

SECOND EDITION

**TELEPHONE
SURVEY
METHODS**

**Sampling,
Selection,
and
Supervision**

Paul J. Lavrakas

**Applied Social Research Methods Series
Volume 7**

Telephone Survey Methods Sampling Selection And Supervision

Richard D. Lambert



Telephone Survey Methods Sampling Selection And Supervision:

Telephone Survey Methods Paul J. Lavrakas, 1987 *Encyclopedia of Survey Research Methods* Paul J.

Lavrakas, 2008-09-12 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 **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, 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 **The SAGE Handbook of Public Opinion Research** Wolfgang Donsbach, Michael W

Traugott,2007-12-18 Some of the most experienced and thoughtful research experts in the world have contributed to this comprehensive Handbook which should have a place on every serious survey researcher's bookshelf Sir Robert Worcester Founder of MORI and President of WAPOR 82 84 This is the book I have been waiting for It not only reflects the state of the art but will most likely also shape public opinion on public opinion research Olof Petersson Professor of political science SNS Stockholm Sweden The Handbook of Public Opinion Research is very authoritative well organized and sensitive to key issues in opinion research around the world It will be my first choice as a general reference book for orienting users and training producers of opinion polls in Southeast Asia Mahar K Mangahas Ph D President of Social Weather Stations Philippines www sws org ph This is the most comprehensive book on public opinion research to date Robert Ting Yiu Chung Secretary Treasurer World Association for Public Opinion Research WAPOR Director of Public Opinion Programme The University of Hong Kong Public opinion theory and research are becoming increasingly significant in modern societies as people's attitudes and behaviours become ever more volatile and opinion poll data becomes ever more readily available This major new Handbook is the first to bring together into one volume the whole field of public opinion theory research methodology and the political and social embeddedness of polls in modern societies It comprehensively maps out the state of the art in contemporary scholarship on these topics With over fifty chapters written by distinguished international researchers both academic and from the commercial sector this Handbook is designed to give the reader an overview of the most important concepts included in and surrounding the term public opinion and its application in modern social research present the basic empirical concepts for assessing public opinion and opinion changes in society provide an overview of the social political and legal status of public opinion research how it is perceived by the public and by journalists and how it is used by governments offer a review of the role and use of surveys for selected special fields of application ranging from their use in legal cases to the use of polls in marketing and campaigns The Handbook of Public Opinion Research provides an indispensable resource for both practitioners and students alike *The SAGE Handbook of Applied Social Research Methods* Leonard

Bickman,Debra J. Rog,2008-03-25 The Second Edition of The SAGE Handbook of Applied Social Research Methods provides students and researchers with the most comprehensive resource covering core methods research designs and data collection management and analysis issues This thoroughly revised edition continues to place critical emphasis on finding the tools that best fit the research question given the constraints of deadlines budget and available staff Each chapter offers guidance on how to make intelligent and conscious tradeoffs so that one can refine and hone the research question as new knowledge is gained unanticipated obstacles are encountered or contextual shifts take place Each chapter has been enhanced pedagogically to include more step by step procedures more practical examples from various settings to illustrate the method parameters to define when the method is most appropriate and when it is not appropriate The editors also include numerous graphs models tip boxes to provide teaching and learning tools Key Features of the Second Edition Emphasizes applying

research techniques particularly in real world settings in which there are various data money time and political constraints Contains new chapters on mixed methods qualitative comparative analysis concept mapping and internet data collection Offers a newly developed section that serves as a guide for students who are attempting to translate the content in the chapters into action Intended Audience This Handbook is appropriate for introductory and intermediate research methods courses that focus intently on practical applications and a survey of the many methods available to budding researchers

Survey Research Methodology, 1990-1999 Graham R. Walden, 2002-09-30 Survey research is one of the most widely used research methodologies across the social and behavioral sciences Two trends that have had a major impact on the development of survey methods over the last decade are 1 the application of techniques and theories from cognitive psychology to the understanding and reduction of survey measurement error and 2 the application of new computer and telephony technologies to data collection and analysis These trends and other emerging issues from the 1990 s literature on survey research methods are captured here in 617 detailed annotations to monographs journals government documents dissertations and ERIC documents Annotations include examples from business criminology education health and medicine law library science mass media military science political science psychology sociology social work religion and women s studies The bibliographic entries provide every useful element including series names complete subtitles and overall text page numbers as well as chapter page numbers The extensive annotations are more complete and more detailed than is typical for annotated bibliographies The descriptions include highlights of the study data and sufficient detail to enable the reader to make an informed choice as to whether to seek the full text Appendices include journals cited and the major survey research organizations The annotations are easily accessed through author and subject indexes **Telephone Survey Methodology** Robert M. Groves, 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 **Reader's Guide to the Social Sciences** Jonathan Michie, 2014-02-03 This 2 volume work includes approximately 1 200 entries in A Z order critically reviewing the literature on specific topics from abortion to world systems theory In addition nine major entries cover each of the major disciplines political economy management and business human geography politics sociology law psychology organizational behavior and the history and development of the social sciences in a broader sense **Survey Methods and Practices** Statistics Canada, Statistics Canada. Social Survey Methods Division, 2003 This publication shows readers how to design and conduct a census or sample survey It explains basic

survey concepts and provides information on how to create efficient and high quality surveys It is aimed at those involved in planning conducting or managing a survey and at students of survey design courses This book contains the following information formulating the survey objectives and design a questionnaire things to consider when designing a survey choosing between a sample or a census defining the survey population choosing which survey frame to use possible sources of survey error determining the sample size allocate the sample across strata and select the sample appropriate uses of survey data and methods of point and variance estimation in data analysis data dissemination and disclosure control using administrative data particularly during the design and estimation phases choosing a collection method self enumeration personal interview or telephone interview computer assisted versus paper based questionnaires organizing and conducting data collection operations processing data all data handling activities between collection and estimation and using quality control and quality assurance measures to minimize and control errors during various survey steps and planning and managing a survey This publication also includes a case study that illustrates the steps in developing a household survey using the methods and principles presented in the book

Sampling of Populations Paul S. Levy, Stanley

Lemeshow, 2008-08-04 This book is an all inclusive resource on the basic and most current practices in population sampling Find the essential statistical methods for survey design and analysis while also exploring techniques that have developed over the past decade Understand the basic concepts and procedures that accompany real world sample surveys such as sampling designs problems of missing data statistical analysis of multistage sampling data and nonresponse and poststratification adjustment procedures through illustrative examples that demonstrate the rationale behind common steps in the sampling process

Proceedings of the Section on Survey Research Methods American Statistical Association.

Survey Research Methods Section, 1994 Survey Research by Telephone James H. Frey, 1989-07 The telephone survey is now the dominant survey technique When the first edition of this volume was published many researchers were making the transition from mail to face to face interviewing to telephone surveys However much material from the first edition remains applicable today Additional material in this second edition includes a summary of changes in telephone surveys that have occurred during the last five years The author also analyzes the comparative advantages and disadvantages of mail face to face and telephone surveys and discusses the legal and ethical dilemmas raised by technological and methodological developments in telephone survey research

Motor Vehicle Occupant Safety Survey, 1996. Volume 1: Methodology

Report John M. Boyle, 1997 Annual Conference Travel and Tourism Research Association (U.S.), 1999 Survey Methodology, 2009

Antecedents and Consequences of Pharmacists' Empowerment Abir A. Kahaleh, 2003

Review - Fernand Braudel Center for the Study of Economies, Historical Systems, and Civilizations Fernand Braudel Center for the Study of Economies, Historical Systems, and Civilizations, 1987 **Foreign Language Instruction** Richard D. Lambert, 1987 Since 1889 The American Academy of Political and Social Science has served as a forum for the

free exchange of ideas among the well informed and intellectually curious In this era of specialization few scholarly periodicals cover the scope of societies and politics like The ANNALS Each volume is guest edited by outstanding scholars and experts in the topics studied and presents more than 200 pages of timely in depth research on a significant topic of concern <http://ann.sagepub.com> **Jury Research** Walter F. Abbott, Flora Hall, Elizabeth Linville, 1993 **Simulation & Games**, 1987

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