



**Thailand Vietnam Socio Economic Panel**

# **Survey Solutions Guidelines**

**2016 (6<sup>th</sup> wave)**

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## Table of Contents

1. General introduction to Survey Solutions and organisational structure
2. The Survey Solutions App
  - a. Installation and setup of the Survey Solutions App on a field tablet
  - b. Use of the app for interviewers
3. The Web Interface for Supervisors and Headquarters
  - a. Explanation of the access to the web interface for supervisors and headquarters
  - b. Use of the web interface for supervisors
  - c. Use of the web interface for headquarters
4. Final Notice (Important)

## General introduction to Survey Solutions and its organisational structure

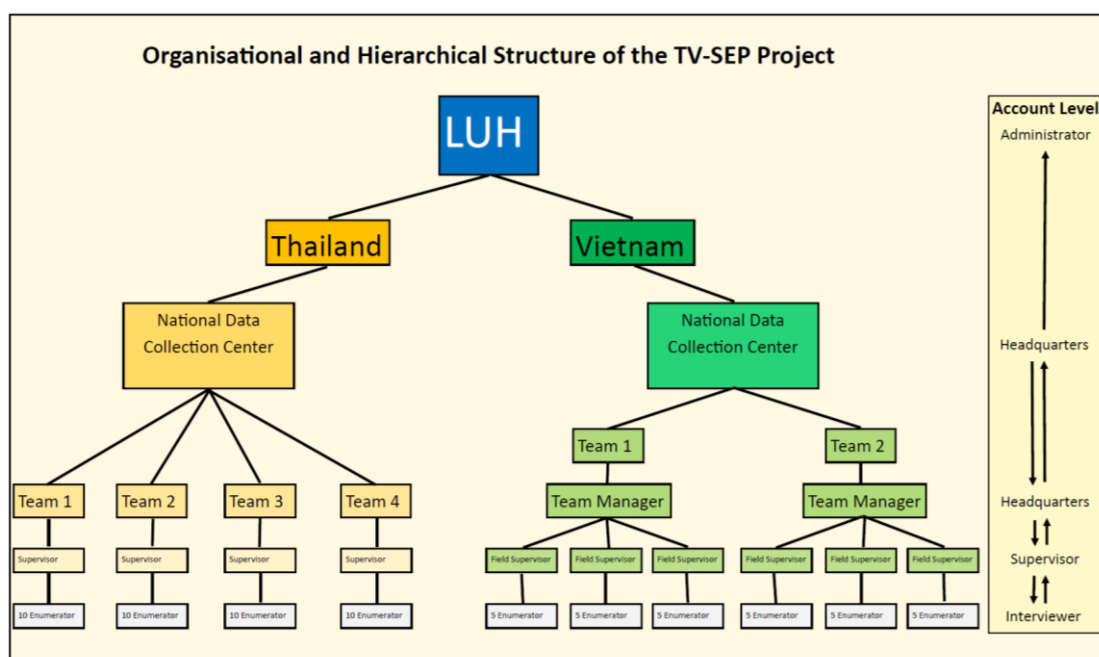
Survey Solutions is structured hierarchical, allowing a strict review process of the entered data. For that purpose several levels of accounts are issued.

The enumerator account is on the interviewer level, which entitles him to enter data and to go back to already entered households for revision, if advised to do so by a supervisor. The enumerator is also capable of seeing the comments the supervisor wrote.

The supervisor account is on the supervisor level. One supervisor account will have several interviewer accounts assigned to him, so the supervisor receives all the questionnaires the enumerators enter. Once received the supervisor can review the entered data, spot mistakes and also write comments. If he is satisfied he can approve of the questionnaire and send it to his headquarter for further processing. If the questionnaire contains mistakes, it can be rejected and will show up on the enumerators tablet on next synchronisation for correction. The headquarter may reject questionnaires as well. Those will show up in the supervisor account again and can also be directed to the enumerator again. The comments will be transmitted as well.

The headquarters account will only be issued once per country. It contains all the supervisors and their interviewers. All the questionnaires that were approved by the supervisors will show in the headquarter account. The first step now is to review the data again and to spot mistakes the supervisor may have missed. If the questionnaire still contains mistakes it can be sent back to the supervisor for further correction. If it is fine, the questionnaire can be approved and will be added to the data export. The data export in Stata format will also be checked by the headquarter.

During the survey the enumerators will receive interviewer accounts to use with the Apps on their tablets. All supervisors and field supervisors will receive supervisor accounts to use with the web interface. The national data collection centres will receive one headquarter account each, that may be taken to the field as well by the manager, respectively by the team manager.



## Installation and setup of the Survey Solutions App on a field tablet

The Survey Solutions interviewer will only work on android tablets. Please note, that all screenshots in this manual are exemplary and may not reflect what you will see on your screen. The purpose is only to show where certain controls are located.

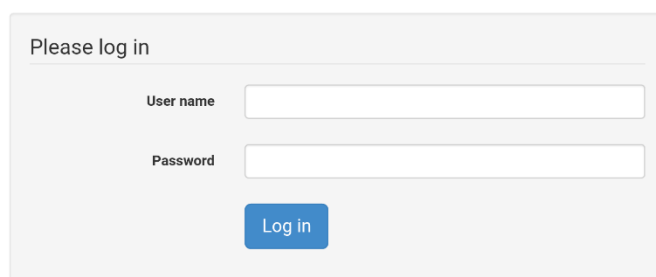
Once you received your tablet, set it up according to the on screen instructions and connect it with the internet via Wifi. It is pertinent that you stay connected to the internet until advised otherwise.

During the initial setup, please set your preferred language and adjust the keyboard settings you require to conduct the interviews.

Open the browser on your tablet and navigate to the web address  
“https://tvsep.mysurvey.solutions”

Now click on “Get Interviewer App” and download the interviewer app that is advertised at the bottom of the page.

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5.6.30 (build 11167) | [Get Interviewer App](#)

The tablet will download an .apk file that can now be found in “downloads” on the tablet. Click on it and install the app. You may have to go to “settings” first and set “accept installation from unknown sources”, so the tablet is allowed to install apps from outside the Playstore.

Once installed, open the interviewer app. As “Synchronisation Endpoint” you enter “https://tvsep.mysurvey.solutions”. Then enter the login credentials you received and click on “sign in”

Now click on “synchronize” and wait until the questionnaire you have been assigned to has downloaded.

0 assignments for Interviewer\_Man

Synchronization successfully completed  
All assignments were updated

0 completed interviews uploaded  
0 interviews deleted  
0 rejected interviews returned  
0 new interviews downloaded

No New

Version 1 TV-SEP English To be copied to Vt\_Th once complete (v8)

CREATE INTERVIEW

Census mode, Interviews created: 0

TV-SEP Pretest THAI (v1)

CREATE INTERVIEW

Census mode, Interviews created: 0

You screen should now look something like this. You may now disconnect from the internet.

## Use of the app for interviewers

To start a new interview click on “Create Interview”. Once the introduction has been read to the Household, click on “next section” to begin with the questionnaire. Please make sure the GPS of the tablet is turned on in order to record the position. To turn on the GPS, slide down from the top bar on the tablet and click on the “GPS” button. In order to save battery it is advisable to turn the GPS off once the question needing it has been answered.

Once a section is done, please use the “next section” button on the bottom of the page to navigate to the next section.

If you want to go back to a section you did earlier or if you want to navigate through the questionnaire, first click the three lines on the top left corner and then choose the section you require.

Section 1: Survey Information

v10016 - State the name of the supervisor

Tap to enter text

v10017 - I.D. Code of supervisor

Tap to enter number

v10022 - Notes:

Tap to enter text

NEXT SECTION

Please conduct the interview now.

Once you finished with the last section of the questionnaire click “to complete” to be taken to the completion screen. If you are not ending on the last section click, on the three lines in the top left corner as shown earlier and then click on “Complete”

Version 1 TV-SEP English To be copied to Vt\_Th once complete

- + Section 3.2: Risks
- Section 4.1: Land
- Section 4.2: Agriculture
- Section 4.3: Livestock and agriculture
- Section 4.4: Fishing, hunting, collecting, logging
- Section 5: Off Farm Employment
- [Section 6: Non-farm self-employment including cottage industries] BEING REVISED
- Section 6.2: Investment
- Section 6.1: Household wealth
- Section 6.3: Housing conditions
- Complete

You are now on the completion screen which should look something like this:

Complete

You are about to complete this interview

QUESTIONS STATUS

1 Answered	173 Unanswered	No Error(s)
---------------	-------------------	----------------

NOTE FOR SUPERVISOR

Tap to enter text

COMPLETE

AFTER YOU FINISH THIS INTERVIEW IT WILL BE MARKED AS COMPLETED AND WILL BE UPLOADED TO SUPERVISOR DURING YOUR NEXT SYNCHRONIZATION

It will show you how many questions were answered and how many were not. In case of an error it will be indicated here as well. Now you can check if the amount of unanswered

questions is realistic and if not you may now go back to the questionnaire and conduct further questions. If everything appears to be to your satisfaction you now have the possibility of writing a message to your supervisor about the interview you just did.

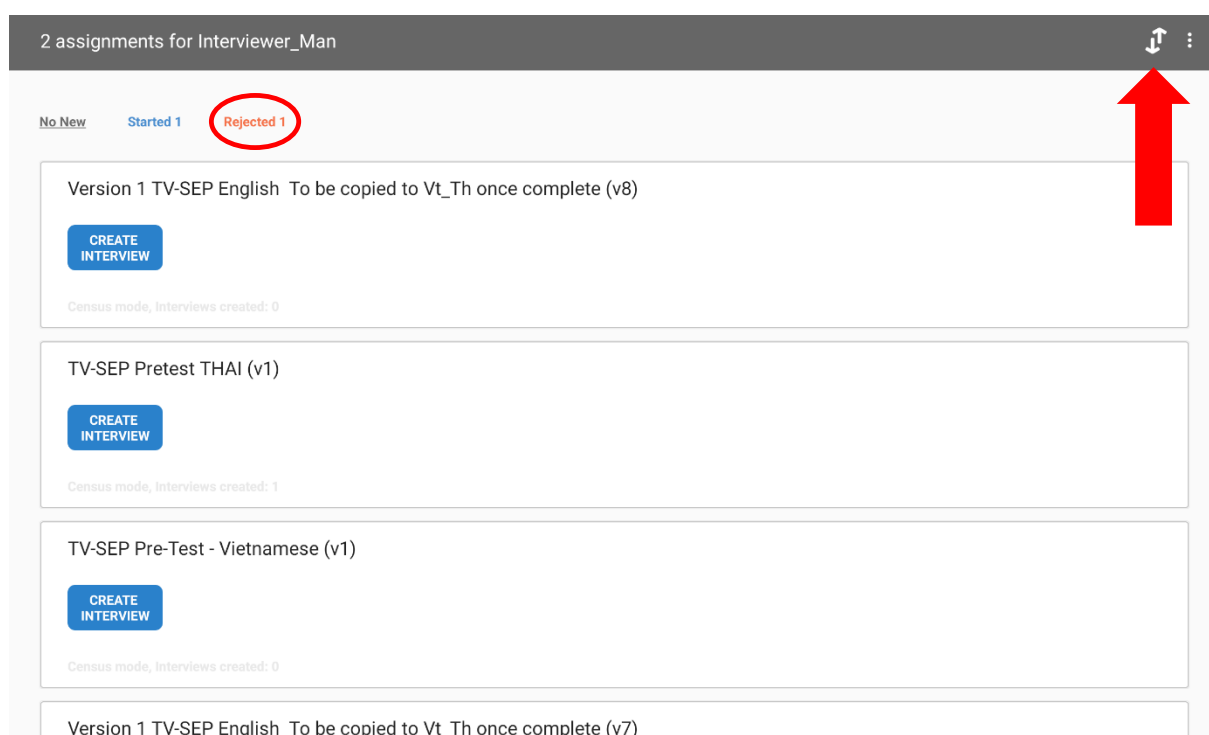
Once done click “Complete” to add the questionnaire to the synchronisation list, that is uploaded to your supervisor when you synchronise the next time.

You are now taken back to the front screen where you can choose several categories:

- No New (Go here to start a new interview)
- Started (If you were interrupted during an interview you can find it here and continue)
- Rejected (Here you can find questionnaires that were rejected by the supervisor with comments on what to improve)
- Completed (Here all your completed questionnaires since the last synchronisation are shown)

Repeat the aforementioned steps for your interviews.

Once you are told to synchronise, please connect the tablet to the internet via Wi-Fi and click on the two arrows in the top right corner. Now wait until the synchronisation is complete.



After the synchronisation you may have received rejected questionnaires for revision. You can access these under the “Rejected” category, indicated above. If the supervisor has commented it will be shown directly under the questionnaire.

## Explanation of the access to the web interface for supervisors and headquarters

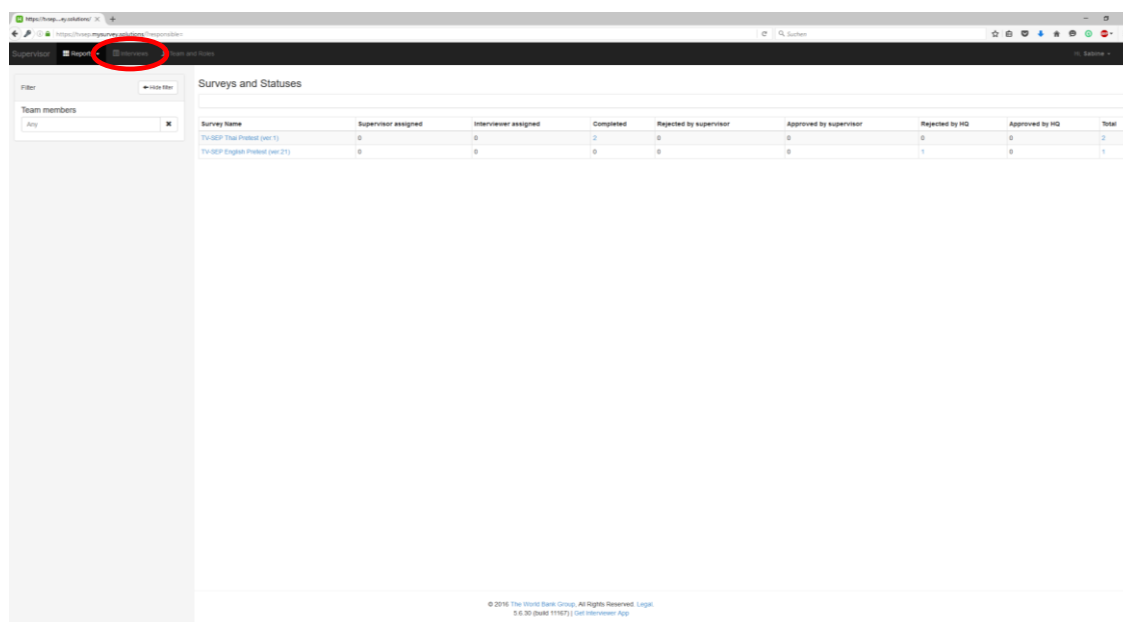
Supervisors and Headquarters will need the Survey Solutions web interface to perform revision and forwarding of the questionnaires. This requires a device with an internet browser, so any standard tablet/laptop/computer will work.

First connect your device to the internet. A stable connection is required for the whole of the time of use of the web interface.

Open your browser and open the page “<https://tvsep.mysurvey.solutions>”. Log in with the supervisor or headquarter credentials you have been given.

## Use of the web interface for supervisors

Once logged in your browser should look something like this:



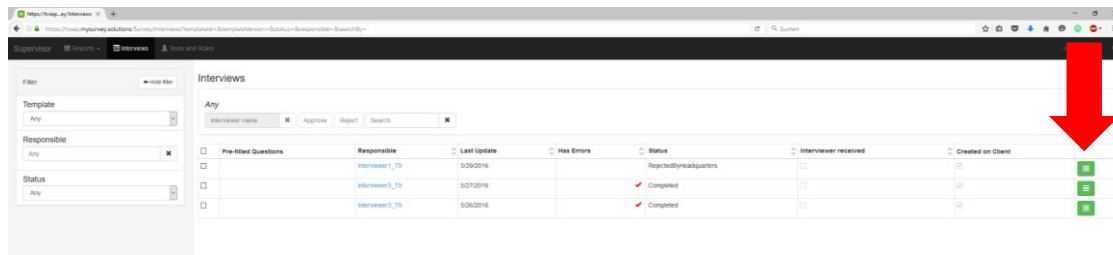
As a supervisor it is your duty to:

- Revise questionnaires sent in by the interviewers and check their work
- Approve and reject questionnaires to the interviewers
- Change passwords or login data of the interviewers if required

## How to revise a questionnaire

Click on “Interviews” and you will see a list of questionnaires submitted by the interviewers and also those rejected by the headquarters.

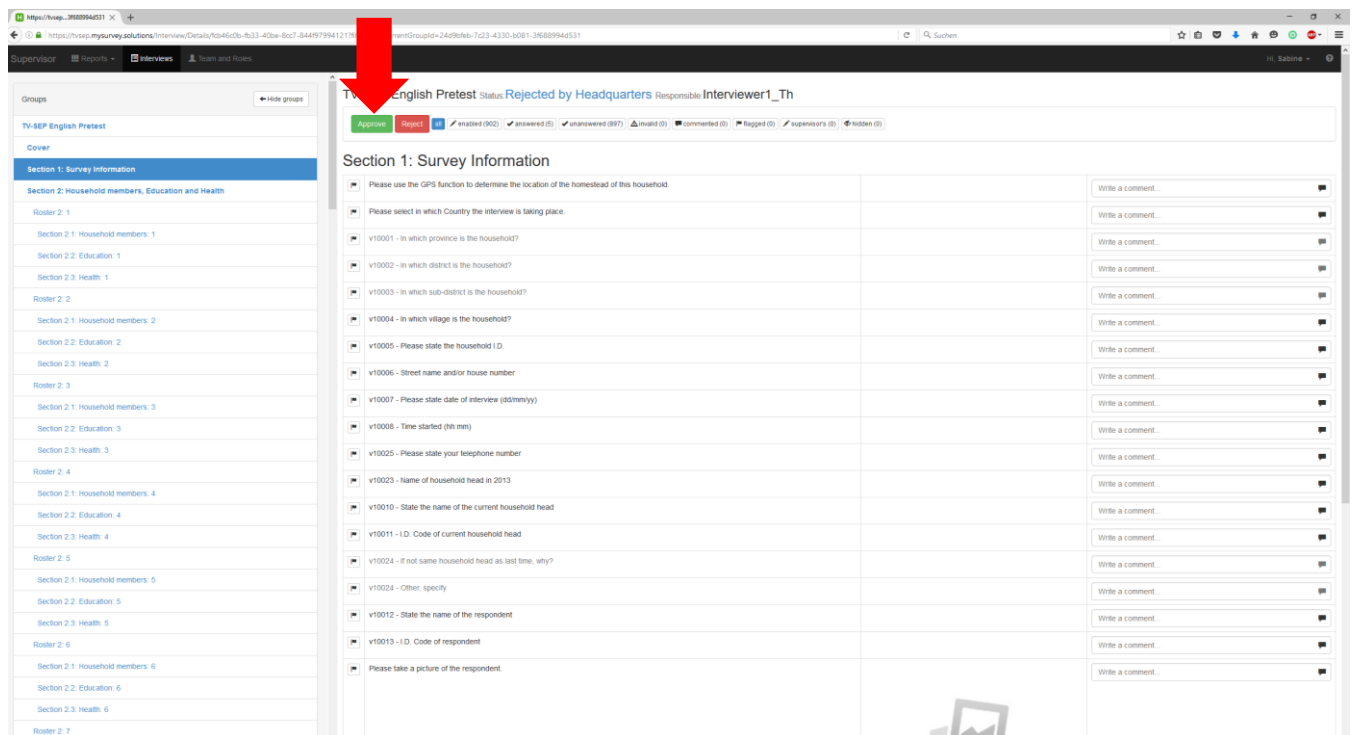




Click on the green field next to the interview to open it.

You will see the sections listed on the left side and the contents of that section with the answered questions on the right side.

If you wish to comment on a particular question you can write your comment in the text box behind the answer and then press “enter” to submit it. Your comment will be saved and also be visible to the headquarters if you approve the questionnaire.



Once you have checked the questionnaire you can now approve or reject it, using the “approve” or “reject” boxes. Approving the questionnaire will send it to the headquarters to review, rejecting it will send it back to the interviewer.

If you reject the questionnaire a comment box will open, that gives you the opportunity to write a message to the interviewer.

In the list of interviews you can also tick the checkboxes on the left side of the interviews to select multiple ones and approve or reject them in bulk.

**Interviews**

Any

Interviewer name

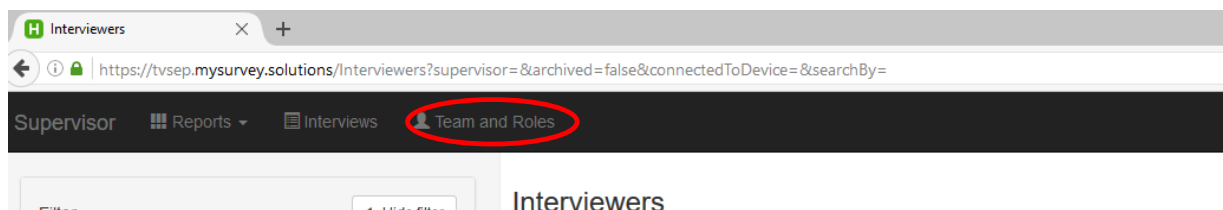
<input type="checkbox"/>	Pre-filled Questions	Responsible	Last Update
<input checked="" type="checkbox"/>		Interviewer1_Th	5/29/2016
<input checked="" type="checkbox"/>		Interviewer3_Th	5/27/2016
<input type="checkbox"/>		Interviewer3_Th	5/26/2016

Note that if you reject an interview the status changes to “rejected” but once the interviewer has revised it, it will show up as “completed” again.

During the review process please watch out for the comments, the interviewes may have written down to explain certain irregularities. This will save a lot of time of submitting and rejecting.

### Change login data of the interviewers

Click on “Team and Roles”



The page will show all the Interviewers assigned to you.

Click on the name of the interviewer to change the userdata and the password.

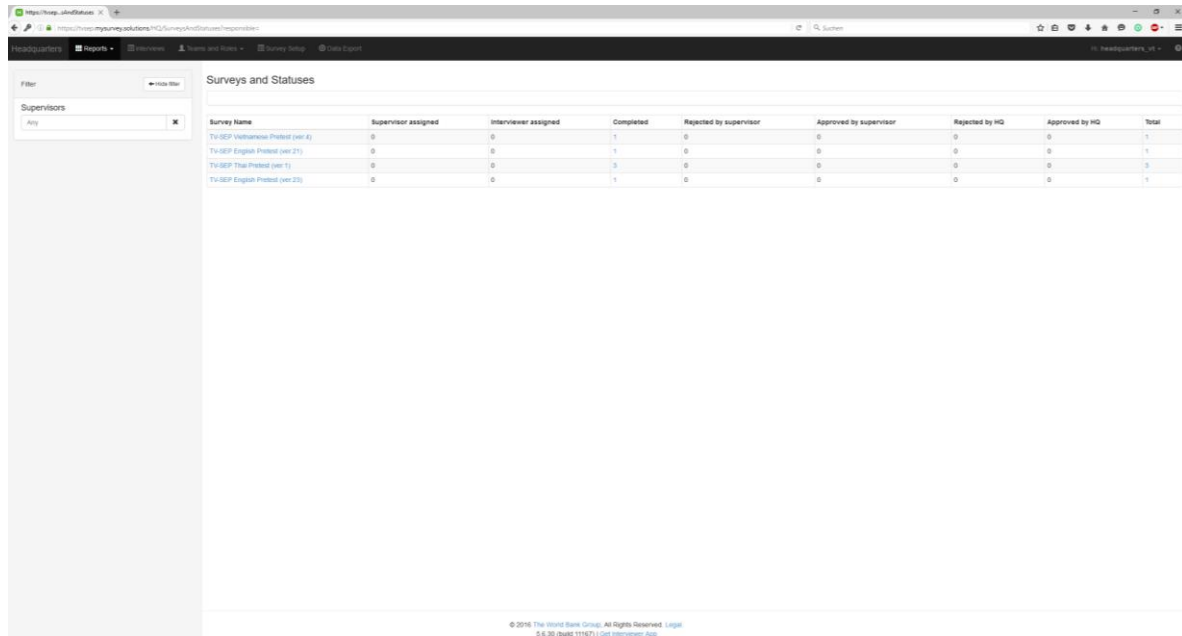
The screenshot shows the 'Edit Interviewer' form for 'Interviewer1\_Th'. The form includes fields for Password, Confirm password, Email, Full name, and Phone number. There are checkboxes for 'Is locked by Admin or HQ' and 'Is Supervisor'. A red circle highlights the 'Save changes' button at the bottom left.

Please keep the interviewers contact data etc. updated at all times. If a member of your team leaves, it is required to change the password of his account so he does not have access anymore.

Once you are finished with all the changes, click on “save changes”

## Use of the web interface for headquarters

Once logged in your browser should look something like this:



The screenshot shows a web browser window with the URL [https://hqpj\\_uahdstatus.x](https://hqpj_uahdstatus.x). The page title is 'Headquarters'. The main content area is titled 'Surveys and Statuses'. On the left, there is a sidebar with a 'Filter' section containing a 'Supervisors' dropdown menu set to 'Any'. The main table has the following columns: Survey Name, Supervisor assigned, Interviewer assigned, Completed, Rejected by supervisor, Approved by supervisor, Rejected by HQ, Approved by HQ, and Total.

Survey Name	Supervisor assigned	Interviewer assigned	Completed	Rejected by supervisor	Approved by supervisor	Rejected by HQ	Approved by HQ	Total
TU-SEP Vietnamese Pretest (ver 4)	0	0	1	0	0	0	0	1
TU-SEP English Pretest (ver 21)	0	0	1	0	0	0	0	1
TU-SEP Thai Pretest (ver 1)	0	0	0	0	0	0	0	0
TU-SEP English Pretest (ver 23)	0	0	1	0	0	0	0	1

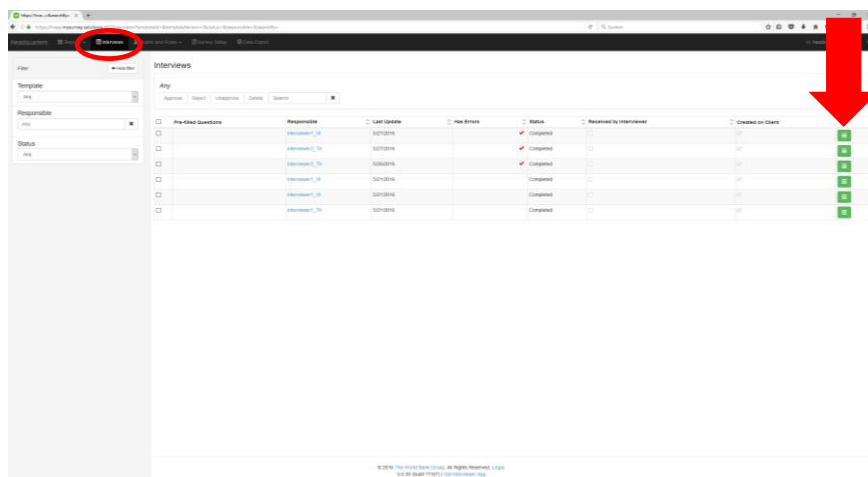
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As a headquarter it is your duty to:

- Revise questionnaires approved by the supervisors and check their work
- Approve and reject questionnaires to the supervisors
- Export data into stata and perform plausichecks
- Administrate the accounts of supervisors and interviewers

### How to revise a questionnaire

Click on “Interviews” and you will see a list of the questionnaires that were approved by the supervisors. Note that you are also seeing the questionnaires that are currently being submitted and being rejected by the supervisors and those that are pending approval by the supervisors. A questionnaire will only be relevant to you if the list states, that the supervisor has approved it.



The screenshot shows a web browser window with the URL [https://hqpj\\_uahdstatus.x](https://hqpj_uahdstatus.x). The page title is 'Headquarters'. The main content area is titled 'Interviews'. On the left, there is a sidebar with a 'Filter' section containing a 'Supervisors' dropdown menu set to 'Any'. The main table has the following columns: Interviewer, Supervisor, Status, Rejected by interviewer, and Created on client. A red arrow points to the 'Status' column, which contains a green checkmark icon. Another red arrow points to the 'Created on client' column, which contains a green checkmark icon.

Interviewer	Supervisor	Status	Rejected by interviewer	Created on client
Interviewer_01	Supervisor	Completed	0	0
Interviewer_02	Supervisor	Completed	0	0
Interviewer_03	Supervisor	Completed	0	0
Interviewer_04	Supervisor	Completed	0	0
Interviewer_05	Supervisor	Completed	0	0
Interviewer_06	Supervisor	Completed	0	0

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In that list, click on the green button behind each relevant questionnaire to open it.

You will see the sections listed on the left side and the contents of that section with the answered questions on the right side.

If you wish to comment on a particular question you can write your comment in the text box behind the answer and then press “enter” to submit it. Your comment will be saved and also be visible to the supervisor if you reject the questionnaire.

The screenshot shows a web application interface for a pretest survey. On the left, there is a sidebar with a list of sections: 'Section 1: Survey Information', 'Section 2: Household members, Education and Health', and 'Section 3: Health'. The main area displays the 'Section 1: Survey Information' form. At the top of the form, there is a status bar that reads 'English Pretest Status: Approved by Supervisor' and 'Responsible Interviewer1\_Th'. Below this, there are several questions with input fields and checkboxes. A red arrow points to a green 'Approved' button located at the top left of the form area.

Once you have checked the questionnaire you can now approve or reject it. An approval will include the questionnaire into the survey and will make it subject to further cleaning, a rejection will send the questionnaire back to the supervisor for review.

If you reject the questionnaire a comment box will open, that gives you the opportunity to write a message to the supervisor.

Should you discover any mistakes in the questionnaire later in the survey you can still unapproved a questionnaire. Look for the questionnaires with the status “Approved by headquarters” in the interview list. If you now wish to unapproved it, tick the little box on the left in the line of the questionnaire and click “unapprove”

The screenshot shows a table titled 'Interviews'. At the top of the table, there is a search bar and a set of buttons: 'Approve', 'Reject', 'Unapprove', and 'Delete'. A red circle highlights these buttons. Below the buttons, there is a table with columns: 'Pre-filled Questions', 'Responsible', and 'Last Update'. The first column has checkboxes for each row. A red circle highlights the first checkbox, which is currently checked. The rows show different interviewers and their last update dates.

Pre-filled Questions	Responsible	Last Update
<input type="checkbox"/>	Interviewer1_Th	5/29/2016
<input checked="" type="checkbox"/>	Interviewer1_Vt	5/27/2016
<input type="checkbox"/>	Interviewer3_Th	5/27/2016
<input type="checkbox"/>	Interviewer3_Th	5/26/2016
<input type="checkbox"/>	Interviewer1_Vt	5/21/2016
<input type="checkbox"/>	Interviewer1_Vt	5/21/2016

Using this method you can also:

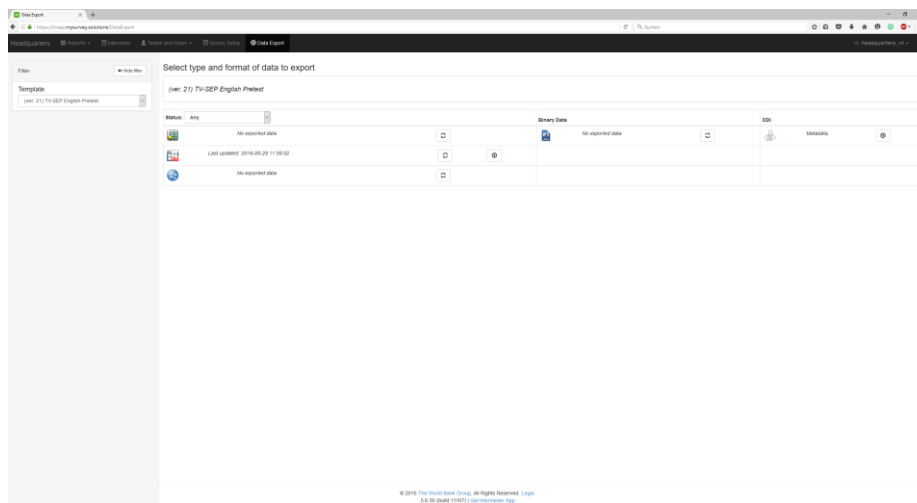
- Approve or reject multiple questionnaires at once
- Unapprove multiple questionnaires at once
- Delete interviews (Even multiple ones)

## How to Export data into stata to perform plausichecks

Once several questionnaires have been revised and approved it is now necessary to perform further plausibility checks using stata or other software you wish to use.

In order to accomplish that it is necessary to export the collected data into a format convenient to you.

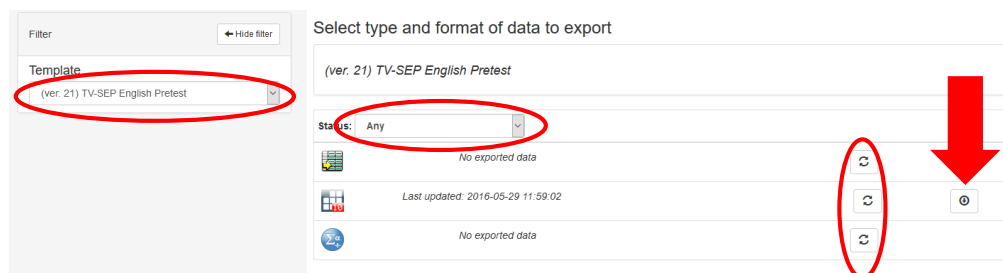
Go to the “Data Export” tab. You should see something like this:



If you have several versions/waves of the questionnaire you can select the right one in the dropdown on the left side, called “template”

Once you have selected the correct template you can now select a status whose questionnaires you wish to export.

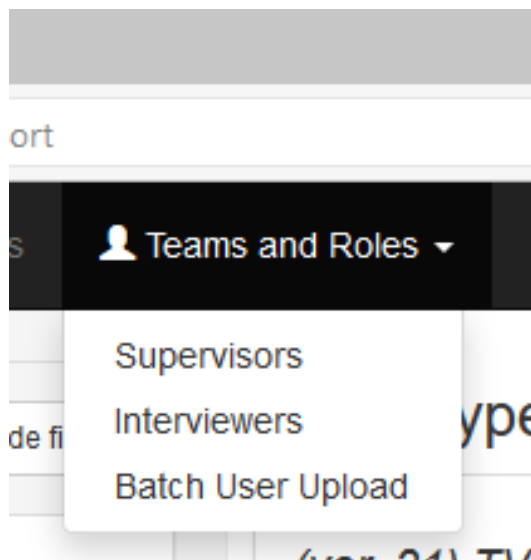
Now you can choose between the formats indicated. Note that none of these formats has a “download” button next to it. The button will only appear after you clicked on the “refresh” button, a task you should do every time you wish to export something, as it updates the included questionnaires. After a short amount of time the download symbol will appear or reappear and you can now click on it and download your data.



## Administrate the accounts of supervisors and interviewers

As a headquarter it is your duty as well to administrate and maintain the accounts for the interviewers and supervisors. It is important to change the passwords once an interviewer or supervisor leaves the team. A change of passwords may also be necessary if the person forgets his login credentials.

Go to “Teams and Roles” and select the category you want to make changes in.

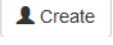


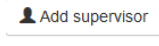
You will now see a list of supervisors or interviewers. Note the field that indicates the supervisor the interviewer is assigned to.

If you click on the username of the interviewer/supervisor you will be taken to a page where you can type in a new password and change the personal information.

Once done with your changes click “save changes”

Note that you can create Interviewers and supervisors, but you cannot delete them.

To create a new interviewer click on  and enter the required information. Note that the assignment to the correct supervisor is crucial to the success of the hierarchical system of survey solutions and to the organisation and review process of the survey.

To create a new supervisor click on  and proceed as with a new interviewer.

If you like to keep track of cell phone numbers and contact data of your interviewers and supervisors it is a good time to enter it now.

**Final Note (Important)**

If you feel uncertain about some of your actions or run into problems, please do not just proceed. If you do something the wrong way it may very well risk the entire wave if it slips notice.

We are glad to help you and most likely able to come up with a quick solution.

Please do not hesitate to contact us at:

TV-SEP Support

[tvsepsupport@ifgb.uni-hannover.de](mailto:tvsepsupport@ifgb.uni-hannover.de)

Your email will be forwarded to several members of our team, so we should be able to help you quickly.

This applies to all matters, be it hardware, software, questionnaire development or survey organisation