

COOPERATION ON MULTI-MODE DATA COLLECTION (MMDC)

MIXED MODE DESIGNS FOR SOCIAL SURVEYS - MIMOD

GRANT AGREEMENT FOR AN ACTION WITH MULTIPLE BENEFICIARIES

AGREEMENT NUMBER – 07112.2017.010-2017.786

Exploratory interviews and questionnaire

- Exploratory standardized questions in MIMOD survey-

WP3 - Deliverable 2:

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Marc Plate, Statistics Austria

WP3: Case management in MMDC and related data logistics

Background

Originally this report was planned to deliver the results of the exploratory interviews that were planned to conduct as a preparation for deliverable 3 “Standardized survey on CMS”. But at the MIMOD kick-off meeting in February 2018 the partner countries concluded that for deliverable 3 the planned standardized online survey may lead to incomplete data, not much detailed information about the Case Management Systems and puts a high response burden on the NSIs. Therefore a change of methods was agreed upon: Instead of a standardized survey in deliverable 3, a qualitative open telephone interview should be conducted. That decision made also a change of method for deliverable 2 necessary: Instead of explorative interviews, standardized questions about the Case Management should be integrated in the MIMOD survey. That way WP3 will get some basis information on CMS for all countries via the MIMOD survey and deeply detailed information about the countries with certain types of CMS via the telephone interviews of deliverable 3.

Because of these method changes this report will now give technical information about the MIMOD survey questions on CMS. The results of the survey are presented in deliverable 1 “Desktop review exercise and draft typology”.

Standardized questions about CMS in MIMOD survey

The goal of the standardized question about CMS in the MIMOD survey was to collect basic information about the kind of system in use in every NSI of the ESS. This information serves two main purposes: Firstly, a first impression of how the landscape of CMS in the ESS looks like should be gained. Secondly the data should help in preparation for the telephone interviews of deliverable 3. That is to bring to light important aspects about the CMS that are to be queried in more detail during the interviews. To reach these goals, the following research questions should be answered via the MIMOD survey data:

1. What are the main differences in the CMS between the countries?
2. In which way can the CMS systems be categorized so that a typology of CMS can be created?
3. To which extent are all social surveys integrated into the CMS?
4. How many countries are using a CMS that is mainly been developed in house?
5. If commercial/external tools are used, which commercial/external tools are common within the ESS?
6. Which components are used in the CMSs?
7. Which countries are doing major changes on their CMS or are planning to do so in the near future?

The questionnaire of the MIMOD survey was then designed to collect information on all of the above research questions. An emphasis was laid to get information in regards to each of the social surveys because it was anticipated that in many countries different CMS are being used in parallel depending on the survey.

Figure 1: MIMOD survey question E1 - Data collection outsourced by survey

* 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?

	Completely In-House	Partially Outsourced/ Partially In-House	Completely Outsourced
LFS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
EU-SILC	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
HBS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

This question was asked because we anticipated the degree of survey outsourcing as one of the main reasons why a certain CMS design has evolved.

Figure 2: MIMOD survey question E2-16 - Commercial/external product usage by survey

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:

Questionnaire

- Question Archives
- Questionnaire Design
- eQuestionnaire

Respondents

- Sample Import
- Sample Data Management

Interviewer Staff

- CATI/CAPI Agent Data Management
- CATI/CAPI Agent payment tool

Interviewer Environment

- Workplace/Devices of CATI/CAPI Agents
- Main Menu GUI for CATI/CAPI Agents

Case Management

- Automated case workflow
- Manual override for individual case treatment
- Respondent to Interviewer assignment

Respondent communication

- Email/Letter/SMS design tool
- Sending and receiving email/letter/sms
- Sending and receiving telephone calls
- Contact protocols

Monitoring Quality

- Usage of auxiliary data (register, paradata...)
- Monitoring tool
- Reporting tool

Let's start with the software products related to the QUESTIONNAIRE component.

	All are in-house products	In-house and commercial/external products are mixed	All are commercial/external products	None are available
LFS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** How many software products related to the RESPONDENT MANAGEMENT component of your IT-system(s) for data collection are currently run by In-House developed software products?**

	All are in-house products	In-house and commercial/external products are mixed	All are commercial/external products	None are available
LFS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** How many software products related to the CASE MANAGEMENT component of your IT-system(s) for data collection are currently run by In-House developed software products?**

	All are in-house products	In-house and commercial/external products are mixed	All are commercial/external products	None are available
LFS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How many software products related to the **RESPONDENTS COMMUNICATION** component of your IT-system(s) for data collection are currently run by In-House developed software products?

	All are in-house products	In-house and commercial/ external products are mixed	All are commercial/ external products	None are available
LFS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How many software products related to the **INTERVIEWER MANAGEMENT** component of your IT-system(s) for data collection are currently run by In-House developed software products?

	All are in-house products	In-house and commercial/ external products are mixed	All are commercial/ external products	None are available
LFS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How many software products related to the **INTERVIEWER ENVIRONMENT** component of your IT-system(s) for data collection are currently run by In-House developed software products?

	All are in-house products	In-house and commercial/ external products are mixed	All are commercial/ external products	None are available
LFS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How many software products related to the **MONITORING QUALITY** component of your IT-system(s) for data collection are currently run by In-House developed software products?

	All are in-house products	In-house and commercial/ external products are mixed	All are commercial/ external products	None are available
LFS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU-SILC	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHIS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
AES	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HBS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HETUS/TUS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
PUMA (nationally conducted for universities)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each software component, a follow up question was asked if commercial/external products were used. For example:

* Please specify the product names of the external/commercial software used for the **RESPONDENTS COMMUNICATION** component.

R LaTeX

The above questions were asked to gather information about the research questions (4) “How many countries are using a CMS that is mainly been developed in house?”, (5) “If commercial/external tools are used, which commercial/external tools are common within the ESS?” and (6) Which components are used for CMS?”. The 7 components of a CMS were developed based on the experience of developing a CMS at STAT and were meant to support the respondents to think about the complete CMS at their NSI.

Figure 3: MIMOD survey question E17 - CMS description

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

Questionnaire <ul style="list-style-type: none"> Question Archives Questionnaire Design eQuestionnaire 	Respondents <ul style="list-style-type: none"> Sample Import Sample Data Management 	Interviewer Staff <ul style="list-style-type: none"> CATI/CAPI Agent Data Management CATI/CAPI Agent payment tool
Interviewer Environment <ul style="list-style-type: none"> Workplace/Devices of CATI/CAPI Agents Main Menu GUI for CATI/CAPI Agents 		
Case Management <ul style="list-style-type: none"> Automated case workflow Manual override for individual case treatment Respondent to Interviewer assignment 		Respondent communication <ul style="list-style-type: none"> Email/Letter/SMS design tool Sending and receiving email/letter/sms Sending and receiving telephone calls Contact protocols
Monitoring Quality <ul style="list-style-type: none"> Usage of auxiliary data (register, paradata...) Monitoring tool Reporting tool 		

* 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 ?

we are currently developing one integrated system where all software components, all of our social surveys and all data collection modes are combined.

To get answers for research question (1) “What are the main differences in the CMS between the countries?”, (2) “In which way can the CMS systems be categorized so that a typology of CMS can be created?” and (3) “To which extent are all social surveys integrated into the CMS?” it was decided to ask the above pictured open question in the MIMOD survey. Doing so, we hoped to get information about the topic we have not thought about yet. These fresh information should then spark the in depth interview in deliverable 3.

Figure 4: MIMOD survey question E18 - Plans of changing the CMS

▪ 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.

Choose one of the following answers

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

With the gained data, research question (8) „Which countries are doing major changes on their CMS or are planning to do so in the near future?“ is planned to answer.

For results of the survey, see deliverable 1 from WP3: Desktop review exercise and draft typology.