

Introduction

INTERVIEWER:

1. PREPARE THE SURVEY WITH STORE NAME AND NUMBER
2. COMPLETE YOUR NAME, LOCATION AND START TIME
3. READ THE INTRODUCTION EXACTLY AS IT IS WRITTEN BELOW

Note to reviewer: The survey (and accompanying showcards) were pretested and translated into Spanish before being administered.

Hello, my name is __[INTERVIEWER'S NAME]____. I have also operated a _____ store and I'm helping to complete this survey.

The purpose of the survey is to help us plan the programs we offer to support your personal development goals. All information you provide will be confidential. There are no right or wrong answers, we are only want your honest answer.

You can stop me at any time during the interview to ask any questions. You can also decline to respond to any question. This interview will take approximately 45 minutes.

Some questions I will ask you are about how you manage your time, sell products, your relationship with your family and what services you have access to. Additionally, in some of the questions, I will be asking you to use a particular period of time over which to answer the question-for example, provide your answer keeping in mind the timeframe of over the last week or over the last three months.

Before we begin I'm going to explain to you some of the Showcards we are going to during the survey.

SHOW RESPONDENT SHOWCARD C

Imagine this scale is like a thermometer. In a thermometer your temperature can increase and decrease from time to time. Like the temperature, your feelings can also increase and decrease over time. Similarly, you can change how much you agree or disagree with a statement. Let's say the question is "Last week were you happy?" What would your answer be?

So, right now you are neutral - you are neither happy nor are you angry (POINT TO 4 IN THE SCALE). But with time or an event you could become more happy and you move to this part of the range (POINT FROM 5-6 IN THE SCALE). But also with time or with an event, you could become angry or sad and move to this part of the range (POINT FROM 2-1 IN THE SCALE).

Again, Thank you for your time and answering all my questions, let's begin!

INTERVIEWER NOTE: ALL NOTES IN CAPITAL LETTERS ARE NOTES TO THE INTERVIEWER. PLEASE DO NOT READ THESE SENTENCES TO THE RESPONDENT. ALSO, PLEASE DO NOT READ THE 'DON'T KNOW' OR 'NOT APPLICABLE' RESPONSE OPTIONS TO THE RESPONDENT.

PART A: Access to information, goods, and services

1 First, I would like to know more about the barrio in which you live and your access to services. All barrios are different, they may be great in some ways but negative in other ways. Based on how you felt over the past week,

SHOW RESPONDENT SHOWCARD A

READ RESPONSE OPTIONS OUT LOUD.(CIRCLE ONE NUMBER PER LINE)

	Completely Dissatisfied	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Completely Satisfied	DON'T KNOW
a. How satisfied are you with safety in your barrio?	1	2	3	4	5	6	7	99
b. How satisfied are you with your barrio cleanliness?	1	2	3	4	5	6	7	99
c. ...with the conditions of your living place?	1	2	3	4	5	6	7	99
d. ... with the access to health services?	1	2	3	4	5	6	7	99
e. ... with public transport?	1	2	3	4	5	6	7	99
f.with the education services?	1	2	3	4	5	6	7	99
g. ... with water services?	1	2	3	4	5	6	7	99
h. ... with sanitation services such as trash and waste water disposal?	1	2	3	4	5	6	7	99
i. ... with electricity services?	1	2	3	4	5	6	7	99
j. ... with the access to the internet?	1	2	3	4	5	6	7	99

Now, I would like to ask you some questions about financial services that you might use. By 'financial services' I mean methods for saving money, borrowing money, buying on credit, transferring money, etc.

- 2 a. Did you borrow money or credit in the last 12 months from a formal financial institution (bank, microfinance, commercial bank). A financial institution is a place where you can obtain credits, transfer money, such as Western Union and El Gallo Ma Gallo)

1. NO 2. YES 99. DON'T KNOW

- b. Did you borrow money or credit in the last 12 months from informal sources (family, friends, money lender)

1. NO 2. YES 99. DON'T KNOW

- c. In the last 12 months did you use a formal account to receive wages or government payments?

1. NO 2. YES 99. DON'T KNOW

- d. In the last 12 months did you use a formal account to send or receive money from family members living elsewhere?

1. NO 2. YES 99. DON'T KNOW

- e. In the last 12 months did you use a mobile phone to pay bills or send and receive money?

1. NO 2. YES 99. DON'T KNOW

The next set of questions asks your ability to access services that can improve your life. By "access" I mean that these services are affordable to you and you can easily get to them.

- 3 a. Do you have a place where you can go to get access to financial information, for example how to elaborate a budget and save money?

1. NO 2. YES 99. DON'T KNOW

- b. Do you have a place where you can go to get access to legal information?

1. NO 2. YES 99. DON'T KNOW

- c. Do you have a place where you can go to get access to childcare services?

1. NO 2. YES 99. DON'T KNOW

- d. Do you have a place where you can go to get access to credit?

1. NO 2. YES 99. DON'T KNOW

- e. Do you have a place where you can go to get access to different types of insurance such as life insurance and health insurance?

1. NO 2. YES 99. DON'T KNOW

PART B: Details on sales experience

Now I would like to learn more about your sales experience.

4 From what age did you begin selling products to customers?

IF THE RESPONDENT REQUIRES CLARIFICATION, READ, "I WOULD LIKE TO KNOW SINCE WHAT AGE HAVE YOU BEEN A SALESPERSON WHERE YOU HAVE SOLD SOMETHING TO ANOTHER PERSON". IF RESPONDENT SAYS [this] IS THEIR FIRST EXPERIENCE, WRITE DOWN THE AGE WHEN THEY STARTED AS A OPERATOR.

IF RESPONDENT DOES NOT ANSWER OR IS UNSURE, SAY "YOUR CLOSEST ANSWER IS FINE"

_____ Years

99. DON'T KNOW

PART C: Focus on children

5 Do you have children younger than 18 in your household that you are responsible for economically, either fully or partially? Children could include your own children, your nieces, nephews, younger siblings, or grandchildren or any children not related to you who are living in your house that you are responsible for. This does not include children you take care of as your job.

IF RESPONDENT HAS CHILDREN YOUNGER THAN 18 IN HIS/HER HOUSEHOLD, ASK THIS SECTION IF NOT, SKIP TO SECTION D

1. NO (SKIP TO NEXT SECTION)

2. YES

Now I am going to ask you about your thoughts on your children's quality of life. As I mentioned before, the information you provide will remain confidential. Please respond as truthfully as possible to the below questions.

6 The next set of questions ask about how you think your children feel about their quality of life, health, and other areas over the past three months. If you are unsure about which response to give to a question, please choose the one that seems most appropriate and let me know if the question is not applicable, for example because your child is too young.

SHOW RESPONDENT SHOWCARD B. READ OPTIONS OUT LOUD.

	Never	Almost Never	Sometimes	About Half the Time	Frequently	Almost Always	Always	DON'T KNOW	NOT APPLICABLE
a. Do your children have enough energy for their everyday life?	1	2	3	4	5	6	7	99	97
b. Do you have enough money to meet your children's needs? Such as for food, clothing, and school fees	1	2	3	4	5	6	7	99	97
c. Can you control the important things in your child's life?	1	2	3	4	5	6	7	99	97

Looking back over the past three months please tell me how satisfied you are with the following things.

SHOW RESPONDENT SHOWCARD A. READ OPTIONS OUT LOUD.

	Completely Dissatisfied	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Completely Satisfied	DON'T KNOW	NOT APPLICABLE
d. Your children's health	1	2	3	4	5	6	7	99	97
e. Your children feel about themselves	1	2	3	4	5	6	7	99	97
f. Your children's ability to perform their daily activities	1	2	3	4	5	6	7	99	97
g. Your children's relationships with you?	1	2	3	4	5	6	7	99	97
h. How satisfied are your children with their life ?	1	2	3	4	5	6	7	99	97

SHOW RESPONDENT SHOWCARD C. READ OPTIONS OUT LOUD. (CIRCLE ONE NUMBER)

	Completely Unhappy	Very Unhappy	Unhappy	Neutral	Happy	Very Happy	Completely Happy	DON'T KNOW	NOT APPLICABLE
7 a. Thinking over the <u>past three months</u> and <u>taking all things together</u> , how would you say your children are these days?	1	2	3	4	5	6	7	99	97

8 Now I would like to ask you some questions on the quality and quantity of food your children ate over the past three months.

SHOW RESPONDENT SHOWCARD D.

READ OPTIONS OUT LOUD.

	Completely Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Completely Agree	DON'T KNOW	NOT APPLICABLE
a. Your children ate enough quantity of food	1	2	3	4	5	99	97
b. Over the past three months, your children ate enough times per day as required	1	2	3	4	5	99	97
c. Your children ate nutritious food, such as vegetables, dairy products and food or drinks that are low in sugar	1	2	3	4	5	99	97
d. Over the past three months, your children ate the kind of foods that we want to eat	1	2	3	4	5	99	97

PART D: Progress out of Poverty (PPI)

NOTE TO REVIEWER: PPI questions shaded in light blue indicate that the response options are different from the response options which appeared in the the original PPI scorecard. WDI did not recommend these changes, rather the changes were made by the pilot organization to help enumerators record survey responses accurately and with ease. WDI updated PPI calculations in Excel database to reflect these changes.

Now I would like to ask you some questions about your standard of living.

9 How many household members are there? Your "household" is the people who normally live in the same house with you, sharing food with you. They may not be related to you.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. EIGHT OR MORE (POINTS = 0)	7. SEVEN (POINTS = 5)	6. SIX (POINTS = 9)	5.. FIVE (POINTS = 13)	4. FOUR (POINTS = 19)	3. THREE (POINTS = 27)	2. TWO (POINTS = 41)	1. ONE (POINTS = 41)

10 Are all household members ages 7 to 18 registered for school this year?

<input type="checkbox"/>	1. NO (POINTS = 2)	<input type="checkbox"/>	2. YES (POINTS = 6)	<input type="checkbox"/>	3. NO ONE 7 TO 18 (POINTS = 0)
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11 For their main job over the past seven days, how many household members worked for a wage or salary? Their "main job" is whatever job or occupation where they work the most hours.

- 1. A 'WAGE OR SALARY' WORKER IS SOMEONE WHO WORKS FOR AN EMPLOYER, THE STATE, OR A PRIVATE INSTITUTION/BUSINESS IN EXCHANGE FOR A WAGE OR SALARY.
- 2. IF THE PERSON WORKS THE SAME NUMBER OF HOURS IN TWO OR MORE TYPES OF JOBS, THEN THE MAIN ONE IS THAT WHICH EARNS THE MOST INCOME.

<input type="checkbox"/>	1. ONE (POINTS = 3)	<input type="checkbox"/>	2. TWO OR MORE (POINTS = 7)	<input type="checkbox"/>	3. NONE (POINTS = 0)
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12 How many rooms does the household have for its use (excluding kitchen, bathrooms, hallways, and garages)?

<input type="checkbox"/>	1. ONE (POINTS = 0)	<input type="checkbox"/>	2. TWO (POINTS = 2)	<input type="checkbox"/>	3. THREE OR MORE (POINTS = 5)
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13 What is the main material of the floor of the residence? We want to know what material your floor is made of.

THE 'MAIN MATERIAL' IS THAT WHICH ACCOUNTS FOR THE HIGHEST PERCENTAGE OF MATERIAL MAKING UP THE FLOOR OF THE RESIDENCE. IF THERE IS AN EQUAL AMOUNT OF TWO DIFFERENT MATERIALS, THE MATERIAL WHICH WOULD GARNER THE HIGHEST POINT VALUE (FOR EXAMPLE, BRICKS OVER ADOBE) SHOULD BE RECORDED. TICK ONE BOX ONLY.

<input type="checkbox"/>	1. DIRT OR OTHER (POINTS = 0)	<input type="checkbox"/>	2. WOOD PLANKS, MUD BRICKS, OR TILES AND CONCRETE (POINTS = 3)	<input type="checkbox"/>	3. CEMENT BRICKS OR TILE (MOSAIC, CERAMIC, OR GLAZED) (POINTS = 11)
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14 What fuel does the household usually use for cooking? For example do you use firewood, charcoal, or gas?

ONLY THE FUEL WHICH THE HOUSEHOLD USES THE MAJORITY OF THE TIME FOR COOKING SHOULD BE RECORDED. IF RESPONDENT DOES NOT UNDERSTAND WHAT IS FUEL, READ THE RESPONSE OPTIONS

1. NON-PURCHASED
FIREWOOD (POINTS = 0)

2. PURCHASED FIREWOOD, CHARCOAL OR DOES
NOT COOK (POINTS = 5)

3. BUTANE OR PROPANE GAS, KEROSENE,
ELECTRICITY, OR OTHER (POINTS = 10)

15 Does the household have an iron? Do you or anyone living in your household have an iron? This cannot be borrowed, rented, or used solely for your business.

THE PURPOSE IS TO DETERMINE IF ANYONE IN THE HOUSE OWNERSHIP OF THE AN IRON, SO IT SHOULD NOT BE COUNTED IF IT IS BORROWED, RENTED, OR USED SOLELY FOR BUSINESS PURPOSES. IF THE IRON IS BROKEN, IT SHOULD BE COUNTED ONLY IF IT CAN FIXED SOON.

1. NO (POINTS = 0)

2. YES (POINTS = 2)

16 Do you or anyone living in your household have a blender? This cannot be borrowed, rented, or used solely for your business.

THE PURPOSE IS TO DETERMINE IF ANYONE IN THE HOUSE OWNS A BLENDER. IT SHOULD NOT BE COUNTED IF IT IS BORROWED, RENTED, OR USED SOLELY FOR BUSINESS PURPOSES. IF THE BLENDER IS BROKEN, IT SHOULD BE COUNTED ONLY IF IT CAN FIXED SOON.

1. NO (POINTS = 0)

2. YES (POINTS = 4)

17 How many cellular telephones does the household have?

A HOUSEHOLD IS COUNTED AS HAVING A CELLULAR TELEPHONE IF: THE HOUSEHOLD HAS A CELLULAR TELEPHONE THAT IS AVAILABLE FOR USE BY ALL HOUSEHOLD MEMBERS OR IF ANY HOUSEHOLD MEMBER HAS A CELLULAR TELEPHONE FOR HIS/HER PERSONAL USE.

1. ONE (POINTS = 3)

2. TWO OR MORE
(POINTS = 8)

3. NONE
(POINTS =
0)

18 Do you or anyone living in your household have a bicycle, boat, horse, donkey, mule, motorcycle, or automobile?

THE PURPOSE IS TO DETERMINE OWNERSHIP OF ANY OF THE ABOVE OPTIONS FOR TRANSPORTATION. IF THEY OWN ANY OF THE ABOVE, TICK 'YES,' IF THEY ARE BORROWING OR DO NOT OWN ANY OF THE ABOVE OPTIONS FOR TRANSPORTATION, TICK 'NO.'

1. NO (POINTS = 0)

2. YES (POINTS = 6)

PART E: Skills related to self-efficacy

Now I am interested in learning about your skills. These skills include time-management, sales techniques, and financial skills. Some people may have a lot of skills– which means the ability to do something well- while others may not have any. We all learn new things everyday. This is not a test and will not affect your relationship with Hope.

Please answer honestly because this information is an important part of your personal development plan. It will also help operators to improve these skills. develop programs for

- 19 For the next few questions think about how you managed your time in the past week and answer on a five point scale where one means that you very strongly disagree with the statement and five means you very strongly agree with the statement. Again, I ask you to please answer as truthfully as possible.

SHOW RESPONDENT SHOWCARD D. READ RESPONSE OPTIONS OUT LOUD.

(CIRCLE ONE NUMBER PER LINE)

	Completely Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Completely Agree	DON'T KNOW
a. You have goals for yourself	1	2	3	4	5	99
b. You find yourself continuing in unproductive routines or activities. An example of an unproductive activity is when you are taking to your neighbor instead of attending to your store	1	2	3	4	5	99
c. You feel you are in charge of your own time overall	1	2	3	4	5	99

20 For the next set of statements, I would like to ask you about how you sell, including the strategies, methods and approaches that you use to deal with your customers when selling your products.

SHOW RESPONDENT SHOWCARD D. READ RESPONSE OPTIONS OUT LOUD.

(CIRCLE ONE NUMBER PER LINE)

	Completely Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Completely Agree	DON'T KNOW
a. You care about making your customers happy	1	2	3	4	5	99
b. Even if you're busy, you help your customers as quickly as possible	1	2	3	4	5	99
c. Even if you're having a bad day, you always smile and are positive with my customers	1	2	3	4	5	99
d. You suggest extra products to your customers	1	2	3	4	5	99

Now, you are going to grade your abilities in the economic area.

SHOW RESPONDENT SHOWCARD E. READ RESPONSE OPTIONS OUT LOUD.

	Terrible	Very Bad	Bad	Medium	Good	Very Good	Excellent	DON'T KNOW
21 a. How do you grade yourself in controlling your spending	1	2	3	4	5	6	7	99
22 a. How do you grade yourself in paying your bills on time	1	2	3	4	5	6	7	99
23 a. How do you grade yourself in planning for your future financial needs IF RESPONDENT IS CONFUSED, RESPOND: "EXAMPLES WOULD BE PLANNING TO PAY FOR YOUR SCHOOLING EXPENSES OR FOR THE COSTS OF HOME IMPROVEMENTS"	1	2	3	4	5	6	7	99
24 a. How do you grade yourself in saving money	1	2	3	4	5	6	7	99

25 Now I would like to ask you how you feel about yourself. Sometimes people feel really good and sometimes they feel really bad, and I want to know how you truthfully feel. Negative responses are not bad because it is okay for you to disagree with something.

For the next few questions think about how you felt in the past week.

SHOW RESPONDENT SHOWCARD D

(CIRCLE ONE NUMBER PER LINE)

	Completely Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Completely Agree	DON'T KNOW
a. You can always manage to solve difficult problems if you try hard enough	1	2	3	4	5	99
b. If someone opposes you, you can find the means and ways to get what you want	1	2	3	4	5	99
c. It is easy for you to stick to your objectives and accomplish your goals	1	2	3	4	5	99
d. You are confident that you could deal efficiently with unexpected events	1	2	3	4	5	99
e. If you are in trouble, you can usually think of a solution	1	2	3	4	5	99

PART F: Household dynamics

Now, I am going to ask you about your opinion about household roles. People have varied views about household roles and I want to know how you feel about them. As I mentioned earlier, I will not judge your responses, I just want you to answer as accurately as possible.

I would like to know more about the relationship at home with your partner or a senior family member. No relationship is perfect, it is okay to share negative and positive information with us. As I mentioned before, the information you provide will remain confidential. Again, please don't hesitate to ask me any questions you might have. Don't be scared of any of these questions. No one in your family will hear these answers.

26 For the next few questions think about how you felt in the past week

SHOW RESPONDENT SHOWCARD D. READ RESPONSE OPTIONS OUT LOUD.

(CIRCLE ONE NUMBER PER LINE)

	Completely Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Completely Agree	DON'T KNOW
a. You have the knowledge and abilities to influence your family in important matters such as making an important decision	1	2	3	4	5	99
b. You are able to influence the area in which you live, such as making improvements to your home	1	2	3	4	5	99
c. You have the knowledge and abilities to gather information relevant to your family	1	2	3	4	5	99
d. You know you can make a differences in your family	1	2	3	4	5	99

27 Please listen to the following sentences carefully and think about how often the following occurred over the past one week.

SHOW RESPONDENT SHOWCARD B. READ RESPONSE OPTIONS OUT LOUD.

(CIRCLE ONE NUMBER PER LINE)

	Never	Almost Never	Sometimes	About Half the Time	Frequently	Almost Always	Always	DON'T KNOW
a. If you wanted to buy yourself a new article of clothing, you would feel free to do it without consulting anyone in your home	1	2	3	4	5	6	7	99
b. You are expected to ask for permission from someone in you home before you go any place outside your house	1	2	3	4	5	6	7	99

c. You are afraid to disagree with someone in your house for fear that he or she may become angry with you	1	2	3	4	5	6	7	99
d. Your family supports your decision to work	1	2	3	4	5	6	7	99
e. No one in the household would prevent you from furthering you education if you wanted to	1	2	3	4	5	6	7	99

PART G: Qualitative Information

THIS SECTION IS VERY IMPORTANT. PLEASE PROBE FURTHER INTO RESPONDENT'S ANSWERS TO REALLY UNDERSTAND THEM AND GET ROBUST ANSWERS. RESPONDENTS MAY BE SHY. HAVE A CONVERSATION WITH THEM AS A FRIEND.

This new section is more a conversation between me and you. Please speak from your heart. There are no right or wrong responses. Anything you share here will not affect your relationship with . Everything you say will be considered and appreciated.

Now, I am interested in learning more about your feelings about .

28 For the next question think about how you felt in the past week.

SHOW RESPONDENT SHOWCARD D. READ RESPONSE OPTIONS OUT LOUD.

(CIRCLE ONE NUMBER PER LINE).

	Completely Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Completely Agree	DON'T KNOW
a. You feel proud to have a store	1	2	3	4	5	99
b. You feel proud being a part of the community	1	2	3	4	5	99

GO TO WRITTEN SURVEY

29 Mention three things that you like about this job with
PROBE INTO WHY

?

30 What three things do you dislike about operating a _____ store? Please do share openly with me because your answers will help us develop solutions to improve operating a _____ store. You do not need to hesitate or feel any sort of apprehension. We will not mark you negatively for your truthful answers. You are helping us!

PROBE INTO WHY

For the last few questions, I want to know how _____ has influenced you and about how your behavior and aspirations have changed.

31 Please share stories about your experience with other _____ store owners. How have the other owners had an influence on you?

IF RESPONDENT IS CONFUSED, ASK: "DO YOU TALK TO OTHER _____ BUSINESS OR PERSONAL TOPICS?"

OPERATORS ABOUT _____

32 How has your relationship with your family changed since you started working with _____ ? In what ways has your relationship changed? These changes can be economic, emotional, etc.
PROBE INTO WHY

33 Now that you work with _____ , do you feel that you can make decisions in your home? How has your role as a decision maker changed?
PROBE INTO WHY

34 Now that you work with _____ , how have your aspirations for the children you are responsible for changed?
PROBE INTO WHY

Conclusion

Thank you for your time and answering all my questions. All the information you have given me is very helpful and necessary to improve _____. Do you have any questions or comments for me?

PLEASE WRITE ALL COMMENTS AND QUESTIONS IN THE SPACE PROVIDED BELOW

Survey Showcards

Showcard A

NO

Neutral

YES



Completely
Dissatisfied



Very
Dissatisfied



Dissatisfied



Neutral



Satisfied



Very
Satisfied



Completely
Satisfied

1

2

3

4

5

6

7

Showcard B

Never

Almost Never

Sometimes

About Half
The Time

Frequently

Almost Always

Always

1

2

3

4

5

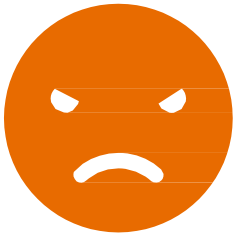
6

7

Showcard C



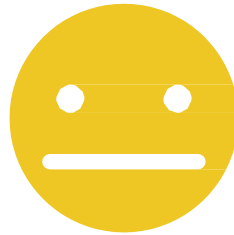
Completely
Unhappy



Very
Unhappy



Unhappy



Neutral



Happy



Very
Happy



Completely
Happy

1

2

3

4

5

6

7

Showcard D

NO

Neither

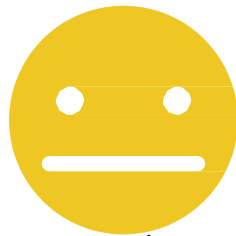
YES



Completely
Disagree



Somewhat
Disagree



Neither
Disagree nor
Agree



Somewhat
Agree



Completely
Agree

1

2

3

4

5

Showcard E



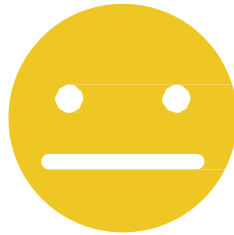
Terrible



Very Bad



Bad



Medium



Good



Very Good



Excellent

1

2

3

4

5

6

7