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# CAPI SYSTEM AT CENTRAL STATISTICAL BUREAU OF LATVIA

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## Summary

1. The purpose of the development of the computer-assisted personal interviewing (CAPI) system is to increase the work quality and timeliness of the interviewer phase so that data collection can be made easier and faster for the interviewers. As the data is entered directly into a laptop no more data entry is necessary from paper forms, and the data validation procedures are carried out on-site while interviewing the respondent. The gain in using mobile networks and GPRS is that interviewers are able to send the data virtually any time. After receiving the information from every respondent, entering the information into the laptop and sending the data to the office the time is greatly reduced and the risk of possible data loss due to some kind of a technical breakdown is diminished. Also, the management of interviewers work becomes easier and more straightforward while using CAPI technologies, because of the possibility to control the process at any time.

2. At the beginning of 2004 a pilot project on data collection with 5 interviewers using laptops and Blaise was carried out; 100 respondents were questioned on the Labour Force survey. In May 2005, the development of the CAPI system at the Central Statistical Bureau (CSB) began. One person was responsible for developing the CAPI system, and two programmers were responsible for developing the first questionnaire in Blaise. In December 2005, 45 laptops were received, 45 interviewers were trained, and from the January 2006 the data in the Labour Force survey is being collected using the CAPI technology. From the middle of March 2006, the EU – SILC survey data will also be collected in this system. CSB plans to move all permanent surveys to the CAPI environment by the end of 2007.

3. The system consists of three logical parts:
   (a) Case management system on interviewers laptops;
   (b) Data transfer system via GPRS;
   (c) Information management at the office.

4. The case management system on interviewers laptops consists of two software types – for the data entry of questionnaires the specialized data entry software Blaise is used. For the case management, a tool developed by CSB programmers is used. When working with a laptop, an interviewer works with the case management system with several possibilities:

- Receiving the data on new surveys (respondent list and questionnaire itself);
- Sending the data about surveyed respondents, and the data itself;
- Working with the received respondent list, surveying respondents.

5. The core case management system is the place where an interviewer can see the respondent list for a chosen survey, with the possibility of setting a meeting time for a specific respondent, or opening the Blaise questionnaire, to which specific commands are passed to Blaise from the case management system and begin collecting data. Also, interviewers are able to see the statistics on their work done (how many respondents have responded, how many non-response, or how many not yet questioned). Different filtering functions are prepared to ease the work of an interviewer.

6. GPRS is used whenever data sending and receiving takes place– on each of the laptops a GRPS card is installed, which is used for connection to the service provider. When receiving an update of the respondent list, or receiving a completely new questionnaire with respondent list, interviewers just have to press one button, enter the authorization information and wait for acknowledgement information from the system about successful data received, or about the failure. Technically, a script is activating the GPRS connection on the laptop, connecting to an FTP server at the CSB, and downloading a password-protected zip file, from which the received data is extracted. Some file consistency checks are done in order to be sure that the file is not corrupted.

7. When the data is sent from the laptop to our office for the interviewers it is much the same as when receiving the information. Scripts are collecting the files to be transferred, they zip them in a password-protected archive and put then on an FTP server at CSB office.

8. Information management at the office includes several parts:

- A tool for respondent list separation in portions for each interviewer based on division by predefined territories;
- A tool for archiving the respondent list part and the questionnaire, and putting that on an FTP server;
- Getting the information sent back by interviewers from the FTP server, with the possibility for interviewers section chiefs to see the progress of work on surveying respondents.

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