



Introducing Survey Solutions: a computer-assisted personal interview software

Arthur Shaw*

World Bank, Washington, DC, USA – jshaw@worldbank.org

In 2011, the Living Standards Measurement Study (LSMS) Group at the World Bank assessed the extent to which existing computer-assisted personal interview (CAPI) software packages met the needs of the complex, multi-topic household surveys that the World Bank and its clients regularly conduct. The general conclusion of that assessment was that no existing software adequately addressed those needs. In 2012, the World Bank began developing a new CAPI software—Survey Solutions—to meet the needs that the CAPI marketplace failed to address. This paper will outline the perceived problems with existing CAPI packages and articulate the niche that Survey Solutions hopes to fill. The paper will also detail the components of the Survey Solutions software system: Designer, for developing questionnaires; Headquarters, for centralized survey management; Supervisor, for field-based management and quality control; and Interviewer, for data capture. Finally, the paper will describe the Survey Solutions' most distinctive feature: an out-of-the-box case management system.

Keywords: computer-assisted personal interview; household survey; case management.