# **Pew Research Center**

# **Mobile Technology and its Social Impact**

Final Questionnaire—ALL COUNTRIES

**Countries Included:**

Colombia, India, Jordan, Kenya, Lebanon, Mexico, Philippines, South Africa, Tunisia, Venezuela, Vietnam

# Global Mobile Questionnaire

**[SPLIT. Randomly assign all respondents to either split = 1 or split=2 for scripting purposes.]**

1. Now thinking about our economic situation, how would you describe the current economic situation in (survey country) – is it very good, somewhat good, somewhat bad, or very bad?

4 Very good

3 Somewhat good

2 Somewhat bad

1 Very bad

98 Don’t know [DO NOT READ]

1. Refused [DO NOT READ]

2a. Compared to your parents when they were the age you are now, do you think your own standard of living now is better, worse, or about the same as theirs was?

3 Better

2 Worse

1 About the same

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

2b. [ASK IF Q2a=2,3] And is that much [BETTER/WORSE] or only somewhat?

1 Much

2 Somewhat

1. Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. How much do you trust the national government to do what is right for (survey country) — a lot, somewhat, not much, or not at all?

4 A lot

3 Somewhat

2 Not much

1 Not at all

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**Now I’m going to ask you some questions about mobile phones and the internet.**

1. Do you own a mobile phone – yes or no?
   1. Yes
   2. No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=2, 98, 99]** Do you regularly use someone else’s mobile phone — yes or no?
   1. Yes
   2. No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q5=1]** **[SHOW CARD WITH RESPONSE OPTIONS]** Please tell me the primary reason why you share a mobile phone, rather than owning your own.
2. You don’t need to use it regularly
3. You cannot afford one
4. You think it’s too complicated to use
5. You are not allowed to have your own mobile phone
6. You do not like using a mobile phone
7. Your phone was lost, broken or stolen
8. You are afraid that your phone will be stolen

97 Other reason [DO NOT SHOW; RECORD VERBATIM]

98 Don’t know [DO NOT SHOW]

99 Refused [DO NOT SHOW]

**[READ IF Q5=1] I’m going to ask you a number of questions about mobile phones during this survey. While you’ve told me that you don’t own one, I will still be asking you about “your mobile phone,” and would appreciate if you kept in mind the phone that you share when you answer the questions.**

1. **[ASK IF Q4=1 OR Q5=1]** Can your mobile phone connect to the internet —yes or no?
   1. Yes
   2. No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=1 OR Q5=1]** Is your mobile phone a smartphone or is it not a smartphone?
   1. Smartphone
   2. Not a smartphone

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[RANDOMIZE ORDER OF Q9 AND Q10]**

1. **[ASK ALL]** Do you currently use the internet – yes or no?
   1. Yes
   2. No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. Do you currently use (ITEM) – yes or no? **[Interviewer instruction: Repeat “Do you currently use … ” ONLY as necessary] [RANDOMIZE ORDER OF BATTERY ITEMS]**
2. Facebook
3. WhatsApp
4. Twitter
5. Instagram
6. Viber
7. SnapChat
8. Tinder
   1. Yes
   2. No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**Let’s think broadly about the impact mobile phones and other technologies have had in our country.**

**[RANDOMIZE ORDER OF Q11 AND Q12]**

1. Overall, when you add up all the advantages and disadvantages of (ITEM), would you say (ITEM) have mostly been a good thing or a bad thing for **society**? And how about (NEXT ITEM)? **[RANDOMIZE ORDER OF STATEMENTS]**
2. Mobile phones
3. Social media

1 Good thing

2 Bad thing

96 Both good and bad [DO NOT READ]

97 Neither good nor bad [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. Overall, when you add up all the advantages and disadvantages of (ITEM), would you say (ITEM) have mostly been a good thing or a bad thing for **you**? And how about (NEXT ITEM)? **[RANDOMIZE ORDER OF STATEMENTS]**
2. Mobile phones
3. Social media

1 Good thing

2 Bad thing

95 This doesn’t apply to me [DO NOT READ]

96 Both good and bad [DO NOT READ]

97 Neither good nor bad [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[ASK 13A IF Q4=1 OR Q5=1]**

13A. **[SHOW CARD WITH RESPONSE OPTIONS]** When it comes to how you [INSERT ITEM], have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? **[Interviewer instruction: Repeat “And what about how you (ITEM) – have mobile phones mostly helped, mostly hurt, or have they not had much effect either way?” ONLY as needed]** **[RANDOMIZE ORDER OF BATTERY ITEMS]**

* 1. Obtain information and news about important issues
  2. Stay in touch with people who live far away
  3. Earn a living
  4. Concentrate and get things done
  5. Communicate face-to-face
  6. Mostly helped
  7. Mostly hurt
  8. Not had much effect either way

98 Don’t know [DO NOT READ]

* + - 1. Refused [DO NOT READ]

**[Interviewer note: “Communicate face-to-face” refers only to in person communication, not communication done using video or apps like Skype or FaceTime.]**

**[ASK 13B IF Q4=2, 98, 99 AND Q5=2, 98, 99]**

13B. **[SHOW CARD WITH RESPONSE OPTIONS]** When it comes to how people [INSERT ITEM], have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? **[Interviewer instruction: Repeat “And what about how people (ITEM) – have mobile phones mostly helped, mostly hurt, or have they not had much effect either way?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

1. Obtain information and news about important issues
2. Stay in touch with people who live far away
3. Earn a living
4. Concentrate and get things done
5. Communicate face-to-face
6. Mostly helped
7. Mostly hurt
8. Not had much effect either way
9. Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[ASK 14A IF SPLIT=1]**

14A. **[SHOW CARD WITH RESPONSE OPTIONS]** Has the increasing use **of the internet** had a good influence, a bad influence, or no influence at all on (ITEM)? **[Interviewer instruction: Repeat “Has the increasing use of the internet had a good influence, a bad influence, or no influence at all on (ITEM)” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

1. Morality
2. Politics
3. The economy
4. Education
5. Family cohesion
6. Civility
7. Our local culture
8. Physical health
9. Children in our country
   1. Good influence
   2. Bad influence
   3. No influence at all

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[Interviewer note: If respondents ask, this question is about the internet’s influence on SOCIETY, not on you.]**

**[ASK 14B IF SPLIT=2]**

14B. **[SHOW CARD WITH RESPONSE OPTIONS]** Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on (ITEM)? **[Interviewer instruction: Repeat “Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on (ITEM)” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

1. Morality
2. Politics
3. The economy
4. Education
5. Family cohesion
6. Civility
7. Our local culture
8. Physical health
9. Children in our country
10. Good influence
11. Bad influence
12. No influence at all

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[Interviewer note: If respondents ask, this question is about the internet’s influence on SOCIETY, not on you.]**

1. **[ASK ALL] [SHOW CARD WITH RESPONSE OPTIONS]** In general, do you think that access to mobile phones, the internet, and social media have made people more (ITEM), less (ITEM), or have they not had much impact either way? **[Interviewer instruction: Repeat “And has access to mobile phones, the internet, and social media made people more (ITEM), less (ITEM), or have they not had much impact either way” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**
   1. Informed about current events
   2. Divided in their political opinions
   3. Accepting of people who have different views than they do
   4. Easy to manipulate with false information and rumors
   5. Willing to engage in political debates

1 More

2 Less

3 Not had much impact either way

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[READ IF Q4=1 OR Q5=1] For the next three questions, I’m going to read you a pair of statements. Please tell me which statement most closely matches how you feel about your mobile phone, even if neither one is exactly right.**

**[RANDOMIZE ORDER OF Q16, Q17, Q18]**

1. **[ASK IF Q4=1 OR Q5=1]** You don’t always need your mobile phone, or you couldn’t live without your mobile phone? **[RANDOMIZE ORDER OF STATEMENTS]**
2. Don’t always need it

2 Couldn’t live without it

96 Some of both [DO NOT READ]

97 Neither [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=1 OR Q5=1]** Your mobile phone helps you save time, or your mobile phone makes you waste time? **[RANDOMIZE ORDER OF STATEMENTS]**

1 Helps you save time

2 Makes you waste time

96 Some of both [DO NOT READ]

97 Neither [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=1 OR Q5=1]** Your mobile phone is something that frees you, or your mobile phone is something that ties you down? **[RANDOMIZE ORDER OF STATEMENTS]**

1 Something that frees you

2 Something that ties you down

96 Some of both [DO NOT READ]

97 Neither [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK ALL]** Let’s think for a moment about some experiences that might happen to people when they use their mobile phones. Do you think people should be concerned about (ITEM) or not? [IF CONCERNED] And is that very concerned or only somewhat concerned? **[Interviewer Instructions: Repeat “And do you think people should be concerned about (ITEM) or not?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS A-E; ITEM f ALWAYS ASKED LAST]** 
   1. Identity theft
   2. Harassment or bullying
   3. Exposure to false or incorrect information
   4. Mobile phone addiction
   5. Losing the ability to communicate face-to-face
   6. Children being exposed to immoral or harmful content

3 Very concerned

2 Only somewhat concerned

1 Not concerned

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[READ IF Q4=1 OR Q5=1] Let’s talk a little bit more about things you might do with your mobile phone.**

1. **[ASK IF Q4=1 OR Q5=1]** In the past 12 months, have you used your mobile phone to (ITEM) – yes or no? **[Interviewer Instructions: Repeat “And have you used your mobile phone to (ITEM)?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**
2. Send text messages
3. Take pictures or video
4. Look for or apply for a job
5. Buy or sell goods
6. Learn something important for work or school
7. Look up information about government services
8. Look up information about health and medicine for you or your family
9. Get news and information about politics
10. **[ASK IF ANY Q10a-g = 1]** Post pictures or videos to social media
11. **[ASK IF ANY Q10a-g = 1]** Post your thoughts on social media about an issue that’s important to you
12. Yes
13. No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=1 OR Q5=1] [SHOW CARD WITH RESPONSE OPTIONS]** How often (ITEM) – frequently, occasionally, rarely, or never? **[Interviewer instruction: Repeat “How often (ITEM) – frequently, occasionally, rarely, or never?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**
2. Do you have trouble paying for your mobile phone usage
3. Do you have problems getting a reliable mobile connection
4. Do you use multiple SIM cards these days as a way to save money **[Interviewer Note: by “using multiple SIM cards these days,” we mean you have multiple SIM cards and you choose which one to use based on prices or costs. The SIM cards could be in two separate phones.]**
5. Do you have trouble finding a place to charge your mobile phone’s battery
6. Is the information you want or need online not available in your preferred language
7. Do you avoid doing things you want to do on your mobile phone because those things use too much mobile data **[Interviewer Note: By “mobile data,” we mean internet on your phone that does not rely on Wi-Fi]**
8. Frequently
9. Occasionally

2 Rarely

1 Never

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[RANDOMIZE ORDER OF Q22 AND Q23]**

1. **[ASK IF Q10a=1]** How many of your “friends” on Facebook are people you see in person regularly – all of them, most of them, about half of them, a few of them, or none of them?

5 All of them

4 Most of them

3 About half of them

2 A few of them

1 None of them

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=1 OR Q5=1]** How many of the people you call or text on your mobile phone are people you see in person regularly—all of them, most of them, about half of them, a few of them, or none of them?

5 All of them

4 Most of them

3 About half of them

2 A few of them

1 None of them

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF ANY Q10a-g=1]** When you post things on social media, do you generally make your posts public or do you generally try to limit who can see your posts? **[RANDOMIZE ORDER OF STATEMENTS]**
2. Generally make your posts public
3. Generally try to limit who can see your posts

94 Does not post to social media [DO NOT READ]

95 It depends on the content [DO NOT READ]

96 It depends on the site [DO NOT READ]

97 Does not use social media [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK ALL]** Have you ever tried to limit (ITEM) – yes or no? **[RANDOMIZE ORDER OF BATTERY ITEMS]**
2. **[ASK IF Q4=1 OR Q5=1]** The time you spend on your mobile phone
3. **[ASK ALL]** The time your children spend on their mobile phones

1. Yes
2. No

96 My child or children do not have mobile phones [DO NOT READ]

97 I don’t have any children [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK ALL]** Do you ever monitor what (ITEM) is looking at or doing on their mobile phone – yes or no? **[RANDOMIZE ORDER OF BATTERY ITEMS]**
2. Your partner or spouse
3. **[****ASK IF Q25b !=96, 97]** A child of yours
4. Yes
5. No

96 This person does not have a mobile phone [DO NOT READ]

97 I do not have a partner or spouse [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[READ IF Q4=2, 98, 99 AND Q5=2, 98, 99] You mentioned earlier that you do not have a mobile phone.**

1. **[ASK IF Q4=2, 98, 99 AND Q5=2, 98, 99]** Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. First, (ITEM) – is this a reason why you do not currently have a mobile phone, or not? **[Interviewer instruction: Repeat “Is (ITEM) a reason you do not currently have a mobile phone, or not?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**
2. The cost of data is too expensive **[Interviewer Note: By “data”, we mean internet on your phone that does not rely on Wi-Fi]**
3. The cost of a mobile device is too high
4. You can’t read well enough to use a mobile phone
5. There is no mobile phone service where you live
6. Mobile phones are too complicated to use
7. You are not allowed to get a mobile phone
8. You are worried it might get stolen
9. You are worried about the security of your information
10. Someone in your family already has one
11. There are no apps or websites available in your language
12. You don’t need one
13. You can already access the internet in other ways
14. Yes, this is a reason
15. No, this is not a reason

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=2, 98, 99 AND Q5=2, 98, 99 AND if at least two of Q27a-l=1]** Which of these reasons is your most important reason for not having a mobile phone? **[QUESTION PROGRAMMED SO ONLY AFFIRMATIVE ANSWERS TO Q27 ARE SHOWN AS OPTIONS]**
2. A
3. B
4. C
5. D
6. E
7. F
8. G
9. H
10. I
11. J
12. K
13. L

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q4=2, 98, 99 AND Q5=2, 98, 99]** Would you like to get a mobile phone in the future, or is that not something you’re interested in?
   * + 1. Yes, would like to get a mobile phone
       2. No, not interested in getting mobile phone

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**Now I’d like to ask you a few questions about news and information. First…**

1. **[ASK ALL]** How important are (ITEM) for helping you keep up with political news and other developments happening in the world – are they very important, somewhat important, not too important, or not at all important? **[Interviewer instruction: Repeat “Are (ITEM) very important, somewhat important, not too important, or not at all important for helping you keep up with political news and developments?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**
   1. **[ASK IF ANY Q10a-g=1]** Social media
   2. Television channels and programs
   3. Radio stations and programs
   4. Print newspapers and magazines
   5. In-person discussions with people you see regularly

4 Very important

3 Somewhat important

2 Not too important

1 Not at all important

97 Does not use this [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. In general, how much do you trust the news and information you get from (ITEM) – a great deal, somewhat, not too much, or not at all? **[Interviewer instruction: Repeat “And how much do you trust the news and information you get from (ITEM) - a great deal, somewhat, not too much, or not at all?” ONLY as needed] [KEEP RANDOM ORDER OF STATEMENTS CONSISTENT WITH Q30]]**
   1. **[ASK IF ANY Q10a-g=1]** Social media
   2. Television channels and programs
   3. Radio stations and programs
   4. Print newspapers and magazines
   5. In-person discussions with people you see regularly

4 A great deal

3 Somewhat

2 Not too much

1 Not at all

97 Does not use this [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF ANY Q10a-g=1]** Compared to other sources, would you say that the news and information you get from social media is more (ITEM), less (ITEM), or about the same? **[Interviewer instruction: Repeat “Is the news and information on social media more (ITEM), less (ITEM), or about the same as other sources?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]** 
   1. Informative
   2. Up-to-date **[Interviewer note: If the respondent asks for clarification, by “up-to-date” we mean having current information.]**
   3. Biased **[Interviewer Note: By “biased,” we mean favoring one side over another.]**
   4. Reliable
   5. Focused on issues that are important to you
   6. Hateful **[Interviewer Note: By “hateful” we mean inspiring hatred or intolerance.]**

3 More

2 Less

1 About the same

97 Does not use social media [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF ANY Q10a-g=1]** **[SHOW CARD WITH RESPONSE OPTIONS]** How often do the following situations happen when you use social media – frequently, occasionally, rarely, or never? **[Interviewer instruction: Repeat “Do (ITEM) when you use social media frequently, occasionally, rarely, or never?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**
   1. You see articles or other content that make you feel negatively about groups of people different than you
   2. You see articles or other content that seem obviously false or untrue
   3. You see articles or other content that introduce you to a new idea

4 Frequently

3 Occasionally

2 Rarely

1 Never

97 Does not use social media [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK ALL] [SHOW CARD WITH RESPONSE OPTIONS]** Thinking about the impact of social media on the political process in (COUNTRY), do you think it has increased, decreased, or not had much effect on (ITEM)? **[Interviewer instruction: Repeat “And has social media increased, decreased, or had no effect on (ITEM)” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

a. The risk that people in (COUNTRY) might be manipulated by domestic politicians

b. The risk that foreign powers might interfere in (COUNTRY)’s elections

c. The ability for ordinary people in (COUNTRY) to have a meaningful voice in the political process

d. The ability of non-governmental groups and charities to promote their causes

3 Increased

2 Decreased

1 Not had much effect

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK ALL]** Some people feel more comfortable than others in talking about political issues in certain ways. How comfortable would you personally feel discussing political issues or news (ITEM) – very comfortable, somewhat comfortable, not too comfortable, or not at all comfortable? **[Interviewer instruction: Repeat “Are you very comfortable, somewhat comfortable, not too comfortable, or not at all comfortable discussing political issues and news (ITEM)?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

a. **[ASK IF ANY Q10a-g=1]** On social media

b. **[ASK IF Q4=1 OR Q5=1]** By talking to someone on your mobile phone

c. By talking to someone in person

4 Very comfortable

3 Somewhat comfortable

2 Not too comfortable

1 Not at all comfortable

95 Does not use social media [DO NOT READ]

96 It depends on the topic [DO NOT READ]

97 It depends on the person [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[RANDOMIZE ORDER OF Q36 AND Q37]**

1. **[ASK IF ANY Q10a-g=1]** Have you ever unfriended, blocked or hidden someone from your feed on social media because of their political views – yes or no?

1 Yes

2 No

97 Does not use social media [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF ANY Q10a-g=1]** Have you ever learned that someone’s political beliefs were DIFFERENT than you thought they were, based on something they posted on social media, or has this never happened to you?

1 Yes, has happened to me

2 No, has never happened to me

97 Does not use social media [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[ASK IF SPLIT = 1]**

38A. **[SHOW CARD WITH RESPONSE OPTIONS]** In your daily life, either in person, over the phone or on social media, how often do you interact with the following kinds of people – frequently, occasionally, rarely or never? First (ITEM). **[Interviewer instruction: Repeat “And in your daily life, either in person, over the phone, or on social media, do you interact with (ITEM) frequently, occasionally, rarely or never?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

* 1. People who have different religious views than you
  2. People who are of a different race or ethnicity than you
  3. People who support different political parties than you
  4. People who are of a different income level than you

4 Frequently

3 Occasionally

2 Rarely

1 Never

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[ASK IF SPLIT=2]**

38B. **[SHOW CARD WITH RESPONSE OPTIONS]** In your daily life, how often do you interact with the following kinds of people – frequently, occasionally, rarely or never? First (ITEM). **[Interviewer instruction: Repeat “And in your daily life do you interact with (ITEM) frequently, occasionally, rarely or never?” ONLY as needed] [RANDOMIZE ORDER OF BATTERY ITEMS]**

1. People who have different religious views than you
2. People who are of a different race or ethnicity than you
3. People who support different political parties than you
4. People who are of a different income level than you

4 Frequently

3 Occasionally

2 Rarely

1 Never

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **GROUP FAVORABILITY[[1]](#footnote-2):** Question wording and response categories vary by country.

**Q39COLnat [ASK IF IN COLOMBIA]** I’d like you to rate some different groups of people in Colombia according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/ UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Colombian nationals

b. Migrants living in Colombia

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

1. Refused (DO NOT READ)

**Q39IND [ASK IF IN INDIA]** I’d like you to rate some different groups of people in India according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Hindus

b. Muslims

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know [DO NOT READ]

1. Refused [DO NOT READ]

**Q39JORrel [ASK IF IN JORDAN]** I’d like you to rate some different groups of people in Jordan according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Muslims

b. Christians

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39JORnat [ASK IF IN JORDAN]** I’d like you to rate some different groups of people in Jordan according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Jordanian nationals

b. Refugees living in Jordan

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39KENeth [ASK IF IN KENYA]** I’d like you to rate some different groups of people in Kenya according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. People in the Luo tribe

b. People in the Kikuyu tribe

c. People in the [INSERT SELF-REPORTED TRIBE IF != LUO OR KIKUYU] tribe

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39KENnat [ASK IF IN KENYA]** I’d like you to rate some different groups of people in Kenya according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Kenyan nationals

b. Refugees living in Kenya

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39LEBrel [ASK IF IN LEBANON]** I’d like you to rate some different groups of people in Lebanon according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Sunnis

b. Shias

c. Christians

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39LEBnat [ASK IF IN LEBANON]** I’d like you to rate some different groups of people in Lebanon according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Lebanese nationals

b. Refugees living in Lebanon

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39MEXnat [ASK IF IN MEXICO]** I’d like you to rate some different groups of people in Mexico according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Mexican nationals

b. Central Americans fleeing to Mexico

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

* 1. Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39PHLrel [ASK IF IN THE PHILIPPINES]** I’d like you to rate some different groups of people in The Philippines according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Muslims

b. Christians

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39RSAeth** **[ASK IF IN SOUTH AFRICA]** I’d like you to rate some different groups of people in South Africa according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Black people

b. White people

c. Coloured people

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39TUNrel** **[ASK IF IN TUNISIA]** I’d like you to rate some different groups of people in Tunisia according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Sunni

b. Shia

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

**Q39VENnat [ASK IF IN VENEZUELA]** I’d like you to rate some different groups of people in Venezuela according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Venezuelan nationals

b. Migrants living in Venezuela

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

1. Refused (DO NOT READ)

**Q39VIEnat [ASK IF IN VIETNAM]** I’d like you to rate some different groups of people in Vietnam according to how you feel about them. First, do you have a favorable or unfavorable opinion of (INSERT ITEM)? And is that very (FAVORABLE/UNFAVORABLE) or only somewhat? How about (NEXT ITEM)?

**RANDOMIZE ORDER**

a. Vietnamese nationals

b. Migrants living in Vietnam

4 Very favorable

3 Somewhat favorable

2 Somewhat unfavorable

1 Very unfavorable

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

1. **[ASK ALL]** Overall, do you think having an increasing number of people of many different races, ethnic groups and nationalities in (survey country) makes this country a better place to live, a worse place to live or doesn’t make much difference either way? **[RANDOMIZE ORDER OF STATEMENTS]**

1 A better place to live

2 A worse place to live

3 Doesn’t make much difference either way

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

41A. Thinking generally about our country today, do you think it is the government’s responsibility to ensure that everyone has access to reliable internet service, or do you think this *is not* the government’s responsibility? **[RANDOMIZE ORDER OF STATEMENTS]**

1 It is the government’s responsibility

2 It is not the government’s responsibility

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[ASK IF 41A=1]**

41B. And do you think that this should be one of the government’s top priorities or should it be just one of the many things the government focuses on? **[RANDOMIZE ORDER OF STATEMENTS]**

1 One of the government’s top priorities

2 Just one of the many things the government focuses on

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

**[READ ALL] We’ll finish up the survey with some questions about you and your family.**

1. Do you currently live in the same local area, or in close proximity, to where you grew up – yes or no?

1 Yes

2 No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q42=2, 98, 99]** Did you grow up in this country, or somewhere else?
2. Grew up in this country
3. Grew up somewhere else

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **[ASK IF Q42=2, 98, 99]** **[SHOW CARD WITH RESPONSE OPTIONS]** What’s the primary reason you moved – work, education, family, safety, or health-related issues?
2. Work
3. Education
4. Family
5. Safety
6. Health-related issues

96 More than one of these reasons

97 Other reason [DO NOT READ; RECORD ANSWER VERBATIM]

1. Don’t know [DO NOT READ]
2. Refused [DO NOT READ]
3. Do you ever send or receive money using services like Western Union, Money Gram, (COUNTRY-SPECIFIC EXAMPLE) or another money transfer agency by [ITEM] – yes or no?[[2]](#footnote-3)**[RANDOMIZE ORDER OF BATTERY ITEMS]**
4. Visiting a store in person
5. **[ASK IF Q4=1 OR Q5=1]** Using an app or service on your phone

1 Yes

2 No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

|  |  |
| --- | --- |
| **Country-Specific Examples of Mobile Money Transfer Services** | |
| Colombia | Efecty |
| India | India Post |
| Jordan | Country-specific examples not provided |
| Kenya | M-Pesa |
| Lebanon | OMT, Cashunited |
| Mexico | Banco Azteca, Compartamos |
| Philippines | Smart Padala, Globe GCash |
| Senegal | ORANGE MONEY, Wari, Joni Joni |
| South Africa | MoneyMarket, CashSend, E-Wallet |
| Tunisia | Country-specific examples not provided |
| Venezuela | Country-specific examples not provided |
| Vietnam | VNPost, Viettel Post |

**[RANDOMIZE ORDER OF Q46 AND Q47]**

1. Do you currently have a bank account[[3]](#footnote-4) – yes or no?

**[Interviewer note: If the respondent asks, this does NOT include micro-savings and micro-loan accounts]**

1 Yes

2 No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. Do you have access to a working desktop computer, laptop or tablet in your household or at work **[SHOW CARD WITH RESPONSE OPTIONS]**?
   1. Yes, at home and at work
   2. Yes, at home
   3. Yes, at work
   4. No, neither at home nor at work

98 Don’t know [DO NOT SHOW]

99 Refused [DO NOT SHOW]

1. **INCOME:** Question wording and response categories vary by country.
2. Have there been times during the last year when you did not have enough money (ITEM) – yes or no? **[RANDOMIZE ORDER OF BATTERY ITEMS]**
   1. To buy food your family needed
   2. To pay for medical and health care your family needed
   3. To buy clothing your family needed
   4. To buy mobile data

1 Yes

2 No

97 Does not apply to me [DO NOT READ]

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. How old were you at your last birthday?

\_\_\_\_\_ years (RECORD AGE IN YEARS)

1. 97 or older
2. Don’t know (DO NOT READ)
3. Refused (DO NOT READ)
4. Can you read at least some English – yes or no? *[GAP]*

1 Yes

2 No

98 Don’t know [DO NOT READ]

99 Refused [DO NOT READ]

1. **EDUCATION:** Question wording and response categories vary by country.

**[RANDOMIZE ORDER OF Q53 AND Q54]**

1. **ETHNICITY/RACE**: Question wording and response categories vary by country.
2. **PARTY ID**: Question wording and response categories vary by country.
3. **RELIGION**: Question wording and response categories vary by country.
4. **[ASK ALL]** How many people in your household, including yourself, are adults, age 18 and older?

Enter number 1-20

97 More than 20

98 Don’t know (DO NOT READ)

99 Refused (DO NOT READ)

1. In Kenya only, Q39 should be asked following Q54. Do not ask here. [↑](#footnote-ref-2)
2. Not asked in this form in Venezuela. Venezeula wording:

   45. Do you ever send or receive money by [ITEM] – yes or no? [RANDOMIZE ORDER OF BATTERY ITEMS]

   a. Going to a physical location, like a bank office, to perform the transaction

   b. [ASK IF Q4=1 OR Q5=1] Using an app or service on your phone

   1 Yes

   2 No

   98 Don’t know [DO NOT READ]

   99 Refused [DO NOT READ] [↑](#footnote-ref-3)
3. READ IN MEXICO ONLY: or a Nomina account. [↑](#footnote-ref-4)