

USAID LAST MILE INITIATIVE IN PERU
First Interim Report

Baseline Research Assessment in Jauja

Appendix – Research Instruments

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Annenberg School for Communication at
the University of Southern California



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IMASEN S.A.

Jr. Brigadier Pumacahua 2601, Lince, Lima
Phone: 421-8975

QUESTIONNAIRE _____
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Impact of the Last Mile Initiative Project in Peru Households and businesses survey - Baseline

This interview is part of a study that is being conducted by the Institute for Peruvian Studies (IEP) about communication services in the province of Jauja. The goal of this survey is to help us understand how you and your family obtain different sorts of information and what are your needs regarding information and communication services. Your cooperation will be of great help for this study. This interview will take about 20 minutes.

Location

Department	(1)	Junín
Province	(2)	Jauja
District	(3)	
Village	(4)	

Section 1: To begin with, we would like to ask you some questions about your home and family

1. Gender (5)

1. Male
2. Female

2. Age (6) _____

3. How many people live in this household? (7/8..31)

Household members	Relationship w/ head of household	Age	Place of birth
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

4. Do you have any direct relatives (children, siblings, spouse) that live outside your community? (32..41)

Who?	Where?

5. What is your highest level of education? (42)

1. No formal education
2. Incomplete elementary
3. Complete elementary
4. Incomplete high school
5. Complete high school
6. Incomplete technical school
7. Complete technical school
8. College / University

6. Can you read and write in Spanish? (43)

1. Easily
2. With difficulty
3. Cannot read or write in Spanish

7. What language do you usually speak at home? (44)

1. Spanish
2. Quechua
- .. Other (specify) _____

8. Do you have at home?

	Yes	No
a. Electric connection (45)	1	2
b. Electric power generator (46)	1	2
c. Computer (47)	1	2
d. Radio (48)	1	2
e. TV (49)	1	2

9. What is your main occupation or job? (50)

If unemployed, skip to Q.16

10. Usually, how many hours a day do you spend on this job? (51)

_____ hours

11. Usually, how much money do you receive for this job? (52 / 53)

Monthly _____ s/. Yearly _____ s/.

64. Does not receive a salary / wage, is a homemaker

12. Do you any other job? (54)

1. Yes
2. No =====> (E: Skip to Q.16)

13. What is this other job? (55)

14. Usually, how many hours a day do you spend on this other job? (56)

_____ Hours

15. Usually, how much money do you receive for this job? (57 / 58)

Monthly _____ s/. Yearly _____ s/.

16. What are the main sources of family income? (maximum 3 answers, rank the answers) (59 / 60 / 61)

Source	1st	2nd	3rd
1. Farmer in own land	1	1	1
2. Rancher / cattle raising in own land	2	2	2
3. Farmer in land owned by others	3	3	3
4. Cattle raising in land owned by others	4	4	4
5. Small business	5	5	5
6. Handcraft	6	6	6
7. Work in a factory	7	7	7
8. Work in services (tourism, construction, etc.)	8	8	8
9. Public sector / government	9	9	9
10. Receive money from relatives	10	10	10
_ Other (specify):			

17. Usually, how much money does your family earn in total, including salaries, earnings for selling products and money received from other relatives? (62 / 63)

Monthly _____ s/. Yearly _____ s/.

18. Over the last month, have you work in any of the following activities?

	Yes	No
a. Farming or raising cattle for your own consumption (64)	1	2
b. Farming or raising cattle for someone else (and receiving a salary for it) (65)	1	2
c. Some other paid job (construction, sales, manufacture, etc.) (66)	1	2
d. Farming or raising cattle in own land for sale (67)	1	2
e. Work in own small business (68)	1	2
f. Craftmanship for sale at own property (69)	1	2
g. Fabrication / manufacture for sale at own property (70)	1	2
h. Service (construction, cleaning, driving, etc) (71)	1	2

19. Do you own land? (72)

- Yes
- No ==> (Skip to Q.23)

20. What is the size of your land? (73) _____ hectares

21. What are your main activities in this land?

Activity (74..78)	What part or percentage of your land do dedicate to this activity ? (79)
1. Agriculture	(79)
2. Raise cattle	(80)
_Others (specify) ...	(81..85)

22. Usually, do you sell the products from your land or does your family consume them? (86)

- Own consumption ==>
- Sale ==> (Apply Section 2)
- Both ==> (Apply Section 2)

23. Besides the land, do you own a business? (87)

- No
- Yes ==> Which? ==> (Apply Section 2) (88..92)

- Manufacture (93) _____
- Craftmanship (94) _____
- Small business / store (grocery store) (95) _____
- Other business (96) _____
- Services (restaurants) (97) _____
- _ Others (98..100) _____

Section 2: Now we'd like to ask you some questions about your land or business

24. Can you tell us where is it? (101)

- At home
- Location other than home ==> (Skip to Q. 27)

25. What part or percentage of your home do you use for your business? (102)

26. What is the size of your home? (103) _____ square meters

27. How many people work at your business or land in total, including yourself? (104)

_____ people

28. How many of these people that work at your business or land live at your home? (105)

_____ people

29. Usually, where do you sell the products from your business / land? (106)

- District fair
- Distributor / Wholesaler
- Own store (sell directly to consumer)
- Co-op o association
- _ Others (specify) _____

30. How far is this market? (107)

_____ km.

31. In a scale from 1 to 10, where **10** means **very easy** and **1** means **very difficult**, how easy would you say is to obtain information about...?

Information about	Rating
a. Your clients (108)	
b. New clients or new markets for your products (109)	
c. Price of products and merchandise (110)	
d. New techniques or tools for your business (111)	
e. Credit (112)	
f. Laws, taxes and other government-related issues (113)	
g. Support programs for small business or farmers (114)	

32. What are your main sources of information about business related issues? (maximum 3 answers, rank the answers) (115 / 116 / 117)

Source	1st	2nd	3rd
1. Family and friends	1	1	1
2. Suppliers or clients	2	2	2
3. Other businesses in the same industry	3	3	3
4. Association or co-op	4	4	4
5. Government support agency	5	5	5
... Other:			

33. How important is each of the following means of communication when trying to buy or sale products from your land or business? (maximum 3 answers, rank the answers) (118 / 119 / 120)

Means of communications	1st	2nd	3rd
1. Face to face	1	1	1
2. Mail post	2	2	2
3. Cell phone	3	3	3
4. Public payphone	4	4	4
5. Fax	5	5	5
6. Internet	6	6	6
... Other:			

Section 3: Now we'd like to ask you some questions about the way you get different types of information in your daily life.

(I: do not read the options to the respondent)

(121..125/ 126..130/ 131..135/ 136..140/ 141..145)	a. In a scale from 1 to 10, where 10 means very interested and 1 mean not interested , how interested are you in getting information on...?	b. Usually, how do you get information on...? (maximum 2 answers)		c. Usually, how much money does it take to get this information, including the cost of transportation?	d. In a scale from 1 to 10, where 10 means very satisfied and 1 means not satisfied , how satisfied are you with the information you receive on...?
		1°	2°		
34. Health issues (information about hygiene, nutrition, vaccines, diseases)					
35. Work and/or business related issues (price of merchandise, buy and sell, credit, etc.)					
36. Job (job opportunities and strategies to get a job)					
37. Government services and transactions (Social welfare programs, licenses, taxes, certificates, etc.)					
38. Education opportunities (schools, classes, libraries, etc.)					
Codes or Q. b:					
1. Friends, neighbors or relatives		7. Internet			
2. Professionals (teacher, nurse)		8. Local government authorities			
3. Colleague		9. NGO			
4. Newspaper or magazine		10. Community organization (religious, co-op)			
5. Radio		... Others (specify)			
6. TV					

Section 4: Now we would like to ask you some questions about different means of information and communication.

39. How frequently do you **make** phone calls? (146 / 147)

	1. Daily	2. Weekly	3. Monthly	4. Yearly	5. Never
N° of times					

40. How frequently do you **receive** phone calls? (148 / 149)

	1. Daily	2. Weekly	3. Monthly	4. Yearly	5. Never
N° of times					

(consider every type of phone: fixed, cell, payphone)
(if the answer is never for both questions, skip to Q.49)

41. a. Do you or any other member of your household own a cell phone?
b. Do you receive a monthly bill or do you use prepaid phone cards? (141/142) (143/144) (145/146) (147/148) (149/150) (151/152)
c. How much do you spend monthly paying your cell phone bill or buying prepaid cards?

a. Who? (150..154)	b. Prepaid o monthly bill?		c. Monthly expenditure?
	Prepaid	Bill	
1. Own (155/156)	1	2	
2. Spouse (157/158)	1	2	
3. Children (159/160)	1	2	
... Other: (161..166)	1	2	

42. Someone besides your relatives has used the cell phone in the last month? (167) / (168) / (169)

1. Yes =====> How many people? _____
How many calls approximately?
(total, counting every person that has made a call) _____
2. No

43. Is there a payphone on your community? (170)

1. Yes =====> (E: skip to Q.47)
2. No

44. Where do you have to go if you want to use a payphone? (171)
- _____

45. How long does it take you to get there? (172)
- _____ minutes

46. How much money do you spend to get there? (173)
- s/. _____

47. How much does your family usually spend using the payphone? (174)
- s/. _____

48. What are your main two reasons for making phone calls? (Rank your answers by importance) (175/176)

	First	Second
1. Talk to relatives or friends	1	1
2. Work or job related issues	2	2
3. Buying / selling products	3	3
4. Government transactions	4	4
5. Health or education issues	5	5
6. Banking and remittances	6	6
... Others (specify)		

49. What are your main two reasons for not using the phone more frequently? (Rank your answers by importance) (177/178)

	First	Second
1. No need	1	1
2. Too expensive	2	2
3. Difficult access (too far away)	3	3
4. Low quality	4	4
... Others (specify)		

50. Do you use the Internet? (179) / (180,181)

1. Yes ==> How frequently?

	1. Daily	2. Weekly	3. Monthly	4. Yearly
N° of times				

2. No ==> (Skip to Q. 57)

51. Where do you mainly use the Internet? (182)

1. Home
 2. Work
 3. Home of a friend / relative
 4. Community center
 5. Cybercafes (cabinas)
 - ... Others (specify) _____
- } (Pasar a pregunta 54)

52. How long does it take you to get there? (183)
_____ minutes

53. How much money do you spend to get there? (184)
s/. _____

54. How much does it cost you to use the Internet for an hour? (185)
s/. _____ per hour

55. How much does your family spend monthly to use the Internet? (186)
s/. _____

56. What are your main two reasons to use the Internet? (Rank your answers by importance).

	First	Second
1. Talk to friends and relatives	1	1
2. Work or job related issues	2	2
3. Buying / selling products	3	3
4. Government transactions	4	4
5. Health or education issues	5	5
6. News	6	6
7. Information on community activities	7	7
8. Banking and remittances	8	8
9. Entertainment	9	9
... Others (specify)		

57. What are the main two reasons for not using the Internet more frequently? (Rank your answers by importance).

	First	second
1. No need	1	1
2. Too expensive	2	2
3. Difficult access (too far away)	3	3
4. Low quality	4	4
5. Not know how to use it	5	5
... Other (specify)		

58. How frequently do you listen to the radio? (191 / 192)

	1. Daily	2. Weekly	3. Monthly	4. Yearly	5. Never
N° of times					

59. How frequently do you watch TV? (193 / 194)

	1. Daily	2. Weekly	3. Monthly	4. Yearly	5. Never
N° of times					

60. How frequently do you read the newspaper? (195 / 196)

	1. Daily	2. Weekly	3. Monthly	4. Yearly	5. Never
N° of times					

61. How frequently do you use the mail post? (197 / 198)

	1. Daily	2. Weekly	3. Monthly	4. Yearly	5. Never
N° of times					

Section 5: Now I would like to ask you some questions about communication services that may be offered in your community.

If there was a company that offered information and communication services, such as phone, email and Internet in your community...

- a. How important would it be for you that this company offer the following services? Use a scale from 1 to 10, where **1** means **not important** and **10** means **very important**.
- b. How much would you be willing to pay for this service at your home or business?

Service	a. Importance	b. Maximum price
62. Fixed phone line (199/ 200)		(monthly): s/.
63. Internet (201/202)		(monthly): s/.
64. Training on computers and Internet (203/204)		(three month course): s/.

This company could also offer several other services for your home or business. How interested would you be on the following services? Use a scale from 1 to 10, where 1 means **not interested** and 10 means **very interested**.

Service	Interest
65. Information on government services (transactions, licenses, certificates) (205)	
66. Information on health (hygiene, nutrition, vaccines, diseases) (206)	
67. Information on education (schools, classes, library, professional training) (207)	
68. Information on jobs (job opportunities) (208)	
69. Information on small farmers (market prices, buying and selling products, credits, etc.) (209)	
70. Banking and money sending (remittances) (210)	

71. In a scale form 1 to 10, where '1' means **somewhat** and '10' means **a lot**, how much do you think that having a telephone at home or business may help you and your family have a better quality of life? (211)

72. In a scale form 1 to 10, where '1' means **somewhat** and '10' means **a lot**, how much do you think that computers and Internet may help you and your family have a better quality of life? (212)

Section 6: We'd like to ask you some questions about associations and community organizations and your participation in them.

73. Do you or any of the members of your family belong to an association (farmers, ranchers, craftsmen) or community organization? (213)

1. Yes
2. No ==> (Skip to "complementary information")

74. Can you tell us in which organizations or associations do the members of your family participate? How actively do they participate? (214..218) / (219..230)

a. Member:	b. Name of the organization	c. Type of organization	d. Level of participation:
1. Head of household			1. leader
2. Spouse			2. very active
3. Children			3. somewhat active
4. Other			

Section 7: Identification and Control

Interviewer	
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VISIT 1		VISIT 2		SUPERVISION	
Date		Date		Date	
Result (237)		Result (238)		Result (239)	
Result code: 1. Completed 4. Absent / unavailable 2. Refusal 5. Partially completed 3. Uninhabited house				Result code: 1. Satisfactory 2. Not Satisfactory 3. Not chosen for control (supervision)	
Next visit		Next visit		N° of visits	
Date		Date		(240)	
Time		Time			

Interviewer	Fieldwork manager	Control manager	Coder
Date:	Date:	Date:	Date:
Signature:	Signature:	Signature:	Signature:

COMPLEMENTARY INFORMATION

Name of the respondent:	
Address:	
Phone number:	
Community / village:	

Services available in the community

Have?	1. Yes 2. No	1. All day 2. Only some hours
Potable water (231/ 232)		
Sewer (233)		
Public lighting (234)		

AREA: (235) 1. Urban
 2. Rural

Who is answering this interview? (236)

1. Head of household
2. Spouse

Thank you for your collaboration

**Basic data sheet of the District
Jauja, Junín**

District _____
 Date of visit _____
 Informers _____
 (respondents) _____

Population

Villages (name)	Number of households	Population	Area (rural-urban)	Category (village, small town, etc)	Other (comments)

Institutional information

Institutions that are present in the district

Sector	Type	Village	Responsible		
			Name	position	Time
Health					
Education					
Agriculture					
Police					
Army					
Other					

Type (health): 1. Community Health Care Centers, 2. Health center, 3. Hospital, 4. Other (specify)

Type(education): 1. School, 2. High School, 3. UGEL, 4. Other (specify)

Type (agriculture): 1. Farming agency, 2. Pronamaches, 3. Other (specify)

Economy

Activity	Main products	Population working on this activity (% approx.)	Target market	Others
Agriculture				
Selling				
Manufacture				
Craftsmanship				
Services				
Other				

Coverage of Voxiva

With the map of the district, highlight the areas where the project will be executed and visit this villages.

Commerce

Fairs

- Where are they held?
- How frequently?
- Who come? Where do they come from?
- What do they sell there?

Alternative ways to sell the products

Businesses in the village

Type	Name	Comments
Groceries		
Other type of store		
Restaurants/bars		
Small farmers / ranchers		

Basic services

Service	Who offers it	Frequency a/	Monthly pay	Observation
Public lighting				
House lighting				
Water b/				
Sewer				

a/ All day, only some hours, etc.

b/ register under "others" if it is potable water or not

Comments

Health and education services

Type	Comments
Elementary school	
High school	
Another educational institution	
Health center	
Community Health Care Centers	
Other	

Communication

Distance to the capital of the district

0. Is the capital of the district
1. Register in km.....
2. Register time and specify means of transportation

Reasons why villagers go to the capital of the district (open ended)

Distance to Jauja

1. Register in km.....
2. Register time and specify means of transportation

Why do people go to Jauja (open-ended)

Means of communication

Transportation (register all existent)

Type	Where do they come from	Where do they go to	Frequency	Cost
Bus				
<i>Combi</i> (small bus)				
<i>Colectivo</i> (shared ride)				
Other				

Phone usage

a. Closest payphones

Location	Type	Distance	Card or coins	Hours of operation	Site (inside a store, restaurant)

Type: 1. Telefónica, 2. Fitel –GILAT (Mi fono)

b. Cell phones

Is there coverage? How far away from the village does the signal reach?
Who has a cell phone?

Internet

Closest cybercafes (*cabinas*)

Place	Distance	Cost per hour	Hours of operation	Other*

*specify if they are open to the public

Comments on the issue of communications

Local Government Data Sheet
Jauja, Junín

I. Basic Information

1. District (1) _____ 2. Date of visit (2) _____

3. First of all, I'm going to ask you a question about the services and equipment that your municipality has.

	Has?		At what time?	How much does it cost per month?
	Yes	No		
Light (3/4/5)	1	2		
Water (6/7/8)	1	2		
Sewer (9/10/11)	1	2		
Latrine (12/13/14)	1	2		

	Has?		How many?	How long have you been using it?
	Yes	No		
Computer (15/16/17)	1	2		
Other (specify) (18..31)	1	2		

II. Respondent information

4. Full name of the main respondent (32).....

5. What is your position in the Municipality (if he is the Mayor, do not ask, just register) (33)

- 1. Mayor
- 2. Other

6. Gender (34): 1. Male 2. Female

7. How old are you? (35)

8. (**Only if he is the Mayor**) is this your first term as mayor on this municipality or have you been re-elected? (36)

- 1. First term
- 2. Second term
- _. Other (specify).....

9. How long have you been working in this Municipality? (**if he is the Mayor, do not ask**)

(specify month and year) (37/38)

10. How many people work in this Municipality? (39)

11. Can you tell me in detail who works here?

Position	How many?	Where do you live?*
Mayor	X	
Council Member (42/43)		
Supplies management (44/45)		
Treasury management (46/47)		
Secretary (48/49)		
External advisor (50/51)		
External accountant (52/53)		
Other (specify) (54..55)		
Total (56)		X

* 1. This district 2. Jauja 3. Another district of Jauja 4. Huancayo

III. Communication with citizens

12. What are the main two reasons of the citizens to come to the Municipality? (Rank by importance) (57/58)

1. Transactions ____
2. Payment of services ____
3. Complaints ____ which services?.....
- .. Other (specify)

13. When you want to communicate something to the citizens, which means do you use? (59..61). (Register the most important three and rank them by importance)

1. Communication in public places ____
2. Megaphones ____
3. Loadspeaker ____
4. Radio ____
- .. Other (specify)

14. (Only for the Mayor) What do you think should change in order to improve the communication with the citizens? (62)

.....

.....

.....

.....

.....

15. (Only for the Mayor) What is the main problem or complain of the neighbors in this district?(63)

.....

.....

.....

.....

.....

IV. Communication with other Governmental Institutions

16. I would like to complete a table with the institutions that have a relationship with the Municipality and which means of communication do you use more frequently.
 (1. Daily 2. Weekly 3. Monthly 4. Every once in a while 5. Never)

(64...152)	Phone	Email	Personal communication	Post mail	Other	Which type of information do you share more frequently with that institution? (e.g. new laws, finance, budgets, etc)
1. Health Center (64/71)						
2. Education (72/79)						
3. Province Municipality (89/87)						
4. Regional Government (88/95)						
5. CND (96/112)						
6. Ministry of Economics and Finance (113/120)						
7. CONSUCODE (121/128)						
8. Contraloría (Controllers Office) (129/136)						
9. PARSSA – Program of Support to the Reform of the Cleaning Sector (137/144)						
10. Other institution of Central Government (145/152)						

17. I would like to ask you about the communication that the Municipality has with the Ministry of Economics and Finance.

What are the main topics in these communications?	Who handles the relationship with this Ministry? *	How do you communicate?
(153..156)		
(157..160)		
(161..164)		
(165..168)		
(169..172)		

* 1. Mayor 2. Supplies management 3. Treasury management 4. External accountant
5. External advisor 6. Other (specify)

V. Phone and Internet

Phone calling

18. Does this institution has a fixed phone line? (173)
1. Yes 2. No

19. Do any of the people that work here owns a cell phone? (174)
1. Yes 2. No =====> (Skip to Q. 21)

20. Can you tell me who?

(175..192)	How many?	Company (90. DK)	Reach (describe how far does the signal go)
1. Mayor (175/176/177)	X		
2. Council Member (178/179/180)			
3. Officers (181/182/183)			
_. Others (184..192)			

21. Please, could you tell me which are the closest payphones?

Location	Type	Site	Distance in minutes	Means of transportation	Hours of operation	Means of payment
(193..200)						
(201..208)						
(209..216)						

Location: (1. Same district 2. Other close district 3. Jauja)

Type: 1. Telefónica, 2. Fitel –GILAT (Mi fono)

Means of payment: 1. Card 2. Coins 3. Both

Site: 1. Street 2. Inside a grocery store

3. Inside another store (specify) _ Other (specify)

Cost of phone usage

22. When you have to make a work related phone call ... from where do you usually make it? (217..219)

- 1. From your cell phone _____
- 2. Go to a fixed phone _____
- 3. Go to a payphone _____

23. I would like you to answer some questions related to this type of calls.

	Local calls			Calls outside the department		
	Cell phone	Fixed phone	Payphone	Cell phone	Fixed phone	Payphone
How long is the avg. call? (220/221)						
How much does it cost on avg.? (222/223)						
(Do not ask to cell phone users) How much do you spend in transportation to make a phone call? (224/225)						
(Do not ask to cell phone users) How long does it take to get there and back to the Municipality? (226/227)						

Observations (228):

.....

.....

.....

.....

.....

.....

24. Opinion on the quality of service of public payphones

Where is the phone that you use to make calls? 1. Street 2. Grocery store 3. Restaurant _. Other.....) (229)	
If the phone is in a store, does it have specific operation hours? (1. Yes 2. No) (230)	
Approximately how much time do you have to wait to make a phone call? (231)	
Qualitative comment, do you have to stand in line or do you get preferred service? (232)	

25. Do you receive calls in that payphone? (233)

1. Yes
2. No =====> **(Skip to Q.27)**

26. How much do you have to pay to be told that you have a call? (234)

27. Do you have a portion of your budget devoted to phone communications? (235)

1. Yes
2. No

28. Approximately, each month, how much do you spend on work related phone calls? (236/237)

1. From your cell phones.....
2. From payphones.....

Internet

29. Do the personnel of this municipality use the Internet for work related issues? (238)

1. Yes
2. No

30. If you need to use the Internet, where do you go? (cybercafe, friend, etc.)

Place	Distance	transportation	Cost per hour	Hours of operation	Comments
(238..244)					
(245..251)					
(252..258)					

31. Which institutions communicate via email with you? (259..268)

1. Regional government
2. Province Municipality
3. MEF (Ministry of economics and finance)
4. Consucode
5. Contraloría (Controllers Office)
6. Central government institution (specify)
64. None
- _. Other (specify)

32. The Municipality has its own email? Can you give me the email address? (269/270)

.....

33. (I: If they do not have an institutional email) Which email does the Municipality use to communicate with other governmental institutions? (write the email)

(271..275)

1. The one under the mayor's name
2. The one under another officer's name
3. No

34. Do the personnel look at the websites of government institutions? (276..290)

1. Yes =====> Which?
2. No

35. Overall, what is the main benefit of using the Internet in the Municipality? (291)

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41. General observations about this interview

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Respondent's Information

Name of the Mayor		
Name of the respondent		
Was there a 2 nd . respondent?	1. Yes 2. No	Name and position
Interview date	Date 1:	Date 2:
Supervision date	Date 1:.....	Do you have to come back again to complete it? 1. Yes 2. No Yes (Indicate date)

Interviewer and supervisor information

Interviewer	
Supervisor	

**Educational Institutions Data Sheet
Jauja, Junín**

I. Basic Information

1. District (1)
2. Specify if it is a...

1. School
2. High School
- Other (specify)

3. First of all, I'm going to ask you a question about the services and equipment that your school has.

	Has?		At what time?	How much does it cost per month?
	Yes	No		
Light (3/4/5)	1	2		
Water (6/7/8)	1	2		
Sewer (9/10/11)	1	2		
Latrine (12/13/14)	1	2		

	Has?		How many?	How long have you been using it?
	Yes	No		
Computer (15/16/17)	1	2		
Other (specify) (18..31)	1	2		

4 Can you tell me how many students are registered in this school?

	Male	Female	Total
(32/33/34)			

5. Where do most of them come from? (Register the main two) (35/36)

5. This area ____
6. Neighboring town ____
7. Other district ____
8. Other (specify) ____

II. Respondent information

4. Full name of the main respondent (39)

5 Position (40)

6 Gender (41): 1.Male 2. Female

7 How old are you? (years) (42)

8. For how long have you been working here? (specify month and year) (43/44)

9. How many people work here? (45).....

Personal	Number	Where do they live?*
Principal (46/47)		
Teachers (48/49)		
Auxiliaries (50/51)		
Cleaning staff (52/53)		
Other (specify) (54..60).....		
Total (61)		

* 1. In the district 2. Jauja 3. In other district of Jauja 4. Huancayo

III. Services and educational problems

12. What are the main services offered by this institution? (62..66)

- 1. Education
- 2. Training
- .. Other (specify)

13. If you want to hold an educational campaign, with which governmental organizations do you coordinate the most? (indicate the main two, ranked by importance) (67..70)

- 1. Municipality of the district
- 2. Health center in the area
- 3. Other institution in the area (specify)
- 4. Other institution outside the district (specify)

14. When you hold an educational campaign, how do you tell the general population that you are having this campaign? (71..76)

- 1. Communication in public areas
- 2. Megaphones
- 3. Loudspeaker
- 4. Radio
- 5. Letters
- .. Other (specify)

15. Can you tell me the main three educational problems in this district? (77..80)

Problem	Rank
1. Desertion	
2. Parents' lack of resources	
3Lack of educational material	
.. Others (specify)	

16. According to you, what is the district's main obstacle to improve the level of education of its population? (81)

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IV. Communication with governmental institutions

17. I would like to complete a table with the institutions that have any relationship with this one and the means of communication that you use more frequently.
 (1. Daily 2. Weekly 3. Monthly 4. Every once in a while 5. Never)

(82..137)	Phone	Email	Personal communication	Post mail	Other	Which type of information do you share more frequently with that institution?
1. Municipality (82/89)						
2. Health centers (90/97)						
3. Local education management unit (98/105)						
4. Education Regional Headquarters (106/113)						
5. Other schools in the area (114/121)						
6. Other governmental institutions (122/129)						
_ . Others (specify) (130..137)						

18. Communication with the UGEL

What are the issues that you have to solve more often? (138..155)	Who is in charge of the communication?	Which means of communication do you use the most?	Observation - comment
1. Budget (138/139/140..142)			
2. Teacher training (143/144/145..147)			
3. Educational campaigns (148/149/150..152)			
_ . Other (specify) (153..155)			

V. Phone and Internet

Phone calling

19. Does this institution has a fixed phone line? (156)

1. Yes 2. No

20. Do any of the people that work here owns a cell phone? (157)

1. Yes 2. No =====> (Skip to Q. 22)

21. Can you tell me who?

(158..169)	Who?	Company (90. Not specify)	Reach (describe how far does the signal go)
1. Principal (158..161)	X		
2. Teachers (162..165)			
_ . Others (166..169)			

22. Please, could you tell me which are the closest payphones?

Location	Type	Site	Distance in minutes	Means of transportatio n	Hours of operation	Means of payment
(193..200)						
(201..208)						
(209..216)						

Location: (1. Same district 2. Other lose district 3. Jauja)

Type: 1. Telefónica, 2. Fitel –GILAT (Mi fono)

Means of payment: 1. Card 2. Coins 3. Both

Site: 1. Street 2. Inside a grocery store

3. Inside another store (specify) _ . Other (specify)

Cost of phone usage

23. Due to your work, where do have to call more frequently? (Rank by importance) (188..190)

1. Jauja
2. Huancayo
3. Lima

24. When you have to make a phone call to... where do you usually go?

	1. From your cell phone 2. From a payphone
Lima (191)	
Huancayo (192)	
Jauja (193)	

25. I would like you to answer some questions related to this type of calls.

	Local calls			Calls outside the department		
	Cell phone	Fixed phone	Payphone	Cell phone	Fixed phone	Payphone
How long is the avg. call? (194/200)						
How much does it cost on avg.? (201/207)						

	Local calls			Calls outside the department		
	Cell phone	Fixed phone	Payphone	Cell phone	Fixed phone	Payphone
(Do not ask to cell phone users) How much do you spend in transportation to make a phone call? (208/214)						
(Do not ask to cell phone users) How long does it take to get there and back to your institution? (215/221)						

Observations (222):

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26. Opinion on the quality of service of public payphones

Where is the phone that you use to make calls? 1. Street 2. Grocery store 3. Restaurant _. Other.....) (223)	
If the phone is in a store, does it have specific operation hours? (1. Yes 2. No) (224)	
Approximately how much time do you have to wait to make a phone call? (225)	
Qualitative comment, do you have to stand in line or do you get preferred service? (226)	

27. Do you receive calls in that payphone? (227)
3. Yes No ==> (Skip to Q.29)

28. How much do you have to pay to be told that you have a call? (228)

29. Do you have a portion of your budget devoted to phone communications? (229)
1. Yes 2. No

30. Approximately, how much do you spend monthly on phone calls related to the work of this institution? (230) / (231)
3. From your cell phones

4. From payphones

Internet

31. If you have to send an urgent email or do an Internet search, where do you go? (276..293)

Place	Distance	Transport	Cost per hour	Operating hours	Comments*
(232..238)					
(239..245)					
(246..252)					

*specify whether they are open to the public

32. Does the personnel working at this institution use the Internet for work related issues? (253)

- 3. Yes
- 2. No

33. Which institutions communicate via email with you? (254..265)

.....

34. Do you have an email address? (register the address) (266,267) / (268 / 269..273)

- 4. Yes, under the name of the principal
- 5. Yes, under the name of a teacher
- 6. No

35. Do personnel look at the websites of Governmental Institutions? ? (274) / (275..279)

- 1. Yes ==> which ones?
- 2. No

36. Do your students use the Internet? (280)

- 1. Yes
- 2. No

37. Approximately, what percentage of your students use the Internet? (281)

38. Do you know what they use it for? (282)

.....

39. Where do they go to use it? (283..287)

- 1. Jauja
- 2. Molinos (Puyhuán)
- _. Other (specify)

40. Usually, what is the main utility do you find in using the Internet. (288)

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41. General observations about this interview

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Respondent's Information

Full name of the institution		
Full address		
Name of the principal or person in charge		
Name of the respondent		
Was there a 2 nd . respondent?	3. Yes 4. No	Name and position
Interview date	Date 1:	Date 2:
Supervision date	Date 1:.....	Do you have to come back again to complete it? 1. Yes 2. No Yes (Indicate date)

Interviewer and supervisor information

Interviewer	
Supervisor	

Businesses Data Sheet
Jauja, Junín

I. Basic information

1. District (1) _____ 2. date of visit(2) _____
3. Full name of this business
4. Full address of this business.....
5. Type of business (3)
- 1. Grocery store
 - _. Others (specify).....

II. Respondent information

6. Full name of the respondent (owner of the business):.....
7. Gender (4): 1.Male 2. Female
8. What is your level of education? (5) _____
- 1. No formal education
 - 2. Incomplete elementary
 - 3. Complete elementary
 - 4. Incomplete high school
 - 5. Complete high school
 - 6. Incomplete technical
 - 7. Complete technical
 - 8. College / University
9. How old are you? (6)
10. Where do you live permanently? (7)
- 1. In the district
 - 2. Jauja
 - 3. Huancayo
 - _. Other (specify)

III. Business information

11. What is the main activity of your business? (8)
-
-
12. How many people work in your business, including yourself? (9) _____ people
13. How many of the people that work in your business live in your home? (10) _____ personas
14. When did you open this business? (11) _____.
15. This store is (12):
- 1. Owned by you
 - 2. Rented
 - _. Other (specify).....
- (if he is the owner, specify if it is also it's home) (13)
16. In the last year, what do you think had been the main difficulties for your business? (14..18)
-
-
-

IV. About communication and information for the management of your business

17. How do you find out where and who to buy supplies for your business? (19..21)

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.....

18. Now we would like to get some information about your suppliers

Where are they located?	How do you communicate with them?	What means of communication do you use?	How frequently do you communicate with your suppliers? (be specific, e.g. times a week)
(22..29)			
(30..37)			
(38..45)			
(46..53)			
(54..61)			

Observations: (62).....

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19. Now we would like to get some information about your clients

Who are your main clients	Where do they come from? (same district, Jauja, Huancayo, Lima, other)	How do you communicate with your clients? 1. Phone 2. Email 3. Personal communication 4. Post mail _Other (specify)
(63..65)		
(66..68)		
(69..71)		
(72..74)		
(75..77)		

Observations: (78).....

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20. How do you find out where can you buy supplies for your business and at what price can you sell your products / services? (79..81)

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21. What are your main sources of information for business related issues? (82..84)

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22. In a scale from 1 to 10, where **10** means **very easy** and **1** means **very difficult**, how easy would you say is to get information about?

Information about	Rank
a. Your clients (85)	
b. New clients or new markets for your products (86)	
c. Price of products and merchandise (87)	
d. New techniques or tools (88)	
e. Credit (89)	
f. Laws, taxes and other government-related issues (90)	
g. Governmental support programs for small businesses or farmers (91)	

V. Usage of phone in the business

23. Does your business have a payphone? (92)

- 1. Yes
- 2. No

24. Does your business have a fixed phone? (93)

- 1. Yes
- 2. No

25. Do you have a fixed phone at home? (94)

- 1. Yes ==> (where?) (95)
- 2. No

26. Do you own a cell phone? (96)

- 1. Yes
- 2. No

27. When you have to make a business-related phone call , where do you call from? (97)

- 4. Use a private fixed phone -> where? (98)
- 5. Use a private cell phone -> who owns this phone? (99)
- 6. Use a payphone -> how far is it from your business? (100)
- .. Other:

28. I would like you to answer some questions related to the business-related calls you make

	Local calls			Calls outside the department		
	Cell phone	Fixed phone	Payphone	Cell phone	Fixed phone	Payphone
How often do you make phone calls? (101..106)						
How often do you receive phone calls? (107..112)						
How long is the avg. call? (113..118)						
How much does it cost on avg.? (119..124)						
How much do you spend in transportation to make a phone call? (125..130)						
How long does it take to get there and back to your business? (131..136)						

29. Approximately, in a month, how much do you spend in business-related calls (not personal calls)

- 5. From your cell phone (137)
- 6. From payphones (138)

30. Have you ever used the Internet for business-related issues? (139)

- 1. Yes
- 2. No → (skip to Q.36)

31. Can you specify what do you use the Internet for? (140..144)

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32. If you need to use the Internet, where do you go?

Place	Distance	Transportation	Cost x hour	Hours of operation	Comments*
(145..150)					
(151..156)					
(157..162)					

*specify if they are open to the public

33. Approximately, in a month, how much do you spend using the Internet for business related issues? (163)

S/.....

34. Do you or any of the workers in this business have an email address? (164)
 1. Yes 2. No

35. Does this business have a website? (165)
 1. Yes 2. No

36. Do you think that the use of computers and the Internet can help you improve your business? Why? (166) / (167..169) / (170..172)

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37. General observations about this interview (173..175)

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Respondent's Information

Full name of the institution		
Type (176)	1. Grocery store 2. Other type of store (specify)	
	3. Restaurant 4. Other (specify).....	
Full address		
Name of the owner		
Name of the respondent		
Was there a 2 nd . respondent?	5. Yes 6. No	Name and position
Interview date	Date 1:	Date 2:
Supervision date	Date 1:.....	Do you have to come back again to complete it? 1. Yes 2. No Yes (Indicate date)

Interviewer and supervisor information

Interviewer	
Supervisor	

**Health institution Data Sheet
Jauja, Junín**

I. Basic Information

3. District (1)
4. Specify if it is a...
1. Health center (*puesto de salud*)
 2. ESSALUD center
 - Other (specify)

3. First of all, I'm going to ask you a question about the services and equipment that your center has.

	Has?		At what time?	How much does it cost per month?
	Yes	No		
Light (3/4/5)	1	2		
Water (6/7/8)	1	2		
Sewer (9/10/11)	1	2		
Latrine (12/13/14)	1	2		

	Has?		How many?	How long have you been using it?
	Yes	No		
Computer (15/16/17)	1	2		
Other (specify) (18..31)	1	2		

II. Respondent information

4. Full name of the main respondent
- 5 Position (32)
- 6 Gender (33): 1.Male 2. Female
- 7 How old are you? (years) (34)
8. For how long have you been working here? (specify month and year) (35/36)
9. How many people work here?

Personnel	Number	Where do they live?*
Physician (37/38)		
Ob (39/40)		
Nurse (41/42)		
Nurse technician (43/44)		
Promoter (45/46)		
<i>Serumista (Rural and urban marginal health service)</i> (47/48)		
Other (specify) (49..59)		
Total (60)		

* 1. In the district 2. Jauja 3. In other district of Jauja 4. Huancayo

III. Attention and problems

10. What are the main services offered by this institution? (Multiple answer) (61..65)

- 3. Primary health care
- 4. Programs (vaccines, EDA, IRA, reproductive health, TBC control, etc.)
- 5. Education of the population
- Other

11. Where do most of your patients come from? (main two) (66/67)

- 9. This area ____
- 10. Neighboring town ____
- 11. Other district ____
- 12. Other (specify) ____

12. If you want to hold a health campaign, with which organizations do you coordinate the most? (indicate the main two, ranked by importance) (68,69)

- 1. Municipality of the district
- 2. Health center in the area
- 3. Other institution in the area (specify)
- 4. Other institution outside the district (specify)

13. When you hold a health campaign, how do you tell the general population that you are having this campaign? (70..74)

- 1. Communication in public areas
- 2. Megaphones
- 3. Loudspeaker
- 4. Radio
- .. Other (specify).....

14. Can you tell me the main three health problems in this district? (75..77)

Health problems	Rank
1. EDA (78)	
2. IRA (79)	
3. Other contagious diseases (80)	
4. Reproductive health (81)	
.. Other (specify)..... (82..86)	

15. According to you, what is the district's main obstacle to improve the health of its population? (87)

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IV. Communication with governmental institutions

16. I would like to complete a table with the institutions that have any relationship with this one and the means of communication that you use more frequently.
 (1. Daily 2. Weekly 3. Monthly 4. Every once in a while 5. Never)

(88..94)	Phone	Email	Personal communication	Post mail	Other	Which type of information do you share more frequently with that institution?
1. Health Center (95/101)						
2. UTES (102/108)						
3. Health Regional Headquarters (109/115)						
4. Municipality (116/122)						
5. Schools (123/129)						
6. Other governmental institutions (130/136)						
_ . Others (137..143)						

17. Communication with the Health Center

What are the issues that you have to solve more often? (144..147)	Who is in charge of the communication?	Which means of communication do you use the most?	Observation - comment
1. Budget (148..152)			
2. Drugs (153..157)			
3. Equipment of the facilities (158..162)			
_ . Other (specify) (163..167)			

V. Phone and Internet

Phone calling

18 Does this institution has a fixed phone line? (168)

1. Yes 2. No

19. Do any of the people that work here owns a cell phone? (169)

1. Yes 2. No =====> **(Skip to Q. 21)**

20. Can you tell me who?

(170..172)	Company (90. Not specify)	Reach (describe how far does the signal go)
1. Physician (173/174)		
2. Ob (175/176)		
3. Nurse (177/178)		
4. Nurse technician (179/180)		
5. Promoter (181/182)		
_ Other (183..187)		

21. Please, could you tell me which are the closest payphones?

Location	Type	Site	Distance in minutes	Means of transportation	Hours of operation	Means of payment
(188..194)						
(195..201)						
(202..208)						

Location: (1. Same district 2. Other lose district 3. Jauja)

Type: 1. Telefónica, 2. Fitel –GILAT (Mi fono)

Means of payment: 1. Card 2. Coins 3. Both

Site: 1. Street 2. Inside a grocery store

3. Inside another store (specify) _ Other (specify)

Cost of phone usage

22. Due to your work, where do have to call more frequently? (Rank by importance) (209..212)

1. Jauja
2. Huancayo
3. Lima

23. When you have to make a phone call to... where do you usually go?

	1. From your cell phone 2. From a payphone
Lima (213)	
Huancayo (214)	
Jauja (215)	

24. I would like you to answer some questions related to this type of calls.

	Local calls			Calls outside the department		
	Cell phone	Fixed phone	Payphone	Cell phone	Fixed phone	Payphone
How long is the avg. call? (216/222)						
How much does it cost on avg.?(223/229)						
(Do not ask to cell phone users) How much do you spend in transportation to make a phone call? (230/236)						
(Do not ask to cell phone users) How long does it take to get there and back to your institution? (237/243)						

Observations (244):.....

25. Opinion on the quality of service of public payphones

Where is the phone that you use to make calls? 1. Street 2. Grocery store 3. Restaurant _ Other.....) (245)	
If the phone is in a store, does it have specific operation hours? (1. Yes 2. No) (246)	
Approximately how much time do you have to wait to make a phone call? (247)	
Qualitative comment, do you have to stand in line or do you get preferred service? (248)	

26. Do you receive calls in that payphone? (249)
 4. Yes No ==> (Skip to Q.28)

27. How much do you have to pay to be told that you have a call? (250)

28. Do you have a portion of your budget devoted to phone communications? (251)
 1. Yes 2. No

29. Approximately, how much do you spend monthly on phone calls related to the work of this institution? (252) / (253)
 7. From your cell phones
 8. From payphones

Internet

30. Does the personnel working at this institution use the Internet for work related issues? (254)
 4. Yes 2. No

31. Which institutions communicate via email with you? (255..261)

- 1. UTES
- 2. Health Regional Headquarters
- .. Other governmental institution (specify).....
- .. Other private institution (specify).....

32. Do you have an email address? (register the address) (262...270)

- 7. Yes, under the name of the health center
- 8. Yes, under the name of the doctor or nurse
- 9. Yes, under the name of another employee
- 10. No

33. Do personnel look at the websites of Governmental Institutions? (271) / (272..275)

- 3. Yes ==> which ones?
- 4. No

34. If you have to send an urgent email or do an Internet search, where do you go? (276..293)

Place	Distance	Transport	Cost per hour	Operating hours	Comments*
(276..281)					
(282..287)					
(288..293)					

*specify whether they are open to the public

36. Usually, what is the main utility do you find in using the Internet? (295)

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37. General observations about this interview

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I. Respondent's Information

Full name of the institution		
Full address		
Name of the manager		
Name of the respondent		
Was there a 2 nd . respondent?	7. Yes 8. No	Name and position
Interview date	Date 1:	Date 2:
Supervision date	Date 1:.....	Do you have to come back again to complete it? 1. Yes 2. No Yes (Indicate date)

II. Interviewer and supervisor information

Interviewer	
Supervisor	

Association Data Sheet
Jauja, Junín

I. Basic information

1. District (1) _____ 2. date of visit(2) _____

3. Full name of the association (3).....

II. Respondent information

4. Full name of the respondent

5. What is your position on the association? (4).....

6. Gender (5): 1. Male 2. Female

7. How old are you? (6)

8. For how long have you been a member?
(specify month and year) (7/8)

9. Where do you live permanently? (9)
4. In the district
5. Jauja
6. Huancayo
.. Other (specify)

III. Association information

10. What are the goals of this association? (10..12)
.....
.....
.....
.....

11. When was the information created? (13)

12. Is it registered at the Public Registry? (14)
1. Yes
2. No
3. Currently being registered
90. DK/NA

13. When was it registered? (15)

14. Does it have an office? (16)
1. No
2. Yes, owned
3. Yes, rented
4. We only have a rented room
5. Borrowing a space at... (specify):

15. Who is the legal representative? (17).....
(if the representative is the same as the respondent, skip to Q.17)

16. legal representative lives in ...? (18)
1. This district
2. Jauja
3. Huancayo
4. Other (specify)

IV. Characteristics of the members

17. How many people belong to the association? How many participate actively? (19/21)

- a. Total.....
- b. Active.....

18. How will you describe the average member? (type of properties, size, etc.) (22/25)

.....

.....

.....

19. Does the association has hired people for managing association related issues? (26)

- 1. No
- 2. Yes ==> how many? (27)

20. How are the directors elected? (28..33)

.....

.....

21. How frequently are the meetings held? (34)

.....

.....

22. How does the association communicate with its members? (35)

.....

.....

23. What are the main activities of the association? (36..40)

.....

.....

V. Relationship with the market

24 What are the main products offered by the members of your association? (Maximum 4, in order of importance)

product?	How much do they make?	How often?	Where do they sell their products?	The members sell it by themselves or through the association?
(41..45)				
(46..50)				
(51..55)				
(56..60)				

25. Does the association buy products for its members? (if **Not**, skip to Q.29) (73) / (74..78)

.....
.....

26. How do you find out where to buy supplies or sell products?

Buy supplies	Sell products
(79..85)	(86..92)

27. ¿How do you communicate with suppliers and clients? (93..97)

.....
.....

28. Does your association communicates with any governmental institution? Which? (98..102)

.....
.....
.....
.....

VI. Phone and Internet usage

29. Does the association has its own website? (115)

- 1. Yes (Which?).....
- 2. No

30. Does the association uses the Internet? (103)

- 1. Yes
- 2. No ==> (Skip to Q.32)

31. What for? (104..109)

.....
.....

33. What are the most useful websites? (110..114)

.....
.....

34. As an association, do you have an email address? (116) / (117..119)

- 1. Yes =====> Which?
- 2. No

35. Do you think the Internet can help the association and its members? Why?
 (120) / (121..123) / (124..126)

.....

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36. Does your association own a cell phone? (127)

- 1. Yes
- 2. No

37. Do any of the members of the Board own a cell phone? (128) / (129)

- 1. Yes =====> Who?
- 2. No

38. When you have to make phone calls on behalf of the association, where do you make this calls? (130..135) / (136) / (137)

- 7. Phone in the association
- 8. Cell phone of a member of the board
- 9. Fixed phone =====> where?.....
- 10. Payphone =====> where?.....
- .. Other:

Cost of phone usage

39. I would like you to answer some questions related to the association-related calls you make

	Local calls			Calls outside the department		
	Cell phone	Fixed phone	Payphone	Cell phone	Fixed phone	Payphone
How often do you make phone calls? (138/144)						
How often do you receive phone calls? (145/151)						
How long is the avg. call? (152/158)						
How much does it cost on avg.? (159/165)						
(Do not ask to cell phone users) How much do you spend in transportation to make a phone call? (166/172)						
(Do not ask to cell phone users) How long does it take to get there and back to your business? (173/179)						

Observations (180):.....

40. Is there a percentage of your budget allotted for communications? (181)

- 1. Yes → How much? (182)
- 2. No

41. Approximately, in a month, how much does the association spend making phone calls for work-related issues? (*not personal calls*)? (183..187)

- 9. From your cell phones.....
- 10. From payphones.....

42. Approximately, in a month, how much does the association spend using the Internet for work-related issues? , (188)

S/.....

37. General observations about this interview

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Respondent's Information

Full name of the institution		
Full address		
Name of the president or person in charge		
Was there a 2 nd . respondent?	9. Yes 10. No	Name and position
Interview date	Date 1:	Date 2:
Supervision date	Date 1:.....	Do you have to come back again to complete it? 1. Yes 2. No Yes (Indicate date)

Interviewer and supervisor information

Interviewer	
Supervisor	