

Dear Colleagues,

*Under the auspices of the Directors of Methodology (DIME) and the Directors of Social Statistics (DSS) of the European Statistical System, a group of countries volunteered to prepare a “Position Paper” on current and future challenges with household surveys, namely methodological and data collection issues. Many countries pointed out that the Covid-19 crisis has prompted them to move from traditional household survey data collection to online, telephone or mixed-mode data collection. Many countries had to make emergency choices and found that the available methodological and practical elements, though useful, were not entirely conclusive. It was therefore proposed to the Directors of Methodology and IT Directors Group (DIME-ITDG) Steering Group November 19<sup>th</sup> 2020 meeting and December 2020 Directors of Social Statistics (DSS) meeting to discuss, at their next summer meetings, a “Position Paper” on mixed-mode surveys. The aim of this paper should be to examine, in the light of the experience acquired by the Member States during the Covid-19 crisis, the methodological and data collection issues that should be explored together, over the next few years, on mixed-mode surveys. The group of countries that volunteered has been appointed to prepare the paper. It includes representatives of the NSIs of Austria, France, Hungary, Ireland, Italy, Slovenia and is chaired by France.*

*Most of the methodological issues have been reviewed in the Mixed Mode Designs in Social Surveys, in short MIMOD, project (see deliverables [here](#)), but many of the suggestions for further development made within the framework of MIMOD have not yet been acted upon. In addition, considerable experience has been acquired by countries during this crisis, which must also be put into perspective and integrated into the reflection on the remaining open questions about mixed-mode surveys, including protocols for contacting people, telephone follow-ups, etc.*

*In order to get an insight into the latter, we are conducting research where we would like to hear from you about **your experiences and challenges concerning the design of household surveys, your current challenges and future directions**. This will help us to integrate your experiences with the recommendations of the MIMOD project and produce the “Position Paper” to DIME and DSS to initiate a discussion with the motivation to agree on next steps.*

**We would suggest that your experts from the methodology department together with experts from social statistics answer the questionnaire. The survey should take about 15 to 20 minutes and it can be completed until May 20, 2021.**

You find the survey using the following link: [www... ..](#)

In case of any questions you can contact: [xxxx](#)

We really appreciate your input!

## **Questionnaire Part 0: General information**

00A. Member State:

**Contact person at the NSI:**

00B. Given name/ surname:

00D. Contact Email (for possible follow-up):

## Questionnaire Part 1: ESS surveys, current situation and Covid 19

*We begin with a Part devoted to the detailed situation in your country. In this part, most of questions (except the last two ones) relate to the 4 ESS surveys that were actually collected during the pandemic. For LFS and SILC we are interested in both the first questioning (i.e. wave 1) and for following ones (wave  $\geq 2$ ). Therefore 6 (2+2+2) surveys are studied here (2 with one wave and 2 with 2 waves). The goal is to identify the present-day situation for these 6 surveys with respect to mixed mode data collection, and the possible adaptations you had to do because of the Covid crisis. For that we distinguish the period before the pandemic (before 2020) and during the pandemic (between March 2020 and April 2021).*

*The second Part of the questionnaire is broader and aims to outline your own experience of mixed mode data collection and the topics you would suggest for study at European level to move towards a better understanding of multimode issues.*

For each ESS-household (EHH) survey run during the pandemic (LFS waves 1 & 2+, SILC waves 1 & 2+, ICT, HBS):

**A-** For SURVEY in {LFS wave 1; LFS wave  $\geq 2$ ; EU-SILC wave 1; EU-SILC wave  $\geq 2$ ; ICT; HBS} [ $\rightarrow$  **6 LOOPS A**]

P.I-1- Please give the distribution of collected responses per mode **BEFORE** 2020?

Mode	Distribution of collected responses per mode (%)
CATI	
CAPI	
PAP	
PAPI	
CAWI	
Registers	
Other <sup>1</sup>	
Total	100

- NOT APPLICABLE: Why?

-----[Open field]-----

1 i.e. big data, web scraping, gps, apps, etc

P.I-2- Please give the distribution of collected responses per mode **AFTER** March 2020?

Mode	Distribution of collected responses per mode (%)
CATI	
CAPI	
PAP	
PAPI	
CAWI	
Registers	
Other <sup>2</sup>	
Total	100

P.I-3- How did the overall response rates change?

- Response rate **BEFORE** 2020: \_ \_ \_ %
- Response rate **AFTER** March 2020: \_ \_ \_ %

P.I-4- Did you introduce new modes in SURVEY between March 2020 and April 2021?

- YES/NO

IF P.I-4=NO → JUMP to **P.I-7**

P.I-5- The introduction of this/these new mode(s)...

- ...has been planned for the same time independent of the pandemic.
- ...was done partly but not exclusively because of the pandemic (emergency release of a mode under preparation)

- ...was done exclusively because of the pandemic.

P.I-6- To what extent and how was the introduction of this new mode prepared before January 2020? Please give a thorough answer!

-----[Open field]-----

**P.I-7-** Please indicate whether respondents can or cannot choose the mode.

<b><u>Before</u></b> 2020	<b><u>After</u></b> March 2020
Yes	Yes
No	No
Not relevant	Not relevant

P.I-8- Do you intend to keep the changes in your fieldwork of the SURVEY after the pandemic?

- Yes
- No
- Partly → Which changes would you keep?
- Not Applicable because no changes

P.I-9- IF {P.I-8=YES} Why do you intend to keep these changes in your fieldwork of the SURVEY after the pandemic? Mark all that apply!

- ☐ general safety reasons,
- ☐ pandemic can be expected to return
- ☐ cost-effectiveness
- ☐ better data quality
- ☐ more efficient fieldwork monitoring
- ☐ None of the above

P.I-10- Please describe any OTHER reasons for why do you intend to keep these changes in your fieldwork of the SURVEY after the pandemic?

-----[Open field]-----

P.I-11- IF {P.I-8=NO} Why do you not intend to keep these changes in your fieldwork of the SURVEY after the pandemic? Mark all that apply!

- ☐ general safety reasons,
- ☐ pandemic can be expected to return
- ☐ cost-effectiveness
- ☐ better data quality
- ☐ more efficient fieldwork monitoring
- ☐ None of the above

P.I-12- Please describe any OTHER reasons for why do you NOT intend to keep these changes in your fieldwork of the SURVEY after the pandemic?

-----[Open field]-----

P.I-13- IF {P.I-8=PARTLY} Why do you intend to keep these changes in your fieldwork of the SURVEY after the pandemic? Mark all that apply!

- ☐ general safety reasons,
- ☐ pandemic can be expected to return
- ☐ cost-effectiveness
- ☐ better data quality
- ☐ more efficient fieldwork monitoring
- ☐ None of the above

P.I-14- Please describe any OTHER reasons for why do you intend to keep these changes in your fieldwork of the SURVEY after the pandemic?

-----[Open field]-----

P.I-15- IF {P.I-8=PARTLY} Why do you NOT intend to keep these changes in your fieldwork of the SURVEY after the pandemic? Mark all that apply!

- ☐ general safety reasons,
- ☐ pandemic can be expected to return
- ☐ cost-effectiveness
- ☐ better data quality
- ☐ more efficient fieldwork monitoring
- ☐ None of the above

P.I-16- Please describe any OTHER reasons for why do you NOT intend to keep these changes in your fieldwork of the SURVEY after the pandemic?

-----[Open field]-----

[→ END OF LOOP A]

P.I-17- Did you change for at least one household survey (European or National) between March 2020 and April 2021 (YES=click):

- ☐ the method of mode selection
- ☐ the use of admin data
- ☐ the use of sampling frame
- ☐ the incentive strategy
- ☐ the channels of contact
- ☐ the paradata collection
- ☐ the non-response correction model
- ☐ the calibration

P.I-18- Could you provide some details about these changes (in a few sentences or even a web link or document download) and do you plan to keep it/them and why?

-----[Open field]-----

## Questionnaire Part 2: Broader situation with respect to mixed mode data collection

*This second Part of the survey is broader and aims to outline your own experience of mixed mode data collection and the topics you would suggest for study at European level to move towards a better understanding of mixed mode issues. It concerns the ESS surveys but also implies other national surveys.*

P.II-1- What is the average coverage of telephone numbers (i.e. availability of at least one fixed or mobile number for the reference person in the household) of your survey samples?

Approximately \_\_\_\_\_ % of the sampled population

IF P.II-1=0 → JUMP to **P.II-7**

P.II-2- How did you obtain the telephone numbers? Mark all that apply!

- ☐ From commercial providers
- ☐ From public authorities
- ☐ Asking the respondents for their phone numbers
- ☐ None of the above

P.II-3- Please explain any coverage issues with your telephone database, with a special attention to undercoverage!

\_\_\_\_\_ [Open field] \_\_\_\_\_

P.II-4- Please describe any other ways or sources by through which you obtained telephone numbers!

\_\_\_\_\_ [Open field] \_\_\_\_\_

P.II-5- Which of the following did you do to improve your telephone number database **AFTER** March 2020?

- ☐ a) implementation of new protocols
- ☐ b) changes in legal acts
- ☐ c) special survey to gain phone numbers
- ☐ d) cooperation agreements with service providers
- ☐ e) other
- ☐ f) our telephone number database was not improved in any way

IF P.II-5=f → JUMP **P.II-7**



P.II-6- Please describe any other ways by which you improved your telephone number database **AFTER** March 2020

-----[Open field]-----

**P.II-7**- What is the average coverage of e-mail addresses (i.e. availability of at least one e-mail address for the reference person in the household) of your survey samples?

Approximately \_\_\_\_\_ % of the sampled population

IF **P.II-7**=0 → JUMP to **P.II-15**

P.II-8- How did you obtain the e-mail addresses? Mark all that apply!

- ☐ From commercial providers
- ☐ From public authorities
- ☐ Asking the respondents for their e-mail addresses
- ☐ None of the above

P.II-9- Please explain any coverage issues with your e-mail database, with a special attention to undercoverage!

-----[Open field]-----

P.II-10- Please describe any other ways or sources by which you obtained e-mail addresses!

-----[Open field]-----

P.II-13- Which of the following did you do to improve your e-mail database **AFTER** March 2020?

- ☐ a) implementation of new protocols
- ☐ b) changes in legal acts
- ☐ c) special survey to gain e-mail addresses
- ☐ d) cooperation agreements with service providers
- ☐ e) other
- ☐ f) our e-mail address database was not improved in any way

IF P.II-13=f → JUMP **P.II-15**

P.II-14- Please describe any other ways by which you improved your e-mail address database **AFTER** Marc 2020!

-----[Open field]-----

**P.II-15-** Does your office use the following means for contacting persons in household surveys?

- ☐ e-Mail
- ☐ Phone
- ☐ SMS
- ☐ None of them

**P.II-16- IF {P.II-15 = 'None of them'} THEN: How do you manage to contact people and get them to respond by phone or internet?**

-----[Open field]-----

P.II-17- What are the channels you modified or newly introduced in contacting the respondents between March 2020 and April 2021? Mark all that apply!

- ☐ Message on the webpage of the NSI
- ☐ From commercial providers
- ☐ Posts in social media
- ☐ Outreach through media (television, online, print, etc.)
- ☐ advance letters sent in e-mail
- ☐ advance text message (SMS)
- ☐ advance call by telephone
- ☐ advance visit by interviewer (e.g. 'knock-to-nudge')
- ☐ printed advance letters delivered by interviewer
- ☐ printed advance letters delivered by post
- ☐ Sending extra advance mails/e-mails
- ☐ Tailoring advance mails to the pandemic (e.g. highlighting health protection thanks to CAWI or CATI responses)
- ☐ Asking respondents share their phone numbers with the NSI (through e-mail, phone, text-message, etc.)
- ☐ Inserting interviewer contacts in the advance mailing, and asking respondents to contact them
- ☐ None of the above

P.II-18- Please describe any other practice you introduced or modified in contacting the respondents between **AFTER** March 2020!

-----[Open field]-----

P.II-19- If {one among items of P.II-17}=YES THEN: Please, evaluate the new/modified contact channels and practices in the light of your experiences!

-----[Open field]-----

P.II-20- Have you had any difficulties to achieve the prescribed quality for all variables in social surveys, defined by the EU regulations?

- YES/NO

P.II-21- If {P.II-20=YES} THEN: Why (too many variables for CAWI as CAPI was not possible...)?

-----[Open field]-----

P.II-22- What are the main challenges you faced in the development of mixed mode during the Covid crisis?

-----[Open field]-----

P.II-23- Please identify possible actions at European level suited to improve your organisation's capabilities to better implement new designs for household surveys, with special focus on methodological improvements!

- ☐ Please mark and specify all you deem necessary!
- ☐ monobeneficiary grant focusing on: [open answer]
- ☐ multibeneficiary grant focusing on: [open answer]
- ☐ dedicated Task Force focusing on: [open answer]
- ☐ dedicated training focusing on: [open answer]
- ☐ other action (e.g. good practices, workshops, etc.): [open answer]

P.II-24- Do you want to add anything?

-----[Open field]-----

*If you have any reports or publications to share on your methodological work or changes to field work during the COVID-19 crisis we would be glad to receive them! Please send them to xxx... indicate the web page or download the document*  
**[<10Mo]**