

Households

Research ICT Africa (RIA) a non-profit, public interest research entity, is conducting research on how information and communication technologies are being accessed and used in Africa. The aim is to measure the impact on lifestyles and livelihoods of people and households and to understand how informal businesses can prosper through the use ICTs.

The information collected can be used to set universal service targets, evaluate policies and regulatory interventions designed to improve access, service quality and affordability of information and communication technologies.

I would like to appeal to you to participate in this important survey. It will help us understand the issues around access and usage of ICTs and provide advice to policy makers and regulators.

MODULE A: ADMIN (ENUMERATOR COMPLETES IT BEFORE INTERVIEWING THE HOUSEHOLD)			
A.1	EA_ID (11 DIGIT)		
A.2	PROVINCE		
A.3	DISTRICT OF METROPOLITAN AREA		
A.4	LOCAL MUNICIPALITY		
A.4B	SUB PLACE		
A.5	COUNTRY		
A.6	LOCATION	1 = Urban 2=Rural	
A.7	HOUSEHOLD LISTING ID		
A.8	ENUMERATOR ID		
A.9	TIME START (24 HR CLOCK)		
A.10	TIME END (24 HR CLOCK)		
A.11	DATE		
A.12	ID AND SIGNATURE OF ENUMERATOR		Date
A.13	ID AND SIGNATURE OF FIELD MANAGER		Date
A.14	ID AND SIGNATURE OF DATA TYPIST		Date

NOTE: ALL MONEY VALUES HAVE TO BE ENTERED IN LOCAL CURRENCY

MODULE D: HOUSEHOLD ROSTER: HOUSEHOLD ATTRIBUTES (TO BE COMPLETED FOR EACH HOUSEHOLD MEMBER BY HEAD OF THE HOUSEHOLD OR SOMEONE THAT MANAGES THE HOUSEHOLD)

ID	HOUSEHOLD MEMBER	1	2	3	4	5	6	7
D.1	FIRST NAME							
D.2	GENDER	[0] male [1] female						
D.3	AGE (YEARS)							
D.4	HOW RELATED TO HOUSEHOLD HEAD	[1] head of household [2] spouse/partner [3] son/daughter [4] grandchild [5] parent [6] brother /sister [7] other relative [8] not related						
D.5	MARITAL STATUS	[1] married [2] single [3] widowed [4] divorced [5] other [6] NA						
D.6	HIGHEST LEVEL OF SCHOOLING COMPLETED	[1] none [2] primary [3] secondary [4] tertiary: diploma/certificate [5] tertiary: BSc/BA [6] tertiary: Masters [7] tertiary: PhD						
D.7	TOTAL YEARS OF SCHOOLING							
D.8	MAIN ACTIVITY DURING LAST 6 MONTHS?	[1] below school age [2] student / pupil [3] unpaid housework (housewife eg) [4] retired [5] unemployed [6] disabled [7] employed [8] self-employed						
D.9	YEARS WORK EXPERIENCE							
D.10	MONTHLY INCOME IN TERMS OF SALARY OR WAGE?							
D.11	MONTHLY INCOME IN TERMS OF SELF EMPLOYMENT (PROFIT) AND PROPERTY INCOME OR INCOME FROM AGRICULTURAL PRODUCE AND FARMING?							
D.12	MONTHLY INCOME IN TERMS OF PENSION, TRANSFER INCOME & SCHOLARSHIPS?							
D.13	HAVING AN EMAIL ADDRESS	[0] no [1] yes [2] don't know						
D.14	OWNING A MOBILE PHONE	[0] no [1] yes [2] don't know						

MODULE D: HOUSEHOLD ATTRIBUTES (TO BE COMPLETED FOR EACH HOUSEHOLD MEMBER BY HEAD OF THE HOUSEHOLD OR SOMEONE THAT MANAGE THE HOUSEHOLD)

ID	HOUSEHOLD MEMBER	8	9	10	11	12	13	14
D.1	FIRST NAME							
D.2	GENDER	[0] male [1] female						
D.3	AGE (YEARS)							
D.4	HOW RELATED TO HOUSEHOLD HEAD	[1] head of household [2] spouse/partner [3] son/daughter [4] grandchild [5] parent [6] brother /sister [7] other relative [8] not related						
D.5	MARITAL STATUS	[1] married [2] single [3] widowed [4] divorced [5] other [6] NA						
D.6	HIGHEST LEVEL OF SCHOOLING COMPLETED	[1] none [2] primary [3] secondary [4] tertiary: diploma/certificate [5] tertiary: BSc/BA [6] tertiary: Masters [7] tertiary: PhD						
D.7	TOTAL YEARS OF SCHOOLING							
D.8	MAIN ACTIVITY DURING LAST 6 MONTHS?	[1] below school age [2] student / pupil [3] unpaid housework (housewife eg) [4] retired [5] unemployed [6] disabled [7] employed [8] self-employed						
D.9	YEARS WORK EXPERIENCE							
D.10	MONTHLY INCOME IN TERMS OF SALARY OR WAGE?							
D.11	MONTHLY INCOME IN TERMS OF SELF EMPLOYMENT INCOME AND PROPERTY INCOME OR INCOME FROM AGRICULTURAL PRODUCE AND FARMING?							
D.12	MONTHLY INCOME IN TERMS OF PENSION, TRANSFER INCOME & SCHOLARSHIPS?							
D.13	HAVING AN EMAIL ADDRESS	[0] no [1] yes [2] don't know						
D.14	OWNING A MOBILE PHONE	[0] no [1] yes [2] don't know						

MODULE H: HOUSEHOLD ATTRIBUTES

H.1	HOW MUCH DID THE HOUSEHOLD SPEND ON WATER AND ELECTRICITY LAST MONTH?		
H.2	DOES THIS HOUSE HAVE ELECTRICITY? IF MULTIPLE, CHOSE THE ONE USED MOSTLY)	[0] No [1] Main Electricity Grid [2] Generator [3] Solar [4] Other	
H.3	DOES THIS HOUSE HAVE PIPED WATER?		[0]No [1]Yes, into the yard [2]Yes, into the house
H.4	DOES YOUR HOUSEHOLD HAVE A WORKING...?	REFRIGERATOR	[1]Yes [0]No
H.5		ELECTRIC OR GAS COOKER /STOVE	[1]Yes [0]No
H.6		RADIO	[1]Yes [0]No
H.7		TV	[1]Yes [0]No
H.8		SATELLITE DECODER OR CABLE	[1]Yes [0]No
H.9		COMPUTER (DESKTOP/LAPTOP)	[1]Yes [0]No
H.10	HAS THIS HOUSEHOLD SUBSCRIBED TO PAY TV (DSTV)? IF YES WHICH ONE?		[1]Yes [0]No
H.11			Specify:
H.12	HOW GOOD IS THE TV SIGNAL IN YOUR AREA		[0] no reception [1] weak [unclear picture, sound] [2] strong (clear picture and sound)
H.13	HOW GOOD IS THE RADIO RECEPTION IN YOUR AREA?		[0] no reception [1] weak [2] good
H.14	DOES THIS HOUSEHOLD HAVE A POSTAL ADDRESS?		[0] No [1] Private Post box [2] Street address [3] At work [4] Local shop/school [5] Other
H.15	DOES ANYBODY IN THIS HOUSEHOLD HAVE A BANK ACCOUNT OR HAS ACCESS TO ONE IN ANY OTHER WAY?		[0] No [1] At least one household member has one [2] Through work [3] Through someone else
H.16	HOW MANY PEOPLE IN THIS HOUSEHOLD HAVE EITHER A LONG-TERM ILLNESS OR CONDITION, OR A DISABILITY?		
H.17	DOES THE HOUSEHOLD RECEIVE ANY FINANCIAL SUPPORT (GOVERNMENT / NGO) FOR THOSE PEOPLE IN THE HOUSE WHO HAVE A LONG-TERM ILLNESS OR WHO ARE DISABLED?		[1]Yes [0]No

MODULE F: FIXED-LINE (LAND) TELEPHONE

F.1	DOES THIS HOUSEHOLD HAVE A FIXED-LINE (LAND)PHONE	[1]Yes [0]No	SKIP F.2 TO F.6 IF F.1 = No
F.2	WHAT IS THE NAME OF THE SERVICE PROVIDER?		
F.3	IN WHAT YEAR DID YOU GET THE FIXED-LINE TELEPHONE?		
F.4	WHAT BILLING TYPE IS IT?	[1] Monthly billing [2] Pre-paid	
F.5	COULD YOU TELL ME HOW MUCH THE HOUSEHOLD SPENT ON THE FIXED-LINE LAST MONTH (CALLING + LINE RENTAL)?		
F.6	IF CALLS WERE CHEAPER WOULD THE HOUSEHOLD:	[1] make more calls [2] use the saved money for something else [3] both [4] do not know	

NO FIXED-LINE (LAND) TELEPHONE

F.7	HAVE YOU PREVIOUSLY HAD A FIXED-LINE PHONE?	[1]Yes [0]No		Skip F.7 to F.20 if F.1 =Yes	
F.8	WHY DOES THE HOUSEHOLD NOT HAVE A FIXED-LINE PHONE, WHY NOT? (READ OUT)	WE USE MOBILE PHONES	[1]Yes [0]No		
F.9		FIXED PHONES ARE NOT AVAILABLE WHERE I LIVE	[1]Yes [0]No		
F.10		NO REGULAR INCOME	[1]Yes [0]No		
F.11		CANNOT AFFORD ONE	[1]Yes [0]No		
F.12		TOO LONG WAIT FOR A FIXED LINE	[1]Yes [0]No		
F.13		OTHER, PLEASE SPECIFY:			
F.14		UNDER WHICH CONDITIONS WOULD YOU CONSIDER GETTING A FIXED-LINE (LAND) PHONE (READ OUT)	CALLS CHEAPER		[1]Yes [0]No
F.15	LINE RENTAL CHEAPER		[1]Yes [0]No		
F.16	AVAILABLE AS PREPAID		[1]Yes [0]No		
F.17	AVAILABLE IN MY AREA		[1]Yes [0]No		
F.18	WHAT TYPE OF BILLING WOULD YOU PREFER?	[1] Pre-paid [2] Monthly billing			
F.19	HOW MUCH WOULD THE HOUSEHOLD BE WILLING AND ABLE TO SPEND MONTHLY ON A FIXED-LINE PHONE (CALLS AND LINE RENTAL)	Highest YEs			
F.20	USE PAYMENT LADDER BELOW	Lowest NO			

WTP PAYMENT LADDER SOUTH AFRICA

Starting at the top of the list and moving down. Ask until the first three values are answered with no.

- If the respondent is almost certain about a monetary value then place a tick (✓) in the space next to the amount.
- If the respondent is not sure about an amount then simply leave it blank.
- If the respondent is almost certain that the amount is too high then place a cross (x) next to the amount.

Enter the highest amount the respondent was willing and able to pay into the questionnaire

Enter the lowest amount the respondent was NOT willing and able to pay into the questionnaire

	HOW MUCH WOULD THE HOUSEHOLD BE WILLING AND ABLE TO SPEND MONTHLY ON A FIXED-LINE PHONE (CALLS AND LINE RENTAL)
(if does not want) 0	
7.3	
9.2	
11.5	
14.3	
17.9	
22.4	
28.0	
35.0	
43.7	
54.7	
68.4	
85.4	
106.8	
133.5	
166.9	
208.6	
260.8	
326.0	
407.5	
509.3	
636.6	
795.8	
994.8	
1,243.4	
1,554.3	
1,942.9	

Ask for amount if
highest value still
yes:

MODULE HI: HOUSEHOLD INTERNET ACCESS

HI.1	DOES THIS HOUSEHOLD HAVE A WORKING INTERNET CONNECTION?	[1] Yes [0] No		Skip Hi.2-11 if H1.1=0	
HI.2	WHAT TYPE OF INTERNET CONNECTION IS THIS? (READ OUT)	MODEM / ISDN DIAL-UP	[1] Yes [0] No		
HI.3		ADSL	[1] Yes [0] No		
HI.4		MOBILE MODEM (3G)	[1] Yes [0] No		
HI.5		USING MOBILE PHONE	[1] Yes [0] No		
HI.6		WIRELESS BROADBAND	[1] Yes [0] No		
HI.7		OTHER, PLEASE SPECIFY:			
HI.8	HOW MUCH IS SPENT MONTHLY FOR THE INTERNET (SUBSCRIPTION & USE)?				
HI.9	WHAT IS THE NAME OF THE SERVICE PROVIDER?				
HI.10	HOW MANY HOUSEHOLD MEMBERS USE THE INTERNET AT HOME?				
HI.11	HOW MANY OF HOUSEHOLD MEMBERS THAT USE THE INTERNET AT HOME ARE BELOW THE AGE OF 15?				

No HOUSEHOLD INTERNET ACCESS

HI..12	WHAT IS THE MAIN REASON WHY THE HOUSEHOLD DOES NOT HAVE A WORKING INTERNET CONNECTION	[1] Cannot afford it [2] Not available in the area [3] Do not know how to use it [4] Other, please specify:		ask only if Hi.1=0
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MODULE IS: INDIVIDUAL SECTION

ID	NAMES OF ALL HOUSEHOLD MEMBERS 15 YEARS OR OLDER AND ANY VISITORS 15 YEARS OR OLDER THAT WILL STAY THIS NIGHT AT THE HOUSE:			RANDOM SELECTION: SELECT THE INDIVIDUAL WITH THE NEXT BIRTHDAY FROM TO DAY . PLACE TICK FOR THE RANDOMLY SELECTED INDIVIDUAL
	FIRST NAME	GENDER	BIRTHDAY (DAY/MONTH)	
1	CHRIS	MALE	29 MAY	
2	ROSA	FEMALE	31 JANUARY	
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Randomly Selected Individual (to be answered by the randomly selected individual)

MODULE I: DEMOGRAPHICS OF RANDOMLY SELECTED INDIVIDUAL		
I.1	FIRST NAME	
I.2	GENDER	[0] male [1] female
I.3	AGE	
I.4	HOW RELATED TO HOUSEHOLD HEAD	[1] head of household [2] spouse/partner [3] son/daughter [4] grandchild [5] parent [6] brother /sister [7] other relative [8] not related
I.5	MARITAL STATUS	[1] married [2] single [3] widowed [4] divorced [5] other
I.6	HIGHEST LEVEL OF SCHOOLING COMPLETED	[1] none [2] primary [3] secondary [4] tertiary: diploma /Certificate [5] tertiary: BSc/BA [6] tertiary: Masters [7] tertiary: PhD
I.7	TOTAL YEARS OF SCHOOLING	
I.8	IF YOU HAVE ANY ADDITIONAL VOCATIONAL CERTIFICATES PLEASE SPECIFY:	
I.9	MAIN ACTIVITY DURING LAST 6 MONTHS?	[2] student / pupil [3] unpaid house work (eg housewife) [4] retired [5] unemployed [6] disabled and unable to work [7] employed [8] self-employed
I.10	IF EMPLOYED OR SELF EMPLOYED:	[1] full time [2] part-time [3] occasional/seasonally
I.11	YEARS WORK EXPERIENCE:	
I.12	WHAT DO YOU EARN EVERY MONTH IN TERMS OF SALARY OR WAGE?	
I.13	WHAT DO YOU EARN EVERY MONTH IN TERMS OF SELF EMPLOYMENT INCOME AND PROPERTY INCOME OR INCOME FROM AGRICULTURAL PRODUCE AND FARMING?	
I.14	WHAT DO YOU EARN EVERY MONTH IN TERMS OF PENSION, TRANSFER INCOME & SCHOLARSHIPS?	

MODULE N: INDIVIDUAL INFORMATION

MODULE N: INDIVIDUAL INFORMATION			
N.1	HOW MUCH MONEY DO YOU HAVE FOR YOUR FREE DISPOSAL EACH MONTH (SPEND WITHOUT CONSULTING ANYONE)?		
N.2	HOW MUCH DO YOU CONTRIBUTE TO HOUSEHOLD EXPENSES EVERY MONTH?		
N.3	DURING THE LAST 30 DAYS, FOR HOW MANY DAYS DID YOU NOT HAVE ENOUGH TO EAT?		
N.4	CAN YOU READ A LETTER OR NEWSPAPER?	[1] easily [2] with difficulty [3] not at all	
N.5	CAN YOU WRITE A LETTER?	[1] easily [2] with difficulty [3] not at all	
N.6	HOW OFTEN A WEEK DO YOU READ NEWSPAPERS	[0] never, [2] infrequently [3] daily	
N.7	WHAT IS THE MAIN HOUSEHOLD LANGUAGE:		
N.8	CAN YOU EASILY READ AND WRITE ENGLISH?	[1] Yes [0] No	
N.9	WHAT OTHER LANGUAGES DO YOU UNDERSTAND OR SPEAK (LOCAL OR FOREIGN) APART FROM WHAT YOU HAVE MENTIONED		
N.10	DO YOU OWN A PORTABLE CD PLAYER, MP3 PLAYER OR IPOD?	[1] Yes [0] No	
N.11	DO YOU HAVE A BANK ACCOUNT (BANK OR POST OFFICE)?	[1] Yes [0] No	
N.12	HOW OFTEN DO YOU SEND OR RECEIVE MONEY?	[0] never [1] daily [2] weekly [3] monthly [4] rarely ever	
N.13	HOW OFTEN DO YOU SEND OR RECEIVE MAIL (POSTAL SERVICES)?	[0] never [1] daily [2] weekly [3] monthly [4] rarely ever	
N.14	DO YOU BELONG TO ANY RELIGIOUS GROUPS (CHURCH E.G)?	[1] Yes [0] No	
N.15	DO YOU BELONG TO ANY TRADE UNIONS?	[1] Yes [0] No [99] prefer not to answer	
N.16	DO YOU BELONG TO ANY ORGANISED CULTURAL OR POLITICAL GROUP	[1] Yes [0] No [99] prefer not to answer	
N.17	DO YOU BELONG TO ANY FARMER ASSOCIATIONS OR COOPERATIVES?	[1] Yes [0] No	
N.18	DO YOU BELONG TO ANY SAVINGS CLUBS / MICRO FINANCE GROUPS/ BURIAL SOCIETIES	[1] Yes [0] No	
N.19	DO YOU BELONG TO ANY OTHER SOCIAL NETWORK (SPORT, READING ETC)	[1] Yes [0] No	
N.20	DO YOU PARTICIPATE IN DECISION MAKING AT VILLAGE/CITY/MUNICIPAL LEVEL?	[1] Yes [0] No	
N.21	HOW WOULD YOU RATE YOUR OVERALL HEALTH?	[1] excellent [2] good [3] fair [4] poor	
N.22	ARE YOU CURRENTLY RECEIVING LONG-TERM MEDICAL TREATMENT (MEDICATIONS) FOR ANY ILLNESS OR CONDITION?	[1] Yes [0] No	
N.23	PLEASE TELL ME WHETHER YOU AGREE OR DISAGREE WITH THE FOLLOWING	MOST PEOPLE I KNOW LIVE NEAR ME AND KNOW EACH OTHER	[1] Do not agree [2] Not sure [3] Agree
N.24		I KNOW MANY PEOPLE WHO HAVE DIFFERENT BACKGROUNDS TO ME	[1] Do not agree [2] Not sure [3] Agree

MODULE N: INDIVIDUAL INFORMATION

N.25	STATEMENTS:	I FEEL ALONE IN WITHIN MY COMMUNITY (PEOPLE I INTERACT WITH)	[1] Do not agree [2] Not sure [3] Agree	
N.26	THINKING ABOUT YOUR 5 CLOSEST FRIENDS, HOW MANY OF THEM HAVE A MOBILE PHONE (MIN 0 MAX 5)			
N.27	THINKING ABOUT YOUR 5 CLOSEST FRIENDS, HOW MANY OF THEM HAVE AN EMAIL ADDRESS (MIN 0 MAX 5)			
N.28	THINKING ABOUT YOUR 5 CLOSEST FRIENDS, HOW MANY OF THEM USE A ONLINE SOCIAL NETWORK LIKE MXIT, FACEBOOK OR TWITTER? (MIN 0 MAX 5)			
N.29	DURING A TYPICAL WEEK HOW MANY HOURS DO YOU SPEND SOCIALISING FACE TO FACE WITH FRIENDS (EXCL. FAMILY)			
N.30	DO YOU HAVE A NATIONAL ID CARD		[1] Yes [0] No	
N.31	DO YOU HAVE A PASSPORT?		[1] Yes [0] No	

MODULE TV: TV

MODULE TV: TV				
TV.1	Do you watch TV?		[1] yes [0] no	CONTINUE WITH TV.34 IF TV.1=NO
TV.2	How many hours a day do you watch television on average?		[0] very irregularly [1] less than 1 hour [2] between 1 and 2 hours [3] between 2 and 4 hours [4] more than 4 hours	
TV.3	Where do you watch television mainly?		[1] at home [2] at friends, relatives or neighbours home [3] public places (bars, community halls) [4] other [5] TV Club	
TV.4	What TV stations do you watch?			
TV.5	What is your favourite programme?			
TV.6A	WHAT TIME DO YOU NORMALLY WATCH TV? (READ OUT)	5:00-8:00	[1] yes [0] no	
TV.6B		8:00-12:00	[1] yes [0] no	
TV.6C		12:00-14:00	[1] yes [0] no	
TV.6D		14:00-17:00	[1] yes [0] no	
TV.6E		17:00-19:00	[1] yes [0] no	
TV.6F		19:00-21:00	[1] yes [0] no	
TV.6G		21:00-23:00	[1] yes [0] no	
TV.6H		23:0-5:00	[1] yes [0] no	
TV.7	Are you happy with the choice of programs you receive on TV? [1] yes [0] no			
TV.8	WHAT PROGRAMMES DO YOU VIEW? (READ OUT)	entertainment	[1] yes [0] no	
TV.9		educational programmes	[1] yes [0] no	
TV.10		news	[1] yes [0] no	
TV.11		sports	[1] yes [0] no	
TV.11A		health programmes	[1] yes [0] no	
TV.12		other, please specify		
TV.13	Have you heard about digital migration?		[1] yes [0] no	
TV.14	IF THERE WOULD BE MORE CHANNELS AVAILABLE, WHICH PROGRAMMES WOULD YOU LIKE TO SEE MORE? (READ OUT)	entertainment	[1] Same [2] more [3] much more	
TV.15		educational programmes	[1] Same [2] more [3] much more	
TV.16		news	[1] Same [2] more [3] much more	
TV.17		sports	[1] Same [2] more [3] much more	
TV.18		health programmes	[1] Same [2] more [3] much more	
TV.19		other, please specify		
TV.20	Do you think programs you see on TV are relevant to your needs?		[1] yes [0] no	
TV.21	With regard to TV licences, what would you prefer		[1] tax financed (income tax) [2] TV licence fees (charged separately)	

MODULE TV: TV

PLEASE TELL ME WHETHER YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS: [1] Do not agree [2] Not sure [3] Agree

TV.22	TV EXPANDS MY THINKING AND UNDERSTANDING OF THE WORLD			
TV.23	I ONLY WATCH SATELLITE TV (DSTV EG)			
TV.24	I RELY ON TV FOR MY EDUCATION			
TV.25	TV CONNECTS TO MY COUNTRY AND MY COMMUNITY			
TV.26	PROGRAMMES ON TV ARE ALL BORING AND IRRELEVANT TO ME.			
TV.27	I FIND TV PROGRAMMES MORALLY OFFENSIVE SOMETIMES			
TV.28	I KEEP MY TV ON ALL THE TIME AND WATCH WHAT EVER IS BEING BROADCASTED			
TV.29	TV HELPS TO FIND JOBS BY KEEPING ME INFORMED			
TV.30	CONTENT ON TV SHOULD BE MORE RELEVANT TO MY COMMUNITY			
TV.31	I COULD NOT LIVE WITHOUT TV			
TV.32	I AM HOOKED TO SOAPIES (TV SERIES)			
TV.33	I WOULD LIKE TO HAVE PAY TV (EG DSTV) BUT CANNOT AFFORD IT			
TV.34	IF YOU DON'T WATCH TV, WHY NOT? READ OUT EACH STATEMENT	not interested	[1] yes [0] no	ONLY ASK IF NOT WATCHING TV
TV.35		house has no electricity	[1] yes [0] no	
TV.36		cannot afford a TV set	[1] yes [0] no	
TV.37		Don't have time to watch TV	[1] yes [0] no	
TV.38		cannot afford TV licence	[1] yes [0] no	
TV.39		other, please specify		

MODULE R: RADIO

R.1	DO YOU LISTEN TO RADIO?		[1] yes [0] no	CONTINUE WITH R.25 IF R.1=No
R.2	DO YOU OWN A PERSONAL RADIO WHICH YOU CAN USE AT ANY TIME?		[1] yes [0] no	
R.3	HOW MANY HOURS A DAY DO YOU LISTEN TO RADIO ON AVERAGE?		[0] very irregularly [1] less than 1 hour [2] between 1 and 2 hours [3] between 2 and 4 hours [4] more than 4 hours	
R.4A	WHAT TIMES DO YOU USUALLY LISTEN TO RADIO?	5:00-8:00	[1] yes [0] no	
R.4B		8:00-16:00	[1] yes [0] no	
R.4C		16:00-20:00	[1] yes [0] no	
R.4D		20:00-24:00	[1] yes [0] no	
R.4E		24:00-5:00	[1] yes [0] no	

MODULE R: RADIO

R.5	WHERE DO YOU LISTEN TO RADIO MAINLY	[1] at home [2] Radio club [3] work [4] at friends, relatives or neighbours home [5] public places (bars, community halls etc.) [6] while travelling (car or public transport) [7] using my mobile phone [8] other		
R.6	WHAT PROGRAMMES DO YOU LISTEN TO ? (READ OUT)	music	[1] yes [0] no	
R.7		politics	[1] yes [0] no	
R.8		educational programmes	[1] yes [0] no	
R.9		programmes on local issues	[1] yes [0] no	
R.10		sports	[1] yes [0] no	
R.11		news	[1] yes [0] no	
R.12		business purposes	[1] yes [0] no	
R.13		health programmes	[1] yes [0] no	
R.14	religious	[1] yes [0] no		
R.15	WHAT IS YOUR FAVOURITE PROGRAMME?			
R.16	WHAT LANGUAGE DO YOU LISTEN TO MOST ON RADIO?			
R.17	WHICH PROGRAMMES WOULD YOU LIKE TO LISTEN TO MORE?			
PLEASE TELL ME WHETHER YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS: [1] Do not Agree [2] Not sure [3] Agree				
R.18	THE RADIO PROVIDES ME WITH RELEVANT HEALTH INFORMATION			
R.19	THE RADIO PROVIDES ME WITH USEFUL INFORMATION FOR FARMING			
R.20	RADIO CONTENT IN MY LANGUAGE IS IMPORTANT FOR ME			
R.21	I ONLY LISTEN TO NEWS			
R.22	THE RADIO HELPS FIND A JOB BY KEEPING ME INFORMED			
R.23	I MOSTLY LISTEN TO MUSIC			
R.24	MY RADIO IS ALWAYS SWITCHED ON			
NOT LISTENING TO RADIO				
R.25	IF YOU DO NOT LISTEN TO RADIO, WHY NOT?	[1] I don't like listening to the radio [2] I cannot afford one [3] other, please specify		ONLY ASK IF NOT LISTENING TO RADIO

MODULE PP: PUBLIC PHONE

PP.1	HAVE YOU USED ANY PUBLIC PHONES (ANY TYPE, INCLUDING CALL BOXES, UMBRELLA OPERATOR, CONTAINER) DURING THE PAST THREE MONTHS?	[1]Yes [0]No		CONTINUE WITH PP.14 IF PP.1=No
PP.2	HOW OFTEN DO YOU USE A PUBLIC PHONE?	[1] More than once a day [2] Every day or almost every day [3] At least once a week [4] At least once a month [5] Less than once a month		

MODULE PP: PUBLIC PHONE

PP.3	WHAT IS THE WALKING DISTANCE TO THE NEAREST PUBLIC PHONE FROM YOUR HOME	[1] less than 10 minutes [2] 10 to 20 minutes [3] 20 to 30 minutes [4] 30 to 60 minutes [5] 1 to 2 hours [6] too far to walk	
PP.4	HOW OFTEN WOULD YOU USE A PUBLIC TELEPHONE IF ONE WAS WITHIN 5 MINUTE WALKING DISTANCE FROM YOUR HOME?	[1] More than once a day [2] Every day or almost every day [3] At least once a week [4] At least once a month [5] Less than once a month	
PP.5	ON AVERAGE HOW MUCH DO YOU SPEND MONTHLY ON USING PUBLIC PHONES (LOCAL CURRENCY)		
PP.6	HOW MUCH WOULD YOU SPEND IF A PUBLIC PHONE WAS WITHIN 30 MINUTE WALKING DISTANCE FROM YOUR HOME?		
PP.7	HOW MUCH WOULD YOU SPEND IF A M PUBLIC PHONE WAS WITHIN 5 MINUTE WALKING DISTANCE FROM YOUR HOME?		
PP.8	WHAT TYPE OF PUBLIC PHONES ARE YOU USING MOST:	[1] Telephone Booth (fixed line operator) [2] Telephone kiosk, umbrella operator [3] Other, please specify	
PP.9	WHAT IS THE MAIN REASON FOR USING PUBLIC PHONES? (READ OUT)	[1] do not have a fixed line phone at home [2] do not have a mobile phone [3] use it because it is cheaper [4] easier than having to recharge airtime mobile [5] difficulties charging the battery of mobile [6] other, please specify	
PP.10	WHAT MAKES YOU CHOOSE A PARTICULAR COMMUNITY / PUBLIC PAY-PHONE?	[1] Price of calls [2] Convenience (e.g. close to my house) [3] Security while using [4] Other, please specify	
PP.11	WHAT WOULD BE YOUR PREFERRED LOCATION FOR PUBLIC PHONE USAGE	[1] Where you shop [2] Where you work [3] Close to home [4] Other, please specify	
PP.12	DO YOU RECEIVE CALLS ON PUBLIC PHONES?	[0] No [1] daily [2] weekly [3] monthly [4] occasionally	
PP.13	WOULD YOU RECEIVE MORE CALLS , IF A PUBLIC PHONE WAS WITHIN 5 MINUTES WALKING DISTANCE FROM YOUR HOME?	[1]Yes [0]No	

NO PUBLIC PHONE USE

PP.14	WHY ARE YOU NOT USING PUBLIC PHONES? (MULTIPLE RESPONSE)	too inconvenient to use	[1]Yes [0]No		ONLY ASK IF NOT USING PUBLIC PHONES
PP.15		not safe to use at night	[1]Yes [0]No		
PP.16		too expensive	[1]Yes [0]No		
PP.17		lack of privacy	[1]Yes [0]No		
PP.18		I prefer to use the household phone	[1]Yes [0]No		
PP.19		I prefer to use the phone at work or at school	[1]Yes [0]No		
PP.20		I prefer to use my mobile	[1]Yes [0]No		
PP.21		Other, please specify:			

MODULE M: MOBILE PHONE

MODULE M: MOBILE PHONE				
M.1	DO YOU OWN A MOBILE PHONE?	[1] yes [0] No	CONTINUE WITH NM.1 IF M.1=0	
M.2	HOW LONG AGO DID YOU GET YOUR FIRST MOBILE PHONE? (IN YEARS) (IF BOUGHT LESS THEN A YEAR RECORD AS 1)			
M.3	HOW MANY ACTIVE SIM CARDS DO YOU HAVE?			
M.4	IF YOU HAVE MORE THAN ONE SIM CARD, WHY?			
M.5	IS YOUR /MOBILE PHONE (MAIN SIM CARD)...?	[1] prepaid [2] postpaid (contract)		
M.6	WHERE DO YOU CHARGE YOUR MOBILE PHONE (BATTERY) MOSTLY?	[1] home [2] shop [3] work/school [4] other		
M.7	DO YOU SHARE YOUR MOBILE PHONE WITH OTHERS?	[0] No [1] daily [2] once a week [3] several times a week [4] several times a month [5] occasional		
M.8	IS YOUR MOBILE PHONE CAPABLE OF BROWSING THE INTERNET?	[1] yes [0] No		
M.9	HOW OLD IS YOUR PHONE (IN YEARS)? (IF LESS THEN A YEAR RECORD AS 1)			
M.10	HOW DID YOU GET YOUR CURRENT (LATEST) MOBILE PHONE	[1] I got a new mobile when I signed a contract [2] I bought a new phone [3] I bought a second-hand phone [4] I got my from family or friends		
M.11	WHAT IS THE NAME OF YOUR CURRENT SERVICE PROVIDER ?	MAIN PROVIDER		
M.11B		OTHER PROVIDER		
M.11C		OTHER PROVIDER		
M.11D		OTHER PROVIDER		
M.11E		OTHER PROVIDER		
M.11F		OTHER PROVIDER		
M.12	ARE YOU HAPPY WITH YOUR CURRENT SERVICE PROVIDER ?	[1]Yes [0]No		
M.13	COULD YOU TELL ME HOW MUCH YOU SPENT LAST MONTH FOR MOBILE PHONE USAGE (AIRTIME, SUBSCRIPTION)?			
M.14	HOW DO YOU DECIDE ON HOW MUCH TO SPEND	[1] I give myself a monthly budget [2] when ever I have money I recharge [3] when need arises I decide how much I can afford [4] I subscribed to a monthly plan with bundled minutes [5] other, please specify		
M.15	WOULD YOU CONSIDER CHANGING YOUR SERVICE PROVIDER IF YOU COULD KEEP YOUR NUMBER?	[1]Yes [0]No		

MODULE M: MOBILE PHONE

M.16	WHICH PROVIDER WOULD YOU CHANGE TO?		
M.17	WHAT PREVENTS YOU FROM MAKING MORE PHONE CALLS, FROM THE MOBILE PHONE?	[1] Nothing [2] People I want to call have no phones [3] Cost of calls [4] Coverage [5] Do not own a handset [6] other, please specify	
M.18	IF CALLS WERE CHEAPER WOULD YOU	[1] make more calls [2] use the saved money for something else [3] both	
M.19	SUPPOSE THE COST OF USING YOUR PHONE CAME DOWN BY HALF. WHICH OF THESE STATEMENTS BEST DESCRIBES HOW YOU WOULD CHANGE YOUR PHONE USAGE?	[1] unchanged phone usage [2] slight increase [3] double my phone usage [4] more than double my phone usage	
M.20	SUPPOSE THE COST OF USING YOUR PHONE DOUBLED. WHICH ONE OF THESE STATEMENTS BEST DESCRIBE HOW YOU WOULD CHANGE YOUR PHONE USAGE?	[1] unchanged phone usage? [2] slight decrease [3] reduce phone usage by half [4] reduce my phone usage by more than half	
WHAT ARE YOU USING YOU MOBILE PHONE FOR?			
M.21	MAKING AND RECEIVING PHONE CALLS	[1]Yes [0]No	
M.22	SENDING AND RECEIVING TEXT MESSAGES (SMS)	[1]Yes [0]No	
M.23	INTERNATIONAL CALLS	[1]Yes [0]No	
M.24	ROAMING WHEN GOING ABROAD	[1]Yes [0]No	
M.25	SKYPE / VOICE OVER IP	[1]Yes [0]No	
M.26	USING AS A PERSONAL ORGANISER / DIARY / NOTEBOOK REMINDER / WATCH	[1]Yes [0]No	
M.27	MISSED CALL OR A PLEASE CALL ME ETC	[1]Yes [0]No	
M.28	TAKING PHOTOS OR VIDEO CLIPS	[1]Yes [0]No	
M.29	FACEBOOK, TWITTER, MIXIT OR OTHER SOCIAL NETWORKING	[1]Yes [0]No	
M.30	BROWSING THE INTERNET	[1]Yes [0]No	
M.31	TRANSFER AIRTIME	[1]Yes [0]No	
M.32	SENDING OR RECEIVING MONEY	[1]Yes [0]No	
M.33	SMS TO RADIO OR TV PROGRAMMES	[1]Yes [0]No	
M.34	PLAYING GAMES	[1]Yes [0]No	
M.35	LISTEN TO MUSIC / RADIO	[1]Yes [0]No	
M.36	DOWNLOADED APPLICATIONS TO YOUR MOBILE PHONE	[1]Yes [0]No	
M.37	READING AND WRITING EMAILS	[1]Yes [0]No	

MODULE M: MOBILE PHONE

I AM GOING TO READ OUT SOME STATEMENTS TO YOU:

[1] DO NOT AGREE

[2] NOT SURE

[3] AGREE

M.39	MY MOBILE PHONE HELPS ME TO FIND WORK		
M.43	MY FAMILY IS BETTER OFF BECAUSE I HAVE A MOBILE PHONE		
M.44	MY MOBILE PHONE SAVES ON TRAVEL TIME AND COST		
M.45	THE MOBILE PHONE IS A DISTRACTION		
M.46	MY MOBILE PHONE LETS ME GET MORE DONE DURING THE DAY		
M.49	MY MOBILE PHONE MAKES ME FEEL MORE SECURE / SAFE		
M.55	I USE MY PHONE MORE FOR BUSINESS THAN FOR SOCIAL CALLS		
M.56	I USE MOBILE PHONES TO CHECK ON THE SAFETY OF MY LOVED ONES AND SEE WHERE THEY ARE.		
M.57	I USE MY MOBILE PHONE TO FIND OUT ABOUT SAFETY ISSUES AND TO ALERT PEOPLE		
M.58	I USE A MOBILE PHONE TO MOBILISE THE COMMUNITY OR FOR POLITICAL EVENTS		
M.59	THE MOBILE PHONE IS EXPENSIVE AND I END UP PAYING MORE FOR IT THAN I CAN REALLY AFFORD		
M.60	I WORRY ABOUT SENDING PERSONAL INFORMATION USING MY PHONE		
M.61	I USE MY PHONE TO ACCESS FREE EDUCATION CONTENT, SUCH AS FREE COURSES.		
Does your use of the mobile phone increase or decrease your contact with the following groups?			
M.62	PEOPLE WHO SHARE YOUR HOBBIES/SPORTS	[1] decreased [2] the same [3] increased	
M.63	PEOPLE WHO SHARE YOUR POLITICAL VIEWS	[1] decreased [2] the same [3] increased	
M.64	PEOPLE WHO SHARE YOUR RELIGIOUS BELIEFS	[1] decreased [2] the same [3] increased	
M.65	FAMILY & FRIENDS	[1] decreased [2] the same [3] increased	
M.66	COLLEAGUES	[1] decreased [2] the same [3] increased	
M.67	HAVE YOU EVER USED YOUR MOBILE FOR HEALTH PURPOSES?	set an alarm for appointment at clinic or doctor	[1]Yes [0]No
M.68		set an alarm for taking medicine	[1]Yes [0]No
M.69		SMS reminder from clinic or doctor	[1]Yes [0]No
M.70		CONTACT WITH HEALTH CARE WORKERS	[1]Yes [0]No
M.71	WOULD IT BE HELPFUL TO BE ABLE TO USE YOUR MOBILE FOR HEALTH? (RECEIVING SMS REMINDERS ABOUT CLINIC APPOINTMENTS OR MEDICATION, BEING IN CONTACT WITH HEALTH CARE WORKERS)		[1] Very helpful [2] A bit helpful [3] Not very helpful [4] Not helpful

MODULE NM: NO MOBILE				
NM.1	WHY DON'T YOU HAVE A MOBILE PHONE?	I CANNOT AFFORD IT	[1]Yes [0]No	Skip if M.1=Yes
NM.2		NO MOBILE COVERAGE WHERE I LIVE	[1]Yes [0]No	
NM.3		NO ELECTRICITY AT HOME TO CHARGE THE MOBILE PHONE	[1]Yes [0]No	
NM.4		I DON'T HAVE ANYONE TO CALL	[1]Yes [0]No	
NM.5		MY PHONE IS BROKEN	[1]Yes [0]No	
NM.5		MY PHONE GOT STOLEN	[1]Yes [0]No	
NM.7		OTHER PLEASE SPECIFY:		
NM.8	DID YOU USE A MOBILE IN THE PAST THREE MONTHS?		[1]Yes [0]No	
NM.9A	WHO'S MOBILE DID YOU USE?	FAMILY MEMBER	[1]Yes [0]No	
NM.9B		FRIENDS OR COLLEAGUE	[1]Yes [0]No	
NM.9C		PUBLIC PHONE ON THE ROADSIDE	[1]Yes [0]No	
NM.10	DO YOU HAVE ANY ACTIVE SIM CARDS, IF YES HOW MANY?			
NM.11	DO YOU PLAN TO GET A MOBILE PHONE IN THE FUTURE? IF YES WHEN?		[0] No [1] Within the next 6 months [2] Within the next year [3] Within the next 2 years	

WILLINGNESS TO PAY TABLE PAYMENT LADDER SOUTH AFRICA

Starting at the top of the list and moving down. Ask until the first three values are answered with no.

- If the respondent is almost certain about a monetary value then place a tick (✓) in the space next to the amount.
- If the respondent is not sure about an amount then simply leave it blank.
- If the respondent is almost certain that the amount is too high then place a cross (x) next to the amount.

Enter the highest amount the respondent was willing and able to pay into the questionnaire

Enter the lowest amount the respondent was NOT willing and able to pay into the questionnaire

ZAR	HOW MUCH WOULD YOU BE WILLING AND ABLE TO SPEND ON A MOBILE PHONE HANDSET?	HOW MUCH WOULD YOU BE WILLING AND ABLE TO SPEND MONTHLY ON A MOBILE PHONE FOR CALLS AND SMS ETC?
(if does not want) 0		
7.3		
9.2		
11.5		
14.3		
17.9		
22.4		
28.0		
35.0		
43.7		
54.7		
68.4		
85.4		
106.8		
133.5		
166.9		
208.6		
260.8		
326.0		
407.5		
509.3		
636.6		
795.8		
994.8		
1,243.4		
1,554.3		
1,942.9		

Ask for amount if highest value still yes:			
NM.12A	HOW MUCH WOULD YOU BE WILLING AND ABLE TO SPEND ON A MOBILE PHONE HANDSET?	Highest YEs	
NM.12B		Lowest NO	
NM.13A	HOW MUCH WOULD YOU BE WILLING AND ABLE TO SPEND MONTHLY ON A MOBILE PHONE FOR CALLS AND SMS ETC?	Highest YEs	
NM.13B		Lowest NO	

MODULE MM: MOBILE MONEY			
MM.1	DO YOU EVER USE YOUR MOBILE PHONE TO SEND OR RECEIVE MONEY (MPESA, E-WALLET)?	[1]Yes [0]No	Skip MM.2 to MM.32 if NO (continue with MM.33)
MM.2	COMPARING MOBILE MONEY TRANSFERS WITH OTHER MEANS OF SENDING OR RECEIVING MONEY, IS IT?	[1] easier [2] same [3] more difficult	
MM.3		[1] safer [2] same [3] less safe	
MM.4		[1] more trustworthy [2] same [3] less trustworthy	
MM.5		[1] more convenient [2] same [3] less convenient	
MM.6		[1] faster [2] same [3] slower	
MM.7		[1] cheaper [2] same [3] more expensive	
MM.8		FOR HOW LONG HAVE YOU USED MOBILE MONEY (IN MONTHS)?	
MM.9	WHAT IS THE NAME OF YOUR MAIN MOBILE MONEY SERVICE PROVIDER?		
MM.10	WHAT DO YOU USE MOBILE MONEY TRANSFERS FOR?	AIRTIME TOP UP	[1]Yes [0]No
MM.11		SALARY PAYMENTS	[1]Yes [0]No
MM.12		BILL PAYMENTS	[1]Yes [0]No
MM.13		INSURANCE PAYMENTS	[1]Yes [0]No
MM.14		RECEIVE PAYMENTS	[1]Yes [0]No
MM.15		RECEIVE YOUR PENSION	[1]Yes [0]No
MM.16		OTHER, PLEASE SPECIFY	
MM.17	WHAT IS THE LARGEST AMOUNT OF MOBILE MONEY YOU HAVE EVER SENT OR RECEIVED?		
MM.18	WHAT IS THE SMALLEST AMOUNT OF MOBILE MONEY YOU HAVE SENT OR RECEIVED ?		
MM.19	HOW MUCH MONEY DO YOU USUALLY SEND IN ONE TRANSACTION?		
MM.20	HOW MUCH MONEY DO YOU USUALLY RECEIVE IN ONE TRANSACTION?		
MM.21	HOW OFTEN DO YOU SEND OR RECEIVE MOBILE MONEY?	[1] daily [2] weekly [3] monthly [4] rarely ever	
MM.22	HOW MANY DAYS DO YOU KEEP THE MONEY STORED IN YOUR MOBILE PHONE		days
MM.23	HOW MUCH DO YOU USUALLY KEEP STORED IN YOUR PHONE?		
I AM READING SOME STATEMENTS TO YOU. PLEASE TELL ME WHETHER YOU: [1] DISAGREE [2] NOT SURE [3] AGREE			
MM.24	MOBILE MONEY IS VERY USEFUL IN MANAGING MY FINANCES		
MM.25	MOBILE MONEY HELPS ME SAVE TIME AND TRANSPORT COST		

MODULE MM: MOBILE MONEY

MM.26	THERE IS PRESSURE FROM FAMILY, FRIENDS, EMPLOYERS OR EMPLOYEES TO USE MOBILE MONEY		
MM.27	MOBILE MONEY IS REPLACING MY BANKING TRANSACTIONS		
MM.28	AGENTS AND NETWORK COVERAGE ARE AVAILABLE FOR ME TO USE MOBILE MONEY WHEN I NEED IT		
MM.29	MOST OF MY FRIENDS USE MOBILE MONEY		
MM.30	USING MOBILE MONEY IS RISKY, THE TECHNOLOGY CAN FAIL		
MM.31	I ONLY USED MOBILE MONEY AFTER I TRIED USING IT		
MM.32	I WILL STOP USING MOBILE MONEY SOON		

NO MOBILE MONEY USE

MM.33	WOULD YOU BE INTERESTED IN USING MOBILE MONEY IN FUTURE?	[1]Yes [0]No		ANSWER ONLY IF MM.1= No
MM.34	HOW DO YOU RECEIVE AND SEND MONEY?	Bank or Post Office	[1]Yes [0]No	
MM.35		Western Union / Moneygram	[1]Yes [0]No	
MM.36		Sending Someone	[1]Yes [0]No	
MM.37		other, please specify		
I AM READING SOME STATEMENTS TO YOU. PLEASE TELL ME WHETHER YOU [1] DISAGREE OR [2] ARE NOT SURE OR [3] AGREE				
MM.38	I AM NOT USING MOBILE MONEY BECAUSE I DO NOT HAVE A MOBILE PHONE			
MM.39	I HAVE NO ONE SENDING ME MONEY AND NO ONE TO SEND MONEY TO			
MM.40	I USE OTHER MEANS LIKE BANK ACCOUNT, WESTERN UNION, MONEY GRAM, POST OFFICE OR A PERSON			
MM.41	MOBILE MONEY IS TOO EXPENSIVE			
MM.42	IT IS TOO COMPLICATED TO USE			
MM.43	AGENTS ARE TO FAR AWAY FROM WHERE I LIVE			
MM.44	I DO NOT TRUST MOBILE MONEY			
MM.45	I DO NOT KNOW WHAT MOBILE MONEY IS			

MODULE C: COMPUTER

C.1	DO YOU USE A COMPUTER (DESKTOP OR LAPTOP)?	[1]Yes [0]No		GO TO NEXT MODULE IF C.1=No
C.2	WHERE DO YOU USE A COMPUTER	WORK	[1]Yes [0]No	
C.3		SCHOOL, UNIVERSITY	[1]Yes [0]No	
C.4		LIBRARY	[1]Yes [0]No	
C.5		AT HOME	[1]Yes [0]No	
C.6		INTERNET CAFE	[1]Yes [0]No	
C.7		AT A FRIENDS PLACE	[1]Yes [0]No	
C.8		OTHER, PLEASE SPECIFY		
C.9		WHAT DO YOU USE YOUR COMPUTER FOR	WRITING LETTERS, EDITING DOCUMENTS	
C.10	CALCULATIONS USING SPREADSHEETS SUCH AS EXCEL		[1]Yes [0]No	

MODULE C: COMPUTER

C.11		BROWSING THE INTERNET	[1]Yes [0]No	
C.12		PROGRAMMING	[1]Yes [0]No	
C.13		REMIXING CONTENT FOUND ONLINE: MUSIC, VIDEOS	[1]Yes [0]No	
C.14		PLAYING GAMES	[1]Yes [0]No	
C.15		OTHER, PLEASE SPECIFY		
C.16	DO YOU OWN A PERSONAL COMPUTER OR LAPTOP	DESKTOP	[1]Yes [0]No	
C.17		LAPTOP	[1]Yes [0]No	
C.18		OTHER, PLEASE SPECIFY		
C.19	IF NOT OWN ANY: HAVE YOU EVER OWNED ONE BEFORE?		[1]Yes [0]No	
C.20	IF NOT OWN ANY: HOW MUCH COULD YOU AFFORD TO PAY FOR YOUR OWN COMPUTER?			

MODULE B: INTERNET / WORLD WIDE WEB

MODULE B: INTERNET / WORLD WIDE WEB				
B.1	DO YOU EVER USE THE INTERNET? (GMAIL, GOOGLE, FACEBOOK, MIXIT, EMAIL)		[1]Yes [0]No	CONTINUE WITH B.56 IF B.1=NO
B.2	WHAT MADE YOU USE THE INTERNET IN THE FIRST PLACE?			
B.3	SINCE HOW MANY YEARS HAVE YOU BEEN USING THE INTERNET?			
B.4	DID YOU USE THE INTERNET FIRST ON A COMPUTER OR ON A MOBILE PHONE ?		[1] Computer/Laptop [2] Mobile Phone	
B.5	HOW OFTEN ON AVERAGE HAVE YOU USED THE INTERNET IN THE LAST 3 MONTHS?		[1] Every day or almost every day [2] At least once a week [3] At least once a month [4] Less than once a month	
B.6	DO YOU HAVE AN EMAIL ADDRESS?		[1]Yes [0]No	
B.7	WHAT IS YOUR MAIN LANGUAGE FOR EMAILING?			
B.8	WHICH OTHER LANGUAGES DO YOU USE FOR EMAILING?			
B.9	THINKING ABOUT BROWSING THE INTERNET, IN WHAT LANGUAGE IS THE MAJORITY CONTENT THAT YOU BROWSE?			
B.10	IN WHAT LANGUAGE WOULD YOU LIKE TO SEE MORE CONTENT?			
B.11	WHERE DID YOU USE THE INTERNET IN THE LAST 12 MONTHS?	COMPUTER / LAPTOP AT HOME	[1]Yes [0]No	
B.12		COMPUTER / LAPTOP AT WORK	[1]Yes [0]No	
B.13		COMPUTER / LAPTOP AT PLACE OF EDUCATION	[1]Yes [0]No	
B.14		COMPUTER / LAPTOP AT ANOTHER PERSONS HOME	[1]Yes [0]No	
B.15		COMPUTER / LAPTOP AT COMMUNITY INTERNET ACCESS FACILITY	[1]Yes [0]No	
B.16		COMPUTER / LAPTOP AT COMMERCIAL INTERNET ACCESS FACILITY (INTERNET CAFE)	[1]Yes [0]No	
B.17		ANY PLACE VIA A MOBILE TELEPHONE	[1]Yes [0]No	
B.18		ANY PLACE ON LAPTOP/ IPAD, TABLET VIA ANOTHER MOBILE ACCESS DEVICES (USB DONGLE EG)	[1]Yes [0]No	
B.19		OTHER PLEASE SPECIFY:		
B.20	WHAT LIMITS YOUR USE OF THE INTERNET?	THERE IS NO INTERESTING CONTENT FOR ME	[1]Yes [0]No	
B.21		LACK OF LOCAL LANGUAGE CONTENT	[1]Yes [0]No	
B.22		THE INTERNET IS VERY SLOW	[1]Yes [0]No	
B.23		TO EXPENSIVE TO USE	[1]Yes [0]No	
B.24		FEW PEOPLE TO COMMUNICATE WITH VIA THE INTERNET	[1]Yes [0]No	
B.25		OTHER, PLEASE SPECIFY:		
B.26	ARE YOU SIGNED UP FOR ANY ONLINE SOCIAL NETWORK (FACEBOOK, MIXIT, BADOO, TWITTER)?		[1]Yes [0]No	SKIP B.27 TO B.29 IF B.26=NO
B.27A	WHICH SOCIAL NETWORK ARE YOU SIGNED UP FOR?	FACEBOOK	[1]Yes [0]No	
B.27B		LINKEDIN	[1]Yes [0]No	
B.27C		TWITTER	[1]Yes [0]No	

MODULE B: INTERNET / WORLD WIDE WEB

B.27D		NETLOG	[1]Yes [0]No	
B.27E		Hi5	[1]Yes [0]No	
B.27F		MYSPACE	[1]Yes [0]No	
B.27G		OTHER, PLEASE SPECIFY:		
B.28	HOW DO YOU ACCESS SOCIAL NETWORKS		[1] only mobile [2] only PC / laptop [3] both	
B.29	HOW CONCERNED WOULD YOU BE ABOUT SECURITY OF YOUR CREDIT CARD OR BANKING INFORMATION WHEN OR IF YOU EVER BOUGHT SOMETHING ON THE INTERNET? WOULD YOU BE:		[1] Not at all concerned [2] Somewhat concerned [3] Very concerned [4] Extremely concerned	
HOW OFTEN DO YOU USE THE INTERNET FOR THE FOLLOWING PURPOSES? (READ OUT STATEMENTS)				
B.30	GETTING INFORMATION ABOUT GOODS OR SERVICES		[0] Never [1] occasionally [2] weekly [3] daily	
B.31	GETTING INFORMATION RELATED TO HEALTH OR HEALTH SERVICES		[0] Never [1] occasionally [2] weekly [3] daily	
B.32	GETTING INFORMATION FROM GOVERNMENT ORGANIZATIONS		[0] Never [1] occasionally [2] weekly [3] daily	
B.33	INTERACTING WITH GOVERNMENT ORGANIZATIONS		[0] Never [1] occasionally [2] weekly [3] daily	
B.34	SENDING OR RECEIVING EMAIL		[0] Never [1] occasionally [2] weekly [3] daily	
B.35	TELEPHONING OVER THE INTERNET/VOIP		[0] Never [1] occasionally [2] weekly [3] daily	
B.36	POSTING INFORMATION OR INSTANT MESSAGING		[0] Never [1] occasionally [2] weekly [3] daily	
B.37	PURCHASING OR ORDERING GOODS OR SERVICES		[0] Never [1] occasionally [2] weekly [3] daily	
B.38	INTERNET BANKING		[0] Never [1] occasionally [2] weekly [3] daily	
B.39	EDUCATION OR LEARNING ACTIVITIES (FORMAL)		[0] Never [1] occasionally [2] weekly [3] daily	
B.40	PLAYING OR DOWNLOADING VIDEO GAMES OR COMPUTER GAMES		[0] Never [1] occasionally [2] weekly [3] daily	
B.41	DOWNLOADING MOVIES, IMAGES, MUSIC, WATCHING TV OR VIDEO, OR LISTENING TO RADIO OR MUSIC		[0] Never [1] occasionally [2] weekly [3] daily	
B.42	DOWNLOADING SOFTWARE		[0] Never [1] occasionally [2] weekly [3] daily	
B.43	READING OR DOWNLOADING ON-LINE NEWSPAPERS OR MAGAZINES, ELECTRONIC BOOKS		[0] Never [1] occasionally [2] weekly [3] daily	
B.44	PARTICIPATE IN DISTANCE LEARNING FOR AN ACADEMIC DEGREE OR JOB TRAINING		[0] Never [1] occasionally [2] weekly [3] daily	
B.45	GET INFORMATION FOR SCHOOL OR UNIVERSITY RELATED WORK/ RESEARCHING A TOPIC		[0] Never [1] occasionally [2] weekly [3] daily	
B.46	LOOK FOR FREE EDUCATION CONTENT, SUCH AS FREE COURSES		[0] Never [1] occasionally [2] weekly [3] daily	
B.47	COLLABORATE ONLINE ON DOCUMENTS (EXAMPLE GOOGLE DOCS)		[0] Never [1] occasionally [2] weekly [3] daily	
B.48	SOCIAL NETWORKING OR VIDEO-SHARING WEBSITES (FACEBOOK, TWITTER YOUTUBE, MIXIT, Badoo)?		[0] Never [1] occasionally [2] weekly [3] daily	
B.49	FIND OR CHECK A FACT / LOOK UP A DEFINITION OF A WORD		[0] Never [1] occasionally [2] weekly [3] daily	
B.50	OTHER ACTIVITIES (PLEASE SPECIFY.....)			
DOES YOUR USE OF THE INTERNET INCREASE OR DECREASE YOUR CONTACT WITH THE FOLLOWING GROUPS?				
B.51	PEOPLE WHO SHARE YOUR HOBBIES/RECREATIONAL ACTIVITIES		[1] decreased [2] = the same [3] = increased	

MODULE B: INTERNET / WORLD WIDE WEB

B.52	PEOPLE WHO SHARE YOUR POLITICAL VIEWS	[1] decreased [2] = the same [3] = increased	
B.53	PEOPLE WHO SHARE YOUR RELIGIOUS BELIEFS	[1] decreased [2] = the same [3] = increased	
B.54	FAMILY AND FRIENDS	[1] decreased [2] = the same [3] = increased	
B.55	COLLEAGUES	[1] decreased [2] = the same [3] = increased	

NO INTERNET USE

B.56	WHAT ARE THE REASONS WHY YOU DO NOT USE THE INTERNET?	I DON'T KNOW WHAT THE INTERNET IS	[1]Yes [0]No	Only ask if B.1 = No
B.57		NO INTEREST / NOT USEFUL	[1]Yes [0]No	
B.58		I DON'T KNOW HOW TO USE IT	[1]Yes [0]No	
B.59		NO COMPUTER / INTERNET CONNECTION	[1]Yes [0]No	
B.60		TOO EXPENSIVE	[1]Yes [0]No	
B.61		NO TIME, TOO BUSY	[1]Yes [0]No	
B.62		NONE OF MY FRIENDS USE IT	[1]Yes [0]No	
B.63		IS TOO SLOW, LIMITED BANDWIDTH	[1]Yes [0]No	
B.64		OTHER, PLEASE SPECIFY:		
B.65	WOULD YOU BE INTERESTED IN USING THE INTERNET IF IT WAS AVAILABLE CLOSE TO WHERE YOU LIVE (INTERNET CAFE EG)?	[1]Yes [0]No		
B.66	HOW MUCH WOULD YOU BE WILLING AND ABLE TO SPEND MONTHLY FOR USING THE INTERNET, IF IT WOULD BE AVAILABLE WITHIN 30 MINUTES WALKING DISTANCE FROM YOUR HOME?			