

# Household and Individual Survey 2017

<b>MODULE A: Admin (enumerator completes it before Interviewing the Household)</b>		
A.1	EA_ID (10 OR MORE DIGITS)	
A.2	PROVINCE	
A.3	DISTRICT/METROPOLITAN AREA	
A.4	LOCAL MUNICIPALITY/SUB PLACE	
A.5	COUNTRY	
A.6	LOCATION	1 = Urban    0= Rural
A.7	HOUSEHOLD LISTING ID	
A.8	ENUMERATOR ID	
A.9	DATE	
A.10	TIME START (24 HR CLOCK)	
A.11	TIME END (24 HR CLOCK)	
A.12	GPS COORDINATES	
A.13	DEVICE ID	
A.14	SIM SERIAL NUMBER	
A.15	UNIQUE ID OF DEVICE	

# Part A: Household Information

To be completed by the Head of the Household or someone that Manages the Household) (makes financial decisions)

<b>HR.0</b>	NAME OF PERSON INTERVIEWS FOR HOUSEHOLD ATTRIBUTES( (HH OF HOUSEHOLD OR SOMEONE THAT MANAGES IT):	
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## MODULE HR: Household Roster: Please list all household members 15 years or older

ID	HR.1 First Name	HR. 2 Gender [0] Male [1] Female	HR.3 Age	HR.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	HR. 5 Does he/she have a mobile phone (any)?  [0] No [1] Yes	Hr.6 Will he or she sleep tonight at home  [0] No [1] Yes
1						
2						
3						
4						
5						

## MODULE HRY: Household Roster: Please list all household members 14 years or Younger

ID	HRY.1 First Name	HRY. 2 Gender [0] Male [1] Female	HRY.3 Age	HRY.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	HRY. 5 Does he/she have a mobile phone (any)?  [0] No [1] Yes
1					
2					
3					
4					
5					

## MODULE HRY: Visitor Roster: Please list all Visitors 15 years or older that will sleep tonight in the house

ID	HRY.1 First Name	HRY. 2 Gender [0] Male [1] Female	HRY.3 Age
1			
2			
3			
4			
5			

Note:

I will now first ask you about household attributes

## Module H: Household Attributes

(to be completed by the head of the household or someone that manages the household)

h.1	DO YOU OWN THE HOUSE YOU LIVE IN OR RENT?	[1] Own [2] Rent [3] Occupy (for free)	
h.2	WHAT KIND OF ELECTRICITY DOES THE HOUSE HAVE? IF MULTIPLE, CHOSE THE ONE USED MOSTLY)	[0] No [1] Main Electricity Grid [2] Generator [3] Solar [5] 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...? (REFERRING TO ITEMS THAT ARE AVAILABLE FOR ALL HOUSEHOLD MEMBERS TO USE)	FIXED (LINE) TELEPHONE	[1]Yes [0]No
h.5		REFRIGERATOR	[1]Yes [0]No
h.6		RADIO	[1]Yes [0]No
h.7		TV	[1]Yes [0]No
h.9		CAR OR TRUCK	[1]Yes [0]No
h.10		MOTORCYCLE / 3 WHEELER/	[1]Yes [0]No
h.11	HOW MANY WORKING ...DOES YOUR HOUSEHOLD HAVE?	DESKTOP COMPUTER	
h.12		LAPTOP COMPUTER	
h.13		TABLET / IPAD	
h.14	DOES THIS HOUSEHOLD HAVE A WORKING INTERNET CONNECTION? (EXCLUSIVE FOR THE HOUSEHOLD AND IS ACCESSIBLE TO ALL HOUSEHOLD MEMBERS)	[1]Yes [0]No	
h.15a	IF YES PLEASE SPECIFY WHICH ACCESS FORMS	Mobile phones	[1]Yes [0]No
h.15b		USB dongles Mifi	[1]Yes [0]No
h.15c		ADSL	[1]Yes [0]No
h.15d		Fibre	[1]Yes [0]No
h.15e		Other	[1]Yes [0]No
h15f	HOW MANY HOUSEHOLD MEMBERS USE THE INTERNET?		
h15g	HOW MANY HOUSEHOLD MEMBERS BELOW 15 YEARS OF AGE USE THE INTERNET?		
h.16	HAS THIS HOUSEHOLD SUBSCRIBED TO PAY TV (DSTV)? IF YES PLEASE SPECIFY	[1] Yes [0] No	
h.17	ARE THERE ANY IMMEDIATE FAMILY MEMBERS WHO HAVE MIGRATED ABROAD?	[1] Yes [0] No	
h.18	DOES THIS HOUSEHOLD RECEIVE MONEY FROM FAMILY MEMBERS? IF YES WHAT IS THE MOST FREQUENT WAY OF RECEIVING MONEY?	[0] We don't receive money from anyone [1] In person through relative or friend [2] Bus drivers / Courier service [3] Money transfer service (eg Western Union) [4] Bank account transfer [5] Mobile money [6] other	
h.18b	DOES THIS HOUSEHOLD SEND MONEY TO FAMILY MEMBERS? IF YES WHAT IS THE MOST FREQUENT WAY OF SENDING MONEY?	[0] We don't send money to anyone [1] In person through relative or friend [2] Bus drivers / Courier service [3] Money transfer service (eg Western Union) [4] Bank account transfer [5] Mobile money [6] other	
h.19	DOES ANYBODY IN THIS HOUSEHOLD HAVE A BANK ACCOUNT OR ACCESS TO ONE?	[1] Yes [0] No	
h.20	HOW MANY PEOPLE IN THIS HOUSEHOLD RECEIVE SOCIAL GRANTS OR PENSION FROM THE STATE (EG DISABILITY, PENSION, UNEMPLOYMENT, VETERAN, CHILD SUPPORT AND OTHERS )?		
h.20b	HOW MANY HOUSEHOLD MEMBERS RECEIVE LONG TERM MEDICAL TREATMENT (HAVE TO TAKE MEDICINE DAILY FOR AT LEAST 3 MONTH)?		
h.21	WHAT IS THE MAIN HOUSEHOLD LANGUAGE:		

## Module H: Household Attributes

*(to be completed by the head of the household or someone that manages the household)*

h.22	WHAT IS THE HIGHEST EDUCATION LEVEL OF ANY HOUSEHOLD MEMBER	[1] none [2] primary [3] secondary [4] tertiary: Diploma /Certificate [5] tertiary: Bachelors [6] tertiary: Masters [7] tertiary: PhD	
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# Part B: Randomly selected Individual

Module D: Demographic Information			
D.1	FIRST NAME		
D.2	GENDER	[0] male [1] female	
D.3	AGE		
D.4	HOW ARE YOU 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 [9] Visitor, not part of households	If 9 activate visitor Household attributes at end of survey: Module HHV
D.5	MARITAL STATUS	[1] married [2] single [3] widowed [4] divorced [5] other	
D.6	HIGHEST LEVEL OF SCHOOLING COMPLETED	[1] none [2] primary [3] secondary [4] tertiary: Diploma /Certificate [5] tertiary: Bachelors [6] tertiary: Masters [7] tertiary: PhD	
D.7	TOTAL YEARS OF SCHOOLING		
D.8	DO YOU HAVE ANY VOCATIONAL/ PROFESSIONAL CERTIFICATES?	[1] YES [0] No	
D.9	ARE YOU CURRENTLY ENROLLED IN ANY COURSES TO FURTHER YOUR EDUCATION?	[1] YES [0] No	
D.10	MAIN ACTIVITY DURING LAST 6 MONTHS?	[1] student / pupil [2] unpaid house work [3] retired [4] unemployed seeking a job [5] unemployed not looking for a job [6] disabled and unable to work [7] employed (salary / wage) [8] self-employed with employees [9] self-employed without employees	
D.11A	HOW MANY HOURS A WEEK ARE YOU TYPICALLY DOING PAID WORK IN YOUR MAIN ACTIVITY? (0 IF NO PAID WORK, 40 HOURS FOR REGULAR FULL-TIME, SELF EMPLOYMENT ALSO COUNTS)		Remove 40 hour limitation
D.11B	HOW MANY HOURS A WEEK ARE YOU DOING PAID WORK IN OTHER SIDE ACTIVITIES?		Remove 40 hour limitation
D.12	YEARS OF WORK EXPERIENCE (0 FOR NONE):		
D.13	DO YOU HAVE A NATIONAL ID CARD?	[1] YES [0] No	
D.14	DO YOU HAVE ACCESS TO A BANK ACCOUNT?	[0] No [1] YES, I HAVE MY OWN BANK ACCOUNT [2] I USE SOMEONE ELSE BANK ACCOUNT	
D.15	DO YOU HAVE A CREDIT OR DEBIT CARD?	[1] YES [0] No	
D.16	CAN YOU READ A LETTER OR NEWSPAPER?	[1] yes, easily [2] yes, with difficulty [3] not at all	
D.17	CAN YOU WRITE A LETTER?	[1] yes, easily [2] yes, with difficulty [3] not at all	
D.18	HOW OFTEN DO YOU READ NEWSPAPERS?	[0] never [1] infrequently [2] weekly [3] daily	
D.19	HOW MANY HOURS A DAY DO YOU WATCH TV ON AVERAGE (0 FOR NOT WATCHING)		
D.20	HOW MANY HOURS A DAY DO YOU LISTEN TO RADIO ON AVERAGE (0 FOR NOT LISTENING)		
D.21	HAVE YOU USED A PUBLIC PHONE IN THE PAST 3 MONTHS? (INCLUDING UMBRELLA PHONES, CALL BOXES, CONTAINER PHONES, MOBILE PHONES OFFERED ON THE STREET TO MAKE CALLS)	[1] YES [0] No	

D.22	HOW OFTEN DO YOU USE A COMPUTER (DESKTOP OR LAPTOP)?	[0] Never [1] Hourly [2] Daily [3] Every now and then
D.23	Do you own a personal Desktop computer or Laptop??	[1] Yes [0] No

### Module IE: Income and Expenditure

IE.1	(READ OUT TO RESPONDENT)  (IF VARYING ASK FOR TYPICAL OR AVERAGE, ASSIST WITH AVERAGE IF NEEDED)	SALARY OR WAGE (AFTER TAX OR NET SALARY)	
IE.2		AGRICULTURAL PRODUCE AND FARMING	
IE.3		VENDING / TRADING (BUYING AND SELLING)	
IE.4		WORK YOU ARE DOING AT HOME	
IE.5		INCOME FROM YOUR BUSINESS	
IE.6		PROPERTY INCOME / LETTING	
IE.7		PENSION, SOCIAL GRANT	
IE.8		ALLOWANCE (OTHER HOUSEHOLD MEMBER OR FAMILY, MAINTENANCE PAYMENT)	
IE.9		SCHOLARSHIPS	
IE.10		INVESTMENTS	
IE.11		OTHER	
IE.12	<b>TOTAL INCOME IS CALCULATED BY DEVICE CONFIRM WITH RESPONDENTS</b>		
IE.13	HOW MUCH DO YOU CONTRIBUTE TO HOUSEHOLD EXPENSES EVERY MONTH?		
IE.14	HOW MUCH MONEY DO YOU HAVE TYPICALLY FOR YOUR FREE DISPOSAL IN A MONTH (SPEND WITHOUT CONSULTING ANYONE)?		
IE.15	IN TERMS OF MOBILE PHONE EXPENDITURE: COULD YOU TELL ME HOW MUCH YOU SPENT LAST MONTH FOR VOICE, SMS AND DATA IN TOTAL (AIRTIME, SUBSCRIPTION)?  (=0 IF DOES NOT USE MOBILE PHONES; IF SOMEONE ELSE IS PAYING, STILL ENTER THE AMOUNT AND CAPTURE IT ALSO UNDER ALLOWANCE)		
IE.16	IN TERMS OF MOBILE PHONE EXPENDITURE: COULD YOU TELL ME HOW MUCH YOU SPENT LAST MONTH ON DATA ONLY (DEDICATED TOP-UP OR DATA BUNDLES E.G.) (=0 IF DOES NOT USE MOBILE PHONES)		
IE.17	<b>INCOME - EXPENDITURE - AUTOMATICALLY CALCULATED</b>		

## Module F: Social activities

F.1	DO YOU VOTE REGULARLY IN ELECTIONS?	[0] Never [1] Yes, sometimes [2] Yes, always [3] not applicable	Delete for Rwanda
F.2	DO YOU HOLD ANY <b>VOLUNTEER</b> POSITION?	[1] yes [0] No	
F.3	HOW DO YOU RELATE TO PEOPLE IN YOUR COMMUNITY? PLEASE TELL ME WHETHER	A. MOST PEOPLE I KNOW LIVE NEAR ME (NEIGHBOURHOOD) AND KNOW EACH OTHER	[1] Do not agree [2] Not sure [3] Agree
F.4	YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS: (EXPLAIN TO ENUMERATOR THAT COMMUNITY MEANS PHYSICAL OR BY INTEREST)	B. I KNOW MANY PEOPLE WHO HAVE DIFFERENT BACKGROUNDS TO ME	[1] Do not agree [2] Not sure [3] Agree
F.5		C. I PREFER TO BE ALONE	[1] Do not agree [2] Not sure [3] Agree
F.6		D. I FIND NEW FRIENDS QUICKLY WHEREVER I GO	[1] Do not agree [2] Not sure [3] Agree
F.7	THINKING ABOUT YOUR 5 CLOSEST FRIENDS, (EXCLUDING <b>HOUSEHOLD</b> MEMBERS) HOW MANY OF THEM ...	HAVE A MOBILE PHONE (MIN 0 MAX 5)	
F.8	(99 IF THEY DON'T KNOW)	HAVE AN EMAIL ADDRESS (MIN 0 MAX 5)	
F.9		USE AN ONLINE SOCIAL NETWORK LIKE FACEBOOK OR TWITTER (MIN 0 MAX 5)	
F.10		USE INSTANT MESSAGING LIKE WHATSAPP, VIBER OR BBM (MIN 0 MAX 5)	
F.11	HOW MANY HOURS LEISURE TIME DO YOU HAVE WITH FRIENDS FACE TO FACE IN A WEEK? (EXCL HOUSEHOLD MEMBERS)?		
F.12	DURING A TYPICAL WEEK HOW MANY HOURS DO YOU SPEND IN TOTAL FACE TO FACE WITH <b>INTEREST</b> GROUPS (RELIGIOUS, POLITICAL, SPORT)		
F.13	WHEN IT COMES TO TECHNOLOGY, IF YOU NEED HELP, DO YOU? FIRST	[0] I never need help [1] ask a neighbour or friend [2] call someone I know [3] contact technical support [4] Go to a shop to get help [5] look for answer on the Internet [6] fiddle until it works [7] I ignore it and move on with my life [8] Other	

Module M: Mobile Phone		(Skip to NM.1 if M.1=0)	
M.1	DO YOU OWN A MOBILE PHONE?	[1] yes [0] No	
M.2	WHAT PHONE IS IT ? (IF NOT SURE ASK RESPONDENT TO SHOW YOU THE PHONE)	[1] basic phone [2] feature phone [3] smartphone	SHOW CARD PHONES
M.3	(SKIP IF M2 = 3) TO BE ASKED FROM THOSE WHO DO NOT OWN ANY SMARTPHONES PLEASE TELL ME THE PRIMARY REASON WHY YOU HAVE CHOSEN NOT TO OBTAIN A SMARTPHONE?	[1] I DO NOT NEED ONE (A FEATURE/BASIC PHONE IS SUFFICIENT FOR ME) [2] I CANNOT AFFORD ONE/IT IS TOO EXPENSIVE [3] IT IS TOO COMPLICATED FOR ME/I DO NOT KNOW HOW TO USE ONE [4] I WAS NOT ALLOWED TO GET ONE [5] THEY ARE NOT AVAILABLE WHERE I LIVE [6] I DO NOT KNOW WHAT THAT IS [7] OTHER	
M.4	WHEN DID YOU GET YOUR FIRST EVER MOBILE CONNECTION (I.E., WORKING HANDSET AND SIM CARD)? [RECORD YEAR]		
M.5	IS YOUR MOBILE PHONE (MAIN SIM CARD)...?	[1] prepaid [2] postpaid (contract)	
M.6	ARE THE PEOPLE THAT YOU CALL MOST OFTEN ON THE SAME NETWORK AS YOU?	[0] No [1] yes [2] don't know	
M.8	HOW MANY ACTIVE SIM CARDS DO YOU HAVE, (SIM CARDS THAT YOU USED IN LAST 30 DAYS)?		
M.7	WHAT IS THE NAME OF YOUR MAIN OPERATOR (SIM CARD YOU USE MOST OFTEN)		
SKIP M.13 TO M18 IF M.8 =1			
WHAT MAKES YOU CHANGE YOUR SIM CARDS:			
M.13	TO MAKE USE OF CHEAPER ON-NET CALLS (CALLS ON THE SAME NETWORK)?	[1] yes [0] No	
M.13B	IF YES, TO WHICH OPERATOR DO YOU SWITCH TO:		
M.14	TO TAKE ADVANTAGE OF PROMOTIONS AND BETTER PRICES?	[1] yes [0] No	
M.14B	IF YES, TO WHICH OPERATOR DO YOU SWITCH TO:		
M.15	IN CASE OF RECEPTION PROBLEM?	[1] yes [0] No	
M.15B	IF YES, TO WHICH OPERATOR DO YOU SWITCH TO:		
M.16	TO MAKE USE OF FREE SOCIAL MEDIA (FACEBOOK, WHATSAPP ETC)	[1] yes [0] No	
M.16B	IF YES, TO WHICH OPERATOR DO YOU SWITCH TO:		
M.17	DO YOU HAVE A DEDICATED SIM CARD FOR DATA USE	[1] yes [0] No	
M.17B	IF YES, TO WHICH OPERATOR DO YOU SWITCH TO:		
M.18	HAVE YOU INSTALLED MOBILE APPLICATIONS ON YOUR PHONE	[0] No [1] Yes, by myself through app store (Google Play, iTunes etc) [2] Yes, by taking phone to a Phone-shop [3] Yes, through help of a friend	
ARE YOU USING THESE TYPES OF MOBILE APPS ON YOUR PHONE (SKIP IF M.2 = 1)			
[0] Never [1] Yes, daily [2] weekly [3] Yes, occasionally			
M.19	SOCIAL NETWORKING APPS (SUCH AS FACEBOOK, WHATSAPP, INSTAGRAM, SNAPCHAT, TWITTER, LINKEDIN, LINE ...?)		
M.20	GAME APPS (PUZZLES, CHARADES, ETC.)		
M.21	TRANSPORT APPS (PUBLIC TRANSPORTATION INFO, TAXIS, UBER)		
M.22	BUSINESS APPS (CALCULATE, CONVERT, TRANSLATE, ETC.)		
M.23	ENTERTAINMENT APPS (MOVIE TRAILERS, CELEBRITY GOSSIP, RADIO STATION GUIDES,)		
M.24	NEWS APPS (LOCAL NEWS, NATIONAL HEADLINES, TECHNOLOGY ANNOUNCEMENTS, SPORT)		
M.25	EDUCATIONAL APPLICATIONS (DICTIONARY, LEARNING TOOLS)		
M.26	SEARCH TOOL APPS (DIRECTIONS, PHONE NUMBERS, RECIPES, ETC.)		
M.27	WEATHER APPS (LOCAL FORECASTS, NATURAL DISASTER UPDATES)		
M.28	VOICE OR MESSAGING APPS (WHATSAPP, SKYPE, VIPER, LINE, TALKRAY, TELEGRAM, FACEBOOK MESSENGER)		
M.29	TRADING APPS (SELLING AND BUYING ONLINE)		
M29B	HEALTH APPS		
M29C	DATING APPS (TINDER ETC)		



M.30	DO YOU EVER USE MOBILE MONEY SERVICES (MOBILE PHONE FOR FINANCIAL TRANSACTIONS) TO SEND OR RECEIVE MONEY (MPESA, E-WALLET)?	[0] No [1] Yes, mobile banking [2] Yes, mobile money [3] Yes, both	
M.31	IS THERE ANYTHING THAT PREVENTS YOU FROM USING YOUR MOBILE PHONE MORE?		
M.32	DO YOU HAVE MORE OR LESS CONTACT WITH THE FOLLOWING GROUPS BECAUSE OF YOUR MOBILE PHONE? [1] LESS [2] THE SAME [3] MORE [4] NA	FRIENDS	
M.33		FAMILY	
M.34		WORK COLLEAGUES / CLASS MATES	
M.35		LOCAL COMMUNITY	
M.36		SOCIAL AND POLITICAL GROUPS	
M.37	HAVE YOU EVER USED YOUR PHONE IN CASE OF AN EMERGENCY TO CONTACT THE POLICE, MEDICAL EMERGENCY SERVICES, OR THE FIRE STATION?	[1] yes [0] No	
M.38	HAVE YOU EVER USED YOU PHONE TO FIND OUT ABOUT SAFETY ISSUES AND TO ALERT PEOPLE?	[1] yes [0] No	
M.39	DO YOU RECEIVE INFORMATION RELATED TO HEALTH OR HEALTH SERVICES ON YOUR MOBILE PHONE?	[1] yes [0] No	

### Module NM: No Mobile Phone

(Ask if M.1 = 0)

NM.1	WHY DON'T YOU HAVE A MOBILE PHONE?	I CANNOT AFFORD A MOBILE PHONE	[1]Yes....[0]No	
NM.1B		I DONT NEED IT	[1]Yes....[0]No	
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		MY PHONE IS BROKEN	[1]Yes....[0]No	
NM.5		MY PHONE GOT STOLEN	[1]Yes....[0]No	
NM.6		I DONT KNOW HOW TO USE IT	[1]Yes....[0]No	
NM.6B		I AM NOT ALLOWED TO OWN ONE	[1]Yes....[0]No	
NM.6C		PRIVACY CONCERNS	[1]Yes....[0]No	
NM.7	DID YOU USE A MOBILE PHONE IN THE PAST THREE MONTHS?		[1]Yes....[0]No	
NM.8	DO YOU HAVE ANY ACTIVE SIM CARDS, IF YES HOW MANY?			
NM.9	DO YOU PLAN TO GET A MOBILE PHONE IN THE FUTURE? IF YES WHEN?	[0] No [1] Yes, within the next 6 months [2] Yes, within the next year [3] Yes, within the next 2 years		
NM.10	HOW MUCH WOULD YOU BE WILLING AND ABLE TO SPEND MONTHLY ON AIRTIME (VOICE, SMS AND DATA)			
NM.11	IMAGINE YOU COULD HAVE A SMART PHONE AND SUFFICIENT MONEY FOR AIRTIME AND DATA, HOW WOULD THAT CHANGE YOUR LIFE?			

### MODULE MM: MOBILE MONEY

MM.0	DO YOU KNOW WHAT MOBILE MONEY IS?	[1]Yes [0]No		Skip module if person does not know what mobile money is, probe for MPESA and e_wallet
MM.1	HAVE YOU EVER USED MOBILE MONEY SERVICES (MPESA OR 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		

MODULE MM: MOBILE MONEY				
MM.7		[1] cheaper [2] same [3] more expensive		
MM.8	FOR HOW LONG HAVE YOU USED MOBILE MONEY (IN MONTHS)?		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: AGREE		[1] DISAGREE [2] NOT SURE [3]		
MM.24	MOBILE MONEY IS VERY USEFUL IN MANAGING MY FINANCES			
MM.25	MOBILE MONEY HELPS ME SAVE TIME AND TRANSPORT COST			
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 DON'T USE 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.41	MOBILE MONEY IS TOO EXPENSIVE			
MM.42	IT IS TOO COMPLICATED TO USE			
MM.43	AGENTS ARE TOO FAR AWAY FROM WHERE I LIVE			
MM.44	I DO NOT TRUST MOBILE MONEY			

<b>Module B: Internet</b>		<b>Go to NB.1 if B.1 = no, but first probe</b>	
B.0	DO YOU KNOW WHAT THE INTERNET IS?	[1]Yes [0]No	
B.1	HAVE YOU EVER USED THE INTERNET? (GMAIL, GOOGLE, FACEBOOK, EMAIL)	[1]Yes [0]No	
B.2	IN TERMS OF INTERNET ACTIVITIES PLEASE RATE WHICH IS MOST IMPORTANT (1 = MOST IMPORTANT, 8 LEAST IMPORTANT)	Educational purposes	
B.3		Social Networking (Facebook etc)	
B.4		Work related	
B.5		Shopping	
B.6		Government services	
B.6B		Job searching	
B.6C		Online banking	
B.7		Other, please specify	
B.8	FOR HOW MANY YEARS HAVE YOU BEEN USING THE INTERNET? (1 ALSO FOR LESS THAN A YEAR)		
B.9	DID YOU USE THE INTERNET FIRST ON A COMPUTER OR ON A MOBILE PHONE?	[1] Desktop/Laptop [2] Mobile Phone [3] Tablet	
B.10	HOW OFTEN DO YOU USE THE INTERNET ON A MOBILE MOBILE PHONE (INCL. TABLET)	[0] Never [1] once a hour or more often [2] once a day [3] once a month [4] less than once a month	
B.11	HOW OFTEN DO YOU USE THE INTERNET ON A DESKTOP OR LAPTOP	[0] Never [1] once a hour or more often [2] once a day [3] once a month [4] less than once a month	
B.13	HOW OFTEN DO YOU USE THE INTERNET THROUGH PUBLIC WIFI	[0] Never [1] once a hour or more often [2] once a day [3] once a month [4] less than once a month	
B.14	IN TERMS OF SAVING ON DATA CHARGES WHICH OF THE FOLLOWING STRATEGIES ARE YOU USING:	WAIT WITH INTERNET USE UNTIL I AM IN PUBLIC WIFI AREA	[1]Yes [0]No
B.15		WAIT WITH INTERNET USE UNTIL I AM AT HOME OR WORK WHERE I HAVE ACCESS TO THE INTERNET	[1]Yes [0]No
B.16		I USE SPECIAL DATA PROMOTIONS	[1]Yes [0]No
B.17	WHAT IS THE MAIN LIMITATION FOR YOUR USE OF THE INTERNET?	[1] NOTHING, NO LIMITATION [2] LACK OF TIME [3] DATA COST [4] LACK OF CONTENT IN MY LANGUAGE [5] SPEED OF INTERNET [6] PRIVACY CONCERNS [7] WORRIED ABOUT GETTING VIRUS/MALWARE [8] NOT ALLOWED TO USE IT MORE (FAMILY, SPOUSE, PARENTS) [9] I FIND IT DIFFICULT TO USE [10] OTHER	
B.18	WHEN YOU USE THE INTERNET, WHAT DO YOU SPEND MOST TIME ON?	[1] Work related [2] Educational related [3] Social media (like Facebook) [4] News [5] Entertainment [6] Other	
B.19	HAVE YOU EVERY BEEN CONNED OVER THE INTERNET AND LOST MONEY	[1]Yes [0]No	
B.20	HAS YOUR EMAIL ACCOUNT EVER BEEN HACKED AND HIJACKED?	[0] No [1] once [2] multiple times	

**Module NB: NO Internet Use (Ask only if response to B.1 = 0)**

NB.1	WHAT IS THE MAIN REASON WHY YOU DO NOT USE THE INTERNET?	[1] I DON'T KNOW WHAT THE INTERNET IS [2] NO ACCESS DEVICE COMPUTER /SMARTPHONE [3] NO INTEREST / NOT USEFUL [4] I DON'T KNOW HOW TO USE IT [5] NOT AVAILABLE IN MY AREA (NO MOBILE COVERAGE) [6] TOO EXPENSIVE [7] NO TIME, TOO BUSY [8] NONE OF MY FRIENDS USE IT [9] LACK OF CONTENT IN MY LANGUAGE [10] WORRIED ABOUT PRIVACY INVASION OVER THE INTERNET [11] MY SPOUSE OR PARENTS DO NOT ALLOW ME TO USE THE INTERNET AND SOCIAL NETWORKING APPLICATIONS [12] OTHER
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Module S: Social Media		Skip if S.1=0
S.1	DO YOU USE SOCIAL MEDIA LIKE FACEBOOK, WHATSAPP, TWITTER ETC?	[1]Yes [0]No
S.2	SINCE HOW LONG HAVE YOU BEEN USING SOCIAL MEDIA?	[1] less than a year [2] 1 to 5 years [3] more than 5 years
S.3	HOW DO YOU ACCESS YOUR SOCIAL NETWORK ACCOUNT? (YOU CAN CHOOSE MORE THAN ONE)	PC / DESKTOP COMPUTER/ LAPTOP [1]Yes [0]No
S.4		MOBILE PHONE [1]Yes [0]No
S.6		IPAD / TABLET [1]Yes [0]No
S.7	ON AVERAGE, HOW MUCH TIME DO YOU SPEND DAILY ON A SOCIAL NETWORKING SITES?	[0] not using it every day [1] less than a hour [2] 1 to 6 hours daily [3] more than 6 hours a day
S.8	HOW MANY FRIENDS DO YOU HAVE ON THE SOCIAL NETWORKING SITES LIKE FACEBOOK? (NOT FOLLOWERS)	[4] none [0] below 100 [1] 101 to 500 [2] more than 500
S.10	WHAT INFORMATION DO YOU SHARE ON SOCIAL MEDIA (PROFILE EG) ?	Real Name [1]Yes [0]No
S.11		Gender [1]Yes [0]No
S.12		Age [1]Yes [0]No
S.13		Marital / Relationship Status [1]Yes [0]No
S.14		Mobile Number / Email address [1]Yes [0]No
S.15		Pictures or videos you and your family and friends [1]Yes [0]No
S.16		Religion [1]Yes [0]No
S.17		Political views [1]Yes [0]No
S.18		sexual orientations [1]Yes [0]No
S.19	What do you use Social media for?	Reading news [0] Never, [1] daily [2] occasionally
S.20		chatting [0] Never, [1] daily [2] occasionally
S.21		making calls [0] Never, [1] daily [2] occasionally
S.22		To play games [0] Never, [1] daily [2] occasionally
S.23		to stay in contact with friends and family [0] Never, [1] daily [2] occasionally
S.24		To make professional and business contacts [0] Never, [1] daily [2] occasionally
S.25		To market your products/services [0] Never, [1] daily [2] occasionally
S.26		To follow government Social media pages ( to look for jobs or updates on policies) [0] Never, [1] daily [2] occasionally
S.27		To make new friends [0] Never, [1] daily [2] occasionally
S.28		follow local politicians [0] Never, [1] daily [2] occasionally
S.29		To get opinions / share your experience [0] Never, [1] daily [2] occasionally
S.30		To share videos/ pictures/ music [0] Never, [1] daily [2] occasionally
S.31		To share my produced content [0] Never, [1] daily [2] occasionally
S.32		to look for educational content [0] Never, [1] daily [2] occasionally
S.33	Are you surprised by how much time you spend on a social networking site?	[0] Never, [1] sometimes [2] often
S.34	Do you sometimes prefer to interact with people on social networking sites rather than face to face?	[0] Never, [1] sometimes [2] often
S.35	Have you ever said no to an activity with your family or friends and rather spend time using social networking?	[0] Never, [1] sometimes [2] often
<b>HOW COMFORTABLE ARE YOU TO DISCUSS ANY OF THE FOLLOWING TOPICS ON THE INTERNET/SOCIAL MEDIA</b>		

S.36	GOSSIP BETWEEN FRIENDS		[0] NOT AT ALL		
S.37	PROFESSIONAL / WORK RELATED INFORMATION		[1] YES BUT ONLY IN CLOSED GROUP		
S.38	RELIGIOUS MATTERS		[2] YES, PUBLICALLY		
S.39	POLITICAL MATTERS				
S.40	FINANCIAL INFORMATION (EG. INFO ON THINGS YOU BUY, WHERE YOU BUY FROM, ETC)				
S.41	HEALTH AND SEXUAL MATTERS				
S.42	DO YOU HAVE MORE OR LESS CONTACT WITH THE FOLLOWING GROUPS BECAUSE OF YOUR SOCIAL MEDIA?		FRIENDS		
S.43			FAMILY		
S.44			WORK COLLEAGUES		
S.45		[1] LESS [2] THE SAME		LOCAL COMMUNITY	
S.46		[3] MORE [4] NA		SOCIAL AND POLITICAL GROUPS	
S.47	About how many of your "friends" on social networking websites have you met in person?		[1] all of them [2] most of them [3] about half of them [4] a few of them [5] none of them		
S.48	Which types of contact requests do you usually accept? (Facebook and LinkedIn eg)?	I only accept contact requests from people I know personally	[1]Yes [0]No		
S.49		I accept contact requests of people that I don't know if they have an interesting profile	[1]Yes [0]No		
S.50		I accept contact requests of people that I don't know if we have friends in common	[1]Yes [0]No		
S.51		I accept contact requests of people that I don't know if they look attractive	[1]Yes [0]No		
S.52		I accept all contact requests	[1]Yes [0]No		
S.53	Have You Ever Been A Victim Of On-Line Bullying (offensive comments or emails)?		[1]Yes [0]No		
S.54	While using social media were you ever confronted with unwanted offensive or inappropriate material (sexual content eg)?		[1]Yes [0]No		
S.55	Would you ever unfriended / blocked or unfollowed someone for the following reasons:	I dont unfriend / block	[1]Yes [0]No		
S.56		I don't know who they are	[1]Yes [0]No		
S.57		They broke my heart	[1]Yes [0]No		
S.58		I didn't, like them anymore	[1]Yes [0]No		
S.59		Annoying status updates	[1]Yes [0]No		
S.60		Obnoxious photo uploads	[1]Yes [0]No		
S.61		Clashing religious or	[1]Yes [0]No		
S.61b	political views	[1]Yes [0]No			
S.62	When you repost or forward messages, do you	[0] I don't share or forward messages [2] I always verify its truthfulness before sharing [3] I share it if it is from a trusted friend or source [3] I share it without checking			
S.63	Can you trust news you read on Social Media (Facebook etc)		[1] strongly disagree [2] disagree [3] don't know [4] agree [5] strongly agree		
S.64	WHEN IT COMES TO CHANGING SETTINGS FOR YOUR SOCIAL MEDIA SOFTWARE, IF YOU NEED HELP, DO YOU FIRST?	[0] I never do it [1] ask a neighbour or friend [2] call someone I know [3] contact technical support [4] Go to a shop to get help [5] look for answer on the Internet [6] fiddle until it works [7] I ignore it and move on with my life [8] Other			

S.65	WHEN IT COMES TO CHANGING SETTINGS FOR YOUR SOCIAL MEDIA SOFTWARE, IF YOU NEED HELP, DO YOU SECOND?	[0] I never do it [1] ask a neighbour or friend [2] call someone I know [3] contact technical support [4] Go to a shop to get help [5] look for answer on the Internet [6] fiddle until it works [7] I ignore it and move on with my life [8] Other	
S.66	HAS YOUR SOCIAL MEDIA ACCOUNT EVER BEEN HACKED AND HIJACKED?	[0]No [1] once [2] multiple times	

**Module NS: No Social Media** **If S.1=0**

NS.1	WHY DON'T YOU USE SOCIAL MEDIA LIKE FACEBOOK, WHATSAPP, TWITTER ETC?	
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]CHALLENGE

**Module MW: Micro work**

**Some people find paid jobs or tasks by connecting directly with people who want to hire them using a particular type of website or mobile app. These sites require workers to create a user profile in order to find and accept assignments, and they also coordinate payment once the work is complete.**

MW.1	IN THE LAST YEAR, HAVE YOU EARNED MONEY BY TAKING ON JOBS THROUGH MICRO WORK?	[1]Yes [0]No	
MW.2	WHAT SORTS OF JOBS OR TASKS HAVE YOU PERFORMED IN THE LAST YEAR USING THESE SERVICES?	[1] Driving for a ride-hailing app (such as Uber or Lyft) [2] Shopping for or delivering household items [3] Performing tasks online (like completing surveys or doing data entry) [4] Cleaning someone's home or doing laundry [5] Other, please specify:	
MW.3	WHICH OF THE FOLLOWING STATEMENTS BEST DESCRIBES THE INCOME YOU EARN FROM USING THESE SERVICES?	[1] It is essential for meeting my basic needs [2] It is an important component of my budget, but not essential [3] It is nice to have, but I could live comfortably without it	
MW.4	WHICH OF THE FOLLOWING ARE REASONS WHY YOU PROVIDE THESE SERVICES?	You need to be able to control your own schedule due to child care, school, or other obligations	[1]Yes [0]No
MW.5		It helps to fill in gaps or fluctuations in your other sources of income	[1]Yes [0]No
MW.6		To gain work experience for future job opportunities	[1]Yes [0]No
MW.7		For fun, or to do something with your spare time	[1]Yes [0]No
MW.8		Because there are not many other job opportunities in your area	[1]Yes [0]No
MW.9		Other, please specify:	
MW.10	HAVE YOU EVER PERFORMED WORK USING ANY OF THESE SERVICES FOR WHICH YOU DID NOT RECEIVE PAYMENT	[1]Yes [0]No	

**Module HHV: Household attributes of visitor**

**Only to be asked if randomly selected individual is a visitor**

HHV.1	HOW MANY HOUSEHOLD MEMBERS DOES YOUR HOUSEHOLD HAVE?	[1]Yes [0]No
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HHV.2	WHAT KIND OF ELECTRICITY DOES THE HOUSE YOU NORMALLY LIVE IN HAVE? IF MULTIPLE, CHOSE THE ONE USED MOSTLY)	[0] No [1] MAIN ELECTRICITY GRID [2] GENERATOR [3] SOLAR [5] OTHER	
HHV.3	DOES ANYBODY IN YOUR HOUSEHOLD HAVE A BANK ACCOUNT OR ACCESS TO ONE?	[1]Yes [0]No	
HHV.4	HOW MANY PEOPLE IN YOUR HOUSEHOLD RECEIVE SOCIAL GRANTS OR PENSION FROM THE STATE (EG DISABILITY, PENSION, UNEMPLOYMENT, VETERAN, CHILD SUPPORT AND OTHERS )?		
HHV.5	HOW MANY HOUSEHOLD MEMBERS IN OUR HOUSEHOLD RECEIVE LONG TERM MEDICAL TREATMENT (HAVE TO TAKE MEDICINE DAILY FOR AT LEAST 3 MONTH)?		
HHV.6	WHAT IS THE MAIN HOUSEHOLD LANGUAGE IN YOUR HOUSEHOLD:		
HHV.7	WHAT IS THE HIGHEST EDUCATION LEVEL OF ANY OF YOUR HOUSEHOLD MEMBER	[1] none [2] primary [3] secondary [4] tertiary: Diploma /Certificate [5] tertiary: Bachelors [6] tertiary: Masters [7] tertiary: PhD	
HHV.8	IS THE HEAD OF YOUR HOUSEHOLD MALE OR FEMALE	[0] male [1] female	
HHV.9	IN WHICH AREA IS YOUR HOUSE LOCATED?	[0] Rural [1] Urban	