

ACCESS TO MOBILE PHONE COMMUNICATION

Process indicator

Indicator Phrasing

English: % of the target population able to receive and provide information over a mobile phone

French: % de la population cible en mesure de recevoir et fournir des informations par le biais d'un téléphone portable

Spanish: % de la población objetivo capaz de recibir y proporcionar información a través de un teléfono móvil

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

Czech: % cílové populace schopné obdržet a poskytnout informace skrze mobilní telefon

What is its purpose?

The indicator measures the proportion of the target group members who are able to receive and provide information over a mobile phone (SMS or phone call) 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 a mobile phone?*

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 only if the person used the mobile

phone)

Q2: *Whose mobile phone did you use?*

A2:

- 1) the respondent has her/his own mobile phone
- 2) used a mobile phone of another household member
- 3) used a mobile phone of someone else

Q3: *What did you use the mobile phone for?*

A3: [multiple options possible; probe: *Did you use the phone for anything else?*]

- 1) phone calls
- 2) SMS
- 3) social media
- 4) browsing Internet sites
- 5) e-mails
- 6) applications
- 7) other – specify:

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

Subsequently, determine the indicator’s value by dividing the number of people who are “able to receive information over the mobile phone” 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 if someone hasn't used a mobile phone, you **ask them why**.

E-Questionnaire

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

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