IndiKit

ACCESS TO INTERNET COMMUNICATION

Process indicator

Indicator Phrasing

English: % of the target population able to receive and provide information over the Internet

French: % de la population cible en mesure de recevoir et fournir des informations sur Internet

Portuguese: % da população-alvo que consegue receber e fornecer informações através da Internet

Czech: % cílové populace schopné obdržet a poskytnout informace skrze internet

What is its purpose?

The indicator measures the proportion of the target group members who are able to receive and provide information over the Internet for the purpose of project-related communication.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a representative sample of the target group members:

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

Q1: *In the past month, how often did you use the Internet? This includes using e-mail or social media or visiting a website.*

A1:

1) never

2) a few times per month

3) once per week

4) a few times per week

5) daily

(the following questions are recommended but not mandatory; ask it only if the person used the Internet)

Q2: *What did you use Internet for?*

A2: [multiple options possible; probe: *Did you use Internet for anything else?*]

1) writing e-mail

2) browsing websites

3) using social media

4) using mobile applications

5) other – specify: ....

Q3: *How did you access the Internet?*

A3: [multiple answers possible; adjust them to the local context]

1) on a smartphone that I own personally

2) on a smartphone that I share with my family

3) on my friend's smartphone

4) on a computer / tablet that I own personally

5) on a computer / tablet that I share with my family

6) on my friend's computer / tablet

7) on a computer / tablet at work

8) from a public Internet café

9) other – specify: ....

To **calculate the indicator value**, you first have to decide on what counts as "able to receive information over the Internet". For example, you can define it as "using Internet at least a few times per week" (people who use it, for example, only once per month, might have physical access to the Internet but are unlikely to be able to have timely access to information an aid agency sends). Decide also whether you want to consider what the Internet was used for (e.g. whether the person used e-mail).

Subsequently, determine the indicator's value by dividing the number of people who are "able to receive information over the Internet" by the total number of respondents. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

Disaggregate the data by gender, age group, and other relevant criteria.

Important Comments

1) It is recommended that you ask people who haven't used the Internet **why they did not use it**.

E-Questionnaire

- [XLS form for electronic data collection - indicator Access to Internet Communication](#)