

Refusal

Refusal – A person representing a sample unit who will not cooperate in the survey and who refuses to provide sufficient information to satisfactorily complete the questionnaire, or who will not give an enumerator permission to complete the field counts or measurements.

Essentially, you can contact the person named on CAPI, but the person will not respond to the survey, either by actively refusing their participation in the survey or by actively avoiding contact with you after an initial contact. This may occur for several reasons, mainly because the person explicitly declines participation in the survey, or the person hangs up the phone after you have identified yourself, or the person does not like government programs, or you feel the person is avoiding contact with you after an initial contact, or the person has received an adverse action from a government program, or another person is declining the survey on behalf of the person named on CAPI, or there are safety concerns when trying to contact or visit a specific person, among other reasons.

A record is a refusal if you contacted someone, but no survey information was provided.

When dealing with refusals, think about the following questions...

1. How did you explain the survey to the operator?
2. How is the weather in the operator's location?
3. Is this person experiencing a legal challenge or any life-changing event?
4. Did you use the word "No" during the contact?
5. Have you offered assistance in completing the survey?

Before submitting a refusal, remember, once you submit a record as refusal the record will be removed from the Respondent Portal. The operator will not be able to complete the survey online, unless it is reactivated. Exercise good judgment before submitting a refusal.

Operators stating phrases like "mailed in", "completed online", or "I do not speak English" may be considered as a form of refusal. For cases like these ones, we strongly suggest submitting those records as refusals in the last two days before the end of the survey period. This will provide the opportunity to the operator to complete the survey online (last chance).

Add detailed notes for all refusals in CAPI. NASS will determine the best course of action in each case.

Do you have questions about refusals? Contact your coach.