### Survey Questionnaire (English version only)

**Overview**This survey will be used for research purposes only. It is voluntary, and you can choose to stop participation at any time you want. As no personal details are asked for, none of the information captured can ever be linked back to you.

**Demographic information**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Please indicate your gender**

|  |  |
| --- | --- |
| * male
 | * female
 |

 | **What age group do you fall into?**

|  |  |  |
| --- | --- | --- |
| * 18-23
 | * 24-29
 | * 30-35
 |

 |
| **What is your home language*** Xhosa
* Zulu
* Afrikaans
* English
* Other
 | **What is the highest level of education you achieved?*** no formal education
* primary school
* secondary school
* technical / trade certificate
* diploma
 |

 **Mobile Phone Capabilities**
Please put a tick next to the things you can do with your mobile phone.

|  |  |  |  |
| --- | --- | --- | --- |
| yes | no | not sure |  |
|  |  |  | I can send and receive an sms |
|  |  |  | I can send and receive emails on my mobile phone |
|  |  |  | I can use the internet on my mobile phone |
|  |  |  | I can take pictures with my mobile phone |
|  |  |  | I can use, or download Java apps |
|  |  |  | I can play games on my mobile phone |
|  |  |  | I can listen to the radio on my mobile phone |
|  |  |  | I can listen to music on my mobile phone |

**Please put tick or put a cross through your choice.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Not Sure** | **Disagree** | **Strongly Disagree** |
| 1 | Using my mobile phone is convenient because I can use it anywhere | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 2 | Using my mobile phone is convenient because I can use it anytime | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 3 | I would find interacting with government via my phone useful | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 4 | Using my phone to get information would be quicker than visiting government offices | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 5 | Using my phone to interact with government will save me a lot of time | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 6 | My interaction with government using my phone will be clear and understandable | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 7 | I would have no trouble learning to use my phone to interact with government | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 8 | I have enough money to use my mobile phone  | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 9 | I think the screen size of my mobile phone is big enough | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 10 | I would become very good at using my phone to interact with government | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 11 | There are people around me who think I should use my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 12 | Those who are important to me, such as family and friends think that it is good that I use a mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 13 | I would communicate with government using my mobile phone if the costs were very low. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 14 | I would communicate with government using my mobile phone if it was free. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 15 | There are enough people around me who can show me how to use new things on my mobile phone. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 16 | I think that I will use my mobile phone to interact with government instead of doing things the old way like standing in queues. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 17 | I would be one of the first to try mobile services to interact with government | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 18 | I can influence decisions that are made in my community | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 19 | If we all work together we can change what happens in our community | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 20 | I help out others in my community whenever I can | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 21 | I belong to a community groups or clubs | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 22 | I communicate with my family and friends every week | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 23 | I communicate with my neighbours every week | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 24 | I can call my family or friends if I need help | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 25 | I can call on my neighbours if I need help | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 26 | If I lost my wallet/purse in my community, I believe that I would get it back with nothing missing. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 27 | If I helped someone, they would help me when I needed help | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| 28 | I feel that people in my community get along well. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Not Sure** | **Disagree** | **Strongly Disagree** |
| I am interested in politics  | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Government looks out for me | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Besides voting, I can change what government does | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I communicate with my local councillor | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I can influence what politicians do in my community | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I trust government to protect my privacy | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would use my phone to vote on community issues  | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| It would be nice and easy to report community problems like trash removal using my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would use my phone to get information from government | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would complain about service delivery using my phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would use my phone to report on corruption | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| There are no security risks in using my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would like to get suitable job adverts sent to my phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would like interact with the Department of Home Affairs using my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would vote in national elections with my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would vote in municipal elections with my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would vote in a quick poll on community issues with my phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| My privacy won’t be violated if I use my mobile phone to interact with government | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I trust government | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want messages sent to my mobile phone about community meetings  | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want to see the results of a community vote on my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want to communicate with my community using my mobile phone  | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I will send my local councillor messages using my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want to be able to see what my local councillor is doing for the community using my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want to comment on what my councillor is doing using my mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want to see comments from my community on what my councillor is doing | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would use a government medical information service on my phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would like to be able to use my phone to find government facilities such as clinics and offices. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I want to be able to interact with the labour department to ask questions about my pay, leave, or working conditions.  | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would use my phone to get public transport information (train and bus time tables, and messages about delays) | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| If I was on the government housing list, I would like to receive messages via mobile phone | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| I would get the best mobile phone I could afford | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

 **Thank YOU for taking the time to complete this questionnaire.**

### Appendix B : Interview Questionnaire

Anything in ***bold italics*** are prompts for the researcher

Question1 : If you could use your phone to communicate with government, what services would you like to see?

* ***Information, notifications, vote (why / why not), simple polls, comment on issues, reporting(govt. officials, corruption, service delivery issues)***

Question 2 : Is there any reason/s that you would not want to communicate with government using your mobile phone?

* ***Security, privacy, cost***

Question 3: Do you find it easy to communicate with government, and if not, why not?

* ***SARS , Home Affairs, queues, filing in forms, Local councillor***

Question 4: Why would you want to use your mobile phone to communicate with government?

* ***Save time, money(travel, queues, etc.), Convenient, Easy to do, can do it as something happens!***

Question 5: Is there anything about using your mobile phone that you find difficult?

* ***Language, navigation, small screen, buttons, predictive text, menus,***
* ***Loading applications,etc.***

Question 6: How involved are you in your community

* ***How much, if not why not? Trust?***
* ***Generally too busy, or don’t feel its worth it?***
* ***If you do belong to a club/group, which groups do you belong to, why?***