

# Statewide Telephone Survey Methodology

## Sampling Design

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### ★ One shortcoming of this sampling approach...

- ◆ Can not simply combine the data from all Planning Districts to provide statewide summary results.
- ◆ Certain Planning Districts would be under- or over-represented because the district populations are not all equal.

# Telephone Survey Methodology

**Joseph F. Hair, Jr., Bryan Lukas**

## **Telephone Survey Methodology:**

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 *Advances in Telephone Survey Methodology* James M. Lepkowski, N. Clyde Tucker, J. Michael Brick, Edith D. de Leeuw, Lilli Japec, 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 Survey Research by Telephone James H. Frey, 1983-06-01 Frey

compares telephone surveys with mail and face to face approaches in this practical guide to survey research using a telephone. The procedures for drawing a sample, choosing or designing a questionnaire and implementing an administrative plan for a telephone survey are described. Frey notes both the advantages such as speed and lower cost as well as the pitfalls of the method. The standardized procedures Frey suggests will allow researchers to develop their own style while avoiding errors of concept and practice. *Advances in Telephone Survey Methodology* James M. Lepkowski, N. Clyde Tucker, J.

Michael Brick, Edith D. de Leeuw, Lilli Japec, Paul J. Lavrakas, Michael W. Link, Roberta L. Sangster, 2008-01-07 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 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 Survey Methods*, 1993 New to this edition are a focus on the total survey error concept, a comparison of CATI computer assisted telephone interviews with PAPI.

paper and pencil inventory procedures mixed mode surveys and new telecommunication technologies     **International Handbook of Survey Methodology** Edith Desirée de Leeuw,J. J. Hox,Don A. Dillman,2008 Taking into account both traditional and emerging modes this comprehensive new Handbook covers all major methodological and statistical issues in designing and analyzing surveys With contributions from the world s leading survey methodologists and statisticians this invaluable new resource provides guidance on collecting survey data and creating meaningful results Featuring examples from a variety of countries the book reviews such things as how to deal with sample designs write survey questions and collect data on the Internet A thorough review of the procedures associated with multiple modes of collecting sample survey information and applying that combination of methods that fit the situation best is included The International Handbook of Survey Methodology opens with the foundations of survey design ranging from sources of error to ethical issues This is followed by a section on design that reviews sampling challenges and tips on writing and testing questions for multiple methods Part three focuses on data collection from face to face interviews to Internet and interactive voice response to special challenges involved in mixing these modes within one survey Analyzing data from both simple and complex surveys is then explored as well as procedures for adjusting data The book concludes with a discussion of maintaining quality Intended for advanced students and researchers in the behavioral social and health sciences this must have resource will appeal to those interested in conducting or using survey data from anywhere in the world especially those interested in comparing results across countries The book also serves as a state of the art text for graduate level courses and seminars on survey methodology A companion website contains additional readings and examples     **Mail and Telephone Surveys** Don A. Dillman,1978-05-01 Develops a theoretically based system guided by principles of social exchange and administration that ensure high quality surveys at low cost Presents step by step procedures and shows why each step is important Contains many examples and where appropriate contrasts acceptable and unacceptable procedures     **Survey Methodology** Robert M. Groves,Floyd J. Fowler, Jr.,Mick P. Couper,James M. Lepkowski,Eleanor Singer,Roger Tourangeau,2011-09-20 Praise for the First Edition The book makes a valuable contribution by synthesizing current research and identifying areas for future investigation for each aspect of the survey process Journal of the American Statistical Association Overall the high quality of the text material is matched by the quality of writing Public Opinion Quarterly it should find an audience everywhere surveys are being conducted Technometrics This new edition of Survey Methodology continues to provide a state of the science presentation of essential survey methodology topics and techniques The volume s six world renowned authors have updated this Second Edition to present newly emerging approaches to survey research and provide more comprehensive coverage of the major considerations in designing and conducting a sample survey Key topics in survey methodology are clearly explained in the book s chapters with coverage including sampling frame evaluation sample design development of questionnaires evaluation of questions alternative modes of data collection interviewing nonresponse post collection processing of survey data and

practices for maintaining scientific integrity Acknowledging the growing advances in research and technology the Second Edition features Updated explanations of sampling frame issues for mobile telephone and web surveys New scientific insight on the relationship between nonresponse rates and nonresponse errors Restructured discussion of ethical issues in survey research emphasizing the growing research results on privacy informed consent and confidentiality issues The latest research findings on effective questionnaire development techniques The addition of 50% more exercises at the end of each chapter illustrating basic principles of survey design An expanded FAQ chapter that addresses the concerns that accompany newly established methods Providing valuable and informative perspectives on the most modern methods in the field Survey Methodology Second Edition is an ideal book for survey research courses at the upper undergraduate and graduate levels It is also an indispensable reference for practicing survey methodologists and any professional who employs survey research methods

**Internet, Phone, Mail, and Mixed-Mode Surveys** Don A. Dillman, Jolene D. Smyth, Leah Melani

Christian, 2014-08-06 The classic survey design reference updated for the digital age For over two decades Dillman's classic text on survey design has aided both students and professionals in effectively planning and conducting mail telephone and more recently Internet surveys The new edition is thoroughly updated and revised and covers all aspects of survey research It features expanded coverage of mobile phones tablets and the use of do it yourself surveys and Dillman's unique Tailored Design Method is also thoroughly explained This invaluable resource is crucial for any researcher seeking to increase response rates and obtain high quality feedback from survey questions Consistent with current emphasis on the visual and aural the new edition is complemented by copious examples within the text and accompanying website This heavily revised Fourth Edition includes Strategies and tactics for determining the needs of a given survey how to design it and how to effectively administer it How and when to use mail telephone and Internet surveys to maximum advantage Proven techniques to increase response rates Guidance on how to obtain high quality feedback from mail electronic and other self administered surveys Direction on how to construct effective questionnaires including considerations of layout The effects of sponsorship on the response rates of surveys Use of capabilities provided by newly mass used media interactivity presentation of aural and visual stimuli The Fourth Edition reintroduces the telephone including coordinating land and mobile Grounded in the best research the book offers practical how to guidelines and detailed examples for practitioners and students alike

Improving Survey Methods Uwe Engel, Ben Jann, Peter Lynn, Annette Scherpenzeel, Patrick Sturgis, 2014-09-18 This state of the art volume provides insight into the recent developments in survey research It covers topics like survey modes and response effects bio indicators and paradata interviewer and survey error mixed mode panels sensitive questions conducting web surveys and access panels coping with non response and handling missing data The authors are leading scientists in the field and discuss the latest methods and challenges with respect to these topics Each of the book's eight parts starts with a brief chapter that provides an historical context along with an overview of today's most critical survey methods Chapters in

the sections focus on research applications in practice and discuss results from field studies As such the book will help researchers design surveys according to today s best practices The book s website www survey methodology de provides additional information statistical analyses tables and figures An indispensable reference for practicing researchers and methodologists or any professional who uses surveys in their work this book also serves as a supplement for graduate or upper level undergraduate courses on survey methods taught in psychology sociology education economics and business Although the book focuses on European findings all of the research is discussed with reference to the entire survey methodology area including the US As such the insights in this book will apply to surveys conducted around the world

**Telephone Survey Methodology** Robert M. Groves,Paul P. Biemer,Lars E. Lyberg,James T. Massey,William L. Nicholls, II,Joseph Waksberg,1988-11-30 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

**Handbook of Survey Methodology for the Social Sciences** Lior Gideon,2012-06-21 Surveys enjoy great ubiquity among data collection methods in social research they are flexible in questioning techniques in the amount of questions asked in the topics covered and in the various ways of interactions with respondents Surveys are also the preferred method by many researchers in the social sciences due to their ability to provide quick profiles and results Because they are so commonly used and fairly easy to administer surveys are often thought to be easily thrown together But designing an effective survey that yields reliable and valid results takes more than merely asking questions and waiting for the answers to arrive Geared to the non statistician the Handbook of Survey Methodology in Social Sciences addresses issues throughout all phases of survey design and implementation Chapters examine the major survey methods of data collection providing expert guidelines for asking targeted questions improving accuracy and quality of responses while reducing sampling and non sampling bias Relying on the Total Survey Error theory various issues of both sampling and non sampling sources of error are explored and discussed By covering all aspects of the topic the Handbook is suited to readers taking their first steps in survey methodology as well as to those already involved in survey design and execution and to those currently in training Featured in the Handbook The Total Survey Error sampling and non sampling errors Survey sampling techniques The art of question phrasing Techniques for increasing response rates A question of ethics what is allowed in survey research Survey design face to face phone mail e mail online computer assisted Dealing with sensitive issues in surveys Demographics of respondents implications for future survey research Dealing with nonresponse and nonresponse bias The Handbook of

Survey Methodology in Social Sciences offers how to clarity for researchers in the social and behavioral sciences and related disciplines including sociology criminology criminal justice social psychology education public health political science management and many other disciplines relying on survey methodology as one of their main data collection tools *A Pilot Test of the Use of Telephone Methods to Survey Active Army Personnel* D. Johnson,S. Berry,M. B. Merrin,ARMY SOLDIER SUPPORT CENTER FORT BENJAMIN HARRISON IN.,1984 This paper reports on the results of the first pilot international telephone survey of Army personnel The objective of the pilot survey was to assess the feasibility of using telephone methods for surveying active Army personnel The results represent a new development in the field of survey methodology In the civilian sector telephone methods have offered numerous advantages over in person and mail surveys including shorter time periods for data collection and improved quality control over the interview process Despite these benefits the feasibility of conducting telephone surveys in the military community has been unclear This paper discusses the methodology that was developed for conducting a telephone survey of Army personnel and explains how it was implemented The methodology is then evaluated using several criteria The results indicate that telephone methods offer a viable alternative to more traditional methods commonly used to survey military personnel Author **An Assessment of Telephone Survey Methods** William

A. Lucas,William C. Adams,Rand Corporation,1977 *Survey Research Methods* Floyd J Fowler, Jr,2013-09-18 The Fifth Edition of Floyd J Fowler Jr s bestselling Survey Research Methods presents the very latest methodological knowledge on surveys Offering a sound basis for evaluating how each aspect of a survey can affect its precision accuracy and credibility the book guides readers through each step of the survey research process This fully updated edition addresses the growth of the Internet for data collection and the subsequent rapid expansion of online survey usage the precipitous drop in response rates for telephone surveys the continued improvement in techniques for pre survey evaluation of questions and the growing role of individual cell phones in addition to and often instead of household landlines Throughout the book the author puts the profound changes taking place in the survey research world today into perspective helping researchers learn how to best use new and traditional options for collecting data

**Survey Research** Joseph J. Leon,2003 This book is written in a user friendly style for persons in business government and non profit organizations who want to write and or execute a survey using either the in person mail telephone or web methods or who want a good grounding in survey research methods without all the jargon A short introduction to survey research is provided in Chapter 1 Chapter 2 focuses on ethics using examples from national and international professional associations Chapter 3 describes how to propose a survey within an organization and provides examples Chapter 4 focuses on probability sampling methods used in survey research Chapters 5 to 8 show how to develop and field a survey using the mail in person telephone and the web and provides example question formats overall questionnaire design and cover letters for each method Chapters 9 and 10 show one how to do data entry and data analysis frequencies crosstabulations and multiple regression The next to the last chapter shows how to present your results using

charts and the final chapter provides a sample research report Advanced sources are recommended for those who want to specialize in survey research or subfields of sampling and or data analysis *Encyclopedia of Survey Research Methods* Paul J. Lavrakas,2008-09-12 To the uninformed surveys appear to be an easy type of research to design and conduct but when students and professionals delve deeper they encounter the vast complexities that the range and practice of survey methods present To complicate matters technology has rapidly affected the way surveys can be conducted today surveys are conducted via cell phone the Internet email interactive voice response and other technology based modes Thus students researchers and professionals need both a comprehensive understanding of these complexities and a revised set of tools to meet the challenges In conjunction with top survey researchers around the world and with Nielsen Media Research serving as the corporate sponsor the Encyclopedia of Survey Research Methods presents state of the art information and methodological examples from the field of survey research Although there are other how to guides and references texts on survey research none is as comprehensive as this Encyclopedia and none presents the material in such a focused and approachable manner With more than 600 entries this resource uses a Total Survey Error perspective that considers all aspects of possible survey error from a cost benefit standpoint Key Features Covers all major facets of survey research methodology from selecting the sample design and the sampling frame designing and pretesting the questionnaire data collection and data coding to the thorny issues surrounding diminishing response rates confidentiality privacy informed consent and other ethical issues data weighting and data analyses Presents a Reader's Guide to organize entries around themes or specific topics and easily guide users to areas of interest Offers cross referenced terms a brief listing of Further Readings and stable Web site URLs following most entries The Encyclopedia of Survey Research Methods is specifically written to appeal to beginning intermediate and advanced students practitioners researchers consultants and consumers of survey based information [An Analysis of the Telephone Survey Method as a Data Collection Technique for Marketing Research](#) Carl Richard Bohm,Seattle University. Albers School of Business and Economics,1976 [eBook Marketing](#)

[Research](#) Joseph F. Hair, Jr.,Bryan Lukas,2014-07-16 Marketing Research provides a contemporary and managerially relevant discussion of the key principles in the dynamic field of marketing research The authors take an application oriented approach providing students with the tools and skills necessary to solve business challenges and exploit business opportunities It strikes the right balance between quantitative and qualitative data discussions encouraging an understanding of best practice in data collection and analysis supported by strong theoretical discussion and relevant case studies The fourth edition has a new industry voice with insights from Ken Roberts founder and president of Forethought Research Ken 39s industry cases Food for Thought tie theory to real world business practice using experiences from clients in ANZ Asia and the US This fourth edition has been revised and updated with streamlined chapters increased coverage of social media and all new end of chapter material Students and instructors have access to a thorough digital package offering

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