

**TRAINING GUIDE**

**Mobile Phone & Spending Behaviour**

**Study**

**June/July 2007**

**International Development Research**

**Centre (Canada IDRC)**

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## 1.0 INTRODUCTION

This training guide is to assist Research Assistants (RAs) who are involved in a fieldwork data collection and analysis exercise called **“Mobile Phone Telephony and Poverty Reduction: Technology Spending Patterns and Poverty Level Change within Households in Eastern Africa (ACADIA)”**. The specific fieldwork will concentrate efforts in rural Uganda and Kenya. Assistance in identifying locations for carrying out this study were conducted by the Network of Ugandan Users and Research Users (NURRU), Uganda and the University of Nairobi, Kenya. The field work will take place from June 4 – July 20, 2007. The pilot household interviews will occur in each country one week prior to household interviews. This training manual will guide research assistants through the timeline and the various qualitative methods which will be used during their time in the field. It will also explain the background of the study and provide a rough overview as to the procedures in the field.

## 2.0 INTRODUCTION TO MOBILE / SPENDING STUDY

### *2.1 Overview of study*

The fundamental research questions that this project hopes to answer are: 1) how has access to mobile phones and mobile phone services affected the spending behaviours within poor households in Eastern Africa, and 2) have these adjustments in spending habits within homes actually assisted the poor out of poverty. This study is based on current ongoing work being conducted by two African ICT research networks: the team for Poverty and Information & Communication Technology in Rural and Urban East Africa (PICTURE Africa) and Research ICT Africa! (RIA!).

The study will utilize both quantitative and qualitative research methods. Firstly, the study **will use RIA’s 2004 E-Access & Usage Index Survey** quantitative data on mobile phone use by the respondents in East Africa (Uganda, Tanzania and Rwanda). The purpose is to see if any unique characteristics can be distinguished from the selected group of rural poor respondents. The second part of the study collects qualitative data from rural communities in Uganda and Kenya. The work hopes to find deeper understanding of spending within homes. **More specifically, the study looks at one of PICTURE Africa’s research questions: “Has the use of ICTs altered the gender or generational responsibilities and relations with regards to household income allocation?”**

The information gained from **this study can be considered as a “pilot test” of qualitative questions** which both RIA! and PICTURE can utilize when they reach their phase of qualitative field research. Both teams have indicated interest in developing studies in gender and ICTs. The other target audience of this research is universities. The study attempts to engage higher education institutions (Masters, PhD and faculty alike) in East and Southern Africa to further investigate ICT and development studies and build further local capacity in understanding how current technologies are affecting the lives of Africans.

## ***2.2 How will this information change the world?***

Gender and generational inequalities exist even in the field of Information and Communication Technology (ICT) which **has been notably categorized as “gender-neutral”**. Technology is generally available to those who have the resources or skills to afford the equipment and services. Those generally excluded from access to technology or tend to have slower adoption to technology are the poor and disadvantaged persons such women and the elderly. The youth regardless of class groups are also found to adopt technology are faster speeds. This study brings an unique perspective of how poor households have changed their spending patterns prior to and after their purchasing choice of mobiles or mobile phone services. The study will investigate whether negotiation powers have shifted between the men, women, children and elderly in the home as a result of this asset purchase choice. Such a study can provide evidence to policy extending to universal access funds and affordability of mobile services. For example, a study that display how poor women and men improve equal asset allocation and use, or that women or elderly are provided with better agency (ie. take responsibility for their livelihoods) because of the mobile, such evidence can be crucial in developing policy that ensures interventions that are truly fair and equal access to information technology for both men and women.

## ***2.3 Methodology***

The field work will attempt to utilize several qualitative methods which includes ethnographic observation, diaries and focus group dicussions with men and women from poor households in rural settings. Selection of locations are purposive and strictly follow the criteria of households from rural communities and with mobile phone connectivity. The study attempts to follow the Sustainable Livelihoods Framework as derived from Department for International Development (DfID), UK. The study will begin with ethnographic observation **or “deep hanging out” for one week to assess “Transformation Structure and Process”** within the rural community. This work will then be followed by continued ethnographic observation (living with one household), interviewing 4-8 poor households and administrating a mobile phone diary for two weeks to assess households for livelihood assets, livelihood strategies and livelihood outcomes. The data collected will be translated, organized, coded and analyzed. One-on-one training for research assistants will take place for one to two days in Uganda and Kenya.

QuickTime™ and a  
TIFF (LZW) decompressor  
are needed to see this picture.

Source: DfID, UK: Sustainable Livelihoods Guidance Sheets

### **2.3 Objective of Study**

To provide data analysis on the spending patterns within poor rural households in East Africa with emphasis on mobile phone usage and to analyze the significant changes to sustainable livelihoods. More specifically, the study will examine how dynamics between men and women household members have changed in regards to technology use, spending and resource allocation. Changes in experiences or behaviours between family members such as substitution of former household goods for mobile, or use of financial services (ie. Microcredit or mobile-transferred remittances), and changes in values of each family member can be derived by questions on the daily routine of their everyday lives.

<b>Question Focus</b>	<b>Before Mobile / Services</b>	<b>Presently with Mobile / Services</b>
<b>Behaviours / Experiences – between family members</b>		
<b>Substitution of goods – each family member</b>		
<b>Financial services – each family member</b>		
<b>Opinions / Values – each family member</b>		
<b>Background</b>		

The Project is led by IDRC Centre Intern, Kathleen Diga and supervised by Ms Edith Adera, Senior Program Officer, (ACACIA, IDRC) and Professor Julian May, Head of the School of Development Studies (University of KwaZulu-Natal).

The study sites will be 1) Wakiso (outside of Uganda) and 2) (TBA) outside of Nairobi.

### 3.0 QUALITATIVE RESEARCH SCHEDULE

June 3 – July 20 (possible one week extension in Kenya), 2007

<u>Week</u>	<u>Date</u>	<u>-</u>	<u>Location</u>	<u>Description</u>
Sun.	3-Jun-07	6:45pm	EBB Airport	SA 160 03JUN JNB-EBB 1335 1845, travel to Kampala, pick up my NURRU, accomodation near NURRU office
Mon.	4-Jun-07	8:30am	NURRU Office - Kampala	Visit Dr. Obot at NURRU, meet research assistant. Go over timeline of project, Training Research Assistant: Go over documents translated, go over Qualitative Research Guide
Tues.	5-Jun-07	2pm	Rural Village (Wakiso)	Print off materials, go to field with research assistant , letter to village chairman (if not completed), meet family to live with, meet guide to show us town, record observations
Wed	6-Jun-07	All day	Rural Village (Wakiso)	Morning: 1), Pre-test interviews 2) <b>deliver mobile phone diaries</b> (introduce and explain to households) 3) Afternoon: <b>map village</b> , visit village phone operator, telecentre, public phone, mobile top-up, etc. 4) <b>Training:</b> reflection, review transcripts
Thu	7-Jun-07	all day	Rural Village (Wakiso)	Morning: 1) Visit village phone operator, repair shop, mobile phone re-charge booths, local authorities, Visit microcredit institution or ROSCAs 2) Review Transcripts, 3) Reflection of experience
Fri	8-Jun-07	all day	Rural Village (Wakiso)	1) Focus Group Discussion a) Women's group, b) Men's group, 2) initial informal interviews with individuals in households with mobiles
Mon.	11-Jun-07	all day	Rural Village (Wakiso)	Interview household, shadow household members if possible? Review recordings and reflections of interview
Tues.	12-Jun-07	all day	Rural Village (Wakiso)	Morning: Review interview. Adjust questions if necessary. Ask any remaining questions, Afternoon: Interview household #2 & #3
Wed.	13-Jun-07	all day	Rural Village (Wakiso)	Interview Household #4 & 5
Thur.	14-Jun-07	all day	Rural Village (Wakiso)	Interview Household #6 Review translation and transcriptions, reflection

<u>Week</u>	<u>Date</u>	<u>-</u>	<u>Location</u>	<u>Description</u>
Fri.	15-Jun-07	all day	Rural Village (Wakiso)	Interview Household #7 Review household mobile phone diaries (quality control): hand back for one more week
Mon.	18-Jun-07	all day	Rural Village (Wakiso)	Interview Household #8, Review translation and transcriptions, reflection
Tues.	19-Jun-07	all day	Rural Village (Wakiso)	Collect all mobile diaries, provide incentives: Top-up Cards for completion, RA Evaluation / debriefing back to Kampala, Afternoon: NURRU debriefing
Fri.	22-Jun-07		Kampala	Purchase bus ticket back to Nairobi.
Sat.	23-Jun-07	morning	Nairobi	Travel back to Nairobi by Akamba Bus, call taxi (Henry)
Mon-Fri	25-Jun to Jun 29		Nairobi - IDRC Office	Plan fieldwork with U. of Nairobi, locate research assistant, confirm location, complete translation of forms, etc. speak to government local leader / authority
Mon.	2-Jul-07	morning	University of Nairobi	ATTEND RIA! Training! check in, sort out fieldwork material, Afternoon: visit University of Nairobi (Dr. Omosa, Obadia or Waema), go over timeline of fieldwork, meet research assistant, training
Tues.	3-Jul-07	2pm	Rural Village (KENYA - TBA)	go to field with research assistant, letter to village chief (if not completed)
Wed.	4-Jul-07	all day	Rural Village (KENYA - TBA)	Morning: 1) Training Research Assistant: Go over documents translated, go over Qualitative Research Guide, Pre-test interviews 2) <b>deliver mobile phone diaries</b> (introduce and explain to households) 3) Afternoon: <b>PRA – map village</b> , visit village phone operator, telecentre, mobile top-up, etc. 4) <b>Training:</b> reflection, review transcripts
Thu	5-Jul-07	all day	Rural Village (KENYA - TBA)	Morning: 1) Visit village phone operator, repair shop, mobile phone re-charge booths, local authorities, Visit microcredit institution or ROSCAs 2) Review Transcripts, 3) Reflection

Fri	6-Jul-07	all day	Rural Village (KENYA - TBA)	1) Focus Group Discussion a) Women's group, b) Men's group, 2) visit family to stay with, 3): initial informal interviews with individuals in households with mobiles
Mon.	9-Jul-07	all day	Rural Village (KENYA - TBA)	Interview household #1 & #2, shadow household members if possible?
Tues.	10-Jul-07	all day	Rural Village (KENYA - TBA)	Morning: Review interview. Adjust questions if necessary. Ask any remaining questions, Afternoon: Interview household #3 & 4
Wed.	11-Jul-07	all day	Rural Village (KENYA - TBA)	Interview Household #5 & 6
Thur.	12-Jul-07	all day	Rural Village (KENYA - TBA)	Interview Household #7 & 8
Fri.	13-Jul-07	morning	Nairobi	Debrief on current work
Mon.	16-Jul-07	all day	Rural Village (KENYA - TBA)	Collect Mobile Phone Diaries, debrief with households, provide incentives: Top-up Cards for completion
Tues.	17-Jul-07	all day	Rural Village (KENYA - TBA)	Collect Mobile Phone Diaries, debrief with households, provide incentives: Top-up Cards for completion
Wed.	18-Jul-07	morning	Nairobi	Evaluation of Research Assistant, RA will translate mobile phone diaries
Friday	20-Jul-07	all day	Nairobi	Deadline for translated Mobile Phone Diaries

## **4.0 RESEARCH ASSISTANT (RA) JOB DESCRIPTION**

### **4.1 Job Description**

The research assistant will have an integral role in ensuring that the research takes place within the designated timeframe and in collecting and analyzing the data for this Project. The Research Assistant will help facilitate logistical needs as well as communication between the researcher and the interviewee.

#### **The Research Assistant will:**

- Assist in finding location for rural household study and informing local authorities
- Translate consent form and questionnaire forms
- Identify households for both ethnographic and focus group study with village guide
- Lead Focus Group Discussions in local language
- Assist in oral or written translation/transcription of interviews
- Keep data materials in orderly fashion

#### **Qualifications:**

- Experience in qualitative data collection and analysis
- Familiar with the local community to be studied
- Ability to build rapport with community members
- Ability to probe and encourage participation by strangers in a non-leading and non-judgemental way
- Fluent in English and local language of community
- Interested in the development field of research
- Good writing (summaries) and listening skills
- Good observation skills

The Research Assistant is expected to assist the researcher full-time for the full three weeks (15 days, 8-10 hours per day) of the fieldwork. The RA must also realize the need for flexibility if interviews are scheduled during off-peak hours. This time will also include training days. The RA will arrive at the field location each morning on time and researcher will provide funding for transport. The research assistant will be compensated through an honorarium of \$ 400 USD upon completion of the field work.

The benefits for the local research assistant is further experience in conducting qualitative data collection, training on field work, and data analysis.

### **4.2 Guidelines for Qualitative Interviews**

At the start of all fieldwork, it is necessary to build a trust relationship with the community **and the citizens within.** **First impressions can created by people based on one's action** therefore one must be honest, friendly, and attempt to accomodate the participant as best as possible. It is important to start with an introduction in order to ease the participant with full understanding of the research purpose.

## **Tips for Interviews:**

Request participant if you can ask the individual a few questions and remember to let them know how their confidentiality is protected. If the individual has questions about the study at any time during the process, be sure to answer as best as possible.

**Location:** Try to find an area that is comfortable and quiet (for the microphone) for participant. When the interview is meant to be individual and private, attempt to find areas where you can speak to the individual in a quiet isolated spot.

**Time:** Research Assistant and Researcher will need to be flexible to find a time during the day when interviews can take place. A rule of thumb is to see if the interview can take place at that moment and if not, request for another time or date that is appropriate.

**Neutral Interviewer:** It is important to remain neutral during the focus groups and interviews. This especially must take place when further probing into certain themes come into effect. **Do not try to interpret the individual's answer; allow the individual time to respond and give their own answers.** Try to repeat the question if the person did not understand.

The researcher and research assistant have important jobs to find the comfort level of the individual and work to build that trust relationship with the interviewee.

## **4.3 Field Work**

The three weeks of field work will consist of the following qualitative data collection activities: a) Ethnographic Observations, b) Mobile Phone Diary, and Focus Group Discussions (Men & Women and Households).

### **4.3.1 Ethnographic Observations:**

The purpose of the ethnographic observations is to gain insight into the community and the environment (institutions and processes) in which the households operate with emphasis on gender relationships. This exercise will help to understand the factors present in this particular rural community which affect the way in which mobile and mobile services affect both men and women within households.

#### **Procedure:**

The first week will be specifically designated for ethnographic observations, however this activity can extend to the rest of the field study weeks. During the majority of the fieldwork, the researcher will reside with one of the households within the village and ethnographically observe member dynamics within the household.

1) During the first two days of arrival at the rural village, an introduction to the local government officials is a must (if it was not done before arrival). It will be important to ask the local official for an interview to describe the mobile phone environment and mobile phone businesses which he/she sees in his village and his own use. The local official should also point out the different kinds of local businesses using mobile phones in his community

and his opinion on mobile affect within the family (examples from his family). Ask village authorities for an recommendations of village guides. Interview questions can be spontaneous as long as respondent is responsive, personal and flexible with time to speak.

As well, any recommendations of people to interview from the local official can help the identify households for focus groups for the following week. He/She may also provide a venue to conduct focus groups for men and women.

2) After each interview and end of each day, the observation form (Appendix H) should be filled out recording the observations and transcripts of the community. All names of people whom the researcher or research assistant meet must be recorded and recording number is labeled on any sheet pertaining to the interview.

3) Researcher and research assistant shall tour the village and make note of use of mobiles by both men and women in the community and their transactions (who, what, where, when, why? questions) made with mobile services. Key informant interviews will also be **interviewed on their observations of men and women's use and spending on mobile services.** Some key informants include:

- A) Mobile Phone Sellers B) Mobile Phone Top-Up Sellers C) Mobile Phone Service Providers
- D) Mobile Phone repair, E) Mobile Phone charging F) Microcredit institutions (Grameen Phone)
- G) Mobile phone accessories (battery, phone housing), H) Users of mobile phone for business?
- I) Telecentres J) Fixed Phone stations, K) local institutions

This list is not exhaustive as it is also important to record informal conversations which may be applicable to the study. Sometimes the best evidence will appear when you least expect it. The key informant question guide is located in Appendix D. Consent forms (Appendix A) will also be filled out by key informants before or after the interview takes place and the interviewee will receive one copy of the form.

This first week will also be used to identify two to four (2-4) homes with mobile phones and two to four (2-4) household without mobiles but use mobile services through a snowball effect. The snowball effect will use the knowledge of the research assistant, the interviews of key informants like mobile phone operators or mobile phone repair shops. Once households are identified, preparations for mobile phone diary distribution takes place. Informal interviews with household members can also take place just to gain a general sense of mobile phone use within the family. This information can assist in question guide during household interviews.

4) Focus Group: Men and Women (if possible): If time permits, the researcher and research assistant will find the local hangout where men and women go but in gender-disaggregated groups. Permission or suggestions will be obtained from local authority as to group or location. Each group will be asked to talk about mobile phone use individually and within their family. The separation of men and women hopes to provide for a comfortable space where women and men can share their perspectives openly which they may not necessarily express if the opposite sex was around.

### **4.3.2 Mobile Phone Diary (Appendix F):**

The purpose of the mobile diary is to record the household dynamics surrounding the use of the mobile phone. The mobile phone diary (notebook) will be given to the 4-8 households chosen during the first week and they will be asked to fill out the diary for 10 consecutive evenings. At the end of each evening, the family member will look at their mobile phone log for both phone and SMS and fill in the one page sheet. A reminder SMS will be sent on the first day and fifth day of the study.

For each day completed, compensation of airtime will be given to the family. After the 10 days, the family will exchange the book for the accumulated airtime sent by researcher.

On the day of collecting the mobile phone diaries, the researcher and research assistant will review the diaries and try to clarify any boxes that remain empty or further probe any information that appears significant.

### **4.3.3 Household Interviews (Appendix E):**

The purpose of the household interview is to gain perspective from each household member as to how the mobile phone has each affected their allocation of resources. The idea is to decompose the household via gender and age and how each are affected by the adoption of the mobile. The households are to be chosen during the first week of fieldwork and will be the same households that are filling out the mobile phone diary. The mobile phone diary can be used within the discussion. The question guide in Appendix E will assist during the interviews. The interviews should ideally occur as a group with men, women and children from the household together at once. If the researcher or research assistant decides to interview those under the age of 18, the parents or caretakers must provide official consent on the consent form to conduct interview.

If the household or key informant is not available, a revisit is necessary. It can help to set an appointment with the household if one was not made.

### **4.3.4. Post Interview / Focus Group (Appendix G):**

It is important to immediately record each interview or focus group conducted on the record sheet as seen in Appendix G. This will be useful when the study is complete and in keeping track of the voice recordings. The researcher and research assistant must also ensure all forms are completed before the end of the day.

### **4.3.5 Recorded Translation and Transcription**

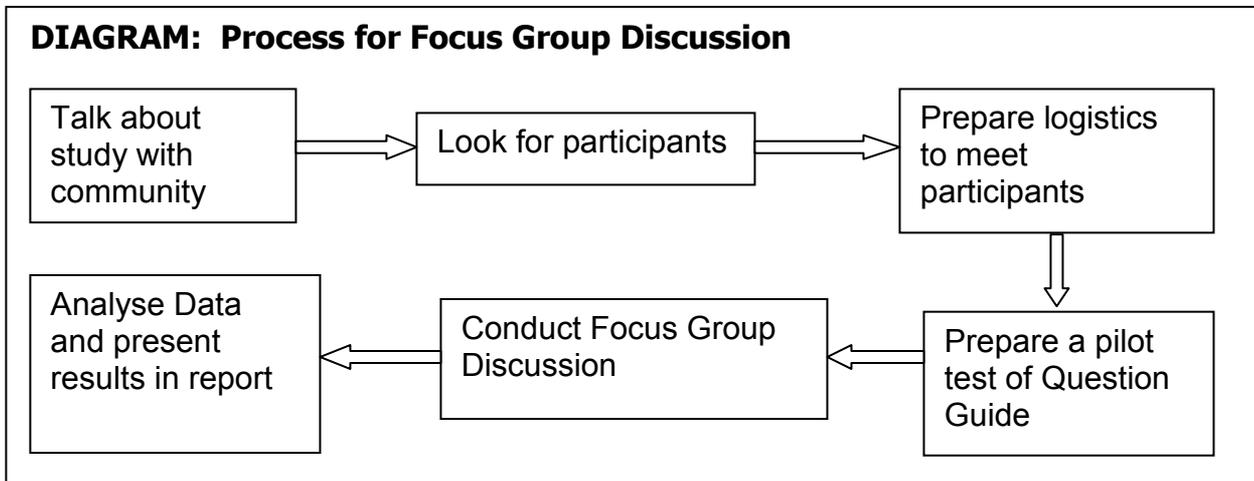
During the field study, it is highly likely that the interviewee will prefer to speak in their local tongue. The RA will assist by asking which language shall be used during the interviews and if local language is used, the RA will translate dialogue during the interviews. It will be explained to the participant that the interview will be translated to English during the interview. The RA must be able to stop the conversation with participant when translating so that he/she does not lose what was said.

A voice recorder will be used at all times during the interviews. If the location is noisy, be sure to test the voice recording prior to actual interview. At the end of each interview, transcription will take place either by the researcher or research assistant. All recorded transcriptions will be downloaded at the end of the field research and stored.

## 5.0 WHAT IS A FOCUS GROUP DISCUSSION?

### 5.1 Focus Group Discussion:

- Usually 6-10 people
- **A moderator** is used to facilitate the discussion
- Participants are encourage to converse and respond to questions directed by the moderator.
- The moderator probes further on open-ended questions.



## 6.0 GUIDE TO FOCUS GROUP DISCUSSION

### 6.1 Introduction

#### Before the Session:

- ⑧ Arrange for a focus group: Visit the local authorities to assist in organizing a focus group and selection location for the interviews
- ⑧ Verify all equipment is working before going into field
- ⑧ Ask locals to arrange chairs for the meeting

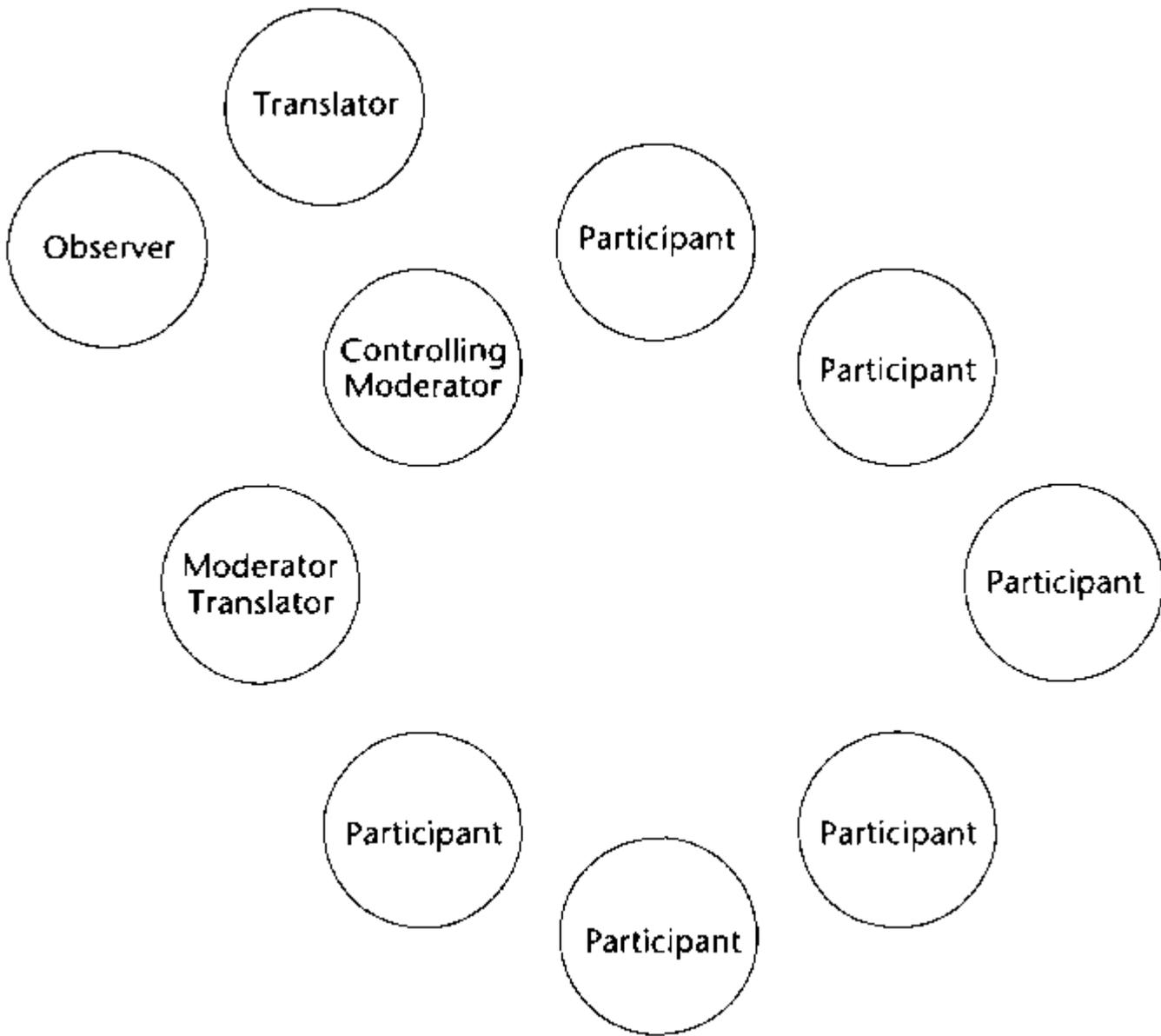
#### During the Session:

- ⑧ Take in the participants
- ⑧ Start with introduction and consent forms;
- ⑧ Conduct Session and close session

#### After the Session:

- ⑧ Immediately sort information and label papers
- ⑧ Review and transcribe the interviews
- ⑧ Expand the notes with extra comments and reflection from researchers
- ⑧ Evaluation Form filled out by Moderator (Appendix I)

**Seating Arrangement for Focus Group (Dawson. 1991)**



## **6.3 Preparations**

### **6.3.1 Logistics**

- ⑧ **The team will arrive 30 minutes before the start of the focus group discussion**
- ⑧ Contact the participants one or two days before the focus group

## **6.4 Halcolm on Interviewing**

Ask.

Listen and record.

Ask.

Listen and record.

Asking involves a grave responsibility.

Listening is a privilege.

Researchers, listen and observe. Remember that your questions will be studied by those you study. Evaluators, listen and observe. Remember that you shall be evaluated by your questions.

**To ask is to seek entry into another's world. Therefore, ask respectfully and with sincerity.**

Do not waste questions on trivia and tricks, for the value of the answering gift you receive will be a reflection of the value of your question.

Blessed are the skilled questioners, for they shall be given mountains to ascend. Blessed are the wise questioners, for they shall unlock hidden corridors of knowledge. Blessed are the listening questioners, for they shall gain perspective.

- From Halcolm's *Beautitides* (from pg 418, Patton, M.Q. *Qualitative Research & Evaluation Methods*)

# APPENDIX A: INFORMED CONSENT FORM – IDRC MOBILE PHONE STUDY

(to be translated into local language)

(To be read out by researcher before the beginning of the interview. One copy of the form to be left with the respondent; one copy to be signed by the respondent and kept by the researcher.)

"My name is Kathleen Diga. I am doing research on a study entitled, '**Mobile Cell Phones and Poverty Reduction: Technology Spending Patterns and Poverty Level Change among Households in Eastern Africa**'. This study is supervised by Mrs Edith Adera at Canada's International Development Research Centre and Dr. Julian May at the School of Development Studies at the University of Kwazulu Natal in Durban, South Africa. Uganda's national research group for this study is the Network of Uganda Researchers and Research Users (NURRU) and hosted by Dr. David Obot. I am managing the study and should you have any questions my contact details are:

International Development Research Centre (IDRC), East and Southern Africa Office, Nairobi, Kenya. Cell: 00254-73-429-0272 **Office:** 00254-20-271-3160 **Fax:** 00254-20-271-1063 Email: kdiga@idrc.or.ke

In Uganda: Network of Ugandan Researchers and Research Users (NURRU), Plot 4<sup>A</sup>, Kimera Road, Ntinda, P.O. Box 24011, Kampala, Uganda. Tel: +256-41-288-781, Fax: +256-41-223020, Email: [nurru@nurru.or.ug](mailto:nurru@nurru.or.ug)

Thank you for agreeing to take in this study. Before we start I would like to emphasize that:

- your participation is entirely voluntary;
- you are free to refuse to answer any question;
- you are free to withdraw at any time.

The interview will be kept strictly confidential and will be available only to members of the research team. Excerpts from the interview may be made available to the final research report. Do you give your consent for: *(please tick one of the options below)*

Your name, position and organisation, or	
Your position and organisation, or	
Your organisation or type of organisation <i>(please specify)</i> , or	
None of the above	

to be used in the report?

If there are children involved, can they participate in the interview??

YES\_\_\_\_\_ NO\_\_\_\_\_

Please list child's name here: \_\_\_\_\_

Please sign this form to show that I have read the contents to you.

----- (signed) ----- (date)

----- (print name) Recording #\_\_\_\_\_

Write your address behind this sheet if you wish to receive a copy of the research report:

## **APPENDIX B: LETTER FOR PERMISSION TO LOCAL VILLAGE AUTHORITY [IDRC LETTERHEAD]**

Mr. John Smith  
+254 XXX XXX XXXX

June 5, 2007

Dear: Mr...

### **RE: Request for permission to conduct research in, District: Kenya:**

Ms Kathleen Diga, Intern for Canada's International Development Research Centre, based in Nairobi, Kenya, is conducting a research study to investigate more about how people have changed their behaviour or household dynamics after adopting the mobile phone or mobile phone services. The research is also drawing the expertise of the Network of Uganda Researchers and Research Users (NURRU) for logistical and research advice. The researcher requests the permission of Mr. John Smith in the District to conduct the interviews in their area. The study will take place from June 5 – June 20<sup>nd</sup>, 2007. The researcher will be interviewing households, local authorities and mobile phone operators in the village.

If the community agrees to participate, the researcher will be permitted to observe the activities of the community and the council will allow the research to be announced to the community by appropriate means suggested by village authorities. Some of the interviews will be recorded on video or audiotape by the researchers. The researcher may also take notes if needed. The community understands that they can request observations to cease at any time, in which case no subsequent actions performed by the community will be considered in the study. The participants may ask that the taping be stopped at any time and/or that the tape be erased.

There will be no direct benefit to you from these procedures. However the results of the study may help the community in the future.

You may contact the International Development Research Centre (IDRC) to inquire about your rights as a research subject or to report research related problems.

If you have other questions or research-related problems, you may contact Ms Kathleen Diga via voice or text at +254 – 73 429-0272 or send email at [kdiga@idrc.or.ke](mailto:kdiga@idrc.or.ke)

Participation in research is entirely voluntary. You may refuse to participate or withdraw at any time without penalty. In any use of the video or audiotapes, your real name will not be identified.

You have received a copy of this consent document to keep.

Regards,

Kathleen Diga

## **APPENDIX C: MOBILE PHONES AND SPENDING BEHAVIOUR: INTERVIEW GUIDE INTRODUCTION (INCLUDES FOCUS GROUPS)**

### **Guidelines for Interview:**

The interview guidelines for the study on mobile phone and spending behaviours in East Africa are to help direct the interviewer and the interviewee in addressing a group of topics that should be discussed over the duration of the field work.

The guidelines have three areas for discussion:

1. Before and After behaviour and experiences with / without mobile phone
  - a) Within the family
  - b) By each individual household member
  - c) Topics include substitutions or financial services use
2. Changes of values
3. Changes of background

As the interview takes place, the sequencing of the interview will attempt to follow the question guide but sticking to the plan is not crucial. As the interview will start off on a fairly open topic about mobile phones (What is your impression about this mobile phone in your home?), the interviewee will answer and then the interviewer will relate his/her next questions to the response which are within the themes in the guideline. For example, if a mother states that the mobile phone helps to call her son in the city, the interviewer can **then direct the next question: "What do you do to contact him?" and seek innovative practices that may take place.**

Each theme must be attempted to be covered and interviewer will attempt to gain as much description and observation from the interview with use of examples, events or experiences.

While it may not be possible to cover all topics in the guidelines within one interview, it would be important to use the other interviews to gain information under each topic area. The importance is that the interviewee will decide what has been most important about the changed behaviour or dynamics that have been caused by owning a mobile phone in their discussion.

This is also important to ensure that the demographic sheet is filled out before the end of the interview.

# **MOBILE / SPENDING QUESTION GUIDES**

## APPENDIX D: KEY INFORMANT QUESTION GUIDE

(GOVERNMENT OFFICIAL QUESTIONS MARKED WITH "GO"): RECORD #: \_\_\_\_\_ DATE: \_\_\_\_\_

COUNTRY: \_\_\_\_\_ TIME START: \_\_\_\_\_ : \_\_\_\_\_ TIME END: \_\_\_\_\_ : \_\_\_\_\_

### WARM UP QUESTIONS:

	NAME, AGE, OCCUPATION, BUSINESS NAME	
GO	How long have you been operating or working for?	
	What services / products do you provide / what do you do?	
	How has your business been running lately? How many customers do you get in a day? In a week?	
	What is your best selling model / service / product? What do people like about it? What is your most common request? Are there certain days in the month where business is very good? When and why?	
	SERVICE ONLY: how much do you charge for services? How long does your service take? (ex. repair service)	

### CUSTOMER BEHAVIOUR / EXPERIENCE QUESTIONS:

	What can you tell me about your typical customer? When do they come to the shop? Do they usually come alone? PROBE: Who comes to your shop to buy/use service? Is the customer usually doing a task or errand for someone else? What kind of customers are these? About how much business do you make in a day?	
	When customers come into shop, what are they looking for? PROBE: do they immediately know what they want to buy or need assistance?	
*** GO	Can you please tell me what reason you decided to start this business in this area? What was the incentive or motivation?	

*** GO	In your opinion, What is your impression about these families getting mobile phones /mobile phone service? PROBE!!	
GO	BEFORE /AFTER: What are families mainly using the mobile for? Who is using the mobile service the most? When they didn't have mobile for this task, what would they do? What is the difference?	
GO	What about women in these families? What are the women you see with mobiles, what are they using them for? PROBE: What does this do for the family, woman with phone? what is your experience with women with mobiles? What's the difference between men & women clients? What about women without mobiles?	Children? Do they use SMS, calls, beeps?
GO	SUBSTITUTION: How have you seen people give up or sacrifice some things in order to buy a phone or have a mobile service? What do they say?	
GO	Do you see difference between families with mobiles and those without mobiles?	
** GO **	What changes do you see with your mobile phone customer because of mobile ownership or now that there is callbox access? PROBE: More demands? More customers with mobiles compared to before? What is your impression about the future of mobile phones?	
	Have people asked to pay their phone /service in an installment plan / little by little? What kind of families do this? If so, what do you tell them? Do you allow it or give them advice on payment? Do you allow people to pay in other ways? How?	
GO	what do your customers say they do to pay for their mobile? PROBE: do people say that they save or take a loan?	
	OTHER QUESTIONS??	
	Any last word about mobiles?	
<b>MORE SPECIFIC QUESTIONS:</b>		
	TOP-UP CREDIT SHOPS: What top-up credit do most people buy? How often do they go to your shop? Do they buy other things when they buy the credit?	
	REPAIR SHOPS: Any common models that you repair?	

Do you want to ask us anything about our research?



**MODULE A: DEMOGRAPHICS (TO BE ASKED TO HEAD OF HOUSEHOLD OR SOMEONE MANAGING THE HOUSEHOLD)**

							<i>18 years or older only</i>		
First name of family member (START WITH THE INTERVIEWEE AS PERSON 1, then list according to age)	Has (NAME) lived under this roof for more than 15 days out of the last 30 days? 0 = no 1 = yes	Has (NAME) lived under this roof for more than 15 days out of the last 12 months? 0 = no 1 = yes	Will (NAME) sleep in this homestead tonight 0 = no 1 = yes	Is (name) male or female? 1=male 2=female	How old was (NAME) on his/her last birthday?  If the child is under the age of 1 year, then record a zero = 0, -98 don't know.	How is (NAME) related to the household head? 1 =head of hh 2 =spouse /partner 3 =son or daughter 4 =son or daughter-in-law 5=grandchild 6=parent 7=parent-in-law 8=brother or sister 9=adopted/foster child 10=other relative 11=not related	What is the marital status of (NAME)? 1 = currently married 2 = cohabitate 3 = single 4 = widowed 5 = divorced 6= separated (only ask if 18 years or older)	WHAT IS THE HIGHEST LEVEL OF SCHOOL or Education (name) COMPLETED OR IS CURRENTLY IN?  LEVEL: ACTUAL GRADE/STANDARD WILL NEED TO ADJUST FOR EACH COUNTRY  (Select only 1 – ONE!)  Class 1-8, Form 1-4 College, university?	What was (NAME) main activity during last 6 months? (can be more than ONE!) 0 = pre-school children 1 = full time scholar/ student / pupil 2 = housewife / unpaid work / house help 3 = retired / pensioner 4 = unemployed 5 = disabled cannot work 6 = employed by non-family-all year: full time 7 = employed by non-family-all year: part-time 8 = employed by non-family-occasional/seasonally 9 = employed by family-all year: full time 10 = employed by family-all year: part-time 11 = employed by family – occasional/seasonally 12 = self-employed – all year: full time 13 = self-employed – all year: part-time 14 = self-employed – occasional/seasonally
D.1	D.2	D.3	D.4	D.5	D.6	D.7	D.8	D.9	D.10
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

**MODULE A: DEMOGRAPHICS (TO BE ASKED TO HEAD OF HOUSEHOLD OR SOMEONE MANAGING THE HOUSEHOLD)**

Ask only for family members of 16 years or above						
WHAT MAIN SECTOR WAS [NAME] EMPLOYED IN? 1 = Private formal - manufacturing 2 = Private formal - service 3 = Private formal - retail 4 = Private informal - manufacturing 5 = Private informal - service 6 = Private informal - retail 7 = Private agricultural 8 = Public government 9 = Parastatal 10 = NGO / Community 11 = Religious	WHAT OTHER BUSINESS OR SECTOR WORK DOES [NAME] DO?? LIST ALL!	WHAT DOES (NAME) EARN EVERY MONTH IN TERMS OF SALARY OR WAGE? (home pay, i.e. net pay and add up payments that are made on a daily weekly or bi-weekly basis): IN SHILLINGS: 1) 0 – 500 2) 500 – 1000 3) 1000 – 1500 4) 1500 – 2000 5) 2000 – 2500 6) 2500– 3000 7) 3,000 –5,000 8) 5000- 10,000 9) 10,000 over	WHAT DOES (NAME) EARN EVERY MONTH IN TERMS OF SELF EMPLOYMENT INCOME AND PROPERTY INCOME OR INCOME FROM AGRICULTURAL PRODUCE AND FARMING? SHILLINGS <i>(Income not turnover or sales!)</i> 1) 0 – 500 2) 500 – 1000 3) 1000 – 1500 4) 1500 – 2000 5) 2000 – 2500 6) 2500– 3000 7) 3,000 –5,000 8) 5000- 10,000 9) 10,000 over	WHAT DOES (NAME) EARN EVERY MONTH IN TERMS OF PENSION, UNEMPLOYMENT, GOV'T GRANTS, REMITTANCES & SCHOLARSHIPS? SHILLINGS 1) 0 – 500 2) 500 – 1000 3) 1000 – 1500 4) 1500 – 2000 5) 2000 – 2500 6) 2500– 3000 7) 3,000 –5,000 8) 5000- 10,000 9) 10,000 over	Does (NAME) use mobile phone services or callbox? 1) Yes, frequently 2) Yes, sometimes 3) Only for emergency 4) Never	Does (NAME) have a mobile phone? 0= No 1 =Yes, 2 =Active SIM Card only  Do you have a SIM card?
D.11	D.12	D.13	D.14	D.15	D.16	D.17
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

**MODULE B: HOUSEHOLD EXPENDITURES (ASK BY ALL HOUSEHOLD MEMBERS TOGETHER)**  
**MISCELLANEOUS E.6 : DO YOU RECALL THE AMOUNT SPENT BY HOUSEHOLD IN JUNE 2007 IN LOCAL CURRENCY**

	HOW MUCH DO YOU USUALLY SPEND ON GROCERIES OR FOOD FROM SHOP PER MONTH? GIVE SHILLINGS:	PER MONTH * WHO PAYS?* BEFORE THE MOBILE, HOW MUCH DID YOU SPEND ON GROCERIES?
	ANY OTHER BIG EXPENSES YOU PAY FOR PER MONTH? WHAT IS IT? HOW MUCH?	MONTHLY
56	TELEPHONE, LAND LINE INCLUDING SIMU YA JAMII / PUBLIC PHONE / CALLBOX	MONTHLY
56A	TELEPHONE, MOBILE, CONTRACT (POST-PAID), RENTAL AND USAGE	MONTHLY
56B	TELEPHONE, MOBILE, PREPAID AIRTIME (PER WEEK OR MONTH?)	
	TELEPHONE RE-CHARGING (HOW MANY TIMES A WEEK? A MONTH?)	WHO DOES THE RECHARGE? WHERE?
	TELEPHONE REPAIR – HAVE YOU REPAIRED YOUR PHONE?	WHERE? PROBLEM? HOW LONG DID IT TAKE TO REPAIR? DID YOU PAY INSTALMENTS?
59	MONTHLY ACCOUNTS (DEBT), MICROCREDIT REPAYMENT WHAT MICROCREDIT /SACCO GROUP?	
60	SAVINGS CLUB (ROSCA)	
72c	Accessories for mobile phone (sim card, phone case, housing, new battery, etc.)	
93	OTHER ITEMS purchased in last 12 months NOT MENTIONED for mobile (Please specify) Ex. Transport for mobile repair??	

**HOUSEHOLD ITEMS E.7 : AMOUNT SPENT BY HOUSEHOLD IN PAST 12 MONTHS IN LOCAL CURRENCY**

	**PLEASE TELL ME A STORY ABOUT HOW YOU GOT YOUR MOBILE PHONE(S).	
72d	When did you get your mobile? Is this your first mobile? Did you buy it? If yes, Do you recall how much you paid for it (each mobile)? If no, how did you get it? did you bargain for this price?	
	What kind of model of phone? why did you choose this model? Did you see advertising about your phone before? Where? What was interesting about the advertisement?	

**MODULE C: OPENING QUESTIONS -**  
**MOBILE PHONE PURCHASE QUESTIONS:**

	Where did you buy phone? WHO WENT TO THE SHOP? How many times did you return to the shop before purchase? Same Person went? What did you ask when you were there? How did the sales person help you? Did you go to any other shops before buying here?	
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	Did you find other information about the phone before buying? Where? PROBE: did you ask other people in village or family about mobiles? do you usually get your information for goods from here?	
72 c	* WHAT WAS THE CRITICAL MOMENT WHEN YOU DECIDED TO BUY MOBILE? *	
	When you knew you wanted a phone, how many months passed before you actually bought phone? PROBE: Did you buy mobile phone immediately or did you have to save first? How many months did you save? How many times have you tried to save?	
	What did you do before hand to save for this phone? PROBE: do you remember cutting back on buying some regular things to save for phone?	
	how did you know how much you saved? probe: who helped with savings for mobile? did you save a little after each time you have income? where did you keep your savings for this mobile?	
	Is this how you save for your other assets? If different, what is the difference?	
	Did you borrow money to pay for phone? Who did you borrow from? Who is usually the one that asks for borrowing money? How much do you still owe? when did you borrow money? how much do you re-pay monthly?	
	How did other household members help with the purchase of phone? PROBE: any remittances, extra income earned from other work? How did this happen?	
	Any other interesting stories or information about buying your mobile phone?	
<b>MODULE D: MOBILE SERVICES (AIRTIME AND CALL BOX) BUYING QUESTIONS:</b>		
	what about top up for the phone? you said you spend Shillings do you buy the 50, 100, 250 cards? When you buy a top-up card, how long does it usually last? do you spend more money on mobile calls or sms per month? Who buys it? where do you usually buy top-up? Why there? do you sometimes buy other things while there? Who does this purchasing?	
	When do you usually spend money on top-up? What about other members? PROBE Do you buy top up only when paid salary or do you try to save? what did you do before hand to save for this phone?	
S*	do you remember cutting back on buying some regular things to save for	

*1	top up? PROBE: did you give up or sacrifice something for mobile top-up?	
	Who are you usually calling on your mobile? do they ever help you pay for top-up?	
	Anything else you want to say about mobile phone services? Any good stories?	
<b>MODULE E: DEEPER QUESTIONS ON TECHNOLOGY SPENDING (ASK EACH FAMILY MEMBER!!!) BEFORE / AFTER!!</b>		
<b>SUBSTITUTION THEME QUESTIONS: WHAT SUBSTITUTION CHOICES DID AN INDIVIDUAL WITHIN HOUSEHOLD MAKE IN EXCHANGE FOR MOBILE PHONE?</b>		
	What do you use the mobile mainly for? What is the main reason to use a callbox? Other uses? Studies say that the mobile is used mainly to contact their family and for emergencies; do you use your mobile for other things? If so, what is it? Why?	
	* Say you had the money now, what are the things you would immediately pay for? *	
	Before the mobile, how did you communicate?	
**	How has your life changed now that you have a mobile / or have access to mobile services? PROBE: is your own life better or worst now that you have mobile? Why? What big changes have you experienced now compared to when you didn't have a mobile? What would be different? Do you communicate more/less? Cheaper/Pricier?	
	Some studies say that less money is spent on ceremonies like festivals, weddings, funerals, etc when you have technology like mobile. Is this true in your case? Explain more.	
	You said that you spend_____ KES per month on mobile airtime. If I gave you that money, what would you spend it on right now?	
	Now that you have a mobile, do you think you spend more money or less money for your own needs every month? Why is that? Are you satisfied with that extra or less spending?	
	What can you say you would not replace in your home in order to have a mobile?	

	How have you saved money by using your mobile? PROBE: Owning a mobile phone or using mobile services, How did it change the way you spend?	
<b>FINANCIAL SERVICES THEME QUESTIONS: HOW HAVE HOUSEHOLDS CHANGED FINANCIAL PLANNING WITH MOBILES INTRODUCED IN LIVES?</b>		
**	In what ways have you used the mobile phone to access money? What do you think about it? PROBE: Have you ever had money sent to you by a relative? Have you ever sent money with M-PESA money transfer? Are you happy or dissatisfied with this service?	
	If you didn't have your mobile, how would this money transfer be different? How would you receive money from family and how often before compared to now? How did you know when you received money? How long would it take? How has this money transfer mobile service changed your life?	
	Are there any other ways you use your mobile to access, save or borrow money?	
<b>INTRAHOUSEHOLD THEME QUESTIONS: HOW ARE INDIVIDUALS WITHIN HOUSEHOLDS NEGOTIATING ASSETS/BUDGETS TO TAKE ACCOUNT OF PHONE USE?</b>		
**	Who generally takes care of paying mobile phone top-ups in the family? Is this the same person who uses the phone the most? Do other family members use the phone or put top-up?	
	Tell me a story how the mobile is available to other members in the family. Probe: Say the mother or daughter want to use phone, what do you do? How is the mobile shared among the family? How do you ask to use the mobile?	
	Before the mobile, do you remember any differences in your family functions compared to now? How have you seen changes in the way you spend money now that you have mobile?	
	Have you changed the way you spend on household items? Has the money situation changed? Do you feel you lose something for the house because you pay for mobile? Did you cut anything from your budget?	
	How is the mobile different in sharing compared to say your radio or tv or car? How do you decide who takes care of it? What's the difference between this and a mobile?	

**MODULE F: NEGATIVE SHOCKS:**

Households sometimes have good and bad surprises. First I would like to ask you about any bad surprises or events that hurt the household financially over the past 2 years since 2005. PROMPT EACH ITEM ON LIST

X.1 Surprise	X.2 Surprise Code	x.3 Did [ .. ] occur in this household in the last 2 years ? Yes ... 1 No ... 2	X.4 What year did [ .. ] happen? Month            Year	X.5 How long did it last?  ENTER 99 IF ONGOING Months	X.6 What was the decrease in income each month?	X.7 What were the total expenses from it?	x.8 What was the value of items lost? To communicate	NOW: x.9 Did you use your mobile during the incident? If not you, which member used phone? For what? How much did you spend on your mobile?  QUALITATIVE SECTION:	BEFORE: x.10 If you didn't have a mobile, how would you have manage with the situation? What would be the differences between the two cases (with & without mobile)? What costs did you spend or save? *How were other family members affected by this shock? Easier/Worst? More timely? More pricy / immediate contact??  Qualitative Section: OUTCOME
Death of a family member	1			DO NOT ASK!					
Serious injury or illness keeping household member from doing normal activities	2								
Loss of a regular job of a household member	3								
Cut-off or decrease of remittances to household	4								
Cut-off or decrease in pension	5								
Abandonment or Divorce	6								
Theft, fire, or destruction of household property (including livestock, vehicles)	7								
Major crop failure due to, e.g., drought, flood, hailstorm, pests	8								
Widespread death/disease of livestock	9								
Failure or bankruptcy of business	10								
Other 1, Specify .....	11								

## MODULE G: POSITIVE SHOCKS

Now I would like to ask you about any good surprises your household experienced over the past 2 years since 2005. PROMPT EACH ITEM ON LIST

Y.1 Surprise	Y.2 Surprise Code	Y.3 Did [ .. ] occur in this household in the last 2 years ? Yes ... 1 No ... 2 → NEXT ITEM	Y.4 What year did [ .. ] happen? Month / Year	Y.5 How long did it last? Months  ENTER 99 IF ONGOING	Y.6 What was the increase / decrease in income each month?	Y.7 What was the total value of things received?	NOW: Y.8 Did you use your mobile during this event? If not you, then which family member? For what? How much did you spend for your mobile? Did you save any money by using the mobile?  Qualitative Question	BEFORE: Y.9 If you didn't have a mobile, how would you have manage with the situation? What would be the differences between the two cases (with & without mobile)? What costs did you spend or save? Easier/Worst? More timely? More pricy / immediate contact? **How were other family members affected by this shock?  Qualitative Question: OUTCOME
BIRTH	13a		/	<b>DO NOT ASK</b>				
MARRIAGE	13		/					
New Regular job for household member	13		/					
New or increased remittances	14		/					
New or increased pension	15		/					
Inheritance, large gift, lottery winnings	16		/					
Big payment from a firm	17		/					
Scholarships for children or adults in the household	18		/					
Other 1, Specify .....	19		/					
Other 2, Specify .....	19		/					

**APPENDIX G: MOBILE PHONE DIARY ---- DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ RECORD:\_\_\_\_\_**  
**(EVERY EVENING, PLEASE FILL OUT THIS FORM – TOP-UP FOR EACH DAY COMPLETED WILL BE GIVEN UPON COMPLETION)**

Last 10 Calls received (use Log of mobile phone)		R.10 Call No / SMS / beep	R.2 Duration of call (calls only) UNITS 1 = less than a minute 2 = 1 to 5 minutes 3 = more than 5 minutes 1 unit = 57 sec.	R.13 Date dd/mm/yy WHO MADE THE CALL/SMS with this mobile in this family?	R.14 Was the call/sms/beep from: 1 = mobile phone same network, 2 = mobile phone other network, 3 = Fixed line, 4 = public phone	R.15 Who was the call/sms/beep from? 1 = family member, 2 = friend, 3 = church / mosque 4 = business client, 5 = business supplier 6 = finance facility 7 = Information service 8 = Employee 9 = Employer 10 =club	R.16 What was the MAIN purpose of the call/sms/beep? 1 = social call, 2 = to get information from someone 3 = to provide information to someone 4 To get help in an emergency 5. To make a purchase/order 6. To make a sale 7. To instruct an employee 8. To take instruction from an employer 9 = Other (please specify)	R.17 What actions or reply followed after this phone call/sms/beep (action must be related to phone call)?	R.18 Rank the importance of this call to you 1 to 5 scale 1= very important 3 = no opinion 5 = not at all important
	01								
	02								
	03								
	04								
	05								
	SMS 1								
	SMS 2								
	SMS 3								
	SMS 4								
	SMS 5								
Last 10 Calls made (use Log of mobile phone)		R.10 Call/SMS/BEEP No	R.2 Duration of call (calls only) 1 = less than a unit 2 = 1 to 5 units 3 = more than 5 units 1 unit = 57 sec.	R.13 Date dd/mm/yy WHO MADE THE CALL/SMS with this mobile in this family?	R.14 Was the call/sms/beep to : 1 = mobile phone same network, 2 = mobile phone other network, 3 = Fixed line, 4 = public phone	R.15 Who was the call/sms/beep to? 1 = family member, 2 = friend, 3 = church / mosque 4 = business client, customer 5= business supplier 6 = finance facility 7= Information service 8= Employee 9 = Employer 10 =club	R.16 What was the MAIN purpose of the call/sms/beep? 1 = social call, 2 = to get information from someone 3 = to provide information to someone 4 To get help in an emergency 5. To make a purchase/order 6. To make a sale 7. To instruct an employee 8. To take instruction from an employer 4 = Other (please specify)	R.17 What actions followed after this phone call/sms/beep?	R.18 Rank the importance of this call to you 1 to 5 scale 1 = very important 3 = no opinion 5 = not at all important
	01								
	02								
	03								
	04								
	05								
	SMS 1								
	SMS 2								
	SMS 3								
	SMS 4								
	SMS 5								

Mobile Phone Diary (Return of Mobile Diary DEBRIEFING): (FAMILY NETWORK: INNOVATION THEME): RECORD # \_\_\_\_\_  
 HOW HAVE HOUSEHOLDS BECOME INNOVATIVE WITH MOBILE? (BEFORE/AFTER)?

	Of all the calls and SMSs that you make, would you say that most/half/few are made to your family members?	
	Choose two examples of FAMILY CALLS which were ranked IMPORTANT:	
	How frequently do you keep in touch with [FAMILY CALLER #1]? Mainly by phone call, SMS, flash, face-to-face or other means? How many calls in a month do you call him/her? How many times a month will he/she call you?	
	Before, when did not have the mobile, how did you keep in touch with [FAMILY CALLER #1]? Mainly another person's mobile, face-to-face or public phone or other means? How often did you contact them compared with when you now have phone (more or less than now)? Do you think it is now more or less expensive to keep in touch with [FAMILY CALLER #1] now?	
O	How has your life changed now that you more frequently reach [FAMILY CALLER #1]? OUTCOME!	
	REPEAT with [FAMILY CALLER #2].	
	How frequently do you keep in touch with [FAMILY CALLER #2]? Mainly by phone call, SMS, flash, face-to-face or other means? How many calls in a month do you call him/her? How many times a month will he/she call you?	
	Before, when did not have the mobile, how did you keep in touch with [FAMILY CALLER #2]? Mainly another person's mobile, face-to-face or public phone or other means? How often did you contact them compared with when you now have phone (more or less than now)? Do you think it is now more or less expensive to keep in touch with [FAMILY CALLER #1] now?	
	How has your life changed now that you more frequently reach [FAMILY CALLER #2]?	
O	How has your life changed now that you are able to contact others more often with the mobile? OUTCOME	



**APPENDIX H: TEMPLATE FOR FIELDNOTES: UGANDA (WEEK ONE: "Deep hanging out")**

DATE: JUNE 2007  
 TIME START: \_\_\_\_\_: \_\_\_\_\_ TIME: END: \_\_\_\_\_: \_\_\_\_\_  
 LOCATION: \_\_\_\_\_  
 Who is PRESENT?: \_\_\_\_\_ RECORDING # \_\_\_\_\_  
 Documents Collected: \_\_\_\_\_

<b>SUMMARY OF FIELDNOTES: (review day, observations)</b> [see, hear, smell], words, specific phrase, insider lingo, etc)	<b>FIELDWORK REMARKS (ANALYTICAL RELEVANCE of Observations)</b> prelim. analysis, what you learned, LINKS, how culture works? THEMES?
DESCRIPTION:	PRE-fieldwork remarks:
	Post fieldwork remarks:
	Prelim. Connections or potential conclusions?
Questions about people or behaviour at site?	PERSONAL REFLECTION: learning, what it was like, comfortable?
	connection with informants? SEPARATE FROM ANALYSIS
	Write on back

## **APPENDIX I: EVALUATION FORM:**

### **How did you find this focus group discussion?**

1 = Good 3 = I didn't learn anything new 5 = improved understanding of gender

What ideas or issues came up about gender dynamics and mobile phones?

What information is still missing for this study on mobiles and intrahousehold gender dynamics?

ANY impressions or comments you would like to add to experience?

