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Developing a mobile fieldwork management and monitoring system (FMMS) - Challenges of cross-national implementation

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Background

- Builds on previous work under DASISH project (2012-14), development of the first prototype of the mobile app
- Currently part of SERISS WP4 'Interactive tools for cross-national surveys'
- Collaboration between ESS HQ & programmers at CentERdata
- Mirrors the ESS contact form but will be open source tool





ESS fieldwork monitoring

- Fieldwork not centralised
- National Coordinators (NCs) appoint a survey agency for data collection
- NCs send weekly/fortnightly fieldwork progress reports to the ESS Central Scientific Team (CST)
- Contact form data is only available after fieldwork is finished





Goals

- Up-to-date “real time” information on fieldwork progress
- Standardisation of contact data collection and fieldwork progress reports
- Data collection on the doorstep





What is FMMS?

Two components:

- Mobile “app” to replace paper contact form and enable data collection on the doorstep; stand alone app not linked to CAPI; designed for mobile devices but can be also used on laptops
- Centralised case management system (CCMS) to manage the transfer of information between interviewers and agency; enable access to up-to-date contact data by the NCs and CST; produce standardised fieldwork progress reports





1. Each survey agency (SA) uploads their sample file (including personal identifiers) to centralised case management system (CCMS) via secure file transfer

2. Case level data for each country (in a given round) available in centralised case management system (CCMS) (in "the cloud", hosted by CentERdata)

3. Sample records transferred from CCMS onto (password protected) interviewer devices

Interviewers transmit back completed records to CCMS

SA can view completed records once returned from interviewer

Access	SA	Country	Last Round	First Round	Round	Start	End	Grade	Age	Created	App	Cost
00000001	11-000000-00	Belgium	2010-01-01	2010-01-01	1	0000-00-00	0000-00-00	0	0	11.000000.0		
00000002	11-000000-00	Belgium	2010-01-01	2010-01-01	2	0000-00-00	0000-00-00	0	0	11.000000.0		
00000003	11-000000-00	Belgium	2010-01-01	2010-01-01	3	0000-00-00	0000-00-00	0	0	11.000000.0		
00000004	11-000000-00	Belgium	2010-01-01	2010-01-01	4	0000-00-00	0000-00-00	0	0	11.000000.0		
00000005	11-000000-00	Belgium	2010-01-01	2010-01-01	5	0000-00-00	0000-00-00	0	0	11.000000.0		
00000006	11-000000-00	Belgium	2010-01-01	2010-01-01	6	0000-00-00	0000-00-00	0	0	11.000000.0		
00000007	11-000000-00	Belgium	2010-01-01	2010-01-01	7	0000-00-00	0000-00-00	0	0	11.000000.0		
00000008	11-000000-00	Belgium	2010-01-01	2010-01-01	8	0000-00-00	0000-00-00	0	0	11.000000.0		
00000009	11-000000-00	Belgium	2010-01-01	2010-01-01	9	0000-00-00	0000-00-00	0	0	11.000000.0		
00000010	11-000000-00	Belgium	2010-01-01	2010-01-01	10	0000-00-00	0000-00-00	0	0	11.000000.0		

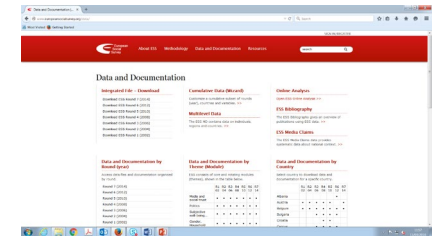


4. NCs and CST can view anonymised case-level data for their own (NC) and all (CST) ESS country

Aggregated fieldwork progress reports can be downloaded from CCMS



5. Anonymised contact form data transferred to the archive at NSD at end of an ESS Round





APP

Case List

Tap to enter search string...

- 21** (Green checkmark)
 - Last visit: completed interview
 - When: 2016-07-20 16:25:38
 - psu: 104
 - 58 Beech Street EDINGBURGH (undefined) [View in Maps](#)
- 16** (Yellow warning)
 - Last visit: (new) appointment
 - When: 2016-07-20 16:36:02
 - psu: 103
 - 16 Locust Street PERTH (undefined) [View in Maps](#)
- 11** (Red 'new')
 - Case not visited yet
 - psu: 103
 - 5 River Street PERTH (undefined) [View in Maps](#)
- 6** (Red 'new')
 - Case not visited yet
 - psu: 102
 - 30 Mulberry Court SOUTHAMPTON (undefined) [View in Maps](#)
- 1** (Red 'new')
 - Case not visited yet
 - psu: 101
 - 38 Beechwood Drive LONDON (undefined) [View in Maps](#)

Case 21

Case overview

⚠ Selection for a household is required

Address: [Perform household selection](#)
58 Beech Street EDINGBURGH (undefined)

Respondent: [Redacted]

Log a Visit | **About Neighbourhood**

Request to be unassigned

Case | History | Notes | Struct

Case 6

Reason for Refusal

- C.1 bad timing
- C.2 not interested
- C.3 don't know enough/too difficult for me"
- C.4 waste if time
- C.5 waste of money
- C.6 interferes with my privacy/I give no personal information
- C.7 never do surveys
- C.8 co-operated too often
- C.9 do not trust surveys
- C.10 previous bad experience
- C.11 don't like subject
- C.12 R refuses because partner/family/HH do not give

Back | Save | Cancel | Next

Case | History | Notes | Struct

Case 21

History of Contact Outcomes

2016-07-20 16:25:38

[A.1] "completed interview" personal

2016-07-20 16:22:17

[B.1] "(new) appointment" personal

2016-07-20 16:21:59

[A.6] "no contact at all" personal

Case | History | Notes | Struct





CCMS

seriss tait

- Management
- Cases**
- Interviewers
- System Admin
- Contactcodes

Cases

25 Cases

0 Complete

0 Refusal

25 No visits

Summary report

Total results: 25 Actions ▾

Search

Filter On Interviewer

 ▾

Filter On Outcome Code

 ▾



CCMS

seriss Search

- Management
- Cases
- Interviewers
- System Admin
- Contactcodes

Interviewer Unikingiwer1, Ukayi1

5
Cases

0
Complete

0
Refusal

5
No Visits

Interviewer Details Actions ▾

Name U.K. Ukayi1 Unikingiwer1
Role Interviewer
Organization NatCen UK
Gender 1
Last sync

Cases assigned to interviewer ordered by last visit

Human Identifier	Region	Address	Last outcome	Last visited
1	South EAST	38 Beechwood Drive		
6	South WEST	30 Mulberry Court		
11	HIGHLANDS	5 River Street		
16	HIGHLANDS	16 Locust Street		
21	LOWLANDS	58 Beech Street		





Implementation feasibility exercise

What are the main challenges of cross-national FMMS implementation?

- Webinar for survey agencies (SAs) and NCs (Feb 2016)
- Online survey for SAs (10 countries)
- Feedback form for NCs (15 countries)
- Follow-up calls with NCs and SAs
- Consultations regarding data protection issues





Implementation challenges

Differences across ESS countries

- Different sample frames (individual vs. address) & different respondent selection procedures
- Different IT resources (PAPI vs. CAPI, various bespoke sample management tools and CAPI programs, access to mobile devices, IT infrastructure in general)
- Different survey cultures and ways of working (standardisation vs. local expertise)





Implementation challenges

Technological issues

- Absence of technological support, limited IT resources (e.g. for user support)
- Internet availability
- No connection with CAPI programs





Implementation challenges

Reluctance by survey agencies

- Compatibility with agencies' in-house systems and procedures. Some agencies have their own (more advanced) tools that are used for multiple surveys. Implementing a new system is seen as unnecessary duplication of tasks.
- Unwillingness to invest additional resources for mobile devices, additional IT staff and interviewer training
- Unwillingness to be closely monitored by NCs/CST (impression of 'distrust' from NC/CST), loss of autonomy (e.g. dependence on central technical support)
- Potential disapproval by interviewers (often older persons, habit of using an established system, more errors if using two systems)





Implementation challenges

Data protection issues

- Transfer of personal data to central server accessible by third party (CentERdata)

Possible solution: transfer of personal data via local servers at SA in countries where transfer via central server not possible





Next steps

- Testing of the app with the UK interviewers (October 2016)
- Decisions to be made:
 - Should the tool be implemented in the future ESS rounds?
 - Should it be compulsory or optional for the ESS participating countries?
 - If optional – possible solution: regular upload of anonymised (case-level) fieldwork data to the CCMS

