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# Use of CAPI in surveys data collection SESRI experience

*March 1, 2011*

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معهد البحوث الاجتماعية والاقتصادية المسحية  
Social & Economic Survey Research Institute

# Use of CAPI in surveys data collection

## SESRI experience

*Isam Abdelhameed*  
*Elmogiera Elawad*

# What is CAPI

**Computer Assisted Personal Interviewing** is a computer assisted data collection method for replacing paper-and-pen methods of survey data collection and usually conducted at the home or business of the respondent using a portable personal computer such as a notebook. As the technology advances to provide lighter computers with longer battery life and user friendly software, CAPI will be used more often, especially for quick turnaround surveys.

# How SESRI benefits from CAPI Features

Known CAPI Issues	Solutions
Skip logic error	Automatic routing
Invalid responses	Automatic validity Checks
systematic question sequence effects	Question Randomization for every Respondent
question format effects	Options randomization
privacy	Respondent can enter response directly
interviewer control	Audit Trails
Interviewer Sample load	Workload formation and Randomization algorithm implementation in Blaise
Production Monitoring	Daily progress report.
Screens visibility and readability	Blaise layout capabilities and user interface controls

Known CAPI Issues	Solutions
Security	Data encryption and access authorization facilities
Response data delivery	Network communication and data packaging
Pre-field preparation	Automatic configuration and software installation
Nonverbal communication and harmony	Good training and use of laptop for routing and pay more attention to the social process

SURVEY MANAGEMENT SYSTEM

## Survey Management System

Please select a case to interview from this list:

No	Elec.No	RespID	HHType	Status	Municipality	Zone	Building	Tenant	Street No	House No
1		00001	Qatari	Not Started	Doha		Palace		812	4
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16		00001	Non Qatari	Not Started	Doha		Flat			

Search:

Key type:  
Secondary

1:60

Select

- All cases
- Complete cases
- Incomplete cases
- Refused cases
- With wrong nationality

Actions

Appointment

Do Case

Details

Visits

عربي

eXit

Supervisor

New Case

Delete HH

Export

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### HOWLONG

How long have you lived in Qatar?

- 1. Less than six months
- 2. Six months to one year
- 3. One year but less than two years
- 4. Two years but less than five years
- 5. Five years but less than 10 years
- 6. Ten years but less than 20 years
- 7. Twenty years or more
- 8. All my life/I was born in Qatar

HOWLONG

HOUSING

HOUSINGa10

RELIGION

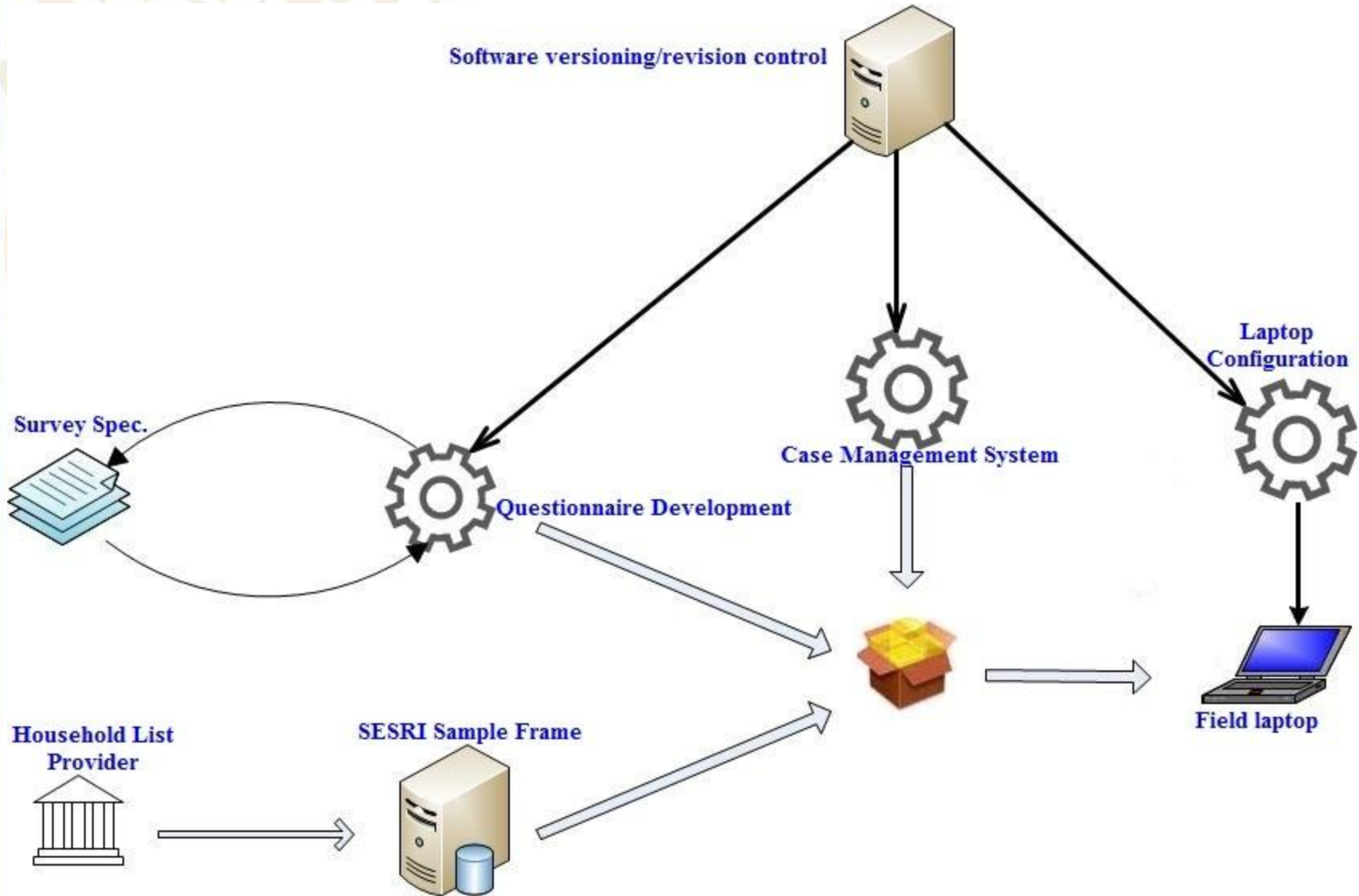
RELIGIONa5

RELIGIOUS

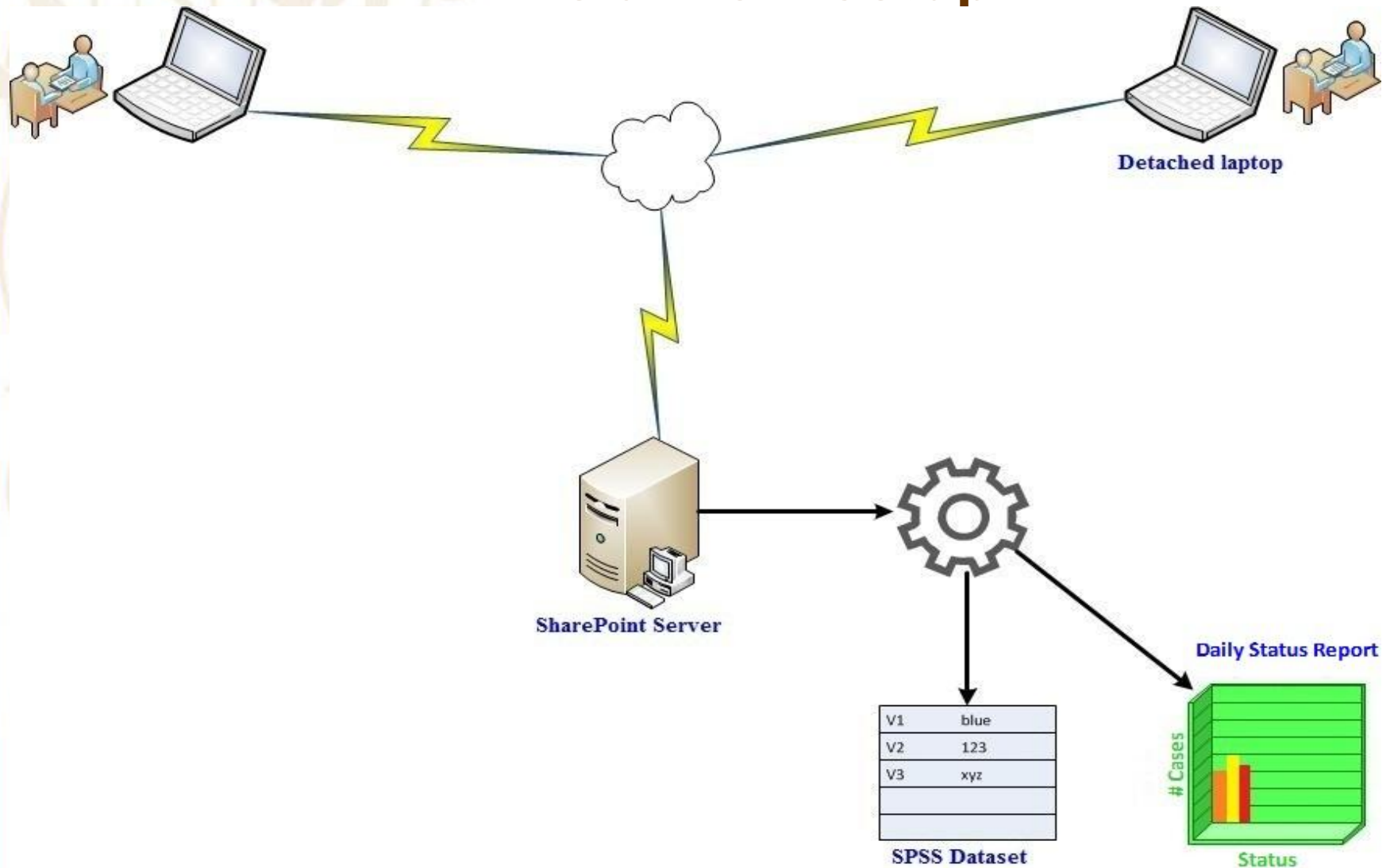
MARITAL

SPOUSE

# Pre-Field Activities



# Field Work Setup





# Important factors affecting CAPI quality

We believe that the following factors have the most direct effect on the effectiveness for any CAPI System

- Use of light Weight devices with longer battery life.
- Well designed questionnaire with an easy and intuitive user interface.
- Well designed protocol for laptop synchronization.
- Experienced interviewers.

# Field Management

- Social and cultural characteristics of the Qatari society
- The use of prior experience as an input into current surveys
- Communication & support during the field work
- Quality control procedures

## Social and Cultural Characteristics of the Qatari society

Visitors are always welcome by Qatari households regardless of the nature of the visit. However, the gender of the respondent can pose some challenges during the field work which has important implications in terms of:

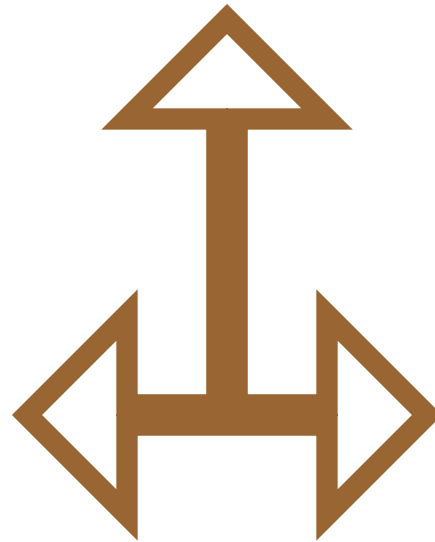
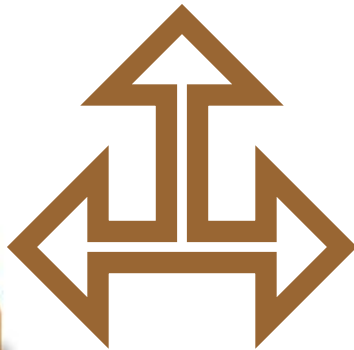
- Interviewer selection and training
- The combination of gender in the team

# Field Work Team

Female Interviewers  
can interview both  
gender (Male &  
Female )



Male Interviewers can  
interview male respondents

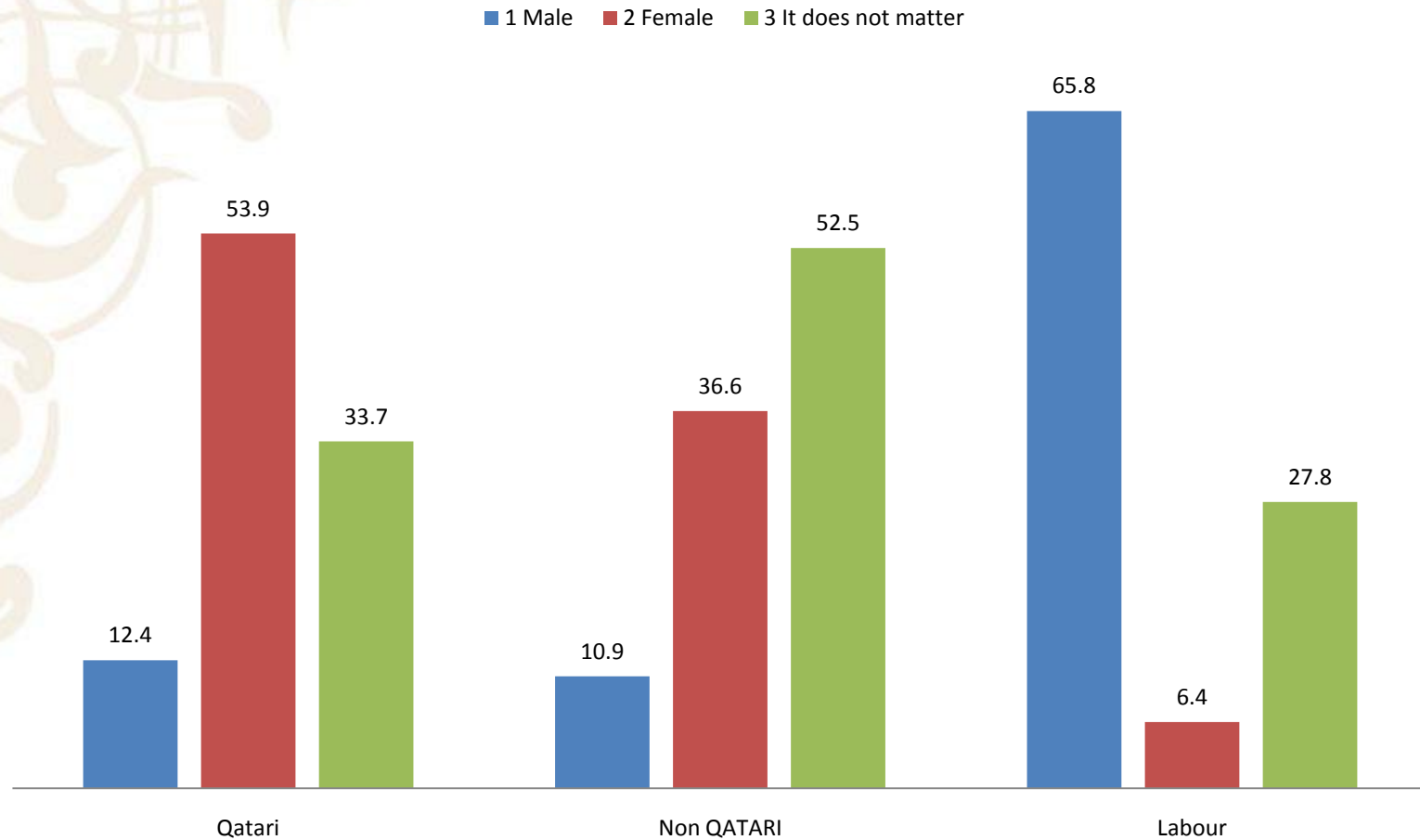


## The use of prior experience as an input into current surveys

In order to improve the data collection method and to take into account the needs of the respondents, we always

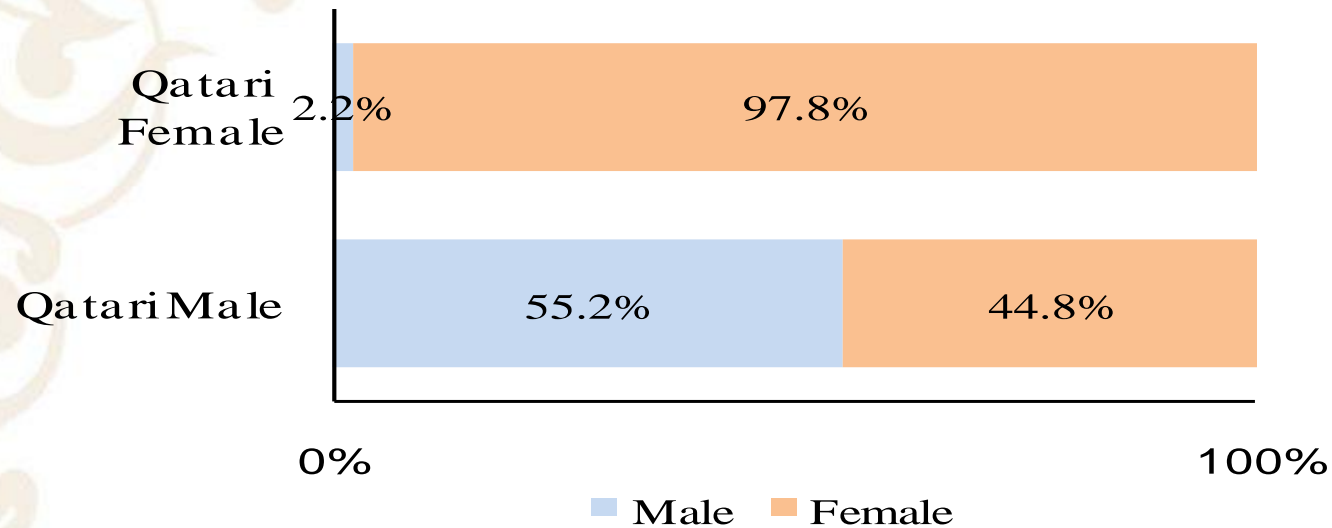
- Make use of prior experience
- Get to know respondent preferences
- Review field plan

**Preferred gender of the interviewer, Qatari , non Qatari , Labour**  
**n= 2139**



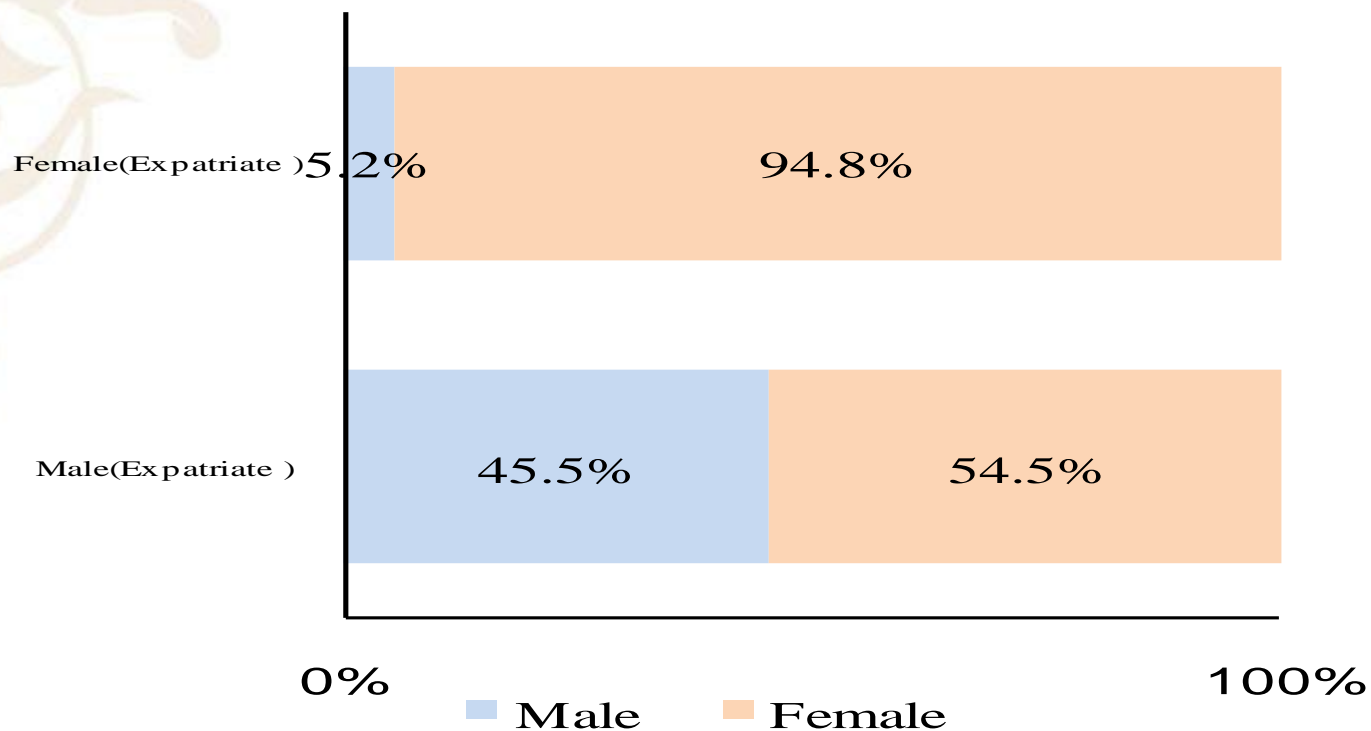
Source:  
 Omnibus Survey (SESRI 2010 )

### Preferred gender of the interviewer, Qatari males and females n= 689



Source:  
Omnibus Survey (SESRI 2010 )

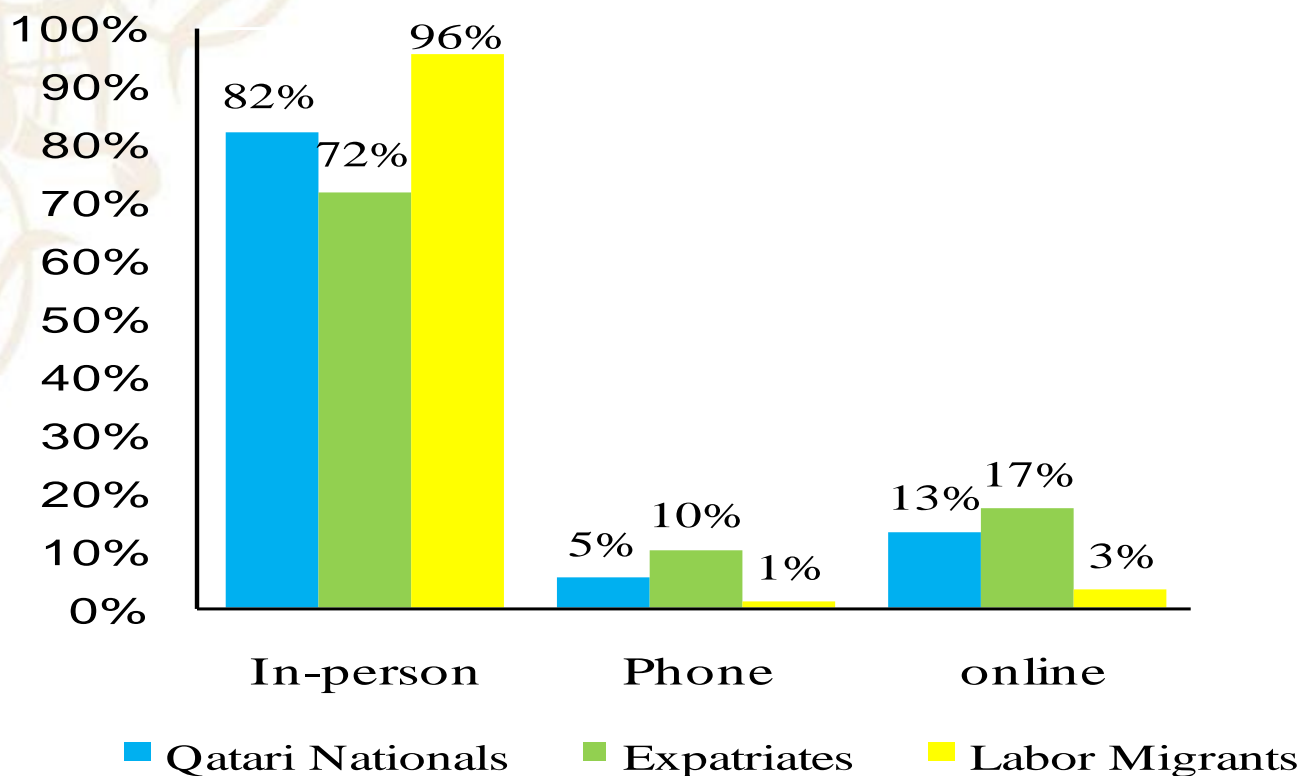
## Preferred gender of the interviewer, Expatriate males and females n= 768



Source:  
 Omnibus Survey (SESRI 2010 )



## Mode of data collection preferences , n = 2139



Source:  
Omnibus Survey (SESRI 2010 )

# Communication & Support During the Field Work

In order to improve communication between the field workers and the survey operation office, SESRI offers several channels:

- Local centers
- Website
- Fieldwork call center

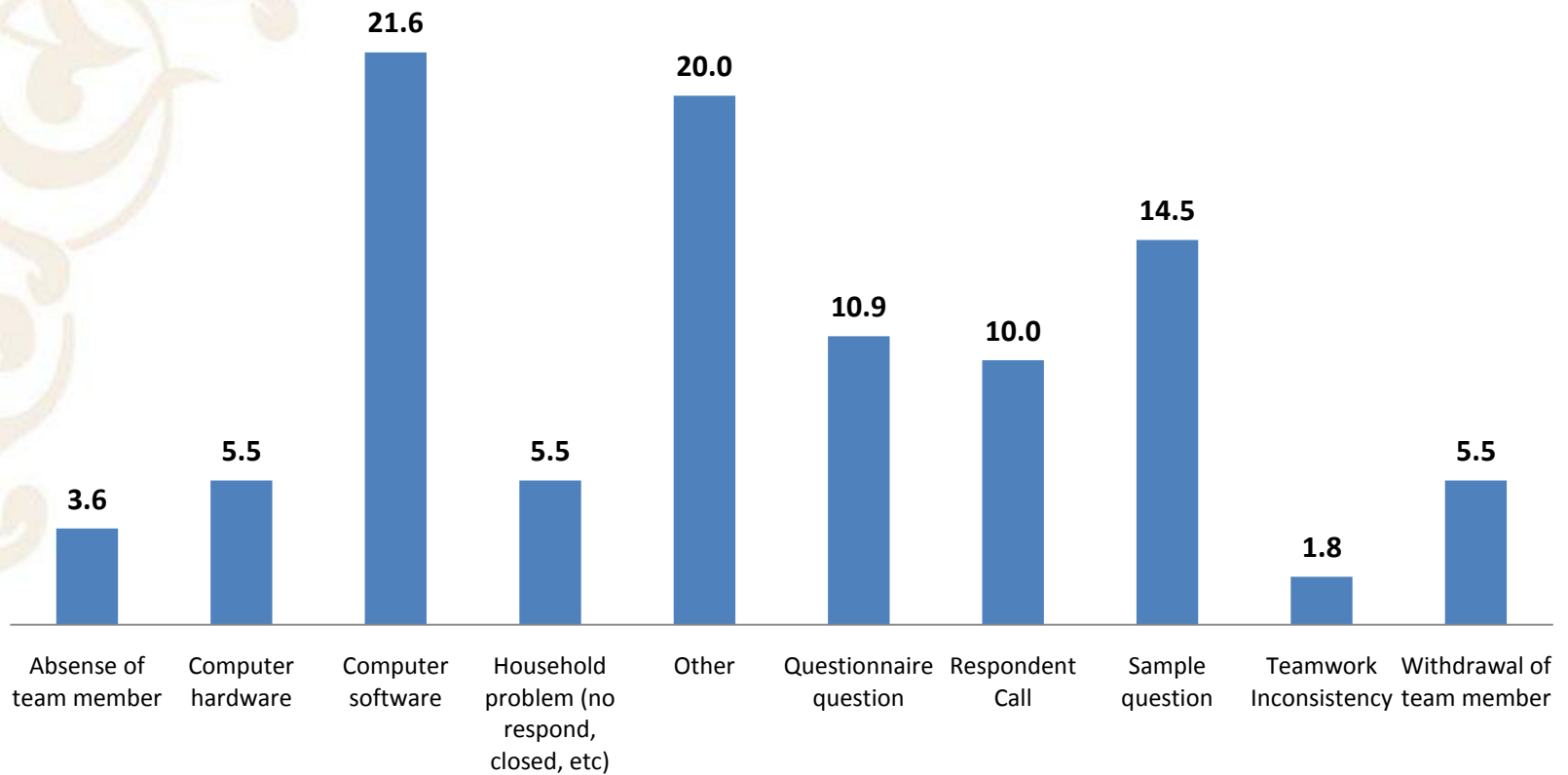
## Communication & support during the field work

### Call center information

<b>Caller Name *</b>	<input type="text"/>
<b>Caller Tel.</b>	<input type="text"/>
<b>Project Name *</b>	GCCSC2010 <input type="button" value="v"/>
<b>Problem Type *</b>	<input type="button" value="v"/>
<b>Problem Description</b>	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li>Computer software</li> <li>Computer hardware</li> <li>Delay of team member</li> <li>Absense of team member</li> <li>Withdrawal of team member</li> <li>Teamwork Inconsistency</li> <li>Transportation</li> <li>Questionnaire question</li> <li>Selected respondent question</li> <li>Sample question</li> <li>Household problem (no respond, closed, etc)</li> <li>Respondent Call</li> <li>Other</li> </ul> </div>
<b>Priority</b>	
<b>Status</b>	<input type="radio"/> In Progress <input type="radio"/> Completed <input type="radio"/> Deferred
<b>Assigned To</b>	(None) <input type="button" value="v"/>
<b>Start Date</b>	2/21/2011 <input type="button" value="calendar"/> 1 PM <input type="button" value="v"/> 00 <input type="button" value="v"/>
<b>Due Date</b>	<input type="text"/> <input type="button" value="calendar"/> 12 AM <input type="button" value="v"/> 00 <input type="button" value="v"/>
<b>Comments</b>	<input type="text"/>

## Type of Problems

Work from home survey , 2011



# Quality Control Procedures

SESRI has several methods to ensure survey quality:

- Household recall
- Interviewer field follow-up
  - *Daily phone call*
  - *Field visit check*
  - *Re- interview*
- Interviewer appraisal

**Thank You**