**Joint ISWGHS-World Bank Webinar**

E-Learning on telephone surveys to measure the impact of COVID-19: partnership for capacity building

29 July 2021, 8-9:30am EDT

**Background**

The importance of household surveys is widely recognized around the world during COVID-19, given the increasing demand from policymakers on data to measure the impact of COVID on households and individuals. The COVID-19 pandemic, however, also brought many challenges for household surveys, given the limitations on face-to-face survey operations as a result of social distancing and other restrictions in many countries. A survey conducted by the UN Statistical Division and the World Bank in May 2020 found that 96 percent of national statistical offices either partially or fully stopped face-to-face data collection at some point during the pandemic.¹

As a result, many national statistical offices resorted to telephone interviewing to either maintain continuity of their household survey programmes or develop new surveys to measure the impact of COVID-19. However, countries often have limited experience in conducting phone surveys, and the implementation guidelines were lacking.

In this context, the World Bank’s Living Standards Measurement Study (LSMS) team partnered with the Joint Program in Survey Methodology (JPSM - a consortium of faculty at the University of Maryland at College Park, the University of Michigan at Ann Arbor, and Westat) and with financial support from the Trust Fund for Statistical Capacity Building (TFSCB), developed a set of eLearning materials to serve as a guide for phone survey practitioners. This training covers each stage of the phone survey life cycle, including questionnaire design, sampling design, use of Computer-Assisted Telephone Interviewing, and remote data quality monitoring.

**Objectives**

Jointly organized by the Inter-Secretariat Working Group on Household Surveys (ISWGHS) and the World Bank’s Living Standards Measurement Study (LSMS) team, the webinar will introduce the eLearning materials and discuss how the materials have been used by national statistical offices and regional and sub-regional training centers.

The webinar aims to broaden the outreach of the training materials and to improve the national capacity in carrying out phone surveys that produce high quality data.

**Date and time**

Thursday, 29 July 2021, 8-9:30 am EDT.

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¹ [https://covid-19-response.unstatshub.org/statistical-programmes/covid19-nso-survey/]
Target audience

The webinar will bring together data officers and statisticians at the national statistical offices, regional and international organisations. Regional and sub-regional statistical training centres will also be invited.

Speakers

- Opening/moderator: Haoyi Chen, Coordinator, Inter-Secretariat Working Group on Household Surveys
- Speaker(s): Ms. Amparo Palacios-Lopez, Senior Economist and Ms. Akiko Sagesaka, Statistician, World Bank – LSMS
- Discussants:
  - Mr. Oliver Chinganya, Director and Mr. Xiaoning Gong, Section Chief, Africa Centre for Statistics, Economic Commission for Africa
  - Mr. Andres Gutierrez Rojas, Regional Advisor, Statistics Division, Economic Commission for Latin America and the Caribbean
  - Mr. Makoto Shimizu, Officer-in-Charge, Statistical Institute for Asia and the Pacific (SIAP)
- Q&A