

SHARE Compliance Profiles – Wave 9

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Suggested citation:

Yilmaz, Y., Lasson, S., Hannemann, T., Schuller, K., Börsch-Supan, A. (2023). SHARE Compliance Profiles – Wave 9. Berlin: SHARE Berlin Institute.

Executive Summary

- Compliance with submitting required documentation is very high among the SHARE countries. The deliverables for Phase I (SHARE Corona Survey 2, henceforth SCS2) were submitted in full, except for interviewer debriefings. Seven countries failed to submit documentation on this point, however, this can be partly attributed to the CATI interview for SCS2 being an additional endeavour to the normal operation of SHARE fieldwork and the domestic pandemic situation in the countries. Deliverables for Phase II (regular in-person SHARE interview, henceforth CAPI) are also overwhelmingly complete, with two countries failing to submit one deliverable each, and one country missing on three deliverables out of an expected eleven deliverables.
- Data collection of Wave 9 Phase I (SCS2) was achieved with a largely synchronous schedule across participating countries. Data collection for Phase II (CAPI) had a few exceptions, where national pandemic regulations prevented some countries from starting fieldwork.
- Attendance of survey agency trainers at the TTTs was satisfactory.
- Panel retention rates for Phase I were mostly satisfactory although with varying degrees of success among the different countries. Retention rates for Phase II also suffered from the extraordinary circumstances of Wave 9, with only two countries reaching the 85% target rate.
- Target response rates for the refreshment samples were harder to obtain in Wave 9. Due the fact that fieldwork for the refreshment sample was stopped during Wave 8 and resumed in Wave 9, results shown in this chapter have to be interpreted together with those of Wave 8. Of the 18 countries that had refreshment samples, less than half were able to reach or come close to the target response rate of 40%. The pandemic-imposed barriers to personal contact and challenges during fieldwork effected response rates for the refreshment samples more than the panel sample.
- Most survey agencies submitted documentation about some kind of interview validation, back-checks henceforth, although the completeness of the reports and the timely submission of documentation on request could be improved in some countries.
- Nine out of 28 countries (30%) performed six or more contact attempts with panel households that remained un-interviewed. Three out of 18 countries (15%) made six or more contact attempts with refreshment household that remained un-interviewed.

1. Introduction

The Survey of Health, Ageing and Retirement in Europe (SHARE) is an ex-ante harmonized, longitudinal and multidisciplinary survey infrastructure aimed at filling the gap of much-needed comparative data on population ageing across Europe. Ex-ante harmonization means that not only the questionnaire design (electronically realized as a CAPI or CATI instrument) but also fieldwork procedures (most of them realized electronically through the Case Control) are standardized across countries. This approach fundamentally differs from the Eurostat approach (e.g., in EU-SILC) where survey execution is a national matter. The ex-ante harmonization approach was chosen by SHARE for scientific reasons as it minimizes those artifacts in cross-national comparisons that are created by country-specific survey design.

While national operations in all participating countries are coordinated by university-based groups of researchers, the actual interviewing is - in most countries - subcontracted to for-profit survey organizations, which have the expertise, staff, and logistics necessary to conduct large-scale operations like SHARE with high numbers of face-to-face interviews. It is a major challenge to ensure the proper implementation of ex-ante harmonization within such a multi-national environment. To this end, SHARE employs three instruments: the SHARE Model Contract provides the legal framework for standards and quality control; the SHARE Survey Specifications (“Appendix 1” of the Model Contract) define the quality standards of the survey; and the SHARE Compliance Profiles report adherence to those standards ex post. This legal and scientific framework is to be adopted by all participating countries without modifications: all for-profit contractors are mandated to comply with the SHARE-specific quality standards laid out in Appendix 1 which are legally framed as an annex to the SHARE Model Contract (survey specifications can be requested per email from info@share-project.org).

The SHARE Compliance Profiles consist of a set of quality control and performance indicators based on Appendix 1. All participating countries are evaluated on these indicators uniformly, although the environments for conducting the survey differ among the SHARE countries. The combination of ex-ante specifications and ex-post Compliance Profiles hold all the participating countries to transparent and equal standards and allow for a fair comparison of national survey quality. An ex-ante harmonized endeavour like SHARE cannot afford to abide by country-specific standards on what qualifies as good performance.

This document reports the adherence to SHARE quality standards in Wave 9. Section 2 describes the data input for this evaluation. Section 3 lists the survey agencies involved from Wave 1 to Wave 9. Section 4 reports the results in form of the various indicators. SHARE Wave 9 follows a unique structure that is different from earlier waves. Fieldwork for Wave 9 took place in two phases: Phase I fielding the SHARE Corona Survey 2 in CATI mode and Phase II fielding the standard SHARE questionnaire with a CAPI instrument. Data collection for Phase I of Wave 9 started in June 2021 in all the 28 participating countries first with telephone interviews on pandemic-related developments in respondents’ lives, followed by face-to-face interviews for Phase II starting in autumn 2021 in most countries with a CAPI instrument similar to previous waves, collecting information on respondents’ health, economic situation, and social participation. All indicators in the following paragraphs will be shown for the two phases of Wave 9 (Phase I/SCS2 and Phase II/CAPI). In Wave 8, 18 countries had drawn a refreshment sample: Austria, Belgium, Croatia, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Israel, Latvia, Poland, Portugal, Slovenia, Spain, Sweden, and Switzerland¹. Refreshment samples that were drawn in Wave 8 but could not be worked off completely due to the pandemic situation were now readdressed in Wave 9. Therefore, all results shown in this chapter have to be seen in comparison with the results from Wave 8 (for further information, see Methodology Volume Wave 8). This is especially true for Switzerland, Denmark, Estonia, Hungary, Latvia, and most of all for Israel. These countries had to stop right in the middle of fieldwork, and Israel at the very end of fieldwork. All other countries stopped fieldwork rather at the very beginning of their contact phase with the refreshment samples. No new refreshment samples were drawn specifically in Wave 9.

¹ Furthermore, Finland, Spain, and Portugal drew refreshment samples but were not able to field them due to the suspension of fieldwork in March 2020.

2. Input

To assess indicators and compare them to standards, various sources of input were required. For indicators related to interviewer training, interviewer retention and interviewer quality control, we requested documentation in (partly) standardized forms and templates from contracting survey organizations and/or scientific country teams, such as interviewer rosters, sampling design forms, training slides, and interviewer quality back-checks. We applied an “Intent-To-Treat” approach to missing documentation: if a country failed at delivering the requested input material, this was equated with failing on the indicator assessed through that documentation. Table 1 shows all deliverables received for Phase I/SHARE Corona Survey 2 (SCS2). Table 2 below shows all deliverables received by SHARE Central for Phase II/CAPI for all countries.

Table 1. Input of Wave 9 Phase I/SHARE Corona Survey Compliance Profiles

	National interviewer training dates	Data Protection Statement	National interviewer training observation protocol	Interviewer roster	Advance letters	National interviewer training slides	Interviewer debriefing
Austria (AT)	●	●	●	●	●	●	n.a.
Belgium (BE-FR)	●	●	●	●	●	●	●
Belgium (BE-NL)	●	●	●	●	●	●	●
Bulgaria (BG)	●	●	●	●	●	●	●
Switzerland (CH)	●	●	●	●	●	●	●
Cyprus (CY)	●	●	●	●	●	●	●
Czech Republic (CZ)	●	●	●	●	●	●	●
Germany (DE)	●	●	●	●	●	●	●
Denmark (DK)	●	●	●	●	●	●	●
Estonia (EE)	●	●	●	●	●	●	●
Spain (ES)	●	●	●	●	●	●	●
Finland (FI)	●	●	●	●	●	●	●
France (FR)	●	●	●	●	●	●	●
Greece (GR)	●	●	●	●	●	●	●
Croatia (HR)	●	●	●	●	●	●	●
Hungary (HU)	●	●	●	●	●	●	●
Israel (IL)	●	●	●	●	●	●	●
Italy (IT)	●	●	●	●	●	●	●
Lithuania (LT)	●	●	●	●	●	●	n.a.
Luxembourg (LU)	●	●	●	●	●	●	●
Latvia (LV)	●	●	●	●	●	●	●
Malta (MT)	●	●	●	●	●	●	●
Netherlands (NL)	●	●	●	●	●	●	●
Poland (PL)	●	●	●	●	●	●	●
Portugal (PT)	●	●	●	●	●	●	●
Romania (RO)	●	●	●	●	●	●	●
Sweden (SE)	●	●	●	●	●	●	●
Slovenia (SI)	●	●	●	●	●	●	●
Slovakia (SK)	●	●	●	●	●	●	●

Table 2. Input of Wave 9 Phase II/CAPI Compliance Profiles

	Refreshment sample sign- off forms	Gross sample file of pretest	Gross sample file of field rehearsal	Gross sample file of main data collection
Austria (AT)	●	●	●	●
Belgium (BE-FR)	●	●	●	●
Belgium (BE-NL)	●	●	●	●
Bulgaria (BG)	●	●	●	●
Switzerland (CH)	●	●	●	●
Cyprus (CY)	●	●	●	●
Czech Republic (CZ)	●	●	●	●
Germany (DE)	●	●	●	●
Denmark (DK)	●	●	●	●
Estonia (EE)	●	●	●	●
Spain (ES)	●	●	●	●
Finland (FI)	●	●	●	●
France (FR)	●	●	●	●
Greece (GR)	●	●	●	●
Croatia (HR)	●	●	●	●
Hungary (HU)	●	●	●	●
Israel (IL)	●	●	●	●
Italy (IT)	●	●	●	●
Lithuania (LT)	●	●	●	●
Luxembourg (LU)	●	●	●	●
Latvia (LV)	●	●	●	●
Malta (MT)	●	●	●	●
Netherlands (NL)	●	●	●	●
Poland (PL)	●	●	●	●
Portugal (PT)	●	●	●	●
Romania (RO)	●	●	●	●
Sweden (SE)	●	●	●	●
Slovenia (SI)	●	●	●	●
Slovakia (SK)	●	●	●	●

Table 2. Input of Wave 9 Phase II/CAPI Compliance Profiles (continued)

	National interviewer training dates	Data Protection Statement	National interviewer training observation protocol	Interviewer roster	Advance letters	National interviewer training slides	Survey Agency Feedback Form (SAFF)
Austria (AT)	●	●	●	●	●	●	●
Belgium (BE-FR)	●	●	●	●	●	●	●
Belgium (BE-NL)	●	●	●	●	●	●	●
Bulgaria (BG)	●	●	●	●	●	●	●
Switzerland (CH)	●	●	●	●	●	●	●
Cyprus (CY)	●	●	●	●	●	●	●
Czech Republic (CZ)	●	●	●	●	●	●	●
Germany (DE)	●	●	●	●	●	●	●
Denmark (DK)	●	●	●	●	●	●	●
Estonia (EE)	●	●	●	●	●	●	●
Spain (ES)	●	●	●	●	●	●	●
Finland (FI)	●	●	●	●	●	●	●
France (FR)	●	●	●	●	●	●	●
Greece (GR)	●	●	●	●	●	●	●
Croatia (HR)	●	●	●	●	●	●	●
Hungary (HU)	●	●	●	●	●	●	●
Israel (IL)	●	●	●	●	●	●	●
Italy (IT)	●	●	●	●	●	●	●
Lithuania (LT)	●	●	●	●	●	●	●
Luxembourg (LU)	●	●	●	●	●	●	●
Latvia (LV)	●	●	●	●	●	●	●
Malta (MT)	●	●	●	●	●	●	●
Netherlands (NL)	●	●	●	●	●	●	●
Poland (PL)	●	●	●	●	●	●	●
Portugal (PT)	●	●	●	●	●	●	●
Romania (RO)	●	●	●	●	●	●	●
Sweden (SE)	●	●	●	●	●	●	●
Slovenia (SI)	●	●	●	●	●	●	●
Slovakia (SK)	●	●	●	●	●	●	●

3. SHARE Survey Agencies

The organizations in Table 3 below conducted the fieldwork in each wave. There has been high stability of contracted survey agencies over time in most countries.

Table 3. Survey agencies from Wave 1 to 9 of countries participating in Wave 9

	Wave 1	Wave 2	Wave 3	Wave 4	Wave 5	Wave 6	Wave 7	Wave 8 / SCS	Wave 9 / SCS2
AT	IMAS	IMAS	IFES	IFES	IFES	IFES	IFES	IFES	IFES
BE-FR	PSBH, Liège Univ.	PSBH, Liège Univ.	PSBH, Liège Univ.	PSBH, Liège Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.
BE-NL	PSBH Antwerp Univ.	PSBH Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.	CELLO - Antwerp Univ.
BG	-	-	-	-	-	-	GfK Bulgaria	GfK Bulgaria	Globalmetrics
CH	MIS Trend	LINK	LINK	LINK	LINK	LINK	LINK	LINK	LINK
CY	-	-	-	-	-	-	RAI Consultants	RAI Consultants	RAI Consultants
CZ	-	SC&C	SC&C	SC&C	SC&C	SC&C	SC&C	SC&C	SC&C
DE	infas GmbH	infas GmbH	infas GmbH	infas GmbH	TNS Infratest	TNS Infratest	TNS Infratest	Kantar Public	Kantar Public
DK	SFI-Survey	SFI-Survey	SFI-Survey	SFI-Survey	SFI-Survey	SFI-Survey	DST Survey	DST Survey	DST Survey
EE	-	-	-	Statistics Estonia	GfK	Statistics Estonia	Statistics Estonia	Statistics Estonia	Statistics Estonia
ES	TNS Demoscopia	TNS Demoscopia	TNS Demoscopia	TNS Demoscopia	TNS Demoscopia	TNS Demoscopia	TNS Demoscopia	Kantar TNS	Kantar
FI	-	-	-	-	-	-	Taloustutkimus	Taloustutkimus	Taloustutkimus
FR	INSEE	INSEE	INSEE	INSEE (panel)/ GfK-ISL (refresh.)	GfK-ISL	TNS-SOFRES	TNS-SOFRES	TNS-SOFRES	Kantar ²
GR	Kapa Research	Kapa Research	Kapa Research	-	-	Kapa Research	Kapa Research	Kapa Research	Kapa Research
HR	-	-	-	-	-	GfK	GfK	IPSOS d.o.o.	IPSOS d.o.o.
HU	-	-	-	TÁRKI Social Research Institute	-	-	TÁRKI Social Research Institute	TÁRKI Social Research Institute	TÁRKI Social Research Institute
IL	Cohen Institute, Tel Aviv Univ.	Cohen Institute, Tel Aviv Univ.	-	-	Cohen Institute, Tel Aviv Univ.				
IT	DOXA S.p.A.	DOXA S.p.A.	DOXA S.p.A.	DOXA S.p.A.	IPSOS	IPSOS	IPSOS	IPSOS	IPSOS
MT	-	-	-	-	-	-	Grant Thornton Services	Grant Thornton Services	EMCS ¹
NL	-	-	-	-	-	-	-	I&O Research	I&O Research

² No change in survey agency; only name change.

LU	-	-	-	-	CEPS	CEPS/INS TEAD	CEPS/INS TEAD	CEPS/INS TEAD	LISER
LT	-	-	-	-	-	-	TNS	TNS	Kantar
LV	-	-	-	-	-	-	Institute of Sociologic al Research	Institute of Sociologic al Research	Institute of Sociological Research
PL		TNS- OBOP	TNS- OBOP	TNS- OBOP	TNS Polska	TNS Polska	TNS Polska	Kantar TNS SA	Kantar
PT				GfK Metris	CECS, University of Minho	CECS, University of Minho	CECS, University of Minho	CECS, University of Minho	CECS, University of Minho
RO	-	-	-	-	-	-	GfK Romania	GfK Romania	Wisemetry & Askpeople ³ (agency consortium)
SE	Intervjubol aget IMRI	IPSOS Observer Sweden	IPSOS Observer Sweden	IPSOS Observer Sweden	IPSOS Observer Sweden				
SI	-	-	-	CJMMK	CJMMK	IPSOS	IPSOS	IPSOS	IPSOS
SK	-	-	-	-	-	-	GfK Slovakia	GO4insigh t & ACRC (agency consortiu m)	GO4insight & ACRC (agency consortium)

4. Indicators

4.1 Fieldwork Periods

A synchronized execution of fieldwork in all participating countries is a crucial requirement for an ex-ante harmonized survey like SHARE for at least three reasons. First, from a scientific point of view, synchronicity of interview dates allows cross-country comparisons of effects of seminal events. Second, limited resources at central coordination make simultaneous monitoring of fieldwork necessary. Likewise, the data processing during and after data collection, which ultimately yields the public data releases to the scientific community, relies on availability of all interview data at the same point in time. Data are never processed for countries individually, but always enter cross-country processing procedures at the same point in time. In other words, one country being late has negative monetary and logistic externalities for everybody else.

³ Agency change but with former employees of GfK Romania.

Figure 1. Fieldwork periods in SHARE Wave 9 Phase I/SCS2

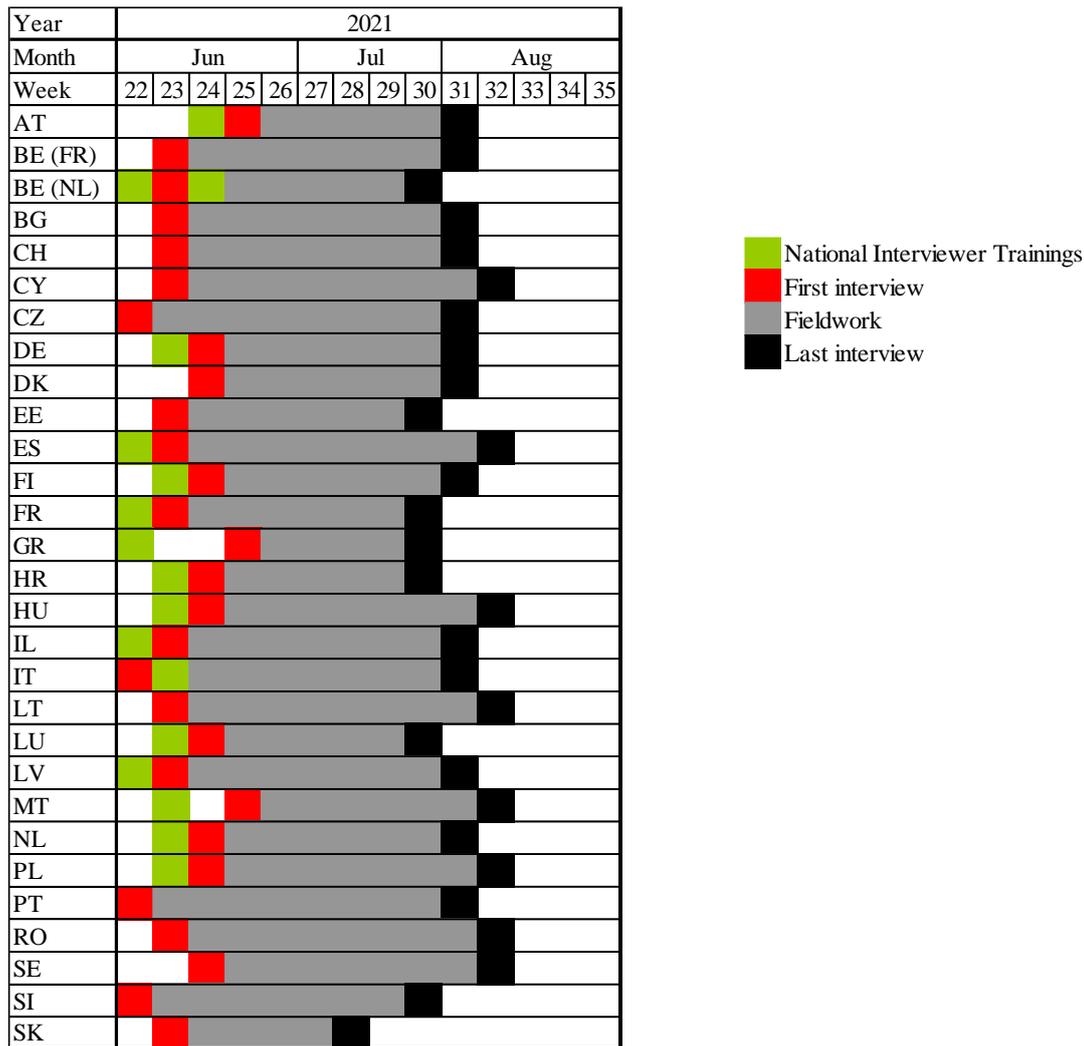


Figure 1 shows that almost all countries were able to put the originally planned schedule into action during Phase I of Wave 9. The start of fieldwork for Wave 9/Phase I happened largely synchronously across countries between mid- to end of June 2021. In some countries, additional interviewer trainings were necessary (green squares). In some countries the first interviews took place immediately after the NTS (same week) which is why in those cases only red squares are shown. Fieldwork for Phase I ended between late July and mid-August in all participating countries.

Table 4. Survey agency attendance at Wave 8 and SHARE Corona Survey TTTs

	Field rehearsal TTT for CATI and CAPI combined online	Main TTT for CATI online	Main TTT for CAPI online
AT	✓	✓	✓
BE-FR	✓	✓	✓
BE-NL	✓	✓	✓
BG	✓	✓	✓
CH	✓	✓	✓
CY	✓	✓	✓
CZ	✓	✓	✓
DE	✓	✓	✓
DK	✓	✓	✓
EE	✓	✓	✓
ES	✓	✓	✓
FI	✓	✓	✓
FR	✓	✓	✓
GR	✓	✓	✓
HR	✓	✓	✓
HU	✓	✓	✓
IL	✓	✓	✓
IT	✓	✓	✓
LT	✓	✓	✓
LU	✓	✓	✓
LV	✓	✓	✓
MT	✓	✓	✓
NL	✓	✓	✓
PL	✓	✓	✓
PT	✓	✓	✓
RO	✓	✓	✓
SE	✓	✓	✓
SI	✓	✓	✓
SK	✓	✓	✓

4.2.2 Back-Checking Conducted Interviews

SHARE mandates that at least 10 percent of all interviewed households are being followed up on to verify that an interview has taken place and was done properly. The goal is to make interviewers aware before the start of fieldwork that there will be a good chance their work will be inspected for falsifications and professional standards and to find falsifications early on during fieldwork to enable timely re-interviews. In Wave 8 we introduced a procedure for back checks, by which the interviews to be verified were randomly selected by SHARE Central. The identifying information of the selected interviews was relayed to the respective survey agencies every fortnight (or after data synchronization). We asked for a standardized documentation of the back checks within a template provided by the coordinating team. In addition to these “random back checks”, the coordinating SHARE team checked the interview data with a number of indicators for suspicious interviews (e.g., unrealistic interview duration, large number of interviews on the same day, implausible interview times, near duplication of interview answer pattern). If an interview was flagged on at least 3 of the 7 indicators, then the interview was deemed suspicious and needed to be checked by the Survey Agency. Agencies were asked to document the results of these “focused back checks” and provide it on request.

Survey agencies were free to apply their own organization's procedure to verify conducted interviews (i.e., if responding households were contacted by mail or telephone, etc.). Table 5 gives an overview of the delivery of back checks documentation.

Table 5. Completed back-checks relayed to SHARE Central

	Random back checks report CATI	Random back checks report CAPI	Focused back checks report
AT	●	●	●
BE-FR	●	●	●
BE-NL	●	●	●
BG	●	●	●
CH	●	●	●
CY	●	●	●
CZ	●	●	●
DE	n.a.	n.a.	n.a.
DK	●	●	●
EE	●	●	●
ES	●	●	●
FI	●	●	n.a.
FR	●	●	●
GR	●	●	●
HR	●	●	●
HU	●	●	●
IL	●	●	●
IT	●	●	●
LT	●	●	●
LU	●	●	●
LV	●	●	●
MT	●	●	●
NL	n.a.	n.a.	n.a.
PL	●	●	●
PT	n.a.	●	n.a.
RO	●	●	●
SE	●	●	●
SI	●	●	●
SK	●	●	●

- 100% of reports delivered
- 99%-85% of reports delivered
- >85% of reports delivered

4.3 Response and Retention Rates

A good fieldwork outcome is characterized by high contact rates and high cooperation rates. Together, this results in high response rates for baseline/refreshment samples and high retention rates for panel samples. We distinguish between response rates, when we look at the first response of a unit (household or individual) for baseline/refreshment samples, and retention rates, when we analyse the response behaviour in the longitudinal sample. In Wave 9 we do not distinguish between panel sub-samples, but only look at the gross sample in two groups: baseline/refreshment samples, made up of

those who participate in a regular SHARE interview for the first time; and the panel sample, those who have already completed a baseline interview in a previous wave. Table 6 below reports the individual retention rates for Wave 9 Phase I, the second Corona Survey. Eligibility for the Corona Survey was restricted to only panel respondents who participated in the first Corona Survey, so response rates for refreshment samples are not reported.

Table 6. Retention rates in Wave 9 Phase I (SCS2)

	Minimum individual retention rate in panel (85%)
AT	●
BE-FR	●
BE-NL	●
BG	●
CH	●
CY	●
CZ	●
DE	●
DK	●
EE	●
ES	●
FI	●
FR	●
GR	●
HR	●
HU	●
IL	●
IT	●
LT	●
LU	●
LV	●
MT	●
NL	●
PL	●
PT	●
RO	●
SE	●
SI	●
SK	●

● 85% or higher

● 75%-84%

● less than 75%

The SHARE Model Contract stipulates that in the panel sample a minimum of 85% of respondents will be re-interviewed. For baseline samples or refresher samples, the document stipulates a minimum of 40% of eligible respondents to be interviewed. For Phase I, more than half of the countries were able to reach and even surpass the 85% target retention rate. Only three countries fell significantly below the target and re-interviewed less than 75% of the panel sample for the Phase I interview.

Below Table 7 shows if the countries passed or failed the contractual standards for the individual retention and response rates for the panel and the refresher samples, respectively. Only two countries were able to reach our target retention rate of 85% with several others coming close. Of the countries that had refreshment samples in wave 9, only three were able to reach the target response rate of 40% with a further five countries getting close but staying under the threshold. Establishing contact and getting a positive response was particularly challenging in wave 9 due to the pandemic situations. One reason for this is that fieldwork had to be suspended and resumed at times, due to national regulations, which made establishing

contact with refreshment samples difficult. Furthermore, building trust with refreshment samples was difficult, as a great many respondents did not want to have personal contact at their homes.

In Wave 8, 18 countries had drawn a refreshment sample: Austria, Belgium, Croatia, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Israel, Latvia, Poland, Portugal, Slovenia, Spain, Sweden, and Switzerland⁴. Refreshment samples that were drawn in Wave 8 but could not be worked off completely due to the pandemic situation were now readdressed in Wave 9. Therefore, all results shown in this report must be seen in comparison with the results from Wave 8 (see Methodology Volume Wave 8). This is especially true for Switzerland, Denmark, Estonia, Hungary, Latvia, and most of all for Israel. These countries had to stop right in the middle of fieldwork, and Israel at the very end of fieldwork. All other countries stopped fieldwork rather at the very beginning of their contact phase with the refreshment samples. No new refreshment samples were drawn specifically in Wave 9. Due to these special circumstances, it does not make sense to report compliance for the response rates of the refreshment samples for wave 8 here. Interested readers can refer to the Methodology Volumes for gross numbers.

Table 7. Retention rates in Wave 9 Phase II (CAPI)

Minimum individual retention rate in panel (85%)	
AT	●
BE-FR	●
BE-NL	●
BG	●
CH	●
CY	●
CZ	●
DE	●
DK	●
EE	●
ES	●
FI	●
FR	●
GR	●
HR	●
HU	●
IL	●
IT	●
LT	●
LU	●
LV	●
MT	●
NL	●
PL	●
PT	●
RO	●
SE	●
SI	●
SK	●

- 85% or higher
- 75%-84%
- less than 75%

⁴ Furthermore, Finland, Spain, and Portugal drew refreshment samples, but were not able to field them due to the suspension of fieldwork in March 2020.

4.4 Average Number of Contact Attempts in Households without Interview

The SHARE Model Contract stipulates six contact attempts before a household can be assumed a final non-interview household not to be followed any further. The table below shows the median number of contact attempts in eligible households where there was no interview at the end of fieldwork. This includes households where a refusal happened. We considered values of six or more contact attempts as acceptable. Many countries do not fulfil this goal which could mean that either not enough contact attempts took place or that the interviewers did not document the contact attempts in the Case Control.

Table 8. Average number of contact attempts in households without interview

	Median in panel sample	Median in refreshment sample
AT	3	1
BE-FR	5	2
BE-NL	15	9
BG	5	na
CH	5	5
CY	5	na
CZ	1	0
DE	4	2
DK	4	4
EE	6	6
ES	7	3
FI	4	2
FR	3	0
GR	4	na
HR	1	1
HU	2	1
IL	2	.*
IT	6	na
LT	8	na
LU	9	na
LV	2	0
MT	3	na
NL	8	na
PL	3	2
PT	6	2
RO	1	na
SE	8	4
SI	5	6
SK	.*	na

*: Missing data. Data for average contact attempts are not available for the refreshment sample in Israel and panel sample in Slovakia due to a technical glitch.