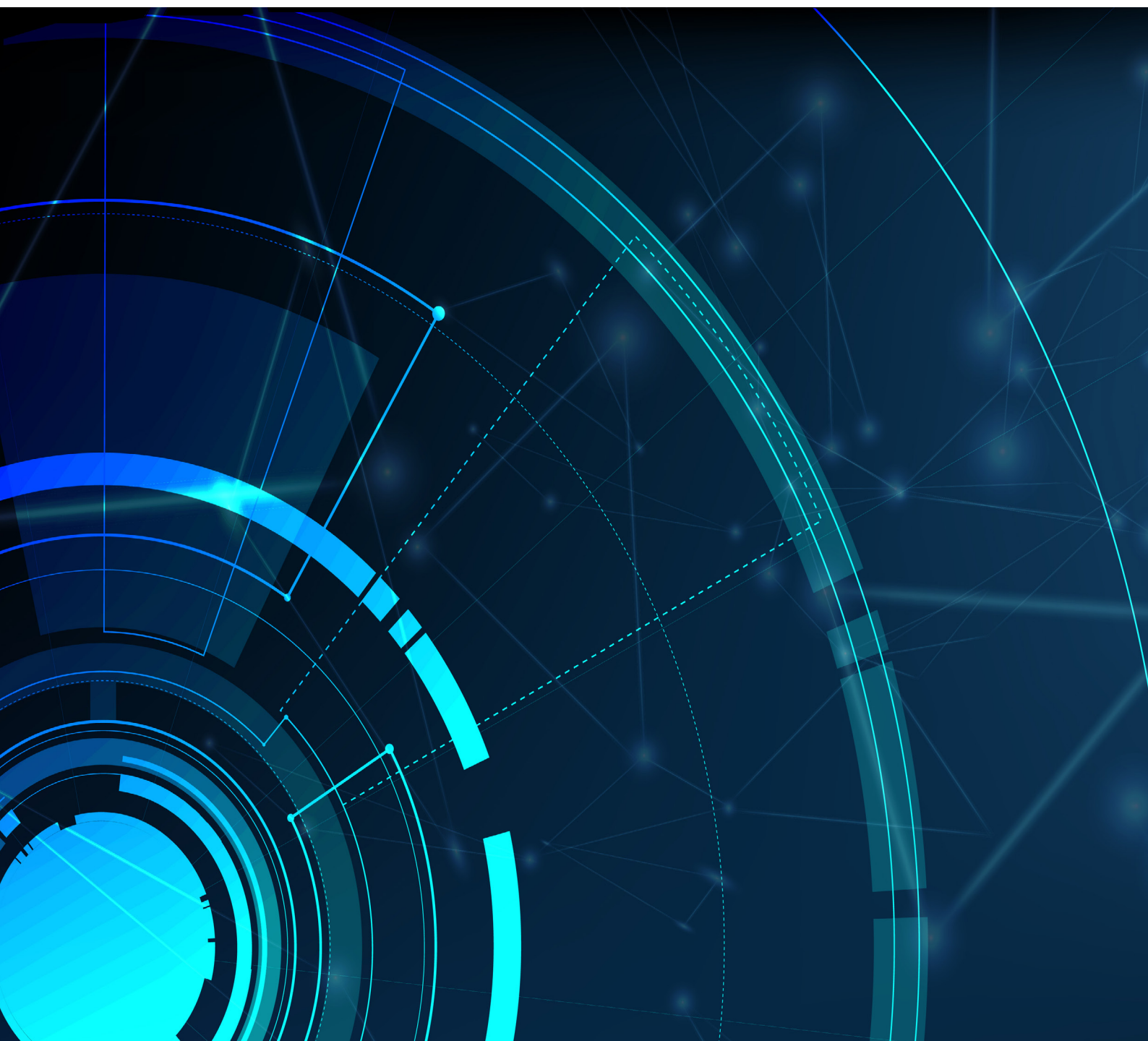


Position paper on mixed-mode surveys

FRANÇOIS BECK, GWENNAËLLE BRILHAULT, THOMAS BURG,
CLAUDIA DE VITIIS, PETRA FEKETE-NAGY, NADJA LAMEI, FERENC
MÚJDRICZA, FIONA O'CALLAGHAN, FIONA O'RIORDAN, MARIA
CLELIA ROMANO, PATRICK SILLARD, ANDREJA SMUKAVEC,
MARTINA STARE, ZOLTÁN VERECZKEI

2022 edition



**Position paper on
mixed-mode surveys | 2022 edition**

Manuscript completed in March 2022

This document should not be considered as representative of the European Commission's official position.

Luxembourg: Publications Office of the European Union, 2022

© European Union, 2022



The reuse policy of European Commission documents is implemented based on Commission Decision 2011/833/EU of 12 December 2011 on the reuse of Commission documents (OJ L 330, 14.12.2011, p. 39). Except otherwise noted, the reuse of this document is authorised under a Creative Commons Attribution 4.0 International (CC-BY 4.0) licence (<https://creativecommons.org/licenses/by/4.0/>). This means that reuse is allowed provided appropriate credit is given and any changes are indicated.

For any use or reproduction of elements that are not owned by the European Union, permission may need to be sought directly from the respective rightholders. The European Union does not own the copyright in relation to the following elements:

For more information, please consult: <https://ec.europa.eu/eurostat/about/policies/copyright>

Copyright for the photograph: Cover © Falookii/Shutterstock

The information and views set out in this publication are those of the authors and do not necessarily reflect the official opinion of the European Union. Neither the European Union institutions and bodies nor any person acting on their behalf may be held responsible for the use which may be made of the information contained therein.

Theme: General and regional statistics

Collection: Statistical working paper

ISBN 978-92-76-46111-1 doi: 10.2785/694482 ISSN 2315-0807 KS-TC-21-009-EN-N

Executive summary

The COVID-19 pandemic has had a direct impact on the development, production and dissemination of official statistics both on a European and national level. The health and public safety measures introduced by national governments put face-to-face interviews on hold and generated disruptions to data collection in all EU Member States (MS). While the use of new data sources has proven to be very important during the crisis, the use of surveys has been just as important for rapidly measuring new adjustments in behavior, working conditions, etc. This has demonstrated the relevance and flexibility of social surveys.

This situation led countries to make methodological and practical choices for survey collection without the need for direct contact of interviewing staff (i.e. remote survey data collection). Many countries found that the available methodological and practical elements, while useful, were not entirely conclusive or adequate for their surveys. At the European level, the MIMOD project (see page 9) provided a considerable amount of information on the use of mixed-modes, but this project did not have any particular follow-up, notably because of the COVID-19 crisis.

Given the considerable experience gained by Member States in remote survey data collection during the crisis, and the current methodological and practical knowledge, the DIME-IT and DSS groups¹ considered it relevant to set up a group of delegates from NSIs in order to define a common position on what should be done in this field for the coming years at a European level.

This “position paper” provides recommendations to the DIME and DSS on the next steps to be taken to tackle the most important challenges at ESS level for the development of mixed-mode surveys. These recommendations address methodological and data collection issues that should be explored together, over the next few years, on mixed-mode surveys.

In order to develop its recommendations, the group conducted a systematic review of available materials, including the MIMOD project reports, and found it useful to supplement these materials with MS experiences during the COVID-19 crisis. The group therefore developed a questionnaire for Member States on the collection of the various

¹ European National Statistical institutes' (NSI) Directors of methodology and IT; Directors of social statistics

household surveys during this period, recommending that this questionnaire be completed by a methodologist and a survey expert. A total of 32 countries, out of a potential 37 countries, responded to the questionnaire, which shows the enormous interest of NSIs in these issues. The questionnaire detailed countries' use of (new) modes for collection of household data, before and during the COVID-19 crisis taking into account the most relevant household-surveys (LFS, EU-SILC, HBS, ICT) of the European Statistical System. The analysis of the responses showed that survey quality suffered during the crisis, as evidenced by the decline in response rates, particularly in Q2 2020, but countries quickly recovered, with alternative collections to CAPI (computer assisted personal interviewing). A lot of countries opted to move to CATI (computer assisted telephone interviewing) during the crisis and gave details in their responses about the new methods they introduced to ease the way of a new mode and also on the problems they encountered. This work confirms that the practical experience gained by countries in mixed-mode household surveys during the crisis is considerable.

This is therefore the right time for the European Statistical System (ESS) to draw on the experience gained by the Member States' NSIs to build, together, the future of social surveys.

For this, the group recommends to the DIME and DSS the following:

R1. Endorsement of mixed-mode surveys as good practice

Based on the European Statistics Code of Practice (ESCoP) Principles 3 “Adequacy of Resources”, 4 “Commitment to Quality”, and 10 “Cost-Effectiveness”, the group, taking into account the ongoing developments recommends that DSS and DIME, endorse the mixed mode surveys as good practice, that is to say as a modern and efficient method of collecting household survey data. Mixed-mode surveys increase the responsiveness of surveys to new situations and at the same time improve the coverage of the potential respondent population by offering people collection modes that are most convenient for them. Resolute actions must be taken at the European level to remove the obstacles to this development.

R2. Systematic review of European regulations regarding the length of questionnaires

Given ESCoP Principle 9 “Non excessive burden on Respondents”, and in particular indicators 9.1, 9.2, and 9.6, the length of survey questionnaires can sometimes be a barrier to the development of mixed-mode data collection, as highlighted by the expert consensus that questionnaires that are too long cannot be administered in CATI or CAWI (computer assisted web interviewing), or that household attention decreases with the amount of time it takes to complete the questionnaire. Therefore, the group recommends undertaking a systematic review of European regulations that involve survey questionnaires of a length that is incompatible with the purpose of omni-mode questionnaires, which are recommended in mixed-mode surveys.

R3. Organizing and financing research activities

Considering ESCoP Principle 12 “Accuracy and Reliability”, and in particular its indicator. 12.1 and 12.2, and Principle 7 “Sound Methodology”, the mastering of mode effects is a key issue of the development of mixed-mode data collection. The group believes that more empirical research needs to be done in this area.

Therefore, the group recommends organizing and financing European methodological survey campaigns, in particular through randomized experimental designs, in order to measure mode effects and to guarantee, through the application of an adequate survey design and combination of collection modes, the ability to deal with them in the common survey regime. These campaigns should first lead to a sharing of knowledge and methodologies. Based on the results, guidelines could be provided. Consequently, such methodological campaigns should become a standard practice in European statistics for household surveys, contributing to country quality reports, while being promoted at the European level.

R4.Cooperation and sharing of IT tools

In line with ESCoP Principle 1bis “Coordination and Cooperation”, and more specifically indicator 1bis.3, the group recommends initiating cooperation between ESS countries to specify and share case management tools, or more generally, IT resources useful for mixed-mode surveys² in order to be able to efficiently design and monitor mixed-mode collections for household surveys. These shared tools should be strongly inspired by those already developed by some Member States. Eurostat should promote the coordination of these shared tools³ (for example by financing the development of shared tools or upgrading shared tools).

R5.Experimentation and research for modern (“smart”) devices

Although not many countries have started experimenting with collecting surveys on smartphones, and the maturity of this type of collection platform is still much lower than that of other platforms (CAWI, CATI, PAPI (paper), CAPI), the group considers that, given its widespread use in people's daily lives, the ESS must continue to meet the challenges of collecting “classic”⁴ surveys on this type of device. This is why the group recommends supporting and stimulating experimental research on this type of collection tool, in terms of questionnaire design, mode effect treatment and case management. (ESCoP principle 11 “Relevance”, indicator 11.1).

R6.Improving the quality of survey frames

Given the ESCoP Principle 7 “Sound Methodology”, and in particular indicator 7.3 that emphasizes the importance of having high quality sampling frames, these frames today generally suffer from poor quality of contact information, particularly telephone and e-mail addresses. This prevents NSIs from contacting respondents in the same ways they might be surveyed. For this reason, the group recommends that legal work be undertaken on how access to customer contact data of telecom and internet providers could be mobilized to improve the quality (completeness and timeliness) of the survey frames. In parallel, communication should be developed to explain to the public why it is important for NSIs to have access to their contact data.

² like tools for creating omni-mode questionnaires, for example.

³ within the Task Force for HBS and HETUS, a Governance guide of such shared tools is being developed and should give some fruitful inspiration.

⁴ As opposed to new types of observations, such as the collection of GPS data, already well identified by survey methodologists as opportunities offered by smartphones. The subject here is to study how to collect questions on living conditions, work, etc.

Based on these recommendations the group suggests that three follow up-actions should be launched in the short term:

- **Action I: Organizing workshop(s) on sharing good practices with mixed-mode designs of European household surveys**

In such workshop(s), the NSIs could be invited to present and share their practices on how they have dealt with the COVID-19 situation with respect to data collection and household survey designs. General guidelines and recommendations could be developed, while not preventing Member States for using their well proven individual solution.

- **Action II: Mandating a specific Task Force for mixed-mode households surveys**

The Task Force (or other relevant working groups format) should bring together social survey experts and methodologists and should focus on the various technical and practical challenges that arise in the development of mixed-mode surveys, and host IT and experimental work, as recommended above. The group recommends the DIME and DSS to discuss the possibility of setting up groups dedicated to the various issues of mixed-mode development and start drafting their mandate.

- **Action III: Setting a focus of future training**

The group recommends the ESS to consider the introduction/redesign of any existing training on this topic and include it in the European Statistical Training Programme (ESTP).

1

Context and motivation of the position paper

The COVID-19 pandemic has had a direct impact on the development, production and dissemination of official statistics on both a European and national level. The health and public safety measures introduced by national governments put face-to-face interviews on hold and generated disruptions to data collection in all EU Member States. While the use of new data sources (particularly private and even administrative) has proven to be very important during the crisis, the use of surveys has been just as important for rapidly measuring new adjustments in behavior, working conditions, etc. This has demonstrated the relevance and flexibility of social surveys.

Since the outbreak of the pandemic, the European Statistical System (ESS) has produced various guidelines for the whole ESS on how to tackle these unexpected challenges to ensure the production of official statistics that has again proven to be essential for decision-makers. Many countries point out that the COVID-19 crisis has prompted them to move from traditional household survey data collection to online, telephone or mixed-mode data collection. The Member States had to make emergency choices and found that the available methodological and practical elements, though useful, were not entirely conclusive.

The Directors of Methodology and IT Directors Group (DIME-ITDG) Steering Group discussed the situation at its November 19th 2020 meeting and agreed to carry out a more thorough investigation on possible long-term impacts. In order to move forward, a group of delegates from the DIME and the Directors of Social Statistics (DSS) volunteered to prepare a position paper on the current and future challenges with household surveys, namely methodological and data collection issues. The group of countries that volunteered has been appointed to prepare the paper. It includes representatives of the National Statistical Institutes (NSIs) of Austria, France, Hungary, Ireland, Italy, Slovenia and is chaired by France. The members of the group⁵, and authors of this document, are:

- Austria (Statistik Austria): Thomas Burg, Nadja Lamei
- France (INSEE): François Beck, Gwennaëlle Brilhault, **Patrick Sillard (Chair)**
- Hungary (KSH): Petra Fekete-Nagy, Ferenc Mújdricza, Zoltán Vereczkei
- Ireland (CSO): Fiona O’Callaghan, Fiona O’Riordan,
- Italy (Istat): Maria Clelia Romano, Claudia De Vitiis,
- Slovenia (SURs): Andreja Smukavec, Martina Stare

⁵ The group would like to thank Gaëlle Cordani (INSEE) for her valuable help in organizing the meetings and finalizing the present document.

Most of the pre-COVID-19 methodological issues have been reviewed in the Mixed Mode Designs in Social Surveys (in short : MIMOD project), but many of the suggestions for further development made within the framework of MIMOD have not yet been acted upon. In addition to this, considerable experience has been acquired by countries during the crisis, which has also been put into perspective and integrated into this report, based on the answers provided by the Member States to a questionnaire that targeted many COVID-19-specific issues and their possible longer-term impact on household surveys.

The aim of this paper is to provide recommendations to the DIME and DSS to agree on next steps to be taken to tackle the most important challenges at ESS level for the development of mixed-mode surveys. These recommendations address methodological and data collection issues that should be explored together, over the next few years, on mixed-mode surveys.

The paper is organized as follows. The organization of the work carried out by the group is presented in section 2. As already mentioned, a questionnaire addressed to NSIs to collect the experience of Member States during the COVID-19 crisis was prepared, implemented and then analyzed by the group. The content of this questionnaire and the main results are summarized in Section 3. In Section 4, these results are put into perspective with previous work at European level carried out in the framework of the MIMOD project and the main challenges for European statistics in this area are developed. Finally, section 5 concludes with recommendations to DIME and DSS for the organization of work that could be usefully planned at European level in the coming years.

2 Organization of the work

As mentioned above, methodological and organizational issues have already been extensively studied and discussed at European level in the framework of the MIMOD (Mixed-Mode designs for social surveys) cooperation grant awarded by Eurostat (Signore, 2019). The MIMOD work started in December 2017 and ended in May 2019. The [body of material available](#) is a major reference for the topic of mixed-mode surveys.

Therefore, the group decided to undertake a systematic review of this material, looking in particular at the recommendations that were made to the European Statistical System (ESS) for further work. This systematic review resulted in working papers written by the group members, summarising the work and highlighting the recommendations. These recommendations have not yet been implemented, which is certainly a consequence of the COVID-19 crisis that started just after the end of the MIMOD work. Part 4 of this document is partly based on the recommendations that the group considered to be still relevant, in light of its members' own experience and the COVID-19 crisis. Indeed, the outline of Part 4 follows that of the MIMOD report.

In 2019, a majority of countries still saw mixed-mode only as a potential and had not really taken the plunge, except for very specific surveys such as the one on information and communication technologies (ICT). Coincidentally, the COVID-19 crisis pushed countries to test the organization of mixed-mode surveys: face-to-face was no longer a credible mode of collection almost throughout 2020. The group therefore felt that it would be particularly useful to supplement the MIMOD material with feedback from countries on the collection of mixed-mode surveys following the COVID-19 crisis.

A questionnaire was then designed by the group between February and May 2021 (see **Annex I**). This questionnaire was implemented by the group's Irish colleagues in the EUSurvey tool. It was sent to representatives of the NSIs of the Member States (and associated countries) at the DIME/ITD and DSS groups. The mailing took place in mid-May, with the final returns collected at the end of June. As the time available to analyze the questionnaire results was quite short (July-September), the work was distributed among most of the group members and a template was developed to report on repetitive parts of the different surveys studied, in order to harmonize the reports. **Annex II** presents the tables of results produced and the associated elements of analysis.

The group met at least once a month between February and October 2021, in order to follow the progress of the work and to allocate tasks. The minutes of these meetings are available on [a dedicated web page](#)⁶ hosted in the github repository of Insee-Fr.

Progress reports were given at the DSS plenary meeting on 14-15 April 2021, at the WG Methodology meeting on 28 April 2021, and at the DIME-ITDG steering group meeting on 21 May 2021.

Finally, a draft position paper was prepared by France, based on the written material collected earlier, the reports on the MIMOD packages and the analysis of the questionnaire, submitted to the group and discussed during two meetings in September and October. This report is the final one validated by the group.

⁶ <https://insee-fr.github.io/ESS-Multimode-PP/>

3

The questionnaire to NSIs

The questionnaire consists of two different parts⁷:

- After a preliminary phase for respondent's identification, Part 1 is devoted to a detailed overview of the pre-crisis period and then the crisis period in terms of participation, distribution by mode of the collected responses and evolution of contact strategies for various European surveys;
- Part 2 is devoted to the expression of countries' wishes regarding the work that could be undertaken at the European level on mixed-mode as well as to their own experience of mixed-mode data collection.

The questionnaire is presented in Annex I and the raw tables of results are given in Annex II. Detailed comments are provided throughout the tables in Annex II. This paragraph outlines the main lessons that can be drawn from the survey.

A total of 32 countries⁸ participated in the survey, while the group had identified a potential of 37 countries corresponding to the Member States and some commonly associated countries. The list of potential countries is given at the beginning of the questionnaire (Annex I). Participation is therefore very high given that countries had only one month to respond and that the questionnaire was very specific in what was asked. This shows a very clear interest from European countries in the issues raised by the questionnaire and this position paper.

The analysis of the evolution of response rates shows a clear negative impact of the COVID-19 crisis in 2020. And within 2020, the LFS profiles⁹ for both waves 1 and 2 show that the most difficult part was the first, and even more so, the second quarter of the year. In addition, the problems were much bigger in wave 1 due to lack of contacts in comparison to wave 2 when the pandemic started. The end of the year was more favorable: compared to 2019, more than 2/3 of countries experienced a drop in response rates. The median decline was, for example in LFS-wave1, 8 percentage points in Q1, 10 points in Q2, and 3 and 5 points in Q3 and Q4, while the number of countries affected by a decline fell in the latter two quarters. Also regarding HBS¹⁰, the overall median response rate decreased from 45% to 35% and the median decline was 4 percentage points.

⁷ In this section, the numbering of the parts and the numbering of the paragraphs refer to those of the questionnaire in **Annex I**.

⁸ Annex II

⁹ Annex II- sections 1 and 2

¹⁰ Annex II- section 5

At the same time, mixed-mode was expanding rapidly, with telephone interviewing (CATI) dramatically replacing face-to-face in all surveys¹¹ and for a large majority of countries. For example, while 17 countries were interviewing by CATI for the LFS wave 1 in 2019, CATI respondents represent 5% of respondents (median). By the end of 2020, 9 more countries were using CATI and CATI respondents accounted for more than 90% of all the respondents for those countries. For HBS¹², while only 2 countries used CATI before the crisis, after March 2020 that became 10.

It is also clear that countries have tried to develop alternative collection modes in 2020 to cope with the crisis. However, introducing a new collection mode appears much more complicated than increasing the use of an existing one. This can be seen for CATI: in 2020, as mentioned above, the proportion of CATI respondents becomes very high, especially in countries and for surveys where CATI was already a collection mode. In contrast, a smaller number of countries have introduced CATI for some surveys and, in even fewer cases, CAWI. Most of these introductions are due to the crisis. This probably explains why $\frac{1}{4}$ to $\frac{1}{2}$ of the countries, depending on the survey, do not plan to maintain the changes in collection mode, as the quality of the collected data and the fieldwork monitoring is generally perceived to be lower. On the other hand, when countries wish to retain the changes they have made, the main reason, apart from safety reasons, is cost-effectiveness.

These observations may differ, depending on the survey. The survey¹³ on Information and Communication Technologies (ICT) is clearly different, as mixed-mode was already very common before the crisis: 20 countries out of 28 were using more than one collection mode before the crisis for this survey; 17 were already using CAWI; these levels remain during the crisis.

The proportion of CAWI respondents for the 17 countries that offer this collection method for ICT is 40% on average, much higher than in any other survey, even in cases where this mode is already used: for example in the second waves of SILC and LFS, the proportion of CAWI is about 10% of the respondents. This share of CAWI respondents is stable in 2020, both for ICT and other surveys where this mode is used. On the other hand, for ICT as in the other surveys, there is a very sharp increase in CATI (representing, on average 33% of respondents in 2019 and 70% in 2020) and a parallel decrease in CAPI (60% in 2019 to 17% in 2020, with the number of countries using CAPI halving at the same time).

Apart¹⁴ from changing the distribution of response modes, countries have tried to adapt their collection systems to the crisis. The most frequent changes were in contact channels (contact letter including a QR code, use of e-mail, SMS, innovative ways of obtaining telephone numbers by changing legislation or obtaining them from a public administration) and mode selection (CATI was very often introduced instead of face-to-face interviewing, using the same interviewer who calls by telephone). Changes were less frequent in the use of the sampling frame, ex-post calculations (non-response model and calibration) and the use of administrative data.

¹¹ Annex II- sections 1 to 6

¹² Annex II- section 5

¹³ Annex II- section 6

¹⁴ Annex II- section 7

The development of mixed-mode, in particular CATI and CAWI, supposes, at one stage or another of the process¹⁵, the availability of adequate means of contact (telephone number and/or e-mail) for the respondents. Access to telephone numbers (25 out of 30 countries) is more frequent¹⁶ than access to e-mail addresses (10 out of 30). Countries that have access to telephone numbers most often get it from the respondents themselves or through a mixture of information, some of it private. For e-mail addresses, the pattern is similar, with some being obtained from public authorities. A large majority of countries consider that they have coverage problems, notably under-coverage, for these data, for example on particular sub-groups of the population (young people, elderly people, or rural areas) or simply bad contact data. Some countries report legal difficulties in holding these details, which would only be possible for those who explicitly authorize the NSI to hold them.

During the COVID-19 crisis, countries were innovative in the means they used to contact respondents¹⁷, in addition to the classic means such as the paper letter: web page, sending letters by e-mail, post in social media, and SMS. The messages were also adapted to emphasize the particularity of the COVID-19 period and the importance of having statistics. Cooperation with local authorities also proved useful. This shows that new experience has been acquired in this field as well.

Among the challenges that countries faced during the COVID-19 crisis¹⁸ was the transition from CAPI to CATI interviews, where the length of the interview was a real difficulty, as well as the low coverage of contact bases in terms of telephone numbers. Of course, these problems mainly concerned countries where CATI was not yet a common mode of collection or was difficult to broaden (for example because there is no phone number database).

A total of 23 countries (out of 31) identify possible actions at European level to improve their organizational capacity to better implement new household survey designs, with a particular focus on methodological improvements. These actions could be implemented through the setting up of working groups, training courses, and workshops and could usefully benefit from European grants. Unsurprisingly, the countries identify the following as topics of interest for work that could be carried out at European level:

- developing and sharing of case studies and good practices,
- drafting of guidelines,
- research on how to combine modes, statistical methodology and the quality of mixed-mode surveys, with particular attention to the correction of mode effects, and the issues of sampling and variance computation,
- research on how to adapt questionnaires to the mode of collection,
- training of interviewers for remote collection,
- development of mixed-mode survey IT platforms.

¹⁵ It can also be collected in the process by sending a letter that allows the respondent to connect to a web platform or send a phone number to the NSI.

¹⁶ Annex II- section 8.1

¹⁷ Annex II – sections 8.3 to 8.5

¹⁸ Annex II – section 8.6

4 The future and challenges of mixed mode surveys

As mentioned earlier, the challenges of mixed-mode household surveys were studied in depth during the MIMOD project. Most of the issues raised then are still valid, although the COVID-19 crisis has given them new relevance. But before we begin, it is useful to clarify some defining principles.

The MIMOD project aimed to help NSIs meet the "challenges of mixed-mode and multi-device collection". However, it is clear, particularly from the questionnaire to countries, that attention is particularly drawn to the challenges of mixed-mode when countries have to change their collection pattern by using other forms of questioning than those they usually use. In this text, we use mixed-mode to designate surveys where a given protocol of collection is associated to a given sub-sample of the total survey sample¹⁹.

The statistical problems that arise are of a different nature. If for a given question there is only one mode of collection, then the mode is inseparable from the question asked and it is, in a sense, pointless to worry about it. On the other hand, if several collection modes coexist for the same question, it is normal for the mode to influence the response and the statistician must, in one way or another, anticipate and control the impact of the mode on the response.

In a way, mixed-mode reveals problems that have always existed: if the mode of collection has a bearing on the answer or on the participation to the survey, then the study of the ways of asking the question, of which the mode is one component, should be at the heart of the statistician's concerns. By using a single collection mode, one can avoid undertaking the studies that are inevitable with mixed-mode. One might then ask where the interest in mixed-mode lies? The interest in mixed-mode may be driven by the desire to move to a cheaper collection method. But in this case, the main problem is the change of mode, and once this is done, we return to a single-mode situation. In reality, combining collection modes makes it also possible to reach people that are reluctant to respond in certain modes by offering them modes that suit them. The decline in response rates, which most countries are experiencing, can be compensated for by offering a wider variety of collection modes to respondents. What happened during the COVID-19 crisis confirms this: indeed, while survey collection switched abruptly to phone or internet, response rates did not drop that much with respect to 2019 collections (exception in 2020 Q2). In a minority but still significant fraction of cases (up to 1/3), response rates even increased (**Annex II**). This would indicate that having multiple potential collection modes is therefore a way to be resilient and offer respondents a mode that suits their situation. Mixed-mode is therefore not an unnecessary

¹⁹ For example in surveys on violence, some phases may be in CAPI, while the most sensitive questions may be asked under headphones. We consider that if this protocol applies to all respondents, then the survey is not mixed-mode in the sense of this text, because in this case, for a given question, all the respondents use the same and unique response mechanism. In this case, we would rather suggest to designate this situation as *multimode*.

complexity: it is most certainly the future of household surveys. However, this implies mastering the difficulties inherent in it.

Anticipating and controlling the impact of the mode gives us the keys to tackle the difficult issues. There are issues of practical organization and case management, questionnaire and contacts, statistical methodology, each of them being more or less related to the others. As a kind of tribute to the work carried out within the MIMOD project, we have chosen to organize the presentation of this part according to the work packages organization of MIMOD, picking up their recommendations for further work that we see as still relevant, supplemented by our own observations, in the light of the elements emerging from the questionnaire.

The first subsection of this part is then devoted to the way the modes could or should be combined. We then skip to the statistical methodology issues. We then go into the case management problems and finally conclude on questionnaire and survey design issues.

4.1. How to best-combine data collection mode?

Combining modes can be a difficult task. This combination can take on various forms:

- Concurrent design: different data collection modes are in the field at the same time
- Sequential design: modes are administered in a sequential time period, one after the other
- Partly sequential – partly concurrent design: the first data collection mode remains in the field when the second one(s) is(are) made available to respondents
- Adaptive design: different modes to different sub-populations on the basis of frame data, administrative data, paradata (also different effort for timing and number of calls and visits, incentives, etc.)

Member States' experience is still developing in this area and the COVID-19 crisis has stimulated initiatives for remote collection of surveys. Nevertheless, the questionnaire also showed that the transition, mainly from CAPI to CATI, and the results obtained by the countries are not entirely satisfactory. A lot of work remains to be done on how modes can be combined to achieve the best possible survey quality. The aim may be to increase response rates or to reduce collection costs by using the least expensive modes for the most easily reached respondents (e.g. CAWI) and the most expensive modes for the most difficult to reach (e.g. CAPI). Alternatively, one may seek to make collection as efficient as possible, for example when the survey time is reduced to a few weeks. Survey designs combining modes can also be linked to the objectives of identifying measurement and selection errors and applying statistical models to correct for these problems (see also section 4.2).

The MIMOD Work Package 1 (Deciding the mixed-mode design) report made robust recommendations:

- CAWI is a natural first mode for sequential designs in cross sectional surveys.
- Checklists that try to structure the mode choice and mode allocation may be needed, including objectives and risks.

- Questions have to be addressed about adaptive design (relevant for people with higher levels of education or with higher interest levels?).
- Organizational issues linked to mixed-mode need to be further explored (how to deal with incomplete or inconsistent questionnaires from the web? Should CATI interviewers share a work place? How to optimize the global communication to increase response rates? etc.).
- Concerning incentives, unconditional ones are supposed to be more efficient, but differentiation (target hard to reach sub-groups with a specific incentive) can also be considered.

The pandemic had a significant impact on household interviewing. Some countries had to change their mode of collection very quickly. The output from the questionnaire shows some of the challenges that countries encountered during this transition and these findings endorse the work of MIMOD. We can learn from these experiences by reviewing the outcome, 11 out of 29 countries will keep wholly or partially some of the changes they made when collecting the LFS.

More work may need to be done around profiling the respondent and providing the mode that is most effective i.e. adaptive design, but countries have now made the change and there is an opportunity to make this effective.

4.2. Mode biases and mode effects; adjustment of mode effects

In terms of statistical methodology, MIMOD (WP2) provided all ESS countries not only with an updated overview about methodological solutions to improve the quality of estimates produced in mixed-mode surveys, but also with a tool -represented by a set of guidelines- that could support them in properly designed methodological strategies to correctly deal with mode effects.

What is a mode effect? It is the combination/sum of selection effect (resulting from errors of non-observation) and measurement effect (resulting from observation errors). Selection effects are caused by the selection mechanism of a mixed-mode survey design which results in the partitioning of the sample into respondents and non-respondents. Selection effects are a combination of coverage and non-response effects. Measurement effects are caused by specifics of the modes employed in the survey and affect the recorded responses to the survey questions. They arise from the same respondent potentially giving different answers to the same questions in different modes²⁰. Both selection and measurement errors may also be present in mono-mode surveys, but a mixed-mode scheme will certainly emphasize the problems, since the two effects are confused.

The first step to evaluate and possibly correct these effects (biases) is to try to disentangle these two because the appropriate corrections suppose identification of the two effects. These are highly dependent on assumptions and some of them may not be possible to check if an appropriate survey design is not set up. This raises the question of the practicality of these designs, and their cost-benefit analysis.

²⁰ MIMOD WP2, Work Package 2: Mode bias/mode effects and adjustment for mode-effects Deliverable 1: A report containing an overview on current methodologies adopted at the ESS NSIs to deal with mode bias/mode effects in mixed-mode designs.

From the deliverables of MIMOD WP2, it is clear that there are still open issues on:

- the methods to disentangle
- the hypothesis below these methods
- the designs suitable to identify the effects
- the cost-benefit analysis of these designs.

In this context, carrying out some tests of the various possible approaches in a coordinated way at the European level, would be very valuable in order to share the work. The current situation is that there are many questions about this, but not much effort from the Member States on these issues. There are some ideas, emerging from the questionnaire and from recent work that the survey design, using sub-samples with different combinations of modes, can be very relevant in identifying different effects and then disentangling them. But this is related to the way the survey design is constructed and therefore has a feedback effect on the way the modes are combined (see §4.1).

The examples presented in MIMOD WP2 are related to the experience of Italy and the Netherlands which, although important, may not simply apply in another country. It would be beneficial to broaden the scope of experience to other European countries.

From the final report of WP2 we can conclude that the experiences of different countries could be shared at a European level. In this respect, it could be useful to create a repository of documents and material shared by NSIs and continue the review of the literature contained in the first deliverable of MIMOD WP2. And, at European level, suitable modes of collaboration should be identified in the future to proceed with developments in this area, e.g. through a network of countries interested in continuing the discussion on methodological issues by setting up experimental surveys to test configurations to disentangle mode effects. [WP2 D4 §4].

4.3. Case management in mixed-mode data collection

The use of several modes of collection implies very close monitoring of contacts with respondents and of the progress of the survey, in particular to adapt the mode proposed to the survey according to the results of the first contacts. The existence of a central case administration therefore seems to be a key element. More generally, it is seen as a necessary property of new data collection systems.

Organizational and technical change should always be thought of together. MIMOD (WP3) proposes a standardization protocol. Within the ESS the case management is very heterogeneous. They differentiate along the following four dimensions: (1) the degree of component integration, (2) the component completeness, (3) the degree of in-house developed product usage and (4) the survey integration.

A large degree of component integration, when the components are linked to each other (the information is automatically transmitted), clearly helps and in that case, most important domains of data management are covered. Generally, social surveys and business statistic surveys are separated in most of countries. But from a technical point of view, some key elements could be shared. So it could be useful to consider the question of some level of integration between the two spheres.

The tools in use for the different data collection components can be developed in-house by the NSI or can be external tools that are developed and supported by a commercial company. Many NSIs develop in-house. But why do they do so? In terms of input harmonization, NSI in-house development is more difficult to share. At the European level, one could imagine encouraging countries to share developments of shared tools.

4.4. Mixed-mode and device-mode questionnaire and contact designs

Some important topics are related to questionnaire adaptation and contacts, such as mode dependency of questionnaires, error and consistency checks that can be implemented in some modes (notably CAWI), handling of "don't knows" and non-responses to questions, and key questionnaire items and question types in mixed-modes for developing omni-mode questionnaires. There are also issues of contact with people: how to contact them, standard messages, reminders, access to contact details.

Also in this area, MIMOD (WP4 devoted to mixed-mode questionnaire designs) set out in great detail different experiences of mixed-mode i.e. types of collection – concurrent vs sequential, questionnaire design consideration – uni-mode vs mixed-mode, suitability of different surveys for different modes etc. It has then achieved some important results:

- It seems necessary to rebuild all model and national questionnaires and documentation with a mixed-mode paradigm in mind, to shorten, modularize, and simplify the European surveys questionnaires which were designed in a context dominated by face-to-face interviews
- The omni-mode approach (combining the different modes into ONE single questionnaire suitable for all modes) has to be taken as a starting point not only to make it easier to program and administer, but also in order to avoid measurement differences due to mode specific questions
- Easy exchange of experiences and test results is needed, since NSIs often struggle with the same issues and problems (idea of a wiki-based web page for exchange of examples, for instance on experiences of questionnaire divided to be administered in several waves, or on mixed-mode surveys including web for which the duration of the questionnaire exceeds 20-25 minutes (maximum length in the literature)
- The Campanelli typology²¹ is useful and needs updating (CAWI specific recommendations)

The questionnaire also provides very useful information. The pandemic launched most statistical institutes into a challenging household collection scenario as in almost every country face-to-face interviewing was suspended in March 2020. Of 29 countries who replied to the corresponding part of the questionnaire, 18 countries had to change mode for their LFS as a result of the pandemic. Of those, 11 countries have said they are going to keep some or all of these changes. ICT didn't experience as much change as this survey was already collected via CAWI or CATI in a lot of countries prior to the pandemic.

²¹ [Campanelli et al \(2011\)](#) developed a typology of questions in relation to measurement error and collection mode.

The questionnaire details the countries using new ways of collecting household data: many countries opted to move to CATI and give details in their responses about the new methods they introduced to ease the way of a new mode, including advance letters to respondents, notifications on websites, advance calls and use of social media. Countries who had access to telephone registers and/or email registers reported under coverage on both frames.

MIMOD discussed sequential or concurrent mixed-mode, further analysis of the questionnaire and possible follow up with some countries from a qualitative perspective would give us more insight into how each country proceeded and the outcomes they observed. The issue of under coverage of telephone and email registers may be influenced by countries reporting on issues with under coverage and with further analysis may influence the decision of sequential or concurrent or a mix of both.

MIMOD also made strong recommendations to Eurostat with regards to the length of the questionnaire, this has an impact on the quality and the response rate for each survey. This point is fully confirmed in the questionnaire responses: countries commented on some questionnaires not suitable for CATI and in their comments, countries have looked for training on questionnaire design for mixed-mode, possibly moving towards an omni-mode questionnaire.

Very little data on the use of incentives came back from the questionnaire. Many countries have indicated that they are making greater use of administrative data during this period, in addition to surveys. Use of social media and websites for communication of the change was indicated on the questionnaire. The group feels that all of these topics would benefit from further study.

In addition to that, the device-mode questionnaire was also studied by MIMOD (WP5). On this point, the COVID-19 questionnaires do not contribute much because the countries have had no time to adapt the technical aspects of the presentation of their questionnaires. MIMOD is therefore the reference in this domain. There are three dimensions of concerns raised by the MIMOD report:

- screen size
- navigation
- interview duration

Presently EHIS and SILC are not yet suitable in that perspective. ICT and EFT are promising in this respect, requiring only a slight adaptation of the questionnaire.

The report mentions that since smartphones are omnipresent, then we could even imagine that the questionnaires are first designed for these devices. And the report also argues that smartphones may reveal questions prone to measurement error. But some additional work needs to be done on that.

The report underlines some important directions of development concerning the mobile device mode: the length of the questionnaire should be reduced, get rid of grid questions, minimize open questions, multi-response questions should be replaced by multiple questions. And there are advantages of mobile devices in the CAWI mode: the omnipresence of these devices makes it possible to motivate respondents and it is possible also to fill in questionnaires everywhere at any time, even if this may cause some problems in the quality of responses (issue of filling in during “residual times”

during which the attention and motivation are rather low, and the risk of being interrupted is high).

In this work package, the report does not really discuss methodology and design issues related to mixed-mode, including a mobile mode. In this case, the adaptation of questions may cause a break in the functional equivalence²² between the various modes; this is not really discussed in the report and should be studied further.

At the end, there are questions pending:

- Should the ESS questionnaire be revised for mobile device first?
- Should we develop a mobile device IT platform?
- Would the respondents prefer to use a mobile device or PC in the CAWI mode?
- What are the quality risks associated with the mobile device mode?

On all these questions, an ESS initiative deserves to be launched.

²² As opposed to formal equivalence. We distinguish between “formal equivalence” (elsewhere: unified mode – or unimode – approach, see Schouten et al. 2022) and “functional equivalence” (Körner 2015) to emphasize that the same question asked in the same way in two different modes can lead to different answers and we can try to adapt the question to the mode so as to obtain the same answer, even though the question is asked differently. This second approach is called functional equivalence.

References for this footnote:

- Schouten, B., Brakel, Jvd, Buelens, B, Giesen, D., Luiten, A. & Meertens, V. (2022): *Mixed-Mode Official Surveys. Design and Analysis*. Boca Raton: CRC Press.
- Körner, T. (2014): *Report on the Definition, Identification and Analysis of Mode Effects*. Deliverable for Work Package III of the ESSnet on Data Collection for Social Surveys Using Multiple Modes. Wiesbaden: Statistisches Bundesamt. Accessed on March 26, 2021.

5 Position of the group and recommendations for action

One of the key conclusions out of the survey conducted by the authors of this paper is that the situation of the crisis worked as a trigger to move towards mixed-mode surveys. The COVID-19 crisis has shown that NSIs were mostly capable of formulating and following an emergency plan and they could carry out the necessary actions to collect data under the changed circumstances, with new modes, new contact strategies and so on being used whenever needed. Now we have to use that momentum, consolidate what has urgently been established and take care of backing those processes by well-proven methodology. We cannot risk running into a situation as in 2020 again, therefore we need to combine our efforts and invest in the use of modes and survey methodologies. In doing so, a lot of cost and effort can be saved in the long run since otherwise the quality, comparability and often also the sheer existence of data we collect in our social surveys is at stake.

The analysis has shown that social surveys of the European Statistical System face common challenges across NSIs as well as across surveys. Different traditions, legislations and practices should not stand in the way of thinking in a general way in which direction data collections should be developed. We shall try to come up with recommendations for methods to facilitate sampling, collection and processing of data that can be of use for all surveys. Then as a next step we can differentiate wherever necessary, fine-tune the specifics for different surveys and countries. We must get rid of stovepipes and think more in general processes - thus we can become more efficient and learn from each other.

Concerning the actions needed at the European level to improve the NSIs capabilities to better implement new designs for household surveys, with special focus on methodological improvements, 23 countries (out of 32) completed the devoted part of the questionnaire, and the preferred actions that were selected by countries were well distributed among having workshops, sharing of good practices, providing trainings and setting up a dedicated Task Force to further address these issues.

Besides the insights brought about by the COVID-19 pandemic, the implementation of mixed-mode surveys is one of the most evident action fields in order to modernize official statistics. Not least of that, the European Quality Assurance Framework²³ suggests methods relevant for five different indicators of the European Statistics Code of Practice

²³ The aim of the [Quality Assurance Framework](#) is to accompany the CoP by providing guidance and examples in the form of more detailed methods and tools as well as good practices for the high-level principles and indicators outlined in the CoP.

(ESCoP) which is the cornerstone of the quality framework of the European Statistical System:

- to regularly assess collection modes (indicator 4.2)
- to develop methodological work and supporting IT solutions to ensure the quality of statistics, especially when new and alternative data collection modes and sources are used as input (indicator 7.1)
- Regularly monitor data collection modes (indicator 8.3.)
- Action plans for simplification/modernization to reduce burden on respondents are developed, implemented and monitored (9.2)

These are concrete examples in how far the use of additional modes is anchored in the Code of Practice explicitly and there are also other principles and indicators which are affected implicitly.

Summing up, we see an agreement that the ability of implementing mixed-mode surveys while keeping up, and even increasing the quality of resulting statistics serves two general objectives:

1. to increase the reactivity of National Statistical Institutes and Eurostat in crisis situations;
2. to further improve the compliance to the Code of Practice.

Considering the general objectives, there is a need to react urgently. It is inevitable to set initiatives on a European level in order to achieve the following specific objectives:

- to increase the knowledge and capabilities regarding the implementation of mixed-mode surveys;
- to share experiences and gain from already established solutions;
- to strive for standardized solutions, also keeping in mind country or survey specificities, in order to be able to produce comparable and high quality statistics derived from mixed-mode surveys as well as to enhance the resilience of the production of statistics;
- to anchor the topic of mixed-mode surveys within the governance of the ESS in an appropriate way.

Action shall be taken as soon as possible and must be followed in a short period of time. We suggest an immediate start where possible and a focus of actions on the next three years with outputs becoming visible as soon as possible. If we do not act now we run the risk of increased costs and if the actions are not anchored at a European level there is a high risk that we end up in a disharmonized situation that does not allow policy makers to base decisions on comparable statistical results.

Considering this position and taking into account the analysis of the results of the survey, **the group formulates the following recommendations to the DIME and DSS:**

R1. Endorsement of mixed-mode surveys as good practice

Based on the European Statistics Code of Practice (ESCoP) Principles 3 “Adequacy of Resources”, 4 “Commitment to Quality”, and 10 “Cost-Effectiveness”, the group, taking into account the ongoing developments recommends that DSS and DIME, endorse the mixed mode surveys as good practice, that is to say as a modern and efficient method of collecting household survey data. Mixed-mode surveys increase the responsiveness of surveys to new situations and at the same time improve the coverage of the potential respondent population by offering people collection modes that are most convenient for them. Resolute actions must be taken at the European level to remove the obstacles to this development.

R2. Systematic review of European regulations regarding the length of questionnaires

Given ESCoP Principle 9 “Non excessive burden on Respondents”, and in particular indicators 9.1, 9.2, and 9.6, the length of survey questionnaires can sometimes be a barrier to the development of mixed-mode data collection, as highlighted by the expert consensus that questionnaires that are too long cannot be administered in CATI or CAWI (computer assisted web interviewing), or that household attention decreases with the amount of time it takes to complete the questionnaire. Therefore, the group recommends undertaking a systematic review of European regulations that involve survey questionnaires of a length that is incompatible with the purpose of omni-mode questionnaires, which are recommended in mixed-mode surveys.

R3. Organizing and financing research activities

Considering ESCoP Principle 12 “Accuracy and Reliability”, and in particular its indicator. 12.1 and 12.2, and Principle 7 “Sound Methodology”, the mastering of mode effects is a key issue of the development of mixed-mode data collection. The group believes that more empirical research needs to be done in this area. Therefore, the group recommends organizing and financing European methodological survey campaigns, in particular through randomized experimental designs, in order to measure mode effects and to guarantee, through the application of an adequate survey design and combination of collection modes, the ability to deal with them in the common survey regime. These campaigns should first lead to a sharing of knowledge and methodologies. Based on the results, guidelines could be provided. Consequently, such methodological campaigns should become a standard practice in European statistics for household surveys, contributing to country quality reports, while being promoted at the European level.

R4. Cooperation and sharing of IT tools

In line with ESCoP Principle 1bis “Coordination and Cooperation”, and more specifically indicator 1bis.3, the group recommends initiating cooperation between ESS countries to specify and share case management tools, or more generally, IT resources useful for mixed-mode surveys²⁴ in order to be able to efficiently design and monitor mixed-mode collections for household surveys. These shared tools should be strongly inspired by those already developed by some Member States. Eurostat should promote the coordination of these shared tools²⁵ (for example by financing the development of shared tools or upgrading shared tools).

R5. Experimentation and research for modern (“smart”) devices

Although not many countries have started experimenting with collecting surveys on smartphones, and the maturity of this type of collection platform is still much lower than that of other platforms (CAWI, CATI, PAPI (paper), CAPI), the group considers that, given its widespread use in people's daily lives, the ESS must continue to meet the challenges of collecting “classic”²⁶ surveys on this type of device. This is why the group recommends supporting and stimulating experimental research on this type of collection tool, in terms of questionnaire design, mode effect treatment and case management. (ESCoP principle 11 “Relevance”, indicator 11.1).

R6. Improving the quality of survey frames

Given the ESCoP Principle 7 “Sound Methodology”, and in particular indicator 7.3 that emphasizes the importance of having high quality sampling frames, these frames today generally suffer from poor quality of contact information, particularly telephone and e-mail addresses. This prevents NSIs from contacting respondents in the same ways they might be surveyed. For this reason, the group recommends that legal work be undertaken on how access to customer contact data of telecom and internet providers could be mobilized to improve the quality (completeness and timeliness) of the survey frames. In parallel, communication should be developed to explain to the public why it is important for NSIs to have access to their contact data.

These recommendations, if adopted, should form the background for the following European initiatives that may be launched as follow-up actions:

²⁴ like tools for creating omni-mode questionnaires, for example.

²⁵ within the Task Force for HBS and HETUS, a Governance guide of such shared tools is being developed and should give some fruitful inspiration.

²⁶ As opposed to new types of observations, such as the collection of GPS data, already well identified by survey methodologists as opportunities offered by smartphones. The subject here is to study how to collect questions on living conditions, work, etc.

Action I) Organizing workshop(s) on sharing good practices with mixed-mode designs of European household surveys

Based on the input gathered from the questionnaire, **the group recommends the ESS to organize a specific workshop** (or a set of workshops), focusing, with the background of European social surveys, on the following:

- Invite countries to present and share their experiences (good or not so good) on how they have dealt with the COVID-19 situation with respect to data collection and household survey designs. The questionnaire the group used to collect information is a good basis to identify those countries that could be invited to give such presentations. Sharing of these practices among the countries is the number one way of moving forward.
- Apart from the sharing of practices in general, the workshop could focus on the following specific topics:
 - how to make survey designs as flexible as possible to support last minute changes due to such unexpected situations as the COVID-19 pandemic;
 - using SMS, chatbot or the use of smartphones in the designs, not only for calls;
 - use of new incentives/changed incentives strategies for household surveys;
 - new designs for household surveys with the use of administrative data sources and smart data;
 - contact procedures, communication tools and results;
 - balancing the questionnaire requirements and the length of surveys;
 - use of register information;
 - statistical processing in relation to mixed-mode surveys.

Action II) Mandating a specific Task Force for mixed-mode households surveys

Having a dedicated working group (referred to as Task Force in the survey) is considered important by the Member States. It is also important that the work mentioned in recommendations (2-4) above be housed in and overseen by **a dedicated Task Force**. The Task Force (or other relevant format of the working group) should bring together social survey experts and methodologists, similar to the Position Paper group, and should focus on:

- setting up and funding methodological randomized surveys that should be undertaken to identify mode effects and to test statistical correction methods or to test adaptations of the questionnaire to collection mode in order to control for mode effects;

- collecting information on the relevant research conducted by the Member States and share information with the ESS to give an overview of possibilities to inspire other Member States. Also, proposing future research on the field;
- preparing guidelines for introduction and development of web surveys;
- developing methodological guidelines and sharing good practices for improving data quality in mixed-mode designs;
- providing a platform for live discussion on several mixed-mode survey designs and their (dis)advantages (e.g. first CAWI then CATI then CAPI as a waterfall system versus targeted sub-populations for different modes / using modes sequentially or simultaneously / combining multiple modes for the same respondents; specific questions in mode A and others in mode B, etc.);
- follow up the MIMOD project;
- analysis of possibilities to implement omni-mode questionnaire for specific IESS surveys;
- setting up a repository of shared tools for data collection;

The group recommends the DIME and DSS to discuss the possibility of setting up groups dedicated to these issues and start drafting their mandate.

Action III) Setting a focus of future training

The 9 countries that indicated that **training courses** would be useful for future capability improvement, mostly mentioned mixed-mode survey designs and adaptation of questionnaires to different modes as the main desired focus of such training. More specifically to focus on:

- methodological and technical aspects of conducting mixed-mode surveys, but also to make hands-on training and existing solutions a very integral part of the training;
- how to adapt questionnaires to different modes, new information sources and how to make better use of technologies (smartphones);
- how to design questionnaires (focus on modalities of questionnaires on web);
- how to carry out sampling and standard error estimation, non-response and mode-effect analysis;
- how to motivate the respondents and how to negotiate;
- guidance and training on remote data collection.

The group recommends the ESS to consider the introduction of new training or the redesign of any existing training on this topic and include it in the European Statistical Training Programme (ESTP).

Annexes

- **Annex I: Questionnaire of the Mixed-Mode data collection survey**
- **Annex II: Mixed Modes Data Collection Survey - Basic facts-**

Questionnaire of the Mixed-Mode data collection survey

Dear Colleagues,

Under the auspices of the Directors of Methodology (DIME) and the Directors of Social Statistics (DSS) of the European Statistical System, a group of countries volunteered to prepare a "Position Paper" on current and future challenges with household surveys, namely methodological and data collection issues. Many countries pointed out that the Covid-19 crisis has prompted them to move from traditional household survey data collection to online, telephone or mixed-mode data collection. Many countries had to make emergency choices and found that the available methodological and practical elements, though useful, were not entirely conclusive. It was therefore proposed to the Directors of Methodology and IT Directors Group (DIME-ITDG) Steering Group November 19th 2020 meeting and December 2020 Directors of Social Statistics (DSS) meeting to discuss, at their next summer meetings, a "Position Paper" on mixed-mode surveys. The aim of this paper should be to examine, in the light of the experience acquired by the Member States during the Covid-19 crisis, the methodological and data collection issues that should be explored together, over the next few years, on mixed-mode surveys. The group of countries that volunteered has been appointed to prepare the paper. It includes representatives of the NSIs of Austria, France, Hungary, Ireland, Italy, Slovenia and is chaired by France.

Most of the methodological issues have been reviewed in the Mixed Mode Designs in Social Surveys, in short MIMOD, project (see deliverables here), but many of the suggestions for further development made within the framework of MIMOD have not yet been acted upon. In addition, considerable experience has been acquired by countries during this crisis, which must also be put into perspective and integrated into the reflection on the remaining open questions about mixed-mode surveys, including protocols for contacting people, telephone follow-ups, etc.

In order to get an insight into the latter, we are conducting research where we would like to hear from you about your experiences and challenges concerning the design of household surveys, your current challenges and future directions. This will help us to integrate your experiences with the recommendations of the MIMOD project and produce the "Position Paper" to DIME and DSS to initiate a discussion with the motivation to agree on next steps.

We would suggest that your experts from the methodology department together with experts from social statistics answer the questionnaire. The form can be completed up until June 14, 2021.

In case of any questions you can contact: Fiona O'Callaghan at fiona.ocallaghan@cs.oie

We really appreciate your input!



Questionnaire Part 0: General information

0.1: In which country is your NSI located?

- Albania
- Austria
- Belgium
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Cyprus
- Czechia
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Kosovo
- Latvia
- Lithuania
- Luxembourg
- Malta
- Montenegro
- Netherlands
- North Macedonia
- Norway
- Poland
- Portugal
- Romania
- Serbia
- Slovak Republic
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

Contact person at the NSI

0.2 First name:



0.3 Last Name:

0.4 Contact email (for possible follow-up):

Questionnaire Part 1: ESS surveys, current situation and COVID-19

This section of the questionnaire relates to the detailed situation in your country. In this part, most of the questions relate to the four ESS surveys (LFS, SILC, HBS and ICT) that were actually collected during the pandemic. For LFS and SILC we are interested in collecting information separately for the first interaction (i. e. wave 1) and for the first follow-up wave (i.e. wave 2). The goal is to identify the present-day situation for these surveys with respect to mixed mode data collection, and the possible adaptations you had to make because of the COVID-19 crisis. For that reason, we distinguish the period before the pandemic (before March 2020) and during the pandemic (between March 2020 and April 2021).

The second Part of the questionnaire is broader and aims to outline your own experience of mixed mode data collection and the topics you would suggest for study at European level to move towards a better understanding of multimode issues.

LFS Wave 1



1.1 For LFS Wave 1, please give an estimate of the distribution of the achieved responses per mode for the following time periods:

{Please note that each column below should sum to 100%}

| Mode | Q1-2019 ^a | Q2-2019 ^a | Q3-2019 ^a | Q4-2019 ^a | Q1-2020 ^a | Q2-2020 ^a | Q3-2020 ^a | Q4-2020 ^a |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| CAT/CAT ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |
| CAP/CAP ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |
| PAP (self-administered) ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |
| PAPI (interviewer-administered) ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |
| CAWI (self-administered) ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |
| CAWI (interviewer-administered) ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |
| Other (i.e. big data, web scraping, etc.) ^a | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 | -0.00 |



1.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used.

1.3 What were the overall response rates for **LFS Wave 1** over the same period?

| |
|--|
| |
|--|

| | LFS Wave 1 Response Rate (%) |
|---------|------------------------------|
| Q1 2019 | |
| Q2 2019 | |
| Q3 2019 | |
| Q4 2019 | |
| Q1 2020 | |
| Q2 2020 | |
| Q3 2020 | |
| Q4 2020 | |

1.4 Did you introduce new modes in the **LFS Wave 1** between **March 2020 and April 2021**?

- Yes
- No

1.4.1 Which new mode(s) did you introduce?

| |
|--|
| |
|--|

1.4.2 Was the introduction of this/these new mode(s) ...

- already planned, independent of the pandemic?
- partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.)
- done exclusively because of the pandemic?

1.4.3 To what extent and how was the introduction of this new mode prepared **before March 2020**? Please give a thorough answer.

| |
|--|
| |
|--|

1.5 Please indicate if the respondents in the **LFS Wave 1** could or could not choose the mode of interview, in relation to the initial contact (if they are informed that another mode is available if they do not respond to the first mode, then the answer below should be Yes):

| | Yes | No | Not relevant |
|-----------------------------------|-----------------------|-----------------------|-----------------------|
| Before March 2020 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Between March 2020 and April 2021 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



1.6 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic?

- Yes
- No
- Partly
- Not applicable because no changes made

1.6.1 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic? Select all that apply

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

1.6.1a Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

1.6.1b Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic?

1.6.2 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

1.6.2a Which changes would you keep?

1.6.2b Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

1.6.2c Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic?



1.6.3 Why do you NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

1.6.3a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

1.6.3b Please describe the **other** reasons why you do NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic.

1.6.4 Why do you **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

1.6.4a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

1.6.4b Please describe the **other** reasons why you do NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 1** after the pandemic?

LFS Wave 2



2.1 For **LFS Wave 2**, please give an estimate of the distribution of the **achieved** responses per mode for the following time periods:

{Please note that each column below should sum to 100%}

| Mode ^a | Q1-2019 ^a | Q2-2019 ^a | Q3-2019 ^a | Q4-2019 ^a | Q1-2020 ^a | Q2-2020 ^a | Q3-2020 ^a | Q4-2020 ^a |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| CATC ^a | .. | .. | .. | .. | .. | .. | .. | .. |
| CAP ^a | .. | .. | .. | .. | .. | .. | .. | .. |
| PAP (self-administered) ^a | .. | .. | .. | .. | .. | .. | .. | .. |
| PAP (interviewer-administered) ^a | .. | .. | .. | .. | .. | .. | .. | .. |
| CAWI (self-administered) ^a | .. | .. | .. | .. | .. | .. | .. | .. |
| CAWI (interviewer-administered) ^a | .. | .. | .. | .. | .. | .. | .. | .. |
| Other (i.e. big data, web-scraping, etc.) ^a | .. | .. | .. | .. | .. | .. | .. | .. |

2.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used.

| |
|--|
| |
|--|

2.3 What were the overall response rates for **LFS Wave 2** over the same period?

| | LFS Wave 2 Response Rate (%) |
|---------|------------------------------|
| Q1 2019 | |
| Q2 2019 | |
| Q3 2019 | |
| Q4 2019 | |
| Q1 2020 | |
| Q2 2020 | |
| Q3 2020 | |
| Q4 2020 | |

2.4 Did you introduce new modes in the **LFS Wave 2** between **March 2020 and April 2021**?

- Yes
- No

2.4.1 Which new mode(s) did you introduce?

| |
|--|
| |
|--|

2.4.2 Was the introduction of this/these new mode(s) ...

- already planned, independent of the pandemic?
- partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.)
- done exclusively because of the pandemic?

2.4.3 To what extent and how was the introduction of this new mode prepared before **March 2020**? Please give a thorough answer.

| |
|--|
| |
|--|

2.5 Please indicate if the respondents in the **LFS Wave 2** could or could not choose the mode of interview, in relation to the initial contact (if they are informed that another mode is available if they do not respond to the first mode, then the answer below should be Yes):

| | Yes | No | Not relevant |
|-----------------------------------|-----------------------|-----------------------|-----------------------|
| Before March 2020 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Between March 2020 and April 2021 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



2.6 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic?

- Yes
- No
- Partly
- Not applicable because no changes made

2.6.1 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better quality data
- More efficient fieldwork monitoring
- None of the above

2.6.1a Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

2.6.1b Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic?

2.6.2 Why do you **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

2.6.2a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

2.6.2b Please describe the **other** reasons why you do NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic?

2.6.3 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above



2.6.3a Which changes would you keep?

2.6.3b Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

2.6.3c Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic?

2.6.4 Why do you NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

2.6.4a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

2.6.4b Please describe the **other** reasons why you do NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **LFS Wave 2** after the pandemic.

SILC Wave 1

3.1 For **SILC Wave 1**, please give an estimate of the distribution of the **achieved** responses per mode for the last implementation of the survey **before March 2020**:

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

3.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

3.3. For **SILC Wave 1**, please give an estimate of the distribution of the **achieved** responses per mode for the first implementation of the survey **between March 2020 and April 2021**

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

3.4 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

3.5 How did the overall response rates for SILC Wave 1 change?

| | SILC Wave 1 Response Rate (%) |
|--|-------------------------------|
| Last implementation before March 2020 | |
| First implementation between March 2020 and April 2021 | |



3.6 Did you introduce new mode(s) in **SILC Wave 1** between **March 2020 and April 2021**?

- Yes
- No

3.6.1 Which new mode(s) did you introduce?

3.6.2 Was the introduction of this/these new mode(s) ...

- already planned, independent of the pandemic?
- partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.)
- done exclusively because of the pandemic?

3.6.3 To what extent and how was the introduction of this/these new mode(s) prepared before **March 2020**? Please give a thorough answer!

3.7 Please indicate if the respondents in **SILC Wave 1** could or could not choose the mode of interview, in relation to the initial contact (if they are informed that another mode is available if they do not respond to the first mode, then the answer below should be Yes):

| | Yes | No | Not relevant |
|-----------------------------------|-----------------------|-----------------------|-----------------------|
| Before March 2020 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Between March 2020 and April 2021 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3.8 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic?

- Yes
- No
- Partly
- Not applicable because no changes made

3.8.1 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

3.8.1a Were there any **other** reasons why you intend to keep these changes?

- Yes
- No



3.8.1b Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic?

3.8.2 Why do you **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

3.8.2a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

3.8.2b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic?

3.8.3 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

3.8.3a Which changes would you keep?

3.8.3b Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

3.8.3c Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic?



3.8.4 Why do you NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

3.8.4a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

3.8.4b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 1** after the pandemic?

SILC Wave 2

4.1. For **SILC Wave 2**, please give an estimate of the distribution of the **achieved** responses per mode for the last implementation of the survey **before March 2020**

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

4.2. If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

4.3. For **SILC Wave 2**, please give an estimate of the distribution of the **achieved** responses per mode for the first implementation of the survey **between March 2020 and April 2021** :

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

4.4. If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

4.5 How did the overall response rates for the **SILC Wave 2** change?

| | SILC Wave 2 Response Rate (%) |
|--|-------------------------------|
| Last implementation before March 2020 | |
| First implementation between March 2020 and April 2021 | |

4.6 Did you introduce new mode(s) in **SILC Wave 2** between **March 2020** and **April 2021**?

- Yes
- No

4.6.1 Which new mode(s) did you introduce?

4.6.2 Was the introduction of this/these new mode(s) ...

- already planned, independent of the pandemic?
- partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.)
- done exclusively because of the pandemic?

4.6.3 To what extent and how was the introduction of this/these new mode(s) prepared before **March 2020**? Please give a thorough answer!
4.7. Please indicate if the respondents in **SILC Wave 2** could or could not choose the mode of interview, in relation to the initial contact (if they are informed that another mode is available if they do not respond to the first mode, then the answer below should be Yes):

| | Yes | No | Not relevant |
|-----------------------------------|-----------------------|-----------------------|-----------------------|
| Before March 2020 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Between March 2020 and April 2021 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4.8. Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic?

- Yes
- No
- Partly
- Not applicable because no changes made

4.8.1 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above



4.8.1a Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

4.8.1b Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic?

4.8.2 Why do you **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

4.8.2a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

4.8.2b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic?

4.8.3 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

4.8.3a Which changes would you keep?

4.8.3b Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

4.8.3c Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic?



4.8.4 Why do you NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

4.8.4a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

4.8.4b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of **SILC Wave 2** after the pandemic?

HBS

5.1. For the **HBS**, please give an estimate of the distribution of the **achieved** responses per mode for the last implementation of the survey **before March 2020**:

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

5.2. If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

5.3. For the **HBS**, please give an estimate of the distribution of the **achieved** responses per mode for the first implementation of the survey **between March 2020 and April 2021**. If you did not conduct a HBS during this period, please leave the table blank.

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

5.4. If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

5.5 How did the overall response rates for the **HBS** change?

| | HBS Response Rate (%) |
|--|-----------------------|
| Last implementation before March 2020 | |
| First implementation between March 2020 and April 2021 | |



5.6 Did you introduce new mode(s) in the **HBS** between **March 2020 and April 2021**?

- Yes
- No

5.6.1 Which new mode(s) did you introduce?

5.6.2 Was the introduction of this/these new mode(s) ...

- already planned, independent of the pandemic?
- partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.)
- done exclusively because of the pandemic?

5.6.3 To what extent and how was the introduction of this/these new mode(s) prepared before **March 2020**? Please give a thorough answer!

5.7 Please indicate if the respondents in the **HBS** could or could not choose the mode of interview, in relation to the initial contact (if they are informed that another mode is available if they do not respond to the first mode, then the answer below should be Yes):

| | Yes | No | Not relevant |
|-----------------------------------|-----------------------|-----------------------|-----------------------|
| Before March 2020 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Between March 2020 and April 2021 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5.8 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic?

- Yes
- No
- Partly
- Not applicable because no changes made

5.8.1 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

5.8.1a Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

5.8.1b Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic?

5.8.2 Why do you **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

5.8.2a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

5.8.2b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic?

5.8.3 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

5.8.3a Which changes would you keep?

5.8.3b Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

5.8.3c Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic?

5.8.4 Why do you NOT intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

5.8.4a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No



5.8.4b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **HBS** after the pandemic?

ICT



6.1. For the **ICT**, please give an estimate of the distribution of the **achieved** responses per mode for the last implementation of the survey **before March 2020**:

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

6.2. If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

6.3. For the **ICT**, please give an estimate of the distribution of the **achieved** responses per mode for the first implementation of the survey **between March 2020 and April 2021**. If you did not conduct a ICT during this period, please leave the table blank.

{Please note that the column below should sum to 100%}

| Mode | Distribution of achieved responses (%) |
|--|--|
| CATI | |
| CAPI | |
| PAP (self-administered) | |
| PAPI (interviewer-administered) | |
| CAWI (self-administered) | |
| CAWI (interviewer-administered) | |
| Other (ie, big data, web scraping, etc.) | |

6.4. If some of your distribution above is in the "Other" category, please describe the other mode(s) being used

6.5 How did the overall response rates for the **ICT** change?

| | ICT Response Rate (%) |
|--|-----------------------|
| Last implementation before March 2020 | |
| First implementation between March 2020 and April 2021 | |



6.6 Did you introduce new mode(s) in the **ICT** between **March 2020 and April 2021**?

- Yes
- No

6.6.1 Which new mode(s) did you introduce?

6.6.2 Was the introduction of this/these new mode(s) ...

- already planned, independent of the pandemic?
- partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.)
- done exclusively because of the pandemic?

6.6.3 To what extent and how was the introduction of this/these new mode(s) prepared before **March 2020**? Please give a thorough answer!

6.7. Please indicate if the respondents in the **ICT** could or could not choose the mode of interview, in relation to the initial contact (if they are informed that another mode is available if they do not respond to the first mode, then the answer below should be Yes):

| | Yes | No | Not relevant |
|-----------------------------------|-----------------------|-----------------------|-----------------------|
| Before March 2020 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Between March 2020 and April 2021 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6.8 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic?

- Yes
- No
- Partly
- Not applicable because no changes made

6.8.1 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic? Select all that apply

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

6.8.1a Were there any **other** reasons why you intend to keep these changes?

- Yes
- No



6.8.1b Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic?

6.8.2 Why do you **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

6.8.2a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

6.8.2b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic?

6.8.3 Why do you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Better data quality
- More efficient fieldwork monitoring
- None of the above

6.8.3a Which changes would you keep?

6.8.3b Were there any **other** reasons why you intend to keep these changes?

- Yes
- No

6.8.3c Please describe the **other** reasons why you intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic?

6.8.4 Why do you NOT intend to keep these changes in your fieldwork of the **ICT** after the pandemic? Select all that apply.

- General safety reasons
- Pandemic can be expected to return
- Cost-effectiveness
- Worse data quality
- Less efficient fieldwork monitoring
- None of the above

6.8.4a Were there any **other** reasons why you do NOT intend to keep these changes?

- Yes
- No

6.8.4b Please describe the **other** reasons why you do **not** intend to keep these changes (in the mode or any other aspect of the fieldwork) of the **ICT** after the pandemic?

7.1 Please select from the following list any changes that you made for at least one household survey (European or National) **between March 2020 and April 2021**:

- the method of mode selection
- the use of administrative data
- the use of sampling frame
- the incentive strategy
- the channels of contact
- the paradata collection
- the non-response correction model
- the calibration

7.1.1 Could you provide some details about the changes you made to the method of mode selection. For example, do you plan to keep it/them and why?

7.1.2 Could you provide some details about the changes you made in terms of the use of administrative data. For example, do you plan to keep these changes and why?

7.1.3 Could you provide some details about the changes you made in terms of the use of the sampling frame. For example, do you plan to keep these changes and why?

7.1.4 Could you provide some details about the changes you made in terms of the incentive strategy. For example, do you plan to keep these changes and why?

7.1.5 Could you provide some details about the changes you made in terms of the channels of contact. For example, do you plan to keep these changes and why?

7.1.6 Could you provide some details about the changes you made in terms of the paradata collection. For example, do you plan to keep these changes and why?

7.1.7 Could you provide some details about the changes you made in terms of the non-response correction model. For example, do you plan to keep these changes and why?

7.1.8 Could you provide some details about the changes you made in terms of the calibration. For example, do you plan to keep these changes and why?

7.2 If you have any supporting documentation (in English, or even another language) on any of these changes that you could share, please upload them here:



Questionnaire Part 2: Broader situation with respect to mixed mode data collection

This second part of the survey is broader and aims to outline your own experience of mixed mode data collection and the topics you would suggest for study at European level to move towards a better understanding of mixed mode issues. It concerns the ESS surveys but also applies to other national surveys.

8.1 Do you have access to telephone numbers for at least some of your sampling frame?

- Yes
- No

8.1.1 What is the average coverage of telephone numbers (i.e. availability of at least one fixed or mobile number for the reference person in the household) of your survey samples? Approximately what percentage of the population?

 %

8.1.2 How did you obtain the telephone numbers? Mark all that apply.

- From commercial providers
- From public authorities
- Asking the respondents for their phone numbers
- None of the above

8.1.3 Please explain any coverage issues with your telephone database, with a special attention to undercoverage.

8.1.4 Please describe any other ways or sources through which you obtained telephone numbers.

8.1.5 Which of the following did you do to improve your telephone number database **between March 2020 and April 2021**?

- Implementation of new protocols
- Changes in legal acts
- Special survey to gain phone numbers
- Cooperation agreements with service providers
- Other
- Our telephone number database was not improved in any way

8.1.6 Please describe any other ways in which you improved your telephone number database **between March 2020 and April 2021**:

8.2 Do you have access to e-mail addresses for at least some of your sampling frame?

- Yes
- No



8.2.1 What is the average coverage of e-mail addresses (i.e. availability of at least one e-mail address for the reference person in the household) of your survey samples?

Approximate percentage of the sampled population

 %

8.2.2 How did you obtain the e-mail addresses? Mark all that apply.

- From commercial providers
- From public authorities
- Asking the respondents for their e-mail addresses
- None of the above

8.2.3 Please explain any coverage issues with your e-mail database, with special attention to under-coverage.

8.2.4 Please describe any other ways or sources by which you obtained e-mail addresses.

8.2.5 Which of the following did you do to improve your e-mail database **between March 2020 and April 2021**?

- Implementation of new protocols
- Changes in legal acts
- Special survey to gain e-mail addresses
- Cooperation agreements with service providers
- Other
- Our e-mail address database was not improved in any way

8.2.6 Please describe any other ways in which you improved your e-mail address database **between March 2020 and April 2021**:

8.3 Did your office use the following means for contacting persons (e.g. sending out survey invitations, issuing reminders etc.) in household surveys **before March 2020**?

- e-Mail
- Phone
- SMS
- None of the above

8.3.1 How do you manage to contact people and get them to respond by phone or by internet?

8.4 What are the channels you modified or newly introduced in order to contact respondents **between March 2020 and April 2021**? Mark all that apply.

- Message on the webpage of the NSI
- From commercial providers
- Posts in social media
- Outreach through media (television, online, print, etc.)
- Advance letters sent in e-mail
- Advance text message (SMS)
- Advance call by telephone
- Advance visit by interviewer (e.g. "knock-to-nudge")
- Printed advance letters delivered by interviewer
- Printed advance letters delivered by post
- Sending extra advance mails/e-mails
- Tailoring advance mails to the pandemic (e.g. highlighting health protection thanks to CAWI or CATI responses)
- Asking respondents share their phone numbers with the NSI (through e-mail, phone, text-message, etc.)
- Inserting interviewer contacts in the advance mailing, and asking respondents to contact them
- None of the above

8.4.1 Please describe any other practice you introduced or modified in order to contact respondents **between March 2020 and April 2021**:

8.4.2 Please evaluate the new/modified contact channels and practices in the light of your experiences.

8.5 **Between March 2020 and April 2021**, have you had any difficulties in achieving the prescribed quality for any variables in social surveys, defined by the EU regulations?

- Yes
- No

8.5.1 Please describe the difficulties you encountered thoroughly:

8.6 What are the main challenges you faced in the development of mixed modes **between March 2020 and April 2021**? Please give a thorough description:



8.7 Please identify possible actions at European level suited to improve your organisation's capabilities to better implement new designs for household surveys, with special focus on methodological improvements.

- Monobeneficiary grant
- Multibeneficiary grant
- Dedicated Task Force
- Dedicated training
- Other action (e.g. good practices, workshops, etc.)

8.7.1 What should the focus of the monobeneficiary grant be?

8.7.2 What should the focus of the multibeneficiary grant be?

8.7.3 What should the focus of a dedicated Task Force be?

8.7.4 What should the focus of dedicated training be?

8.7.5 What other action would you recommend?

8.8 If there is anything else that you think is relevant, but is not covered in the questionnaire, please add it here:

8.9 We would really appreciate and it would be very helpful if you could share with us any reports or publications on mixed modes or on methodological work or changes to field work during the COVID-19 crisis. Please upload them here.



Mixed Modes Data Collection Survey Basic facts

1. Part 1 - Analysis of Labour Force Survey (LFS) Wave 1 (Questions 1.1 to 1.6)

1.1. General summary

32 countries provided answers to at least one of the questions. Where numbers are requested, 31 countries gave at least one answer to LFS Wave1 questions, which leads to an overall response rate of 96,9%.

1.1.1 Response rates per question

| Question | Responses 31=100 % |
|--|-------------------------|
| 1.1 For LFS Wave 1 , please give an estimate of the distribution of the achieved responses per mode for the following time periods. | 29(93,5%) ^{*)} |
| 1.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 1(3,4%) ^{**)} |
| 1.3 What were the overall response rates for LFS Wave 1 over the same period? | 29(93,5%) ^{*)} |
| 1.4 Did you introduce new mode(s) in LFS Wave 1 between March 2020 and April 2021 ? | 30(96,8%) |
| 1.5 Please indicate if the respondents in LFS Wave 1 could or could not choose the mode of interview, in relation to the initial contact between March 2020 and April 2021 . | 30(96,8%) |
| 1.6 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of LFS Wave 1 after the pandemic? | 29(93,5%) |

Answers to 1.1 should sum up to 100 %. For one country (out of 31), this was not the case.

*) Answers cover the periods Q1.2019 – Q4.2020.

***) This question is only relevant if there was any other mode in use.

Note: Table above provides information for the 6 main question groups. For some sub-questions the response rates might be lower.



1.2. Modes in uses

1.2.1. Number of Modes in Use

| Number of modes | Number of countries - Q1.2019 | Number of countries - Q1.2020 | Number of countries - Q2.2020 | Number of countries - Q3.2020 | Number of countries - Q4.2020 |
|-----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Total | 29(100%) | 29(100%) | 26(100%) | 29(100%) | 29(100%) |
| 1 | 14(48,3%) | 10(34,5%) | 14(53,8%) | 14(48,3%) | 12(41,4%) |
| 2 | 11(37,9%) | 14(48,3%) | 8(30,8%) | 11(37,9%) | 13(44,8%) |
| 3 | 3(10,3%) | 4(13,8%) | 3(11,5%) | 3(10,3%) | 3(10,3%) |
| 4 | 1(3,4%) | 1(3,4%) | 1(3,8%) | 1(3,4%) | 1(3,4%) |

Note: % given with respect to the number of respondents to the question.

1.2.2. How often was which mode used?

| Mode | Number of countries - Q1. 2019 | Number of countries - Q1.2020 | Number of countries - Q2.2020 | Number of countries - Q3.2020 | Number of countries - Q4.2020 |
|---------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Total | 29(100%) | 29(100%) | 26(100%) | 29(100%) | 29(100%) |
| CATI | 17(58,6%) | 22(75,9%) | 23(88,5%) | 24(82,6%) | 26(89,7%) |
| CAPI | 20(69,0%) | 20(69,0%) | 9(34,6%) | 12(41,8%) | 12(41,8%) |
| PAP (self-administered) | 0(0,0%) | 0(0,0%) | 0(0,0%) | 0(0,0%) | 0(0,0%) |
| PAPI (interviewer-administered) | 7(24,1%) | 6(20,7%) | 5(19,2%) | 6(20,7%) | 6(20,7%) |
| CAWI (self-administered) | 4(13,8%) | 5(17,2%) | 5(19,2%) | 6(20,7%) | 6(20,7%) |
| CAWI (interviewer-administered) | 0(0,0%) | 0(0,0%) | 0(0,0%) | 0(0,0%) | 0(0,0%) |
| Other | 1(3,4%) | 1(3,4%) | 1(3,4%) | 1(3,4%) | 1(3,4%) |

- The cases where the other mode is a variant of CATI (CAPI/PAPI interviewers conducted the interview in telephone mode) were counted to CATI mode.
- The distribution of modes in use changed during the pandemic. Table above shows that the usage of CATI mode has increased.



1.2.3 Combination of modes (where any)

| Combination of modes (the 2 major ones) | Number of countries - Q1.2019 | Number of countries - Q1.2020 | Number of countries - Q2.2020 | Number of countries - Q3.2020 | Number of countries - Q4.2020 |
|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Total | 11 | 17 | 9 | 12 | 14 |
| CATI+CAPI | 3 | 8 | 3 | 4 | 7 |
| CAPI+PAPI (interviewer-administered) | 4 | 4 | 1 | 4 | 2 |
| CATI+CAWI (self-administered) | 3 | 3 | 3 | 4 | 3 |
| CATI+PAPI (interviewer-administered) | 1 | 0 | 0 | 0 | 1 |
| CAPI+CAWI (self-administered) | 0 | 1 | 0 | 0 | 0 |
| PAPI + Other | 0 | 1 | 2 | 0 | 1 |

Note: only multi-mode cases are taken into account. In case of a combination of modes, we consider here only the main modes, in terms of actual number of responses, up to a maximum of three, provided that each of these modes accounts for more than 5% of the country's actual responses.

1.3 Distribution of achieved responses: values per mode

1.3.1. CATI

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 17 | 22 | 23 | 24 | 26 |
| Median | 5,2% | 25,8% | 100% | 96,4% | 91,7% |
| Max | 100% | 100% | 100% | 100% | 100% |
| Min | 1,3% | 0,5% | 8% | 1% | 1% |

- The table underlines the switch to CATI already shown in table 1.2.2. From March 2020 CATI is not only used by more countries but seems to become the predominant mode for the achieved responses.
- Several countries, having CAPI/PAPI mode of collection before the pandemic, conducted interviews via telephone mode by interviewers (using CAPI equipment/paper questionnaire) during the pandemic.

1.3.2 CAPI



| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 20 | 20 | 9 | 12 | 12 |
| Median | 98,4% | 77,5% | 21,5% | 64,6% | 32,5% |
| Max | 100% | 100% | 100% | 100% | 89,7% |
| Min | 16% | 14% | 3% | 6% | 8% |

- As CATI increased from March 2020 CAPI decreased and lost its position as predominant mode.

1.3.3. PAP (self-administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 0 | 0 | 0 | 0 | 0 |
| Median | - | - | - | - | - |
| Max | - | - | - | - | - |
| Min | - | - | - | - | - |

1.3.4. PAPI (interviewer-administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 7 | 6 | 5 | 6 | 6 |
| Median | 75,5% | 71,6% | 66% | 73,3% | 72% |
| Max | 100% | 91,3% | 75,9% | 99% | 99% |
| Min | 34% | 34% | 31,1% | 34% | 34% |
| | | | | | |

1.3.5. CAWI (self-administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 4 | 5 | 5 | 6 | 6 |
| Median | 58,5% | 53,1% | 54,4% | 30,3% | 34,9% |



| | | | | | |
|-----|-----|------|-----|------|------|
| Max | 74% | 72% | 80% | 76% | 73% |
| Min | 3% | 0,6% | 3% | 1,8% | 2,5% |

- Before the pandemic, 3 countries collected data for Wave 1 via CAWI in combination with some other mode, 6 countries introduced CAWI during the pandemic. In all countries except one, CAWI was planned before the pandemic, the one, which introduced CAWI exclusively due to the pandemic, had already implemented CAWI for Wave 2 before the pandemic.

1.3.6. CAWI (interviewer- administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 0 | 0 | 0 | 0 | 0 |
| Median | - | - | - | - | - |
| Max | - | - | - | - | - |
| Min | - | - | - | - | - |

- No country used interviewer-administered CAWI.

1.3.7. Other – Modes

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 1 | 1 | 1 | 1 | 1 |
| Median | 3% | 6% | 14% | 5% | 13% |
| Max | 3% | 6% | 14% | 5% | 13% |
| Min | 3% | 6% | 14% | 5% | 13% |

- Countries, where collection mode is only CATI or in combination with CAWI, didn't make any changes during the pandemic.

1.4 Response Rates

1.4.1. Response rates before and after March 2020

| Indicator | Response Rate Q1.2019 | Response Rate Q1.2020 | Response Rate Q2.2020 | Response Rate Q3.2020 | Response Rate Q4.2020 |
|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Number of countries > 0 | 28 | 28 | 25 | 28 | 28 |
| Mean | 59,36% | 59,5% | 57,9% | 61,6% | 59,5% |
| Median | 60,00% | 58,0% | 58,5% | 59,5% | 60,1% |



| | | | | | |
|-----|-------|-------|-------|-------|-------|
| Max | 94,7% | 93,3% | 94,2% | 94,4% | 93,8% |
| Min | 24,7% | 23,5% | 26,0% | 23,7% | 23,0% |

- There were 3 countries that didn't select a sample for wave 1 in Q2 2020, one of these countries used the last (6th) wave and collected data for the 7th time.

1.4.2. Decreases and increases in response rates

Period Q1 2020 compared to Q1 2019

| Indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 22 | | 6 | | 28 | |
| Mean | -8,0 | -12,3 | 1,8 | 3,6 | -5,9 | -8,9 |
| Median | -7,7 | -12,8 | 1,1 | 1,8 | -5,4 | -8,5 |
| Max | -0,3 | -0,5 | 4,0 | 8,9 | 4,0 | 8,9 |
| Min | -18,2 | -25,4 | 0,1 | 0,1 | -18,2 | -25,4 |

Period Q2 2020 compared to period Q2 2019

| Indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 17 | | 8 | | 25 | |
| Mean | -13,2 | -20,3 | 5,2 | 11,0 | -7,3 | -10,3 |
| Median | -10,1 | -17,4 | 3,3 | 6,3 | -5,0 | -6,9 |
| Max | -3,1 | -5,2 | 23,8 | 47,4 | 23,8 | 47,4 |
| Min | -37,0 | -58,7 | 0,0 | 0,0 | -37,0 | -58,7 |

Period Q3 2020 compared to period Q3 2019

| Indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 15 | | 13 | | 28 | |
| Mean | -7,0 | -11,2 | 3,0 | 4,8 | -2,3 | -3,8 |
| Median | -3,0 | -6,3 | 2,0 | 3,9 | -0,4 | -0,7 |
| Max | -0,1 | -0,2 | 7,7 | 13,5 | 7,7 | 13,5 |
| Min | -24,0 | -40,8 | 0,7 | 1,0 | -24,0 | -40,8 |



Period Q4 2020 compared to period Q4 2019

| Indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 19 | | 9 | | 28 | |
| Mean | -8,7 | -13,5 | 4,1 | 7,2 | -4,6 | -6,8 |
| Median | -4,7 | -8,8 | 1,8 | 2,1 | -1,7 | -3,8 |
| Max | -0,6 | -1,2 | 16,2 | 29,2 | 16,2 | 29,2 |
| Min | -42,0 | -64,6 | 0,7 | 0,8 | -42,0 | -64,6 |

- More countries reported a decrease than an increase. On average there is a decrease in response rates for all quarters, the largest decrease is in Q1.2020 (the median for absolute changes is 5,4 percentage points), the smallest in Q3.2020 (the median for absolute changes is -0.4 percentage points).
- Some countries reported a large decrease for response rates due to COVID crisis.

1.5 New mode

1.5.1. Did you introduce new mode(s) in lfs wave 1 between march 2020 and april 2021?

| Indicator | Value |
|-----------|-----------|
| Yes | 18 (60%) |
| No | 14 (40%) |
| Total | 32 (100%) |

- More than a half of the countries introduced a new mode. 13 countries introduced CATI, 6 countries CAWI, one country introduced both – CATI and CAWI.

1.5.2. Was the introduction of this/these new mode(s) ...

| Indicator | Value |
|--|-----------|
| already planned, independent of the pandemic? | 4(22,2%) |
| partly, but not exclusively planned, because of the pandemic(e.g. emergency release of a mode that was under preparation.) | 1(5,6%) |
| done exclusively because of the pandemic | 13(72,2%) |



- The table shows clearly that the pandemic was the main driver for the introduction of new modes.

1.6 Possibility for selecting modes

1.6.1. Could respondents select between modes?

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|--------------|-------------------------|-------------------------------------|
| Yes | 8 (26,7%) | 12 (40%) |
| No | 15 (50%) | 12 (40%) |
| Not relevant | 7 (23,3%) | 6 (20%) |
| Total | 30 (100%) | 30 (100%) |

- After March 2020 the possibility for the selection of modes did increase. In fact, 5 countries (out of 15) go to YES starting from No; and 2(out of 8) went to NO starting from YES.



1.7 Keeping the Changes

1.7.1. Do you intend to keep the changes after the pandemic?

| Indicator | Value |
|----------------------------|-------|
| Yes | 6 |
| Partly | 6 |
| No | 10 |
| Not applicable (no change) | 7 |
| No answer | 1 |
| Total | 30 |

- Among those countries that made changes (22), 12 countries intend to either fully or partly keep those changes.

1.7.2. Reasons for keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Pandemic can be expected to return | 6 |
| Cost-effectiveness | 8 |
| General safety reasons | 4 |
| Better data quality | 4 |
| More efficient fieldwork monitoring | 2 |
| None of the above | 1 |
| It is a strategic aim to offer possibility to answer in web in all household surveys | 1 |
| In order to achieve a higher response rate, households should be offered already in the first wave to decide how they would like to reply to the LFS questionnaire | 1 |
| To keep response rates high for respondents that are addressed to CAPI but are not keen (anymore) on receiving interviewers | 1 |
| To improve our response rate, to meet respondents wishes | 1 |
| To get responses from persons preferring answer via internet | 1 |
| More efficient and lower cost | 1 |

1.7.3. Reasons for not keeping the changes



| Reason (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Worse data quality | 12 |
| Less efficient fieldwork monitoring | 5 |
| Cost-effectiveness | 1 |
| None of the above | 2 |
| The introduction of the new mode was a response action to the pandemic, it was a strategy to face the impossibility of doing face-to-face interviews but it was more expensive and also the quality monitoring of the interviews was not so efficient | 1 |
| 1st wave is always F-2-F due to quality data | 1 |
| Lower response rates | 1 |
| We plan to implement computer assisted interviews(CAPI or/and CATI) | 1 |

1.7.4. What changes are you going to keep?

| |
|--|
| Open Answers |
| |
| We are still going to use CAWI |
| All W2 to W5 will be conducted in CATI. Possible retaining of interviewers canvassing and conducting the interview later |
| CAWI for the 1st interview |
| Telephone interviewing |
| CATI as additional mode for 1. wave for those, who don't want to have face-to-face interview (there was an option in the advance letter, that respondents shared their telephone number) |
| When we cannot interview the household via telephone, we will carry out a CAPI visit |



2. Part 1 - Analysis of LFS Wave 2 (Questions 2.1 to 2.6)

2.1 General summary

32 countries provided answers to at least one of the questions. Where numbers are requested, 31 countries give at least 1 answer to LFS Wave1 questions, which leads to an overall response rate of 96,9%.

2.1.1. Response rates per question

| Question | Responses 31=100 % |
|--|-----------------------|
| 2.1 For LFS Wave 2 , please give an estimate of the distribution of the achieved responses per mode for the following time periods. | 29 (93,5%) *) |
| 2.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 4 (12,9%) **) |
| 2.3 What were the overall response rates for LFS Wave 2 over the same period? | 29 (93,5%)*) |
| 2.4 Did you introduce new mode(s) in LFS Wave 2 between March 2020 and April 2021 ? | 30 (96,8%) |
| 2.5 Please indicate if the respondents in LFS Wave 2 could or could not choose the mode of interview, in relation to the initial contact between March 2020 and April 2021 . | 30 (96,8%) |
| 2.6 Do you intend to keep the changes(in the mode or any other aspect of the fieldwork) of LFS Wave 2 after the pandemic? | 30 (96,8%) |

Answers to 2.1 should sum up to 100 %. For 1 country (out of 31), this was not the case.

*) Answers covers the periods Q1.2019 – Q4.2020.

**) This question is only relevant if there was any other mode in use.

Remark: Table above provides information for the 6 main question groups. For some sub-questions the response rates might be lower.



2.2 Modes in uses

2.2.1. Number of Modes in Use

| Number of modes | Number of countries - Q1.2019 | Number of countries - Q1.2020 | Number of countries - Q2.2020 | Number of countries - Q3.2020 | Number of countries - Q4.2020 |
|-----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Total | 29 (100%) | 29 (100%) | 29 (100%) | 28 (100%) | 29 (100%) |
| 1 | 10 (34,5%) | 9 (31%) | 13 (44,8%) | 13 (46,4%) | 13 (44,8%) |
| 2 | 15 (51,7%) | 16 (55,2%) | 13 (44,8%) | 12 (42,9%) | 13 (44,8%) |
| 3 | 3 (10,3%) | 3 (10,3%) | 2 (6,9%) | 2 (7,1%) | 2 (6,9%) |
| 4 | 1 (3,4%) | 1 (3,4%) | 1 (3,4%) | 1 (3,6%) | 1 (3,4%) |

Note: % given with respect to the number of respondents to the question.

2.2.2. How often was which mode used?

| Mode | Number of countries - Q1. 2019 | Number of countries - Q1.2020 | Number of countries - Q2.2020 | Number of countries - Q3.2020 | Number of countries - Q4.2020 |
|---------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Total | 29 (100%) | 29 (100%) | 29 (100%) | 28 (100%) | 29 (100%) |
| CATI | 25 (86,2%) | 26 (89,7%) | 27 (93,1%) | 26 (92,9%) | 27 (93,1%) |
| CAPI | 16 (55,2%) | 16 (55,2%) | 9 (31%) | 8 (28,6%) | 9 (31%) |
| PAP (self-administered) | 0 (0,0%) | 0 (0,0%) | 0 (0,0%) | 0 (0,0%) | 0 (0,0%) |
| PAPI (interviewer-administered) | 6 (20,7%) | 6 (20,7%) | 6 (20,7%) | 6 (21,4%) | 6 (20,7%) |
| CAWI (self-administered) | 3 (10,3%) | 3 (10,3%) | 4 (13,8%) | 4 (14,3%) | 4 (13,8%) |
| CAWI (interviewer-administered) | 1 (3,4%) | 1 (3,4%) | 1 (3,4%) | 1 (3,6%) | 1 (3,4%) |
| Other | 2 (6,9%) | 2 (6,9%) | 2 (6,9%) | 2 (7,1%) | 2 (6,9%) |

- The cases where the other mode is a variant of CATI (CAPI/PAPI interviewers conducted the interview in telephone mode) were counted to CATI mode.
- The distribution of modes in use changed from before March to the time period after March 2020. Table above shows that the usage of CAPI has decreased.



2.2.3. Combination of modes(where any)

| Combination of modes(the 2 major ones) | Number of countries - Q1.2019 | Number of countries - Q1.2020 | Number of countries - Q2.2020 | Number of countries - Q3.2020 | Number of countries - Q4.2020 |
|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Total | 18 | 19 | 13 | 13 | 13 |
| CATI+CAPI | 12 | 12 | 5 | 5 | 5 |
| CAPI+PAPI (interviewer-administered) | 1 | 1 | 1 | 1 | 1 |
| CATI+CAWI (self-administered) | 2 | 2 | 3 | 3 | 3 |
| CATI+PAPI (interviewer-administered) | 2 | 2 | 1 | 1 | 1 |
| CATI+Other | 0 | 0 | 1 | 2 | 2 |
| CATI+CAWI (interviewer-administered) | 1 | 1 | 1 | 1 | 1 |
| PAPI (interviewer-administered) + Other | 0 | 1 | 1 | 0 | 0 |

Note: only multimode cases are taken into account; In case of a combination of modes, we consider here only the main modes, in terms of actual number of responses, up to a maximum of three, provided that each of these modes accounts for more than 5% of the country's actual responses.

2.3 Distribution of achieved responses: values per mode

2.3.1. CATI

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 25 | 26 | 26 | 25 | 26 |
| Median | 80,4% | 75,4% | 99,4% | 99,3% | 97,1% |
| Max | 100% | 100% | 100% | 100% | 100% |
| Min | 3,5% | 3,2% | 25,4% | 1,6% | 1,1% |

- From March 2020 CATI is not used by more countries but seems to become the predominant mode for the achieved responses.
- Several countries, having CAPI/PAPI mode of collection before the pandemic, conducted interviews in telephone mode by interviewers (using CAPI equipment/paper questionnaire) during the pandemic.



2.3.2. CAPI

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 16 | 16 | 9 | 8 | 9 |
| Median | 19,8% | 24,7% | 8,2% | 21,8% | 18% |
| Max | 96,5% | 96,8% | 66% | 66% | 66% |
| Min | 8% | 6% | 0,9% | 10% | 4% |

- As CATI increased from March 2020 CAPI decreased and lost its position as predominant mode.

2.3.3. PAP (self-administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 0 | 0 | 0 | 0 | 0 |
| Median | - | - | - | - | - |
| Max | - | - | - | - | - |
| Min | - | - | - | - | - |

2.3.4. PAPI (interviewer-administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 6 | 6 | 6 | 6 | 6 |
| Median | 62,4% | 56,6% | 54,3% | 60,1% | 54,6% |
| Max | 100% | 100% | 100% | 100% | 100% |
| Min | 27,3% | 20,39% | 4,25% | 14,85% | 11,25% |

2.3.5. CAWI (self-administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 3 | 3 | 4 | 4 | 4 |
| Median | 43,1% | 48,7% | 30,1% | 27,9% | 26,6% |
| Max | 51,7% | 49,6% | 51,9% | 50,28% | 54,1% |
| Min | 7% | 8% | 0,3% | 0,7% | 0,9% |



2.3.6. CAWI (interviewer- administered)

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 1 | 1 | 1 | 1 | 1 |
| Median | 36% | 29% | 31% | 33% | 35% |
| Max | 36% | 29% | 31% | 33% | 35% |
| Min | 36% | 29% | 31% | 33% | 35% |

2.3.7. Other – Modes

| Indicator | Value Q1.2019 | Value Q1.2020 | Value Q2.2020 | Value Q3.2020 | Value Q4.2020 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Number of countries > 0 | 2 | 2 | 2 | 2 | 2 |
| Median | 15,8% | 21,9% | 24,3% | 21,6% | 28,1% |
| Max | 17,6% | 25% | 30% | 22,2% | 39% |
| Min | 14% | 18,8% | 18,6% | 21% | 17,1% |

- Countries, where collection mode is only CATI or in combination with CAWI, didn't make any changes during the pandemic.

2.4 Response Rates

2.4.1. Response rates before and after March 2020

| Indicator | Response Rate Q1.2019 | Response Rate Q1.2020 | Response Rate Q2.2020 | Response Rate Q3.2020 | Response Rate Q4.2020 |
|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Number of countries > 0 | 29 | 29 | 29 | 27 | 29 |
| Mean | 72,2% | 69,2% | 68,5% | 69,2% | 69,9% |
| Median | 74% | 72% | 70,8% | 70,1% | 72,8% |
| Max | 96,2% | 94,6% | 93,9% | 93,9% | 94,9% |
| Min | 24,9% | 24,8% | 24,1% | 26,7% | 24,4% |

- There were 3 countries that didn't select a sample for wave 1 in Q2 2020, one of these countries used the last (6th) wave and collected data for the 7th time.



2.4.2. Decreases and increases in response rates

Period Q1 2020 compared to Q1 2019

| indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 25 | | 4 | | 29 | |
| Mean | -4,1 | -6,0 | 4,2 | 5,8 | -3,0 | -4,4 |
| Median | -2,3 | -3,3 | 4,3 | 6,1 | -2,0 | -2,3 |
| Max | -0,1 | -0,3 | 7 | 9,7 | 7,0 | 9,7 |
| Min | -29,4 | -40,9 | 1,2 | 1,4 | -29,4 | -40,9 |

Period Q2 2020 compared to period Q2 2019

| indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 20 | | 9 | | 29 | |
| Mean | -7,1 | -10,8 | 9 | 14,8 | -2,1 | -2,9 |
| Median | -5,9 | -7,1 | 4,8 | 8 | -1,8 | -2,8 |
| Max | -0,1 | -0,1 | 35,4 | 67,7 | 35,4 | 67,7 |
| Min | -19,1 | -36 | 0 | 0 | -19,1 | -36 |

Period Q3 2020 compared to period Q3 2019

| indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 17 | | 10 | | 27 | |
| Mean | -5,7 | -8,6 | 3,3 | 5,8 | -2,4 | -3,3 |
| Median | -3,7 | -4,8 | 2,1 | 3 | -1 | -1,4 |
| Max | -0,8 | -1,3 | 15,36 | 28,2 | 15,36 | 28,2 |
| Min | -24,9 | -36,7 | 0 | 0 | -24,9 | -36,7 |

Period Q4 2020 compared to period Q4 2019

| indicator | Decreases | | Increases | | Change | |
|-----------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 16 | | 13 | | 29 | |
| Mean | -5 | -7,8 | 4,5 | 7,9 | -0,8 | -0,8 |
| Median | -2,2 | -4,6 | 2,6 | 3,3 | -0,5 | -0,7 |



| | | | | | | |
|-----|-------|-------|------|------|-------|-------|
| Max | -0,1 | -0,2 | 25,1 | 50,1 | 25,1 | 50,1 |
| Min | -19,1 | -31,7 | 0,1 | 0,1 | -19,1 | -31,7 |

- More countries reported a decrease than an increase. On average there is a decrease in response rates for all quarters, the largest decrease is in Q1.2020 (the median for absolute changes is -2 percentage points), the smallest in Q4.2020 (the median for absolute changes is -0.5 percentage points).

2.5 New modes

2.5.1. Did you introduce new mode(s) in LFS Wave 2 between March 2020 and April 2021?

| Indicator | Value |
|-----------|------------|
| Yes | 10 (33,3%) |
| No | 20 (66,7%) |
| Total | 30 (100%) |

- Less than half of countries introduced new mode.

2.5.2. Was the introduction of this/these new mode(s) ...

| Indicator | Value |
|--|---------|
| already planned, independent of the pandemic? | 5 (50%) |
| partly, but not exclusively planned, because of the pandemic(e.g. emergency release of a mode that was under preparation.) | 1 (10%) |
| done exclusively because of the pandemic | 4 (40%) |

2.6 Possibility for selecting modes

2.6.1 Could respondents select between modes?

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-----------|-------------------------|-------------------------------------|
| Yes | 11 (36,7%) | 10 (33,3%) |
| No | 11 (36,7%) | 13 (43,3%) |



| | | |
|--------------|-----------|-----------|
| Not relevant | 8 (26,7%) | 7 (23,3%) |
| Total | 30 (100%) | 30 (100%) |

- There were almost no changes for respondents concerning the possibility for the selection of the collection mode.

2.7 Keeping the Changes

2.7.1 Do you intend to keep the changes after the pandemic?

| Indicator | Value |
|---------------------------|-------|
| Yes | 6 |
| Partly | 2 |
| No | 6 |
| Not applicable(no change) | 16 |
| Total | 30 |

- More than half of the countries reported that they didn't implement any changes.

2.7.2. Reasons for keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Pandemic can be expected to return | 2 |
| Cost-effectiveness | 6 |
| General safety reasons | 2 |
| Better data quality | 2 |
| More efficient fieldwork monitoring | 1 |
| It is a strategic aim to offer possibility to answer in web in all household surveys | 1 |
| to improve our response rate, to meet respondents wishes | 1 |

2.7.3. Reasons for not keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Worse data quality | 6 |
| Less efficient fieldwork monitoring | 4 |
| We plan to implement computer assisted interviews (CAPI or/and CATI) | 1 |



2.7.4. Which changes are you going to keep?

| |
|--|
| Open Answers |
| We are still going to use CAWI |
| CATI as additional mode for 2. wave for those, who didn't provide their telephone number and don't want to have face-to-face interview (there was an option in the advance letter, that respondents shared their telephone number) |



3. Part 1 - Analysis of the Survey on Income and Living Conditions (SILC) Wave 1 (Questions 3.1 to 3.8)

3.1 General summary

32 countries provided answers to at least one of the questions. Where numbers are requested, 31 countries give the figures, which leads to an overall response rate of 96,9%.

3.1.1. Response rates per question

| Question | Responses 31=100 % |
|--|-----------------------|
| 3.1 For SILC Wave 1 , please give an estimate of the distribution of the achieved responses per mode for the last implementation of the survey before March 2020 | 29 (93,5%) *) |
| 3.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 0 (0,0%)**) |
| 3.3 For SILC Wave 1 , please give an estimate of the distribution of the achieved responses per mode for the first implementation of the survey between March 2020 and April 2021 | 24 (77,4%) *) |
| 3.4 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 3 (9,7%) **) |
| 3.5 How did the overall response rates for SILC Wave 1 change? | 27 (87,1%) |
| 3.6 Did you introduce new mode(s) in SILC Wave 1 between March 2020 and April 2021 ? | 31 (100,0%) |
| 3.7 Please indicate if the respondents in SILC Wave 1 could or could not choose the mode of interview, in relation to the initial contact | 30 (96,8%) |
| 3.8 Do you intend to keep the changes (in the mode or any other aspect of the fieldwork) of SILC Wave 1 after the pandemic? | 30 (96,8%) |

*) Answers to 3.1 and 3.3 should sum up to 100 % For 2 countries (out of 29), this was not the case.

***) Answers to 3.2 and 3.4 only relevant if there was any other mode in use.

Note: Table above provides information for the 8 main question groups. For some sub-questions the response rates might be lower.



3.2 Modes in uses

3.2.1 Number of Modes in Use

| Number of modes | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|-----------------|---|---|
| 1 | 18 (62,1%) | 12 (50%) |
| 2 | 9 (31,0%) | 11(45,8%) |
| 3 | 0 (0%) | 1 (4,2%) |
| 4 | 1 (3,4%) | 0 (0%) |
| 5 | 1 (3,4%) | 0 (0%) |

Note: % given with respect to the number of respondents to the question (29 before and 24 after).

- Looking at the percentages it can be observed that there is an increase in number of modes used form uni-mode to a two-mode scenario. More than two modes are practically not existent.

3.2.2. How often was which mode used?

| Mode | Number of countries - before March before March 2020 | Number of countries - from March 2020 to April 2021 |
|---------------------------------|--|---|
| CATI | 11 (37,91%) | 19 (79,2%) |
| CAPI | 20 (69,0%) | 9 (37,5%) |
| PAP (self-administered) | 2 (6,9%) | 8 (33,)% |
| PAPI (interviewer-administered) | 9 (31,0%) | 5 (20,8%) |
| CAWI (self-administered) | 3 (10,3%{ | 3 (12,5%) |
| CAWI (interviewer-administered) | 0 (0%) | 0 (0.0%) |
| Other | 0 (0%) | 1 (4,2%) |

- The distribution of modes in use changed from before March to the time period after March 2020. Table above shows that the modal value switched from CAPI to CATI. Self-administered PAP increased as well significantly while Interview administered PAPI decreased. The “Other” case is indeed a variant of CATI.



3.2.3. Combination of modes (where any)

| Combination of modes (the 2 major ones) | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|---|---|---|
| CATI+CAPI | 4(36%) | 7(64%) |
| CAPI+PAPI | 4(36%) | |
| CATI+CAWI | 1(9%) | 3(27%) |
| CATI+PAPI | 1(9%) | 2(18%) |
| CAPI+CAWI | 1(9%) | |

Note: % given with respect to multimode cases (that is 11 before and 11 after); In case of a combination of modes, we consider here only the main modes, in terms of actual number of responses, up to a maximum of three, provided that each of these modes accounts for more than 5% of the country's actual responses.

- When a combination of modes is used, CAPI and CATI is most often used. After the crisis, the combination is CATI+CAPI, but CAPI, as a mode entering into a combination, is decreasing: on the overall, it was present for 10 out of 11 combination cases before the crisis; after the crisis it is present in 7 combination cases out of 11.

3.3 Distribution of achieved responses: values per mode

3.3.1. CATI

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 11 | 19 |
| Median | 33,0% | 86,2% |
| Max | 100% | 100% |
| Min | 5,60% | 19,2% |

- The table underlines the switch to CATI already shown in table 3.2.2. From March 2019 CATI is not only used by more countries but seems to become the predominant mode for the achieved responses.

3.3.2. CAPI



| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 20 | 9 |
| Median | 100,0% | 31,0% |
| Max | 100% | 100% |
| Min | 2,20% | 0,7% |

- As CATI increased from March 2020 CAPI decreased and lost its position as predominant mode. The decrease in median value and in countries using CAPI is significant.

3.3.3. PAP (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 2 | 0 |
| Median | 0,25% | - |
| Max | 0,3% | - |
| Min | 0,2% | - |

- PAP – (self-administered) does not play a big role before March with only 2 countries using it, and these did not achieve many responses.

3.3.4. PAPI (interviewer-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 9 | 5 |
| Median | 55,1% | 100,0% |
| Max | 100,0% | 100,0% |
| Min | 2,7% | 2,7% |

- Interviewer administered PAPI decreased in terms of countries who used it. But those who used it after March 2020 achieved a majority of responses by this mode.

3.3.5. CAWI (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 3 | 3 |
| Median | 14,0% | 72,0% |
| Max | 74,0% | 80,5% |
| Min | 6,7% | 1,6% |



- Not many countries are using CAWI in general -only 3 in self-administered way. Interesting is the increase in the responses achieved.

3.3.6. CAWI (interviewer- administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 0 | 0 |
| Median | - | - |
| Max | - | - |
| Min | - | - |

- No country used interviewer- administered CAWI

3.3.7. Other modes

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 0 | 1 |
| Median | - | 100% |
| Max | - | 100% |
| Min | - | 100% |

- Only one country used another mode after March 2020. Explanation: “Interviewers did not interview in a traditional CAPI format from March 2020. Instead, they sent letters to participating households and the household then contacted the interviewer by phone to complete the interview. “
- There were two other answers in the explanation for other modes but not content related.

3.4. Response Rates

3.4.1. Response rates before and after March 2020

| Indicator | Response Rate before March 2020 | Response Rate from March 2020 to April 2021 |
|-------------------------|---------------------------------|---|
| Number of countries > 0 | 27 | 24 |
| Mean | 59,36% | 57,14% |
| Median | 60,00% | 58,80% |
| Max | 99,68% | 94,37% |
| Min | 24,60% | 26,70% |



3.4.2. Decreases and increases in response rates for the period from March 2020 to April 2021 compared to before March 2020

| indicator | Decreases | | Increases | |
|-----------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 11(*) | | 12 | |
| Mean | -6.7 | -11.9 | 3.9 | 7.7 |
| Median | -5.1 | -6.5 | 3.1 | 6.8 |
| Max | 0.0 | 0.0 | 11.8 | 17.5 |
| Min | -22 | -41.5 | 0.2 | 0.3 |

Note: (*) including the equality case.

- Reading of the table: For 11 countries, there is a decrease in response rate after the pandemic with respect to before the pandemic. The mean of the absolute decrease is -6.7 percentage points; the mean decrease relative to the response rate before the pandemic is -11.9%.
- The changes in response rates from before March 2020 and after March 2020 are not unilateral. Approximately half of the countries reported an increase and the other a decrease. On average, decreases are about twice as large, in absolute value, as increases. The distributions on both sides in relative values look more similar.

3.5. New modes

3.5.1. Did you introduce new mode(s) in SILC Wave 1 between March 2020 and April 2021?

| Indicator | Value |
|-----------|----------------------|
| Yes | 16(51,61%) →(50%) |
| No | 15(48,69%) → 16(50%) |

Note: one country did not respond. It is considered as “No”.

- Half of the countries introduced a new mode. On the open question requiring a specification of the modes, CATI is always mentioned. CAWI as a supplementary mode is also mentioned in 2 cases(out of 16).

3.5.2. Was the introduction of this/these new mode(s)



| Indicator | Value |
|---|------------|
| already planned, independent of the pandemic? | 1 (6,7%) |
| partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.) | 2 (13,3%) |
| done exclusively because of the pandemic? | 12 (80,0%) |

- The table shows clearly that the pandemic was the main driver for the introduction of new modes.

3.6. Possibility for selecting modes

3.6.1. Could respondents select between modes?

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|--------------|----------------------------|--|
| Yes | 6 (20%) | 11 (36,7%%) |
| No | 16 (53,3%) | 14 (46,7%%) |
| Not relevant | 8 (26,7%) | 5 (16,7%) |

Note: 2 non-responses

- After March 2020 the possibility for the selection of modes did increase. By the way, 4 countries (out of 16) go to YES starting from No; and 2(out of 6) went to NO starting from YES.

3.7. Keeping the Changes

3.7.1. Do you intend to keep the changes after the pandemic?

| Indicator | Value |
|---------------------------|----------|
| Yes | 5(25,0%) |
| Partly | 7(35,0%) |
| No | 8(40,0%) |
| Not applicable(no change) | 10 |

Note: 2 non-responses



- Keeping the changes fully is only intended by a quarter of countries (5) among those who made changes (20). 35% among the countries who made changes would do it partly.

3.7.2. Reasons for keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Pandemic can be expected to return | 8 |
| Cost-effectiveness | 8 |
| General safety reasons | 5 |
| Better data quality | 3 |
| More efficient fieldwork monitoring | 2 |
| More efficient data collection and lower cost | 1 |
| It is noticed that specific number of respondents prefer CATI data collection | 1 |
| To provide respondents with the data collection method that best suits them | 1 |

3.7.3. Reasons for not keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Worse data quality | 8 |
| Less efficient fieldwork monitoring | 4 |
| We need to limit the breaks in time series. In the future, we will think about switching to multimode | 1 |
| It is not intended to keep the CATI mode in the first wave as a personal contact as via CAPI where an interviewer is present at home of the respondent is deemed to be more efficient in a panel to establish a good basis for the years to come | 1 |
| Lower response rates | 1 |
| Bias in the achieved sample | 1 |
| CAPI collection was dropped due to pandemic. Although CAPI collection is not very common (less than 2 % of the achieved sample yearly), we intend to continue them after pandemic to secure the coverage of elderly persons, persons with disabilities and persons with language limitations | 1 |



3.7.4. What changes are you going to keep?

| |
|--|
| Open Answers |
| We are going keep both modes (CATI and CAWI) as first option, leaving CAPI only for those not collected by those modes |
| CATI as additional mode for 1. wave for those, who don't want to have face-to-face interview (there was an option in the advance letter, that respondents shared their telephone number) |
| CATI |
| Change of fieldwork period |
| Possibility of retaining telephone interviews |
| Giving respondents option of conducting interviews by phone |
| CATI might be kept (not decided yet) for panel persons. We're also considering the introduction of CAWI mode |



4. Part 1 - Analysis of SILC Wave 2 (Questions 4.1 to 4.8)

4.1 General summary

29 countries provided answers to at least one of the questions. Where numbers are requested, 26 countries give the figures, which leads to an overall response rate of 90,6%.

4.1.1. Response rates per question

| Question | Responses 29=100 % |
|--|--------------------------|
| 4.1 For SILC Wave 2 , please give an estimate of the distribution of the achieved responses per mode for the last implementation of the survey before March 2020 | 26 (93,5%) ^{*)} |
| 4.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 1 (3,4%) ^{**)} |
| 4.3 For SILC Wave 2 , please give an estimate of the distribution of the achieved responses per mode for the first implementation of the survey between March 2020 and April 2021 | 25 (86,2%) ^{*)} |
| 4.4 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 3 (10,3%) ^{**)} |
| 4.5 How did the overall response rates for SILC Wave 2 change? | 24 (82,8%) |
| 4.6 Did you introduce new mode(s) in SILC Wave 2 between March 2020 and April 2021 ? | 29 (100,0%) |
| 4.7 Please indicate if the respondents in SILC Wave 2 could or could not choose the mode of interview, in relation to the initial contact | 29 (100%) |
| 4.8 Do you intend to keep the changes(in the mode or any other aspect of the fieldwork) of SILC Wave 2 after the pandemic? | 29 (100%) |

*) Answers to 3.1 and 3.3 should sum up to 100 % For 2 countries (out of 26), this was not the case.

***) Answers to 3.2 and 3.4 only relevant if there was any other mode in use.

Remark: Table above provides information for the 8 main question groups. For some sub-questions the response rates might be lower.

4.2 Modes in uses



4.2.1. Number of Modes in Use

| Number of modes | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|-----------------|---|---|
| 1 | 13 (50,0%) | 9 (23,1%) |
| 2 | 10 (38,5%) | 12 (52,2%) |
| 3 | 1 (3,8%) | 1 (4,3%) |
| 4 | 2 (7,7%) | 1 (4,3%) |
| 5 | 0 (0%) | 0 (0%) |

Note: % given with respect to the number of respondents to the question (26 before and 23 after)

- Looking at the percentages, it can be observed that there is an increase in number of modes used from uni-mode to a two-mode scenario, but not as strong as for SILC Wave 1. More than two modes are practically not existent.

4.2.2. How often was which mode used?

| Mode | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|--------------------------------|---|---|
| CATI | 15 (57,7%) | 20 (87,0%) |
| CAPI | 18 (69,2%) | 10 (43,5%) |
| PAP(self-administered) | 0 (0%) | 0 (0%) |
| PAPI(interviewer-administered) | 6 (23,1%) | 5 (21,7%) |
| CAWI(self-administered) | 5 (19,2%) | 4 (17,4%) |
| CAWI(interviewer-administered) | 0 (0%) | 0 (0,0%) |
| Other | 0 (0%) | 1 (4,2%) |

- The distribution of modes in use changed from before March to the time period after March 2020. Table above shows that the modal value switched from CAPI to CATI. The “Other” case is indeed a variant of CATI.

4.2.3. Combination of modes (where any)

| Combination of modes(the 2 major ones) | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|--|---|---|
|--|---|---|



| | | |
|-----------|------------|-----------|
| CATI+CAPI | 8 (61,53%) | 8 (57,1%) |
| CAPI+PAPI | 4 (30,8%) | 3 (21,4%) |
| CATI+CAWI | 4 (30,8%) | 4 (28,6%) |
| CATI+PAPI | 3 (23,1%) | 3 (21,4%) |
| CAPI+CAWI | 3 (23,1%) | 1 (7,1%) |

Note: % given with respect to multi-mode cases (that is 13 before and 14 after); In case of a combination of modes, we consider here only the main modes, in terms of actual number of responses, up to a maximum of three, provided that each of these modes accounts for more than 5% of the country's actual responses.

- When a combination of modes is used, CAPI and CATI is most often used. No much difference after the crisis, just some decrease in CAPI+CAWI.

4.3 Distribution of achieved responses: values per mode

4.3.1. CATI

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 15 | 20 |
| Median | 67,0% | 96,2% |
| Max | 100% | 100% |
| Min | 10,0% | 22,9% |

- The table underlines the switch to CATI already shown in table 4.2.2. From March 2019 CATI is not only used by more countries but seems to become the predominant mode for the achieved responses. The effect is even stronger than in SILC Wave 1



4.3.2. CAPI

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 18 | 10 |
| Median | 91,0% | 19,5% |
| Max | 100% | 100% |
| Min | 1,5% | 3,2% |

- As CATI increased form March 2020 CAPI decreased and lost its position as predominant mode. The decrease in median value and in countries using CAPI is significant.

4.3.3. PAP (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 0 | 0 |
| Median | - | - |
| Max | - | - |
| Min | - | - |

4.3.4. PAPI (interviewer-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 6 | 5 |
| Median | 45,0% | 74,8% |
| Max | 88,12% | 86,3% |
| Min | 0,7% | 0,1% |

- Interviewer administered PAPI decreased in terms of countries who used it, but those who used it after March 2020 achieved a majority of responses by this mode.



4.3.5. CAWI (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 5 | 4 |
| Median | 12,7% | 9,6% |
| Max | 75,0% | 74,0% |
| Min | 3,0% | 0,4% |

- Not many countries are using CAWI in general -only 3 in a self-administered way. The increase in the responses achieved is interesting.

4.3.6. CAWI (interviewer- administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 0 | 0 |
| Median | - | - |
| Max | - | - |
| Min | - | - |

4.3.7. Other modes

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 0 | 1 |
| Median | - | 100% |
| Max | - | 100% |
| Min | - | 100% |

- Only one country used another mode after March 2020. Explanation: “Interviewers did not interview in a traditional CAPI format from March 2020. Instead, they sent letters to participating households and the household then contacted the interviewer by phone to complete the interview. “
- There were two other answers in the explanation for other modes but not content related.

4.4 Response Rates

4.4.1. Response rates before and after March 2020



| Indicator | Response Rate before March 2020 | Response Rate from March 2020 to April 2021 |
|-------------------------|---------------------------------|---|
| Number of countries > 0 | 25 | 23 |
| Mean | 77,32% | 76,73% |
| Median | 81,96% | 78,00% |
| Max | 93,68% | 94,64% |
| Min | 28,00% | 4200% |

4.4.2. Decreases and increases in response rates for the period from march 2020 to april 2021 compared to before march 2020

| indicator | Decreases | | Increases | |
|-----------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 12(*) | | 11 | |
| Mean | -7.9 | -10.0 | 8.0 | 19.5 |
| Median | -7.0 | -8.4 | 2.4 | 2.7 |
| Max | 0.0 | 0.0 | 42.0 | 150.0 |
| Min | -28.0 | -40.0 | 0.2 | 0.3 |

Note:(*) including the equality case

- For 11 countries, there is a decrease in the response rate after the pandemic with respect to before the pandemic. The mean of absolute decrease is -7.9 percentage points; the mean decrease relative to the response rate before the pandemic is -10.0%.
- The changes in response from before March 2020 and after March 2020 are not unilateral. Approximately half of the countries reported an increase and the other a decrease.



4.5 New modes

1. Did you introduce new mode(s) in SILC Wave 1 between March 2020 and April 2021?

| Indicator | Value |
|-----------|-----------|
| Yes | 12(41,4%) |
| No | 17(58,6%) |

Note: one country did not respond, it is considered as “No”.

- 41% of the countries introduced a new mode. On the open question requiring a specification of the modes, CATI is always mentioned. CAWI as a supplementary mode is also mentioned in 1 case (out of 12).

2. Was the introduction of this/these new mode(s) ...

| Indicator | Value |
|--|----------|
| already planned, independent of the pandemic? | 1(8,3%) |
| partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.) | 2(16,7%) |
| done exclusively because of the pandemic? | 9(75,0%) |

- The table shows clearly that the pandemic was the main driver for the introduction of new modes.

4.6 Possibility for selecting modes

4.6.1. Could respondents select between modes?

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|--------------|-------------------------|-------------------------------------|
| Yes | 10(34,5%) | 11 (37,9%) |
| No | 12(41,4%) | 14 (48,3%) |
| Not relevant | 7(24,1%) | 4 (13,9%) |

- After March 2020 the relevance for the decision of the mode did increase. The distribution of YES/NO without “Not relevant” did not change too much. By the



way, 1 country (out of 10) went to YES starting from No; and 2 (out of 12) went to NO starting from YES.

4.7 Keeping the Changes

4.7.1. Do you intend to keep the changes after the pandemic?

| Indicator | Value |
|----------------------------|------------|
| Yes | 4 (22,2%) |
| Partly | 4 (22,2%) |
| No | 10 (55,6%) |
| Not applicable (no change) | 11 |

Note: 2 non-responses

- To keep the changes fully or partly is intended half of countries (8) among those who made changes (18).
- Among those countries that made changes (18), almost half (8) intended to either fully or partly keep those changes.

4.7.2. Reasons for keeping the changes

| Reason (cells shaded in grey by open answers) | Frequency |
|---|-----------|
| Pandemic can be expected to return | 2 |
| Cost-effectiveness | 2 |
| General safety reasons | 1 |
| Better data quality | 0 |
| More efficient fieldwork monitoring | 0 |
| Response rate seems to improve in wave 2 with CATI. Households are more happy to answer the CATI questionnaire after they have established a relationship with the SILC team in wave 1 in person (CAPI) | 1 |
| It is noticed that specific number of respondents prefer CATI data collection | 1 |
| To provide respondents with the data collection method that best suits them | 1 |

4.7.3. Reasons for not keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
|---|-----------|



| | |
|---|---|
| Worse data quality | 3 |
| Less efficient fieldwork monitoring | 1 |
| We need to limit the breaks in time series. In the future, we will think about switching to multimode | 1 |
| CAPI collection was dropped due to pandemic. Although CAPI collection is not very common (less than 2 % of the achieved sample yearly), we intend to continue them after pandemic to secure the coverage of elderly persons, persons with disabilities and persons with language limitations. | 1 |

4.7.4. What changes are you going to keep?

| |
|--|
| Open Answers |
| We are going keep both modes (CATI and CAWI) as first option, leaving CAPI only for those not collected by those modes |
| CATI as additional mode for 1. wave for those, who don't want to have face-to-face interview (there was an option in the advance letter, that respondents shared their telephone number) |
| CATI |
| Change of fieldwork period |
| Possibility of retaining telephone interviews |
| Giving respondents option of conducting interviews by phone |
| CATI might be kept (not decided yet) for panel persons. We're also considering the introduction of CAWI mode |



5. Part 1 - Analysis of the Household Budget Survey (HBS) (Questions 5.1 to 5.8)

Main facts about HBS:

- Out of the 32 responding countries, 4 countries did not provide information on HBS. Therefore, the respondents to the questions referred to in this survey are 28, with an overall response rate of 87.5%. For some sub-questions the response rates might be lower.
- Furthermore 12 countries did not respond to all questions referred to for the time period between **March 2020 and April 2021**. For one country data are not yet available, 6 countries clearly stated not to have carried out the survey from March 2020 to April 2021.
- Data show a clear trend after March 2020 towards a mixed mode, with an increasing number of countries moving from uni-mode to mixed mode.
- The distribution of modes in use changed significantly after March 2020. The most used mode switched from CAPI to CATI. The CATI mode was introduced where not already present and covered a very high percentage of the responses.
- The picture of the mixed mode used discloses a wide heterogeneity of mode combinations, where it's very difficult to find the major one. But it's clear that when a combination of modes is used, CAPI is the one most often used before the crisis, while CATI is the one most often used after the crisis.
- On average, the data show a decrease in response rate. The mean decreased from 47,7% to 41,8%. Even if we consider only the countries that carried out the survey in both time periods, the decrease is confirmed with a RR of 42.5%.
- The changes in response from before to after March 2020 are mainly due to a generalised worsening in performance. 11 countries out of 13 reported a decrease and just 2 an increase. In addition, the decreases are larger, in absolute and relative values, than the increases.
- 11 countries introduced a new mode (73,3% of countries that carried out the HBS after March 2020). The most mentioned (9 countries) new mode is CATI or similar (use of the phone for completing the questionnaire on paper).
- Maybe thanks to the spread of mixed mode, after March 2020, more frequently countries gave the possibility for the selection of modes to the sample units.
- The pandemic was the main driver for the introduction of changes in methodology. 10 countries out of 11 introduced them exclusively because of the pandemic.



- The picture is very heterogeneous with respect to the intent to maintain the changes introduced: 8 countries are determined to keep them, but of these 4 only partially. 5 do not intend to do so.
- In some way, the countries seem have been forced by the pandemic to change the survey methodology and now they need to think over the possibility to keep the changes. In some cases, the introduction of CATI seems to be considered as a possible permanent change.

5.1. General summary

Out of the 32 responding countries, 4 countries did not provide information on HBS. Therefore, the respondents are 28, with an overall response rate of 87.5%

5.1.1. Response rates per question

| Question | Responses 28=87,5% |
|--|-----------------------|
| 5.1 For HBS , please give an estimate of the distribution of the achieved responses per mode for the last implementation of the survey before March 2020 | 28 *) |
| 5.3 For HBS , please give an estimate of the distribution of the achieved responses per mode for the first implementation of the survey between March 2020 and April 2021 | 12 **) |
| 5.5 How did the overall response rates for HBS change? | 13 ***) |
| 5.6 Did you introduce new mode(s) in HBS between March 2020 and April 2021 ? | 22 |
| 5.7 Please indicate if the respondents in HBS could or could not choose the mode of interview, in relation to the initial contact | 24 |
| 5.8 Do you intend to keep the changes(in the mode or any other aspect of the fieldwork) of HBS after the pandemic? | 23 |

Note: 12 countries did not respond to all questions referred to the time period between **March 2020 and April 2021**. For one country data are not yet available, 6 countries clearly stated not to have carried out the survey from March 2020 to April 2021. Maybe also the remaining 5 not respondent countries didn't carry out the survey.

*) Answers to 3.1 should sum up to 100 %. For 4 countries (out of 28), this was not the case.

***) Answers to 3.3 should sum up to 100 %. For 4 countries (out of 28), this was not the case.

***) Answers that allow to calculate the change

Remark: Table above provides information for the 8 main question groups. For some sub-questions the response rates might be lower.



5.2. Modes in uses

5.2.1. Number of Modes in Use

| Number of modes | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021*) |
|-----------------|---|---|
| 1 | 19 (67,8%) | 7 (46,6%) |
| 2 | 5 (17,8%) | 6 (40,0%) |
| 3 | 2 (7,1%) | 1 (0%) |
| 4 | 0 (0%) | 1 (13,3%) |

Note: % given with respect to the number of respondents to the question (28 before and 15 after)

*) 6 countries didn't carry out the survey from March 2020 to April 2021.

- Data shows a clear trend after March 2020 towards a mixed mode, with an increasing number of countries moving from uni-mode to mixed mode. In fact, 19 countries carried out the HBS using one mode before March 2020, the same happens just for 7 countries during the following time period.

5.2.2. How often was which mode used

| Mode | Number of countries - before March before March 2020 | Number of countries - from March 2020 to April 2021*) |
|---------------------------------|--|---|
| CATI**) | 2(7,2%) | 11(73,3%) |
| CAPI | 16(57,1%) | 5(33,3%) |
| PAP (self-administered) | 4(14,3%) | 3(20,0%) |
| PAPI (interviewer-administered) | 11(39,3%) | 5(33,3%) |
| CAWI (self-administered) | 3(10,7%) | 2(13,3%) |
| CAWI (interviewer-administered) | 0(0%) | 1(6,7%) |

Note: % given with respect to the number of respondents to the question (28 before and 15 after)

*) 6 countries didn't carry out the survey from March 2020 to April 2021. **) The CATI mode includes also 1 case where the "questionnaire was filled in by the household under the supervision of interviewers by telephone", even if there are substantial differences with the CATI mode.

- The distribution of modes in use changed significantly from before March to the time period after March 2020. Table 2.2 above shows that the modal value switched from CAPI to CATI. The CATI mode was introduced where not already present and covered a very high percentage of the responses: it is used by only



1 country before March 2020 and 10 countries during the following time period. The CAPI mode decreased noticeably, concerning 16 countries before March 2020 and just 5 countries after. Also, PAPI (interviewer administered) decreased, with only half the number of countries using it after March 2021.

5.2.3. Combination of modes (where any)

| Combination of modes (the 2 major ones) | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021*) |
|---|---|---|
| CAPI+PAPI | 2 | 0 |
| CATI+CAPI | 0 | 2 |
| CAPI+CAWI | 2 | 0 |
| PAP+PAPI | 1 | 1 |
| CATI+CAWI | 0 | 1 |
| CATI+PAP | 0 | 1 |
| CATI+PAPI | 0 | 1 |
| CAPI+PAP+PAPI | 1 | 0 |
| CATI+CAPI+PAP+PAPI | 0 | 1 |
| CATI+CAPI+CAWI | 0 | 1 |

Note: % given with respect to multimode cases (that is 7 before and 9 after)

In case of a combination of modes, we consider here only the main modes, in terms of actual number of responses, up to a maximum of three, provided that each of these modes accounts for more than 5% of the country's actual responses

*) 6 countries didn't carry out the survey from March 2020 to April 2021.

- The table above shows a wide heterogeneity of mode combinations, where it's very difficult to find major combinations. When a combination of modes is used, CAPI is the most often used before the crisis, while CATI is the most often used after the crisis. CAPI was present in 5 combination cases out of 6 before March 2020 and only in 2 cases out of 8, after March 2020. CATI instead, as a mode entering into a combination, is increasing: overall, it wasn't present among the combination cases before the crisis, while after the crisis it is present in 7 out of 8 combination cases.

5.3. Distribution of achieved responses: values per mode

5.3.1. CATI



| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 2 | 11 |
| Median | 50,3% | 80,2% |
| Max | 100,0% | 100,0% |
| Min | 0,5% | 25,0% |

- The table underlines the switch to CATI already shown in part 2. From March 2020 CATI is not only used by more countries but seems to become the predominant mode for the achieved responses.

5.3.2. CAPI

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|---------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 * | 16 | 5 |
| Median* | 100,0% | 24,0% |
| Max | 100,0% | 45,0% |
| Min | 25,0% | 19,8% |

*One country was excluded from the statistics but not from the count of the number of countries.

- As CATI increased, from March 2020 CAPI decreased and lost its position as the predominant mode. The decrease in median value and in countries using CAPI is significant.

5.3.3. PAP (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 4 | 3 |
| Median | 65,0% | 25,0% |
| Max | 100,0% | 30,0% |
| Min | 29,0% | 7,0% |

- PAP (self-administered) played a moderate role before March 2020 and the response decreases after.



5.3.4. PAPI (interviewer-administered)

| Indicator | Value* before March 2020 | Value* from March 2020 to April 2021 |
|-------------------------|-----------------------------|---|
| Number of countries > 0 | 11 | 5 |
| Median* | 100,0% | 60,0% |
| Max | 100,0% | 75,0% |
| Min | 12,0% | 20,0% |

* 2 countries were excluded from the statistics before March and one country after, but not from the count of the number of countries

- Interviewer-administered PAPI had a relevant role before pandemic and after March 2020 decreased in terms of countries who used it and the achieved response decreases as well.

5.3.5. CAWI (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021* |
|-------------------------|----------------------------|---|
| Number of countries > 0 | 3 | 2 |
| Median | 5,3% | 100,0% |
| Max | 100,0% | 100,0% |
| Min | 3,0% | 100,0% |

* 1 country was excluded from the statistics but not from the count of the number of countries.

- Not many countries are using CAWI in general - only 3 in a self-administered way. After March 2020 only 1 country keeps this mode.

5.3.6. CAWI (interviewer- administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|--|
| Number of countries > 0 | 0 | 1 |
| Median | - | 3,0% |
| Max | - | 3,0% |
| Min | - | 3,0% |

- No country used interviewer-administered CAWI before March 2020 and only one after.



5.4. Response Rates

5.4.1. Response rates before and after March 2020

| Indicator | Response Rate before March 2020 | Response Rate from March 2020 to April 2021*) |
|-------------------------|---------------------------------|---|
| Number of countries > 0 | 22 | 14 |
| Mean | 47,7% | 41,8% |
| Median | 45,0% | 35,2% |
| Max | 87,5% | 87,1% |
| Min | 9,4% | 8,70% |

*) 6 countries didn't carry out the survey from March 2020 to April 2021.

- The data show a decrease in response rate. The mean decreased from 47,7% to 41,8%. Even if we consider only the countries that carried out the survey in both time periods, the decrease is confirmed with a response rate of 42.5%.

5.4.2. Decreases and increases in response rates for the period from March 2020 to April 2021 compared to before March 2020

| Change indicator | Decreases | | Increases | | Change | |
|------------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 11 | | 2 | | 13 | |
| Mean | -5,4 | -13,1 | 3,0 | 6,9 | -4,1 | -10 |
| Median | -3,9 | -9,3 | 3,0 | 6,9 | -2,4 | -7,5 |
| Max | -0,1 | -0,2 | 5,0 | 10,2 | 5,0 | 10,2 |
| Min | -21,9 | -28,6 | 1,0 | 3,6 | -21,9 | -28,6 |

The data shown in the table above refer to the cases for which RR for both time periods are available.

- On average the data show a decrease in response rate (-4,1 percentage points, -10%). The changes in response from before March 2020 and after March 2020 are mainly due to a generalised worsening in performance. 11 countries out of 13 reported a decrease and just 2 a decrease. In addition, decreases are larger, in absolute and relative values, than increases.



- In more detail, for 11 countries, there is a decrease in response rate after the pandemic ranging from -0,1 to -21,9 percentage points (in 4 countries the response rate has dropped by more than 20 percentage points). The mean of the absolute decrease is -5,4 percentage points; the mean relative decrease in response rate after the pandemic is -13,1%.

5.5. New modes

5.5.1. Did you introduce new mode(s) in HBS between March 2020 and April 2021?

| Indicator | Value *) | % out of respondents | % out of all countries |
|-----------|----------|----------------------|------------------------|
| Yes | 11 | 50% | 34,4% |
| No | 11 | 50% | 34,4% |
| N.R. | 10*) | | 31,2% |

*) 6 countries didn't carry out the survey from March 2020 to April 2021.

- 11 countries introduced a new mode. On the open question requiring a specification of the modes, the most mentioned (9 countries) mode is CATI or similar (use of the phone for completing the questionnaire on paper). The self-administered questionnaire as an additional mode is mentioned in 2 cases (out of 11): one referred to CAWI and one other to paper questionnaire. Considering the countries that carried out the HBS after March 2020 (15), 73,3% of them introduced a new mode.

5.5.2. Was the introduction of this/these new mode(s) ...

| Indicator | Value |
|---|------------|
| already planned, independent of the pandemic? | 0 (0%) |
| partly, but not exclusively planned, because of the pandemic?(e.g. emergency release of a mode that was under preparation.) | 1 (9,1%) |
| done exclusively because of the pandemic? | 10 (90,1%) |

- The data show clearly that the pandemic was the main driver for the introduction of new modes. 10 countries out of 11 introduced changes exclusively because of the pandemic.

5.6. Possibility for selecting modes



5.6.1. Could respondents select between modes?

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|--------------|-------------------------|-------------------------------------|
| Yes | 2 (8,3%) | 7 (31,8%) |
| No | 13 (54,2%) | 8 (36,4%) |
| Not relevant | 9 (37,5%) | 7 (31,8%) |

Note: 8 non-responses for the first time period, 10 non-responses for the second time period

- After March 2020 the possibility for the selection of modes did increase. Maybe countries, also thanks to the spread of mixed mode, used this strategy for encouraging the participation to the survey. By the way, 4 countries (out of 13) go to “Yes” starting from “No”; and 1 country goes to YES starting from “Not relevant”. No country went to “No” starting from “Yes”. The increase of not respondents is due to the countries that didn’t carry out the survey.

5.7. Keeping the Changes

5.7.1. Do you intend to keep the changes after the pandemic?

| Indicator | Value |
|----------------------------|-----------|
| Yes | 4 (36,4%) |
| Partly | 3 (27,3%) |
| No | 4 (36,4%) |
| Not applicable (no change) | 10 |

Note: 10 non-responses

- The picture is very heterogeneous with respect to the intent to maintain the changes introduced: 8 countries are determined to keep them, but of these 4 only partially. 5 do not intend to do so.
- In some way countries have been forced by the pandemic to change the survey methodology and now need to think over the possibility to keep the changes.

5.7.2. Reasons for keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Cost-effectiveness | 5 |
| Pandemic can be expected to return | 4 |
| General safety reasons | 3 |



| | |
|---|---|
| More efficient fieldwork monitoring | 1 |
| Several options allow the individual respondent to choose the solution that suits the household best. This means that more households may choose to participate as they can choose the reporting method by themselves | 1 |
| Some respondents want to respond by themselves | 1 |
| Saving time on commuting to respondents | 1 |

- Again, the fear of the pandemic and of its return is one of the most often reported reason for keeping the changes introduced. The other reasons are the cost-effectiveness (the most frequent), the general safety reasons and the more efficient fieldwork monitoring

5.7.3. Reasons for not keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Worse data quality | 4 |
| Cost-effectiveness | 1 |
| More efficient fieldwork monitoring | 1 |
| The setup of HBS survey is CAPI oriented. Phone numbers have to be acquired by visiting the households, given that the availability of phone numbers in the list of households (from which the sample is selected) is very scarce (around 25%). Moreover the change to CATI just consists in administering by phone the CAPI questionnaire and collecting by phone the information of the booklet for the daily spending. Starting from the third quarter of 2020 the data collection has resumed in mixed mode and CATI mode is still prevailing but the general address, at this stage, is to go back to use of CAPI technique for the sample as a whole | 1 |
| Mode CATI was just introduced because of the pandemic (to offer respondents a further possibility without F2F contact to interviewer) and will hopefully not be necessary in a view years (next fieldwork period) anymore | 1 |
| We do not have telephone numbers to all selected households | 1 |

- The reasons for not keeping the changes are mainly the worse data quality (4 countries), cost-effectiveness and more efficient fieldwork monitoring

5.7.4. What changes are you going to keep?

| |
|--|
| Open Answers |
| Some CATI interviews |
| CATI |
| Household collect bills and deliver them to interviewer who complete the diary |
| CATI |



- The introduction of CATI seems to be considered as a possible permanent change.



6. Part 1 - Analysis of the Information and Communication Technologies survey (ICT) (Questions 6.1 to 6.8)

6.1. General summary

31 countries provided answers to at least one of the questions out of 32, which leads to an overall response rate of 96,9%.

6.1.1. Response rates per question

| Question | Responses 31=100 % |
|--|-----------------------|
| 6.1 For ICT , please give an estimate of the distribution of the achieved responses per mode for the last implementation of the survey before March 2020 | 28 ^{*)} |
| 6.2 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 0 ^{**)} |
| 6.3 For ICT , please give an estimate of the distribution of the achieved responses per mode for the first implementation of the survey between March 2020 and April 2021 | 28 ^{*)} |
| 6.4 If some of your distribution above is in the "Other" category, please describe the other mode(s) being used. | 0 ^{**)} |
| 6.5 How did the overall response rates for ICT change? | 30 |
| 6.6 Did you introduce new mode(s) in ICT between March 2020 and April 2021 ? | 29 |
| 6.7 Please indicate if the respondents in ICT could or could not choose the mode of interview, in relation to the initial contact | 31 |
| 6.8 Do you intend to keep the changes(in the mode or any other aspect of the fieldwork) of ICT after the pandemic? | 31 |

^{*)} Answers to 6.1 and 6.3 should sum up to 100 %. For 3 countries (out of 31), this was not the case before March 2020 and between March 2020 and April 2021.

^{**)} Answers to 6.2 and 6.4 only relevant if there was any other mode in use.

Remark: Table above provides information for the 8 main question groups. For some sub-questions the response rates might be lower.

6.2. Modes in uses



6.2.1. Number of Modes in Use

| Number of modes | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|-----------------|---|---|
| 1 | 8 (28,6%) | 7 (25%) |
| 2 | 13 (46,4%) | 15 (53,6%) |
| 3 | 6 (21,4%) | 5 (17,9%) |
| 4 | 1 (3,6%) | 0 (0%) |
| 5 | 0 (0%) | 1 (3,6%) |

Note: % given with respect to the number of respondents to the question (28 before and 28 after)

- No real change is observed

6.2.2. How often was which mode used?

| Mode | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|---------------------------------|---|---|
| CATI | 19 (67,9%) | 23 (82,1%) |
| CAPI | 13 (46,4%) | 7 (25,0%) |
| PAP (self-administered) | 3 (10,7%) | 4 (14,3%) |
| PAPI (interviewer-administered) | 4 (14,3%) | 3 (10,7%) |
| CAWI (self-administered) | 17 (60,7%) | 16 (57,1%) |
| CAWI (interviewer-administered) | 1 (3,6%) | 4 (14,3%) |
| Other | 0 (0%) | 0 (0%) |

- This table shows that there were already a lot of countries using CATI before the pandemic, and even more during the crisis. Some abandoned CAPI for CAWI interviewer-administered since March 2020.

6.2.3. Combination of modes (where any)

| Combination of modes (the 2 major ones) | Number of countries - before March 2020 | Number of countries - from March 2020 to April 2021 |
|---|---|---|
| CATI+CAWI | 7 (35%) | 12 (66,7%) |
| CAPI+CAWI | 3 (15%) | 1 (4,8%) |
| PAP+CAWI | 1 (5%) | 2 (9,6%) |
| CATI+PAPI | 1 (5%) | |
| CATI+CAPI | 2 (10%) | |
| CAPI+PAPI | | 1 (4,8%) |
| PAP+CAWI+CATI | 1 (5%) | 1 (4,8%) |
| CATI+CAWI+PAPI | 1 (5%) | |
| CATI+CAWI+CAPI | 4 (20%) | 3 (14,3%) |



| | |
|----------------|----------|
| CATI+CAPI+PAPI | 1 (4,8%) |
|----------------|----------|

Note: % given with respect to multi-mode cases (that is 20 before and 21 after); In case of a combination of modes, we consider here only the main modes, in terms of actual number of responses, up to a maximum of three, provided that each of these modes accounts for more than 5% of the country's actual responses.

- When a combination of modes is used, CATI and CAWI was most often used before March 2020, and even more during the crisis.

6.3. Distribution of achieved responses: values per mode

6.3.1. CATI

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 19 | 23 |
| Median | 33,0% | 70,5% |
| Max | 100% | 100% |
| Min | 7% | 6% |

- The table underlines the growing importance of CATI already shown in table 6.2.2, knowing that it was already very much used before March 2020

6.3.2. CAPI

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 13 | 7 |
| Median | 60% | 17% |
| Max | 100% | 64,2% |
| Min | 18,10% | 1,2% |

- As CATI increased form March 2020, CAPI decreased. The decrease in median value and in countries using CAPI is significant.

6.3.3. PAP (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 3 | 4 |



| | | |
|--------|-------|-------|
| Median | 46,3% | 38,8% |
| Max | 66,6% | 43% |
| Min | 2% | 3% |

- PAP did not play a big role before March, neither after, except in two countries.

6.3.4. PAPI (interviewer-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 4 | 3 |
| Median | 50% | 35,8% |
| Max | 100,0% | 100,0% |
| Min | 48% | 27% |

- No real change observed.

6.3.5. CAWI (self-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 17 | 16 |
| Median | 40,18% | 40,4% |
| Max | 87% | 94% |
| Min | 4% | 3% |

- No real change.

6.3.6. CAWI (interviewer-administered)

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-------------------------|-------------------------|-------------------------------------|
| Number of countries > 0 | 1 | 4 |
| Median | 1% | 33,6% |
| Max | 1% | 83% |
| Min | 1% | 6% |

- A few countries introduced CAWI interviewer-administered during the crisis.

6.3.7. Other modes

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|-----------|-------------------------|-------------------------------------|
|-----------|-------------------------|-------------------------------------|



| | | |
|-------------------------|---|---|
| Number of countries > 0 | 0 | 0 |
| Median | - | - |
| Max | - | - |
| Min | - | - |

6.4. Response Rates

6.4.1. Response rates before and after March 2020

| Indicator | Response Rate before March 2020 | Response Rate from March 2020 to April 2021 |
|-------------------------|---------------------------------|---|
| Number of countries > 0 | 28 | 27 |
| Mean | 64,5% | 61% |
| Median | 66% | 61% |
| Max | 95,3% | 94% |
| Min | 35% | 37% |

6.4.2. Decreases and increases in response rates for the period from March 2020 to April 2021 compared to before March 2020

| Change indicator | Decreases | | Increases | | Change | |
|------------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|
| | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) | Absolute (perc. points) | Relative (%) |
| Number of cases | 19 | | 7 | | 26 | |
| Mean | -7.0 | -10.6 | 4.0 | 6.7 | -3.4 | -11.4 |
| Median | -4.9 | -6.6 | 1.8 | 4.0 | -2.0 | -2.2 |
| Max | -1.0 | -1.4 | 11.7 | 19.1 | 11.7 | 19.1 |
| Min | -28.0 | -42.4 | 0.2 | 0.4 | -28.0 | -42.4 |

Note: The data shown in the table refer to the cases for which response rate for both time periods are available. Reading of the table: For 19 countries, there is a decrease in response rate after the pandemic with respect to before the pandemic. The mean of absolute decrease is -7.0 percentage points; the mean decrease relative to the response rate before the pandemic is -10.6%.

- The changes in response from before March 2020 and after March 2020 are not unilateral. The number of countries for which a decrease is observed is clearly higher than the number of countries for which an increase is observed.



6.5. New modes

6.5.1. Did you introduce new mode(s) in ICT between March 2020 and April 2021?

| Indicator | Value |
|-----------|------------|
| Yes | 9 (29,1%) |
| No | 22 (70,9%) |

Note: two countries did not respond: these are counted as “No”.

- One quarter of the countries introduced a new mode. In the open question requiring a specification of the modes, CATI is mentioned by 7 countries, 2 of whom also introduced CAWI; one introduced CAWI only, and the last one (of the 9 countries who introduced a new mode) introduced PAP.

6.5.2. Was the introduction of this/these new mode(s) ...

| Indicator | Value |
|--|-----------|
| already planned, independent of the pandemic? | 1 (11,1%) |
| partly, but not exclusively planned, because of the pandemic? (e.g. emergency release of a mode that was under preparation.) | 2 (22,2%) |
| done exclusively because of the pandemic? | 6 (66,7%) |

- The table shows clearly that the pandemic was the main driver for the introduction of new modes.

6.6. Possibility for selecting modes

6.6.1. Could respondents select between modes?

| Indicator | Value before March 2020 | Value from March 2020 to April 2021 |
|--------------|-------------------------|-------------------------------------|
| Yes | 17 (54,8%) | 16 (53,3%) |
| No | 5 (16,1%) | 5 (16,7%) |
| Not relevant | 9 (29,0%) | 9 (30,0%) |

- No change is observed.



6.7. Keeping the Changes

6.7.1. Do you intend to keep the changes after the pandemic?

| Indicator | Value |
|----------------------------|------------|
| Yes | 9 (29,0%) |
| Partly | 1 (3,2%) |
| No | 3 (9,7%) |
| Not applicable (no change) | 18 (58,1%) |

Note: 2 non-responses

- A third of countries (9) intend to keep fully the changes they made during the crisis (which can be introducing a new mode or changing the proportion of modes already in use).

6.7.2. Reasons for keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Better data quality | 5 |
| Cost-effectiveness | 5 |
| More efficient fieldwork monitoring | 4 |
| Pandemic can be expected to return | 2 |
| General safety reasons | 1 |

6.7.3. Reasons for not keeping the changes

| Reason (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Worse data quality | 3 |
| Less efficient fieldwork monitoring | 1 |

6.7.4. What changes are you going to keep?

| |
|--|
| Open Answers |
| Telephone interviews instead of face to face |



7. Part 1 - Changes introduced in Household surveys (Questions 7.1 and 7.2)

7.1. General summary

18 countries provided answers to at least one of the questions. Overall response rate 56,3%. Only two countries provided documentation (question 7.2): Apart from question 7.1, all of the other questions in this section were open answers.

7.1.1. Response received per question

| Question | Responses 18=100 % |
|--|------------------------|
| 7.1 Please select from the following list any changes that you made for at least one household survey(European or National) between March 2020 and April 2021: | 18 (100) |
| 7.1.1 Could you provide some details about the changes you made to the method of mode selection. For example, do you plan to keep it/them and why? | 7 (38,9%) ¹ |
| 7.1.2 Could you provide some details about the changes you made in terms of the use of administrative data. For example, do you plan to keep these changes and why? | 2 (11,1%) |
| 7.1.3 Could you provide some details about the changes you made in terms of the use of the sampling frame. For example, do you plan to keep these changes and why? | 3 (16,7 %) |
| 7.1.4 Could you provide some details about the changes you made in terms of the incentive strategy. For example, do you plan to keep these changes and why? | 0 (0%) |
| 7.1.5 Could you provide some details about the changes you made in terms of the channels of contact. For example, do you plan to keep these changes and why? | 7 (38,9%) |
| 7.1.6 Could you provide some details about the changes you made in terms of the paradata collection. For example, do you plan to keep these changes and why? | 0 (0%) |
| 7.1.7 Could you provide some details about the changes you made in terms of the non-response correction model. For example, do you plan to keep these changes and why? | 2 (11,1%) |
| 7.1.8 Could you provide some details about the changes you made in terms of the calibration. For example, do you plan to keep these changes and why? | 2 (11,1%) |
| 7.2 If you have any supporting documentation(in English, or even another language) on any of these changes that you could share, please upload them here: | 2 (11.1%) |

7.2. Tables



7.2.1. Table 2.1. Changes made at least for one household survey(European or National) between March 2020 and April 2021

| Changes made at least for one household survey | Frequency(100% = 18) |
|--|----------------------|
| the channels of contact | 9 (50%) |
| the method of mode selection | 8 (44,4%) |
| the use of sampling frame | 3 (16,7%) |
| the non-response correction model | 2 (11,1%) |
| the calibration | 2 (11,1%) |
| the use of administrative data | 2 (11,1%) |
| the incentive strategy | 0 (0%) |
| the paradata collection | 0 (0%) |

- The most changes related the “channels of contact” and the “method for mode selection”, where half of the responding countries made changes. “the use of sampling frame”, “the non-response correction model”, “the calibration” and the “use of administrative data” forming a second group only relevant for a minority (2 or 3) of countries. The incentive strategy and the paradata collection do not play a role at all. 13 country ticked one method, for four countries 2 methods were relevant and one country even listed even five.

7.2.2. Could you provide some details about the changes you made to the method of mode selection. For example, do you plan to keep it/them and why?

| Open Answers |
|--|
| CATI introduced in more surveys (in addition to the wave 2+ LFS interviews, where it was used as standard before the COVID lockdown situation) |
| We used new form of data collection in ICT survey (CAWI, CATI). Yes, we have a plan to keep it |
| From March 2020, CAPI interviewing has been replaced by telephone interviewing carried out by field interviewers |
| These changes have been made to LFS: web mode and new calibration model. These changes were made at the same time as IESS legislation was implemented |
| ICT have shift from CATI to mixed-mode |
| Contact with households was done through letter. This was followed by the interviewer being contacted by the respondent and the interview being conducted by phone |

7.2.3. Could you provide some details about the changes you made in terms of the use of administrative data.



For example, do you plan to keep these changes and why?

| |
|---|
| Open Answers |
| In addition to the administrative sources already used, we have collected phone numbers from the tax authority in order to enhance CATI |
| Tax revenue data in order to reduce the income related questions |

7.2.4. Could you provide some details about the changes you made in terms of the use of the sampling frame. For example, do you plan to keep these changes and why?

| |
|--|
| Open Answers |
| In HBS in 2020 second quarter it was used the Labour Force sampling frame of previous years for the availability of phone numbers, given that from April to June 2020 only phone interviews were carried out |
| In LFS the frame has changed. The main advantage of the new frame is that the units have a personal identifier number (DNI), what is useful to improve the percentage of telephones obtained when crossing with the source of telephones. The direction of new frame is also geo-referenced. Moreover, it is updated without the need to collect information in the field from the interviewer |
| We added telephone numbers to population register, sampling frame consisted only of persons with matched telephone number (approx. 30%). |

7.2.5. Could you provide some details about the changes you made in terms of the channels of contact. For example, do you plan to keep these changes and why?

| |
|--|
| Open Answers |
| We used to start contacts with a letter(paper), during the pandemic we had to start contact by phone. The paper letter will remain the first contact in the future. |
| CAPI was not used during the pandemic and CATI has become the most relevant mode in almost all household surveys. CAWI, when it was already tested, was enhanced. Regarding HBS, the questionnaires were collected on paper but using the telephone, even using whatsapp for sending photos of the purchase tickets. When possible, E-mail was used more intensively than usual. |
| We sent letters to households with direct link/QR code to web page - ICT survey. |
| The interviewers always call the respondent before they visit them due to safety reasons. |
| CAPI: letter(as usual) with extra informations(to contact household via telephone) -> not planned to keep these changes(except if it allows contact with households in some specific situations) |
| Contact by e-mail. E-mail contacts received from Social insurance fund board. We have signed contracts with telecommunication companies in order to obtain mobile phone numbers of respondents. |



Initiative to adjust legislation, so the NSI can acquire persons telephone number from state institutions (Road Transport Safety Directorate, State Revenue Service, The Office of Citizenship and Migration Affairs). This process was successful and that gave opportunity to reach persons without going directly to their home.

7.2.6. Could you provide some details about the changes you made in terms of the non-response correction model. For example, do you plan to keep these changes and why?

Open Answers

Non-response model (selection effect). The country uploaded the document.

For the surveys considered in this report there have not been changes in the non-response correction model. Only for the European Health Survey, whose collection began before COVID and finished in July we changed it. This treatment will not be

7.2.7. Could you provide some details about the changes you made in terms of the calibration. For example, do you plan to keep these changes and why?

Open Answers

The calibration variables have been updated in the LFS due to the new regulation in order to consider the population aged 15 and over.

Yes, we plan to keep them. With the new calibration model we make the quality better in LFS. The response rate has decreased in LFS which means that less educated persons are not that well represented in LFS. That is why the new calibration uses register information on education level in order to better the quality of the data.



8. Part 2 – Broader situation with respect to mixed mode data collection (Questions 8.1 to 8.9)

8.1. Response rates for questions 8.1 to 8.4

30 countries provided answers to at least one of the questions.

8.1.1. Response rates per question

| Question | Responses 30=100 % |
|--|-----------------------|
| 8.1 Do you have access to telephone numbers for at least some of your sampling frame? | 30 (100%) |
| 8.1.3 Please explain any coverage issues with your telephone database, with a special attention to undercoverage. | 17 (60%) |
| 8.2 Do you have access to e-mail addresses for at least some of your sampling frame? | 30 (100%) |
| 8.2.3 Please explain any coverage issues with your e-mail database, with special attention to under-coverage. | 9 (30%) |
| 8.3 Did your office use the following means for contacting persons (e.g. sending out survey invitations, issuing reminders etc.) in household surveys before March 2020? | 28 (93,3%) |

8.2. Access to telephone numbers

8.2.1. Do you have access to telephone numbers for at least some of your sampling frame?

| Indicator | Frequency |
|-----------|------------|
| Yes | 25 (83,3%) |
| No | 5 (16,7%) |
| Total | 30 (100%) |



8.2.2. How did you obtain the telephone numbers? Mark all that apply

| Method (cells shaded in grey by open answers) | Frequency |
|--|-----------|
| Asking the respondents for their phone numbers | 17 |
| From commercial providers | 17 |
| From public authorities | 10 |
| Household after intro letter or passage card in the mailbox(interviewer) via email (interviewer or our contact centre) or telephone (contact centre). Interviewer rings the doorbell (with mask, social distance,...) to ask for phone number | 1 |
| We ask the respondents for their phone numbers in notification letter. | 1 |
| Searching manually on Internet | 1 |
| The proportion of people who can be reached is slightly increased because in telephone surveys, if no telephone number is available, respondents are asked to submit a number via SMS or a pre-franked card. | 1 |
| In the initial letter, phone confirmation is requested. Other strategies are sending sms/delivery reports and sending email to request new phone contacts. | |
| A slight increase of the available telephone numbers derives from the numbers provided by the households interviewed for the population census | 1 |
| We collect all phone numbers that are registered at the address of the selected respondent from the commercial provider of the telephone numbers. If we are unable to contact the selected respondent we try to get the phone number by calling the other persons registered at the same address. In some cases we are able to find telephone numbers through the selected respondents place of work. We obtain the place of work through the pay as you earn register (tax-register). | 1 |

Note: multiple answers were possible.

8.2.3. What is the average coverage of telephone numbers (i.e. availability of at least one fixed or mobile number for the reference person in the household) of your survey samples?

| Indicator | Value |
|-------------------------|-------|
| Number of countries > 0 | 21 |
| Mean | 65% |
| Median | 70% |
| Max | 100% |
| Min | 10% |



8.2.4. Which of the following did you do to improve your telephone number database between March 2020 and April 2021?

| Actions done by countries (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Changes in legal acts | 2 |
| Cooperation agreements with service providers | 4 |
| Implementation of new protocols | 1 |
| Our telephone number database was not improved in any way | 13 |
| The new sample frame (called Main Sample Frame) for household surveys has been using from 2020. Population Census 2013 with number of (raw) dwelling units (occupied and not occupied) was the starting point for drawing the first stage – enumeration areas (EAs). Around 10 replicates with 174 EAs and 7 with 156 EAs were selected and will be quarterly (due to predefined scheme) updated with face to face interviews. All demographics information about households and their members in next three years will be collected. For the ICT-HH, households collected basic information on municipalities, type of the settlements, enumeration areas, addresses, name and surname of head of households, telephone numbers and the information that at least one member of the household is in age between 16 and 74 are available | 1 |
| If the sample person does not have a telephone number, we add the telephone numbers of household members to the sample | 1 |
| A letter/email was sent to the households in the sampling frame for which there were no telephone numbers available, asking for the collaboration of the respondents by sharing their telephone numbers. Additionally, it was performed matching with administrative | 1 |
| In addition to the usual sources, phone numbers were collected from the tax authority in the framework of the cooperation agreements already existing between both institutions | 1 |

8.2.5. Please explain any coverage issues with your telephone database, with a special attention to undercoverage



| |
|--|
| Open answers |
| Especially, young households do not have a phone number that is registered in the phonebook since this is voluntary for new mobile phone numbers |
| We could have answered NO to the question 8.1 as we don't have access to phone numbers directly. The interviewers searched in the online phone book, with a coverage of 20%. Other phone numbers are provided by households after the intro letter. About 20% of the households send their contact information. Coverage: households that agree to be in the online phone book or to provide their phone number after the intro letter. Undercoverage: households that are not in the phone book |
| On the fixed telephone numbers, often not answered in rural areas |
| The main source of the telephone database is the census of population and thus, there is the issue of outdated information. In addition, in the case of new households added to the frame from administrative sources there is no telephone information available |
| We only receive from public authorities telephone numbers that the person has used for official purposes. Often these phone numbers do not answer or are out of date |
| Our sample frame is based on fiscal data and gives 60% of telephone numbers ; it is completed with private phone books |
| in many cases telephone numbers were not relevant |
| Do not know yet. Legal basis allows access but discussions with service providers are still ongoing |
| Non-contact is the biggest problem in all social surveys. We are able to find telephone numbers for over 85% of nationals but only between 40-45% of non-nationals. This problem has increased after 2018 when the new EU Roaming regulation was implemented because now non-nationals keep the telephone number from their country of origin and don't register the phone number in our country which makes it difficult to contact them |
| The fixed telephone line data base is affected by high undercoverage because an increasing part of the households have no fixed line or do not give consent to insert the number in the frame |
| For those 67 and older less telephone numbers are available (for 50% and less, when the age group is increasing) |
| Quality of the telephone numbers is not stable |
| The coverage rate is low for people over 80 years |
| About 40% updated because the database is from Census 2011 |
| We have telephone numbers only for persons, who allow publishing their numbers |
| We get a high coverage. Undercoverage mainly affects the foreign population. We don't collect only those phone numbers which contract holder is the reference person, but any household resident |
| 65% of people and 62% of households can currently be reached by telephone in our country. This is based only on fixed line telephony. This result is the outcome of linking the telephony data with the information from the communal and cantonal population registers. Coverage varies from region to region. On the one hand, it depends on the address quality of the telephony data and the different behaviour of people in the language regions and the urban and rural regions. In addition, there are major differences according to age, nationality and especially household size |

- 17 countries out of 25 countries with the access to the telephone numbers reported coverage issues.

8.3. Access to e-mail addresses



8.3.1. Do you have access to e-mail addresses for at least some of your sampling frame?

| Indicator | Value |
|-----------|------------|
| Yes | 10 (33,3%) |
| No | 20 (66,7%) |
| Total | 30 (100%) |

8.3.2. How did you obtain the e-mail addresses? Mark all that apply

| Method (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Asking the respondents for their e-mail addresses | 8 |
| From public authorities | 6 |
| A letter/email was sent to the households in the sampling frame for which there were no e-mail addresses available, asking for the collaboration of the respondents by sharing their telephone numbers. Additionally, it was performed matching with administrative | 1 |

Note: multiple answers were possible.

8.3.3. What is the average coverage of e-mail addresses (i.e. availability of at least one e-mail address for the reference person in the household) of your survey samples?

| Indicator | Value |
|-------------------------|-------|
| Number of countries > 0 | 8 |
| Mean | 57% |
| Median | 60% |
| Max | 88% |
| Min | 10% |

8.3.4. Which of the following did you do to improve your e-mail database between March 2020 and April 2021?

| Actions done by countries (cells shaded in grey are the open answers provided) | Frequency |
|--|-----------|
| Changes in legal acts | 1 |
| Implementation of new protocols | 2 |
| Our telephone number database was not improved in any way | 6 |
| We send a notification letter to the e-mail address last added to the official | 1 |



| | |
|---|---|
| database(latest e-mail address). | |
| Additionally to telephone numbers, state institutions (Road Transport Safety Directorate, State Revenue Service, The Office of Citizenship and Migration Affairs) also provide person's e-mails they have. | 1 |
| Since IV Q 2020 having signed the agreement with the State Social Insurance Fund Board under the Ministry of Social Security and Labour, emails of respondents sampled for the surveys are also available, which are used for sending relevant information and reminders. | 1 |

8.3.5. Please explain any coverage issues with your e-mail database, with special attention to under-coverage

| |
|--|
| Open answers |
| We only have email addresses for panel households who provided themselves their email addresses in a former interview. For first wave interviews in CAPI, we do not have email addresses, except for some households who contacted our services after the intro letter (about 5%). |
| We don't have an email database but for some surveys the customer will provide e-mail addresses |
| We only receive from public authorities the e-mail addresses that the person has used for official purposes. Often these e-mail addresses is no longer in use. Often the household members use a common e-mail address for official communication. |
| Our sample frame is based on fiscal data and gives 70% of e-mail addresses |
| Often not very precise. |
| Since IV Q 2020 having signed the agreement with the State Social Insurance Fund Board under the Ministry of Social Security and Labour, emails of respondents sampled for the surveys are also available, which are used for sending relevant information and reminders. |
| The coverage rate is low for people over 80 years. |
| About 40% updated because the database is from Census 2011. |
| e-mail addresses are only available for Surveys of students and for panels in the follow-up waves |

- 9 countries out of 10 countries with access to e-mail addresses reported coverage issues.

8.4. Means of contacting persons

8.4.1. Did your office use the following means for contacting persons (e.g. sending out survey invitations, issuing reminders etc.) in household surveys before March 2020?

| Method (cells shaded in grey are the open answers provided) | Frequency |
|---|-----------|
| Phone | 14 |



| | |
|--|------------------|
| E-mail | 8 |
| SMS | 8 |
| Mail | 10 ^{*)} |
| Face to face | 1 |
| Introductory COVID situation adjusted letter distributed by the fieldwork staff, with contact details on the interviewer and a request to contact her/him for more information (wave 1) | 1 |
| Our main source of contact is "Digital Post". A way for public authorities and others to send important information to citizens 95% of all persons have access to mail/letters in "Digital Post" | 1 |

Note: multiple answers were possible.

*) Countries which described that their initial contact is done by a regular mail were grouped together



8.5. Channels used to contact respondents

8.5.1. Question 8.4. What are the channels you modified or newly introduced in order to contact respondents between March 2020 and April 2021?

| Question | Responses 87=100 % |
|---|-----------------------|
| Message on the webpage of the NSI | 10 (11,49%) |
| From commercial providers | 1 (1,15%) |
| Posts in social media | 6 (6,90%) |
| Outreach through media (television, online, print, etc.) | 4 (4,60%) |
| Advance letters sent in e-mail | 6 (6,90%) |
| Advance text messages (SMS) | 4 (4,60%) |
| Advance call by telephone | 4 (4,60%) |
| Advance visit by interviewer (e.g. “knock-to-nudge”) | 6 (6,90%) |
| Printed advance letters delivered by interviewer | 7 (8,05%) |
| Printed advance letters delivered by post | 9 (10,35%) |
| Sending extra advance mails/e-mails | 4 (4,60%) |
| Tailoring advance mails to the pandemic(e.g. highlighting health protection thanks to CAWI or CATI responses) | 5 (5,75%) |
| Asking respondents to share their phone numbers with the NSI (through e-mail, phone, text-message, etc.) | 6 (6,90%) |
| Inserting interviewer contacts in the advance mailing, and asking respondents to contact them | 8 (9,20%) |
| None of the above | 7 (8,05%) |

Note: 4 countries did not respond to the question. The countries that responded could mark multiple answers. The following table shows the number and percentage of each response option within the total number of responses (87).

8.5.2. Question 8.4.1. Please describe any other practice you introduced or modified in order to contact respondents between March 2020 and April 2021

This question allowed respondents to indicate any other practice not listed under Question 8.4. 7 respondents sent their answers but only 4 answers covered actual additional practices. The following were highlighted in the answers:

- Interviews by video conferencing (Zoom) were proposed but was not attractive enough for the interviewers and the interviewees.
- Introducing contacts via digital mailboxes for some parts of the sample.
- Adding names to the households in the frame, thereby making contact with householders easier.
- Closer cooperation with local authorities.



8.5.3. Question 8.4.2. Please evaluate the new/modified contact channels and practices in the light of your experiences

Majority of the respondents provided no evaluation, only a few (6) useful responses were received. Based on this result, no general conclusion can be drawn but the individual evaluations could be useful for the community. The feedback received:

- The possibility to start again with advance visit by interviewer in May-June 2020 was important for LFS because the advance visit is necessary in this survey to determine whether an accommodation is a primary residence or not (if it is, it belongs to the scope of the survey; if it is not, it does not belong to its scope).
- The advance letter including references to the health situation and the use of telephone were well-accepted by the respondents, especially in confinement periods, so CATI has become very relevant. In business surveys, the availability of a higher amount of e-mail addresses, besides the phone numbers, has allowed a more flexible communication with respondents. Additional reminder and phone numbers, shared by respondents, have the greatest impact on the response rates. When we ask the respondents to share their telephone numbers in the advance letter and in the additional reminder, we receive the telephone numbers for about 10% of the respondents. However, some of these numbers were already obtained from the telephone directory.
- Considering the measures taken by the government due to the COVID-19 pandemic these approaches have been very effective in securing the cooperation of the households: Printed advance letters delivered by interviewer and Tailoring advance mails to the pandemic (e.g. highlighting health protection thanks to CAWI or CATI responses)
- SMS / e-mail increased the amount of quick replies (for example: e-mail and SMS decreased the time lag between reference week and questionnaire completion)
- It was hard to use only the new/modified channels. However, it may be interesting to include them later in certain situations (e.g. households that are difficult to contact at home).
- Modifying the sample frame to include names had an immediate effect in reducing the volume of returned mail. We also modified the advance letters posted by interviewers and this had a positive effect on responses.



8.6. Difficulties & challenges

8.6.1. Table for Question 8.5. Between March 2020 and April 2021, have you had any difficulties in achieving the prescribed quality for any variables in social surveys, defined by the EU regulations?

| Question | Responses 29=100 % |
|----------|-----------------------|
| Yes | 8 (27,59%) |
| No | 21 (72,47%) |

Note: 3 countries did not respond to the question.

8.6.2. Question 8.5.1. Please describe the difficulties you encountered thoroughly!

Out of the 8 countries that indicated difficulties in achieving the prescribed quality for any variables in social surveys, defined by the EU regulations, the following were reported:

- Due to technical issues and the pandemic, the response rate was significantly lower than anticipated.
- There seem to be increased hesitance by respondents to answer surveys, especially in the last few months, maybe because of Covid fear / tiredness.
- Not being able to carry out survey at all(2020 EUSILC or ICT in 2020).
- Positional missing data rates increased.
- Additional sample had to be selected for LFS to achieve prescribed accuracy for unemployment rate.
- Field work interruptions due to the pandemic and deteriorating response rates.
- Unsatisfactory completeness of the data obtained from telephone interviews



8.7. What are the main challenges you faced in the development of mixed modes between March 2020 and April 2021?

Majority of the respondents (17) reported main challenges in the dedicated period. The challenges can be grouped into the following 3 different topics:

Questionnaire adaptation to different modes / Questionnaire length challenges:

- Failure to adjust the scope of the survey to the phone interview method.
- Conversion of the questionnaire into the mixed mode and the necessary adjustments (shortening). There are mode effects and the comparability (time series) to be considered.
- The duration of the questionnaires that were supposed to be done in CAPI and had to be done by phone.
- The development of the modes used were already developed in previous years but due to the pandemic the implementation has proven to be a lot more difficult.
- Due to health issues, we have suppressed face-to-face interviews, and the challenge has been to replace them by phone interviews. Another challenge has been the introduction of CAWI. Finally, it is difficult to keep the attention of the respondent in long phone interviews, what makes the qualification of the interviewer very important.
- Length of the interview, especially Wave 1 EU-SILC.

Contact / frame / phone number challenges:

- Had to stop collecting data through CAPI mode and changed mode to CATI mode. The coverage with phone numbers is low and biased (too high percentage of elderly people).
- Contacting CAPI respondents in general.
- The rate of phone numbers obtained from commercial providers are decreasing over time.
- Facing a lack of telephone number in the LFS. So the households had to be asked in the introducing letter to deliver their numbers. Not so many households have sent their telephone or mobile numbers.
- The main challenge encountered is that the sampling frame does not have email addresses or phone numbers on it and therefore CAPI had to be carried out first before another mode. This became particularly challenging when, like other NSIs, we stepped down our field force in March 2020. We were solely reliant on respondents taking the initiative and contacting our interviewers.

Quick reaction time / management challenges:

- Prompt reaction to changes regarding state of emergency (COVID-19).
- Lack of quick deployment solutions in case of emergency, such as COVID-19.
- More work for the interviewers and for the interviewers' supervisors.
- Simultaneous management of multiple data collection channels.
- Continuous improvement of content management systems.



8.8. Actions at European level

8.8.1. Table for Question 8.7. Please identify possible actions at European level suited to improve your organisation’s capabilities to better implement new designs for household surveys, with special focus on methodological improvements!

| Question | Responses 47=100 % |
|--|-----------------------|
| Monobeneficiary grant | 5 (10,64%) |
| Multibeneficiary grant | 7 (14,89%) |
| Dedicated Task Force | 9 (19,15%) |
| Dedicated training | 9 (19,15%) |
| Other action(e.g. good practices, workshops, etc.) | 17 (36,17%) |

Note: 9 countries did not respond to the question. The countries that responded could mark multiple answers. The following table shows the number and percentage of each response option within the total number of responses(47).

8.8.2. Summary table for Questions 8.7.1-8.7.5. Exact recommendations for each option indicated for Question 8.7.

| Focus point | Mono-beneficiary grant | Multi-beneficiary grant | Dedicated Task Force | Dedicated Training | Other action |
|--|------------------------|-------------------------|----------------------|--------------------|--------------|
| <i>Methodological analysis</i> (mixed-mode designs, adaptation of questionnaires to different modes, new developments, quick reaction solutions, etc.) | X | X | X | X | X |
| <i>Experience sharing:</i> workshops or other forms | | | X | X | X |
| <i>Preparation of guidelines</i> (web survey, questionnaire design, good practices, incentives, etc.) | | X | X | | |

- The table provides a matrix indicating the most frequently mentioned focus points and allocating them to different forms of actions. The response rates for these 5 sub-questions were very low so no general conclusions can be drawn but the most frequently requested topics are interesting for future actions.



8.8.3. Open answers: Questions 8.7.1. to 8.7.5.

| |
|---|
| Open answers : questions 8.7.1 to 8.7.5 |
| methodological analysis |
| To promote pilot study using new survey methods (i.e. CAVI), and the use of AI in data collection (for the interviews, the help on line, etc.) |
| To share experiences in new survey methods (CAVI) and in the integration of data deriving from different sources |
| exchange and mutualise experiments |
| provide guide lines based on specific research work |
| Training is always needed. In this case, it should cover how to adapt questionnaires to different modes, new information sources, a better use of technologies (smartphones). |
| Compiling good practices from all countries would be important for general topics, like new information sources or the use of mixed modes, but also more specific issues (for instance, about using SMS or the use of smartphones not only for calls). |
| Preparation of Guidelines for introduction of web surveys. |
| Questionnaire design (focus on modalities of questionnaires on web), Survey methodology, mixed mode approach, Sampling and standard error estimation, Non-response and mode-effect analysis |
| Dedicated workshops (on mixed-mode, introduction to web, questionnaire design) with focus on exchange of experiences/views of MS |
| Mixed-mode with "CAWI first" has proven to be an effective strategy |
| Hands-on training on existing case-studies / solutions, rather than theoretical courses. |
| Workshops with case studies and exchange on existing solutions / experience. |
| Methodological and technical aspects of conducting mixed mode surveys |
| Quality effects of multimode surveys |
| How to organize multimode surveys, what has to be obeyed? |
| Developing/testing new incentives, frame designs, multimode scenarios for different household surveys. |
| Developing methodological guidance to Member States on how to migrate the core ESS household survey questionnaires to web or telephone modes. |
| Developing methodological guidelines and sharing best practices for improving data quality |
| Sharing of good practices/use cases on use of new incentives/changed incentives strategies for household surveys / Sharing of good practices on new designs for household surveys mixing data collection, use of administrative data sources and smart data. |
| Sharing practical experiences with other countries, for example new forms of data collection. |
| How to motivate the respondents and how to negotiate. |
| Mixed mode, CAWI, CATI |



| |
|--|
| Using information from registers as much as possible. |
| Addressing challenges of collecting data during pandemic |
| Training interviewer trainers on remote data collection |
| sharing good practices for using mixed mode |
| Exploring mode effects for different types of respondents and different types of questions, Exploring the impact of mixed-mode on weight calculations and variance estimations, Exploring the impact of different modes on respondent burden and respondent satisfaction |
| Innovation: developing the organization's capability to organize smart surveys: inclusion of external data (geolocation, receipt scanning), installation of a platform that can handle more statistical domains (tus, hbs, labor, travel, media) ,security, privacy |
| Smart surveys: further develop platforms, develop microservices that are shareable and flexible to include in the data collection strategy, increase shareability, increase comparability, define EU levels on security, define EU levels on privacy |
| Discussing about several mixed-mode survey designs and their(dis)advantages e.g. first CAWI then CATI then CAPI as waterfall system versus targeted subpopulations for different modes e.g. using modes sequential or simultaneously, e.g. combining multiple modes for the same respondents |
| Sharing of best practices in contact procedures, in communication of results and in mixed-mode survey designs |
| Creating guidelines/suggestions to give an overview of possibilities to inspire other MS |
| Focus on the questionnaire and length of the surveys. Prioritise register use in definitions and concepts |
| Sharing of good practices would be useful |
| mixed-mode data collection strategies |
| follow up MIMOD |
| arenas for sharing |
| Workshops around population register development. |
| good practices, workshops |

Note: 21 countries provided some complements to **questions 8.7.1 to 8.7.5**. The verbatim are given in the following table.



| | |
|--|-----------|
| Organization of the work | 9 |
| The questionnaire to NSIs | 11 |
| The future and challenges of mixed mode surveys | 14 |
| 4.1. How to best-combine data collection mode? | 15 |
| 4.2. Mode biases and mode effects; adjustment of mode effects..... | 16 |
| 4.3. Case management in mixed-mode data collection | 17 |
| 4.4. Mixed-mode and device-mode questionnaire and contact designs..... | 18 |
| Position of the group and recommendations for action | 21 |
| Action I) Organizing workshop(s) on sharing good practices with mixed-mode designs of European household surveys | 25 |
| Action II) Mandating a specific Task Force for mixed-mode households surveys | 25 |
| Action III) Setting a focus of future training | 26 |
| Annexes | 27 |
| Questionnaire of the Mixed-Mode data collection survey | 28 |
| Mixed Modes Data Collection Survey Basic facts | 61 |
| 1. Part 1 - Analysis of Labour Force Survey (LFS) Wave 1 (Questions 1.1 to 1.6) | 61 |
| 1.1. General summary | 61 |
| 1.1.1 Response rates per question | 61 |
| 1.2. Modes in uses..... | 62 |
| 1.2.1. Number of Modes in Use | 62 |
| 1.2.2. How often was which mode used?..... | 62 |
| 1.2.3. Combination of modes (where any)..... | 63 |
| 1.3. Distribution of achieved responses: values per mode..... | 63 |
| 1.3.1. CATI..... | 63 |
| 1.3.2. CAPI | 63 |
| 1.3.3. PAP (self-administered) | 64 |
| 1.3.4. PAPI (interviewer-administered) | 64 |
| 1.3.5. CAWI (self-administered) | 64 |
| 1.3.6. CAWI (interviewer- administered)..... | 65 |
| 1.3.7. Other – Modes | 65 |
| 1.4. Response Rates | 65 |
| 1.4.1. Response rates before and after March 2020..... | 65 |
| 1.4.2. Decreases and increases in response rates..... | 66 |
| 1.5. New mode..... | 67 |
| 1.5.1. Did you introduce new mode(s) in lfs wave 1 between march 2020 and april 2021?..... | 67 |
| 1.5.2. Was the introduction of this/these new mode(s) | 67 |
| 1.6. Possibility for selecting modes..... | 68 |



| | | |
|-----------|---|-----------|
| 1.6.1. | Could respondents select between modes? | 68 |
| 1.7 | Keeping the Changes..... | 69 |
| 1.7.1. | Do you intend to keep the changes after the pandemic? | 69 |
| 1.7.2. | Reasons for keeping the changes | 69 |
| 1.7.3. | Reasons for not keeping the changes | 69 |
| 1.7.4. | What changes are you going to keep? | 70 |
| 2. | Part 1 - Analysis of LFS Wave 2 | 71 |
| | (Questions 2.1 to 2.6) | 71 |
| 2.1 | General summary | 71 |
| 2.1.1. | Response rates per question | 71 |
| 2.2 | Modes in uses..... | 72 |
| 2.2.1. | Number of Modes in Use | 72 |
| 2.2.2. | How often was which mode used?..... | 72 |
| 2.2.3. | Combination of modes(where any)..... | 73 |
| 2.3 | Distribution of achieved responses: values per mode..... | 73 |
| 2.3.1. | CATI..... | 73 |
| 2.3.2. | CAPI..... | 74 |
| 2.3.3. | PAP (self-administered) | 74 |
| 2.3.4. | PAPI (interviewer-administered) | 74 |
| 2.3.5. | CAWI (self-administered)..... | 74 |
| 2.3.6. | CAWI (interviewer- administered)..... | 75 |
| 2.3.7. | Other – Modes | 75 |
| 2.4 | Response Rates | 75 |
| 2.4.1. | Response rates before and after March 2020..... | 75 |
| 2.4.2. | Decreases and increases in response rates..... | 76 |
| 2.5 | New modes..... | 77 |
| 2.5.1. | Did you introduce new mode(s) in LFS Wave 2 between March 2020 and April 2021? | 77 |
| 2.5.2. | Was the introduction of this/these new mode(s) | 77 |
| 2.6 | Possibility for selecting modes..... | 77 |
| 2.6.1 | Could respondents select between modes?..... | 77 |
| 2.7 | Keeping the Changes..... | 78 |
| 2.7.1 | Do you intend to keep the changes after the pandemic? | 78 |
| 2.7.2. | Reasons for keeping the changes | 78 |
| 2.7.3. | Reasons for not keeping the changes | 78 |
| 2.7.4. | Which changes are you going to keep? | 79 |
| 3. | Part 1 - Analysis of the Survey on Income and Living Conditions (SILC) Wave 1 (Questions 3.1 to 3.8) | 80 |
| 3.1 | General summary | 80 |



| | | |
|-----------|--|-----------|
| 3.1.1. | Response rates per question | 80 |
| 3.2 | Modes in uses | 81 |
| 3.2.1 | Number of Modes in Use | 81 |
| 3.2.2. | How often was which mode used? | 81 |
| 3.2.3. | Combination of modes (where any) | 82 |
| 3.3 | Distribution of achieved responses: values per mode | 82 |
| 3.3.1. | CATI | 82 |
| 3.3.2. | CAPI | 82 |
| 3.3.3. | PAP (self-administered) | 83 |
| 3.3.4. | PAPI (interviewer-administered) | 83 |
| 3.3.5. | CAWI (self-administered) | 83 |
| 3.3.6. | CAWI (interviewer- administered) | 84 |
| 3.3.7. | Other modes | 84 |
| 3.4. | Response Rates | 84 |
| 3.4.1. | Response rates before and after March 2020 | 84 |
| 3.4.2. | Decreases and increases in response rates for the period from March 2020 to April 2021 compared to before March 2020 | 85 |
| 3.5. | New modes | 85 |
| 3.5.1. | Did you introduce new mode(s) in SILC Wave 1 between March 2020 and April 2021? | 85 |
| 3.5.2. | Was the introduction of this/these new mode(s) | 85 |
| 3.6. | Possibility for selecting modes | 86 |
| 3.6.1. | Could respondents select between modes? | 86 |
| 3.7. | Keeping the Changes | 86 |
| 3.7.1. | Do you intend to keep the changes after the pandemic? | 86 |
| 3.7.2. | Reasons for keeping the changes | 87 |
| 3.7.3. | Reasons for not keeping the changes | 87 |
| 3.7.4. | What changes are you going to keep? | 88 |
| 4. | Part 1 - Analysis of SILC Wave 2 | 89 |
| | (Questions 4.1 to 4.8) | 89 |
| 4.1 | General summary | 89 |
| 4.1.1. | Response rates per question | 89 |
| 4.2 | Modes in uses | 89 |
| 4.2.1. | Number of Modes in Use | 90 |
| 4.2.2. | How often was which mode used? | 90 |
| 4.2.3. | Combination of modes (where any) | 90 |
| 4.3 | Distribution of achieved responses: values per mode | 91 |
| 4.3.1. | CATI | 91 |
| 4.3.2. | CAPI | 92 |
| 4.3.3. | PAP (self-administered) | 92 |



| | | |
|-----------|--|-----------|
| 4.3.4. | PAPI (interviewer-administered) | 92 |
| 4.3.5. | CAWI (self-administered) | 93 |
| 4.3.6. | CAWI (interviewer- administered)..... | 93 |
| 4.3.7. | Other modes..... | 93 |
| 4.4 | Response Rates | 93 |
| 4.4.1. | Response rates before and after March 2020 | 93 |
| 4.4.2. | Decreases and increases in response rates for the period from march 2020 to april 2021 compared to before march 2020..... | 94 |
| 4.5 | New modes..... | 95 |
| 1. | Did you introduce new mode(s) in SILC Wave 1 between March 2020 and April 2021?..... | 95 |
| 2. | Was the introduction of this/these new mode(s) | 95 |
| 4.6 | Possibility for selecting modes..... | 95 |
| 4.6.1. | Could respondents select between modes? | 95 |
| 4.7 | Keeping the Changes..... | 96 |
| 4.7.1. | Do you intend to keep the changes after the pandemic? | 96 |
| 4.7.2. | Reasons for keeping the changes | 96 |
| 4.7.3. | Reasons for not keeping the changes | 96 |
| 4.7.4. | What changes are you going to keep? | 97 |
| 5. | Part 1 - Analysis of the Household Budget Survey (HBS) (Questions 5.1 to 5.8)..... | 98 |
| 5.1. | General summary | 99 |
| 5.1.1. | Response rates per question | 99 |
| 5.2. | Modes in uses..... | 100 |
| 5.2.1. | Number of Modes in Use | 100 |
| 5.2.2. | How often was which mode used..... | 100 |
| 5.2.3. | Combination of modes (where any)..... | 101 |
| 5.3. | Distribution of achieved responses: values per mode..... | 101 |
| 5.3.1. | CATI..... | 101 |
| 5.3.2. | CAPI | 102 |
| 5.3.3. | PAP (self-administered) | 102 |
| 5.3.4. | PAPI (interviewer-administered) | 103 |
| 5.3.5. | CAWI (self-administered) | 103 |
| 5.3.6. | CAWI (interviewer- administered)..... | 103 |
| 5.4. | Response Rates | 104 |
| 5.4.1. | Response rates before and after March 2020 | 104 |
| 5.4.2. | Decreases and increases in response rates for the period from March 2020 to April 2021 compared to before March 2020 | 104 |
| 5.5. | New modes..... | 105 |
| 5.5.1. | Did you introduce new mode(s) in HBS between March 2020 and April 2021? | 105 |



| | | |
|-----------|--|------------|
| 5.5.2. | Was the introduction of this/these new mode(s) ... | 105 |
| 5.6. | Possibility for selecting modes..... | 105 |
| 5.6.1. | Could respondents select between modes? | 106 |
| 5.7. | Keeping the Changes..... | 106 |
| 5.7.1. | Do you intend to keep the changes after the pandemic? | 106 |
| 5.7.2. | Reasons for keeping the changes | 106 |
| 5.7.3. | Reasons for not keeping the changes | 107 |
| 5.7.4. | What changes are you going to keep? | 107 |
| 6. | Part 1 - Analysis of the Information and Communication Technologies survey (ICT) (Questions 6.1 to 6.8) | 109 |
| 6.1. | General summary | 109 |
| 6.1.1. | Response rates per question | 109 |
| 6.2. | Modes in uses..... | 109 |
| 6.2.1. | Number of Modes in Use | 110 |
| 6.2.2. | How often was which mode used?..... | 110 |
| 6.2.3. | Combination of modes (where any)..... | 110 |
| 6.3. | Distribution of achieved responses: values per mode..... | 111 |
| 6.3.1. | CATI..... | 111 |
| 6.3.2. | CAPI..... | 111 |
| 6.3.3. | PAP (self-administered) | 111 |
| 6.3.4. | PAPI (interviewer-administered) | 112 |
| 6.3.5. | CAWI (self-administered)..... | 112 |
| 6.3.6. | CAWI (interviewer- administered)..... | 112 |
| 6.3.7. | Other modes..... | 112 |
| 6.4. | Response Rates | 113 |
| 6.4.1. | Response rates before and after March 2020..... | 113 |
| 6.4.2. | Decreases and increases in response rates for the period from March 2020 to April 2021 compared to before March 2020 | 113 |
| 6.5. | New modes..... | 114 |
| 6.5.1. | Did you introduce new mode(s) in ICT between March 2020 and April 2021?..... | 114 |
| 6.5.2. | Was the introduction of this/these new mode(s) | 114 |
| 6.6. | Possibility for selecting modes..... | 114 |
| 6.6.1. | Could respondents select between modes? | 114 |
| 6.7. | Keeping the Changes..... | 115 |
| 6.7.1. | Do you intend to keep the changes after the pandemic? | 115 |
| 6.7.2. | Reasons for keeping the changes | 115 |
| 6.7.3. | Reasons for not keeping the changes | 115 |
| 6.7.4. | What changes are you going to keep? | 115 |
| 7. | Part 1 - Changes introduced in Household surveys (Questions 7.1 and 7.2) | 116 |



| | | |
|-----------|--|------------|
| 7.1. | General summary | 116 |
| 7.1.1. | Response received per question | 116 |
| 7.2. | Tables | 116 |
| 7.2.1. | Table 2.1. Changes made at least for one household survey(European or National) between March 2020 and April 2021 | 117 |
| 7.2.2. | Could you provide some details about the changes you made to the method of mode selection. For example, do you plan to keep it/them and why? | 117 |
| 7.2.3. | Could you provide some details about the changes you made in terms of the use of administrative data. For example, do you plan to keep these changes and why? | 117 |
| 7.2.4. | Could you provide some details about the changes you made in terms of the use of the sampling frame. For example, do you plan to keep these changes and why?..... | 118 |
| 7.2.5. | Could you provide some details about the changes you made in terms of the channels of contact. For example, do you plan to keep these changes and why? | 118 |
| 7.2.6. | Could you provide some details about the changes you made in terms of the non-response correction model. For example, do you plan to keep these changes and why? | 119 |
| 7.2.7. | Could you provide some details about the changes you made in terms of the calibration. For example, do you plan to keep these changes and why? | 119 |
| 8. | Part 2 – Broader situation with respect to mixed mode data collection (Questions 8.1 to 8.9) | 120 |
| 8.1. | Response rates for questions 8.1 to 8.4 | 120 |
| 8.1.1. | Response rates per question | 120 |
| 8.2. | Access to telephone numbers | 120 |
| 8.2.1. | Do you have access to telephone numbers for at least some of your sampling frame? 120 | |
| 8.2.2. | How did you obtain the telephone numbers? Mark all that apply | 121 |
| 8.2.3. | What is the average coverage of telephone numbers (i.e. availability of at least one fixed or mobile number for the reference person in the household) of your survey samples? | 121 |
| 8.2.4. | Which of the following did you do to improve your telephone number database between March 2020 and April 2021?..... | 122 |
| 8.2.5. | Please explain any coverage issues with your telephone database, with a special attention to undercoverage | 122 |
| 8.3. | Access to e-mail addresses..... | 123 |
| 8.3.1. | Do you have access to e-mail addresses for at least some of your sampling frame? 124 | |
| 8.3.2. | How did you obtain the e-mail addresses? Mark all that apply..... | 124 |
| 8.3.3. | What is the average coverage of e-mail addresses (i.e. availability of at least one e-mail address for the reference person in the household) of your survey samples? 124 | |
| 8.3.4. | Which of the following did you do to improve your e-mail database between March 2020 and April 2021? | 124 |
| 8.3.5. | Please explain any coverage issues with your e-mail database, with special attention to under-coverage | 125 |
| 8.4. | Means of contacting persons..... | 125 |



| | | |
|--------|---|-----|
| 8.4.1. | Did your office use the following means for contacting persons (e.g. sending out survey invitations, issuing reminders etc.) in household surveys before March 2020? | 125 |
| 8.5. | Channels used to contact respondents | 127 |
| 8.5.1. | Question 8.4. What are the channels you modified or newly introduced in order to contact respondents between March 2020 and April 2021? | 127 |
| 8.5.2. | Question 8.4.1. Please describe any other practice you introduced or modified in order to contact respondents between March 2020 and April 2021 | 127 |
| 8.5.3. | Question 8.4.2. Please evaluate the new/modified contact channels and practices in the light of you experiences | 128 |
| 8.6. | Difficulties & challenges | 129 |
| 8.6.1. | Table for Question 8.5. Between March 2020 and April 2021, have you had any difficulties in achieving the prescribed quality for any variables in social surveys, defined by the EU regulations? | 129 |
| 8.6.2. | Question 8.5.1. Please describe the difficulties you encountered thoroughly! | 129 |
| 8.7. | What are the main challenges you faced in the development of mixed modes between March 2020 and April 2021? | 130 |
| 8.8. | Actions at European level | 131 |
| 8.8.1. | Table for Question 8.7. Please identify possible actions at European level suited to improve your organisation's capabilities to better implement new designs for household surveys, with special focus on methodological improvements! | 131 |
| 8.8.2. | Summary table for Questions 8.7.1-8.7.5. Exact recommendations for each option indicated for Question 8.7. | 131 |
| 8.8.3. | Open answers: Questions 8.7.1. to 8.7.5. | 132 |

GETTING IN TOUCH WITH THE EU

In person

All over the European Union there are hundreds of Europe Direct information centres. You can find the address of the centre nearest you at: https://europa.eu/european-union/contact_en

On the phone or by email

Europe Direct is a service that answers your questions about the European Union. You can contact this service:

- by freephone: 00 800 6 7 8 9 10 11 (certain operators may charge for these calls),
- at the following standard number: +32 22999696 or
- by email via: https://europa.eu/european-union/contact_en

FINDING INFORMATION ABOUT THE EU

Online

Information about the European Union in all the official languages of the EU is available on the Europa website at: https://europa.eu/european-union/index_en

EU publications

You can download or order free and priced EU publications at: <https://op.europa.eu/en/publications>. Multiple copies of free publications may be obtained by contacting Europe Direct or your local information centre (see https://europa.eu/european-union/contact_en).

EU law and related documents

For access to legal information from the EU, including all EU law since 1952 in all the official language versions, go to EUR-Lex at: <http://eur-lex.europa.eu>

Open data from the EU

The EU Open Data Portal (<http://data.europa.eu/euodp/en>) provides access to datasets from the EU. Data can be downloaded and reused for free, for both commercial and non-commercial purposes.

Position paper on mixed-mode surveys

Under the auspices of the Directors of Methodology (DIME) and the Directors of Social Statistics (DSS) of the European Statistical System, a group of countries volunteered to prepare a “Position Paper” on current and future challenges with household surveys, namely methodological and data collection issues. Many countries pointed out that the Covid-19 crisis has prompted them to move from traditional household survey data collection to online, telephone or mixed-mode data collection. They had to make emergency choices and found that the available methodological and practical elements, though useful, were not entirely conclusive. It was therefore proposed to present to the Directors groups a “Position Paper” on mixed-mode surveys they could endorse.

The present document is the results of this work, examining, in the light of the experience acquired by the Member States during the Covid-19 crisis, the methodological and data collection issues that should be explored together, over the next few years, on mixed-mode surveys. Most of the methodological issues have been reviewed in the Mixed Mode Designs in Social Surveys (MIMOD) project, but many of the suggestions for further development made within the framework of MIMOD have not yet been acted upon. In addition, considerable experience has been acquired by countries during this crisis, which must also be put into perspective and integrated into the reflection on the remaining open questions about mixed-mode surveys, including protocols for contacting people, telephone follow-ups, etc. In order to get an insight into the latter, a specific survey to European National statistical institutes (NSI) was undertaken. The results of this survey are presented here.

The group of countries that volunteered included representatives of the NSIs of Austria, France, Hungary, Ireland, Italy, Slovenia and was chaired by France.

For more information

<https://ec.europa.eu/eurostat/>



Publications Office
of the European Union

ISBN 978-92-76-46111-1