

Modernisation of the data collection for social surveys and adaptation with pandemic crisis. Estonian experience

Epp Karus (Statistics Estonia)

epp.karus@stat.ee

Abstract

It is important to keep the cost of social statistics data collection, burden to residents and quality of statistics in balance.

The Interviewers Network Department of Statistics Estonia was created in 1st September 2019 when former Data Processing and Registers Department was split to Interviewers network Department and Data Acquisition and Processing Department.

The restructuring of the interviewers network was planned in the 2018-2022 strategy of Statistics Estonia.

Major changes were done from 1st September 2020 and during the pandemic crisis, which started in March 2020 in Estonia.

During the modernization of the interviewers network, the employment relationship of the interviewers, the working tools and the principles of working and remuneration were renewed.

The pandemic crisis was in favour for modernisation of interviewers network as during the modernization it was planned to diminish the cost of interviewing and the share of face to face interviews (CAPI), to use more widely telephone interviewing (CATI) and self-answering in web (CAWI) and to start video interviewing (CAVI).

From June 2021 Statistics Estonia offers respondents the opportunity of a video interviewing instead of a face-to-face interviewing.

The presentation will introduce more precisely

- the modernisation of interviewers network;
- adapting with crisis;
- development of a mechanism for monitoring the risk levels of face-to-face interviewing and safety measures for each risk level;
- communication with respondents.

The aim of all changes was to keep the quality of data and the high interviewing skills. Text