

Linda B. Bounie & Eva P. Fielder

# How to Conduct Telephone Surveys

2nd Edition



4 Telephone Surveys

# How To Conduct Telephone Surveys

**Arlene Fink**



## **How To Conduct Telephone Surveys:**

**How to Conduct Telephone Surveys** Linda B. Bourque,Eve P. Fielder,2003      **How to Conduct Telephone Surveys** Linda Bourque,Eve P. Fielder,2002-10-22 The writing style is good clear and accurate with a logical presentation of material The checklists are effective learning aids Carol J Lancaster Medical University of South Carolina When should you use a telephone survey and how do you transform completed telephone interviews into an analyzable machine readable data file This book shows readers how to develop and administer telephone surveys with particular attention to paper and pencil administration and prepare the results for analysis Using detailed examples and checklists the authors explain the different kinds of telephone surveys how to determine which telephone data collection method to use and how to design and administer the questionnaires Information is included for adapting questions originally designed for use in self administered questionnaires or other data collection modalities Language issues are discussed including literacy and language level usage and basic steps for translating survey materials into other languages The authors also offer tips for Interacting with and motivating respondents Handling call backs and refusal conversions Selecting training and supervising interviewers Sampling with particular attention to random digit dialing RDD procedures Calculating response rates      **How to Conduct Telephone Surveys** Linda Bourque,Eve P. Fielder,2002-10-22 The writing style is good clear and accurate with a logical presentation of material The checklists are effective learning aids Carol J Lancaster Medical University of South Carolina When should you use a telephone survey and how do you transform completed telephone interviews into an analyzable machine readable data file This book shows readers how to develop and administer telephone surveys with particular attention to paper and pencil administration and prepare the results for analysis Using detailed examples and checklists the authors explain the different kinds of telephone surveys how to determine which telephone data collection method to use and how to design and administer the questionnaires Information is included for adapting questions originally designed for use in self administered questionnaires or other data collection modalities Language issues are discussed including literacy and language level usage and basic steps for translating survey materials into other languages The authors also offer tips for Interacting with and motivating respondents Handling call backs and refusal conversions Selecting training and supervising interviewers Sampling with particular attention to random digit dialing RDD procedures Calculating response rates      How to Conduct a Recreation Effectiveness Telephone Survey United States. Bureau of Outdoor Recreation,1976      **How to Conduct Surveys** Arlene Fink,2009 Written in the same clear and accessible style as Arlene Fink s other works this fully revised text reflects changes in the way people prepare surveys use them with the public and report the results with increased emphasis on online surveys      **The Survey Kit** Arlene Fink,2002-11-12 The kit that helped thousands of researchers and students do better survey research in the 90 s has been completely updated and revised for the issues of the 21st century The Survey Kit is an easy to understand easy to follow comprehensive guide for the novice survey researcher In

addition it provides useful information about some qualitative research techniques such as interviews focus groups observational analysis and content analysis Pedagogical features in each volume such as checklists reasonable resources needed tips and decision matrices help students focus on important aspects of the survey process and provide them with a sense of real life application Detailed discussions of personal interviewing survey and in depth focus group techniques and risks and odds are welcome additions to the new volumes Juanita M Firestone University of Texas San Antonio

How To Conduct Organizational Surveys Jack E. Edwards, 1997 A manufacturing company is downsizing and wants to know the impact on employee morale A computer corporation is considering moving its headquarters and needs to determine how many employees intend to relocate A multinational consulting firm has had a rash of sexual harassment complaints and seeks to determine the extent of the problem To address these and other business related issues organizations are increasingly turning to surveys Surveys are popular in organizations because when done properly they can provide accurate information about major organizational challenges especially as the technology of surveys rapidly advances Taking these issues into consideration How to Conduct Organizational Surveys offers a practical step by step guide Anyone trying to make the transition from theory to practice will benefit greatly from this how to guide How to Conduct Organizational Surveys is also written for researchers who need to fine tune their surveying skills

**How to Conduct Your Own Survey** Priscilla Salant, Don A. Dillman, 1994-12-13 A nuts and bolts guide to conducting your own professional quality surveys without paying professional fees How can you gauge public support for a cause or test the market for a product or service What are the best methods for validating opinions for use in a paper or dissertation A well documented survey is the answer But what if you don't have thousands of dollars to commission one No problem How to Conduct Your Own Survey gives you everything you need to do it yourself Without any prior training you can learn expert techniques for conducting accurate low cost surveys In step by step down to earth language Priscilla Salant and Don A Dillman give you the tools you need to Determine which type of survey is best for you Estimate the cost of your survey Conduct mail telephone and face to face surveys Draw accurate samples Write effective questionnaires Compile and report results Avoid common survey errors Find reliable outside assistance And much more

**Advances in Telephone Survey Methodology** James M. Lepkowski, N. Clyde Tucker, J. Michael Brick, Edith D. de Leeuw, Lilli Japac, Paul J. Lavrakas, Michael W. Link, Roberta L. Sangster, 2007-11-27 A complete and comprehensive collaboration providing insight on future approaches to telephone survey methodology Over the past fifteen years advances in technology have transformed the field of survey methodology from how interviews are conducted to the management and analysis of compiled data Advances in Telephone Survey Methodology is an all encompassing and authoritative resource that presents a theoretical methodological and statistical treatment of current practices while also establishing a discussion on how state of the art developments in telecommunications have and will continue to revolutionize the telephone survey process Seventy five prominent international researchers and practitioners from government academic

and private sectors have collaborated on this pioneering volume to discuss basic survey techniques and introduce the future directions of the telephone survey Concepts and findings are organized in four parts sampling and estimation data collection operations and nonresponse equipping the reader with the needed practical applications to approach issues such as choice of target population sample design questionnaire construction interviewing training and measurement error The book also introduces important topics that have been overlooked in previous literature including The impact of mobile telephones on telephone surveys and the rising presence of mobile only households worldwide The design and construction of questionnaires using Computer Assisted Telephone Interviewing CATI software The emerging use of wireless communication and Voice over Internet Protocol VoIP versus the telephone Methods for measuring and improving interviewer performance and productivity Privacy confidentiality and respondent burden as main factors in telephone survey nonresponse Procedures for the adjustment of nonresponse in telephone surveys In depth reviews of the literature presented along with a full bibliography assembled from references throughout the world Advances in Telephone Survey Methodology is an indispensable reference for survey researchers and practitioners in almost any discipline involving research methods such as sociology social psychology survey methodology and statistics This book also serves as an excellent text for courses and seminars on survey methods at the undergraduate and graduate levels

*Telephone Surveys in Europe* Sabine Häder, Michael Häder, Mike Kühne, 2012-02-15 The first part of this book deals with the coverage of landline and mobile phones in Europe It presents an overview of the coverage and the use of phones as well as the resulting strategies for telephone surveys The second part addresses the challenge of so called mobile only households for survey research Numerous statisticians present new sampling strategies like dual frame designs and findings of current projects In dual frame designs respondents are contacted both via mobile phone and landline The third part focuses on the usage of mobile phones in the general population while the fourth part examines if different modes of data collection mobile vs landline have an impact on the response quality The last part analyses the first chapter and offers suggestions and advice on how to conduct surveys and polls in both academic and market research

**How to Conduct Self-Administered and Mail Surveys**, 2003 The Kit is for students in undergraduate and graduate classes in the social and health sciences and for individuals in the public and private sectors who are responsible for conducting and using surveys

*How to Conduct Victimization Surveys*, 1997-08 Developed for use by Public Housing Authorities this workbook provides a guide for conducting a research effort to evaluate crime victimization intervention programs by collecting survey data from residents of public housing developments where the intervention programs are planned Organized by the major activities in a survey research project questionnaire design sampling methodology data collection preparation processing analysis the information provided in each section is designed to provide the basic steps tools to conduct each specific part of the research project

Illustrated Telephone Survey Methodology Robert M. Groves, Paul P. Biemer, Lars E. Lyberg, James T. Massey, William L.

Nicholls, II, Joseph Waksberg, 2001-10-03 Noted survey experts present recent developments in telephone survey techniques from around the world describing work in commercial settings academic research and governmental statistical agencies There are reports from the United States several European countries and Australia on trends in coverage of household populations effects due to mode of data collection and the state of the art in technology Also covered are choice of target population sample design questionnaire construction interviewing techniques measurement error issues nonresponse characteristics administrative issues and the use of Computer Assisted Telephone Interviewing CATI Includes in depth reviews of the literature

**How to Conduct In-Person Interviews for Surveys**, 2003 The Kit is for students in undergraduate and graduate classes in the social and health sciences and for individuals in the public and private sectors who are responsible for conducting and using surveys

**Telephone Survey Methods and Practices** Joseph J. Leon, Wayne C. Brown, Libby O. Ruch, 2005-02 This book is written in a user friendly style for those who desire to conduct valid and reliable telephone surveys Includes chapters on the business of telephone surveys ethics sampling instrument design data collection procedures data analysis and chart presentation

Telephone Surveys in Europe Sabine Häder, Michael Häder, Mike Kühne, 2012-02-23 The first part of this book deals with the coverage of landline and mobile phones in Europe It presents an overview of the coverage and the use of phones as well as the resulting strategies for telephone surveys The second part addresses the challenge of so called mobile only households for survey research Numerous statisticians present new sampling strategies like dual frame designs and findings of current projects In dual frame designs respondents are contacted both via mobile phone and landline The third part focuses on the usage of mobile phones in the general population while the fourth part examines if different modes of data collection mobile vs landline have an impact on the response quality The last part analyses the first chapter and offers suggestions and advice on how to conduct surveys and polls in both academic and market research

How to Ask Survey Questions Arlene Fink, 2003 Intended at helping readers prepare and use reliable and valid survey questions this title shows readers how to ask valid and reliable questions for the context determine whether to use open or closed questions and choose the right type of measurement categorical nominal or ordinal for responses to survey questions

*How To Assess and Interpret Survey Psychometrics* Arlene Fink, 2003 The Survey Kit which has helped thousands of researchers and students do better survey research has now been completely updated and revised In addition to separate volumes on in person and telephone interviews this Second Edition includes sec

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