AfterAccess: Household and individual survey questionnaire

The AfterAccess questionnaire was localized in each survey country, this version was used in Sri Lanka. Some countries had additional modules to explore particular topics of relevance to that country, for example this version has additional modules and questions to understand ICT use by persons with disabilities. The use of this questionnaire is subject to the Creative Commons Attribution-Non-Commercial Share-Alike License (https://creativecommons.org/licenses/by-nc-sa/4.0/).

Questionnaire structure

This questionnaire is to be completed by means of a face-to-face interview with selected respondents.

The questionnaire is divided into four parts, with multiple modules based on different topics, designed to capture information from different groups of respondents

- Front sections = admininstrative data , introduction (to be read out by interviewer), screener and consent forms
- Part 1 = household questionnaire (answered by household respondent), includes flagging of disabled household members in household roster
- Part 2 = individual respondent demographics and disability screening questions
- Part 3 = use of assistive device/technologies by disabled respondents (either identified in part 1 or part 2)

  Part 4 = individual respondent ict access and use questions

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Front sections	Module A: admin	Most of the data should be captured by device automatically
	Introduction	Introduction to be read out to respondent to convey objectives of the survey
	Module SC: screener	This is to identify a suitable household respondent to be interviewed for the household section of the interview (part 1).
	Module C: consent form	To inform respondent of their rights (e.g., right to decline answering, etc) and to seek consent to: 1. Conduct interview 2. Take photographs 3. Contact them again for quality checks If individual respondent is aged 15-17 (below 18), consent is to be obtained on behalf of the respondent from a **parent or guardian**.
Part 1 (household respondent)	Module HR: household roster Module h: household attributes	• This should be answered by the **household respondent** 　○ **"household respondent" =** either the household head (1st choice), or a suitable alternative, who has knowledge on household members and attributes. • The purpose of these modules are to: 　1. List all "**eligible household members**" 　　○ **Natial sample** 　　　○ **Part 1 – household head or suitable alternative** 　　　○ **Parts 2-4 – 15-65 year old household members** 　　○ **PWD sample** 　　　○ Part 1 - **household head or suitable alternative** 　　　○ **Parts 2-4 – 15-65 year olds with disabilities** 　2. Collect data on household-level attributes 　3. Identify "i**ndividual respondent**": a randomly selected household member from among those eligible, who will complete parts 2-4 of the interview:

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a.   In the national sample, a random selection from among all eligible household members is to be done using the kish grid.
b.   In the booster sample (which is made up only of households which have a disabled member), the said disabled household member (aged 15-65, and capable of being surveyed, either independently or with assistance) is to be selected
<blockquote>
i. If there is more than one such disabled household member in the household, one is to be randomly selected per household for interview.
</blockquote>
Note: household respondents and/or national sample respondents may or may not have disabilities. If they do, in the case of the household respondent, they should be capable of independently responding to the survey. In the case of national sample individual respondents, they should be able to complete the full questionnaire either independently or with minimal assistance.
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Part 2
Ask from:
All individual respondents (either selected via kish grid or pure random method embedded to capi device in national sample or selected disabled respondent in booster sample)
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<td>Module WG: washington group set of questions</td>
<td rowspan="3">
• This should be answered by the **individual respondent**
• **"individual respondent" =** a randomly selected household member from among those eligible, to whom parts 2-4 of the interview will be administered (part 3 only if disabled.
• The purpose of these modules are to collect individual-level demographic data as well as to confirm / identify those classified as 'disabled' based on the washington group criteria.
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<td>Module D: Demographics</td>
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Part 3
Ask from:

All respondents classified as having
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<td>Module AT: Use of assistive technologies and devices</td>
<td>
• This part is to be answered by any individual respondent who is classified as 'disabled' according to the washington group criteia (in part 2). This can include
• 1. Disabled respondents from the booster sample (bs-d)
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some form of disability according to the Washington group criteria (in part 2: module WG-responses 1, 2 or 3)		• 2. Disabled respsondents from the national sample, identified either • A. At the listing stage (and confirmed in part 2; (ns-d) • B. Through part 2 (ns-d2) • The purpose of this is to collect disabled relevant information including the use of assistive technologies.

	Module IE: Income and expenditure	
Part 4 **Ask from:** **All individual respondents**	Module F: Social activities	• This part is to be answered by all individual respondents in the national sample and the booster sample • The purpose of these modules are to collect individual-level data on individual characteristics as well as mobile and Internet use data
	Module M: Mobile	
	Module NM: No mobile	
	Module B: Internet	
	Module NB: No Internet	
	Module S: Social media	
	Module NS: No social media	
	Module PI: Perceived impacts	
	Module EG: E-Gov	
	Module PF: Platforms	
	Module OH: Online harassment	
	Module CS: Cyber security	

Eligibility of household members to complete parts 2, 3 and 4.

Only those aged 15-65 (inclusive) are eligible for part 2, 3 and 4 of the survey, and only these individuals should be listed in the household roster (module HR). The total number of other household members (non-eligible, **including those with disabilities** should be counted and the number recorded in questions HR.7, HR.7.1, HR.8 and HR 8.1. Persons with disabilities will be flagged in the household roster. Eligible household members with disabilities may be selected for the national sample through the Kish grid or pure random method embedded to CAPI device. If they are not, they may be selected for interview in the booster sample (if they are consenting and capable) and if the household with PWDs identified at listing stage are not sufficient to conduct the survey in booster sample randomly.
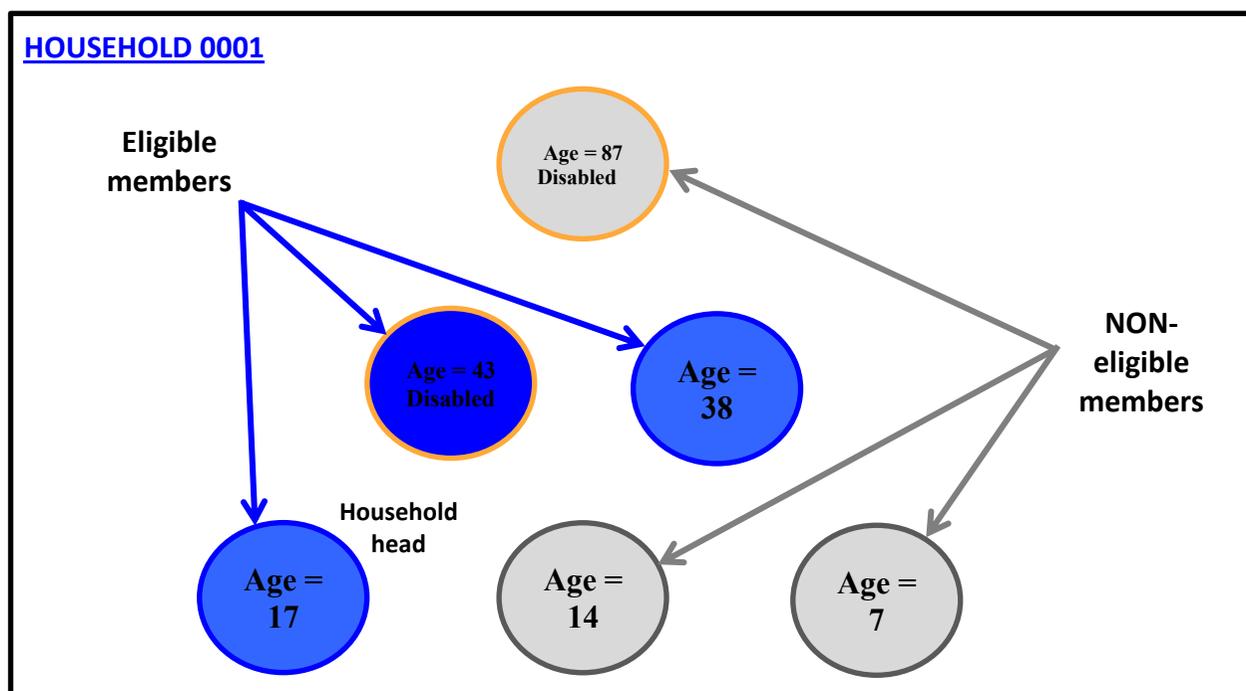
If the individual respondents selected for the booster sample are severely disabled, (answer to module wg.5=2 or 3 and/or wg.7=2 0r 3), the household should be replaced or if there are 2 disabled respondents in the household, other respondent should be interviewed.

General notes

1. **Question numbers should remain unchanged**, since the same questionnaire (and question numbering structure) is being used across all study countries, to facilitate cross-country comparisons. Additions can be made by using question number suffixes; where deletions are made, the existing series should not be changed.
2. Where codes are given for 'don't know' or 'refused', these responses should not be read out to the respondent. If the respondent says they don't know the answer or they refuse to answer, then the relevant code should be selected on the question interface on the data entry device. 'don't know' can be coded 99, 'refused' can be coded 88 or a suitable number
3. '[MR]' indicates where multiple responses are permitted; all other questions to be treated as single response.
4. Enumerators should read out the questions as they given. Clarification notes are for the enumerator unless otherwise specified.

Questionnaire

Module A: Admin Recorded before interviewing the household			Module a – most of the data in this section should be captured automatically by the data entry device
A.1	EA_Id (10 or more digits)		PSU code (101-200)
A.2	Province		
A2.a	Division		Not applicable for SL or DS Divison
A.3	District		
A3.a	Census district		Not applicable for SL
A.4	Circle/commune		Not applicable for SL
A.5	Country	1 = Nepal 2 = Bangladesh 3 = Cambodia 4 = Pakistan 5 = Vietnam 6 = India 7 = Philippines 8 = Bhutan 9 = Indonesia 10 = Sri Lanka 11 = Thailand	Default value should be set for a country. E.g., for Cambodia, default value of 3 should be set in CAPI version.
A.6	Location	1 = Urban 0= Rural	
A.7	Urban area/ village name/GN Name		
A.8	Enumerator id		

A.9	Date		
A.10.a	Household interview time start (24 hr clock)		
A.11.a	Individual interview time start (24 hr clock)		
A.12	GPS coordinates		
A.13	Device id		Enumerator's CAPI device id
A.16	Take a picture of the structure where the household lives before entering the premises		Take a picture from the outside, showing the front door in its surroundings
Recorded after interviewing the household			
A.10.b	Household interview time end (24 hr clock)		
A.11.b	Individual interview time end (24 hr clock)		
A.17	Interview status	[0] incomplete [1] complete [2] discarded [3] disabled respondent got tired	Interviewer to record
A.18	Replacement?	[0] no [1] replacement	Interviewer to record Is this household a replacement household ([1] or is it one that was selected for the sample already [0]
A.19	If replacement (a.18=1) Reason for replacement	[1] household respondent refused [2] incomplete [3] discarded due to errors [4] household locked	Interviewer to record

A.20	Language that interview was conducted in [MR]	[country languages to be pre-coded] 1001 Sinhala 1002 Tamil	Interviewer to select all languages that interview was conducted in. This includes if substantive parts of the questionnaire have been verbally translated into a local language to be better understood by the respondent. More than 1 language can be selected
A.21	Who answered most of the questions in the disabled survey	[0] No assistance (respondent responded independently) [1] Some minor assitance, but respondent mostly responded independently [2] Respondent needed assistance from someone throughout the interview in understanding the questions and responses (in the enumerator's language) [3] Respondednt needed assistance from someone throughout the interview in interpretation or translation of questions and responses [4] Someone else reported on the respondent's behalf with little or no input from the respondent	Reponses 0-3 include where the respondent provides a reasonable amount of input to provide survey responses. Response 4 is where the respondent provides little or not input on survey responses. Interpretation or translation can include to and from sign language or any other form of communication (verbal or non-verbal) that the respondent may use to communicate with others in .
A.22	Please note whether this questionnaire was uploaded real time? At the place of the interview itself	[0] No [1] Yes	

Introduction

Interviewer to read:

Hello, my name is _____, I am from agency name. We are conducting a survey on how people in Sri Lanka such as yourself use mobile phones and the Internet. We are also specifically looking at how people with health issues (impairments/ injuries/disorders) use Internet and mobile.

We are conducting this research with LIRNE*asia*, another research organization. The purpose of this is to see how people use mobiles and Internet to better their lives, and what needs to be done (e.g., by the government, companies or others) to better serve your needs. These are few LIRNEasia research publications on Information and Communication Technology for the betterment of Sri Lankan citizens. Results used by Government organizations and private sector organizations.

Screener

Module SC: Screener

Please contact the household head (the person responsible for making the main household financial decisions) for interview. If not available, then:

➢ Contact the second-most knowledgeable person about household member details; if not available, then:

➢ House should be revisited at a later time (the time of day being different to the time that the first visit is made; inquire from other members at what time the relevant person will be home).

A minimum three attempts to reach this person should be made before a household is replaced.

Household and Household member

As defined by the department of census and statistics, a household may be (i) a one – person household or (ii) multi-person household. A one-person household is one where a person lives by himself and makes separate provision for the food. A multi-person household is one in which a group of two or more persons live together and have common arrangements for provision of food. Household includes not only members of the family such as husband, wife and children but also others such as relatives, boarders, domestic helpers etc. who live with the family and share the same common arrangements of cooking and partaking of food with them. Lodgers of a household, who have their own separate arrangements for meals are considered as a separate household.

The purpose of this module is to identify a suitable household respondent to be interviewed for the household section of the interview (part 1).

The household head = person who makes the main household financial decisions. It can be a male or female of any age. They should have knowledge of the household members. The household head is the **first choice** for the interview.

If not available, then contact the second-most knowledgeable person about the household details (e.g., spouse of household).
If the household respondent refuses to be enumerated, then the household should be replaced with a random replacement.

If the household head and the second most knowledgeable person is suffering from dementia/ Alzheimer's or suffering from a severe mental illness the household should be replaced.

Please add the Sri Lanka census definition for eligible household members.

Sc.1	Are you the household head? By household head, I mean the person who makes the most important financial decisions in the house.	[0] No >> Sc.2 [1] Yes >> start interview	If 'yes' complete module c (consent) and start interview at part a, module HR

Sc.2	Are you able to accurately tell me about the details of the other household members?	[0] No >> seek out suitable respondent; if not available, find out when either of them will be available and revisit at that time. Thanks and continue to sc3 then terminate [1] Yes >> start interview	If 'yes' complete module c (consent) and start interview at part a, module HR
Sc.3	Record number of attempts that have been made to meet with this household respondent	[record number] >> terminate	If the household respondent is not available, a minimum of three attempts should be made to reach them at different times of day, via phone or in person, before the household is replaced.
Sc.4	Record number of attempts that have been made to meet with the eligible member		

Consent form

Interviewer to read:

If you agree, we would like to ask you and another person from your household some questions for the purpose stated earlier.

This will take about 60 minutes in total.

If you choose to participate, please be assured that all the information given by you will be kept totally confidential. This information will be combined with similar information from thousands of other people in to look at the average behavior across society. There are no obvious physical, legal, or economic risks associated with participating in this study because your information will not be used in an identifiable manner.

Participation in this survey is voluntary. You may decline from answering any question at any time. You may also ask questions at any time. You may terminate your participation at any time. However, we hope that you will take part in this survey since your participation is important.

Module C: Consent

To be filled for each respondent:

➢ Household respondent

➢ Selected individual respondent

- o If below age 18, parent or guardian's consent to be obtained on respondent's behalf
- o If disabled and unable to respond independently, proxy's consent to be obtained on respondent's behalf

The purpose of this module is to inform respondents of their rights with respect to the interview and to seek their consent to be interviewed, take photos and re-contact them.
If a proxy/interpreter is answering on behalf of the eligible household member, proxy should not force/influence respondent's responses.

C.1	Do you have any questions at this time?	[0] no [1] yes, specify _____		Interviewer to respond to inquiries, and continue

C.2	Do you consent to participate in this study?	[0] no >> if **household respondent** →random replacement of household; If **individual respondent** →random replacement of household [1] yes		If the selected individual is not there, interviewer needs to visit three times before replacing the household. In case of refusal by household or individual respondent, replace household.
C.3	May we take photographs of you and your surroundings during the interview, as a part of the research?	[0] no [1] yes		**This should be done after finishing the interview**
C.4	After completion of this interview, if required, may we contact you again to briefly verify any of the responses that you have given (for quality-checking)? This may be over the phone or in person and should not take more than 10 minutes of your time.	[0] no [1] yes >> record contact information in contact sheet and continue		The respondent database should be shared with LIRNE*asia* for quality checking purposes After the survey is complete, some will be contacted again by either <agency name> or LIRNE*asia* researchers for quality checks. This may be over the phone (if contact info is provided) or in person, and it usually takes about 10 minutes of their time. We ask just a few questions to verify that the said household member was interviewed, how long the interview took, whether there were any problems, etc. We also check their responses to a few of the questions in the questionnaire.
C.5	May we record this interview, for quality checking purposes?	[0] no [1] yes		

Part 1: Household information

Module HR: household roster

To be answered by **household respondent (**household head or person identified in sc.2).

Household roster:

Please list all household members and visitors between the ages of 15-65 that will please start with the household head.

Household and Household member

As defined by the department of census and statistics, a household may be (i) a one – person household or (ii) multi-person household. A one-person household is one where a person lives by himself and makes separate provision for the food. A multi-person household is one in which a group of two or more persons live together and have common arrangements for provision of food. Household includes not only members of the family such as husband, wife and children but also others such as relatives, boarders, domestic helpers etc. who live with the family and share the same common arrangements of cooking and partaking of food with them. Lodgers of a household, who have their own separate arrangements for meals are considered as a separate household.

The purpose of this module is to collect household-level data and to list all **eligible** household members, so that one can be randomly selected to answer part 2, 3 (if the respondent is disabled) and 4.

'eligible' household members to answer part 2, 3 (if the respondent is disabled) and 4 = **those aged 15-65 (inclusive)**

Household members aged **0-14** and **66 or more are excluded** from the roster (grid) but the number of household members in these age groups should be **counted and recorded** in **hr.7, hr7.1** and **hr.8, hr8.1** below.

One row = one person.

First row = household head.

Id	Hr.1 first name	Hr.2 How they are related to household head:	Hr.3 birthday (DD/MM)			Hr.11 is this household member disabled [0] no	

		[1] head of household [2] spouse/partner [3] son/daughter [4] grandchild [5] parent [6] brother /sister [7] other relative [8] not related [9] parent-in-law [10] son-in-law/ [11] daughter-in-law [99] don't know [88] refused to answer	DD	MM	YYYY	**Hr.4 age (in years;** value range = 15-65	**Hr.5 gender** [0] Male [1] Female	**[1] yes** By disability I mean people who are not able to participate in social life fully and effectively as other normal people due to their terminal physical, mental, intellectual disability or the disability related to sense organs (functional impairment) or due to the existing obstacles or hindrance.	**Hr.3: date is not mandatory**
1		[1] head of household						0 1	
2							0 1	0 1	
3							0 1	0 1	
4							0 1	0 1	
5							0 1	0 1	
6							0 1	0 1	
7							0 1	0 1	
8							0 1	0 1	
9							0 1	0 1	
10							0 1	0 1	
11							0 1	0 1	
12							0 1	0 1	
13							0 1	0 1	
14							0 1	0 1	

15						0 1	0 1	
16						0 1	0 1	
17						0 1	0 1	
18						0 1	0 1	
19						0 1	0 1	
20						0 1	0 1	

Hr.7	Please tell me how many other household members there are age 14 or less (inclusive of disabled members)		The household members counted here should not be listed in the household roster (above)
Hr.7.1	Please tell me how many other disabled household members there are age 14 or less		All "other" household members should be listed in hr 7 and hr 8. All "disabled members" less than 14 and more than 66 should be recorded in hr7.1 and hr8.1
Hr.8	Please tell me how many other household members there are age 66 or older		
Hr.8.1	Please tell me how many other disabled household members there are age 66 or older		
Hr.9 pure random selection method applied to select an eligible individual			**Interviewer should ask a household member to notify the selected individual, and request them to be present in approximately 5-10 minutes (when you will complete part 1 with the household respondent)** If the selected individual is not there, interviewer needs to visit three times before replacing the household. In case of refusal, random replacement of household In case of refusal by or incapability of the disabled individual in the booster sample, household should be replaced

	Module H: Household attributes To be answered by household head or person identified in sc.2.			**The purpose of this module is to collect household-level data**
H.1	Do you own the house you live in or rent?		[1] rent [2] own [4] I don't own it, it is my parents' house (don't need to pay rent) [5] I don't own it, it is my relatives' house (don't need to pay rent) [3] occupy (for free) [6] other	Please note code list is not in numerical order. However it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited. Ownership relates to ownership by the household (e.g., if someone else is responding for them, the question is whether the household/household head owns the house or not)
H.2	What kind of electricity does the house have? (if multiple, chose the one used mostly)		[0] none [1] main electricity grid [2] generator [3] solar [5] other	Interviewer to probe whether there are more than 1 type of connection
H.3	Does this house have piped water, if so is it into the yard or into the house?		[0]no [1]yes, into the yard [2]yes, into the house	If yes, interviewer to probe whether connection is into the yard only or house (either directly or via household water storage tanks). This will enable us to understand if they can direct access water from inside their house or whether they have to go outside their house to access water.
H.4	Please tell me about the availability of the following items in your household that are available for all members to use. Does your household have a working…?	Fixed (line) telephone	[1]yes [0]no	Items must be in working condition/order, and accessible to all household members.
H.5		Refrigerator	[1]yes [0]no	
H.6		Radio	[1]yes [0]no	
H.7		TV	[1]yes [0]no	
H.8		Satellite /cable TV	[1]yes [0]no	
H.9		Car or truck	[1]yes [0]no	
H.10		Motorcycle / 3 wheeler	[1]yes [0]no	
H.10a		Mobile phones		Refers to a working device with a working connection (sim card)

	How many working … does your household have?			Record number in the household (among all household members)
H.11		Desktop computers		Record number of working units in the household
H.12		Laptop computers		
H.13		Tablets / I-pads		
H.14	Does this household have a working Internet connection, if so what type? (one that is exclusive for the household and is accessible to all household members)	[0] no [1] Internet using mobile phones /dongles [2] other Internet access including Fibre/ADSL/ or wireless Internet (e.g. CDMA) [3] both mobile phones/dongle and Fibre/ADSL/CDMS		We want to know if the household members can access Internet by any means within the house.
H.17	Are there any immediate family members who have migrated to either other parts of the country (outside of this town or village) or migrated abroad?	[0] no [1] yes, migrated to other parts of this country [2] yes, migrated abroad [3] yes, both		
H.18	What is the most common way this household send or receive money?	[0] we don't send or receive money to/from anyone [1] in person through relative or friend [2] bus drivers [3] formal money transfer service (e.g. Western union) [4] bank account transfer [5] mobile money [6] add local money transfer systems as appropriate [7] other [11]Internet banking [12] post office		Explain if needed: if a household needs to send or receive from a family member or anyone else not living at home
H.19	Does anybody in this household have a bank account or access to one in any other way? Do not include informal banks such as SANASA, Samurdi etc.	[0] no [1] yes, at least one household member has one [2] yes, through work [3] yes, through someone else		Someone else could be neighbor or relative not living in same household If respondent has his/her own account it will still be catergorised under [1] yes, at least one household member has one]
H.20	How many people in this household receive social grants from the state (eg. disability, pension, unemployment, veteran, child support, scholarship)?			Read out examples

H.22	What is the highest education level of any household member	[1] none [2] primary (up to grade 5) [3] secondary (up to grade 9) [9] secondary Up to G.C.E Ordinary level [10] secondary Up to G.C.E Advanced level [4] tertiary: diploma /certificate [5] tertiary: bachelors [6] tertiary: masters [7] tertiary: PhD [8]formal religious school	If primary incomplete (e.g., completed up to grade 5), record as [1] none If secondary incomplete (e.g. Completed up to grade 9, record as [2] primary [9] Up to G.C.E Ordinary level [10] Up to G.C.E Advanced level Please note clarifications [4] tertiary: diploma /certificate - this is not secondary school/ high school certificates/ diplomas [5] tertiary: bachelors -university qualification (usually 3-4 years, can include completed professional qualifications such as CIMA, CIM, which are equivalent to university degree) [6] tertiary: masters - university qualification usually 1-2 years usually done after bachelor's degree/degree equivalent [7] tertiary: PhD-university qualification usually more than 3years Enumerator select appropriate answer if respondent gives the number of school years. Only use formal religious school if respondent has no other schooling or has only gone to religious schools Country specific responses can be used for this question. However, in the final dataset LIRNE*asia* need these options as the responses.
H.23	<insert country socioeconomic classification (sec) question>		

This is the end of the interview with the household respondent. The individual respondent (household member selected to answer part 2, 3 (if the respondent is identified as disabled), and 4 (identified in hr 9) should be interviewed from here on. The introduction and consent sections should be repeated here for this respondent, unless, the individual respondent to answer part 2, 3 (if the respondent is identified as disabled), and 4 is the same person as the household respondent.

Introduction and consent form to be repeated here for selected individual respondent (household member selected to answer parts 2, 3 (if the respondent is identified as disabled), and 4

Part 2: Randomly selected individual

Module WG: Washington group questions To be answered by individual respondent (household member selected to answer parts 2, 3 (if the respondent is identified as disabled), and 4)			The purpose of this module is to identify whether the individual respondent has any kind of disability
Wg.1	Mark by observation (is this face to face interview with the person with disability?)	[0] interview directly with the person with disability [1] someone else is reporting together with the person with disability [2] another person (interpreter) is reporting for the person with disability (language) [3] someone else [proxy] is reporting on behalf of the person with disability	
	I am going to ask you a few questions about your general health and wellbeing here. Please tell me:		
Wg.2	Do you have difficulty seeing, even if wearing glasses due to a health problem? When I say 'health problem', I mean due to disease, injury or other disorders.	[0] No - no difficulty [1] Yes – some difficulty [2] Yes – a lot of difficulty [3] Cannot do at all	
Wg.3	Do you have difficulty hearing, even if using a hearing aid due to a health problem?	[0] No - no difficulty [1] Yes – some difficulty [2] Yes – a lot of difficulty [3] Cannot do at all	Probe if not identified whether the respondent have visited a doctor for medication
Wg.4	Do you have difficulty walking or climbing steps due to a health problem?	[0] No - no difficulty [1] Yes – some difficulty [2] Yes – a lot of difficulty	

		[3]　Cannot do at all	
Wg.5	Do you have difficulty remembering or concentrating due to a health problem?	[0]　No - no difficulty [1]　Yes – some difficulty [2]　Yes – a lot of difficulty [3]　Cannot do at all	
Wg.6	Do you have difficulty (with self-care such as) washing all over or dressing due to a health problem?	[0]　No - no difficulty [1]　Yes – some difficulty [2]　Yes – a lot of difficulty [3]　Cannot do at all	
Wg.7	Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood, due to a health problem?	[0]　No - no difficulty [1]　Yes – some difficulty [2]　Yes – a lot of difficulty [3]　Cannot do at all	
Wg.8	Do you have any permanent difficulty in carrying out activities with your hands such as holding a pen firmly to write even while using prosthesis (artificial limb) due to a health problem?	[0]　No - no difficulty [1]　Yes – some difficulty [2]　Yes – a lot of difficulty [3]　Cannot do at all	
Wg.9	If wg.2-wg.8=1-3 then, For how long have you had the difficulties that you mentioned?	[1]　0 - 6 months [2]　6 months – up to 1 year [3]　1 year – 5 years [4]　More than 5 years	If the respondent has multiple disabilities, the disability that was there for the longest time has to be recorded

Module D: Demographic information To be answered by all individual respondents (household member selected to answer parts 2, 3 [if the respondent is identified as disabled], and 4)			**The purpose of this module is to collect demographic data on the individual respondent**	**The questions that should be asked only from disabled respondents are highlighted here**
D.1	First name		The first name should be same as what was entered in the household roster. Please add a drop down menu from the information in the household roster and select the respondent.	
D1.a	Id of the selected individual from the household roster			
D.2	Gender (interviewer to record)	[0] male [1] female	Interviewer to observe and record	
D.3	Please tell me your age	_____ >>if below 15 or above 65, delete from household roster and make a new random selection	Record number of completed years (age at last birthday)	
D.4	How are you related to the household head?	[1] head of household [2] spouse/partner [3] son/daughter [4] grandchild [5] parent [6] brother /sister [8] not related [9] parent-in-law [10]son-in-law/ daughter-in-law [7] other relative [11] other	Please note code list is not in the numerical order. However it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited. Other can be non-related friends etc.	
D.5	Please tell me your marital status	[1] married [2] single [3] widowed [4] divorced [5] cohabiting	Cohabiting includes couples who are not married but living together and therefore influence household decisions	

D.6	What is your highest level of schooling completed?	[1] none [2] primary (up to grade 5) [9] secondary Up to G.C.E Ordinary level [10] secondary Up to G.C.E Advanced level [4] tertiary: diploma /certificate [5] tertiary: bachelors [6] tertiary: masters [7] tertiary: PhD [8]formal religious school	If primary incomplete (e.g., completed up to grade 2), record as [1] none, and '2' should be recorded in d7 If secondary incomplete (e.g. Completed up to grade 10, record as [2] primary Only use formal religious school if respondent has no other schooling or has only gone to religious schools Country specific responses can be used for this question. However in the final dataset LIRNE*asia* need these options as the responses. Enumerator select appropriate answer if respondent gives the number of school years.	
D.6.a	If d.6= [1] What was the reason that you never attended school	[0] Not enough money [1] Lack of interest [2] Due to my disability [3] Other [99] don't know		Only asked disabled
D.7	How many years of schooling do you have in total?		To be asked from all those who have some amount of schooling, excluding pre-school. All education years including school and university/institute Record in years	
D.8	Do you have any vocational/ professional certificates (eg. NVQ) ?	[1] yes [0] no		
D.9	Are you currently enrolled in any courses to further your education?	[1] yes [0] no	This can include part-time or full-time study	

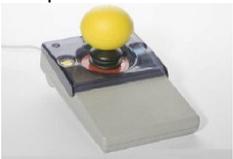|				
D.10	What was your **main activity** during the last 6 months?	[1] student / pupil [2] unpaid house work [3] retired [4] unemployed seeking a job [5] unemployed not looking for a job [6] disabled and unable to work [7] employed (salary / wage) in private sector [8] employed in public sector (civil servant) [9] self-employed with employees (paid or unpaid) [10] self-employed without employees [11] unpaid family worker	Main /primary activity to be recorded, as per what they identify their main activity to be. Response options should be allow for direct comparison with the most up-to-date national census/statistics department's definitions and data. This is so that we can cross-check our data with official data. Taking care of sick family member can be coded same as unpaid house work	
D.10.b	If d.10=4,5,6 What is the main reason that you are not working at the moment?	[1] Unable to obtain a job because of disability discrimination [2] I cannot work because I'm disabled [3] I cannot find a job as there is a shortage of jobs in my locality [4] I don't have enough skills/ competency to get a job [5] I can't find a job that match my skills/ competencies I'm not interested in working		Only ask disabled respondents
D10.a	If d.10 =7,8,9,10,11 or d.10=1 (i.e., working) Please tell me if you are working in the agriculture/fishery/animal husbandry sector? If yes, are you a farmer or fisherman?	[0] not in the sector [1] farmer [2] fisherman	This question is purely to identify farmers and fishermen among those that identify themselves as working. Farmer includes those who rear livestock Please mark only the main activity	
D.11a	How many hours a week are you typically doing paid work in your **main activit**y? (0 if no paid work, , self-employment also counts)		Interviewer to assist respondent in calculating the number of hours per week or paid work (unpaid work excluded). Record in hours	
D.11b	How many hours a week are you doing paid work in other **side activities**?		This includes activities which generate an income (e.g., small home-based businesses; second jobs, etc). Record in hours**.**	

D.12	How many years of work experience do you have? (0 for none)		Includes part time work also. E.g., if respondent worked part time for 1 year, this counts as 1 year of work experience. If experience is less than one year. --> mark that as 1 Record in years.	
D.13	Do you have a national id card?	[1] yes [0] no	National id cards are identity proof signifying that you are a citizen of the country	
D.14	Do you have access to a bank account?	[0] no [1] yes, I have my own bank account – formal bank (Peoples bank, bank of celon, commercial bank, Seylan, Sampath etc) [2] yes, I use someone else bank account [3] yes, I have my own bank account – mobile money	This can include micro finance accounts which respondent uses for banking/ financial needs	
D.15	Do you have a credit or debit card?	[0] do not have both [1] yes, have debit card only [2] yes, have credit card only [3] yes, have both debit and credit card		
D.16	If d.6=1 (schooling = none) Can you read a letter or newspaper?	[1] easily [2] with difficulty [3] not at all	To be asked from those with less than primary school completed as answered in d6. I.e., do not ask from those who have completed above primary school This can be any language	Don't ask completely visually impaired respondents I.e., don't ask if wg.2=3
D.17	If d.6=1 (schooling = none) Can you write a letter?	[1] easily [2] with difficulty [3] not at all		
D.18	Skip if d.16 = 3 How often do you read newspapers?	0] never [1] infrequently [2] weekly [3] daily	Physical newspaper and news online both count	Don't ask completely visually impaired respondents I.e., don't ask if wg.2=3
D.19	How many hours a day do you watch (or listen to, if visually impaired) the TV on average (0 for not watching)?		Record in hours. E.g., 15 minutes = 0.25; 30 minutes = 0.5, etc. Can include content via broadcast TV, as well as via the Internet (on a smart TV) should be rounded off to the nearest 0.25 hour	

D.20	How many hours a day do you listen to radio on average (0 for not listening)?		Record hours E.g., 15 minutes = 0.25; 30 minutes = 0.5, etc. Should be rounded off to the nearest 0.25 hour	Only ask disabled respondents ; don't ask completely hearing impaired respondents (i.e., wg.3=3)
D.21	Have you used a public phone in the past 3 months? (including communication center or similar places to make calls	[1] yes [0] no	This is for voice calls only. Local terminology to be added. Do not count as yes if using a public phone when traveling abroad only	Only ask disabled respondents ; don't ask completely hearing impaired respondents (i.e., wg.3=3)
D.22	How often do you use a computer (desktop or laptop)?	[0] never [1] hourly [2] daily [3] every now and then		
D.22.a	D22= 1-3 What is your level of comfort when using computers?	[1] I can use computers independently [2] I can use computers with a little bit of assistance [3] I can use computers with moderate level of assistance I can use computers with a lot of assistance		Only ask disabled respondents
D.23	Do you own a personal desktop computer or laptop?	[1] yes [0] no	Does not include desktops/laptops given and owned by workplace	

Part 3: use of assistive technologies and devices

Module AT: use of assistive technologies and devices To be answered by randomly selected disabled individuals who have been identified as disabled in WG module				The purpose of this module is to collect data devices and technologies used by the respondent to assist in managing their disability. This module has to be administered to the disabled respondents identified in module WG.	The questions that has to be asked only from disabled respondents are highlighted here
Di.1_1	What are the means you use to communicate with people around you (tick all that apply) [MR]	[1] Verbally	[1] yes [0] no	To capture how the disabled respondent communicates with others who are physically present near them After pilots please add other responses	Only ask disabled respondents
Di.1_2		[2] Sign language	[1] yes [0] no		
Di.1_3		[3] Written messages	[1] yes [0] no		
Di.1_4		[4] Other	[1] yes [0] no		
Di.2	To what extent are you able to manage your day to day activities independently without any help from other family members?	[1] Completely [2] Partially Not at all			Only ask disabled respondents
Di.3	Do you use any devices or technologies which helps you to do your day to day activities in an easier way similar to this (show pictures)	[1] yes [0] no		Forearm and wrist supporters Mobility devices	Only ask disabled respondents

	Eg: wheelchair, hearing aid, visual aid				
			Communication devices 	Computer access devices 	
			Adaptive toys and games 	Adaptive environments 	
			Instructional aids 		
			World health organization (who) and world bank in 2011 in the publication *world report on disability*. **An assistive technology device is defined as:** *"any item, piece of equipment, or product system, whether acquired commercially, modified, or*		

				customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities."	
				Examples of assistive devices and technologies include wheelchairs, prostheses, hearings aids, visual aids, and specialized computer software and hardware that increase mobility, hearing, vision, or communication capacities.	
				According to the e-accessibility toolkit - assistive technology is any technology that enables access to information, communication or the environment.	
Di.4_0	If Di3=1, what are the devices / technologies you use to ease/ or help you in your day to day activities ? [MR]	[0] I use devices that help me to achieve or maintain certain positions necessary to perform different activities (eg: forearm and wrist supporters)	[1] yes [0] no	http://www.continuetolearn.uiowa.edu/nas1/07c187/module%203/module_3_p2.html Assistive devices includes seven categories: positioning, mobility, augmentative and alternative communication, computer access, adaptive toys and games, adaptive environments, and instructional aids (bryant and bryant, 2003). Eg:	Only ask disabled respondents
Di.4_1		[1] I use devices that enable me to move around my environments (eg: canes, manual and power wheelchairs)	[1] yes [0] no	Forearm and wrist supporters / Mobility devices / Communication devices / Computer access devices / Adaptive toys and games / Adaptive environments / Instructional aids	
Di.4_2		[2] I use communication devices that assist me with my hearing, speech and vision difficulties (eg: communication boards, glasses, hearing aid)	[1] yes [0] no		

Di.4_3		[3] I use computer access devices and programs which help me to independently access a computer system without restrictions (eg: the roller ii joystick, screen reader)	[1] yes [0] no		
Di.4_4		[4] I use adaptive toys and games which helps me to explore, measure and develop my social and cognitive abilities (eg: play station control center)	[1] yes [0] no		
Di.4_5		[5] I use adaptive environments that allow me to control my environment to facilitate independent living, working, studying etc (eg: environment control unit, utencil hand clip, tilting bottle rest)	[1] yes [0] no		

Di.4_6		[6] I use instructional aids such as materials, devices or programs that makes educational curriculum accessible to me (eg: universal design learning tools, ringg-pen writing instruments)	[1] yes [0] no		
Di.4_7		[7] Other (specify)	[1] yes [0] no		
Di.5	Is there any device or technology you need but do not have?		[1] yes [0] no		Only ask disabled respondents
Di.5.a-0	If di.5=1 then Out of these devices and technologies what devices and technologies do you need but not have? [MR]	[0] Devices that help me to achieve or maintain certain positions necessary to perform different activities (eg: forearm and wrist supporters)	[1] yes [0] no		Only ask disabled respondents

Di.5.a_1		[1] Devices that enable me to move around my environments (eg: canes, manual and power wheelchairs)	[1] yes [0] no	
Di.5.a_2		[2] Communication devices that assist me with my hearing, speech and vision difficulties (eg: communication boards, glasses, hearing aid)	[1] yes [0] no	
Di.5.a_3		[3] Computer access devices and programs which help me to independently access a computer system without restrictions (eg: the roller ii joystick, screen reader)	[1] yes [0] no	
Di.5.a_4		[4] Adaptive toys and games which helps me to explore, measure and develop my social and cognitive abilities (eg: play station control center)	[1] yes [0] no	

Di.5.a_5		[5] Adaptive environments that allow me to control my environment to facilitate independent living, working, studying etc (eg: environment control unit, utencil hand clip, tilting bottle rest) Instructional aids such as materials, devices or programs that makes educational curriculum accessible to me (eg: universal design learning tools, ringg-pen writing instruments)	[1] yes [0] no		
Di.5.a_6		[6] Other (specify)	[1] yes [0] no		
Di.6	If di.5=1 What is the reason for you not to have this device/technology that you want?	[0] These devices/ technologies are unaffordable [1] The devices/ technologies I need are not available in my country/ in my locality [2] These devices/ technologies are not available in my language and cannot be localized [3] I don't know how to use them and there is no one to teach me [4] I'm not allowed to use these devices/ technologies [5] Other (specify)		Add more responses after pilots	Only ask disabled respondents
Di.7	How many days during the past month have you	[1] 1-5 [2] 6-10 [3] 11-15		0 if the response is no	Only ask disabled respondents

	been unable to do your day to day activities because of failures in devices	[4] 16-20 [5] 21-25 [6] 26> [7] 0		
Di.7.a	How many days during the past month have you been unable to do your day to day activities because of failure in supportive environment such as Internet and electricity	[1] 1-5 [2] 6-10 [3] 11-15 [4] 16-20 [5] 21-25 [6] 26> [7] 0		
Di.8	Are you able to access the public transportation system in your region?	[0] Yes. I'm able to access the transportation system [1] Yes. But I don't use it [2] No. I'm not able to access the transportation system	Response "no. I'm not able to access the transportation system due to reasons other than my disability" can be public transport is not designed in a disabled accessible	Only ask disabled respondents
Di.8a	If di.8=2 then, Di.8a, is this due to your disability	[1] yes [0] no		Only ask disabled respondents
Di. 9	Do you have a disability identity card?	[1] yes [0] no		Only ask disabled respondents
Di.9.a	If 9= 1 then What type of a disability identity card do you have?	[1] Identity card for the person with hearing disabilities [2] Other	Add is there is more after pilots. Open ended for now, need to insert responses after the pilot.	Only ask disabled respondents Add all options in Sri Lanka
Di. 10	Do you receive the social security allowance that the government	[1] yes [0] no		Only ask disabled respondents

	provides for the disabled?			
Di. 10. A	If di.10= 1 then If yes, what is the amount of money you receive for a month?			Only ask disabled respondents. Record the amount

Part 4: general information

To be answered by all individual respondents

Module IE: Income and expenditure To be answered by randomly selected individual				The purpose of this module is to capture incomes and key expenditure data (e.g., expenditure on mobile services)	The questions that has to be asked only from disabled respondents are highlighted here
Ie.0	Do you have any income or earnings of your own on a monthly basis?	[0] no [logic check with di.100]; >> skip to ie.14a [1] yes			Ask disabled respondents only
Ie.7	Please tell me how much income do you have every month in terms of……..? (read out to respondent) (if varying ask for typical or average, assist with average if needed)	Pension, social grant (disability)		Amounts to be recorded in local currency: Sri Lankan rupee	Ask all
Ie.1		Salary or wage (after tax or net salary)		All sources of monthly income should be recorded; use the 'other' category for those that don't fit into the categories given. If amounts vary, ask for typical or average; assist with average if needed. E.g., if respondent gets Rs **30000** in remittances **4** times a year, record SLRs **10000** per month, that is: (**30000** x **4**) ÷ 12 = **10000** Work you are doing home can include sewing, making small handicrafts, etc.	
Ie.4		Work you are doing at home			
Ie.8		Allowance (other household member or family, maintenance payment)			
Ie.5		Income from your business			
Ie.6		Property income / letting			
Ie.2		Agricultural produce and farming			
Ie.3		Vending / trading (buying and selling)			
Ie.9		Scholarships			
Ie.10		Investments			
Ie.11		Other (specify)			

Ie.12	**Total income is calculated by device; confirm with respondents**		If the amount calculated by the device differs from respondent's idea of his/her monthly income, please go back and review answers in ie.1-11	
Ie.13	How much do you contribute to household expenses every month?		Record in SLRs **Logic check: ie13 < ie12**	
Ie.14	How much money do you have typically at your free disposal in a month (to spend without consulting anyone)?		Record in SLRs **Logic check: ie14 < ie12**	
Ie.14.a	Does you require to spend on medicines/ any medical treatment/ extra cost (for devices/ visiting doctors) on an on-going basis (monthly)	[1] yes　[0] no		
Ie.14.b	If if ie.14.a=1, then approximately how much do you spend on this every month	[1] LKR 0-1,000 [2] LKR 1,001-5,000 [3] LKR 5,001-10,000 [4] >LKR 10,000	Record in SLRs	Only ask disabled respondents
Ie.15	In terms of mobile phone expenditure: could you tell me how much you spent last month for **voice, SMS and data** in total (airtime, subscription)? (=0 if does not use mobile phones; If someone else is paying, still enter the amount and capture it also under allowance)		Record in SLRs **Logic check: ie15 < ie14**	
Ie.16	In terms of mobile phone expenditure, could you tell me how much you spent last month **on data only** (dedicated top-up,data bundles, data cards or data packages) (=0 if does not use mobile phones)		Record in local currency **Logic check: ie16 =< ie15** Don't know coded 99999	

Module F: Social activities To be answered by randomly selected individual				The purpose of this module is to understand how people interact within society in real life (as compared to online)	The questions that should be asked only from disabled respondents are highlighted here
F.1	Do you vote regularly in elections?		[0] never [1] yes, sometimes [2] yes, always [3] yes, most of the time [4] not yet eligible		
F.7	Thinking about your 5 closest friends, (excluding household members) how many of them … (99 if they don't know)	Have a mobile phone (min 0 max 5)		Record number of friends (0-5)	
F.8		Have an email address (min 0 max 5)			
F.9		Use an online social network like Facebook or twitter			
F.10		Use instant messaging like WhatsApp, Viber or BBM			
F.11	During a typical week how many hours do you spend socializing face to face with friends (excl. Household members)			Record hours Week includes weekend	
F.12	During a typical week how many hours do you spend in total face to face with interest groups (eg: religious, political, sport)			'Interest groups' refers to social gatherings where people come together for a common purpose or interest (eg: religious, political, sport)	Can also include disability-related support groups/communities

Module M: Mobile phone To be answered by randomly selected individual. Skip to nm.1 if m.1=0 (doesn't own a mobile)			This module is to understand mobile phone ownership and for what mobiles are used for	The questions that should be asked only from disabled respondents are highlighted here
M.1	Do you own a mobile phone?	[1] yes [0] no (if 0, skip to nm.1)	Owners should have **both** a working handset and an active sim card 'active sim card' = one that respondent has used in the last 30 days	
If m.1 = 1 What type of mobile is it? (more than one response allowed; if not sure ask respondent to show you the phone) Multiple response possible				
M2_1	What type of mobile is it? – basic phone	[1] yes [0] no Add pictures If respondent does not know, interviewer to look at phone and identify type by looking at features	**Basic phone** = calls and texting only 	
M2_2	What type of mobile is it? – feature phone	[1] yes [0] no	**Feature phone** = calls, texting, basic capabilities for multi-media (e.g., photos/music) and Internet	

M2_3	What type of mobile is it? – Smartphone	[1] yes [0] no	**Smartphone** = uses an operating system such as android, ios, through which 3rd party 'apps' can be run on the phone; usually with a touch screen (covering 75% of its front area) 	
M.2.a if m.2=3 Which operating system does your smartphone have?				
M.2.a_1	Which operating system does your smartphone have - Android based	[1] yes [0] no [8] DK/CS		
M.2.a_2	Which operating system does your smartphone have - IOS	[1] yes [0] no [8] DK/CS		
M.2.a_3	Which operating system does your smartphone have - Windows	[1] yes [0] no [8] DK/CS		
M.2.a_4	Which operating system does your smartphone have - other	[1] yes [0] no [8] DK/CS		

M.2.b	**Do you use SMS or MMS on your phone**	[1] Yes I use SMS [2] Yes I use MMS [3] Yes I use SMS and MMS [4] No I don't use any of these		Only ask disabled respondents
M.3	**Skip if m2 = 3 (do not own any smartphones)** Please tell me the **primary** reason why you have chosen not to obtain a smartphone or touch phone?	[1] I do not need one (a feature/basic phone is sufficient for me) [2] I cannot afford one/it is too expensive [3] it is too complicated for me/I do not know how to use one [4] I was not allowed to get one [5] they are not available where I live [6] I do not know what that is [7] other		
M.3a	**If m.3=4 (was not allowed to get one); otherwise skip** who mainly prevents you from owning a smartphone?	[1] parents - father [8] parents - mother [2] spouse [3] other male relation [4] other female relation [5] village leaders [6] school/workplace [7] other	Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited.	
M.4	When did you get your first ever mobile connection (i.e., working handset and sim card)? [record year]			
M.5	Is your mobile phone (main sim card)…?	[1] prepaid [2] postpaid (contract)	Main sim is what the respondent feels is the main one	
M.7	What is the name of your main operator (sim card you use most often)	[101] Dialog [102] Mobitel [103] Etisalat [104] Airtel [105] Hutch	Pre code as per the country specific service providers	
M.8	How many active sim cards do you have, (sim cards that you used in last 30 days)?		'active' sim card = sim card that has been used in the last 30 days	

M.18	(skip if m.2 = 1, i.e., basic phone users) Have you installed mobile applications on your phone? If so how? Examples can be WhatsApp, Twitter, Uber etc.)	[0] no [1] yes, by myself through app store (google play, iTunes etc) [2] yes, by taking phone to a phone-shop [3] yes, through help of a friend or family		
	Are you using these types of mobile apps on your phone (skip if m.2 = 1, i.e., basic phone users)? [0] never [1] yes, daily [2] weekly [3] yes, occasionally <add relevant local examples for m.19-m29>)		**This excludes use of the same services (where applicable) through browsers. For example, if the user uses Facebook through their mobile Internet browser, this does not imply m.19 = yes. If they use Facebook through the Facebook app, then m.19 =yes This question only relates to Internet use via apps**	
M.19	Social networking apps (such as Facebook, WhatsApp, Instagram, snapchat, twitter, LinkedIn, line)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.20	Game apps (puzzles, charades, etc.)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.21	Transport apps (public transportation info, taxis, Uber, Pickme)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.22	Business apps (calculate, convert, translate, etc.)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.23	Entertainment apps (movie trailers, celebrity gossip, radio station guides,)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.24	News apps (local news, national headlines, technology announcements, sport)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		

M.25	Educational applications (dictionary, learning tools)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.26	Search tool apps (maps, directions, phone numbers, recipes, etc.)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.27	Weather apps (local forecasts, natural disaster updates)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.28a	Voice apps (WhatsApp, skype, Viber, line, Talkray) for voice	[0] never [1] yes, daily [2] weekly [3] yes, occasionally	For users who use apps which have both voice and chat/text, record which function the respondent is using. E.g., if only uses the voice feature of whatsapp → m.28.a If uses voice and chat → m.28a & m.28b	
M.28b	Messaging or chat (text) apps (WhatsApp, Skype, Viber, line, Talkray, telegram, Facebook messenger)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.29	Trading or e-commerce apps (selling and buying online e.g. Ebay)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.29a	Payment gateway apps (Paypal)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		
M.29b	Disability apps (augmentative, alternative communication apps)	[0] never [1] yes, daily [2] weekly [3] yes, occasionally		Only ask disabled respondents
M.30	Do you ever use mobile phone for financial transactions: to send or receive money)(Easycash, Mcash etc)? Through mobile banking = using a mobile phone to use a banking service to transfer	[0] no [1] yes, through mobile banking [2] yes, through mobile money [3] yes, through both		

	money (in this case, respondent has an existing banking relationship with that bank) Through mobile money services = transfer of money through mobile payment services directly to recipient (e.g., through 'e-wallet') or their bank				
M.31_1	If wg.2=1-3 What are the features you use in your mobile phone? [MR]	I use tactile	[1] yes [0] no	This question is asked to see how mobile phones and devices have made persons with visual impaired accessible. Tactile: markers which help orient fingers on the keypad – the raised dot on the number five on telephones and mobile phones, refreshable braille display, keyboard	Only ask visual impaired
M.31_2		I use magnification (screen magnifiers)	[1] yes [0] no		
M.31_3		I use audio feedback such as screen readers/ text to speech	[1] yes [0] no		
M.31_4		I use OCR (optical character recognition)	[1] yes [0] no		
M.31_5		I use speech recognition (Siri, Google now, Google assistant)	[1] yes [0] no		
M.31_6		I use general accessibility features adjustable brightness /contrast controls, backlit display, adjustable font sizes, changeable	[1] yes [0] no		

		size for main display				
M.31_7		None of the above	[1] yes	[0] no		
M.31_8		Other (specify)	[1] yes	[0] no		
M.32_1	If wg.3=1-3 then What are the features you use in your mobile phone? [MR]	I use visual or vibrating alerts	[1] yes	[0] no	This question is asked to see how mobile phones and devices have made hearing impaired more accessible. There are a variety of accessibility features and services which make it possible for the Hearing impaired to make and receive calls on a mobile phone, ranging from basic features like Provision of volume adjustment and speakers to provision of video relay services. This question captures what features hearing impaired use in their mobile phones Tty: this is a dedicated device that is used for transmitting typed text conversation over telephone lines for those who cannot use spoken conversation Mono audio: this feature transfers both left and right-channel audio content to both ear buds of headphones Captioning: playback of videos and movies with closed captioning, open captioning, and subtitles	Only ask hearing impaired https://www.itu.int/dms_pub/itu-d/opb/phcb/d-phcb-sis_a.02-2012-pdf-e.pdf (making mobile phones and services accessible for persons with disabilities)
M.32_2		I use adjustable volume control	[1] yes	[0] no		
M.32_3		I use text teletypewriter (TTY)	[1] yes	[0] no		
M.32_4		I use mono audio	[1] yes	[0] no		
M.32_5		I use captioning	[1] yes	[0] no		
M.32_6		Other (specify)	[1] yes	[0] no		
M.33._1	If wg.6=1-3 and wg.8= 1-3 What are the features you use in your mobile phone? [MR]	I use speech recognition (Siri, Google now, Google assistant)	[1] yes	[0] no	Auto text: autotext that replaces particular text with preloaded texts to reduce the number of keystrokes	Only ask respondents with dexterity related difficulties
M.33._2		I use auto text	[1] yes	[0] no		
M.33._3		I use sensitive touch screen phones	[1] yes	[0] no		
M.33._4		I use phone on handsfree mode	[1] yes	[0] no		
M.33._5		I use any key answering	[1] yes	[0] no		

M.33._6		I use voice/facial recognition for dialing or accessing features within the phone	[1] yes [0] no		
M.33_7		Other (specify)	[1] yes [0] no		
M.34_1	If wg.5= 1-3 and wg.7=1-3	I use tactile	[1] yes [0] no	Tactile: markers which help orient fingers on the keypad – the raised dot on the number five on telephones and mobile phones, refreshable braille display, keyboard	Only ask respondents with intellectual disability
M.34_2	What are the features you use in your mobile phone? (MR)	I use magnification (screen magnifiers)	[1] yes [0] no		
M.34_3		I use audio feedback such as screen readers/ text to speech, I use audible keys or tactile feedback (confirms that a button is pressed)	[1] yes [0] no		
M.34_4		I use speech recognition (Siri, Google now, Google assistant)	[1] yes [0] no		
M.34_5		I use general accessibility features adjustable brightness /contrast controls, backlit display, adjustable font sizes, changeable size for main display	[1] yes [0] no		
M.34_6		I use general accessibility features adjustable	[1] yes [0] no		

		brightness /contrast controls, backlit display, adjustable font sizes, changeable size for main display			
M.35	Do you use any special mobile plans or packages which are available for disabled	[0] No Yes		Add a list of the special plans and package that are available in Sri Lanka	Only ask disabled respondents
	Can you please tell me, which of the following activities you have ever done on your mobile or on the Internet/online, and for each one whether you have done it by yourself or with someone's help				
M37.a	Search for information on other content on the Internet/online	[1] yes, by myself [2] yes, with help from someone else [3] no [4] not aware of these			
M37.b	Install an application	[1] yes, by myself [2] yes, with help from someone else [3] no [4] not aware of these			
M37.c	Create log-in details (user) and a password to use a particular service or a website. Some examples are Facebook, Viber, Instagram, Twitter etc	[1] yes, by myself [2] yes, with help from someone else [3] no [4] not aware of these			
M37.d	Locate and adjust settings on an application or service	[1] yes, by myself [2] yes, with help from someone else [3] no [4] not aware of these			
M37.e	Post any information on the Internet/online. This can include commenting on something that you see, or posting or sharing status update, photo or link	[1] yes, by myself [2] yes, with help from someone else [3] no [4] not aware of these			

	Module NM: no mobile phone Ask if m.1 = 0 (doesn't own a mobile)			The purpose of this module is to understand reasons for not owning a mobile phone, and potential for future ownership	The questions that should be asked only from disabled respondents are highlighted here
Nm.1	Why don't you have a mobile phone?	I cannot afford a mobile phone	[1] yes….[0]no		
Nm.1b		I don't need it	[1] yes….[0]no		
Nm.2		No mobile coverage where I live	[1] yes….[0]no		
Nm.3		No electricity at home to charge the mobile phone	[1] yes….[0]no		
Nm.4		My phone is broken	[1] yes….[0]no		
Nm.5		My phone got stolen	[1] yes….[0]no		
Nm.6		I don't know how to use it	[1] yes….[0]no		
Nm.6a		I am not allowed to own one	[1]yes >>nm.6b.[0]no		
Nm.6.c		I'm not able to use one because of my disability (can include not being accessible)	[1]yes….[0]no		Only ask disabled respondents
Nm.6b	**If nm.6a = 1 (not allowed a mobile)** Who mainly prevents you from owning a mobile phone?	[1] parents - father [8] parents- mother [2] spouse [3] other male relation [4] other female relation [5] village leaders [6] school/workplace [7] other (specify)		Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited.	
Nm.7	Did you use a mobile phone in the past three months? This can be owned by anyone, and for voice or data or both. (voice means to make or receive calls)	[1]yes [0]no			

Nm.7a	Did you use any phone in the past 3 months? This can be owned by anyone, to make or receive a call.	[1]yes [0]no		
Nm.8	Do you have any active sim cards, if yes how many?		Record number of active sim cards	
Nm.9	Do you plan to get a mobile phone in the future? If yes when?	[0] no [1] yes, within the next 6 months [2] yes, within the next year [3] yes, within the next 2 years [4] yes, after 2 years [5] yes, but don't know when		
Nm9.b	If nm.9 > 0 (planning to get a mobile phone in future) How much would you be **willing and able** to spend to purchase a mobile phone?		Record local currency amount	
Nm.10	How much would you be **willing and able** to spend monthly on airtime (voice, SMS and data)		Record local currency amount	

Module B: Internet To be answered by randomly selected individual. Go to nb.1 if b.1 = no, but first probe			The purpose of this module is to understand what people do on the Internet, how they use it, from where, etc.	The questions that should be asked only from disabled respondents are highlighted here
B.0	Do you know what the Internet is?	[1]yes [0]no	Do not prompt. Do not explain what 'Internet' means	
B.1	Have you ever used the Internet? (Gmail, Google, Facebook, email)	[1]yes [0]no >> go to nb.1	Prompt (read what is inside the brackets)	
B.8	For how many years have you been using the Internet? (1 also for less than a year)		Record in years	
B.9	Did you use the Internet first on a computer, a mobile phone or a tablet?	[1] desktop/laptop [2] mobile phone [3] tablet [4] can't remember		
B.10	How often do you access the Internet on a mobile phone **(including tablet)?**	[0] not at all [1] once a hour [2] once a day [3] once a month [4] less than once a month	Tablet computer (iPad, etc) use is included with mobile phones.	
B.11	How often do you access the Internet on a desktop or laptop computer?	[0] not at all [1] once a hour [2] once a day [3] once a month [4] less than once a month		
B.13	Do you access the Internet through public Wi-Fi through the following means?	[1] free public Wi-Fi [2] paid Wi-Fi (hotspots) [3] Conditional Wi-Fi (shops, cafes…) [4] combination of the above [5] other (specify) [0] no, I don't use public Wi-Fi	Read out responses Free public Wi-Fi- not paying for Wi-Fi itself Paid Wi-Fi can be places (like Internet cafes) which provide Wi-Fi as a service for a cost Public Wi-Fi does not include office Wi-Fi since it's a private Wi-Fi	
B.14	Hold off on Internet use until I am in public Wi-Fi area	[1] yes [0]no		

B.15	In terms of saving on data charges which of the following strategies are you using:	Hold off on Internet use until I am at home or work where I have access to the Internet	[1] yes [0]no		
B.16		I use special data promotions	[1]yes [0]no		
B.17	What is the main limitation to your use of the Internet?	[1] nothing, no limitation [2] lack of time [3] data cost [4] lack of content in my language [5] speed of Internet [6] privacy concerns [7] worried about getting virus/malware [8] not allowed to use it more (family, spouse, parents) >> b.17a [9] I find it difficult to use [11] no Internet connection in the area [12] format issues/ visual issue [10] other (specify)		Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited. You can use the "other (specify)" at the end of the responses. However, code should not be changed. Limitation means why they don't use Internet more or use Internet whenever they want.	Response 12 asked from the disabled only
B.17a	**If b.17 = 8 (not allowed to use it more), else skip** Who mainly restricts your usage in this way?	[1] parents - father [8] parents - mother [2] spouse [3] other male relation [4] other female relation [5] village leaders [6] school/workplace [7] other (specify)		Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited.	
B.18	When you use the Internet, what do you spend most time on?	[1] work related [2] educational related [3] social media (like surfing on Facebook) [11] chatting [4] reading news [5] entertainment [6] government service/website [7] online shopping [8] job/work search [9] Internet banking 11] email (non work related) [10] other (specify)		You can use the "other (specify)" at the end of the responses. However, code should not be changed. Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited.	

B.19	When you use the internet, what do you find most useful?	[1] work related uses [2] educational related uses [3] social media (like Facebook) [11] chatting [4] news [5] entertainment [6] government service/website [7] online shopping [8] job/work search [9] Internet banking [10] other (specify)	You can use the "other (specify)" at the end of the responses. However, code should not be changed. Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited.	
B.20	Are you able to access Sinhala or Tamil language content on the internet	[1] yes [0]no		Ask from all respondents.
B.20.a	If b.20= 0, why are you not able to access the content?	[0] don't have assistive technology to access the content [1] content is not presented in an accessible manner [2] content in Sinhala or Tamil language is not available in the sites that I visit [3] other	Response 0 is not applicable for non-disabled respondents.	Ask from all respondents.
Module NB: No internet use Ask only if response to b.1 = 0 (doesn't use the Internet)			**The purpose of this module is to understand barriers to Internet access**	**The questions that should be asked only from disabled respondents are highlighted here**
Nb.1	What is the main reason why you do not use the internet?	[1] I don't know what the Internet is [2] no access device computer /smartphone [3] no interest / not useful [4] I don't know how to use it [5] not available in my area (no mobile coverage) [6] too expensive [7] no time, too busy [8] none of my friends use it [9] lack of content in my language [10] worried about privacy invasion over the Internet [11] I am not allowed to use the Internet and social media>> nb.2 [13] I do not have the technology [14] there is no accessible content		Response 13 and 14 for disabled respondents only

		[12] other (specify)		
Nb.2	**If nb.1 = 11 (not allowed to use the internet)** You mentioned that you were not allowed to use the Internet and social networking applications. Are you referring to: Is it only to social media or for internet as a whole?	[1] Only social networking applications (eg: Facebook, Instagram, Twitter etc.) [2] the Internet as a whole		
Nb.3	**If nb.1 = 11 (not allowed to use the internet)** Who mainly prevents your usage in this way?	[1] parents - father [8] parents - mother [2] spouse [3] other male relation [4] other female relation [5] village leaders [6] school/workplace [7] other (specify)	Please note code list is not in the numerical order. However, it should be read/shown to enumerator in the order given in questionnaire. Code numbers should not be edited.	

Module S: Social media To be answered by randomly selected individual. Skip if s.1=0 (don't use social media)				**The purpose of this module is to understand how people use social media, how they make decisions related to their use, if and how they navigate issues of online safety, privacy, etc.** **Note, this relates only to social media, not general Internet use**	**The questions that should be asked only from disabled respondents are highlighted here**
S.1	Do you use social media like Facebook, WhatsApp, Twitter etc?	[1] yes [0]no >> skip to modules NS			
S.1a	If s1=1 How do you use social media?	[1] I use it independently, by myself [2] I use it with help			Only ask disabled respondents
S.1b	Do you have more than one accounts in the same social media platform? (example: more than one accounts in Facebook)	[1] yes [0]no >>skip to S.2			
S.1c_1	What is the reason for using more than one account? (MR)	[1] one is for my business	[1] yes [0]no		
S.1c_2		[2] I use different accounts for separate contacts (e.g., personal vs business; family vs. Friends)	[1] yes [0]no		
S.1c_3		[3] to avoid being sexually harassed	[1] yes [0]no		
S.1c_4		[4] to avoid being harassed for some other reason	[1] yes [0]no		
S.1c_5		[5] to participate anonymously in sensitive discussions and fora (political/religious/sexuality)	[1] yes [0]no		
S.1c_6		[6] other	[1] yes [0]no		

S.2	For how long you have been using social media?		[1] less than a year [2] 1 to 5 years [3] more than 5 years		
S.3	How do you access your social network account? (you can choose more than one) MR	Pc / desktop computer/ laptop	[1]yes [0]no		
S.4		Mobile phone	[1]yes [0]no		
S.6		IPad / tablet	[1]yes [0]no		
S.7	On average, how much time do you spend daily on a social networking sites/app?		[0] not using it every day [1] less than a hour [2] 1 to 3 hours a day [4] 3 to 6 hours a day [3] more than 6 hours a day		
S.8	If you use social networking sites like Facebook, how many contacts/friends (in closed group) do you have on those sites/apps?		[0] below 100 [1] 101 to 500 [2] more than 500 [3] don't know [4] do not use these		
S.9	If you use social networking sites like instagram/twitter or a public Facebook page, where you have 'followers' how many do you have?		[0] below 100 [1] 101 to 500 [2] more than 500 [3] don't know [4] do not use these		
S.10	What information do you share on social media (profile eg)?	Real name	[1]yes [0]no		
S.11		Gender	[1]yes [0]no		
S.12		Age	[1]yes [0]no		
S.13		Marital status	[1]yes [0]no		
S.14		Mobile number / email address	[1]yes [0]no	**If only one, number or email is shared, answer should be recorded as yes**	
S.15		Pictures or videos you and your family and friends	[1]yes [0]no		

S.16		Religion	[1]yes [0]no		
S.17		Political views	[1]yes [0]no		
S.18		Sexual orientation	[1]yes [0]no	(sexual orientation can be heterosexual, homosexual, bisexual etc.)	
S.18.a		My disability	[1]yes [0]no		Only ask disabled respondents
S.19	What do you use social media for?	Reading news	[0] never [1] daily [2] occasionally		
S.20		Chatting [text]	[0] never [1] daily [2] occasionally		
S.21		Making calls	[0] never [1] daily [2] occasionally		
S.22		To play games	[0] never [1] daily [2] occasionally		
S.23		To stay in contact with friends and family	[0] never [1] daily [2] occasionally		
S.24		To make professional and business contacts	[0] never [1] daily [2] occasionally		
S.25		To market your products/services	[0] never [1] daily [2] occasionally		
S.26		To follow government social media pages (to look for jobs or updates on policies)	[0] never [1] daily [2] occasionally		
S.27		To make new friends	[0] never [1] daily [2] occasionally		
S.28		To follow local politicians	[0] never [1] daily		

			[2] occasionally	
S.29		To get opinions / share your experience	[0] never [1] daily [2] occasionally	
S.30		To share videos/ pictures/ music	[0] never [1] daily [2] occasionally	
S.31		To share my produced content	[0] never [1] daily [2] occasionally	Produced content means jokes/memes/videos they have created themselves
S.32		To look for educational content	[0] never [1] daily [2] occasionally	
S.33	Are you surprised by how much time you spend on a social networking site?		[0] never [1] sometimes [2] often	
S.34	Do you prefer to interact with people on social networking sites rather than face to face?		[0] never [1] sometimes [2] often	
S.35	Have you ever said no to an activity with your family or friends and rather spend time using social networking?		[0] never [1] sometimes [2] often	
S.36	How comfortable are you to discuss any of the following topics on the internet/social media?	Gossip between friends	[0] not at all comfortable [1] yes but only in a closed group [2] yes, publicly [3[I don't do this anyway	
S.37		Professional / work related information		
S.38		Religious matters		
S.39		Political matters		
S.40		Financial information (eg. Info on things you buy, where you buy from, etc)		
S.41		Health and sexual matters		
S.41.a		Disability		Only ask disabled respondents

S.47	About how many of your "friends" on social networking websites have you met in person (this excludes "followers")?		[1] all of them [2] most of them [3] about half of them [4] a few of them [5] none of them		
S.48	When accepting contact requests, what do you consider (Facebook and LinkedIn eg)?	I only accept contact requests from people I know personally	[1]yes [0]no	If answer is [1] yes, then all answers from s.49-s.52 should be checked to see if its [0]	
S.49		I accept contact requests of people that I don't know if they have an interesting profile	[1]yes [0]no		
S.50		I accept contact requests of people that I don't know if we have friends in common	[1]yes [0]no		
S.51		I accept contact requests of people that I don't know if they look attractive	[1]yes [0]no		
S.52		I accept all contact requests	[1]yes [0]no		
S.53	Have you ever been a victim of on-line bullying (offensive comments or emails)?		[1]yes [0]no	Online bullying includes being called by offensive names, purposefully embarrassed or criticized, threatened etc.	
S.54	While using social media were you ever confronted with unwanted offensive or inappropriate material (e.g. Sexual content)?		[1]yes [0]no		
S.55	Have you ever unfriended / blocked or unfollowed someone for the following reasons:	I don't unfriend / block	[1]yes [0]no	If answer is [1] yes, then all answers from s.55-s.61c should be checked to see if its [0]	
S.56		I don't know who they are	[1]yes [0]no		
S.57		They broke my heart	[1]yes [0]no		

S.58		I didn't like them anymore	[1]yes [0]no		
S.59		Annoying status updates	[1]yes [0]no		
S.60		Obnoxious photo uploads	[1]yes [0]no	This can include photos you don't like, find annoying, selfies etc.	
S.61		Clashing religious views	[1]yes [0]no		
S.61b		Clashing political views	[1]yes [0]no		
S.61c		Harassment/bullying	[1]yes [0]no	Includes online sexual harassment; includes offensive comments, etc	
S.62	When you share news that is on your newsfeed or forward messages that you receive, do you:	[0] I don't share or forward messages [1] I always verify its truthfulness before sharing [2] I share it if it is from a trusted friend or source [3] I share it without checking		Read out all responses	
S.63	Can you trust news you read on social media (Facebook etc)?	[1] strongly do not trust [2] do not trust [3] don't know [4] trust [5] strongly trust			
S.66	Do you recall in March 2018 the government banned or blocked the use of social media (WhatsApp, Facebook etc.) for a period of ten days due to social unrest in some parts of the country?	[1] yes [0] No			
S.67	Did this social media blockage have any effect on your social media use?	[[1] yes [0] no → If S.67 = [0] no skip to S.69 [2] can't remember			
S.68	If S.67 = [1] Yes What impacts did the March 2018 social media blockage have on your social media use? **(MR) Read out the responses**	[1] I couldn't access the usual content I access on social media [2] I was unable to connect or communicate as usual with my family members, relatives and friends [3] It affected the business activities I do on social media [4] Other			

S.69	**If S.67 = [0] No** Why did the blockage not have any impact on your social media use during the social media blockage period? **(MR)**	[0] I don't heavily rely on social media to access content, stay connect or communicate with people [1] I continued to use social media uninterrupted by using VPN services and apps to connect [2] I used alternate media and websites to obtain the content that I required and connected with people, instead of social media [3] Other		
S.70	Do you think the government blocking social media/internet during times of national unrest is the right or wrong thing to do?	1. Right thing 2. Wrong thing 3. Don't know/Can't say		

Module NS: No social media **If S.1=0 (don't use social media)**		The purpose of this module is to understand why people don't use social media	The questions that should be asked only from disabled respondents are highlighted here
Ns.1	Why don't you use social media like Facebook, WhatsApp, Twitter etc?	[1] I don't know what social media is [2] no access device computer /smartphone [3] no interest / not useful [4] I don't know how to use it [5] not available in my area (no mobile coverage) [6] too expensive [7] no time, too busy [8] none of my friends use it [9] lack of content in my language [10] worried about privacy invasion over social media [11] I am not allowed to use social media [12] other (specify) [13] due to my disability [14] content is not accessible	[11] can include parental / spousal control	Response 13 and 14 for disabled respondents only

Module PI: Perceived impact of ICTs			**The purpose of this module is to understand mobile users' and owners' perceptions of the benefits and risks of mobile use are**	**The questions that has to be asked only from disabled respondents are highlighted here**
Those who own a mobile (m.1 = 1) or have used a mobile in the last three months (nm.7 = 1). Please tell me to what extent your usage and access of a mobile improved the following, if at all? This can include mobile use through voice or data, and need not have been your own mobile. Please give answer with the help of this scale: Showcard of scale. [1] No change [2] A little improved [3] Somewhat improved [4] Quite improved [5] Improved greatly			**Use [99] for "don't know" and '88] if the respondent "refused". These responses should not be read out or shown on show card.**	
Pi.1	Your economic/financial status or well being	[1] No change [2] A little improved [3] Somewhat improved [4] Quite improved [5] Improved greatly		
Pi.2	Your level of knowledge and skills	[1] No change [2] A little improved [3] Somewhat improved [4] Quite improved [5] Improved greatly		
Pi.3	Your ability to act or contact others in an emergency	[1] No change [2] A little improved [3] Somewhat improved [4] Quite improved [5] Improved greatly		

Pi.4	Your social and familial relations and relationships	[1] No change [2] A little improved [3] Somewhat improved [4] Quite improved [5] Improved greatly		
Pi.12	To live your life like a normal person	[1] No change [2] A little improved [3] Somewhat improved [4] Quite improved [5] Improved greatly		Only ask disabled respondents
Ask from all randomly selected individuals. Showcard of scale. Rotate the order in which questions pi.5a-pi.8 are being asked Here are some of the concerns that people sometimes have about access to and use of mobiles and online/Internet services. Please tell me to what extent you think these are problems, with the help of this scale: [1] Not at all agree [2] Somewhat disagree [3] Neither disagree/agree [4] Somewhat agree [5] Strongly agree			**Use [99] for "don't know" and '88] if the respondent "refused". These responses should not be read out or shown on show card.**	
Pi.5a	They cause people to become divided, socially politically, etc.	[1] Not at all agree [2] Somewhat disagree [3] Neither disagree/agree [4] Somewhat agree [5] Strongly agree		
Pi.6	People get addicted to using them	[1] Not at all agree [2] Somewhat disagree [3] Neither disagree/agree [4] Somewhat agree [5] Strongly agree		

Pi.7	Children are exposed to inappropriate content	[1] Not at all agree [2] Somewhat disagree [3] Neither disagree/agree [4] Somewhat agree [5] Strongly agree			
Pi.8	Private information can be seen by others through the mobile and Internet	[1] Not at all agree [2] Somewhat disagree [3] Neither disagree/agree [4] Somewhat agree [5] Strongly agree			
Pi.13	People with disabilities can be harassed/ discriminated/ marginalized online	[1] Not at all agree [2] Somewhat disagree [3] Neither disagree/agree [4] Somewhat agree [5] Strongly agree			Only ask disabled respondents
Pi.9	Do you feel that the news and information you read through certain media outlets may not be true?	Newspapers	[1]yes [0]no	Ask for each type of media separately	Don't ask complete visually impaired
Pi.10		Televised news sources	[1]yes [0]no		
Pi.11		Online news sources including social media	[1]yes [0]no		

Module EG: E-government To be answered **if B.1 = 1 (Internet users)**				The purpose of this module is to understand if and how people use Internet to access government services and what they think of the services	The questions that has to be asked only from disabled respondents are highlighted here
Eg.1	Do you use the internet to access government websites? ("government websites" may include central, provincial and local government institutions offices, ministerial, tax office, police office, state-owned health facilities, state-owned public facilities (such as the airports, toll-way, etc) and any other government-related institutions)		[0] no >> skip to eg.6 [1] yes >> eg.2	Read out what is inside the brackets to respondents	
Eg.2	If eg.1 = 1 Why do you access/use these websites? (MR)	**[1]** To see government **news and announcements**	[1]yes [0]no		
		[2] **To obtain information on services** (e.g.. Get information on whom to contact, where to go, opening hours, how to do something; or download a form, etc)	[1]yes [0]no		
		[3] **To use a government service**, or "get something done" (e.g., to submit a form, apply for something, lodge a complaint, etc	[1]yes [0]no		
		[4] To **communicate** with an officer **through the online platform** and or email regarding specific matter (question, inquiries, complaint, etc)	[1]yes [0]no		
		[5] To get the **access to/download a specific database**	[1]yes [0]no		
Eg.2 a	Was any of the above relevant for your disability		[1]yes [0]no		

Eg.3	If eg.2 = 4 (those who communicate via online platforms/email) else skip to eg.5 When you have communicated with the government through an online platform or email, how would you rate your experience using this scale: [1] unsatisfactory [2] needs improvement [3] meets expectations [4] exceeds expectations [5] exceptional [6] not applicable	Provision of relevant information in response inquiry	[1]yes [0]no		
Eg.4		Speed of response to inquiry made	[1]yes [0]no		
Eg.5	If eg.1 = 1 On the government websites that you access, is the relevant information that you seek out usually available?		**[1]** Always **[2]** Very often **[3]** Sometimes **[4]** Rarely Never (no relevant information)		
Eg.6	If eg.1=0 (don't access government websites) Why do not you access government websites?		**[1]** I do not know how to access them **[2]** I know how to access but I do not know the relevant website for my matter **[3]** I know how to access but I do not see any value for doing so		

	Notes for training	

Module PF: platforms
 	
To be answered **if b.1 = 1 (Internet users)**
	The purpose of this module is to understand if and how people use various platforms on the Internet and to buy and sell goods and services.
	
	This can include website-based or mobile app-based platforms. This can include service/purpose-based platforms (e.g., Uber, Lyft, Amazon, Alibaba.com, Upwork, etc) or even more general purpose platforms (like Facebook, Instagram, etc) [country examples can be included for local training]
	
	Platforms allow buyers and sellers to search for and connect with each other for to engage in economic transactions. Sometimes the full transaction (search, order placement, payment, delivery) may be completed online/via an app; sometimes specific parts might be done online (e.g., search + order placement) while the balance might be done offline (payment + delivery). This is sometimes due to the users' preference, other times due to restrictions in the online platform (website/app) itself.
	
	With regards to payment, for some transactions, payment may be monetary or non-monetary based. Non-monetary based would include where payment is via exchange of goods (barter) and/or services (time, effort, etc).
	
	'goods' include
	   • E.g., household products, books, food, mobile phones and accessories, raw materials, etc.
	
	'services' include
	   • E.g., like a taxi ride, a movie ticket, house cleaning service, handyman services, delivery/runner services, and others where the service provider substitutes for the customer's efforts
	   • Also include
	    e.g., data entry, web design, logo design, ad-clicking, software coding, etc.
	This module is designed to identify to what extent people are using these and what barriers may exist (payment, trust, etc) to greater use.
		The questions that has to be asked only from disabled respondents are highlighted here

Some people use the Internet or mobile apps to **buy and sell goods or services that they need**. This is through websites and mobile apps such as Uber, Lyft, Pickme, Aliexpress, upwork.com, e-bay, ikman.lk as well as on Facebook, Instagram, etc. <insert local examples> • Goods you can buy online include household products, food, mobile phones, raw materials, etc. Services can include those like buying movie/train tickets, providing/hiring taxi services or other types of hired help. This also include services done online like data entry, designing etc. Some of these sites often require buyers / sellers/workers to create a user profile in order to find and accept assignments, whilst some sites also coordinate payments				Popular local examples to be added as examples. This excludes purchases and sales for a company that they work for – only transactions for themselves personally or for their personal business.	
Pf.1a	Have you **heard of** these **opportunities to buy/sell goods or services over** the InternetInternet or apps as just defined?	Transport/ taxi services (Uber,Pick me)	[1] yes [0] no	This set of questions is to establish awareness of various types of online opportunities as defined above (from both the buying and selling perspectives)	
Pf.1b		Goods/products (Amazon, Aliexpress, Ebay,ikman.lk, Takas, Wow)	[1] yes [0] no		
Pf.1c		Microwork/freelance (Upwork, Fiverr,)	[1] yes [0] no		
Pf.1d		Tickets and appointments (movie/railway/ doctor appointments, ticketslk, Doc990)	[1] yes [0] no		
Pf.1e		Hired help (Delivery malli, quickee)	[1] yes [0] no		
Pf.1f		Accommodation (Airbnb, Booking.com, Tripadvisor)	[1] yes [0] no		
Pf.1g		Other(specify)	[1] yes [0] no		

			[1] yes [0] no		
Pf.2a	If any pf.1a- pf.1g=1; else >>skip to module oh Have you ever bought any of the following goods or services through the InternetInternet or apps?	Transport/ taxi services (Uber,Pick me)		The next set of questions focuses on the **customer side** (buying/purchasing, hiring help). The first set of questions is to establish use of various types of online opportunities as defined above from the buying perspective.	
Pf.2b		Goods/products (Amazon, Aliexpress, Ebay,ikman.lk, Takas, Wow)	[1] yes [0] no		
Pf.2c		Microwork/freelance (Upwork, Fiverr,)	[1] yes [0] no		
Pf.2d		Tickets and appointments (movie/railway/ doctor appointments, ticketslk, Doc990)	[1] yes [0] no		
Pf.2e		Hired help (Delivery malli, quickee)	[1] yes [0] no		
Pf.2f		Accommodation (Airbnb, Booking.com, Tripadvisor)	[1] yes [0] no		
Pf.2g		Other(specify)	[1] yes [0] no		
Pf.3	**If yes to any pf.2a- pf.2g; else >>pf.8** In your most frequent online purchase or hire do you *usually* use the Internet to:		[0] no >> pf.8 [1] search only [2] search and place order only [3] search, place order and pay [4] search, place order and pay and delivery	The reference period is in general, with regards to their most frequent types of purchases/hires	

Pf.4_1		I don't know how to	[1] yes [0] no		
Pf.4_2		I don't need to (e.g., I can buy all necessary goods/services from physical stores)	[1] yes [0] no		
Pf.4_3		There is no option to place order or do payment online	[1] yes [0] no		
Pf.4_4	If pf.3=1,2, In your most frequent online purchase or hire, what are the reasons you usually don't place the order or do the payment through the Internet or mobile apps? [MR]	I'm not comfortable sharing personal details online with third parties	[1] yes [0] no	Reference period is in general, with regards to their most frequent types of purchases/hires	
Pf.4_5		I'm not comfortable sharing financial details online with third parties	[1] yes [0] no		
Pf.4_6		I am not certain that I will receive the goods/services	[1] yes [0] no		
Pf.4_7		I am not certain that my payment will reach the seller	[1] yes [0] no		
Pf.4_8		I cannot be certain of the quality of the product	[1] yes [0] no		
Pf.4_9		Delivery charges are too high	[1] yes [0] no		

Pf.4_10		Online prices of goods/services are too high	[1] yes [0] no	
Pf.4_11		It takes too much time	[1] yes [0] no	
Pf.4_12		I am not comfortable using sellers/service providers that I don't know	[1] yes [0] no	
Pf.4_13		I've had a negative experience in the past	[1] yes [0] no	
Pf.4_14		I have heard of people having negative experiences with these	[1] yes [0] no	
Pf.4_15		Other (specify)	[1] yes [0] no	
Pf.5	If pf.3=1,2,3.4 Now, thinking about the last three (3) months, please tell me how many times you have bought or hired a good or service using the Internet?	**[1]** 1-5 **[2]** 6-10 **[3]** > 10 0	Enumerator to note reference period is the last 3 months	
Pf.6	If pf.3=1,2,3.4 Why do you usually choose to use these kinds of websites/apps to search/buy goods and services?	[1] Better prices than otherwise [2] Convenience of finding what I want in one place [3] I can only get these things online where I live (not in shops close by) [4] Quicker service than otherwise [5] Other (specify) [6] Save time since no need to physically go	'usually' refers to most often; main reason (single response)	

Pf.7	If pf.3=1,2,3.4 What methods of payment do you usually use for your purchases?	[1] Credit card [2] Debit card [3] Mobile-banking/ Internet-banking [4] Mobile money transfer/balance transfer(Easycash,Mcash) [5] Transfer via ATM/bank [6] Online payment (e.g., Paypal, virtual account) [7] Cod (cash on delivery) [8] Western union [9] Post office [10] Payment in kind or via exchange of other goods/services Other (please specify)	'usually' refers to most often	
Pf.8	If all pf.2a-pf.2g=0 what is the primary reason you don't **buy** goods/services through the Internet or mobile apps?	[1] I don't know how to [2] I don't need to (e.g., I can buy all necessary goods/services from physical stores) [3] I'm not comfortable sharing personal details online with third parties [4] I'm not comfortable sharing financial details online with third parties [5] I am not certain that I will receive the goods/services [6] I am not certain that my payment will reach the seller [7] I cannot be certain of the quality of the product [8] Delivery charges are too high [9] Online prices of goods/services are too high [10] It takes too much time [11] I am not comfortable using sellers/service providers that I don't know [12] I've had a negative experience in the past [13] I have heard of people having negative experiences with these [14] Other (specify) [15] I don't have a bank account / credit card / debit card		

Pf.9a		Transport/ taxi services (Uber,Pick me)	[1] yes [0] no	The next set of questions focuses on the **seller/worker side** (selling, performing tasks/jobs). The first set of questions is to establish use of various types of online opportunities as defined above from the selling /working perspective.	
Pf.9b	If yes to any pf.1a-pf.1g. Else >> skip to module oh Have you ever sold any of the following of goods or services or taken on any jobs through the Internet or apps?	Goods/products (Amazon, Aliexpress, Ebay,ikman.lk, Takas, Wow)	[1] yes [0] no		
Pf.9c		Microwork/freelance (Upwork, Fiverr,)	[1] yes [0] no		
Pf.9d		Tickets and appointments (movie/railway/ doctor appointments, Ticketslk, Doc990)	[1] yes [0] no		
Pf.9e		Hired help (Delivery malli, quickee)	[1] yes [0] no		
Pf.9f		Accommodation (Airbnb, Booking.com, Tripadvisor)	[1] yes [0] no		
Pf.9g		Other(specify)	[1] yes [0] no		
Pf.10	If yes to any pf.9a- pf.9g; else >>pf.17. In the most frequent way you have used to earn money by selling things or taking on jobs through the Internet, do you usually: show card		[1] search only [2] search and accept jobs/order only [3] search, accept jobs/order and receive payment [4] search, accept jobs/ order and receive and delivery	Reference period is in general, with regards to their most frequent types of sells/hires	

Pf.11_1		I don't know how to	[1] yes [0] no		
Pf.11_2		I don't need to (e.g., I can buy all necessary goods/services from physical stores)	[1] yes [0] no		
Pf.11_3		There is no option to accept order or receive payment online	[1] yes [0] no		
Pf.11_4		I'm not comfortable sharing personal details online with third parties	[1] yes [0] no		
Pf.11_5	If pf.10=1,2 In your most frequent hire or sell, what are the reasons you usually don't accept the order /payment through the Internet or mobile apps? [MR]	I'm not comfortable sharing financial details online with third parties	[1] yes [0] no	Reference period is in general, with regards to their most frequent types of sells/hires	
Pf.11_6		I am not certain that I will receive payment from buyer	[1] yes [0] no		
Pf.11_7		Online prices of goods/services are too low	[1] yes [0] no		
Pf.11_8		It takes too much time	[1] yes [0] no		
Pf.11_9		I am not comfortable using buyers /service providers that I don't know	[1] yes [0] no		

Pf.11_10		I've had a negative experience in the past	[1] yes [0] no		
Pf.11_11		I have heard of people having negative experiences with these	[1] yes [0] no		
Pf.11_12		Service provider commission too high	[1] yes [0] no		
Pf.11_13		Other (specify)	[1] yes [0] no		
Pf.12	If pf.10 = 1,2,3,4 Now, thinking about the last three (3) months, please tell me how many times you used to earn money by selling things or taking on jobs through the Internet in the past 3 months	[1]　1-5 [2]　6-10 [3]　> 10 0		Enumerator to note reference period is the last 3 months	
Pf.13	If pf.10 = 1,2,3,4 Why do you usually choose to use these websites/apps to earn money or sell goods and services?	[1]　I need to be able to control my own schedule due to child care, school, or other obligations [2]　It offers better job rates/prices than otherwise [3]　It provides access to a larger number of customers than otherwise [4]　It helps to fill in gaps or fluctuations in other sources of income [5]　To gain work experience for future job opportunities [6]　For fun, or to do something with my spare time [7]　There are not many other job opportunities in my area Other (specify)		'usually' refers to most often; main reason (single response)	
Pf.14	If pf.10 = 1,2,3,4	[1]　It goes to my/someone else's bank account		'usually' refers to most often. Response should capture how they finally get cash into their hands.	

	How do you usually receive money to your hands / cash out?	[2] It goes to my/someone else's mobile wallet [3] It goes to other digital wallet/accounts (e.g., PayPal) [4] In cash (directly from the buyer/customer; cash on delivery) [5] Payment in kind or via exchange of other goods/services Other _____		
Pf.15	Which of the following statements best describes the income you earn from using these services? **[reverse responses for random half of respondents]**	[1] It is essential for meeting my basic needs [2] It is an important component of my budget, but not essential [3] **It is nice to have, but I could live comfortably without it**	Responses should be randomly reversed for a random half of the respondents. Enumerators should be careful here to ensure correct option is read out to respondent and correct option is selected.	
Pf.16	What could improve your trust in these systems? Skip to module oh after answering this question	[1] Mediation when there is a dispute [2] Better rating systems… ..	More responses need to be added after the pilot	
Pf.17	If all pf.9a-pf.9g=0 What is the primary reason you don't **sell** goods/services through the Internet or mobile apps?	[1] I don't know how to [2] I don't need to [3] I'm not comfortable sharing personal details online with third parties [4] I'm not comfortable sharing financial details online with third parties [5] I am not certain that I will receive the payment [6] Charges from the website/app are too high [7] I can't make a profit from these [8] It takes too much time [9] I'm not certain that I can deliver the services [10] I am not comfortable dealing with customers that I may not know [11] I've had a negative experience in the past [12] I have heard of people having negative experiences with these [13] Other (specify)		

Module OH: Online harassment To be answered **if b.1 = 1 (Internet users) or s.1 = 1 (social media users)**			The purpose of this module is to capture incidents of online harassment, and identify which type is most common, how it happens and what effect it has on online use. Due to the sensitive nature of this section, some respondents may be reluctant to respond. Interviewers should provide assurances that the information is confidential and will not be used in an identifiable way. If respondent is still unwilling to share info then responses should be recorded as 'refused.'
	Have you witnessed or personally experienced the following forms of online harassment? (if [0] no for all, skip module)		Personally experienced = harassment was directed at the respondent Witnessed = harassment was directed at others
Oh.1	Being called offensive names	[0] no [1] yes, witnessed only [2] yes, experienced only [3] yes, witnessed and experienced	
Oh.2	Being purposefully embarrassed or criticized in another way (besides being called offensive names)	[0] no [1] yes, witnessed only [2] yes, experienced only [3] yes, witnessed and experienced	

Oh.3	Being physically threatened	[0] no [1] yes, witnessed only [2] yes, experienced only [3] yes, witnessed and experienced	
Oh.4	Being sexually harassed	[0] no [1] yes, witnessed only [2] yes, experienced only [3] yes, witnessed and experienced	
Oh.5	Being approached repeatedly by unwanted contacts (cyber-stalked)	[0] no [1] yes, witnessed only [2] yes, experienced only [3] yes, witnessed and experienced	
	Let's now talk about your <u>most recent</u> experience [if [2] yes, experienced only or [3] yes, witnessed and experienced is true for oh.1-oh.5]		Oh.6-10 should be answered in relation to the most recent personal experience only
Oh.6	Which form of harassment did you most recently experience personally?	[1] being called offensive names [2] being purposefully embarrassed or criticized in another way (besides being called offensive names) [3] being physically threatened [4] being sexually harassed [5] being approached repeatedly by unwanted contacts (cyber-stalked)	
Oh.7	What do you believe was the main motivation behind this harassment?	[1] gender [2] religion or race [3] politics [4] other (specify) [5] my disability [9] I don't know	Option 5 to be asked from disabled respondents only
Oh.8	On which platform, did you experience this harassment?	[1] social media (eg: Facebook) [2] chat applications (eg: WhatsApp) [3] comments section of a website [4] online gaming [5] email [6] other (specify)	
Oh.9	Who was the source of this harassment?	[1] someone I've met before offline [2] one of my online contacts/friends that I've never met before offline [3] someone I don't know at all (online or offline)	'offline' = in the physical world/in real life

| Oh.10 | What effect has this had on your use of the Internet? | [0] it has had no effect
[1] I reduced use of the particular website
[2] I deleted the app or my profile
 [3] I unfriend/blocked contacts or left that a group/forum
[4] I now limit my use the Internet as a whole | |

Module CS: Cyber security Ask only if response to b.1 = 1 or s.1 = 1 (use Internet or social media users)			The purpose of this module is to understand the what cyber threats users have experienced and are awareness of, as well as measures taken to protect themselves against threats
Cs.1	To your knowledge have any of your devices or accounts ever been taken over by someone else, either through the Internet or in person? (That is, someone else has logged in as you and taken control of your device/account without your knowledge?)	[1]yes [0]no >> skip to cs.3	This can include all of the following: 1. Remote (via a network or the Internet) hacking 2. Placing of malware (software or apps designed to access the device and data); 3. Another person physically taking another's device and accessing the latter's accounts through that device
Cs.2_2	Which device or account has this happened to you on? [MR]	mobile	[1] yes [0] no	Tick more than one if more than one instance.
Cs.2_3		computer/ laptop, tab	[1] yes [0] no	
Cs.2_4		social media account - Facebook, [other locally popular examples] account	[1] yes [0] no	[5] anything financial related – so e-banking, e-cash, m-wallet, m-banking, m-payments, etc. Main criteria is that the hacker has accessed these accounts via the owner's mobile, apps on their mobile or via the Internet.
		e-mail account	[1] yes [0] no	
Cs.2_5		bank account or mobile payment account (accessed via mobile or Internet)	[1] yes [0] no	

Cs.2_6		other	[1] yes [0] no	
Cs.3	To your knowledge has anyone ever taken some of your personal information or pictures or audio or video recordings and shared them over mobiles, social media or the Internet without your permission?	[1] yes [0] no >> skip to sc.6		The point is to capture instances where privacy has been breached. So we are talking about personal data (e.g., browsing history, social media activity, photos, recordings, etc). What would not be included here are e.g., official photos where the person is photographed, being shared by a workplace or school, or sports team photos showing up in online news pages, etc.
Cs.4_1	How did it affect your life? **(MR)**	it had no effect	[1] yes [0] no	If [1] Yes → Skip to Sc.5_1
Cs.4_2		I felt ashamed to face my family and my friends	[1] yes [0] no	
Cs.4_3		it affected my relationships	[1] yes [0] no	
Cs.4_4		I lost my job/income	[1] yes [0] no	
Cs.4_5		I overcome it and moved with my life	[1] yes [0] no	
Cs.4_6		I learned remedial actions that can be taken in situations like this.	[1] yes [0] no	
Cs.4_7		I felt angry/upset about it	[1] yes [0] no	
Cs.4_8		other	[1] yes [0] no	
Cs.5_1	Did you try to take action against it, how? **(MR)**	[0] no action was taken	[1] yes [0] no	If [1] Yes → Skip to Sc.6
Cs.5_2		[1] reported to the website or social media platform	[1] yes [0] no	

Cs.5_3		[2] report to police or relevant authorities	[1] yes [0] no		
Cs.5_4		[3] report to community head/principal/family	[1] yes [0] no		
Cs.5_5		[4] made public posts about it or wrote to the media about it	[1] yes [0] no		
Cs.5_6		[5] other	[1] yes [0] no		
Cs.6	Have you ever been blackmailed (asked for money) or threatened by anyone over your personal information or pictures being shared over mobiles, social media or the Internet?	[1]yes [0]no			
Cs.7	What are the measures you have taken to protect your data and devices?	Nothing	[1] yes [0] no	If [0] no >> skip to the module and make all other (cs.8-cs.15) responses [0] no	
Cs.8		Installed software or apps on my devices to protect against malware, viruses, etc	[1] yes [0] no		
Cs.9		Limit the usage of certain websites or social media (insecure websites)	[1] yes [0] no		
Cs.10		Avoid sharing personal information on the Internet and social media	[1] yes [0] no		
Cs.11		Don't allow anyone to use my devices	[1] yes [0] no		
Cs.12		Avoid providing credit/debit card details over Internet or social media	[1] yes [0] no		
Cs.13		Avoid using open Wi-Fi networks	[1] yes [0] no		
Cs.14		Using security measures such as two-step verification on email or social media accounts	[1] yes [0] no		

| Cs.15 | | Other | [1] yes   [0] no | | |

Thank you for your time.

End of interview