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# **Happy talk: Mode of administration effects on subjective well-being**

Paul Dolan

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## **Abstract**

There is increasing interest in subjective well-being (SWB) both in academic and policy circles. As a result, considerable research efforts are now being directed at the validity and reliability of SWB measures. This study examines how SWB reports differ by survey mode. Using data from the April 2011–March 2012 Annual Population Survey in the UK we find that individuals consistently report higher SWB over the phone compared to face-to-face interviews. We also show that the determinants of SWB differ significantly by mode, with life circumstances tending to matter more in face-to-face interviews. These results have substantial implications for research and policy purposes.

*JEL classification:* D60, I30

**Keywords:** subjective well-being; happiness; survey mode; valuation

## **1. Introduction**

Measures of subjective well-being (SWB) are increasingly becoming prominent in academic circles (Frey and Stutzer, 2002; Di Tella and MacCulloch, 2006; Dolan et al., 2008), but also amongst policy-makers interested in monitoring progress and evaluating interventions (Stiglitz et al., 2009; Fujiwara and Campbell, 2011; National Research Council, 2013; OECD, 2013). This increasing interest originates from the (a) theoretically rigorous, (b) policy relevant, and (c) empirically robust nature of these measures (Dolan and Metcalfe, 2012). Much empirical research has focused on the third category – examples include Sutton and Davidson (1997), Bertrand and Mullainathan (2001), Urry et al. (2004), Krueger and Schkade (2008), Conti and Pudney (2011), Kavetsos et al. (2014).

A largely neglected question within this research area, however, is the degree to which SWB reports are influenced by the mode of survey administration. Do individuals report consistently higher/lower levels of SWB in one mode versus others? Additionally, and equally important, do the determinants of SWB differ by mode of administration? If so, there are obvious implications for the interpretation of, and policy recommendations resulting from, SWB analysis. This study provides some evidence around these issues by comparing SWB responses obtained via telephone and face-to-face surveys.

There is broad evidence suggesting that responses to subjective questions are likely to be affected by the mode of administration (Schwarz et al., 1991; Bowling, 2005; Sakshaug et al., 2010). Although it is not feasible to cover the entire breadth of the literature in this area, some notable evidence on health-related quality of life (HRQoL) suggests that telephone surveys lead to higher – i.e. healthier – responses compared to self-completion ones, and F2F yields higher (more positive) responses compared to either telephone or self-completed questionnaires.

Some of these studies rely on cross-sectional comparisons between modes. For example, in a comparative analysis of health ratings between telephone and mail surveys in Australia, Perkins and Sanson-Fisher (1998) find higher health ratings for those interviewed on the telephone. McHorney et al. (1994) randomly allocate respondents to a mail and a telephone survey. They find that individuals interviewed over the phone report more healthy ratings and fewer chronic conditions on average. Buskirt and Stein (2008) study quality of life (QoL) scores of about 300 cancer survivors in the US, who are randomly assigned to mail or telephone interviews – disregarding the data retrieved from a third group of participants who were given the opportunity to self-select one of the two modes. Their results suggest higher reported QoL for those in the telephone mode, especially in respect to vitality, mental health and physical functioning; results which are also consistent across cancer types. Using four large population surveys in the US, Hanmer et al. (2007) find that telephone surveys yield higher HRQoL compared to postal mail and self-administered (under the presence of an interviewer) surveys amongst the elderly.

In a study comparing depression prevalence, Li et al. (2012) study self-reported data using large national surveys in the US. They find that the prevalence of depression is lower for those in the National Health and Nutrition Examination Survey (NHANES) sample – a personal interview – compared to those surveyed via the Behavioral Risk Factor Surveillance System (BRFSS) – a telephone survey.

Outside the realm of HRQoL, Breunig and McKibbin (2011) use data of self-reported financial difficulty from the 2003-2004 wave of the Australian Household Expenditure Survey (HES) and the third wave of the Household Income and Labour Dynamics in Australia (HILDA). They find that reported financial difficulty is about 33-36% lower in F2F compared to self-completion interviews; an effect plausibly caused by the embarrassing association such a confession to another person has.

Other studies are able to offer more convincing evidence, based on a panel of individuals. In summary, the evidence resulting from this set of studies tends to confirm the strong influence of mode effects as already described. For example, Lyons et al. (1999) obtain postal, self-administered, questionnaires assessing respondents' health status before randomly allocating them in either a F2F interview (administered in the clinic) or a similar self-completion mode. About 200 individuals were recruited for this exercise, with the distance between the two surveys being ten days. Results suggest a significant increase in health status in F2F interviews. In a similar study of a few hundred patients, Hays et al. (2009) find that those entering a heart failure program and cataract surgery report higher HRQoL when the follow-up survey is randomly administered over the telephone compared to postal mail. Evans et al. (2004) survey a small sample of about 100 visitors to a UK general practice twice within a two-day window alternating the order of F2F and telephone modes. They generally find limited evidence of mode effects in responses to the General Health Questionnaire and the Clinical Interview Schedule. Finally, Conti and Pudney (2011) study differences in levels of reported job satisfaction in the British Household Panel Survey (BHPS), obtained both via a F2F interview and a self-completed questionnaire. They find higher reports of job satisfaction in F2F interviews.

The evidence therefore suggests that respondents present themselves in a more positive light (e.g. healthier) the 'closer' the interviewer is. This is what Conti and Pudney (2011) call "put on a good show for the visitor" effect in F2F interviews. The social interaction of the respondent with the interviewer has been documented to lead to more socially desirable responses (Tourangeau and Smith, 1996; Presser and Stinson, 1998; Tourangeau and Yan, 2007), though others have found limited effects of a social desirability bias (Fowler et al., 1999; Kaplan et al., 2001). On the other hand, an interviewer can "increase response and item response rates, maintain

motivation with longer questionnaires, probe for responses, clarify ambiguous questions, help respondents with enlarged show-cards of response choice options, use memory jogging techniques for aiding recall of events and behaviour, and control the order of the questions” (Bowling, 2005) and assure respondents on the confidentiality of their data (Nandi and Platt, 2011).

Against this background, this study compares F2F and telephone responses obtained from the UK’s Office for National Statistics (ONS) SWB questions. We also examine whether the determinants of SWB differ by mode. An additional contribution of this study is the analysis of different SWB measures, including evaluative, experience and ‘eudemonic’ measures. These dimensions are in line with recent policy recommendations (Dolan and Metcalfe, 2012; National Research Council, 2013; OECD, 2013) due to their fundamental importance, yet have been scarcely examined in the literature.

Our findings suggest that there are large differences by survey mode, with telephone respondents reporting higher levels of SWB. As expected, socio-economic determinants have a varying impact on the dimensions of SWB studied here. More importantly, however, we find a differing importance of the determinants of SWB within dimensions depending on the interview mode, where life circumstances tend to matter more in F2F surveys.

The rest of this study is organised as follows. Section 2 describes the data and methods used in the analysis. Section 3 presents the results of the analysis. Section 4 discusses the implications of the results for research and policy.

## **2. Data and methods**

We use SWB data gathered in the UK's Annual Population Survey (APS), spanning over the period April 2011–March 2012. Following recommendations by Dolan and Metcalfe (2012), this survey introduces evaluative, experience and 'eudemonic' measures of SWB questions all of which are measured on a 0-10 scale, where 0 denotes '*not at all*' and 10 denotes '*completely*':

- i. *Overall, how satisfied are you with your life nowadays?*
- ii. *Overall, to what extent do you feel that the things you do in your life are worthwhile?*
- iii. *Overall, how happy did you feel yesterday?*
- iv. *Overall, how anxious did you feel yesterday?*

The APS is a representative sample of the UK population, drawing data from the Labour Force Survey base and boost sample. In the base sample, a new cohort is selected in every quarter of the year and surveyed for five consecutive quarterly waves; the fifth and final interview thus takes place a year apart from the first. In the boost sample, a new cohort is selected every calendar year and is then surveyed for four consecutive annual waves; interviews are spread equally within each of the four waves and each interview takes place a year apart (LFS User Guide, 2011). These data consist of surveys of the same address within a given cohort, hence not necessarily of the same individual.

The APS utilises all four waves of the boost sample, but only waves 1 and 5 of the base sample; this is depicted by the bold cells in Table 1. Respondents are interviewed either F2F or on the phone. In these data more than 165,000 individuals are asked the SWB questions: about 52% of which via F2F (CAPI) and the remaining 48% via telephone (CATI) interviews.

Allocation into mode is, however, not entirely clear. It appears that the norm for both the base and boost interviews is for the very first interview in Wave 1 to be conducted F2F. Selected addresses for which phone numbers are readily available though may have the first interview via the telephone. If F2F respondents concur, subsequent waves within the same cohort take place over the phone in order to minimise survey costs; otherwise they continue taking place F2F. The former is indeed what we observe in the data: although based on different cohorts, we find that about 78% of respondents in the base sample are interviewed F2F in Wave 1 compared to about 25% in Wave 5.

This non-random allocation into mode leads to issues of self-selection which cannot be overlooked. Therefore, any analysis on the effects of interview mode on SWB reports using the entire APS sample – that is, pooling data from waves 1 and 5 of the base sample and waves 1 to 4 of the boost sample – might be affected by respondents’ self-selection into survey mode following the interview in Wave 1. It might be, for example, that happier individuals opt to have future interviews over the phone.

Furthermore, recall that the APS is a survey of the same address within a given cohort, not necessarily of the same individual if this person has moved. Hence, mode selection of the property’s previous resident determines, to some extent, the interview mode of future residents; especially if the previous resident opts for F2F interviews.

In these data we are, however, able to differentiate between the waves each interview was held. Hence, by focussing on Wave 1 respondents only, we remove subsequent biases likely to be caused by self-selection into mode. The data analysed in this study is depicted by the shaded cells in Table 1.

We run an OLS regression model of the following form to estimate the magnitude of the mode effect:

$$SWB_i = a_0 + a_1PHONE_i + a_2DEMO_i + R_s + M_t + D_t + e_i \quad (1)$$



Where *SWB* denotes the score given in a SWB question by individual *i*; *PHONE* is a dummy variable denoting whether the survey was conducted over the telephone rather than F2F; *DEMO* is a set of socio-demographic characteristics available for the respondent, including age, age squared, gender, marital status, employment status, education level, and ethnicity. As discussed in the previous section, respondent's self-rated health is susceptible to mode effects and is thus excluded from the regressions, which do however control for more objective health indicators, such as disability.  $R_s$  is a set of *s* regional dummy variables.  $M_t$  is a set of monthly (time of year) dummy variables and  $D_t$  is a set of daily (day of the week) dummy variables, which are shown to affect responses to SWB responses considerably (Kavetsos et al., 2014).<sup>1</sup>

Note that household income is not recorded in these data and thus cannot be added as a control variable in our regressions. In a separate set of results we do however include an income measure, gross weekly pay (in main and secondary job), and re-estimate equation (1) – though this variable is, by definition, only relevant for respondents who are either employed or are under government employment.

We estimate equation (1) using OLS. Although SWB responses are ordinal, assuming cardinality and estimating equation (1) using OLS instead of an ordered probit or logit model has been shown not to alter results significantly and also adds to their interpretability (Ferrer-i-Carbonell and Frijters, 2004) – we nonetheless also report results using an ordered probit model. In all cases, standard errors are robustly estimated and clustered at the regional level.

### **3. Results**

#### **3.1 Descriptives and t-tests**

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<sup>1</sup> Although it is worth noting that omitting calendar controls has only a marginal impact on the remaining coefficients.

Table 2 offers some descriptive statistics of the Wave 1 sample of these data by mode. The composition of the sample is in some cases similar between modes – e.g. proportion between genders and education variables – but differs in others. For example, respondents are on average 10 years older on the phone, where the proportion of those being married and widowed is also higher. The proportion of the unemployed is doubled in the F2F sample, and that of being inactive decreases by 11 percentage points.

Table 3 reports the correlation coefficients between the measures by mode. LS, worthwhile and happiness are positively correlated (Dolan and Metcalfe, 2011), and are all negatively correlated with anxiety. Interestingly, correlation coefficients do not change by mode; an important finding in its own right, suggesting that the relationship between SWB measures remains consistent irrespective of mode.

Next, we calculate t-tests in order to compare average SWB scores between modes. The results are presented in Table 4. For LS, worthwhile and happiness, average SWB is higher over the phone than F2F interviews by nearly half a point on a 0-10 scale. Anxiety is also reduced when this question is administered over the phone, by about a third of a point.

Rather than focusing on averages, Figure 1 plots the distribution of SWB responses by measure and mode of administration. The histograms for life satisfaction (LS), worthwhile, and happiness yesterday (henceforth, happiness) corresponding to telephone interviews are right-skewed. That is, there is a larger percentage of respondents scoring 8–10 over the phone. This is also the case for anxious yesterday (henceforth, anxious), where notably a much larger percentage of respondents report being ‘not at all anxious’ (i.e. a score of zero) on the telephone. A Kolmogorov-Smirnov test – a non-parametric test on the equality of two independent distributions – also suggests that the SWB measures do not have the same distribution function

between modes: combined  $K-S_{LS} = 0.121$  ( $P < 0.001$ ), combined  $K-S_{Worth} = 0.109$  ( $P < 0.001$ ), combined  $K-S_{Hap} = 0.096$  ( $P < 0.001$ ), combined  $K-S_{Anx} = 0.073$  ( $P < 0.001$ ).

### **3.2 Regression results**

The results in Table 4 highlight the existence of statistically significant differences between modes of administration, but are not very informative of the relative effects of these differences. An investigation of the effects of survey mode via regression analysis is required for this purpose. The results, reported in Table 5, suggest that the phone mode increases SWB, with the maximum increase being observed for LS (about 0.26 points), followed by worthwhile (about 0.24), happiness (about 0.19), and anxiety (about -0.10).

On the remaining controls we find that the LS, worthwhile and happiness measures share some similarities. In general, men report being less satisfied, lower in worthwhile activities and less happy. SWB decreases with age, unemployment and disability; it increases with marriage, civil partnership, and education. Separated and divorced individuals report lower levels of LS; the divorced report lower LS and happiness. The signs of the estimated coefficients are often reversed when considering anxiety, in the sense that the individual characteristics that generally tend to be related with positive scores of LS and happiness are also related with negative scores of anxiety.

In terms of relative effects, for LS the coefficient of the telephone mode is twice as large as that of being a male, nearly as large as that of degree-level education, and more than alleviates the negative effects associated with divorce. For the worthwhile measure, telephone offsets two thirds of the negative effect associated with being a male, is about as large as having been educated up to GCE level, is twice as large as the level of worthwhile gained by being self-employed, and it alleviates about a third

of the effect of unemployment. Similarly, for happiness the positive estimated coefficient for the telephone mode is more than twice as large as the negative effect associated with being male and is sufficient to offset more than half of the effect of widowhood. It is about as large as having a higher education, also offsets about a third of the negative effects of unemployment and half of the negative effect of having a work-limiting disability. For anxiety, it is half the coefficient of being a male, offsets the anxiety stemming from divorce, is nearly as large as having higher education, and it offsets about a fourth of the anxiety caused by work-limiting disability.

Table 6 reports separate regressions by mode to examine whether these determinants of SWB change by mode. We find several differences in the statistical significance of the demographic controls. Of equal importance, we find that the size of the estimated coefficients differs by mode. In most cases this difference is quite small, but there are cases where it is quite substantial. We present a few examples in Table 7.

### **3.3 Robustness and additional results**

As previously mentioned the reliability of our estimates might be questioned due to the fact that we are missing an income variable. Table 8 offers estimates, similar to those of Table 5, including ‘gross weekly pay’. As mentioned in section 2, this measure of income is not necessarily equivalent to household income, but can trivially be considered as a major component of it, and is only relevant to certain employment categories – these results are then equivalent to simply estimating the model for a sub-group of the sample which is under employment and as such might not be deemed to be very informative in our understanding around the exclusion of income. Table 8 thus also includes estimates for the same sub-group of individuals excluding this income measure in order to assess the robustness of the estimates once income is controlled for.

For brevity we present only some of the estimates of our model. We observe that the coefficient of the phone dummy is quite robust – for example, the estimate in LS regressions excluding income is 0.228, marginally increasing to 0.241 once income is included – and hold the same interpretation. For this sub-set of respondents, the coefficient of mode is not statistically significant for anxiety; irrespective of the inclusion of income. The estimates of the remaining controls are also quite robust to the inclusion of the income measure. Overall, this exercise relaxes our concerns about the implications the missing income variable might have on the size and statistical significance of the mode variable.

Finally, Table 9 presents estimates of equation (1), estimated via an ordered probit. The statistical significance of the main coefficient of interest, *phone*, is high. Its relative significance is also large – as was the case of the OLS estimates. For example, for LS the coefficient telephone is about twice as large (in absolute terms) as that of being a male and alleviates the negative effects associated with divorce separation; for worthwhile, it is about as large as higher education and it alleviates more than a third of the coefficient of unemployment; for happiness it is nearly twice as large as the negative effect associated with being male and offsets about half the coefficient of unemployment; and for anxiety, it more than the coefficient of divorce and offsets about a third of the coefficient of work-limiting disability.<sup>2</sup>

#### **4. Discussion**

On-going debate about the suitability of different measures of wellbeing for policy purposes has mostly concentrated on the differences between accounts, but there is now more of a focus on measurement issues *within* each account. This study highlights another dimension in the measurement realm by examining the impact of survey modes on reports of SWB. We use data from the UK Annual Population

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<sup>2</sup> Further ordered probit estimations by mode support the evidence based on OLS, presented in Table 6. These results can be made available upon request.

Survey between April 2011–March 2012, which is the first to introduce the four SWB questions used by the ONS to measure SWB in the UK: life satisfaction, worthwhile, happiness yesterday, and anxiety yesterday. This survey was administered over the phone and by face-to-face interviews.

We find that the correlation coefficients do not change as a function of survey mode, implying that the relationship between the measures is stable irrespective of mode. Importantly, we do find that phone interviews are associated with significantly and substantially higher reports of SWB. We also report important differences in the statistical significance of different determinants of SWB by mode, where we find that the impact of these characteristics – notably in relation to education – is much less important in phone compared to F2F surveys.

Policy-makers have recently shown considerable interest in measuring SWB in order to monitor progress (e.g. Stiglitz et al., 2009) – the inclusion of the four SWB questions in the APS reflects David Cameron’s, the UK’s Prime Minister, pledge to measure SWB in the UK. Treating the entire sample uniformly by disregarding mode effects – see for example the ONS (2012) and NEF (2012) analyses of the same data – could result in misleading conclusions about the average levels of SWB in different regions, especially as some are interviewed using one mode only. For example, all interviews in Scotland, north of the Caledonian Canal, are currently administered by telephone only; in contrast, those in Northern Ireland are administered via F2F. As the collection of such SWB data increases in time, a uniform analysis will result in misleading time trends.

Such omission is not only relevant for SWB in the UK. Just as objective lists are sensitive to the choice of an indicator measuring a certain outcome, country rankings based on SWB scores might be sensitive to the mode of interview. Gallup have long been measuring SWB around the world, having employed both telephone and F2F

interviews; with F2F being mostly used in developing nations. If the data in the Gallup World Poll follow the same pattern as that in the UK – with higher SWB reported over the phone – then appropriately controlling for survey mode might suggest a different gradient for the GDP-happiness relationship.

The importance of differing determinants of SWB is also of significant interest, as researchers and policy-makers need to understand the aetiology of SWB in order to ‘compensate’ for major life events (Blanchflower and Oswald, 2004) and target population groups accordingly. The most interesting differences for policy purposes found across interview modes here relate to respondents’ employment status and education level. Economic inactivity reduces life satisfaction in F2F interviews – as has been found many times before (e.g. Dolan et al., 2008) – but it does not in phone surveys. For education, we confirm previous findings of a significantly positive association with life satisfaction in the F2F surveys, increasing with the level of education attained (Dolan et al., 2008), but the association disappears in the phone surveys.

These differences in the determinants of SWB by mode are as strong as differences found by measure. For example, unemployment seems to matter about twice as much for evaluative measures of SWB (life satisfaction) than for more experience-based measures (happiness yesterday) – supporting evidence in Knabe et al. (2010) from DRM data suggesting that the unemployed compensate losses in life satisfaction by being able to devote more time in enjoyable activities.

In addition, our results have substantial implications for policy evaluations using the SWB approach (Fujiwara and Campbell, 2011; HM Treasury, 2011). This has recently gained popularity in valuing a range of intangibles and non-market goods, including airport noise (van Praag and Baarsma, 2005), air quality (Levinson, 2012), natural disasters (Luechinger and Raschky, 2009), health (Oswald and Powdthavee,

2008; Dolan, 2011), sports events (Kavetsos and Szymanski, 2010), as well as SWB population patterns (Frijters et al., 2004). The results presented in this study question the robustness of compensation schemes based on the SWB approach, as these are likely to differ depending on the interview mode used to make these evaluations.

Note that we cannot offer any prescriptions on the superiority of phone vs. F2F surveys and we are also not considering differences in the time and cost for gathering survey data – these are important aspects of data collection that are best evaluated elsewhere (e.g. Dillman, 2000; Groves, 2004; McMorris et al., 2009). What we highlight here is that the results cannot be generated by social desirability bias alone, since interviewers are ‘closer’ to respondents in F2F surveys, yet people are happier in phone surveys. Because of the further ‘distance’ between the interviewer and the respondent in telephone surveys, the latter might not be allocating as much attention to the interview process as in F2F surveys, leading to inaccurate responses (Holbrook et al., 2003).

In a related way, it is also plausible that higher average SWB over the phone might be the result of gravitation of scores to the top end of the response scale because questions are hard to interpret and which, arguably, an interviewer could have clarified. This could be especially true for lower educated respondents (Dolan and Metcalfe, 2011), which is a pattern we also observe here. For example, about 22.5% of respondents with no educational qualification give a life satisfaction score of ‘ten out of ten’, compared to about 9% of those with degree-level education.

This study does not come without limitations. First, there is the issue of the lack of a household income variable. In our robustness analysis we do however estimate models including gross weekly pay, available for those who are employed. Separate estimates for this specific sub-group based on the exclusion and inclusion of this variable offer fairly robust estimates of the impact of mode effects. Second, although



our focus on Wave 1 respondents resolves much of the issues related to subsequent self-selection into interview mode in future waves, some degree of selection in the data still remains; for example, from those not listing their telephone in the directory (ex-directory), or those households who only have mobile phones. Third, we have no information on the number of telephone attempts made to respondents, which has been recently shown to affect happiness scores (Heffetz and Rabin, 2013).

Given the importance of mode effects, future research should compare SWB scores between additional survey modes, such as online surveys and text messaging – which offer cost-efficient methods of data collection – as well as evidence between countries. Recent research also examines the relationship between SWB and capabilities by using self-reported indicators of freedoms and capabilities in various domains as explanatory variables of life satisfaction (Anand et al., 2011) – empathy, life autonomy, and safety are positively correlated to life satisfaction; worthlessness, stress, and the possibility of future discrimination are negatively correlated to life satisfaction. Our findings have potential implications on the differing impact such explanatory variables might have depending on the mode of administration used to elicit responses.

Mode effects have also been shown to influence preference satisfaction accounts as well, especially in eliciting willingness to pay (WTP) – the maximum amount an individual is willing to pay to receive or avoid a good or service – (Marta-Pedroso et al., 2007; Maguire, 2009; Olsen, 2009; Lindhjem and Navrud, 2011). Leggett et al. (2003), for example, estimate a 23–29% larger WTP in F2F interviews compared to self-administered surveys. Further research gathering evidence across a broader range of interview modes should be promoted and compared to other valuation methods, such as the SWB approach.

These are all avenues that future research could significantly contribute upon. But as things stand, the most cost-effective way to increase reported SWB in the UK is to conduct all interviews over the phone.

Table 1: APS survey

	2011			2012
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>Cohort A</b>	<b>W5 Base</b>			
<b>Cohort B</b>	W4 Base	<b>W5 Base</b>		
<b>Cohort C</b>	W3 Base	W4 Base	<b>W5 Base</b>	
<b>Cohort D</b>	W2 Base	W3 Base	W4 Base	<b>W5 Base</b>
<b>Cohort E</b>	<b>W1 Base</b>	W2 Base	W3 Base	W4 Base
<b>Cohort F</b>		<b>W1 Base</b>	W2 Base	W3 Base
<b>Cohort G</b>			<b>W1 Base</b>	W2 Base
<b>Cohort H</b>				<b>W1 Base</b>
<b>Cohort Boost A</b>	<b>2011 Boost W1</b>			2012 Boost W2
<b>Cohort Boost B</b>				<b>2012 Boost W1</b>

Source: LFS User Guide (2011), p. 12 and 18-19.

Notes: 'W' denotes wave. Cohort labels (i.e. A, B, ...) are illustrative. Bold cells represent waves in the APS data asking the SWB questions. Shaded cells represent waves in our analysis.

Table 2: Summary statistics by mode

	<b>Phone</b>	<b>Face-to-Face</b>
Male	41.2%	44.6%
Age	59.2	49.7
Married	61.8%	46.8%
Civil Partnership	0.1%	0.3%
Separated	1.7%	3.8%
Divorced	8.7%	11.7%
Widowed	14.3%	8.8%
Degree	20.8%	23.3%
Higher Education	12.1%	9.8%
General Certificate of Education (GCE)	23.7%	21.3%
General Certificate of Secondary Education (GCSE)	21.7%	21.8%
Other education	10.4%	9.9%
Self-Employed	7%	7.7%
Government Employment & Training Programmes	0.1%	0.2%
Unpaid Family Worker	0.4%	0.2%
Unemployed	2.3%	5%
Inactive	51.8%	40.9%
Disability: DDA	22.9%	13.6%
Disability: Work-Limiting	2.3%	3.4%
Disability: DDA & Work-Limiting	8.8%	12.3%

Table 3: Correlations between SWB measures

<i>Face-to-Face</i>				
	<b>LS</b>	<b>Worthwhile</b>	<b>Happiness</b>	<b>Anxious</b>
<b>LS</b>	1			
<b>Worthwhile</b>	0.63	1		
<b>Happiness</b>	0.58	0.51	1	
<b>Anxious</b>	-0.34	-0.25	-0.46	1
<i>Telephone</i>				
	<b>LS</b>	<b>Worthwhile</b>	<b>Happiness</b>	<b>Anxious</b>
<b>LS</b>	1			
<b>Worthwhile</b>	0.61	1		
<b>Happiness</b>	0.57	0.49	1	
<b>Anxious</b>	-0.31	-0.24	-0.45	1

Table 4: Average SWB by survey mode

	<b>Telephone</b>		<b>F2F</b>		<b>Mean Difference</b>
	<i>N</i>	<i>Mean</i> ( <i>St. deviation</i> )	<i>N</i>	<i>Mean</i> ( <i>St. deviation</i> )	
<b>LS</b>	17,660	7.796 (1.796)	59,117	7.303 (1.985)	<b>0.493**</b>
<b>Worthwhile</b>	17,572	8.054 (1.662)	58,942	7.603 (1.879)	<b>0.452**</b>
<b>Happiness</b>	17,667	7.683 (2.15)	59,110	7.217 (2.276)	<b>0.465**</b>
<b>Anxious</b>	17,615	2.916 (2.926)	59,053	3.218 (2.917)	<b>-0.302**</b>

*Notes: N* denotes number of observations. \*\*  $p < 0.01$ .

Table 5: Regression results, OLS

	<b>LS</b>	<b>Worthwhile</b>	<b>Happiness</b>	<b>Anxious</b>
Phone	0.264** (0.029)	0.235** (0.021)	0.191** (0.019)	-0.10* (0.036)
Male	-0.127** (0.014)	-0.326** (0.009)	-0.085** (0.023)	-0.23** (0.023)
Age	-0.123** (0.006)	-0.076** (0.005)	-0.097** (0.005)	0.089** (0.007)
Age <sup>2</sup>	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	-0.001** (0.0001)
<i>Marital Status (reference category: single)</i>				
Married	0.553** (0.026)	0.467** (0.027)	0.478** (0.032)	-0.17** (0.025)
Civil Partnership	0.892** (0.087)	0.677** (0.116)	0.618** (0.109)	-0.299 (0.148)
Separated	-0.317** (0.072)	-0.002 (0.037)	-0.124 (0.06)	0.227* (0.102)
Divorced	-0.116** (0.034)	0.045 (0.032)	-0.034 (0.04)	0.112** (0.031)
Widowed	-0.337** (0.046)	-0.001 (0.052)	-0.262** (0.068)	0.117 (0.069)
<i>Education (reference category: no education)</i>				
Degree	0.274** (0.029)	0.373** (0.024)	0.25** (0.031)	-0.114 (0.054)
Higher Education	0.184** (0.032)	0.302** (0.03)	0.186** (0.03)	-0.135* (0.054)
General Certificate of Education (GCE)	0.149** (0.028)	0.251** (0.02)	0.139** (0.026)	-0.166** (0.044)
General Certificate of Secondary Education (GCSE)	0.108** (0.035)	0.188** (0.024)	0.122** (0.036)	-0.192** (0.045)
Other	0.148** (0.037)	0.203** (0.027)	0.219** (0.041)	-0.185* (0.067)
<i>Employment Status (reference category: employed)</i>				
Self-Employed	-0.01 (0.022)	0.125** (0.028)	0.029 (0.027)	0.031 (0.027)
Government Employment & Training Programmes	-0.812* (0.285)	-0.51 (0.246)	-0.012 (0.38)	0.349 (0.364)
Unpaid Family Worker	0.07 (0.133)	0.091 (0.137)	0.032 (0.152)	0.05 (0.274)
Unemployed	-0.969** (0.03)	-0.693** (0.045)	-0.511** (0.038)	0.433** (0.067)
Inactive	-0.151** (0.032)	-0.173** (0.033)	-0.048 (0.035)	0.084 (0.038)
<i>Current Disability (reference category: not disabled)</i>				
DDA	-0.413** (0.038)	-0.267** (0.027)	-0.457** (0.035)	0.572** (0.046)
Work-Limiting	-0.425** (0.056)	-0.289** (0.057)	-0.363** (0.064)	0.44** (0.065)
DDA & Work-Limiting	-1.209** (0.02)	-0.901** (0.024)	-1.119** (0.029)	1.322** (0.051)
<i>N</i>	61,720	61,583	61,723	61,660
<i>R</i> <sup>2</sup>	0.136	0.097	0.072	0.045

Notes: Regressions are OLS. Month of the year effects, day of the week effects, ethnicity and regional controls, and a constant term are included in the regressions. Standard errors, clustered at the regional level, reported in parentheses. \*\*  $p < 0.01$ , \*  $p < 0.05$ .

Table 6: Regression results by mode

	LS		Worthwhile		Happiness		Anxious	
	Phone	F2F	Phone	F2F	Phone	F2F	Phone	F2F
Male	-0.182** (0.023)	-0.11** (0.014)	-0.333** (0.024)	-0.321** (0.011)	-0.104** (0.029)	-0.078* (0.026)	-0.267** (0.069)	-0.222** (0.029)
Age	-0.121** (0.01)	-0.125** (0.007)	-0.081** (0.007)	-0.073** (0.006)	-0.108** (0.011)	-0.095** (0.005)	0.111** (0.013)	0.088** (0.008)
Age <sup>2</sup>	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	-0.001** (0.0001)	-0.001** (0.0001)
<i>Marital Status (reference category: single)</i>								
Married	0.594** (0.072)	0.545** (0.029)	0.479** (0.053)	0.464** (0.034)	0.552** (0.052)	0.466** (0.04)	-0.382** (0.082)	-0.138** (0.031)
Civil Partnership	0.659* (0.268)	0.912** (0.093)	0.418 (0.293)	0.701** (0.112)	0.895 (0.467)	0.58** (0.129)	0.278 (0.826)	-0.351* (0.157)
Separated	-0.339* (0.153)	-0.308** (0.079)	-0.002 (0.144)	0.001 (0.043)	-0.002 (0.106)	-0.136 (0.07)	-0.122 (0.22)	0.272* (0.107)
Divorced	-0.067 (0.073)	-0.124* (0.043)	0.074 (0.058)	0.041 (0.034)	-0.282** (0.081)	-0.04 (0.05)	-0.233 (0.149)	0.173** (0.043)
Widowed	-0.449** (0.057)	-0.29** (0.054)	-0.022 (0.064)	0.004 (0.055)	0.041 (0.078)	-0.241** (0.068)	-0.176 (0.157)	0.18** (0.055)
<i>Education (reference category: no education)</i>								
Degree	0.03 (0.063)	0.32** (0.032)	0.112 (0.068)	0.421** (0.034)	0.072 (0.084)	0.29** (0.042)	-0.174* (0.078)	-0.094 (0.058)
Higher Education	0.027 (0.096)	0.211** (0.028)	0.128 (0.074)	0.336** (0.038)	-0.007 (0.054)	0.205** (0.03)	-0.22 (0.13)	-0.107* (0.045)
General Certificate of Education (GCE)	-0.011 (0.061)	0.178** (0.033)	0.053 (0.049)	0.288** (0.027)	0.002 (0.082)	0.162** (0.033)	0.144 (0.086)	-0.163** (0.052)
General Certificate of Secondary Education (GCSE)	-0.024 (0.081)	0.129** (0.034)	0.013 (0.069)	0.221** (0.028)	-0.106 (0.083)	0.146** (0.041)	-0.268* (0.10)	-0.174** (0.042)
Other	0.044 (0.063)	0.166** (0.04)	0.16 (0.079)	0.204** (0.034)	0.158 (0.101)	0.23** (0.047)	-0.154 (0.116)	-0.195* (0.067)
<i>Employment Status (reference category: employed)</i>								
Self-Employed	0.018 (0.038)	-0.012 (0.029)	0.122** (0.039)	0.129** (0.03)	0.089 (0.05)	0.017 (0.034)	-0.031 (0.07)	0.047 (0.043)
Government Employment & Training Programmes	-1.144 (0.702)	-0.775* (0.297)	-0.959 (0.691)	-0.449 (0.275)	-0.779 (0.73)	0.082 (0.417)	2.356* (0.766)	0.085 (0.435)
Unpaid Family Worker	-0.141 (0.134)	0.25 (0.205)	-0.107 (0.234)	0.223 (0.155)	-0.246 (0.151)	0.251 (0.194)	0.291 (0.427)	-0.169 (0.251)
Unemployed	-0.984** (0.07)	-0.966** (0.033)	-0.637** (0.104)	-0.696** (0.048)	-0.469** (0.103)	-0.515** (0.041)	0.79** (0.152)	0.394** (0.081)
Inactive	-0.041 (0.054)	-0.174** (0.033)	-0.095** (0.03)	-0.188** (0.039)	0.093 (0.051)	0.08 (0.043)	-0.163** (0.045)	0.142* (0.056)
<i>Current Disability (reference category: not disabled)</i>								



DDA	-0.336** (0.058)	-0.449** (0.055)	-0.195** (0.038)	-0.297** (0.039)	-0.395** (0.047)	-0.479** (0.046)	0.57** (0.109)	0.566** (0.07)
Work-Limiting	-0.506** (0.093)	-0.404** (0.062)	-0.30** (0.09)	-0.286** (0.059)	-0.389* (0.126)	-0.356** (0.072)	0.368** (0.166)	0.454** (0.068)
DDA & Work-Limiting	-1.074** (0.07)	-1.236** (0.023)	-0.716** (0.061)	-0.939** (0.033)	-0.891** (0.053)	-1.166** (0.029)	1.14** (0.11)	1.359** (0.05)
<i>N</i>	12,477	49,243	12,458	49,125	12,482	49,241	12,461	49,199
<i>R</i> <sup>2</sup>	0.117	0.132	0.075	0.093	0.065	0.07	0.042	0.046

Notes: Regressions are OLS. Month of the year effects, day of the week effects, ethnicity and regional controls, and a constant term are included in the regressions. Standard errors, clustered at the regional level, reported in parentheses. \*\*  $p < 0.01$ , \*  $p < 0.05$ .

Table 7: Differences in determinants of SWB by mode

	Employment	Education
<b>LS:</b>	Economic inactivity reduces LS in F2F interviews, but not over the phone.	All education variables are statistically insignificant on the phone, but positively significant in F2F interviews.
<b>Worthwhile:</b>	Economic inactivity reduces worthwhile by twice as much in F2F, compared to phone interviews.	All education variables are statistically insignificant on the phone, but positively significant in F2F interviews.
<b>Happiness:</b>		All education variables are statistically insignificant on the phone, but positively significant in F2F interviews.
<b>Anxiety:</b>	Unemployment increases anxiety twice as much in phone compared to F2F interviews.  A government employment/training programme increases anxiety by 2.4 points on a 0-10 scale in phone interviews, but has a statistically insignificant effect in F2F ones. (Note, however, that for phone interviews this estimate is based on 21 respondents only)	Similar to cases above, where in addition having a degree reduces anxiety in the telephone but has insignificant effect on F2F interviews.



Table 8: Regression results including income

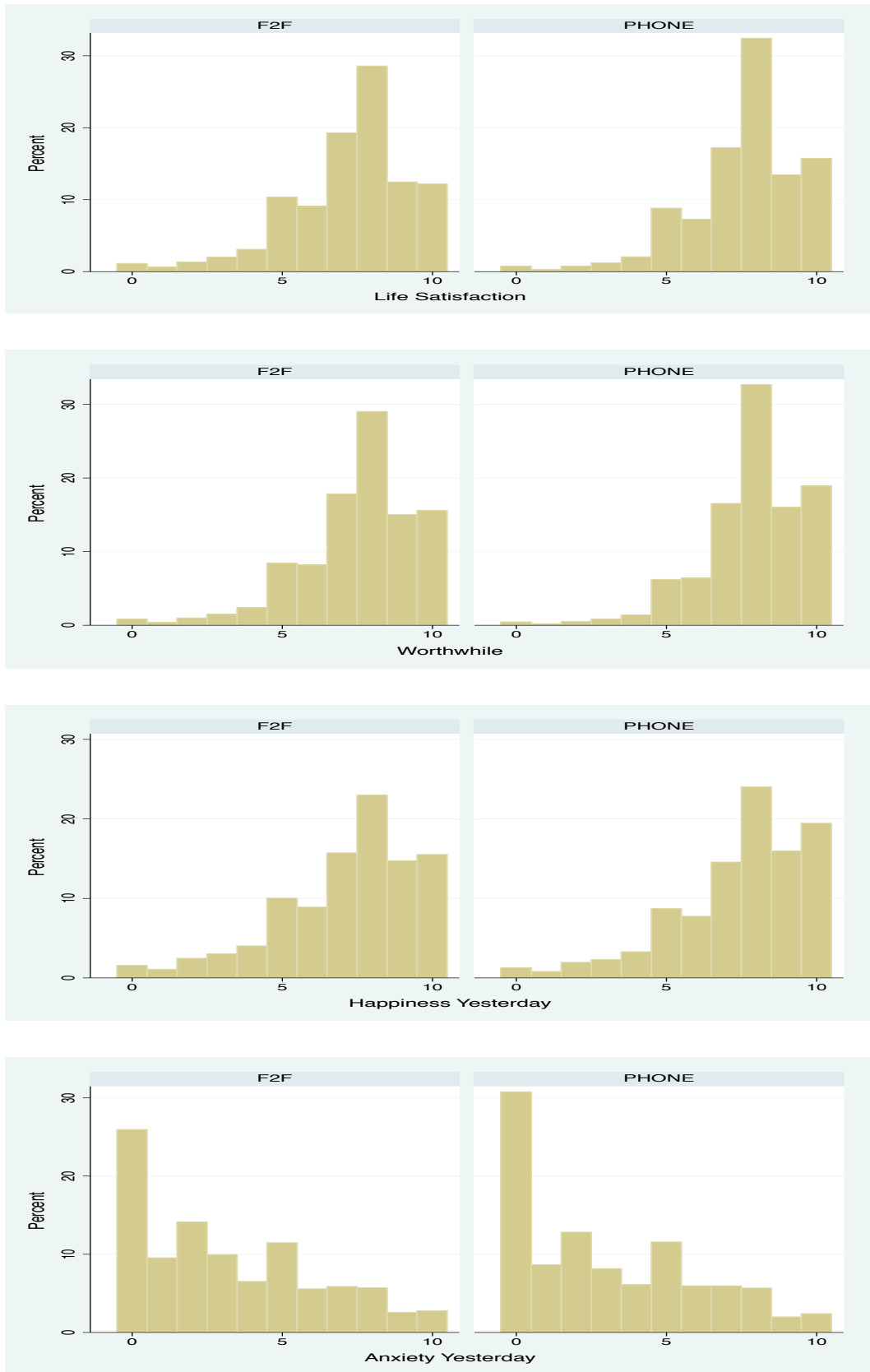
	LS		Worthwhile		Happiness		Anxious	
	No income	Income	No income	Income	No income	Income	No income	Income
Phone	0.228** (0.037)	0.241** (0.038)	0.175** (0.028)	0.169** (0.028)	0.134** (0.026)	0.14** (0.033)	-0.07 (0.051)	-0.097 (0.049)
Male	-0.047* (0.018)	-0.144** (0.023)	-0.239** (0.015)	-0.291** (0.019)	-0.032 (0.026)	-0.072* (0.028)	-0.273** (0.028)	-0.243** (0.026)
Age	-0.103** (0.006)	-0.119** (0.006)	-0.062** (0.005)	-0.071** (0.005)	-0.085** (0.005)	-0.094** (0.005)	0.077** (0.008)	0.084** (0.01)
Age <sup>2</sup>	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	-0.001** (0.0001)	-0.001** (0.0001)
Gross Weekly Pay		0.001** (0.0001)		0.0004** (0.0001)		0.0003** (0.0001)		-0.0002 (0.0001)
<i>Current Disability (reference category: not disabled)</i>								
DDA	-0.259** (0.054)	-0.267** (0.044)	-0.153** (0.041)	-0.17** (0.038)	-0.321** (0.049)	-0.336** (0.042)	0.47** (0.076)	0.477** (0.078)
Work-Limiting	-0.466** (0.058)	-0.477** (0.067)	-0.324** (0.079)	-0.337** (0.089)	-0.409** (0.077)	-0.427** (0.085)	0.531** (0.06)	0.513** (0.07)
DDA & Work-Limiting	-0.857** (0.03)	-0.813** (0.035)	-0.535** (0.027)	-0.521** (0.028)	-0.863** (0.056)	-0.849** (0.059)	1.061** (0.088)	1.013** (0.086)
<i>N</i>	34,287	30,053	34,236	30,016	34,282	30,049	34,259	30,033
<i>R</i> <sup>2</sup>	0.075	0.08	0.047	0.048	0.035	0.0378	0.024	0.024

*Notes:* Regressions are OLS for those under employment. Controls include those under equation (1). Standard errors, clustered at the regional level, reported in parentheses. \*\*  $p < 0.01$ , \*  $p < 0.05$ .

Table 9: Regression results, Ordered Probit

	<b>LS</b>	<b>Worthwhile</b>	<b>Happiness</b>	<b>Anxious</b>
Phone	0.157*** (0.016)	0.139** (0.013)	0.093** (0.009)	-0.047** (0.013)
Male	-0.082** (0.009)	-0.206** (0.007)	-0.052** (0.011)	-0.071** (0.009)
Age	-0.07** (0.004)	-0.045** (0.003)	-0.048** (0.002)	0.033** (0.003)
Age <sup>2</sup>	0.001** (0.0001)	0.001** (0.0001)	0.001** (0.0001)	-0.001** (0.0001)
<i>Marital Status (reference category: single)</i>				
Married	0.321** (0.016)	0.275** (0.017)	0.225** (0.014)	-0.061** (0.009)
Civil Partnership	0.513** (0.065)	0.401** (0.084)	0.287** (0.061)	-0.114 (0.059)
Separated	-0.157** (0.04)	0.012 (0.02)	-0.03 (0.027)	0.081* (0.036)
Divorced	-0.058** (0.018)	0.034 (0.019)	-0.004 (0.017)	0.039** (0.01)
Widowed	-0.192** (0.025)	0.001 (0.034)	-0.126** (0.031)	0.04 (0.024)
<i>Education (reference category: no education)</i>				
Degree	0.095** (0.019)	0.175** (0.016)	0.053** (0.016)	-0.007 (0.02)
Higher Education	0.062** (0.018)	0.137** (0.018)	0.047** (0.017)	-0.035 (0.019)
General Certificate of Education (GCE)	0.045* (0.018)	0.107** (0.013)	0.029* (0.014)	-0.052** (0.016)
General Certificate of Secondary Education (GCSE)	0.025 (0.021)	0.074** (0.017)	0.03 (0.018)	-0.067** (0.016)
Other	0.071** (0.021)	0.102** (0.018)	0.098** (0.018)	-0.072** (0.025)
<i>Employment Status (reference category: employed)</i>				
Self-Employed	0.006 (0.013)	0.095** (0.017)	0.023 (0.012)	0.011 (0.011)
Government Employment & Training Programmes	-0.368* (0.147)	-0.237 (0.138)	0.054 (0.179)	0.093 (0.133)
Unpaid Family Worker	0.088 (0.082)	0.112 (0.086)	0.033 (0.077)	0.007 (0.097)
Unemployed	-0.496** (0.013)	-0.358** (0.022)	-0.21** (0.018)	0.146** (0.023)
Inactive	-0.043* (0.017)	-0.056** (0.017)	0.006 (0.017)	0.025 (0.013)
<i>Current Disability (reference category: not disabled)</i>				
DDA	-0.239** (0.021)	-0.148** (0.015)	-0.208** (0.014)	0.202** (0.016)
Work-Limiting	-0.252** (0.031)	-0.168** (0.033)	-0.173** (0.03)	0.156** (0.024)
DDA & Work-Limiting	-0.628 (0.013)	-0.467** (0.012)	-0.48** (0.011)	0.464** (0.017)
<i>N</i>	61,720	61,583	61,723	61,660
<i>Pseudo-R<sup>2</sup></i>	0.034	0.023	0.016	0.01

Notes: Regressions are ordered probits. Month of the year effects, day of the week effects, ethnicity and regional controls, and a constant term are included in the regressions. Standard errors, clustered at the regional level, reported in parentheses. \*\*  $p < 0.01$ , \*  $p < 0.05$ .



**Figure 1: SWB by survey mode**

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