



ZIMBABWE

**ZIMBABWE NATIONAL STATISTICS AGENCY
(ZIMSTAT)**

**SURVEY ON ACCESS TO INFORMATION
AND COMMUNICATION TECHNOLOGY (ICT)
BY RURAL HOUSEHOLDS AND USE BY
INDIVIDUALS DURING
2009**

SURVEY ON ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGY HOUSEHOLDS AND USE BY INDIVIDUALS: 2009

ICT 2009

HOUSEHOLD INFORMATION PANEL

LARGE SCALE

| IDENTIFICATION | PROVINCE | DISTRICT | WARD | SECTOR | FARM NUMBER | SURVEY NUMBER | YEAR |
|----------------|----------|----------|------|--------|-------------|---------------|------|
| | | | | 3 | | 1 | |

HH3. Interviewer name and number

HH4. Supervisor name and number

Name _____

Name _____

HH5. Day / Month / Year of interview:

____ / ____ / ____

AFTER COMPLETING THE QUESTIONNAIRE, FILL IN THE FOLLOWING INFORMATION:

HH8. Name of head of household: _____

HH9. Result of household interview:

Completed 1
Not at home 2
Refused 3
Household not found / destroyed 4
Other (specify)..... 5

HH10. Respondent to household questionnaire:

Name: _____

Line Number: _____

HH11. Total number of household members: _____

HH16. Field edited by (Name and number):

Name _____

HH17. Data entry clerk (Name and number):

Name _____

| | |
|-----------------------|---|
| Record the time | SECTION: 1 HOUSEHOLD LISTING MODULE HL |
| Start time..... __ __ | <p><i>First, tell me the name of each person who usually lives here, starting with the head of the household.</i></p> <p><i>List the head of the household in line 01. List all household members (HL2), their relationship to the household head (HL3), and their sex (HL4)</i></p> <p><i>Then ask: Are there any others who live here, even if they are not at home now?</i></p> <p><i>If yes, complete listing for questions HL2-HL4. Then, ask individual questions starting with HL11 for each person at a time.</i></p> <p><i>Use an additional questionnaire if all rows in the household listing form have been used.</i></p> |
| End time __ __ | |

| | | | | | | | | | |
|-----------------|---|---|---|---|--|--|---|---------------------|---------------|
| HL1 Line No: | HL2 Write down the names of all adults, children and babies, starting with the head of household. <i>Include usual members who are temporarily absent.</i> <i>Note that visitors are not usual members</i> | HL3 What is the relationship of (name) to the head of household? (record the appropriate codes from the table below) | HL4 Is (name) male or female? Gender 1 Male 2 Female <i>Circle the appropriate code</i> | HL5. What is (name)'s date of birth? Enter month and year | HL6. How old is (name)? <i>Record age in completed years ("00" for children less than 1 year).</i> | HL7. Circle person line number if member is age 15 and above, then go to HL11 | HL11. Is (name)'s a usual member of the household 1 Yes 2 No 8 DK | | |
| Line | Name | Relation* | M | F | Month | Year | Age | 15 and above | Y N DK |
| 01 | | 01 | 1 | 2 | __ __ | __ __ __ __ | __ __ | 01 | 1 2 8 |
| 02 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 02 | 1 2 8 |
| 03 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 03 | 1 2 8 |
| 04 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 04 | 1 2 8 |
| 05 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 05 | 1 2 8 |
| 06 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 06 | 1 2 8 |
| 07 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 07 | 1 2 8 |
| 08 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 08 | 1 2 8 |
| 09 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 09 | 1 2 8 |
| 10 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 10 | 1 2 8 |
| 11 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 11 | 1 2 8 |
| 12 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 12 | 1 2 8 |
| 13 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 13 | 1 2 8 |
| 14 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 14 | 1 2 8 |
| 15 | | | 1 | 2 | __ __ | __ __ __ __ | __ __ | 15 | 1 2 8 |

Tick here if additional questionnaire used ☐

Probe for additional household members.
Probe especially for others who may not be members of the family (such as servants, friends) but who usually live in the household.
Insert names of additional members in the household list and complete form accordingly.

*** RELATIONSHIP TO THE HEAD**

| | | | | |
|-------------------|---------------------------------|-----------------------------------|-------------------|---------------------------------|
| 01 Head | 04 Son-In-Law / Daughter-In-Law | 07 Parent-In-Law | 10 Uncle / Aunt | 13 Adopted / Foster / Stepchild |
| 02 Wife / Husband | 05 Grandchild | 08 Brother / Sister | 11 Niece / Nephew | 14 Not related |
| 03 Son / Daughter | 06 Parent | 09 Brother-In-Law / Sister-In-Law | 12 Other relative | 98 Don't know |

| SECTION: 2 FOR HOUSEHOLD MEMBERS AGE 15 AND ABOVE | | | | | |
|---|---|-----|---|---|--|
| EDUCATION | | | ED | LABOUR FORCE STATUS LB | OCCUPATION OC |
| ED1. Line No: | ED2. (Copy name and age from, HL2 and HL6 and complete this section) | | ED3. What is (name's) highest level of educational completed? (Record the appropriate level from the educational codes below) 88. None 00. ECD 01-07 Grade 1-7 11-16 Form 1-6 20. Diploma/Certificate after Primary 21. Diploma/Certificate after Secondary 22. Graduate/ Postgraduate | What was (name) main economic activity in the last 12 months? 1 Paid employee permanent 2 Paid employee casual/temporary/ contract/seasonal. 3 Employer 4 Own account worker (communal, resettlement & peri-urban farmer 5 Own account worker 6 Contributing family worker | Describe (names) main occupation during the last 12 months. <i>e.g. Statistician, Primary school teacher</i> |
| Line | Name | Age | Level | Labour force status | Occupation |
| 01 | | - - | | 0 1 2 3 4 5 6 | |
| 02 | | - - | | 0 1 2 3 4 5 6 | |
| 03 | | - - | | 0 1 2 3 4 5 6 | |
| 04 | | - - | | 0 1 2 3 4 5 6 | |
| 05 | | - - | | 0 1 2 3 4 5 6 | |
| 06 | | - - | | 0 1 2 3 4 5 6 | |
| 07 | | - - | | 0 1 2 3 4 5 6 | |
| 08 | | - - | | 0 1 2 3 4 5 6 | |
| 09 | | - - | | 0 1 2 3 4 5 6 | |
| 10 | | - - | | 0 1 2 3 4 5 6 | |
| 11 | | - - | | 0 1 2 3 4 5 6 | |
| 12 | | - - | | 0 1 2 3 4 5 6 | |
| 13 | | - - | | 0 1 2 3 4 5 6 | |
| 14 | | - - | | 0 1 2 3 4 5 6 | |
| 15 | | - - | | 0 1 2 3 4 5 6 | |

REFERENCE INDICATOR HHR1

SECTION:3

| | | | |
|-------------|--|----------|---|
| HHR1 | Does the dwelling unit in which this household resides have access to electricity? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>b. 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 instructions</p> <p><i>c. 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> | No..... | 2 |

| | | | | | |
|-------------|---|--|--|--|----|
| HHR2 | What is the distance of the Household to the nearest Post Office? | | | | km |
|-------------|---|--|--|--|----|

SECTION 4. Household access to information and communication technology

| | | | |
|------------|--|----------|---|
| HH1 | Does any member of this household/do you have a radio at home? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>b. A radio is a device capable of receiving broadcast radio signals, using popular frequencies, such as FM, AM, LW and SW. It includes a radio set integrated in a cassette player or in a stereo, a car, an alarm clock or a digital audio player (MP3 player), but excludes radios integrated with a mobile phone or in a computer.</i></p> <p><i>c. The equipment should be in working order.</i></p> <p>Interviewer instructions</p> <p><i>d. The interviewer should probe a 'no' response to this question if the response to Q5 is 'yes'.</i></p> | No..... | 2 |

| | | | |
|------------|--|----------|---|
| HH2 | Does any member of this household/do you have a television at home? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>b. A television (TV) is a stand-alone device capable of receiving broadcast television signals, using popular access means such as over-the-air, cable and satellite. It excludes TV functionality integrated with another device, such as a computer or a mobile phone.</i></p> <p><i>c. The equipment should be in working order.</i></p> <p>Interviewer instructions</p> <p><i>d. 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> | No..... | 2 |

| | | | |
|------------|---|----------|---|
| HH3 | Does this household have a fixed line telephone at home? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>b. 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.</i></p> <p><i>c. The equipment should be in working order.</i></p> <p>Interviewer instructions</p> <p><i>d. 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> | No..... | 2 |

| | | | |
|--------------|---|----------|---|
| HH3.1 | Does any member of this household/do you have a mobile telephone at home? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>b. 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><i>c. A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems, as well as IMT-2000 (3G). Users of both post-paid subscriptions and pre-paid accounts are included.</i></p> <p><i>e. The equipment should be in working order.</i></p> | No..... | 2 |

| | | | |
|------------|---|----------|---|
| HH4 | Does any member of this household/do you have a computer at home, regardless of whether it is used? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>b. A computer refers to a desktop or a laptop computer. It does not include equipment with some embedded computing abilities such as mobile cellular phones, personal digital assistants (PDAs) or TV sets.</i></p> <p><i>c. The equipment should be in working order.</i></p> <p><i>Interviewer instructions</i></p> <p><i>d. 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.</i></p> | No..... | 2 |

| | | | |
|------------|---|----------|--------------------------|
| HH6 | Does any member of this household/do you have access to the Internet at home, regardless of whether it is used? | Yes..... | 1 |
| | <p><i>a. This question is asked of all in-scope households.</i></p> <p><i>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.</i></p> <p><i>c. Access may be by any device enabling Internet access (not only a computer). It may also be by mobile phone, PDA, games machine, digital TV etc. Access can be via a fixed or mobile network.</i></p> <p><i>Interviewer instructions</i></p> <p><i>d. 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).</i></p> | No..... | 2 |
| | | | If no, go to HH11 |

| | | | |
|-------------|---|----------|---|
| HH11 | What type/s of Internet access services are used for Internet access at home? | | |
| | Narrowband | | |
| | Analogue modem | Yes..... | 1 |
| | <i>Dial-up via standard telephone line; it requires that the modem dial a phone number when Internet access is needed.</i> | No..... | 2 |
| | ISDN | Yes..... | 1 |
| | <i>ISDN (Integrated Services Digital Network) turns a traditional telephone line into a higher speed digital link.</i> | No..... | 2 |
| | Other Narrowband | Yes..... | 1 |
| | <i>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).</i> | No..... | 2 |

| | | |
|---|----------|---|
| Broadband | | |
| DSL <i>DSL (Digital Subscriber Line) includes ADSL, SDSL, VDSL and uses ordinary telephone lines.</i> | Yes..... | 1 |
| | No..... | 2 |
| Cable modem <i>A cable modem uses cable TV lines for connecting to the Internet.</i> | Yes..... | 1 |
| | No..... | 2 |
| Other fixed broadband <i>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.</i> | Yes..... | 1 |
| | No..... | 2 |
| Mobile broadband <i>Mobile 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.).</i> | Yes..... | 1 |
| | No..... | 2 |
| Do not know | Yes..... | 1 |
| | No..... | 2 |
| <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> | | |

SECTION: 5 INDIVIDUAL USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

FOR INDIVIDUAL MEMBERS AGED 15 AND ABOVE

| Line No. | IU 1 How old is (name)? Enter age in completed years from HL3 | IU10 Has (name) used a mobile cellular telephone in the last 12 months? 1. Yes 2. No | IU5 Have you used a computer from any location in the last 12 months? 1. Yes 2. No | IU7 Have you used the internet from any location in the last 12 months? 1. Yes (Go to IU8) 2. No (No more questions) | IU8 Where did you use the Internet in the last 12 months? Circle the applicable codes against the member's line number 1. Home 2. Work 3. Place of education 4. Another person's home 5. Community Internet access facility 6. Commercial Internet access facility 7. Any place via a mobile cellular telephone 8. Any place via other mobile access devices | IU12 How often did you typically use the Internet during the last 12 months (from any location) 1. At least once a day 2. At least once a week 3. Less than once a week | IU9 For which of the following activities did you use the Internet for private purposes in the last 12 months (from any location) Circle the applicable codes against the member's line number. 1. Getting information about goods or services 2. Getting information related to health or health services 3. Getting information from general government organizations 4. Interacting with general government organizations 5. Sending or receiving e-mail 6. Telephoning over the Internet/VoIP 7. Posting information or instant messaging 8. Purchasing or ordering goods or services 9. Internet banking 10. Education or learning activities 11. Playing or downloading video games or computer games 12. Downloading movies, images, music, watching TV or video, or listening to radio or music 13. Downloading software 14. Reading or downloading online newspapers or magazines, electronic books |
|----------|---|---|---|---|--|---|--|
| Line | Age | Yes No | Yes No | Yes No | Place of use | Frequency | Internet use activity |
| 01 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 02 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 03 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 04 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 05 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 06 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 07 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |

| CONT..... INDIVIDUAL USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) | | | | | | | |
|--|---|---|---|---|--|---|---|
| FOR INDIVIDUAL MEMBERS AGED 15 AND ABOVE | | | | | | | |
| Line No. | IU 1 How old is (name)? Enter age in completed years from HL3 | IU10 Has (name) used a mobile cellular telephone in the last 12 months? 1. Yes 2. No | IU5 Have you used a computer from any location in the last 12 months? 1. Yes 2. No | IU7 Have you used the internet from any location in the last 12 months? 1. Yes (Go to IU8) 2. No (No more questions) | IU8 Where did you use the Internet in the last 12 months? 1. Home 2. Work 3. Place of education 4. Another person's home 5. Community Internet access facility 6. Commercial Internet access facility 7. Any place via a mobile cellular telephone 8. Any place via other mobile access devices | IU12 How often did you typically use the Internet during the last 12 months (from any location) 1. At least once a day 2. At least once a week 3. Less than once a week | IU9 For which of the following activities did you use the Internet for private purposes in the last 12 months (from any location) 1. Getting information about goods or services 2. Getting information related to health or health services 3. Getting information from general government organizations 4. Interacting with general government organizations 5. Sending or receiving e-mail 6. Telephoning over the Internet/VoIP 7. Posting information or instant messaging 8. Purchasing or ordering goods or services 9. Internet banking 10. Education or learning activities 11. Playing or downloading video games or computer games 12. Downloading movies, images, music, watching TV or video, or listening to radio or music 13. Downloading software 14. Reading or downloading online newspapers or magazines, electronic books |
| Line | Age | Yes No | Yes No | Yes No | Place of use | Frequency | Internet use activity |
| 08 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 09 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 10 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 11 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 12 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 13 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 14 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |
| 15 | __ __ | 1 2 | 1 2 | 1 2 | 1 2 3 4 5 6 7 8 | 1 2 3 | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 |

