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What is the effect of different incentive levels on the participation rate for a mailed survey and telephone interview?

Submission date
14/08/2013

Recruitment status
No longer recruiting

Registration date
04/10/2013

Overall study status
Completed

Last Edited
07/10/2013

Condition category
Nutritional, Metabolic, Endocrine

[ ] Prospectively registered
[ ] Protocol
[ ] Statistical analysis plan
[ ] Results
[ ] Individual participant data
[ ] Record updated in last year

Plain English summary of protocol

Background and study aims
Non-response is an important issue for studies using a written questionnaire. For different reasons, potential participants are reluctant to complete questionnaires. Our aim is to find the best possible level of incentive (when using a written questionnaire and additional telephone interview) to participate in a study.

Who can participate?
Patients with diabetes who are aged 18 years or over can participate in this study.

What does the study involve?
Patients are randomly allocated to one of four groups. Patients are offered four different levels of incentive (either 5, 7.50, 10 or 12.50 euros, according to the group that they are allocated to) to participate in a written survey and an additional telephone interview.

What are the possible benefits and risks of participating?
All patients are part of the study, even if they do not participate (as we are studying the participation rate). The benefit for those who do participate is a gift card with a value of between 5 and 12.50 euros. There are no risks involved.

Where is the study run from?
This study is run from 7 GP practices; 5 of them in the city of Arnhem and 2 in the region Achterhoek (including the towns Aalten and Gendringen), Netherlands.

When is study starting and how long is it expected to run for?
Recruitment of patients started in June 2013 and will last until August 2014.

Who is funding the study?
The study is funded by the European Union, Belgium.

Who is the main contact?
Mr Jan Koetsenruijter, j.koetsenruijter@iq.umcn.nl
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Contact information

Type(s)
Scientific

Contact name
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Geert Grooteplein 21
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Additional identifiers

EudraCT/CTIS number

IRAS number

ClinicalTrials.gov number

Secondary identifying numbers
N/A

Study information

Scientific Title
The effect of different incentive levels on the participation rate for a mailed survey and telephone interview: a randomized controlled trial

Study objectives
Higher incentives will lead to a higher response rate, but this effect is not linear. For example, the relative increase of response will become smaller as the incentive becomes higher. Moreover, we expect this curve to be different between high and low deprivation areas.

Ethics approval required
Old ethics approval format

Ethics approval(s)
Committee on Research Involving Human Subjects (CMO) region Arnhem - Nijmegen (Commissie Mensgebonden Onderzoek [CMO] regio Arnhem Nijmegen), 08/04/2013, ref: 2013/098

Study design
Randomized controlled trial

Primary study design
Interventional

Secondary study design
Randomised controlled trial

Study setting(s)
GP practice

Study type(s)
Screening

Participant information sheet
Not available in web format, please contact j.koetsenruijter@iq.umcn.nl to request a patient information sheet

Health condition(s) or problem(s) studied
Participation rate within patients with type 2 diabetes

Interventions
Patients are randomized within a GP practice. At the GP practice the patient is handed over an anonymous and closed envelope with a specific level of incentive and a questionnaire included. Both researcher and the employee at the GP practice do not know the level of the included incentive.
Respondents are offered four different levels of incentive to participate in a written survey and an additional telephone interview. The incentives are 5, 7.50, 10 and 12.50 euros. This is the only difference between the four treatment arms. There is no follow-up planned.

Intervention Type
Other

Phase
Not Applicable

Primary outcome measure
Participation rate will be studied within three different areas with different levels of deprivation (subgroup analysis). The participation rate is measured by the total amount of completed questionnaires and telephone interviews, divided by the total number of distributed questionnaires. This rate will be calculated for each level of incentive. There is only one time point as each participant can only complete the questionnaire once.

Secondary outcome measures
Not provided at time of registration

Overall study start date
01/06/2013

Completion date
01/08/2014

Eligibility

Key inclusion criteria
1. Medical diagnosis of diabetes (not a patient-reported diagnosis)
2. Type 2 diabetes only (no type 1, but comorbidities such as cardiovascular disease are allowed)
3. Male and female, 18 years or over

Participant type(s)
Patient

Age group
Adult

Lower age limit
18 Years

Sex
Both

Target number of participants
300

Key exclusion criteria
1. No established diagnosis of diabetes, but obesity or high risk for developing diabetes
2. Mix of type 2 and type 1 (not pure type 2 diabetes)
3. Pregnancy
4. Pregnancy-related diabetes
5. Recent/current major surgery or medical procedures
6. Severe cognitive or psychiatric handicap
7. Terminal illness/receiving palliative care
8. Absence of translators (e.g. family members) for patients with insufficient language skills

Date of first enrolment
01/06/2013

Date of final enrolment
01/08/2014

Locations

Countries of recruitment
Netherlands

Study participating centre
Geert Grooteplein 21
Nijmegen
Netherlands
6500 HB

Sponsor information

Organisation
Radboud University Medical Centre (Netherlands)

Sponsor details
Postbus 9101
Nijmegen
Netherlands
6500 HB

Sponsor type
Hospital/treatment centre

Website
http://www.umcn.nl

ROR
https://ror.org/05wg1m734

Funder(s)

Funder type
Government

Funder Name
European Union (Belgium)

Results and Publications

Publication and dissemination plan
Not provided at time of registration

Intention to publish date

Individual participant data (IPD) sharing plan

IPD sharing plan summary
Not provided at time of registration