

Roundtable discussion

What makes a questionnaire 'comprehensible'

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*7th Quest Workshop
Bergen Norway, 18-19-20 May 2009*



‘Comprehensible forms’

- Government programme.
- Reducing administrative burden companies and civilians.
- How many forms from or for the government are there?
- Which institutions are responsible for those?
- Who in those institutions is responsible?



Reducing administrative burden

- Education, but how...?
- Ger Snijkers in Advisory commission.
- Questionnaire lab got involved.
- Workshop was developed.



Workshop Comprehensible forms

- Participants from different government institutions: Tax office, ministries, provincial government, municipalities.
- Different forms and questionnaires – same problems.
- Same methodology →



10 steps to reach a 'good' form

1. Preparation

With whom? What tools? What specifications?

2. Goal

Why (for what) will this form be used?

3. Target population.

Who will have to deal with the form?

4. Strength and weaknesses.

What are the known strong and weak point of the form?

5. Information analyses.

What data should the form generate?

6. Form design.

Use checklist

7. Pre-testing.

Testing and evaluating before the fieldwork

8. Publication

The form is taken into production or is implemented.

9. Evaluation.

Evaluation of the form i practice (monitoring).

10. Maintenance.

Maintenance of the form.



What makes a form comprehensible?

- Language
- Symbols
- Colour
- Numbers

and also...

- Commitment of management
- Position / function of form maker (designer)
- Power of IT-department
- ...

