Survey Solutions CAPI for surveys/censuses

Nadi, Fiji

Survey Solutions: Supervisor

Sergiy Radyakin
sradyakin@worldbank.org

Development Data Group (DECDG),
The World Bank

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DEVELOPMENT **RESEARCH**

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Supervisor's Role

Supervisors don't conduct interviews and record the data themselves, but play an important role in the data collection process:

- make sure the enumerators of their team are properly equipped with data collection instruments (paper-based or electronic version of the questionnaire);

- manage the list of households where the data collection should occur, by making assignments to the enumerators of their team;

- verify the quality of collected data and reject the interviews that need to be redone;

- assign replacement households when necessary;

- respond to enumerators inquiries about the hardware, software, questionnaire, and the survey logistics.

Making Assignments

- The survey intends to interview a certain amount of households, the location of which is determined and assigned to the teams by the headquarters.
- The supervisor within each team decides which enumerator goes to which household.
- This is usually done in a way to minimize travel time, and also taking into account how quickly each enumerator completes his or her assignments;
- Enumerators typically can not collect data without an assignment, so they must have at least one before they go to the field, and possibly more, in case the household at the address refuses to respond to the survey;
- In a special "census mode" interviewers can start new interviews without a prior assignment.

Making Assignments

- Supervisors dont have to assign all addresses immediately; they can assign a few and then assign more after the enumerators complete these interviews;

- The supervisor can see the list of the addresses at his or her dashboard, and assigning is as easy as selecting a name of the interviewer from the list of the team;

- For the enumerator to see the assignment, he or she must synchronize the tablet.

Synchronization

- Enumerators must connect to the Survey Solutions server and exchange their information periodically;
- In this process the information collected in the field is sent to the server, and new assignments are received on the tablet.
- It is the responsibility of the supervisor to review the information collected in the field by his or her team members and decide for each interview, whether the data is of desirable quality.
- For every completed interview the supervisor must decide to approve or reject the interview.
- Rejected interviews are returned to the enumerators. Supervisors must clearly explain why the interview is rejected, so that the enumerator has a possibility to work on improvement.

Approval

- As a supervisor you approve the collected data (interview) when it is deemed satisfactory according to the requirements set forth in the interviewer's manual;

- Important: If all questions are answered it doesnt mean there is no problem with an interview;

- Some questions may require detailed description (for example the description of work duties). This description will be later used to imply a certain occupation code. Because of this the answers to such questions must be informative. It is up to the trained supervisor to judge whether a particular answer is sufficient in such cases.
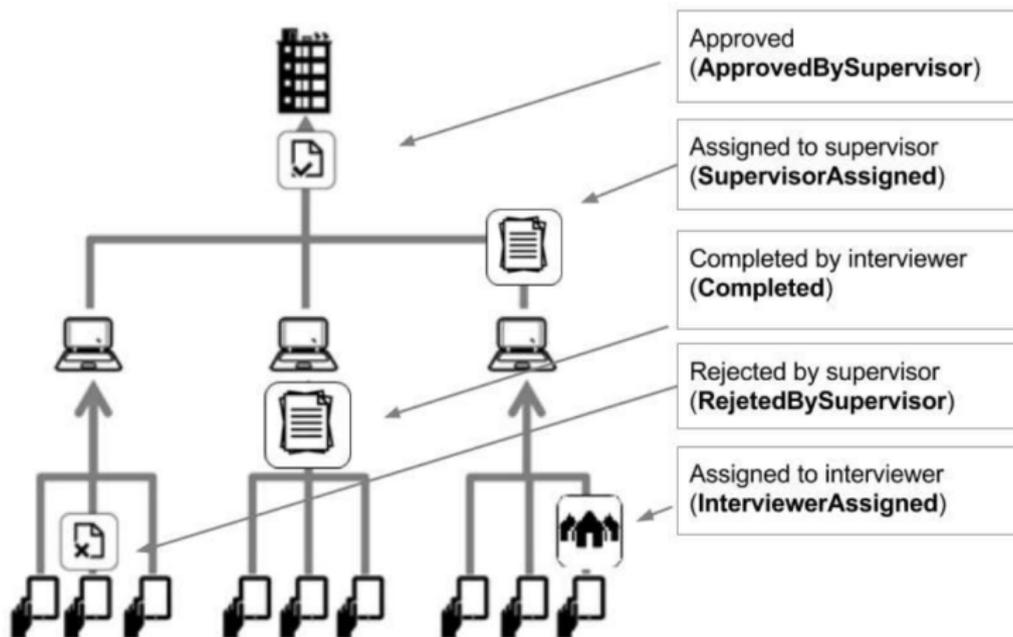
Rejection

- It is crucial that the supervisors review the incoming interviews (collected data) promptly.
- If a questionnaire is rejected, the enumerator will need to contact the household again; the sooner this happens, the more likely is that the respondent can provide better answer to the question;
- When supervisors reject an interview, it must be supplemented with a note explaining the reason for rejection.
- It must be clear from the note, why the rejection has been made and what has to be fixed.

Communication with Enumerators

- The enumerators are instructed to contact their supervisor in the situations where they have a problem that they cant resolve themselves, such as a device malfunction;

- This usually means that the data collection cant continue until the problem is resolved;

- Because of this, it is very important to address the problems communicated by the enumerators.

Interview Status

During its lifetime interview changes its status many times:

Approved
(**ApprovedBySupervisor**)

Assigned to supervisor
(**SupervisorAssigned**)

Completed by interviewer
(**Completed**)

Rejected by supervisor
(**RejetedBySupervisor**)

Assigned to interviewer
(**InterviewerAssigned**)

Interview Status

During its lifetime interview changes its status many times:

- **Supervisor assigned** - for interviews that were assigned to the supervisor (by the headquarters). These interviews are waiting to be assigned to the interviewer.

- **Interviewer assigned** - for interviews that are assigned by the supervisor to a particular interviewer.

- **Completed** - for interviews completed by interviewers and awaiting approval by the supervisor.

- **Approved by supervisor** - for interviews that were approved by supervisor. No further action is required for such interviews.

- **Rejected by supervisor** - for interviews that were rejected by supervisor. These interviews are returned to interviewers upon their following synchronization.

- **Rejected by HQ** - for interviews that were rejected by headquarters.

Supervisor Workplace

- Supervisors work on computers (can be desktops or laptops, depending whether supervisor must travel with the team of interviewers).
- Computers must be connected to internet to be able to reach the Survey Solutions HQ server.
- Supervisors work in a web-browser application.
- Supervisors are issued credentials (user name and password) to access the server. A headquarters user or an administrator user can create new supervisors' accounts.
- Each supervisor can see the interviews of his/her team only.

Supervisor Dashboard

Supervisor's dashboard shows the statuses of all interviews in supervisor's team. The filters in the left are useful when working with multiple surveys (or versions of the same survey) simultaneously.