Challenges & Lessons-learned from conducting CAPI training – a national household panel survey in Ghana

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Outline

• About the Panel
• Why
• Who
• When
• Where
• What
• How
• Lessons learned
About “the Panel”

• Revisit panel households at 3-4 year intervals for 20 years.
  – Sponsored by Economic Growth Center (EGC) at Yale University
  – Carried out by the Institute for Statistical, Social and Economic Research (ISSER) at the University of Ghana.

• First wave (baseline) – PAPI (October 2009-February 2010).

• Second wave – CAPI (March-December 2014).
  – Collaborated with Survey Research Center (SRC) at University of Michigan.

• 334 enumeration areas country-wide.
  – 5009 households, with approximately 18,000 individuals.
  – Also, ~500 split-off households were tracked and interviewed.
Why

• Capacity Building.
  – Infrastructure setup.
  – Experience exchanges.

• Cross-Cultural Survey Research.
  – Adaptation with local contents and protocol.
  – Language challenges.
Scope of Work

• Four weeks of training for four ISSER staff on electronic data collection methods, including monitoring paradata to optimize quality/cost.

• A fully developed and tested electronic sample management system and associated reports adapted to ISSER specifications.

• Jointly develop a set of Interviewer training materials and provide on-site assistance (in Ghana) during interviewer training.

• Provide ongoing technical support during the data collection.

• Provide a final dataset with documentation.
Funding Resources & Who

**Funding Sources**
- Field Training and Production
- Economic Growth Center (Yale University)
- System Development
- Bill & Melinda Gates Foundation

**Principal Investigators (3)**
- Christopher Udry, Isaac Osei-Akoto, and Robert Darko Osei

**ISSER Project/Tech Team**
- Project Coordinator (1)
- Production Managers (2)
- Application Programmer (1)
  - Data Manager (1)
- Help Desk Specialist (1)
- Research Secretary (1)

**SRC Project/Tech Team**
- Senior Advisors (3)
- Project Manager (1)
  - Tech Lead (1)
- Data Managers (2)
- Help Desk Specialists (1)
- Application Programmers (4)

- *Who visited Ann Arbor
- *Who visited Ghana

18 Team Leaders

54 Interviewers
When

2014 January/February (~5 weeks)

• 4 days: Onsite preparation.
• 2 days: TLs training (21 ppl).
• 15 days: Iwers training (~100 ppl).
• 4 days: Pretest in the field.
• 2 days: Debriefing workshop.
• 9 days: Final preparation and testing.
Where

• Koforidua (Eastern Region).
  – Diocesan Pastoral and training centre (Catholic Guest House).
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<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>Wednesday, January 22, 2015</td>
<td>8:00-8:30 AM</td>
<td>Introduction of Participants &amp; Precautions</td>
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<tr>
<td></td>
<td>8:30-9:00 AM</td>
<td>Data Collection Protocol and Respondent Consent</td>
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<td>9:00-9:30 AM</td>
<td>Reentry Codes &amp; Exercises</td>
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<td>9:30-10:00 AM</td>
<td>Introducing Survey/Task &amp; Practice</td>
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<td>10:00-10:30 AM</td>
<td>Lunch</td>
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<td>10:30-11:00 AM</td>
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<td>4:30-5:00 PM</td>
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<td>5:30-6:00 PM</td>
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<td>6:00-6:30 PM</td>
<td>Lunch</td>
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<td>6:30-7:00 PM</td>
<td>Introducing Survey/Task &amp; Practice</td>
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</tbody>
</table>

**Note:**
- The schedule includes activities such as introductions, data collection, and lunch breaks.
- The days are listed along the top, with times ranging from 8:00 AM to 6:30 PM.
- The activities are detailed, including the topics covered and the times allocated for each.

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How (1)

• Used the onsite preparation to get familiar with or/and re-train local key staff (4 days).
  – Working and communication style.
  – Strength and experience from both organizations.
How (2)

• Used the TLs training experience to come up the best strategy to conduct the Iwers training (2 days).
  – Train-the-trainer” (TTT) model.
  – Understanding of potential concerns and design changes.
  – Time for training sessions.
  – Classroom arrangements.
  – Selection of teaching assistants.

• None of trainees used SMS before.
How (3)

• Prepared review of the previous day daily.

• Modified slides and adjusted agenda daily.

• Had phone calls with the Michigan tech team daily.
  – Communicated among PIs, local staff, and trainees all the time...
  – Working schedule: 8am~11pm GMT (3am~6pm EST).

• Teaching, exercise, workshop, etc.
Some Examples

Happy Chinese (Horse) New Year

2 & 4 Wheel Tractor
- S3aii – Tools (Team 15+16)

Chinese Class
Happy New Year = Shing Nian Kwai Le 新 年 快 樂

Today’s Agenda
- 08:30am – (Wilson) Q&A – S2a, S2b, S3a, S3bia
- 09:00am – (Wilson) Paper Review – S3bia and more
- 10:00am – (Elana) CAPI Review – S3bib and more
- 11:00am – Snack Break
- 11:15am – CAPI Practice (S2a, S2b, S3a, S3bia)
- 01:30pm – Lunch Break
- 02:30pm – Language Breakout
- Evening – Jay (and project staff)’s practice hours

I hope to see some of you this summer~
- First Session: June 2 - June 27, 2014
- Second Session: June 30 - July 25, 2014

What we learned from you?
- Blaise
  - (Team 9+11) S10 section – the display of option field
  - (Team 17+18) Skip logics – pregnant questions
  - (Team 15+16) Y/N Skip
- Hot-key
  - Ctrl + K = Don’t Know
  - Ctrl + R = Refusal
  - Ctrl + M = Remark
- Not yet = [-1]
- Range check
More Examples

What we learned so far? (cont.)
- This survey is looooooong
- Is it possible to complete all 15 HHs for each EA given the limited # of staying days and limited time per day?
- Should we increase the # of staying days or # of interviewers?

The Answer for now is.....
- We need to work together and use the ST and Blaise to record your efforts and we will have a better understanding of the field.
  • Using Paradata
- An example from the China Mental Health Study.....

China Mental Health Study

Scenario 1
- One interviewer in one EA
  • Day 1: 2 hours for each HH 1-5 – 10 hours
  • Day 2: 2 hours for each HH 6-10 – 10 hours
  • Day 3: 2 hours for each HH 11-15 – 10 hours
  • Repeat on day 4-6
  • Repeat on day 7-9
  • Repeat on day 10-12
- DONE

Scenario 2
- Three interviewers in one EA (3 EAs in total)
  • Day 1: the first EA
    • Interviewer 1 - 2 hours for each HH 1-5 – 10 hours
    • Interviewer 2 - 2 hours for each HH 6-10 – 10 hours
    • Interviewer 3 - 2 hours for each HH 11-15 – 10 hours
  • Day 2: the second EA
  • Day 3: the third EA
  • Repeat on day 4-12
- DONE
Challenges & Solutions

• Complex survey design.
• Remote area without internet/wifi connection.
• Teaching, exercise, workshop, etc.
• Communication tools: Google chat, Skype, Viber, WhatsApp, E-mail, Call.
Some Observations

• Qualifications of interviewers and survey research “industry”: Employment, payment, life style, experience, etc.
  – Interviewers (preferably women) usually hold first degrees in social sciences and have some university education, strong facility in the local language, and the ability to relate to respondents in a respectful manner. (Afrobarometer Survey, 2010).
  – Alcser, Clemens, Holland, Guyer, and Hu, 2016:
    • If the project’s interviewing protocol differs significantly from previous studies, experienced interviewers may find it difficult to change their habits, leading to what is known as “veteran effects”.
    • Similarly, interviewers who have worked for an organization with low quality standards may have to unlearn some behaviors and adapt to new standards (Alcser, Clemens, Holland, Guyer, and Hu, 2016).
Glewwe (2005) recommends up to a month of intense interviewer training (general and study specific) for inexperienced interviewers in a face-to-face survey.

Round 4 of the Afrobarometer Survey held a six-day training workshop for all persons involved with the project, including interviewers and field supervisors. Interviewers must complete at least six practice interviews before they leave for the field:

- at least one mock interview in the national language,
- at least one mock interview in each of the local languages they will use in the field, and
- at least four training interviews in a field situation (Afrobarometer Survey, 2010).
What I (We) always said (heard)....

• I (We) will make it happen...Everything will be fine...
• You need to let them talk...Everyone has time to ask questions...
• It is okay if you don’t know and let’s find out the answer together...
• I want to hear good questions...
• We have office hours tonight and we would like to see you there...
• Why I did not see you here last night?
• They said: We are good at making complicated things become very simple 😊
  – Jay said: yeah, but also make very simple things become very complicated...😊
• Are you not direct and straightforward?
• Am I too pushing?
• I apologize on be half of the project team...
• I will make sure you are busy enough...
• Are we together?
• Come again...
• Can you let me/them ask questions?
• Jay you talk too fast... repeat it again...
• When we will have the snack?
• It is very simple, isn’t it?
• Today is such a wonderful day and you did wonderful job yesterday...
• We are making history!
• We had no water this morning again...Power shutdown again...
References


Cross-Cultural Survey Guidelines

Welcome to the Cross-cultural Survey Guidelines!
These Guidelines were developed as part of the Comparative Survey Design and Implementation (CSDI) Guidelines Initiative. The aim of the initiative was to promote internationally recognized guidelines that highlight best practice for the conduct of multinational, multicultural, or multiregional surveys, which we refer to as "SMC" surveys. The intended audience is researchers and survey practitioners planning or engaged in comparative survey research across cultures or countries.
Questions!?  

The longest trip with lots of mental and physical challenges but I appreciated everything I had and everyone I met - so glad that we made it through and it’s a lifelong memory for me!  

Thank You so Much!