

II. ONLINE SHOPPING OF PHYSICAL GOODS

Now, we would like to ask you a few questions about your experiences in online shopping activities.

1	Which of the following best describe your experiences in online shopping activities? [SHOWCARD NO. 19]	01. I am a regular online shopper. I am frequently buying stuff from the internet 02. I buy goods from the internet occasionally 03. I tried buying something from the internet a few times but have not done it as much 04. I have never bought anything from the internet, but I know of others who have → P.13a 05. I didn't know you could buy things from the internet → P.16 06. I once bought goods from the internet, but I will not do it again due to bad experiences → P.15
2	When was the last time you bought goods online?	01. In the last week 02. In the last two weeks 03. In the last month 04. Last year → P.16 05. More than 1 year ago → P.16
3	Did you buy more than 5 items in the last 3 months ?	1. Yes 2. No, less than 5 items 3. No, as many as 5 items

4	Please list five items that you bought online in the last 3 months: [INTERVIEWER INSTRUCTION: [RECORD THE ITEM BOUGHT IN THE LAST 3 MONTHS. IF THE RESPONDENT HAS MORE THAN FIVE ITEMS, RECORD THE ITEMS THAT HE/SHE BUYS MOST FREQUENTLY/MOST COMMONLY]	
	Items bought in the last 3 months	Where did you buy [...]? 1. Yes 3. No a. Company's website b. Tokopedia c. Bukalapak d. Shopee e. Lazada f. Instagram g. Facebook v. <i>Other (specify)</i> _____
(1)	(2)	(3)
1		a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> g. <input type="checkbox"/> v. _____ <input type="checkbox"/>
2		a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> g. <input type="checkbox"/> v. _____ <input type="checkbox"/>
3		a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> g. <input type="checkbox"/> v. _____ <input type="checkbox"/>
4		a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> g. <input type="checkbox"/> v. _____ <input type="checkbox"/>
5		a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> g. <input type="checkbox"/> v. _____ <input type="checkbox"/>

5	Thinking of the specific things you have bought in the last 3 months, which of the following was the most important reason you chose to buy online? [SHOWCARD NO. 20]	01. Items are not available in the local market. 02. There is greater variety/product range across the same products. 03. Prices are lower online. 04. Convenience of not having to physically go to stores 05. Reading ratings and reviews of others help ensure I get what I want 95. Other (specify) _____
6	What is the second most important consideration? [SHOWCARD NO. 20]	01. Items are not available in the local market. 02. There is greater variety/product range across the same products. 03. Prices are lower online. 04. Convenience of not having to physically go to stores 05. Reading ratings and reviews of others help ensure I get what I want 95. Other (specify) _____
7a	CAPI CHECK: P.2 = 1, 2, 3	1. YES 3. NO → P.13a
7	Which of the following comes closest to describing you? [SHOWCARD NO. 21]	1. In my experience products are cheaper online, so when I need to buy something, I simply buy it online. 2. I often browse online marketplaces and discover products that I end up buying. 3. If I need to buy something, I look for it offline first, and only if I can't find it, I look online. 4. Being able to choose from different brands of the same products is the main reason I buy online.

8	In terms of overall value of transactions, what proportion of your online purchases over the last month through the following platform?	
	a. Social media (e.g. facebook, Instagram, etc.)	_ _ _ %
	b. Digital platform: apps (e.g. tokopedia, bukalapak, Lazada, shopee, etc.)	_ _ _ %
	c. Digital platform: websites	_ _ _ %
	v. Others, _____	_ _ _ %
	TOTAL [NOTES: MAKE SURE THE TOTAL =100%]	100%
9	terms of overall value of transactions, what proportion of your online purchases over the last month have been through "social media" channels vs other platform websites?	
	a. Social media (e.g. facebook, Instagram, etc.)	_ _ _ %
	b. Digital platform: apps (e.g. tokopedia, bukalapak, Lazada, shopee, etc.)	_ _ _ %
	c. Digital platform: websites	_ _ _ %
	v. Others, _____	_ _ _ %
	TOTAL [NOTES: MAKE SURE THE TOTAL =100%]	100%
10	For the non-social media purchases that you have made online, where do you typically take delivery of these products?	
	a. At home	1. Yes 3. No
	b. At friend's/family's home	1. Yes 3. No
	c. At a local landmark, locker, office	1. Yes 3. No
	d. At a local wholesaler	1. Yes 3. No
	v. Other (specify) _____	1. Yes 3. No

11	For most of your online purchases, what has been the most common payment method? [cash on delivery, credit card, Alipay, Go-Pay, T-cash and others?	01. COD = Cash on delivery 02. Credit card 03. Direct debit 04. Transfer and ATM 05. E-money or e-wallet (e.g. Ovo, Go-Pay, etc.) 06. Agent (Indomaret, Alfamart) 95. Other (specify) _____
12	Which of the following best describes you?	1. My online purchases are mostly for my own consumption 2. My online purchases are mostly for me and my household's consumption 3. My online purchases are mostly for me and my household's consumption, although I have occasionally bought on behalf of others 4. I buy online primarily to resell the goods onwards

13a	CAPI CHECK: P.1 = 4	1. YES 3. NO → P.16
13	What are the reason you don't purchase goods online? [SHOWCARD NO. 22] a. I do not have a bank account nor e-money b. I have heard of the internet but haven't used it enough c. I can do basic things on the internet, but don't think I have enough skills to execute a transaction d. I don't feel comfortable paying in advance of receiving the good I buy e. What if I don't like it after I receive the product? Returns are always a hassle. f. If you really account for shipping costs, the prices are not that much lower g. I don't feel comfortable sharing my financial information online h. I don't feel comfortable sharing any information online	 1. Yes 3. No 1. Yes 3. No
14	CAPI LOAD RESPONSES TO P.13 THAT ARE CODED 1. Out of your responses [...]what are the top three reasons you don't purchase online? [INTERVIEWER INSTRUCTION: READ AGAIN RESPONDENT'S ANSWERS THAT ARE CODED (P.13=1)]	1. a. Rank 1. <input type="text"/> b. Rank 2. <input type="text"/> c. Rank 3. <input type="text"/> 6. NONE → P.16

15	What was the bad experience that you experienced?	
	a. Item never arrived	1. Yes 3. No
	b. Item arrived damaged	1. Yes 3. No
	c. Vendor refused to accept return	1. Yes 3. No
	d. Item was not as advertised	1. Yes 3. No
	e. Item was not as advertised	1. Yes 3. No

III. ONLINE SHOPPING OF SERVICES

Now, we would like to know your experience using online shopping services in the past year.

16	Have you or anyone in your household used any of the ride hailing services such as GoJek and Grab (motorbike as well as car) for transportation purposes?	1. Yes 3. No → P.22a
17	What would best describe how the ride-hailing services are used within your household?	
	a. We use it to commute to school/or work	1. Yes 3. No
	b. We use it when we need options at odd hours	1. Yes 3. No
	c. We use it when we need to go to places where it's difficult to take public transportation	1. Yes 3. No
	d. We use it when we can't use our private vehicles	1. Yes 3. No
17a	CAPI CHECK: P.17(a) = 1	1. YES 3. NO → P.23

18	How do you use these services?	1. End-to-end commute 2. Connect to public transportation (MRT, Transjakarta, others) 5. Other (specify)___
19	Who in the household uses this service?	a. _____ <input type="checkbox"/> b. _____ <input type="checkbox"/> c. _____ <input type="checkbox"/> d. _____ <input type="checkbox"/>
20	Have you used Ojek (the traditional motorbike taxis) in routes that you typically use Grab or Go-Jek bikes?	1. Yes 3. No → P.22a 6. NEVER USED OJEK → P.22
21	Which of the following is closest to the truth?	1. Ojek is more expensive, but I will take it when I see it; 2. Ojek is often cheaper if you negotiate, but they are harder to find.
22	Which of the statements are you most in agreement with? "Without Grab and GoJek providing the ability to order rides from our fingertips [...]?"	01. Our commutes would be longer and cumbersome t 02. Our commutes would be more expensive 03. It would be impossible to keep our jobs 04. I would not feel safe 05. I would not take public transportation (while use Gojek/Grab as the first and last mile transportation) 06. I would use private vehicle to commute

22a	Have you or anyone in your household ever used Grab or Go-Jek (motorcycle or car) for services other than transportation (order food, cleaning service, order massages, send/pick up stuffs, etc.)?	1. Yes 3. No → P.24a
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23	<i>Usage Grab or Gojek</i>	Have you or anyone in your household ever used Grab or Go-Jek to [...]?	How frequent? [SHOWCARD NO. 23]
	(1)	(2)	(3)
	a. Order food	1. Yes → 3. No ↓	□
	b. Order cleaning services	1. Yes → 3. No ↓	□
	c. Order grooming services	1. Yes → 3. No ↓	□
	d. Order massages	1. Yes → 3. No ↓	□
	e. Send/pick up stuffs	1. Yes → 3. No ↓	□
	f. Order air conditioner cleaning/repair	1. Yes → 3. No ↓	□
	g. Order house appliance repair	1. Yes → 3. No ↓	□
	h. Order house repair service (painting, plumbing, roofing)	1. Yes → 3. No ↓	□
	v. Others, _____	1. Yes → 3. No ↓	□
Code Column (4):			
1. Intensive – more than once daily		4. Infrequent – once a month	
2. Daily – almost once a day		5. Infrequent – once a month	
3. Occasional – once a week			

24a	CAPI CHECK: P.23(a) Kol (3) = 1. 2. 3	1. YES 3. NO → INTERVIEWER'S NOTES
24	Which do you most agree with after accessing GoJek or Grab apps?	1. I go to the platform knowing exactly what and from which restaurant I want to order; 2. I go to the platform knowing exactly what and from which restaurant I want to order; 3. I go to the platform and explore options around me based on user ratings. 4. I often order food from restaurants that have good reviews, even if they are very far from where I live.
25	Which of the following best describes you and your use of Go-Food and/or Grab-Food?	1. With this service, our consumption of home cooked meal has probably declined; 2. With this service, our consumption of home cooked meal has definitely declined; 3. With this service, our experience of eating out has simply become more convenient; we don't necessarily eat out more.

SECTION CP. ENUMERATOR NOTES

CP01 WHAT WAS THE LANGUAGE USED IN THE ENTIRE/MOST OF THE INTERVIEW?	00. INDONESIA 01. BETAWI 02. SUNDANESE 03. JAVANESE	04. MADURANESE 05. SASAK 06. MANDARIN 07. MANADO	08. GORONTALO 09. BUGIS 10. MAKASAR 95. OTHERS, _____
CP02 WERE THERE ANY OTHER LANGUAGE USED (IF ANY)?	1. YES, <input type="checkbox"/> , _____ (CODE SAME WITH CP01) 3. NO		
CP03 WHO ELSE (ANOTHER PERSON) OTHER THAN THE RESPONDENT WAS PRESENT DURING THE INTERVIEW?	A. NONE B. HUSBAND/WIFE C. CHILD ≥ 5 YEARS	D. CHILD < 5 YEARS E. ADULT, HOUSEHOLD MEMBER F. ADULT, NOT HOUSEHOLD MEMBER	
CP04 HOW WOULD THE ENUMERATOR ASSES THE APPROPRIATENESS OF THE RESPONDENT'S ANSWERS?	1. VERY GOOD 2. GOOD 3. ADEQUATE	4. NOT GOOD 5. VERY POOR	
CP05 HOW WOULD THE ENUMERATOR ASSESS THE SERIOUSNESS OF THE RESPONDENT'S ANSWERS	1. VERY GOOD 2. GOOD 3. ADEQUATE	4. NOT GOOD 5. VERY POOR	

NOTES

NOTES

CP06. INTERVIEW RESULT		CP07. MONITORING BY SUPERVISOR	
1. Completed	6. Not interviewed, reason _____	Yes	No
2. Completed partially, reason _____	07. Respondent uncontacted	a. Observed	1 3
3. Refused	08. Not eligible household	b. Checked	1 3
4. Moved	09. Sick/old	c. Verified	1 3
5. Died	10. Busy		