

## **Research Information and Consent Form**

### **E-skills and Digital Literacy in South Africa**

#### **Introduction**

This is to get consent for your Participation in the research project by NEMISA and UNISA ICT4D Flagship.

#### **Purpose of Research**

This study is aimed at gathering your views regarding your electronic/digital skills.

#### **Procedure**

The entire questionnaire will require approximately 45 minutes of your time.

#### **Confidentiality**

The input you provide will be treated confidentially and only be used towards the completion of the afore-mentioned research. All data will be used in summary form without reference to any individual.

#### **Participation**

Participation in this research study is voluntary, and you have the right to, any time withdraw or refuse to participate without any sanctions.

#### **Benefits and compensation**

There aren't any direct benefits for your participation. All findings will be used for the completion of the academic research mentioned. No compensation will be provided to anyone partaking in this research.

#### **Risks and discomforts**

There are no risks or discomforts associated with your participation. All answers from you and other participants will be analyzed collectively. Individual answers will therefore not be linked to any names, position and companies of participants.

#### **Participants Consent**

I have read and understood all the above. I willingly choose to participate in this study.

Full Names (Optional)\_\_\_\_\_

Date: \_\_\_\_\_

Signature (Optional): \_\_\_\_\_

Contact No: \_\_\_\_\_

Demographic Information		
#	Description	Response Items (Codes)
1	What is your Gender	Male (1) Female (2) Transgender (3) Other, Specify (4)
2	In what year were you born?	
3	Population group (choose only one)	Black (1) Coloured (2) Indian or Asian(3) White(4) Other, specify(5):
4	First Language (choose only one)	Afrikaans (1) English (2) IsiNdebele (3) IsiXhosa (4) IsiZulu (5) Sepedi (6) Sesotho (7) Setswana (8) Sign Language (9) SiSwati (10) Tshivenda (11) Xitsonga (12) Other, specify (13)
5	Province of Residence in South Africa (choose only one)	Eastern Cape (1) Free State (2) Gauteng (3) KZN (4) Limpopo (5) Mpumalanga (6) North West (7) Northern Cape (8) Western Cape (9)
6	Local Municipality	
7	Which of the following would you consider to be applicable to the area where you live? Choose one option:	Urban Area (1) Peri- Urban Area (2) Rural Area (3)
8	Highest Education Mark only one oval.	Pre-Matric / Pre-Grade 12/Pre-Standard 10 (1) Matric / Grade 12/Standard 10 (2) Certificate (3) Diploma (4) Undergraduate /Bachelors/BTech Degree (5) Post Graduate Qualification (6) Other, specify (7)

9	<p>If you selected any of the following categories as your highest education in the previous question: Certificate/Diploma/Undergraduate/Post Graduate/Other.</p> <p>Then please answer the following:</p> <p>Is the qualification or field of study related to Information and Communication Technologies (ICT)?</p>	<p>No (0) Yes (1)</p>
10	<p>What is your current employment status? Mark only one oval.</p>	<p>Unable to work (1) Unemployed (2) Employed Full time - Permanent/Contract/Temp (3) Employed Part time- Permanent/Contract/Temp (4) Self-employed / Business owner (5) Student/Scholar (6) Retired/Pensioner (7) Other, specify (8)</p>
11	<p>If you selected Unemployed above- For how long have you been unemployed.</p>	<p>Number of months unemployed:</p>
12	<p>Marital Status</p>	<p>Married (1) Living together like married partners (2) Never married (3) Widower/widow (4) Separated (5) Divorced (6)</p>
13	<p>Number of Dependents</p>	
14	<p>Do you have a personal email account?</p>	<p>No (0) Yes (1)</p>
15	<p>Do you have a bank account?</p>	<p>No (0) Yes (1)</p>
16	<p>What is the source of your personal income</p>	<p>No income (1) Government /Social grant (2) Salary/Commission (3) Business (4) Other, specify (5)</p>
17	<p>What is your household's total income per month</p>	<p>No income (1) 0 – 5000 (2) 5001-10 000 (3) 10 001- 20 000 (4) 20 001- 30 000 (5) &gt; 30 000 (6) Decline to answer (7)</p>
18	<p>Which Mobile Network do you use? Tick all that apply</p>	<p>MTN (1) Vodacom (2) Cell C (3) Telkom Mobile (4) Other- Specify (5)</p>

DEPENDENT  
-EMPLOYED  
-UNEMPLOYED  
-OTHER

DEPENDENT  
INCOME

19	Estimate how much do you spend on mobile data per month	0 (1) R1- R50 (2) R51-R100 (3) R101- R150 (4) R151-R200 (5) >R200 (6)	INDEPENDENT
20	Are you a member of a Stokvel?	No (0) Yes (1)	
21	Are you a member of a co-operative? (Note: A co-operative is a business where a group of people get together on a voluntary basis to address a common need or distinct form of enterprise that provides products and services to its members)	No (0) Yes (1)	
22	Do you grow your own food?	No (0)Yes (1)	
23	May we contact you again in future e.g. to participate in other research studies?	No (0) Yes (1)	
24	If Yes- enter your email address		

Ownership		
#	Description	Response Items (Codes)
1	<b>Ownership-Devices:</b> Do you own any of the following: (Tick any options that apply to you)?	Feature phone (1) Smart phone (2) Tablet (3) Laptop (4) Personal Computer (PC) (5) TV (6)
2	How did you get your phone/tablet/PC?	Not applicable (1) Bought it cash (2) Got it on contract (3) It was a Gift (4) Other, Specify (5)
3	<b>Ownership – Other:</b> Do you own any of the following: (Tick any options that apply to you)	Land (1) House (2) Livestock (3)
4	If you own a house what is the type of Dwelling	Informal dwelling (1) RDP House (2) Village House (3) House in Town (4)
5	How have you sourced the Land/House that you currently live in	Bought (1) Inherited (2) Rental Lease (3) Right to Occupy (4) Other-Specify (5)
6	If you own land what do you use the land for	Residential (1) Commercial (2) Agriculture (3) Other-Specify (4)

INDEPENDENT

Access		
#	Description	Response Items (Codes)
1	Do you have access to the following: (Tick any options that apply to you)	Electricity (1) Local Community radio (2) Alternative energy source (e.g. Gas. Paraffin) (3) Solar (4) Television (5) Computer / Tablet (6) Mobile Phone (7)
2	Do you know what the internet is?	No (0) Yes (1) <b>INDEPENDENT</b>
3	Do you have access to the internet at home	No (0) Yes (1) <b>INDEPENDENT</b>
4	Do you have access to free internet	No (0) Yes (1) <b>INDEPENDENT</b>
5	If you said "yes" above, then indicate where you obtain free access? (Tick any options that apply to you)	School/Campus (1) Work (2) Community Centre (3) Library (4) Public spaces e.g. restaurant (5) Other, specify (6) Not Applicable (7)
6	Do you know what WIFI is?	No (0) Yes (1) <b>INDEPENDENT</b>
7	If yes- How often do you use WIFI	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)

Awareness and Usage		
#	Description	Response Items (Codes)
1	What do you use the internet for? (Tick any options that apply to you)	Entertainment (1) Search for jobs (2) INDEPENDENT Search for information (3) To search for business opportunities (4) To complete online training/courses (5) To keep in touch with others (6) Online banking (7) Online shopping (8) Paying bills (9) Other, specify (10)
2	Can you use a computer/laptop?	No (0) Yes (1) INDEPENDENT
3	If Yes, how did you learn to use the computer/laptop?	Self-taught (1) Attended a course (2) Informal learning (3) INDEPENDENT Other, specify (4)
4	What do you use your computer/laptop/mobile device for? Tick all that apply to you	Make receive calls (1) SMS (2) MMS (3) Facebook (4) Skype (5) WhatsApp (6) Email (7) Audio streaming (8) Download podcasts (9) Download / Listen to music (10) Download / Listen videos (11) Take photos (12) Cell phone Banking (13) Games (14) Gambling (15) Other, specify (16)
5	How often do you use the following (frequency): Feature phone Smart phone Tablet Laptop Personal Computer (PC) TV  Put a number next to each option	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)
	Do you use the internet to complete online courses?	No (0) Yes (1) INDEPENDENT
6	If you use the internet to complete online courses- are the courses accredited?	No (0) Yes (1) I Don't Know (2)



7	Are you aware of online banking? (Note: Online banking refers to an electronic payment system that enables customers of a bank to conduct financial transaction through bank's website. E.g. FNB, Absa etc.)	No (0) Yes (1) <b>INDEPENDENT</b>
8	Do you use online banking?	No (0) Yes (1) <b>INDEPENDENT</b>
9	How do you move money/transfer money? Tick all that apply	Shoprite Checkers or similar option (1) Online Banking (2) E-Wallet/Mobile Money (3) Not Applicable (4) Other, Specify (5) <b>INDEPENDENT</b>
10	If you are a member of a Stokvel or cooperative - do you use the internet for the activities of the Stokvel/cooperative	No (0) Yes (1) I Don't Know (2) Not Applicable (3)
11	Do you use the internet for any of the following activities? Tick all that apply:	Marketing goods/services (1) Selling goods/services (2) Information about growing food/farming (3) <b>INDEPENDENT</b>
12	Which do you use more on a daily basis - Mobile Phone OR Computer/Laptop? Estimate the % split of usage for mobile phone vs computer/laptop. The total must add up to 100% e.g Phone 80% Computer 20%  OR Phone 100% Computer 0%	Mobile Phone xx% Computer-Laptop xx%

Benefits of ICT/Computers/Mobile Devices		
#	Description	Response Items (Codes)

1	<p>What benefits do you derive from using computers/mobile phones</p> <p>(Tick all that apply)</p>	<p>Improve/increase your income (1)</p> <p>Feel more included in the society (2)</p> <p>Feel more included in the economy (3)</p> <p>Find employment (4)</p> <p>Prepare for employment (5)</p> <p>Increased confidence (6)</p> <p>Access to information (7)</p> <p>I save money e.g. transport costs (8)</p> <p>Other-specify (9)</p>
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INDEPENDENT

E-Skills Questions		
#	Description	Response Items (Codes)
	Indicate to what extent you agree with the following statements	
	<b>Information and Data Literacy INDEPENDENT</b>	
1	I use the internet to search for information when I want to solve a problem.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
2	I use more than one website when searching for information on the internet.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
3	I use different sources of information when I want to solve a problem.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
4	I verify the information that I have sourced from the internet	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
5	How often do you use the internet to search for information?	Always (1) Often (2) Half the time (3) EXCLUDE THIS ONE Rarely (4) Never (5)
6	I save the information I have gathered/sourced from the internet.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
7	If you chose "Strongly agree" or "agree" on the previous question, then indicate where/how you save the information. Tick all that apply	Google Drive (1) On my device - computer (2) On my device - mobile phone (3) EXCLUDE THIS ONE Drop box (4) i-Cloud (5) Other-Specify (6)
8	I know how to back up the information I have sourced from the internet	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)

9	I back up my information/documents.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
10	How often do you back up your information/documents?	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)	EXCLUDE THIS ONE
11	The information/ communication I receive on my device is reliable	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
12	I trust/believe the information that I see on the internet	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
13	I know how to determine/check/verify whether information on the internet is reliable.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
	<b>Communication and Collaboration INDEPENDENT</b>		
14	The internet enables me to have exchanges of ideas?	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
15	I care about how my messages are perceived on the online forums such as WhatsApp and Facebook	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
16	I am aware of the potential impact of what I say on social media.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	

17	I participate in the following online forums. Tick all that apply.	None (1) WhatsApp (2) Facebook (3) LinkedIn (4) Google+ (5) YouTube (6) Pinterest (7) Instagram (8) SnapChat (9) Viber (10) We-Chat (11) Other-Specify (12)
18	If you participate in online forums, then indicate what do you use the online forums for (tick all that apply)	To collaborate (1) Social interactions with family/friends (2) For business (3) To exchange information (4) To negotiate (5) To make decisions (6) Other-Specify (7)
<b>Digital Content Creation</b>		<b>INDEPENDENT</b>
19	I am aware of the legal implications of using the internet.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
<b>Safety</b>		<b>INDEPENDENT</b>
20	I am aware that what is good/acceptable for me when using the internet may not be good/acceptable for others	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
21	I am offended by messages posted on the online forums such as WhatsApp and Facebook	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
22	I am aware of my digital footprint. (Note: digital footprint is the information about a particular person that exists on the Internet as a result of their online activity/ refers to one's unique set of traceable digital activities, actions, contributions and communications that are manifested on the Internet or on digital devices)	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)

23	I provide my personal information when interacting on the internet or when requested on the internet.	Always (1) Often (2) <b>EXCLUDE THIS ONE</b> Half the time (3) Rarely (4) Never (5)
24	I know how to check the safety/authenticity of a website.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
25	I am aware of the financial risks of using the internet, such as: Credit card Fraud Banking Details exposed Loss of money Identity theft	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
26	I am aware of tools that will enable me to secure my Phone/Computer and information when using the internet	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
27	I feel safe using the internet in the following settings:  Tick all that apply	At home (1) At work (2) <b>EXCLUDE THIS ONE</b> Public spaces (3) Other, specify (4)
28	Browsing the internet opens me up to cybersecurity risks.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
29	Have you ever been a victim of cybercrime or fraud (e.g. identity theft, credit card fraud)	No (0) <b>INDEPENDENT - UNIQUE</b> Yes (1)
<b>Problem Solving</b>		<b>INDEPENDENT</b>
30	How often do you apply what you have learned from the internet?	Always (1) Often (2) Half the time (3) <b>EXCLUDE THIS ONE</b> Rarely (4) Never (5)
31	I easily respond to changes in technology	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
32	I use computers/mobile device to set goalsE.g. fitness goal to run a marathon	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)

33	To what extent do you use computers/mobile phones to track your daily activities (e.g. reminders, birthdays, number of km's completed in preparing for a marathon)	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)	EXCLUDE THIS ONE
34	I use the internet to find courses for my own learning needs	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
35	I find online courses and tutorials useful	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
36	Have you ever completed an online course and received a certificate?	No (0) Yes (1)	
37	I use the internet to keep learning and improve myself.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)	
38	Do you know what an app is?	No (0) Yes (1)	EXCLUDE THIS ONE
39	Do you use apps?	No (0) Yes (1)	
40	Are you aware of free apps/programs?	No (0) Yes (1)	
41	If yes above, indicate to which of the following equivalent for free app/programs are you aware of: Check all that apply.  The options for each will be item on the list will be: * Fully Aware/FA * Aware/A * Not Aware/NA	Presentation (1) Publishing (2) Word Processor (3) Programming (4) Spreadsheet (5) Project Management (6) Mind Maps (7) Email (8) Video (9) Other, Specify (10)	EXCLUDE THIS ONE
42	I use free apps/programs because it is... Check all that apply.	Easy to use (1) Free/cost effective (2) More efficient/more functionality (3) It's all I know (4) Other-specify (5)	EXCLUDE THIS ONE

ICT Self Efficacy (ICT = Information & Communication Technology)		
#	Description	Response Items (Codes)
1	I can always manage to solve difficult problems using ICT if I try hard enough	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
2	If someone opposes me, using ICT I can find the means and ways to get what I want.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
3	Using ICT, it is easy for me to stick to my aims and accomplish my goals	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
4	I am confident that I could deal efficiently with unexpected events using ICT.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
5	Thanks to my resourcefulness, I know how to handle unforeseen situations using ICT.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
6	I can solve most problems using ICT if I invest the necessary effort.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
7	I can remain calm when facing difficulties because I can rely on using ICT to cope.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
8	When I am confronted with a problem, I can usually find several solutions using ICT.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
9	If I am in trouble, I can usually think of a solution by using ICT.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)



10	Using ICT, I can usually handle whatever comes my way.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
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General Self Efficacy		
#	Description	Response Items (Codes)
1	I can always manage to solve difficult problems if I try hard enough.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
2	If someone opposes me, I can find the means and ways to get what I want.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
3	It is easy for me to stick to my aims and accomplish my goals	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
4	I am confident that I could deal efficiently with unexpected events.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
5	Thanks to my resourcefulness, I know how to handle unforeseen situations.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
6	I can solve most problems if I invest the necessary effort.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
7	I can remain calm when facing difficulties because I can rely on my coping abilities.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
8	When I am confronted with a problem, I can usually find several solutions.	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)

9	If I am in trouble, I can usually think of a solution	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)
10	I can usually handle whatever comes my way	Strongly agree (1) Agree (2) Neutral (3) Disagree (4) Strongly disagree (5)

Government to Citizen (G2C) Questions		
#	Description	Response Items (Codes)
1	Have you visited any government website before?	No (0) Yes (1) INDEPENDENT
2	Which government department website or app have you looked at? Tick those that apply:	Health (1) Education (2) Social Services/Social Development (3) Home Affairs (4) Human Settlements (Housing) (5) Agriculture/Rural Development (6) Co-operative governance and Traditional affairs (7) Economic Development (8) Community Safety (9) Infrastructure Development (10) Roads/Transport (11) Sports/Arts/Culture (12) Treasury (13) Other-Specify (14)
3	Which of the following services have you completed online? Tick those that apply:	Applied for a government service (1) Log a query regarding government service (2) Pay for a service e.g. Municipal Bills (3) Other-Specify (4) INDEPENDENT
4	How often do you complete these services online?	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)
5	Do you have an account on any of the following social networking sites? Tick all that apply.	Twitter (1) Facebook (2) Instagram (3) Other-Specify (4) INDEPENDENT
6	How often do you use the government page/account on social networking sites?	Always (1) Often (2) Half the time (3) Rarely (4) Never (5) INDEPENDENT

7	Have you performed any of the following on Governments page/account on social networking sites	Followed or become a fan of a government department or government official (1) You posted any comments on their page on a social networking site (2) Read the blog of a government department or official? (3) You posted any comments on their blog? (4)
8	How often do you successfully complete what you have tried to do on a government website (e.g. resolve a query, apply for services)?	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)
9	How often do government officials/departments that you interact with on social networking sites respond to your communication?	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)
10	How often have you been satisfied with the responses you received from government officials/departments	Always (1) Often (2) Half the time (3) Rarely (4) Never (5)
11	Do you trust government websites or apps?	No (0) Yes (1)
12	Do you believe government websites/apps should be available in your home language (official languages of South Africa)?	No (0) Yes (1)

INDEPENDENT

INDEPENDENT

INDEPENDENT

INDEPENDENT

Poverty and Social Inclusion

DEPENDENT AS DISCUSSED

#	Description	Response Items (Codes)
1	How many people live in your household?	
2	<del>About h</del> How much do you spend on food <b>only</b> per month for your household (in Rands/ZAR)?	
3	Has any child under the age of 5 in your household died in the past 12 months?	No (0) Yes (1)
4	Have any members of your household aged 15 or older completed at least 5 years of schooling?	No (0) Yes (1)
5	Is there any school-aged child (aged 7 to 15) in your household that is currently out of school	No (0) Yes (1)
6	a) Does your household use paraffin/candles/nothing/other -for lighting? b) Does your household use paraffin/wood/coal/dung/other/none- for heating? c) Does your household use paraffin/wood/coal/dung/other/none - for cooking? d) Does your household have piped water in dwelling or on stand? e) Does your household have a flush toilet? f) Is your current dwelling place any of the following: an informal dwelling/traditional dwelling/caravan/tent/other? g) Does your household own one of the following: radio, television, telephone or refrigerator? h) Does your household own a car? Tick for each type of fuel.	Responses for each question: No (0) Yes (1)
7	Are all adults (aged 15 to 64) in the household unemployed?	Responses for each question: No (0) Yes (1)