Data Collection in TurkStat During COVID-19

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Data Collection Process Before The pandemic

- TurkStat in Brief
- Data Collection at TurkStat

Data Collection Process With The pandemic

- Primal Measures Taken at TurkStat
- Effects On Data Collection

Lessons Learned

- Challenges or Opportunities?
Data Collection Process Before The Pandemic
TurkStat in Brief

- TURKSTAT – central and regional organization
- 26 Regional offices – covering 81 cities
- ≈ 50 Surveys (monthly, quarterly, annually)
- ≈ 20 Surveys (conducted in periods of 2-3-4 years...)
Data Collection at TurkStat

- Harzemli Central Data Collection System designed and developed by Turkstat is the backbone of the data collection system.

Business Surveys

Household Surveys
<table>
<thead>
<tr>
<th>Data Collection Method</th>
<th>Surveys</th>
<th>Total Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer Assisted Web Interview (CAWI)</strong></td>
<td>45</td>
<td>509,737</td>
</tr>
<tr>
<td><strong>Computer Assisted Personal Interview (CAPI)</strong></td>
<td>18</td>
<td>227,133</td>
</tr>
<tr>
<td>Others (e-mail, web, etc)</td>
<td>6</td>
<td>36,750</td>
</tr>
<tr>
<td>(CAPI) + CATI</td>
<td>1</td>
<td>231,960</td>
</tr>
<tr>
<td><strong>Computer Assisted Telephone Interview (CATI)</strong></td>
<td>1</td>
<td>4,274</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>71</td>
<td>1,009,854</td>
</tr>
</tbody>
</table>
Data Collection at TurkStat

- Computer Assisted Web Interview (CAWI) - 63%
- Computer Assisted Personal Interview (CAPI) - 25%
- Computer Assisted Telephone Interview (CATI) - 2%
- Other - 8%
Starting from 2013, the studies on using administrative registers were conducted especially in business statistics. Questionnaires have been replaced with declarations (administrative registers) from 2020 on.

<table>
<thead>
<tr>
<th>Statistics</th>
<th>2017</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Turnover Index</td>
<td>~ 24,000 Questionnaires</td>
<td>2.2 million declarations used</td>
</tr>
<tr>
<td>Retail Sales Index</td>
<td>~ 1,600 Questionnaires</td>
<td>530,000 declaration used</td>
</tr>
<tr>
<td>Industrial Labour Input Index</td>
<td>~ 30,000 Questionnaires</td>
<td>2.2 million declaration used</td>
</tr>
</tbody>
</table>
Data Collection Process With The Pandemic
General Effects of COVID 19 Measures

- Lockdowns
- The non-essential activity of the economy was stopped or reduced
- Working Hour Regulations
| Fieldwork | • CAPI fieldwork was stopped  
• 600 sim cards were bought; (5000 min. free talk and 2GB free net) for the interviewers in the regional offices. (for 3 months)  
• work shifts in both central office and regional offices  
• % 90 of our staff telecommuting and work homeoffice |
|---|---|
| CATI | • CATI operators also work home office  
• the regional offices also adopted and reorganized to our CATI System and software  
• all the phone calls are still recorded and given quality scores. |
| Comm. | • a special assigned communication tool (1XY)  
• announcement of the changes through informative letters and Respondent Information Module on TurkStat website  
• SMSs and emails |
Effects on Data Collection

CAPI → CATI, CAWI

Online Survey
Effects on Data Collection

- ALO 124 CALL CENTER
- 30 operators
- inbound & outbound call
Effects on Data Collection

Changes in Data Collection Mode

- **电话号码**
  - ALO 124

- **电话访问 + CATI**
  - 面对面访问
  - 电话访问
  - 电话访谈

- **非响应和代理**

- **保护我们的工作人员和受访者**

- **培训工作人员进行新数据收集**
### Surveys transferred CAPI to CATI because of COVID-19

<table>
<thead>
<tr>
<th>Survey</th>
<th>Data Collection Method</th>
<th>New Data Collection Method</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour Force Survey</td>
<td>CAPI+CATI</td>
<td>CATI</td>
<td>231,960</td>
</tr>
<tr>
<td>Consumer Tendency Survey</td>
<td>CAPI</td>
<td>CATI</td>
<td>58,608</td>
</tr>
<tr>
<td>Household Budget survey</td>
<td>CAPI</td>
<td>CAPI, CATI</td>
<td>15,552</td>
</tr>
<tr>
<td>Tourism Survey</td>
<td>CAPI</td>
<td>CATI</td>
<td>31,344</td>
</tr>
<tr>
<td>Survey Of Income and Living Conditions</td>
<td>CAPI</td>
<td>CATI</td>
<td>26,904</td>
</tr>
<tr>
<td>Survey on Information and Communication Technology Usage in Households</td>
<td>CAPI</td>
<td>CATI</td>
<td>16,010</td>
</tr>
</tbody>
</table>
Lessons Learned
Challenges or Opportunities?

Changes in Data Collection Content

New Conditions COVID – 19

- CAPI & PAPI to CATI & CAWI
- Mixed mode in data collection
- Professional Adaptation
- Redesigning the sample and questionnaires
- CAWI and Web Scrabing
- Communication with respondents
Challenges or Opportunities?

DATA

CATI

CAWI

Big Data

Web Scraping

IT Solutions

Administrative Registers

International Cooperation

International Relations Department
International Cooperation and EU Coordination Group
Challenges or Opportunities?

- Flexible & mix data collection
- Technological infrastructure + qualified staff
- Corporate vision and flexibility

PAPI  CAPI  CATI  CAWI
Thank you for your attention!

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