

New and Upcoming ICP Data Processing and Production Tools

World Bank Survey Solutions for ICP (CAPI | CAWI | CATI)



ICP Inter-agency Coordination Group Meeting

October 20 - 24, 2025

Washington DC

Purpose of the Session

This session aims to overview the Survey Solutions platform and its application to ICP. The platform features Computer-Assisted Personal Interviewing (CAPI), Computer-Assisted Web Interviewing (CAWI), and Computer-Assisted Telephone Interviewing (CATI) modalities, developed for household budget surveys and other surveys, including CPI surveys, and most recently for ICP surveys.

Outline

1. Survey Solutions

- **Key features and questionnaire designer**
- **Survey management and data collection**

2. Application to ICP data collection

- **Survey Solutions in the ICP Pacific Islands region**
- **Survey Solutions ICP questionnaire example**
- **Example of error prevention mechanisms**

3. Conclusions

SURVEY SOLUTIONS: KEY FEATURES AND QUESTIONNAIRE DESIGNER

Key features: Overview (I)

Capture any type of data with ease

- Design your surveys with a full range of standard questions, utilize nested rosters and answer piping, cascading and linked questions, scan barcodes, capture pictures and audio and record information from external sensors.

Secure and scalable

- Survey Solutions server components can be installed on the server in your premises or in a cloud.

Control quality of your data

- Validate your answers and direct the interview flow; use macros, calculated variables and lookup tables to construct sophisticated data validation algorithms. Monitor survey progress in real time by analyzing rich metadata.

Key features: Overview (II)

Connectivity

- Connect Survey Solutions with external databases, design custom dashboards and reports using rich set of REST APIs.

CAPI/CAWI/CATI and mixed modes

- Collect your data offline on tablets (CAPI), online using web-interface (CAWI), capture phone interviews (CATI), and conduct cost efficient mixed mode surveys.

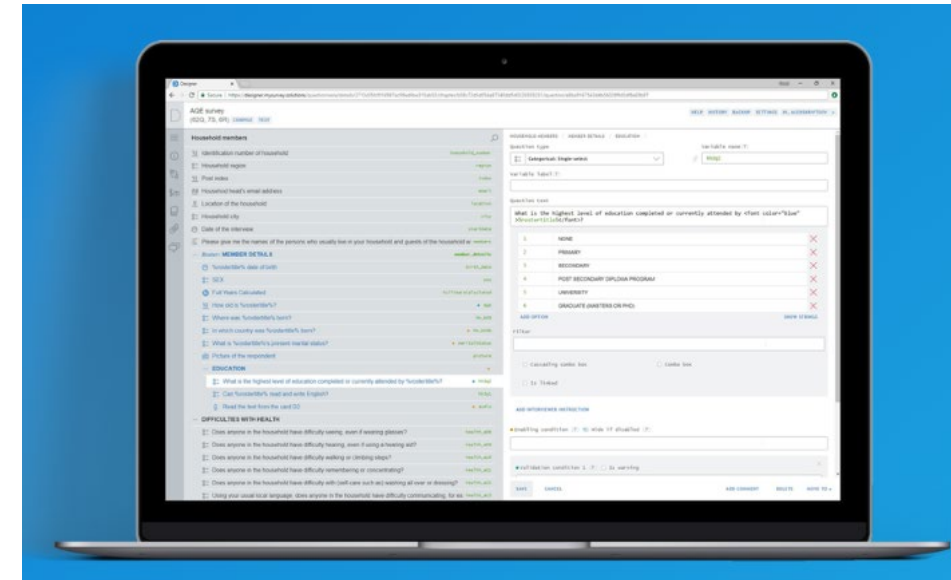
Geographic Information System (GIS)

- Collect detailed GIS information on locations, distances, and areas, apply geofencing and guide interviewers to the point of interview offline using high resolution satellite images and built-in GPS receivers.

Questionnaire Designer

The Questionnaire Designer allows users to:

- Develop complex questionnaires in several languages.
- Collaborate with colleagues on refining your survey.
- Quickly identify problems and get guidance from a powerful compiler.
- Test questionnaires online and on tablets.
- Produce richly formatted PDF documents for documentation and quality assurance review.



Questionnaire Designer example

D

Survey of Thai Employers
(146Q, 13S, 5R) [COMPILE](#) [TEST](#)

☰

ⓘ

🔍

📄

🔗

💰

📁

📎

💬

Firm information

12 Founding year ● [foundingYear](#)

12 What is the number of Thai workers currently employed in the firm? ● [currNumThai](#)

12 Do you currently have any Myanmar workers recruited through the MC [hireMOURRS](#)

12 What is the number of Myanmar (MOU) workers currently employed? ● [currNumMOU](#)

12 What is the number of Myanmar (RRS) workers currently employed? ● [currNumRRS](#)

12 Calculated known number of employees ● [numberOfEmployeesSum](#)

12 Number of employees (total) ● [numberOfEmployee](#)

12 Was there a significant recent change (within the last five years) in the size of the firm? ● [sizeChanged](#)

12 What is the gender of the head of your company? ● [sql](#)

AB Firm unique ID ● [firmID](#)

[ADD QUESTION](#) [ADD SUB-SECTION](#) [ADD ROSTER](#) [ADD STATIC TEXT](#) [ADD VARIABLE](#)

[SEARCH FOR QUESTION](#) [PASTE](#)

HELP FORUM HISTORY DOWNLOAD PDF SETTINGS HI, SERGIY

FIRM INFORMATION /

Question type ☰ **Categorical: Single-select** ▼ variable name(?)

Variable label(?)

Question text

Display mode ☰ **Radio button list** ▼

Source of categories ☰ **User defined categories** ▼

value ?	Title ?	Attachment name ?	
1	<10 persons (micro)		✗
2	10-49 persons (small)		✗
3	50-300 persons (medium)		✗
4	300+ persons (large)		✗

[ADD CATEGORY](#) [SEARCH FOR CLASSIFICATION](#) [SHOW STRINGS](#)

Filter

[ADD INTERVIEWER INSTRUCTION](#)

☒ Enabling condition (?) ☐ Hide if disabled (?)

[SAVE](#) [CANCEL](#) [ADD COMMENT](#) [DELETE](#) [MOVE TO](#)

8

SURVEY SOLUTIONS:

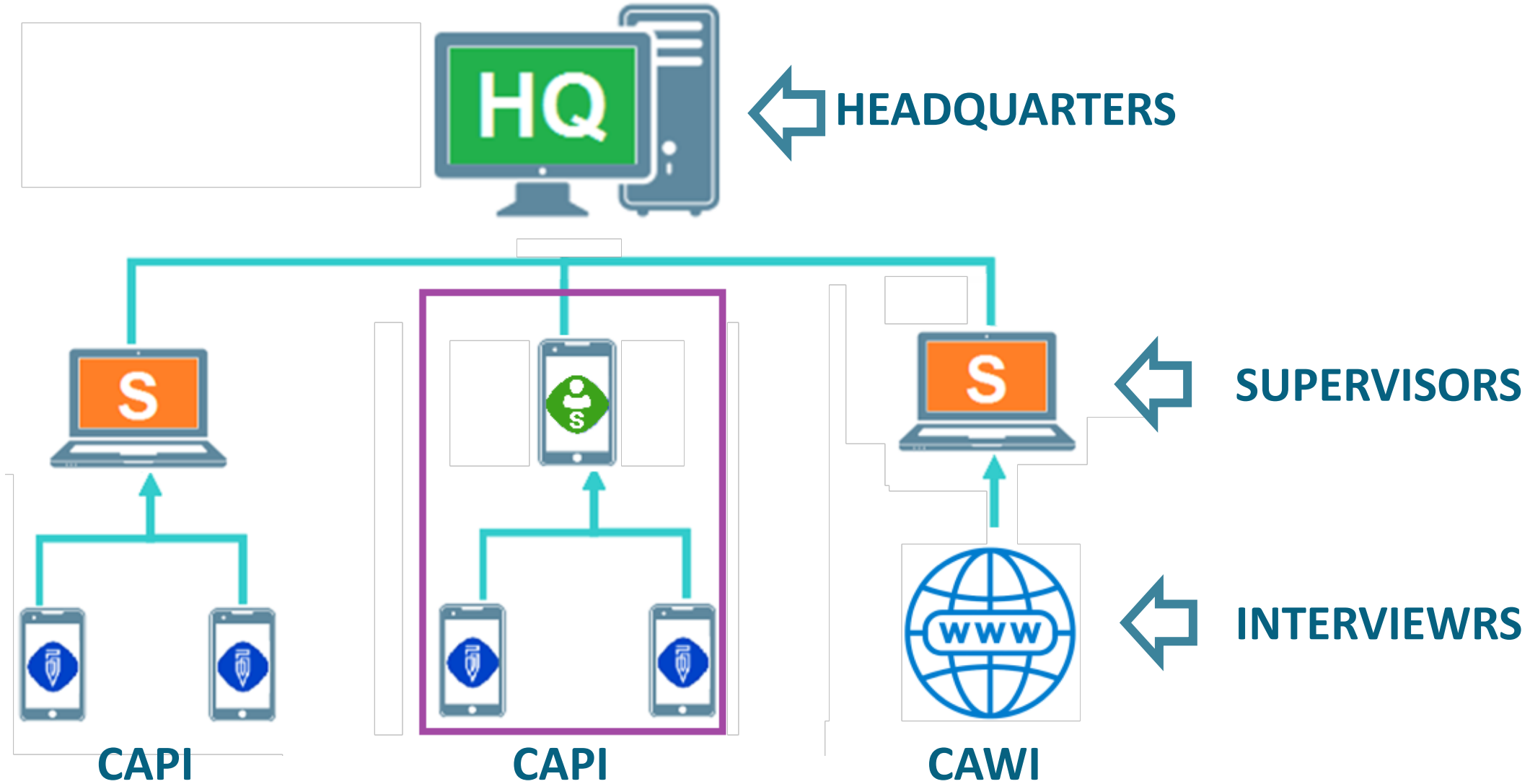
SURVEY MANAGEMENT AND DATA COLLECTION

Survey Solutions: Account types

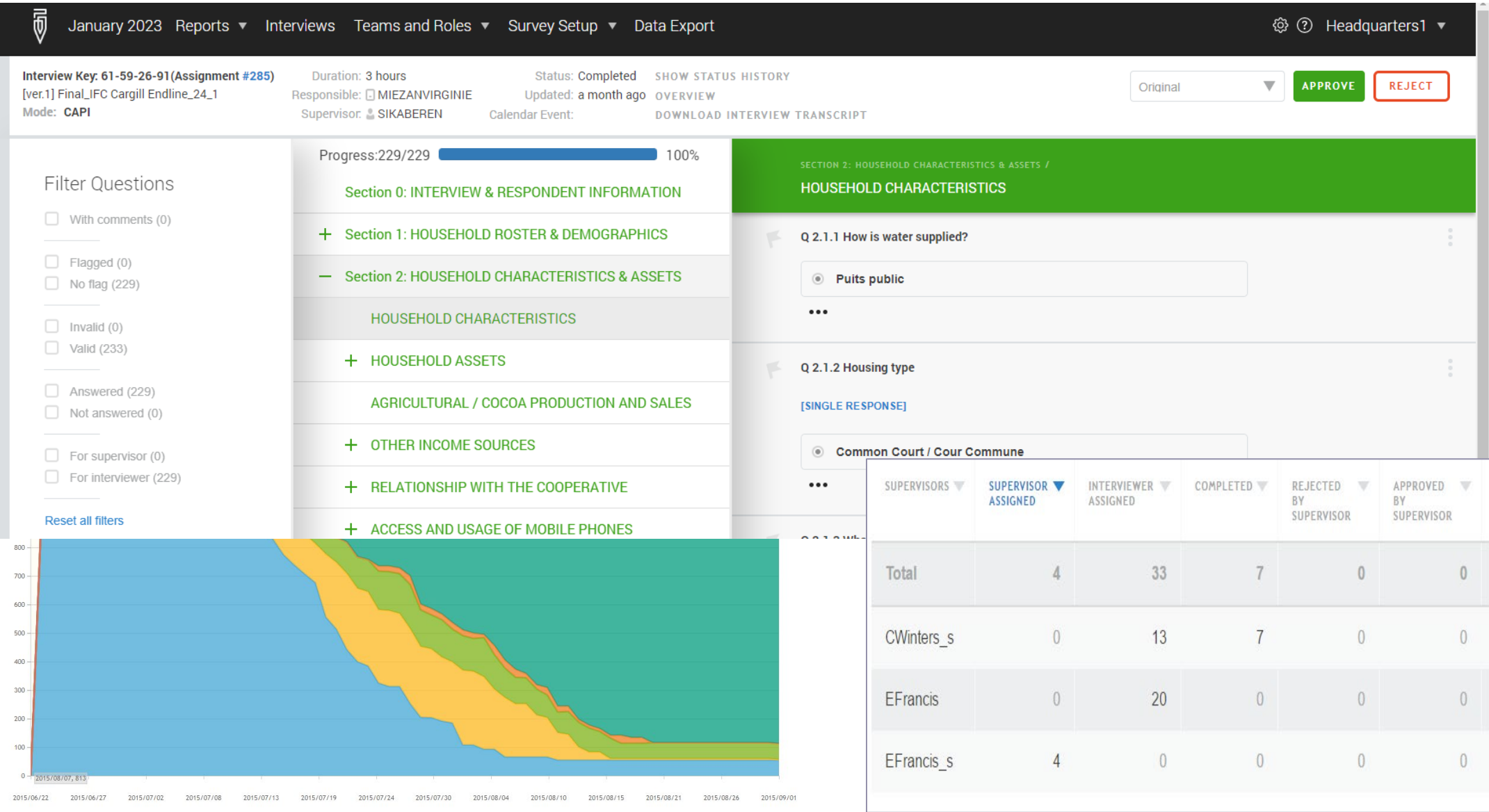
Survey Solutions Data Server provides the following **account types**:

- **Administrator** - manages the server, creates workspaces, user accounts.
- **Headquarters** - starts surveys, creates assignments, conducts top-level quality review of interviews, exports data
- **Supervisor** - manages teams of interviewers, distributes work between interviewers, quality check of interviews;
- **Interviewer** - conducts interviews;
- **Observer** - observes operations on the server;
- **API user** - entity (e.g. developer, application, or system) that programmatically interacts with the server's API (Application Programming Interface) to access its functionality or data.

Survey Solutions: Hierarchy



Survey Solutions: Headquarters view example



Survey Solutions: Interviewers view example

82% 22:22

DEMOGRAPHICS /

Household members - Max Musterman

What is **Max Musterman**'s sex?

☒ Male

☐ Female

What is **Max Musterman**'s age?

INSTRUCTION

Record number of completed years at last birthday.

42

Does Max Musterman currently attends any school?

Which school type does Max Musterman attend?

Has **Max Musterman** worked last week?

INSTRUCTION

Include all types of work, whether official or not official. Classify positively self-employed and home workers.

☒ Yes

73% 22:10

Household section

Which sources of water do you normally use for drinking? Start with most frequently used first!

2

☒ Tap water

☐ Pump

1

☒ Covered (protected) well

☐ Spring or open (unprotected) well

3

☒ Bottled water

What is the main source of drinking water for household during an emergency?

☐ Tap water

☐ Pump

☐ Covered (protected) well

☐ Spring or open (unprotected) well

☒ Bottled water

15:55

HOUSEHOLD SURVEY /

Questions about the youngest child

What is **Jane**'s age?

5

How many days a week does **Jane** go to school/ kindergarden?

8

ANSWER IS INVALID

The week has seven days. The answer cannot exceed seven.

Education of **Jane**

☐ Primary school

☐ Secondary school

☐ Technical/vocational training

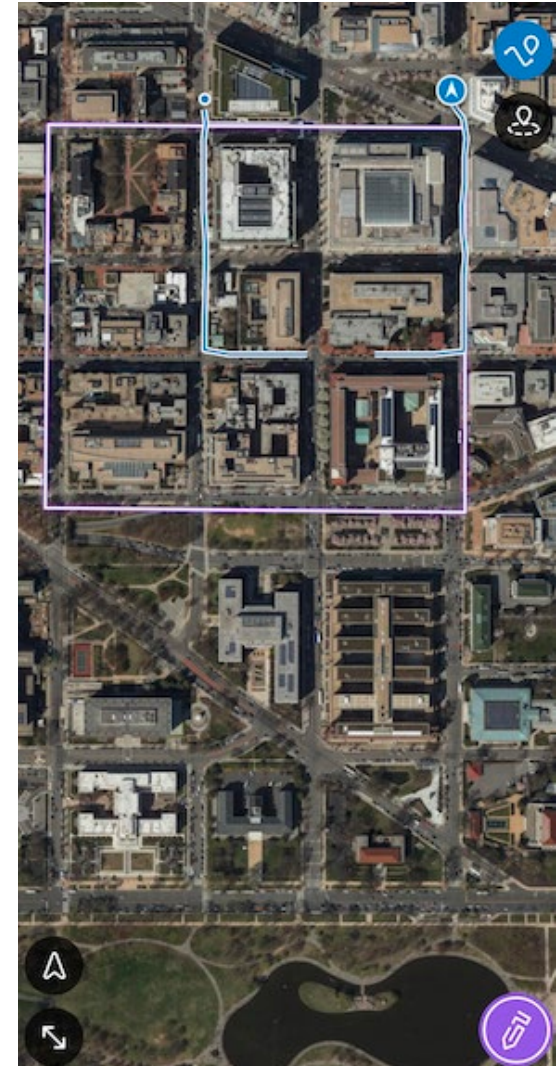
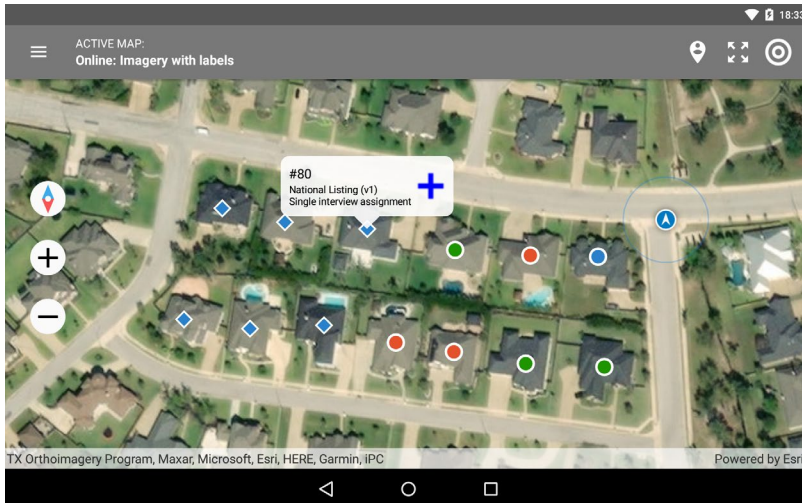
☐ Undergraduate degree

☐ Graduate degree

Survey Solutions: Recent additions

Geofencing and **geotracking** enhance the quality of data and management of the data collection process by providing tools to control interviewer location making sure they are:

- collecting data in designated areas only, and
- comprehensively scout the assigned areas.



APPLICATION TO ICP: SURVEY SOLUTIONS IN THE ICP PACIFIC ISLANDS REGION

Survey Solutions in the ICP Pacific region

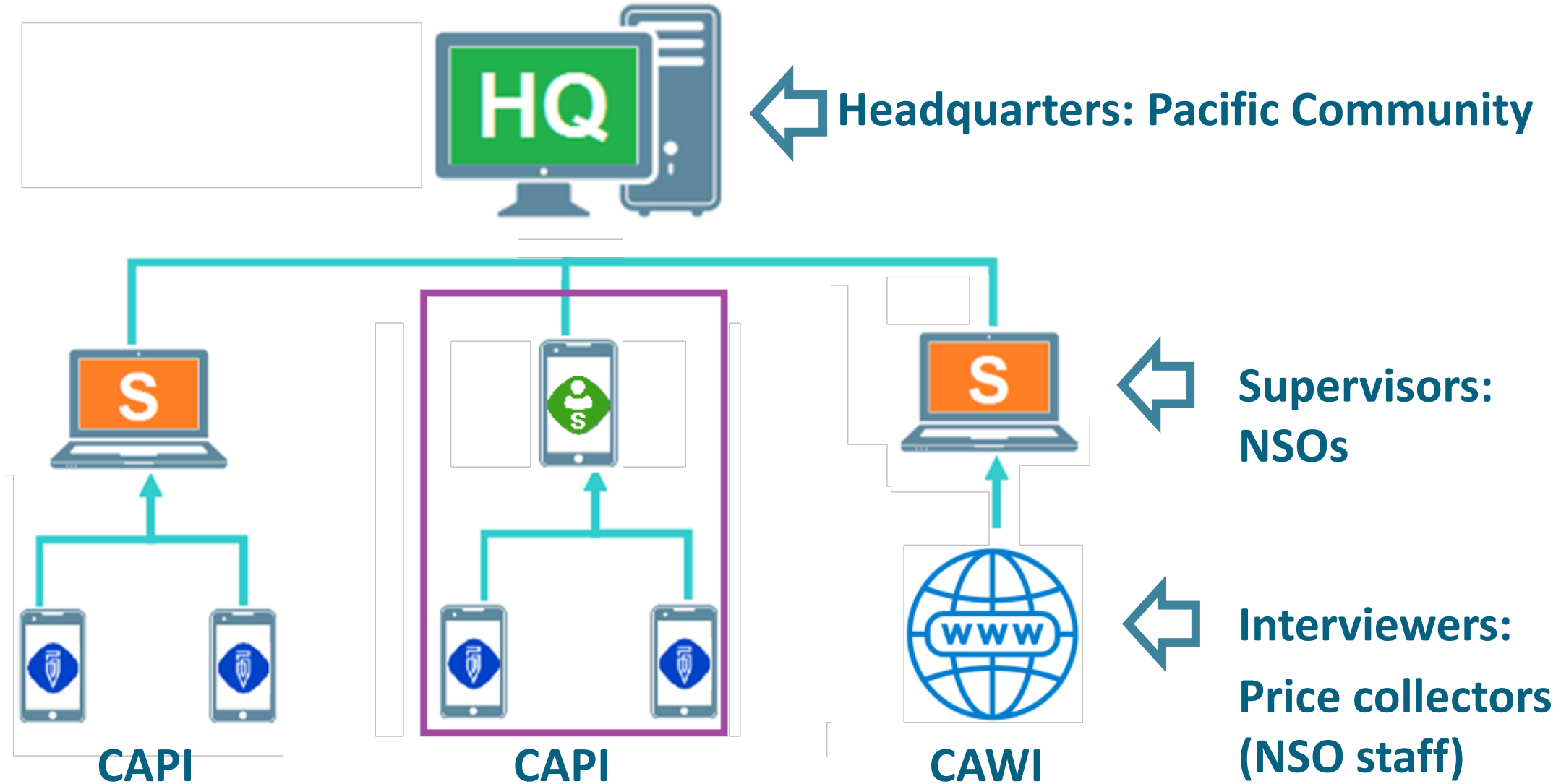
- The Pacific Island countries have not participated in the ICP since the ICP 2011 cycle.
- Most of these countries have small populations and limited resources, including statistical capacity.
- Survey Solutions has helped to design and manage a questionnaire for approximately 200 household consumption items.
- Price collection is ongoing in 18 out of 20 countries and the feedback using this new tool has been very positive.



Pacific
Community
Communauté
du Pacifique




ICP Pacific and survey solutions hierarchy



APPLICATION TO ICP: SURVEY SOLUTIONS ICP QUESTIONNAIRE EXAMPLE

Survey Solutions Questionnaire for ICP Pacific HHC

 90-03-72-89 ICP PRICE COLLECTION SPC

Progress:3/198 2% <

Cover

+ SHOPS

+ A1: ICP item list

+ Summary

Complete

Cover

Select the country of collection

☐ American Samoa


☐ Cook Islands

☐ Fed. States of Micronesia

☐ Fiji

☒ French Polynesia

Survey Solutions Questionnaire for ICP Pacific HHC

 90-03-72-89 ICP PRICE COLLECTION SPC

Progress:3/213 1% <

Cover

— SHOPS

SHOP: CPI data

SHOP: Supermarket A

SHOP: Supermarket B

SHOP: Best Bakery

SHOP: Hardware Store

+ A1: ICP item list

+ Summary

SHOPS

List of the shops

CPI data

Supermarket A

Supermarket B


Best Bakery

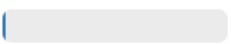
Hardware Store

Restaurant

Enter new item

Survey Solutions questionnaire for ICP Pacific HHC

 90-03-72-89 ICP PRICE COLLECTION SPC

Progress: 4/213  2% <

Cover

— SHOPS

SHOP. CPI data

SHOP. Supermarket A

SHOP. Supermarket B

SHOP. Best Bakery


SHOP. Hardware Store

INTERVIEWER! Capture the location while being in or near the shop **Supermarket B!**


Record GPS

Record the address of the shop **Supermarket B!**

Enter text

 SHOPS

Survey Solutions Questionnaire for ICP Pacific HHC

**90-03-72-89** **ICP PRICE COLLECTION SPC**

Progress:4/213 2% <

Cover

+ SHOPS

— A1: ICP item list

— GROUP: Rice, bread and pasta

— ITEM: Long-grain rice, small-bag, WKB [0/[...]]

#1 at [...]


+ ITEM: Jasmine rice, small-bag, WKB [0/[...]]

+ ITEM: Medium-grain rice, large bag, WKB [0/[...]]


A1: ICP ITEM LIST / GROUP: RICE, BREAD AND PASTA /

ITEM: Long-grain rice, small-bag, WKB [0/[...]]

11011110102: Brand Type: Well Known || Minimum quantity: 0.5 || Maximum quantity: 1.2 || Unit of measurement: Kilogram || Type: Long grain, white rice (milled rice) || Packaging: Pre-packed; paper or plastic bag || Quality: High grade || Parboiled: No || Share of broken rice: Very low (less than 5%) || Aromatic (fragrant): No || Exclude: Premium rice (e.g. basmati rice, jasmine rice), sticky rice, quick cooking rice || Specify: Brand



Survey Solutions Questionnaire for ICP Pacific HHC

 **90-03-72-89 ICP PRICE COLLECTION SPC**

Progress:8/218 4% <

Cover

+ SHOPS

— A1: ICP item list

— GROUP: Rice, bread and pasta

— ITEM: Long-grain rice, small-bag, WKB [0/1]

#1 at Supermarket B

+ ITEM: Jasmine rice, small-bag, WKB [0/[...]]

+ ITEM: Medium-grain rice, large bag, WKB [0/[...]]

Where was this price of **Long-grain rice, small-bag, WKB** observed?

INTERVIEWER! Select the name of the shop from the list.
If the shop is not in the list, first add it to the list in the section ▶ [SHOPS](#)

Supermarket B

×

What is the price for **Long-grain rice, small-bag, WKB**?

200


×

Enter unit of measurement for the quantity of **Long-grain rice, small-bag, WKB**?

☐ Gram

☐ Kilogram

Survey Solutions Questionnaire for ICP Pacific HHC

**90-03-72-89** **ICP PRICE COLLECTION SPC**

Progress:9/219 4% <

Cover

+ SHOPS

— A1: ICP item list

— GROUP: Rice, bread and pasta

— ITEM: Long-grain rice, small-bag, WKB [0/1]

#1 at Supermarket B

+ ITEM: Jasmine rice, small-bag, WKB [0/[...]]

+ ITEM: Medium-grain rice, large bag, WKB [0/[...]]

Enter unit of measurement for the quantity of **Long-grain rice, small-bag, WKB?**

☐ Gram

☒ **Kilogram** ×

☐ Ounce


☐ Pound

Enter actual quantity of **Long-grain rice, small-bag, WKB (in Kilogram)**

1 ×

Do you have any comments you want to record?

Survey Solutions Questionnaire for ICP Pacific HHC

**90-03-72-89 ICP PRICE COLLECTION SPC**

GROUP: Rice, bread and pasta

ITEM: Long-grain rice, small-bag, WKB [1/1]

#1 at Supermarket B

+ ITEM: Jasmine rice, small-bag, WKB [0/[...]]

+ ITEM: Medium-grain rice, large bag, WKB [0/[...]]

+ ITEM: Wheat flour, BL [0/[...]]

+ ITEM: White bread loaf, sliced, WKB [0/[...]]

+ ITEM: Baguette, BNR [0/[...]]

+ ITEM: Spaghetti, WKB [0/[...]]

Do you have any comments you want to record?

☐ Yes - Comments only


☐ Yes - Comments with pictures

☒ No

> Specify: Brand

Specify: **Brand**

Sun Rice

 ITEM: LONG-GRAIN RICE, SMALL-BAG, WKB [1/1]

APPLICATION TO ICP: EXAMPLES OF ERROR PREVENTION MECHANISMS

Common mistakes and how Survey Solutions may help

Mistake #1: Data entry mistakes

- Data collected from different sources are often prone to data entry mistakes (e.g. paper, excel, different software tools and databases).
- Survey solutions provides a harmonized platform where these errors can be minimized.

Mistake #2: Non-numeric entries in numeric fields

- When data is collected on paper or in systems that do not enforce a specific format, price collectors may enter non-numeric values by mistake.
- Survey solutions ensures that entry fields such as prices or quantities only accept numeric values.

Common mistakes and how Survey Solutions may help

Mistake #3: Wrong reference units

- A common mistake found during price validation are wrong reference units (e.g. grams instead of kilograms, or gallons instead of liters)
- Survey solutions allows price collectors to enter the observed quantities in grams and automatically converts the observed price to kilograms (if specified in the survey designer). It may also restrict observations to the specified reference unit.

Mistake #4: Wrong quantity range

- This mistake occurs when the observed quantity falls outside the quantity range specified in the item description.
- In this case, survey solutions flags the observed quantity as a possible mistake, prompting users to confirm or leave a comment if no other item can be found.

Common mistakes and how Survey Solutions may help

Mistake 5: Price outliers

- In some cases, the price entered is “too high” or “too low” relative to what is commonly expected from such a product.
- Survey solutions allows “reference prices” to be pre-loaded before the survey starts and check for any significant deviations. For example, it is possible to use last survey’s prices as a reference and automatically alert interviewers if the reported price surpasses a predefined threshold.

Mistake 6: Wrong product

- In some cases, the item description is insufficient, and the wrong product is priced.
- Survey solutions allows the addition of images in the survey questionnaire, which facilitates the identification of the specified products.

CONCLUSIONS

Conclusions

- Survey solutions is a versatile and free software tool which can be used for a variety of surveys, including ICP and CPI data collection.
- The implementation in the Pacific Community's member-countries showcases a proven application to ICP surveys.
- The design of each questionnaire may be adapted to the specific requirements of each ICP survey and ICP region.
- The survey solutions questionnaire is only a data collection tool. While it provides initial data quality checks, it is not meant to replace intra-country and inter-country validation.
- It is not required that all countries adopt survey solutions within the same ICP region. Some countries may opt to use their current methods while others switch to survey solutions.

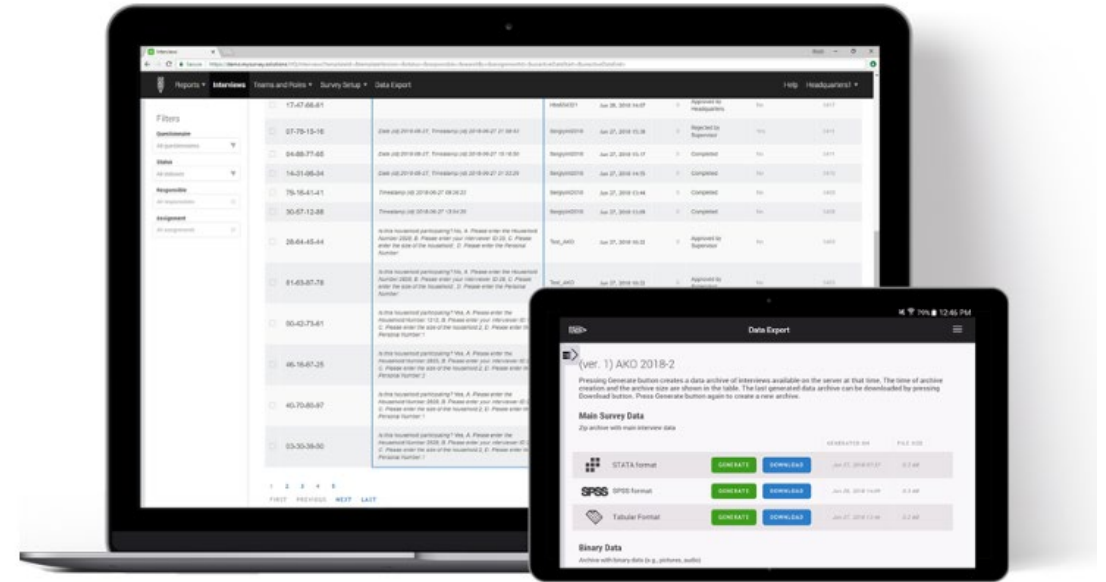
Additional information on Survey Solutions

Take your survey for a test drive on the [public demo server](#):

- Survey Management
- Data Aggregation and Export
- Data Analysis
- Reporting functionality of Survey Solutic

Learn more about Survey Solutions by:

- Watching dozens of [instructional videos](#)
- Reading [comprehensive documentation and topical articles](#)
- Browsing through the [user forum](#) and release notes
- Guide software development through feedback and feature requests.



SURVEY

1. Current NSO approach(es)

- A. Are CAPI/CAWI/CATI by NSOs in your region?
 - i. If yes, which solution, World Bank Survey Solutions, or some other platform?
 - ii. If yes, for which statistical domains?

2. World Bank Survey Solutions

- A. Are you interested in the exploring the use of Survey Solutions in your region, and if yes, for which statistical domains?