



INTERVIEW
INSTRUCTIONS

- Helsinki Seaports -

Seaports





Project Information

- **TAK Rajatutkimus/TAK Border Research** is a visitor survey project conducted by interviewing over 10 000 travelers who are leaving Finland.
- All the interviewees are over 14 years of age and are residing outside of Finland
- **The clients of the project** are e.g. **Statistics Finland, Visit Helsinki and many other tourism developers.**
- **The goals of the research** is to find out where do the people who visit Finland come from, for how long do they stay here, where do they sleep, what do they buy and how much money do they spend during their trip.
- The interviews are collected throughout the year at the most popular border stations: **Helsinki, Turku, Tampere, Lapland and Eastern border.**
- Travelers for the interview are **selected randomly** first by choosing **a sample frequency** and then **systematically interviewing people** according to the set frequency.
- Electronic questionnaire is used for the survey. It's translated to 13 different languages. **Finnish, Swedish, German, Estonian, English, Spanish, French, Italian, Polish, Russian, Korean, Chinese, Japanese**
- Tablet computers are used for collecting data.



Preparations



Helsinki port ID



Name tag



Tablet

- Tablet should be fully charged before the interviews
- Saunalahti prepaid Sim card is the best option



Sim card (optional)



Charger



Proper dress code for the location

- Yellow vest (Car line)
- Seasonal clothes (Car line)





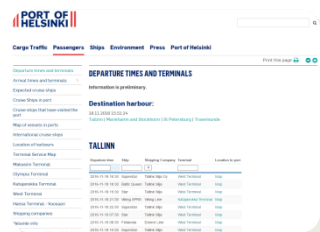
Usage of Tablet



- We provide **Tablet** and **instructions** on how to use **Kiosk Browser** during the orientation day. Contact us, if you encounter problems with the tablet, or something is unclear.
- Check before your shift that Kiosk browser is working and ready to record replies.
- You shouldn't need the web connection when interviewing until you upload the replies!



General Instructions _01



1. Aware of departures



2. Be at the terminal



3. Use Free wifi / Sim

1. Check the departures time

If there is any cancellation or changes, especially Vuosaari and Makasiiniterminaali

— www.portofhelsinki.fi

2. Be at the terminal according to your timetable and departure of the boat

If the ship is cancelled, then go to West terminal that always ships are scheduled.

In Länsisatama, if you need to leave your overcoat or other valuables for storage during your shift, you need to call Harbour Shift Manager +358 500 469 405 before your shift.

3. Connect the Sea ports free wifi, if you want to upload the replies

Open tab, go to any page and it will redirect you to Helsinki port wifi log-in.

— In case wifi is not working, use sim data or share from your own phone



General Instructions _02



4. Choose your name,
location and sample
frequency



5. Ask Destination



6. Interview

4. Choose the right language from the “star”

Pick **the right sample frequency (otos)** for the amount of people waiting.
(Refer to Selecting sample frequency slide)

5. Always ask the destination of a traveler.

If a person is not on the boat your are currently interviewing, then the person doesn't belong to the sample. In this case don't mark them to the questionnaire at all!

6. Interview people according to the frequency(otos) you’ve chosen.

- Start from the outermost bench and proceed in order.
- If you manage to go through the crowd right before boarding, the sample frequency was **picked correctly**.
- **You don’t need to mark Finns** when interviews at **inside of terminal**.
- If you finish interviewing terminal side,
you can go inside of gate and interview the passengers waiting for boarding.

- *You are able to **interview people in front of shops, coffeehouses etc**
- **However, Ask permission from the cashier**
in case **you want to interviews inside of a cafe***

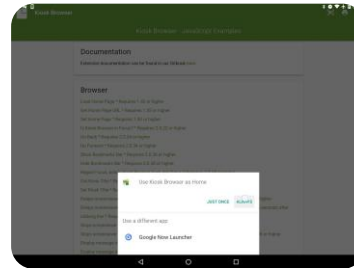
- *Your shifts start when you enter the first location and ends when you leave the last location*



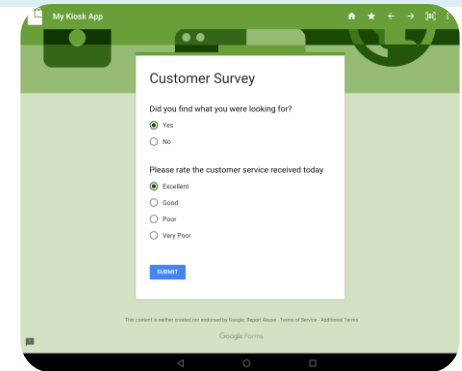
Usage of Kiosk Browser



Kiosk browser works without Internet connection when interviewing.



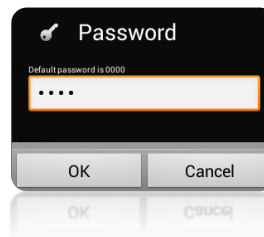
Select **Kiosk** and **Always**, the display varies depending the tablet brand



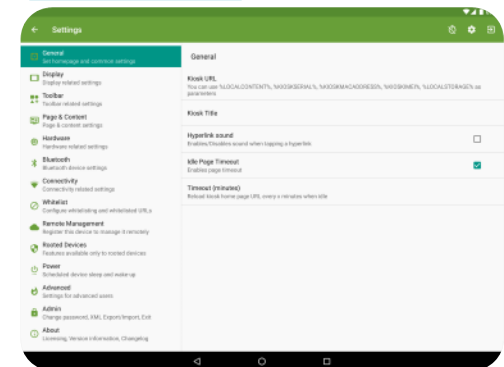
The border research runs inside Kiosk browser



You can go to “**Settings**” from 3 dots on the right upper corner



The password is **2580**



Go to **Remote Management** to get the survey uploaded to your tablet, code C717P



Starting the survey

+ Record a Response

☒ Include partial responses

☒ Include disqualified responses

Partial Responses (8)

Response #2 - 12/17/2018 9:42am
Response #3 - 12/17/2018 9:53am
Response #4 - 12/17/2018 10:05am
Response #5 - 12/17/2018 10:06am
Response #6 - 12/17/2018 10:30am

Start the survey with "record a response".



The survey

Select another language

To be completed by the interviewer

☐ Respondent was not reached

☐ Only email

Finnish tourist board (Visit Finland) is conducting a survey of non-Finns visiting and travelling in Finland. We kindly ask you to answer the questions in this survey, which will only take approximately 3-7 minutes of your time. All replies will be submitted anonymously.

☐ I do not wish to participate in the survey

☐ I am under 15 years of age

☐ I am not travelling away from Finland

☐ I live in Finland

1. Which country do you live in?
– Please Select –

2. Are you a citizen of the country where you live?

☐ Yes

☐ No

Start the interview

After you have finished the interview, a new one will automatically start after 10 seconds



Uploading responses

Complete Responses (10)		
Response #9 - 1/3/2019 9:17am		edit upload delete
Response #10 - 1/3/2019 9:18am		edit upload delete
Response #11 - 1/3/2019 9:18am	.	edit upload delete
Response #12 - 1/3/2019 9:18am		edit upload delete
Response #13 - 1/3/2019 9:19am		edit upload delete
Response #14 - 1/3/2019 9:20am		edit upload delete
Response #15 - 1/3/2019 9:20am		edit upload delete
Response #16 - 1/3/2019 9:21am		edit upload delete
Response #17 - 1/3/2019 9:24am		edit upload delete
Response #18 - 1/3/2019 9:30am		edit upload delete

Kiosk On ☒

[Refresh Survey](#)

[Upload All Local Responses](#)

Upload the responses "Upload All Local Responses" or single upload (not recommended) when your tablet is logged in Web



Selecting Research Sample **Pay attention**

- To ensure validity of the research, it's really **important** to **select a right sample**.
To properly randomize the sample, **we have to make sure that the interviewer won't consciously or subconsciously prefer one group of people to another**.
For example interview mostly young people or avoid large groups of tourists.

EXAMPLE

1 (Start)	2	3	4	5 (Target)
6	7	8	9 (Target)	10
11	12	13 (Target)	14	15

- In practice we do it by using systematic sample frequency.
For example **picking every 4th person** in the area for the interview.



Over 14-years old / Live outside of Finland / Leaving Finland

- The research sample** includes all travelers **over 14-years old** who **live outside of Finland** and **are leaving Finland** at the time of the interview.



Dealing with Unusual cases _01

Under 15

Important!

- If a person who you interview is younger than 15, lives in Finland or doesn't want to answer the survey, you should **at least ask his/her nationality & home country**.
- If the person in question is a **small child**, you can **ask the nationality & home country from his/her parents**.

Big groups

- If you encounter a group of e.g. 20 people and only one of them agrees to fill the questionnaire, mark rest of members who refused
ex) if you are using sample frequency 5, you need to mark 3 times of people refused.

Uncompleted

- If the survey is not completed with some reason, then you need to click all the way through the survey to be recorded.
(Do not mark according to your imagination but mark it if it is so true e.g. gender)

***** Remember always to ask nationality & home country for all the sample !**

This way we will get the right number of tourists from that country in the research.



Dealing with Unusual cases _02

Destinations with a lot of Finns

- Keep doing as usual, there is a chance for foreigners to appear

Multiple ships at the same time

- If there are more than one ship in the terminal, be sure to ask if the person travelling to the city marked in the survey link!
- Try to cover all the allowed areas, so that every passenger has a chance to be part of the sample.

St.Peters line passengers

- Don't forget to interview St.Peters Line people because they easily go inside of ticket check.
- Use your Helsinki port ID to get into ticket check and interview the people waiting for the St.Peters Line boat
- Ask their destination clearly and interview if it is correct.

Students according to period

- Students: Those taking short-term courses (less than one year) are visitors, whereas those taking long-term courses (one year or more) should be considered within their usual environment in their place of study and be excluded from visitors although, in both cases, they are considered as non-residents.
- Less than 1year students: you can interview them as a visitor
- More than 1year students: mark that they live in Finland but ask their home country for nationality.



INTERVIEW INSTRUCTIONS

- Seaports Carline -

Seaports

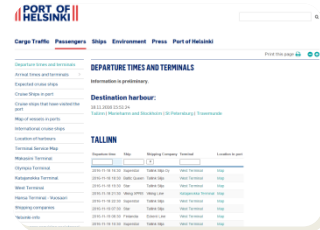


Visit Finland





General Instructions _01



1. Aware of departures



2. Be at the Car line



3. Use Free wifi / Sim

1. Check the departures time

If there are any cancelation or changes, especially Vuosaari and Makasiiniterminaali

— www.portofhelsinki.fi

2. Be at the carline according to departure of the boat

If the ship is canceled, then go to West terminal that always ships are scheduled.

- Consider the time and distance to the carline
- Always take your port ID, name tag and wear yellow vest in the carline .
- **Check your SIM capacity** and availability **before the car line shift.**

3. Connect the Sea ports free wifi, if you want to upload the responses.

Open tab, go to any page and it will redirect you to Helsinki port wifi log-in.

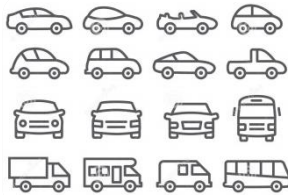
— In case wifi is not working, use sim data or share from your own phone



General Instructions_Carline_02



4. Choose your name, location and sample frequency



5. Select suitable car line



6. Interview

4. Type the correct survey link

Pick **the right sample frequency (otos)** for the amount of people waiting.
See once again, you have chosen **right carline location code**

5. Select suitable car line

In order to have good sample size, **it is important to select suitable car line**
(Refer to Selecting carline sample frequency slide)

6. Interview people according to the frequency(otos) you've chosen.

- Start from the first line and proceed in order.
- **Ask the driver the destination, number of passengers**
- If you manage to go through the car lines right before boarding, the sample frequency was **picked correctly**.
- **You need to mark Finns** when interview **at the car line**.

**We don't interview Bus & Truck driver*



Selecting Carline Sample **Pay attention**

- While interviewing in the car line (shifts marked as "auto"), **cars should be picked systematically** from the parking lot. For example every third car can be picked. In the car the **driver is interviewed** and the **total number of passengers is marked** to the survey.



Small	Van	Other	Other
1(Start)	1	1	1(Target)
2	2	2(Target)	2
3	3(Target)	3	3
4(Target)	4	4	4(Target)
5	5	5(Target)	5
6	6(Target)	6	6
7(Target)	7	7	7(Target)

- The number of Finnish travelers has to be represented in the data proportionally. Make sure **not to choose** cars based **on the license plate**.
- In the **port of Vuosaari** bus **passengers should also be approached**. From each bus only one person to be interviewed (5th passenger on the bus). The total number of bus passengers should be entered to the survey. If the respondent refuses to answer, *don't mark him or her as a refused answer* in the survey, but contact the next person.
- The goal is to have only one interview per bus in the data!



Dealing with Unusual cases_Carline

Which car line to choose

- Try to cover all the type of car lines waiting for boarding. (No bus and truck)
- So that it gives you various sample type and size of the survey.

Cars moving too fast

- Go to next target, don't force to stop them

Multiple ships at same time

- Check the signal panel of the line and ask the destination from driver again.

In bad weather

- If the weather is too bad such as snowing, raining, storms or freezing then you can go interview inside of terminal.
- When it's freezing, try to do one part of the shift outside and do the rest inside of the terminal



Minimizing Refusals



- **Anonymous !**
- **About 5 mins !**
- **Improve tourism services in Finland**

- **Saying that**
 - the survey is just around **5 minutes long**
 - survey is completely **anonymous**
 - the goal of the survey is to find ways **to improve Finland** as a **tourist destination**
- However be considerate when persuading,
The person shouldn't feel too disturbed or pressured.
- If the person **refuses** the survey,
ask Nationality & Home country & Number of passengers to mark
and then **go to next car regardless of otos (frequency)**



Dress Code

- The personnel of port and airport is expected to **be dressed appropriately**.
Avoid for example shorts during the summer.
- All the interviewers should have **a name tag during the work**.
It helps you announce what you are working on clearly.
And **a yellow vest** while interviewing **in the car line**!



Be dressed appropriately



Name tag



Yellow vest (Car line)
Seasonal clothes (Car line)



Breaks during Sea port shifts



Lunch break (30 minutes)



Coffee break (15 minutes)

- In the 6-hour shift **one Lunch break (30 minutes)** and **one Coffee break (15 minutes)** is included.
- **Try to time the breaks** when the passenger traffic is **at the lowest possible point.**
- The break starts when you leave your work place and ends when you are back at the terminal.



Enjoy the work



- **Enjoy yourself meeting new people** coming from various background and nationality !!
- Mostly they are **happy with answering** the survey



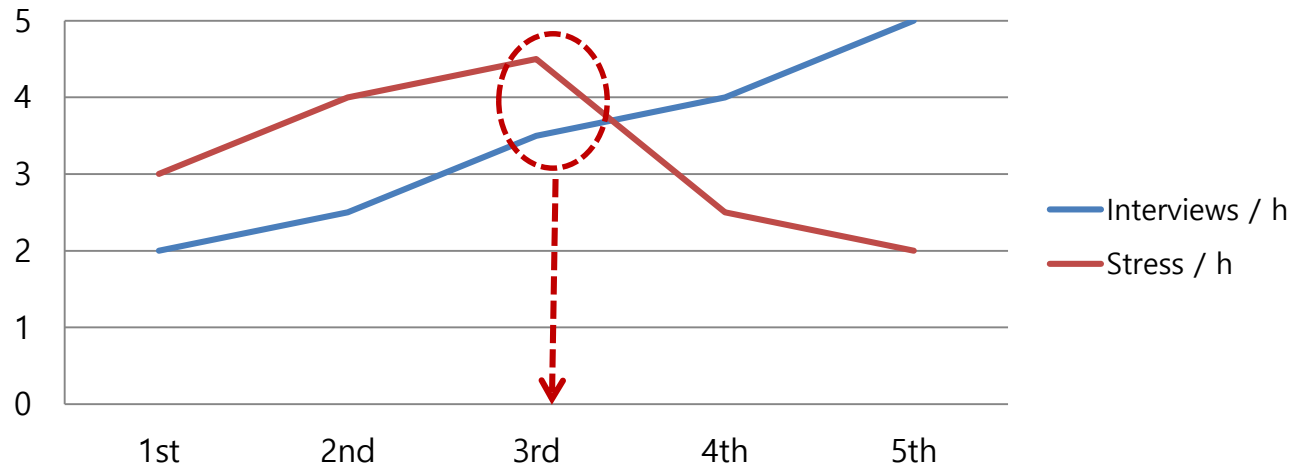
Don't take it
personally

- But you might face some impolite people expressing in not a good way
- **You must not to take it personally** that doesn't help you out in any way
- Just let it go as their wishes, you don't have to force them to answer if they don't want.
- However, **do not AVOID or JUDGE them in advance** before you try.
Try all of target people systematically as usual.



Work performance / Stress

Correlation between performance and stress



- For first few months, you need time to get used to the work.
- Of course, there could be some stress but see how it goes on later.
- You are going to be relaxed and comfortable around 3 months later from the beginning, that is why we have many people that working for many years together.
- **Feel free to contact us, if you have difficulties during the work.
We are ready to solve the problems together. (Personal & Publicly)**



Other



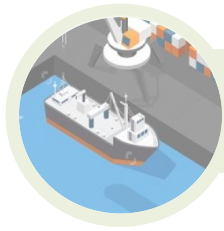
Changing the harbor

- If there are no travelers once you started, move on to another harbor based on your time table schedule.
- Find most effective transportation mode
- Change the destination, sample size and the location code on tablet when you arrive at new harbor

Take tram

- To Lansisatama : 6T , 9
- To Katajanokka 4 , 5
- To Olympiaterminaali : 2





Contact Information

- If you make a mistake such as frequency, email us to correct them.
- Also if encounter something useful and/or interesting, which can help us to improve the interviewing process or further develop our survey, please give us feedback.

Also don't hesitate to contact us if problems occur.



- **General feedback:**
 - *Jari-Matti Laasonen / 045 137 5099/ jari-matti@tak.fi*
- **Technical feedback:**
 - *Jaakko Roponen / 050 538 0325 / jaakko@tak.fi*