This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 654221.

Tools to support “real time” fieldwork monitoring on the European Social Survey

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Black box
Fieldwork facilitates the collection of information about the population under study

- Should fieldwork be a black box to you?
  - Quality of data collected determined during fieldwork

→ managing fieldwork effectively can be a challenge

→ a fieldwork management tool can support you in this task
  → Particularly for large-scale surveys
ESS Fieldwork monitoring

- Decentralised
  - National teams responsible for monitoring
  - Updates provided in different formats
  - Difficult to get consistent picture across countries

- Lack of real-time information
  - Interviewers complete Contact Form (CF) for each sample unit
  - Some countries rely on paper CF
  - Overview of fieldwork available after fieldwork
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Fieldwork Management System (FMS)

Collaboration with

- 2012-2014
- 2015-2019
- 2017-2019

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What is FMS?

1. **Mobile “app” (Case CTRL)**
   - Replace (paper) contact forms and enable data collection at the doorstep
   - Designed for mobile devices – can be used on laptops

2. **Case management system (Survey CTRL and Sample CTRL)**
   - to manage the transfer of information between interviewers and agency;
   - enable access to up-to-date contact data by national teams and central team;
   - produce standardised fieldwork progress reports
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Interviewers use mobile app to complete CF electronically.

Data transmitted to/from a local Case Management System (Sample CTRL)
- Web-based
- Hosted on a secure server
- Accessible to survey agency

(Deidentified) data shared via a central Case Management System (Survey CTRL)
- Web-based
- Accessible to national teams and central team
FMS app

Case 101551

Result of the visit:

- 1 Completed interview
- 2 Partial interview
- 3 Contact with someone, don’t know if target respondent
- 4 Contact with target respondent, but NO interview
- 5 Contact with somebody other than target respondent
- 6 No contact at all
- 7 Address is not valid (unoccupied, demolished, institutional)
- 8 Other information about sample unit

Back to case
FMS app

Case 101651

Reason for refusal:

- INTERVIEWER: Code all that apply
  - Bad timing (e.g. sick, children, ...) otherwise engaged (e.g. visit)
  - Not interested
  - Don’t know enough/anything about subject, too difficult for me
  - Waste of time
  - Waste of money
  - Interferences with my privacy I'll give no personal information
  - Never do surveys
  - Co-operated too often
  - Do not trust surveys
  - Previous bad experience
  - Don’t like subject
  - Partner/family/household don’t give approval
  - Do not admit strangers to my house/afraid to let them in
  - Other

Next

Case 100001

History of contact outcomes

Monday, 25/09/2017 11:04 (Personal)
Complete interview

Wednesday, 6/09/2017 12:17 (Info through agency)
Address is not valid (unoccupied, demolished, institutional)

Back to case
Sample/Survey CTRL – (central) Case Management

- **Case list**
  - 1505 Case list
  - 1399 Not contacted
  - 23 Complete
  - 12 refusal
  - 7 Appointment
  - 1500 Gross sample

**Case list details**

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Interviewer ID</th>
<th>Batch</th>
<th>Region</th>
<th>Last outcomes</th>
<th>Contact attempts</th>
<th>Data last contact</th>
<th>Appointment date</th>
<th>Unavailable until</th>
<th>Refusal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>311</td>
<td>1</td>
<td>South west England</td>
<td>Completed interviews</td>
<td>1</td>
<td>06-06-2017 00:00</td>
<td>Not applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>311</td>
<td>1</td>
<td>South west England</td>
<td>Completed interviews</td>
<td>1</td>
<td>06-06-2017 00:00</td>
<td>Not applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>311</td>
<td>1</td>
<td>South west England</td>
<td>No contact at all</td>
<td>1</td>
<td>07-06-2017 00:00</td>
<td>Not applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>311</td>
<td>1</td>
<td>South west England</td>
<td>Address is not valid not spelled correctly</td>
<td>1</td>
<td>05-06-2017 00:00</td>
<td>Not applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Sample/Survey CTRL – (central) Case Management

<table>
<thead>
<tr>
<th>Category</th>
<th>Sample Size</th>
<th>Actual Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall sample</td>
<td>1603</td>
<td>1603</td>
</tr>
<tr>
<td>Cases uploaded to Sample CTRL</td>
<td>1595</td>
<td>1603</td>
</tr>
<tr>
<td>Contact attempted</td>
<td>105</td>
<td>7%</td>
</tr>
<tr>
<td>Ineligible</td>
<td>12</td>
<td>1%</td>
</tr>
<tr>
<td>Response rate</td>
<td>23</td>
<td>2%</td>
</tr>
<tr>
<td>Non-contact</td>
<td>23</td>
<td>2%</td>
</tr>
<tr>
<td>Cooperation rate</td>
<td>32</td>
<td>13%</td>
</tr>
<tr>
<td>N of interviewers active in selected week</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>N of interviewers achieving an interview in selected week</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Sample Size</th>
<th>Actual Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Batch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>791</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>791</td>
<td>0%</td>
</tr>
</tbody>
</table>
Challenges

Cross-national variation:

• sample frames, IT resources, in-house systems, survey culture, legal framework

Agency resistance:

• Compatibility with agencies’ in-house systems, loss of autonomy, perceived lack of trust, additional investments for one-off project

Technological:

• Absence of IT support, availability of mobile devices, reluctance of interviewers to adopt new technology, app not linked to CAPI

Data protection:

• Transfer of personal data to central server accessible by third party
FMS data upload portal

Interviewers complete CF using agency in-house systems

Agency uploads case level data to central Case Management System on a weekly basis using a pre-defined template

 Uploaded data shared via the central Case Management System (Survey CTRL)
- Web-based
- Accessible to NCs and central team
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Challenges remain

• **Compliance**: Will countries upload data? Will data be in the right format and of sufficient quality?

• **Key indicators**: What can/should we monitor in “real time”?

• **Communication**: How will tool help (or hinder) communication between stakeholders?
Next steps

The adopters:

• ESS: roll out app and data upload portal
• Survey of Health, Ageing and Retirement in Europe (SHARE)

• Tool is not exclusive to cross-national surveys – can also be used for national surveys!
More information?

• Check [www.seriss.eu](http://www.seriss.eu)

• WP 4: Interactive tools for cross-national surveys
Thank you!

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