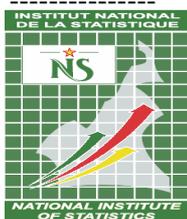


**NATIONAL INSTITUTE OF
STATISTICS**



**TELECOMMUNICATIONS
REGULATORY AGENCY**



Survey on

**« the vulnerability and the control of children in the usage of ICT in Cameroon»
and**

« the level of satisfaction of consumers of ICT products and services, including the Mobile money, the mobile banking and the publicity offers in Cameroon »

INTERVIEWER'S MANUAL

January 2017

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WARNING

Interviewers!!!

This manual is your working guide. Read it attentively and follow meticulously these instructions.

You have been solicited to take part on the survey on « **the vulnerability and the control of children on the usage of ICT in Cameroon» and « the level of satisfaction of consumers of ICT products and services, including the Mobile money, the mobile banking the publicity offers in Cameroon »**

This operation consists in collecting information through the whole national territory with households and enterprises (public and private).

The success of this survey depends on the quality of the information which will be collected by you. This one depends on the manner of which you will administer the questionnaires and your attitude towards the persons interviewed. It is why, it is primordial that you put in practice the directives and advices, fruits of a sum of experiences accumulated during several years, which are given to you in this manual.

While participating to this study, you help the Telecommunication Regulatory Agency (ART) to get essential data to efficiently fulfill its missions, notably those related to **the vulnerability and the control of children on the usage of ICT and those concerning the level of satisfaction of consumers of ICT products and services, including the Mobile money, the mobile banking the publicity offers in our country.**

Make good use of the material which has been given to you and return it inevitably to the National Institute of Statistics as soon as you finish the work.

The ART and the NIS rely on your professionalism and your engagement.

LIST OF ACRONYMS

N°	Siglas	Definition
1	ADSL	Asymmetric Digital Subscriber Line
2	ART	Telecommunications Regulatory Agency
3	CDMA	Code Division Multiple Access
4	COP	Child Online Protection
5	CTO	Commonwealth Telecommunications Organisation
6	GESP	Growth and Employment Strategy Paper
7	GE	Big Enterprise
8	GPRS/EDGE(GSM)	General Packet Radio Service/Enhanced Data for Global Evolution
9	GCA	Global Cybersecurity Agenda
10	HFC	Hybride Fibre-Coaxial/ Fiber-Coaxial Hybrid
11	NIS	National Institute de la Statistics
13	ISP	Internet Service Provider
14	ME	Average Enterprise
15	MDG	Millenium Development Goals
16	PE	Small Enterprise
17	CTN	Commutated Telephone Network
18	ICT	Information and Communication Technologies
19	TPE	Very Small Enterprise
20	UIT	International Union of Telecommunications
21	VSAT(SOHO)	Very Small Aperture Terminal
22	WIFI	Wireless Fidelity
23	WIMAX	Worldwide Interoperability for Microwave Access

INTRODUCTION

The information and communication technologies (ICT) constitute henceforth not only a main and efficient vector of development in all directions in the world economy, but in the same time an eventual source of economic, social and political threats in our communities.

The rapid evolution of technologies has given place to the emergency of some electronic communications tools which intervene in the communications market in order to facilitate financial transactions while favouring online payments, putting in virtual relations the banks, some commercial enterprises and customers through the exploitation of virtual spaces such as the cloud¹.

These activities, potentially added value, employments and taxes generating, come to increase in the market of ICT, the abundance of operators of which the effects are not always orthodox towards the consumer in general and minors in particular command from public authorities, an anticipation to the effect of an efficient technological watch.

It is in this perspective that the Telecommunication Regulatory Agency (ART), taking into consideration his regulatory, control, follow up of the operators, exploiters and service suppliers activities, and of the protection consumers, being situated in the inking of the vision of the President of the Republic of Cameroon which is to « **make Cameroon an emergent, country, democratic and united in his diversity while adopting the numeric economy**», in the straight line of the strategic orientations contained in the Growth and Employment Strategy Paper (GESP), which aim at improving the digital access, through the development of networks, the appropriation and the vulgarization of ICT, consider necessary to deploy a multi-target survey that can result to release quantitative tools for the related analysis and action:

1) To the vulnerability and the control of children in the usage of ICT in Cameroon :

The Telecommunication Regulatory Agency (ART) has participated at the Île Maurice (Maurice Island) in 2012, to the launching of the CTO (Commonwealth Telecommunications Organization)- UIT (International Union of Telecommunications) called « COP » (Child Online Protection) joined initiative which derives from the Global Cyber security Agenda (GCA), launched in 2007 by the UIT which was aimed at reinforcing the confidence and the security in the usage of telecommunications/ICT and, in particular, in the society of information for the children in the boom of technologies and the enlarged social networking.

The risks related to the use of internet have very worrying especially for the most vulnerable class of children. Though it is an indispensable tool for capacity building, for the creation of wealth and for the decent employments, Internet exposes children to an inappropriate material, to the pornography, the wrong publicity, the online games and purchases, the racism, various violence and even to the solicitations of terrorist groups ... and parents are often ignorant of these risks and the methods of protection.

So, the global culture of the cyber-security² is urgent and the State has an important role in the taken conscience of the plague and in the organization of the control by all the stake

¹ The cloud computing is a technology that enables an access omnipresent, practical and at the demand to a shared network, and to a set of settable computerized network (like for example: networks, servers, stockage, applications and services) that can be provided and liberated with a minimum of administration. Example of use: stocking/saving on internet personal pictures taken with a phone.

² Cyber security is the all the laws, politics, tools provisions, concepts and mechanisms of safety, methods of risks management, actions, trainings, good practices and technologies that can be used to protect persons and the

holders among others: the children themselves, the State, the educators (parents, teachers, social services ...), the operating industry (fixed and mobile, internet access supply, sale of materials, ...), the universities and the researchers.

2) At the level of the satisfaction of consumers in the usage of the ICT products and services of operators, including the Mobile money, the mobile banking and the publicity offers in Cameroon :

The statistics related to it will help to distinguish not only the level of usage of these tools by the enterprises and households, but also to census the favourable and unfavourable connexities likely to constitute a lever as well in the economic as in the social plan, in the perspective of a better legal and regular control.

Thus, the encounter between the multi-forms and several offers of operators and the expectation of the consumers, does not express automatically the sound emulation of the market that can ensure to the customers the maximum satisfaction. In the framework of the protection of the consumer and the appeasing of the social dialogue in general, the ART is planning to monitor periodically the level of satisfaction by the production and the follow up of indicators related to it.

CHAPTER 1 : SOME DEFINITIONS USED IN THE FRAMEWORK OF THIS SURVEY

The survey that the ART is carrying out with the technical support of the NIS has as main objective to produce and put at the disposal of the ART a set of pertinent indicators and is declined in two phases : a household survey and a data collection enterprises. In this survey, some expressions are used and deserve to be defined in order to have a harmonized comprehension of the technical documents.

I. Enterprise and its various forms

An enterprise is an economic unit, legally autonomous, organized to bring into play a set of factors of production of goods or services for the market. On the legal aspect, an enterprise is a physical or moral person who exercises for own account an economic activity

Decentralized units of an enterprise are its establishments. An enterprise is an establishment or a set of establishments.

Enterprises can be presented according to their size (big enterprises, medium size enterprises or small enterprises, informal production units, etc.), according to the nature of their activities (agriculture, extraction, manufacture, water and energy, Building and Public Works, commerce, services, etc), etc

We distinguish individual enterprises and shareholding/society enterprises.

I.1 Individual enterprise

It has as owner, a physical person, an individual, who, with personal financial means exercises his or her activity. The boss is therefore totally responsible of his belongings in case of bankruptcy.

I.2 Shareholding/society enterprise

The company is a moral person that brings together by contract a set of persons who bring belongings, and thus, form a collective entity; that exists according to common rules of operating, independently of physical persons that take part in it

We distinguish several forms of companies allowing more or less adaptability to gather the capital. We will talk here about a few forms.

B1- Limited Company (LC): particularly capital society, permits to gather considerable masses of capitals and as such, furnishes to capitalism means to accumulate without limits means of production. Shareholders are responsible for the debt of the enterprise in proportion to their shares. Shareholders are responsible for the debts of the enterprise only within the limits of their shares. In principle, each shareholder participates to the management of the enterprise through General Assemblies of shareholders and participates to the distribution of benefits (dividends). The minimum assets (joint stocks) must be ten millions of CFAF, divided into shares. The minimum face value (of a share) cannot be less than 10 000 CFAF.

- **B2- Limited Liability Company (SARL):** It is the intermediary form between companies of persons and companies of capitals. In this company, partners are only responsible of debts in proportion of their shares and their rights are represented by social shares. It can be made of a physical or moral person, or between two or several physical or moral persons. The minimum social capital must be one million of CFAF, divided into social shares, of which the minimum face value cannot be less than 5000 CFAF.

NB: partners cannot sell their shares without the agreement of the other partners.

B3- Public enterprise: They are companies controlled by the State or public communities, having complete accounts and having a legal status.

B4- Para public enterprise: private and public capitals are joined in the company.

B5-Administrative public establishment (EPA) : Moral person with public right, having a financial autonomy and legal status, having received from the State or a decentralized territorial collectivity an affected patrimony, in order to realize a mission of general interest or to ensure an obligation of public service.

B6-Company with public capital: Moral person with private right, having a financial autonomy and a share capital owned completely by the State, one or several decentralized territorial communities or one or several other companies with public capital, in order to execute for the general interest, activities having an industrial, commercial and financial character.

II. Classification of enterprises

The classification of enterprises is done on the bases of the Law N°2010/001 of the 13 April 2010 about the promotion of small and medium size enterprises in Cameroon.

The Very Small Enterprises (TPE) are the ones that employ less than 5 persons and/or have an annual turnover inferior or equal to 15 million F CFA.

The Small Enterprises (PE) have a number of permanent employees included between 6 and 20 persons and/or realize an annual turnover included between 15 and 100 million F CFA.

The medium size enterprises (ME) are the ones that employ between 21 and 100 persons and/or having an annual turnover included between 100 million and 3 billion FCFA.

The big enterprises (GE) represent the ones that employ more than 100 persons and/or that have an annual turnover superior to 3 billion F CFA.

III. Type of connection

Cabled connexion: It is an internet connection using the cable.

Wireless connection: It is a mobile connection based on radio waves.

N°	Type of technology	Definition of the acronym	Definition
1	RTC	Réseau Téléphonique Commuté	Enables a high internet debit via a telephone line with the possibility of having alternatively the telephone and internet services.
2	ADSL	Asymmetric Digital Subscriber Line	Enables a high internet debit via the telephone line with the possibility of having at the same time the telephone and internet services.
3	WIFI	Wireless Fidelity	Wireless local network (coverage up to 50 m) enabling a connection
4	WIMAX	Worldwide Interoperability for Microwave Access	Wireless local network with long coverage (covering up to 10 Km) enabling a connection
5	GPRS/EDGE (GSM)	General Packet Radio Service/Enhanced Data for Global Evolution	Norms 2 G improved, useful to have mobile Internet
6	Fibre Optique	Glass or plastic wire having the capacity of carrying light. The FO offers very high debits enabling to have at the same time the time the voice, the video and the data	
7	VSAT (SOHO)	Very Small Aperture Terminal	Enables a connection by satellite at wires at high debit wireless Internet.
8	HFC	Hybride Fibre-Coaxial	Network that incorporate as well the optical fiber as the coaxial cable to create a network of large band, that is to say with high debit.

Examples of images corresponding to the VSAT device



Element permitting to understand well the type of connection

OPERATORS	TERMINAL	TECHNOLOGY
CAMTEL	KEY OR BOX	CDMA
	CABLED BOX	ADSL
MTN	KEY WITHOUT SIM	WIMAX
	CABLED BOX	ADSL
	KEY WITH SIM	GPRS/EDGE/3G/4G
	KEY WITH SIM	GPRS/EDGE/3G/4G
ORANGE	KEY WITHOUT SIM	WIMAX
	CABLED BOX	ADSL
	KEY WITH SIM	GPRS/EDGE/3G/4G
	BOX WITH SIM	GPRS/EDGE/3G/4G
NEXTTEL	KEY WITH SIM	GPRS/EDGE/3G/4G
	BOX WITH SIM	GPRS/EDGE/3G/4G
VODAFONE	KEY WITH SIM	4G LTE
	BOX WITH SIM	
YOOME	KEY WITH SIM	WIMAX
	BOX WITH SIM	
RINGO	BOX WITHOUT SIM	WIMAX
MATRIX	BOX	ADSL

CHAPTER 2 : PRESENTATION AND UNFOLDING OF THE SURVEY

2.1. Objectives

2.1.1. Global objective

The study globally aims at elaborating the strategy for the development and the control of the digital economy, the protection of the consumer against the abuses of the cyber space, and the protection of the child online in Cameroon of which the implementation will reinforce the confidence and the security of children in the use of ICT.

2.1.2. Specific objectives

Specifically, it will be about to produce and put at the disposal of the ART the indicators helping to:

- **Concerning the vulnerability and the control of children in the use of ICT in Cameroon :**
 - To evaluate the status of the protection of children online in Cameroon (institutional, legal and regular framework) ;
 - To evaluate the access and the level of usage of the Internet by all the strata of the population in general and the children in particular ;
 - To determine following their forms the levels of vulnerability of children online according to the age and the sex ;
 - To evaluate the knowledge, attitudes and practices towards risks related to the use of the Internet for the following different groups:
 - the children themselves ;
 - the parents ;
 - To elaborate according to the case, recommendations or directives.
- **As for the level of satisfaction of consumers in the usage of ICT products and services of operators, including the Mobile money :**
 - To determine the proportion of users of these services (enterprises, households, administrations) ;
 - To make the state of the legal control of these activities (Institutional, legal and regular framework) ;
 - To evaluate the risks related activities/services of the mobile money ;
 - To evaluate the level of satisfaction on the internet service (Quality of service and tariffs) ;
 - To evaluate the level of satisfaction on the telephony network (Quality of service, tariffs) ;
 - To evaluate the level of perception of publicity offers of operators ;
 - To produce IDI (ICT Development Index)
 - To produce IPB (ICT Price Basket) of the prices basket of ICT.

2.1.3. Expected results

It is expected from this study:

- ✓ An execution report of the study ;
- ✓ An analysis report ;
- ✓ The data base

2.2. Sphere of the survey

This study covers as well the « household » section as the « enterprise » section. This part is structured according to these sections.

2.2.1. « Household » section

a) Geographic cover and study domain

Cameroon has 10 administrative regions, 58 divisions and 360 sub-divisions. Yaoundé and Douala are the two biggest towns. The sample is structured in such a way to give an appropriate representation of the urban and rural areas as well as the twelve survey regions, corresponding to ten administrative regions and to the cities of Yaoundé and Douala, for which we must have an estimate for all the indicators. Given that, the cities of Yaoundé and Douala constitute two independent domains of study, the results concerning the Centre region exclude the Yaoundé town and those of the Littoral region exclude the Douala town.

The results of the survey will be presented for the Cameroon, for the urban and the rural areas separately, for the twelve survey regions and eventually for the urban and the rural areas of each of the ten survey regions different from Yaoundé and Douala.

b) Statistic and observation units

For the data collection with the households, the statistical unit is the household. It is about a set of one or several persons (socio-economical unit), having or not a blood link or marriage, living in one or several lodgings of the same compound (this set of lodgings constituting a dwelling unit), putting in common their resources, in order to provide for their current expenses, taking most often their meals together, and recognizing the authority of only one person as the household head (or reference person).

Observation units are at the same time the household (possession and use of ICT goods and services) and the individuals (socio-demographic characteristics, possession, and use of ICT).

c) Duration of the data collection and data collection personnel

The data collection will last 18 days. Practically, the data collection in each Enumeration Area or cluster consists at spotting households selected through a random drawing and at the administration of questionnaires.

In order to well conduct this work, an accurate number of interviewers and controllers, trained by supervisors has been retained and proportionally to the work load in each survey region.

As for the organization of the data collection, it will be done according to the proximities of clusters and the availability of the logistics and the data collection materials put at the disposal of the team. Anyway, it will be done according to the specificities, of the level of enclave and insecurity in each survey region.

Table 2 : Distribution of the data collection personnel according to the survey region

Survey region	Interviewers	Controllers	Entreprise section	Waiting list	Total
Adamaoua	4	1		1	6
Centre without Yaoundé	4	1			5
Douala	8	2	6	1	17
East	4	1		1	6
Far-North	4	1		1	6
Littoral without Douala	4	1			5
North	4	1		1	6
North-West	4	1		1	6
West	4	1		1	6
South	4	1		1	6
South-West	4	1		1	6
Yaoundé	8	2	4	1	15
Total	56	14	10	10	90

2.2.2.« Enterprises » section

a) Geographic coverage

the survey will bear on the formal enterprises covering the national territory and the whole economic sectors. At the meaning of the study, the formal enterprises are those that fill the Statistic and Tax Returns. For this study the economic activity has been subdivided into six sectors of activity: the primary; the industry; the BPW (Buildings and Public Works), the commerce, the financial services, and the other services.

b) Observation unit

The observation unit is therefore the enterprise defined as a legally constituted unit and which has an autonomy of decision. At the level of the enterprise the main leader and the person in charge of the ICT of the enterprise will be interviewed.

c) Drawing of enterprises

The sample is constituted in such a way that it is representative of the type of enterprise and sectors of activities.

In order to ensure a representativeness of the sample, the sampling method retained is the stratified sampling. The stratification variables are the type of enterprise and the sector activity. The type of enterprise corresponds to the size of the enterprise according to the criterion of the turnover. According to this criterion four types of enterprises are defined: the Very Small Enterprise (TPE/VSE), the Small Enterprise (PE/SE), the Average Enterprise (ME/AE) and the Big Enterprise (GE/BE).

The size of the sample is 603 enterprises on the 10605 units that make the data base of the sampling. The global sampling rate is 5, 7%, with an inclusion probability of 0.3 in the strata of enterprises in the primary sectors and financial services. For the rest of the other strata of large firms, the inclusion rate is 0.2. For the other strata, the number of enterprises to be interviewed is determined by means of an allocation proportional to the workforce. Within each stratum, firms are drawn using a simple random sampling design.

Table 3: Distribution of sampled enterprises by sector of activity and by size

Sector of activity	Size				Total
	GE/BE	ME /AE	PE/SE	TPE/VSE	
Primary	4	6	13	14	37
Industry	16	5	13	10	44
BPW	4	4	15	12	36
Commerce and car repair	17	20	89	49	175
Services	14	16	112	121	263
Financial services	6	6	17	20	48
Total	60	57	259	226	603

Source: NIS/Directory of enterprises

2.3. Spotting of units to be interviewed

2.3. 1 -Spotting of households

The sample of this survey is a sub-sample of the EC-ECAM4. For each cluster, you will be given a cartographic file of the cluster containing a localization plan, a sketch as well as the list of numbered households in this cluster. It will therefore be for the interviewers, to find the selected households in each of the clusters of the sample.

2.3. 2 -Spotting of enterprises

A list of enterprises will be given to you during the training. This list gives the identifier, the name or the trade name, the survey region where the structure is found, the sigla, the type of enterprise, the sector of activity, etc. It contains in addition information on the contacts of persons that may facilitate the work in the enterprise. The localization is given for the most of the enterprises.

Practically, mails have been addressed to the leaders of enterprises some weeks before your deployment on the field. It is important that you get a copy of the mail as well as a questionnaire when you will go to the enterprise.

2.4- Unfolding of the interview

To conduct successfully an interview must not be considered as a mechanical process. Every interview is a new source of information; you have therefore to make it interesting and enjoyable. The art of interviewing is developed with the practice, but there are some basic principles that the interviewers must follow in order to well conduct the data collection. You will find here several general directives to learn how to establish good relationships with the interviewees and how to conduct a successful interview. You will equally find there some advices for a good unfolding of the survey and information related to the language of the interview.

2.4.1- Principles for a good unfolding of the survey

In order to increase the chances of success in your work, ensure that you respect the six principles below:

1. *Never start the interviews in a survey area without having encountered the administrative authorities and the leaders of structures (for the enterprise survey).*
2. *For the enterprises, start the interviews in each survey area with the structures whose leaders are the most available.*
3. *A poor knowledge of your subject may create a doubt among the interviewees and can make them become reticent even those that were ready to cooperate. **Ensure that you master your subject.***
4. *You must permanently have an attitude of courtesy and know how to integrate yourself in your work milieu. **Never make promises.***
5. *The questionnaire is written in french and in english. Use any of the two official languages in which the interviewee feels at ease.*
6. *Dress decently and cleanly. When you are going to the enterprise, dress in an appropriate manner. As a matter of fact, your dressing can have a strong impression and open easily the doors. On the other hand, inside a neglected attire, even the watchman or the security agent may take you for an undesirable fellow.*

2.4.2- Advices to establish good relationships with the interviewee

The necessity to establish good relationships with the interviewee is a rule to be observed.

In principle, the interviewee and you are generally strangers to each other. Consequently, one of your main tasks is «to establish the confidence». The first impression that the interviewee will have of you will influence his/her good desire to cooperate to the survey. Make sure that your dress is clean, correct and your attitude is friendly, when you introduce yourself.

➤ As from the beginning make a good impression

When you approach the interviewee for the first time, try your best to put him at ease. With some well chosen words, you can put the interviewee in a favourable state of mind for the interview. Start the interview with a smile and a greeting while saying «*Good morning or Good afternoon*», then introduce yourself.

For example, a good introduction could be:

In the case of an enterprise:

*« Good morning Sir or Good morning Madam, I am called _____ . I am representing the National Institute of Statistics (while presenting your badge). You have surely heard about the statistically operation bearing on « **the vulnerability and the***

control of children in the usage of ICT in Cameroon» and « the level of satisfaction of consumers of ICT products and services, including the Mobile money, the mobile banking and the publicity offers in Cameroon » A mail from the Telecommunications Regulatory Agency (ART) has been sent to you to that effect (while presenting the copy of the letter sent to the structure). The operation concerns all the structures like your, and i would like to talk to you on that topic».

In the case of a household:

« Good morning Sir or Good morning Madam, I am called _____. I am representing the National Institute of Statistics (while presenting your badge). You have surely heard about the statistically operation bearing on **« the vulnerability and the control of children in the usage of ICT in Cameroon» and « the level of satisfaction of consumers of ICT products and services, including the Mobile money, the mobile banking and the publicity offers in Cameroon »** (while presenting your introductory letter with the household). The operation concerns some households among which yours that have been drawn, and i would like to talk to you on that topic».

➤ ***Filling of questionnaires***

It is adviced and even required to fill the questionnaires **with blue ball-point pens!!**

➤ ***Always have a positive approach***

Thank the interviewee for his/her eventual participation to the preceding surveys. In order to do this, you can name these surveys while showing him/her what these ones served for. In any case, never adopt a look of apology, and don't use expressions such as «Are you too busy ? » or « Could you grant me some few minutes? » or «Would you mind answering some questions? ». Such questions risk leading to a refusal even before you start. Rather say to the interviewee, « I would like to ask you some questions » or « I would like to chat with you for a while ».

➤ ***Frankly answer the questions of the interviewee***

Before accepting to be interviewed, the interviewee may ask you some questions concerning the survey or the way his/her structure has been identified to be interviewed. Be direct and kind while answering. The interviewee can also be worry about the duration of the interview. Give him/her clear answers without manifesting the least agitation. Always have on you your national identity card, your badge as well as the introductory letters in the structures and in the households and do not hesitate to present them on a simple request of your interlocutors.

Always show prove of seriousness for your work while respecting strictly the dates and times of appointments agreed with the interviewees. If you cannot honour an appointment, you must signal it to the interviewee (person in charge of the structure or the household) before the date of the appointment such that he/she should not wait for you.

2.4.3- Advices to well conduct an interview

➤ ***Neutrality during the interview***

The majority of people is polite and has the tendency of giving the answers that they think you will wish to hear. Consequently, it is very important that you remain absolutely neutral when you are asking the questions. With the expression of your face or the tune of your voice, never make the interviewee think that he/she has given a correct or a wrong answer to the question. Never give the impression to approve or disapprove one of the answers of the interviewee.

All the questions are carefully formulated to be neutral. They do not suggest that an answer is more likely or preferable to another. If you do not first of all read the complete question, you

can destroy this neutrality.

If the interviewee gives an ambiguous answer, try to deep in a neutral way, while asking questions such as: « Can you kindly explain a bit? »

➤ ***Suggestion of answers to interviewees***

If the answer of an interviewee is not pertinent, do not help him/her by saying something like « I suppose you want to say ... isn't it? ». Very often, he/she will agree with your interpretation of his/her answer, even if it is not the case. You must rather deep the problem in such a way that the interviewee him/herself finds the pertinent answer.

In principle, you must never read the list of the coded answered to the interviewee even if he/she has difficulties to answer, since he/she will agree with your proposition. Nevertheless you must do it in some cases that the manual will specify.

➤ ***Formulation and sequence of questions***

The formulation of questions and their sequence in the questionnaire must in principle be respected. If the interviewee has not well understood a question, you must repeat it slowly and clearly. If he/she persists not to understand, you can reformulate the question while take care not to modify the meaning of the original question. In this manual, some questions have been reformulated and you must in principle administer them as the manual requires.

➤ ***Treat with tact interviewees that hesitate***

In some cases, the interviewee will simply say « I don't know », will give a non pertinent answer, will seem bored or not interested, will contradict something he/she said previously, or still will refuse to answer the question. In such cases, it is your duty to revive his/her interest to the conversation. For example, if you feel that he/she is intimidated or frightened, try to put him/her in confidence before asking the next question. Spend some time talking about things that do not concern the survey (for example, his/her town or village, the weather, his/her daily activities, etc.).

If the interviewee gives non pertinent or complicated answers, do not stop him/her abruptly or impolitely, but listen what he/she has to say. Then, try to guide him/her slowly towards the original question. A good environment must be maintained during the whole interview. We reach the best environment for an interview when the interviewee considers the interviewer as a nice, receptive and pleasant person who does not intimidate him/her, and to whom he/she can say everything without feeling intimidated or embarrassed.

➤ ***Preconceived ideas***

Don't have pre-conceived ideas on the capacities and knowledges of the interviewee. Don't believe, for example, that persons exercising in a given structure, cannot realize some activities.

In addition, you must remember that the differences between the interviewee and you can influence the interview. The interviewee, who thinks that you are in disagreement with him/her, can be afraid or mistrust you. You must always behave yourself and talk in such a way that he/she feels at ease while talking with you.

➤ ***Rythm of the interview***

Administer calmly the questions in order that the interviewee understands well what they are asking him/her. After asking a question, wait and give him/her the time to think. If the interviewee feels pushed or if he/she is not allowed to formulate his/her own opinion, he/she can answer « i don't know » or gives a wrong answer. If you think that the interviewee is answering without thinking, simply to hurry the interview, tactfully bring him/her to more cooperation.

➤ ***filling of the questionnaire by the interviewee***

Exceptionally, it can happen that the interviewee (person responsible of the enterprise), for the availability reasons, be led to fill him/herself questionnaire. Some structures will ask you to leave the questionnaire and pass at another moment to take it. Leave it and try to get a reasonable delay to pass and collect the questionnaire (1 or 2 days for example). When you get the questionnaire in such a case, you must go with him/her through the whole questionnaire in order, firstly, to ensure that it was completely filled, and secondly, to ensure that all the questions answered were well understood by the interviewee. In case of error, call to the person concerned to complete the information.

CHAPTER 3 : FILLING OF THE QUESTIONNAIRES

This chapter gives the content of every question and orientates the interviewers on the way to collect the information and the type of information to collect including the modalities of the various answers.

FIRST PART: « HOUSEHOLD » QUESTIONNAIRE

The questionnaires are forms that must be administered in every sample household. Every section contains a series of questions which must be asked in the order and systematically. The interviewer must avoid however to ask explicitly questions whose answer results from previous questions (what is your wife's sex?).

The questionnaire is essentially pre-coded and in general, we are expecting two types of reactions of the interviewer following the interviewee's answers:

- **To inscribe/to enter in a box, a figure corresponding to the answer given;**
- **To inscribe/to enter in full the description corresponding to the answer given by the interviewee in the case of modality « Other, to specify ».**

Attention : In case of eventual interviews on paper, all the questionnaires must be filled by yourself, with a blue ball-point pen !

Exceptionally it can happen that the number of sheets previewed for a section of the questionnaire is not sufficient. In this case, ask for supplementary sheets or supplementary questionnaires from your controller; these sheets will then be gummed on the appropriate places.

Every time that the answer is «*Other* », you must first of all inscribe/enter the corresponding code, then note/enter in full the declaration of the interviewee in the space reserved or even at the margin of the questionnaire while indicating with an arrow, if interview on paper.

All the figures must be centred to the right in the boxes reserved to this effect. This instruction is also valid for the codified variables.

If necessary, make precised and brief pertinent observations on the questionnaire or at the specified place in CAPI mode and always note the maximum information in your block note in order to clarify the situations/answers which appear ambiguous or not clear.

In case of error, cancel cleanly with two lines and copy again the answer on the left or the right of the previewed space, if the interview is on the paper or reposition in the corresponding box and key in again the correct value.

Always refer to your instructions manual and to your controller for any technical problem. This manual constitutes your main document during the whole survey and you must systematically have it on you during the data collection.

SECTION 0 : GENERAL INFORMATION

This section has two parts: the identification of the household and the data collection team.

1. IDENTIFICATION OF THE HOUSEHOLD

S0Q01: Survey region

Enter first of all in full the name of the survey region, then transcribe the corresponding code. Douala and Yaoundé have respectively the codes: 01 and 02. The codes of the other survey regions go from 03 to 12, the Adamoua survey region has the code 03, that of South-West has the code 12. These codes appear the document of Nomenclatures (Nomenclature of administrative

units) in the annex.

NB: Don't inscribe Centre or Littoral when you are working in Yaoundé or in Douala.

S0Q02: Division

Inscribe in full the name of the division in which you are carrying out the survey, as well as the corresponding code in the box reserved to that effect (see nomenclature of administrative units for the code of the division). In CAPI mode, this information is pre-coded.

S0Q03: Subdivision

Same instructions as at Q2

S0Q04: Village/Locality/Quarter

Inscribe/enter in full the name of the village (case of the rural area), where you are. In the urban area/semi-urban, inscribe/enter the name of the quarter where you are.

S0Q05: Stratum of residence

The information for this question is found in the nomenclature of the survey areas and will be recalled to you by your controller for every cluster.

Inscribe first of all the stratum in which you are found ("Urban stratum ", "Semi-urban stratum" or "Rural stratum "), then transcribe the corresponding code.

NB: Don't have pre-conceived ideas and don't make judgment on the qualification of strata and take the codes such as your controllers will communicate to you or as you will see in the nomenclature of the sampling base.

S0Q06: (EC-ECAM 4) EA/Cluster number

This number is given you by your controller. Inscribe it while centring to the right

S0Q07: sample number of household in the cluster

It is about the number attributed to the sample household after the drawing of households. This number is equally given to you by your controller.

2. DATA COLLECTION TEAM

S0Q08: Supervisor of the data collection

This variable is filled by the supervisor who writes in full his/her names as well as his/her code after the control of the questionnaire.

S0Q09: Controller of the data collection

This variable is filled by the controller who writes in full his/her names as well as his/her code after the control of the questionnaire.

S0Q10: Data collection agent (interviewer)

Inscribe first of all in full your names, then, then transcribe your number as interviewer which was given to you by your controller.

S0Q11: Date of the data collection

Inscribe/enter the date of the beginning of the survey in the household in day and month.

Example : If you start the survey in one household on the 10th February 2017, write:

1	0	0	2	1	7
---	---	---	---	---	---

The year 17 is pre-printed or pre-coded on the questionnaire.

S0Q12: Result of the collection

This variable is filled at the end of the data collection by the interviewer and verified by the controller.

The survey is completed (code 1) : if all the sections of the questionnaire were filled.

The survey is incomplete if one or several sections of the questionnaire are not filled for some members (code 2) ;

NB: The incomplete sections of the questionnaire and the reasons for which the survey was not complete must be inscribed and explained in observation, while indicating every time the section and the question concerned.

SECTION 1: CHARACTERISTICS OF THE HOUSEHOLD MEMBERS

THIS section helps to identify and to characterize in an enough detailed way every resident member of the household. The visitors are not concerned

The notion of household

A household is a set made of one or several persons, having a relationship or not, living in one or several lodgings of the same compound, taking the most often their meals together and putting in common all or part of their resources in order to provide for current or vital needs. These persons recognize the authority of only once person called the household head.

This notion is not to be mixed up with that of the family. As a matter of fact, all the members of a family have a relationship and are not force to be in the same compound, which is not the case for members of a household.

Collective households are not taken into consideration in this survey. It is about :

- Members of a religious community living in the convents or monasteries;
- Students living in the boarding-schools, the prisoners, etc.
- Workers lodged in centre ;
- Patients or pensioners of a health establishment for a duration exceeding six months (leper house, centres for reeducation, retirement homes, etc.).

Four fundamental criteria helping to determine if we are or not in the presence of a household:

- 1. The criterion of common residence (hut, house, apartment, compound or saré, etc.)**
- 2. The criterion of meals taken generally together, the most often at a moment of the day.**
- 3. The criterion of resources partially or totally in common. Expenses realized with part or all the resources brought by a member profit to certain extend to all the individuals that make the household.**
- 4. The criterion of recognition of the authority of the head of the household.**

The separated taking into consideration of one or two criteria does not suffice to define the outlines of a household. The cases below illustrate some situations :

- A tenant staying in the same compound with his/her landlord but independently is not a member of the landlord's household. Even if such a tenant is invited occasionally to share some meals of his landlord or takes regularly meals in the landlord house on more or less payment.
- On the other hand, a son living in a separate house but in the same compound with his parents and who shares their meals with them and uses part of his income for expenses profitable to all (alimentation, schooling of his young brothers, maintenance of the lodging, etc.) is a member of his parents' household.
- A poor neighbour invited more or less regularly to share the meals of the household (or a neighbour to whom they send part of cooked food) is not part of the household. This neighbour is helped by the household; he is dependent upon the household.
- A husband gone since more than six months to work abroad is no longer member of the household. It is the same case with children who went for studies for duration superior or equal to six months.

The notion of residence

The notion of residence is related to that of usual home and to that of the duration in the household or out of the household at the date of the start of the survey in the household.

A person is resident in the household if he/she lives there usually since at least 6 months or since less than 6 months, but with the intention to stay there for at least 6 months (move, marriage, etc.).

A resident is present if he/she spent the night in the household the day before the start of the survey and absent if not. But this absence must not reach 6 months.

A visitor is a person present in the household the date of the survey but who is passing for at least a night. His/her presence in the household must not reach 6 months (including the time already spent in the household at the date of the survey).

Inscribe the names and first names of each member of the household in the first box before filling for each individual, the answers to the following questions of the section. The first person to be registered is the household head (who can be a man or a woman) who received the serial number 01. Are then registered, the children of the household head whose mother (or the father) is not or no longer in the household, in case of need, the spouse(s) of the household head (each) followed by his/her children, the other parents of the household head and finally the non related persons.

In order to be sure that no member has been forgotten, first write the names on a sheet of paper (rough paper) and transcribe after in the questionnaire according to the order described above.

NB : This section must be filled individual by individual, that is to say column by column, after having as a preliminary established the list of household members. Respect scrupulously the instructions in order to avoid in maximum filling errors.

S1Q00A: Serial number

Numbers are pre-printed on the questionnaire and correspond to the registration order which was communicated above. The household head has the number 01. The serial number of each person of the household constitutes henceforth a code to identify this person, which will be conserved in the whole continuation of the questionnaire.

If you notice later that you have forgotten to register a member of the household in the right order, it is not necessary to start the registration at fresh, insert this member at the continuation of the registrations.

In the continuation of the questionnaire and of this manual, (Name) will designate any member of the household, previously registered, on whom bears the interview. It will be the name of the household if the questioning bears on the household head and **Ali** if the questioning bears on **Ali**.

S1Q00B: Names and first names of household members

Inscribe/enter the name and the first names of each of household members column by column starting with the household head.

S1Q01: What is the relationship of (Name) with the household head?

The relationship expresses the relation or filiation of each member of the household with the household head. Inscribe the codes previewed to that effect which appear in the questionnaire or those given in the unfolding list in the case of CAPI. For that, pay especially attention when the interviewee is not the household head; make sure that you register the relationship of each person with the household head and not the relationship with the respondent. For example, if the respondent is the household head's wife and she says that Simon is her brother, then Simon must be coded in 12 (OTHER RELATED PERSONS), and not 08 (BROTHER OR SISTER), since Simon is the brother-in-law of the household head. If the household head is married to a

woman who has a child of a previous marriage, the relationship of this child with the household head must be coded in 11 (ADOPTED/IN GUARD/CHILD OF THE SPOUSE).

In order to be more explicit, ask the following question to the respondent: « Who is (Name) for you? » If it is the household head the respondent or still « Who is (Name) for the household head? » if it is a third person who answers.

If in a household of several women married to the same man, it is one of them who is the household head, then the other women will have the code « 15 = Co-spouse».

S1Q02: Of which sex is (Name)?

Do not rely on the physiognomy or to the first name of (Name) to fill this question. It is more prudent to make sure without hurting the interlocutor, while asking a question like « Augustine is a girl of which age? ». Avoid questions such as «What is your sex Madam? ».

S1Q02a: Does (Name) usually live in this household?

Ask the question and write the interviewee's answer in the space provided for that. Usually means that the person lives in the household since 6 months or has the intention of living there for at least 6 months.

NB : The household head must usually live in the household (S1Q02a = 1).

S1Q02b: Did (Name) spend last night in the household?

It is a matter of knowing if (Name) the night before the passage of the interviewer in the household.

NB : Any person identified as not being a usual household member (S1Q02a=2) and not having spent the last night in the household (S1Q02a=2) must not be found in the household roster.

S1Q03: What is the age of (name)?

It is about the age in completed years (that is to say at his/her last birthday). If the interviewee gives the year of birth of (Name), without specifying neither the day nor the month, ask if the birthday of (Name) has already passed in 2017; if it is the case the age of (Name) is (2017- Year of birth). If not, the age of (Name) is equal to (2017- Year of birth - 1).

For aged persons who do not know their age, ask them questions from some events, such as their age at the birth of their first child, their age at their first marriage, at the second world war, at the independence, etc. Proceed as follows : « How old were you when your first child was born? » or still «what did you have when you got married for the first time or at your marriage if the interviewee got married only once».

For a person « born around ...» who cannot know the day and the month of his birth, it is considered such a person is born on the 1st January.

The table below helps you calculating the ages from the year of birth. In the first column is years of birth with the birthday not yet passed in 2017. In the second column, the birthday has already passed.

Table 2 : Age-Birth date coherency

Year of birth		Present age (Column 3)
Birth day not yet passed in 2017 (Column 1)	Birth day already passed in 2017 (Column 2)	
Does not know		
2016		0
2015	2016	1
2014	2015	2
2013	2014	3
2012	2013	4
2011	2012	5
2010	2011	6
2009	2010	7
2008	2009	8
2007	2008	9
2006	2007	10
2005	2006	11
2004	2005	12
2003	2004	13
2002	2003	14
2001	2002	15
2000	2001	16
1999	2000	17
1998	1999	18
1997	1998	19
1996	1997	20
1995	1996	21
1994	1995	22
1993	1994	23
1992	1993	24
1991	1992	25
1990	1991	26
1989	1990	27
1988	1989	28
1987	1988	29
1986	1987	30
1985	1986	31
1984	1985	32
1983	1984	33
1982	1983	34
1981	1982	35
1980	1981	36
1979	1980	37
1978	1979	38
1977	1978	39
1976	1977	40
1975	1976	41
1974	1975	42
1973	1974	43
1972	1973	44
1971	1972	45
1970	1971	46
1969	1970	47
1968	1969	48

Year of birth		Present age (Column 3)
Birth day not yet passed in 2017 (Column 1)	Birth day already passed in 2017 (Column 2)	
Does not know		
1967	1968	49
1966	1967	50
1965	1966	51
1964	1965	52
1963	1964	53
1962	1963	54
1961	1962	55
1960	1961	56
1959	1960	57
1958	1959	58
1957	1958	59
1956	1957	60
1955	1956	61
1955	1955	62
1953	1954	63
1952	1953	64
1951	1952	65
1950	1951	66
1949	1950	67
1948	1949	68
1947	1948	69
1946	1947	70
1945	1946	71
1944	1945	72
1943	1944	73
1942	1943	74
1941	1942	75
1940	1941	76
1939	1940	77
1938	1939	78
1937	1938	79
1936	1937	80
1935	1936	81
1934	1935	82
1933	1934	83
1932	1933	84
1931	1932	85
1930	1931	86
1929	1930	87
1928	1929	88
1927	1928	89
1926	1927	90
1925	1926	91
1924	1925	92
1923	1924	93
1922	1923	94
1921	1922	95
1920	1921	96
1919	1920	97

S1Q04: What is the matrimonial status of (Name)

It is about the actual situation.

- « Bachelor/spinster »: any person who has never contracted a marriage and who is not staying in free union.

- « Monogamous married »: any person married to only one spouse. Note that a man married under the monogamous regime but who lives as husband and wife with several spouses is considered in the framework of this survey as polygamous.

- « Polygamous married »: all the men married to several women, as well as women who have at least one co-spouse. In other words, the different spouses of polygamous marriages. Attention, a married man who on the married certificate has the status of « polygamous » but who in facts has only one spouse is married « monogamous ».

The notion of marriage is the one declared by the interviewee (civilian, religious, customary, etc.). The question asked here can be : « Is (Name) married » ? Knowing that the answer is going to orientate the continuation of the conversation for this question. Don't forget that in case where (Name) is married, you have to specify if it is monogamous or polygamous and that in case of bachelor or spinster, you have to verify that (Name) is not in free union. You can verify that the interviewee is in free union while asking the following question: « You said you are not married but do you live with a woman (man) » as if you were married?

- « Widower /Widow » : any person previously married, but whose spouse died and who is not engaged in another union.

- « Divorcee/Separated » : any person whose marriage is broken for a reason other than the death of the spouse, or in the way of breaking (decision pronounced by a judge), and who is not engaged in another union.

- « In free union » : any person living as husband and wife with his/her partner , while no civilian, religious or customary marriage has been celebrated.

NB: This question is asked to persons of 10 years or more.

For more precision, ask the household head if they are married persons in the household and ask their names. You will first of all note these names on a sheet of paper before inscribing the matrimonial status of every member of the household in the questionnaire.

It is about taking the matrimonial status of all the members of the household. Ask simply the question and inscribe the corresponding code in the box previewed to that effect.

The modality free union refers to two persons (a man and a woman) who live together, but having no engagement recognized but the law one towards another. Nevertheless, if the traditional marriage has been celebrated, the interviewee must consider that the two are married.

S1Q05: What is the level of education of (Name) ?

Simply register the code corresponding to the interviewee's answer in the box previous to that effect. Modality « Never gone to school » included all those who have never gone to school, as well as those who did only the nursery school, or those who only went to an informal school system (coranic school).

S1Q06: What is the highest diploma got by (Name) ?

Write the code corresponding to the interviewee's answer.

Examples

- If the interviewee stopped the studies after having followed class seven but did not obtain his/her CEP/CEPE/FSLC, write the code «1 = without diploma».
- If the person is presently in form 5 in the French sub system, his highest diploma can be the BEPC. If he/she got it, write the code «3 = BEPC/CAP/GCEOL». If he/she did not get it, ask him/her if he/she got the CEP/CEPE/FSLC: if yes, write «2 = CEPE (CEP)/FSLC», if not write the code 1.

S1Q07: Is (Name) suffering from a handicap ?

It is mainly about a physical or mental handicap, visible or not. You must be prudent and very subtle. Ask if (Name) is suffering from any trouble or illness which could disfavour him/her compared to the others and go further to know which one, in order to make sure that it is really a handicap.

If the answer is “no”, go the next section.

S1Q08: Of which handicap is (Name) suffering of?

In case of several types of handicap (except for the deafs and dumb that constitute a separate modality), note the most invalidating according to the declarations of the interviewee. Failing, in the decreasing, retain mental handicap, physical handicap, hearing handicap, visual handicap, and speech handicap.

Let us recall here that we are talking of:

- visual handicap visual for the blind and partially sighted persons;
- speech handicap for the mutes, stammerers, etc. ;
- hearing handicap for the dumb persons and hard of hearing persons;
- mental handicap for the fools, mad persons, lunatics, etc. ;
- spastic handicap for a person who cannot totally make a whole use of his/her superior or inferior limbs (cripples, one-armed persons, atrophied limbs, paralyzed or amputated persons, etc.) ;
- deaf and dumb for a person who has at the same time a hearing handicap and a speech handicap.

S1Q08a: Serial number of the main respondent for the section

It is the serial number of the person who answered the maximum number of questions of this section.

SECTION 2 : UTILIZATION OF ICT

This section is only for the usual members of the household (S1Q02a=1) aged 10 years or more, S1Q03 >= 10).

NB: Interviews are done one individual after the other and one household member is not supposed to answer for the other.

2.1. ACCESS TO ICT**S2Q01: Did (name) use a mobile telephone to communicate during the past 12 months?**

It is a question of knowing if the interviewee has made or received calls, sent or received SMS during the past 03 and this, even if the telephone does not belong to the interviewee.

S2Q01a: Do you know other services apart from calls and SMS given by the telephony operators?

The questions S2Q01a to S2Q01d have as subject the appreciation of the knowledge of services with added value accessible by telephone. These services may be given by the telephony operators or by any other actor of the economy. Question S2Q01a is interested by services with added value offered by the operators of the telephony. If the interviewee answers no, go directly to question S2Q01c.

S2Q01b: What are the other services offered by the operators of the telephony that you know?

If the interviewee declares that he/she often uses other services than calls from a mobile telephone, ask him/her to name these services. Three main types of services have been listed:

- a. Access to internet
- b. Purchase of products and services
- c. Mobile financial services (mobile money)

Don't suggest answers to him/her. If one of his/her answers corresponds to a modality listed, put **1** in the corresponding box. If one modality is not called, put **2**.

S2Q01c: Do you know some operators (other than the telephony operators) using the mobile phone to offer services?

The questions S2Q01c and S2Q01d are interested with added value services offered by operators other than those of the telephony. This first question aims at identifying the respondents having knowledge of these services. If the answer to this question is no, go directly to question S2Q02.

S2Q01d: What are the services offered by these operators that you know?

If the interviewee declares that he/she knows operators other than that of the telephony using the phone to offer services, ask him/her to name the services to which he/she refers to. Three main types of services have been cited:

- a. Taxis location
- b. Research of pharmacies on call
- c. Mobile financial services (mobile money)

Don't suggest answers to him/her. If one of his/her answers corresponds to a modality listed, put **1** in the corresponding box. If one modality is not called, put **2**.

S2Q02: Have you used a computer within the past 12 months?

It is a question of knowing if the interviewee has used a computer whatever the type within the past 3 months. Simply ask the question and register the code corresponding to the interviewee's answer in the box previewed to that effect.

S2Q03: Have you used Internet within the past 12 months?

Simply ask the question and register the code corresponding to the interviewee's answer in the box previewed to that effect.

If the answer is no, go directly to the verification of the filter which is at S2Q14F.

S2Q04: Place of use of the Internet

For all the following items (places of utilization of the internet) and joined to this question, ask the interviewee to answer to it by the affirmative or the negative. The interviewer must read every place (sub-question) and leave the possibility to the interviewee to answer according to his/her use of Internet in this place or not.

The use of the Internet is not supposed to be done only via a computer; it can also be done using a mobile phone, personal digital assistant, consoles of video games, digital television, etc. **Apart from the use of the mobile Internet, the places are associated with the equipment of the user, that is to say a computer installed at the job side or in an Internet café and the corresponding infrastructure.**

S2Q04a: Home

S2Q04b: Work place

If the work place of a private individual is his/her home, he/she must answer « Yes » only at the category « home ».

S2Q04c: Place of study (school, ...)

In the case of students and teachers (and others working in a study place), they should choose « work » as their place of utilization of the Internet.

When the place of study is equally used as community installation for the access to the Internet, this utilization should be signal in the category « community installation for the access to Internet ».

S2Q04d: Home of another private individual

It is the case here for example of children who go at the neighbour's or at a relative's in order to connect to the Internet without paying a counterpart.

S2Q04e: Community installation for the access to Internet

Contrary to the commercial installations, the community installations for the access to the Internet do not search for profit. They are generally put in place by the council or the community.

S2Q04f: private Commercial installation for the access internet

It is about here of cyber-café's or any other installation which offers the access to internet by way of payment.

S2Q04g: Everywhere via mobile phone

It is about the utilization internet everywhere via a mobile phone or any other portable device having the phone functions.

S2Q04h: Everywhere via other devices of the access to cell phone

It is about the utilization of internet via devices different from those cited in S2Q04h using an access a non filaria access (WIFI or mobile telephony network). It is the case of those using the internet key of a telephony operator in order to connect him/her everywhere through a laptop.

S2Q05: At what frequency in average have you used Internet the past 12 months?

Simply ask the question and register the code corresponding to the interviewee's answer in the box previewed to that effect. It is the usual behaviour for connection that matters here.

S2Q06: How long averagely did you spend on internet last week?

The time is captured in minutes if the duration is strictly inferior or equal to 59 minutes and in hours in the contrary case. The first box is reserved for the time unit (1=minute; 2=hour) and the two other boxes are reserved for the average time effectively put in the internet.

S2Q07: For which of the following activities have you used internet for private use during the past 3 months?

For all questions of this heading, read and invite the respondent to answer by yes or No, depending on activities for which he used internet.

S2Q07a: To get information on goods and services**S2Q07b: To get information about health or health services****S2Q07c: To get general information on governmental organizations****S2Q07d: To interact with general governmental organization****S2Q07e: To send or to receive mails****S2Q07f: To phone via internet/VOIP**

S2Q07g: To post instant information or messages

S2Q07h: To purchase or to order goods or services

S2Q07i: Bank services via internet

S2Q07j: Education or learning activities

S2Q07k: To use or download video or electronic games

S2Q07l: To download films, images, to watch television or films, to listen to the radio or music

S2Q07m: To download softwares/applications

S2Q07n: To read or download e-newspapers, e-magazines ore-books

CYBER SECURITY

S2Q08: Have you ever met physically someone contacted in advance via Internet?

It is a matter of knowing if the interviewee has ever met physically a person that he contacted in advance through internet. Simply ask the question and write the code corresponding to the answer in the space provided. If he simply says No, write 2. But if he continues by saying that he does not contact people through internet, write rather code 3 in the space provided. In any of the two cases, go to question S2Q10.

S2Q09: Compared to your age, how is the age of the most recent person you contacted in advance on internet and that you have met physically?

Comparison is done here with regards do the age of the interviewee. Ask him if the most recent person met and contacted in advance via internet was: older, a little bit older, about the same age, a little bit younger, much younger than him. Then, record the code corresponding to his answer in the space provided.

S2Q10: Have you ever found on a site, a social network or received by e-mail pornographic images?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S2Q11: Have you ever, even by mistake, visited an internet site that was hostile or hating a group of persons?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S2Q12: Have you ever, even by mistake visited an internet site having dreadful and horrible images?

More and more they find on Internet, without any warning for sensitive persons, shocking images of persons that are victims of accident or aggression. Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S2Q13: Have you ever been a victim of cybercriminality?

Cyber criminality represents any act done with the computer or a network, or with computer materials. For some authors, (Zeviar-Geese, 1997-98), the notion is broader and it includes activities like online fraud, unauthorized access, pedopornography, harassment in the cyberspace.

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S2Q14: Which type of cyber criminality have you been victim of?

If the interviewee says he has ever been victim of cyber criminality, ask him without reading the answers which type of criminality. If one of his answers corresponds to one modality listed, write 1 in the corresponding space. For each of the modalities not cited, write 2 in the corresponding space. If the answer does not coincide with any proposition, write 1 in the space corresponding to the modality "other" and specify it in the space provided.

A. Abuse of data

It is the abusive use of personal data of internet users

B. Scamming of e-mail/personal e-mail account

It is an authorized access to people accounts.

C. Cyber-harrassment

It is a type of harassment done through various numeric channels. According to Bill Belsey (the first who talked about this phenomenon), the cyber harassment is the use of ICT to adopt deliberately, in a repeated way and in an aggressive way, a behavior towards individuals or group with the intention of provoking damages to someone else.

D. Theft via Internet

It is crookery through internet

E. Other (to be specified)

2.3 USE OF MOBILE FINANCIAL SERVICES (MOBILE MONEY AND MOBILE BANKING)

This subsection concerns only the household members aged 15 years or more, i.e S1Q03 >= 15.

S2Q15: Did you own an active telephone number during the past 12 months for each of the following providers?

- A. MTN**
- B. Orange**
- C. Viettel (Nexttel)**
- D. Camtel**

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. If the interviewee had no phone number during the period, go directly to S2Q18.

S2Q16: Do you have a mobile financial account?

It is a matter of knowing if the interviewee has an account from which he can make financial operations through his phone number. The question can be reworded while specifying each operator. For example:

- A. Do you have an MTN Mobile Money?
- B. Do you have an Orange Money?
- C. Do you have an Express Union Money?
- D. Do you have another mobile financial account?

It is a matter of knowing if the interviewee has an account from which he can carry out financial operations through his phone. If the interviewee has no mobile financial account, go to question S2Q18.

S2Q17: Have you carried out some transactions in your mobile financial account (one of these accounts) during the 12 months?

It is a matter of knowing if the interviewee has carried out financial operations through his mobile financial account or through one of his mobile financial accounts in case he has more than one.

Simply ask the question and record the answer in the space provided.

S2Q18: Even though you said you have no active mobile number/no active mobile financial account/not to have carried out any transaction on one of your financial accounts, did you carry out any mobile financial transaction ?

Even without mobile financial account, one can still carry out mobile financial transactions by receiving for example money transferred from an account. Likewise, it is possible to carry out a mobile financial transaction on an account which is not ours, for example by making a deposit in someone's account. Simply ask the question and record the corresponding answer in the space provided. If the answer is No, go to S2Q22.

S2Q19: For which transaction (s) did you use the mobile financial service during the past three months?

- A. Deposit/withdrawal of money**
- B. Transfer/cashing money**
- C. Purchase of telephone airtime**
- D. Payment of electricity bill**
- E. Purchase of another service/product**
- F. Other (to be specified)**

For persons who did at least one mobile financial operation, ask them to cite them. The difference between the deposits/withdrawals of money and the transfers/reception of money is found at the level of number of accounts involved: the deposits/withdrawals are done on one account. On the contrary, the transfers/reception are done from one account to another. If one of his answers corresponds to one modality listed, write **1** in the corresponding space. For each of the modalities not cited, write **2** in the corresponding space. If his answer does not coincide with any proposition, write **1** in the space corresponding to *Other* and specify the answer.

S2Q19a: Which provider do you use most often for your mobile financial services?

- 1= MTN (MTN Mobile Money)**
- 2= Orange (Orange Money)**
- 3= Express Union Mobile**
- 4= Other (to be specified)**

It is the operator most solicited by the interviewer for his mobile financial transactions.

S2Q20: What level of satisfaction do you have concerning the mobile financial services offered by that operator most often used?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. If the interviewee's answer is not specific, ask him to give a mark from 1 to 5 regarding the quality of mobile financial transactions services offered by the operator.

S2Q21: Why are you unsatisfied /too unsatisfied about these services?

It is a matter of knowing here the reasons for which the interviewee is unsatisfied or too unsatisfied about the mobile financial service. Ask the interviewee to cite the reasons without suggesting any answer. If one of his answers corresponds to one modality listed, write **1** in the corresponding space. For each of the modalities not cited, write **2** in the corresponding space. If his answer does not coincide with any proposition, write 1 in the space corresponding to *Other* and specify the answer.

S2Q22: Do you have an account in a microfinance establishment?

Here, it is any account (saving account, current account, etc.) that the interviewee can have in any financial institution, including the micro finance establishments. Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. *If 2, go to S2Q26F.*

NB : Several respondents may be reluctant to answer this question. Tell them that the goal is not to know where they save, nor to know the amount. It is an intermediary question that enables to evaluate the access to mobile bank services (mobile banking).

S2Q23: Does your bank/micro-finance provide ways to benefit from its services from a mobile telephone?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. *If 2 or 3, go to S3Q26.*

S2Q23a: If Yes, which ones?

Ask the interviewee the services that are accessible by cell phone by asking question for each service listed. If he cites other services not listed here, write 1 in the space corresponding to the modality *Other* and specify the answer.

S2Q24: Do you pass through a telephone to have access to services offered by your bank /microfinance

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

If 2, go to.S2Q26

S2Q25: Are you inconvenient in using the telephone to have access to services offered by your bank?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

If 2, go to S2Q26.

S2Q25A: If Yes, which ones?

It is a matter of identifying the inconveniencies that the interviewee had in using his telephone to have access to services offered by his bank. If one of his answers corresponds to one modality listed, write **1** in the corresponding space. For each of the modalities not cited, write **2** in the corresponding space. If his answer does not coincide with any proposition, write 1 in the space corresponding to *Other* and specify the answer.

2.4 PERCEPTION AND LEVEL OF SATISFACTION CONCERNING THE SERVICES OF MOBILE PHONE OPERATORS

This sub section concerns only the household members aged 15 years or more S1Q03 >= 15 who used a cell phone to communicate during the last 3 months, i.e S2Q01=1, or who used Internet S2Q03=1

S2Q26F: Filter

It is a matter of verifying if the interviewee used a cell phone to communicate during the past 12 months. If it is the case, (S02Q01= 1), ask S2Q26; if not go to S2Q31F.

S2Q26: In a general way, how do you see the telephone services offered by the following operators?

- A. MTN
- B. Orange
- C. Nexttel
- D. Camtel

The question must be asked here for each telephone operator, and the interviewee must freely give his viewpoint for that operator. Then, record his answer in the space provided. If he does not use the services offered by one of these operators, write 0 in the corresponding space.

S2Q27: Were you inconvenient in using the telephone services during the last 30 days?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. These are inconveniences related to any service offered by the telephone operators in Cameroon. If 2, go to S2Q31F.

S2Q28: What are the inconveniences?

- A. Network interruption
- B. Bad quality of emissions and receptions
- C. Billing errors
- D. Disappearance /cutting of communication airtime
- E. Untimely messages from the operators
- F. Customer's services not functional/unsatisfactory
- G. Other (to specified)

Ask the interviewee to cite the main problems faced in using the services offered by the telephone operators in Cameroon. Allow him to cite them and to identify them gradually in the list (main problems) presented under this heading, by coding 1 (yes) if that modality was mentioned or 2 (no) if not mentioned.

S2Q29: How did you react when you were inconvenient?

- A. Nothing at all
- B. Complaint to the customer's service
- C. Complaint to the TRA
- D. Complaint to any other organisation
- E. Other action (to be specified)

Ask the interviewee to say what he did when he was inconvenient. Allow him to cite them and to identify them gradually in the list (main problems) presented under this heading, by coding 1 (yes) if that modality was mentioned or 2 (no) if not mentioned. If he says that he complaint to the customer's service of the operator, ask him S2Q30, if no, go to question S2Q31F.

S2Q30 How satisfied were you concerning the response given by the customer's service?

They want to get here the viewpoint of the interviewee about the answer given by the customer's service.

S2Q31F: Filter

Check if the interviewee used internet during the past three months. If Yes, (S02Q03= 1), ask S2Q32; if no, go to S2Q38.

S2Q32: What is the operator whose internet services were most used by you?

It concerns the main (in terms of frequency of use) supplier of internet for the interviewee. If he cites a supplier different from the one listed, write 8 (Other) in the space and specify his answer in the space provided.

1= MTN
2= Orange
3= Viettel (Nexttel)
4= Camtel

5= Ringo
6= YooMee
7= Matrix Télécom
8= Vodafone

9= Other (to be specified) _____

S2Q33: In a general way, how do you see the internet services offered by that operator?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S2Q34: Were you inconvenient in using the internet services of that operator during the past 30 days?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. If 2, go to S2Q38

S2Q35 : What were the problems ?

- A. Regular interruptions of the network/ Bad flow
- B. Billing mistakes
- C. Other (to be specified)

Ask the interviewee to cite the main problems faced in using the services offered by the internet provider in Cameroon. Allow him to cite them and to identify them gradually in the list (main problems) presented under this heading, by coding 1 (yes) if that modality was mentioned or 2 (no) if not mentioned.

S2Q36: How did you react?

- D. Nothing at all
- E. Complaint to the customers' service
- F. Complaint to ART
- G. Complaint to any other organization
- H. Other (to be specified)

It is a matter of identifying the interviewee's reaction when he was inconvenient in using Internet from his main supplier. If one of his answers corresponds to one of the modalities listed, write 1 in the corresponding space. For each of the modalities not cited, write 2 in the corresponding space. If the answer does not coincide with any proposition, write 1 in the space corresponding to the modality "other" and specify it in the space provided. If the interviewee says he complaint to the customers service of the operator, ask him question S2Q37, if not go directly to question S2Q38.

S2Q37: How satisfied were you concerning the response given by the customer's service?

They want to know here how the interviewee saw the response given by the customer's service.

S2Q38: Are you interested in the adverts of operators?

It is a matter of knowing if the interviewee is often interested in the adverts from the services providers. Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. If the answer is No, go to S2Q41.

S2Q39: Have you ever acquired products/services of operators as a result of advert?

They want to know here if the advert for a product /service has ever lead the interviewee to acquire the product/service. Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S2Q39a : After this acquisition, how did you find these products/services?

It is a matter of knowing if the services/products acquired as from the advert, met the expectations of the interviewee after the he followed the advert.

S2Q40: Why do you think the products/services acquired as a result of adverts were of bad/too bad?

If one of his answers corresponds with one of the modalities listed, write 1 in the corresponding space. For each of the modalities not cited, write 2 in the corresponding space. If the answer does not coincide with any proposition, write 1 in the space corresponding to ‘‘Other’’ and write the answer in the space provided.

S2Q41: Have you ever been subscribed to a service of the operators without your consent?

Simply ask the question and record the code corresponding to the interviewee’s answer in the space provided. Consider also the renewal of a package without your authorization.

2.6 KNOWLEDGE OF TELECOMMUNICATION REGULATORY AGENCY (ART)

This subsection enables to get the knowledge of the population concerning ART. It is a public enterprise that ensures for the State, the regulation, the control and the follow-up of activities of operators and exploiters in the sector of the telecommunication and information and communication technologies. It also watches over the respect of the principle of equality in the treatment of users in all the enterprises of electronic communications.

S2Q42: Have you ever heard about Telecommunication Regulatory Agency (ART)?

The goal of the question is to know the level of the knowledge of the interviewee about ART. Ask the question and write the answer in the space provided. If the interviewee says no, move to the next individual. Ask the question and allow him to answer, without reading the specified modalities of this section. Identify among these modalities, the ones that were mentioned by the interviewee and write 1 for yes in the space provided. If not so, write 2 for No.

S2Q43: Do you know the role of ART?

Simply ask the question and record the code corresponding to the interviewee’s answer in the space provided.

S2Q44: Do you know the actions of ART?

Simply ask the question and record the code corresponding to the interviewee’s answer in the space provided. If the interviewee says No, go to the next individual. If it is the last individual, go to section 3.

S2Q45: If Yes, which ones?

If the interviewee says he knows the actions of ART, ask him to cite these actions and allow him to answer without reading out the modalities. Among the modalities, identify the ones that correspond with the interviewee’s answer and write 1 for yes in the space provided. If No, write code 2.

S2Q46: Result of data collection:

Give the result of data collection for each individual concerned by this section. The modality ‘‘Incomplete Survey’’ corresponds to the case where the individual did not answer all the questions concerning him.

S2Q47: Serial number of the respondent

It is a matter of writing the serial number of the person who effectively answered the questions for the concerned individual. Remember that the interviews are done one individual after the

other, and no one has to answer on behalf of the other. Except the cases of children below 10 for who an adult can answer.

SECTION 3: ICT EQUIPMENTS IN HOUSEHOLDS

This section is preferably administered to the household head or his spouse.

It enables to get information related to the equipment of household with the ICT goods. Information concern the household as a whole. The household head or his spouse is the resource person to answer. Yet, any other member of the household who knows can still answer.

S3Q01: In your locality, do you have public internet access centres ?

A multipurpose community telecentre is a public infrastructure that offers internet services form a terminal or from terminals put at the disposal of a community so as to enable him to communicate. Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S3Q02: Is your household or someone in your household having ?

It is a matter of knowing if the household has some appliances. Ask the question and list out the elements for answer. For each of them, write the corresponding code in the space provided. That is to say, 1 for Yes of the element exists in the household and 2 if No.

S3Q02a: Electricity

S3Q02b: A radio set

S3Q02c: A television set

S3Q02d: A fix telephone line

S3Q02e: A cell phone line

S3Q03: Is your household/a household member having at home at least?

A. Fix computer

B. Portable computer

C. A tablet/Ipad/PDA

D. A notebook

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. Distinguish between laptop and fix computer. Ask question S3Q04, only if the household does not have neither the laptop nor fix computer.

S3Q04: Why is your household not having a computer at home?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S3Q05: Is your household or someone in your household having internet at home?

Access can be provided by any device having internet connection (not only a computer). This includes cell phones, PDA, machines for video games and numeric television. The access can be fix network or mobile network. Internet connection must be in good state, that is to say all necessary service, softwares equipment. Simply ask the question and record the code corresponding to the interviewee's answer in the space provided. If the answer is yes, go to S3Q07.

S3Q06: Why is your household or someone in your household not having internet at home?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

S3Q07: Which type of Internet access do you have at home?

Simply ask the question and record the code corresponding to the interviewee's answer in the space provided.

This question is divided into two sub questions: Cabled connection and Wireless connection.

The cabled connection is an internet connection that uses the cable.

The wireless connection is any mobile internet connection which rather has radio waves.

For all other definition related to this section, the interviewer will refer himself to chapter one which is consecrated to the specification of terms used in this survey.

Report each time, the corresponding to the type of technology cited by the interviewee, in the space provided.

SECTION 4: MONITORING OF CHILDREN IN THE USE OF NUMERIC MEDIAS

This section tackles the thematic of youth in the consumption of products and services of telecommunication. These products and services include the multimedia video, audio content, but also, video games and texts from various supports. All the ICT tools are concerned, whether it is the television, the computer, the phone or any other terminal that enables to read those contents. Internet also, with great possibilities of communication, of exchanges of various contents, and of discovery is of peculiar interest for this section. This section is mainly addressed to the household head, or to his spouse who are responsible in the monitoring of children concerning the consumption of ICT products in the household. It is a matter of knowing if the latter know the risks that may occur due to the exposition of children to ICT and the officering measures.

Questions S4Q01 to S4Q08 tackle the culture of parents concerning the dangers or risks of consumption of products from numeric medias, and the officering measures that exist at the level of parents.

S4Q01: Do you know the risks/dangers that the minor children (18 years or less) face when they have access to video content? (Including television, audio) or video games?

This question tackles more the content than the means by which the child has access to the content. For example, as concerning the video content, television is concerned, but also, contents obtained by copying from friends or close relations, cinema, and even internet. If need be, the interviewer can list the terminals and the channels that give access to these various contents, but he should make the interviewee understand that the question addresses the content and not the type of channel or terminal. If the interviewee says he is not informed about the risks, go to S4Q05.

S4Q02: What are the dangers/risks that you know?

For the interviewees who declared that they are informed about the risks that children may face in the consumption of numeric media, ask them to list out, without you, reading out the ones found in the questionnaire.

a. Exposition to violence

Violent films are included here. But also, are also found real scenes of aggressions snapped by companions.

b. Pornography

c. Extremism

These are contents that promote hatred, discriminations or radicalization towards ethnic, religious groups, minorities or a whole people.

d. Dependence

The fact of spending much time watching video, playing video games...

e. Other (to be specified)

S4Q03: Do you know about the provisions for children protection in case they face the risks/dangers occurring from their access to video content (including television, audio) or video games

Simply ask the question and write the code corresponding to the answer in the space provided. If the interviewee answers No, write 2 in the space provided and go to question S4Q05.

S4Q04: Which provisions do you know?

Ask the parents who said they know about the provisions for children protection, to cite the dispositions without you listing out the ones found in the questionnaire.

a. Respect of the age limit for video games and films

The films containing scenes of violence generally have labels for age limitation; as well as pornographic contents. Video games, depending on their contents also have a minimum age. It is a matter of knowing these age limits. Even in television, the little ones are exposed to scenes of love (in the series for example), to which they ought not to.

b. Limitation of the time spent on videos (including television) and video games

c. Discussion with the child about the video content he can watch

d. Use of codes for parental control

e. Other (to be specified)

S4Q05: Are you informed about the risks/dangers that the minor children may face in using Internet?

Several activities on internet have risks for the users, particularly for the youngest who are more vulnerable. This question seeks to know if the respondent knows about these risks. If he says he is not informed, go to question S4Q09.

S4Q06: What are the risks/dangers that you know ?

For the interviewee who said they are informed about the risks that the children may face on internet, ask them to list out, without you, reading out the ones listed in the questionnaire.

a. Exposition to violence

b. Pornography

c. Exchange of inappropriate images/videos

These are images or videos where the youths snap themselves naked or in suggestive postures and send the pictures to a correspondent on internet.

d. Cyber-harassment

It is a type of harassment produced only internet. The victim is the target of repeated aggressions via internet (Facebook, Twitter...) for a long time.

e. Cyberdependence

It is a matter of spending much time on internet.

f. Abuse of data

It is the abusive use of private data of internet users. Scamming of accounts is included in this category.

g. Aggressions

This modality refers to acts of aggression following some encounters on internet.

- h. Extremism**
- i. Other**

S4Q07: Are you informed about the provisions for children protections in the use of internet?

Simply ask the question and write the code corresponding to the answer in the space provided. If the interviewee answers No, write 2 in the space provided and go to question S4Q09.

S4Q08: Which provisions do you know?

a. To limit the time spent on internet

It is a matter of knowing if the parents impose to children a duration to spend on internet during a specific period which can be the day or the week.

b. To install filters/blockages for some programmes in the computer

It is the possibility of installing a device that blocks access to some sites.

c. Not to have a computer in the children room

d. To block the internet connection

e. To forbid the use of a phone/tablet before a certain age

f. To forbid the children to connect themselves in the absence of an adult

g. Other (to be specified)

Questions S4Q09 to S4Q17 tackle the effective exposition of young children to numeric medias and the effective monitoring of parents regarding the risks that these medias represent.

S4Q09: Do the very young children of the household have access to audio or video content (including the television, video games, on telephone...)?

It concerns children below 15. If the interviewee has no child of that age range or if the answer is No, go to S4Q12.

S4Q10: Do you take measures to protect your children from the dangers of the video or audio content?

Simply ask the question and write the code corresponding to the answer in the space provided.

S4Q11: Which measures do you take?

Same instruction as in question S4Q04

S4Q12: Do the very young children (below 15 years) of the household have access to Internet?

It concerns children below 15. If the answer is No, go to S4Q15.

S4Q13: Do you take measures to protect your children from internet dangers?

Simply ask the question and write the code corresponding to the answer in the space provided.

S4Q14: What measures do you take?

Same instruction as in question S4Q08

S4Q15: Do the very young children (below 15 years) of the household have access to fix/mobile for calls?

Simply ask the question and write the code corresponding to the answer in the space provided.

S4Q16: Do you take measures to monitor the use of telephone to communicate by your very young children of the household?

Simply ask the question and write the code corresponding to the answer in the space provided.

S4Q17: If Yes, which ones?

For this question, no pre-coded modality was provided. The interviewer will get at most 3 measures cited by the interviewee.

SECONDE PARTIE : ENTREPRISE QUESTIONNAIRE

SECTION 0 : GENERAL INFORMATION

A – IDENTIFICATION OF THE ENTREPRISE

S0Q01: Name or trade name

It is the name of the structure. It must not be mistaken with the acronym. Example: Cameroon Development Corporation et non CDC ; Cameroon Radio and Télévision Corporation et non CRTV.

S0Q02: Acronym

Write the acronym as given by the structure. It is a matter here of writing the initials of the trade name (CDC, CRTV, etc.). When the enterprise is a moral person, they talk of Acronym and when it is a physical personality, they talk of signboard.

S0Q03: Tax payer's N°

S0Q04: Business registration N°

S0Q05: Landmark: (Quarter/Street/Place called /Reference Point)

Give all possible information that can enable to locate the structure or the establishment on the field. Use the names of streets if there is any, the numbers and the names of know buildings, the place-called (i.e all the popular public reference points). Example: Biyem Assi, rue des cacaoyers, across NIKI; near the evangelic church.

S0Q06: Town/Village:

It is the town or the village where the structure is found. The town can be taken as the survey region (Case of Douala and Yaoundé), or the town can be found in the survey region. For example: In the West region, the structure called PROLEG is found in Bandjoun.

S0Q07:

A. P.O.Box:

Write the number of the PO Box of the enterprise.

B. Town of location:

It is the town of location of the PO Box.

S0Q08: Telephone and fax

Record the phone numbers through which one can easily get to the structure, beginning with the most accessible, then the fax number.

S0Q09: Web Site and e-mail

These are the easily accessible electronic contacts of the enterprise.

S0Q10: Interviewer: Write your name and first name in the space provided and write in the corresponding space, your code given by the supervisor.

S0Q11: Controller: this variable is filled by the controller who writes in full his names and first names as well as his code after he has controlled the questionnaire.

S0Q12: Supervisor: this variable is filled by the supervisor who write in full his names and full names as well as his code after the control of questionnaire.

S0Q13: Write the day and the months of BEGINNING of data collection. Do not forget to write the date according to the indicated format: dd/mm/year is already filled.

S0Q14: Result of the data collection:

This variable is filled at the end of data collection by the interviewer and checked by the controller. Write the corresponding code.

1= **Complete survey**: If all the sections have been filled.

2= **incomplete survey**: If at least one section has not been filled

3= **Questionnaire completely empty (specify the reason)** : *Choose this modality if you have not been able to administer the questionnaire in the structure and specify the reason.*

S0Q15: Appreciation of the quality of the survey

At the end of the interview, the interviewer gives his viewpoint on the quality of the survey.

1= *Very good*

2= *Good*

3= *Average*

4= *Bad*

5= *Very bad*

S0Q16A: Name of the main respondent:

Record the name and firstnames of main respondent

S0Q16B : Function of the main respondent

Record the function of the main respondent inside the structure

S0Q16C : Phone number of the respondent

Write in the corresponding spaces, the phone number of the main respondent. This number may be used to get eventual additional information.

SECTION 01: CHARACTERISTICS OF THE ENTERPRISE

S01Q01: What is the nature of the enterprise ?

Encircle the code corresponding to the nature of the enterprise and write the code in the corresponding space.

01= Agro-pastoral and halieutic exploitation

02= yard, mine or quarry

03= Factory

04= Workshop

05= Depot, warehouse

06= Sale store

07= Workshop and sale store

08= Office or closet

09= Counter opened to the public

10= Lodging establishment

11= Collective equipment without lodging

12= Base of non sedentary activity

13= Specialized complex

96= Other (to be specified)

S01Q02: What is its legal status??

Simply ask the question and write the code corresponding to the answer in the space provided.

S01Q03: Does the enterprise belong to a group ?

It is a matter of knowing if the enterprise belongs to a group of enterprise or not. Simply ask the question and write the code corresponding to the answer in the space provided.

S01Q04: Does your enterprise have participation/shares to the capital of one or several other enterprises?

It is a matter of knowing if the enterprise has shares in other enterprise. Simply ask the question and write the code of the answer in the space provided.

S01Q05: Does your enterprise have one or several branches/subsidiaries abroad?

It is a matter of knowing if the enterprise has at least a branch abroad. Simply ask the question and write the code of the answer in the space provided.

S01Q06: Do other enterprises have participation/shares to the capital of your enterprise?

They want to know here if other enterprises have shares in the structure.

S01Q07: Is the enterprise a branch/subsidiary of a foreign enterprise?

It is a matter of knowing if the enterprise is a subsidiary of a mother enterprise based abroad.

S01Q08 : What is the number of enterprises possessed or controlled by your enterprise?

S01Q09 : What is the social capital at the 31/12/2016 (*in thousands of F CFAF*)?

SECTION 02: ECONOMIC DATA

S02Q01: Number of permanent staff employed in 2015:

Ask how many persons worked permanently in 2015 in the establishment that you are interviewing. Specify their distribution by gender (number of men and number of women) and make sure that the sum gives that value written in the space TOTAL.

Encadré N°1: Notion of permanent manpower

By permanent manpower, we understand the set of occupied persons working in the unit at the end of the year of reference, including proprietors who work in the unit and non-remunerated family aids, and persons working out of the unit but being part of the latter and being remunerated by it (for example: commerce representatives, delivery-men, maintenance teams). Are equally considered, persons on short duration leave (sick leave, paid leave, exceptional leave...) as well as workers on strike. Are, otherwise excluded, part-time workers appearing on the list of wages-earners of the enterprise as well as seasonal workers, apprentices and home workers appearing on the list of the wage-earners of the unit. Is equally excluded the labour force put at the disposal by enterprises of temporary work; it is also the same for persons doing works in the enterprise for other enterprises, independent and occasional workers.

Permanent personnel generally has an undetermined contract whereas temporary agents are generally employed in the enterprise for a specified duration (less than a year) and for well determined tasks.

S02Q02 : Turnover of the financial year 2015 (in thousands of CFAF):

S02Q03: Added value of the financial year 2015 (in thousands of CFAF):

S2Q04 : Describe precisely the two main activities exercised by order of importance in the turnover

S02Q04A: Description of the activity:

Describe completely the two main (if there are) activities exercised by the enterprise.

S02Q04B: Activity code:

Write in the space, the code corresponding to the activity described in S02Q07A. That code is found in the document of nomenclature.

S02Q04C: Products or services:

Register here the name of the main product or service from each activity cited.

S02Q04D: Code of the product or service

Write in the space, the code corresponding to the product/service described in S02Q07C. That code is found in the document of nomenclature.

S02Q04E: % of the total turnover

It is a matter of getting an estimate by percentage of the turn over generated by each of the main activities/products cited.

SECTION 03: LEVEL OF ACCESS AND USAGES OF TELECOMMUNICATION SERVICES

S03Q01: Do you use the computer terminals below in your structure? If yes, what is the number of each terminal?

For each terminal cited, ask if the enterprise uses it for its activities. Write 1 if the respondent says Yes or 2 if No. If the terminal is used, ask the number of pieces/copies.

S03Q02: Do you use internet for the activities of your enterprise?

It is a matter of knowing if the enterprise uses internet for its services. No matter the place of use. Write the code of the answer in the corresponding space.

S03Q03: In which case do you use internet in your enterprise?

It is a matter of knowing the activities for which internet is used in the enterprise. Ask the respondent for each activity cited, if the enterprise uses internet for it or not. If he gives another activity which is not in the list, write 1 at other activity and specify the activity in the corresponding space.

S03Q04 : Through which mean do they mainly access to internet for the activities of the enterprise?

It is a matter getting the main means of internet connection in the structure. That is to say the most used means. Choose 2 if the enterprise mainly recourse to a cyber café for its connection. After this modality, go to S03Q08.

S03Q05: Which type of connection do you have in your enterprise?

This question has two sub-questions: Cabled connection and wireless connection. The definitions of these two are in chapter 1 and the modalities are also clearly defined.

Write each time the code corresponding to the type of technology cited by the interviewer as well as the capacity/flow of the connection. Do not read the modalities to him. Listen to his answers. For the technologies not cited, write 2 for No in the corresponding spaces.

S03Q06: Are all the terminals connected to the internet network?

It is a matter of knowing if all the terminals are connected to the internet device. If yes, write 1 and go to question S03Q09.

S03Q07: If No, give the number of connected terminals

If the respondent declares in the preceding question that all the terminals are not connected to internet, ask here for each terminal used in the enterprise, the number of post connected.

S03Q08: At which moment of the day is the connection accessible?

Simply ask the question and choose the modality corresponding to the interviewee's answer.

S03Q09: Which category of the staff has access to the connection in the structure?

It is to know if internet access in the structure is just for some persons.

S03Q10: Does your structure have an internet network?

Simply ask the question and write the code corresponding to the answer in the space provided.

The term intranet is used to call a computer network developed inside an enterprise and reserved to collaborators, and it operates with the same component as internet. Example: the intranet enables the employees to have access to the internal documents of the enterprise.

S03Q11: What is the amount (in FCFA) of annual expenses related to internet services for the structure?

Ask here in CFAF, an estimate of the annual expenses for internet services in the structure. If it is difficult to get an annual amount, ask him questions about the monthly or quarterly expenses for internet services. Then, carry out the appropriate calculations to get the annual expenses.

S03Q12: In your enterprise, do you have

- A- Fixed telephone lines?**
- B- Mobile telephone lines (fleet)?**
- C- An auto-commutator service (PABX)?**
- D- A cell phone line (for the standard)**

Ask the question for each device and write the answer in the space provided.

The auto-commutator service is an internal telephone service of the enterprise. This service is the one the employees of the structure can, while using a fix phone, call other offices by dialing the number attributed to that office (Generally composed of 1, 2, 3, or 4 figures). That service is also used by the standardist in order to dispatch the various entering and outgoing calls of the enterprise.

The fleet is a set of numbers acquired by the enterprise from an operator and which offers preferential prices and consequent advantages (free calls between the numbers of the fleet, etc.).

S03Q13: To whom are these services accessible?

Ask questions for each type of service and report the corresponding code in the space provided. You can ask for example: ho has access to the fix telephone? Do not forget to ask question only for the types of services covered by the structure.

S03Q14: What is the amount of annual expenses related to the telephone service of the structure (in thousands of CFAF)?

Same instruction as in question S03Q09.

S03Q15: Do you use or do you accept in your enterprise mobile financial transactions?

- A. Via Orange Money
- B. Via MTN Mobile Money
- C. Via Express Union Mobile Money

D. Via other service financial mobile service (to be specified)

Ask the question to know for each mobile financial service, if the enterprise uses or accepts it for financial transactions with its partners or its clients.

S03Q16: If Yes, for one of the mobile financial services, have you already encountered inconveniences in the usage of this service?

If the respondent declares that the enterprise uses at least one of the above mobile financial services, ask him if their structure has ever been inconvenient in the using it.

S03Q17: If yes, which are the main three ones?

If he acknowledges that the enterprise has ever been inconvenient in using the mobile financial services, ask him to cite the main inconveniencies.

SECTION 4 : PERCEPTION OF THE QUALITY OF TELECOMMUNICATION SERVICES

S04Q01: What are the internet service suppliers for your enterprise?

Adapt the question for each operator as follows: Do you use in your enterprise the internet connection provided by (Name of the operator)? Go through all the operators cited while writing each time the code corresponding to the answer of the interviewee for each operator.

S04Q02: What is the degree of satisfaction in the usage of Internet services rendered by these suppliers?

The modalities of this question present the various degrees of satisfactions related to the services rendered. Allow the person to speak and write the corresponding code in the space provided. The satisfaction here concerns only the services of the operator who provides internet in the enterprise. So, if for one of the operators cited, the answer at S3Q01 is No, then, S3Q02=0 (Not concerned).

S04Q03: What are the providers of telephone service for your enterprise?

Ask the question while adapting it to each operator as follows: Do you use in your enterprise a telephone subscription from (Name of the operator)? Go through all the operators cited while writing each time the code corresponding to the answer of the interviewee for each operator.

S03Q04: What is the degree of satisfaction in the usage of telephone services rendered by these suppliers?

The modalities of this question present the various degrees of satisfactions related to the telephone services rendered. Allow the person to speak and write the corresponding code in the space provided. The satisfaction here concerns only the services of the operator where the enterprise has subscribed. So, if for one of the operator cited, the answer at S3Q03 is no, therefore, S3Q04=0 (Not concerned).

S03Q05: During the last 7 days were you inconvenient in using:

A- The telephone service?

B- The Internet service?

Inconveniencies are problems of various kinds that the user faces in using the various services (absence of network, network disturbance, etc.) Do not forget that the question deals with inconveniencies of the last 30 days. This is a way of asking the question.

Let's consider that you are interviewing the head of the enterprise on Thursday the 16 February 2017. You could ask him the question as follows: *Have you since Monday the 16 January 2017, faced inconveniencies in using the telephone service?*

Have you since Monday the 16 January 2017, faced inconveniencies in using the internet service?

S03Q06: Do you often have contact the « customer service » of these operators when you encounter inconveniences?

Simply ask the question and write the answer for each operator in the space provided.

S03Q07: What is your degree of satisfaction of the answer got from the « customer service » after resort?

S03Q08: Do you know actions undertaken by the Telecommunication Regulatory Agency (ART) for the sanitation of the telecommunication sector?

The goal of the question is to know the level of knowledge of the heads of structures about the actions of ART. Ask the question and write the answer in the space provided.

S03Q09: If yes, which appreciation do you make of the actions undertaken by the ART?

It is a matter of knowing the view point of the heads of enterprises about the actions undertaken by ART. Simply ask the question and write the code corresponding to the answer in the space provided.

S03Q10: What are the expectations of your enterprise in the matter of policies proposed by the ART?

This question brings out the expectations of the users in terms of actions to be undertaken by ART. Do not read the modalities. Ask the question and write « 1 » for the modalities corresponding to the answers. For the rest write « 2 » in the corresponding spaces.

Do not forget to thank the interviewee, to ask him to sign and stamp the questionnaire in the appropriate place.

APPENDIX

NOMENCLATURE OF ADMINISTRATIVES UNITS

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code
DOUALA	01	WOURI	01	DOUALA I	001
				DOUALA II	002
				DOUALA III	003
				DOUALA IV	004
				DOUALA V	005
YAOUNDE	02	MFOUNDI	02	YAOUNDE I	006
				YAOUNDE II	007
				YAOUNDE III	008
				YAOUNDE IV	009
				YAOUNDE V	010
				YAOUNDE VI	011
				YAOUNDE VII	012
ADAMAOUA	03	VINA	03	NGAOUNDERE Ier	013
				NGAOUNDERE II	014
				NGAOUNDERE III	015
				NGANHA	016
				NYAMBAKA	017
				MARTAP	018
				MBE	019
				BELEL	020
		MBERE	04	MEIGANGA	021
				DJOHONG	022
				DIR	023
				NGAOUI	307
		FARO-ET-DEO	05	TIGNERE	024
				MAYO-BALEO	025
				KONTCHA	308
				GALIM-TIGNERE	026
		MAYO-BANYO	06	BANYO	027
				MAYO-DARLE	309
				BANKIM	028
		DJEREM	07	TIBATI	029
NGAOUNDAL	030				
		HAUTESANAGA	08	NANGA-EBOKO	031
				NSEM	310
				MINTA	032
				BIBEY	311
				MBANDJOCK	033
				NKOTENG	034
				LEMBE-YEZOUM	312
		LEKIE	09	EVODOULA	035
				MONATELE	036
				OBALA	037
				BATCHENGA	313
				ELIG-MFOMO	038
				OKOLA	039
				LOBO	314
SA'A	040				
EBEBDA	041				
BAFIA	042				

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code
CENTRE	04	MBAM-ET-INOUBOU	10	KIIKI	043
				KON-YAMBETTA	044
				DEUK	045
				BOKITO	046
				NDIKINIMEKI	047
				NITOUKOU	315
				MAKENENE	048
				OMBESSA	049
		MBAM-ET-KIM	11	NTUI	050
				NGORO	051
				YOKO	052
				NGAMBE-TIKAR	053
		MEFOU-ET-AFAMBA	12	MBANGASSINA	054
				AWAE	055
				ASSAMBA (OLANGUINA)	316
				ESSE	056
				AFAMLOUM EDZENDOUAN	317
				MFOU	057
				NKOLAFAMBA	318
		MEFOU-ET-AKONO	13	SOA	058
				NGOUMOU	059
				AKONO	060
				BIKOK	061
		NYONG-ET-KELE	14	MBANKOMO	062
				ESEKA	063
				MATOMB	064
				BOT-MAKAK	065
				NGUIBASSAL	319
				MAKAK	066
				BONDJOCK	320
				MESSONDO	067
				BIYOUHA	321
				NGOG-MAPUBI	068
		DIBANG	069		
		NYONG-ET-MFOUMOU	15	AKONOLINGA	070
		NYONG-ET-MFOUMOU	15	MENGANG	322
				ENDOM	071
				AYOS	072
				NYAKOMBO	323
		NYONG-ET-SO'O	16	MBALMAYO	073
				AKOEMAN	324
MBALMAYO	073				
MENGUEME	325				
MBALMAYO	073				
NKOLMETET	326				
DZENG	074				
NGOMEDZAP	075				
CENTRE	04	BOUMBA-ET-NGOKO	17	YOKADOUMA	076
				GARI-GOMBO	077
				MOLOUNDOU	078
				SALAPOUMBE	327
				ABONG-MBANG	079
				BEBENG	328
				ABONG-MBANG	079
				Dja	329
				ABONG-MBANG	079
				MBOUANZ	330

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code		
EST	05	HAUT-NYONG	18	DOUME	080		
				DOUMAINANG*	331		
				DIMAKO	081		
				LOMIE	082		
				MESSOK	332		
				NGOYLA	083		
				MESSAMENA	084		
				SAMALOMO	333		
				NGUELEMENDOUKA	085		
				MBOMA	334		
		KADEY	19		BATOURI	086	
					NDEM-NAM	335	
					MBANG	087	
					NDELELE	088	
					BOMBE	336	
					KETTE	089	
					MBOTORO	337	
		LOM-ET-DJEREM	20		BERTOUA I	090	
					BERTOUA II	091	
					MANDJOU	092	
BELABO	093						
DIANG	094						
BETARE-OYA	095						
NGOURA	338						
GAROUA-BOULAI	096						
EXTREME-NORD	06	DIAMARE	21	MAROUA I	097		
				DARGALA	339		
				MAROUA II	098		
				DOUKOULA	340		
				MAROUA III	099		
				GAZAWA	100		
				PETTE	101		
				BOGO	102		
				MERI	103		
		LOGONE-ET-CHARI	22		KOUSSERI	104	
					LOGONE-BIRNI	105	
					ZINA	341	
					WAZA	106	
					MAKARY	107	
					GOULFEY	108	
					BLANGOUA	109	
					FOTOKOL	110	
		EXTREME-NORD	06	MAYO-DANAY	23	YAGOUA	113
						GUERE	114
MAGA	115						
WINA	116						
VELE	117						
KAI-KAI	118						
GOBO	119						
KAR-HAY	120						
DATCHEKA	121						
TCHATIBALI	122						
KALFOU	123						
MOKOLO	124						
SOULEDE-ROUA	342						

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code		
		MAYO-TSANAGA	24	BOURRHA	125		
				KOZA	126		
				HINA	127		
				MOGODE	128		
				MAYO-MASKOTA	129		
		MAYO-SAVA	25	MORA	130		
				TOKOMBERE	131		
				KOLOFATA	132		
		MAYO-KANI	26	KAELE	133		
				GUIDIGUIS	134		
				MOUTOURWA	135		
				PORHI	136		
				TAIBONG	137		
				MINDIF	138		
				MOULVOUDAYE	139		
LITTORAL	07	MOUNGO	27	NKONGSAMBA I	140		
				NKONGSAMBA II	141		
				NKONGSAMBA III	142		
				NLONAKO	143		
				DIBOMBARI	144		
				ABO/FIKO*	343		
				LOUM	145		
				NJOMBE-PENJA	146		
				MANJO	147		
				MBANGA	148		
				MOMBO	344		
				MELONG	149		
				BARE-BAKEM	150		
				NKAM	28	YABASSI	151
		NKONDJOCK	152				
		NORD-MAKOMBE	345				
		YINGUI	153				
		SANAGA-MARITIME	29	DIBAMBA	154		
				EDEA I	155		
				EDEA II	156		
				NGWEI	157		
				DIZANGUE	158		
				MOUANKO	159		
				NDOM	160		
				NYANON	346		
				NGAMPE	161		
		MASSOCK-SONGLOULOU*	347				
		POUMA	162				
		WOURI	01	MANOKA (DOUALA VI)	163		
		NORTH	08	BENOUE	30	GAROUA I	164
						BASHEO	348
GAROUA II	165						
GAROUA III	166						
TOUROUA	349						
MAYO HOURNA	167						
BIBEMI	168						
PITOA	169						
DEMBO	170						
LAGDO	171						
TCHEBOA	172						
POLI	173						

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code		
		FARO	31	BEKA	174		
		MAYO-REY	32	TCHOLLIRE	175		
				MADINGRING	350		
				REY-BOUBA	176		
				TOUBORO	177		
		MAYO-LOUTI	33	GUIDER	178		
				MAYO-OULO	179		
				FIGUIL	180		
		NORTH-WEST	09	BUI	34	KUMBO	181
						NKUM	182
NONI	183						
MBVEN	184						
JAKIRI	185						
OKU	186						
MENCHUM	35			WUM	187		
				FURU-AWA	188		
				FUNGOM	189		
				MENCHUM VALLEY	190		
BOYO	36			FUNDONG	191		
				BELO	192		
				BUM	193		
				NJINIKOM	194		
MEZAM	37			BAMENDA I	195		
				BAMENDA II	196		
				BAMENDA III	197		
				SANTA	198		
				TUBAH	199		
				BALI	200		
NGO-KETUNJIA	38			BAFUT	201		
				NDOP	202		
				BABESSI	203		
				BALIKUMBAT	204		
MOMO	39			MBENGWI	205		
				NJIKWA	206		
				NGIE	207		
				BATIBO	208		
DONGA-MANTUNG	40			WIDIKUM-MENKA	209		
				NKAMBE	210		
		AKO	211				
		NDU	212				
		MISAJE	213				
		BAMBOUTOS	41	NWA	214		
				MBOUDA	215		
				BABADJOU	216		
				BATCHAM	217		
		HAUT-NKAM	42	GALIM	218		
				BAFANG	219		
				BANKA	220		
				BAKOU	221		
				BANA	222		
				BANDJA	223		
				KEKEM	224		
				BANWA	351		
		DSCHANG	225				
		FONGO-TONGO	226				
SANTCHOU	227						

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code	
WEST	10	MENOUA	43	FOKOUÉ	228	
				NKONG-NI	229	
				PENKA-MICHEL	230	
		MIFI	44		BAFOUSSAM I	231
					BAFOUSSAM II	232
					BAFOUSSAM III	233
		HAUTS-PLATEAUX	45		BAMENDJOU	234
					BATIE	352
					BAHAM	235
					BANGOU	236
					POUMOUGNE	237
					DJEMBEM	353
		KOUNG-KHI	46		BAYANGAM	238
					BAGANGTE	239
					BASSAMBA	354
		NDE	47		BAZOU	240
					TONGA	241
					FOUMBAN	242
		NOUN	48		NJIMOM	243
					MALENTOUEN	244
KOUTABA	245					
MAGBA	246					
BANGOURAIN	247					
FOUMBOT	248					
MASSANGAM	249					
KOUOPTAMO	250					
SOUTH	11	DJA-ET-LOBO	49	SANGMELIMA	251	
				MEYOMESSI	252	
				MEYOMESSALA	253	
				BENGBIS	254	
				DJOUR	255	
				MINTOM	256	
				OVENG	257	
				ZOETELE	258	
		MVILA	50		EBOLOWA I	259
					EBOLOWA II	260
					EFOULAN	261
					BIWONG-BULU	262
					MVANGAN	263
					BIWONG BANE	264
					NGOULEMAKONG	265
		MENGONG	266			
		VALLEE DU NTEM	51		AMBAM	267
					MA'AN	268
					OLANZE	269
		OCEAN	52		KYE-OSSI	270
					KRIBI I	271
					KRIBI II	272
					LOKOUNDJE	273
					AKOM II	274
					NIETE	355
					CAMPO	275
					LOLODORF	276
		BIPINDI	277			
MVENGUE	278					
				LIMBE I	279	

Survey Region	Region Code	Division	Division code	Subdivision	Subdivision code
SOUTH WEST	12	FAKO	53	LIMBE II	280
				LIMBE III	281
				BUEA	282
				WEST-COAST	356
				MUYUKA	283
				TIKO	284
		MANYU	54	MAMFE	285
				EYUMODJOCK	286
				UPPER-BAYANG	287
				AKWAYA	288
		LEBIALEM	55	FONTM	289
				ALOU	290
				WABANE	291
		MEME	56	KUMBA I	292
				KUMBA II	293
				KUMBA III	294
				KONYE	295
				MBONGE	296
		KOUPE-ET-MANENGOUBA	57	BANGEM	297
				TOMBEL	298
NGUTI	299				
NDIAN	58	MUNDEMBA	300		
		TOKO	357		
		BAMUSSO	301		
		EKONDO TITI	302		
		ISANGUELE	303		
		DIKOME-BALUE	358		
		KOMBO ITINDI	304		
		KOMBO ABEDIMO	305		
IDABATO	306				