NON-USER SURVEY
USAGE AND PERCEPTIONS

QUESTIONNAIRE NUMBER:	(QID)
ADDRESS:	(ADD)
INTERVIEWER NAME:	(IWER)

SECTION 0: Primary HH Screening Questions

INSTRUCTIONS: These questions are to be asked to the first person answering the door. If the person appears to be younger than 12 years old, the interviewer should ask to speak to a parent or adult.

Read aloud: This is a study about public access to computing venues, like cybercafés, telecenters, and libraries. We are particularly interested in people who do not use them. Can I ask you a few questions about the people who live in your household and their public access venue usage?

QUESTION	WRITE IN ANSWER	
1. How many people are in this household?		
	Gender	
Age	Male	Female
< 12	(QS1_1m)	(QS1_1f)
12-15	(QS1_2m)	(QS1_2f)
16-18	(QS1_3m)	(QS1_3f)
19-24	(QS1_4m)	(QS1_4f)
25-34	(QS1_5m)	(QS1_5f)
35-49	(QS1_6m)	(QS1_6f)
50-65	(QS1_7m)	(QS1_7f)
> 65	(QS1_8m)	(QS1_8f)

[Enumerator: define public access venue and have a quick dialogue if needed.]

QUESTION	WRITE IN ANSWER	
2. Who in this household above the age of 12 currently does NOT go to public access venues? List the names and provide the ages for each person you think does not use public access.		
	Gender	
Age	Male	Female
12-15	(QS2_1m)	(QS2_1f)
16-18	(QS2_2m)	(QS2_2f)
19-24	(QS2_3m)	(QS2_3f)
25-34	(QS2_4m)	(QS2_4f)
35-49	(QS2_5m)	(QS2_5f)
50-65	(QS2_6m)	(QS2_6f)
> 65	(QS2_7m)	(QS2_7f)

[If no household members are public access venue non-users, move on to the next household]

[Use pre-determined method to select a respondent.]

SECTION 1: Preliminary HH and User Information

[Provide the gender and age of the selected respondent]

	3. Respondent gender (QS3)	
	1 Male	
	2 Female	
	4. Respondent age (QS4)	

[Once the respondent has been selected, read the verbal consent script to the interviewee, followed by: Although the survey looks quite long, there are many questions that you will not be answering. We expect the survey to take approximately 30 minutes to complete.]

SECTION 1: Preliminary HH and User Information

INSTRUCTIONS FOR COMPLETING THE SURVEY:

- Read each question and the answer option out loud to the respondent.
- Instructions to the enumerator are enclosed in [brackets] and are not to be read aloud.
- Mark an "x" in the box next to the answer that best fits the response (☒).
- If you make a mistake completely fill in the box (■) that has been marked incorrectly and mark an "x" in the correct box (☒).
- Some questions will also ask you to write in the response. Clearly print the answer in the right hand column, when specified.

INTERVIEW DATE	(IWDATE) MM / DD /YYYY
START TIME	(START_1) (START_2) 00:00 PM/AM

	QUESTION	WRITE IN ANSWER
	1.1 Does this household have a computer? (Q1_1)	
	1 Yes	
	2 No [Skip to 1.4]	
	1.2 Does this household have an Internet connection? (Q1_2)	
	1 Yes	
	2 No [Skip to 1.4]	
	1.3 What type of Internet connection does the house have? (Q1_3)	
	1 Dial-up	
	2 Broadband (always on)	
	3 Other (wireless, satellite, etc)	
	4 Don't know	
	1.4 Which of the following does this home have? [Choose all that apply]	
	1 Television set (Q1_4_1)	
	1 Satellite for television (Q1_4_2)	
	1 Radio (Q1_4_3)	
	1 Car (Q1_4_4)	
	1 Electricity (Q1_4_5)	
	1 Landline phone (Q1_4_6)	
	1 Mobile phone (Q1_4_7)	

It was previously indicated that you do not use public access computers. The next few questions are to confirm this and to gain further information about your past experience with public access computers.

	1.5 Have you ever used a public access computer in your life? (Q1_5)	
	1 Yes [Skip to 1.7]	
	2 No	
	1.6 Do you currently use a computer? (Q1_6)	
	1 Yes	*if yes, never-user, computer user – Go to section 2-2*
	2 No	*if no, never user, computer non-user – Go to section 2-1*
	1.7 How many times have you used public access computers in your lifetime?(Q1_7)	
	1 Once or twice	

	[2] Three times or more [Skip to 1.12]	

People who have used PA once or twice in their lifetimes

	1.8 When was the last time you used a public access computer? (Q1_8)	
	[1] Less than 12 months ago	
	[2] 1-2 years ago [Skip to 1.11]	
	[3] 3-5 years ago [Skip to 1.11]	
	[4] More than 5 years ago [Skip to 1.11]	
	1.9 How many times have you used public access computers in the past 12 months? (Q1_9)	
	[1] Once or twice	
	[2] Three times or more [STOP]	*PA user - thank respondent and end interview*
	1.10 Do you intend on going back to a public access venue in the next month? (Q1_10)	
	[1] Yes [STOP]	*PA user - thank respondent and end interview*
	[2] No	
	1.11 Do you currently use a computer? (Q1_11)	
	[1] Yes [STOP]	*if yes, never user, computer user – go to section 2-2*
	[2] No [STOP]	*if no, never user, computer non-user – go to section 2-1*

People who have used PA three times of more in their lifetimes

	1.12 When was the last time you used a public access computer? (Q1_12)	
	[1] Less than 12 months ago	
	[2] 1-2 years ago [Skip to 1.15]	
	[3] 3-5 years ago [Skip to 1.15]	
	[4] More than 5 years ago [Skip to 1.15]	
	1.13 How many times have you used public access computers in the past 12 months? (Q1_13)	
	[1] Once or twice	
	[2] Three times or more [STOP]	*PA user - thank respondent and end interview*
	1.14 Do you intend on going back to a public access venue in the next month? (Q1_14)	
	[1] Yes [STOP]	*PA user - thank respondent and end interview*
	[2] No	
	1.15 Do you currently use a computer? (Q1_15)	
	[1] Yes [STOP]	*if yes, Ex- user, computer user – go to section 2-3*
	[2] No [STOP]	*if no, Ex- user, computer non-user – go to section 2-4*

SECTION 2-1: Never Public Access User, Non-computer User

I will ask you some questions about your access to public access venues.

2.1.1	What are the TWO main reasons you don't use public access ICT venues? [Choose two from the following list:]	
1	There are no public access venues in the area (Q2_1_1_1)	
1	The public access venues are not conveniently located, such as near my home, school, or workplace (Q2_1_1_2)	
1	The cost of services are not affordable (Q2_1_1_3)	
1	The hours of operation are not convenient (Q2_1_1_4)	
1	I don't have the time to visit public access venues (Q2_1_1_5)	
1	I don't know how to use computers (Q2_1_1_6)	
1	I have no need because I have a computer at home or work (Q2_1_1_7)	
1	I have no need because I have nothing to do on computers (Q2_1_1_8)	
1	Don't feel comfortable using computers in public (Q2_1_1_9)	
1	I have no need because I use the Internet on a mobile phone (Q2_1_1_10)	
1	Other [specify ➡] (Q2_1_1_11)	(Q2_1_1_11x)
2.1.2	Do you know of any public access ICT venues in this neighborhood? (Q2_1_2)	
1	Yes	
2	No	
2.1.3	Have you ever used a computer? (Q2_1_3)	
1	Yes	
2	No [Skip to 2.1.8]	
2.1.4	How long ago did you first use computers? (Q2_1_4)	
1	6 months ago or less	
2	7-11 months ago	
3	1-2 years ago	
4	3-5 years ago	
5	Over 5 years ago	
2.1.5	Where did you first use a computer? (Q2_1_5)	
1	Home (using personal or family computer)	
2	Work	
3	School	
4	Friend/neighbor/relative's house	
5	Public access venue	
6	Some other place [specify ➡]	(Q2_1_5x)
2.1.6	Which of the following activities have you done on a computer? [Choose all that have been done]	
1	Creating and editing documents (Q2_1_6_1)	
1	Copying and/or moving a document or folder (Q2_1_6_2)	
1	Using the "copy" and "paste" command to copy information (Q2_1_6_3)	
1	Using arithmetical commands (add, subtract, multiply, divide) (Q2_1_6_4)	
1	Compressing documents (Q2_1_6_5)	
1	Connecting or installing new peripherals, such as printers or modems (Q2_1_6_6)	
1	Writing a program using specialist programming languages (Q2_1_6_7)	
1	None of the above (Q2_1_6_8)	

SECTION 2-1: Never Public Access User, Non-computer User

2.1.7 Which of the following places was most important for developing your computer skills? (Q2_1_7)	
1 Home	
2 Friend's house	
3 Public access venue	
4 Work	
5 School	
6 Some other place [specify ➡]	(Q2_1_7x)
2.1.8 How do you consider your skills and knowledge in using computers? (Q2_1_8)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	
2.1.9 Do you plan to start using computers in the next 12 months? (Q2_1_9)	
1 Yes	
2 No [Skip to 2.1.11]	
3 Don't Know	
2.1.10 Where do you think you may start using a computer? [Choose ONE] (Q2_1_10)	
1 Home (using personal or family computer)	
2 Work	
3 School	
4 Friend/neighbor/relative's house	
5 Public access venue [specify type ➡]	(Q2_1_10x)
6 Some other place [specify ➡]	(Q2_1_10xx)

Now I'm going to ask you a few questions about your Internet usage.

2.1.11 Have you ever used the Internet, either on a computer or mobile phone? (Q2_1_11)			
1 Yes			
2 No [Skip to 2.1.19]			
2.1.12 On which of the following have you used the Internet?		**Yes**	**No**
Computer	(Q2_1_12_1)	1	2
Mobile phone	(Q2_1_12_2)	1	2
2.1.13 How long ago did you first use the Internet? (Q2_1_13)			
1 6 months ago or less			
2 7-11 months ago			
3 1-2 years ago			
4 3-5 years ago			
5 Over 5 years ago			
2.1.14 Where did you first use the Internet? (Q2_1_14)			
1 Home (using personal or family computer)			
2 Work			
3 School			
4 Friend/neighbor/relative's house			
5 Public access venue			
6 Some other place [specify ➡]		(Q2_1_14x)	

2.1.15 Which of the following activities have you done on the Internet? [Choose all that have been done]	
1 Use a search engine, such as Google, Yahoo, or Bing (Q2_1_15_1)	
1 Send e-mails with files and documents attached (Q2_1_15_2)	
1 Send messages using IM chats, newsgroups, or online forums (Q2_1_15_3)	
1 Make voice calls using programs, such as Skype, Messenger or ooVoo (Q2_1_15_4)	
1 Use shared files or documents and/or exchange music, videos, films, etc. (Q2_1_15_5)	
1 Create a web page (Q2_1_15_6)	
1 None of the above (Q2_1_15_7)	
2.1.16 Which of the following places was most important for developing your Internet skills? (Q2_1_16)	
1 Home	
2 Friend's house	
3 Public access venue	
4 Work	
5 School	
6 Some other place [specify ➡]	(Q2_1_16x)
2.1.17 How often do you use the Internet now? (Q2_1_17)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
5 Never – I don't use the Internet now [Skip to 2.1.19]	
2.1.18 When using the Internet for communication, with whom do you correspond? [Choose all that apply]	
1 Friends/family (Q2_1_18_1)	
1 Co-workers (Q2_1_18_2)	
1 Business contacts (Q2_1_18_3)	
1 Classmates (Q2_1_18_4)	
1 Doctors or other health professionals (Q2_1_18_5)	
1 Representatives of state or government agencies and institutions (Q2_1_18_6)	
1 Banking institutions (Q2_1_18_7)	
1 Other [specify ➡] (Q2_1_18_8)	(Q2_1_18_8x)
2.1.19 How do you consider your skills and knowledge in using the Internet? (Q2_1_19)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	
2.1.20 Do you plan to start using the Internet on a *computer* in the next 12 months? (Q2_1_20)	
1 Yes	
2 No [Skip to 2.1.22]	
3 Don't Know	
2.1.21 Where do you think you may start using the Internet on a computer? [Choose ONE] (Q2_1_21)	
1 Home (using personal or family computer)	

	2 Work	
	3 School	
	4 Friend/neighbor/relative's house	
	5 Public access venue [specify type ➡]	(Q2_1_21x)
	6 Some other place [specify ➡]	(Q2_1_21xx)
	2.1.22 Do you plan to start using the Internet on a *mobile phone* in the next 12 months? (Q2_1_22)	
	1 Yes	
	2 No	
	3 Don't Know	
	4 I already use the Internet on a mobile phone	
	2.1.23 In the past 12 months, have you asked someone to use a public access venue *computer* on your behalf? (Q2_1_23)	
	1 Yes	
	2 No [Skip to 2.1.25]	
	2.1.24 If yes, to do what? [Choose all that apply]	
	1 Search for health information (Q2_1_24_1)	
	1 Search for information related to my job/employment (Q2_1_24_2)	
	1 Search for education information (Q2_1_24_3)	
	1 Search for information on government services (Q2_1_24_4)	
	1 Search for local or international news (Q2_1_24_5)	
	1 Search for cultural information (Q2_1_24_6)	
	1 Email friend/family member (Q2_1_24_7)	
	1 To submit a document for me (Q2_1_24_8)	
	1 To do word processing related activities (Q2_1_24_9)	
	1 Other activities (Q2_1_24_10) [specify ➡]	(Q2_1_24_10x)

Now I'm going to ask you a few questions on your mobile phone use.

	2.1.25 Have you ever used a mobile phone? (Q2_1_25)	
	1 Yes	
	2 No [Skip to 2.1.27]	
	2.1.26 How long ago did you first use a mobile phone? (Q2_1_26)	
	1 6 months ago or less	
	2 7-11 months ago	
	3 1-2 years ago	
	4 3-5 years ago	
	5 Over 5 years ago	
	2.1.27 How do you consider your skills and knowledge in using mobile phones? (Q2_1_27)	
	1 Poor	
	2 Fair	
	3 Good	
	4 Very Good	

2.1.28 Where do you most frequently obtain information on the following? [Chose ONE source for each]	NEWS-PAPER	BOOKS	VIDEOS	RADIO	TV	INTERNET	FRIENDS OR FAMILY	PROFES-SIONALS	OTHER	NA
a. Health issues (Q2_1_28a)	1	2	3	4	5	6	7	8	9	10
b. Job or business (Q2_1_28b)	1	2	3	4	5	6	7	8	9	10
c. Government and politics (Q2_1_28c)	1	2	3	4	5	6	7	8	9	10
d. Education and school (Q2_1_28d)	1	2	3	4	5	6	7	8	9	10
e. Local events and news (Q2_1_28e)	1	2	3	4	5	6	7	8	9	10
f. World news (Q2_1_28f)	1	2	3	4	5	6	7	8	9	10
g. Local culture and language (Q2_1_28g)	1	2	3	4	5	6	7	8	9	10

2.1.29 Approximately how often do you use the following for information and/or communication?	DAILY OR ALMOST DAILY	AT LEAST ONCE A WEEK	AT LEAST ONCE A MONTH	A FEW TIMES A YEAR	NEVER
a. Newspaper or printed media (Q2_1_29a)	1	2	3	4	5
b. Books (Q2_1_29b)	1	2	3	4	5
c. Radio (Q2_1_29c)	1	2	3	4	5
d. TV (Q2_1_29d)	1	2	3	4	5
e. Videos or DVDs (Q2_1_29e)	1	2	3	4	5
f. Computers (Q2_1_29f)	1	2	3	4	5
g. The Internet (Q2_1_29g)	1	2	3	4	5
h. Landline phone (Q2_1_29h)	1	2	3	4	5
i. Mobile phone (Q2_1_29i)	1	2	3	4	5
j. Family and friends (Q2_1_29j)	1	2	3	4	5
k. Professionals, such as a nurse, agricultural extension officer, or government official (Q2_1_29k)	1	2	3	4	5

QUESTION	RESPONSE				
2.1.30 To what extent do you agree or disagree with the following statements:	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW
a. The Internet is confusing and hard to use (Q2_1_30a)	1	2	3	4	5
b. I feel like I would need someone to help me use computers (Q2_1_30b)	1	2	3	4	5
c. Using computers is an enjoyable experience (Q2_1_30c)	1	2	3	4	5

Go to section 3-1 – Perceived Impacts – Non-computer User

SECTION 2-2: Never Public Access User, Computer User

I will ask you some questions about your access to public access venues.

2.2.1	What are the TWO main reasons you don't use public access ICT venues? [Choose two from the following list:]	
1	There are no public access venues in the area (Q2_2_1_1)	
1	The public access venues are not conveniently located, such as near my home, school, or workplace (Q2_2_1_2)	
1	The cost of services are not affordable (Q2_2_1_3)	
1	The hours of operation are not convenient (Q2_2_1_4)	
1	I don't have the time to visit public access venues (Q2_2_1_5)	
1	I don't know how to use computers (Q2_2_1_6)	
1	I have no need because I have a computer at home or work (Q2_2_1_7)	
1	I have no need because I have nothing to do on computers (Q2_2_1_8)	
1	Don't feel comfortable using computers in public (Q2_2_1_9)	
1	I have no need because I use the Internet on a mobile phone (Q2_2_1_10)	
1	Other [specify ➡] (Q2_2_1_11)	(Q2_2_1_11x)
2.2.2	Do you know of any public access ICT venues in this neighborhood? (Q2_2_2)	
1	Yes	
2	No	
2.2.3	From where do you use computers? [Choose all that apply]	
1	Home (using personal or family computer) (Q2_2_3_1)	
1	Work (Q2_2_3_2)	
1	School (Q2_2_3_3)	
1	Friend/neighbor/relative's house (Q2_2_3_4)	
1	Some other place [specify ➡] (Q2_2_3_5)	(Q2_2_3_5x)
2.2.4	How long ago did you first use a computer? (Q2_2_4)	
1	6 months ago or less	
2	7-11 months ago	
3	1-2 years ago	
4	3-5 years ago	
5	Over 5 years ago	
2.2.5	Where did you first use a computer? (Q2_2_5)	
1	Home (using personal or family computer)	
2	Work	
3	School	
4	Friend/neighbor/relative's house	
5	Public access venue	
6	Some other place [specify ➡]	(Q2_2_5x)
2.2.6	How often do you use computers? (Q2_2_6)	
1	Daily or almost daily	
2	At least once a week	
3	At least once a month	
4	A few times a year	
2.2.7	Which of the following activities have you done on a computer? [Choose all that have been done]	
1	Creating and editing documents (Q2_2_7_1)	

1 Copying and/or moving a document or folder (Q2_2_7_2)	
1 Using the "copy" and "paste" command to copy information (Q2_2_7_3)	
1 Using arithmetical commands (add, subtract, multiply, divide) (Q2_2_7_4)	
1 Compressing documents (Q2_2_7_5)	
1 Connecting or installing new peripherals, such as printers or modems (Q2_2_7_6)	
1 Writing a program using specialist programming languages(Q2_2_7_7)	
1 None of the above (Q2_2_7_8)	
2.2.8 Which of the following places was most important for developing your computer skills? (Q2_2_8)	
1 Home	
2 Friend's house	
3 Public access venue	
4 Work	
5 School	
6 Some other place [specify ➡]	(Q2_2_8x)
2.2.9 How do you consider your skills and knowledge in operating computers? (Q2_2_9)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	

Now I'm going to ask you a few questions about your Internet usage.

2.2.10 Have you ever used the Internet, either on a computer or mobile phone? (Q2_2_10)		
1 Yes		
2 No [Skip to 2.2.20]		
2.2.11 On which of the following have you used the Internet?	**Yes**	**No**
Computer (Q2_2_11_1)	☐	☐
Mobile phone (Q2_2_11_2)	☐	☐
2.2.12 How long ago did you first use the Internet? (Q2_2_12)		
1 6 months ago or less		
2 7-11 months ago		
3 1-2 years ago		
4 3-5 years ago		
5 Over 5 years ago		
2.2.13 Where did you first use the Internet? (Q2_2_13)		
1 Home (using personal or family computer)		
2 Work		
3 School		
4 Friend/neighbor/relative's house		
5 Public access venue		
6 Some other place [specify ➡]	(Q2_2_13x)	
2.2.14 Which of the following activities have you done on the Internet? [Choose all that have been done]		
1 Use a search engine, such as Google, Yahoo, or Bing (Q2_2_14_1)		
1 Send e-mails with files and documents attached (Q2_2_14_2)		

	1 Send messages using IM chats, newsgroups, or online forums (Q2_2_14_3)	

1 Make voice calls using programs, such as Skype, Messenger or ooVoo (Q2_2_14_4)	
1 Use shared files or documents and/or exchange music, videos, films, etc. (Q2_2_14_5)	
1 Create a web page (Q2_2_14_6)	
1 None of the above (Q2_2_14_7)	

2.2.15 Which of the following places was most important for developing your Internet skills? (Q2_2_15)	
1 Home	
2 Friend's house	
3 Public access venue	
4 Work	
5 School	
6 Some other place [specify ➡]	(Q2_2_15x)
2.2.16 How often do you use the Internet now? (Q2_2_16)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
5 Never – I don't use the Internet [Skip to 2.1.18]	
2.2.17 When using the Internet for communication, with whom do you correspond? [Choose all that apply]	
1 Friends/family (Q2_2_17_1)	
1 Co-workers (Q2_2_17_2)	
1 Business contacts (Q2_2_17_3)	
1 Classmates (Q2_2_17_4)	
1 Doctors or other health professionals (Q2_2_17_5)	
1 Representatives of state or government agencies and institutions (Q2_2_17_6)	
1 Banking institutions (Q2_2_17_7)	
1 Other [specify ➡] (Q2_2_17_8)	(Q2_2_17_8x)
2.2.18 How do you consider your skills and knowledge in using the Internet? (Q2_2_18)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	

2.2.19 When using computers and the Internet, how often do you do the following?	EVERY TIME	MOST TIMES	SOMETIMES	RARELY	NEVER	
					DON'T WANT TO	DON'T KNOW HOW
a. Email (Q2_2_19a)	1	2	3	4	5	6
b. Chat using IM and/or VOIP (Q2_2_19b)	1	2	3	4	5	6
c. Browse or surf the Internet (Q2_2_19c)	1	2	3	4	5	6
d. Blog (Q2_2_19d)	1	2	3	4	5	6
e. Use social network sites, such as Facebook, Orkut, Myspace, Hi5 (Q2_2_19e)	1	2	3	4	5	6
f. Watch movies or TV shows online (Q2_2_19f)	1	2	3	4	5	6
g. Read about current events or the news online (Q2_2_19g)	1	2	3	4	5	6

	2.2.19 When using computers and the Internet, how often do you do the following?	EVERY TIME	MOST TIMES	SOMETIMES	RARELY	NEVER	
						DON'T WANT TO	DON'T KNOW HOW
	h. Buy goods online (Q2_2_19h)	1	2	3	4	5	6
	i. Play computer games (Q2_2_19i)	1	2	3	4	5	6
	j. Access music online (Q2_2_19j)	1	2	3	4	5	6

[Skip to 2.2.21]

	2.2.20 How do you consider your skills and knowledge in using the Internet? (Q2_2_20)	
	1 Poor	
	2 Fair	
	3 Good	
	4 Very Good	

Now I will ask you a few questions about your mobile phone usage.

	2.2.21 Have you ever used a mobile phone? (Q2_2_21)	
	1 Yes	
	2 No [Skip to 2.2.23]	
	2.2.22 How long ago did you first use a mobile phone? (Q2_2_22)	
	1 6 months ago or less	
	2 7-11 months ago	
	3 1-2 years ago	
	4 3-5 years ago	
	5 Over 5 years ago	
	2.2.23 How do you consider your skills and knowledge in using mobile phones? (Q2_2_23)	
	1 Poor	
	2 Fair	
	3 Good	
	4 Very Good	
	2.2.24 Do you plan to start using the Internet on a mobile phone in the next 12 months? (Q2_2_24)	
	1 Yes	
	2 No	
	3 Don't Know	
	4 I already use the Internet on a mobile phone	

	2.2.25 When using a computer, how often do you do the following?	EVERY TIME	MOST TIMES	SOMETIMES	RARELY	NEVER	
						DON'T WANT TO	DON'T KNOW HOW
	a. Do word-processing (Q2_2_25a)	1	2	3	4	5	6
	b. Play computer games offline (Q2_2_25b)	1	2	3	4	5	6
	c. Listen to CDs or MP3s on the computer (Q2_2_25c)	1	2	3	4	5	6
	d. Watch videos offline (Q2_2_25d)	1	2	3	4	5	6

	2.2.26 Do you plan to start using the Internet on a *computer* in the next 12 months? (Q2_2_26)	
	1 I already use the Internet on a computer	
	2 Yes	
	3 No [Skip to 2.2.28]	
	4 Don't Know	
	2.2.27 Where do you think you may start using the Internet on a computer? [Choose ONE] (Q2_2_27)	
	1 Home (using personal or family computer)	
	2 Work	
	3 School	
	4 Friend/neighbor/relative's house	
	5 Public access venue [specify type ➡]	(Q2_2_27x)
	6 Some other place [specify ➡]	(Q2_2_27xx)
	2.2.28 When using a computer, how often do you seek assistance from other people? (Q2_2_28)	
	1 Every time	
	2 Most times	
	3 Sometimes	
	4 Rarely	
	5 Never [Skip to 2.2.30]	
	2.2.29 What is the most common type of assistance you ask for? [Choose ONE] (Q2_2_29)	
	1 Problems using computer hardware	
	2 Problems with Internet connectivity	
	3 Problems using software	
	4 Searching for employment, business, or work information	
	5 Searching for health information	
	6 Searching for educational information	
	7 Searching for online government services	
	8 Searching for local or international news	
	9 Searching for culture and language information	
	10 Performing communication activities, such as emailing or using social networking	
	11 Producing online content, such as building websites	
	12 Other	
	2.2.30 In the past 12 months, have you asked someone to use a public access venue on your behalf? (Q2_2_30)	
	1 Yes	
	2 No [Skip to 2.2.32]	
	2.2.31 If yes, to do what? [Choose all that apply]	
	1 Search for health information (Q2_2_31_1)	
	1 Search for information related to my job/employment (Q2_2_31_2)	
	1 Search for education information (Q2_2_31_3)	
	1 Search for information on government services (Q2_2_31_4)	
	1 Search for local or international news (Q2_2_31_5)	
	1 Search for cultural information (Q2_2_31_6)	
	1 Email friend/family member (Q2_2_31_7)	
	1 To submit a document for me (Q2_2_31_8)	
	1 To do word processing related activities (Q2_2_31_9)	

	[1] Other activities (Q2_2_31_10) [specify ➡]	(Q2_2_31_10x)

2.2.32 Where do you most frequently obtain information on the following? [Choose ONE source for each]	NEWS-PAPER	BOOKS	VIDEOS	RADIO	TV	INTERNET	FRIENDS OR FAMILY	PROFES-SIONALS	OTHER	NA
a. Health issues (Q2_2_32a)	1	2	3	4	5	6	7	8	9	10
b. Job or business (Q2_2_32b)	1	2	3	4	5	6	7	8	9	10
c. Government and politics (Q2_2_32c)	1	2	3	4	5	6	7	8	9	10
d. Education and school (Q2_2_32d)	1	2	3	4	5	6	7	8	9	10
e. Local events and news (Q2_2_32e)	1	2	3	4	5	6	7	8	9	10
f. World news (Q2_2_32f)	1	2	3	4	5	6	7	8	9	10
g. Local culture and language (Q2_2_32g)	1	2	3	4	5	6	7	8	9	10

2.2.33 Approximately how often do you use the following for information and/or communication?	DAILY OR ALMOST DAILY	AT LEAST ONCE A WEEK	AT LEAST ONCE A MONTH	A FEW TIMES A YEAR	NEVER
a. Newspaper or printed media (Q2_2_33a)	1	2	3	4	5
b. Books (Q2_2_33b)	1	2	3	4	5
c. Radio (Q2_2_33c)	1	2	3	4	5
d. TV (Q2_2_33d)	1	2	3	4	5
e. Videos or DVDs (Q2_2_33e)	1	2	3	4	5
f. Computers (Q2_2_33f)	1	2	3	4	5
g. The Internet (Q2_2_33g)	1	2	3	4	5
h. Landline phone (Q2_2_33h)	1	2	3	4	5
i. Mobile phone (Q2_2_33i)	1	2	3	4	5
j. Family and friends (Q2_2_33j)	1	2	3	4	5
k. Professionals, such as a nurse, agricultural extension officer, or government official (Q2_2_33k)	1	2	3	4	5

2.2.34 To what extent do you agree or disagree with the following statements:	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW
a. The Internet is confusing and hard to use (Q2_2_34a)	1	2	3	4	5
b. I often feel like I need someone to help me when I use computers (Q2_2_34b)	1	2	3	4	5
c. Using computers is an enjoyable experience(Q2_2_34c)	1	2	3	4	5

Go to section 3-2 – Perceived Impacts –Computer User

SECTION 2-3: Ex-Public Access User, Computer User

I will ask you some questions about your access to public access venues.

2.3.1 What was the primary type of public access venue you used to go to? (Q2_3_1)	
1 Library	
2 Telecenter	
3 Cybercafé	
4 Other [specify ➡]	(Q2_3_1x)
2.3.2 What are the TWO main reasons you stopped using public access ICT venues? [Choose two from the following list:]	
1 There are no public access venues in the area (Q2_3_2_1)	
1 The public access venues are not conveniently located, such as near my home, school, or workplace (Q2_3_2_2)	
1 The cost of services are not affordable (Q2_3_2_3)	
1 The hours of operation are not convenient (Q2_3_2_4)	
1 I don't have the time to visit public access venues (Q2_3_2_5)	
1 I don't know how to use computers (Q2_3_2_6)	
1 I have no need because I have a computer at home or work (Q2_3_2_7)	
1 I have no need because I have nothing to do on computers (Q2_3_2_8)	
1 Don't feel comfortable using computers in public (Q2_3_2_9)	
1 I have no need because I use the Internet on a mobile phone (Q2_3_2_10)	
1 Other [specify ➡] (Q2_3_2_11)	(Q2_3_2_11x)
2.3.3 How frequently did you go to public access venues to use a computer? (Q2_3_3)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
2.3.4 How frequently did you go to public access venues to use the Internet? (Q2_3_4)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
5 Never	
2.3.5 What are the top TWO activities you did on computers at public access venues? [Choose two from the following list:]	
1 Email (Q2_3_5_1)	
1 Chat using IM and/or VOIP (Q2_3_5_2)	
1 Browse or surf the Internet (Q2_3_5_3)	
1 Blog (Q2_3_5_4)	
1 Use social network sites, such as Facebook, Orkut, Myspace, Hi5 (Q2_3_5_5)	
1 Watch movies or TV shows online (Q2_3_5_6)	
1 Watch movies or TV shows offline (Q2_3_5_7)	
1 Play computer games online or offline (Q2_3_5_8)	
1 Listen to or download music on the computer (Q2_3_5_9)	
1 Read about current events or the news online (Q2_3_5_10)	
1 Buy goods online (Q2_3_5_11)	

	1 Do word-processing (Q2_3_5_12)	
	1 Other [specify ➡] (Q2_3_5_13)	(Q2_3_5_13x)
	2.3.6 What information did you primarily search for at public access venues? (Q2_3_6)	
	1 NA – didn't search for information	
	2 Health information	
	3 Information related to my job/employment	
	4 Education related information	
	5 Information on government services	
	6 Local or international news	
	7 Cultural information	
	8 Other [specify ➡]	(Q2_3_6x)
	2.3.7 When using the Internet for communication at public access venues, with whom did you correspond? [Choose all that apply]	
	1 NA – Never used the Internet at a public access venue (Q2_3_7_1)	
	1 Friends/family (Q2_3_7_2)	
	1 Co-workers (Q2_3_7_3)	
	1 Business contacts (Q2_3_7_4)	
	1 Classmates (Q2_3_7_5)	
	1 Doctors or other health professionals (Q2_3_7_6)	
	1 Representatives of state or government agencies and institutions (Q2_3_7_7)	
	1 Banking institutions (Q2_3_7_8)	
	1 Other [specify ➡] (Q2_3_7_9)	(Q2_3_7_9x)
	2.3.8 Do you know of any public access ICT venues in this neighborhood? (Q2_3_8)	
	1 Yes	
	2 No	
	2.3.9 From where do you use computers? (Choose all that apply)	
	1 Home (using personal or family computer) (Q2_3_9_1)	
	1 Work (Q2_3_9_2)	
	1 School (Q2_3_9_3)	
	1 Friend/neighbor/relative's house (Q2_3_9_4)	
	1 Some other place [specify ➡] (Q2_3_9_5)	(Q2_3_9_5x)
	2.3.10 How long ago did you first use a computer? (Q2_3_10)	
	1 6 months ago or less	
	2 7-11 months ago	
	3 1-2 years ago	
	4 3-5 years ago	
	5 Over 5 years ago	
	2.3.11 Where did you first use a computer? (Q2_3_11)	
	1 Home (using personal or family computer)	
	2 Work	
	3 School	
	4 Friend/neighbor/relative's house	
	5 Public access venue [specify type ➡]	(Q2_3_11x)
	6 Some other place [specify ➡]	(Q2_3_11xx)

2.3.12 How often do you use computers? (Q2_3_12)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
2.3.13 Which of the following activities have you done on a computer? [Choose all that have been done]	
1 Creating and editing documents (Q2_3_13_1)	
1 Copying and/or moving a document or folder (Q2_3_13_2)	
1 Using the "copy" and "paste" command to copy information (Q2_3_13_3)	
1 Using arithmetical commands (add, subtract, multiply, divide) (Q2_3_13_4)	
1 Compressing documents (Q2_3_13_5)	
1 Connecting or installing new peripherals, such as printers or modems (Q2_3_13_6)	
1 Writing a program using specialist programming languages (Q2_3_13_7)	
1 None of the above (Q2_3_13_8)	

2.3.14 Which of the following places was most important for developing your computer skills? (Q2_3_14)	
1 Home	
2 Friend's house	
3 Public access venue [specify ➡]	(Q2_3_14x)
4 Work	
5 School	
6 Some other place [specify ➡]	(Q2_3_14xx)
2.3.15 How do you consider your skills and knowledge in operating computers? (Q2_3_15)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	
2.3.16 On a scale of 1 to 4, with 1 being poor and 4 being excellent, how would you assess your experience at public access venues in terms of learning and preparing for your current use? (Q2_3_16)	
1 1	
2 2	
3 3	
4 4	

Now I'm going to ask you a few questions about your Internet usage.

2.3.17 Have you ever used the Internet, either on a computer or mobile phone? (Q2_3_17)		
1 Yes		
2 No [Skip to 2.3.27]		
2.3.18 On which of the following have you used the Internet?	**Yes**	**No**
Computer (Q2_3_18_1)		
Mobile phone (Q2_3_18_2)		

	2.3.19 How long ago did you first use the Internet? (Q2_3_19)	
	[1] 6 months ago or less	
	[2] 7-11 months ago	
	[3] 1-2 years ago	
	[4] 3-5 years ago	
	[5] Over 5 years ago	
	2.3.20 Where did you first use the Internet? (Q2_3_20)	
	[1] Home (using personal or family computer)	
	[2] Work	
	[3] School	
	[4] Friend/neighbor/relative's house	
	[5] Public access venue	
	[6] Some other place [specify ➡]	(Q2_3_20x)
	2.3.21 Which of the following activities have you done on the Internet? [Choose all that have been done]	
	[1] Use a search engine, such as Google, Yahoo, or Bing (Q2_3_21_1)	
	[1] Send e-mails with files and documents attached (Q2_3_21_2)	
	[1] Send messages using IM chats, newsgroups, or online forums (Q2_3_21_3)	
	[1] Make voice calls using programs, such as Skype, Messenger or ooVoo(Q2_3_21_4)	
	[1] Use shared files or documents and/or exchange music, videos, films, etc. (Q2_3_21_5)	
	[1] Create a web page (Q2_3_21_6)	
	[1] None of the above (Q2_3_21_7)	
	2.3.22 Which of the following places was most important for developing your Internet skills? (Q2_3_22)	
	[1] Home	
	[2] Friend's house	
	[3] Public access venue	
	[4] Work	
	[5] School	
	[6] Some other place [specify ➡]	(Q2_3_22x)
	2.3.23 How often do you use the Internet now? (Q2_3_23)	
	[1] Daily or almost daily	
	[2] At least once a week	
	[3] At least once a month	
	[4] A few times a year	
	[5] Never – I don't use the Internet [Skip to 2.3.27]	
	2.3.24 When using the Internet for communication, with whom do you correspond? [Choose all that apply]	
	[1] Friends/family (Q2_3_24_1)	
	[1] Co-workers (Q2_3_24_2)	
	[1] Business contacts (Q2_3_24_3)	
	[1] Classmates (Q2_3_24_4)	
	[1] Doctors or other health professionals (Q2_3_24_5)	
	[1] Representatives of state or government agencies and institutions (Q2_3_24_6)	
	[1] Banking institutions (Q2_3_24_7)	
	[1] Other [specify ➡] (Q2_3_24_8)	(Q2_3_24_8x)

2.3.25 How do you consider your skills and knowledge in using the Internet? (Q2_3_25)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	

	EVERY TIME	MOST TIMES	SOMETIMES	RARELY	NEVER	
2.3.26 When using a computer, how often do you do the following?					DON'T WANT TO	DON'T KNOW HOW
a. Email (Q2_3_26a)	1	2	3	4	5	6
b. Chat using IM and/or VOIP (Q2_3_26b)	1	2	3	4	5	6
c. Browse or surf the Internet (Q2_3_26c)	1	2	3	4	5	6
d. Blog (Q2_3_26d)	1	2	3	4	5	6
e. Use social network sites, such as Facebook, Orkut, Myspace, Hi5 (Q2_3_26e)	1	2	3	4	5	6
f. Watch movies or TV shows online (Q2_3_26f)	1	2	3	4	5	6
g. Read about current events or the news online (Q2_3_26g)	1	2	3	4	5	6
h. Buy goods online (Q2_3_26h)	1	2	3	4	5	6
i. Play computer games online (Q2_3_26i)	1	2	3	4	5	6
j. Access music online (Q2_3_26j)	1	2	3	4	5	6

[Skip to 2.3.28]

2.3.27 How do you consider your skills and knowledge in using the Internet? (Q2_3_27)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	

Now I will ask you a few questions about your mobile phone usage.

2.3.28 Have you ever used a mobile phone? (Q2_3_28)	
1 Yes	
2 No [Skip to 2.3.30]	
2.3.29 How long ago did you first use a mobile phone? (Q2_3_29)	
1 6 months ago or less	
2 7-11 months ago	
3 1-2 years ago	
4 3-5 years ago	
5 Over 5 years ago	
2.3.30 How do you consider your skills and knowledge in using mobile phones? (Q2_3_30)	
1 Poor	
2 Fair	
3 Good	
4 Very Good	

	2.3.31 Do you plan to start using the Internet on a mobile phone in the next 12 months? (Q2_3_31)	
	1 Yes	
	2 No	
	3 Don't Know	
	4 I already use the Internet on a mobile phone	

Now I will ask you a few questions about your computer activities.

	2.3.32 When using a computer, how often do you do the following?	EVERY TIME	MOST TIMES	SOMETIMES	RARELY	NEVER	
						DON'T WANT TO	DON'T KNOW HOW
	a. Do word-processing (Q2_3_32a)	1	2	3	4	5	6
	b. Play computer games offline (Q2_3_32b)	1	2	3	4	5	6
	c. Listen to CDs or MP3s on the computer (Q2_3_32c)	1	2	3	4	5	6
	d. Watch videos offline (Q2_3_32d)	1	2	3	4	5	6

	2.3.33 Do you plan to start using the Internet on a *computer* in the next 12 months? (Q2_3_33)	
	1 I already use the Internet on a computer [Skip to 2.3.35]	
	2 Yes	
	3 No [Skip to 2.3.35]	
	4 Don't Know	
	2.3.34 Where do you think you may start using the Internet on a *computer*? [Choose ONE] (Q2_3_34)	
	1 Home (using personal or family computer)	
	2 Work	
	3 School	
	4 Friend/neighbor/relative's house	
	5 Public access venue [specify type ➡]	(Q2_3_34x)
	6 Some other place [specify ➡]	(Q2_3_34xx)
	2.3.35 When using a computer, how often do you seek assistance from other people? (Q2_3_35)	
	1 Every time	
	2 Most times	
	3 Sometimes	
	4 Rarely	
	5 Never [Skip to 2.3.37]	

2.3.36 What is the most common type of assistance you ask for? [Choose ONE] (Q2_3_36)	
1 Problems using computer hardware	
2 Problems with Internet connectivity	
3 Problems using software	
4 Searching for employment, business, or work information	
5 Searching for health information	
6 Searching for educational information	
7 Searching for online government services	
8 Searching for local or international news	
9 Searching for culture and language information	
10 Performing communication activities, such as emailing or using social networking	
11 Producing online content, such as building websites	
12 Other	
2.3.37 In the past 12 months, have you asked someone to use a public access venue on your behalf? (Q2_3_37)	
1 Yes	
2 No [Skip to 2.3.38]	
2.3.38 If yes, to do what? [Choose all that apply]	
1 Search for health information (Q2_3_38_1)	
1 Search for information related to my job/employment (Q2_3_38_2)	
1 Search for education information (Q2_3_38_3)	
1 Search for information on government services (Q2_3_38_4)	
1 Search for local or international news (Q2_3_38_5)	
1 Search for cultural information (Q2_3_38_6)	
1 Email friend/family member (Q2_3_38_7)	
1 To submit a document for me (Q2_3_38_8)	
1 To do word processing related activities (Q2_3_38_9)	
1 Other activities (Q2_3_38_10) [specify ➡]	(Q2_3_38_10x)

2.3.39 Where do you most frequently obtain information on the following? [Choose ONE source for each]	NEWS-PAPER	BOOKS	VIDEOS	RADIO	TV	INTERNET	FRIENDS OR FAMILY	PROFES-SIONALS	OTHER	NA
a. Health issues (Q2_3_39a)	1	2	3	4	5	6	7	8	9	10
b. Job or business (Q2_3_39b)	1	2	3	4	5	6	7	8	9	10
c. Government and politics (Q2_3_39c)	1	2	3	4	5	6	7	8	9	10
d. Education and school (Q2_3_39d)	1	2	3	4	5	6	7	8	9	10
e. Local events and news (Q2_3_39e)	1	2	3	4	5	6	7	8	9	10
f. World news (Q2_3_39f)	1	2	3	4	5	6	7	8	9	10
g. Local culture and language (Q2_3_39g)	1	2	3	4	5	6	7	8	9	10

	2.3.40 Approximately how often do you use the following for information and/or communication?	DAILY OR ALMOST DAILY	AT LEAST ONCE A WEEK	AT LEAST ONCE A MONTH	A FEW TIMES A YEAR	NEVER
	a. Newspaper or printed media (Q2_3_40a)	1	2	3	4	5
	b. Books (Q2_3_40b)	1	2	3	4	5
	c. Radio (Q2_3_40c)	1	2	3	4	5
	d. TV (Q2_3_40d)	1	2	3	4	5
	e. Videos or DVDs (Q2_3_40e)	1	2	3	4	5
	f. Computers (Q2_3_40f)	1	2	3	4	5
	g. The Internet (Q2_3_40g)	1	2	3	4	5
	h. Landline phone (Q2_3_40h)	1	2	3	4	5
	i. Mobile phone (Q2_3_40i)	1	2	3	4	5
	j. Family and friends (Q2_3_40j)	1	2	3	4	5
	k. Professionals, such as a nurse, agricultural extension officer, or government official (Q2_3_40k)	1	2	3	4	5

	2.3.41 To what extent do you agree or disagree with the following statements:	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW
	a. The Internet is confusing and hard to use (Q2_3_41a)	1	2	3	4	5
	b. I often feel like I need someone to help me when I use computers (Q2_3_41b)	1	2	3	4	5
	c. Using computers is an enjoyable experience (Q2_3_41c)	1	2	3	4	5

Go to section 3-2 – Perceived Impacts –Computer User

SECTION 2-4: Ex-Public Access User, Non-computer User

I will ask you some questions about your access to public access venues.

2.4.1 What was the primary type of public access venue you used to go to? (Q2_4_1)	
1 Library	
2 Telecenter	
3 Cybercafé	
4 Other [specify ➡]	(Q2_4_1x)
2.4.2 What are the TWO main reasons you stopped using public access ICT venues? [Choose two from the following list:]	
1 There are no public access venues in the area (Q2_4_2_1)	
1 The public access venues are not conveniently located, such as near my home, school, or workplace (Q2_4_2_2)	
1 The cost of services are not affordable (Q2_4_2_3)	
1 The hours of operation are not convenient (Q2_4_2_4)	
1 I don't have the time to visit public access venues (Q2_4_2_5)	
1 I don't know how to use computers (Q2_4_2_6)	
1 I have no need because I have a computer at home or work (Q2_4_2_7)	
1 I have no need because I have nothing to do on computers (Q2_4_2_8)	
1 Don't feel comfortable using computers in public (Q2_4_2_9)	
1 I have no need because I use the Internet on a mobile phone (Q2_4_2_10)	
1 Other [specify ➡] (Q2_4_2_11)	(Q2_4_2_11x)
2.4.3 How frequently did you go to public access venues to use a computer? (Q2_4_3)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
2.4.4 How frequently did you go to public access venues to use the Internet? (Q2_4_4)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	
5 Never	
2.4.5 What are the top TWO activities you did on computers at public access venues? [Choose two from the following list:]	
1 Email (Q2_4_5_1)	
1 Chat using IM and/or VOIP (Q2_4_5_2)	
1 Browse or surf the Internet (Q2_4_5_3)	
1 Blog (Q2_4_5_4)	
1 Use social network sites, such as Facebook, Orkut, Myspace, Hi5 (Q2_4_5_5)	
1 Watch movies or TV shows online (Q2_4_5_6)	
1 Watch movies or TV shows offline (Q2_4_5_7)	
1 Play computer games online or offline (Q2_4_5_8)	
1 Listen to or download music on the computer (Q2_4_5_9)	
1 Read about current events or the news online (Q2_4_5_10)	
1 Buy goods online (Q2_4_5_11)	

	1 Do word-processing (Q2_4_5_12)	
	1 Other [specify ➡] (Q2_4_5_13)	(Q2_4_5_13x)

	2.4.6 What information did you primarily search for at public access venues? [Choose TWO from the following list:]	
	1 NA – didn't search for information (Q2_4_6_1)	
	1 Health information (Q2_4_6_2)	
	1 Information related to my job/employment (Q2_4_6_3)	
	1 Education related information (Q2_4_6_4)	
	1 Information on government services (Q2_4_6_5)	
	1 Local or international news (Q2_4_6_6)	
	1 Cultural information (Q2_4_6_7)	
	1 Other [specify ➡] (Q2_4_6_8)	(Q2_4_6_8x)
	2.4.7 When using the Internet for communication at public access venues, with whom did you correspond? [Choose all that apply]	
	1 NA – Never used the Internet at a public access venue (Q2_4_7_1)	
	1 Friends/family (Q2_4_7_2)	
	1 Co-workers (Q2_4_7_3)	
	1 Business contacts (Q2_4_7_4)	
	1 Classmates (Q2_4_7_5)	
	1 Doctors or other health professionals (Q2_4_7_6)	
	1 Representatives of state or government agencies and institutions (Q2_4_7_7)	
	1 Banking institutions (Q2_4_7_8)	
	1 Other [specify ➡] (Q2_4_7_9)	(Q2_4_7_9x)
	2.4.8 Do you know of any public access ICT venues in this neighborhood? (Q2_4_8)	
	1 Yes	
	2 No	
	2.4.9 How do you consider your skills and knowledge in using computers? (Q2_4_9)	
	1 Poor	
	2 Fair	
	3 Good	
	4 Very Good	
	2.4.10 Do you plan to start using computers again in the next 12 months? (Q2_4_10)	
	1 Yes	
	2 No [Skip to 2.4.12]	
	3 Don't Know	
	2.4.11 Where do you think you may start using a computer? [Choose ONE] (Q2_4_11)	
	1 Home (using personal or family computer)	
	2 Work	
	3 School	
	4 Friend/neighbor/relative's house	
	5 Public access venue [specify type ➡]	(Q2_4_11x)
	6 Some other place [specify ➡]	(Q2_4_11xx)

2.4.12	On a scale of 1 to 4, with 1 being poor and 4 being excellent, how would you assess your experience at public access venues in terms of learning and preparing for using computers in the future? (Q2_4_12)	
1	1	
2	2	
3	3	
4	4	
2.4.13	How long ago did you first use a computer? (Q2_4_13)	
1	6 months ago or less	
2	7-11 months ago	
3	1-2 years ago	
4	3-5 years ago	
5	Over 5 years ago	
2.4.14	Where did you first use a computer? [Choose ONE] (Q2_4_14)	
1	Home (using personal or family computer)	
2	Work	
3	School	
4	Friend/neighbor/relative's house	
5	Public access venue [specify type ➡]	(Q2_4_14x)
6	Some other place [specify ➡]	(Q2_4_14xx)
2.4.15	Which of the following activities have you done on a computer? [Choose all that have been done] (Q2_4_15)	
1	Creating and editing documents	
1	Copying and/or moving a document or folder	
1	Using the "copy" and "paste" command to copy information	
1	Using arithmetical commands (add, subtract, multiply, divide)	
1	Compressing documents	
1	Connecting or installing new peripherals, such as printers or modems	
1	Writing a program using specialist programming languages	
1	None of the above	
2.4.16	Which of the following places was most important for developing your computer skills? (Q2_4_16)	
1	Home	
2	Friend's house	
3	Public access venue [specify type ➡]	(Q2_4_16x)
4	Work	
5	School	
6	Some other place [specify ➡]	(Q2_4_16xx)
2.4.17	How do you consider your skills and knowledge in operating computers? (Q2_4_17)	
1	Poor	
2	Fair	
3	Good	
4	Very Good	

Now I'm going to ask you a few questions about your Internet usage.

2.4.18	Have you ever used the Internet, either on a computer or mobile phone? (Q2_4_18)		
	Yes		
	No [Skip to 2.4.26]		
2.4.19	On which of the following have you used the Internet?	**Yes**	**No**
	Computer (Q2_4_19_1)	1	2
	Mobile phone (Q2_4_19_2)	1	2
2.4.20	How long ago did you first use the internet? (Q2_4_20)		
	1 6 months ago or less		
	2 7-11 months ago		
	3 1-2 years ago		
	4 3-5 years ago		
	5 Over 5 years ago		
2.4.21	Where did you first use the Internet? (Q2_4_21)		
	1 Home (using personal or family computer)		
	2 Work		
	3 School		
	4 Friend/neighbor/relative's house		
	5 Public access venue		
	6 Some other place [specify ➡]	(Q2_4_21x)	
2.4.22	Which of the following activities have you done on the Internet? [Choose all that have been done]		
	1 Use a search engine, such as Google, Yahoo, or Bing (Q2_4_22_1)		
	1 Send e-mails with files and documents attached (Q2_4_22_2)		
	1 Send messages using IM chats, newsgroups, or online forums (Q2_4_22_3)		
	1 Make voice calls using programs, such as Skype, Messenger or ooVoo (Q2_4_22_4)		
	1 Use shared files or documents and/or exchange music, videos, films, etc. (Q2_4_22_5)		
	1 Create a web page (Q2_4_22_6)		
	1 None of the above (Q2_4_22_7)		
2.4.23	Which of the following places was most important for developing your Internet skills? (Q2_4_23)		
	1 Home		
	2 Friend's house		
	3 Public access venue		
	4 Work		
	5 School		
	6 Some other place [specify ➡]	(Q2_4_23x)	
2.4.24	How often do you use the Internet now? (Q2_4_24)		
	1 Daily or almost daily		
	2 At least once a week		
	3 At least once a month		
	4 A few times a year		
	5 Never – I don't use the Internet now [Skip to 2.4.26]		
2.4.25	When using the Internet for communication, with whom do you correspond? [Choose all that apply]		
	1 Friends/family (Q2_4_25_1)		
	1 Co-workers (Q2_4_25_2)		
	1 Business contacts (Q2_4_25_3)		

	[1] Classmates (Q2_4_25_4)	
	[1] Doctors or other health professionals (Q2_4_25_5)	
	[1] Representatives of state or government agencies and institutions (Q2_4_25_6)	
	[1] Banking institutions (Q2_4_25_7)	
	[1] Other [specify ➡] (Q2_4_25_8)	(Q2_4_25_8x)
	2.4.26 How do you consider your skills and knowledge in using the Internet? (Q2_4_26)	
	[1] Poor	
	[2] Fair	
	[3] Good	
	[4] Very Good	
	2.4.27 Do you plan to start using the Internet on a *computer* in the next 12 months? (Q2_4_27)	
	[1] Yes	
	[2] No [Skip to 2.4.29]	
	[3] Don't Know	
	2.4.28 Where do you think you may start using the Internet? [Choose ONE] (Q2_4_28)	
	[1] Home (using personal or family computer)	
	[2] Work	
	[3] School	
	[4] Friend/neighbor/relative's house	
	[5] Public access venue [specify type ➡]	(Q2_4_28x)
	[6] Some other place [specify ➡]	(Q2_4_28xx)
	2.4.29 Do you plan to start using the Internet on a mobile phone in the next 12 months? (Q2_4_29)	
	[1] Yes	
	[2] No	
	[3] Don't know	
	[4] I already use the Internet on a mobile phone	
	2.4.30 In the past 12 months, have you asked someone to use a public access venue on your behalf? (Q2_4_30)	
	[1] Yes	
	[2] No [Skip to 2.4.32]	
	2.4.31 To do what? [Choose all that apply]	
	[1] Search for health information (Q2_4_31_1)	
	[1] Search for information related to my job/employment (Q2_4_31_2)	
	[1] Search for education information (Q2_4_31_3)	
	[1] Search for information on government services (Q2_4_31_4)	
	[1] Search for local or international news (Q2_4_31_5)	
	[1] Search for cultural information (Q2_4_31_6)	
	[1] Email friend/family member (Q2_4_31_7)	
	[1] To submit a document for me (Q2_4_31_8)	
	[1] To do word processing related activities (Q2_4_31_9)	
	[1] Other activities (Q2_4_31_10) [specify ➡]	(Q2_4_31_10x)

Now I'm going to ask you a few questions on your mobile phone use.

2.4.32	Have you ever used a mobile phone? (Q2_4_32)	
	1 Yes	
	2 No [Skip to 2.4.34]	
2.4.33	How long ago did you first use a mobile phone? (Q2_4_33)	
	1 6 months ago or less	
	2 7-11 months ago	
	3 1-2 years ago	
	4 3-5 years ago	
	5 Over 5 years ago	
2.4.34	How do you consider your skills and knowledge in using mobile phones? (Q2_4_34)	
	1 Poor	
	2 Fair	
	3 Good	
	4 Very Good	

2.4.35	Where do you most frequently obtain information on the following? [Choose ONE source for each]	NEWS-PAPER	BOOKS	VIDEOS	RADIO	TV	INTERNET	FRIENDS OR FAMILY	PROFES-SIONALS	OTHER	NA
a.	Health issues (Q2_4_35a)	1	2	3	4	5	6	7	8	9	10
b.	Job or business (Q2_4_35b)	1	2	3	4	5	6	7	8	9	10
c.	Government and politics (Q2_4_35c)	1	2	3	4	5	6	7	8	9	10
d.	Education and school (Q2_4_35d)	1	2	3	4	5	6	7	8	9	10
e.	Local events and news (Q2_4_35e)	1	2	3	4	5	6	7	8	9	10
f.	World news (Q2_4_35f)	1	2	3	4	5	6	7	8	9	10
g.	Local culture and language (Q2_4_35g)	1	2	3	4	5	6	7	8	9	10

2.4.36	Approximately how often do you use the following for information and/or communication?	DAILY OR ALMOST DAILY	AT LEAST ONCE A WEEK	AT LEAST ONCE A MONTH	A FEW TIMES A YEAR	NEVER
a.	Newspaper or printed media (Q2_4_36a)	1	2	3	4	5
b.	Books (Q2_4_36b)	1	2	3	4	5
c.	Radio (Q2_4_36c)	1	2	3	4	5
d.	TV (Q2_4_36d)	1	2	3	4	5
e.	Videos or DVDs (Q2_4_36e)	1	2	3	4	5
f.	Computers (Q2_4_36f)	1	2	3	4	5
g.	The Internet (Q2_4_36g)	1	2	3	4	5
h.	Landline phone (Q2_4_36h)	1	2	3	4	5
i.	Mobile phone (Q2_4_36i)	1	2	3	4	5
j.	Family and friends (Q2_4_36j)	1	2	3	4	5
k.	Professionals, such as a nurse, agricultural extension officer, or government official (Q2_4_36k)	1	2	3	4	5

2.4.37	To what extent do you agree or disagree with the following statements:	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW
a.	The Internet is confusing and hard to use (Q2_4_37a)	1	2	3	4	5

	b. I often feel like I need someone to help me when I use computers (Q2_4_37b)	1	2	3	4	5
	c. Using computers is an enjoyable experience (Q2_4_37c)	1	2	3	4	5

Go to section 3-1 – Perceived Impacts – Non-computer User

SECTION 3-1: Perceived Impacts – Non-Computer User

	QUESTION	WRITE IN ANSWER
	3.1.1 Do you have family or friends that use public access computers? (Q3_1_1)	
	[1] Yes	
	[2] No [Skip to 3.1.3]	
	[3] Don't Know [Skip to 3.1.3]	

	QUESTION	RESPONSE					
	3.1.2 What has been the overall impact on you from your friend's or family's use of computers at public access venues? Has it been highly positive, slightly positive, slightly negative, highly negative or no impact?	HIGHLY POSITIVE	SLIGHTLY POSITIVE	SLIGHTLY NEGATIVE	HIGHLY NEGATIVE	NO IMPACT	DON'T KNOW
	a. Your income (Q3_1_2a)	[1]	[2]	[3]	[4]	[5]	[6]
	b. Your access to the resources and skills necessary to find work (Q3_1_2b)	[1]	[2]	[3]	[4]	[5]	[6]
	c. Your education (Q3_1_2c)	[1]	[2]	[3]	[4]	[5]	[6]
	d. Your health (Q3_1_2d)	[1]	[2]	[3]	[4]	[5]	[6]
	e. Your access to information and services from the local and central government (Q3_1_2e)	[1]	[2]	[3]	[4]	[5]	[6]
	f. Your participation in activities that foster your local language and culture (Q3_1_2f)	[1]	[2]	[3]	[4]	[5]	[6]
	g. Your time savings (Q3_1_2g)	[1]	[2]	[3]	[4]	[5]	[6]
	h. Your financial savings (Q3_1_2h)	[1]	[2]	[3]	[4]	[5]	[6]
	i. Meeting new people, either physically or virtually (Q3_1_2i)	[1]	[2]	[3]	[4]	[5]	[6]
	j. Maintaining communication with family and friends (Q3_1_2j)	[1]	[2]	[3]	[4]	[5]	[6]
	k. Sending or receiving money to or from family or friends (Q3_1_2k)	[1]	[2]	[3]	[4]	[5]	[6]
	l. Pursuing interests and hobbies (Q3_1_2l)	[1]	[2]	[3]	[4]	[5]	[6]
	m. Pursuing other leisure activities (Q3_1_2m)	[1]	[2]	[3]	[4]	[5]	[6]

	QUESTION	RESPONSE					
	3.1.3 In addition to information your friends and family get from public access venues, you also get information from other sources, such as radio, TV, professionals. What has been the overall impact <u>to you</u> from using those sources in each of the following areas? Has it been highly positive, slightly positive, slightly negative, highly negative or no impact?	HIGHLY POSITIVE	SLIGHTLY POSITIVE	SLIGHTLY NEGATIVE	HIGHLY NEGATIVE	NO IMPACT	DON'T KNOW
	a. Your income (Q3_1_3a)	[1]	[2]	[3]	[4]	[5]	[6]
	b. Your access to the resources and skills necessary to find work (Q3_1_3b)	[1]	[2]	[3]	[4]	[5]	[6]
	c. Your education (Q3_1_3c)	[1]	[2]	[3]	[4]	[5]	[6]
	d. Your health (Q3_1_3d)	[1]	[2]	[3]	[4]	[5]	[6]

e.	Your access to information and services from the local and central government (Q3_1_3e)	1	2	3	4	5	6
f.	Your participation in activities that foster your local language and culture (Q3_1_3f)	1	2	3	4	5	6
g.	Your time savings (Q3_1_3g)	1	2	3	4	5	6
h.	Your financial savings (Q3_1_3h)	1	2	3	4	5	6
i.	Meeting new people, either physically or virtually (Q3_1_3i)	1	2	3	4	5	6
j.	Maintaining communication with family and friends (Q3_1_3j)	1	2	3	4	5	6
k.	Sending or receiving money to or from family or friends (Q3_1_3k)	1	2	3	4	5	6
l.	Pursuing interests and hobbies (Q3_1_3l)	1	2	3	4	5	6
m.	Pursuing other leisure activities (Q3_1_3m)	1	2	3	4	5	6

Considering the information and communication resources you have, such as radio, TV, and professionals, please answer the following questions:

Income

	QUESTION	WRITE IN ANSWER
3.1.4	In the past 12 months, have you used your information and communication resources for yourself and/or someone else for income related activities, such as looking for work, selling goods, contacting customers, writing a resume, job-training, learning computer skills, or sending/receiving remittances? (Q3_1_4)	
1	No [Skip to 3.1.8]	
2	Yes, for someone else only [Skip to 3.1.8]	
3	Yes, for myself only	
4	Yes, for myself and someone else	
5	Don't know, not sure [Skip to 3.1.8]	
3.1.5	Thinking just about your own use in the past 12 months, how frequently did you use your information and communication resources for these purposes? (Q3_1_5)	
1	Daily or almost daily	
2	At least once a week	
3	At least once a month	
4	A few times a year	

Still thinking just about your own use in the past 12 months, did you use your information and communication resources for any of the following and what were the results?

	QUESTION	WRITE IN ANSWER
3.1.6	Did you search and/or apply for jobs? (Q3_1_6)	
1	Yes	
2	No [Skip to 3.1.7]	
3	Not applicable [Skip to 3.1.7]	
a.	Did you find information about searching and/or applying for jobs? (Q3_1_6a)	
1	Yes	
2	No [Skip to 3.1.7]	
3	Not applicable [Skip to 3.1.7]	

	b. Did you use the information to apply for a job? (Q3_1_6b)	
	1 Yes	
	2 No	
	3 Not applicable	
	c. Which of your information and communication resources were most important in searching and/or applying for jobs? [Choose ONE] (Q3_1_6c)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_6cx)
	3.1.7 Did you arrange for family or friends to send money to you or for you to send money to them using your information and communication resources? (Q3_1_7)	
	1 Yes	
	2 No [Skip to 3.1.8]	
	3 Not applicable [Skip to 3.1.8]	
	a. Did you receive/send the money? (Q3_1_7a)	
	1 Yes	
	2 No	
	b. Which of your information and communication resources were most important in sending/receiving money? (Q3_1_7b)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_7bx)

Education

	QUESTION	WRITE IN ANSWER
	3.1.8 In the past 12 months have you used your information and communication resources for yourself and/or someone else for education or learning, such as doing homework, taking a class, or applying for school? (Q3_1_8)	
	1 No [Skip to 3.1.12]	
	2 Yes, for someone else only [Skip to 3.1.12]	
	3 Yes, for myself only	
	4 Yes, for myself and someone else	
	5 Don't know, not sure [Skip to 3.1.12]	
	3.1.9 Thinking just about your own use in the past 12 months, how frequently did you use your information and communication resources for these purposes? (Q3_1_9)	
	1 Daily or almost daily	
	2 At least once a week	
	3 At least once a month	
	4 A few times a year	

Still thinking just about your own use in the past 12 months, did you use your information and communication resources for the following, and what were the results?

	3.1.10 Did you learn about or seek information on admissions for school, including college, vocational school or other courses? (Q3_1_10)	
	1 Yes	
	2 No [Skip to 3.1.11]	
	3 Not applicable [Skip to 3.1.11]	
	a. Did you find information on this? (Q3_1_10a)	
	1 Yes	
	2 No [Skip to 3.1.11]	
	3 Not applicable [Skip to 3.1.11]	
	b. Did the information enable you to make a decision about applying? (Q3_1_10b)	
	1 Yes	
	2 No [Skip to 3.1.11]	
	c. Did you apply? (Q3_1_10c)	
	1 Yes	
	2 No	
	d. Which of your information and communication resources was most important in learning about admissions for school, including college, vocational school or other courses? (Q3_1_10d)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	

8 Landline phone	
9 Mobile phone	
10 Friends/family who use public access computers	
11 Other family and friends	
12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
13 Other [specify ➡]	(Q3_1_10dx)
3.1.11 Have you used your information and communication resources to work on homework? (Q3_1_11)	
1 Yes	
2 No [Skip to 3.1.12]	
3 Not applicable [Skip to 3.1.12]	
a. Was the homework completed? (Q3_1_11a)	
1 Yes	
2 No	
3 Not applicable	
b. Which of your information and communication resources was most important in working on homework? (Q3_1_11b)	
1 Newspaper or printed media	
2 Books	
3 Radio	
4 TV	
5 Videos or DVDs	
6 Computers	
7 The Internet	
8 Landline phone	
9 Mobile phone	
10 Friends/family who use public access computers	
11 Other family and friends	
12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
13 Other [specify ➡]	(Q3_1_11bx)

Health

QUESTION	WRITE IN ANSWER
3.1.12 In the past 12 months, have you used your information and communication resources for yourself and/or someone else for health or wellness needs? (Q3_1_12)	
1 No [Skip to 3.1.16]	
2 Yes, for someone else only [Skip to 3.1.16]	
3 Yes, for myself only	
4 Yes, for myself and someone else	
5 Don't know, not sure [Skip to 3.1.16]	
3.1.13 Thinking just about your own use in the past 12 months, how frequently did you use your information and communication resources for these purposes? (Q3_1_13)	
1 Daily or almost daily	
2 At least once a week	
3 At least once a month	
4 A few times a year	

Still thinking just about your own use in the past 12 months, did you use your information and communication resources for the following, and what were the results?

	QUESTION	WRITE IN ANSWER
	3.1.14 Did you search for information about an illness, disease or medical condition? (Q3_1_14)	
	1 Yes	
	2 No [Skip to 3.1.15]	
	3 Not applicable [Skip to 3.1.15]	
	a. Did you find information on this? (Q3_1_14a)	
	1 Yes	
	2 No [Skip to 3.1.15]	
	3 Not applicable [Skip to 3.1.15]	
	b. Do you have a better understanding of the condition and the treatment options? (Q3_1_14b)	
	1 Yes	
	2 No [Skip to 3.1.15]	
	c. Are you better able to manage your illness because of this? (Q3_1_14c)	
	1 Yes	
	2 No	
	3 Not applicable	
	d. Which of your information and communication resources was most important in searching for information about an illness, disease or medical condition? (Q3_1_14d)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_14dx)
	3.1.15 Did you use your information and communication resources to find information to help you choose an appropriate doctor or health care provider? (Q3_1_15)	
	1 Yes	
	2 No [Skip to 3.1.16]	
	3 Not applicable [Skip to 3.1.16]	
	a. Did you find information on this? (Q3_1_15a)	
	1 Yes	
	2 No [Skip to 3.1.16]	
	3 Not applicable [Skip to 3.1.16]	

	b. Did you visit the doctor or health care provider? (Q3_1_15b)	
	1 Yes	
	2 No	
	3 Not applicable	
	c. Which of your information and communication resources was most important in choosing an appropriate doctor or health care provider? (Q3_1_15c)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_15cx)

Governance

	QUESTION	WRITE IN ANSWER
	3.1.16 In the past 12 months, have you used your information and communication resources for yourself and/or someone else to find information about or use services from the central or local government? (Q3_1_16)	
	1 No [Skip to 3.1.20]	
	2 Yes, for someone else only [Skip to 3.1.20]	
	3 Yes, for myself only	
	4 Yes, for myself and someone else	
	5 Don't know, not sure [Skip to 3.1.20]	
	3.1.17 Thinking just about your own use in the past 12 months, how frequently did you use your information and communication resources for these purposes? (Q3_1_17)	
	1 Daily or almost daily	
	2 At least once a week	
	3 At least once a month	
	4 A few times a year	

Still thinking just about your own use in the past 12 months, did you use your information and communication resources for any of the following and what were the results?

	QUESTION	WRITE IN ANSWER
	3.1.18 Did you use your information and communication resources to search for information on what government services are available? (Q3_1_18)	
	1 Yes	
	2 No [Skip to 3.1.19]	

	a. Did you find information on this? (Q3_1_18a)	
	1 Yes	
	2 No [Skip to 3.1.19]	
	b. Did you use any of the services you found were available? (Q3_1_18b)	
	1 Yes	
	2 No	
	c. Which of your information and communication resources was most important in searching for information about what government services are available? (Q3_1_18c)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_18cx)
	3.1.19 Did you use your information and communication resources to access a government service? (Q3_1_19)	
	1 Yes	
	2 No [Skip to 3.1.20]	
	a. Did you get the service you were looking for? (Q3_1_19a)	
	1 Yes	
	2 No	
	b. Which of your information and communication resources was most important in accessing a government service? (Q3_1_19b)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_19bx)

Cultural or language purposes

	QUESTION	WRITE IN ANSWER
	3.1.20 In the past 12 months, have you used your information and communication resources for yourself and/or someone else for cultural and language purposes, such as organizing cultural events or finding information in your local language? (Q3_1_20)	
	1 No [Skip to 3.1.23]	
	2 Yes, for someone else only [Skip to 3.1.23]	
	3 Yes, for myself only	
	4 Yes, for myself and someone else	
	5 Don't know, not sure [Skip to 3.1.23]	
	3.1.21 Thinking just about your own use in the past 12 months, how frequently did you use your information and communication resources for these purposes? (Q3_1_21)	
	1 Daily or almost daily	
	2 At least once a week	
	3 At least once a month	
	4 A few times a year	

Still thinking just about your own use in the past 12 months, did you use your information and communication resources for any of the following and what were the results?

	QUESTION	WRITE IN ANSWER
	3.1.22 Did you use your information and communication resources to search for information on local cultural events? (Q3_1_22)	
	1 Yes	
	2 No [Skip to 3.1.23]	
	3 Not applicable [Skip to 3.1.23]	
	a. Did you find information on this? (Q3_1_22a)	
	1 Yes	
	2 No [Skip to 3.1.23]	
	3 Not applicable	
	b. Did you participate in or watch the event? (Q3_1_22b)	
	1 Yes	
	2 No	
	c. Which of your information and communication resources was most important in searching for information on local cultural events? (Q3_1_22c)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	

	QUESTION	WRITE IN ANSWER
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_22cx)
	3.1.23 Did you use your information and communication resources to produce content about your local culture such as fliers, announcements, or videos? (Q3_1_23)	
	1 Yes	
	2 No [Skip to 3.1.24]	
	3 Not applicable [Skip to 3.1.24]	
	a. Did you find information on how to do this? (Q3_1_23a)	
	1 Yes	
	2 No	
	3 Not applicable	
	b. Which of your information and communication resources was most important in producing content about your local culture? (Q3_1_23b)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	11 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_23bx)

Communications and leisure

	QUESTION	WRITE IN ANSWER
	3.1.24 In the past 12 months, have you used your information and communication resources for yourself and/or someone else for social interaction and other leisure purposes, such as contacting friends and family, playing games, or pursuing hobbies? (Q3_1_24)	
	1 No [Skip to 4.1]	
	2 Yes, for someone else only [Skip to 4.1]	
	3 Yes, for myself only	
	4 Yes, for myself and someone else	
	5 Don't know, not sure [Skip to 4.1]	
	3.1.25 Thinking just about your own use in the past 12 months, how frequently did you use your information and communication resources for these purposes? (Q3_1_25)	
	1 No [Skip to 4.1]	
	2 Yes, for someone else only [Skip to 4.1]	
	3 Yes, for myself only	
	4 Yes, for myself and someone else	

Still thinking just about your own use in the past 12 months, did you use your information and communication resources for any of the following and what were the results?

	QUESTION	WRITE IN ANSWER
	3.1.26 Did you use your information and communication resources to make or maintain contact with distant friends or family members? (Q3_1_26)	
	1 Yes	
	2 No [Skip to 4.1]	
	3 Not applicable [Skip to 4.1]	
	a. Have you been able to maintain regular communication with distant family or friends? (Q3_1_26a)	
	1 Yes	
	2 No	
	b. Which of your information and communication resources was most important in making/maintaining contact with distant friends and family members? (Q3_1_26b)	
	1 Newspaper or printed media	
	2 Books	
	3 Radio	
	4 TV	
	5 Videos or DVDs	
	6 Computers	
	7 The Internet	
	8 Landline phone	
	9 Mobile phone	
	10 Friends/family who use public access computers	
	10 Other family and friends	
	12 Professionals, such as an employment agency, nurse, agricultural extension officer, or government official	
	13 Other [specify ➡]	(Q3_1_26bx)

Go to section 4 – Cost Valuation

SECTION 3-2: Perceived Impacts – Computer User

	QUESTION	WRITE IN ANSWER
	3.2.1 Do you have family or friends that use public access computers? (Q3_2_1)	
	[1] Yes	
	[2] No [Skip to 3.2.3]	
	[3] Don't Know [Skip to 3.2.3]	

	QUESTION	RESPONSE					
	3.2.2 What has been the overall impact on you from your friend's or family's use of computers at public access venues? Has it been highly positive, slightly positive, slightly negative, highly negative or no impact?	HIGHLY POSITIVE	SLIGHTLY POSITIVE	SLIGHTLY NEGATIVE	HIGHLY NEGATIVE	NO IMPACT	DON'T KNOW
	a. Your income (Q3_2_2a)	[1]	[2]	[3]	[4]	[5]	[6]
	b. Your access to the resources and skills necessary to find work (Q3_2_2b)	[1]	[2]	[3]	[4]	[5]	[6]
	c. Your education (Q3_2_2c)	[1]	[2]	[3]	[4]	[5]	[6]
	d. Your health (Q3_2_2d)	[1]	[2]	[3]	[4]	[5]	[6]
	e. Your access to information and services from the local and central government (Q3_2_2e)	[1]	[2]	[3]	[4]	[5]	[6]
	f. Your participation in activities that foster your local language and culture (Q3_2_2f)	[1]	[2]	[3]	[4]	[5]	[6]
	g. Your time savings (Q3_2_2g)	[1]	[2]	[3]	[4]	[5]	[6]
	h. Your financial savings (Q3_2_2h)	[1]	[2]	[3]	[4]	[5]	[6]
	i. Meeting new people, either physically or virtually (Q3_2_2i)	[1]	[2]	[3]	[4]	[5]	[6]
	j. Maintaining communication with family and friends (Q3_2_2j)	[1]	[2]	[3]	[4]	[5]	[6]
	k. Sending or receiving money to or from family or friends (Q3_2_2k)	[1]	[2]	[3]	[4]	[5]	[6]
	l. Pursuing interests and hobbies (Q3_2_2l)	[1]	[2]	[3]	[4]	[5]	[6]
	m. Pursuing other leisure activities (Q3_2_2m)	[1]	[2]	[3]	[4]	[5]	[6]

	QUESTION	RESPONSE					
	3.2.3 What has been the overall impact <u>to you</u> from using computers and/or the internet in each of the following areas? Has it been highly positive, slightly positive, slightly negative, highly negative or no impact?	HIGHLY POSITIVE	SLIGHTLY POSITIVE	SLIGHTLY NEGATIVE	HIGHLY NEGATIVE	NO IMPACT	DON'T KNOW
	a. Your income (Q3_2_3a)	[1]	[2]	[3]	[4]	[5]	[6]
	b. Your access to the resources and skills necessary to find work (Q3_2_3b)	[1]	[2]	[3]	[4]	[5]	[6]
	c. Your education (Q3_2_3c)	[1]	[2]	[3]	[4]	[5]	[6]
	d. Your health (Q3_2_3d)	[1]	[2]	[3]	[4]	[5]	[6]
	e. Your access to information and services from the local and central government (Q3_2_3e)	[1]	[2]	[3]	[4]	[5]	[6]
	f. Your participation in activities that foster your local language and culture (Q3_2_3f)	[1]	[2]	[3]	[4]	[5]	[6]

g.	Your time savings (Q3_2_3g)	1	2	3	4	5	6
h.	Your financial savings (Q3_2_3h)	1	2	3	4	5	6
i.	Meeting new people, either physically or virtually (Q3_2_3i)	1	2	3	4	5	6
j.	Maintaining communication with family and friends (Q3_2_3j)	1	2	3	4	5	6
k.	Sending or receiving money to or from family or friends (Q3_2_3k)	1	2	3	4	5	6
l.	Pursuing interests and hobbies (Q3_2_3l)	1	2	3	4	5	6
m.	Pursuing other leisure activities (Q3_2_3m)	1	2	3	4	5	6

	QUESTION	WRITE IN ANSWER
	3.2.4 How often do you spend at least some of the time using the computer on activities for another person, such as a friend or family member? (Q3_2_4)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	
	5 Never	

Income

	QUESTION	WRITE IN ANSWER
	3.2.5 In the past 12 months, have you used a computer for yourself and/or someone else for income related activities, such as looking for work, selling goods, contacting customers, writing a resume, job-training, learning computer skills, or sending/receiving remittances? (Q3_2_5)	
	1 No	
	2 Yes, for someone else only	
	3 Yes, for myself only [Skip to 3.2.10]	
	4 Yes, for myself and someone else [Skip to 3.2.10]	
	5 Don't know, not sure [Skip to 3.2.10]	
	3.2.6 What is the *most* important reason you didn't use a computer for yourself for these purposes? (Q3_2_6)	
	1 Security of my information	
	2 Privacy	
	3 I don't have the appropriate equipment	
	4 Limited help	
	5 Didn't think of it	
	6 Didn't have the need	
	7 No specific reason	
	8 Some other reason [specify ➡]	(Q3_2_6x)
	• [Skip to 3.2.10]	
	3.2.7 Thinking just about your own use in the past 12 months, how frequently did you use a computer for these purposes? (Q3_2_7)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	

Still thinking just about your own use in the past 12 months, did you use a computer or the internet for the following, and what were the results?

	QUESTION	WRITE IN ANSWER
	3.2.8 Did you search and/or apply for jobs? (Q3_2_8)	
	[1] Yes	
	[2] No [Skip to 3.2.9]	
	[3] Not applicable [Skip to 3.2.9]	
	a. Did you find information about searching and/or applying for jobs? (Q3_2_8a)	
	[1] Yes	
	[2] No [Skip to 3.2.9]	
	[3] Not applicable [Skip to 3.2.9]	
	b. Did you use the information to apply for a job? (Q3_2_8b)	
	[1] Yes	
	[2] No	
	[3] Not applicable	
	c. What online sources were most important in searching and/or applying for jobs? (Q3_2_8c)	
	[1] Friends (via email or social networking sources)	
	[2] Family (via email or social networking sources)	
	[3] Websites	
	[4] Other [specify ➡]	(Q3_2_8cx)
	3.2.9 Did you arrange for family or friends to send money to you or for you to send money to them using a computer? (Q3_2_9)	
	[1] Yes	
	[2] No [Skip to 3.2.10]	
	[3] Not applicable [Skip to 3.2.10]	
	a. Did you receive/send the money? (Q3_2_9a)	
	[1] Yes	
	[2] No	
	b. What online sources were most important in sending/receiving money? (Q3_2_9b)	
	[1] Friends (via email or social networking sources)	
	[2] Family (via email or social networking sources)	
	[3] Websites	
	[4] Other [specify ➡]	(Q3_2_9bx)

Education

	QUESTION	WRITE IN ANSWER
	3.2.10 In the past 12 months, have you used a computer for yourself and/or someone else for education or learning, such as doing homework, taking a class, or applying for school? (Q3_2_10)	
	[1] No	
	[2] Yes, for someone else only	
	[3] Yes, for myself only [Skip to 3.2.15]	
	[4] Yes, for myself and someone else [Skip to 3.2.15]	
	[5] Don't know, not sure [Skip to 3.2.15]	

	3.2.11 What is the most important reason you didn't use a computer for yourself for these purposes? (Q3_2_11)	
	1 Security of my information	
	2 Privacy	
	3 Venue does not have the appropriate equipment	
	4 Limited help	
	5 Didn't think of it	
	6 Didn't have the need	
	7 No specific reason	
	8 Some other reason [specify ➡]	(Q3_2_11x)
	• [Skip to 3.2.15]	
	3.2.12 Thinking just about your own use in the past 12 months, how frequently did you use a computer for these purposes? (Q3_2_12)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	

Still thinking just about your own use in the past 12 months, did you use a computer for the following, and what were the results?

	3.2.13 Did you learn about or seek information on admissions for school, including college, vocational school or other courses? (Q3_2_13)	
	1 Yes	
	2 No [Skip to 3.2.14]	
	3 Not applicable [Skip to 3.2.14]	
	a. Did you find information on this? (Q3_2_13a)	
	1 Yes	
	2 No [Skip to 3.2.14]	
	3 Not applicable [Skip to 3.2.14]	
	b. Did the information enable you to make a decision about applying? (Q3_2_13b)	
	1 Yes	
	2 No [Skip to 3.2.14]	
	c. Did you apply? (Q3_2_13c)	
	1 Yes	
	2 No	
	d. What online sources were most important in learning about admissions for school, including college, vocational school or other courses? (Q3_2_13d)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_13dx)
	3.2.14 Have you used a computer to work on homework? (Q3_2_14)	
	1 Yes	
	2 No [Skip to 3.2.15]	
	3 Not applicable [Skip to 3.2.15]	
	a. Was the homework completed? (Q3_2_14a)	
	1 Yes	
	2 No	
	3 Not applicable	

	b. What online sources were most important in working on homework?	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_14bx)

Health

	QUESTION	WRITE IN ANSWER
	3.2.15 In the past 12 months, have you used a computer for yourself and/or someone else for health or wellness needs? (Q3_2_15)	
	1 No	
	2 Yes, for someone else only	
	3 Yes, for myself only [Skip to 3.2.20]	
	4 Yes, for myself and someone else [Skip to 3.2.20]	
	5 Don't know, not sure [Skip to 3.2.20]	
	3.2.16 What is the *most* important reason you didn't use a computer for yourself for these purposes? (Q3_2_16)	
	1 Security of my information	
	2 Privacy	
	3 I don't have the appropriate equipment	
	4 Limited help	
	5 Didn't think of it	
	6 Didn't have the need	
	7 No specific reason	
	8 Some other reason [specify ➡]	(Q3_2_16x)
	• [Skip to 3.2.20]	
	3.2.17 Thinking just about your own use in the past 12 months, how frequently did you use a computer for these purposes? (Q3_2_17)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	

Still thinking just about your own use in the last 12 months, did you use a computer for the following, and what were the results?

	QUESTION	WRITE IN ANSWER
	3.2.18 Did you search for information about an illness, disease or medical condition? (Q3_2_18)	
	1 Yes	
	2 No [Skip to 3.2.19]	
	3 Not applicable [Skip to 3.2.19]	
	a. Did you find information on this? (Q3_2_18a)	
	1 Yes	
	2 No [Skip to 3.2.19]	
	3 Not applicable [Skip to 3.2.19]	
	b. Do you have a better understanding of the condition and the treatment options? (Q3_2_18b)	
	1 Yes	

	QUESTION	WRITE IN ANSWER
	2 No [Skip to 3.2.19]	
	c. Are you better able to manage your illness because of this? (Q3_2_18c)	
	1 Yes	
	2 No	
	3 Not applicable	
	d. What online sources were most important in searching for information about an illness, disease or medical condition? (Q3_2_18d)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_18dx)
	3.2.19 Did you use a computer to find information to help you choose an appropriate doctor or health care provider? (Q3_2_19)	
	1 Yes	
	2 No [Skip to 3.2.20]	
	3 Not applicable [Skip to 3.2.20]	
	a. Did you find information on this? (Q3_2_19a)	
	1 Yes	
	2 No [Skip to 3.2.20]	
	3 Not applicable [Skip to 3.2.20]	
	b. Did you visit the doctor or health care provider? (Q3_2_19b)	
	1 Yes	
	2 No	
	3 Not applicable	
	c. What online sources were most important in choosing an appropriate doctor or health care provider? (Q3_2_19c)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_19cx)

Governance

	QUESTION	WRITE IN ANSWER
	3.2.20 In the past 12 months, have you used computer for yourself and/or someone else to find information about or use services from the central or local government? (Q3_2_20)	
	1 No	
	2 Yes, for someone else only	
	3 Yes, for myself only [Skip to 3.2.25]	
	4 Yes, for myself and someone else [Skip to 3.2.25]	
	5 Don't know, not sure [Skip to 3.2.25]	
	3.2.21 What is the *most* important reason you didn't use a computer for yourself for these purposes? (Q3_2_21)	
	1 Security of my information	
	2 Privacy	
	3 Venue does not have the appropriate equipment	
	4 Limited help	

	QUESTION	WRITE IN ANSWER
	5 Didn't think of it	
	6 Didn't have the need	
	7 No specific reason	
	8 Some other reason [specify ➡]	(Q3_2_21x)
	• [Skip to 3.2.25]	
	3.2.22 Thinking just about your own use in the past 12 months, how frequently did you use a computer for these purposes? (Q3_2_22)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	

Still thinking just about your own use, did you use computers for the following, and what were the results?

	QUESTION	WRITE IN ANSWER
	3.2.23 Did you use a computer to search for information on what government services are available? (Q3_2_23)	
	1 Yes	
	2 No [Skip to 3.2.24]	
	a. Did you find information on this? (Q3_2_23a)	
	1 Yes	
	2 No [Skip to 3.2.24]	
	b. Did you use any of the services you found were available? (Q3_2_23b)	
	1 Yes	
	2 No	
	c. What online sources were most important in searching for information about what government services are available? (Q3_2_23c)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_23cx)
	3.2.24 Did you use a computer to access a government service? (Q3_2_24)	
	1 Yes	
	2 No [Skip to 3.2.25]	
	a. Did you get the service you were looking for? (Q3_2_24a)	
	1 Yes	
	2 No	
	b. What online sources were most important in accessing a government service? (Q3_2_24b)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_24bx)

Cultural or language purposes

	QUESTION	WRITE IN ANSWER
	3.2.25 In the past 12 months, have you used a computer for yourself and/or someone else for cultural and language purposes, such as organizing cultural events or finding information online in your local language? (Q3_2_25)	
	1 No	
	2 Yes, for someone else only	
	3 Yes, for myself only [Skip to 3.2.30]	
	4 Yes, for myself and someone else [Skip to 3.2.30]	
	5 Don't know, not sure [Skip to 3.2.30]	
	3.2.26 What is the *most* important reason you didn't use a computer for yourself for these purposes? (Q3_2_26)	
	1 Security of my information	
	2 Privacy	
	3 Venue does not have the appropriate equipment	
	4 Limited help	
	5 Didn't think of it	
	6 Didn't have the need	
	7 No specific reason	
	8 Some other reason [specify ➡]	(Q3_2_26x)
	• [Skip to 3.2.30]	
	3.2.27 Thinking just about your own use in the past 12 months, how frequently did you use a computer for these purposes? (Q3_2_27)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	

Still thinking just about your own use, did you use computers for the following, and what were the results?

	QUESTION	WRITE IN ANSWER
	3.2.28 Did you use a computer to search for information on local cultural events? (Q3_2_28)	
	1 Yes	
	2 No [Skip to 3.2.29]	
	3 Not applicable [Skip to 3.2.29]	
	a. Did you find information on this? (Q3_2_28a)	
	1 Yes	
	2 No	
	3 Not applicable	
	b. Did you participate in or watch the event? (Q3_2_28b)	
	1 Yes	
	2 No	
	c. What online sources were most important in searching for information on local cultural events? (Q3_2_28c)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_28cx)

	3.2.29 Did you use a computer to produce online content about your local culture such as with blogging or creating a website? (Q3_2_29)	
	1 Yes	
	2 No [Skip to 3.2.30]	
	3 Not applicable [Skip to 3.2.30]	
	a. Did you find information on this? (Q3_2_29a)	
	1 Yes	
	2 No	
	3 Not applicable	
	b. What online sources were most important in producing online content about your local culture? (Q3_2_29b)	
	1 Friends (via email or social networking sources)	
	2 Family (via email or social networking sources)	
	3 Websites	
	4 Other [specify ➡]	(Q3_2_29bx)

Communications and leisure

	QUESTION	WRITE IN ANSWER
	3.2.30 In the past 12 months, have you used a computer for yourself and/or someone else for personal communication and other leisure purposes, such as contacting friends and family, playing games, or pursuing hobbies? (Q3_2_30)	
	1 No	
	2 Yes, for someone else only	
	3 Yes, for myself only [Skip to 4.1]	
	4 Yes, for myself and someone else [Skip to 4.1]	
	5 Don't know, not sure [Skip to 4.1]	
	3.2.31 What is the *most* important reason you didn't use a computer for yourself for these purposes? (Q3_2_31)	
	1 Security of my information	
	2 Privacy	
	3 Venue does not have the appropriate equipment	
	4 Limited help	
	5 Didn't think of it	
	6 Didn't have the need	
	7 No specific reason	
	8 Other [specify ➡]	(Q3_2_31x)
	• [Skip to 4.1]	
	3.2.32 Thinking just about your own use in the past 12 months, how frequently did you use a computer for these purposes? (Q3_2_32)	
	1 Every time you use a computer	
	2 Most times you use a computer	
	3 Sometimes	
	4 Rarely	

	3.2.33 Did you use a public access computer to communicate with friends or family members? (Q3_2_33)	
	1 Yes	
	2 No [Skip to 4.1]	
	3 Not applicable [Skip to 4.1]	
	a. Has your level of communication with family or friends increased? (Q3_2_33a)	
	1 Yes	
	2 No	

SECTION 4: Cost Valuation

These next questions are designed to help estimate the value people place on Public Libraries, Telecenters and Internet Cafes. The following questions ask you about your opinion on the value of services provided by public access venues. This research project is interested in the value you place on other people's access to these venues, even though you may not use them.

Differences exist between the three types of venues: Public Libraries are non-commercial organizations usually supported by public funds, where people can borrow books and other materials. They may also provide access to computers and the internet. The average one hour cost of using computers at libraries is (INSERT LOCAL AVERAGE COST ESTIMATE). Telecenters are non-commercial organizations usually supported by public or donor funds where people can use computers and other technology equipment. The average one hour cost of using computers at telecenters is (INSERT LOCAL AVERAGE COST ESTIMATE). Finally, Internet Cafés are commercial organizations where people can get access to computers and the internet. The average one-hour cost of using computers at Internet Cafés is (INSERT LOCAL AVERAGE COST ESTIMATE).

Imagine this scenario: The public access venues that I just described have financial problems and therefore will close. The next questions are designed to assess how much you would be willing to pay to keep the venues open for all people to use.

	QUESTION	WRITE IN ANSWER
	4.1 Which of the following four statements most closely resembles your view? [Choose ONE from the following list:] (Q4_1)	
	1 I support public access to computers connected to the internet and I can afford payment.	
	2 I support public access to computers connected to the internet but I cannot afford payment. [Skip to 4.4]	
	3 I support public access to computers connected to the internet depending on the situation.	
	4 I oppose public access computers connected to the internet regardless of the cost. [Skip to 4.4]	
	4.2 Which of the following three statements most closely resembles your view if you had to pay some amount of money for the public to access computers connected to the internet? [Choose ONE from the following list:] (Q4_1)	
	1 I would pay a fee of **any amount** so the public could have access if I were convinced that the government itself did not have enough public funds to pay for the service.	
	2 I would pay a fee of **any amount** so the public could have access if it were funded out of **existing** taxes.	
	3 I would pay for the public to have access if the suggested price seemed appropriate.	
	4 Does not apply to me, or I don't pay taxes	
	4.3 How much would you be willing to pay per year so the public could have access to computers with internet connections in each of these three venues?	
	a. Just public libraries – meaning Internet Cafes and telecenters would close	(Q4_3ax)
	b. Just Internet cafes – meaning libraries and telecenters would close	(Q4_3bx)
	c. Just telecenters – meaning libraries and Internet Cafes would close	(Q4_3cx)
	4.4 When considering **ONLY** the **overall value of public access to computing with Internet**, how much would you be willing to pay per year so that **ALL THREE of these venue types do not close**? In this case all three would stay open.	(Q4_4x)

SECTION 5: DEMOGRAPHICS

Now we'd like to ask you a few questions about yourself.

	QUESTION	WRITE IN
	5.1 What is your nationality? [specify ➡]	(Q5_1x)
	5.2 What is the highest level of formal education you have completed? (Q5_2)	
	1 Pre-primary education (no formal schooling)	
	2 Primary education/First stage of basic education (grade school or equivalent)	
	3 Secondary education (high school or equivalent)	
	4 Post-secondary non-tertiary education (vocational or trade school)	
	5 Tertiary education (college degree)	
	6 Don't know	
	5.3 Do you have any type of physical disability? (Q5_3)	
	1 Yes	
	2 No [Skip to 5.5]	
	3 Don't know [Skip to 5.5]	
	4 No response [Skip to 5.5]	
	5.4 In what ways does your disability affect you? [Choose all that apply]	
	1 Seeing (Q5_4_1)	
	1 Hearing (Q5_4_2)	
	1 Using arms (Q5_4_3)	
	1 Using legs (Q5_4_4)	
	1 Combination of the above (Q5_4_5)	
	1 Other [specify ➡] (Q5_4_6)	(Q5_4_6x)
	5.5 Which of the following best describes your home? (Q5_5)	
	1 It is owned by you or by someone in your household	
	2 You rent it	
	3 You occupy it without payment of rent	
	4 Don't have a home [Skip to 5.7]	
	5 Don't know	
	5.6 What is your source of fresh water at home? (Q5_6)	
	1 Private well	
	2 Public well	
	3 Piped into house	
	4 Other [specify ➡]	(Q5_6x)
	5.7 What is your primary language of communication? (based on country context) (Q5_7)	
	1 <<Language 1>>	
	2 <<Language 2>>	
	3 <<Language 3>>	
	4 <<Language 4>>	
	5.8 What is your reading ability in your *primary* language? (Q5_8)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	

	QUESTION	WRITE IN
	5 Very Good	
	5.9 What is your writing ability in your *primary* language? (Q5_9)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	• [If national language is also the primary language skip to 5.12]	
	5.10 What is your reading ability in <<*national* language?>> (Q5_10)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	6 Not applicable – <<*national* language>> is primary language	
	5.11 What is your writing ability in <<*national* language?>> (Q5_11)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	6 Not applicable – <<*national* language>> is primary language	
	• [If English language is also the primary language, Skip to 5.13]	
	5.12 What is English proficiency? (Q5_12)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	6 Not applicable – English is primary language	
	5.13 What is your current occupational status? (Q5_13)	
	1 Self employed	
	2 Employed part time	
	3 Employed full time	
	4 Unemployed not looking for a job	
	5 Unemployed looking for a job	
	6 Retired	
	7 Student	
	8 Homemaker	
	9 Other [specify ➡]	(Q5_13x)
	5.14 What sector do you work in? Is it (Q5_14)	
	1 Student – not working	
	2 Government or public sector	
	3 Agriculture	
	4 Education	
	5 Health services	
	6 Construction	

	QUESTION	WRITE IN
	7 Manufacturing	
	8 Transportation	
	9 Wholesale or retail	
	10 Financial services	
	11 Business services	
	12 Personal services	
	13 Other trades	
	14 Other [specify ➡]	(Q5_14x)
	5.15 What is your personal monthly income? [refer to net income, after taxes, and include all sources] (Q5_15)	
	1 0	
	2 <<Range 1>>	
	3 <<Range 2>>	
	4 <<Range 3>>	
	5 <<Range 4>>	
	6 <<Range 5>>	
	7 <<Range 6>>	
	8 <<Range 7>>	
	9 <<Range 8>>	
	10 <<Range 9>>	
	11 <<Range 10>>	
	12 <<Range 11>>	
	13 <<Range 12>>	
	5.16 What is your *household* monthly income? [refer to net income, after taxes, and include all sources] (Q5_16)	
	1 0	
	2 <<Range 1>>	
	3 <<Range 2>>	
	4 <<Range 3>>	
	5 <<Range 4>>	
	6 <<Range 5>>	
	7 <<Range 6>>	
	8 <<Range 7>>	
	9 <<Range 8>>	
	10 <<Range 9>>	
	11 <<Range 10>>	
	12 <<Range 11>>	
	13 <<Range 12>>	
	This is the end of the survey. This is an important research project and we value your opinions on this and appreciate your willingness to participate in a follow-up survey by email in the future. Would you be willing to participate in a follow-up survey by email or phone in the future? We will keep your information confidential. (Qinfo)	
	1 Yes	Email: _____(Qinfoe)_____ Phone number:____ (Qinfop)_____
	2 No	

END 00:00 (End_1)

TIME	PM/AM (End_2)