

# IMPACT-HH\_SPTF60DB

## Survey Language

To change language, use the menu button on the top-right (three dots).

Para cambiar el idioma, use el menú arriba a la derecha (tres puntos).

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## COVID-19 Client Interview Tool

This survey has been developed by [SPTF](#), [60decibels](#), [FINCA/ValiData](#) and [ADA](#).

Additional information as well as guidance for the enumerator can be found [here](#).

The original survey has been adapted by [HEDERA Sustainable Solutions](#) to fit the format of this mobile questionnaire.  
This is a demo version that can be adapted according to institution needs and country/region-specific context.

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## Who will conduct the survey?

- Client
- External

## Please enter the name of the institution

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## Date of interview & start time

yyyy-mm-dd

hh:mm

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## Intro

### Introductory Note

(Example):

Hello, can I speak to [customer name]? My name is [name] and I am calling from a company called [company name]. I am conducting research on behalf of [company] with their [product/service] customers to learn about you and get your feedback. This interview is voluntary and will not affect the service you receive from [company] but if you have the time we value your feedback so [company] can identify opportunities for improving.

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## » Qualification

### Are you the person mainly responsible for coordinating with ?

- Yes
- No

### Is the main contact person available for me to speak to now?

If yes, please continue the interview with the person in charge.

- Yes
- No

Continue interview with main contact.

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## » » Contact Details

Can you please share their name and phone number so I can call them?

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Name\_\_\_\_\_

Phone Number

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Do you have 15 minutes to talk to me?

- Yes  
 No

Would you will be available if I call back later?

- Yes  
 No

When could I contact you again?

yyyy-mm-dd

hh:mm

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Have you heard about Coronavirus or COVID-19?

- Yes  
 No

Let me tell you a little more.

*Coronavirus disease or COVID-19 is a new infectious disease that is affecting the world right now. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands and not touching your face. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette - for example, by coughing into a flexed elbow.*

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## Demo Survey

### Personal Data

Are you willing to provide your personal data? (Name, ID, Age)  
(If available, you can provide a link to your privacy statement/data protection declaration)

- Yes  
 No

### » Client Data

Customer full name\_\_\_\_\_

**Age**

- 18-35
- 36-50
- 51-65
- 66+

**Click to record GPS location***(for web-based interview)*

latitude (x.y °)

longitude (x.y °)

altitude (m)

accuracy (m)

**» Context****Gender**

- Male
- Female
- Other

**Location of respondent**

- Countryside
- Town or village
- Small City
- Large City

**Overall, are you concerned about coronavirus?**

- Yes, very much
- Yes, slightly
- No, not really
- No, not at all
- I'm not really sure

**What is the top concern you have related to the coronavirus lockdown (use local description) right now?**

*Select all that apply*

- Access to basic needs such as food, medicine, and shelter
- Ability to work / earn an income
- Childcare
- The economy
- Concern about my health or my family's health
- Other

**Please specify**\_\_\_\_\_

**» Finances**

**So far, overall, has the financial situation of your family changed since the coronavirus lockdown (use local description)?**

**Has it:**

- Got much worse
- Got a little worse
- Stayed the same
- Improved a little
- Improved a lot

**As a way to cope with the coronavirus situation, have you had to do any of the following? Have you:**

*Select all that apply*

- Used money that you had been saving
- Found new/additional work
- Stopped loan repayments
- Borrowed money from an MFI or bank
- Borrowed money from a friend or family
- Borrowed food from a friend or family
- Borrowed money from a money lender
- Sold an asset?
- Done something else

What kind of asset did you sell?

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Please specify \_\_\_\_\_

What was the largest source of income (money) for your family in the last 12 months?

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Please specify:

For example:

- If farming, what do you farm?
  - If business, what do you sell/what is your service?
  - If employment, what is your job?
- 

Has your income from this source changed since the start of the coronavirus lockdown (use local description)?

Has it:

- Got much worse
- Got a little worse
- Stayed the same
- Improved a little
- Improved a lot

Could you please explain your answer?

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Do you have a secondary source of income?

- Yes
- No

What was the second-largest source of income (money) for your family in the last 12 months?

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Please specify.

For example:

- If farming, what do you farm?
  - If business, what do you sell/what is your service?
  - If employment, what is your job?
- 

Has your income from this source changed since the start of the coronavirus lockdown (use local description)?

Has it:

- Got much worse
- Got a little worse
- Stayed the same
- Improved a little
- Improved a lot

Could you please explain your answer?

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**Do you farm or keep animals for your family to eat?**

- Yes
- No

**Has there been any impact from the coronavirus on your farming or animals**

- Yes
- No

**Please explain your answer**

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**Are you currently able to access cash when you need to? By this I mean, getting it from an ATM, an agent, or a bank branch, for example.**

**Is it:**

- No different from normal
- A lot harder
- Slightly harder
- A little easier
- A lot easier

**Could you explain why it has changed?**

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**As a result of the coronavirus, have there been changes in food consumption in your household?**

- Yes
- No

## **» Food Consumption**

**Have you decreased consumption of some types of foods?**

- Yes
- No

**Could you please explain your answer?**

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**Have you reduced the number of meals you have each day?**

- Yes
- No

**Do you often go hungry when you wouldn't normally?**

- Yes
- No

**To what extent do you agree or disagree with this statement: I am worried about the health impacts of the coronavirus on me and my household? Do you:**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

**What could do at this time that would be particularly helpful to you?**

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**Can you tell me, what actions, if any – by friends, community, government or others – are giving you hope right now?**

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**Fill the PPI survey?**

*The PPI (Poverty Probability Index) is a set of 10 questions developed by [Innovation for Poverty Action](#)*

*If necessary, the PPI questionnaire of the country could be added here.*

- Yes
- No

**Final remarks**

*The coronavirus is affecting people in many ways. Is there anything else you would like to share about how the coronavirus has affected you and your family? Please explain.*

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Thank you for participating in this survey.

*Thank you very much for your time. I really appreciate you talking to me and sharing your experience. We will use this information to inform ways in which they may be able to make their products and services better for you (and your family). Please stay safe and well.*

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