WORKSHOP ON RECRUITMENT COSTS SURVEY

CAPI & Survey Solutions: An Introduction

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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

For more information http://surveys.worldbank.org/capi
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

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CAPI and other variants

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

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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

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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 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

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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.
• 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

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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

For more information http://surveys.worldbank.org/capi
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

For more information http://support.mysurvey.solutions/
Survey Solutions allows multiple checks to ensure quality of data collection.

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

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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

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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

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Thank You!

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