Quality of Life V 2017/18 Survey

Quality control

FIELDWORKERS UPLOAD COMPLETED SURVEYS TO A CENTRAL SERVER ON A DAILY BASIS
Completed surveys are then downloaded and used for constant, ‘live’ quality control

TYPES OF QUALITY CONTROL

1. IN ADVANCE
- Fieldworkers provided with week-long training, including role-play, field pilots and completion of practice interviews
- The location of the survey
- The selection of the respondent
- How long the survey took to conduct
- Internal consistency between questions in the survey

2. CHECKS BUILT INTO THE DATA COLLECTION SYSTEM
- Geofence ensures fieldworker is in the correct location
- Logic checks within the application ensure that the correct questions are answered, and prevent questions from being skipped
- Reviewing any issues detected by automated checks
- Checking survey location on Google Earth
- Checking duration of survey components
- Checking fieldworker comments
- Checking selected surveys for internal consistency

3. AUTOMATED CHECKS ON ALL/uploaded surveys
- 25% of respondents are called back to verify surveys
- A small proportion of respondents are re-visited in person
- Aggregation of surveys at the fieldworker level to identify any concerning patterns
- Mapping of survey progress against ward-level targets
- Periodic review of survey demographics to ensure reasonable representation of the Gauteng population

Research manager - reviews work of quality control office, checks selected individual surveys for quality, and explores potentially concerning patterns in surveys aggregated overall, and at the data collector level

Quality control office - manually checks each survey for quality, and conducts telephonic verification of selected surveys

In-field supervisors - checks progress and quality of surveys by fieldworkers

GCRO - research staff review selected surveys, and patterns across incoming data before providing the final approval