

Minimizing the errors in the questionnaire and monitoring the survey process

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The Korea Labor Institute(KLI) introduced and used the CAPI method to improve the quality for survey since 2006. As the surveys using the CAPI have been stabilized over the last three years, the KLI started to study the methods to review the survey state and tools producing improved data. Among the methods, the KLI focused on the methods minimizing the errors in the questionnaire and monitoring the survey process in the whole and developed new programs available for the methods.

Firstly, the questionnaire review program examines the appropriateness of the questionnaire logic as well as the validity of the survey responses. This program transforms the questionnaire programmed by Blaise into a MS-Word file. It is also possible to make hard copies both of the Blaise program logic and the survey responses during the process. The questionnaire review program is expected to minimize errors of logic in the questionnaire and the response errors.

The Audit file analysis program analyzes the information on the response time and the movements of input devices like mouse or keyboard during the interview. The information is stored in the Audit file, which allows indirect monitoring of the interview situation. This program is designed to monitor the time information on each question or on the entire interview by ID to check any unusual flow during the interview. Furthermore, the program contributes to future improvement of survey by examining the causes of the errors in the oddly time-consuming or frequently corrected questions in the survey.