

Over the past 10 years, Statistics Finland has introduced electronic questionnaires as the primary mode of collection for its business surveys. Currently, over 80 per cent of the answers of business respondents are received through the electronic questionnaires. Overall, electronic questionnaires have been a success in many ways. The average response time of surveys has been reduced and the received data have been of better quality. Yet, even among the business respondents, there are some groups that differ in their capability to provide answers for the government surveys. For example, small entrepreneurs might just have a pencil and a paper for accounting instead of sophisticated information systems and do not possess the personnel allocated to reporting tasks as bigger companies. These factors should be taken account when considering the most suitable mode of data collection. We did a redevelopment project in 2014 with the questionnaire of the Quarterly Road Freight Survey, where it was decided to only provide an electronic questionnaire for the respondents instead of also including the paper form. During the project, we conducted a round of cognitive and usability interviews and the results revealed us that some of the lorry drivers who themselves responded to this survey indeed had a strong preference for the paper form over the electronic one. After the testing and redesign, we included a short version of the response burden questionnaire in the actual data collection form to further evaluate our redesign work and observations. Statistics Finland had conducted a more comprehensive response burden measurement in 2009, so we were able to utilize some of the questions from that measurement and use them as a baseline for the comparison. In our presentation we will discuss our findings and recommendations from the development project and response burden questionnaire.