PUBLIC ACCESS VENUE USer Survey



QUICK REFERENCE CODE BOOKLET



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| Variable Name | Variable Description | Value Range |

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| SECTION 1 : BASICS | | |
| VID | Venue number | Numeric |
| UR\_RU | Rural/Urban | 1/2 |
| VTYPE | Venue type | 1=Library, 2=Cybercafé, 3=Telecenter, 4=Other, -5=Logical skip, -6=Refused, -7=don’t know, -8=N/A, -=Missing |
| VNAME | Venue name | Text |
| IWER | Interviewer name | Text |
| RespID | Respondent identification number | Text-numerical |
| CITY | Survey location city | Text |
| CITYclean | City/Village/Town | Text |
| TaxOwnership | Ownership | 1= Private, 2=Public, 3=NGO, 4=Other, 9=Missing |
| TaxBusMod | Business Mode | 1=For profit, 2=Not for Profit, -9=Missing |
| TaxAccFee | Internet Access Fee | 1=Free, 2=Paid, 3=Not Applicable, -9=Missing |
| TaxVenTy | Venue type | 1= Library, 2=School, 3=Standalone facility, 4=Other, 5=Government building, 6=Post Office, 7=Religious institution, 8=Other-Other, 9=Missing |
| TaxMob | Mobility | 1=Fixed, 2=Mobile, 9=Missing |
| Q1\_1 | Number of people in venue | Numerical |
| Q1\_2 | Language | Text |
| Q1\_3 | Privacy of interview | 1=High , 2= Medium , 3=Low |
| Q1\_4 | Consent | 1=Yes 2=No |
| IWDATE | Date of Interview | mm-dd-yyyy |
| START\_1 | Hour of interview start | h:mm |
| START\_2 | AM/PM | Text |

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| SECTION 2: ICT EXPOSURE AND SKILLS | | |
| Q2\_1 | Time since first computer use | 1=6 months ago or less , 2=7-11 months ago, 3=1-2 years ago 3, 4=3-5 years ago, 5=Over 5 years ago |
| Q2\_2 | Where? | 1=Public Access , 2=Different location |
| Q2\_3 | Time since first internet use | 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, 6=Never |
| Q2\_4 | Where? | 1=Public Access, 2=Different Location, -5=NA |
| Q2\_5 | Time since first mobile phone use? | 1=6 months ago or less, 2=7-11 months, 3=1-2 years, 4=3-5 years ago, 5=Over 5 years, -5=Never |
| Q2\_6 | Skills and knowledge in operating computers | 1=Poor, 2=Fair, 3=Good, 4=Very good |
| Q2\_7 | Skills and knowledge in the internet | 1=Poor, 2=Fair, 3=Good, 4=Very good, -8=NA |
| Q2\_8 | Skills and knowledge in phone | 1=Poor, 2=Fair, 3=Good, 4=Very good, 5=Never used |
| Q2\_9 | Most important place for developing computer skills | 1=home, 2=friend’s house, 3=public access venue, 4=work, 5=school, 6=other, 7=NA |
| Q2\_10 | Most important place for developing internet skills | 1=home, 2=friend’s house, 3=public access venue, 4=work, 5=school, 6=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_10x | Specify | Text |
| Q2\_11a | Obtain information for health | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_11b | Obtain information for job or business | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_11c | Obtain information for government and politics | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_11d | Obtain information for education and school | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_11e | Obtain information for local events and news | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_11f | Obtain information for world news | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_11g | Obtain information for local culture and language | 1=newspaper, 2=books, 3=videos, 4=radio, 5=tv, 6=internet, 7=family and friends, 8=professionals, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12a | How often do you use newspaper for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12b | How often do you use books for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12c | How often do you use radio for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12d | How often do you use TV for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12e | How often do you use Videos/DVD for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12f | How often do you use computer for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12g | How often do you use internet for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12h | How often do you use landline for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12i | How often do you use mobile for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12j | How often do you use family and friends for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_12k | How often do you use professionals for information and communication | 1=daily, 2=once a week, 3=once a month, 4=year, 5=never, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_1 | Creating and editing documents | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_2 | Copying and/or moving a document or folder | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_3 | Using the “copy” and “paste” command to copy information | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_4 | Using arithmetical commands (add, subtract, multiply, divide) | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_5 | Compressing documents | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_6 | Connecting or installing new peripherals, such as printers or modems | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_7 | Writing a program using specialist programming languages | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_13\_8 | None of the above | 1=Done on computer, 0=Not done on a computer, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| CLPS\_Q2\_13 | Tasks done on a computer | 1=no tasks, 2=Low, 3=Medium, 4=High, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_1 | Which of the following you have done in internet:  Use a search engine: Google, Bing | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_2 | Send emails with files and documents attached | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_3 | Send messages using IM chats, online forums | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_4 | Make voice calls | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_5 | Use shared files or documents and/or exchange music, videos, films | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_6 | Create web page | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_7 | None of the above | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_14\_8 | NA – Never used internet | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| CLPS\_Q2\_14 | Tasks done on the internet | 1=No tasks, 2=low, 3=medium, 4=high, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q2\_15a | Internet is confusing and hard to use | 1=strongly agree, 2=somewhat agree, 3=somewhat disagree, 4=strongly disagree, 5=don’t know |
| Q2\_15b | I feel I need someone to help me with computers | 1=strongly agree, 2=somewhat agree, 3=somewhat disagree, 4=strongly disagree, 5=don’t know |
| Q2\_15c | Using computers is an enjoyable experience | 1=strongly agree, 2=somewhat agree, 3=somewhat disagree, 4=strongly disagree, 5=don’t know |
| Dich\_Q2\_15a | Agree or disagree that internet is confusing and hard to use | 1=Agree, 2=Disagree, -9=Missing |
| Dich\_Q2\_15b | Agree or disagree that Often feel like I need help | 1=Agree, 2=Disagree, -9=Missing |
| Dich\_Q2\_15c | Agree or Disagree that using computers is enjoyable | 1=Agree, 2=Disagree, -9=Missing |

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| SECTION 3: ACCESS | | |
| Q3\_1 | How many public access venues have you gone in the past 12 months | 1=First time in one, 2=0 (this is the only one), 3=1 or 2, 4=3 to 5, 5=more than five, 6=don’t know |
| Q3\_1\_Simple | In addition to this venue, how many different venues have you gone in the past 12 months | 1=this is my first time using a PAV, 2=0, 3=1 or more, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_2 | Main reason for using public access venue | 1=No other option for computer, 2=No other option for internet, 3=To work, be with friends or other people, 4=To get help from other users, 5=To get help from venue staff, 6=Better equipment than at home or work, 7=Other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_2x | Specify | Text |
| Q3\_2\_19\_22\_COMB | Main reason for using public access venue | 1=No other option for computer, 2=No other option for internet, 3=To work, be with friends or other people, 4=To get help from other users, 5=To get help from venue staff, 6=Better equipment than at home or work, 7=Other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3a | Aspects in choosing the public access venue you go:  Only public access venue in the area | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3b | Convenient location | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3c | Affordable | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3d | Hours of operation | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3e | No restricted access to websites and programs | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3f | Quiet | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3g | Don’t wait to use computers | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3h | Computers in good condition | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3i | Fast internet connection | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3j | Friends go there | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3k | Staff knowledgeable and helpful | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3l | Layout allows privacy | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3m | Provides content in local language/mother tongue | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3n | Assistance to people with low literacy | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3o | Accommodates people with disabilities | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3p | Safe and supportive of people of my gender | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_3\_20\_23\_COMBa | How important in your choice of which venue to go is: Only PAV in the area | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBb | How important in your choice of which venue to go is convenient location | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBc | How important in your choice of which venue to go is cost | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBd | How important in your choice of which venue to go is convenient hours | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBe | How important in your choice of which venue to go is Does not restrict access to sites | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBf | How important in your choice of which venue to go is quiet | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBg | How important in your choice of which venue to go is no wait time | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBh | How important in your choice of which venue to go is good working computers | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBi | How important in your choice of which venue to go is fast internet connection | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBj | How important in your choice of which venue to go is friends go there | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBk | How important in your choice of which venue to go is staff knowledge and help | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBl | How important in your choice of which venue to go is layout is private | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBm | How important in your choice of which venue to go is provides content in local language | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBn | How important in your choice of which venue to go is provides assistance with people in low literacy | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBo | How important in your choice of which venue to go is provides disability access | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_3\_20\_23\_COMBp | How important in your choice of which venue to go is safe environment or gender safe | 1=not important at all, 2=2,3=3, 4= very important, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_4 | If public venues closed your computer use would | 1=Go up, 2=Go down, 3=Stay the same |
| Q3\_5 | How often do you visit public access venues? | 1=Daily, 2=At least once a week, 3=At least once a week, 4=At least once a year |
| Q3\_6 | What type of public access venue do you usually go? | 1=internet café, 2=Telecenter, 3=Public library, 4=other, -5=NA |
| Q3\_7 | How far from that venue do you live? | 1=<1 km, 2=1-2 km, 3=3-5 km, 4=>5 km, -5=NA |
| Q3\_8 | How often you visit that venue | 1=Daily or almost daily, 2=at least once a week, 3=at least once a month, 4= a few times a year |
| Q3\_9 | What time of day | 1=morning, 2= afternoon, 3= evening, 4=night, 5= late night/early morning |
| Q3\_10 | What days of the week | 1=weekdays only, 2=weekends only, 3=both weekdays and weekends, 4= No regular pattern |
| Q3\_11 | Where do you travel from to arrive at the venue | 1=home, 2=work, 3=school, 4=other |
| Q3\_11s | Specify | Text |
| Q3\_11\_28\_COMB | Do you generally travel to this PAV from home, work another location? | 1=home, 2=work, 3=school and/or university, 4=other |
| Q3\_12 | How far from the venue is the above location? | 1=<1 km, 2=1-2 km, 3=3-5 km, 4=>5 km, 5= Don’t know |
| Q3\_12\_29\_COMB | How far this PAV is above location? | 1=<1 km, 2=1-2 km, 3=3-5 km, 4=>5 km, 5= Don’t know |
| Q3\_13 | How do you travel from to the venue? | 1=walk, 2=bicycle, 3=drive, 4=public transport, 5=catch a ride, 6= other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_13X | Specify | Text |
| Q3\_13\_30\_COMB | How do you travel to this PAV? | 1=walk, 2=bicycle, 3=drive, 4=public transport, 5=catch a ride, 6= other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_14 | How long it takes you to travel to the venue? | 1=don’t know, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_14h | Hour | Numeric |
| Q3\_14m | Minute | Numeric |
| Q3\_14\_31\_COMB | This venue: don’t know | -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_14H\_31H\_COMB | How long it takes you to travel to the venue in hours | Numeric |
| Q3\_14m\_31m\_COMB | How long it takes you to travel to the venue in minutes | Numeric |
| Q3\_15 | How much money does it cost to transport to the venue? | 1= Nothing, -7=Don’t know |
| Q3\_15x | Specify | Numeric |
| Q3\_16 | How many times you visited the venue last month? | Numeric |
| Q3\_17 | How much time did you spend in each visit to the venue? | Numeric |
| Q3\_17h | Hours | Numeric |
| Q3\_17m | Minutes | Numeric |
| Q3\_17reh | On average how much time did you spend each visit to that PAV last month - no pattern - range end - hour | Numeric |
| Q3\_17rem | On average how much time did you spend each visit to that PAV last month - no pattern - range end - min | Numeric |
| Q3\_17rsh | On average how much time did you spend each visit to that PAV last month - no pattern - range start - hour | Numeric |
| Q3\_17rsm | On average how much time did you spend each visit to that PAV last month - no pattern - range start - min | Numeric |
| Q3\_18 | NA (People did not visit the venue) | -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_18x | How much money did you spend on using computers in the venue? | Numeric |
| Q3\_19 | Main reason for using computers at the public access venue | 1=no other option for computer, 2=no other option for internet, 3=to work with friends, 4= to get help from others, 5=to get help from venue staff, 6=better equipment that home, 7= other |
| Q3\_19x | Other | Text |
| Q3\_20a | On choosing the PAV how important is that is the only one in the area | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20b | On choosing the PAV how important is convenient location | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20c | On choosing the PAV how important is the cost of service | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20d | On choosing the PAV how important are convenient hours of operation | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20e | On choosing the PAV how important is that the venue does not restrict access to programs and websites | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20f | On choosing the PAV how important is the venue is quit | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20g | On choosing the PAV how important is no need to wait for the computers | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20h | On choosing the PAV how important is computers are in good condition | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20i | On choosing the PAV how important the internet connection is fast | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20j | On choosing the PAV how important is my friends go there | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20k | On choosing the PAV how important is venue staff are knowledgeable helpful | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20l | On choosing the PAV how important is that it allows privacy | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20m | On choosing the PAV how important is that it provides content in my mother tongue | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20n | On choosing the PAV how important is that it provides assistance with people with low literacy | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20o | On choosing the PAV how important is that provides access to people with disabilities | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_20p | On choosing the PAV how important is that the environment is safe of people of my gender | 1=Not important at all, 2=2, 3=3, 4=very important, 5=don’t know |
| Q3\_21 | If PAV would be closed, your computer and internet would | 1=Go up, 2=go down, 3=Stay the same |
| Q3\_22 | Main reason for using Public Access Computers | 1=No other option for computer, 2=no other option for internet access, 3=To work with friends |
| Q3\_22x | Specify | Text |
| Q3\_23a | Aspects in choosing the public access venue you go:  Only public access venue in the area | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23b | Convenient location | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23c | Affordable | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23d | Hours of operation | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23e | No restricted access to websites and programs | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23f | Quiet | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23g | Don’t wait to use computers | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23h | Computers in good condition | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23i | Fast internet connection | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23j | Friends go there | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23k | Staff knowledgeable and helpful | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23l | Layout allows privacy | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23m | Provides content in local language/mother tongue | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23n | Assistance to people with low literacy | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23o | Accommodates people with disabilities | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_23p | Safe and supportive of people of my gender | 1=Not important, 2=2,3=3, 4=Very important, 5=Don’t know, -5=NA |
| Q3\_24 | If PAV were no longer available, do you think your usage of computers would | 1=go up, 2=go down, 3=stay the same |
| Q3\_25 | How often do you visit public venues | 1= daily, 2=once a week, 3=once a month, 4=few times a year |
| Q3\_26 | Is this venue the one you usually visit? | 1= yes, 2=no |
| Q3\_27 | How far from this venue do you live? | 1=< 1km, 2= 1-2 km, 3=3-5 km, 4=>5, 5= don’t know |
| Q3\_28 | Did you travel from to this venue from? | 1=home, 2=work, 3=school or university, 4=other |
| Q3\_28x | Specify | Text |
| Q3\_29 | How far from this venue is the above location? | 1=< 1km, 2= 1-2 km, 3=3-5 km, 4=>5, 5= don’t know |
| Q3\_30 | How did you get to this venue? | 1=walk, 2=ride a bike,3=drive, 4=public transport, 5=catch a ride, 6=other |
| Q3\_30x | Specify | Text |
| Q3\_31 | How long did it take you to travel to this venue? | 1= don’t know |
| Q3\_31h | Hours | Numeric |
| Q3\_31m | Minutes | Numeric |
| Q3\_32 | How much did you spend for transportation? | 1= nothing, 2= don’t know |
| Q3\_32x | Amount | Numeric |
| Q3\_33 | How many times you have visited this venue in the last month? | 1= Not applicable |
| Q3\_33x |  |  |
| Q3\_34 | How much time did you spend on average at this venue? | 1= no regular pattern, 2=don’t know, 3= not applicable |
| Q3\_34h | Hours | Numeric |
| Q3\_34m | Minutes | Numeric |
| Q3\_34reh | No Regular pattern - Range - End - hour | Numeric |
| Q3\_34rem | No Regular pattern - Range - End - min | Numeric |
| Q3\_34rsh | No Regular pattern - Range - Start - hour | Numeric |
| Q3\_34rsm | No Regular pattern - Range - Start - min | Numeric |
| Q3\_35 | How much money did you spend on average using this computer? | 1= don’t know, 2= not applicable |
| Q3\_35x | Amount | Numeric |
| Q3\_36 | Did you come here looking for specific information? | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_1 | What type of information are you seeking? Employment and business opportunities | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_2 | What type of information are you seeking? Health information | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_3 | What type of information are you seeking? education | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_4 | What type of information are you seeking? government services | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_5 | What type of information are you seeking? culture and languages | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_6 | What type of information are you seeking? local news | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_7 | What type of information are you seeking? international news | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_8 | What type of information are you seeking? entertainment | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_9 | What type of information are you seeking? other | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q3\_37\_9x | Specify | Text |

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| SECTION 4: USAGE | | |
| Q4\_1 | Where do you most often use computers? | 1=internet café, 2=telecenter, 3= public library, 4=home, 5=school, 6=friends neighbor’s house, 7=work, 8=other |
| Q4\_1x | Where do you most often use the internet? | 1=internet café, 2=telecenter, 3= public library, 4=home, 5=school, 6=friends neighbor’s house, 7=work, 8=other |
| Q4\_2 | Where do you most often use internet? | 1=internet café, 2=telecenter, 3= public library, 4=home, 5=school, 6=friends neighbor’s house, 7=work, 8=other , 9= NA |
| Q4\_2x | Specify | Text |
| Q4\_3 | How often do you use you internet on the mobile phone? | 1= daily, 2=once a week, 3=once a month, 4=few times a year, 5=never, 6=NA |
| Q4\_4a | For the venue you visit, how often do you email? | 1=every time, 2=most times, 3=some times, 4=rarely,  (NEVER) 5=Don’t want to, 6=Don’t know how, 7=No internet here, 8=Its not allowed |
| Q4\_4b | For the venue you visit, how often do you chat using IM/VOIP | 1=every time, 2=most times, 3=some times, 4=rarely, |
| Q4\_4c | For the venue you visit, how often do you browse or surf using the internet | (NEVER) 5=Don’t want to, 6=Don’t know how, 7=No internet here, 8=Its not allowed |
| Q4\_4d | For the venue you visit, how often do you Blog | 1=every time, 2=most times, 3=some times, 4=rarely, |
| Q4\_4e | For the venue you visit, how often do you use social network sites | (NEVER) 5=Don’t want to, 6=Don’t know how, 7=No internet here, 8=Its not allowed |
| Q4\_4f | For the venue you visit, how often do you watch TV or movies | 1=every time, 2=most times, 3=some times, 4=rarely, |
| Q4\_4g | For the venue you visit, how often do you Play computer games online | (NEVER) 5=Don’t want to, 6=Don’t know how, 7=No internet here, 8=Its not allowed |
| Q4\_4h | For the venue you visit, how often do you listen or download music | 1=every time, 2=most times, 3=some times, 4=rarely, |
| Q4\_4i | For the venue you visit, how often do you read about current events on the news | (NEVER) 5=Don’t want to, 6=Don’t know how, 7=No internet here, 8=Its not allowed |
| Q4\_4j | For the venue you visit, how often do you buy good online | 1=every time, 2=most times, 3=some times, 4=rarely, |
| Q4\_4k | For the venue you visit, how often do you do word processing | (NEVER) 5=Don’t want to, 6=Don’t know how, 7=No internet here, 8=Its not allowed |
| Dich\_Q4\_4a | For the venue you usually go to do you - Email | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4b | For the venue you usually go to do you - Chat using IM, VOIP | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4c | For the venue you usually go to do you - Browse, Surf Internet | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4d | For the venue you usually go to do you - Blog | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4e | For the venue you usually go to do you - Social Network, Facebook, MySpace? | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4f | For the venue you usually go to do you - Watch movies or TV online | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4g | For the venue you usually go to do you - Play computer games online or off | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4h | For the venue you usually go to do you - Listen or download music | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4i | For the venue you usually go to do you - Read current events, news online | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4j | For the venue you usually go to do you - Buy goods online | 1=yes, 2=no, -9=missing |
| Dich\_Q4\_4k | For the venue you usually go to do you - Do word-processing | 1=yes, 2=no, -9=missing |
| Q4\_5\_1 | When using internet at PAV with whom do you correspond? | 1=Family/Friends |
| Q4\_5\_2 | When using internet at PAV with whom do you correspond? | 1=Co-workers |
| Q4\_5\_3 | When using internet at PAV with whom do you correspond? | 1=Business contacts |
| Q4\_5\_4 | When using internet at PAV with whom do you correspond? | 1=Classmates |
| Q4\_5\_5 | When using internet at PAV with whom do you correspond? | 1=Doctors or health professionals |
| Q4\_5\_6 | When using internet at PAV with whom do you correspond? | 1=Representatives of state government |
| Q4\_5\_7 | When using internet at PAV with whom do you correspond? | 1=Banking institutions |
| Q4\_5\_8 | When using internet at PAV with whom do you correspond? | 1=Other |
| Q4\_5\_9 | When using internet at PAV with whom do you correspond? | 1=Not Applicable |
| Q4\_5\_8x |  |  |
| Q4\_6 | How often do you share computers in the PAV? | 1=Every time, 2=most of the time, 3=Sometimes, 4=Rarely, 5=Never |
| Q4\_7 | Why do you share? | 1=Not enough machines, 2=More fun sharing, 3=To receive help from someone else, 4=to save money, 5=other |
| Q4\_7x | Specify | Text |
| Q4\_8 | How often you seek assistance from office staff? | 1=Every time, 2=most of the time, 3=Sometimes, 4=Rarely, 5=Never |
| Q4\_9 | What is the most common assistance? | 1= hardware, 2=connectivity, 3=software, 4=searching for employment/work information, 5=searching for health information, 6=searching for education information, 7=searching for online government services, 8=searching for news, 9=culture and language information, 10=email/social media, 11=producing online content, 12=other |
| Q4\_10 | Reason you seek assistance from venue staff | 1=skilled at software use, 2=skilled at hardware, 3=similar socio-cultural, 4=patience, 5=caring, 7=because disability, 8=other |
| Q4\_10x | Specify | Text |
| Q4\_11 | Reason you DO NOT seek assistance from venue staff | 1=don’t need it, 2=staff not skilled in software, 3=not skilled in hardware, 4=not able to assist in searches, 5=not sharing socio-cultural, 6=not patient, 7=not caring, 8=not able to help, 9=other |
| Q4\_11x | Specify | Text |
| Q4\_12 | How often you seek assistance from other users? | 1=every time, 2=most times, 3=sometimes, 4=rarely, 5=never |
| Q4\_13 | What assistance do you ask from others? | 1= hardware, 2=connectivity, 3=software, 4=searching for employment/work information, 5=searching for health information, 6=searching for education information, 7=searching for online government services, 8=searching for news, 9=culture and language information, 10=email/social media, 11=producing online content, 12=other |
| Q4\_14 | Reason you seek assistance from others | 1=skilled at software use, 2=skilled at hardware, 3=similar socio-cultural, 4=patience, 5=caring, 7=because disability, 8=other |
| Q4\_14x | Specify | Text |
| Q4\_15 | Reason you DO NOT seek assistance from others | 1=don’t need it, 2=staff not skilled in software, 3=not skilled in hardware, 4=not able to assist in searches, 5=not sharing socio-cultural, 6=not patient, 7=not caring, 8=not able to help, 9=other |
| Q4\_15x | Specify | Text |
| Q4\_16a\_1 | Wi-fi for personal computer available | 1=Yes, 2=No |
| Q4\_16a\_2 | Use it | 1=Yes, 2=No |
| Q4\_16b\_1 | Photocopying or scanning | 1=Yes, 2=No |
| Q4\_16b\_2 | Use it | 1=Yes, 2=No |
| Q4\_16c\_1 | Printing | 1=Yes, 2=No |
| Q4\_16c\_2 | Use it | 1=Yes, 2=No |
| Q4\_16d\_1 | Faxing | 1=Yes, 2=No |
| Q4\_16d\_2 | Use it | 1=Yes, 2=No |
| Q4\_16e\_1 | CD writing | 1=Yes, 2=No |
| Q4\_16e\_2 | Use it | 1=Yes, 2=No |
| Q4\_16f\_1 | Adapted for people with disabilities | 1=Yes, 2=No |
| Q4\_16f\_2 | Use it | 1=Yes, 2=No |
| Q4\_16g\_1 | Public phone/phone cards | 1=Yes, 2=No |
| Q4\_16g\_2 | Use it | 1=Yes, 2=No |
| Q4\_16h\_1 | Training provided | 1=Yes, 2=No |
| Q4\_16h\_2 | Use it | 1=Yes, 2=No |
| Q4\_16i\_1 | Assistance with online activities | 1=Yes, 2=No |
| Q4\_16i\_2 | Use it | 1=Yes, 2=No |
| Q4\_16j\_1 | Job placement | 1=Yes, 2=No |
| Q4\_16j\_2 | Use it | 1=Yes, 2=No |
| Q4\_16k\_1 | Technical support | 1=Yes, 2=No |
| Q4\_16k\_2 | Use it | 1=Yes, 2=No |
| Q4\_16l\_1 | Computer repair | 1=Yes, 2=No |
| Q4\_16l\_2 | Use it | 1=Yes, 2=No |
| Q4\_16m\_1 | Sales of beverages and food | 1=Yes, 2=No |
| Q4\_16m\_2 | Use it | 1=Yes, 2=No |
| Q4\_16n\_1 | Social area for relaxing | 1=Yes, 2=No |
| Q4\_16n\_2 | Use it | 1=Yes, 2=No |
| Q4\_17 | Additional products/services you wish available | 1=Yes, 2=No |
| Q4\_18\_1 | Which one – Importance 1 | Text |
| Q4\_18\_2 | Which one – Importance 2 | Text |
| Q4\_18\_3 | Which one – Importance 3 | Text |
| Q4\_19 | Biggest challenges for using computer or internet at the venue | 1=No challenges |
| Q4\_19a | Challenge 1 | 2=not enough PCs, 3=Hours of operation, 4=Location, 5=Obsolete equipment, 6=users intimidate me, 7=too much noise, 8=slow connectivity, 9=staff are not helpful, 10=time restrictions, 11=not enough services, 12=Cost, 13=My skills are limited, 14=Not right language, 15=Lack of privacy, 16=Lack of trained staff, 17=Not enough relevant content, 18=Restrictive rules, 19=other |
| Q4\_19b | Challenge 2 | 2=not enough PCs, 3=Hours of operation, 4=Location, 5=Obsolete equipment, 6=users intimidate me, 7=too much noise, 8=slow connectivity, 9=staff are not helpful, 10=time restrictions, 11=not enough services, 12=Cost, 13=My skills are limited, 14=Not right language, 15=Lack of privacy, 16=Lack of trained staff, 17=Not enough relevant content, 18=Restrictive rules, 19=other |
| Q4\_19ax | Two biggest barriers or obstacles for using comp and internet at the PAV you usually go to - Write out | Text |
| Q4\_19bx | Two biggest barriers or obstacles for using comp and internet at the PAV you usually go to - Write out | Text |

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| SECTION 5: PERCEIVED IMPACTS | | |
| Q5\_1a | Overall impact on using computers in PAV in:  your income | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1b | Access to resources and skills for work | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1c | Education | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1d | Health | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1e | Access tom information from central and local government | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1f | Participation in activities that foster local language and culture | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1g | Your time savings | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1h | Your financial savings | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1i | Meeting new people | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1j | Maintaining communication with friends or family | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1k | Sending or receiving money to or from family or friends | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1l | Pursuing interests and hobbies | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_1m | Pursuing leisure and other activities | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_2 | When in PAV how often do you spend some time using computers for a friend or family member | 1= every time, 2=most times, 3= sometimes, 4=rarely, 5=never |
| Q5\_3a | Overall impact on your family and friends from your use of computers in PAV in:  their income | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3b | Access to resources and skills for work | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3c | Education | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3d | Health | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3e | Access tom information from central and local government | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3f | Participation in activities that foster local language and culture | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3g | Your time savings | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3h | Your financial savings | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3i | Meeting new people | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3j | Maintaining communication with friends or family | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3k | Sending or receiving money to or from family or friends | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3l | Pursuing interests and hobbies | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_3m | Pursuing leisure and other activities | 1= highly positive, 2=slightly positive, 3=slightly negative, 4=highly negative, 5=no impact, 6= don’t know |
| Q5\_4 | In the past 12 months have you used PAV for you or someone else for income related activities? | 1= no, 2=yes, for someone else only, 3=yes for myself, 4=yes for me and someone else, 5=don’t know, not sure |
| Q5\_5 | Most important reason you did not use this for yourself for this purposes? | 1= security of my information, 2=privacy, 3=venues does not have appropriate equipment, 4=limited help, 5=cost, 7=did not have the need, 8=venue policies, 9=no specific reason, 10=some other reason |
| Q5\_5x | Specify | Text |
| Q5\_6 | Over the past 12 months how often did you used PAV for this purposes? | 1=every time, 2=most times, 3=sometimes, 4=rarely |
| Q5\_7 | Did you search or apply for jobs? | 1=yes, 2=no, 3=NA |
| Q5\_7a | Did you find information about searching or applying for jobs? | 1=yes, 2=no, 3=NA |
| Q5\_7b | Did you use the information to apply for a job? | 1=yes, 2=no, 3=NA |
| Q5\_7c | What online sources were most important? | 1=friends, 2= family, 3=websites, 4=other |
| Q5\_7cx | Specify | Text |
| Q5\_8 | Did you take a training course in PA computer? | 1=yes, 2=no, 3=NA |
| Q5\_8a | Did you use what you learned in the course? | 1=yes, 2=no, 3=NA |
| Q5\_8b | Do you feel what you learned improved your skills? | 1=yes, 2=no, 3=NA |
| Q5\_8c | What online resources are most important in taking the course? | 1=friends, 2=family, 3=websites, 4=other |
| Q5\_8cx | Specify |  |
| Q5\_9 | Did you arrange to send or receive money with friends and family using PAV? | 1=yes, 2=no, 3=NA |
| Q5\_9a | Did you receive-send money? | 1=yes, 2=no, 3=NA |
| Q5\_9b | What online resources are most important for sending/receiving money? | 1=friends, 2=family, 3=websites, 4=other |
| Q5\_9bx | Specify | Text |
| Q5\_10 | Did you use the internet to support business/income generating activities? | 1=yes, 2=no, 3=NA |
| Q5\_10a | Did you find information for this? | 1=yes, 2=no, 3=NA |
| Q5\_10b | Did you earn more money? | 1=yes, 2=no, 3=NA |
| Q5\_10c | Did you save more money? | 1=yes, 2=no, 3=NA |
| Q5\_10d | What online resources were more important for looking for new products or services? | 1=friends, 2=family, 3=websites, 4=other |
| Q5\_10dx | Specify | Text |
| Q5\_11 | In the past year have you used a PAV computer for learning? | 1= no, 2=yes, for someone else only, 3=yes for myself only, 4=yes, for myself and someone else, 5=other |
| Q5\_12 | Most important reason you don’t use a PAV for this purposes? | 1=security of information, 2=privacy, 3=venue does not have appropriate equipment, 4=limited help, 5=cost, 6=did not think of it, 7=didn’t have the need, 8=venue policies, 9=no specific reason, 10=some other reason |
| Q5\_12x | Specify | Text |
| Q5\_13 | How frequently did you use a PAV for these purposes? | 1=every time, 2=most times, 3=sometimes, 4=rarely |
| Q5\_14 | Did you use PAV to take a class or work online? | 1=yes, 2=no, 3=not applicable |
| Q5\_14a | Did you gain the skills or knowledge you were seeking? | 1=yes, 2=no, 3=not applicable |
| Q5\_14b | What online resources where most important in taking this course or workshop? | 1=friends, 2=family, 3=websites, 4=other |
| Q5\_14bx | Specify | Text |
| Q5\_15 | Did you learn about or seek information about other courses? (College, school, etc.) | 1=yes, 2=no, 3=not applicable |
| Q5\_15a | Did you find information on this? | 1=yes, 2=no, 3=not applicable |
| Q5\_15b | Did the information enable you to make a decision about applying? | 1= yes, 2= no |
| Q5\_15c | Did you apply? | 1=yes, 2=no |
| Q5\_15d | What online resources were most important in learning about admissions for school? | 1=friends, 2=family, 3=websites, 4=other |
| Q5\_15dx | Specify | Text |
| Q5\_16 | Have you used PAV for homework? | 1=yes, 2= no, 3=not applicable |
| Q5\_16a | Was the homework completed? | 1=yes, 2= no, 3=not applicable |
| Q5\_16b | What online resources were most important? | 1=friends, 2=family, 3=websites, 4=other |
| Q5\_16bx | Specify | Text |
| Q5\_17 | In the past year have you used a computer for health or wellness needs? | 1= no, 2=yes, for someone else only, 3=yes for myself, 4=yes for me and someone else, 5=don’t know, not sure |
| Q5\_18 | What is the most important reason you don’t use a PAV for yourself? | 1=security of information, 2=privacy, 3=venue does not have appropriate equipment, 4=limited help, 5=cost, 6=did not think of it, 7=didn’t have the need, 8=venue policies, 9=no specific reason, 10=some other reason |
| Q5\_18x | Specify | Text |
| Q5\_19 | In the past 12 how frequently did you use a public access venue for these purposes? | 1=every time, 2=most times, 3= sometimes, 4=rarely |
| Q5\_20 | Did you search for information about an illness, disease or medical condition? | 1= yes, 2= no |
| Q5\_20a | Did you find information on this? | 1= yes, 2= no, 3= not applicable |
| Q5\_20b | Do you have a better understanding of the condition and the treatment options? | 1= yes, 2= no |
| Q5\_20c | Are you better to manage your illness because of this? | 1= yes, 2= no, 3= not applicable |
| Q5\_20d | What online resources were most important in searching for information about illness, disease or medical conditions? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_20dx | Specify | Text |
| Q5\_21 | Did you use public access computer to search for information about diet or nutrition? | 1=yes, 2= no, 3=not applicable |
| Q5\_21a | Did you find information on this? | 1=yes, 2= no, 3=not applicable |
| Q5\_21b | Do you have a better understanding of what a healthy diet is? | 1=yes, 2= no |
| Q5\_21c | Have you made any changes to your eating habits because of this? | 1=yes, 2= no |
| Q5\_21d | What online sources were most important in searching for information about diet and nutrition? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_21dx | Specify | Text |
| Q5\_22 | Did you use a public access computer to find information to help you choose an appropriate doctor or health care provider? | 1=yes, 2= no, 3=not applicable |
| Q5\_22a | Did you find information on this? | 1=yes, 2= no, 3=not applicable |
| Q5\_22b | Did you visit the doctor or health care provider? | 1=yes, 2= no, 3=not applicable |
| Q5\_22c | What online resources were most important in choosing an appropriate doctor or health care provider? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_22cx | Specify | Text |
| Q5\_23 | Did you use a public access computer to utilize an online health service, such as remote diagnostic services? | 1=yes, 2= no, 3=not applicable |
| Q5\_23a | Did you find information on this? | 1=yes, 2= no, 3=not applicable |
| Q5\_23b | Did you find the services you were looking for? | 1=yes, 2= no, 3=not applicable |
| Q5\_23c | What online sources were most important in using online services? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_23cx | Specify | Text |
| Q5\_24 | In the past 12 months, have you used PAV computer for yourself or someone else to find information about or use services from the central or local government. | 1=No, 2= yes for some else only, 3= for myself only, 4= yes for someone else and myself, 5-= don’t know not sure |
| Q5\_25 | What is the most important reason you did not use a public access venue for yourself for this purposes? | 1= security of my information, 2=privacy, 3= venue does not have the appropriate equipment, 4=limited help, 5=cost, 6= didn’t think of it, 7=didn’t have the need, 8=venue policies, 9=no specific reason, 10=for some other reason |
| Q5\_25x | specify | Text |
| Q5\_26 | Thinking just about your own use in the past 12 months, how frequently did you use public access venue for these purposes? | 1= every time, 2=most times , 3=sometimes, 4=rarely |
| Q5\_27 | Did you use public access computer to search for information on what government services are available? | 1=yes, 2=no |
| Q5\_27a | Did you find information on this | 1=yes, 2=no |
| Q5\_27b | Did you use any of the services you found were available? | 1=yes, 2=no |
| Q5\_27c | What online resources were most important in searching for information for about what government services are available? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_27cx | Specify | Text |
| Q5\_28 | Did you search on information on how to use government services? | 1=yes, 2=no |
| Q5\_28a | Did you find information on this? | 1=yes, 2=no |
| Q5\_28b | Did the information you found made you feel more knowledgeable about suing government services? | 1=yes, 2=no |
| Q5\_28c | What online resources were most important in searching for information for about what government services are available? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_28cx | Specify | Text |
| Q5\_29 | Did you use the computer to access a government service? | 1=yes, 2=no |
| Q5\_29a | Did you get the service you were looking for? | 1=yes, 2=no |
| Q5\_29b | What online sources were most important in accessing a government service? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_29bx | Specify | Text |
| Q5\_30 | In the past 12 months, have you used a public access venues 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? | 1=No, 2= yes for some else only, 3= for myself only, 4= yes for someone else and myself, 5-= don’t know not sure |
| Q5\_31 | What is the most important reason you did not use public access venue for yourself for these purposes? | 1= security of my information, 2=privacy, 3= venue does not have the appropriate equipment, 4=limited help, 5=cost, 6= didn’t think of it, 7=didn’t have the need, 8=venue policies, 9=no specific reason, 10=for some other reason |
| Q5\_31x | Specify |  |
| Q5\_32 | Thinking just about your own use in the past 12 months, how frequently did you use public access venue for these purposes? | 1= every time, 2=most times , 3=sometimes, 4=rarely |
| Q5\_33 | Did you use public access computer to search for information on local cultural events? | 1=yes, 2=no |
| Q5\_33a | Did you find information on this? | 1=yes, 2=no, 3= not applicable |
| Q5\_33b | Did you participate or watch the event? | 1=yes, 2=no |
| Q5\_33c | What online resources were most important in searching for information for about local cultural events? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_33cx | Specify | Text |
| Q5\_34 | Did you use public access computer to search for information on how to organize cultural events? | 1=yes, 2=no |
| Q5\_34a | Did you find information on this? | 1=yes, 2=no, 3= not applicable |
| Q5\_34b | Did you hold the cultural event? | 1=yes, 2=no |
| Q5\_34c | What online resources were most important in searching for information for about how to organize cultural events? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_34cx | Specify | Text |
| Q5\_35 | Did you use public access computer to search for information about how to contribute to online content using your local language? | 1=yes, 2=no |
| Q5\_35a | Did you find information on this? | 1=yes, 2=no, 3= not applicable |
| Q5\_35b | Have you contributed to a website or blog using your local language? | 1=yes, 2=no |
| Q5\_35c | What online resources were most important in producing online content about your local culture? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_35cx | Specify | Text |
| Q5\_36 | Did you use public access computer to produce online content about your local culture such as with blogging or creating a website? | 1=yes, 2=no, 3= not applicable |
| Q5\_36a | Did you find information for this? | 1=yes, 2=no |
| Q5\_36b | What online resources were most important in searching for information for about local cultural events? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_36bx | Specify | Text |
| Q5\_37 | In the past 12 months, have you used a public access venues 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? | 1=No, 2= yes for some else only, 3= for myself only, 4= yes for someone else and myself, 5-= don’t know not sure |
| Q5\_38 | What is the most important reason you did not use public access venue for yourself for these purposes? | 1= security of my information, 2=privacy, 3= venue does not have the appropriate equipment, 4=limited help, 5=cost, 6= didn’t think of it, 7=didn’t have the need, 8=venue policies, 9=no specific reason, 10=for some other reason |
| Q5\_38x | Specify | Text |
| Q5\_39 | Thinking just about your own use in the past 12 months, how frequently did you use public access venue for these purposes? | 1= every time, 2=most times , 3=sometimes, 4=rarely |
| Q5\_40 | Did you use public access computer to communicate with friends or family members? | 1=yes, 2=no, 3= not applicable |
| Q5\_40a | Has your level of communication with family or friends increased? | 1=yes, 2=no |
| Q5\_41 | Did you use a public access computer to pursue other interests, hobbies or leisure activities? | 1=yes, 2=no |
| Q5\_41a | Do you think using computers for leisure activities has improved your overall computer skills? | 1=yes, 2=no |
| Q5\_41b | What online sources were most important in your pursuit of online leisure activities? | 1=friends, 2=family, 3= websites, 4=other |
| Q5\_41bx | Specify |  |
| Q5\_42 | Did you use public access computer to keep in touch with friends or meet new people using social networking? | 1=yes, 2=no |
| Q5\_42a | Do you feel you have a stronger social network? | 1=yes, 2=no |
| Q5\_43 | What has been the biggest impact of public access venues on your life? | Text |

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| SECTION 6: DEMOGRAPHICS | | |
| Q6\_1 | What is your gender? | 1=male, 2=female, 3=other |
| Q6\_1x | Specify | Text |
| Q6\_2 | What is your age? | 1=12-15, 2=16-19, 3=20-24, 4=23-34, 5=35-49, 6=50-65, 7= Older than 65 |
| Q6\_3 | What is your nationality? | Text |
| Q6\_4 | What is the highest level of formal education you have completed? | 1=Pre=primary education (no formal schooling), 2=primary education/first stage of basic education, 3= secondary education, 4=post-secondary non-tertiary education, 5= tertiary education, 6=don’t know |
| Q6\_5 | Do you have any type of physical disability? | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_1 | Seeing | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_2 | Hearing | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_3 | Using arms | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_4 | Using legs | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_5 | Combination of the above | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_6 | Other | 0=no, 1=yes, 2=no, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_6\_6x | Specify | Text |
| Q6\_7 | Which of the following best describes your home? | 1=its owned by you or by someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, 5=don’t know |
| Q6\_8\_1 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_2 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_3 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_4 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_5 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_6 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_7 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_8 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_8\_9 | Do you have the following at home? | 1= its owned by you or someone in your household, 2=you rent it, 3=you occupy it without payment or rent, 4=don’t have a home, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_9 | What is your source of fresh water at home? | 1=private well, 2=public well, 3=piped into house, 4=other |
| Q6\_9x | Specify | Text |
| Q6\_10 | Including yourself how many adults live in your home? | Numeric |
| Q6\_11 | How many children live in your home? | Numeric |
| Q6\_12 | What is your primary language of communication? | Text |
| Q6\_13 | What is your reading ability in your primary language? | 1=none, 2=poor, 3=fair, 4=good, 5=very good |
| Q6\_14 | What is your writing ability in your primary language? | 1=none, 2=poor, 3=fair, 4=good, 5=very good |
| Q6\_15 | What is your reading ability in <national language> | 1=none, 2=poor, 3=fair, 4=good, 5=very good, 6=not applicable (primary language is national language) |
| Q6\_16 | What is your writing ability in <national language> | 1=none, 2=poor, 3=fair, 4=good, 5=very good, 6=not applicable (primary language is national language) |
| Q6\_17 | What is your English proficiency? | 1=none, 2=poor, 3=fair, 4=good, 5=very good, 6=not applicable |
| Q6\_18 | What is your current occupational status? | 1=self-employed, 2=employed part time, 3=employed full time, 4=unemployed looking for a job, 5=unemployed not looking for a job, 6=retired, 7=student, 8=homemaker, 9=other |
| Q6\_18x | Specify | Text |
| Q6\_18\_new | Revised: What is your current occupational status | 1=self-employed, 2=employed part time, 3=employed full time, 4=unemployed looking for a job, 5=unemployed not looking for a job, 6=retired, 7=student, 8=homemaker, 9=other, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Q6\_19 | What sector do you work in? | 1=Government or public sector, 2=agriculture, 3=education, 4=health services, 5=construction, 6=manufacturing, 7=transportation, 8=wholesale or retail, 9=financial services, 10=business services, 11=personal services, 12=other trades, 13=other |
| Q6\_19x | Specify | Text |
| Q6\_20 | What is your monthly income? | Numeric |
| Dich\_Q6\_20 | Is your income above the poverty line? | 0=no, 1=yes, -9=missing |
| Q6\_21 | What is your household monthly income? | Numeric |
| Q6\_22 | Do you have any immediate family members living or working in another country | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Qinfo | Would you be willing to participate in a survey in the future? | 0=no, 1=yes, -5=Logical Skip, -6=Refused, -7=Don’t know, -8=N/A, -9=Missing |
| Qinfoe | Email | Text |
| Qinfop | Phone Number | Text |