

# West Bank and Gaza - Financial Literacy and Consumer Awareness Survey 2011

### **Riyada Consulting and Training**

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## Sampling

#### Sampling Procedure

The survey collected data from 2022 Palestinians in the West Bank and Gaza. The sample distribution was 66.8% West Bank and 33.2% Gaza Strip.

#### Sampling Frame

The sampling frame included all geographical locations in which the target population resides. The sampling frame was used to select the sample of locations for the survey. It also included the type of localities (urban, rural and refugee camps) and population size in each location. This information was taken into consideration in designing the survey sample.

The following table provides the distribution of Palestinian households by governorates according to data available on the Census of 2007:

Sampling Frame according to Number of Households:

Governorate Total Number of Households West Bank:

Jenin 47,437

Tubas 9,004

Tulkarem 29,938

Nablus 59,663

Qalqilia 16,483

Salfit 11,103

Ramallah

Al Bireh 52,834

Jericho 7,615

Jerusalem 70,434

Bethlehem 32,667

Hebron 89,919

Subtotal 427,097

Gaza Strip:

North Gaza 40,262

Gaza 76,810

Deir Al Balah 32,083

Khan Yonis 43.203

Rafah 26,863

Subtotal 219,221

Total 646,318

The following table shows the distribution of Palestinian households according to type of locality:

Sampling Frame according to Type of Locality Type of Locality Number of Households

Urban 472,736

Rural 113.386

Refugee Camps 60,196

Total 646,318

The frame was divided into strata depending on the homogeneity of the divided parts as follows:

A) Governorates: 16 in the West Bank and Gaza.

B) The type of locality: city, village and refugee camp.

Sample Design and Type

Three Stage Stratified Cluster Sample of 2022 persons (2022 households). The sample design was as follows:

1. Stage one: selection a sample of 60 representative localities covering all strata.

- 2. Stage two: selection a random sample of Palestinian households from each location selected in the first stage.
- 3. Stage three: random selection of one person from each household using Kish table within the age group of 18 years old and above. Half of the sample will be male and half is female respondents.

#### Sample Size

The sample size was 2022 persons from all Palestinian territories aged 18 years and above. Main regions covered by the sample are: the West Bank (excluding Ramallah), Ramallah and Gaza Strip. The sample was distributed as follows:

Region / # of Households

Ramallah and Al Bireh 350 West Bank 1000 Gaza Strip 672 Total 2022

The margin of error in the main key variables is approximately 2.5% on the entire sample size and it should be bigger in the detailed domains.

#### Sample Representation:

The researchers ensured that the sample is representative of the following during the field work:

- 1) Geographical representation: the sample distribution covers all governorates of the West Bank (including Jerusalem) and Gaza strip, thus provides a comprehensive geographical representation.
- 2) Economic Activity: in general, Ramallah and Al Bireh governorate is considered the economic and commercial center and thus was given a higher weight in the sample compared to the rest of the localities.
- 3) Economic Sectors: the sample covered different economical sectors such as employees of industrial, services and commercial sectors (usually in the main cities), workers in the agricultural sector (rural areas) and workers in the informal sector (mostly in Gaza).
- 4) Poverty levels: the sample covers poor localities as provided by statistics. In general, Gaza is considered poorer than the West Bank. Also, refugee camps and some localities particularly in North West Bank are considered poorer than the rest of localities and the above sample distribution provides coverage of such localities.
- 5) Age Groups: the sample covered all age groups above the age of 18. The reason behind selecting the starting age to be 18 is the fact that it is within this age that an individual is expected to become involved with financial transactions and thus will be dealing with financial services.
- 6) Gender: the sample was gender balanced; half of the respondents were males and half were females. This corresponds with the gender distribution of the Palestinian Territories.
- 7) Infrastructure: the sample covered central and remote localities to guarantee representation of poor versus good infrastructure and availability of services including financial services.

## Questionnaires

### Overview

A standard questionnaire was previously developed by the World Bank and was adapted to the Palestinian context by Riyada Consulting. The questionnaire was also shared with local stakeholders such as the Palestinian Monetary Authority, USAID and other departments of the World Bank.

## **Data Collection**

## **Data Collection Dates**

## Data Collection Mode

Face-to-face [f2f]

## **Data Processing**

No content available

## Data Appraisal

No content available

## **File Description**

## **Variable List**

### WestBank\_Gaza\_financial\_literacy

1. This file contains all the data from the questionnaire, which include 20 descriptive variables about the

Content

respondent followed by his/her response to the survey questions under 8 categories, including financial market and services related questions, financial education and literacy related questions, and household financial management questions. a. Before the survey-related questions, there are three questions (O1, O2, O3) in the survey under the heading "Refusals" which discuss why the respondent did not take the survey. The results of these questions are not given in the dataset. 2. For multiple choice questions, each selection made by the individual is saved as a unique variable. For instance, question C6 allowed for multiple choices and if a person selected 3 of the given options: a, d and f; then his selection will be marked as "yes" for C6\_a, C6\_d and C6\_f while his selection will be marked as "no" for C6\_b, C6\_c, C6\_e, C6\_g, C6\_h, C6\_i, C6\_j and C6\_k 3. D11 is a multiple choice question but the data contains only one variable which track one choice of the respondent. 4. Questions that required text responses, especially questions with "Other..." option, have data in the regional language, i.e., not in English. The questions with these responses are P4, P5, P8, G2 f text, G3 a, G3 b, G3 c, G12 5, H2

Cases 2022 Variable(s) 308

Structure Type: Keys: ()

Version
Producer
Missing Data

#### **Variables**

ID	Name	Label	Туре	Format	Question
V1	NUMBER	serial number	contin	numeric	
V2	p1	P-1 Exact time of the survey start: hour, minute	discrete	character	Exact time of the survey start: hour, minute
V3	p2	P-2 ordinal number of the survey	discrete	character	ordinal number of the survey
V4	р3	P-3 date of survey	discrete	character	date of survey
V5	p4	P-4 interviewer's name and surname	discrete	character	interviewer's name and surname
V6	p5	P-5 coordinator's name and surname	discrete	character	coordinator's name and surname
V7	p6	P-6 region	discrete	numeric	region
V8	region_WBG	region west bank and gaza strip	discrete	numeric	
V9	p7	P-7 Governorate	discrete	numeric	Governorate
V10	p8	P-8 neighbourhood	discrete	character	neighbourhood
V11	р9	P-9 type of Locality	discrete	numeric	type of Locality
V12	p10	P-10 Locality size	discrete	numeric	Locality size
V13	p11	P-11 Nationality	discrete	numeric	Nationality
V14	p12	P-12 Age	contin	numeric	Age
V15	p13	P-13 Gender	discrete	numeric	Gender
V16	p14	P-14 Highest Level of Education Attained	discrete	numeric	Highest Level of Education Attained
V17	p15	P-15 Current Main Occupation Status	discrete	numeric	Current Main Occupation Status
V18	p16	P-16 Main Occupation (Sector)	discrete	numeric	Main Occupation (Sector)
V19	p17	P-17 Number of family members living in the Household	discrete	numeric	Number of family members living in the Household
V20	p18	P-18 Position in Household	discrete	numeric	Position in Household

ID	Name	Label	Туре	Format	Question
V21	A1	A1. As a whole, how satisfied are you with your life nowadays?	discrete	numeric	As a whole, how satisfied are you with your life nowadays?
V22	A2	A2. How do you think your life is going to be over the next 12 months?	discrete	numeric	How do you think your life is going to be over the next 12 months?
V23	A3_a	A3a. Read a national newspaper?	discrete	numeric	How often do you: Read a national newspaper?
V24	A3_b	A3b. Listen to the Radio	discrete	numeric	How often do you: Listen to the Radio
V25	A3_c	A3c. Watch TV	discrete	numeric	How often do you: Watch TV
V26	A4	A4. Do you know how to use a computer?	discrete	numeric	Do you know how to use a computer?
V27	A4_a	A4a. How often do you use the Internet including e-mail (electronic mail)	discrete	numeric	How often do you use the Internet including e-mail (electronic mail)
V28	B1_a	B1a. How familiar are you with the Palestinian Monetary Authority	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Palestinian Monetary Authority
V29	B1_b	B1b. How familiar are you with the Commercial banks	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Commercial banks
V30	B1_c	B1c.How familiar are you with the Insurance companies	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Insurance companies
V31	B1_d	B1d.How familiar are you with the Brokerage houses	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Brokerage houses
V32	B1_e	B1e.How familiar are you with the Mutual help / Community based associations	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Mutual help / Community based associations
V33	B1_f	B1f How familiar are you with the Cooperatives	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Cooperatives
V34	B1_g	B1g. How familiar are you with the Leasing companies	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Leasing companies
V35	B1_h	B1h.How familiar are you with the Other, non-banking financial institutions such	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Other, non-banking financial institutions such as microcredit organizations
V36	B1_i	B1i. How familiar are you with the The Consumer Protection Agency	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) The Consumer Protection Agency
V37	B1_j	B1j. How familiar are you with the Palestine Capital Markets Authority	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Palestine Capital Markets Authority
V38	B1_k	B1k. How familiar are you with the Association of Banks of Palestine	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Industry associations
V39	B1_l	B1l. How familiar are you with the Palestine Insurance Federation	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES)
V40	B1_m	B1m.How familiar are you with the Money Changers	discrete	numeric	How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Money changers

ID	Name	Label	Туре	Format	Question
V41	B2_a	B2a. How much do you trust the Palestinian Monetary Authority	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Palestinian Monetary Authority
V42	B2_b	B2b. How much do you trust the Commercial banks	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Commercial banks
V43	B2_c	B2c. How much do you trust the Insurance companies	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Insurance companies
V44	B2_d	B2d. How much do you trust the Brokerage houses	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Brokerage houses
V45	B2_e	B2e. How much do you trust the Mutual help / Community based associations	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Mutual help / Community based associations
V46	B2_f	B2f. How much do you trust the Leasing companies	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Leasing companies
V47	B2_g	B2g. How much do you trust the Other, non-banking financial institutions such as	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Other, non-banking financial institutions such as microcredit organizations
V48	B2_h	B2h. How much do you trust the The Consumer Protection Agency	discrete	numeric	How much do you trust the following institutions? (SHOW CARD WITH CHOICES) The Consumer Protection Agency
V49	B3_a	B3a. Generally, how would you assess the quality of financial services offered by	discrete	numeric	Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES) Commercial banks
V50	B3_b	B3b. Generally, how would you assess the quality of financial services offered by	discrete	numeric	Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES) Palestinian Monetary Authority
V51	B3_c	B3c. Generally, how would you assess the quality of financial services offered by	discrete	numeric	Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES) Insurance companies
V52	B3_d	B3d. Generally, how would you assess the quality of financial services offered by	discrete	numeric	Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES) Mutual help / Community based associations
V53	B3_e	B3e. Generally, how would you assess the quality of financial services offered b	discrete	numeric	Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES) Non-bank financial providers such as microcredit organizations
V54	B3_f	B3f. Generally, how would you assess the quality of financial services offered by	discrete	numeric	Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES) Informal money lenders (from family, friends, etc)

ID	Name	Label	Туре	Format	Question
V55	B4_a	B4a.If a conflict with a financial organization How sure are you in a quick dispu	discrete	numeric	If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute? (SHOW CARD WITH CHOICES) How sure are you in a quick dispute resolution
V56	B4_b	B4b.If a conflict with a financial organization How sure are you in a just dispu	discrete	numeric	If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute? (SHOW CARD WITH CHOICES) How sure are you in a just dispute resolution
V57	B5	B5. What factor would be most important for you if you were to open a bank saving	discrete	numeric	What factor would be most important for you if you were to open a bank savings account? (SHOW CARD WITH CHOICES)
V58	B6	B6. What factor would be most important for you if you were to take out a loan fr	discrete	numeric	What factor would be most important for you if you were to take out a loan from a bank? (SHOW CARD WITH CHOICES)
V59	c1_a	C1a.What trends from the ones given below do you follow personally?Changes in the	discrete	numeric	What trends from the ones given below do you follow personally? Changes in the property market
V60	c1_b	C1b.What trends from the ones given below do you follow personally?Changes of quo	discrete	numeric	What trends from the ones given below do you follow personally? Changes of quotations and indices in the capital market
V61	c1_c	C1c.What trends from the ones given below do you follow personally?Changes of int	discrete	numeric	What trends from the ones given below do you follow personally? Changes of interest rates on deposits
V62	c1_d	C1d. What trends from the ones given below do you follow personally?Changes of in	discrete	numeric	What trends from the ones given below do you follow personally? Changes of interest rates on credits
V63	c1_e	C1e. What trends from the ones given below do you follow personally?Changes in th	discrete	numeric	What trends from the ones given below do you follow personally? Changes in the inflation rate
V64	c1_f	C1f.What trends from the ones given below do you follow personally?Changes in the	discrete	numeric	What trends from the ones given below do you follow personally? Changes in the level of public pensions, benefits and tax exemptions
V65	c1_g	C1g.What trends from the ones given below do you follow personally?Price fluctuat	discrete	numeric	What trends from the ones given below do you follow personally? Price fluctuations for oil, gold, metals, etc.
V66	c2_a	C2a.What is your main source of information in Changes in the property market	discrete	numeric	What is your main source of information: Changes in the property market
V67	c2_b	C2b.What is your main source of information in Changes of quotations and indices	discrete	numeric	What is your main source of information: Changes of quotations and indices in the capital market
V68	c2_c	C2c.What is your main source of information in Changes of interest rates on depos	discrete	numeric	What is your main source of information: Changes of interest rates on deposits
V69	c2_d	C2d. What is your main source of information in Changes of interest rates on cred	discrete	numeric	What is your main source of information: Changes of interest rates on credits
V70	c2_e	C2e. What is your main source of information in Changes in the inflation rate	discrete	numeric	What is your main source of information: Changes in the inflation rate

ID	Name	Label	Туре	Format	Question
V71	c2_f	C2f.What is your main source of information in Changes in the level of public pen	discrete	numeric	What is your main source of information: Changes in the level of public pensions, benefits and tax exemptions
V72	c2_g	C2g.What is your main source of information in Price fluctuations for oil, gold,	discrete	numeric	What is your main source of information: Price fluctuations for oil, gold, metals, etc.
V73	C3	C3. Do you know that the Institution of the Ombudsmen for Consumer Protection exi	discrete	numeric	Do you know that the Institution of the Ombudsmen for Consumer Protection exists?
V74	C4_a	C4a. During the last 12 months, how many personal contacts or contacts through ph	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had with bank officers or bankers?
V75	C4_b	C4b.During the last 12 months, how many personal contacts or contacts through pho	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had with representatives of insurance companies / private pension fund?
V76	C4_c	C4c. During the last 12 months, how many personal contacts or contacts through ph	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had with representatives of the brokerage houses?
V77	C4_d	C4d. During the last 12 months, how many personal contacts or contacts through ph	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had withindependent financial advisers or brokers?
V78	C4_e	C4e. During the last 12 months, how many personal contacts or contacts through ph	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had with representatives of a non-banking financial institution , such as microcredit organizations?
V79	C4_f	C4f. During the last 12 months, how many personal contacts or contacts through ph	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had with members of your mutual help / community association?
V80	C4_g	C4g. During the last 12 months, how many personal contacts or contacts through ph	discrete	numeric	During the last 12 months, how many personal contacts or contacts through phone have you had with Informal money lenders?
V81	C5	C5. When you meet your relatives, colleagues, friends, how often do you talk abou	discrete	numeric	When you meet your relatives, colleagues, friends, how often do you talk about financial institutions and services?
V82	C6_a	C6a.do you see as the most suitable for delivering financial literacy programs in	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? A commercial bank
V83	C6_b	C6b .do you see as the most suitable for delivering financial literacy programs i	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Insurance companies
V84	C6_c	C6c.do you see as the most suitable for delivering financial literacy programs in	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Unit investment funds (management companies)

ID	Name	Label	Туре	Format	Question
V85	C6_d	C6d.do you see as the most suitable for delivering financial literacy programs in	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Non-government organizations or public
V86	C6_e	C6e.do you see as the most suitable for delivering financial literacy programs in	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Organizations involved in consumer rights protection
V87	C6_f	C6f. do you see as the most suitable for delivering financial literacy programs i	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Government entities regulating these markets
V88	C6_g	C6g. do you see as the most suitable for delivering financial literacy programs i	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Higher education institutions of economic and financial profile
V89	C6_h	C6h. do you see as the most suitable for delivering financial literacy programs i	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Independent financial consultants
V90	C6_i	C6i. do you see as the most suitable for delivering financial literacy programs	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Mass media (journalists and TV presenters)
V91	C6_j	C6j. do you see as the most suitable for delivering financial literacy programs i	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Don't know
V92	C6_k	C6k. do you see as the most suitable for delivering financial literacy programs i	discrete	numeric	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Other
V93	C6_k_text	C6k. do you see as the most suitable for delivering financial literacy programs i	discrete	character	Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Other
V94	C7_a	C7a. How to form one's own financial targets and draw a personal current financia	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? How to form one's own financial targets and draw a personal current financial plan or budget
V95	C7_b	C7b. How to manage debt	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? How to manage debt
V96	C7_c	C7c. How to plan purchases of durables (car, house)	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? How to plan purchases of durables (car, house)

ID	Name	Label	Туре	Format	Question
V97	C7_d	C7d. How does the pension scheme work and what methods are available to secure on	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? How does the pension scheme work and what methods are available to secure one's old age income
V98	C7_e	C7e. Banking services – current accounts, saving deposits, and plastic cards	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? Banking services - current accounts, saving deposits, and plastic cards
V99	C7_f	C7f. Consumer credits to purchase goods and services	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? Consumer credits to purchase goods and services
V100	C7_g	C7g. Mortgage loans	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? Mortgage loans
V101	C7_h	C7h. Insurance and insurance products	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? Insurance and insurance products
V102	C7_i	C7i. Private pension funds	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? Private pension funds
V103	C7_j	C7j. Capital markets, stock and unit fund shares	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? Capital markets, stock and unit fund shares
V104	C7_k	C7k. How to interpret and differentiate financial advertising information	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? How to interpret and differentiate financial advertising information
V105	C7_I	C7I. What parameters are used to compare the services offered by banks and other	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? What parameters are used to compare the services offered by banks and other financial companies
V106	C7_m	C7m. What consumer rights protection laws are available and what one needs to do	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? What consumer rights protection laws are available and what one needs to do when one's consumer rights are violated

ID	Name	Label	Туре	Format	Question
V107	C7_n	C7n. What information should a user pay attention to when signing a contract with	discrete	numeric	Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people? What information should a user pay attention to when signing a contract with a bank or another financial company
V108	C8	C8 How often do you compare the terms and conditions for provision of financial s	discrete	numeric	How often do you compare the terms and conditions for provision of financial services by various companies before you sign a contract for such a service?
V109	C9_a	C9a. sources of information do you pay attention to when choosing a company to bu	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Advertisements
V110	C9_b	C9b. sources of information do you pay attention to when choosing a company to bu	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Information materials of financial companies on their tariffs and services of various types
V111	C9_c	C9c. sources of information do you pay attention to when choosing a company to bu	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Advice of consultants working for providers of a required service
V112	C9_d	C9d.sources of information do you pay attention to when choosing a company to buy	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Recommendations of independent financial consultants or brokers
V113	C9_e	C9e. sources of information do you pay attention to when choosing a company to bu	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Analytical materials published in mass media
V114	C9_f	C9f. sources of information do you pay attention to when choosing a company to bu	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Employer's advice
V115	C9_g	C9g.sources of information do you pay attention to when choosing a company to buy	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Advice of friends and relatives
V116	C9_h	C9h. sources of information do you pay attention to when choosing a company to b	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Internet forums and blogs
V117	C9_i	C9i. sources of information do you pay attention to when choosing a company to b	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Don't know
V118	С9_j	C9j. sources of information do you pay attention to when choosing a company to	discrete	numeric	What sources of information do you pay attention to when choosing a company to buy a service from? Other
V119	C9_j_text	C9j. sources of information do you pay attention to when choosing a company to b	discrete	character	What sources of information do you pay attention to when choosing a company to buy a service from? Other
V120	D1	D1. How would you assess the level of your financial literacy?	discrete	numeric	How would you assess the level of your financial literacy?

ID	Name	Label	Туре	Format	Question
V121	D2	D2. Let's assume that you deposited NIS 10,000 in a bank account at 8% annual int	discrete	numeric	Let's assume that you deposited NIS 10,000 in a bank account at 8% annual interest rate. How much money will you have in your account in 2 years if you do not withdraw from or add to this account any money?
V122	D3	D3. Let's assume that in 2012 your income is twice as now, and the consumer price	discrete	numeric	Let's assume that in 2012 your income is twice as now, and the consumer prices also grow twofold. Do you think that in 2012 you will be able to buy more, less, or the same amount of goods and services as today?
V123	D4	D4. Let's assume that you saw a TV-set of the same model on sales in two differen	discrete	numeric	Let's assume that you saw a TV-set of the same model on sales in two different shops. The initial retail price of it was NIS 1,000. One shop offered a discount of NIS 150, while the other one offered a 10% discount. Which one is a better bargain - a discount of NIS 150 or 10%?
V124	D5	D5. Ali recently bought accident insurance with NIS 10,000 cover. The next day, h	discrete	numeric	Ali recently bought accident insurance with NIS 10,000 cover. The next day, he met with an accident and had to be hospitalized. He incurred NIS 5,000 in hospital fees. How much do you think the medical insurance policy will pay for?
V125	D6	D6. Ali recently borrowed some money from a local moneylender. He wanted to buy s	discrete	numeric	Ali recently borrowed some money from a local moneylender. He wanted to buy some clothes for his children for Eid (festival). Do you think this is a productive loan?
V126	D7	D7. Ali does plastering on tall buildings. It is a dangerous job and he is worrie	discrete	numeric	Ali does plastering on tall buildings. It is a dangerous job and he is worried that if he gets injured his family's income will become inadequate to meet their needs. If Ali comes to you for advice what would you suggest?
V127	D8	D8. Laila has a very bright child who is currently in secondary school, but will	discrete	numeric	Laila has a very bright child who is currently in secondary school, but will probably do well in university. She is worried how her family will pay for the child's education. If Laila comes to you for advice, out of the following options, which would you suggest? (Read options)
V128	D9	D9. Laila has two sons. Her husband and two sons are earning members of the house	discrete	numeric	Laila has two sons. Her husband and two sons are earning members of the household and contribute towards household income. However, Laila does not know what is the household's total income and expenditure. How do you think Laila can track her income and expenditure?
V129	D10	D10. Suppose I have a savings account in a bank and the bank closes down for some	discrete	numeric	Suppose I have a savings account in a bank and the bank closes down for some reason, will I get my money back?
V130	D11	D11. In which of the following cases it is appropriate for the government to comp	discrete	numeric	In which of the following cases it is appropriate for the government to compensate individuals for the losses on the financial market? READ?
V131	E1	E1. Do you plan your household's finances by making a budget or writing down expe	discrete	numeric	Do you plan your household's finances by making a budget or writing down expenses?

ID	Name	Label	Туре	Format	Question
V132	E2	E2. Is your family used to keeping records of income and expenditures?	discrete	numeric	Is your family used to keeping records of income and expenditures?
V133	E3_a	E3a.How often during the last 12 months your household_ remained with unspent mon	discrete	numeric	How often during the last 12 months your household remained with unspent money from month to month?
V134	E3_b	E3b. How often during the last 12 months your household_remained without money fr	discrete	numeric	How often during the last 12 months your household remained without money from month to month?
V135	E3_c	E3c. How often during the last 12 months your household_spent in a month exactly	discrete	numeric	How often during the last 12 months your household spent in a month exactly the money earned in the previous month?
V136	E4_a	E4_a When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on consumer goods
V137	E4_b	E4_b When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on basic necessities
V138	E4_c	E4_c When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on education (for children)
V139	E4_d	E4_d When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on health
V140	E4_e	E4_e When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We keep it in cash
V141	E4_f	E4_f When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We deposit it or do not withdraw it from the account
V142	E4_g	E4_g When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We invest it in the capital market
V143	E4_h	E4_h When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We repay debt
V144	E4_i	E4_i When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We lend it to friends or relatives
V145	E4_j	E4_j When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We invest it in our own business

ID	Name	Label	Туре	Format	Question
V146	E4_k	E4_k When your household remains with unspent money from month to month, generall	discrete	numeric	When your household remains with unspent money from month to month, generally what do you do with the savings? We invest it in gold and jewellery
V147	E4i_text	E4l. Is there any other way that you spend the money from the previous month?_tex	discrete	character	Is there any other way that you spend the money from the previous month?
V148	E5_a	E5 a. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We cut down expenses
V149	E5_b	E5 b. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We borrow money from relatives, friends and acquaintances
V150	E5_c	E5 c. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We borrow money from family
V151	E5_d	E5 d. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We buy on credit (informally) from shops
V152	E5_e	E5 e. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We borrow from non-banking financial institutions (Micro-credits.)
V153	E5_f	E5 f. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We pawn jewellery or other goods
V154	E5_g	E5 g. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We spend our savings in NIS
V155	E5_h	E5 h. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We spend our savings in foreign currency (USD)
V156	E5_i	E5 i. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We use a credit card
V157	E5_j	E5 j. When your household runs out of money from month to month, generally, what	discrete	numeric	When your household runs out of money from month to month, generally, what do you do? We work extra hours or do additional jobs
V158	E5k	E5k. Is there any other way that you get by when you run out of money in between	discrete	character	Is there any other way that you get by when you run out of money in between two months?

ID	Name	Label	Туре	Format	Question
V159	E6	E6. Please tell us whether there are such families among your acquaintances or fr	discrete	numeric	Please tell us whether there are such families among your acquaintances or friends who used to be relatively well-to-do and then suddenly encountered financial problems? If so, then what was the reason in your opinion? 1. Yes, because someone in the household has lost his job due to financial crisis 2. Yes, because of unfortunate series of events (a sudden death or loss of a job by a breadwinner, a divorce, an accident, etc.) 3. Yes, because of a wrong money management or lack of ability to plan its finances (they were buying too much, took too many credits, did not plan their future, lived for the moment, etc.) 4. Yes, other 5. I do not know such families 6. Don't know
V160	E7	E7. Did you household experience an unexpected significant reduction of your inco	discrete	numeric	Did you household experience an unexpected significant reduction of your income over the last three years?
V161	E7a_a	E7a_ a. How did you manage to make ends meet when your income suddenly dropped?Lo	discrete	numeric	What was the reason for this reduction of your income? Loss of employment due to economic crisis
V162	E7a_b	E7a_ b. How did you manage to make ends meet when your income suddenly dropped?Lo	discrete	numeric	What was the reason for this reduction of your income? Loss of employment because of an accident, illness or disability
V163	E7a_c	E7a_ c. How did you manage to make ends meet when your income suddenly dropped?Co	discrete	numeric	What was the reason for this reduction of your income? Considerable reduction of salary, or delays with salary payment
V164	E7a_d	E7a_ d. How did you manage to make ends meet when your income suddenly dropped?Oc	discrete	numeric	What was the reason for this reduction of your income? Occupation (loss of access to land/proximity to wall/restriction of movement)
V165	E7a_e	E7a_ e. How did you manage to make ends meet when your income suddenly dropped?Br	discrete	numeric	What was the reason for this reduction of your income? Breakup, separation or divorce
V166	E7a_f	E7a_ f. How did you manage to make ends meet when your income suddenly dropped?Re	discrete	numeric	What was the reason for this reduction of your income? Retirement of the main breadwinner
V167	E7a_g	E7a_ g. How did you manage to make ends meet when your income suddenly dropped?Ot	discrete	character	What was the reason for this reduction of your income? Other
V168	E7b_a	E7b_ a. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We cut down expenses and saved
V169	E7b_b	E7b_ b. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We borrowed money from relatives, friends and acquaintances
V170	E7b_c	E7b_ c. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We borrow money from family
V171	E7b_d	E7b_ d. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We bought on credit from shops

ID	Name	Label	Туре	Format	Question
V172	E7b_e	E7b_ e. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We borrowed from non-banking financial institutions (CAR, Provident etc.)
V173	E7b_f	E7b_ f. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We pawned jewellery or other goods
V174	E7b_g	E7b_ g. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We spent our savings in NIS
V175	E7b_h	E7b_ h. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We exchanged in NIS our savings in foreign currency
V176	E7b_i	E7b_ i. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We used a credit card
V177	E7b_j	E7b_ j. How did you manage to make ends meet when your income suddenly dropped?We	discrete	numeric	How did you manage to make ends meet when your income suddenly dropped? We worked extra hours or do additional jobs
V178	E7b_k	E7b_ k. How did you manage to make ends meet when your income suddenly dropped?Ot	discrete	character	How did you manage to make ends meet when your income suddenly dropped? Other
V179	E8	E8. How often during the last 12 months your household had to borrow to pay back	discrete	numeric	How often during the last 12 months your household had to borrow to pay back your other debts?
V180	E9	E9. Would you please say whether your household has any debts now?	discrete	numeric	Would you please say whether your household has any debts now? Without instalments for credits/loans
V181	E9a	E9A. Compared to your total monthly household income, approximately how much tota	discrete	numeric	Compared to your total monthly household income, approximately how much total debt do you currently have?
V182	E9b	E9B. Compared to your total monthly household income, approximately how much mone	discrete	numeric	Compared to your total monthly household income, approximately how much money is allocated to the repayment of debts each month?
V183	E10_a	E10 a. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on the purchase of household goods (furniture, clothes, home electronic appliances, etc.)
V184	E10_b	E10 b. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll try to add money (through borrowing, e.g.) and buy a plot of land, a car, etc.
V185	E10_c	E10 c. I'll make long-term savings to accumulate money for more expensive things	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll make long-term savings to accumulate money for more expensive things (a house, apartment, expensive car, etc.)

ID	Name	Label	Туре	Format	Question
V186	E10_d	E10 d. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll make reserves (for unexpected event, special events, for a rainy day, etc.)
V187	E10_e	E10 e. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll repay my earlier debts
V188	E10_f	E10 f. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on entertainment, on travel or vacation
V189	E10_g	E10 g. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on education and development of my children
V190	E10_h	E10 h. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on upgrade of my skills or training for a new vacation/profession
V191	E10_i	E10 i. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on my medical treatment and that of my close family
V192	E10_j	E10 j. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll invest it in my own business
V193	E10_k	E10 k. I'll buy an insurance policy for myself or the family, spend it on volunta	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll buy an insurance policy for myself or the family, spend it on voluntary pension (through a pension fund)
V194	E10_I	E10 I. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll buy gold, jewels and the like

ID	Name	Label	Туре	Format	Question
V195	E10_m	E10 m. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll invest it in the bank deposit at an interest rate
V196	E10_n	E10 n. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll buy stock of Palestinian companies
V197	E10_o	E10 o. Let's assume that in addition to your regular income your family gets some	discrete	character	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? Other
V198	E10_p	E10 p. Let's assume that in addition to your regular income your family gets some	discrete	numeric	Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money?
V199	E11	E11. Does your household have any savings?	discrete	numeric	Does your household have any savings?
V200	E11a	E11A. Comparing to your total monthly household income, approximately how much ar	discrete	numeric	Comparing to your total monthly household income, approximately how much are your savings?
V201	E11b_1	E11B 1. What are your reasons to save? For a rainy day, for unexpected expenses	discrete	numeric	What are your reasons to save? For a rainy day, for unexpected expenses
V202	E11b_2	E11B 2. What are your reasons to save?For retirement	discrete	numeric	What are your reasons to save?
V203	E11b_3	E11B 3. What are your reasons to save?To leave something for children to inherit	discrete	numeric	What are your reasons to save? To leave something for children to inherit
V204	E11b_4	E11B 4. What are your reasons to save?To get income in the form of interest, incr	discrete	numeric	What are your reasons to save? To get income in the form of interest, increased market value of assets, etc.
V205	E11b_5	E11B 5. What are your reasons to save?To increase my living standards in the futu	discrete	numeric	What are your reasons to save? To increase my living standards in the future
V206	E11b_6	E11B 6. What are your reasons to save?l like saving rather than spending money	discrete	numeric	What are your reasons to save? I like saving rather than spending money
V207	E11b_7	E11B 7. What are your reasons to save?This is a family tradition	discrete	numeric	What are your reasons to save? This is a family tradition
V208	E11b_8	E11B 8. What are your reasons to save?Don't know	discrete	numeric	What are your reasons to save? .Don't know
V209	E11b_9	E11B 9. What are your reasons to save?Other	discrete	character	What are your reasons to save? Other
V210	E12_1	E12 1. What are the reasons for not saving? I don't trust financial institutions	discrete	numeric	What are the reasons for not saving? I don't trust financial institutions
V211	E12_2	E12 2.What are the reasons for not saving? I cannot do this because of a low inc	discrete	numeric	What are the reasons for not saving? I cannot do this because of a low income
V212	E12_3	E12 3. What are the reasons for not saving? I don't see the point of having savin	discrete	numeric	What are the reasons for not saving? I don't see the point of having savings
V213	E12_4	E12 4. What are the reasons for not saving? I cannot resist the temptation to sp	discrete	numeric	What are the reasons for not saving? I cannot resist the temptation to spend the money on shopping

ID	Name	Label	Туре	Format	Question
V214	E12_5	E12 5. What are the reasons for not saving? Other	discrete	numeric	What are the reasons for not saving? Other
V215	E12_6	E12 6.What are the reasons for not saving? Don't know	discrete	numeric	What are the reasons for not saving? Don't know
V216	E12_5_text	E12 5. What are the reasons for not saving? Other	discrete	character	What are the reasons for not saving? Other
V217	F1	F1. Last month, the total amount received from salaries, pensions, child allowanc	discrete	numeric	Last month, the total amount received from salaries, pensions, child allowances, sales etc. by all household's members (including the respondent) was approximately
V218	F2	F2. And the total amount received by the respondent (RESP=01) was approximately	discrete	numeric	And the total amount received by the respondent (RESP=01) was approximately
V219	G1_1	G1 1.What type of financial services do you use? Consumer loan	discrete	numeric	What type of financial services do you use? Consumer loan
V220	G1_2	G1 2. What type of financial services do you use?Mortgage loan	discrete	numeric	What type of financial services do you use? Mortgage loan
V221	G1_3	G1 3. What type of financial services do you use?Current account	discrete	numeric	What type of financial services do you use? Current account
V222	G1_4	G1 4. What type of financial services do you use?Bank deposit	discrete	numeric	What type of financial services do you use? Bank deposit
V223	G1_5	G1 5. What type of financial services do you use?Bank debit card	discrete	numeric	What type of financial services do you use? Bank debit card
V224	G1_6	G1 6. What type of financial services do you use?Bank credit card	discrete	numeric	What type of financial services do you use? Bank credit card
V225	G1_7	G1 7. What type of financial services do you use?Insurance policies	discrete	numeric	What type of financial services do you use? Insurance policies
V226	G1_8	G1 8. What type of financial services do you use?Private pensions	discrete	numeric	What type of financial services do you use? Private pensions
V227	G1_9	G1 9.What type of financial services do you use? Investments in shares	discrete	numeric	What type of financial services do you use? Investments in shares
V228	G1_10	G1 10. What type of financial services do you use?Investment funds	discrete	numeric	What type of financial services do you use? Investment funds
V229	G1_11	G1 11.What type of financial services do you use? Loans from Mutual Help Associa	discrete	numeric	What type of financial services do you use? Loans from Mutual Help Associations
V230	G1_12	G1 12. What type of financial services do you use?Car/ terrain loans	discrete	numeric	What type of financial services do you use? Car/ terrain loans
V231	G1_13	G1 13. What type of financial services do you use?Pawning goods	discrete	numeric	What type of financial services do you use? Pawning goods
V232	G1_14	G1 14. What type of financial services do you use?Loans from microcredit organiza	discrete	numeric	What type of financial services do you use? Loans from microcredit organizations or other non-banking financial institutions
V233	G1_15	G1 15. What type of financial services do you use?Loans from usurers	discrete	numeric	What type of financial services do you use? . Loans from usurers
V234	G1_16	G1 16. What type of financial services do you use?Loans from relatives, friends,	discrete	numeric	What type of financial services do you use? Loans from relatives, friends, acquaintances
V235	G1_17	G1 17.What type of financial services do you use? Buying on credit (informally) f	discrete	numeric	What type of financial services do you use? Buying on credit from food shops

ID	Name	Label	Туре	Format	Question
V236	G1_18	G1 18. What type of financial services do you use?Buying on credit from the elect	discrete	numeric	What type of financial services do you use? Buying on credit from the electrical appliances shops
V237	G1_19	G1 19.What type of financial services do you use?Money Changers	discrete	numeric	What type of financial services do you use? Money changers
V238	G1_20	G1 20.What type of financial services do you use?Non-of the mentioned	discrete	numeric	What type of financial services do you use? Noen-of the mentioned
V239	G2_a	G2a.type of insurances policies do you have life insurance	discrete	numeric	What type of insurances policies do you have? life insurance
V240	G2_b	G2b. type of insurances policies do you havemedical insurance	discrete	numeric	What type of insurances policies do you have? medical insurance
V241	G2_c	G2c. type of insurances policies do you havehouse insurance	discrete	numeric	What type of insurances policies do you have? house insurance
V242	G2_d	G2d. type of insurances policies do you havecar insurance	discrete	numeric	What type of insurances policies do you have? car insurance
V243	G2_e	G2e. type of insurances policies do you haveterrains and/ or crop insurance	discrete	numeric	What type of insurances policies do you have? terrains and/ or crop insurance
V244	G2_f	G2f. type of insurances policies do you haveother	discrete	numeric	What type of insurances policies do you have? other
V245	G2_f_text	G2f. type of insurances policies do you haveother	discrete	character	What type of insurances policies do you have? other
V246	G3_a	G3a. Name of the bank or non-banking financial institution	discrete	character	Name of the bank or non-banking financial institution
V247	G3_b	G3b. Name of the bank or non-banking financial institution	discrete	character	Name of the bank or non-banking financial institution
V248	G3_c	G3c. Name of the bank or non-banking financial institution	discrete	character	Name of the bank or non-banking financial institution
V249	G4_a	G4a. Loan term (no of months)	contin	numeric	Loan term (no of months)
V250	G4_b	G4b. Loan term (no of months)	contin	numeric	Loan term (no of months)
V251	G4_c	G4c. Loan term (no of months)	contin	numeric	Loan term (no of months)
V252	G5_a	G5a. Loan type	discrete	numeric	Loan type
V253	G5_b	G5b. Loan type	discrete	numeric	Loan type
V254	G5_c	G5c. Loan type	discrete	numeric	Loan type
V255	G6_a	G6a. Currency	discrete	numeric	Currency
V256	G6_b	G6b. Currency	discrete	numeric	Currency
V257	G6_c	G6c. Currency	discrete	numeric	Currency
V258	G7_a	G7a. Interest rate	discrete	numeric	Interest rate
V259	G7_b	G7b. Interest rate	discrete	numeric	Interest rate
V260	G7_c	G7c. Interest rate	discrete	numeric	Interest rate
V261	G8_a	G8a. Do you have any delays in repayments?	discrete	numeric	Do you have any delays in repayments?
V262	G8_b	G8b. Do you have any delays in repayments?	discrete	numeric	Do you have any delays in repayments?
V263	G8_c	G8c. Do you have any delays in repayments?	discrete	numeric	Do you have any delays in repayments?
V264	G9_a	G9a. Do you face any difficulties making repayments?	discrete	numeric	Do you face any difficulties making repayments?
V265	G9_b	G9b. Do you face any difficulties making repayments?	discrete	numeric	Do you face any difficulties making repayments?
V266	G9_c	G9c. Do you face any difficulties making repayments?	discrete	numeric	Do you face any difficulties making repayments?

ID	Name	Label	Туре	Format	Question
V267	G10	G10. Did you happen to buy a financial service during the last five years with w	discrete	numeric	What kind of service was it?
V268	G11_1	G11 1. What kind of service was it? A consumer loan	discrete	numeric	What kind of service was it? A consumer loan
V269	G11_2	G11 2. What kind of service was it? A mortgage loan	discrete	numeric	What kind of service was it? A mortgage loan
V270	G11_3	G11 3.What kind of service was it? Current account	discrete	numeric	What kind of service was it? Current account
V271	G11_4	G11 4.What kind of service was it? Bank deposit	discrete	numeric	What kind of service was it? Bank deposit
V272	G11_5	G11 5. What kind of service was it? A bank debit card	discrete	numeric	What kind of service was it? A bank debit card
V273	G11_6	G11 6. What kind of service was it? A bank credit card	discrete	numeric	What kind of service was it? A bank credit card
V274	G11_7	G11 7. What kind of service was it? An insurance policy	discrete	numeric	What kind of service was it? An insurance policy
V275	G11_8	G11 8. What kind of service was it? Private pensions	discrete	numeric	What kind of service was it? Private pensions
V276	G11_9	G11 9.What kind of service was it? Investment in shares	discrete	numeric	What kind of service was it? Investment in shares
V277	G11_10	G11 10. What kind of service was it? Investment funds	discrete	numeric	What kind of service was it? Investment funds
V278	G11_11	G11 11. What kind of service was it? Loans from Mutual Help Associations	discrete	numeric	What kind of service was it? Loans from Mutual Help Associations
V279	G11_12	G11 12. What kind of service was it? A car/ terrain loan	discrete	numeric	What kind of service was it? A car/ terrain loan
V280	G11_13	G11 13. What kind of service was it? Pawning goods	discrete	numeric	What kind of service was it? Pawning goods
V281	G11_14	G11 14. What kind of service was it? Loans from Microcredit organizations Credit	discrete	numeric	What kind of service was it? Loans from Microcredit organizations Credit or other non-banking financial institutions
V282	G11_15	G11 15. What kind of service was it? Loans from usurers	discrete	numeric	What kind of service was it? Loans from usurers
V283	G11_16	G11 16. What kind of service was it? Loans from relatives, friends, acquaintances	discrete	numeric	What kind of service was it? Loans from relatives, friends, acquaintances. Buying on credit (informally) from food shops
V284	G11_17	G11 17. What kind of service was it? Buying on credit from the electrical applian	discrete	numeric	What kind of service was it? Buying on credit from the electrical appliances shops
V285	G12_1	G12 1. What did you do after you discovered the problem? Nothing	discrete	numeric	What did you do after you discovered the problem? Nothing
V286	G12_2	G12 2. I stopped using the service before the contract expired (closed the deposi	discrete	numeric	What did you do after you discovered the problem? I stopped using the service before the contract expired (closed the deposit, account, sold the unit shares, canceled the insurance contract, etc.)
V287	G12_3	G12 3. I submitted a grievance to the company which sold me the product	discrete	numeric	What did you do after you discovered the problem? I submitted a grievance to the company which sold me the product
V288	G12_4	G12 4. I submitted a claim to the appropriate government authority	discrete	numeric	What did you do after you discovered the problem? I submitted a claim to the appropriate government authority

ID	Name	Label	Туре	Format	Question
V289	G12_5	G12 5. Other	discrete	numeric	What did you do after you discovered the problem? Other
V290	G12_6	G12 6. Don't know, Don't remember	discrete	numeric	What did you do after you discovered the problem? Don't know, Don't remember
V291	G12_5_text	G12 5. Other	discrete	character	What did you do after you discovered the problem? Other
V292	G13_a	G13a. Does your household have?Car	discrete	numeric	Does your household have? Car
V293	G13_b	G13b. Does your household have?Landline telephone	discrete	numeric	Does your household have? Landline telephone
V294	G13_c	G13c.Does your household have? Mobile phone	discrete	numeric	Does your household have? Mobile telephone
V295	G13_d	G13d.Does your household have?Does your household have?Computer (PC)	discrete	numeric	Does your household have? Gd. Computer (PC)
V296	G13_e	G13e.Does your household have? Access to Internet	discrete	numeric	Does your household have? Ge. Access to Internet
V297	G14a	G14a. The dwelling is	discrete	numeric	The dwelling is 1. in a central area of the village/town/city 2. in a peripheral area of the village/town/city 3. in other area of the village/town/city
V298	G14b	G14b. The dwelling is	discrete	numeric	G14b. The dwelling is 1. in a good area 2. in a poor area 3. in a bad-famed area 4. in a rather good area
V299	H1a	H1a. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? Hebrew
V300	H1b	H1b. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? English
V301	H1c	H1c. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? French
V302	H1d	H1d. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? German
V303	H1e	H1e. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? Russian
V304	H1f	H1f. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? Spanish
V305	H1g	H1g. Besides your mother language, what other languages do you speak well enough	discrete	numeric	Beside your mother language, what other languages do you speak well enough to take part in a conversation? Other
V306	H1g_text	H1g. Besides your mother language, what other languages do you speak well enough	discrete	character	Beside your mother language, what other languages do you speak well enough to take part in a conversation? Other

ID	Name	Label	Туре	Format	Question
V307	H2	H2. The survey firm could check the way I did the interview. Would you agree to g	discrete	character	The survey firm could check the way I did the interview. Would you agree to give your phone number where you could be reached for verification?
V308	TIME_END	Interview end time	discrete	character	Interview end time

### serial number (NUMBER)

## File: WestBank Gaza financial literacy

#### Overview

Type: Continuous

Format: numeric

Width: 4

Decimals: 0

Range: 1-1350

Valid cases: 2022

Invalid: 0

Minimum: 1

Maximum: 1350

Mean: 562.4

Standard deviation: 373.6

## P-1 Exact time of the survey start: hour, minute (p1) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Valid cases: 2016 Format: character Invalid: 0

Width: 7

**Literal question** 

Exact time of the survey start: hour, minute

## P-2 ordinal number of the survey (p2) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 2 Valid cases: 2012 Invalid: 0

#### Literal question

ordinal number of the survey

## P-3 date of survey (p3)

## File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: character Width: 10 Valid cases: 2019 Invalid: 0

### Literal question

date of survey

## P-4 interviewer's name and surname (p4) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Valid cases: 2002 Format: character Invalid: 0 Width: 29

#### Literal question

interviewer's name and surname

## P-5 coordinator's name and surname (p5) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: character Width: 16 Valid cases: 2022 Invalid: 0

#### Literal question

coordinator's name and surname

### P-6 region (p6)

## File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2022 Invalid: 0

#### Literal question

region

## region west bank and gaza strip (region\_WBG) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

## P-7 Governorate (p7)

## File: WestBank Gaza financial literacy

#### Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-16

Valid cases: 2021 Invalid: 1

### Literal question

Governorate

## P-8 neighbourhood (p8)

## File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: character Width: 65 Valid cases: 1996 Invalid: 0

## P-8 neighbourhood (p8)

## File: WestBank\_Gaza\_financial\_literacy

#### Literal question

neighbourhood

## P-9 type of Locality (p9)

## File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2022 Invalid: 0

#### Literal question

type of Locality

## P-10 Locality size (p10)

## File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2022 Invalid: 0

#### Literal question

Locality size

## P-11 Nationality (p11)

## File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2013 Invalid: 9

#### **Literal question**

Nationality

## P-12 Age (p12)

## File: WestBank Gaza financial literacy

#### Overview

Type: Continuous Format: numeric Width: 2 Decimals: 0 Range: 18-72 Valid cases: 2015 Invalid: 7 Minimum: 18 Maximum: 72 Mean: 36.3

Standard deviation: 12.5

## P-12 Age (p12)

## File: WestBank Gaza financial literacy

#### Literal question

Age

## P-13 Gender (p13)

## File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 2022 Invalid: 0

### Literal question

Gender

## P-14 Highest Level of Education Attained (p14) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 2 Decimals: 0 Range: 1-11 Valid cases: 2019 Invalid: 3

#### Literal question

Highest Level of Education Attained

#### Post question

Mention the highest degree achieved and not ongoing studies.

## P-15 Current Main Occupation Status (p15) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 2 Decimals: 0 Range: 1-14 Valid cases: 2020 Invalid: 2

#### Literal question

**Current Main Occupation Status** 

## P-16 Main Occupation (Sector) (p16)

File: WestBank Gaza financial literacy

#### Overview

## P-16 Main Occupation (Sector) (p16) File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 2 Decimals: 0 Range: 1-13 Valid cases: 1358 Invalid: 664

#### Literal question

Main Occupation (Sector)

## P-17 Number of family members living in the Household (p17) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 2 Decimals: 0 Range: 1-20 Valid cases: 2006 Invalid: 16

#### Literal question

Number of family members living in the Household

## P-18 Position in Household (p18)

## File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2012 Invalid: 10

#### Literal question

Position in Household

#### **Post question**

(Definition of Head of Household: "The person who usually lives with the household and is recognized as head of household by its other members. Often he/she is the main decision maker and is responsible for financial support and welfare of the household.

For the purpose of the survey, if the household head is not in charge of economic and financial matters within the household, he/ she must be replaced by the member holding that function".

## A1. As a whole, how satisfied are you with your life nowadays? (A1) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2020 Invalid: 2

#### Literal question

As a whole, how satisfied are you with your life nowadays?

## A2. How do you think your life is going to be over the next 12 months? (A2)

File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2019 Invalid: 3

### Literal question

How do you think your life is going to be over the next 12 months?

## A3a. Read a national newspaper? (A3\_a) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2018 Invalid: 4

### Literal question

How often do you: Read a national newspaper?

### A3b. Listen to the Radio (A3 b)

### File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2019 Invalid: 3

### **Literal question**

How often do you: Listen to the Radio

### A3c. Watch TV (A3 c)

## File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2020 Invalid: 2

### Literal question

How often do you: Watch TV

## A4. Do you know how to use a computer? (A4) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

Do you know how to use a computer?

# A4a. How often do you use the Internet including e-mail (electronic mail) (A4\_a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 1143 Invalid: 879

### Pre question

For those who know to use the computer (Code 1 at A4)

### Literal question

How often do you use the Internet including e-mail (electronic mail)

## B1a. How familiar are you with the Palestinian Monetary Authority (B1\_a)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2020 Invalid: 2

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Palestinian Monetary Authority

## B1b. How familiar are you with the Commercial banks (B1\_b) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6

Valid cases: 2022 Invalid: 0

### Literal question

## B1b. How familiar are you with the Commercial banks (B1\_b) File: WestBank Gaza financial literacy

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Commercial banks

## B1c.How familiar are you with the Insurance companies (B1\_c) File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6

Valid cases: 2021 Invalid: 1

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Insurance companies

## B1d.How familiar are you with the Brokerage houses (B1\_d) File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2020 Invalid: 2

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Brokerage houses

## B1e. How familiar are you with the Mutual help / Community based associations (B1 e)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2018 Invalid: 4

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Mutual help / Community based associations

## B1f How familiar are you with the Cooperatives (B1\_f) File: WestBank Gaza financial literacy

## B1f How familiar are you with the Cooperatives (B1\_f) File: WestBank\_Gaza\_financial\_literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2017 Invalid: 5

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES)

Cooperatives

Range: 1-6

## B1g. How familiar are you with the Leasing companies (B1\_g) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2018 Invalid: 4

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Leasing companies

## B1h.How familiar are you with the Other, non-banking financial institutions such (B1 h)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2018 Invalid: 4

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Other, non-banking financial institutions such as microcredit organizations

# B1i. How familiar are you with the The Consumer Protection Agency (B1 i)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2020 Invalid: 2

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) The Consumer Protection Agency

## B1j. How familiar are you with the Palestine Capital Markets Authority (B1 j)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2017 Invalid: 5

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Palestine Capital Markets Authority

## B1k. How familiar are you with the Association of Banks of Palestine (B1 k)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2020 Invalid: 2

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Industry associations

## B11. How familiar are you with the Palestine Insurance Federation (B1 l)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2018 Invalid: 4

### Literal question

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES)

## B1m.How familiar are you with the Money Changers (B1\_m) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6

Literal question

Valid cases: 2021 Invalid: 1

## B1m.How familiar are you with the Money Changers (B1\_m) File: WestBank Gaza financial literacy

How familiar are you with the following institutions? (SHOW CARD WITH CHOICES) Money changers

## B2a. How much do you trust the Palestinian Monetary Authority (B2 a)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6

Valid cases: 2019 Invalid: 3

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Palestinian Monetary Authority

## B2b. How much do you trust the Commercial banks (B2\_b) File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2019 Invalid: 3

### l iteral question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Commercial banks

## B2c. How much do you trust the Insurance companies (B2\_c) File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2020 Invalid: 2

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Insurance companies

## B2d. How much do you trust the Brokerage houses (B2\_d) File: WestBank Gaza financial literacy

## B2d. How much do you trust the Brokerage houses (B2\_d) File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2016 Invalid: 6

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES)

Brokerage houses

## B2e. How much do you trust the Mutual help / Community based associations (B2 e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2018 Invalid: 4

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Mutual help / Community based associations

## B2f. How much do you trust the Leasing companies (B2\_f) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2009 Invalid: 13

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Leasing companies

# B2g. How much do you trust the Other, non-banking financial institutions such as (B2 g)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2021 Invalid: 1

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES) Other, non-banking financial institutions such as microcredit organizations

## B2h. How much do you trust the The Consumer Protection Agency (B2 h)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2019 Invalid: 3

### Literal question

How much do you trust the following institutions? (SHOW CARD WITH CHOICES)

The Consumer Protection Agency

## B3a. Generally, how would you assess the quality of financial services offered by (B3 a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2021 Invalid: 1

### Literal question

Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES)

Commercial banks

## B3b. Generally, how would you assess the quality of financial services offered by (B3 b)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2020 Invalid: 2

### Literal question

Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES)

Palestinian Monetary Authority

## B3c. Generally, how would you assess the quality of financial services offered by (B3 c)

File: WestBank Gaza financial literacy

# B3c. Generally, how would you assess the quality of financial services offered by (B3\_c)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2019 Invalid: 3

## Range: 1-6 Literal question

Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES)

Insurance companies

## B3d. Generally, how would you assess the quality of financial services offered by (B3 d)

File: WestBank Gaza financial literacy

### Overview

Range: 1-6

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2013 Invalid: 9

### Literal question

Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES)

Mutual help / Community based associations

## B3e. Generally, how would you assess the quality of financial services offered b (B3 e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2022

### Literal question

Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES)

Non-bank financial providers such as microcredit organizations

## B3f. Generally, how would you assess the quality of financial services offered by (B3 f)

File: WestBank Gaza financial literacy

## B3f. Generally, how would you assess the quality of financial services offered by (B3 f)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2018 Invalid: 4

## Range: 1-6 Literal question

Generally, how would you assess the quality of financial services offered by the following institutions (SHOW CARD WITH CHOICES)

Informal money lenders (from family, friends, etc)

## B4a.If a conflict with a financial organization How sure are you in a quick dispu (B4 a)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2019 Invalid: 3

### Literal question

If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute? (SHOW CARD WITH CHOICES)

How sure are you in a quick dispute resolution

## B4b.If a conflict with a financial organization How sure are you in a just dispu (B4\_b)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2021 Invalid: 1

### Literal question

If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute? (SHOW CARD WITH CHOICES)

How sure are you in a just dispute resolution

## B5. What factor would be most important for you if you were to open a bank saving (B5)

File: WestBank Gaza financial literacy

## B5. What factor would be most important for you if you were to open a bank saving (B5)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2021 Invalid: 1

### Literal question

Range: 1-6

What factor would be most important for you if you were to open a bank savings account? (SHOW CARD WITH CHOICES)

## B6. What factor would be most important for you if you were to take out a loan fr (B6)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2021 Invalid: 1

### Literal question

What factor would be most important for you if you were to take out a loan from a bank? (SHOW CARD WITH CHOICES)

## C1a.What trends from the ones given below do you follow personally?Changes in the (c1\_a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2021 Invalid: 1

### Literal question

What trends from the ones given below do you follow personally? Changes in the property market

# C1b.What trends from the ones given below do you follow personally?Changes of quo $(c1_b)$

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 2022 Invalid: 0

### **Literal question**

## C1b.What trends from the ones given below do you follow personally?Changes of quo (c1 b)

File: WestBank Gaza financial literacy

What trends from the ones given below do you follow personally? Changes of quotations and indices in the capital market

## C1c.What trends from the ones given below do you follow personally?Changes of int (c1 c)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2019 Invalid: 3

### Literal question

What trends from the ones given below do you follow personally? Changes of interest rates on deposits

## C1d. What trends from the ones given below do you follow personally? Changes of in (c1\_d)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2020 Invalid: 2

### Literal question

What trends from the ones given below do you follow personally? Changes of interest rates on credits

## C1e. What trends from the ones given below do you follow personally? Changes in th (c1 e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2019 Invalid: 3

### Literal question

What trends from the ones given below do you follow personally? Changes in the inflation rate

C1f.What trends from the ones given below do you follow personally?Changes in the (c1 f)

File: WestBank Gaza financial literacy

## C1f.What trends from the ones given below do you follow personally?Changes in the (c1 f)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2019 Invalid: 3

### Literal question

What trends from the ones given below do you follow personally? Changes in the level of public pensions, benefits and tax exemptions

## C1g.What trends from the ones given below do you follow personally?Price fluctuat (c1\_g)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2017 Invalid: 5

### Literal question

What trends from the ones given below do you follow personally? Price fluctuations for oil, gold, metals, etc.

## C2a.What is your main source of information in Changes in the property market (c2 a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 383 Invalid: 1639

### Literal question

What is your main source of information: Changes in the property market

## C2b.What is your main source of information in Changes of quotations and indices (c2 b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6

Valid cases: 290 Invalid: 1732

### Literal question

## C2b.What is your main source of information in Changes of quotations and indices (c2 b)

File: WestBank Gaza financial literacy

What is your main source of information: Changes of quotations and indices in the capital market

## C2c.What is your main source of information in Changes of interest rates on depos (c2 c)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 254 Invalid: 1768

### Literal question

What is your main source of information: Changes of interest rates on deposits

## C2d. What is your main source of information in Changes of interest rates on cred (c2 d)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 317 Invalid: 1705

### Literal question

What is your main source of information: Changes of interest rates on credits

## C2e. What is your main source of information in Changes in the inflation rate (c2 e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 530 Invalid: 1492

### Literal question

What is your main source of information: Changes in the inflation rate

## C2f.What is your main source of information in Changes in the level of public pen (c2 f)

File: WestBank Gaza financial literacy

## C2f.What is your main source of information in Changes in the level of public pen (c2 f)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 684 Invalid: 1338

### Literal question

What is your main source of information: Changes in the level of public pensions, benefits and tax exemptions

## C2g.What is your main source of information in Price fluctuations for oil, gold, (c2 g)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 1088 Invalid: 934

### Literal question

What is your main source of information: Price fluctuations for oil, gold, metals, etc.

## C3. Do you know that the Institution of the Ombudsmen for Consumer Protection exi (C3)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2008 Invalid: 14

### Literal question

Do you know that the Institution of the Ombudsmen for Consumer Protection exists?

## C4a. During the last 12 months, how many personal contacts or contacts through ph (C4 a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5

Valid cases: 2020 Invalid: 2

### Literal question

## C4a. During the last 12 months, how many personal contacts or contacts through ph (C4 a)

File: WestBank Gaza financial literacy

During the last 12 months, how many personal contacts or contacts through phone have you had with bank officers or bankers?

## C4b.During the last 12 months, how many personal contacts or contacts through pho (C4 b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2020 Invalid: 2

### Literal question

During the last 12 months, how many personal contacts or contacts through phone have you had with representatives of insurance companies / private pension fund?

## C4c. During the last 12 months, how many personal contacts or contacts through ph (C4 c)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2020 Invalid: 2

### Literal question

During the last 12 months, how many personal contacts or contacts through phone have you had with representatives of the brokerage houses?

## C4d. During the last 12 months, how many personal contacts or contacts through ph (C4\_d)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2021 Invalid: 1

### Literal question

During the last 12 months, how many personal contacts or contacts through phone have you had withindependent financial advisers or brokers?

## C4e. During the last 12 months, how many personal contacts or contacts through ph (C4 e)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2021 Invalid: 1

### Literal question

During the last 12 months, how many personal contacts or contacts through phone have you had with representatives of a non-banking financial institution, such as microcredit organizations?

## C4f. During the last 12 months, how many personal contacts or contacts through ph (C4 f)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2019 Invalid: 3

### Literal question

During the last 12 months, how many personal contacts or contacts through phone have you had with members of your mutual help / community association?

## C4g. During the last 12 months, how many personal contacts or contacts through ph (C4 g)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-5 Valid cases: 2017 Invalid: 5

### **Literal question**

During the last 12 months, how many personal contacts or contacts through phone have you had with Informal money lenders?

## C5. When you meet your relatives, colleagues, friends, how often do you talk abou (C5)

File: WestBank Gaza financial literacy

# C5. When you meet your relatives, colleagues, friends, how often do you talk abou (C5)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2005 Invalid: 17

### Literal question

Range: 1-5

When you meet your relatives, colleagues, friends, how often do you talk about financial institutions and services?

## C6a.do you see as the most suitable for delivering financial literacy programs in (C6\_a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

## Range: 1-2 Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? A commercial bank

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6b .do you see as the most suitable for delivering financial literacy programs i (C6 b)

File: WestBank Gaza financial literacy

### Overview

Decimals: 0

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

## Range: 1-2 Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Insurance companies

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6c.do you see as the most suitable for delivering financial literacy programs in (C6\_c)

File: WestBank Gaza financial literacy

# C6c.do you see as the most suitable for delivering financial literacy programs in (C6\_c)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0

Valid cases: 2022 Invalid: 0

### Literal question

Range: 1-2

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Unit investment funds (management companies)

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6d.do you see as the most suitable for delivering financial literacy programs in (C6\_d)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

## Range: 1-2 Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Non-government organizations or public

### Post question

(SHOW CARD WITH CHOICES) Multiple Answers

## C6e.do you see as the most suitable for delivering financial literacy programs in (C6\_e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Organizations involved in consumer rights protection

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

# C6f. do you see as the most suitable for delivering financial literacy programs i (C6 f)

File: WestBank Gaza financial literacy

## C6f. do you see as the most suitable for delivering financial literacy programs i (C6 f)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Government entities regulating these markets

### Post question

(SHOW CARD WITH CHOICES) Multiple Answers

# C6g. do you see as the most suitable for delivering financial literacy programs i (C6\_g)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

## Range: 1-2

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Higher education institutions of economic and financial profile

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6h. do you see as the most suitable for delivering financial literacy programs i (C6 h)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Independent financial consultants

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6i. do you see as the most suitable for delivering financial literacy programs (C6 i)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Mass media (journalists and TV presenters)

### Post question

(SHOW CARD WITH CHOICES) Multiple Answers

# C6j. do you see as the most suitable for delivering financial literacy programs i (C6\_j)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

## Range: 1-2 Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Don't know

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6k. do you see as the most suitable for delivering financial literacy programs i (C6\_k)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Other

### **Post question**

(SHOW CARD WITH CHOICES) Multiple Answers

## C6k. do you see as the most suitable for delivering financial literacy programs i (C6 k text)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: character Width: 32 Valid cases: 20 Invalid: 0

### Literal question

Which of the following organizations do you see as the most suitable for delivering financial literacy programs in your area? Other

### Post question

(SHOW CARD WITH CHOICES) Multiple Answers

# C7a. How to form one's own financial targets and draw a personal current financia (C7 a)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2012 Invalid: 10

## Range: 1-3 Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? How to form one's own financial targets and draw a personal current financial plan or budget

### Post question

**READ THE OPTIONS** 

### C7b. How to manage debt (C7 b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2015 Invalid: 7

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? How to manage debt

### **Post question**

**READ THE OPTIONS** 

## C7c. How to plan purchases of durables (car, house) (C7\_c) File: WestBank Gaza financial literacy

## C7c. How to plan purchases of durables (car, house) (C7\_c) File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2011 Invalid: 11

### Literal question

Range: 1-3

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? How to plan purchases of durables (car, house)

### **Post question**

**READ THE OPTIONS** 

## C7d. How does the pension scheme work and what methods are available to secure on (C7\_d)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2014 Invalid: 8

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? How does the pension scheme work and what methods are available to secure one's old age income

### **Post auestion**

**READ THE OPTIONS** 

## C7e. Banking services – current accounts, saving deposits, and plastic cards (C7 e)

File: WestBank Gaza financial literacy

### **Overview**

Range: 1-3

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2016 Invalid: 6

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? Banking services - current accounts, saving deposits, and plastic cards

### Post question

**READ THE OPTIONS** 

## C7f. Consumer credits to purchase goods and services (C7\_f) File: WestBank Gaza financial literacy

# C7f. Consumer credits to purchase goods and services (C7\_f) File: WestBank\_Gaza\_financial\_literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2016 Invalid: 6

### Literal question

Range: 1-3

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? Consumer credits to purchase goods and services

### **Post question**

**READ THE OPTIONS** 

## C7g. Mortgage loans (C7\_g)

### File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2012 Invalid: 10

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? Mortgage loans

### **Post question**

**READ THE OPTIONS** 

## C7h. Insurance and insurance products (C7\_h) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2012 Invalid: 10

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? Insurance and insurance products

### **Post question**

**READ THE OPTIONS** 

### C7i. Private pension funds (C7\_i)

### File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2012 Invalid: 10

### C7i. Private pension funds (C7 i)

### File: WestBank Gaza financial literacy

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? Private pension funds

### Post question

**READ THE OPTIONS** 

## C7j. Capital markets, stock and unit fund shares (C7\_j) File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2011 Invalid: 11

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? Capital markets, stock and unit fund shares

### Post question

**READ THE OPTIONS** 

## C7k. How to interpret and differentiate financial advertising information (C7 $\,\mathrm{k}$ )

File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2005 Invalid: 17

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? How to interpret and differentiate financial advertising information

### Post question

**READ THE OPTIONS** 

## C7l. What parameters are used to compare the services offered by banks and other (C7 l)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3

Valid cases: 2013 Invalid: 9

### Literal question

## C7l. What parameters are used to compare the services offered by banks and other (C7 l)

### File: WestBank Gaza financial literacy

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? What parameters are used to compare the services offered by banks and other financial companies

### Post question

**READ THE OPTIONS** 

## C7m. What consumer rights protection laws are available and what one needs to do (C7\_m)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2015 Invalid: 7

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? What consumer rights protection laws are available and what one needs to do when one's consumer rights are violated

### Post question

**READ THE OPTIONS** 

# C7n. What information should a user pay attention to when signing a contract with (C7\_n)

File: WestBank\_Gaza\_financial literacy

### Overview

Range: 1-3

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2013 Invalid: 9

### Literal question

Which of the following aspects of managing personal finances do you believe should necessarily be part of a financial training course for people...? What information should a user pay attention to when signing a contract with a bank or another financial company

### Post question

**READ THE OPTIONS** 

## C8 How often do you compare the terms and conditions for provision of financial s (C8)

File: WestBank Gaza financial literacy

## C8 How often do you compare the terms and conditions for provision of financial s (C8)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2010 Invalid: 12

### Literal question

Range: 1-6

How often do you compare the terms and conditions for provision of financial services by various companies before you sign a contract for such a service?

## C9a. sources of information do you pay attention to when choosing a company to bu (C9 a)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Advertisements

### **Post question**

Multiple Answers

## C9b. sources of information do you pay attention to when choosing a company to bu (C9 b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

## Range: 1-2 Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Information materials of financial companies on their tariffs and services of various types

### **Post question**

Multiple Answers

## C9c. sources of information do you pay attention to when choosing a company to bu (C9 c)

File: WestBank Gaza financial literacy

## C9c. sources of information do you pay attention to when choosing a company to bu (C9 c)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

### Literal question

Range: 1-2

What sources of information do you pay attention to when choosing a company to buy a service from? Advice of consultants working for providers of a required service

### Post question

Multiple Answers

## C9d.sources of information do you pay attention to when choosing a company to buy (C9 d)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

## Range: 1-2 Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Recommendations of independent financial consultants or brokers

### Post question

**Multiple Answers** 

## C9e. sources of information do you pay attention to when choosing a company to bu (C9\_e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Analytical materials published in mass media

### **Post question**

Multiple Answers

## C9f. sources of information do you pay attention to when choosing a company to bu (C9 f)

File: WestBank Gaza financial literacy

## C9f. sources of information do you pay attention to when choosing a company to bu (C9 f)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Employer's advice

### Post question

Multiple Answers

## C9g.sources of information do you pay attention to when choosing a company to buy (C9\_g)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Advice of friends and relatives

### Post question

Multiple Answers

## C9h. sources of information do you pay attention to when choosing a company to b (C9\_h)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Internet forums and blogs

### Post question

Multiple Answers

## C9i. sources of information do you pay attention to when choosing a company to b (C9 i)

File: WestBank Gaza financial literacy

# C9i. sources of information do you pay attention to when choosing a company to b (C9 i)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Don't know

### Post question

Multiple Answers

## C9j. sources of information do you pay attention to when choosing a company to (C9 j)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Other

### Post question

**Multiple Answers** 

# C9j. sources of information do you pay attention to when choosing a company to b (C9 j text)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: character Width: 29 Valid cases: 8 Invalid: 0

### Literal question

What sources of information do you pay attention to when choosing a company to buy a service from? Other

### Post question

Multiple Answers

## D1. How would you assess the level of your financial literacy? (D1) File: WestBank Gaza financial literacy

## D1. How would you assess the level of your financial literacy? (D1) File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0

Range: 1-6

Valid cases: 2020 Invalid: 2

### Literal question

How would you assess the level of your financial literacy?

### **Post question**

(SHOW CARD WITH CHOICES)

## D2. Let's assume that you deposited NIS 10,000 in a bank account at 8% annual int (D2)

File: WestBank Gaza financial literacy

### **Overview**

Range: 1-4

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2021 Invalid: 1

### Literal question

Let's assume that you deposited NIS 10,000 in a bank account at 8% annual interest rate. How much money will you have in your account in 2 years if you do not withdraw from or add to this account any money?

## D3. Let's assume that in 2012 your income is twice as now, and the consumer price (D3)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2017 Invalid: 5

### Literal question

Let's assume that in 2012 your income is twice as now, and the consumer prices also grow twofold. Do you think that in 2012 you will be able to buy more, less, or the same amount of goods and services as today?

## D4. Let's assume that you saw a TV-set of the same model on sales in two differen (D4)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4

Valid cases: 2013 Invalid: 9

### Literal question

## D4. Let's assume that you saw a TV-set of the same model on sales in two differen (D4)

### File: WestBank Gaza financial literacy

Let's assume that you saw a TV-set of the same model on sales in two different shops. The initial retail price of it was NIS 1,000. One shop offered a discount of NIS 150, while the other one offered a 10% discount. Which one is a better bargain - a discount of NIS 150 or 10%?

## D5. Ali recently bought accident insurance with NIS 10,000 cover. The next day, h (D5)

File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2018 Invalid: 4

### Literal question

Ali recently bought accident insurance with NIS 10,000 cover. The next day, he met with an accident and had to be hospitalized. He incurred NIS 5,000 in hospital fees. How much do you think the medical insurance policy will pay for?

## D6. Ali recently borrowed some money from a local moneylender. He wanted to buy s (D6)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2012 Invalid: 10

### Literal question

Ali recently borrowed some money from a local moneylender. He wanted to buy some clothes for his children for Eid (festival). Do you think this is a productive loan?

## D7. Ali does plastering on tall buildings. It is a dangerous job and he is worrie (D7)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2019 Invalid: 3

### Literal question

Ali does plastering on tall buildings. It is a dangerous job and he is worried that if he gets injured his family's income will become inadequate to meet their needs. If Ali comes to you for advice what would you suggest?

## D8. Laila has a very bright child who is currently in secondary school, but will (D8)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2019 Invalid: 3

### Literal question

Laila has a very bright child who is currently in secondary school, but will probably do well in university. She is worried how her family will pay for the child's education. If Laila comes to you for advice, out of the following options, which would you suggest? (Read options)

## D9. Laila has two sons. Her husband and two sons are earning members of the house (D9)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2018 Invalid: 4

### Literal question

Laila has two sons. Her husband and two sons are earning members of the household and contribute towards household income. However, Laila does not know what is the household's total income and expenditure. How do you think Laila can track her income and expenditure?

## D10. Suppose I have a savings account in a bank and the bank closes down for some (D10)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 1978 Invalid: 44

### Literal question

Suppose I have a savings account in a bank and the bank closes down for some reason, will I get my money back?

## D11. In which of the following cases it is appropriate for the government to comp (D11)

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## D11. In which of the following cases it is appropriate for the government to comp (D11)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2017 Invalid: 5

Decimals: 0 Range: 1-6

### **Literal question**

In which of the following cases it is appropriate for the government to compensate individuals for the losses on the financial market?

READ?

### **Post question**

**Multiple Answers** 

## E1. Do you plan your household's finances by making a budget or writing down expe (E1)

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### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2009 Invalid: 13

### Literal question

Do you plan your household's finances by making a budget or writing down expenses?

## E2. Is your family used to keeping records of income and expenditures? (E2)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2020 Invalid: 2

## Range: 1-5 Literal question

Is your family used to keeping records of income and expenditures?

# E3a. How often during the last 12 months your household\_remained with unspent mon (E3\_a)

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# E3a. How often during the last 12 months your household\_remained with unspent mon (E3\_a)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2018 Invalid: 4

Decimals: 0 Range: 1-6

### Literal question

How often during the last 12 months your household remained with unspent money from month to month?

### Post question

If money spent = money earned always or very often (codes 1 and 2 at E3c) GO TO E6 If left without money always or very often (codes 1 and 2 at E3b) GO TO E5 If money remains unspent always or very often (codes 1 and 2 at E3a) GO TO E4

# E3b. How often during the last 12 months your household\_remained without money fr (E3\_b) File: WestBank\_Gaza\_financial\_literacy

### Overview

Range: 1-6

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2018 Invalid: 4

### Literal question

How often during the last 12 months your household remained without money from month to month?

### Post question

If money spent = money earned always or very often (codes 1 and 2 at E3c) GO TO E6 If left without money always or very often (codes 1 and 2 at E3b) GO TO E5 If money remains unspent always or very often (codes 1 and 2 at E3a) GO TO E4

# E3c. How often during the last 12 months your household\_spent in a month exactly (E3\_c)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-6 Valid cases: 2007 Invalid: 15

### Literal question

How often during the last 12 months your household spent in a month exactly the money earned in the previous month?

### Post question

If money spent = money earned always or very often (codes 1 and 2 at E3c) GO TO E6 If left without money always or very often (codes 1 and 2 at E3b) GO TO E5 If money remains unspent always or very often (codes 1 and 2 at E3a) GO TO E4

## E4\_a When your household remains with unspent money from month to month, generall (E4 a)

File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 452 Invalid: 1570

### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on consumer goods

## E4\_b When your household remains with unspent money from month to month, generall (E4\_b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 452 Invalid: 1570

### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on basic necessities

## E4\_c When your household remains with unspent money from month to month, generall (E4\_c)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 451 Invalid: 1571

### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on education (for children)

## E4\_d When your household remains with unspent money from month to month, generall (E4\_d)

File: WestBank Gaza financial literacy

# E4\_d When your household remains with unspent money from month to month, generall (E4\_d)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 450 Invalid: 1572

### Literal question

Range: 1-2

When your household remains with unspent money from month to month, generally what do you do with the savings? We spend it on health

### E4\_e When your household remains with unspent money from month to month, generall (E4\_e)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 452 Invalid: 1570

### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We keep it in cash

# E4\_f When your household remains with unspent money from month to month, generall (E4\_f)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 451 Invalid: 1571

### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We deposit it or do not withdraw it from the account

## E4\_g When your household remains with unspent money from month to month, generall (E4\_g)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 451 Invalid: 1571

#### Literal question

# E4\_g When your household remains with unspent money from month to month, generall (E4\_g)

File: WestBank Gaza financial literacy

When your household remains with unspent money from month to month, generally what do you do with the savings? We invest it in the capital market

# E4\_h When your household remains with unspent money from month to month, generall (E4 h)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 451 Invalid: 1571

#### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We repay debt

# E4\_i When your household remains with unspent money from month to month, generall (E4\_i)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 451 Invalid: 1571

#### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We lend it to friends or relatives

### E4\_j When your household remains with unspent money from month to month, generall (E4\_j)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 451 Invalid: 1571

#### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We invest it in our own business

# $E4_k$ When your household remains with unspent money from month to month, generall (E4 $\,k$ )

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 450 Invalid: 1572

### Literal question

When your household remains with unspent money from month to month, generally what do you do with the savings? We invest it in gold and jewellery

# E4l. Is there any other way that you spend the money from the previous month?\_tex (E4i\_text)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: character Width: 69 Valid cases: 194 Invalid: 0

#### Literal question

Is there any other way that you spend the money from the previous month?

### E5 a. When your household runs out of money from month to month, generally, what (E5 a)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 601 Invalid: 1421

### Literal question

When your household runs out of money from month to month, generally, what do you do? We cut down expenses

### E5 b. When your household runs out of money from month to month, generally, what (E5 b)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 602 Invalid: 1420

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We borrow money from relatives, friends and acquaintances

# E5 c. When your household runs out of money from month to month, generally, what (E5 c)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 602 Invalid: 1420

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We borrow money from family

# E5 d. When your household runs out of money from month to month, generally, what (E5 d)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 602 Invalid: 1420

### Literal question

When your household runs out of money from month to month, generally, what do you do? We buy on credit (informally) from shops

# E5 e. When your household runs out of money from month to month, generally, what (E5\_e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 602 Invalid: 1420

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We borrow from non-banking financial institutions (Micro-credits.)

# E5 f. When your household runs out of money from month to month, generally, what (E5\_f)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 602 Invalid: 1420

# E5 f. When your household runs out of money from month to month, generally, what (E5 f)

File: WestBank Gaza financial literacy

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We pawn jewellery or other goods

# E5 g. When your household runs out of money from month to month, generally, what (E5\_g)

File: WestBank Gaza financial literacy

#### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 602 Invalid: 1420

### Literal question

When your household runs out of money from month to month, generally, what do you do? We spend our savings in NIS

# E5 h. When your household runs out of money from month to month, generally, what (E5 h)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 602 Invalid: 1420

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We spend our savings in foreign currency (USD)

### E5 i. When your household runs out of money from month to month, generally, what (E5 i)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 602 Invalid: 1420

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We use a credit card

# E5 j. When your household runs out of money from month to month, generally, what (E5 j)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 600 Invalid: 1422

#### Literal question

When your household runs out of money from month to month, generally, what do you do? We work extra hours or do additional jobs

### E5k. Is there any other way that you get by when you run out of money in between (E5k)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 54 Valid cases: 170 Invalid: 0

#### Literal question

Is there any other way that you get by when you run out of money in between two months?

### E6. Please tell us whether there are such families among your acquaintances or fr (E6)

File: WestBank\_Gaza\_financial literacy

#### **Overview**

Range: 1-6

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 1991 Invalid: 31

### Literal question

Please tell us whether there are such families among your acquaintances or friends who used to be relatively well-to-do and then suddenly encountered financial problems? If so, then what was the reason in your opinion?

- 1. Yes, because someone in the household has lost his job due to financial crisis
- 2. Yes, because of unfortunate series of events (a sudden death or loss of a job by a breadwinner, a divorce, an accident, etc.)
- 3. Yes, because of a wrong money management or lack of ability to plan its finances (they were buying too much, took too many credits, did not plan their future, lived for the moment, etc.)
- 4. Yes, other.....
- 5. I do not know such families
- 6. Don't know

### E7. Did you household experience an unexpected significant reduction of your inco (E7)

File: WestBank Gaza financial literacy

# E7. Did you household experience an unexpected significant reduction of your inco (E7)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 1996 Invalid: 26

#### Literal question

Did you household experience an unexpected significant reduction of your income over the last three years?

# E7a\_ a. How did you manage to make ends meet when your income suddenly dropped?Lo (E7a\_a)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 812 Invalid: 1210

### Pre question

If Yes (code 1 at E7)

#### Literal question

What was the reason for this reduction of your income? Loss of employment due to economic crisis

# E7a\_ b. How did you manage to make ends meet when your income suddenly dropped?Lo (E7a\_b)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 811 Invalid: 1211

### Pre question

If Yes (code 1 at E7)

#### Literal question

What was the reason for this reduction of your income? Loss of employment because of an accident, illness or disability

### E7a\_ c. How did you manage to make ends meet when your income suddenly dropped?Co (E7a\_c)

File: WestBank Gaza financial literacy

# E7a\_ c. How did you manage to make ends meet when your income suddenly dropped?Co (E7a\_c)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 816 Invalid: 1206

### Range: 1-2 **Pre question**

If Yes (code 1 at E7)

#### Literal question

What was the reason for this reduction of your income? Considerable reduction of salary, or delays with salary payment

# E7a\_ d. How did you manage to make ends meet when your income suddenly dropped?Oc (E7a\_d)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 820 Invalid: 1202

### Range: 1-2 Pre question

If Yes (code 1 at E7)

#### Literal question

What was the reason for this reduction of your income? Occupation (loss of access to land/proximity to wall/restriction of movement)

# E7a\_ e. How did you manage to make ends meet when your income suddenly dropped?Br (E7a\_e)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 809 Invalid: 1213

### Range: 1-2 **Pre question**

If Yes (code 1 at E7)

#### Literal question

What was the reason for this reduction of your income? Breakup, separation or divorce

# E7a\_ f. How did you manage to make ends meet when your income suddenly dropped?Re (E7a\_f)

File: WestBank Gaza financial literacy

# E7a\_ f. How did you manage to make ends meet when your income suddenly dropped?Re (E7a\_f)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 810 Invalid: 1212

### Pre question

Range: 1-2

If Yes (code 1 at E7)

#### Literal question

What was the reason for this reduction of your income? Retirement of the main breadwinner

# E7a\_ g. How did you manage to make ends meet when your income suddenly dropped?Ot (E7a\_g)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: character Width: 50 Valid cases: 478 Invalid: 0

#### **Pre question**

If Yes (code 1 at E7)

#### **Literal question**

What was the reason for this reduction of your income? Other

# E7b\_ a. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_a) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 825 Invalid: 1197

### Literal question

How did you manage to make ends meet when your income suddenly dropped? We cut down expenses and saved

# E7b\_ b. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_b)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Literal question

Valid cases: 823 Invalid: 1199

# E7b\_ b. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_b)

File: WestBank Gaza financial literacy

How did you manage to make ends meet when your income suddenly dropped? We borrowed money from relatives, friends and acquaintances

# E7b\_ c. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_c)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 825 Invalid: 1197

#### Literal question

How did you manage to make ends meet when your income suddenly dropped? We borrow money from family

# E7b\_ d. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_d)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 825 Invalid: 1197

### Literal question

How did you manage to make ends meet when your income suddenly dropped? We bought on credit from shops

# E7b\_ e. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_e)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 816 Invalid: 1206

#### Literal question

How did you manage to make ends meet when your income suddenly dropped? We borrowed from non-banking financial institutions (CAR, Provident etc.)

# E7b\_ f. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_f)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 747 Invalid: 1275

### Literal question

How did you manage to make ends meet when your income suddenly dropped? We pawned jewellery or other goods

# E7b\_ g. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_g)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 821 Invalid: 1201

### Literal question

How did you manage to make ends meet when your income suddenly dropped? We spent our savings in NIS

# E7b\_ h. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_h)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 821 Invalid: 1201

#### Literal question

How did you manage to make ends meet when your income suddenly dropped? We exchanged in NIS our savings in foreign currency

# E7b\_ i. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_i)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Literal question

Valid cases: 819 Invalid: 1203

# E7b\_ i. How did you manage to make ends meet when your income suddenly dropped?We (E7b\_i)

File: WestBank Gaza financial literacy

How did you manage to make ends meet when your income suddenly dropped? We used a credit card

# E7b\_j. How did you manage to make ends meet when your income suddenly dropped?We (E7b j)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 807 Invalid: 1215

#### Literal question

How did you manage to make ends meet when your income suddenly dropped? We worked extra hours or do additional jobs

# E7b\_ k. How did you manage to make ends meet when your income suddenly dropped?Ot (E7b\_k)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 23 Valid cases: 348 Invalid: 0

#### Literal question

How did you manage to make ends meet when your income suddenly dropped? Other

### E8. How often during the last 12 months your household had to borrow to pay back (E8)

File: WestBank Gaza financial literacy

#### Overview

Range: 1-6

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 1964 Invalid: 58

### Literal question

How often during the last 12 months your household had to borrow to pay back your other debts?

## E9. Would you please say whether your household has any debts now? (E9)

File: WestBank Gaza financial literacy

# E9. Would you please say whether your household has any debts now? (E9)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2013 Invalid: 9

### Literal question

Would you please say whether your household has any debts now? Without instalments for credits/loans

#### Post question

If No --> Go to E10

# E9A. Compared to your total monthly household income, approximately how much tota (E9a)

File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 1004 Invalid: 1018

### Range: 1-7 **Pre question**

If Yes in E9 ask

#### Literal question

Compared to your total monthly household income, approximately how much total debt do you currently have?

#### Post question

SHOW THE CARD

# E9B. Compared to your total monthly household income, approximately how much mone (E9b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 2 Decimals: 0 Range: 1-14 Valid cases: 1012 Invalid: 1010

#### Pre question

If Yes in E9 ask

### Literal question

Compared to your total monthly household income, approximately how much money is allocated to the repayment of debts each month?

### Post question

SHOW THE CARD

# E10 a. Let's assume that in addition to your regular income your family gets some (E10 a)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 352 Invalid: 1670

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on the purchase of household goods (furniture, clothes, home electronic appliances, etc.)

#### **Post question**

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 b. Let's assume that in addition to your regular income your family gets some (E10\_b)

File: WestBank\_Gaza\_financial\_literacy

#### Overview

Range: 1-3

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 694 Invalid: 1328

### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll try to add money (through borrowing, e.g.) and buy a plot of land, a car, etc.

### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 c. I'll make long-term savings to accumulate money for more expensive things (E10\_c)

File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 431 Invalid: 1591

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll make long-term savings to accumulate money for more expensive things (a house, apartment, expensive car, etc.)

#### **Post question**

# E10 d. Let's assume that in addition to your regular income your family gets some (E10 d)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 665 Invalid: 1357

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll make reserves (for unexpected event, special events, for a rainy day, etc.)

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 e. Let's assume that in addition to your regular income your family gets some (E10\_e)

File: WestBank\_Gaza\_financial\_literacy

#### Overview

Range: 1-3

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 736 Invalid: 1286

### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll repay my earlier debts

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

### E10 f. Let's assume that in addition to your regular income your family gets some (E10 f)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 238 Invalid: 1784

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on entertainment, on travel or vacation

#### Post question

# E10 g. Let's assume that in addition to your regular income your family gets some (E10 g)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 615 Invalid: 1407

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on education and development of my children

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

### E10 h. Let's assume that in addition to your regular income your family gets some (E10\_h)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 180 Invalid: 1842

### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on upgrade of my skills or training for a new vacation/profession

#### **Post question**

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 i. Let's assume that in addition to your regular income your family gets some (E10 i)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 247 Invalid: 1775

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll spend it on my medical treatment and that of my close family

#### Post question

# E10 j. Let's assume that in addition to your regular income your family gets some (E10 j)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 1089 Invalid: 933

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll invest it in my own business

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

### E10 k. I'll buy an insurance policy for myself or the family, spend it on volunta (E10 k)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 53 Invalid: 1969

### **Literal question**

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll buy an insurance policy for myself or the family, spend it on voluntary pension (through a pension fund)

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 l. Let's assume that in addition to your regular income your family gets some (E10 l)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 231 Invalid: 1791

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll buy gold, jewels and the like

#### Post question

# E10 m. Let's assume that in addition to your regular income your family gets some (E10 m)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 113 Invalid: 1909

### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll invest it in the bank deposit at an interest rate

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

### E10 n. Let's assume that in addition to your regular income your family gets some (E10 n)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 116 Invalid: 1906

### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? I'll buy stock of Palestinian companies

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 o. Let's assume that in addition to your regular income your family gets some (E10 o)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 35 Valid cases: 176 Invalid: 0

#### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money? Other

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

# E10 p. Let's assume that in addition to your regular income your family gets some (E10\_p)

File: WestBank Gaza financial literacy

# E10 p. Let's assume that in addition to your regular income your family gets some (E10 p)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 15 Invalid: 2007

### Literal question

Let's assume that in addition to your regular income your family gets some money in the amount of NIS 55,000, meaning approximately USD 15,000. What would you do with this money?

#### Post question

Choose maximum 3 answers SHOW THE CARD (1-first option; 2-second option; 3-third option)

## E11. Does your household have any savings? (E11) File: WestBank Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2018 Invalid: 4

### h: 1

### Literal question

Does your household have any savings?

# E11A. Comparing to your total monthly household income, approximately how much ar (E11a)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 0-6 Valid cases: 597 Invalid: 1425

#### Pre question

If household saves (codes 1 and 2 at E11)

#### **Literal question**

Comparing to your total monthly household income, approximately how much are your savings?

#### **Post question**

SHOW THE CARD

# E11B 1. What are your reasons to save? For a rainy day, for unexpected expenses (E11b 1)

File: WestBank Gaza financial literacy

# E11B 1. What are your reasons to save? For a rainy day, for unexpected expenses (E11b 1)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 541 Invalid: 1481

### Literal question

Range: 1-2

What are your reasons to save? For a rainy day, for unexpected expenses

#### **Post question**

Multiple Answers SHOW THE CARD

### E11B 2. What are your reasons to save?For retirement (E11b\_2) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 152 Invalid: 1870

### Literal question

What are your reasons to save?

#### Post question

Multiple Answers SHOW THE CARD

# E11B 3. What are your reasons to save?To leave something for children to inherit (E11b\_3)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 159 Invalid: 1863

#### **Literal question**

What are your reasons to save? To leave something for children to inherit

#### **Post question**

Multiple Answers SHOW THE CARD

### E11B 4. What are your reasons to save?To get income in the form of interest, incr (E11b 4)

File: WestBank Gaza financial literacy

# E11B 4. What are your reasons to save?To get income in the form of interest, incr (E11b 4)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 122 Invalid: 1900

### Literal question

Range: 1-2

What are your reasons to save? To get income in the form of interest, increased market value of assets, etc.

#### **Post question**

Multiple Answers SHOW THE CARD

# E11B 5. What are your reasons to save?To increase my living standards in the futu (E11b\_5)

File: WestBank\_Gaza\_financial literacy

#### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 278 Invalid: 1744

### Literal question

What are your reasons to save? To increase my living standards in the future

#### Post question

Multiple Answers SHOW THE CARD

# E11B 6. What are your reasons to save? I like saving rather than spending money (E11b 6)

File: WestBank Gaza financial literacy

### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 157 Invalid: 1865

#### Literal question

What are your reasons to save? I like saving rather than spending money

### Post question

Multiple Answers SHOW THE CARD

## E11B 7. What are your reasons to save? This is a family tradition (E11b\_7)

File: WestBank Gaza financial literacy

# E11B 7. What are your reasons to save? This is a family tradition (E11b 7)

File: WestBank Gaza financial\_literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 183 Invalid: 1839

### Literal question

Range: 1-2

What are your reasons to save? This is a family tradition

#### **Post question**

Multiple Answers SHOW THE CARD

# E11B 8. What are your reasons to save?Don't know (E11b\_8) File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 94 Invalid: 1928

### Literal question

What are your reasons to save? .Don't know

#### Post question

Multiple Answers SHOW THE CARD

### E11B 9. What are your reasons to

save?Other..... (E11b\_9)

File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: character Width: 34 Valid cases: 43 Invalid: 0

#### **Literal question**

What are your reasons to save? Other

#### Post question

Multiple Answers SHOW THE CARD

# E12 1. What are the reasons for not saving? I don't trust financial institutions (E12\_1)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 247 Invalid: 1775

# E12 1. What are the reasons for not saving? I don't trust financial institutions (E12 1)

File: WestBank Gaza financial literacy

#### Pre question

If household does not have savings (code 3 at E11)

#### Literal question

What are the reasons for not saving? I don't trust financial institutions

#### Post question

Multiple Answers

# E12 2.What are the reasons for not saving? I cannot do this because of a low inc (E12\_2)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 1080 Invalid: 942

### Range: 1-2 **Pre question**

If household does not have savings (code 3 at E11)

#### Literal question

What are the reasons for not saving? I cannot do this because of a low income

#### Post question

**Multiple Answers** 

# E12 3. What are the reasons for not saving? I don't see the point of having savin (E12 3)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 249 Invalid: 1773

#### Pre question

If household does not have savings (code 3 at E11)

### Literal question

What are the reasons for not saving? I don't see the point of having savings

#### **Post question**

**Multiple Answers** 

### E12 4. What are the reasons for not saving? I cannot resist the temptation to sp (E12 4)

File: WestBank Gaza financial literacy

# E12 4. What are the reasons for not saving? I cannot resist the temptation to sp (E12 4)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 275 Invalid: 1747

### Pre question

If household does not have savings (code 3 at E11)

#### Literal question

What are the reasons for not saving? I cannot resist the temptation to spend the money on shopping

#### Post question

Multiple Answers

### E12 5. What are the reasons for not saving? Other... (E12\_5) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 226 Invalid: 1796

### Pre question

If household does not have savings (code 3 at E11)

#### **Literal question**

What are the reasons for not saving? Other

### **Post question**

Multiple Answers

# E12 6.What are the reasons for not saving? Don't know (E12\_6) File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 231 Invalid: 1791

#### Pre question

If household does not have savings (code 3 at E11)

#### Literal question

What are the reasons for not saving? Don't know

#### Post question

Multiple Answers

### E12 5. What are the reasons for not saving?

Other..... (E12 5 text)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: character Width: 50 Valid cases: 180 Invalid: 0

#### Pre question

If household does not have savings (code 3 at E11)

#### Literal question

What are the reasons for not saving? Other

#### **Post question**

Multiple Answers

# F1. Last month, the total amount received from salaries, pensions, child allowanc (F1)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 6 Decimals: 0 Range: 2-100000 Valid cases: 2022 Invalid: 0

### Literal question

Last month, the total amount received from salaries, pensions, child allowances, sales etc. by all household's members (including the respondent) was approximately...

### F2. And the total amount received by the respondent (RESP=01) was approximately (F2)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 6 Decimals: 0 Range: 2-100000 Valid cases: 2022 Invalid: 0

### Literal question

And the total amount received by the respondent (RESP=01) was approximately...

### G1 1.What type of financial services do you use? Consumer loan (G1 1)

File: WestBank Gaza financial literacy

# G1 1.What type of financial services do you use? Consumer loan (G1 1)

File: WestBank Gaza financial\_literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

#### Literal question

What type of financial services do you use? Consumer loan

#### **Post question**

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 2. What type of financial services do you use?Mortgage loan (G1 2)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What type of financial services do you use? Mortgage loan

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G1 3. What type of financial services do you use?Current account (G1\_3)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

#### Literal question

What type of financial services do you use? Current account

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 4. What type of financial services do you use?Bank deposit (G1 4)

File: WestBank Gaza financial literacy

# G1 4. What type of financial services do you use?Bank deposit (G1 4)

File: WestBank Gaza financial\_literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

### **Literal question**

What type of financial services do you use? Bank deposit

#### **Post question**

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 5. What type of financial services do you use?Bank debit card (G1 5)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What type of financial services do you use? Bank debit card

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G1 6. What type of financial services do you use?Bank credit card (G1\_6)

File: WestBank Gaza financial literacy

### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

#### Literal question

What type of financial services do you use? Bank credit card

### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

## G1 7. What type of financial services do you use?Insurance policies (G1\_7)

File: WestBank Gaza financial literacy

# G1 7. What type of financial services do you use?Insurance policies (G1 7)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

#### Literal question

What type of financial services do you use? Insurance policies

#### **Post question**

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 8. What type of financial services do you use?Private pensions (G1 8)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What type of financial services do you use? Private pensions

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 9.What type of financial services do you use? Investments in shares (G1 9)

File: WestBank Gaza financial literacy

### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

#### Literal question

What type of financial services do you use? Investments in shares

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G1 10. What type of financial services do you use?Investment funds (G1\_10)

File: WestBank Gaza financial literacy

# G1 10. What type of financial services do you use?Investment funds (G1 10)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Decimals: 0 Range: 1-2

#### Literal question

What type of financial services do you use? Investment funds

#### **Post question**

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G1 11.What type of financial services do you use? Loans from Mutual Help Associa (G1\_11)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

### Literal question

What type of financial services do you use? Loans from Mutual Help Associations

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G1 12. What type of financial services do you use?Car/ terrain loans (G1 12)

File: WestBank\_Gaza\_financial\_literacy

### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

#### Literal question

What type of financial services do you use? Car/ terrain loans

### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 13. What type of financial services do you use?Pawning goods (G1 13)

File: WestBank Gaza financial literacy

### G1 13. What type of financial services do you use? Pawning goods (G1 13)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

#### Literal question

What type of financial services do you use? Pawning goods

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 14. What type of financial services do you use?Loans from microcredit organiza (G1 14)

File: WestBank Gaza financial literacy

#### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1

Invalid: 0 Decimals: 0

### Literal question

What type of financial services do you use? Loans from microcredit organizations or other non-banking financial institutions

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 15. What type of financial services do you use?Loans from usurers (G1 15)

File: WestBank Gaza financial literacy

### **Overview**

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0

Valid cases: 2022 Invalid: 0

Valid cases: 2022

#### Literal question

What type of financial services do you use? . Loans from usurers

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 16. What type of financial services do you use? Loans from relatives, friends, (G1 16)

File: WestBank Gaza financial literacy

# G1 16. What type of financial services do you use?Loans from relatives, friends, (G1 16)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

### Literal question

Range: 1-2

What type of financial services do you use? Loans from relatives, friends, acquaintances

#### **Post question**

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 17.What type of financial services do you use? Buying on credit (informally) f (G1 17)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Literal question

What type of financial services do you use? Buying on credit from food shops

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G1 18. What type of financial services do you use?Buying on credit from the elect (G1 18)

File: WestBank\_Gaza\_financial\_literacy

### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

#### Literal question

What type of financial services do you use? Buying on credit from the electrical appliances shops

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

## G1 19.What type of financial services do you use?Money Changers (G1\_19)

File: WestBank Gaza financial literacy

# G1 19.What type of financial services do you use?Money Changers (G1 19)

File: WestBank Gaza financial\_literacy

Type: Discrete Format: numeric Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

#### Literal question

What type of financial services do you use? Money changers

#### **Post question**

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

### G1 20.What type of financial services do you use?Non-of the mentioned (G1 20)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

#### **Literal question**

What type of financial services do you use? Noen-of the mentioned

#### Post question

Attention! Use the codes corresponding to each financial service used in the present by each person 15 years old and over.

# G2a.type of insurances policies do you have life insurance (G2\_a) File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1

Valid cases: 2022 Invalid: 0

Range: 1-2 **Pre question** 

Decimals: 0

If the respondent has insurance policies

#### Literal question

What type of insurances policies do you have? life insurance

# G2b. type of insurances policies do you havemedical insurance (G2 b)

File: WestBank\_Gaza\_financial\_literacy

# G2b. type of insurances policies do you havemedical insurance (G2 b)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

#### Pre question

If the respondent has insurance policies

#### Literal question

What type of insurances policies do you have? medical insurance

### G2c. type of insurances policies do you havehouse insurance (G2\_c) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Pre question

If the respondent has insurance policies

#### Literal question

What type of insurances policies do you have? house insurance

### G2d. type of insurances policies do you havecar insurance (G2\_d) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

#### Pre question

If the respondent has insurance policies

#### Literal question

What type of insurances policies do you have? car insurance

### G2e. type of insurances policies do you haveterrains and/ or crop insurance (G2 e)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 2022 Invalid: 0

# G2e. type of insurances policies do you haveterrains and/ or crop insurance (G2 e)

File: WestBank Gaza financial literacy

#### Pre question

If the respondent has insurance policies

#### Literal question

What type of insurances policies do you have? terrains and/ or crop insurance

# G2f. type of insurances policies do you haveother......(G2\_f)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### Pre question

If the respondent has insurance policies

#### **Literal question**

What type of insurances policies do you have? other

### G2f. type of insurances policies do you haveother......(G2 f text)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: character Width: 17 Valid cases: 7 Invalid: 0

#### **Pre question**

If the respondent has insurance policies

#### Literal question

What type of insurances policies do you have? other

# G3a. Name of the bank or non-banking financial institution (G3\_a) File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: character Width: 33 Valid cases: 173 Invalid: 0

#### Pre question

f the respondent has loans

### Literal question

Name of the bank or non-banking financial institution

# G3b. Name of the bank or non-banking financial institution (G3\_b) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 31 Valid cases: 23 Invalid: 0

#### Pre question

f the respondent has loans

#### Literal question

Name of the bank or non-banking financial institution

### G3c. Name of the bank or non-banking financial institution (G3\_c) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 31 Valid cases: 5 Invalid: 0

#### Pre question

f the respondent has loans

#### Literal question

Name of the bank or non-banking financial institution

### G4a. Loan term (no of months) (G4\_a) File: WestBank Gaza financial literacy

#### **Overview**

Type: Continuous Format: numeric Width: 3 Decimals: 0 Range: 1-240 Valid cases: 169 Invalid: 1853 Minimum: 1 Maximum: 240 Mean: 35.5

Standard deviation: 35.2

#### Pre question

f the respondent has loans

#### Literal question

Loan term (no of months)

### G4b. Loan term (no of months) (G4\_b) File: WestBank Gaza financial literacy

#### **Overview**

Type: Continuous Format: numeric Width: 2 Decimals: 0 Range: 1-60 Valid cases: 23 Invalid: 1999 Minimum: 1 Maximum: 60 Mean: 24.9

Standard deviation: 13.7

#### **Pre question**

f the respondent has loans

#### Literal question

# G4b. Loan term (no of months) (G4\_b) File: WestBank Gaza financial literacy

Loan term (no of months)

### G4c. Loan term (no of months) (G4\_c) File: WestBank Gaza financial literacy

#### Overview

Type: Continuous Format: numeric Width: 2 Decimals: 0 Range: 2-48 Valid cases: 6 Invalid: 2016 Minimum: 2 Maximum: 48 Mean: 17

Standard deviation: 17.1

#### Pre question

f the respondent has loans

#### Literal question

Loan term (no of months)

### G5a. Loan type (G5\_a)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 173 Invalid: 1849

#### Pre question

f the respondent has loans

#### Literal question

Loan type

### G5b. Loan type (G5\_b)

### File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 22 Invalid: 2000

### **Pre question**

f the respondent has loans

#### Literal question

Loan type

### G5c. Loan type (G5 c)

File: WestBank Gaza financial literacy

# G5c. Loan type (G5 c)

# File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 5 Invalid: 2017

## Pre question

f the respondent has loans

## Literal question

Loan type

# G6a. Currency (G6 a)

## File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 173 Invalid: 1849

### Pre question

f the respondent has loans

#### Literal question

Currency

# G6b. Currency (G6 b)

# File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 22 Invalid: 2000

### Pre question

f the respondent has loans

#### Literal question

Currency

## G6c. Currency (G6 c)

# File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Pre question

Valid cases: 5 Invalid: 2017

# G6c. Currency (G6 c)

# File: WestBank Gaza financial literacy

f the respondent has loans

### Literal question

Currency

# G7a. Interest rate (G7 a)

# File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 0-2 Valid cases: 170 Invalid: 1852

## Pre question

f the respondent has loans

#### Literal question

Interest rate

# G7b. Interest rate (G7 b)

# File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 22 Invalid: 2000

# Pre question

f the respondent has loans

### Literal question

Interest rate

# G7c. Interest rate (G7 c)

# File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 5 Invalid: 2017

## Pre question

f the respondent has loans

## **Literal question**

Interest rate

# G8a. Do you have any delays in repayments? (G8\_a) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 173 Invalid: 1849

## Pre question

f the respondent has loans

### **Literal question**

Do you have any delays in repayments?

# G8b. Do you have any delays in repayments? (G8\_b) File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 22 Invalid: 2000

### Pre question

f the respondent has loans

#### Literal question

Do you have any delays in repayments?

# G8c. Do you have any delays in repayments? (G8\_c) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 5 Invalid: 2017

#### Pre question

f the respondent has loans

#### Literal question

Do you have any delays in repayments?

# G9a. Do you face any difficulties making repayments? (G9\_a) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Pre question

Valid cases: 165 Invalid: 1857

# G9a. Do you face any difficulties making repayments? (G9\_a) File: WestBank Gaza financial literacy

f the respondent has loans

#### Literal question

Do you face any difficulties making repayments?

# G9b. Do you face any difficulties making repayments? (G9\_b) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 21 Invalid: 2001

## Pre question

f the respondent has loans

#### Literal question

Do you face any difficulties making repayments?

# G9c. Do you face any difficulties making repayments? (G9\_c) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 4 Invalid: 2018

## Pre question

f the respondent has loans

#### Literal question

Do you face any difficulties making repayments?

# G10. Did you happen to buy a financial service during the last five years with w (G10)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 1982 Invalid: 40

#### Literal question

What kind of service was it?

#### Post question

Multiple Answers

# G11 1. What kind of service was it? A consumer loan (G11\_1) File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 48 Invalid: 1974

### Literal question

What kind of service was it? A consumer loan

## **Post question**

Multiple Answers

# G11 2. What kind of service was it? A mortgage loan (G11\_2) File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 11 Invalid: 2011

### Literal question

What kind of service was it? A mortgage loan

#### Post question

Multiple Answers

# G11 3.What kind of service was it? Current account (G11\_3) File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 35 Invalid: 1987

#### Literal question

What kind of service was it? Current account

#### Post question

Multiple Answers

# G11 4.What kind of service was it? Bank deposit (G11\_4) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Literal question

Valid cases: 6 Invalid: 2016

# G11 4.What kind of service was it? Bank deposit (G11\_4) File: WestBank\_Gaza\_financial\_literacy

What kind of service was it? Bank deposit

#### Post question

Multiple Answers

# G11 5. What kind of service was it? A bank debit card (G11\_5) File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 4 Invalid: 2018

## Literal question

What kind of service was it? A bank debit card

#### **Post question**

Multiple Answers

# G11 6. What kind of service was it? A bank credit card (G11\_6) File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 15 Invalid: 2007

### Literal question

What kind of service was it? A bank credit card

#### Post question

**Multiple Answers** 

# G11 7. What kind of service was it? An insurance policy (G11\_7) File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 12 Invalid: 2010

#### Literal question

What kind of service was it? An insurance policy

## **Post question**

Multiple Answers

# G11 8. What kind of service was it? Private pensions (G11\_8) File: WestBank\_Gaza\_financial\_literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 3 Invalid: 2019

### Literal question

What kind of service was it? Private pensions

#### **Post question**

Multiple Answers

# G11 9.What kind of service was it? Investment in shares (G11\_9) File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 7 Invalid: 2015

### Literal question

What kind of service was it? Investment in shares

#### Post question

**Multiple Answers** 

# G11 10. What kind of service was it? Investment funds (G11\_10) File: WestBank\_Gaza\_financial\_literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 0 Invalid: 2022

#### Literal question

What kind of service was it? Investment funds

#### Post question

Multiple Answers

# G11 11. What kind of service was it? Loans from Mutual Help Associations (G11\_11)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 4 Invalid: 2018

# G11 11. What kind of service was it? Loans from Mutual Help Associations (G11 11)

File: WestBank Gaza financial literacy

### Literal question

What kind of service was it? Loans from Mutual Help Associations

#### Post question

Multiple Answers

# G11 12. What kind of service was it? A car/ terrain loan (G11\_12) File: WestBank Gaza financial literacy

#### **Overview**

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 6 Invalid: 2016

### Literal question

What kind of service was it? A car/ terrain loan

### **Post question**

Multiple Answers

# G11 13. What kind of service was it? Pawning goods (G11\_13) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 5 Invalid: 2017

## Literal question

What kind of service was it? Pawning goods

### **Post question**

Multiple Answers

# G11 14. What kind of service was it? Loans from Microcredit organizations Credit (G11\_14)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 24 Invalid: 1998

#### Literal question

What kind of service was it? Loans from Microcredit organizations Credit or other non-banking financial institutions

### **Post question**

Multiple Answers

# G11 15. What kind of service was it? Loans from usurers (G11\_15) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 10 Invalid: 2012

### Literal question

What kind of service was it? Loans from usurers

#### **Post question**

Multiple Answers

# G11 16. What kind of service was it? Loans from relatives, friends, acquaintances (G11 16)

File: WestBank\_Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 50 Invalid: 1972

### Literal question

What kind of service was it? Loans from relatives, friends, acquaintances. Buying on credit (informally) from food shops

### **Post question**

Multiple Answers

# G11 17. What kind of service was it? Buying on credit from the electrical applian (G11\_17)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 47 Invalid: 1975

#### Literal question

What kind of service was it? Buying on credit from the electrical appliances shops

#### **Post question**

Multiple Answers

# G12 1. What did you do after you discovered the problem? Nothing (G12\_1)

File: WestBank Gaza financial literacy

# G12 1. What did you do after you discovered the problem? Nothing (G12 1)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 118 Invalid: 1904

## Literal question

Range: 1-2

What did you do after you discovered the problem? Nothing

### **Post question**

Multiple Answers

# G12 2. I stopped using the service before the contract expired (closed the deposi (G12\_2)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Valid cases: 54 Invalid: 1968

Width: 1 Decimals: 0 Range: 1-2

#### Literal question

What did you do after you discovered the problem? I stopped using the service before the contract expired (closed the deposit, account, sold the unit shares, canceled the insurance contract, etc.)

#### **Post question**

Multiple Answers

# G12 3. I submitted a grievance to the company which sold me the product (G12\_3)

File: WestBank\_Gaza\_financial\_literacy

#### **Overview**

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 7 Invalid: 2015

## Literal question

What did you do after you discovered the problem? I submitted a grievance to the company which sold me the product

#### Post question

**Multiple Answers** 

# G12 4. I submitted a claim to the appropriate government authority (G12 4)

File: WestBank Gaza financial literacy

# G12 4. I submitted a claim to the appropriate government authority (G12 4)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 16 Invalid: 2006

Range: 1-2

Decimals: 0

### Literal question

What did you do after you discovered the problem? I submitted a claim to the appropriate government authority

#### **Post question**

Multiple Answers

# G12 5. Other..... (G12 5)

# File: WestBank Gaza financial literacy

### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

Range: 1-2
Literal question

What did you do after you discovered the problem? Other

#### Post question

Multiple Answers

# G12 6. Don't know, Don't remember (G12\_6) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 8 Invalid: 2014

#### Literal question

What did you do after you discovered the problem? Don't know, Don't remember

#### Post question

Multiple Answers

# G12 5. Other..... (G12\_5\_text)

# File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 40

Valid cases: 8 Invalid: 0

## Literal question

What did you do after you discovered the problem? Other

### **Post question**

G12 5. Other..... (G12 5 text)

File: WestBank Gaza financial literacy

**Multiple Answers** 

# G13a. Does your household have...?Car (G13\_a)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2018 Invalid: 4

## Literal question

Does your household have ...? Car

# G13b. Does your household have...?Landline telephone (G13\_b) File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2019 Invalid: 3

## Literal question

Does your household have...? Landline telephone

# G13c.Does your household have...? Mobile phone (G13\_c) File: WestBank\_Gaza\_financial\_literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2010 Invalid: 12

#### Literal question

Does your household have ...? Mobile telephone

# G13d.Does your household have...?Does your household have...?Computer (PC) (G13 d)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2018 Invalid: 4

# G13d.Does your household have...?Does your household have...?Computer (PC) (G13 d)

File: WestBank Gaza financial literacy

### Literal question

Does your household have...? Gd. Computer (PC)

# G13e.Does your household have...? Access to Internet (G13\_e) File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2

Valid cases: 2018 Invalid: 4

## Literal question

Does your household have ...? Ge. Access to Internet

# G14a. The dwelling is ... (G14a) File: WestBank\_Gaza\_financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-3 Valid cases: 2015 Invalid: 7

## Literal question

The dwelling is...

- 1. in a central area of the village/town/city
- 2. in a peripheral area of the village/town/city
- 3. in other area of the village/town/city

# G14b. The dwelling is ... (G14b) File: WestBank Gaza financial literacy

## Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-4 Valid cases: 2015 Invalid: 7

### **Literal question**

G14b. The dwelling is ...

- 1. in a good area
- 2. in a poor area
- 3. in a bad-famed area
- 4. in a rather good area

# H1a. Besides your mother language, what other languages do you speak well enough (H1a)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

## Literal question

Beside your mother language, what other languages do you speak well enough to take part in a conversation? Hebrew

#### Post question

**Multiple Answers** 

# H1b. Besides your mother language, what other languages do you speak well enough (H1b)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1

Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

## Literal question

Beside your mother language, what other languages do you speak well enough to take part in a conversation? English

### Post question

**Multiple Answers** 

# H1c. Besides your mother language, what other languages do you speak well enough (H1c)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: numeric Width: 1 Decimals: 0 Range: 1-2 Valid cases: 2022 Invalid: 0

### **Literal question**

Beside your mother language, what other languages do you speak well enough to take part in a conversation? French

#### Post question

**Multiple Answers** 

# H1d. Besides your mother language, what other languages do you speak well enough (H1d)

File: WestBank Gaza financial literacy

# H1d. Besides your mother language, what other languages do you speak well enough (H1d)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

# Range: 1-2 Literal question

Beside your mother language, what other languages do you speak well enough to take part in a conversation? German

#### **Post question**

**Multiple Answers** 

# H1e. Besides your mother language, what other languages do you speak well enough (H1e)

File: WestBank Gaza financial literacy

#### Overview

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Width: 1 Decimals: 0 Range: 1-2

### Literal question

Beside your mother language, what other languages do you speak well enough to take part in a conversation? Russian

### **Post question**

**Multiple Answers** 

# H1f. Besides your mother language, what other languages do you speak well enough (H1f)

File: WestBank\_Gaza\_financial\_literacy

### Overview

Range: 1-2

Type: Discrete Format: numeric Width: 1 Decimals: 0 Valid cases: 2022 Invalid: 0

#### Literal question

Beside your mother language, what other languages do you speak well enough to take part in a conversation? Spanish

#### Post question

Multiple Answers

# H1g. Besides your mother language, what other languages do you speak well enough (H1g)

File: WestBank Gaza financial literacy

# H1g. Besides your mother language, what other languages do you speak well enough (H1g)

File: WestBank Gaza financial literacy

Type: Discrete Format: numeric Width: 1 Valid cases: 2022 Invalid: 0

Decimals: 0 Range: 1-2

### **Literal question**

Beside your mother language, what other languages do you speak well enough to take part in a conversation? Other

#### **Post question**

**Multiple Answers** 

# H1g. Besides your mother language, what other languages do you speak well enough (H1g\_text)

File: WestBank Gaza financial literacy

#### **Overview**

Type: Discrete Format: character Width: 9 Valid cases: 332 Invalid: 0

### Literal question

Beside your mother language, what other languages do you speak well enough to take part in a conversation? Other

#### Post question

**Multiple Answers** 

# H2. The survey firm could check the way I did the interview. Would you agree to g (H2)

File: WestBank Gaza financial literacy

### Overview

Type: Discrete Format: character Width: 46 Valid cases: 1527 Invalid: 0

#### Literal question

The survey firm could check the way I did the interview. Would you agree to give your phone number where you could be reached for verification?

# Interview end time (TIME END)

File: WestBank Gaza financial literacy

## Overview

Type: Discrete Format: character Width: 8

Valid cases: 2012 Invalid: 0

### **Literal question**

Interview end time

## **Related Materials**

## **Questionnaires**

## Financial Literacy and Consumer Awareness Survey 2011 - Questionnaire

Title Financial Literacy and Consumer Awareness Survey 2011 - Questionnaire

Date 2011-01-01

Country West Bank and Gaza

Language English

Filename West Bank Gaza Questionnaire.pdf

## Reports

Comprehensive Report for the World Bank: "Financial Literacy and Consumer Awareness Survey in the West Bank and Gaza"

Title Comprehensive Report for the World Bank: "Financial Literacy and Consumer Awareness Survey in the West

Bank and Gaza"

Author(s) Riyada Consulting and Training

Date 2011-07-01

Country West Bank and Gaza

Language English

Filename West\_Bank\_Gaza\_Financial\_Literacy\_Survey.pdf

## **Technical documents**

## Information on data

Title Information on data

Author(s) Riyada Consulting and Training

Date 2011-01-01

Country West Bank and Gaza

Language English

Filename Information on WBG data.pdf