

Please read before doing CATI

Key considerations before deciding on survey modality:

Computer-assisted telephone interviewing (CATI) can be a powerful and less costly alternative to carrying out computer-assisted personal interviewing (CAPI) in face-to-face surveys, however:

- **Be aware of potential selection bias!** Bear in mind that only those households that have phones can potentially be included in the sample. Results would therefore be representative only of those. Before deciding to do phone surveys, check electricity, phone and internet coverage amongst the study population.
- **Ensure feasible interview length!** CATI is appropriate when the scope of indicators is limited. It is not suitable for long interviews. Your survey ideally should not exceed 30 minutes.
- **Exclude inappropriate indicators!** Some indicators that involve sensitive questions, such as GBV, or observation-based questions cannot be captured through CATI.
- **Work with an experienced partner!** Your survey partner should have technical expertise in carrying out phone-based surveys, and ideally the required equipment as well as in-country CATI experience.
- **Establish a strong case management system!** This is to estimate non-response rates and carry out weight adjustments. Ask potential survey partners about their existing systems.

For more information on the importance of sampling for CATI, please see the blog post on a case study from the RMS in Mozambique: [Bridging the digital divide – How UNHCR uses telephone for data collection of forcibly displaced persons](#).

What you need to know about the RMS CATI questionnaire:

- A **strong case management system** is required when using CATI. The RMS CATI KoBo form includes basic questions to enable calculation of non-response rates and track call attempts. This section can be ignored in case your survey partner has an existing system for case management.
- The **structure** of the CATI version is slightly adapted, starting with questions related to respondent, then household-related questions followed by questions about other household members.
- All household and individual level questions are **asked directly to the respondent**, unlike the CAPI version where a randomly selected adult answers the individual level questions.
- For questions that require answers on individuals of **specific age groups** (such as enrolment in education), a randomly selected household member within this age group will be selected automatically by KoBo and the respondent will answer the questions about this individual.
- To ensure **randomization** for CATI, drawing an **individual-level sample** is preferable (as opposed to drawing the sample at group/household level). In case this is not possible, randomization should be ensured for individuals in the household to avoid bias towards certain groups who might be more prone to owning phones.
- **Gender-based violence** related questions are not available in the CATI version.