



Questionnaire of

Serial Number:

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

SECTION A: IDENTIFICATION

Province	District	Ward	Sector	EA Number	Household Number	Year	Month
				1		2 0 1 4	



Access by Households and Use by Individuals: 2014

QUESTIONNAIRE

RESPONDENT DETAILS

A. What is the name of the head of the household?

B. What is the sex of the head of the household? *(Circle the appropriate response code)*

Male = 1

Female = 2

C. What is the name of the chief respondent?

Household Members:

Male

Female

Total

Household Physical Address:	

INTERVIEWER VISITS

	VISIT 1	VISIT 2	FINAL VISIT																																																																								
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RESULT CODES

Completed..... 1	Refused..... 4	Other (specify)..... 7
Not at home..... 2	Partly completed..... 5	
Postponed..... 3	Incapacitated..... 6	

Note: The survey reference period is the three months ending 30 June 2014

Enumerator Instruction: Ensure that all questions are fully completed

SECTION B: HOUSEHOLD CHARACTERISTICS

1	2	3	4	5
Person Number:	<p>Write the names of all usual household members(starting with head of the household) *</p> <p><i>Include usual members who are temporarily absent.</i></p> <p>Note: Visitors are not usual members</p>	<p>What is the relationship of (name) to the head of household?</p> <p><i>Circle the appropriate response code</i></p> <ol style="list-style-type: none"> 1. Head 2. Spouse 3. Son/Daughter 4. Brother/Sister 5. Nephew/Niece / Cousin 6. Grand Child 7. Parent 8. Other relative 9. Not related 10. Don't know 	<p>Is (name) male or female?</p> <p><i>Circle the appropriate response code</i></p> <ol style="list-style-type: none"> 1. Male 2. Female 	<p>How old was (name) on his or her last birthday as at 30 June 2014?</p> <p><i>Record age in completed years</i></p> <ul style="list-style-type: none"> • "00" for children less than 1 year • Actual ages for those aged 1-97 years • "98" for those aged 98 years and above
	Name	Relationship	Sex	Age
01		1 2 3 4 5 6 7 8 9 10	1 2	
02		1 2 3 4 5 6 7 8 9 10	1 2	
03		1 2 3 4 5 6 7 8 9 10	1 2	
04		1 2 3 4 5 6 7 8 9 10	1 2	
05		1 2 3 4 5 6 7 8 9 10	1 2	
06		1 2 3 4 5 6 7 8 9 10	1 2	
07		1 2 3 4 5 6 7 8 9 10	1 2	
08		1 2 3 4 5 6 7 8 9 10	1 2	
09		1 2 3 4 5 6 7 8 9 10	1 2	
10		1 2 3 4 5 6 7 8 9 10	1 2	

Note: * Probe for additional usual household members especially those who may not be family members (e.g. domestic workers and friends) that stay with the household.

Instruction: If the household has more than 10 members use additional questionnaires

SECTION C: EDUCATION AND LABOUR FORCE

		FOR PERSONS AGE 3 YEARS AND ABOVE		FOR PERSONS AGE 15 YEARS AND ABOVE					
		EDUCATION	ED	EMPLOYMENT			EMP		
1		6	7	8	9		10		
Person Number:	Copy all names and ages from Q2 and Q5	Has (name) ever been to school?	What is (name's) highest level of education completed?	In (name's) main occupation in the last 3 months ending 30 June 2014 what was he/she?	What was (name's) main job in the last three months ending 30 June 2014?	For Office Use	What kind of economic activity was (name) engaged in?	For Office Use	
		1. Never been 2. At school /college 3. Left school /college (For code 1 skip to Q8)	(Record the appropriate level from the educational codes below) 88 None 00 Early Childhood Development (ECD) 01-07 Grade 1-7 11-16 Form 1-6 20 Diploma/ Certificate after Primary 21 Diploma/ Certificate after Secondary 22 Graduate/ Postgraduate	Circle the appropriate response code 1 Paid employee permanent 2 Paid employee casual/temporary/ contract/seasonal. 3 Member of producer cooperative 4 Employer 5 Own account worker (Agriculture) 6 Own account worker (other) 7 Unpaid contributing family worker 8 Student 9 Household worker 10 Unemployed 11 Retired/ Too sick/ Too old 12 Disabled/handicapped (For codes 8 to 12 skip to Q11)	e.g. Enumerator, Cashier, Manager, Primary School Teacher, Communal Farmer, Farmworker		Give description in 2 or more words, e.g. "Tobacco Processing" "Gold Mining " "Tax Administration" "Electrical Engineering" "Beer Manufacturing" "Retailing of Groceries" "Pre-school Teaching" "Mixed Farming"		
	2 Name	5 Age	Level of Education	Main Job		Code	Economic Activity	Code	
01			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
02			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
03			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
04			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
05			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
06			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
07			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
08			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
09			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					
10			1 2 3	1 2 3 4 5 6 7 8 9 10 11 12					

Note: Primary: Sub A- Grade 1; Sub B- Grade 2; Standard 1- Grade 3; Standard 2- Grade 4; Standard 3- Grade 5; Standard 4- Grade 6; Standard 5/6- Grade 7

Secondary: Grade 8- Form 1; Grade 9- Form 2; Grade 10- Form 3; Grade 11- Form 4; "M" Level – Form 5

SECTION D: ELECTRICITY ACCESS

11	<p>Does the dwelling unit in which this household resides have access to electricity?</p> <p><i>Circle the appropriate response code</i></p>	<p>Yes..... 1</p> <p>No..... 2</p>
	<p>a. <i>This question is asked of all in-scope households.</i></p> <p>b. <i>Electricity access may be by a grid/mains connection, or from power generated locally (including at the dwelling). Local power includes electricity generated by a fuel-powered generator, or from renewable resources such as wind, water or solar. It excludes sole use of energy storage devices, such as batteries (though these may be used to store electricity from other sources).</i></p> <p>Interviewer instruction</p> <p><i>Where the interview occurs at the household dwelling, the presence of electricity may be directly observable by the interviewer, in which case the question does not need to be asked.</i></p>	

SECTION E. HOUSEHOLD ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGY

12	<p>What is the distance from the dwelling unit in which the household resides to the nearest Post Office in kilometres?</p> <p><i>Circle the appropriate response code.</i></p>	<p>0 < 5 1</p> <p>5 < 10 2</p> <p>10 < 15 3</p> <p>15 < 20 4</p> <p>20 and above..... 5</p> <p>Do not know.....6</p>
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13	<p>Did the household use postal services (ZIMPOST) to send or receive mail/ documents during the last 3 months ending 30 June 2014? <i>If "No" go to Q15</i></p>	<p>Yes.....1</p> <p>No.....2</p>
	<p><i>Postal services are transmission of letters, packages, periodicals and related services. Postal services ensure that postal items are delivered. A postal item refers to anything dispatched by postal services such as letter post, parcel post, money orders, etc.</i></p> <p><i>Letter post items are defined as priority items and non-priority items weighing up to 2kgs. Letters, post cards, printed papers, small packets weighing up to 2kgs and literature for the blind weighing up to 7kgs.</i></p>	

14.	<p>How often did the household use postal services during the last 3 months ending 30 June 2014?</p>	<p>Daily..... 1</p> <p>Weekly..... 2</p> <p>Monthly..... 3</p> <p>About once in 3 months..... 4</p>
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15.	<p>Did the household use courier services to send or receive mail /documents during the last 3 months ending 30 June 2014? <i>If "No" go to Q17</i></p>	<p>Yes.....1</p> <p>No..... 2</p>
	<p><i>Courier services are express delivery services which include time definite delivery. Thus courier services are fast, door-to-door and have pick-up and delivery services of high-value goods or urgently needed documents.</i></p>	

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16.	How often did the household use courier services during the last 3 months ending 30 June 2014?	Daily..... 1
		Weekly..... 2
		Monthly..... 3
		About once in 3 months..... 4

17	Does this household have access to the following radio devices at home?	
17 (a)	A conventional stand-alone radio	Yes..... 1
		No..... 2
17(b)	A radio integrated with another device such as audio player, mobile phone etc.	Yes..... 1
		No..... 2
17(c)	Online radio, over the Internet.	Yes..... 1
		No..... 2
<p>a. This question is asked of all in-scope households.</p> <p>b. A radio is defined as a device capable of receiving broadcast radio signals, using common frequencies, such as FM, AM, LW and SW. A radio may be a stand-alone device, or it may be integrated with another device, such as an alarm clock, an audio player, a mobile phone or a computer.</p> <p>“Household with a radio” means that a radio is generally available for use by all members of the household at any time, regardless of whether it is actually used. The radio may or may not be owned by the household, but should be considered a household asset. In order for a household to have access to a radio, it should be able to be used, that is, equipment is in working condition.</p>		

18	Does this household have access to the following television devices at home?	
18 (a)	A conventional stand-alone television	Yes..... 1
		No..... 2
18 (b)	A television Integrated with another device such as a computer.	Yes..... 1
		No..... 2
18 (c)	Online television, over the Internet. If “No” in 18a, 18b and 18c go to Q20	Yes..... 1
		No..... 2
<p>a. This question is asked of all in-scope households.</p> <p>b. A TV (television) is a device capable of receiving broadcast television signals, using popular access means such as over-the-air, cable and satellite. A television set is typically a standalone device, but it may also be integrated with another device, such as a computer or a mobile telephone.</p> <p>“Household with a TV” means that the TV is generally available for use by all members of the household at any time, regardless of whether it is actually used. The TV may or may not be owned by the household, but should be considered a household asset. In order for a household to have access to a TV, it should be able to be used, that is, equipment is in working condition.</p> <p>Interviewer instructions</p> <p>The interviewer could check for the presence of a TV aerial or a TV set if the interview takes place at the household’s residence.</p>		

Households with multichannel television, by type		
19	Does this household have any of the following television services at home?	
19 (a)	Direct-to-home (DTH) satellite services: TV services received via a satellite dish capable of receiving satellite television broadcasts, e.g. DStv, Wiztech, Philbao, etc.	Yes..... 1 No..... 2
19 (b)	Digital/Analogue Terrestrial TV (DTT): the technological evolution from analogue terrestrial television, providing capability for significantly more channels, e.g. ZTV	Yes..... 1 No..... 2
	<p>a. <i>This question is asked of all in-scope households.</i></p> <p><i>National questionnaires should reflect services available in the country and describe them using local terminology, such as brand names.</i></p> <p><i>As households can use more than one type of multichannel TV service, multiple responses are possible.</i></p> <p><i>The TV service(s) selected should be working at the time of the survey.</i></p> <p>Interviewer instructions</p> <p><i>The interviewer could check for the presence of a TV aerial or a TV set if the interview takes place at the household's residence.</i></p>	

	Does this household have a fixed line telephone (landline) at home?	Yes..... 1 No..... 2
20	<p>a. <i>This question is asked of all in-scope households.</i></p> <p>b. <i>A fixed telephone line refers to a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which has a dedicated port on a telephone exchange. This term is synonymous with the terms main station or Direct Exchange Line (DEL) that are commonly used in the telecommunication documents. It may not be the same as the access line or subscription.</i></p> <p>c. <i>The equipment should be in working order.</i></p> <p>Interviewer instructions</p> <p><i>The interviewer could possibly check for the presence of a fixed line telephone if the respondent is not sure (if the interview takes place at the household's residence).</i></p>	

21	<p>Does any member of this household have a mobile cellular telephone (cell phone) at home?</p>	<p>Yes..... 1</p> <p>No..... 2</p>
	<p>a. <i>This question is asked of all in-scope households.</i></p> <p>b. <i>At home means that the mobile telephone can be used by members of the household, though it is not restricted to home use.</i></p> <p>c. <i>A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the Public Switched Telephone Network PSTN. This includes analogue and digital cellular systems and technologies such as, IMT-2000 (3G) and IMT-Advanced. Users of both post-paid subscriptions and pre-paid accounts are included.</i></p> <p><i>“Household with a mobile telephone” means that the mobile telephone is generally available for use by all any members of the household at any time, regardless of whether it is actually used. The mobile telephone may or may not be owned by the household but should be considered a household asset. (as has traditionally been the case for fixed telephone).</i></p> <p><i>A household can be considered as having access to a mobile telephone when it is able to receive and make calls from inside, or within vicinity of, the house (e.g. the garden of the house). Countries may adapt this depending on the situation (for example, in remote or rural areas, the garden of the house can be considered part of the house in order to receive the signal).</i></p> <p><i>In order for a household to have access to a mobile phone, it should be able to be used, that is, equipment is in working condition at the time of the survey</i></p>	

22	<p>What is the distance range from the dwelling unit to the point at which members of this household receive network coverage?</p>	<p>0 < 500m.....1</p> <p>500m < 1km..... 2</p> <p>1km < 5 km..... 3</p> <p>5 km < 10km..... 4</p> <p>10 km and above..... 5</p>
	<p>a. <i>This question is asked of all in-scope households.</i></p> <p>b. <i>A household can be considered as having access to a mobile telephone when it is able to receive and make calls from inside, or within vicinity of, the house (e.g. the garden of the house). In rural areas household members travel some distance in order to receive a signal at a particular spot.</i></p> <p>Note : Suppose there is coverage of Econet and Telecel and Econet signal is 4km away whilst that of Telecel is 1km away, take Telecel’s 1km as the nearest point at which members of this household receive network coverage. By coverage we mean where there is a signal so that one can access telephone services, e.g. making / receiving a call, sending or receiving sms, etc.</p>	

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23	Does any member of this household have any of the following computer items at home, regardless of whether it is being used or not? Circle the appropriate response code .(Allow multiple responses)		
	Computer Item	Yes	No
23(a)	Desktop: A computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard.	1	2
23(b)	Laptop (portable) computer: A computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and netbooks but does not include tablets and similar handheld computers.	1	2
23(c)	Tablet (or similar handheld computer): A tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard.	1	2
<p>a. This question is asked of all in-scope households.</p> <p>b. A computer refers to a desktop, a laptop (portable) computer or a tablet (or similar handheld computer). It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as a main function, such as mobile or smart phones.</p> <p>NB: It does not include equipment with the some embedded computing abilities, such as smart TV sets and devices with telephony as their primary function, such as the smart phones</p> <p>“Household with a computer” means that the computer is generally available for use by all members of the household at any time, regardless of whether it is actually used. The computer may or may not be owned by the household but should be considered a household asset. In order for a household to have access to a computer, it should be able to be used, that is, equipment is in working condition.</p> <p>Interviewer instructions</p> <p>The interviewer could possibly check for the presence of a computer (e.g. a desktop PC) if the interview takes place at the household’s residence.</p>			

24	Does any member of this household have Internet access at home, regardless of whether it is being used or not? If “No” go to Q26	Yes..... 1
		No..... 2
<p>a. This question is asked of all in-scope households.</p> <p>b. The Internet is a world-wide public computer network. It provides access to a number of communication services including the World Wide Web and carries email, news, entertainment and data files, irrespective of the device used(not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV, etc.</p> <p>c. Access can be via a fixed or mobile network.</p> <p>“Household with Internet access” means that the Internet is generally available for use by all members of the household at any time, regardless of whether it is actually used. The connection and devices may or may not be owned by the household but should be considered household assets.</p> <p>Interviewer instructions</p> <p>The interviewer may be able to check for the presence of some kinds of Internet connection (e.g. a modem connection) if the respondent is not sure (if the interview takes place at the household’s residence).</p>		

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25	What type/s of Internet connection do you use to access Internet at home? Please circle the code relevant to your response. (Allow multiple responses)			
Fixed (wired) Narrowband: Includes mobile phone and other forms of access with an advertised download speed of less than 256 Kbit/s (including CDMA 1x (Release 0), GPRS, WAP and I-mode				
			Yes	No
25(a)	Dial-up <i>Dial-up via standard telephone line; it requires that the modem dial a phone number when Internet access is needed. TelOne, the fixed telephone operator offers Dial Up, ISDN, DSL and CDMA via their traditional standard telephone lines.</i>	1	2	
25(b)	ISDN <i>ISDN (Integrated Services Digital Network) turns a traditional telephone line into a higher speed digital link.</i>	1	2	
25(c)	DSL <i>DSL (Digital Subscriber Line) includes ADSL, SDSL, VDSL and uses ordinary telephone lines.</i>	1	2	
25(d)	Mobile Narrowband (less than 3G, e.g. CDMA 1x, GPRS, EDGE) e.g. accessing WhatsApp	1	2	
Fixed (wired) Broadband: Includes technologies at speeds greater than or equal to 256 Kbit/s, in one or both directions, such as leased lines, fibre-to-the home, satellite, fixed wireless, Wireless Local Area Network and WiMAX.				
			Yes	No
25(e)	Cable modem <i>A cable modem uses cable TV lines for connecting to the Internet.</i>	1	2	
25(f)	DSL <i>Is a higher speed version compared to Dial Up</i>	1	2	
25(g)	Fibre-to-the-home/building <i>Some people in Zimbabwe access Internet via fibre technology. A lot of digging in residential areas (especially low density) by companies like Telecontract, Africom and Liquid Telecom, etc. is for the purpose of laying fibre to deliver internet to homes.</i>	1	2	
25(h)	Other fixed (wired) broadband (specify).....	1	2	
Wireless broadband: refers to mobile cellular networks with access to the Internet at speeds greater than or equal to 256 Kbit/s, in one or both directions, such as Wideband CDMA (W-CDMA), Universal Mobile Telecommunications System (UMTS); High-speed Downlink Packet Access (HSDPA), complemented by High-Speed Uplink Packet Access (HSUPA); CDMA2000 1xEV-DO and CDMA 2000 1xEV-DV. Access can be via any device (handheld computer, laptop or mobile cellular telephone etc.).				
			Yes	No
25(i)	Satellite <i>Most big businesses get their Internet via satellite, e.g. VSAT services</i>	1	2	
25(j)	Terrestrial fixed wireless (e.g. WIMAX, WIFI (hotspots), microwave)	1	2	
25(k)	Mobile phone network (at least 3G, e.g. UMTS), via a handset, e.g. accessing WhatsApp	1	2	
25(l)	Mobile phone network (at least 3G, e.g. UMTS) via a card or USB key (e.g. integrated SIM card) <i>People can buy dongles which they put in computer USB ports in order to access Internet</i>	1	2	
If "Yes" in any of the responses, go to Q27				
<p>a. This question is asked of all in-scope households with access to the Internet at home.</p> <p>b. Record all Internet access services used by the household (that is, allow multiple responses).</p> <p>c. It is not necessary to explicitly present categories grouped into narrowband and broadband, but the question should be worded in a way that makes it easy for the interviewer and the respondent to differentiate between narrowband and broadband Internet access.</p> <p>d. Where possible, use specific country examples for the two 'other' categories.</p> <p>e. The Mobile broadband category can be split into several categories reflecting available country services.</p> <p>f. Note that DSL services with an advertised download speed of less than 256kbit/s are defined as narrowband. Where such services exist, they should be placed in a separate category to enable aggregation to total narrowband.</p>				

26	<p>Are these some of the reasons for the household not having Internet access at home?</p> <p><i>Read out and explain the response categories</i></p> <p><i>Please circle the code relevant to your response. (Allow multiple responses)</i></p>		
	Reason	Yes	No
26(a)	Do not need the internet (not useful, not interesting, lack of local content)	1	2
26(b)	Have access to the Internet elsewhere	1	2
26(c)	Lack of confidence, knowledge or skills to use the Internet	1	2
26(d)	Cost of the equipment is too high	1	2
26(e)	Cost of the service is too high	1	2
26(f)	Privacy or security concerns	1	2
26(g)	Internet service is not available in the area	1	2
26(h)	Internet service is available but does not correspond to household needs (e.g. quality, speed)	1	2
26(i)	Cultural or religious reasons (e.g. exposure to harmful content)	1	2
26(j)	Other specify	1	2

27	Household ICT Expenditure					
27(a)	How much did the household spend on ICT equipment during the period 1 July 2013 to 30 June 2014? Please write values in figures					
	Value in US\$ or US\$ equivalent, for other currencies the respondent should convert to US\$ using the prevailing rate in their area					
			\$		c	
	Desktop computer, Laptop, Tablet					
	Mobile Cellular Telephone Handsets					
	MP ¾ players/ CD players					
	Television Sets					
	Radio Sets					
	Telefax equipment					
	Printers					
	Answering machines					
	Computer software packages					
	Calculators					
	Photographic equipment					
	Decoders, satellite dish					
	Other equipment (specify)					
	Total					
27(b)	How much did the household spend on ICT services during the period 1 July 2013 to 30 June 2014?					
	Please write values in figures					
	Value in US\$ or US\$ equivalent, for other currencies the respondent should convert to US\$ using the prevailing rate in their area					
			\$		c	
	Installation of equipment					
	Post paid/ contract phone charges					
	Internet charges					
	Fixed telephone charges					
	Pre-paid airtime charges					
	Repair of ICT equipment/devices					
	Postal and courier services					
	Other services					
	Total					

Definitions:

This measures the percentage of total household expenditure that is expended on ICT goods and services as follows:

- Telephone and telefax equipment (COICOP 08.2.0): Purchases of telephones, radio-telephones, telefax machines, telephone-answering machines and telephone loudspeakers; repair of such equipment.
- Telephone and telefax services (COICOP 08.3.0): Installation and subscription costs of personal telephone equipment; includes telephone calls (from any location), information transmission services, Internet connection services, hire of telephones.
- Equipment for the reception, recording and reproduction of sound and picture (COICOP 09.1.1): Television sets, video cassette players and recorders, television aerials of all types; radio sets, car radios, radio clocks, two-way radios, amateur radio receivers and transmitters; gramophones, tape players and recorders, cassette players and recorders, CD-players, personal stereos, stereo systems and their constituent units (turntables, tuners, amplifiers, speakers, etc.), microphones and earphones.
- Information processing equipment (COICOP 09.1.3): Personal computers, visual display units, printers and miscellaneous accessories accompanying them; computer software packages such as operating systems, applications, languages, etc.; calculators, including pocket calculators; typewriters and word processors. (Also includes laptops, tablets, e-book readers.)
- Repair of audio-visual, photographic and information processing equipment (COICOP 09.1.5)

SECTION F: INDIVIDUAL USES OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

For persons age 3 years and above																							
1			28		29				30		31		32										
Person Number:	Copy all names and ages from Q2 and Q5		Has (name) used a mobile cellular telephone in the last 3 months ending 30 June 2014? Circle the appropriate response code		How many mobile telephone lines in use did you own in the last three months ending 30 June 2014 by network service provider? 0 None 1 Econet 2 Telecel 3 NetOne				Has (name) used a mobile cellular phone to send or receive money in the last three months ending 30 June 2014? e.g. Ecocash, One Wallet, Telecash, Mobile Moola, Textacash		Have you used a computer from any location in the last 3 months ending 30 June 2014? Circle the appropriate response code		Which of these computer-related activities has (name) carried out in the last 3 months ending 30 June 2014? Read out and explain the response categories Circle the appropriate response code .(Allow multiple responses)										
			1 Yes 2 No	Network Operator				1 Yes 2 No	3 Yes 4 No	1. Copying or moving a file or folder 2. Using copy and paste tools to duplicate or move information within a document 3. Accessing the internet, e.g. sending e-mails with attached files (document, picture, video) 4. Using basic arithmetic formulae in a spreadsheet 5. Connecting and installing new devices (e.g. a modem, camera, printer) 6. Finding, downloading, installing and configuring software 7. Creating electronic documents and presentations with presentation software (including text, images, sound, video or charts) 8. Transferring files between computer and other devices 9. Writing a computer programme using a specialized programming language 10. E-learning/computer lessons 11. Playing games, streaming, or downloading games, images, videos, or movies													
	2 Name	5 Age	Mobile Use		0	1	2	3	Mobile Money Services		Computer Use		Computer Related Activities										
01			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
02			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
03			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
04			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
05			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
06			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
07			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
08			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
09			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11
10			1	2					1	2	1	2	1	2	3	4	5	6	7	8	9	10	11

SECTION F: INDIVIDUAL USES OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

For persons age 3 years and above

1			33		34								35																					
Person Number:	<i>Copy all names and ages from Q2 and Q5</i>		<p>Have you used the internet from any location in the last 3 months ending 30 June 2014?</p> <p><i>Circle the appropriate response code</i></p> <p>1 Yes 2 No</p> <p>If "No" go to Q38</p>		<p>Where did you use the Internet from in the last 3 months ending 30 June 2014?</p> <p><i>Circle the appropriate response code .(Allow multiple responses)</i></p> <p>1 Home 2 Work 3 Place of education(applies only to students) 4 Another person's home 5 Community Internet access facility (typically free of charge) 6 Commercial Internet access facility (typically paid) 7 In mobility(e.g. in a bus via a mobile cellular telephone or other mobile access devices e.g. laptops, tablet) 8 At other facility, e.g. private libraries</p>								<p>How often did you typically use the Internet during the last 3 months ending 30 June 2014 from any location?</p> <p><i>Circle the appropriate response code</i></p> <p>1 Daily 2 Weekly 3 Monthly 4 About once in 3 months</p>																					
																	2		5		Internet Use		Place of Internet Use								Internet Frequency of Use			
																	Name		Age															
																	01			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
																	02			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
																	03			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
																	04			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
																	05			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
																	06			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
																	07			1	2	1	2	3	4	5	6	7	8	1	2	3	4	
08			1	2	1	2	3	4	5	6	7	8	1	2	3	4																		
09			1	2	1	2	3	4	5	6	7	8	1	2	3	4																		
10			1	2	1	2	3	4	5	6	7	8	1	2	3	4																		

SECTION F: INDIVIDUAL USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) CONTINUED

For persons age 3 years and above

1		36
Person Number:	<p>Copy all names and ages from Q2 and Q5</p>	<p>For which activities did (name) use the Internet for private purposes in the last 3 months ending 30 June 2014 from any location? <i>Circle the appropriate response code (Allow multiple responses).</i></p> <p>Note: Read out and explain the response categories in order for the respondents to recall some activities since this is a long list.</p> <ol style="list-style-type: none"> 1. Getting information about goods or services 2. Seeking health information (on injury, disease, nutrition etc.) 3. Making an appointment with a health practitioner via a website 4. Getting information from general government organizations 5. Interacting with general government organizations 6. Sending or receiving e-mail 7. Telephoning over the Internet/VoIP(using Skype, etc. ;include video calls via webcam) 8. Participating in social networks e.g. facebook, twitter, etc. 9. Accessing chat sites, blogs, newsgroups or online discussions (WhatsApp, Nimbuz, etc.) 10. Purchasing or ordering goods or services(purchase orders placed via the internet whether payment was made online) 11. Selling of goods or services (e.g. eBay, Mercado libre, Facebook, Amazon) 12. Using services related to travel or travel-related accommodation 13. Internet banking(includes electronic transaction with a bank for payment, transfers) 14. Doing a formal online course (in any subject).e.g. e-learning 15. Consult wikis (Wikipedia), online encyclopedias or other websites for formal learning purposes 16. Listening to web radio either paid or free of charge .e.g. ZiFM Stereo online 17. Watching web television whether paid or free of charge 18. Streaming or downloading games images, videos or music; playing or downloading games(either paid or free of charge) .e.g. U torrent 19. Downloading software or applications (includes patches and upgrades, either paid or free of charge) 20. Reading or downloading on-line newspapers or magazines, electronic books 21. Looking for a job or sending/submitted a job application online 22. Participating in professional networks (LinkedIn, Xing, etc.) 23. Managing personal/own homepage 24. Uploading self/user-created context to website to be shared (text, images, photos, etc.) 25. Blogging (maintaining or adding content to a blog) 26. Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.) 27. Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition) 28. Using storage space on the Internet to save documents, pictures, music, video, other files (e.g. Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive) 29. Using software run over the Internet for editing text documents, spreadsheets or presentations (e.g. Google Docs, Office 365) 30. Did not use the Internet for private purposes.

SECTION F: INDIVIDUAL USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) CONTINUED

For persons age 3 years and above

1	2	5		36																													
	Name	Age																															
01				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
02				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
03				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
04				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
05				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
06				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
07				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
08				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
09				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
10				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30

SECTION F: INDIVIDUAL USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) CONTINUED

For persons age 3 years and above

1		37			38			
Person Number:	Copy all names and ages from Q2 and Q5		Did (name) experience any of the following security incidents when using the Internet in the last 3 months ending 30 June 2014? Read out and explain the response categories Circle the appropriate response code (Allow multiple responses). 1. Catching a virus or other computer infection (e.g. worm or Trojan horse) resulting to loss of information, time or damage of device 2. Abuse of personal information sent on the Internet and/or other privacy violations (e.g. abuse of pictures, videos, personal data uploaded on community websites) 3. Financial loss as a result of receiving fraudulent messages (phishing) or getting redirected to fake websites asking for personal information (pharming) 4. Financial loss due to fraudulent payment (credit or debit) card use 5. SPAM : Receiving unsolicited messages 6. Experienced none 7. Other specify			Are these some of the reasons (name) did not use the Internet in the last 3 months ending 30 June 2014? Read out and explain the response categories Circle the appropriate response code. (Allow multiple responses). 1. Does not have a computer/ smartphone, etc. 2. Does not know how to use a computer 3. Internet cafes are far away 4. Lack of Electricity 5. Connection is too slow (limited bandwidth) 6. Concern about exposure to inappropriate or harmful content (religious and cultural grounds) 7. Not connected 8. Financial constraints 9. Do not know what the Internet is 10. Other specify.....		
	2	5	Security Incidents	Other Specify	Reason	Other Specify		
	Name	Age						
	01			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
	02			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
	03			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
	04			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
	05			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
	06			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
	07			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10		
08			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10			
09			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10			
10			1 2 3 4 5 6 7		1 2 3 4 5 6 7 8 9 10			

END OF QUESTIONNAIRE

Interviewer's Name: **Date:**

Team Leader **Date**

Field Supervisor **Date**

Editor/Coder **Date**

Data Entry Clerk **Date**

Verifier **Date**

Filed By **Date**

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