**Interviewer characteristics and non-response: The relationship between self-monitoring, optimism/pessimism and other interviewer characteristics and their performance in gaining cooperation.**

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Although previous studies have not shown a consistent relationship between interviewer personality and respondent cooperation (for example, Groves & Couper, 1998; Hox & de Leeuw, 2002; Sinibaldi, Jäckle, Tipping & Lynn 2009), Statistics Iceland conducted a special initiative in the beginning of 2011, aimed at investigating if, and then to what extent, specific interviewer characteristics were related to their ability to gain cooperation from sample units. To this end, two personality characteristics were examined; self-monitoring and optimism/pessimism with standardized, translated Icelandic scales. Also, when interviewers had worked for Statistics Iceland for about four weeks, a translated version of the SHARE-interviewer questionnaire was administered to them. Data was collected from almost all of the 40 interviewers who were hired on a short term basis to conduct data collection for the EU-SILC and ICT-HH/ICT-IND in 2011. In the presentation, the goal will be to examine the relationship between self-monitoring, optimism/pessimism and selected SHARE variables with overall refusal rates of the interviewers, refusal rates of groups with higher than average refusal rates by interviewer and likelihood of individual interviewers gaining responses from sample units with low response propensities. The consequences of these results on the hiring and training of interviewers at Statistics Iceland will be discussed.