Catalogue No. 96-01

SLID QUESTIONNAIRE FOR

DEMOGRAPHICS AND CONTACT: 1996

Product Registration Number 75F0002M

January 1996

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EXECUTIVE SUMMARY

SLID conducts two annual interviews: Labour data in January and Income data in May. These data are collected using computer-assisted interviewing. Thus there are no paper questionnaires required for data collection. The questions, responses and interview flow are documented in other SLID research papers. This document presents the same information for the Contact and Demographic portions of these interviews, which are common to both the Labour and Income Interviews. (In general, there may be some changes in questions, but the intent is the same for both interviews.)

The Contact module is the first set of data collected. It is information collected to update household composition and place of residence. For each person identified in Contact, the demographic module collects (or updates) the person's name, date of birth, sex, marital status and relationship to every other household member.

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1. INTRODUCTION

Each January, the labour interview for the Survey of Labour and Income Dynamics (SLID) is conducted. Then, in May, SLID income data are collected. Both use computer-assisted interviewing (CAI) for data collection. The questions particular to each interview are preceded by two sets of questions: the CONTACT module and the DEM module.

In Appendix 2, Figures 1 and 2 present an overview of the flow of the interview and the flow of the CONTACT and DEM modules, respectively.

The CONTACT module collects / updates information on household members. For each household member listed at the last interview, the interviewer asks whether he/she is still a household member. For those who are not, information is collected on when the person moved out, the reason for leaving, and the new address and telephone number. Information on telephone number and address is updated if the entire household has moved. Finally, the interviewer asks if there are any new household members. If so, the interviewer first checks whether the new person is a "ghost" (those persons who used to belong to the household but who moved out then moved back). A list of all former household members (ghosts) is provided from all previous SLID interviews for each household. If the person is not on this list, the person's name is added to the household roster. These new persons are joiners. The date when the person joined the household is asked as well as the person's previous province of residence.

The DEM module collects / updates the date of birth, sex, marital status and the relationship between each household member with every other household member.

CAI is paperless interviewing. This document is therefore a written approximation of the CAI interview, or the questionnaire. The CAI process is as follows:

a) A question appearing on the computer screen is read aloud to the respondent.

b) The respondent's answer is entered directly by the interviewer.

c) Based on the answer given, and/or age or other flow criterion, the computer determines the next question to be asked and displays it on the screen.

This research paper presents the content of the CONTACT and DEM modules[1] including question wording, possible responses, and flows of questions.

2.   HOW TO READ THIS DOCUMENT

Question numbers: For each section, the question numbers generally refer to the actual numbers used in the software and which appear on an interviewer's computer screen. Text in capital letters is read, as worded, by the interviewer. Those questions in lower case with "Interviewer:" at the beginning are questions to be answered directly by the interviewer without asking the respondent. Those questions with "Internal logic:" at the beginning and which have an "N" instead of a "Q" in their name are questions answered directly by the computer. They are invisible to the interviewer, and are required to direct question flow.

Pre-fill items: These are items specific to each respondent's interview. The software adds the relevant information into the question, making it simply a matter of reading for the interviewer. Prefill items include:

> [respondent] - This is the first and last name of the household member that the questions refer to. This is not necessarily the person who is talking to the interviewer.

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[1]   The labour and income questions are presented in other SLID research papers.

[parent's name] - Used in determining relationships, this is the parent's name in a parent-child relationship.

[child's name] - Used in determining relationships, this is the child's name in a parent-child relationship.

[calculated age] - Calculated from the reported date of birth, it is used to verify the date of birth information.

[current year] - This is the obvious.

[reference year] - This is the year for which the information is collected.

[marital status] - The reported value, used in subsequent questions to identify dates of changes in marital status.

[previous address] - For persons reporting a move, this is the previous address of residence.

[current address] - The current address of residence.

Headers: For some question groups in CAI, important information is noted at the top of the screen. This information is given at the beginning of each section description.

Ranges: Ranges of acceptable responses are specified for some of the questions. For example, in CON-Q11D (when moved in) a range of 01/01/reference year to the current date exists. If the interviewer tries to enter a number outside this range, the system will not accept this.

Dates: All dates are entered by number in boxes, using the DD/MM/YY format. When a numeric value for month (1 to 12) is entered, the appropriate text flashes. For example, if the interviewer enters a date 26/09/95, the screen shows:

26 09 September 1995.

Function Keys: Interviewers have a number of keys on the computer (function keys) available to them. The following functions are those of relevance to this document.

Comment - gives the interviewer the opportunity to add additional information in a note that will be attached to the data for that question. These comments are often useful during data processing.

Don't Know - to indicate if the respondent doesn't know the answer to the question. This answer is shown in this paper as DK.

Refusal - to indicate if the respondent refuses to answer the question. This response is shown in the paper as R.

Options - gives the interviewer access to some optional functions or information rosters. Although there are several options available to the interviewer, the ones relevant to the CONTACT AND DEM modules are:

Household list - name and age of each household member;

Change name - required to change a respondent's name in the system, either because it had been entered incorrectly at some time, or as a result of an actual name change (for example, after a marriage);

Calculate year of birth - used to derive the year of birth based on the person's age (for proxy reporting when the year of birth is not known, but the approximate age is known);

PREVQ - this function key allows you to go back to the previous question.

QLIST - This provides a list of all questions answered so far, helpful when the interviewer needs to return to a previous question to make a correction.

3.   CONTACT MODULE

HEADER: Name of person responding at previous interview, telephone number, and address.

CON-Q1:   Interviewer: Is this a telephone or personal interview?

Telephone

Personal

DK/R

CON-Q2:   Interviewer: Has someone answered the telephone/door?

Yes	Go to CON-Q3
No/DK/R	Go to CON-Q17

CON-Q3:   HELLO, THIS IS [interviewer] FROM STATISTICS CANADA. IS THIS THE HOUSEHOLD OF ...?

Interviewer: Read the names and if at least one person lives there enter <Yes>.

A list of all household members is displayed on the screen.

Yes	Go to CON-Q4
No/DK/R	Go to CON-N4

CON-Q4:   Interviewer: Introduce the Survey of Labour and Income Dynamics.

WOULD YOU PREFER TO BE INTERVIEWED IN ENGLISH OR IN FRENCH?

English	Go to CON-Q5
French	Go to CON-Q5 (Automatic switch to question wording in French)
DK/R	Not allowed for this question

CON-Q5: **ALL YOUR INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL.**
FIRST, I'D LIKE TO CONFIRM YOUR ADDRESS.
IS IT STILL?

> (*Display*)
> *Address*
> *City*
> *Province*
> *Postal Code*

Pop-up choices of:

Yes - Address confirmed	Go to CON-N1
No - Correct part of the Address	Go to CON-Q6 (Old address displayed)
No - Correct all of the Address	Go to CON-Q6 (Blank address screen)
DK/R	Go to CON-N1

CON-Q6: **Interviewer: All information should be complete.**

(Address screen displayed)

Go to CON-Q6A

CON-Q6A: **IS THIS CHANGE IN ADDRESS DUE TO A MOVE?**

Yes   set moved hhld flag - Go to CON-N1

No/DK/R   Go to CON-N1

* CON-N1: **Internal logic: Does CON-Q1 = Personal, or Is moved household flag set?**

Yes   Go to CON-Q6B with a blank screen

No   Go to CON-Q6B with tel # prefill

CON-Q6B: **Interviewer: Ask or confirm telephone number.**

CON-Q6C: **DO YOU NOW LIVE IN A ...**
SINGLE DETACHED HOUSE?
SEMI-DETACHED, TOWN-HOUSE (row, garden home) OR
DUPLEX (one above the other)?
APARTMENT?
OTHER?
DK/R

CON-Q6D: **IS THIS DWELLING OWNED BY A MEMBER OF THIS HOUSEHOLD?**

Yes

No

DK/R

CON-Q7: **DOES [respondent] STILL LIVE OR STAY IN THIS HOUSEHOLD?**

Yes	Go to CON-N2A
No	Go to CON-Q8
DK/R	Not allowed for this question

* CON-N2A: Internal logic: Has the whole household moved?

Yes	Go to CON-Q7A
	(if person <15, Go to CON-N2)
No	Go to CON-N2

After last member go to CON-Q11

CON-Q7A: **WHY DID [respondent] MOVE FROM [previous address]?**

(should only be asked for members 15 years old or over)

Marital breakdown	Go to CON-Q7B
To follow a spouse or parent	Go to CON-Q7B
Job-related reasons	Go to CON-Q7B
Institutionalized for less than 6 months	Go to CON-N2
Institutionalized for 6 months or more	Go to CON-Q7C
Moved to a new residence	Go to CON-Q7B
Other/DK/R	Go to CON-Q7B

CON-Q7B: **WHEN DID [respondent] MOVE?**

Interviewer: If earlier than [reference year], put correct date in Comment (F4) and enter 01/01/[reference year].

Earliest date: 01/01/[reference year]

Latest date: Survey date

Go to CON-N2

CON-Q7C: **WHEN DID [respondent] ENTER THE INSTITUTION?**

Earliest date: 01/01/[reference year]

Latest date: Survey date

Go to CON-N2

* CON-N2: **Internal logic: Are there more names on household roster?**

Yes　　　　　　　Go to CON-Q7

No　　　　　　　Go to CON-Q11

CON-Q8: **WHAT WAS THE REASON [respondent] LEFT THE HOUSEHOLD?**

Marital breakdown	Go to CON-Q9
To follow a spouse or parent	Go to CON-Q9
Job-related reasons	Go to CON-Q9
Institutionalized for less than 6 months	Go to CON-N2
Institutionalized for 6 months or more	Go to CON-Q9A
Deceased	Go to CON-Q9B

Moved to a new residence	Go to CON-Q9
Joint custody-to live with other parent	Go to CON-Q9
Other/DK/R	Go to CON-Q9

CON-Q9: **WHEN DID [respondent] LEAVE?**

Interviewer: **If earlier than [reference year], put correct date in comment (F4) and enter 01/01/[reference year].**

Earliest date: 01/01/[reference year]

Latest date: Survey date

DK/R

Go to CON-Q10

CON-Q9A: **WHEN DID [respondent] ENTER THE INSTITUTION?**

Earliest date: 01/01/[reference year]

Latest date: Survey date

DK/R

Go to CON-Q9C

CON-Q9C: **WHAT IS THE NAME OF THE INSTITUTION?**

Go to CON-Q10A

CON-Q9B: **WHEN WAS THAT? (date of [respondent]'s death)**

Earliest date: 01/01/[reference year]

Latest date: Survey date

Go to CON-N2

CON-Q10: **WHERE DID [respondent] MOVE TO?**

Within Canada	Go to CON-Q10A
To the United States	Go to CON-Q10A
Other	Go to CON-Q10A
DK/R	Go to CON-N2

CON-Q10A: **CAN YOU GIVE ME A TELEPHONE NUMBER OR NEW ADDRESS FOR [respondent]?**
Interviewer: Probe for employer if applicable.

Yes	Go to CON-Q10B
No/DK/R	Go to CON-N2
Same as another family member	Go to CON-N2

CON-Q10B: **Interviewer: Enter new information, with telephone number and city first.**

Go to CON-N2

CON-Q11: **DOES ANYONE ELSE NOW LIVE IN THIS HOUSEHOLD SUCH AS YOUNG CHILDREN, OTHER RELATIVES, ROOMERS, OR EMPLOYEES?**

Yes	If there are names on the ghost roster, go to CON-Q11G. Otherwise, go to CON-Q11A.
No/DK/R	Go to END-CON

CON-Q11G: Interviewer: If new persons are listed below, mark each person as a returner by using the space bar. Press <F12> to continue.

Ghost roster: The names of all former household members are displayed on the screen.

CON-Q11A: DOES ANYBODY ELSE LIVE OR STAY IN YOUR HOUSEHOLD?

Interviewer: Press <Enter> after first and last names.

Press <F12> when all members entered.

If a joiner   Go to CON-Q11B

If a ghost returner   Go to CON-Q11C

CON-Q11B   Interviewer: Is [respondent] a child less than a year old?

Yes   Go to CON-N3

No   Go to CON-N3A

* CON-N3A: Internal logic: Is this a moved household?

Yes   Go to CON-Q11C

No   Go to CON-Q11D

CON-Q11C: DID [respondent] LIVE AT THE CURRENT ADDRESS AT THE BEGINNING OF [reference year]?

Yes/R   Go to CON-N3

No   Go to CON-Q11D

DK   Go to CON-Q11E

CON-Q11D: WHEN DID [respondent] MOVE IN?

        Earliest date: 01/01/[reference year]

        Latest date: survey date

        Go to CON-Q11E

CON-Q11E: IN WHAT PROVINCE OR TERRITORY WAS [respondent] LIVING BEFORE MOVING TO THIS ADDRESS?

        Names of provinces, territories, U.S., other country are displayed on the screen.

        Go to CON-N3

* CON-N3: Internal logic: Are there any more new members?

        Yes   Go to CON-Q11 for next member

        No   Go to END-CON

* CON-N4: Internal logic: Does CON-Q1 = Personal?

        Yes   Go to CON-Q17

        No   Go to CON-Q12

CON-Q12: HAVE I REACHED [telephone number]?

        Yes   Go to CON-Q17

        No/DK/R   End

                Return to Case management screen

CON-Q17:   **Interviewer:**   **Do you have tracing information?**

Yes   Go to CON-Q18

No/DK/R   End

Return to Case management screen

CON-Q18:   **Interviewer:**   **Enter new tracing information with telephone**
                                            number and city first.

End of interview. Send to Trace holder.

END_CON: **Interviewer:**   **<Contact> completed**
                                            Review household composition.
                                            Press <F8> to correct .
                                            Press <F12> to continue.

(List of members and their status - Member, leaver, joiner,
deceased, etc.) is displayed on the screen.

NOTE: After leaving this question, no further changes can be made to the
household composition.

4. DEMOGRAPHIC MODULE

Roster: The name of each person in the household, their birth date, sex and marital status is displayed in the roster. Marital status is confirmed for longitudinal members, however, date of birth, sex and marital status is collected for joiners. A check mark is displayed in the first column when demographics are completed for a person.

When the demographic questions are completed for the household, the interviewer proceeds to the relationship questions. Information on household relationships is only asked for those households with a new person (joiner or returner). For other households, interviewers are given the option of reviewing the relationship information.

The date of birth information calculated or confirmed in this set of questions determines eligibility for the subsequent labour or income module.

ROSTER. Interviewer: To start, select a person and press <Enter>. If a person has <√> you can <Tab> to entry to make a correction. Press <F12> to continue.

* **DEM-N1A: Internal logic: Is date of birth present?**

Yes	Go to DEM-Q1A
No	Go to DEM-Q1

DEM-Q1A: **IS [respondent]'S DATE OF BIRTH ...?**

Display   DD   Month 19YY

Yes   Go to DEM-Q4

No   Go to DEM-Q1

DK/R   Go to DEM-Q2

DEM-Q1: **WHAT IS [respondent]'S DATE OF BIRTH?**

Use F3 key to help calculate the year of birth

DD   MM (month text will display)   YY

Valid entry   Go to DEM-Q1C(new members only)

                                Go to DEM-Q5A(longidutinal members

                                only)

DK   Go to DEM-Q2

R   Go to DEM-Q3

DEM-Q1C: **[respondent]'S AGE ON JANUARY 1, [current year] IS CALCULATED AS [calculated age]. IS THIS CORRECT?**

Yes   Go to DEM-Q4

No   Repeat DEM-Q1

DK/R   Not allowed for this question

DEM-Q2: **WHAT IS [respondent]'S AGE?**

Interviewer: If age greater than [current year] then enter [current year]

Age entry	Go to DEM-Q4
DK/R	Go to DEM-Q3

DEM-Q3: **THE QUESTIONS IN THE REST OF THE INTERVIEW DEPEND ON [respondent]'S AGE. CAN YOU GIVE ME AN ESTIMATE OF HIS/HER AGE.**

Estimate Age	Interviewer enters estimate - Go to DEM-Q4
Call back	Interviewer reminded to make appointment - Return to ROSTER
DK/R	Return to ROSTER

DEM-Q4: **Interviewer: Ask or enter [respondent]'s sex.**

Male

Female

Respondents aged < 5	Go to DEM-N5.
Respondents aged 5 to 15	Go to DEM-Q6
DK/R	Go to DEM-N2

* DEM-N2: **Internal logic: Is Marital status present?**

Yes	Go to DEM-Q5A
No	Go to DEM-Q5

DEM-Q5A: **WE RECORDED [respondent]'S MARITAL STATUS AS [marital status]? IS THIS CORRECT?**

Yes   Go to DEM-N5

No/DK/R   Go to DEM-Q5

DEM-Q5:   **WHAT IS [respondent]'S MARITAL STATUS? IS IT. . .**

MARRIED   Go to DEM-N4

COMMON-LAW   Go to DEM-N4

SEPARATED   Go to DEM-N4

DIVORCED   Go to DEM-N4

WIDOWED   Go to DEM-N4

SINGLE (NEVER MARRIED)   Go to DEM-N5

DK/R   Go to DEM-N5

* DEM-N4:   **Internal logic: Is this person a joiner or exactly 15?**

Yes   Go to DEM-N5

No   if marital status = common-law go to DEM-

                    Q5C

                    if marital status = divorced/separated go to

                    DEM-Q5D

                    if marital status = married go to DEM-Q5B

DEM-Q5B: **WHEN WAS [respondent] [marital status]?**

Earliest year is: 01/01/[reference year]

Latest year is: current year

Display   MM   YY

Go to DEM-N5

DEM-Q5C: **WHEN DID [respondent] AND HIS/HER PARTNER BEGIN TO LIVE TOGETHER?**

Earliest year is: 01/01/[reference year]

Latest year is: current year

Display   MM   YY

Default   Go to DEM-N5

DEM-Q5D **WHAT WAS THE DATE OF (respondent)'s SEPARATION (not the date of divorce)?**

Earliest year is: current year minus (age minus14)

Latest year is: current year

Display   MM   YY

Default   Go to DEM-N5

* DEM-N5:   Internal logic: Any more persons in roster?

        Yes   Go to DEM-N1A

        No   Go to DEM-Q7

DEM-Q6:   **WHAT GRADE IS [respondent] IN?**

School grade asked for children 5 to 15 years of age.

DK/R   not allowed for this question

Go to DEM-N5

Allowable answers: (by province)

LIST 1 (NEWFOUNDLAND)

Kindergarten

Grade 01

Grade 02

Grade 03

Grade 04

Grade 05

Grade 06

Grade 07

Grade 08

Grade 09

Level 1 Secondary

Level 2 Secondary

Level 3 Secondary

Completed high school

Other, specify

LIST 2, QUEBEC

Kindergarten

Grade 01

Grade 02

Grade 03

Grade 04

Grade 05

Grade 06

Level 1 Secondary

Level 2 Secondary

Level 3 Secondary

Level 4 Secondary

Level 5 Secondary

Completed High School

CEGEP 1

CEGEP 2

CEGEP 3

Completed CEGEP

Other, specify

LIST 3 (REST OF CANADA)

Kindergarten

Grade 01

Grade 02

Grade 03

Grade 04

Grade 05

Grade 06

Grade 07

Grade 08

Grade 09

Grade 10

Grade 11

Grade 12

OAC (Grade 13)

Completed high school

Other, specify

DEM-Q7: **WHAT IS THE RELATIONSHIP OF** [2]

(DK/R not allowed for this question)

... **TO** ... ?

(household list) **(household list)**

Interviewer: Press <Enter> to pop-up the relationship list.

Use the arrow keys to move up and down.

(relationship list)

Husband/wife

Common-law

Father/Mother:→ **IS [parent's name] THE BIRTH OR STEP**

FATHER/MOTHER OF [child's name]?

-Birth Father/Mother

-Step Father/Mother

-Adoptive Father/Mother*

-Foster Father/Mother*

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[2]   Appendix 1 provides an example of the relationship question and review screen.

Child:⌐ **IS [child's name] THE BIRTH OR STEPCHILD OF [parent's name]?**

-Birth child

-Step child

-Adopted child*

-Foster child*

Sister/brother

Grandparent

Grandchild

In-law

Other related

Unrelated

Same-sex partner

* can be selected if volunteered by respondent

Interviewer: **Relationships have been entered for this household.**

Do you wish to ...

⟨**Review relationships**⟩

⟨**Continue**⟩ (to Labour Interview or Income Interview)

DEM-08: **Relationship review screen**

Interviewer: Review household relationships.

Press <Enter> to correct

Press <F12> to continue (to Labour Interview or Income Interview)

NOTE: After leaving this module, no changes can be made to the demographic questions.

APPENDIX 1

IDENTIFYING FAMILY RELATIONSHIPS

Most surveys which contain household and family variables construct family relationships in relation to a household reference person or "head". For example, a family composed of a husband, wife and two children might use either the husband or the wife as the reference person. We would end up with relationships of head, spouse, and children. By collecting family relationships based on a reference person we lose detailed information about family relationships.

SLID collects an expanded set of demographic data by asking, each year, the relationship of every household member to every other household member, rather than by the traditional method of relating everyone to one reference person. The detailed relationship data are to data users, as well as frequently used family groupings.

SLID collects data on all persons in the selected households and following them for six years. The objective of this relationship approach is to collect data that reflect the changes that have taken place in family relationships in recent years, for example, to identify blended families. As well, in a longitudinal survey, this approach avoids the need to re-ask relationships if the reference person leaves the household.

This new method of establishing household/family relationships is facilitated by the use of computer-assisted interviewing (CAI).

After age, sex and marital status have been completed for all household members, relationships are collected. The screen displays the question "*What is the relationship of . . . (member's name) to . . . (member's name)?* " and the response categories. The interviewer selects the appropriate category, but does not read them unless a probe is required. Figure 1 portrays an example of the

screen that would be displayed for a household consisting of George and Mary
Roe, Kelly (his daughter by his first wife) and Martha Winter, the mother of Mary.

Figure 1

WHAT IS THE RELATIONSHIP. . .?
OF   TO

‣**George Roe**   **Mary Roe**   **Husband/Wife**
Mary Roe   Kelly Roe   Common-law
Kelly Roe   Martha Winter   Father/Mother
Martha Winter   Child
                                                    Sister/Brother
                                                    Grandparent
                                                    Grandchild
                                                    In-law
                                                    Other related
                                                    Unrelated
                                                    Same-sex partner

Each time a relationship of father/mother is selected, an additional window
displays a secondary question asking whether the person is the birth or step-parent.
Following our example, the question would ask: *"Is George Roe the birth or step
parent of Kelly Roe?"* The response options the interviewer can select are birth,
step, adoptive or foster child. The question was deliberately kept short to
encourage a probe for stepchildren but the four responses are provided to record
"adopted" or "foster" if volunteered by the respondent.

When relationships have been completed for all household members an optional review screen is available, as shown in Figure 2.

Figure 2. Example of review screen

First name	Last Name	Is the . . . . . of	First Name	Last name
George	Roe	Husband Birth Father In-law	Mary Kelly Martha	Roe Roe Winter
Mary	Roe	Wife Step mother Birth child	George Kelly Martha	Roe Roe Winter
Kelly	Roe	Birth child Stepchild Grandchild	George Mary Martha	Roe Roe Winter
Martha	Winter	In-law Birth mother Grandparent	George Mary Kelly	Roe Roe Roe

APPENDIX 2

FLOWCHARTS

FIGURE 1:   FLOW OF THE SLID INTERVIEW

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┌─────────────────────────────────────────────────┐
│        CASE MANAGEMENT: DWELLING LEVEL            │
│         (Start up information for a household     │
│                and outcome codes)                 │
└─────────────────────────────────────────────────┘
                         ↓
        ┌────────────────────────────────────┐
        │         CONTACT/MEMBERSHIP          │
        └────────────────────────────────────┘
                         ↓
        ┌────────────────────────────────────┐
        │            DEMOGRAPHICS             │
        │       (Including Relationships)     │
        └────────────────────────────────────┘
                         ↓
     ┌────────────────────────────────────────────┐
     │       CASE MANAGEMENT: PERSON LEVEL          │
     │        (List of eligible household members   │
     │             and interview required)          │
     └────────────────────────────────────────────┘

     ←  –  –  –  –  –  –  ↓  –  –  –  –  →

        ↓                 ↓                  ↓

        ↓       ┌───────────────────────┐   ↓
        ↓       │  Joiner 16+ and persons who  │   ↓
        ↓       │   did not respond to the     │   ↓
        ↓       │  January [reference year]    │   ↓
        ↓       │  PRELIMINARY INTERVIEW       │   ↓
        ↓       │  AND LABOUR OR INCOME        │   ↓
        ↓       │         INTERVIEW            │   ↓
        ↓       └───────────────────────┘   ↓

┌──────────────────────┐          ┌──────────────────────┐
│  Persons aged 15:     │          │     Others 16+:       │
│  PRELIMINARY          │          │     LABOUR OR         │
│  INTERVIEW            │          │  INCOME INTERVIEW     │
└──────────────────────┘          └──────────────────────┘
```
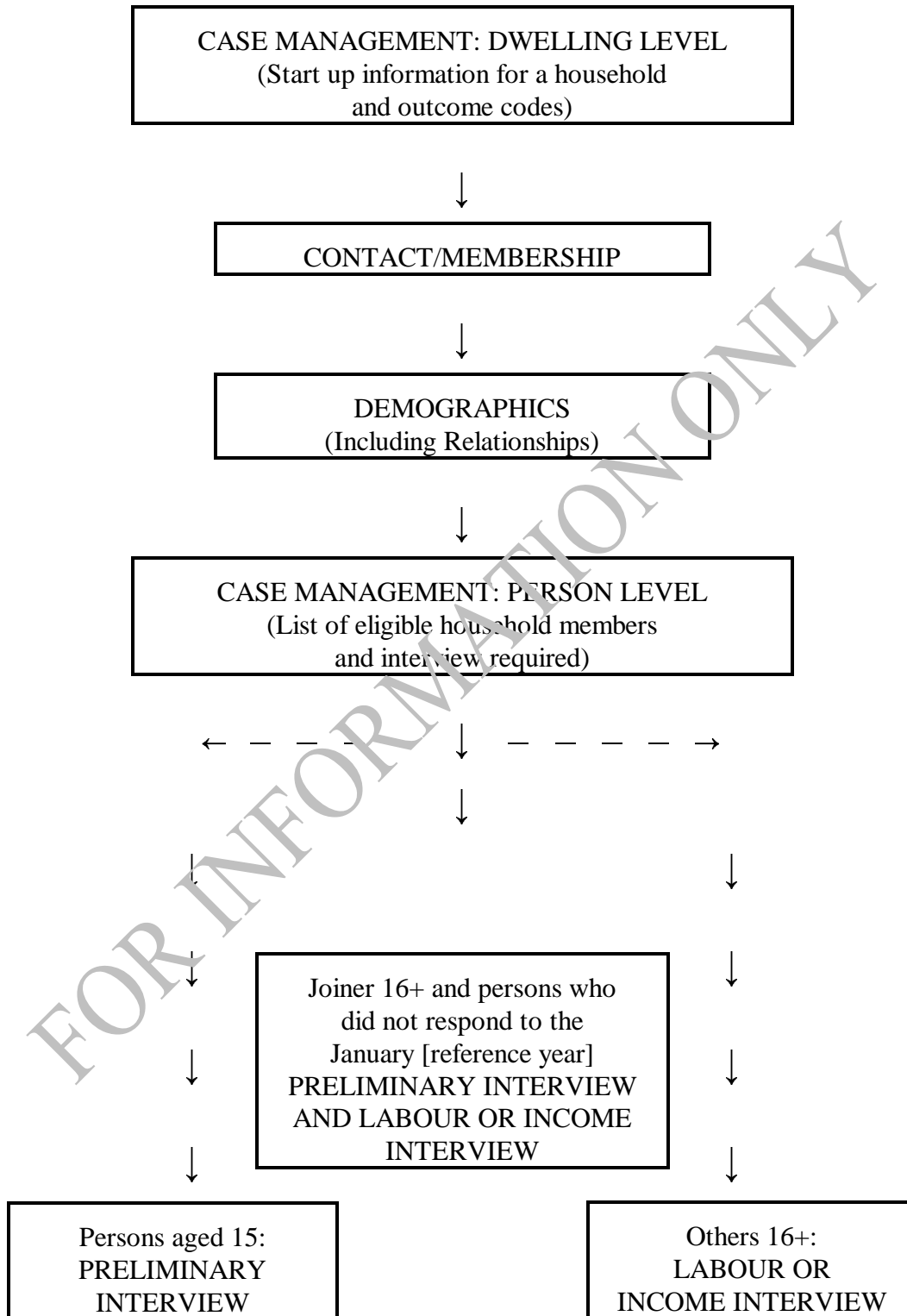
FIGURE 2:   FLOW OF THE CONTACT/DEM MODULES