INTRODUCTION

Good day. My name is……………………, from Research Solutions Africa, an independent market and social research firm that conducts research in Africa.

We are currently carrying out an evaluation on the impacts of rural water supply projects within this area following a request from Maji Safi Kiosk. The information we collect will be used to inform the Aqua Station on how well to set up the water stations in the rural areas that would be beneficial to the communities in terms of social and economic benefits. The households are randomly selected and this happens to be one of the selected household. The interviews will take approximately 40 minutes. The information we collect will be used to further improve on the services that you receive from the Maji Safi Kiosk. We are only interested in your views, and your responses will be kept strictly confidential. Your details will not feature anywhere in the report.

Good day. My name is……………………, from Research Solutions Africa, an independent market and social research firm that conducts research in Africa.

We are currently carrying out an evaluation on the impacts of rural water supply projects within this area following a request from Maji Safi Kiosk. The information we collect will be used to inform the Aqua Station on how well to set up the water stations in the rural areas that would be beneficial to the communities in terms of social and economic benefits. The households are randomly selected and this happens to be one of the selected household. The interviews will take approximately 40 minutes. The information we collect will be used to further improve on the services that you receive from the Maji Safi Kiosk. We are only interested in your views, and your responses will be kept strictly confidential. Your details will not feature anywhere in the report.

Good morning/afternoon. My name is…………………………………, from Research Solutions Africa; an independent market and social research firm that conducts research in Africa.

We are currently conducting a survey on technological innovations among the small scale entrepreneurs where will mostly discuss their businesses in terms of the machines and equipments they use, whether they import these machines or by them locally, if they have preferred alternative machines performing the same functions and get an understanding of the barriers to using the preferred machines (preferred technologies).

The enterprises we are visiting have been randomly selected and this happens to be one of selected enterprise for an interview. The interview will take approximately 50 minutes. We are interested in your views and the information you give will be strictly confidential; your name will not feature anywhere in the report.

May I proceed?

I will start by asking you a few questions about yourself and this business

SCREENER

Sc1. What is your position in this business?

1. OWNER…………………………..CONTINUE
2. BUSINESS PARTNER…………CONTINUE
3. EMPLOYEE………………………ASK TO SPEAK EITHER TO THE OWNER OR BUSINESS PARTNER( IF ANY)
4. OTHER………………………….. ASK TO SPEAK EITHER TO THE OWNER OR BUSINESS PARTNER( IF ANY)

Sc.2 number of employees for the enterprise

1. LESS THAN 5…………………… CONTINUE
2. MORE THAN 5…………………..END

Sc 3. Nature of the business structure?

1. OPEN PLACE………………….CONTINUE
2. SEMI-STRUCTURE…………..CONTINUE
3. FACTORY………………………END

SECTION A: IDENTIFICATION

|  |
| --- |
| Respondents name*( optional)*Respondent's Name (optional) |
| Gender of the respondent ( do not ask; observe) |
| Respondents position in the business *( probe for: owner, partner, employee*) |
| Location |
| Name of the business |
| Type of business( sole proprietorship, partnership) |
| Telephone contact for the respondent |
| Interviewers name |
| Date of interview |
| Time of interview |

SECTION B: MAIN BUSINESS ACTIVITY

B1. Briefly tell me the business activities you are involved in? For response categories 1-3, specify the products that you deal in.

1. Metal work ………………
2. Wood work ………………
3. Textile ………………
4. Car repair
5. Other( specify)

B2. For how many hours does your business operate in a typical day?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………

B3. For how long have you been in this business?

1. Less than one year

2. Between 1-3 years

3. More than 3 years

B4. Which other businesses have you been involved in before this one? (*Self employed or employed, in which industry, in the same business or?)*

B5. Do you have any employees?

1. Yes

2. No

B5i. If yes please give the number of employees that you have………………………………….

B6. How would you describe your customers? (*Probe for: economic activities they are involved in, gender of the customers, quantities bought at any given time, locals or foreigners)*

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B7. Briefly tell me how you sell your products *(probe for: marketing activities, number of branches, any agents involved, and pricing strategies in use)*

………………………………………………………………………………………………………………………………………………………………………………………………………………………………

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SECTION C: TRANSPORT AND COMMUNICATION

C1. How far is your business located from your area of residence?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………

C2. What mode of transport do you use to the business?

1. Walking
2. Bicycle
3. Motorcycle
4. Matatu
5. Bus
6. Other( specify)

C3. How long does it take you to your place of work using the mentioned mode of transport?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………

C4. Where do you obtain the raw materials for the business?

1. From a nearby shop/ market
2. From a nearby town
3. Imported
4. Other( specify)

C5. How do you communicate with your suppliers?

1. Calling using mobile phone
2. Chat through mobile phone
3. Short messages via mobile phone
4. Through E-mail
5. Through letters
6. Other ( specify)

C6. How often do you communicate with your suppliers?

1. Daily
2. Twice in a week
3. Once in a week
4. Twice in a month
5. Once in a month
6. Less than once in a month

SECTION D: MOBILE BANKING

D1. Do you have a bank account?

1. YES
2. NO

D2. Are you aware of mobile banking?

1. YES
2. NO

D3. Do you use mobile banking?

1. YES
2. NO, BUT NOT INTERESTED
3. NO, BUT I AM INTERESTED
4. OTHER( specify)

D3i. If yes, what do you use mobile banking for? (*Multiple responses)*

1. BUY AIRTIME
2. CHECK ACCOUNT BALANCE
3. TRANSFER MONEY
4. PAYMENT OF BILLS
5. CASH WITHDRAWALS
6. OTHER (SPECIFY*)……………………………………………………………….*

SECTION E: TECHNICAL EQUIPMENTS FOR THE BUSINESS

I will now ask you about the Technical Equipments that you use in this business.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of the Equipment | Functions of the Equipment | How acquired   1. Bought(locally) 2. Locally made 3. Other( specify) | Status of the equipment when acquired   1. New 2. Second hand 3. Other(specify) | How the purchase was financed  1.own savings  2.loan(bank)  3.loan(friend/relative)  4. loan( support group/chama)  5.other( specify) |
|  |  |  |  |  |
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|  |  |  |  |  |

E1: TECHNICAL EQUIPMENT’S SPECIFIC QUESTIONS

Please give the equipment’s specifics (as required below) for each of the equipments mentioned above

Name of the Technical Equipment:

When did you buy this Equipment? (*Year acquired*)

Cost of the equipment when acquired?

How has it helped you in your business?

Who uses this Equipment? (*Probe for: self, employees, clients/customers*)

(Users of the equipment mentioned above) Have they been trained on the use of this equipment?

1. YES
2. NO

If yes, please explain in details the training: who trains them on the use of the equipments, any requirements for the trainees, costs involved (how much), and duration of the training

What is the frequency of use of this Equipment?

1. Daily
2. Once per week
3. Twice per week
4. Once per month
5. Twice per month
6. Less than once per month

Is this Equipment for business use only?

1. Yes
2. No

If No, how else do you use the Equipment?

Do you share this Equipment with other businesses (competitors)?

1. Yes
2. No

Are you aware of other Technical Equipments that perform the same functions as this one?

1. Yes
2. No

Why you did specifically chose to buy/obtain this Technical Equipment?

What don’t you like about this equipment?

Is there an alternative for this equipment?

1. Yes
2. No

If yes, Name of the Alternative Equipment:

Do you intend to use this alternative equipment?

1. Yes
2. No

If yes why?

If no, why?

In your own opinion, what do you think will be the benefits of using this alternative equipment? *Please probe for effects of the equipment on the quality of products, cost of production, profitability*

What hinders you from obtaining this Equipment?

Any plans to acquire an alternative Equipment?

1. Yes
2. No

If yes, when?

Why?

Does the equipment need any kind of service?

1. YES
2. NO

If yes, frequency of service?

1. ONCE PER MONTH
2. ONCE AFTER TWO MONTHS
3. ONCE AFTER EVERY 6 MONTHS
4. ONCE PER YEAR
5. OTHER( SPECIFY)

What is the Cost of service per specified duration?

When do you think the equipment needs to be replaced? (Probe *for: length of operation before the equipment can be replaced*)