

# epworthcup2016

## Tablet serial number

---

The Consuming Urban Poverty Project, an international research project trying to understand urban poverty and its consequences in respect of food systems planning and governance in Africa's secondary cities. We are interested in understanding how communities access food and the role that food retail plays in food security. (Detail university) University in partnership with Jaramogi Oginga Odinga University of Science and Technology, Maseno University, Copperbelt University and the University of Cape Town is conducting this research. As part of this research, we would like to include your retail outlet in a mapping exercise and ask you a few questions to understand a bit more about your trade. Your identity will remain strictly confidential and will not be revealed to anyone. If you need any further information, please contact research leader [to be inserted at each city] at [insert appropriate contact number]. There are no right or wrong answers. The interview will take about 45 minutes. Your answers will be combined with those of over 200 other food retail outlets we are talking to in (Insert City) to get an overall picture. Any answers you provide will be kept absolutely confidential, and there is no way anyone will be able to identify you by what you have said in this interview. We are not recording either your address or your name, so you will remain anonymous so please feel free to tell us what you think. The data we collect from these interviews will always be kept in a secure location. You have the right to terminate this interview at any time and you have the right to refuse to answer any questions you might not want to respond to.

### Do you own this business?

- No
- Yes

If no, how can I arrange to speak to the owner? (Three attempts should be made to contact the owner)

### Could you please provide me with the owner's contact details?



Are you willing to participate?

### I am/am not willing to participate

- I am willing to participate
- I am not willing to participate

### I understand that my participation in the study is entirely voluntary and that I am free to stop at any time.

- No
- Yes

### I understand that I cannot be identified by my answers and that my answers cannot be linked to me.

- No
- Yes

I understand that I do not have to answer any question I do not wish to answer for any reason.

- No  
 Yes

I agree that the information I give may be used in research reports and that these reports will not reveal my personal identity.

- No  
 Yes

I have understood the information regarding my participation in the study and agree to participate in this Consuming Urban Poverty study

- No  
 Yes

From the previous answers I(as the enumerator) understand that you have given consent to continue with the Consuming Urban Poverty Survey

- No  
 Yes

## survey

Thank you for agreeing to participate in this study. Are there any questions you wish to ask before we begin?

---

### Specific city site detail

*Enumerator to complete: Please do not ask this of the operator*

---

### Specific retail site detail

*Enumerator to complete: Please do not ask this of the operator*

---

1. Trader Details - I would like to ask some specific details of you as the owner of the business

#### 1.a. Male or female

- Male  
 Female

**1.b. How old are you**

- 16 to 18
- 19 to 25
- 26 to 40
- 41 to 65
- Older than 66

**1.c. How many household members do you support through the store****2. Store location****2.a. Store address**

*Enumerator to complete: Please insert a code/identification that would assist you should you wish to return to the store. To ensure anonymity, please do not insert the actual store address*

---

**2.b. Market/mall/street name**

---

**3. Where is the store located**

*Enumerator to complete: Please do not ask this of the operator*

- Market (zoned/approved)
- Market (illegal/non-approved)
- Mall
- Mini Mall/shopping precinct
- Street edge
- House
- Mobile store
- Stand alone shop

**3.a. What determines the nature of the store operation and location**

Select multiple - please ask this question

- Permanent outlet
- Seasonality
- Economics
- Lease
- Permit
- Affordability
- Specific time of year
- Opportunity
- Specific event

**3.b. What is the nature of your store operation**

- Fixed/permanent
- Cyclical/periodical
- Seasonal
- Mobile

**3.c. Store typology**

Enumerator to complete: Please do not ask this of the operator

- House shop
- Table at intersection
- Street vendor
- Mobile vendor
- Market Stand or Market Stall Vender - Musika
- Tuck shop
- Grocery/general dealer
- Wholesaler
- Superette
- Large supermarket - independent
- Large supermarket - chain store outlets
- Butchery/Ku Butcher
- Grinding Mill/Chigayo
- Bottle store (with on consumption)

#### 4. Store operations

##### 4.a. What is your general store opening time

hh:mm

---

##### 4.b. What is your general store closing time

hh:mm

---

##### 4.c. What is/are your busiest operating time/s (select multiple)

*Select multiple*

- Early morning 4h30 to 8h00
- Mid morning 8h00 to 11h30
- Noon 11h30 to 14h00
- Early afternoon 14h00 to 16h30
- Late afternoon 16h30 to 18h30
- Evening & night 18h30 to 21h00
- Midnight 21h00 to 04h00

##### 4.d. What days do you operate (select multiple)

*Select multiple*

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

**4.e.What are your busiest trading days (select multiple)***Select multiple*

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

**4.e.a. Do you operate at different times over the weekend**

- No
- Yes

**4.e.b. What are the weekend operating times***Select multiple*

- Early morning 4h30 to 8h00
- Mid morning 8h00 to 11h30
- Noon 11h30 to 14h00
- Early afternoon 14h00 to 16h30
- Late afternoon 16h30 to 18h30
- Evening & night 18h30 to 21h00
- Midnight 21h00 to 04h00
- No different to week days

**4.f. What are the best trading months in the year? (select multiple)***Select multiple*

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

**4.g. In which months (if any) is your store closed? (select multiple)***Select multiple*

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December
- Not closed

**4.h. What is the worst trading month**

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

**4.i. Where do the majority of your clients live?**

- City
- The store neighbourhood
- Another city
- Rural areas
- Another country
- Don't Know

**4.j. In your view, what are the main reasons that clients frequent your store? (select multiple)***Select multiple*

- From Neighbourhood
- Passing traffic
- On way to work/home
- On way to or from public transport
- Looking for a specific product
- Convenience (one stop shop)
- Sole supplier using you are wholesale
- Price
- Relationship with owner/operator
- Owe you money
- Service excellence
- Operating hours
- Offer credit
- Don't Know

**4.k. How many permanent staff do you employ**

- Between 1 and 5
- Between 6 and 10
- More than 11
- No permanent staff employed

**4.l. How many casual staff do you employ**

- Between 1 and 5
- Between 6 and 10
- More than 11
- No casual staff employed

**4.m. How many seasonal staff do you employ**

- Between 1 and 5
- Between 6 and 10
- More than 11
- No seasonal staff employed

**4.n. What is the average daily wage paid to permanent staff***in local currency***4.o. What is the average daily wage paid to casual staff***in local currency***4.p. What is the average daily wage paid to seasonal staff***in local currency***5. Store ownership****5.a. How would you describe the ownership of the store**

- Single owner (single store)
- Single owner (with many stores)
- More than one owner - not family
- Family ownership – married couple
- Family ownership - siblings
- Family ownership – extended family
- Consortium/cooperative
- Local company
- International company
- Other

**5.b. What is the highest education level completed by the owner**

- Primary School
- Lower Secondary School
- Senior Secondary School
- Diploma or Trade Qualification
- University degree
- No Education

**5.c. How long have you owned the store**

- ≤ 1 year
- 1 - 5 years
- 6 - 10 years
- 11 - 20 years
- ≥ 20 years

**5.d. How long have you been in the business of owning retail stores**

- ≤ 1 year
- 1 - 5 years
- 6 - 10 years
- 11 - 20 years
- ≥ 20 years

**5.e. How close to the trading store do you stay/live**

- At store/trading location
- Within walking distance
- Within commuting distance (public transport)
- Within commuting distance (own transport)
- Live in rural area
- Live in other town

**6. Store operator (if different to owner)****6.aa. Does the store get managed by an operator**

- Yes
- No

**6.a.Store operator profile**

- Male
- Female
- Owner operator

**6.b. Who is the day-to-day operator of the store**

- Owner
- Manager
- Family member (but not spouse)
- Employee (not manager)
- Spouse
- Mix

**6.c. What is the highest education level of the operator**

- Primary School
- Lower Secondary School
- Senior Secondary School
- Diploma or Trade Qualification
- University degree
- No Education
- Owner operator

**6.d. What is the age of the store operator?**

- ≤ 15
- 15 - 25
- 26 - 40
- 41 - 60
- ≥ 61
- Owner operator

**6.e. How long has the store operator managed the store**

- ≤ 1 year
- 1 - 5 years
- 6 - 10 years
- 11 - 20 years
- ≥ 21 years
- Owner operator

**6.f. How close to the trading store do you (as the operator) stay/live**

- At store/trading location
- Within walking distance
- Use public transport to get to store
- Use own transport to get to store
- Live in rural area
- Live in other town
- Owner operator

**7. Store infrastructure****7.a. Do you have access to the following trading infrastructure***Select multiple*

- Formal trading structure
- Informal temporary trading structure
- Mobile structure/facility
- Designated parking facilities
- Piped running water
- Waste disposal facilities
- Electricity
- Refrigeration
- Secure storage
- Sanitation facilities
- Shade
- Permanent rain protection
- Electronic point of sale
- Cell phone cash transaction facilities (eg: MPesa, etc.)
- Shop windows
- Air-conditioning
- Paved floor surface

**7.b. What are the primary reasons for the store being located here***Select multiple*

- Access to services
- Permit-allowed space
- Existing market area
- Due to passing traffic
- Close to home
- Own/rent the land
- Close to other retail
- Inherited store
- Always traded here
- Close to public transport
- Cheap land
- Cheap rent
- Permitted development area

**7.c. Do you usually trade at this location**

- No
- Yes

**7.d. How often have you changed location since you started trading****7.e. Operational Resourcing: Do the following work in your store?***Select multiple*

- Wife
- Husband
- Children
- Relatives
- No family work in store

**7.f.a. Operational Resourcing: Do family working in store get a daily salary - Wife? State daily amount**

**7.f.b. Operational Resourcing: Do family working in store get a daily salary - Husband? State daily amount****7.f.c. Operational Resourcing: Do family working in store get a daily salary - Children? State daily amount****7.f.d. Operational Resourcing: Do family working in store get a daily salary - relatives? State daily amount****7.g. What percentage of your total household income is derived from the store**

- ≤ 25%
- 26 - 50%
- 51 - 75%
- ≥76%
- No household income from store

**7.h. Are there times when income from the store is insufficient to cover the household costs**

- Sometimes
- Always
- Never
- No household income from store

**8. Additional store operations****8.a. Do you pay any form of taxes other than permits/licence***Select multiple*

- Value added tax
- Income tax
- Employment tax
- Rates/city tax

**8.b. Do you pay any other forms of official tax?***Please do not include health permit, food sales permit or trading permit here - this is asked later***9. Products sold. I would now like to ask a series of questions about the products sold in your store.**

**9.a. What products do you sell***Select multiple*

- Fresh food
- Self packaged items
- Supplier packaged food
- Mixed foods
- Refrigerated food items
- Traditional food items
- Cooked or prepared food food

**9.b. Do you sell products other than food**

- Yes
- Sometimes
- No

**9.c.a. Do you sell vegetables**

- Yes
- No

**9.c.b. How often do you restock vegetables**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.c.c. Do you bulk break vegetables**

- Yes
- No
- Sometimes

**9.c.d.How do you get vegetables to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.c.e.Please rate the profitability of vegetables to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.d.a. Do you sell fruit**

- Yes
- No

**9.d.b.How often do you restock fruit**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.d.c.Do you bulk break fruit**

- Yes
- No
- Sometimes

**9.d.d.How do you get fruit to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.d.e. Please rate the profitability of fruit to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.e.a. Do you sell roots and tubers**

- Yes
- No

**9.e.b. How often do you restock roots and tubers**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.e.c. Do you bulk break roots and tubers**

- Yes
- No
- Sometimes

**9.e.d. How do you get roots and tubers to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.e.e. Please rate the profitability of roots and tubers to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.f.a. Do you sell dry grains (maize, rice, etc.)**

- Yes
- No

**9.f.b. How often do you restock dry grains**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.f.c. Do you bulk break dry grains**

- Yes
- No
- Sometimes

**9.f.d. How do you get dry grains to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.f.e. Please rate the profitability of dry grains to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.g.a. Do you sell dry pulses (beans, lentils, etc.)**

- Yes
- No

**9.g.b.How often do you restock dry pulses (beans,lentils, etc)**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.g.c.Do you bulk break dry pulses (beans, lentils, etc)**

- Yes
- No
- Sometimes

**9.g.d. How do you get dry pulses(beans, lentils, etc) to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.g.e.Please rate the profitability of dry pulses(beans, lentils, etc) to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.h.a. Do you sell live chickens**

- Yes
- No

**9.h.b. How often do you restock live chickens**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.h.c. How do you get live chickens to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.h.d. Please rate the profitability of live chickens to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.i.a. Do you sell other livestock**

- Yes
- No

**9.i.b. How often do you restock other livestock**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.i.c. .How do you get other livestock to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.i.d. Please rate the profitability of other livestock to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.j.a. Do you sell fresh meat**

- Yes
- No

**9.j.b. How often do you restock fresh meat**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.j.c. Do you bulk break fresh meat**

- Yes
- No
- Sometimes

**9.j.d. How do you get fresh meat to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.j.e. Please rate the profitability of fresh meat to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.k.a. Do you sell frozen meat**

- Yes
- No

**9.k.b. How often do you restock frozen meat**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.k.c. Do you bulk break frozen meat**

- Yes
- No
- Sometimes

**9.k.d. How do you get frozen meat to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.k.e. Please rate the profitability of frozen meat to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.l.a. Do you sell fresh fish**

- Yes
- No

**9.l.b. How often do you restock fresh fish**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.l.c.Do you bulk break fresh fish**

- Yes
- No
- Sometimes

**9.l.d.How do you get fresh fish to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.l.e.Please rate the profitability of fresh fish to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.m.a.Do you sell dried fish**

- Yes
- No

**9.m.b.How often do you restock dried fish**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.m.c.Do you bulk break dried fish**

- Yes
- No
- Sometimes

**9.m.d.How do you get dried fish to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.m.e.Please rate the profitability of dried fish to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.n.a. Do you sell frozen fish**

- Yes
- No

**9.n.b.How often do you restock frozen fish**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.n.c. Do you bulk break frozen fish**

- Yes
- No
- Sometimes

**9.n.d.How do you get frozen fish to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.n.e. Please rate the profitability of frozen fish to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.o.a. Do you sell eggs**

- Yes
- No

**9.o.b.How often do you restock eggs**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.o.c.Do you bulk break eggs**

- Yes
- No
- Sometimes

**9.o.d.How do you get eggs to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.o.e.Please rate the profitability of eggs to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.p.a.Do you sell dairy**

- Yes
- No

**9.p.b.How often do you restock dairy**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.p.c.Do you bulk break dairy**

- Yes
- No
- Sometimes

**9.p.d.How do you get dairy to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.p.e.Please rate the profitability of dairy to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.q.a. Do you sell oils and fats (including margarine)**

- Yes
- No

**9.q.b.How often do you restock oil and fats**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.q.c.Do you bulk break oil and fats**

- Yes
- No
- Sometimes

**9.q.d.How do you get oil and fats to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.q.e.Please rate the profitability of oil and fats to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.r.a. Do you sell fried foods**

- Yes
- No

**9.r.b.How often do you restock fried foods**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.r.c.How do you get fried foods to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.r.d. Please rate the profitability of fried foods to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.s.a. Do you sell sugared drinks**

- Yes
- No

**9.s.b.How often do you restock sugared drinks**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.s.c.Do you bulk break sugared drinks**

- Yes
- No
- Sometimes

**9.s.d.How do you get sugared drinks to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.s.e. Please rate the profitability of sugared drinks to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.t.a. Do you sell chips and crisps**

- Yes
- No

**9.t.b. How often do you restock chips and crisps**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.t.c. How do you get chips and crisps to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.t.d. Please rate the profitability of chips and crisps to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.u.a. Do you sell sweets**

- Yes
- No

**9.u.b.How often do you restock sweets**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.u.c.Do you bulk break sweets**

- Yes
- No
- Sometimes

**9.u.d.How do you get sweets to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.u.e. Please rate the profitability of sweets to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.v.a.Do you sell sugar**

- Yes
- No

**9.v.b.How often do you restock sugar**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.v.c. Do you bulk break sugar**

- Yes
- No
- Sometimes

**9.v.d. How do you get sugar to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.v.e. Please rate the profitability of sugar to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.w.a. Do you sell tea and coffee**

- Yes
- No

**9.w.b. How often do you restock tea and coffee**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.w.c. How do you get tea and coffee to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.w.d. Please rate the profitability of tea and coffee to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.x.a. Do you sell cooked meat meals**

- Yes
- No

**9.x.b. How often do you restock cooked meat meals**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.x.c. How do you get cooked meat meals to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.x.d. Please rate the profitability of cooked meat meals to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.y.a. Do you sell cooked vegetable meals (including maize)**

- Yes
- No

**9.y.b.How often do you restock cooked vegetable meals**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.y.c.How do you get cooked vegetable meals to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.y.d.Please rate the profitability of cooked vegetable meals to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.z.a. Do you sell non cooked meals**

- Yes
- No

**9.z.b.How often do you restock non cooked meals**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.z.c.How do you get non cooked meals to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.z.d. Please rate the profitability of non cooked meals to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.aa.a.Do you sell bread in your store**

- Yes
- No

**9.aa.b.How often do you restock bread**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.aa.c.How do you get bread to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.aa.d.Please rate the profitability of bread to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.ab.a. Do you sell traditional food in your store**

- Yes
- No

**9.ab.b. How often do you restock traditional food**

- Daily
- Every other day
- Weekly
- Monthly
- Annually

**9.ac.c. How do you get traditional food to your store**

- On foot
- Collect (private transport)
- Collect (public transport)
- Formal delivery
- Informal delivery

**9.ad.d. Please rate the profitability of traditional food to your store**

- Very profitable
- Average
- Poor profits
- Lose money

**9.bb. Do you grow any of the produce sold**

*Please list the top three items grown*

- No
- Yes

**9.bb.a. What produce do you grow?**

---

**9.bb.b. What produce do you grow?**

---

**9.bb.c. What produce do you grow?**

---

**9.cc. Do you harvest any of the produce sold from natural spaces**

*Please list the top three items harvested naturally from forrests, hunted, caught, road sides, etc.*

No

Yes

**9.cc.a. What produce do you harvest naturally**

---

**9.cc.b. What produce do you harvest naturally**

---

**9.cc.c. What produce do you harvest naturally**

---

10. Most important 5 items (I am now going to ask you about your 5 most important items sold). Importance can be for a number of reasons, from ease of supply to profitability. Please think about the items and rate the 5 items most important of your store

*Please ask the respondent to think through the 5 items - ranking them from most important (number 1) to the fifth most important*

**» 10.a. Number 1 (most important) item**

**Enter most important item**

---

**Reason for importance rating**

---

**State reason for importance**

---

**Primary source of item**

---

**Primary supplier contact details****Secondary source****Secondary supplier contact details****Main sourcing strategy****What is the main sourcing challenge****10.a.a. For item 1st most important how has supply changed when compared to previous year**

- Improved significantly
- Marginal improvement
- Stayed the same
- Declined
- New product
- Don't know

**10.a.b. For item 1st most important how has your food price changed when compared to previous year**

- Increased significantly
- Marginal increase
- Stayed the same
- Decreased in price
- Far more unpredictable
- New product
- Don't know

**» 10.b. Number 2 (second most important) item**

**Enter second most important item**

---

**Reason for importance rating**

---

**State reason for importance**

---

**Primary source of item**

---

**Primary supplier contact details**

---



**Secondary source**

---

**Secondary supplier contact details**

---



**Main sourcing strategy**

---

**What is the main sourcing challenge**

---

**10.b.a. For item 2nd most important how has supply changed when compared to previous year**

- Improved significantly
- Marginal improvement
- Stayed the same
- Declined
- New product
- Don't know

**10.b.b. For item 2nd most important how has your food price changed when compared to previous year**

- Increased significantly
- Marginal increase
- Stayed the same
- Decreased in price
- Far more unpredictable
- New product
- Don't know

**» 10.c. Number 3 (3rd most important) item**

**Enter third most important item**

---

**Reason for importance rating**

---

**State reason for importance**

---

**Primary source of item**

---

**Primary supplier contact details**

---



**Secondary source**

---

**Secondary supplier contact details**

---

**Main sourcing strategy**

---

**What is the main sourcing challenge**

---

**10.c.a. For item 3rd most important how has supply changed when compared to previous year**

- Improved significantly
- Marginal improvement
- Stayed the same
- Declined
- New product
- Don't know

**10.c.b. For item 3rd most important how has your food price changed when compared to previous year**

- Increased significantly
- Marginal increase
- Stayed the same
- Decreased in price
- Far more unpredictable
- New product
- Don't know

**» 10.d. Number 4 (fourth most important) item****Enter most important item**

---

**Reason for importance rating**

---

**State reason for importance**

---

**Primary source of item**

---

**Primary supplier contact details**

---

**Secondary source**

---

**Secondary supplier contact details**

---

**Main sourcing strategy**

---

**What is the main sourcing challenge**

---

**10.d.a. For item 4th most important how has supply changed when compared to previous year**

- Improved significantly
- Marginal improvement
- Stayed the same
- Declined
- New product
- Don't know

**10.d.b. For item 4th most important how has your food price changed when compared to previous year**

- Increased significantly
- Marginal increase
- Stayed the same
- Decreased in price
- Far more unpredictable
- New product
- Don't know

**» 10.e. Number 5 (fifth most important) item**

**Enter most important item**

---

**Reason for importance rating**

---

**State reason for importance**

---

**Primary source of item**

---

**Primary supplier contact details**

---



**Secondary source**

---

**Secondary supplier contact details**

---



**Main sourcing strategy**

---

## What is the main sourcing challenge

---

### 10.e.a. For item 5th most important how has supply changed when compared to previous year

- Improved significantly
- Marginal improvement
- Stayed the same
- Declined
- New product
- Don't know

### 10.e.b. For item 5th most important how has your food price changed when compared to previous year

- Increased significantly
- Marginal increase
- Stayed the same
- Decreased in price
- Far more unpredictable
- New product
- Don't know

11. Business's History - I now want to ask you a set of questions about the history and current state of your business

### 11.a. Years of operation

- Less than 3 months
- 4 to 6 months
- 6 months to 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years

**11.b. What were the reasons for establishing the business**

- Economic opportunity
- Never been employed needed livelihood
- Lost formal job
- Been trading for years
- Long family history in trade
- Government incentives
- Contracted by someone
- Other

**11.c. Rate the business's current performance**

- Poor
- Marginal
- Good
- Very good

**11.d. Compare current performance to historical performance**

- Much better
- Better
- Same
- Worse
- Much worse
- Operating for less than a year

**11.e. Compared to last year, rate the business's current performance**

- Much better
- Better
- Same
- Worse
- Much worse
- Operating for less than a year

**11.f. Compared to other businesses in the areas, rate the business's performance over the last year**

- Much better
- Better
- Same
- Worse
- Much worse
- Operating for less than a year

**11.g. Has a supermarket opened in your neighbourhood in the past 24 months**

- No
- Yes

**11.g.a. What is the impact of that supermarket on your business**

- No supermarket
- Decline in my business
- Business stayed the same
- Improvement in my business
- Don't Know

**11.h. What is the impact of other vendors opening near your business**

- No other vendor
- Decline in my business
- Business stayed the same
- Improvement in my business
- Don't Know

**11.i. Major aspects creating stor related businesse opportunities***Select multiple*

- Enabling governance environment
- Good Policies
- Supportive business environment
- Increasing economy
- Stable food prices
- Improved supply
- More businesses in area
- None of the above

**11.j. Most important costs other than stock items***Select multiple - Please stress that you are not looking for the costs of stock sold but other costs as detailed below*

- Transport
- Wages
- Energy
- General storage
- Refridgeration
- Spoilage
- Debts
- Rent of trading space
- Licences and permits
- Security
- Waste removal
- Bribes
- Protection money

**11.k. Major threats to your store operations***Select multiple*

- Regulation
- Your own finances
- Competition from supermarkets
- Competition from other stores
- Supply constraints
- Bureaucratic processes
- No or poor infrastrucutre
- Gangsters
- Crime
- Police harrasment
- Harrasment from officials (not police)
- Tension with other stores
- Environmental issues
- Physical access to store

**11.l. Does the store have access to the following infrastrucutre***Select multiple*

- Running water
- Waste disposal
- Electricity
- Refigeration
- Toilets
- Secure storage
- Designated lighting
- Internet access
- Covered entrance
- Banking facilities
- Credit or access in finance

**11.m. What is the average spend per customer per transaction***First or most immediate response to be noted.*

**11.n. What is the average number of transactions per customer per day**

*First or most immediate response to be noted.*

**11.o.a. What is the average monthly turnover for the store**

*In local currency*

**11.o.b. What is the profit for your store (as a percentage of total income)****11.o.c. How does the profitability of your store compare to other stores**

- Better
- Worse
- The same
- Don't know
- Refused to answer

12. Customer relations and credit - I would now like to ask you some questions about your customers and payment processes

**12.a. Do you offer credit**

- Yes
- Sometimes
- No

**12.b. Who would you offer credit***Select multiple*

- No credit given
- Immediate family members
- Regular customers
- Clients with good credit
- Known locals
- Employed clients
- Other traders
- Government officials
- Only men
- Only women
- Pensioners
- Anyone who can give collateral
- Anyone - at my discretion

**12.c. Do you charge interest on credit offered**

- No
- Yes

**12.d. Are there groups who you will not give credit**

- No
- Yes

**12.d.a. Who would you not give credit**

---

**12.e. Describe the general repayment conditions when offering credit**

- No credit given
- Good
- Average
- Problematic

**12.f. Why do you offer credit***Select multiple*

- No credit given
- To retain customers
- Linked to community pay cycles
- Its necessary as this is a poor community
- Other traders offer credit
- People will go hungry if no credit
- To attract business
- Culturally appropriate thing to do
- It is our corporate policy

**12.g. What percentage of trade is made up of credit sales**

- No credit given
- Less than 10%
- Between 11% and 25%
- Between 26% and 50%
- Between 51% and 75%
- More than 76%

**12.h. Percentage income lost to bad debts**

- No credit given
- Less than 5%
- Less than 10%
- Between 11% and 25%
- More than 26%

**12.i. Maximum credit offered**

- No credit given
- Unlimited
- Informed by client credit history
- Average days wage
- Average weeks wage
- Average months wage
- At my discretion

**13. Networks and business support****13.a. Where do you find out about product availability**

*Select multiple*

- Suppliers come to me
- Known supply networks
- Other suppliers
- Other retailers and traders
- Call certain suppliers
- Internet
- Family members
- Business networks
- Rural networks
- Faith community
- Local business chamber
- Newspaper adverts
- Radio adverts
- Central markets
- Product wholesalers
- Supermarkets
- Central office procurement
- I make, grow or capture my stock
- Faith community

**13.b. Do you get support for your business's financial operations (loans, capital, etc)***Select multiple*

- Local government support
- National government support
- From business cash flow
- My own capital
- Family loans
- From money lenders
- Consortium members
- Savings club members
- Commercial companies
- Banks
- Supplier credits and repayment benefits
- Once of funds (like pension, inheritance, etc.)
- Other

**13.b.a. Do you receive other forms of business related support?**

- No
- Yes

**13.b.b. What type of business related support do you receive?**

---

**13.c. Rate the ability to get financial support**

- Never had support
- No support available
- Limited support
- Support but at expensive terms
- Depends on who you know at institutions
- Community networks are best
- Average support
- To much red tape
- Good support
- Support but to elites
- Gender makes a big difference

14. Licencing and permits - I would now like to ask you about licencing, permits and rental conditions

**14.a. Do you have an operating licence (Licence to operate - LOP)**

- Yes
- No licence required
- Applied and awaiting permission
- Don't know
- Trade without licence

**14.b.a. Type of operating licence held (LOP)**

- No licence required
- Operating licence
- Permit
- Concession
- Permission
- Trader agreement
- Pay a market operator
- Daily permit
- Sublet from larger store
- Rent the space with its licence
- Trade without licence

**14.b.b. As a seller of food products, do you have to have a health or medical certificate to trade (H&MC)**

- Yes, required
- No, not required
- Don't know
- Declined to answer
- Not applicable

**14.c.a. From where did you acquire your licence**

- No licence required
- Municipality
- Market operator
- Business chamber
- Store owner
- A local custodian
- National licence
- Post office
- Trade without licence
- Other source

**14.c.b. If asked, would you be able to show me your operating licence (LOP)**

- Yes
- No
- Declined to answer
- Not applicable

**14.d. Please rate the ease of getting your licence to operate (LOP)**

*CRITICAL - we do not want to see the licence, simply ask the question*

- No licence required
- Easy
- Some delays
- Challenging - time consuming
- Challenging - bureaucratic process
- Very difficult
- Trade without licence

**14.e. Does knowing someone who issues licences help**

- No licence required
- Yes
- No
- Sometimes
- Trade without licence

**14.f.a. How much did your licence cost (LOP)**

- No licence required
- Between 0 to 10 (local currency)
- Between 11 to 50 (local currency)
- Between 51 to 100 (local currency)
- Between 101 to 250 (local currency)
- Between 251 to 500 (local currency)
- Between 501 to 1000 (local currency)
- More than 1000 (local currency)
- Trade without licence

**14.f.b. How much did your health certificate cost (H&MC)**

- No health licence required
- Between 0 to 10 (local currency)
- Between 11 to 50 (local currency)
- Between 51 to 100 (local currency)
- Between 101 to 250 (local currency)
- Between 251 to 500 (local currency)
- Between 501 to 1000 (local currency)
- More than 1000 (local currency)
- Trade without health licence

**14.g.a. Do you have a health or medical certificate**

- Yes
- No
- Declined to answer
- Not applicable

**14.g.b. If asked, would you be able to show me the health certificate**

*CRITICAL - we do not want to see the licence, simply ask the question*

- Yes
- No
- Declined to answer
- Not applicable

**14.h. Is your store subject to inspections by an official body or other designated authority**

- No inspections
- Yes - regularly
- Yes - infrequently
- Declined to answer

**14.i. Have you ever been inspected**

- No inspections
- Yes - regularly
- Yes - infrequently
- Declined to answer

**14.j. How frequently do the inspections take place**

- No inspections
- Every month
- Every 3 months
- Every 6 months
- Once a year
- Random inspections
- Don't know

**14.k. Who carried out the inspections***Select multiple*

- No inspections
- Don't know
- Local municipality
- Health official
- Local business chamber
- Police
- Market operator
- External agency
- Revenue service
- Customs agents
- National government departments (other than health, customs, revenue services)
- Private company

**14.l. Are inspections carried out in accordance with the law**

- No inspections
- Yes
- No
- Maybe
- Sometimes yes, sometimes no
- Inconsistent, different bodies, different
- Don't know

**14.m.Are there ways to avoid inspections***Select multiple*

- No inspections
- No
- Be mobile and move around
- Hold small stocks
- Use external compliance agents
- Pay bribes
- Pay market operators
- Pay protections
- Other exchanges other than cash

15.Thank you very much for spending this time talking with us. The information you have provided is very valuable and we appreciate you sharing it with us. Just to reiterate, as we have not recorded your family name so no one can link what you have said to you or this store so your confidentiality is totally guaranteed. Goodbye.

**16.Interviewer / Supervisor pledge: I hereby certify that this interview has been completed in full with the respondent and according to the instructions I received from CUP and my university. Furthermore, this interview has been thoroughly checked.**

---

**16.a.What is the name of the interviewer/s?**

---

**17.What is the status of this interview?**

- Complete
- Pending

**18.Which country is the interview in?**

- Kenya
- Zambia
- Zimbabwe

**19.What is the locally used name to describe the area where the store is located?**

---

**20.What are the GPS coordinates of this store's location?**

*Record to the nearest 10 metres*

latitude (x.y °)

longitude (x.y °)

altitude (m)

accuracy (m)

**21.Time of end of interview**

hh:mm

Consuming Urban Poverty Retail Survey

*Please thank the respondent and ask if there are any questions that they may have. Please remind them that all responses will be anonymous*