

# WORKSHOP ON RECRUITMENT COSTS SURVEY

CAPI & Survey Solutions: An Introduction

International Labour Organisation

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# Introduction to CAPI

- Computer Assisted Personal Interview
- A face-to-face personal interviewing mode in which a handheld device displays the questions onscreen, the interviewer obtains the response of the respondent and feeds it into the device
- It brings all survey components such as questionnaire design, managing, supervising, interviewing, data entry, validation etc. together in one loop
- CAPI technology is an excellent example of Internet of Things (IOT)
- Improvements and updates based on users requirements and survey experience

# Introduction to CAPI

- Capable of gathering data types such as GPS coordinates, pictures, audio clips, signature, sensors, decodes barcode etc.
- Any changes in the structure of the questionnaire can be instantly reflected on the interviewer's devices, including updates
- Assignments can be added over-the-air, no need for enumerators to return to headquarters and collect updated information
- Its distinctive attributes supports any type of survey
- Interviews can be done on a tablet or a smartphone
- Headquarter gets real time data depending on the availability of connectivity

# CAPI and other variants

- Computer Assisted Personal Interviewing (CAPI)
- Computer Assisted Telephones Interviewing (CATI)
- Computer Aided Web Interviewing (CAWI)
- Paper and Pencil Interviewing (PAPI)

# What makes CAPI popular?

- Its technology, all in one loop
- Powerful management system
- Reduce geographical constraints
- Availability of low cost devices such as Android tablets
- Affordable internet
- Better connectivity
- Availability of cloud based server
- Declining cost of server installation

# Survey Solutions Software

- Survey Solutions is a free to use software for purposes of data collection, survey management and reducing overall project time
- Developed by the World Bank and made available to the public
- As its development is monitored by the World Bank, it assures quality and robustness
- Bring together interviewing components and survey management system
- Suitable for all type of surveys
- High Scalability (small, large or very large)

# Survey Solutions: Applications

Survey Solutions provides rich functionality for planning, design and implementation of survey and suitable for surveys of all types.

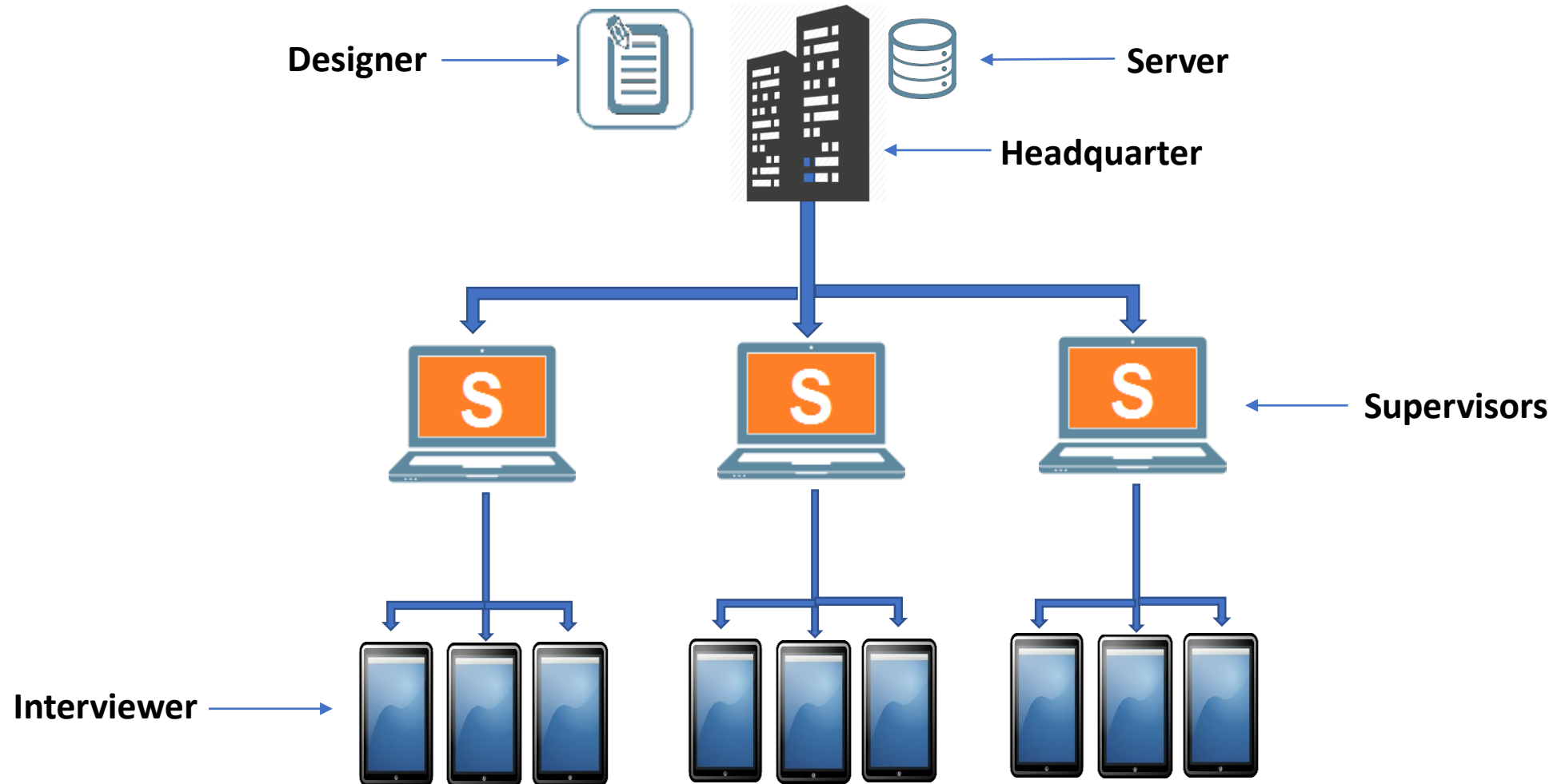
- Household income and consumption surveys
- Migration surveys
- Saving and investment surveys
- Labor force surveys
- Health surveys
- Agriculture surveys
- Enterprise surveys
- Opinion surveys, exit polls
- Market research

# Survey Solutions: Components

- Designer (Questionnaire)
- Tester (Questionnaire)
- Synchronization Point (Server)
- Headquarter
- Supervisor
- Interviewer



# Survey Solutions: Workflow



# Survey Solutions: Structure and Roles

**Headquarters:** starts a survey, manages user accounts, manage and monitor survey processes, exports the data, assures high level of quality control.

**Supervisor:** a user and manages investigators on field, allocate survey task to interviewers and assure data quality.

**Interviewer:** a user, works on field and responsible for conducting the interview and collecting respondent's answer.

**Designer:** a web-based software to develop questionnaire(s), collaboration of multiple users (limited or full access on questionnaire development), comments, suggestions.

**Tester:** an application available on Google Play Store for Android OS to test the structure and behavior of questionnaire on a tablet.

**Server:** a common platform for all users, where resources are placed, data will be stored.

**Administrator:** can create headquarters/observer/researchers accounts, archive user accounts, delete questionnaire templates from headquarters server and manage other activities on headquarters server with headquarters permission.

# Survey Solutions: IT Requirements

- Server
- Connectivity
- Internet Security
- Database System
- Maintenance

# Survey Solutions: IT Requirements

- Interviewers need tablets to conduct interviews
- Supervisors work on personal computer (PC) or laptops depending on visiting to field along with investigators
- Headquarters need PC and full controls over server

# Survey Solutions: IT Requirements

## Tablets

- OS Android 4.3.1 or better is required; Android 5.0+ is supported from version 5.0.0 of Survey Solutions
- Minimum Specifications ( Ram 1GB, Memory 8 GB)
- 7-8 inches display sufficient. Larger display is not bad but it consumes more battery
- Wifi + 3G/4G connectivity
- Team must keep a power bank or alternative power arrangements
- A few spared tablets must be there in case of damaging, non-functioning or theft
- Click [Here](#) (for more details)

# Survey Solutions: Resources

- Plenty of resources for users on questionnaire designer, headquarters, supervisors and interviewers
- Articles, FAQs, User Questions, Video Tutorials
- Very active user question forum to get almost real time solution
- Detailed documentation

# Survey Solutions: User Support

[FAQ](#) by Topics (IT personnel, Implementing a CAPI survey with Survey Solutions, Email support)

[Public Forum](#) (Post a Public Question)

[Support Portal and Knowledge Base](#)

Detailed Documentation

Updates Information

Past Versions

Training Materials

Presentations

YouTube Videos

Social Media Forums (Facebook and Twitter)

Users Testimonials

# Survey Solutions Software – Data Quality

Survey Solutions allows multiple checks to ensure quality of data collection.

- Research-need based
- Logic based
- Algorithms based (in-built)



# Survey Solutions Software – Data Quality

Survey Solutions allows for multiple checks to ensure data collection quality.

- Primary (automatic) checks on the tablet during interviews

- Provide configurable error messages for interviews

- Provide configurable warning messages for interviews

- Simple (value) checks, multi variable checks

- Reference table checks (z-scores)

- Panel data checks

*Note: Not in all situations a check may point to a definitive problem with the data. In some cases the check may only request attention of the interviewer. In this case we are talking about warnings, rather than errors*

# Survey Solutions: Setting up a Survey

Main steps in setting up a survey

1. Create a questionnaire on Designer or Get an ownership of existing questionnaires
2. Test the questionnaire in Tester/web test option available
3. Import the questionnaire into HQ
4. Create teams of supervisors and enumerators
5. Make assignments
6. Install the interviewer application
7. And Start the survey

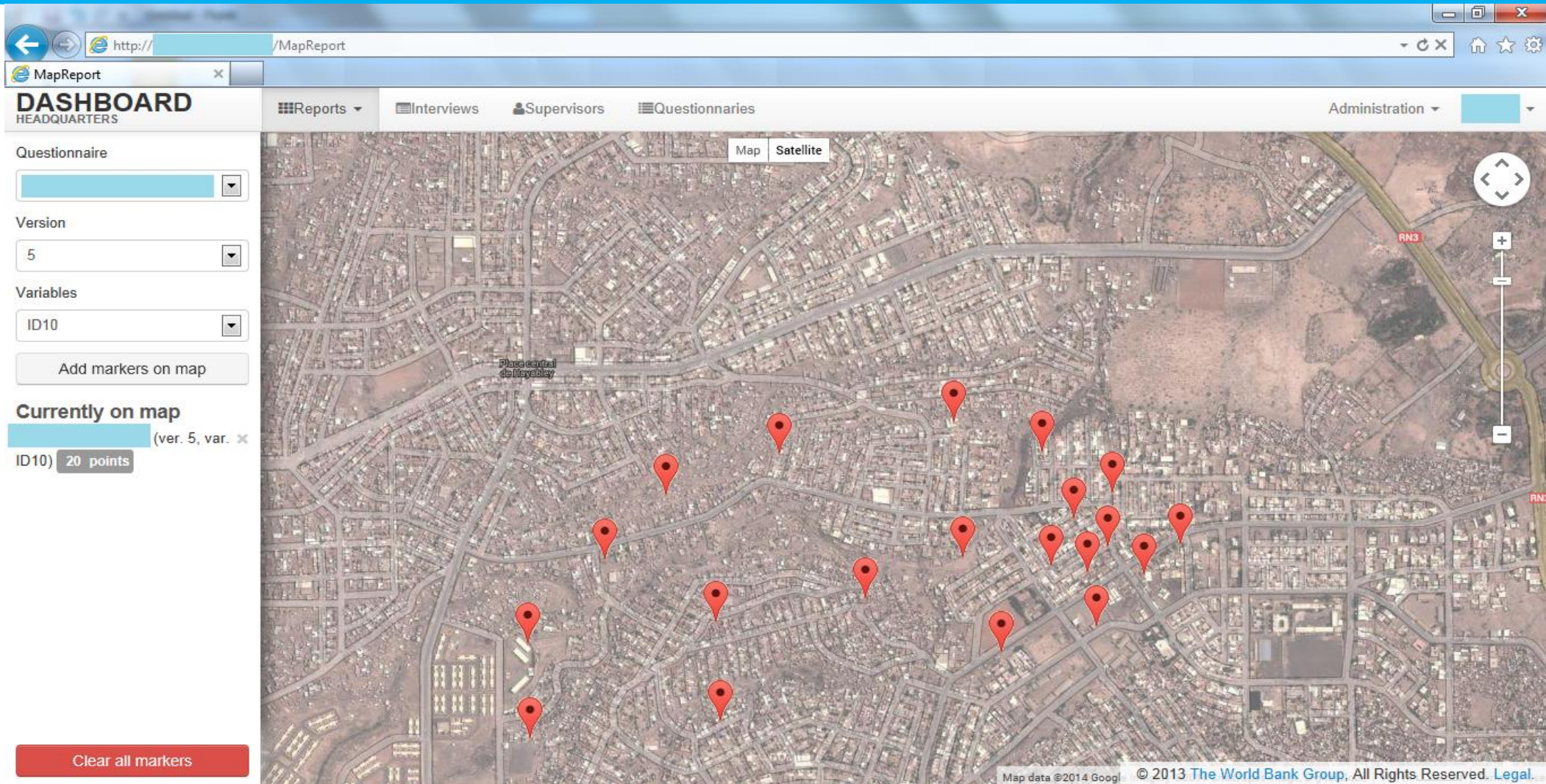
# Survey Solutions: Getting better and bigger

- Improvements can be tracked under version history
- Improvements were done at Survey Solutions components level
- Improvements were done based on demand from individual users, organizations and internal research
- All the changes were well documented on website
- Highly rated by users

*<http://support.mysurvey.solutions/customer/portal/articles/2759597>*

# Survey Solutions Software – Progress on Map

Map reports using Google (TM) Maps visualize survey progression for virtually any location in the World.



# Thank You!