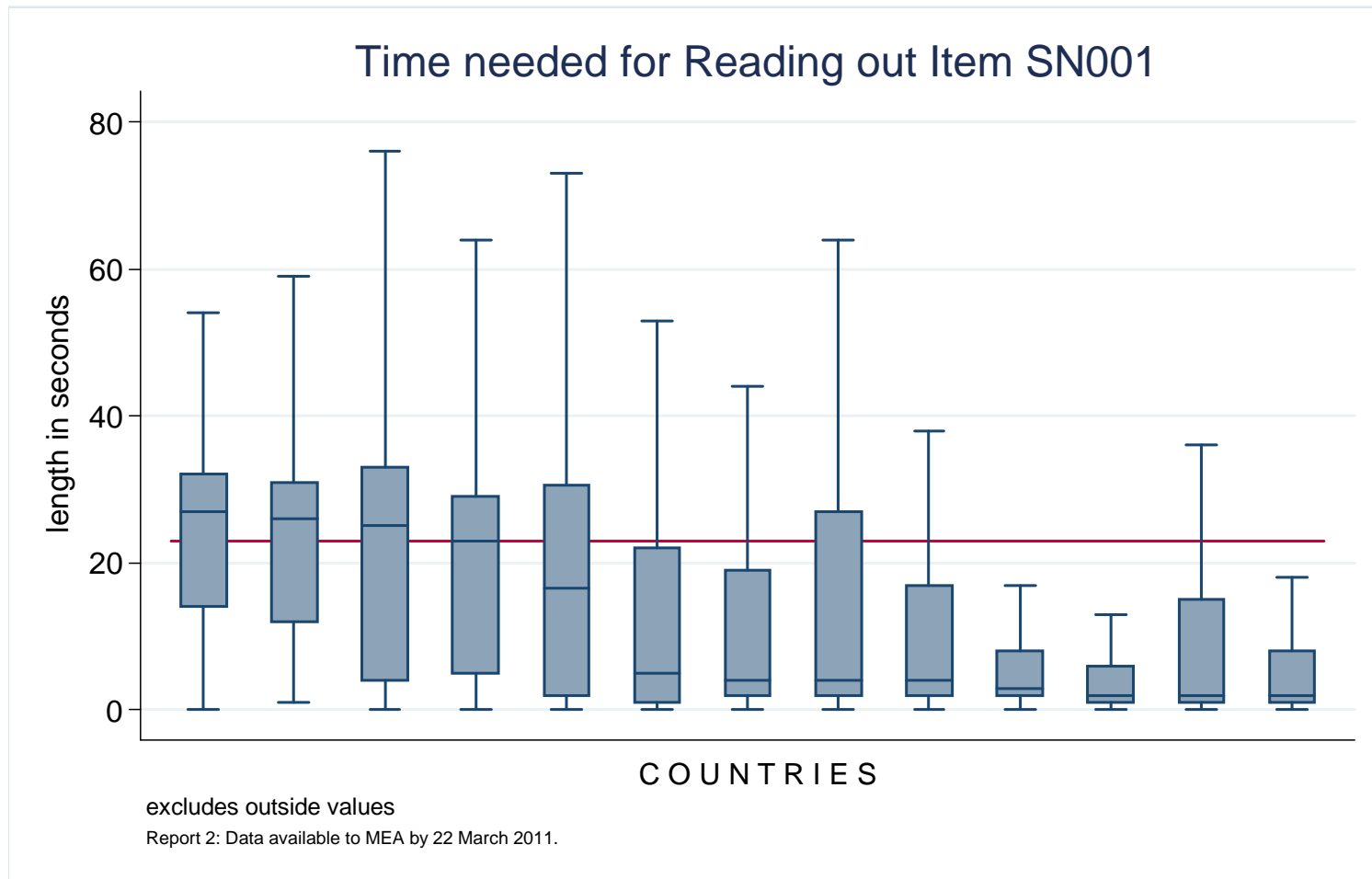
- ▶ Monitoring files provided by Centerdata
 - ▶ Additional info on interviewer performance

- ▶ SMS exports (excel sheets)
 - ▶ Contains all information loaded into / updated by / generated by SMS / SD
 - ▶ Basis for monitoring reports by MEA

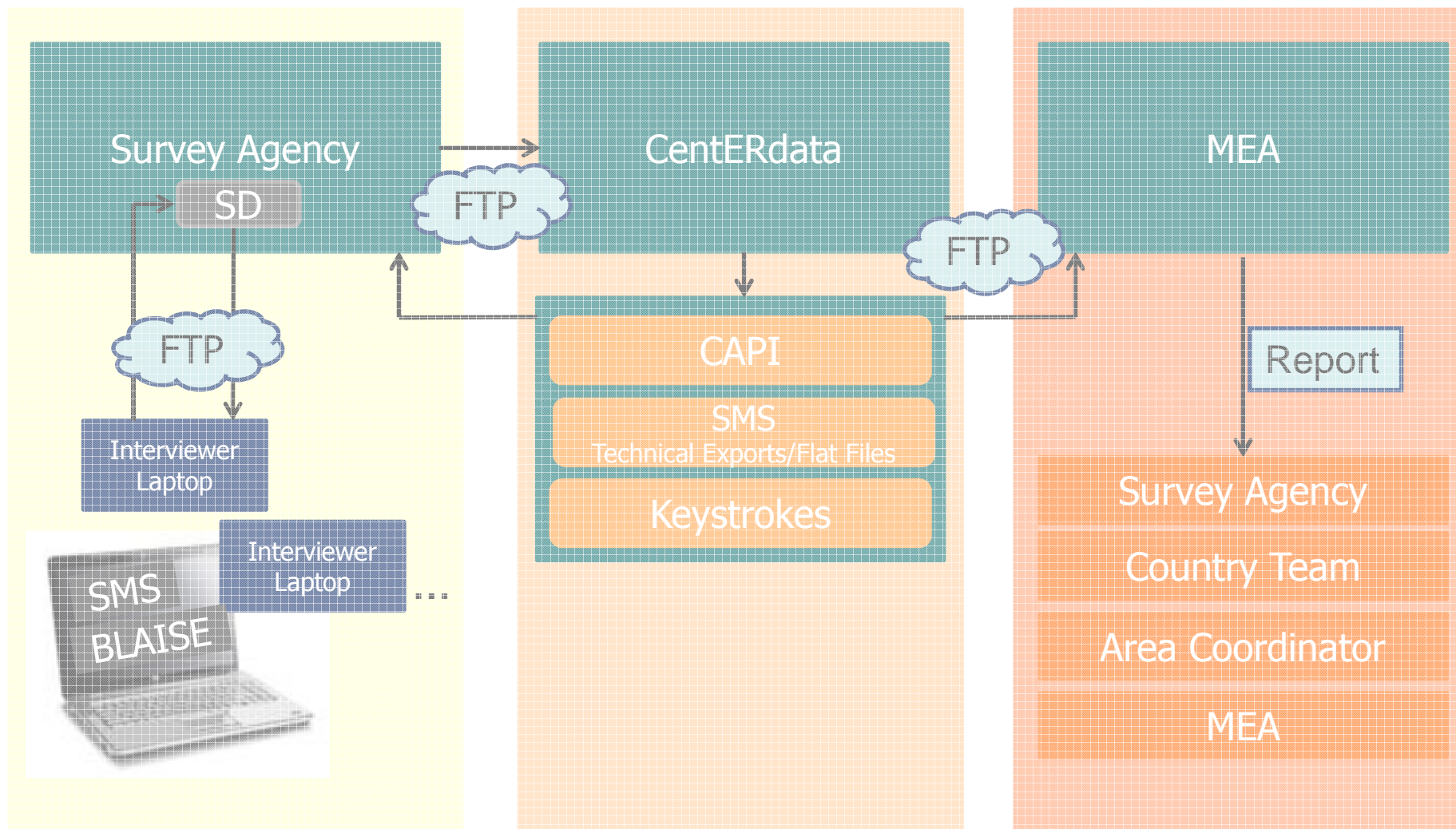
Example 1 (Source: SMS)



Example 2 (Source: keystrokes)



Questions and Comments



References

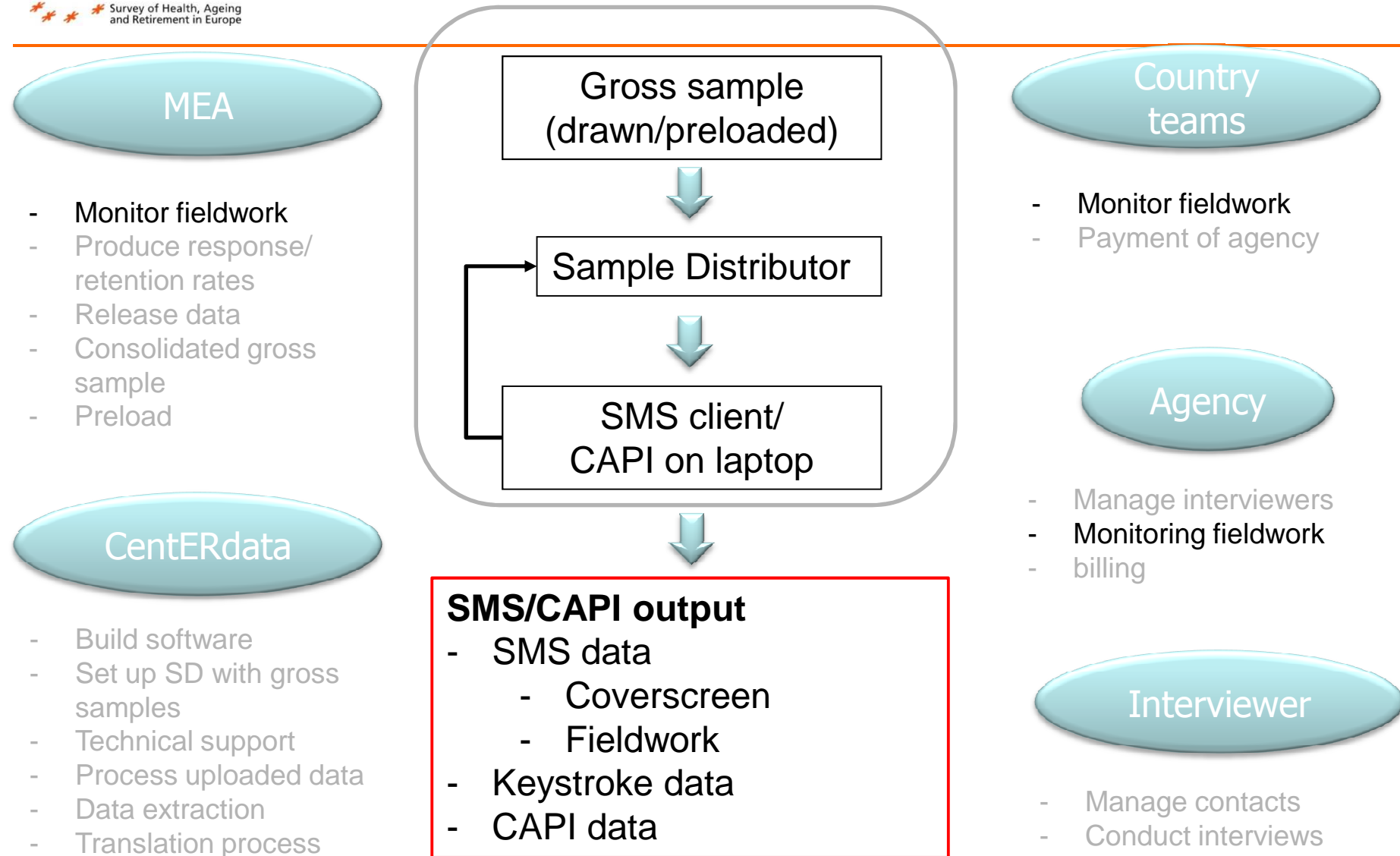
- ▶ Stoop, Ineke, Hideko Matsuo, Achim Koch and Jaak Billiet (2010): Paradata in the European Social Survey: Studying Nonresponse and Adjusting for Bias. *Section on Survey Research Methods – JSM 2010*, p.407-421.

APPENDIX

SHARE's Data Output and how it is used for Fieldwork Monitoring

Monitoring SHARE

Data Sources	
MEA: <ul style="list-style-type: none"> • Biweekly reports • Final report on fieldwork • Interested in country level 	<ul style="list-style-type: none"> • SMS Files • Monitoring Files (from CentERdata) • Keystrokes
Country Team: <ul style="list-style-type: none"> • Quality checks (surveillance of SA) 	
Survey Agencies (SA): <ul style="list-style-type: none"> • Quality checks on interviewers (mostly personal contact by phone and email) • Interested in interviewer level 	<ul style="list-style-type: none"> • Monitoring Files (from CentERdata) • SMS Files (some) • Keystrokes (some)



SMS data

Household level file

- Panel/refresher HH
- Screening Information
- Coverscreen
- Area Information

Respondent level file

- Demographics
- Eligibility
- Info on CAPI-interview
- Info from Coverscreen

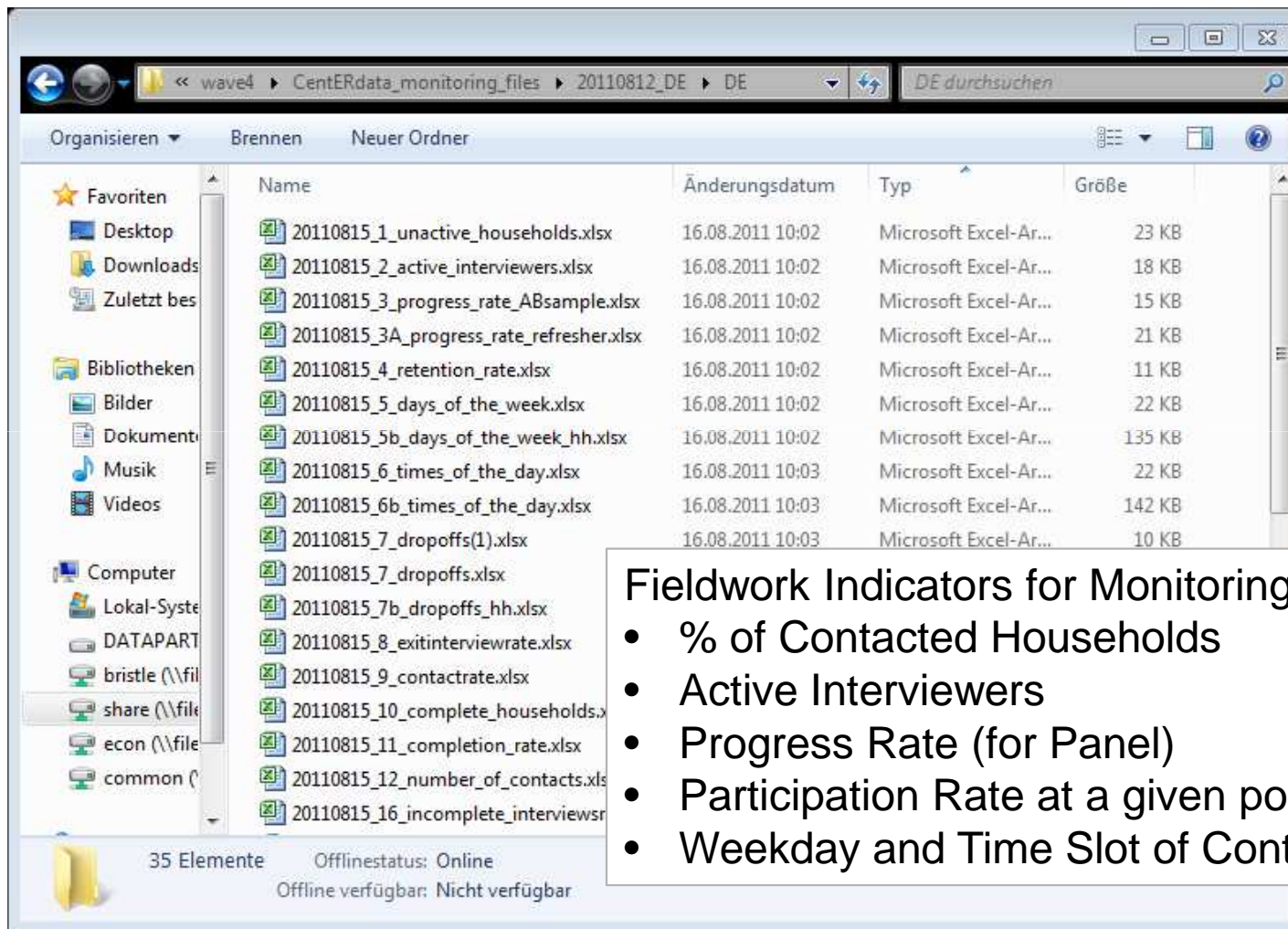


- Contact Information
- Participation in previous
- Event Codes (Intw. Com Refusal, etc.)
- Interviewer Identification

Calculations for Monitoring:

- Completed Interviews
- Refusal Analysis
- All Monitoring Files from CentERdata

Monitoring Files (from CentERdata)



Name	Änderungsdatum	Typ	Größe
20110815_1_unactive_households.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	23 KB
20110815_2_active_interviewers.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	18 KB
20110815_3_progress_rate_ABsample.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	15 KB
20110815_3A_progress_rate_refresher.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	21 KB
20110815_4_retention_rate.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	11 KB
20110815_5_days_of_the_week.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	22 KB
20110815_5b_days_of_the_week_hh.xlsx	16.08.2011 10:02	Microsoft Excel-Ar...	135 KB
20110815_6_times_of_the_day.xlsx	16.08.2011 10:03	Microsoft Excel-Ar...	22 KB
20110815_6b_times_of_the_day.xlsx	16.08.2011 10:03	Microsoft Excel-Ar...	142 KB
20110815_7_dropoffs(1).xlsx	16.08.2011 10:03	Microsoft Excel-Ar...	10 KB
20110815_7_dropoffs.xlsx			
20110815_7b_dropoffs_hh.xlsx			
20110815_8_exitinterviewrate.xlsx			
20110815_9_contactrate.xlsx			
20110815_10_complete_households.x			
20110815_11_completion_rate.xlsx			
20110815_12_number_of_contacts.xlsx			
20110815_16_incomplete_interviewsr			

35 Elemente Offlinestatus: Online
Offline verfügbar: Nicht verfügbar

Fieldwork Indicators for Monitoring at MEA:

- % of Contacted Households
- Active Interviewers
- Progress Rate (for Panel)
- Participation Rate at a given point in time
- Weekday and Time Slot of Contact

Keystroke data

Data Editor (Browse) - [keystrokes.dta]

File Edit Data Tools

pidcom[143] DE-200848-01

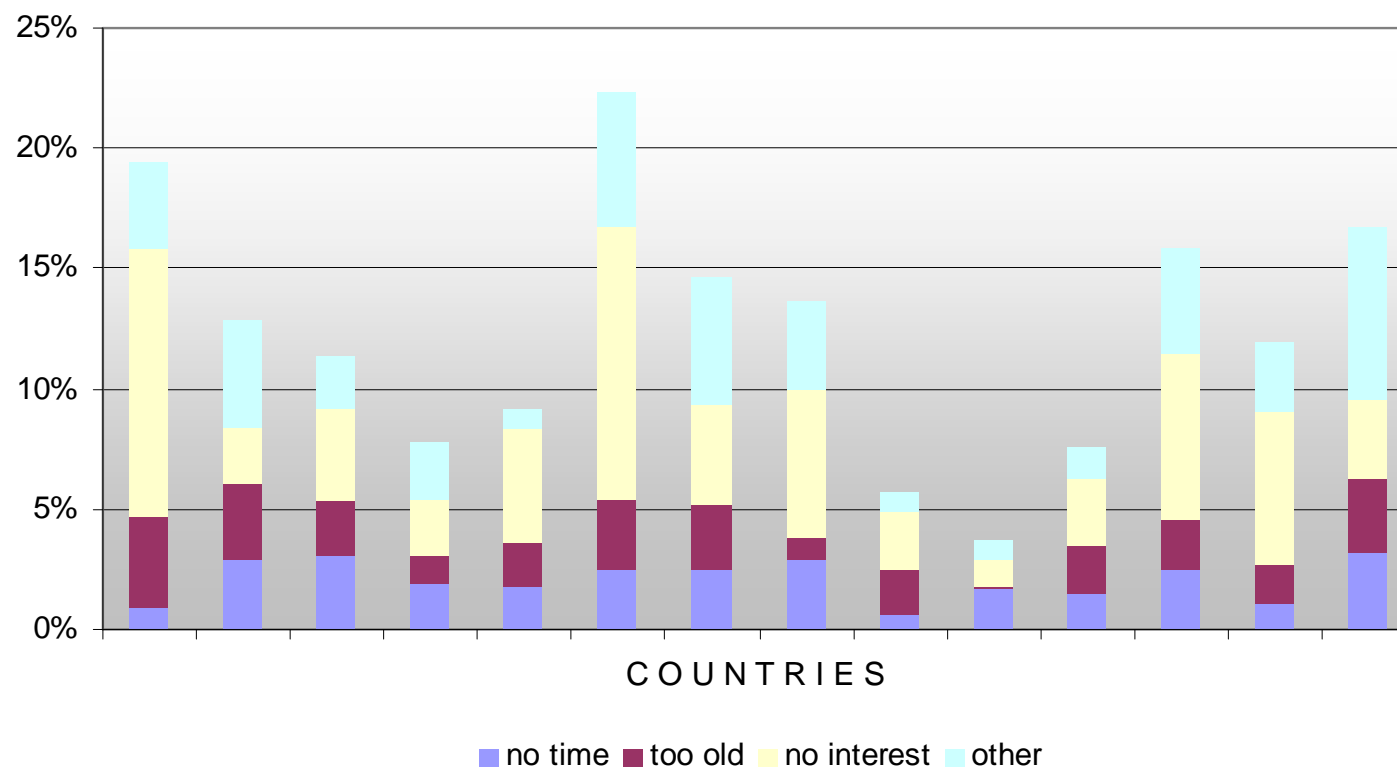
	pidcom	field	secfield
139	DE-200848-01	Sec_AC.AC015_OutofContr	11
140	DE-200848-01	Sec_GS.GS014_RestArm	3
141	DE-200848-01	Sec_DN1.Demographics.DN019_WidowedSinceWhen	12
142	DE-200848-01	Sec_BR.BR002_StillSmoking	8
143	DE-200848-01	Sec_SN.SN001_Introduction	84
144	DE-200848-01	Sec_AC.AC022_BackHapp	17
145	DE-200848-01	Sec_IV.IV011_NumberFloorsBldg	9
146	DE-200848-01	Sec_IV.IV012_StepstoEntrance	5
147	DE-200848-01	Sec_PH.Health_B2.PH048_HeADLa[1]	162
148	DE-200848-01	Sec_AS.AS054_OweMonAny[1]	19
149	DE-200848-01	Sec_SN.SocialNetworkInfo[1].SN007_NetworkContact	298
150	DE-200848-01	Sec_MH.MH018_DepressionEver	87
151	DE-200848-01	Sec_EX.EX024_Outro2	51
152	DE-200848-01	Sec_FT.FT009_RecFiGift250	9
153	DE-200848-01	Sec_CO.CO017_TotAdwLivingMonth	50
154	DE-200848-01	Sec_SN.SocialNetwork	
155	DE-200848-01		
156	DE-200848-01		
157	DE-200848-01		
158	DE-200848-01		
159	DE-200848-01	Sec_SP.He1	
160	DE-200848-01		
161	DE-200848-01	Sec_CF.CF007_Learn1Intro	81
162	DE-200848-01	Sec_AC.AC016_LeftOut	7

Calculations for Monitoring at MEA:

- Length of interview/module/item
- Quality check on reading out items

Example monitoring mea with sms files

Refusals



Source: MEA Monitoring report for May 15, 2009.