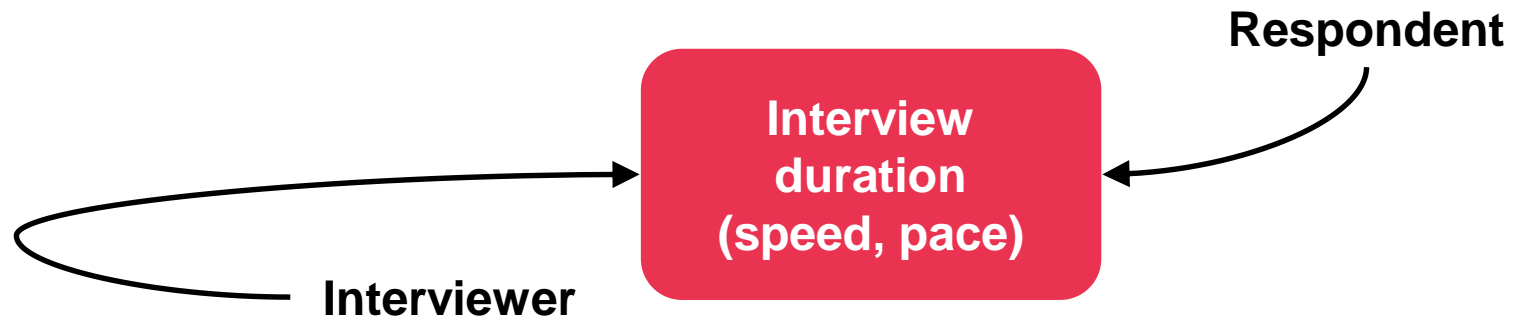




An interviewer-oriented analysis of interview speed: Experience, burden, or both?

Celine Wuyts – Caroline Vandenplas - Geert Loosveldt
ESRA conference, Lisbon, 17-21 July 2017

An interviewer-oriented perspective



Interviewer experience
(e.g. Olson & Peytchev, 2007)

Interviewer burden
(e.g. Japac, 2006)

Time in other tasks

Prior experience in general or survey-specific

Within-survey experience

Within-survey workload

Other survey projects, other jobs
Job interest, enjoyment, motivation

Interviewing preparation tasks
Contacting SUs and obtaining cooperation

Objectives

- (1) To verify previous research's findings on the effects of prior and within-survey **interviewer experience** on interview speed.
- (2) To examine whether the effect of prior experience on interview speed, and interviewer-level differences in interview speed more generally, can be explained by (experienced) interviewers being **less willing to spend time and effort on the interviewing task** (interviewer burden, time spent on other tasks).

Data

ESS5 – ESS7 Belgium



	ESS5	ESS6	ESS7
Fieldwork	2010-2011 (30 weeks)	2012 (15 weeks)	2014-2015 (21 weeks)
Mode	CAPI	CAPI	CAPI
Survey agency	Significant GfK	TNS Dimarso	TNS Dimarso
RR1	53%	59%	57%
<i>Analytic sample</i>			
Number of interviews	1457 (86%)	1807 (97%)	1674 (95%)
Number of interviewers	110 (88%)	150 (97%)	147 (98%)
Average number of interviews per interviewer	13	12	11

Data

Outcome variable

Interview speed = Average number of questions administered per minute

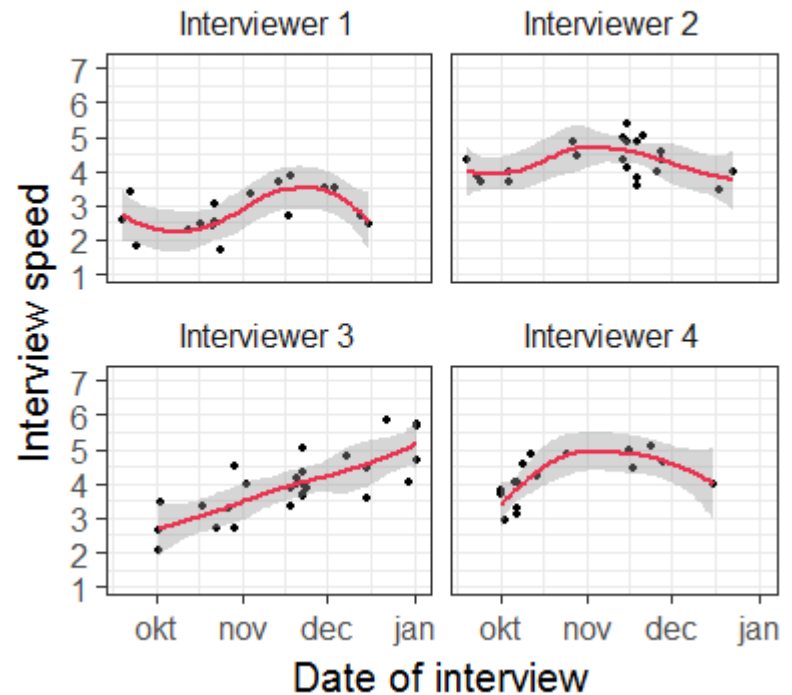
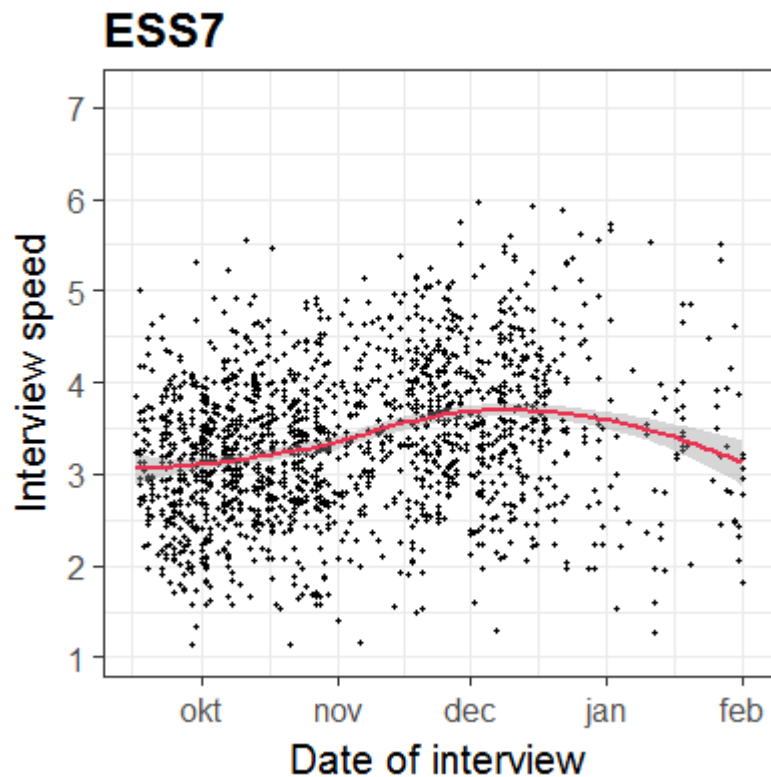
	ESS5	ESS6	ESS7
Mean (SD)	3.75 (0.88)	3.86 (0.81)	3.36 (0.81)
ICC	0.32	0.27	0.24

- ✓ Age
- ✓ Education level (higher education vs up to secondary education)
- ✓ Interview language (Dutch vs French)
- ✓ Interview in language most spoken at home
- ✓ Gender
- ✓ Employment status (in full-time job vs not)
- ✓ Parental status (young children in HH vs not)

Data

Outcome variable

Interview speed = Average number of questions administered per minute



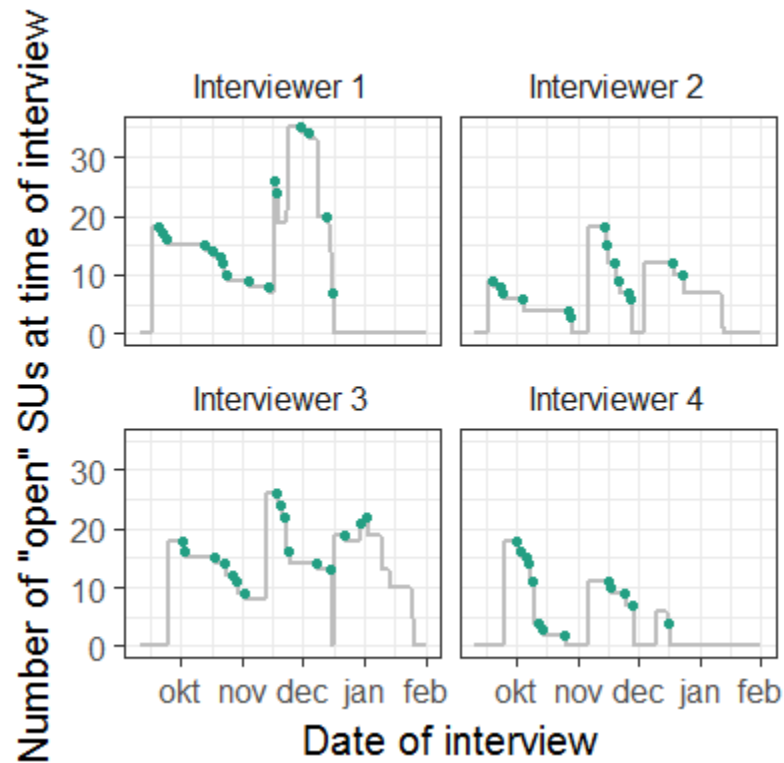
Data

Explanatory variables

	Interviewer-level	Respondent-level
Interviewer experience	<p>Prior interviewer experience</p> <ul style="list-style-type: none">• > 2 years, incl. preceding round• > 2 years• < 2 years	<p>Within-survey experience (Ln) Interview order</p>
Interviewer burden	<p>Other-job workload Other full-time job vs not</p> <p>Job enjoyment Positive evaluation of interactions with R and NR</p>	<p>Within-survey workload Number of “open” SUs at time of interview</p>
Time in other tasks	<p>Task-as-respondent < 30 min vs longer</p> <p>Number of days on first set</p>	

Data

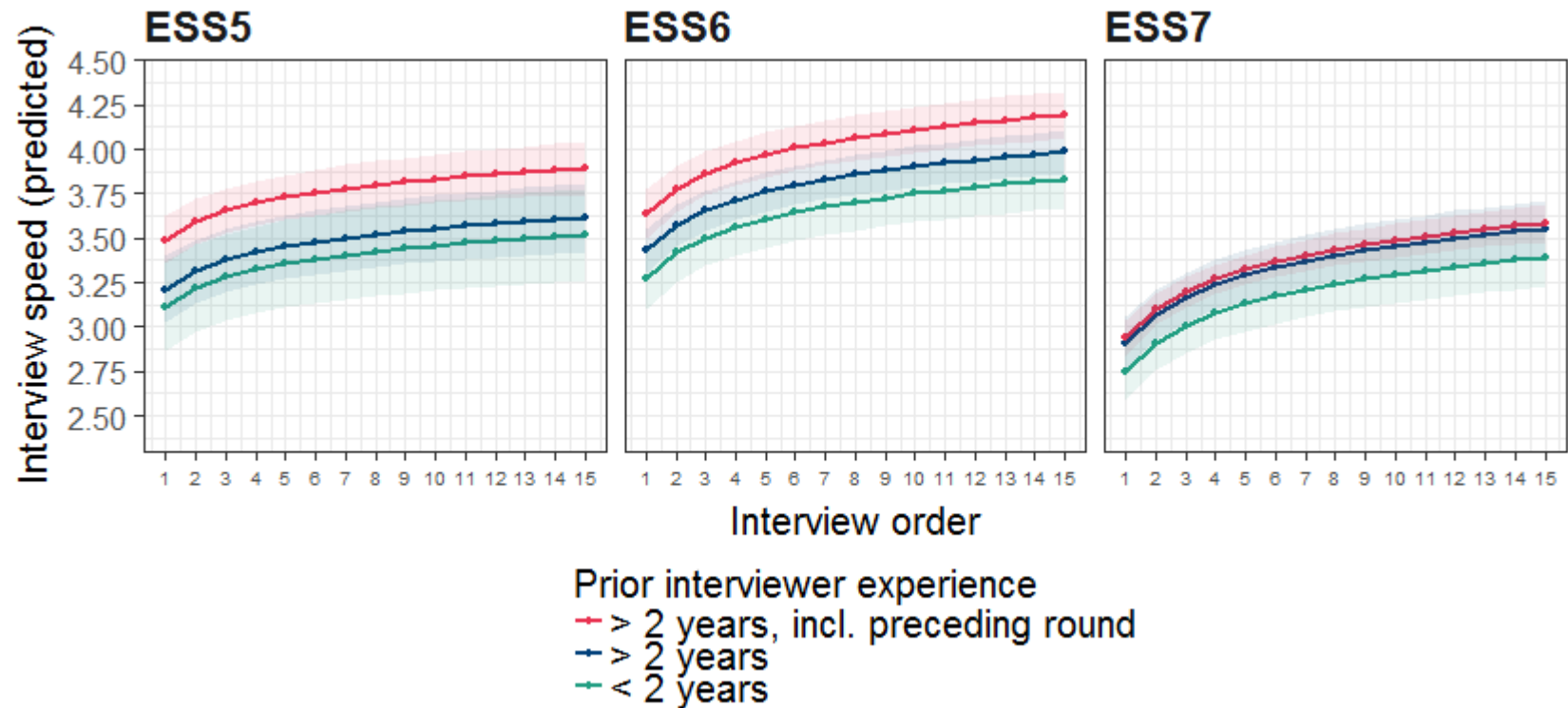
Within-survey workload



Results: Experience model

Coefficient estimates (SE)	ESS5		ESS6		ESS7	
(Ln) Interview order	0.15 (0.03)	***	0.21 (0.02)	***	0.24 (0.02)	***
Prior interviewer experience (ref. = < 2 years)						
> 2 years, incl. preceding round	0.38 (0.14)	**	0.36 (0.10)	***	0.19 (0.09)	*
> 2 years	0.10 (0.15)		0.15 (0.10)		0.16 (0.11)	

Results: Experience model



Results: Extended model

Coefficient estimates (SE)	ESS5		ESS6		ESS7	
(Ln) Interview order	0.15 (0.03)	***	0.21 (0.02)	***	0.25 (0.02)	***
Prior interviewer experience (ref. = < 2 years)						
> 2 years, incl. preceding round	0.38 (0.14)	**	0.38 (0.10)	***	0.14 (0.08)	+
> 2 years	0.08 (0.15)		0.14 (0.10)		0.13 (0.10)	
Number of “open” SUs	-0.00 (0.00)		0.00 (0.00)		0.01 (0.00)	***
Other full-time job (ref. = not)	-0.04 (0.17)		0.23 (0.10)	*	0.00 (0.10)	
Positive evaluation of interactions with R and NR	-0.21 (0.08)	*	-0.12 (0.06)	*	-0.15 (0.06)	**
Task-as-respondent < 30 min (ref. = longer)	0.06 (0.16)		0.19 (0.10)	+	0.27 (0.09)	**
Number of days on first set	0.00 (0.00)		-0.00 (0.00)		-0.00 (0.00)	

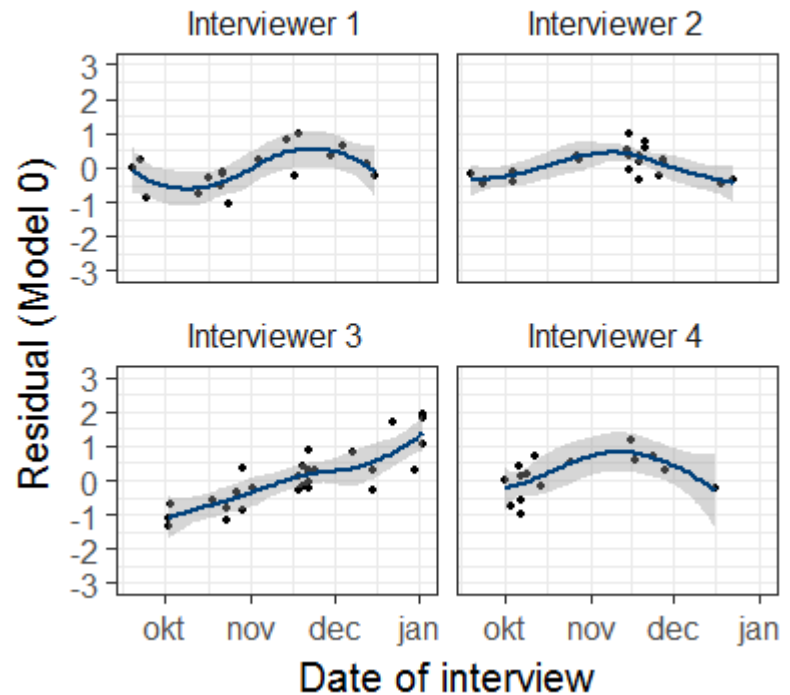
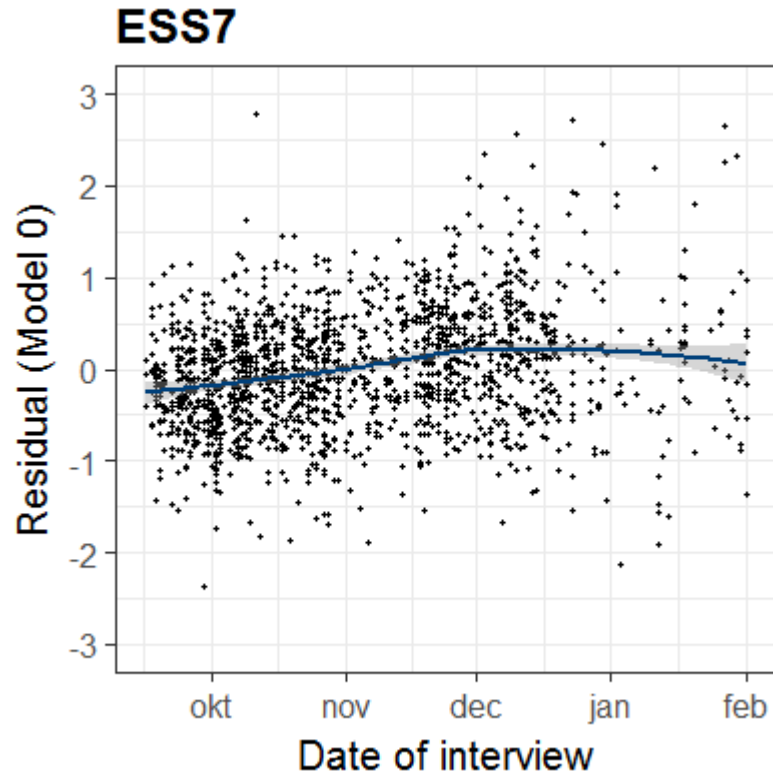
Conclusions

- (1) As interviewers gain **(survey-specific) experience**, prior or within a survey project, they administer faster interviews.
- (2) Interviewers who **feel more positively** about the interaction element of their tasks take more time
- (3) Fragmented evidence on interviewer workload in an objective sense (different fieldwork circumstances?)
- (4) Fragmented evidence on time spent on other tasks (only related tasks?)

Changing respondent group composition?

ESS7	1 16/09/2014 – 19/10/2014	2 20/10/2014 – 23/11/2014	3 24/11/2014 – 27/12/2014	4 28/12/2014 – 01/02/2015
Age	47.78	46.46	46.28	46.33
Education level: higher education	0.32	0.36	0.34	0.30
Language of interview: Dutch	0.55	0.53	0.67	0.20
Interview in language most spoken at home	0.94	0.91	0.93	0.77
Gender: male	0.51	0.50	0.51	0.54
Employment status: full-time job	0.33	0.41	0.41	0.46
Parental status: young children in HH	0.25	0.29	0.23	0.24
	<i>N</i> 661	506	415	92

Pattern in interview speed due to respondent group composition?



Descriptives interviewer-level variables

Mean (SD)	ESS5	ESS6	ESS7
Prior interviewer experience			
> 2 years, incl. preceding round	0.56	0.34	0.59
> 2 years	0.28	0.45	0.21
< 2 years	0.15	0.21	0.20
Other full-time job (ref. = not)	0.08	0.15	0.14
Positive evaluation of interactions with R and NR	4.46 (0.59)	4.36 (0.63)	4.47 (0.57)
Task-as-respondent < 30 min (ref. = longer)	0.11	0.18	0.14
Number of days on first set	52.91 (42.70)	37.67 (13.45)	44.14 (19.45)
<i>N</i>	110	150	147