

Uwazi - Twaweza

2010 Dar es Salaam Public Service Monitoring Survey



SECTION 1: INTRODUCTION	3
SECTION 2: LIST OF HOUSEHOLD MEMBERS	4
SECTION 3: HOUSEHOLD ASSETS	7
SECTION 4: HOUSING SITUATION	8
SECTION 5: ACCESS TO INFORMATION	12
SECTION 6: EXPECTATIONS AND WELFARE	13
SECTION 7: EDUCATION	15
SECTION 8: BUSINESS ENVIRONMENT	18
SECTION 9: ELECTION ISSUES	19
SECTION 10: GOVERNANCE AND CITIZEN ACTION	21
SECTION 11: SAFETY/SECURITY	24
SECTION 12: HEALTH	26
SECTION 13: GARBAGE COLLECTION	31
SECTION 14: TRAVEL TIME	32
SECTION 15: LEVEL OF LIFE SATISFACTION	33
SECTION 16: MOBILE PHONE SECTION	34

Household ID

2010 Dar es Salaam Public Service Monitoring Survey

Final English back translation

Thank you for agreeing to take part in this survey. DataVision is conducting an assessment of citizens' opinions about access to and the quality of basic services - basic education, health care, clean water, security, traffic, etc. We have selected 550 households in Dar es Salaam. Your household was selected as one of those to whom questions will be asked. You were not selected for any specific reason. Simply, your household appeared on a list of all the households in this area, and your household was chosen randomly.

In the results of this evaluation, we will not identify you or any family members by name. The results of this interview will be made anonymous and your identity will not be revealed to anyone outside the research team without your prior approval. Some of the questions may be a bit personal and we hope this will be OK with you. If, however, you do not feel comfortable answering any of the questions, please feel free to say so.

Before I start, do you want to ask me anything about this survey? May I begin now?

	Enumerator Name	
	Enumerator Code	
	Date of interview	
	Time Interview started	
	Name of field supervisor	
	Field supervisor code	
	Data of questionnaire inspection	
	Name of data entry clerk	
	Data entry clerk code	
	Data of data entry	

Household ID

SECTION 1: INTRODUCTION

Region: Code: District:..... Code:

Ward: Code: Village/Street:..... Code:

Plot number House number:.....

1.1	Interview language	1 - Kiswahili 2 - English 3 - other, specify	
1.2	What was the behaviour of the interviewee towards you during the interview?	1 - Cooperative 2 - in between 3 - Not cooperative	
1.3	What are your expectations about the behaviour of the interviewee if interviewed through mobile phone?	1 - Cooperative 2 - in between 3 - Not cooperative 4 - don't know	
1.4	Is the respondent a substitute of another selected respondent?	1 - Yes 2 - No >> go to section 2	
1.5	If yes, is the respondent from the household which has been initially selected?	1 - Yes >> go to Qn 1.7 2 - No	
1.6	If answer is yes for 1.4, what was the code on the listing form that this household replaces?		
1.7	Why was the interview not conducted with the initially chosen respondent?	1- Refused to be interviewed 2 - Selected respondent was not at home after at least two visits 3 - No one present at the selected household during the survey period, even after at least two visits 4 - The selected candidate was not a Tanzanian citizen/ The selected candidate spoke a foreign language 5 - The selected candidate is deaf or couldn't speak the language used during the interview 6 - Other reason, specify	

Household ID

SECTION 2: LIST OF HOUSEHOLD MEMBERS

Listing number	Qn 2.1 Name of household member	Qn 2.2 Sex	Qn 2.3 Relationship to head of household	Qn 2.4 Age	Qn 2.5 Marital status	Qn 2.6 What was the occupation of [name] for the past 12 months (for those above 10 years old)	Qn. 2.7 Level of schooling (grade) completed?	Qn 2.8 Is [name] 18 years or older?	Qn 2.9 Does [name] own his/her own mobile phone
	PROBE: Make sure the name of the respondent is put down first, followed by the head of the household, the partner, children, relatives, and the other household members.	1 - Male 2 - Female	1 - Head of household 2 - Partner 3 - Child of head of household 4 - Child of partner 5 - Grandchild / partner's grandchild 6 - Parent or partner's parent 7 - Other relative 8 - domestic servant 9 - Other, not related	(enter exact age)	1 - Not married 2 - Married 3 - Divorced 4 - Separated 5 - Widow(er) 6 - Living together, unmarried	1 - Farming/livestock 2 - Fishing 3 - Mining 4 - Tourism <u>Employee</u> 5 - Government 6 - Parastatal 7 - Private company 8 - NGO / religion <u>self employed (not farming)</u> 9 - Employs other workers 10 - Works alone 11 - Unpaid family helper 12 - Paid family helper <u>others</u> 13 - Searching for job 14 - Student 15 - Disabled 16 - Unemployed 17 - Other	1 - no schooling 2 - Nursery school 3 - grade1 4 - grade2 5 - grade3 6 - grade4 7 - grade5 8 - grade6 9 - grade7 10 - form1 11 - form2 12 - form3 13 - form4 14 - form5 15 - form6 16 - university first year 17 - university second year 18 - university 3rd year 19 - second university degree 20 - other, specify	1 - Yes 2 - No -> move to next line / name	1 - Yes 2 - No
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

Household ID

Section 2.1: LIST OF CHILDREN

<i>Copy names from list of household members, i.e. names of all those below 18 years</i>	Number on the list	Qn 2.11 Does (name) go to school?	Qn2.12 What class is (name) currently enrolled in?	Qn 2.13 Which kind of school does (name) go to?	Qn 2.14 What type of school does (name) go to?	QN 2.15 Does (name) receive tuition or attend extra classes, other than the ones provided at school?	Qn 2.16 Normally, how does (name) get to school?	Qn.2.17 How long does it take (name) to get to school from home? (including waiting time)
		1 - Yes 2 - No >> line/next name		1 - Government or publicly run 2 - Community / ward 3 - Private	1 - Day school 2- Boarding school	1 - yes 2 - no	1 - Walking 2 - Bicycle 3 - School bus 4 - Public bus 5 - Guardian's / parent's car 6 - Transport organised by parents or guardians group 7 - Not applicable	1 - less than 30min 2 - 30-60mins 3 - 60-90 mins 4 - more than 90mins 5 - not applicable
1								
2								
3								
4								
5								
6								
7								
8								
9								

Household ID

SECTION 2.1: LIST OF CHILDREN (continuation)

<i>Copy names from list of household members, i.e. names of all those below 18 years</i>	Qn 2.18 Did (name) attend school yesterday? [If yesterday was not a school day (public holiday or weekend), ask if child attended school the last school day.]	2.19 Is (name) at home now?	If (name) is currently at home, continue with QN2.20 If the student is currently not at home, continue with the next name/line	2.20 Did your teacher / teachers attend classes yesterday?	Q2.21 When in class yesterday, what did you sit on?	Conduct number recognition test for children between 6-16yrs (QN 2.22 - 2.25)	Q2.22 Did (name) perform number recognition test?	Q2.23 Was (name) able to identify one digit numbers?	Q 2.24 Was (name) able to identify two digit numbers?	Q 2.25 If the child passed both tests perform numeracy test and record the mark; else, skip Qn2.25	If (name) is younger than 5 years, conduct anthropometric measurement
	1- Yes 2 - No	1 - Yes 2 - No		1 - was in class whole day 2 - was in class part of the day 3 - absent all day 4 - dont know	1 - chair 2 - desk 3 - floor 4 - other, specify		1 -yes 2no>>ask Qn 2.25	1 -yes 2 - no	1 - yes 2 - no		1 = red area 2 = yellow area 3 = green area
1											
2											
3											
4											
5											
6											
7											
8											
9											

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SECTION 3: HOUSEHOLD ASSETS

	ITEM	Does your household own the following? 1 = Yes 2 = No
Q3.1	Radio/Cassette	
Q3.2	Kerosene lamp	
Q3.3	Landline telephone	
Q3.4	Fridge/Freezer	
Q3.5	Sewing Machine	
Q3.6	Television	
Q3.7	Video (including DVD /VCD)	
Q3.8	Home theatre music system	
Q3.9	Chairs	
Q3.10	Sofa / Couch	
Q3.11	Table	
Q3.12	Beds	
Q3.13	Cupboard, wardrobe, bookshelf	
Q3.14	Computer	
Q3.15	Fan or ceiling fan	
Q3.16	Airconditioning	
Q3.17	Generator	
Q3.18	Washing machine	
Q3.19	Iron	
Q3.20	Electric stove	
Q3.21	Gas stove	
Q3.22	Motor bike / Bajaji	
Q3.23	Car	
Q3.24	Bicycle	
Q3.25	Wrist Watch	
Q3.26	Does every household member sleep on a mattress?	
Q3.27	Does every household member own at least two sets of clothes?	
Q3.28	Does every member own at least one pair of shoes? (not sandals/kanda mbili)	

SECTION 4: INFORMATION ABOUT HOUSING SITUATION

Q4.1	Specify the type of building.	1 - house with one family 2 - apartment with one family 3 - house or apartment with more than one family 4 - servant quarters 5 - garage 6 - hut 7 - other, specify:		
Q4.2	Who owns this building?	1 - household members are the owners 2 - household members are tenants 3 - employer or relative supplies the house for free 4 - employer pays part of the rent 5 - other type of ownership, specify.....		
Q4.3	How many rooms are used by household members for sleeping?	(write the number of rooms)		
Q4.4	What are the walls made of?	1 - concrete, cement, stone 2 - branches, poles, grass, mud 3 - baked/burnt mud bricks 4 - unbaked mud bricks 5 - timber 6 - metal sheets 7 - other, specify:		
Q4.5	What is the roof made of?	1 - metal sheets 2 - asbestos sheets 3 - grass, leaves, bamboo 4 - mud & grass 5 - tiles 6 - concrete/cement 7 - other, specify		
Q4.6	What is the floor made of?	1 - concrete/ cement/ tiles/ bricks/stone 2 - earth 3 - wood 4 - other, specify:		
Q4.7	What type of toilet do household members use?	1 - no toilet -> then go to Q 4.9 2 - flush toilet 3 - pit latrine 4 - VIP latrine 5 - other, specify		
Q4.8	Do you share the toilet with another household?	1 - Yes 2- No		
Q4.9	Is this building connected to the national electric grid system or to a local network?	1 - Yes 2 - No 3 - No, but generator is used 4 - No, but solar power is used		
Q4.10	If the answer for Q 4.9 is yes, give the frequency for power cuts in the past week. If No skip to 4.13	1 - Rarely 2 - once a week 3 - twice a week 4 - three or more times a week 5 - daily 6 - don't know		

Q4.11	When compared to the past 12 months, how is the frequency of power cuts?	1 - increased 2 - stayed the same 3 - decreased		
Q4.12	When there are power cuts, how long do they last?	1 - between 1-30 mins 2 - between 30mins and 1hour 3 - between 1-2 hours 4 - between 2-6 hours 5 - more than 6 hours		
Q4.13	How do you handle the sewage from your toilet?	1 - municipal sewage infrastructure 2 - truck sewage removal service 3 - emptying manually 4 - pumping into a river 5 - digging up another toilet 6 - toilet has never been full 7 - other, specify 8 - don't know		
Q4.14	During rain season, is this building affected by the water (flooding)?	1 - no 2 - yes, sometimes during heavy rains 3 - yes, most times when it rains		
Q4.15	What is the main source of drinking water in this household?	1 - tap inside the building 2 - tap inside the building plot 3 - community tap 4 - neighbour's tap 5 - open well 6 - covered well / bore hole 7 - lake or river 8 - rain water 9 - water truck 10 - wheel barrow (water vendor) 11 - bottled water 12 - other, specify...		
Q4.16	What would you say about the quality of the water from your main water source?	1 - very good 2 - good 3 - bad 4 - very bad 5 - don't know		
Q4.17	Normally, do you treat water before drinking? (e.g. boiling it?)	1 - yes 2 - no		
Q4.18	In the past week, did any household member suffer from diarrhoea?	1 - yes 2 - no		
Q4.19	Does the household have a water storage tank? (volume greater than 200 liters)	1 - yes 2 - no		
Q4.20	When it rains, does the household conserve water?	1 - yes 2 - no		

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Q4.21	<p>What is the main source of water the household uses for other purposes (i.e. apart from drinking?)</p> <p>Depending on the answer to Q4.21, ask the appropriate questions from the sections "TAP WATER" or "WATER COLLECTED BY HOUSEHOLD MEMBERS" or "WATER TANKER TRUCK OR WHEEL BARROW"</p>	<p><u>Tap water</u></p> <p>1 - tap inside the building 2 - tap inside the building plot 3 - community tap 4 - neighbour's tap</p> <p><u>Water collected by household members</u></p> <p>5 - open well 6 - (borehole)/covered well 7 - lake or river 8 - rain water</p> <p><u>Water truck / wheel barrow</u></p> <p>9 - water truck 10 - wheel barrow 11 - other, specify</p>	1st source	2nd source								
TAP WATER: If the source is tap water inside the building or tap water in the building plot, answer the following questions												
Q 4.22a	Does the tap which is used belong to DAWASCO?	1 - yes 2 - no	1st source	2nd source								
Q4.22	For the past week, how many days did water flow from your tap?	<p>circle the respective number</p> <table border="1"> <tr> <td>0 days</td> <td>4days</td> </tr> <tr> <td>1 day</td> <td>5days</td> </tr> <tr> <td>2 days</td> <td>6 days</td> </tr> <tr> <td>3 days</td> <td>7days</td> </tr> </table>	0 days	4days	1 day	5days	2 days	6 days	3 days	7days		
0 days	4days											
1 day	5days											
2 days	6 days											
3 days	7days											
Q4.23	When tap water is available, for how long does the water flow normally last in a day/night?	1 - less than 1 hour 2 - 1-6 hours 3 - 7-12 hours 4 - more than 12 hours										
Q4.24	What is your average water bill from DAWASCO?											
Q4.25	Is a water metre installed?	1 - yes, and it works 2 - yes, but it doesn't work 3 - no										
Q4.26	How often do you receive water bills from DAWASCO?	1 - every month 2 - once every several months 3 - no fixed intervals of billing 4 - never received a bill even once										
Q4.27	Was the last water bill accurate?	1 - not correct 2 - fairly accurate 3 - very accurate 4 - don't know										
Q4.28	If the answer to question 4.27 is 1 or 2, did you file a complaint?	1 - yes 2 - no										
Q4.29	How were the complaints addressed?	1 - very well 2 - well 3 - satisfactory 4 - badly 5 - very badly										

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WATER COLLECTED BY HOUSEHOLD MEMBERS:			
if household members collect water by themselves, answer the following questions.			
Q4.30	Who in your household has the duty of collecting water?	1 - house maid 2 - male children 3 - female children 4 - both male and female children 5 - mother 6 - father 7 - other household member, specify	
Q4.31	How long does it take to reach the water source from the household?	1 - less than 30 min 2 - 30-60 mins 3 - 61-90 mins 4 - 91-120 mins 5 - more than 120 6 - not applicable	
Q4.32	How long does it take to fetch water?(i.e. go, wait, , return) on a normal day?	(minutes)	
Q4.33	How many trips do you make on a typical day?	(number of trips)	
Q4.34	How much water do you usually collect on a typical trip?	(number of 20 litre bucketss)	
Q4.35	On day with water scarcity, how long does it take to fetch water? (i.e. going , waiting, and returning)		
Q4.36	Normally how much do you pay per bucket?	(Tshs per bucket)	
Q4.37	On a day with water scarcity, how much do you pay per bucket?	(Tshs per bucket)	

WATER TANKER TRUCK OR WHEEL BARROW

If the household gets water through water tanker truck or wheelbarrow, ask the following questions

Q4.38	How many times in a month does the wáter truck deliver to your house?	
Q 4.39	How is the water delivered?	1 - by wheel barrow (20 litre buckets) 2 - by truck 3 - by car 4 - other, specify
Q4.40	How many litres of water do you receive per delivery?	
Q 4.41	How much do you pay per delivery?	

SUMMARY QUESTION

Q 4.42	On a typical day, how much water does each household member use?	1- 20 litres or more 2 - less than 20 litres
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SECTION 5: ACCESS TO INFORMATION

Please tell me how often you do the following....

Q5.1	use a mobile phone	1- never 2 -Once a week 3- several times a week 4 -at least once a day 5 - more than once a day	
Q5.2	use the internet		
Q5.3	listen to the radio		
Q5.4	watch television		
Q5.5	read newspapers		

I will read to you several sources of information and will ask you to rank them in such as manner that the most important source should come first.

Interviewer: Make sure you read to the interviewee all sources then let him/her rank the three main sources.

Q5.8	Word of mouth	
Q5.9	Radio	
Q5.10	Internet	
Q5.11	Television	
Q5.12	Newspapers	
Q5.13	Phone / SMS	
Q5.14	Religious leaders	

Q5.15	In which language do you get most of your information from the media?	1. Kiswahili 2. English 3. Other	
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Q5.16	Can you tell me what your understanding is of <i>MKUKUTA</i>?	1- never heard of it 2 - heard of it but can't explain it 3 - heard of it and can explain it	
Q5.16	Can you tell me what your understanding is of the <i>East African Community</i>?		
Q5.17	Can you tell me what your understanding is of <i>KILIMO KWANZA</i>?		

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SECTION 6: EXPECTATIONS AND WELFARE

What is your opinion on the following topics.

Qn 6.1	The current economic situation in Tanzania.	1 - very bad 2 - bad 3 - neither good nor bad 4 - good 5 - very good 9 - dont know	
Qn 6.2	Your personal current economic situation.		

In general, how well off would you say you are, compared to..

Qn 6.3	Other Tanzanians?	1 - much worse 2 - worse 3 - same 4 - better 5 - much better 9 - don't know	
Qn 6.4	twelve months ago?		

What are your expectations for the following 12 months about...?

Qn 6.5	The country's economic situation?	1 - much worse 2 - worse 3 - same 4 - better 5 - much better 9 - don't know	
Qn6.6	Your personal economic situation?		

Qn 6.7	During the last week, how many meals did you normally have per day?	(write number of meals)	
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Qn 6.8	During the period of the past week (past 7 days), during family meals did you have any of the following?	Answer 1 - yes 2 - no	(If yes), how many times? (write the number of meals)	
Qn 6.9	Meat (including all parts: tail, liver, tongue, etc)			
Qn 6.10	Fish			
Qn 6.11	Chicken			
Qn 6.12	Rice			
Qn 6.13	Milk			
Qn 6.14	Butter / margarine			

For the past month, how many times, if ever, did you or any member of the household:

Household ID

6.15	go without enough food to eat?	1- never happened	
6.16	Go without enough clean wáter to drink?	2 - once or twice	
6.17	Go without medicine or medical treatment when needed?	3 - several times 4 - many times	
6.18	Go without enough fuel to cook your food?	5 - always	
6.19	Go without any cash income?	9 - don't know	

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SECTION 7: EDUCATION

If there is no child in the household, skip section 7 and go straight to section 8.

7.1 During the past year, did your household have to pay fees for school children for the following?

	write 1 if yes, 2 if no	
<i>Expenditure section</i>	Primary School	Secondary School
Books		
School uniforms		
Security		
Construction or renovation of school buildings		
Transport		
Extra tuition (voluntary)		
Extra tuition (forced contribution)		
meals		
Exams / tests (forced contribution)		
School fees		

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Q7.2 Please assess the quality of education at your child's school.

(Read to the respondent all options, ask for his/her assessment and then record response)

	1 - Don't know 2 - Not satisfied at all 3 - Not satisfied 4 - average 5 - Satisfied 6 - Very satisfied	
How satisfied are you with the following?		
	In primary school	In secondary school
1. Quality of learning		
2. Quality & experience of teachers		
3. Dedication of teachers		
4. Student/teacher ratio		
5. Availability of books		
6. Availability of desks		
7. Availability of chairs		
8. Quality of buildings		
9. Availability of toilets		
10. Teachers' absenteeism		
11. Amount of school fees and contributions		
12. Pass rate in standard 7/form four		
13. Education that your child receives at school		

Q7.4 When was the last time a representative from this household spoke to the teachers about your child? [write month] [write year]

Q7.5	Have you ever spoken with a teacher because you had a complaint or problem?	1- yes 2- no
Q7.6	[If the answer is Yes to Q 7.5]: How was the complaint or problem handled?	1- very well 2- well 3- satisfactory 4- poorly 5- very poorly

Do you have information on any of the following about primary school the child is attending?

[If there is not child attending primary school, continue with section 8]

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		1- Yes 2 - No 3 - don't know	If the answer is Yes, then specify amount.
Q 7.7	Do you know the amount of the capitation grant per child?		
Q 7.8	Do you know whether this year the capitation grant has been received by the school ?		
Q 7.9	Do you know if water is available at school that is clean and safe?		
Q 7.10	Do you know the pass rate of the standard seven exam at the school your child attends?		
Q7.11	Is there a school committee at the school your child attends?		
Q7.12	[Ask this question only if the answer to Q 7.11 is yes] Do you think the school committee is effective in improving the quality of education?	1- Very effective 2- Effective 3- Satisfactory 4- Not effective 5- Not effective at all 6- I don't know	

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SECTION 8: BUSINESS ENVIRONMENT
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Q8.1 Does any household member own and run a business (of any size, including small businesses)?
(circle the relevant code)

Yes	1
No	2

[If answer to Q8.1 is No] continue to section 9
[If answer to Q 8.1 is Yes continue to 8.2]

Q8.2 Where is the business located? (circle appropriate answer)

Home	1
elsewhere	2

Q8.3 How many paid employees does the business have?

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Q8.4 What kind of business is it? (circle appropriate)

Small retail shop	1
Charcoal shop	2
Food vendor	3
Kiosk for selling beer/bar	4
Barbershop/salon	5
Transportation (Taxi, Bajaj, bus, etc)	6
Small bakery (bread, chapati, donuts, etc)	7
Sewing	8
Shoe repair and shoe shine	9
Petty trader	10
Other, specify	

SECTION 9: ELECTION ISSUES

(Circle appropriate answer)

	Please briefly answer a number of questions related to elections.	Yes	No	I don't know
Q9.1	Do you have voter registration card?	1	2	3
Q9.2	Do you intend to vote in the coming general election?	1	2	3
Q9.3	Did you vote in the last local government (mtaa) elections in October 2009?	1	2	3
Q9.4	Are you a member of any political party?	1	2	3
Q 9.6	In the next general election, when voting for the president, do you intend to vote for the same party you voted for five years ago?	1	2	3
Q 9.7	When voting for MPs, do you intend to vote for the same political party as five years ago?	1	2	3

Q9.8 For the next government, what in your opinion are the two most pressing issues that you would like to be addressed immediately? (Insert number 1 or 2 where appropriate)

1. Access to clean water
2. Availability of better health services
3. Quality of education
4. Passable roads
5. Employment
6. Agriculture
7. Corruption
8. Security of citizens
9. Stability of the country
10. Electricity
11. Inflation/cost of living
12. Access to loans
13. Democracy
14. Union matters
15. Other, specify

Q 9.9 If the parliamentary election was held today, which party would you vote for?

<ol style="list-style-type: none">1. CCM2. CUF3. CHADEMA4. TLP5. NCCR-MAGEUZI6. DP7. NLD8. PPT - MAENDELEO9. DEMOKRASIA MAKINI10. SAU11. CCJ12. undecided/don't know13 Other, specify	
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Q 9.10 If the presidential election was held today, which candidate would you vote for?

<ol style="list-style-type: none">1. Dr. Jakaya Kikwete2. Pr. Ibrahim Lipumba3. Dr. Wilbroad Slaa4. Mr. Mutamorega Mugahywa5. Mr. Hashim Rungwe6. Undecided/don't know7. Other, specify	
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SECTION 10: GOVERNANCE AND CITIZEN ACTION
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I will read to you a list of actions that people sometimes engage in as citizens. Please explain if either you or any adult in your household has done any of these things during the past 12 months?

Q 10.1	Attended a community meeting		1 - No 2 - Yes, once or twice 3 - Yes, several times 9 - Don't know
Q10.2	Attended a school committee meeting		
Q10.3	Attended a health facility committee meeting		
Q 10.4	Attended a meeting with people from the same street (mtaa) to discuss issues and problems		
Q 10.5	Personally talked to an official to discuss issues and problems		
Q 10.6	Wrote a letter, or sent an e-mail or SMS about an issue or problem		
Q 10.7	Called a radio program to raise an issue		
Q 10.8	Attended a demonstration or protest march		

Q10.9	In the previous twelve months, have you ever found yourself in a situation where you were forced to give a bribe to get a service which you are entitled to get for free / to avoid paying a fine for a mistake you committed / to avoid paying legal fees which you are supposed to pay?	1 - yes 2 - no
	Local government (Serikali ya Mtaa)	
	Police	
	Court of law	
	Health facility	
	Dawasco (for those connected to water infrastructure)	
	TanESCO (for those connected to national electricity grid)	

Q10.10	Do you think corruption in Tanzania has decreased, is about the same, or has increased compared to five years ago?	1- decreased 2- increased 3- unchanged 4- i don't know
Q10.11	Have you ever been given small gifts by a candidates running for public office at any political level, or by the representative of a candidate? [for example soap, food, t-shirts or drinks]	1 -yes 2 - no
Q10.12	[If the answer is Yes Q 10.11] Specify the level on which the candidate was running for office (circle appropriate answer).	1 = Street
		2 = Ward
		3 = District
		4 = Parliament
		5 = Presidency

Q10.13	Do you believe that your vote is secret?	1- Yes
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		2- No 3- I don't know
Q10.14	Who is your MP? [If respondent knows correct answer, circle 1, if respondents answer is incorrect, circle 2, if respondent does not know, circle 3]	1 - Gave the correct name 2 - Gave an incorrect name 3 - Doesn't know

Q10.15	How much do you trust that each of the following public leaders to work for the interest of the people and not for their own interest?	1- not at all 2-just a little 3 - somewhat 4 - a lot 9 - Don't know
	President	
	National Electoral Commission	
	Regional commissioner	
	your member of parliament	
	Mtaa executive officer	
	Ward executive officer	
	The ruling party	
	Other political parties	
	The Police	
	The courts	
	Religious leaders	
	Tanesco (for those connected to national electricity grid)	
	Dawasco (for those connected to water)	
	Headmaster at school that child attends (if there is a student)	

Q10.16	How well or badly would you say that the current government/authorities are handling the following matters?	1 - very badly 2 - fairly badly 3 - fairly well 4 - very well 9 - Don't know
	Providing reliable electricity	
	Provision of clean and safe water	
	Provision of adequate drainage facilities	
	Provision of adequate sewage facilities	
	Provision of adequate garbage collection services	
	Provision of adequate mobile phone infrastructure	
	Providing a safe and secure environment for citizens	
	Provision of adequate health services	

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Q10.17 On a scale of 1 to 5, where 1 stands for “completely free” and 5 stands for “not feel free at all”, how free do you feel you are to do the following:

	How free are you to do the following?	1- Very free 2 - Free 3 - Somewhat free 4 - Not free 5 - Not free at all
	To tell my children to behave	
	To tell my partner to stop coming home late	
	To talk to the mtaa leader about garbage in the street	
	To talk with my MP about the lack of desks in our schools	
	To tell the driver of a daladala to slow down	
	To discuss with the head teacher about how the school spends school grants	
	To speak my mind about any political party	
	To speak my mind about the President	
	To vote for the party I prefer (without feeling pressured)	

Q10.18 How likely do you think it is that a person will be punished by the government / government officers if he/she speaks out or complains about poor public service delivery or misuse of public funds?

- 0 - Not at all likely
- 1 - Not very likely
- 2 - Somewhat likely
- 3 - Very likely
- 9 - Don't know

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SECTION 11: SAFETY/SECURITY

Q11.1 When was the last time that money or anything of value was stolen from you? (put mark where appropriate)

Never happened	In the period of last month	Two to six months ago	Seven to twelve months past	More than a year ago

Q11.2 When was the last time that you or a fellow household member observed violence or theft in public? (put mark where appropriate)

Never happened	In the period of last month	Two to six months ago	Seven to twelve months ago	More than a year ago

Q11.3 Have you ever heard of anyone in your neighborhood threatened, beaten, stoned, or killed by any of the following groups?

	No	Yes
local militia or sungusungu	1	2
Police	1	2
National Army	1	2
Mob	1	2
Others (specify)	1	2

Q11.4 [If there is at least one Yes to Q 11.3], when did this happen?

	Weeks				
	less than a week ago	1-2 weeks ago	3-4 weeks ago	5-10 weeks ago	More than 10 weeks ago
Security forces	1	2	3	4	5
Police	1	2	3	4	5
National Army	1	2	3	4	5
Mob	1	2	3	4	5
What was the issue? [explain]					
How did it end? [explain]					

QQ11.5	According to you, how often do you think do the following things happen here in Tanzania?	1 - Never 2- Rarely 3 -often 4 - Always
	If an ordinary citizens steals or asks/gives bribes, that he/she will not be punished according to the law.	
	If a religious leader steals or asks/gives bribes, that he/she will not be punished according to the law.	
	If a police officer steals or asks/gives bribes, that he/she will not be punished according to the law.	
	If a public servant steals or asks/gives bribes, that he/she will not be punished according to the law.	
	If a senior government official steals or asks/gives bribes, that he/she will not be punished according to the law.	

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SECTION 12: Health

Q12.0	Does anyone in this household own a mosquito net? [If No continue to Q12.2]	1 - Yes 2 - No
Q12.1	[if Yes] How many mosquito nets does this household have?	1 2 3 4 more than 4

Q12.2 Did any household member get sick in the last week? (circle appropriate answer)

1. Yes
2. No continue to Q12.25.

Q12.3	What did he/she suffer from?	1 - malaria 2 - fever (not malaria) 3 - diarrhea 4 - cough/cold 5 - other illness
Q12.4	[If two household members were ill] what did he/she suffer from?	1 - malaria 2 - fever (not malaria) 3 - diarrhea 4 - cough/cold 5 - other illness

[If more than one person got sick, collect the following information about the most recent illness]

Q12.5 Who got sick? (circle where appropriate)	A child below age 5	Circle
	A person age 5 or older	

Q12.6: Was the patient taken to a health facility? (circle appropriate answer)

Yes	1
No	2

[If Q 12.6 the answer is No] continue to Q 12.25

[If answer in Q 12.6 is Yes] Continue to the following question

Q12.7. Did you accompany him/her to the health facility?

Yes	1
No	2

[If answer is Yes, continue with Q 12.8, if answer is No go to Q12.25]

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Q12.8 Who owns the health facility?	Public / government	
	Private	
	Religious / NGO	

[If ownership is public, ask Q 12.9. if ownership is religious/NGO continue to Q 12.10]

[Q 12.9 and Q 12.10: If the patient was treated in more than one health facility, record information about the higher level facility, e.g if he/she went to a health center and a hospital, record information about the hospital]

Q12.9 [If ownership is public/government] What kind of facility was it?	Dispensary	
	Health centre	
	Hospital	
	don't know	

Q12.10	[If private] What kind of facility was it?	Drug store	
		Pharmacy	
		Clinic	
		Hospital	
		Traditional doctor	

If the answer is pharmacy or drug shop, skip to Q12.25. If it is any other facility, continue with Q12.11

Q12.11 Do you remember the time of day when the patient arrived at the facility?

1	2	3	4	5	6
Morning	Mid-day	Afternoon	Evening	Night	Can't remember

Q12.12 How long did you have to wait before the patient was attended to? (circle appropriate answer)

Less than 30 minutes	1
30 minutes to 60 minutes	2
1 to 2 hours	3
2 to 3 hours	4
more than 3 hours	5

Q 12.13	Who attended the patient?	1 - untrained personnel 2 - nurse 3 - doctor / assistant medical officer
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Q12.14 Were tests administered on the patient? (circle appropriate answer)

Yes	1
No	2

[If answer to 12.14 is yes, continue. Otherwise go to 12.17]

Q12.15 Was the patient's temperature measured?

Yes	1
No	2
I don't know / I cant remember	3

Q12.16: Did the medical personnel conduct any other tests (besides taking temperature), such as blood tests, or tests for dehydration, or to measure the patient's heart rate, or touching the skin to assess temperature, etc?

Yes	1
No	2
Don't know/ can't remember	3

Q12.17: Did the medical personnel give any instructions or advice on how to care for the patient?

Yes	1
No	2
Can't remember know	3

Q12.18: How long did the medical personnel spend examining the patient?

Less than a minute	1
Between 1 and 5 minutes	2
Between 5 and 10 minutes	3
10 to 30 minutes	4
More than 30 minutes	5

Q12.19 Was the patient treated with the appropriate respect?

Yes	1
No	2
Don't know/ can't remember	3

Q12.20 Was medicine prescribed?

Yes	1	
No	2	go to Q 12.22

Q12.21	Can you remember the type of medicine that was described?	1 - antibiotic 2 - antimalarial 3 - Other
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Q12.22	Was the medication provided for free?	1 - No	
		2 - Yes, the facility was privately owned	
		3 - Yes, even though the facility was public	

Q12.23 What kind of payments had to be made?

Type of payments	Yes	No
to be attended	1	2
to buy notebook/patient card	1	2
to buy drugs	1	2
for lab tests	1	2
bribery	1	2
Other, specify	1	2

Q12.24 Were you satisfied with the service received? (circle appropriate answer)

Don't know	Not satisfied at all	Not satisfied	average	satisfied	very satisfied
1	2	3	4	5	6

Q12.25	Overall, would you say that government health services in Tanzania are better, worse, or about the same as they were five years ago?	1 - Better 2 - Worse 3 - About the same 4- Don't know	
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Q12.26	Is there a committee at your local government health facility where citizens and health workers work to improve the care given?	1- Yes 2- No 3- Don't know	
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Household ID

If the answer to Q 12.26 is Yes, continue with Q 12:27. If the answer is No continue to SECTION 13

12.27	Has the committee made any positive changes in health services that you are aware of?	1- Yes 2- No 3- Don't know
12.28	Is there any place where the budget for the health facility is made public for anyone who wants to know about it?	1- Yes 2- No 3- Don't know

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SECTION 13: GARBAGE COLLECTION

Q13.1 In your household, how do you dispose of waste? (circle appropriate answer)

The system of disposing garbage	yes	no
Thrown outside compound	1	2
Buried in a pit	1	2
Kept in plastic bags or containers to be picked up for disposal elsewhere	1	2
Burned	1	2
Other, specify	1	2

[If garbage is kept in bags/containers continue with Q 13.2, otherwise go to section 14]

Q13.2 Is garbage being collected? (circle appropriate answer)

yes	1
no	2

[If answer Q 13.2 is no] go to section 14, if yes, continue with Q 13.2

SwQ13.3 How often is the garbage picked up? (Put mark where appropriate)

Every day	Twice a week	Once in a week	Once in a long period without specific arrangement

Q13.4 What is the mode of payment? (Put mark where appropriate)

For every trip	Weekly	Monthly	Service is free

Q13.5 How much do you pay.....[write amount in Tshs]

Q13.6 To whom to you pay? (circle appropriate answer)

To local government offices	1
To individual service provider	2
To company that provide services (contracted by the municipality)	3

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SECTION 14: TRAVEL TIME

		Go	Return
Q14.1	Where is your place of work? 1. Home >> go to section 15 2. Outside the home, fixed location 3. Outside the home, but location varies 4. Not relevant >> go to section 15		
Q14.2	If answer to 14.1 is not at home, what is the distance in kilometers from home?		
Q14.3	How do you travel to and from your work place? 1-Walking 2-Cycling 3-Own vehicle/ motorbike 4-Public bus 5-Hired transport (taxi, bajaj, bicycle) 6- Other(Mention)		
Q14.4	[If answer is 4 or 5] how much does a roundtrip cost you?		
Q14.5	Generally, what time do you leave from [home / work] to go to [work / home]? [use 24 hour notation, that is 00.01 to 23.59]		
Q14.6	How long does it take you to arrive at your workplace? (include waiting time if public transport is used) [in minutes]		
Q14.7	Yesterday, how long did it take you to go and return from work? [in minutes]		
Q14.8	Normally, at what time do you reach home / work? [use 24 hours notation, that is 00.01 to 23.59]		
Q14.9	Normally, how long does it take you to get home? [in minutes]		
Q14.10	How long did it take you yesterday to get home? [in minutes]		

	In your opinion, how well or badly is the current government dealing with the following issues?	1 - very badly 2 - badly 3 - well 4 - Very well 9 - I don't know
Q 14.11	Maintaining roads and bridges	
Q 14.12	Handling smooth traffic flow	
Q 14.13	Ensuring adequate capacity in public transport (dala dalas)	
Q14.14	Ensuring reasonable prices for public transport	

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SECTION 15: LEVEL OF LIFE SATISFACTION

Now I would like to ask you some questions about your level of satisfaction regarding various aspects of your life. What is the level of your satisfaction within the following areas? *(Read all alternatives out to the respondent as you go ahead with interview.)*

Level of satisfaction taking into account:		I don't know	Not satisfied at all	Not satisfied	neither satisfied nor satisfied	Satisfied	Very satisfied	Not relevant
Q15.1	Your health							
Q15.2	Your financial situation							
Q15.3	Your childrens' education							
Q15.4	Your job							
Q15.5	Your life as a whole							

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SECTION 16: MOBILE PHONE SECTION

(ENUMERATOR: Before beginning this section, consult the last pages of the questionnaire to determine whether the households in the mtaa you are currently in receives 300, 400, or 500 Tsh in return for participating in the mobile phone survey.)

In addition to this interview, we would like to continue to hear your opinions, by asking questions on a weekly basis. We will do this by sending you a short list of questions using your mobile phone. This survey technique is new in Tanzania: You have been selected to participate in this innovative program, which has the potential to improve the availability of information to the public, and contribute to the development of better public services.

At some point within the next 4 weeks, we will begin conducting short weekly phone surveys. This will help us keep our information up to date, and it will help you too - we will send you questions on Fridays, and if we receive responses by Sunday evening, your phone will be credited with [insert amount] Tsh each week. We plan to conduct the mobile phone survey every week for 6 months.

Just as you will be rewarded for participating in our mobile phone surveys, we would also like to thank you for your participation in this survey today by giving you a voucher for mobile phone credit worth Tsh 1,000.

(Respondent must sign below to confirm receipt of Tsh 3,000 phone voucher)

_____ **Respondent signature**

In the mobile phone survey, every week on Friday, about 10 new questions will arrive, which we'd like to be answered by Sunday at 6 pm. These questions will be about the same subjects as the interview we have just done, such as health, water, education, electricity, security, and traffic. Answering these should not take more than 2 or 3 minutes. We expect that sometimes the responses will be reported on the radio or in the newspaper. But nobody will ever know what your responses were, and you will never be identified in any way as a participant in the survey. These reports might say, for example, "60% of residents of Dar es Salaam experienced power cuts last week, and these power cuts lasted on average 4 hours." No personal information of any kind will ever be shared.

Now we would like to ask you some questions relating to the weekly survey. Depending on your phone, you may receive the questions via a text message, via the internet (if your phone is web-enabled), or via a phone call. So first, we'll ask some questions about the phone that you have access to, and then we'll demonstrate the type of survey that you will receive. Then we'll practice answering the survey.

Q16.1	Does the respondent have access to a working mobile phone?	1 = yes, the respondent owns a phone 2 = yes, another family member owns a phone that the respondent can use 3 = yes, a friend or neighbour owns a phone that the respondent can use 4 = no >> SKIP to section 17
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Q16.2	Is the phone usually on?	1=Yes 2=No
Q16.3	Is the phone usually charged?	1 = Yes 2 = No
Q16.4	Does the phone have credit now?	1 = Yes 2 = No
Q16.5	What provider does the respondent use? (if the respondent has multiple sim cards/multiple providers, ask which provider corresponds to the phone number that was given to the survey team at the time of the listing exercise).	1=Vodacom 2=Tigo 3=Zain 4=Zantel 5=Sasatel 6=other (mention)
Q16.6	What are alternative telephone numbers at which respondent could be reached? (record at least one alternate number)	(record alternate numbers) 1. 2.
Q16.7	Does respondent know how to both read SMS/text messages that he or she receives and create SMS/text messages and send them to others?	1=Yes 2=No
Q16.8	<i>Enumerator: check the household id number on the questionnaire, to see whether it is even or odd.</i>	1=odd >> CONTINUE TO 16.9 2=even >> SKIP TO 16.14
Q16.9	Can the respondent access the internet on the phone that he or she will use to respond?	1=Yes >> CONTINUE TO 16.10 2=No >> SKIP to 16.13 3=Don't know >> CONTINUE TO Q16.11
16.10	<i>(Demonstrate WAP questionnaire to respondent, and practice questionnaire until the enumerator judges that the respondent feels comfortable and will be able to answer the survey comfortably. Mention that WAP users will receive 100 Tsh on Friday morning, to cover the cost of downloading and uploading survey, and will receive the balance on Sunday night if they have responded. Note also that respondents who answered "no" to 16.9, about if they are comfortable sending/receiving text messages, are unlikely to be comfortable using WAP.)</i> Is the respondent comfortable answering questions using this method?	1=comfortable >> SKIP TO Section 17. 2=not comfortable >> SKIP TO Q16.13
Q16.11	Enumerator should examine the phone, determine if it is web-enabled, and enable it if possible.	1=Phone not web-enabled >> SKIP TO Q16.13. 2=Phone web-enabled by enumerator >> CONTINUE TO Q16.12 3=Phone web-enabled but respondent not comfortable with WAP technology >>

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		SKIP TO Q16.13	
Q16.12	<p>(Demonstrate WAP questionnaire to respondent, and practice questionnaire until the enumerator judges that the respondent feels comfortable and will be able to answer the survey comfortably. Mention that WAP users will receive 100 Tsh on Friday morning, to cover the cost of downloading and uploading survey, and will receive the balance on Sunday night if they have responded. Note also that respondents who answered “no” to 16.9, about if they are comfortable sending/receiving text messages, are unlikely to be comfortable using WAP.)</p> <p>Is the respondent comfortable answering questions using this method?</p>	1=comfortable >> SKIP TO Section 17. 2=not comfortable >> SKIP TO Q16.13	
Q16.13	<p><i>(Respondent will be offered IVR. Enumerator must explain IVR to the respondent and also demonstrate it by calling the IVR number (while noting that in the real survey, the respondent will beep/flash the IVR number and will be called back. Practice current version of IVR questionnaire until the enumerator judges that the respondent feels comfortable and will be able to answer the survey comfortably. Mention that IVR users will receive 100 Tsh on Friday morning, to cover the cost of beeping/ flashing the IVR number, and will receive the balance on Sunday night if they have responded.)</i></p>	After respondent is comfortable using IVR >> SKIP TO Section 17	
Q 16.14	<p><i>(Explain to respondent that respondent will receive questions via a phone call from an interviewer, who will conduct the follow up interview.)</i></p> <p>What day and time is most convenient for you to receive a call between Friday morning and Sunday evening?</p> <p><i>(Tell respondent that we will try to contact them at their preferred time but cannot guarantee exactly when you will be contacted).</i></p>	Day: 1=Friday 2=Saturday 3=Sunday	Time: 1=7 - 10 am 2=10 am - 2 pm 3=2 pm - 6 pm 4=after 6 pm
	Which technology will be used to contact respondent in the future?	(circle the correct technology) Call center IVR WAP USSD	

SECTION 17: ADDITIONAL INTERVIEW DETAILS

Q17.1	Was the balozi present for the majority of the interview	1 - yes 2 - no	
Q17.2	Was the balozi present during the elections and governance/citizen action sections?	1 - yes 2 - no	

Interview ended at : _____