

Management of CAPI and CATI at the Labor Force Survey

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Abstract

The Labor Force Survey (LFS) in Israel is a monthly panel survey that tracks fluctuations in the Israel labor force its size and characteristics.

The sample of the survey includes 18,000 dwellings each year. These dwellings are surveyed eight times over a period of one and a half years.

To this end households are interviewed once through CAPI and seven through CATI (by blaise).

The advantages of using these methods are as follows:

- a. Using CAPI first helps locating the sampled units, permits exclusion of specific dwelling that were not intended to be investigated and helps introduce the interviewer to the household.
- b. Using CATI at the other seven inquiries is done to save resources.

In the past in cases where CAPI was problematic due to the limited number of interviewers, lack of time, remoteness, etc. the interview was converted to a phone interview according to CAPI procedure, the field interviewers were allowed in special cases to conduct the interviews using their own home phone.

However such a practice is much less effective and reliable. And because of the high percentage of such occurrences and to overcome this problem we have introduced a new practice where such cases were reassigned to the Data Collection Center using the CATI management system.

In this paper we will describe the overall case management that made it feasible to transfer cases between the two collection modes during a short period of time.

We will discuss the consideration of using CAPI or CATI at the same stage. We will also describe the different steps and activities that are done by the interviewer, the CAPI supervisors and the system in order to perform the transfer of questionnaires from CAPI to CATI.