

5. SAMPLE MOBILE USAGE AND AWARENESS QUESTIONNAIRE

<p>40. Do you own a mobile phone? 1. Yes CONTINUE 2. No GO TO 54</p>	<p>41. Do you know how to send SMS/texts? 1. Yes 2. No</p>
<p>42. Do you know how to receive SMS/texts? 1. Yes 2. No</p>	<p>43. Are you able to make and receive calls on mobile phone? 1. Yes 2. No</p>
<p>44. Do you have access to the internet on your mobile phone? 1. Yes CONTINUE 2. No GO TO 46</p>	<p>45. Do you know how to operate the internet on your mobile phone? 1. Yes 2. No</p>
<p>46. Do you receive cocoa market price information on your mobile phone? 1. Yes 2. No</p>	<p>47. Do you know how to check your airtime balance? 1. Yes 2. No</p>
<p>48. Where do you buy airtime? 1. Grocery store in the neighbourhood 2. Airtime seller in the neighbourhood 3. Any other (Please specify....)</p>	<p>49. How much airtime do you generally buy in a month? Please input the number. _____ Amount (in '000s)</p>
<p>50. Who is your network provider? 1. Telkomsel 2. Indosat 3. Axis 4. XL 5. Any other. Please specify</p>	<p>51. How reliable is the service from your mobile network operator? 1. Excellent 2. Very good 3. Good 4. Poor 5. Very poor</p>
<p>52. In the past 12 months, have you used a mobile device to? 1. Pay bills CONTINUE 2. Send money CONTINUE 3. Receive money CONTINUE 4. No GO TO 58</p>	<p>53. How far are you located from a service point (the place where you do the cash deposit and cash withdrawal transactions)? 1. <1km 2. 1-5km 3. >5km</p>

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<p>54. Does someone else in your family own the mobile phone? 1. Yes CONTINUE 2. No GO TO 57</p>	<p>55. Do you share the mobile phone with that family member? 1. Yes CONTINUE 2. No GO TO 57</p>
<p>56. Do you/they use multiple SIM cards? 1. Yes 2. No</p>	<p>57. Why don't you use the mobile phone? 1. Don't know how to operate it 2. Don't have enough money to buy a mobile phone/ It is expensive 3. It is time consuming 4. Any other. Please specify</p>
<p>58. Are you willing to use your mobile phone for transactions like bill payments, money transfer/ remittance, purchase airtime, loan repayment, etc.? 1. Yes CONTINUE 2. No GO TO 62</p>	<p>59. What benefits do you see of using the mobile phones for financial transactions? (No more than two answers permitted). 1. Save time/convenient 2. Save transport cost 3. More secure transaction 4. Faster transactions 5. Ability to save and earn interest 6. More private 7. Fewer risks (than carrying cash in hand, etc.) 8. Lower cost 9. Other. Please specify 10. I don't know</p>
<p>60. For the services you normally use at a bank (deposit/withdrawal, transfer money, bill pay, receive salary or other money, buy airtime), would you be willing to use an agent, such as an agri-input supplier, post office, fuel station, or merchant rather than a bank to access these services? 1. Yes CONTINUE 2. No GO TO 62 3. I don't know GO TO 62</p>	<p>61. At which of these places would you be willing to undertake mobile money transactions? 1. A large agri-input dealer 2. A fuel station 3. Local supermarket 4. Airtime dealer in the neighbourhood 5. Trader/collector 6. A microfinance institution 7. A bank branch or other bank outlet 8. Local cooperative institution 9. ATM machine 10. Other (please specify) 11. Don't know 12. Refused</p>
<p>62. Can we contact you for follow-up interviews? 1. Yes CONTINUE 2. No GO TO End time</p>	

 Source: USAID (2013) *Market Insights Into The Financial Behaviors And Design Of Mobile Financial Services Products For Cocoa Farmers In Indonesia*.