Mixed Mode Data Collection
Study in Statistics Indonesia

The 2023 Data Collection Expert Meeting

12 – 14 Juni 2023

Outline

Why Mixed Mode Data Collection

Business Process

Integrated Collection System

Switching Mode

Respondent Engagement

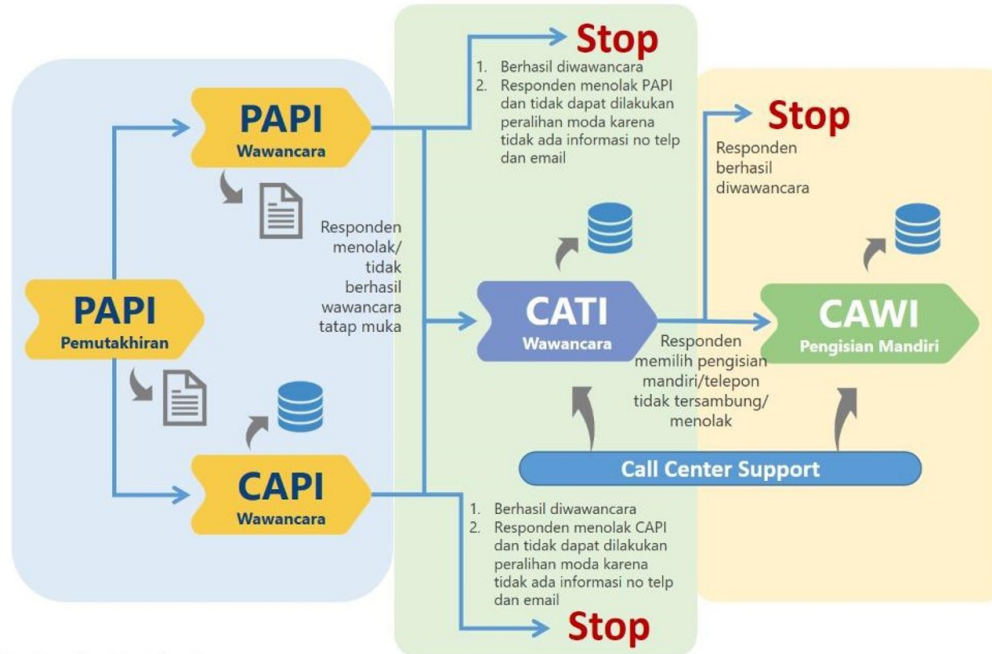# Why Mixed Mode Data Collection

Increase survey response rate

Pandemic situation, providing more options
for interviewers and respondents' interaction

Maintain engagement with respondents

Business Process **Mixed Mode**
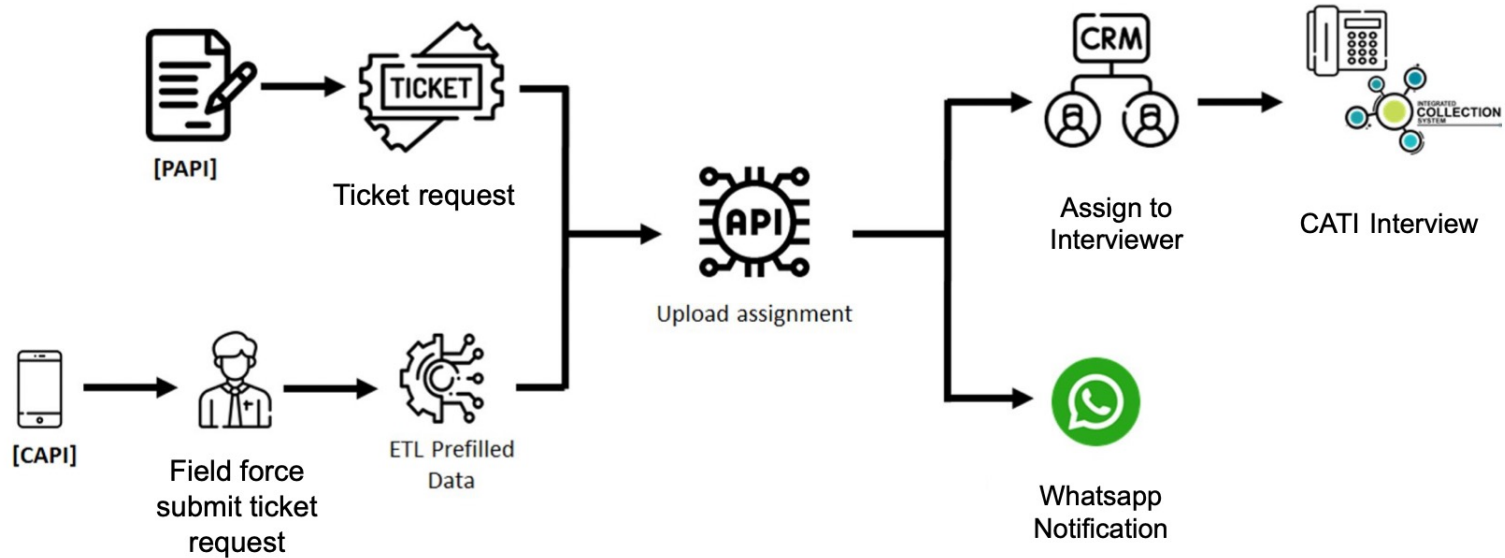

Interview Scenario :
- First attempt : PAPI & CAPI
- Second attempt : CATI
- Third attempt : CAWI

Integrated Collection **System**

An integrated data collection system starting from the stages of design (design), development (build), collection (collect), and processing (process) using various modes of data collection (multimode data collection)
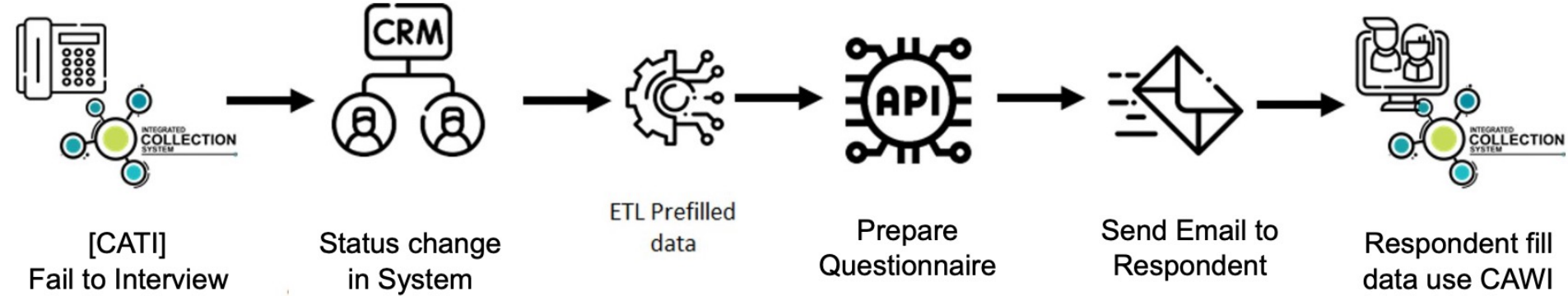
Switching **Mode**

With the process above, the interview with CATI can be done as soon as possible after create ticket
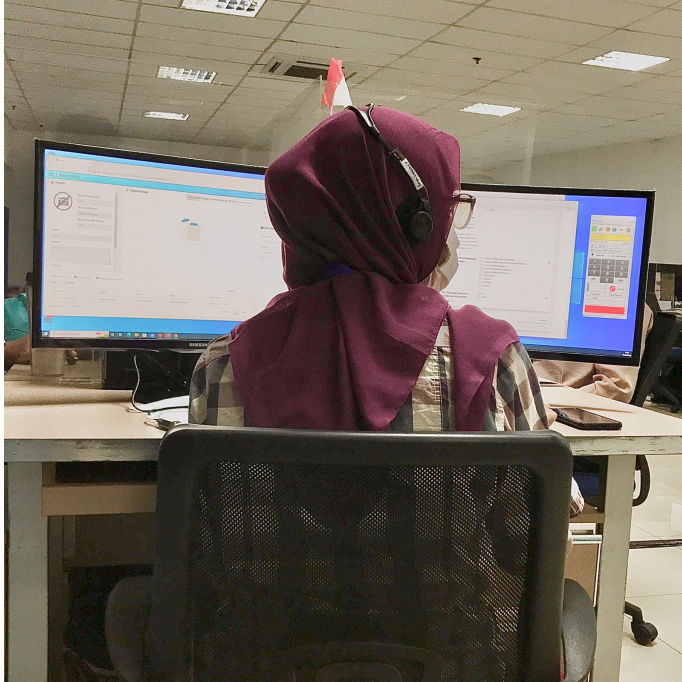
Switching Mode (2)

| [CATI] Fail to Interview | Status change in System | ETL Prefilled data | Prepare Questionnaire | Send Email to Respondent | Respondent fill data use CAWI |

All data transfer processes between systems are carried out machine-to-machine

Respondent **Engagement**

- The contact person for our respondents was obtained from the Frame Register System, which for establishment survey uses the directory in the Statistical Business Register/ using the registration data collection method for companies that are not already in the directory.
- The officer informs in advance that the respondent will be contacted using the official BPS number, this can be done via Whatsapp business or email.
- The officer calls the respondent, and conveys information related to the survey. In certain surveys, data collection is even done by telephone.
- The data collection may end in one call, or be resumed at another time by prior arrangement. Respondents are more flexible in determining the interview schedule, and do not have to meet face to face.

BPS Call Center

THANK YOU