The use of paradata in the Eurobarometer Standard Survey Series

Bill Blyth & Sharon Eagleton

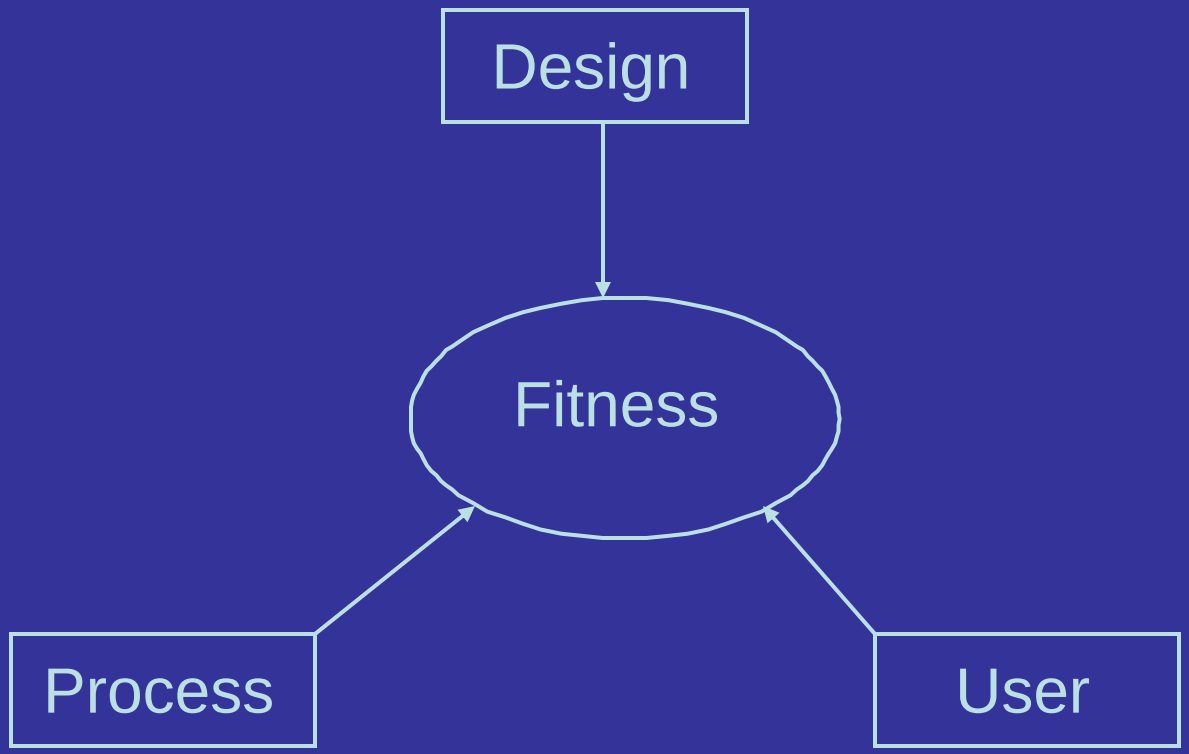
TNS

Overview

- Fitness for purpose requires control of all aspects of survey management, including timeliness and cost
- Paper illustrates primary use of paradata to control Eurobarometer timely delivery and data quality
- Describes current system and evolution
- Majority of data is unpublished, and based on real waves

Copyright Blyth, Eagleton & CSDI

The Quality Triangle



Copyright Blyth, Eagleton & CSDI

Eurobarometer: Geographical coverage

Copyright Blyth, Eagleton & CSDI

The Eurobarometer in figures

- **Number of F2F interviews** = approx. 160 000 per year
- **Number of questions asked** = approx. 1 000 per year
- **Number of countries** = up to 34
- **Regional and national languages covered** = 46
- **Number of topics** = 25 per year
- **Processing** = close to 50 000 tables per wave
- **Printouts** = 90 000 A4 pages per wave
- **Reporting** = 30 to 40 reports per year

Copyright Blyth, Eagleton & CSDI

Design & process implications

- Consistency, validity, timeliness and cost-effectiveness inexorably result in standardisation and centralisation
- Increased workload and shorter timelines have a similar effect

  1973- two waves a year in 6 Countries

  2010- eight-ten waves a year in 27+ countries
- Standardisation and centralisation yield improved control of a wide range of error and bias sources
- These in turn identify opportunities for further innovation and improvement

Copyright Blyth, Eagleton & CSDI

EB centralisation and standardisation

2005	2011
Central questionnaire	Central
Local translation	Central
Local scripting	Central
Local sample design/sampling	Central/Local
Local data collection	Local
Local editing	Central
Local weighting	Central
Central processing	Central
Local quality control	Central/Local

Copyright Blyth, Eagleton & CSDI

Paradata sourcing

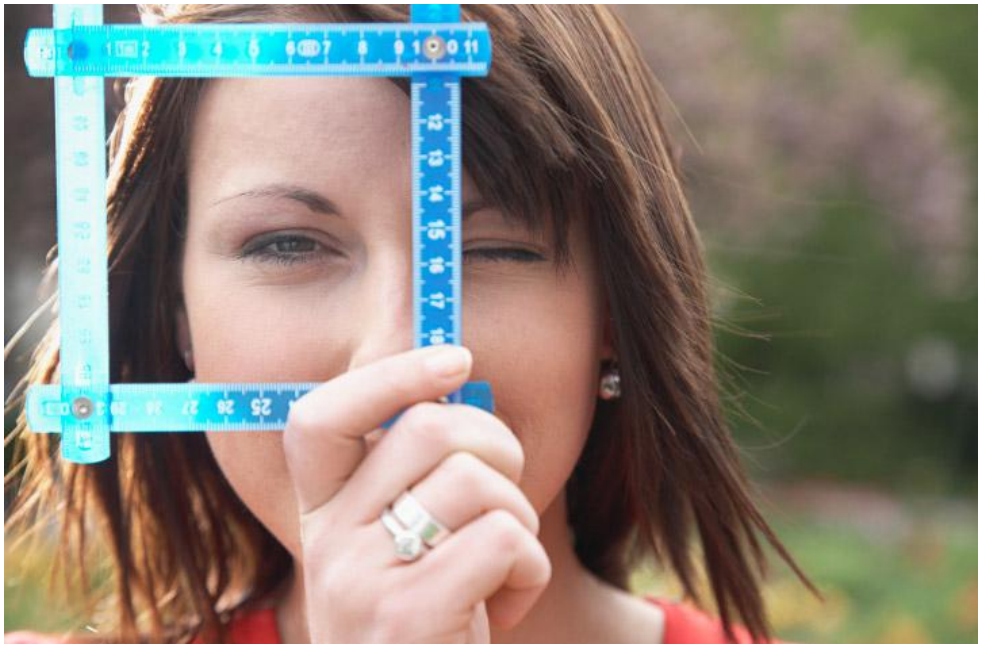
- Centralisation enables standardisation
- Centralisation drives provision, consistency, timeliness
- Centralisation enables calibration and benchmarking
- Centralisation results in utilisation
- Centralisation results in improvement-

  timeliness, data quality error reduction, cost, ‘Fitness’

Copyright Blyth, Eagleton & CSDI

Timeliness and error reduction: top line wave reports

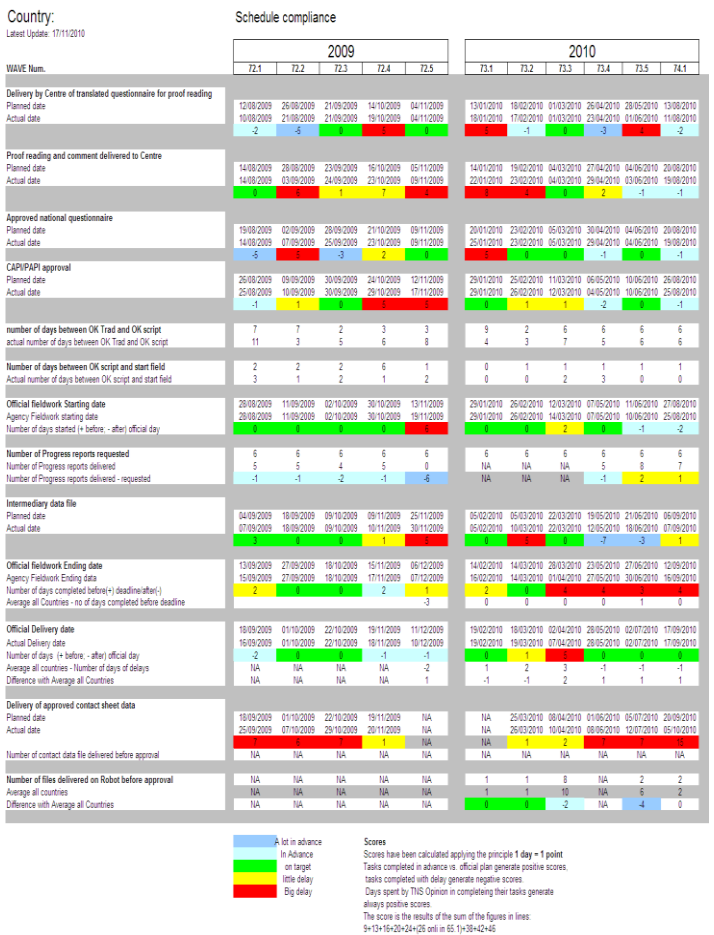
- Report example- talk/walk through
- Single wave
- Across waves



Copyright Blyth, Eagleton & CSDI

Report Examples

Timeliness and error reduction



Country:

Latest Update: 17/11/2010

Schedule compliance

WAVE Num.	2009					2010					
	72.1	72.2	72.3	72.4	72.5	73.1	73.2	73.3	73.4	73.5	74.1
Delivery by Centre of translated questionnaire for proof reading											
Planned date	12/08/2009	26/08/2009	21/09/2009	14/10/2009	04/11/2009	13/01/2010	18/02/2010	01/03/2010	26/04/2010	28/05/2010	13/08/2010
Actual date	10/08/2009	21/08/2009	21/09/2009	19/10/2009	04/11/2009	18/01/2010	17/02/2010	01/03/2010	23/04/2010	01/06/2010	11/08/2010
	-2	-5	0	5	0	5	-1	0	-3	4	-2
Proof reading and comment delivered to Centre											
Planned date	14/08/2009	28/08/2009	23/09/2009	16/10/2009	05/11/2009	14/01/2010	19/02/2010	04/03/2010	27/04/2010	04/06/2010	20/08/2010
Actual date	14/08/2009	03/09/2009	24/09/2009	23/10/2009	09/11/2009	22/01/2010	23/02/2010	04/03/2010	29/04/2010	03/06/2010	19/08/2010
	0	6	1	7	4	8	4	0	2	-1	-1
Approved national questionnaire											
Planned date	15/08/2009	02/09/2009	28/09/2009	21/10/2009	09/11/2009	20/01/2010	23/02/2010	05/03/2010	30/04/2010	04/06/2010	20/08/2010
Actual date	14/08/2009	07/09/2009	25/09/2009	23/10/2009	09/11/2009	25/01/2010	23/02/2010	05/03/2010	29/04/2010	04/06/2010	19/08/2010
	-5	5	-3	2	0	5	0	0	-1	0	-1
CAPI/PAPI approval											
Planned date	26/08/2009	09/09/2009	30/09/2009	24/10/2009	12/11/2009	29/01/2010	26/02/2010	11/03/2010	06/05/2010	10/06/2010	26/08/2010
Actual date	25/08/2009	10/09/2009	30/09/2009	29/10/2009	17/11/2009	29/01/2010	26/02/2010	12/03/2010	04/05/2010	10/06/2010	25/08/2010
	-1	1	0	5	5	0	1	1	-2	0	-1
number of days between OK Trad and OK script	7	7	2	3	3	9	2	6	6	6	6
actual number of days between OK Trad and OK script	11	3	5	6	8	4	3	7	5	6	6
Number of days between OK script and start field	2	2	2	6	1	0	1	1	1	1	1
Actual number of days between OK script and start field	3	1	2	1	2	0	0	2	3	0	0
Official fieldwork Starting date	29/08/2009	11/09/2009	02/10/2009	30/10/2009	13/11/2009	29/01/2010	26/02/2010	12/03/2010	07/05/2010	11/06/2010	27/08/2010
Agency Fieldwork starting date	29/08/2009	11/09/2009	02/10/2009	30/10/2009	19/11/2009	29/01/2010	26/02/2010	14/03/2010	07/05/2010	10/06/2010	25/08/2010
Number of days started (+ before; - after) official day	0	0	0	0	6	0	0	2	0	-1	-2
Number of Progress reports requested	6	6	6	6	6	6	6	6	6	6	6
Number of Progress reports delivered	5	5	4	5	0	NA	NA	NA	5	8	7
Number of Progress reports delivered - requested	-1	-1	-2	-1	-6	NA	NA	NA	-1	2	1
Intermediary data file											
Planned date	04/09/2009	18/09/2009	09/10/2009	09/11/2009	25/11/2009	05/02/2010	05/03/2010	22/03/2010	19/05/2010	21/06/2010	06/09/2010
Actual date	07/09/2009	18/09/2009	09/10/2009	10/11/2009	30/11/2009	05/02/2010	10/03/2010	22/03/2010	12/05/2010	18/06/2010	07/09/2010
	3	0	0	1	5	0	5	0	-7	-3	1
Official fieldwork Ending date	13/09/2009	27/09/2009	18/10/2009	15/11/2009	06/12/2009	14/02/2010	14/03/2010	28/03/2010	23/05/2010	27/06/2010	12/09/2010
Agency Fieldwork Ending date	15/09/2009	27/09/2009	18/10/2009	17/11/2009	07/12/2009	16/02/2010	14/03/2010	01/04/2010	27/05/2010	30/06/2010	16/09/2010
Number of days completed before(+) deadline/after(-)	2	0	0	2	1	2	0	2	4	3	3
Average all Countries - no of days completed before deadline					-3	0	0	0	0	1	0
Official Delivery date	18/09/2009	01/10/2009	22/10/2009	19/11/2009	11/12/2009	19/02/2010	19/03/2010	02/04/2010	28/05/2010	02/07/2010	17/09/2010
Actual Delivery date	16/09/2009	01/10/2009	22/10/2009	18/11/2009	10/12/2009	19/02/2010	19/03/2010	07/04/2010	28/05/2010	02/07/2010	17/09/2010
Number of days (+ before, - after) official day	-2	0	0	-1	-1	0	1	5	0	0	0
Average all countries - Number of days of delays	NA	NA	NA	NA	-2	1	2	3	-1	-1	-1
Difference with Average all Countries	NA	NA	NA	NA	1	-1	-1	2	1	1	1
Delivery of approved contact sheet data											
Planned date	18/09/2009	01/10/2009	22/10/2009	19/11/2009	NA	NA	25/03/2010	08/04/2010	01/06/2010	05/07/2010	20/09/2010
Actual date	25/09/2009	07/10/2009	29/10/2009	20/11/2009	NA	NA	25/03/2010	10/04/2010	08/06/2010	12/07/2010	05/10/2010
	7	6	7	1	NA	NA	0	2	7	7	15
Number of contact data file delivered before approval	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Number of files delivered on Robot before approval	NA	NA	NA	NA	NA	1	1	8	NA	2	2
Average all countries	NA	NA	NA	NA	NA	1	1	10	NA	6	2
Difference with Average all Countries	NA	NA	NA	NA	NA	0	0	-2	NA	-4	0

A lot in advance
In Advance
on target
little delay
Big delay

Scores

Scores have been calculated applying the principle **1 day = 1 point**

Tasks completed in advance vs. official plan generate positive scores.

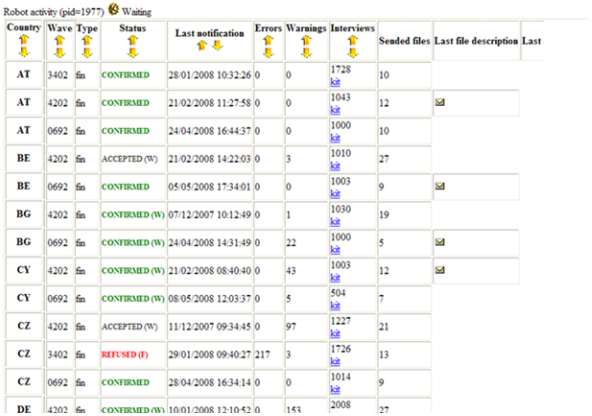
tasks completed with delay generate negative scores

Days spent by TNS Opinion in completeing their tasks generate always positive scores.

The score is the results of the sum of the figures in lines:

9+13+16+20+24+(26 only in 65.1)+38+42+46

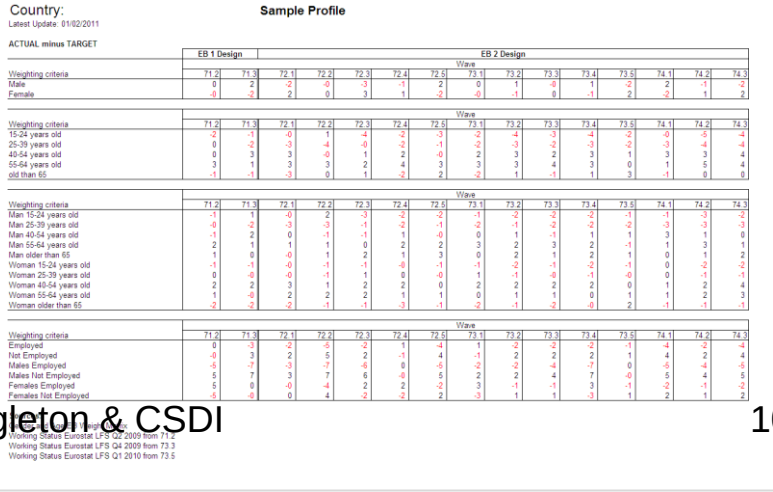
Overnight fieldwork progress



Robot activity (pid=1977) Waiting

Country	Wave	Type	Status	Last notification	Errors	Warnings	Interviews	Seaded files	Last file description	Last
AT	3402	fin	CONFIRMED	28/01/2008 10:32:26	0	0	1728 kit	10		
AT	4202	fin	CONFIRMED	21/02/2008 11:27:58	0	0	1043 kit	12		
AT	0692	fin	CONFIRMED	24/04/2008 16:44:37	0	0	1000 kit	10		
BE	4202	fin	ACCEPTED (W)	21/02/2008 14:22:03	0	3	1010 kit	27		
BE	0692	fin	CONFIRMED	05/05/2008 17:34:01	0	0	1003 kit	9		
BG	4202	fin	CONFIRMED (W)	07/12/2007 10:12:49	0	1	1030 kit	19		
BG	0692	fin	CONFIRMED (W)	24/04/2008 14:31:49	0	22	1000 kit	5		
CY	4202	fin	CONFIRMED (W)	21/02/2008 08:40:40	0	43	1003 kit	12		
CY	0692	fin	CONFIRMED (W)	08/05/2008 12:03:37	0	5	504 kit	7		
CZ	4202	fin	ACCEPTED (W)	11/12/2007 09:34:45	0	97	1227 kit	21		
CZ	3402	fin	REFUSED (F)	29/01/2008 09:40:27	217	3	1726 kit	13		
CZ	0692	fin	CONFIRMED	28/04/2008 16:34:14	0	0	1014 kit	9		
DE	4202	fin	CONFIRMED (W)	10/01/2008 12:10:52	0	153	2008	27		

Data quality : Sample



Country:

Latest Update: 01/02/2011

Sample Profile

ACTUAL minus TARGET

	EB 1 Design	EB 2 Design												
	Wave													
Weighting criteria	71.2	71.3	72.1	72.2	72.3	72.4	72.5	73.1	73.2	73.3	73.4	73.5	74.1	74.2	74.3
Male	0	2	-2	-0	-3	-1	2	0	1	-0	1	-2	2	-1	-2
Female	-0	-2	2	0	3	1	-2	-0	-1	0	-1	2	-2	1	2

	Wave														
Weighting criteria	71.2	71.3	72.1	72.2	72.3	72.4	72.5	73.1	73.2	73.3	73.4	73.5	74.1	74.2	74.3
15-24 years old	-2	-1	-0	1	-4	-2	-3	-2	-4	-3	-4	-2	-0	-5	-4
25-39 years old	0	-2	-3	-4	-0	-2	-1	-2	-3	-2	-3	-2	-3	-4	-4
40-54 years old	0	3	3	-0	1	2	-0	2	3	2	3	1	3	3	4
55-64 years old	3	1	3	3	2	4	3	3	3	4	3	0	1	5	4
old than 65	-1	-1	-3	0	1	-2	2	-2	1	-1	1	3	-1	0	0

	Wave														
Weighting criteria	71.2	71.3	72.1	72.2	72.3	72.4	72.5	73.1	73.2	73.3	73.4	73.5	74.1	74.2	74.3
Man 15-24 years old	-1	1	-0	2	-3	-2	-2	-1	-2	-2	-2	-1	-1	-3	-2
Man 25-39 years old	-0	-2	-3	-3	-1	-2	-1	-2	-1	-2	-2	-2	-3	-3	-3
Man 40-54 years old	-1	2	0	-1	-1	-1	-0	0	1	-1	1	1	3	1	0
Man 55-64 years old	2	1	1	1	0	2	2	3	2	3	2	-1	1	3	1
Man older than 65	1	0	-0	1	2	1	3	0	2	1	2	1	0	1	2
Woman 15-24 years old	-1	-1	-0	-1	-1	-0	-1	-1	-2	-1	-2	-1	0	-2	-2
Woman 25-39 years old	0	-0	-0	-1	-1	0	-0	-1	-1	-0	-1	-0	0	-1	-1
Woman 40-54 years old	2	2	3	1	2	2	0	2	2	2	2	0	1	2	4
Woman 55-64 years old	1	-0	2	2	2	1	1	0	1	1	0	1	1	2	3
Woman older than 65	-2	-2	-2	-1	-1	-3	-1	-2	-1	-2	-0	2	-1	-1	-1

	Wave														
Weighting criteria	71.2	71.3	72.1	72.2	72.3	72.4	72.5	73.1	73.2	73.3	73.4	73.5	74.1	74.2	74.3
Employed	0	-3	-2	-5	-2	1	-4	1	-2	-2	-2	-1	-1	-2	-1
Not Employed	-0	3	2	5	2	-1	4	-1	2	2	2	1	1	2	1
Males Employed	-5	-7	-3	-7	-6	8	-5	-2	-2	-4	-7	0	-5	-4	-5
Males Not Employed	5	7	3	7	6	-9	5	2	2	4	7	-0	5	4	5
Females Employed	5	0	-0	-4	2	2	-2	3	-1	-1	3	-1	-2	-1	-2
Females Not Employed	-5	-0	0	4	-2	-2	2	-3	1	1	-3	1	2	1	2

Working Status Eurostat LFS Q4 2008 from 71.2
Working Status Eurostat LFS Q2 2009 from 71.2
Working Status Eurostat LFS Q4 2009 from 73.3
Working Status Eurostat LFS Q1 2010 from 73.5

Copyright Blyth, Eagleton & CSDI

Interviewer Quintile Reports

Interviewer Effectiveness

Country:

Data : All visits by Day and time

Day of Week	TIME	Not succ Ineligible	Not succ No reply	Succ Visits	Total Visits	Ineligible	No reply	Succ Visits Rate	on Succ Visits Rate (Least Succ) Ints - Quintile 1	(Most Succ) Ints - Quintile 5
Sunday	before 10:00	0	6	4	10	0%	60%	40%	33%	
	10:00 - 13:59	5	31	55	91	5%	34%	60%	48%	100%
	14:00 - 16:59	5	61	77	143	3%	43%	54%	40%	100%
	17:00 - 19:59	3	19	36	58	5%	33%	62%	39%	83%
	20:00 and after	0	8	13	21	0%	38%	62%		100%
	Total	13	125	185	323	4%	39%	57%	42%	97%
Monday	before 10:00	2	19	27	48	4%	40%	56%	69%	100%
	10:00 - 13:59	2	88	98	188	1%	47%	52%	39%	100%
	14:00 - 16:59	8	130	170	308	3%	42%	55%	34%	94%
	17:00 - 19:59	4	87	152	243	2%	36%	63%	53%	89%
	20:00 and after	0	2	11	13	0%	15%	85%		
	Total	16	326	458	800	2%	41%	57%	40%	94%
Tuesday	before 10:00	1	14	26	41	2%	34%	63%	57%	100%
	10:00 - 13:59	6	163	165	334	2%	49%	49%	34%	88%
	14:00 - 16:59	9	115	178	302	3%	38%	59%	41%	100%
	17:00 - 19:59	4	87	146	237	2%	37%	62%	38%	93%
	20:00 and after	0	6	12	18	0%	33%	67%		
	Total	20	385	527	932	2%	41%	57%	38%	94%
Wednesday	before 10:00	0	10	21	31	0%	32%	68%	50%	100%
	10:00 - 13:59	7	124	103	234	3%	53%	44%	33%	92%
	14:00 - 16:59	11	126	128	265	4%	48%	48%	38%	86%
	17:00 - 19:59	3	89	116	208	1%	43%	56%	31%	100%
	20:00 and after	0	6	5	11	0%	55%	45%		100%
	Total	21	355	373	749	3%	47%	50%	35%	94%
Thursday	before 10:00	0	5	20	25	0%	20%	80%	75%	
	10:00 - 13:59	2	81	86	169	1%	48%	51%	32%	100%
	14:00 - 16:59	6	112	131	249	2%	45%	53%	33%	100%
	17:00 - 19:59	6	55	84	145	4%	38%	58%	50%	100%
	20:00 and after	0	1	8	9	0%	11%	89%		
	Total	14	254	329	597	2%	43%	55%	36%	100%
Friday	before 10:00	1	6	16	23	4%	26%	70%	50%	
	10:00 - 13:59	12	103	116	231	5%	45%	50%	40%	83%
	14:00 - 16:59	13	147	182	342	4%	43%	53%	42%	100%
	17:00 - 19:59	7	108	110	225	3%	48%	49%	20%	100%
	20:00 and after	0	5	4	9	0%	56%	44%		
	Total	33	369	428	830	4%	44%	52%	38%	92%
Saturday	before 10:00	0	9	6	15	0%	60%	40%	0%	
	10:00 - 13:59	4	92	116	212	2%	43%	55%	43%	88%
	14:00 - 16:59	4	111	160	275	1%	40%	58%	38%	96%
	17:00 - 19:59	3	44	47	94	3%	47%	50%	29%	82%
	20:00 and after	0	3	3	6	0%	50%	50%		
	Total	11	259	332	602	2%	43%	55%	39%	91%
Grand Total		128	2073	2632	4833	3%	43%	54%		

Country:

Data : Successful interview By Day & Time

Day of Week	TIME	Eligible	Contact	Contact Rate	on contact rate (Least Successful) Ints - Quintile 1	(Most Successful) Ints - Quintile 5
Sunday	before 10:00	5	1	20%		
	10:00 - 13:59	70	28	40%	40%	86%
	14:00 - 16:59	95	21	22%	13%	75%
	17:00 - 19:59	37	11	30%	0%	0%
	20:00 and after	13	5	38%		100%
	Total	220	66	30%	14%	77%
Monday	before 10:00	27	15	56%	22%	67%
	10:00 - 13:59	124	47	38%	35%	56%
	14:00 - 16:59	215	79	37%	19%	75%
	17:00 - 19:59	154	56	36%	12%	62%
	20:00 and after	11	11	100%	100%	
	Total	531	208	39%	20%	64%
Tuesday	before 10:00	30	16	53%	44%	50%
	10:00 - 13:59	231	56	24%	13%	70%
	14:00 - 16:59	222	87	39%	20%	94%
	17:00 - 19:59	169	57	34%	20%	86%
	20:00 and after	12	5	42%	50%	
	Total	664	221	33%	19%	83%
Wednesday	before 10:00	22	12	55%	50%	43%
	10:00 - 13:59	136	36	26%	5%	75%
	14:00 - 16:59	169	55	33%	18%	100%
	17:00 - 19:59	129	42	33%	11%	100%
	20:00 and after	9	3	33%		100%
	Total	465	148	32%	13%	75%
Thursday	before 10:00	18	12	67%	100%	
	10:00 - 13:59	116	40	34%	28%	
	14:00 - 16:59	169	51	30%	19%	67%
	17:00 - 19:59	102	23	23%	7%	50%
	20:00 and after	4	2	50%		
	Total	409	128	31%	18%	56%
Friday	before 10:00	14	8	57%	0%	
	10:00 - 13:59	150	39	26%	15%	50%
	14:00 - 16:59	220	68	31%	12%	50%
	17:00 - 19:59	115	28	24%	9%	
	20:00 and after	4	3	75%	100%	
	Total	503	146	29%	13%	50%
Saturday	before 10:00	7	4	57%	50%	
	10:00 - 13:59	137	37	27%	20%	0%
	14:00 - 16:59	182	50	27%	14%	100%
	17:00 - 19:59	52	11	21%	4%	
	20:00 and after	3	1	33%		
	Total	381	103	27%	15%	86%
Grand Total		3173	1020	32%	16%	71%

Country:

Data : Successful contact By Day & Time

Day of Week	TIME	Eligible	Contact	Contact Rate	on contact rate (Least Successful) Ints - Quintile 1	(Most Successful) Ints - Quintile 5
Sunday	before 10:00	5	3	60%		
	10:00 - 13:59	70	53	76%	56%	100%
	14:00 - 16:59	95	65	68%	33%	94%
	17:00 - 19:59	37	27	73%	83%	88%
	20:00 and after	13	9	69%	67%	
	Total	220	157	71%	47%	96%
Monday	before 10:00	27	22	81%	100%	100%
	10:00 - 13:59	124	74	60%	41%	100%
	14:00 - 16:59	215	143	67%	38%	95%
	17:00 - 19:59	154	123	80%	81%	100%
	20:00 and after	11	11	100%	100%	
	Total	531	373	70%	47%	97%
Tuesday	before 10:00	30	22	73%	43%	100%
	10:00 - 13:59	231	129	56%	29%	90%
	14:00 - 16:59	222	161	73%	48%	100%
	17:00 - 19:59	169	119	70%	59%	92%
	20:00 and after	12	10	83%		
	Total	664	441	66%	42%	96%
Wednesday	before 10:00	22	18	82%	100%	100%
	10:00 - 13:59	136	83	61%	33%	100%
	14:00 - 16:59	169	107	63%	39%	93%
	17:00 - 19:59	129	89	69%	31%	100%
	20:00 and after	9	4	44%		100%
	Total	465	301	65%	36%	98%
Thursday	before 10:00	18	17	94%	100%	
	10:00 - 13:59	116	72	62%	38%	100%
	14:00 - 16:59	169	108	64%	50%	100%
	17:00 - 19:59	102	70	69%	54%	92%
	20:00 and after	4	4	100%		
	Total	409	271	66%	49%	97%
Friday	before 10:00	14	12	86%	0%	
	10:00 - 13:59	150	91	61%	55%	100%
	14:00 - 16:59	220	153	70%	47%	100%
	17:00 - 19:59	115	82	71%	25%	100%
	20:00 and after	4	4	100%		
	Total	503	342	68%	46%	100%
Saturday	before 10:00	7	5	71%	100%	
	10:00 - 13:59	137	89	65%	36%	100%
	14:00 - 16:59	182	138	76%	41%	100%
	17:00 - 19:59	52	35	67%	50%	67%
	20:00 and after	3	2	67%		
	Total	381	269	71%	39%	95%
Grand Total		3173	2154	68%	44%	97%

Copyright Blyth, Eagleton & CSDI

Wave Specific Action Reports

Data quality : Interviewer detailed data (extract)

Country:
Latest Update: 01/02/2011

Source Eurobarometer :

Data : All Calls, Interviewer by Whether Contact or No Contact

Interviewer	Total Visits	Not succ. visits	Succ visits	Succ Visit Rate	Addr visited	Ineligible	Eligible	Contact	Contact Rate	Qst OK	Response rate
22353	1	0	1	100.0%	1	0	1	1	100.0%	1	100.0%
12581	2	0	2	100.0%	2	0	2	2	100.0%	2	100.0%
22233	2	0	2	100.0%	2	0	2	2	100.0%	2	100.0%
12629	1	0	1	100.0%	1	0	1	1	100.0%	1	100.0%
22375	3	0	3	100.0%	3	0	3	3	100.0%	3	100.0%
22382	7	0	7	100.0%	7	0	7	7	100.0%	7	100.0%
30340	2	0	2	100.0%	2	0	2	2	100.0%	2	100.0%
32694	12	0	12	100.0%	12	0	12	12	100.0%	11	91.7%
12577	5	0	5	100.0%	5	0	5	5	100.0%	4	80.0%
12099	5	0	5	100.0%	5	0	5	5	100.0%	4	80.0%
52836	13	0	13	100.0%	10	0	10	10	100.0%	8	80.0%
12566	11	0	11	100.0%	10	0	10	10	100.0%	8	80.0%
45778	12	0	12	100.0%	11	0	11	11	100.0%	8	72.7%
12553	17	1	16	94.1%	12	0	12	11	91.7%	8	66.7%
3003	8	1	7	87.5%	6	0	6	5	83.3%	4	66.7%
32676	13	3	10	76.9%	13	0	13	10	76.9%	8	61.5%
3001	19	7	12	63.2%	16	1	15	10	66.7%	9	60.0%
12376	7	0	7	100.0%	7	0	7	7	100.0%	4	57.1%
32698	24	9	15	62.5%	22	1	21	13	61.9%	12	57.1%
30387	27	4	23	85.2%	21	0	21	19	90.5%	12	57.1%
72974	22	1	21	95.5%	21	0	21	20	95.2%	12	57.1%
72957	11	1	10	90.9%	7	0	7	6	85.7%	4	57.1%
62419	50	16	34	68.0%	46	2	44	31	70.5%	24	54.5%
20732	23	8	15	65.2%	15	0	15	10	66.7%	8	53.3%
12625	27	3	24	88.9%	25	2	23	22	95.7%	12	52.2%
20226	46	13	33	71.7%	25	2	23	21	91.3%	12	52.2%
62421	40	11	29	72.5%	34	3	31	23	74.2%	16	51.6%
72990	20	3	17	85.0%	17	1	16	14	87.5%	8	50.0%
32776	24	8	16	66.7%	20	4	16	12	75.0%	8	50.0%
72964	12	2	10	83.3%	8	0	8	6	75.0%	4	50.0%
20117	12	2	10	83.3%	8	0	8	6	75.0%	4	50.0%
32703	42	22	20	47.6%	33	0	33	20	60.6%	16	48.5%
93405	21	3	18	85.7%	17	0	17	15	88.2%	8	47.1%

Data quality : Interviewer summary

Country:
Latest Update: 01/02/2011

Number of Interviews by Interviewer

Count of Interviewer	
Number of Interviews	Total
1	2
2	4
3	2
4	25
5	1
6	4
7	5
8	47
9	5
10	1
11	2
12	12
14	2
15	4
16	8
17	1
Grand Total	125

Interviewers carrying out 0 interviews 0 0%

Interviewers carrying out 40+ interviews

Data quality : Actions

Country: A

CONTACT SHEET SUMMARY REPORT

SAMPLE PROFILE

Sample profiles are flagged if they exceed the average % difference across all countries.
Averages are set at:

Gender +/-	3 %
Age +/-	5 %
Working Status +/-	5 %
Age x Gender +/-	3 %
Urbanisation +/-	2 %
Region +/-	2 %

	% difference from target	Exceed Average?
Male	-2	
15-24 years old	-4	
25-39 years old	-4	
40-54 years old	4	
55-64 years old	4	
old than 65	0	
Employed	-4	
Males Employed	-5	Yes
Females Employed	-2	
Man 15-24 years old	-2	
Man 25-39 years old	-3	
Man 40-54 years old	0	
Man 55-64 years old	1	
Man older than 65	2	
Woman 15-24 years old	-2	
Woman 25-39 years old	-1	
Woman 40-54 years old	4	Yes
Woman 55-64 years old	3	
Woman older than 65	-1	
Urbanisation		
Region		

Recommended Actions

Investigate interviewer sample profiles and time of day to make improvements

Investigate interviewer sample profiles and time of day to make improvements

CONTACT REPORT INFORMATION

Number of interviewers	104	target 63-125 (each interviewer to do 1 or 2 assignments)
Number of sampling point	298	target 250 (125 spts x 2 clusters)
Number of interviews per interviewer	0%	interviewers carrying out 0 interviews

Recommended Actions

Assignments ideally are 1 weekday after 14:00 and 1 weekend day
Exceptions are made for appointments

BEFORE 14:00 weekday visits	1324	27%
AFTER 14:00 weekday visits	2584	53%
WEEKEND visits	925	19%

Recommended Actions

Response Rate by interviewer — 7 — 7% interviewers have 100% response rate
Flagged if >25%

Recommended Actions

Interviewers carrying out 0 interviews
No follow-up required

Interviewer	Total Visits	Not succ visits	Succ visits	Succ Visit Rate	Addr visited	Ineligible	Eligible	Contact	Contact Rate	Qst OK	Response rate

Copyright Blyth, Eagleton & CSDI

Management Reports

Wave specific management action report

Actions resulting from EB Contact Sheet Analysis

Country	Comments	Actions
Country A	Incorrect numbering of sample points or too few sample points being used	Target number of sample points 250 (currently 249)
	5% of interviewers had 100% response rate	Possible interviewer retraining required for contact sheets
	6 interviewers carrying out 0 interviews	Possible interviewer retraining required for doorstep technique for some interviewers
	Sample weighting on urbanisation and region	Check sample points correctly issued and worked by region and urbanisation
Country B	Sample weighting on urbanisation	Check sample points correctly issued and worked by region and urbanisation
	Sample profile high on 55-64 year olds	Work less weekdays before 2pm, target 0% (currently 21%) and work more weekends target 50% (currently 25%)
Country C	No Actions Required	

Recent wave management report

	Wave 1	Wave 1	Wave 2	Wave 2	Wave 3	Wave 3	
Country	Comments	Actions	Comments	Actions	Comments	Actions	Progress
Country A	Incorrect numbering of sample points or too few sample points being used	Target number of sample points 250 (currently 249)	Incorrect numbering of sample points or too few sample points being used	Target number of sample points 250 (currently 243)			✓
	Sample weighting on urbanisation	Check sample points correctly issued and worked by region and urbanisation	Sample weighting on urbanisation	Check sample points correctly issued and worked by region and urbanisation			✓
	Sample profile high women >65 and low men 16-24	Work less weekdays before 2pm, target 0% (currently 24%)	Sample profile high >65 and low men 16-24	Work less weekdays before 2pm, target 0% (currently 31%)	Sample profile high >65 and low men 16-24	Work less weekdays before 2pm, target 0% (currently 30%)	—
					2 interviewers carrying out 0 interviews	Possible interviewer retraining required for doorstep technique for some interviewers	↓
Country B	Sample weighting on urbanisation	Check sample points correctly issued and worked by region and urbanisation	Sample weighting on urbanisation	Check sample points correctly issued and worked by region and urbanisation	Sample weighting on urbanisation and region	Check sample points correctly issued and worked by region and urbanisation	—
	Sample profile low on employed men	Work more weekends, target 50% (currently 18%)	Sample profile low on employed men	Work more weekends, target 50% (currently 35%)			↑

Final management report

tns™

EUROBAROMETER

Contact Sheet Report Status - Progress to Date (EXAMPLE last three waves)

Progress	Code description	All Countries	All Countries
✓	Issue solved	35	33%
↑	Improvements seen	19	18%
—	No improvements seen	32	30%
↓	Decline or new problems seen	16	15%
Input Requested	Input Requested	3	3%

Total Issues identified on contact sheet reports	105

Copyright Blyth, Eagleton & CSDI

Summary

- Management system and paradata must reflect the user priorities
- Timeliness is key - reduce the risk of not delivering on time
- Reduce errors – get reports accurate first time
- Believable trends & data credibility are the quality focus
- Responsive design to respond to this
- Comparative studies benefit from standardisation and centralisation
- Reduce process errors…… costs will follow

Copyright Blyth, Eagleton & CSDI