

CALL REGISTER CHECKLIST [for phone USERS only] 5th Feb2013 FINAL

This checklist is with young people aged 9-25 who USE a mobile phone. CHECK AT THE START OF THE INTERVIEW - IF THE RESPONDENT IS NOT A CURRENT MOBILE PHONE USER, USE THE THEMES CHECKLIST INSTEAD.

In this checklist we are particularly interested in exploring young people's networks and associated stories based on their phone contacts and recent calls/texts, etc.

Structure of the checklist:

- Section A provides basic data on context – essential for every interviewee. [This section will go into the typing template and can be written in note form – note that Q 22 can be omitted since this checklist is *only* for users].
- Then work systematically through section B and C queries until you find a significant story.
 - Section B probes for additional detail on phone ownership and usage.
 - Section C will help you find out about networks of contacts, how these are enabled by mobile phone and the stories around those contacts.
- Section D is only needed if the phone use sections did not produce enough material
- Section E [final notes] must *always* be completed at the end of each interview.

Note-taking and recording:

- Responses should be reported in full, giving a direct English translation of the person's words, even if their responses seem self-evident, irrelevant or wrong.
- For important terms where there is no direct English translation, use the local term but explain in a note at the end of the interview.
- Prompt as necessary to obtain further detail, but avoid 'over-prompting' and putting words into people's mouths. Wherever questions or prompts are used, these should also be reported so that it is clear how the response relates to this.
- If you don't manage to write everything down during the interview, leave space for additional detail, then review and revise immediately afterwards.
- You may try making audio recordings, especially if your handwriting speed is slow, as a back-up, to check on specific points made, or to allow you to cite story detail in full where there is rich material. *Recording must be approved by the interviewee beforehand.*
- Notes should be typed up as soon after the interview as possible.
- Respondents may be willing and able to show you their phone contact list / address book but **do not take the phone from them** even if they offer it – let them refer to this information themselves.
- **Never record names or phone numbers of contacts.**

INTRODUCTION [For those under 18 years, obtain guardian/carer permission before proceeding]

Good morning/afternoon/evening. I am from[university]. We are conducting a study with Durham University in UK and other African universities about young people and mobile phones in Africa. My university first came here 6 years ago to research children and young people's transport and mobility problems. Young people were just starting to use mobile phones, and this was beginning to affect their travel and other aspects of their lives. We are now revisiting all the places we worked before, to try to discover how mobile phone use has grown and what benefits and problems have emerged for young people as a result.

We will take our findings to the community and to other policy makers so they will know about the benefits and problems and the need to help young people find ways of solving any negative impact and about promoting positive impacts. Please could you give me a little time to participate in our study? If you are unhappy about the questions, you can tell me at any time and we will stop.

We will not use your name in any way in this research. If you need any further information, we are staying at while we are here. Our university address is

A. BASIC DATA REQUIRED, ALL INTERVIEWS *[to match the typing template]*

Interview information

- 1) Date of interview:
- 2) Name of interviewer:
- 3) Name of study settlement:

Basic demographic information on respondent

- 4) Name of interviewee [first name or nick name is sufficient]:
- 5) Age:
- 6) Sex:
- 7) Ethnic group:
- 8) Religion:
- 9) Any disability? [just observe]:

Location and residence:

- 10) Place interview conducted [e.g. home, school, market]:
- 11) Location of interviewee's residence [e.g. in settlement centre, isolated farmstead]:
- 12) Length of residence in settlement:

Household and family composition

- 13) Household composition i.e. who else currently resident in household here [eating from same cooking pot]: Parents? Grandparents? Siblings (indicate if younger/older)? Partner? Own children?
- 14) Key family members living elsewhere [e.g. parents, siblings, own children]– Who [relationship to respondent]? Where?

Livelihood Activities/Occupations

- 15) Occupation(s) of respondent [i.e. livelihood activities, including any cash or subsistence farming or casual day labour]:
- 16) Parents' / carers' economic activities:
- 17) Who else is working in the current household? [economic activities of each one]
- 18) Any other contributions to household finance [e.g. grants, pension, remittances]?

Schooling level

- 19) Respondent's school level (if any) achieved [grade]; currently in-school? Literacy level – can read texts?

Phone ownership and use

- 20) Has the respondent ever owned a phone?
- 21) Does the respondent *currently* own a phone?
- 22) Does the respondent use a phone? [ever / currently] [OMIT IN CALL REGISTER CHECKLIST]
- 23) Ownership of phones by other household members - who [relationship to respondent]?

B. PHONE OWNERSHIP/USAGE

From this point in the interview it is important to note responses in full – obtain as much detail as you can.

CURRENT PHONE OWNERS:

- Brief information on:
 - number of phones owned currently, when obtained and how [e.g. gifted by whom /purchase]
 - any previous phones owned and what happened to them
 - network(s) subscribed to and why

CURRENT Phone NON-owners:

- Brief information on any past phones owned
- Do you own a SIM card [chip]? If so details [numbers and type(s) of SIM]
- Which/whose phones used in the last week/month [probe for detail]
 - Details [who (generation/gender/ relationship), why, when...]
 - Any constraints on use [e.g. time/budget]?
 - Did you use your own SIM card?
 - Did you pay for the airtime?
 - Did you use a phone to get onto a social network site? Whose?

C. NETWORKS OF CONTACTS

In all sections below TELL THE STORY in as much detail as possible. Include your questions and prompts where relevant.

1. CONTACT LISTS ON PHONE/SIM CARD

How many numbers are stored on your phone(s)/ sim card(s) [including your list on any shared / borrowed phones or sim cards], i.e. total across all lists?

- [If a high number] is this the maximum your phone can store?

**** N.B.** Respondent may be willing and able to show you their phone contact list / address book but **do not take the phone from them** even if they offer it – let them refer to this information themselves. **Never record names or phone numbers of contacts.**

If the total list is small [less than 20 or so], ask about each number in turn:

- Who it is: age/generation, gender
- Relationship to respondent: close family; distant family; friend; other [e.g. church sister/brother, business partner]?
- Location: living locally; living elsewhere in region; elsewhere in the country; outside this country?
- Living in urban areas; rural areas?
- Pattern of phone-based contact [frequency, mostly text or mostly voice?]
- Most recent phone contact [approx] and most recent face-to-face contact [approx] with that person

If the list has over about 20 numbers, then ask for broad patterns/rough proportions

[E.g. ‘Around half my contacts are school friends, all around my age, who live around this settlement; most of these are girls but a few are boys. Most of the rest of my contacts are family members. Apart from my parents and brothers who live with me, most of them are in XX [town outside this region], and most are older than me – aunts, uncles, and grandparents, though I also have a few cousins who are my age or even a bit younger. I also keep the numbers of 2 or 3 local taxi drivers, my teacher and the pastor. I only have one phone contact outside the country: my elder sister who lives in Canada.’]

****REVIEW RESPONSES CAREFULLY AND LOOK FOR STORIES** e.g:

- an urban respondent with large number of rural family contacts;
 - a respondent with international contacts;
 - a respondent with principally text contacts.
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- ***Any key people in respondent’s life whose numbers are NOT stored on phone [probe for detail]:***
 - Is the number written down somewhere? Or is it in your head?
 - Who? How come to know them? Where do they live [distance, rural/urban, in-country, international?]
 - Usual contact type [e.g. face-to-face, phone, internet] and frequency

- Details of last contact [face-to-face and other]
- Why this number not stored on phone? ***Tell the story*
- *Any people whose numbers have been deleted? Why? **Tell the story*

2. CONTACTS ON SOCIAL NETWORK SITES

NB. We are particularly interested in those accessed on mobile phones.

- Do you use any social network sites? If so, which sites? Why these sites?
- Do you access these sites on a mobile phone [yours or someone else's], on a computer, or both? Which do you use most often?

*At this point, if the respondent **only** accesses social network sites via a computer [never on a mobile phone] do not continue with this section]*

- How many contacts/friends do you have *in total* on social network sites?
- Who are they? [age/generation, gender]
- Where do they live? [rural/urban; local, in-country, international?]
- What proportion have you **never** met face-to-face? ***Tell the story*
- What proportion of your total number of contacts did you invite?
- What proportion of your total number of contacts invited you?
- How did you identify people to invite (e.g. friends of friends, looked at their profile, etc.)
 - Any interesting stories about making / accepting contact invitations?
- Any people whose invitations you have rejected? Why? ***Tell the story*

*In the following sections, we are looking for detailed information on recent phone calls, texts, etc., working backwards from today or yesterday. The purpose is to generate detailed information on everyday phone use and to obtain some understanding of how the respondent uses their phone-based network. The focus is therefore [as ever] on **depth** rather than breadth.*

Use your judgment to decide how many recent calls to ask about in each section (i.e. how far to go back). This will depend on the length/depth of the stories and the respondent's willingness to continue. One good, detailed account is better than ten briefer ones.

For the questions in this section, the respondent may wish to refer directly to the phone's call register. This is acceptable if the initiative comes from the respondent BUT

(a) DO NOT request this;

(b) DO NOT HANDLE THEIR PHONE;

(c) DO NOT note down any names of phone numbers from the call register.

Because this information can be quite sensitive, do not press for it if the respondent is reluctant.

3. RECENT CALLS

a) Have you received any calls today [if none today, yesterday, day before yesterday, etc.]?

Use this opening question to start a discussion about the last few calls received.

We would like the following information, but do not press if the respondent is reluctant:

- Caller / recipient info: Who [generation, gender, relationship]; where is the call from [name of settlement], approx. length of call
- PURPOSE / message of call [e.g. 'to say hi', 'to inform I'm coming to visit'..
- The STORY behind the call – we are looking for detailed information.
- Why did that person call [rather than text]?
- For NON-OWNERS ONLY: whose/which phone did you use, how accessed?

b) Have you made any calls today [if none today, yesterday, the day before yesterday, etc.]?

Use this opening question to start a discussion about the last few calls made.

We would like the following information, but do not press if the respondent is reluctant:

- Caller / recipient info: Who [generation, gender, relationship]; where is the call to [name of settlement], approx. length of call
- PURPOSE / message of call [e.g. 'to say hi', 'to inform I'm coming to visit'..
- The STORY behind the call – we are looking for detailed information.
- Why call [rather than text]?
- For NON-OWNERS ONLY: whose/which phone did you use, how accessed?

4. RECENT TEXTS

a) Have you received any texts today [if none today, yesterday, the day before yesterday, etc.]?

Use this opening question to start a discussion about the last few texts received

We would like the following information, but do not press if the respondent is reluctant:

- Sender info: *who* [generation, sex, relationship]; *where* did the text come from [location of sender]
- PURPOSE / message of text [don't need to see the text itself unless participant wishes to share it; just the gist, i.e. 'to say hi', 'to inform you I'm coming to visit', 'to ask for help with school fees'..]
- Why text [rather than call]? ** *Tell the story*
- For NON-OWNERS ONLY: whose/which phone did you use, how accessed?

b) Have you sent any texts today [if none today, yesterday, the day before yesterday, etc.]?

Use this opening question to start a discussion about the last few texts sent.

We would like the following information, but do not press if the respondent is reluctant:

- Sent to whom? [generation, sex, relationship]; *where* [location of sender]
- PURPOSE / message of text [don't need to see the text itself unless participant wishes to share it; just the gist, i.e. 'to say hi', 'to inform you I'm coming to visit', 'to ask for help with school fees'..]
- Why text [rather than call]? ** *Tell the story*
- For NON-OWNERS ONLY: whose/which phone did you use, how accessed?

5. RECENT MISSED CALLS [FLASH/BEEP/BUZZ]

a) Have you received any MISSED CALLS [flash/beep/buzz] today [if none today, yesterday, the day before yesterday, etc.]?

Use this opening question to start a discussion about the last few texts received.

We would like the following information, but do not press if the respondent is reluctant:

- Who is the caller? [gender, generation, relationship]
- Purpose of flash/beep/buzz [i.e. to say hi, to request a call-back]** *Tell the story*
- Any follow up [i.e. calling back] – if not, why not. ** *Tell the story*

b) Have you sent any MISSED CALLS [flash/beep/buzz] today [if none today, yesterday, the day before yesterday, etc.]?

Use this opening question to start a discussion about the last few texts received.

We would like the following information, but do not press if the respondent is reluctant:

- Who is the recipient? [gender, generation, relationship]
- Purpose of flash/beep/buzz [i.e. to say hi, to request a call-back]** *Tell the story*
- Any follow up [i.e. calling back] – if not, why not. ** *Tell the story*
- For NON-OWNERS ONLY: whose/which phone did you use, how accessed?

6. RECENT INTERACTIONS/CHAT ON SOCIAL NETWORK SITES FROM YOUR PHONE

When was the last time you went on a social networking site via a phone?

- Who interacted with? [gender, generation, relationship] ** *Tell the story*
- Why?
- How long did you spend on social networking site on last occasion used.
- For NON-OWNERS ONLY: whose/which phone did you use, how accessed?

- Apart from accessing social network sites on your phone, do you access them in other ways [e.g. computer at internet café; home computer]. If so, which is the main mode of access, phone or other mode?

D. BROADER REFLECTIONS

Use this section if the phone use sections above did not produce enough [or detailed enough] stories and there is still time in the interview.

Relationship impacts

- Has your use of the mobile phone enabled you to build more/better relationships with people?
 - Who?
 - Quality versus quantity?
 - How/why important?
- Has your use of the mobile phone had a negative impact on any relationships with people? For example...
 - More cut off from people without phones
 - Changed quality of existing relationships for the worse
 - e.g. less face-to-face contact
 - e.g. spend less time with those around you
 - Resulted in new pressures / expectations
 - Unwanted contacts with people
 - Jealousies/demands around phone use / ownership
- Is there anyone you see less often [or for less time] because you phone them instead?
 - Details?
 - Does it matter? Why?
- How dealt with any bad phone-related experiences? [who told, action taken, impact of action]

Concluding a slow/difficult interview:

If the respondent has been very reluctant to provide information and it is too late to move to the themes checklist, the following might be a useful question to conclude the interview:

- One phone call made or received] which has been particularly beneficial to the respondent. ** *Tell the story*

E. FINAL NOTES

- Ask the interviewees whether there is **anything else they want to tell you** about phones / phone use that has not been covered so far.
- Do they have any **questions for you**?

THANK THE RESPONDENT

NOW ADD EXTRA NOTES:

- **Socio-economic status:** estimate whether average/above/below *for this settlement*
- **Observation re presence/use of phone in interview:** did the interviewee keep the phone in their hand as they talked to you? Keep watching it? Answer calls/texts? Make calls/texts?
- **Others present? Did they have any impact on the interview?**
- **Review your notes and add any additional points that you were unable to write down during the interview.**
- **Go back to the start of your notes for this interview and note its key theme(s). When you type up the transcript please ensure you have noted which key theme(s) were pursued in the interview.**