

QUESTIONNAIRE final version

MIMOD project

Grant Agreement N. – 07112.2017.010-2017.786

Questionnaire on the use of mixed-mode in ESS social surveys

This questionnaire concerns the state of the art on the use of mixed-mode designs, mobile devices and management systems for the social surveys conducted in the ESS.

As known, the increasing availability of the Internet as well as the widespread use of smartphones and tablets brings new opportunities as well as new challenges to the European NSIs. Despite the wide literature on the topic, there is still a need to streamline the theoretical findings as well as the good practices and experiences that NSIs are experimenting in their path to the modernization of official statistics.

Considered the great general interest, Eurostat has recently awarded a multi-beneficiary grant 'Mixed-Mode Designs in social surveys' (MIMOD) which aims at creating a consolidated platform for knowledge and experience sharing at the EU level.

The survey investigates several aspects related to data collection designs both from a technical and methodological point of view. Therefore, it might be necessary to involve different sectors of your organization. For this reason, each NSI has designated a contact person in charge of addressing the questionnaire sections to the right people within the organization. The questionnaire is structured as follows.

Structure of the questionnaire

- Section 1: Data collection strategies
- Section 2: Questionnaire design
- Section 3: Use of smartphone and tablets
- Section 4: Methodologies to deal with mode effects
- Section 5: Case Management Systems

Your answers to the questionnaire are of the utmost importance to the project objectives.

We thank you very much for your kind cooperation and we remain at your disposal for any clarifications you might need. For further information, please send an email to Marina Signore, project coordinator, marina.signore@istat.it.

SECTION 1: DATA COLLECTION STRATEGIES

The questionnaire **focuses on mixed-mode surveys**. The term mixed-mode is used to identify the combined use of different data collection modes to administer the same survey questionnaire to all sample units.

It **will NOT consider multi-mode surveys** where different data collection modes are used to administer different sections of the survey questionnaire to the same sample unit.

An example of a multi-mode survey is the Household Budget Survey (HBS) that in some countries uses the following multi-mode approach for each sampled household: i) Self-recording (e.g. PAP mode) for consumption expenditures (diary) and ii) Personal interview (e.g. CAPI mode) to collect general information on the household and data on infrequent expenditures, saving, income.

1. Which data collection modes and data sources are you currently using for the following surveys? Please **consider** the last survey occasion or surveys that are in the field or are ready to go into the field; **do not consider** experiments, tests, pilots, etc..

Please do not check "Registers" if they are used only as sampling frames

Check any that apply

	CATI	CAPI	PAP/ PAPI	CAWI regardless of device	Registers	Other sources (i.e. big data, web scraping, gps, apps, etc)	Not applicable (because the survey is multi- mode)
LFS Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LFS Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Acronyms refer to the following surveys

- Labour Force Survey (LFS)
- Survey on Income and Living Conditions (EU-SILC)
- European Health Interview Survey (EHIS)
- Adult Education Survey (AES)
- Survey on Information and Communication Technology (ICT)
- Household Budget Survey (HBS)
- Harmonised European Time Use Survey/ (HETUS)/(TUS)

For the electronic questionnaire for Q.1: Error message in case no answer is provided or Not suitable is checked together with other answer categories:

Please check your answers: some answers might be missing or you might have checked not applicable together with some other answer categories

2. Are there any other relevant social surveys using mixed-mode that you would like to report on? (Maximum 3 surveys).

If no other relevant surveys , please leave the question unanswered

Survey_1 | _____|

Survey_2 | _____|

Survey_3 | _____|

(If at least one answer in Q.2)

3. Please indicate which data collection modes and data sources are you using for the above mentioned survey(s).

Please do not check "Registers" if they are used only as sampling frames

Check any that apply

(For the electronic questionnaire: surveys mentioned in Q.2 will be reported in the rows of Q.3)

	CATI	CAPI	PAP/ PAPI	CAWI regardless of device	Registers	Other sources (i.e. big data, web scraping, apps, gps, etc)
Survey_1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey_2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Survey_3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For the electronic questionnaire for Q.3: Error message in case no answer is provided or Not suitable is checked together with other answer categories:

Please check your answers: some answers might be missing or you might have checked not applicable together with some other answer categories

To all

4. Has the use of web mode in social surveys increased, decreased or remained unchanged compared to five years ago?

1. Increased
2. Remained unchanged
3. Decreased

(Only if "Increased" in Q.4)

5. The use of web mode has increased:

1. as a single mode
2. as a component of mixed-mode
3. both as a single and as a component of mixed-mode

(Only if Q.4 is not blank)

6. Please specify the reasons why the use of web mode in social surveys has increased, decreased or remained unchanged.

Check any that apply

1. To reduce field costs
2. To improve survey coverage
3. Because of Internet coverage
4. Because of tablets and smartphone coverage
5. To reduce the complexity of surveys organization
6. In order not to change time series
7. Because of negative experiences with web surveys
8. Other reasons, specify

(Only if Other in Q.6)

6_Other. Please specify other reasons | _____|

To all

7. Do more social surveys offer mixed-modes, compared to five years ago?

1. Yes
2. No, mixed-modes remained unchanged
3. No, mixed-modes decreased

(Only if Q.7 is not blank)

8. Please add any additional comments to specify the reasons why mixed-modes has increased, decreased or remained unchanged

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(Only if more than one data collection mode in Q.1 or Q.3)

9. Do you use sequential or concurrent mixed-mode designs or both?

Definitions:

- **Sequential mixed-mode design:** different data collection modes are in the field at different periods of time. A data collection mode is used for all sample units at first; after a pre-established period of time it is followed by a different mode for non-respondents to the first mode.
- **Concurrent mixed-mode design:** different data collection modes are in the field at the same time. Modes can be assigned in advance to sub-groups of sample units or sample units can choose the mode they prefer.
- **Partly sequential and partly concurrent mixed-mode design:** both designs are used. Therefore for a certain time period it is possible to use just one mode while afterwards more modes are allowed. For example, respondents are first invited to a web survey; non-respondents may then either go to CATI or CAPI or CAWI.

	Sequential mixed-mode	Concurrent mixed-mode	Partly sequential, partly concurrent
LFS Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LFS Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EHIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Only if sequential or partly sequential in Q.9)

10. For your sequential or partly sequential mixed-mode designs, do you use the same sequence of modes for all sample units or are different mode sequences used for different sample subgroups?

	Same sequence for all sample units	Different sequences for different sample subgroups
LFS Wave 1	<input type="checkbox"/>	<input type="checkbox"/>
LFS Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 1	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>

HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>

(Only if “Same sequence for all sample units ” in Q.10)

11. Would you please indicate the sequence of modes for those surveys using the same sequence? Please specify which mode is the first, the second, the third etc.?

Indicate by 1= first mode, 2= second mode 3= third mode etc.,

For the electronic questionnaire: It has to be possible to give the same number to different modes

	CATI	CAPI	PAP/ PAPI	CAWI regardless of device
LFS Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LFS Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Only if “Different sequences for different subgroups” in Q.10)

12. Please specify the mode sequences used for different sample subgroups for each survey that uses this design as indicated above.

For example: Survey X: the sequence CAPI-CATI is assigned to sub-group A; the sequence CATI-CAPI is assigned to subgroup B.

(Only if more than one data collection mode in Q.1 or Q.3)

13. Please indicate whether respondents can or cannot choose the mode.

	Mode chosen by respondents		
	Yes	Yes, but only under certain conditions (e.g. for non-respondents or from response in previous waves)	No
LFS Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LFS Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Only if “Yes, but only under certain conditions” in Q.13)

14. Please specify under which conditions respondents can choose the mode

|_____|

(Only if at least one ‘No’ in Q.13)

15. Considering those surveys where modes are assigned to respondents, can you please indicate which auxiliary variables you use for mode assignment?

(For the electronic questionnaire: if code 8 is checked, then only one answer is possible in Q.15)

Check any that apply

1. Availability of land line numbers
2. Availability of mobile phone numbers
3. Availability of email addresses
4. Demographic variables
5. Propensity to the mode from previous wave/survey edition
6. Respondents’ preference from last wave (for multi-wave surveys)
7. Respondents’ response to key variables from last wave
8. No auxiliary variables are used
9. Other, specify

15_Other. Please specify other auxiliary variables |_____|

(In case more than one answers is checked in Q.15)

16. In case different surveys use different auxiliary variables, please specify which auxiliary variables are used for each survey

|_____|

(Only if more than one data collection mode in Q.1 or Q.3)

17. During data collection respondents might be switched from one mode to another. If you also follow this strategy, please indicate the factors generally used in your decision making process and their priorities.

1 is the highest priority, 2 the second highest priority, etc. Zero means 'factor not used'

If you need to specify other factors please indicate a number greater than 0 in 'Other'

If you do not follow this strategy please indicate a number greater than 0 in 'Other' and specify it.

	Factors	Priority
1.	To improve timeliness of data delivery	<input type="text"/>
2.	To respect time constraints (survey reference period)	<input type="text"/>
3.	To increase response rate	<input type="text"/>
4.	To increase coverage	<input type="text"/>
5.	To respect budget constraints	<input type="text"/>
6.	To further reduce costs given the budget constraints	<input type="text"/>
7.	According to respondents' preferences	<input type="text"/>
8.	Other, specify	<input type="text"/>

(If Other in Q.17)

17_Other. Please specify other reasons | _____ **|**

(Only if more than one data collection mode in Q.1 or Q.3)

18. Do you use a uniform communication strategy for all your mixed-mode social surveys, or do you have different communication strategies for different surveys? We refer to advance letters, invitations, reminders to non-respondents and to break offs, etc.

1. Uniform communication strategy
2. Different communication strategies >>> go to Q.21

Definition: Break-offs are partially completed questionnaires, that is when at least one question is answered.

UNIFORM COMMUNICATION STRATEGY

(If "Uniform communication strategy" in Q.18)

19. Which communication means do you use for your uniform communication strategy?

Check any that apply

	<i>Advance letter/ Invitation</i>	<i>Reminders to non-respondents</i>	<i>Reminders to break-off</i>
1. E-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Sms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Flyer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(If Other in Q.19)

19_ Other. Please specify other communication means | _____ |

(If “Uniform communication strategy” in Q.18)

20. Please describe the number and timing of each mean used for advance letter/invitations or reminders, providing details also for each data collection mode involved. Particularly, provide information on how web respondents are invited to participate and how web non-respondents and break-offs are followed up.

For example: Survey X: advance letter is sent one week before the web survey is open; first reminder is sent after 10 days.....

| _____ |

Please upload examples of advance letters used for invitation to web surveys

Skip to Q.23

DIFFERENT COMMUNICATION STRATEGIES

(If “Different communication strategies” in Q.18)

21. Please indicate which communication means you use for your tailor made communication strategies.

For the electronic questionnaire: multi-choices answers are requested in each cell

	Communication strategies		
	Advance/Invitation letter	Reminders to non-respondents	Reminders to break-off
LFS Wave 1	Drop down menu: <ul style="list-style-type: none"> • Emails • Sms • Paper letter • Card • Flyer • Other 	Drop down menu: <ul style="list-style-type: none"> • Emails • Sms • Paper letter • Card • Flyer • Other • Does not apply 	Drop down menu: <ul style="list-style-type: none"> • Emails • Sms • Paper letter • Card • Flyer • Other • Does not apply
LFS Wave 2 and subsequent ones	Drop down menu	Drop down menu	Drop down
EU-SILC Wave 1	Drop down menu	Drop down menu	Drop down
EU-SILC Wave 2 and subsequent ones	Drop down menu	Drop down menu	Drop down
EHIS	Drop down menu	Drop down menu	Drop down
AES	Drop down menu	Drop down menu	Drop down
ICT	Drop down menu	Drop down menu	Drop down
HBS	Drop down menu	Drop down menu	Drop down
HETUS/TUS	Drop down menu	Drop down menu	Drop down
Other relevant surveys (max 3)	Drop down menu	Drop down menu	Drop down

(If at least one 'Other' in Q.21)

21_Other. Please specify other communication means | _____ |

(If "Different communication strategies" in Q.18)

22. Please describe the number and timing of each mean used for advance letter/invitations or reminders, providing details also for each data collection mode involved. Particularly, provide information on how web respondents are invited to participate and how web non-respondents and break-offs are followed up.

Please upload examples of advance letters used for invitation to web surveys

In the following table, textual sentences can be inserted.

	Description of information strategies
LFS Wave 1	_____
LFS Wave 2 and subsequent ones	_____
EU-SILC Wave 1	_____
EU-SILC Wave 2 and subsequent ones	_____
EHIS	_____
AES	_____
ICT	_____
HBS	_____
HETUS/TUS	_____
Other relevant surveys (max 3)	_____

(Only if more than one data collection mode in Q.1 or Q.3 or if Q.18 is not blank)

23. Are there any specific reasons why you are using or not using some types of communication means? Could you also describe any good practices you experienced or any failures you faced using certain types of communication means?

Examples: sms are not used when the use of smartphones is discouraged. Or sms are used because the survey is smartphone designed. Or sms are used because they are a good means to contact young people

(Only if more than one data collection mode in Q.1 or Q.3)

24. Do you give incentives to respondents?

	Yes	No
LFS Wave 1	<input type="checkbox"/>	<input type="checkbox"/>
LFS Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 1	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC Wave 2 and subsequent ones	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>

(Only if at least one yes in Q.24)

24bis. Please provide more details on incentives, for example if they are given unconditionally or only to those who complete the questionnaire, the type of incentives (money, lottery, gifts,...), etc.)

|_____|

(Only mixed-mode data collection **that include CAWI** in Q.1 or Q.3)

Below are a few questions about the management of break-offs in your mixed-mode surveys. We are interested in mixed-mode strategies that include the web mode.

Definition: Break-offs are partially completed questionnaires, that is when at least one question is answered.

25. When the mode changes during data collection, how are the break-offs managed? E.g. Can respondents continue where they broke off or do they have to start from the beginning?

Please consider only break-offs where missing values cannot be imputed.

Check any that apply

1. Continue their partially completed questionnaire
2. Start from the beginning

(If "Start from the beginning" in Q.25)

26. Why do they have to start from the beginning?

Check any that apply

1. Legal problems (e.g. privacy)
2. Organizational problems (e.g. survey outsourced)
3. Technical limitations (software, CMS, etc.)
4. Methodological reasons
5. Other, specify

26_Other. Please specify other reasons

|_____|

(Only mixed-mode data collection **that include CAWI** in Q.1 or Q.3)

27. Considering web surveys, when would you say that the majority of break-offs happens?

1. At the first question(s)
2. In the middle of the questionnaire
3. Almost at the end of the questionnaire
4. Data not available on this topic

(Only if more than one data collection mode in Q.1 or Q.3)

28. Please describe the major advantages and disadvantages of your mixed data collection strategies over the past five years

|_____|

(Only if more than one data collection mode in Q.1 or Q.3)

29. In order to be able to report on ‘good practices’ and ‘practices to be avoided’ when adopting a mixed-mode data collection strategy in social surveys, could you please inform us of any success and failure experiences you had when implementing mixed-mode data collection?

|_____|

(For any survey mentioned in Q.1 or in Q.3)

30. Do you think that [survey name] is in principle suitable for web data collection in your country?

1. Yes >> go to Q.31
2. No

(If “No” in Q.30)

30_Other. Please specify the reasons why [survey name] is not suitable for web data collection.

|_____|

(Only if more than one data collection mode in Q.1 or Q.3)

ADAPTIVE/RESPONSIVE DESIGNS

Over the last ten years, there has been an increasing interest in so-called adaptive and responsive survey designs. These designs differentiate effort in data collection to different sample units based on available frame data, administrative data and/or paradata recorded during the survey. As an example: only some non-respondents to a web survey are targeted for follow-up in CAPI, based on age or on web break-off. This differentiation may be linked to survey modes, but also to other design features, such as timing and number of calls and visits, use of incentives, etc.

Here, we are interested in adaptation using different mode (follow-up) strategies.

31. Do you apply adaptive/responsive survey design in mode strategies to any of your ESS surveys?

1. Yes
2. No >> go to next section
3. Not sure >> go to next section

(Only if “Yes” in Q.31)

32. Could you please provide us the contact details of the person, including yourself, we can ask for more details?

NAME: |_____|

E-MAIL: |_____|

We will contact this person by email to set an appointment for a telephone conversation.

(Only mixed-mode data collection **that include CAWI** in Q.1 or Q.3)

SECTION 2: QUESTIONNAIRE DESIGN

This section contains questions about your questionnaire design strategies that refer to mixed-mode surveys that include CAWI.

Please **do not consider** questionnaire **adaptations** made specifically for **smartphones**. Smartphone adaptations will be treated in Section 3.

33. In mixed-mode surveys, there can be, for various reasons, differences between the questionnaires in the different modes. Do your mixed-mode questionnaires differ between modes on any of the following points?

	Yes	No
Questionnaire structure	<input type="checkbox"/>	<input type="checkbox"/>
Number of questions	<input type="checkbox"/>	<input type="checkbox"/>
Error and consistency checks	<input type="checkbox"/>	<input type="checkbox"/>
Don't know options	<input type="checkbox"/>	<input type="checkbox"/>
Permission of item nonresponses	<input type="checkbox"/>	<input type="checkbox"/>
Question wording	<input type="checkbox"/>	<input type="checkbox"/>
Number/wording of answer categories	<input type="checkbox"/>	<input type="checkbox"/>
Placement/wording of instructions	<input type="checkbox"/>	<input type="checkbox"/>

(Each item to be displayed only if "Yes" answer to corresponding item in Q.33)

34. To what extent do the [name of survey] questionnaires used in the different modes now differ?

	large	some	small	Not at all
Questionnaire structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Error and consistency checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permission of item nonresponses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Each item to be displayed only if “Yes’ answer to corresponding item in Q.33)

35. To what extent do the [name of survey] individual questions in the different questionnaires now differ?

	Many questions	Some questions	No questions
Question wording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answer category wording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of answer categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Placement of instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wording of instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36. If you have any documentation of important differences, or of mixed-mode questionnaire adaption processes, please upload such documentation here.

E.g. screenshots, documentation from user testing or descriptions of differences.

(Only mixed-mode data collection **that include CAWI** in Q.1 or Q.3)

SECTION 3: USE OF SMARTPHONE

37. To what extent have web questionnaires been adapted to smartphones?

	Profoundly adapted	Slightly adapted	Not adapted, but usable	Smartphones are blocked
LFS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For electronic questionnaire: If “Not adapted, but usable” go to Q.43; If “Smartphones are blocked” go to Q.44

(If “Profoundly adapted” or “Slightly adapted” in Q.37)

38. To what extent did you adjust the following aspects of the [name of survey] questionnaire to smartphones?

	Major Adjustments	Slight Adjustments	No Adjustments
Questionnaire structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Error and consistency checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Question wording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permission of item nonresponses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length (e.g. splitting into waves)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Navigation tools (paging, scrolling etc., tree etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional filter questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(If “Profoundly adapted” or “Slightly adapted” in Q.37)

39. For how many questions did you adjust the following aspects of the [name of survey] questionnaire for smartphones?

	Many questions	Some questions	No questions
Answer category wording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of answer categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Placement of instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wording of instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, specify			

39_Other. Please specify which other aspects have been adjusted

|_____|

(If "Profoundly adapted" or "Slightly adapted" in Q.37)

40. When you designed your web questionnaire for [name of survey], did you design it for smartphones or for PC?

1. Smartphone
2. PC but adjusted for smartphone
3. Only for PC

(If at least one "PC but adjusted for smartphone" or "Only for PC" in Q.40)

41. For what reason(s) did you design web questionnaire(s) for PC first? Please refer to [name of survey1, name of survey 2....]

Check any that apply

1. Smartphone style sheets have not yet been developed
2. The web questionnaire works well on smartphone
3. Other (please specify)

(If Other in Q.41)

41_Other . Please specify other reason(s).

|_____|

(If at least one "PC but adjusted for smartphone" or "Only for PC" in Q.40)

42. How do you manage the use of smartphones by respondents?

Please refer to [name of survey1, name of survey 2....]

Check any that apply

(For the electronic questionnaire: if codes 3 or 4 are checked, then only one answer is possible in Q.42)

1. Discourage it in the advance letter
2. Block the possibility of smartphone access
3. No measure are considered because smartphones penetration is too low to be considered
4. No measures are taken
5. Other measures, specify

(If Other in Q.42)

42_Other . Please specify other measures.

|_____|

(If “Profoundly adapted” or “Slightly adapted” or “Not adapted, but usable” in Q.37)

43. Is your office currently working on (or implementing) any apps for social surveys?

1. Yes
2. No

(If “Yes” in Q.43)

43_Other. For which surveys?

|_____|

(Only mixed-mode data collection **that include CAWI** in Q.1 or Q.3)

44. Is pre-testing done for multiple devices and for multiple browsers?

1. Yes, for multiple devices
2. Yes, for multiple browsers
3. Yes, for both
4. No

(Only mixed-mode data collection **that include CAWI** in Q.1 or Q.3)

45. Based on your experience, which have been/are the pros and cons when using smartphones?

Please consider also experiences in experiments and pilots

|_____|

(To all)

SECTION 4: METHODOLOGIES TO DEAL WITH MODE EFFECTS

This part of the questionnaire investigates the activities and methods which have been used in recent years **to assess and/or adjust for mode effects** (selection and measurement effects, nonresponse bias, etc.) due to mixed-mode data collection.

With the expression **assessment of mode effects** we mean all kind of activities (i.e. analysis of the questionnaire, re-interview, pilot survey, etc.) aiming at evaluating the presence and the causes of mode effects.

With the expression **adjustment for mode effects** we mean the use of specific estimation methods aiming at reducing the estimate bias due to the use of different data collection methods. Please refer to all social surveys (including pilot surveys, experiments and tests) conducted in your organization.

In the questionnaire, it will be asked to supply methodological reports (links/upload).

It is recommended that a methodologist fills out this section.

46. Has your organisation conducted any activity to assess mode effects for any social survey in recent years?

Check any that apply

1. Pre-tests, experiments on sensitive or core questions
2. Pre-tests, experiments on split sample approach
3. Pre-tests, experiments on questionnaire design
4. Pre-tests, experiments on the use of different devices (smartphones, tablets, apps, ...)
5. Other types of pre-tests and/or experiments
6. Pilot surveys
7. Re-interview studies
8. Previous and new data collection strategies running simultaneously (independent sampling)
9. Subsampling of groups receiving different data collection strategies (e.g. control group)
10. Calculation of representativeness indicators of various designs
11. Differences in distributions of socio-demographic or target variables
12. Differences in quality indicators (e.g. total or item non response rates, break-off rates, reliability indicator, failure rates of consistency rules, ...)
13. Separating selection, nonresponse and measurement effects
14. No activity was conducted in recent years
15. Other, specify

(If Other in Q.46)

46_Other. Please outline briefly:

|_____|

47. Please provide LINKS to relevant methodological reports

|_____|

|_____|

|_____|

or UPLOAD relevant methodological reports

|||_____BOX FOR UPLOAD_____|||

48. What measures have been taken by your organisation to adjust for mode effects?

Check any that apply

1. Weight adjustment if distributions differ over modes
2. Calibration to fixed mode distributions
3. Estimate measurement errors and correct responses to a benchmark mode
4. No measure has been taken
5. Other, specify

(If Other in Q.48)

48_Other. Please outline briefly:

|_____|

49. Please provide LINKS to relevant methodological reports

|_____|

or UPLOAD relevant methodological reports

|||_____BOX FOR UPLOAD_____|||

50. Does your organization have plans for future research into mode effect assessment/adjustment for any social survey?

1. Yes
2. No

(If "Yes" in Q.50)

51. Please briefly outline the plans and specify which survey(s) will be involved.

|_____|

|_____|

|_____|

(To all)

SECTION 5: CASE MANAGEMENT SYSTEM

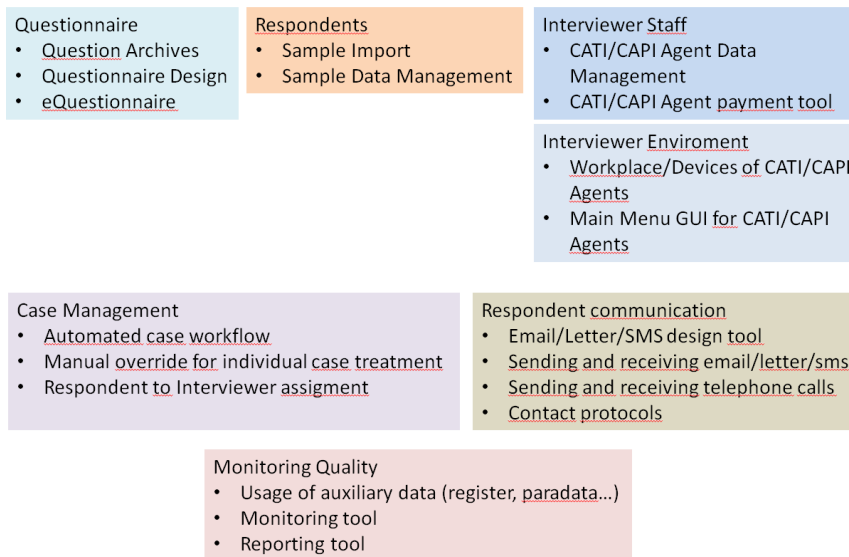
52. First, let's talk about the way data collection is organized at your NSI.

For each survey, please tell us: Does your NSI currently manage and conduct field-work itself or is field-work done by an external company?

	Field-work organisati on Complete ly In- House	Field-work organisation Partially Outsourced/ Partially In-House	Field-work organisation Completely Outsourced
LFS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-SILC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HETUS/TUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant surveys (max 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now we are interested in the IT-system(s) you use for data collection.

When thinking about IT-Systems for data collection, please consider all possible software components related to data collection such as:



53. Having the above software components in mind, how many software products of your IT-system(s) for data collection are currently run by In-House developed software products?

Software products related to							
	Questionnaire	Respondent Management	Case Management	Respondents Communication	Interviewer Management	Interviewer Environment	Monitoring Quality
LFS	Drop down menu: <ul style="list-style-type: none"> • All are in-house products • In-house and commercial / external products are mixed • All are commercial / external products • None are available 	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu

LFS	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
EU-SILC	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
EHIS	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
AES	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
ICT	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
HBS	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
EH-TUS	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu
Other relevant surveys (max 3)	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu	Dropdown menu

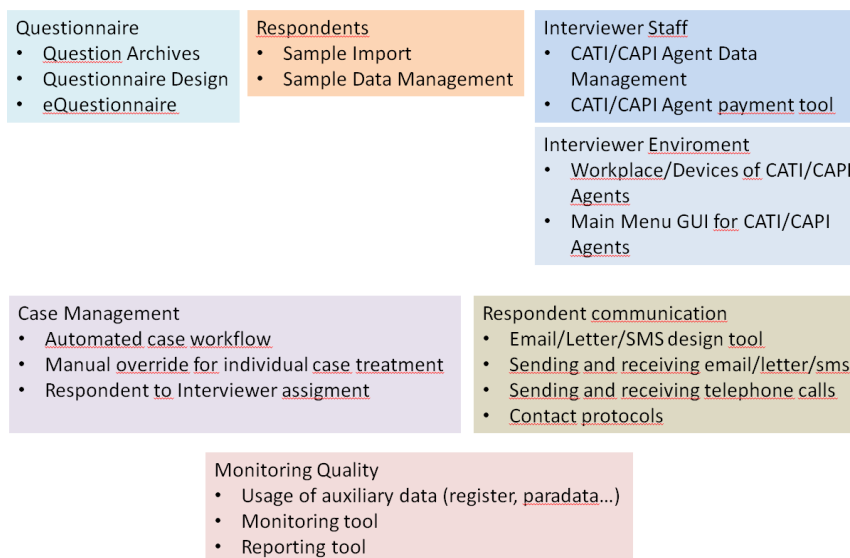
(Only for external software components in Q.53)

54. Please list the product names of any external/commercial software in use

(i.e. for Questionnaire: “Blaise”, for Interviewer Payment ...)

--

Please consider again all possible software-components related to data collection such as:



55. We'd like to know how your IT-System(s) currently works (work) as an integrated-whole: Please try to describe how these components work together in practice. Consider also which surveys and which modes share the same components.

We are interested in descriptions about...

which of these software-components are part of one single system?

... which of the social surveys share the same software-components?

...which of the data collection modes share the same software components ?

56. Let's now talk about the future of your IT-system(s) for data collection.

Have you already started or will you start working in the next two years on major changes to your IT-system(s) for data collection?

With major changes to the IT-system(s) we mean complex adaptations that strongly change the functioning of the components or the way they are linked together. For example: Integrating components in one system, using new components, strongly redesigning existing components, etc.

1. Yes, within the next two years we plan to start projects on changing the IT-system(s) for data collection.
2. Yes, we already started, currently we are in the concept phase of defining how to change our IT-System(s) for data collection.
3. Yes, we already started, currently we are in the practical phase of changing our IT-System(s) for data collection.
4. No, because we have just finished major changes on our IT-system(s)
5. No, specify the reasons why

(If "No" in Q.56, Q.56=5)

56_other. Please specify the reasons why