



Organisation of Islamic Cooperation
Statistical, Economic and Social Research
and Training Centre for Islamic Countries
(SESRIC)



State of Palestine

Palestinian Central Bureau of Statistics

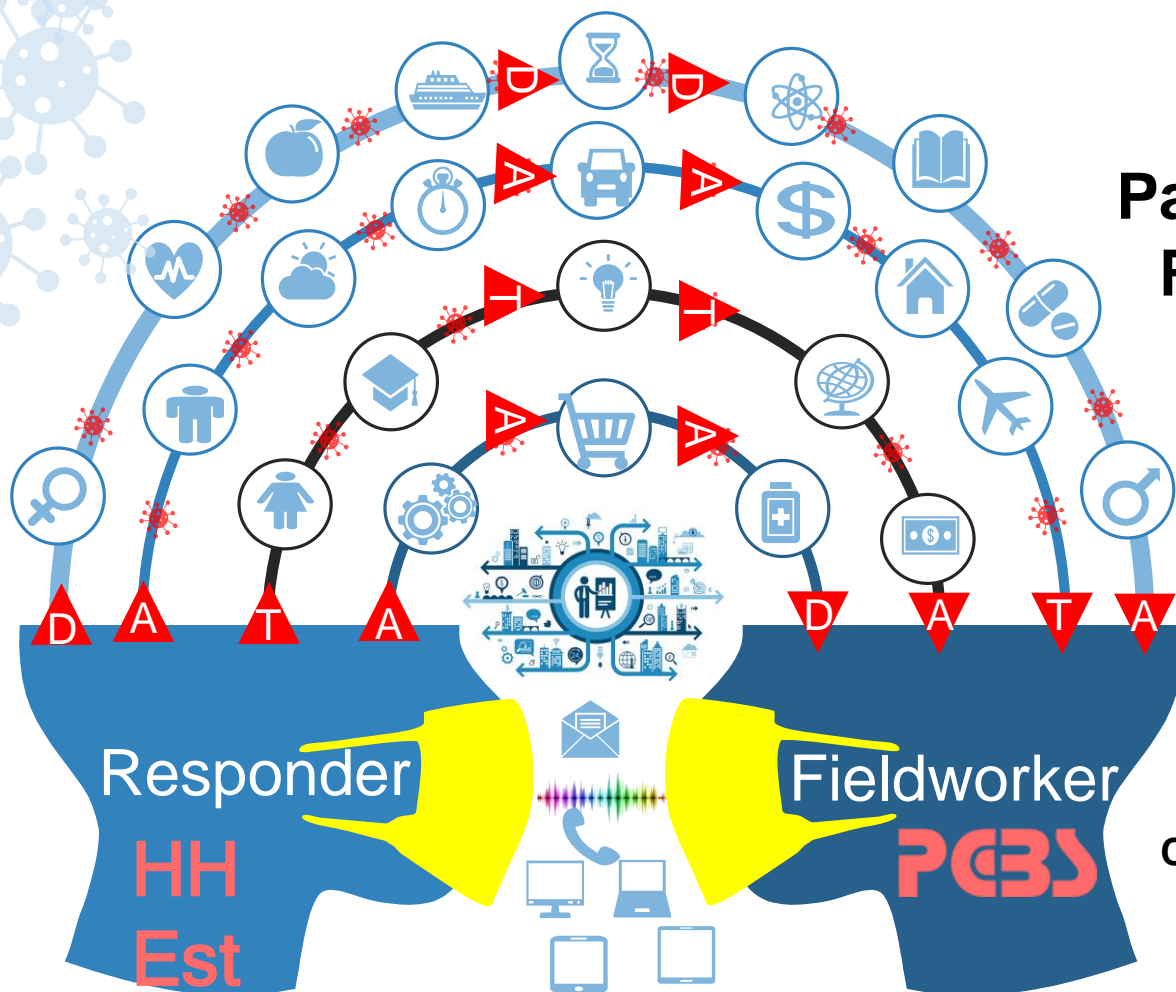
Palestine Experiences in Developing Using Remote Data Collection Methods During COVID-19 Pandemic

Maen Salhab

Ramallah – Palestine

SESRIC WEBINAR SERIES ON STATISTICAL EXPERIENCE SHARING
“REMOTE DATA COLLECTION METHODS TO OVERCOME THE
CHALLENGES FACED BY THE NSOs DURING THE COVID-19 PANDEMIC”

06 July 2021 Time: 13:30 – 16:30
(Ankara time – GMT+3)



Contents

01 History

02 PCBS Action under the Pandemic

03 Challenges

04 SWOT Analyses for the Experiences

05 Evaluation



History

**Palestine
Declare
Coronavirus
Emergency**

March 5th, 2020

**lockdown
period
finished**

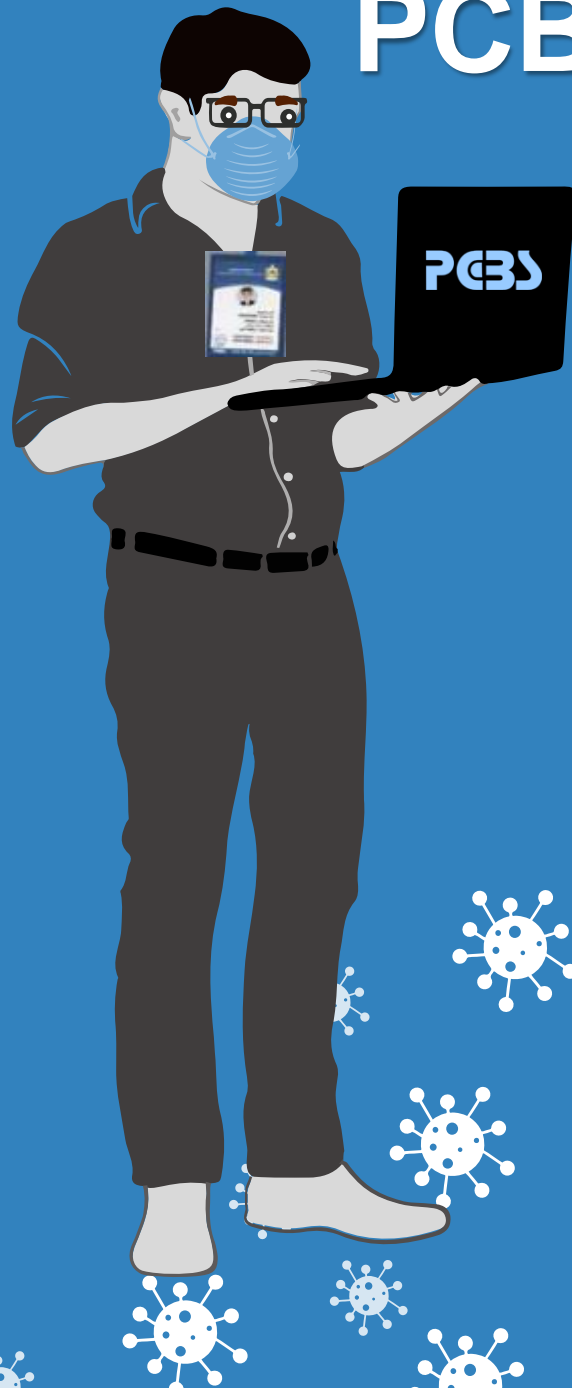
May 25th, 2020

Until now

**Palestinian
President
Renews State of
Emergency**

**Government measures since the beginning of the
COVID-19 pandemic**

PCBS Action Under the Pandemic



1 LFS Labour Force Survey

Response rate
76.8%

Data collection process started on 05/01/2020 and ended on 02/01/2021

Data were collected By using PC-tablet devices (Personal Interview)

March 5th, 2020

COVID-19 pandemic outbreak

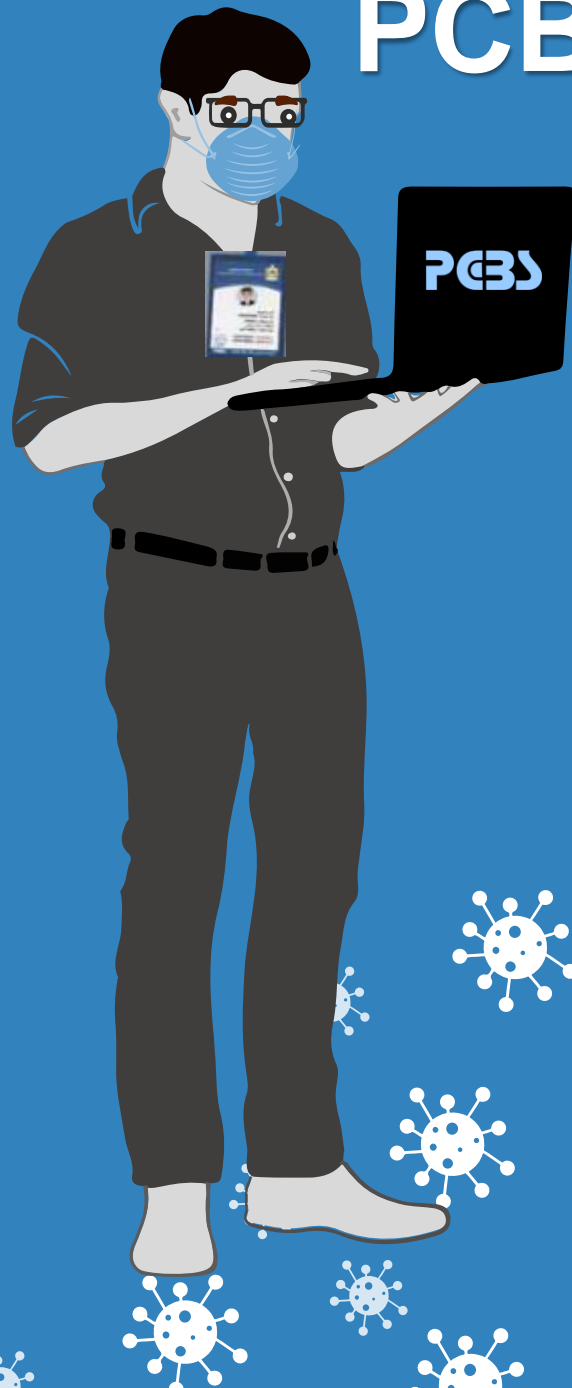
Home quarantine lockdown

Personal interview was replaced with phone interviews

Phone numbers are available from previous quarters

Whose phone numbers are not available were interviewed face to face

PCBS Action Under the Pandemic



2 CPI Consumer Price Index

**Response rate
100%**

Data collection process started on 01/01/2020 and ended on 31/12/2020

Data were collected By using PC-tablet devices (Personal Interview)

March 5th, 2020

COVID-19 pandemic outbreak

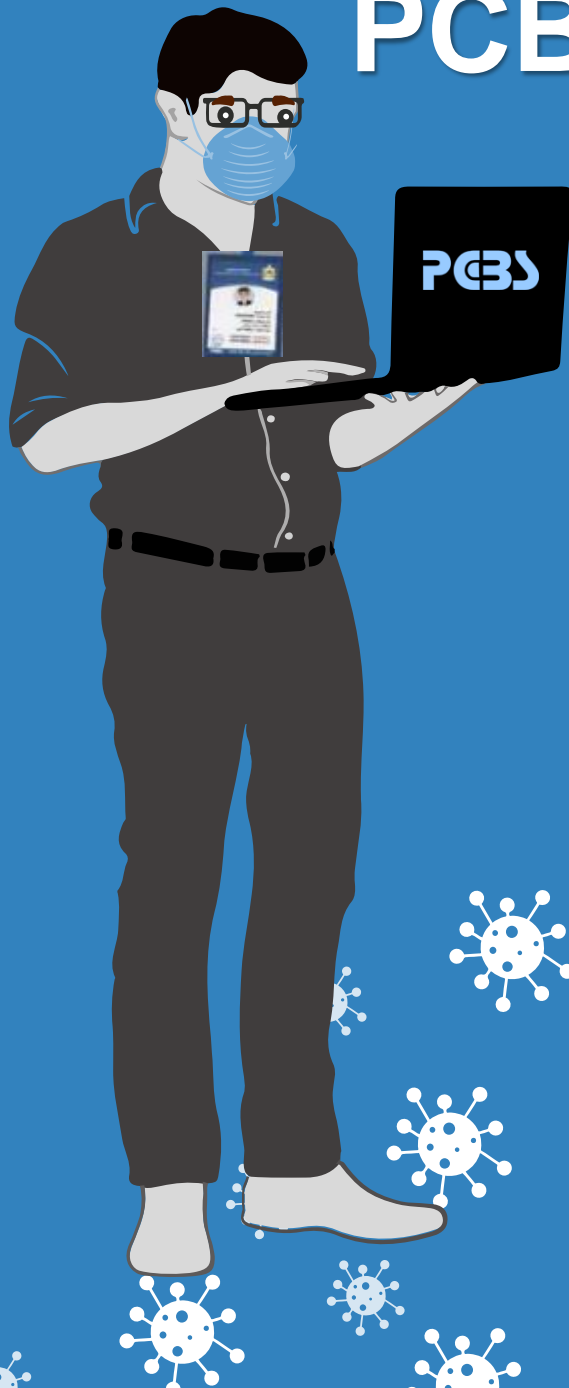
Lockdown (Close Markets)

Personal interview was replaced with phone interviews

Phone numbers are taken from 2017 census.

Whose numbers are not available, the fieldworkers obtained them from the field

PCBS Action Under the Pandemic



3 Impact of COVID-19 Pandemic on the Socio-economic Conditions of Households Survey

Response rate
93.6%

Data collection began on 15/06/2020 and ended on 30/07/2020

SEFSEC 2018 sample (9,926 Responded Households) was used as a sampling frame, due to haven't a phone households numbers sampling frame.

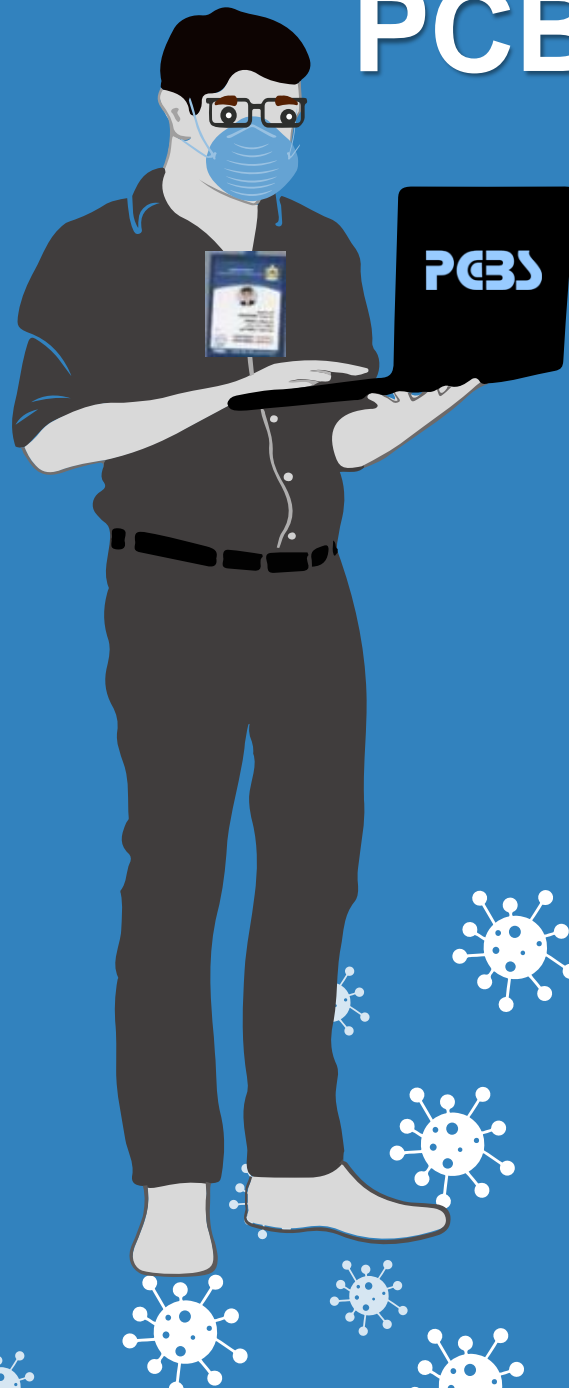
Data collection by Computer Assisted Telephone Interviews (CATI)

An application uploaded to the PC tablet device to collect data by phone.

SIM cards with internet connection were provided for each PC-tablet

Communication rooms were equipped for data collection by CATI technology.

PCBS Action Under the Pandemic



4 COVID-19 Business Pulse Survey

Response rate
83.9%

Data collection began on 21/06/2020 and ended on 30/11/2020

The data collection was through personal interviews (Face-to-face) for 60% of the sample and the other 40% was by phone,

Both PC-Tablets and a paper questionnaire were used to collect data.

An application uploaded to the PC tablet device to collect data by personal interviews and by the phone.

SIM cards with internet connection were provided for each PC-tablet

Phone interviewer which did by the fieldworkers done from their homes.

Challenges

1

This experiment is newly used in PCBS. Design questionnaires suitable for remote surveys. Training the fieldworkers on new technology and the method of follow-up on the data collection process.

2

The surveys were carried out during a lockdown period, which caused difficulties in communicating and with follow-up on all survey's phases.

3

Ensuring compliance with health protocols for work and train the fieldworkers, especially if their number is large, must be there a place for training or work (Room for communication).

Challenges



4

Refused to complete the questionnaire.



5

Some institutions were closed during the data collection due to the pandemic.



6

Some governorates were completely closed due to the pandemic.



7

Inability to fill out some questionnaires because the sample members did not answer the phone, or their phone number is disconnected from service.

S

Strengths

- The efficiency of PCBS staff to work in unusual conditions to implement remote surveys.

W

Weaknesses

- Limitation in households sampling frame with phone number.
- Weak PCBS infrastructure to implement remote surveys.

O

Opportunities


- Collaboration of respondents for the implementation of remote surveys.
- Strengthening the sampling frame of households by adding phone numbers in the frame from the censuses and surveys which will be implemented in the PCBS.

T


Threats

- Weak funding to improve the infrastructure to implement remote surveys.
- Lack of international manuals on the implementation of remote surveys.

Evaluation




Experience has proven that there is the possibility of providing data by phone and meets the purpose in terms




Most influential factor in the response rate was not related to the phone as a method of data collection, but rather related to closures, and this will happen if the interview was face to face.



Working from home using the phone, compared to the office work, there was a great harmony between the two stages in terms of scheduling in providing data as well as the quality of that data.



Some indicators of quality were measured compared to face-to-face surveys, and the results were close and confirm the absence of bias



In general, the experiment is successful and can be built upon to work in normal conditions and not as an emergency later, with some development in work tools and the organization of work implementation sites.





Thank You