



**seriss**

SYNERGIES FOR EUROPE'S  
RESEARCH INFRASTRUCTURES  
IN THE SOCIAL SCIENCES

[www.seriss.eu](http://www.seriss.eu)  
[@SERISS\\_EU](https://twitter.com/SERISS_EU)

# Developing a mobile fieldwork management and monitoring system (FMMS) - Challenges of cross-national implementation

Elena Sommer, Sarah Butt, Lennard Kuijten



This project has received funding from the *European Union's Horizon 2020 research and innovation programme* under grant agreement No 654221.



## Background

- Builds on previous work under DASISH project (2012-14), development of the first prototype of the mobile app
- Currently part of SERISS WP4 'Interactive tools for cross-national surveys'
- Collaboration between ESS HQ & programmers at CentERdata
- Mirrors the ESS contact form but will be open source tool





## ESS fieldwork monitoring

- Fieldwork not centralised
- National Coordinators (NCs) appoint a survey agency for data collection
- NCs send weekly/fortnightly fieldwork progress reports to the ESS Central Scientific Team (CST)
- Contact form data is only available after fieldwork is finished





## Goals

- Up-to-date “real time” information on fieldwork progress
- Standardisation of contact data collection and fieldwork progress reports
- Data collection on the doorstep





## What is FMMS?

Two components:

- Mobile “app” to replace paper contact form and enable data collection on the doorstep; stand alone app not linked to CAPI; designed for mobile devices but can be also used on laptops
- Centralised case management system (CCMS) to manage the transfer of information between interviewers and agency; enable access to up-to-date contact data by the NCs and CST; produce standardised fieldwork progress reports





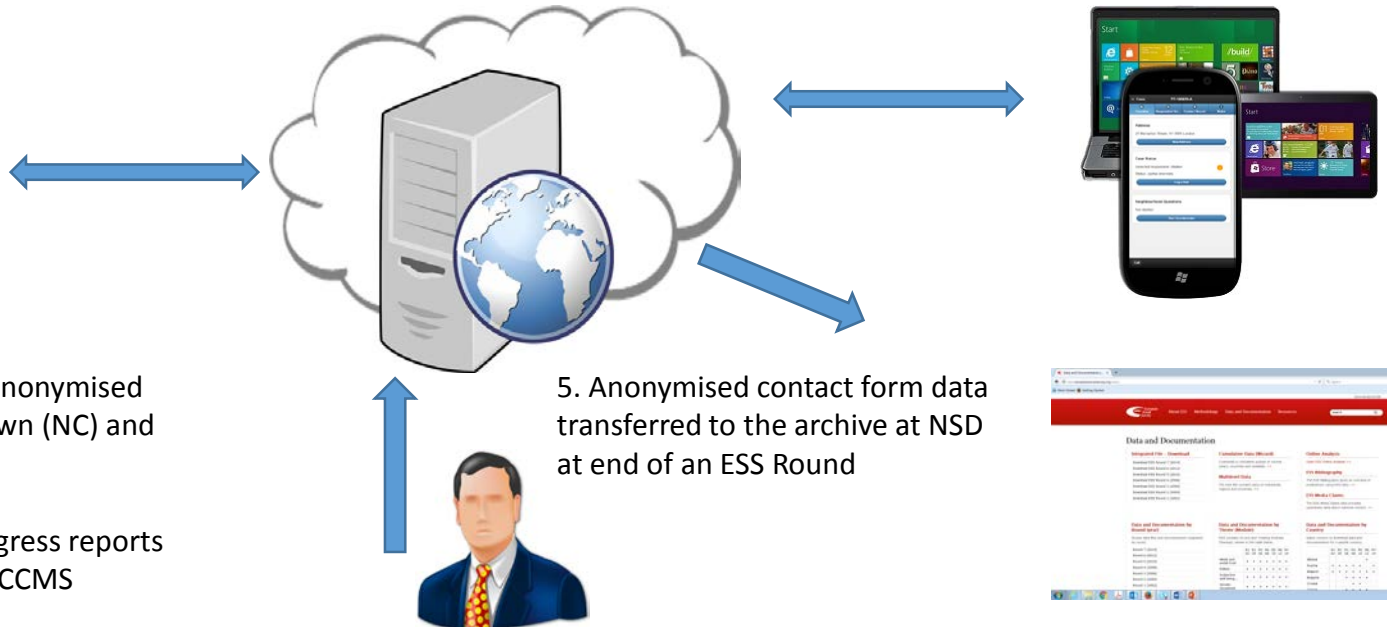
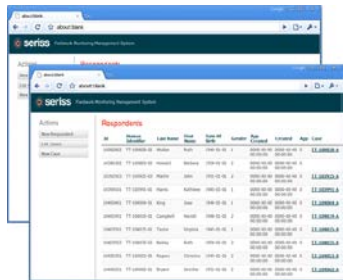
1. Each survey agency (SA) uploads their sample file (including personal identifiers) to centralised case management system (CCMS) via secure file transfer

SA can view completed records once returned from interviewer

2. Case level data for each country (in a given round) available in centralised case management system (CCMS) (in "the cloud", hosted by CentERdata)

3. Sample records transferred from CMMS onto (password protected) interviewer devices

Interviewers transmit back completed records to CCMS



4. NCs and CST can view anonymised case-level data for their own (NC) and all (CST) ESS country

Aggregated fieldwork progress reports can be downloaded from CCMS

5. Anonymised contact form data transferred to the archive at NSD at end of an ESS Round





## APP

**Case List**

Tap to enter search string...

- 21** (green checkmark)  
Last visit: completed interview  
When: 2016-07-20 16:25:38  
psu: 104  
58 Beech Street EDINGBURGH (undefined) [View in Maps](#)
- 16** (yellow warning icon)  
Last visit: (new) appointment  
When: 2016-07-20 16:36:02  
psu: 103  
16 Locust Street PERTH (undefined) [View in Maps](#)
- 11** (red 'new' icon)  
Case not visited yet  
psu: 103  
5 River Street PERTH (undefined) [View in Maps](#)
- 6** (red 'new' icon)  
Case not visited yet  
psu: 102  
30 Mulberry Court SOUTHAMPTON (undefined) [View in Maps](#)
- 1** (red 'new' icon)  
Case not visited yet  
psu: 101  
38 Beechwood Drive LONDON (undefined) [View in Maps](#)

**Case 21**

**Case overview**

**Selection for a household is required**

**Address:** [Perform household selection](#)  
58 Beech Street EDINGBURGH (undefined)

**Respondent:** [Redacted]

**Log a Visit** | **About Neighbourhood**

**Request to be unassigned**

Case | History | Notes | Struct

**Case 6**

**Reason for Refusal**

- C.1 bad timing
- C.2 not interested
- C.3 don't know enough/too difficult for me"
- C.4 waste if time
- C.5 waste of money
- C.6 interferes with my privacy/I give no personal information
- C.7 never do surveys
- C.8 co-operated too often
- C.9 do not trust surveys
- C.10 previous bad experience
- C.11 don't like subject
- C.12 R refuses because partner/family/HH do not give

**Back** | **Save** | **Cancel** | **Next**

Case | History | Notes | Struct

**Case 21**

**History of Contact Outcomes**

- 2016-07-20 16:25:38  
[A.1] "completed interview" personal
- 2016-07-20 16:22:17  
[B.1] "(new) appointment" personal
- 2016-07-20 16:21:59  
[A.6] "no contact at all" personal

Case | History | Notes | Struct





## CCMS

seriss

Search  tait

- Management
- Cases**
- Interviewers
- System Admin
- Contactcodes

### Cases

25 Cases

0 Complete

0 Refusal

25 No visits

Summary report

Total results: 25 Actions ▾

**Search**

**Filter On Interviewer**

Select interviewer ▾

**Filter On Outcome Code**

Select outcome code ▾

Case ID	Interviewer ID	Wave	Region	Last outcome	Visits	Date last visit
1	2001	1	South EAST		0	
2	2002	1	South EAST		0	
3	2003	1	South EAST		0	
4	2004	1	South EAST		0	







## CCMS

seriss Search

- Management
- Cases
- Interviewers
- System Admin
- Contactcodes

### Interviewer Unikingiwer1, Ukayi1



Interviewer Details Actions ▾

<b>Name</b>	U.K. Ukayi1 Unikingiwer1
<b>Role</b>	Interviewer
<b>Organization</b>	NatCen UK
<b>Gender</b>	1
<b>Last sync</b>	

Cases assigned to interviewer ordered by last visit

Human Identifier	Region	Address	Last outcome	Last visited
1	South EAST	38 Beechwood Drive		
6	South WEST	30 Mulberry Court		
11	HIGHLANDS	5 River Street		
16	HIGHLANDS	16 Locust Street		
21	LOWLANDS	58 Beech Street		





## Implementation feasibility exercise

*What are the main challenges of cross-national FMMS implementation?*

- Webinar for survey agencies (SA) and NCs (Feb 2016)
- Online survey for SAs (10 countries)
- Feedback form for NCs (15 countries)
- Follow-up calls with NCs and SAs
- Consultations regarding data protection issues





## Implementation challenges

### Differences across ESS countries

- Different sample frames (individual vs. address) & different respondent selection procedures
- Different IT resources (PAPI vs. CAPI, various bespoke sample management tools and CAPI programs, access to mobile devices, IT infrastructure in general)
- Different survey cultures and ways of working (standardisation vs. local expertise)





## Implementation challenges

### Technological issues

- Absence of technological support in some countries, limited IT resources (e.g. for user support)
- Internet availability in some areas (but APP also works offline and the data is transferred to the CCMS after syncing)
- No connection with CAPI programs





## Implementation challenges

### Reluctance by survey agencies

- Compatibility with agencies' in-house systems and procedures. Some agencies have their own (more advanced) tools that are used for multiple surveys. Implementing a new system is seen as unnecessary duplication of tasks.
- Unwillingness to invest additional resources for mobile devices, additional IT staff and interviewer training
- Unwillingness to be closely monitored by NCs/CST (impression of 'distrust' from NC/CST), loss of autonomy (e.g. dependence on central technical support)
- Potential disapproval by interviewers (often older persons, habit of using an established system, more errors if using two systems)





## Implementation challenges

### Data protection issues

- Transfer of personal data to central server accessible by third party (CentERdata)

Possible solution: transfer of personal data via local servers at SA in countries where transfer via central server not possible





## Next steps

Testing of the app with the UK interviewers (October 2016)

Decisions to be made:

- Should the FMMS be implemented in the future ESS rounds?
- If implemented, should it be compulsory or optional for the ESS participating countries?
- If optional, should countries not using the FMMS be asked to provide regular uploads of anonymised case-level fieldwork data to the CCMS?

