

kitwe_survey_18july

Tablet serial number

The Consuming Urban Poverty Project, an international research project which is 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. Copperbelt University in partnership with Jaramogi Oginga Odinga University of Science and Technology, Maseno University, the University of Zimbabwe 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 some 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 400 other food retail outlets we are talking to in Kitwe 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.

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 understand 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 Food Retailer 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

- Epworth
 Kisumu
 Kitwe

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. Are you the business owner or business operator

- Owner
 Operator

1.b. Male or female

- Male
 Female

1.c. How old are you

- 16 to 18
- 18 to 35
- 36 to 50
- 51 to 60
- Older than 61

1.d. How many household members do you support through the store**1.e. 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

2. Store location**2.a. 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

2.b. What determines the nature of the business operation and location

Select multiple - please ask this question

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

2.c. What is the nature of your business operation

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

3. Store operations

3.a. Store typology

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

- House shop
- Ka table
- Street vendor
- Mobile vendor (Cart, car or bike)
- Market stand
- Kantemba
- Ka Shop
- General dealer/shop
- Wholesaler
- MiniMarket/Small supermarket
- Supermarket (national chain)
- Supermarket (international chain)
- Butchery
- Hammer Mill
- Shabeen

3.b. What food products do you sell

- Vegetables
- Fruits
- Roots and tubers
- Dry grains
- Dry pulses
- Live chickens
- Other livestock
- Fresh meat
- Frozen meat
- Fresh fish
- Dried fish
- Frozen fish
- Smoked and salted fish
- Eggs
- Dairy
- Oils & fats
- Fried foods
- Sweetened drinks
- Snacks, chips & crisps
- Sweets
- Sugar
- Tea & coffee
- Cooked meat meals
- Cooked vegetable meals
- Non-cooked meals
- Bread and baked goods
- Groundnuts
- Traditional foods

3.c. Do you sell vegetables

- Yes
- No

3.c.a. Where do you source vegetables (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.c.b. How often do you restock vegetables

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

3.c.c. Do you bulk break vegetables

- Yes
- No

3.c.d. How do you get vegetables to your store

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.d. Do you sell fruit

- Yes
- No

3.d.a. Where do you source fruit (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.d.b. How often do you restock fruit

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

3.d.c. Do you bulk break fruit

- Yes
- No

3.d.d.How do you get fruit to your store

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.e. Do you sell roots and tubers

- Yes
- No

3.e.a. Where do you source roots and tubers (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.e.b.How often do you restock roots and tubers

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

3.e.c. Do you bulk break roots and tubers

- Yes
- No

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.f. Do you sell dry grains (maize, rice, etc.)

- Yes
- No

3.f.a. Where do you source dry grains (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.f.b. How often do you restock dry grains

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

3.f.c. Do you bulk break dry grains

- Yes
- No

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.g. Do you sell dry pulses (beans, lentils, etc.)

- Yes
- No

3.g.a. Where do you source dry pulses (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

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

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

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

- Yes
- No

3.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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.h. Do you sell live chickens

- Yes
- No

3.h.a. Where do you source live chickens (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.h.b. How often do you restock live chickens

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

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.i. Do you sell other livestock

- Yes
- No

3.i.a. Where do you source other livestock (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.i.b. How often do you restock other livestock

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

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.j. Do you sell fresh meat

- Yes
- No

3.j.a. Where do you source fresh meat (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.j.b. How often do you restock fresh meat

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

3.j.c. Do you bulk break fresh meat

- Yes
- No

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.k. Do you sell frozen meat

- Yes
- No

3.k.a. Where do you source frozen meat (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.k.b. How often do you restock frozen meat

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

3.k.c. Do you bulk break frozen meat

- Yes
- No

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.l. Do you sell fresh fish

- Yes
- No

3.l.a. Where do you source fresh fish (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own harvesting
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.l.b. How often do you restock fresh fish

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

3.1.c. Do you bulk break fresh fish

- Yes
- No

3.1.d. How do you get fresh fish to your store

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

3.1.e. Please rate the profitability of fresh fish to your store

- Very profitable
- Average
- Poor profits
- Lose money

3.m. Do you sell dried fish

- Yes
- No

3.m.a. Where do you source dried fish (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.m.b.How often do you restock dried fish

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

3.m.c.Do you bulk break dried fish

- Yes
- No

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.n. Do you sell frozen fish

- Yes
- No

3.n.a. Where do you source frozen fish (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.n.b. How often do you restock frozen fish

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

3.n.c. Do you bulk break frozen fish

- Yes
- No

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

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

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

- Very profitable
- Average
- Poor profits
- Lose money

3.o. Do you sell smoked and salted fish

- Yes
- No

3.o.a. Where do you source smoked abd salted fish (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.o.b.How often do you restock smoked and salted fish

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

3.o.c.Do you bulk break smoked and salted fish

- Yes
- No

3.o.d.How do you get smoked and salted fish to your place of trade

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

3.o.e. Please rate the profitability of smoked and salted fish to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.p. Do you sell eggs

- Yes
- No

3.p.a. Where do you source eggs (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.p.b. How often do you restock eggs

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

3.p.c. Do you bulk break eggs

- Yes
- No

3.p.d.How do you get eggs to your place of trade

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

3.p.e.Please rate the profitability of eggs to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.q. Do you sell dairy

- Yes
- No

3.q.a. Where do you source dairy (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.q.b.How often do you restock dairy

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

3.q.c.Do you bulk break dairy

- Yes
- No

3.q.d.How do you get dairy to your place of trade

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

3.q.e.Please rate the profitability of dairy to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.r. Do you sell oils and fats (including margarine)

- Yes
- No

3.r.a. Where do you source oil and fats (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.r.b.How often do you restock oil and fats

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

3.r.c.Do you bulk break oil and fats

- Yes
- No

3.r.d.How do you get oil and fats to your place of trade

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

3.r.e.Please rate the profitability of oil and fats to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.s. Do you sell fried foods

- Yes
- No

3.s.a. Where do you source fried foods (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.s.b. How often do you restock fried foods

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

3.s.c. How do you get fried foods to your place of trade

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

3.s.d. Please rate the profitability of fried foods to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.t. Do you sell sweetened drinks

- Yes
- No

3.t.a. Where do you source sugared drinks (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.t.b. How often do you restock sweetened drinks

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

3.t.c. Do you bulk break sweetened drinks

- Yes
- No

3.t.d. How do you get sweetened drinks to your place of trade

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

3.t.e. Please rate the profitability of sweetened drinks to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.u. Do you sell chips and crisps

- Yes
- No

3.u.a. Where do you source chips and crisps (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.u.b. How often do you restock chips and crisps

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

3.u.c. How do you get chips and crisps to your place of trade

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

3.u.d. Please rate the profitability of chips and crisps to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.v. Do you sell sweets

- Yes
- No

3.v.a. Where do you source sweets (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.v.b. How often do you restock sweets

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

3.v.c. Do you bulk break sweets

- Yes
- No

3.v.d. How do you get sweets to your place of trade

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

3.v.e. Please rate the profitability of sweets to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.w. Do you sell sugar

- Yes
- No

3.w.a. Where do you source sugar (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.w.b. How often do you restock sugar

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

3.w.c. Do you bulk break sugar

- Yes
- No

3.w.d. How do you get sugar to your place of trade

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

3.w.e. Please rate the profitability of sugar to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.x. Do you sell tea and coffee

- Yes
- No

3.x.a. Where do you source tea and coffee (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.x.b. How often do you restock tea and coffee

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

3.x.c. How do you get tea and coffee to your place of trade

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

3.x.d. Please rate the profitability of tea and coffee to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.y. Do you sell cooked meat meals

- Yes
- No

3.y.a. Where do you source cooked meat meal ingredients (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.y.b. How often do you restock cooked meat meals

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

3.y.c.How do you get cooked meat meals to your place of trade

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

3.y.d.Please rate the profitability of cooked meat meals to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.z. Do you sell cooked vegetable meals (including mielie meal)

- Yes
- No

3.z.a. Where do you source cooked vegetable meal ingredients (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.z.b.How often do you restock cooked vegetable meals

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

3.z.c.How do you get cooked vegetable meals to your place of trade

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

3.z.d.Please rate the profitability of cooked vegetable meals to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.aa. Do you sell non cooked meals

- Yes
- No

3.aa.a. Where do you source non-cooked meal ingredients (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.aa.b.How often do you restock non cooked meals

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

3.aa.c. How do you get non cooked meals to your place of trade

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

3.aa.d. Please rate the profitability of non cooked meals to your place of trade

- Very profitable
- Average
- Poor profits
- Lose money

3.ab. Do you sell bread and baked goods in your store

- Yes
- No

3.ab.a. Where do you purchase bread and baked goods (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.ab.b. Do you bulk break bread and baked goods

- Yes
- No

3.ab.c.How often do you restock bread and baked goods

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

3.ab.d.How do you get bread and baked goods to your store

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

3.ab.e.Please rate the profitability of bread and baked goods to your store

- Very profitable
- Average
- Poor profits
- Lose money

3.ac. Do you sell groundnuts in your store

- Yes
- No

3.ac.a. Where do you source groundnuts (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.ac.c. Do you bulk break groundnuts

- Yes
- No

3.ac.d.How often do you restock groundnuts

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

3.ac.e.How do you get groundnuts to your store

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

3.ac.f.Please rate the profitability of groundnuts to your store

- Very profitable
- Average
- Poor profits
- Lose money

3.ad. Do you sell traditional food in your store

- Yes
- No

3.ad.a. Where do you source traditional foods (primary source)

- Product supplier
- Wholesaler
- Delivery to store
- Own production or harvesting
- Own processing
- Other traders
- Municipal market
- Other markets
- Family network
- Other networks

3.ad.b. Do you bulk break traditional foods

- Yes
- No

3.ad.c. How often do you restock traditional food

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

3.ad.e. How do you get traditional food to your store

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

3.ad.f. Please rate the profitability of traditional food to your store

- Very profitable
- Average
- Poor profits
- Lose money

4. Trading details

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
- No specific day

4.f. On an average day how many hours does your store operate (per day)

- Less than 4 hours
- 5 to 6 hours
- 7 to 8 hours
- 9 to 10 hours
- 11 to 12 hours
- 13 to 15 hours
- More than 16 hours

4.g. On your busiest day what are your average working hours

- Less than 4 hours
- 5 to 6 hours
- 7 to 8 hours
- 9 to 10 hours
- 11 to 12 hours
- 13 to 15 hours
- More than 16 hours

4.h. 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
- No specific month

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

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

4.j. What are the worst trading months

- No really bad month
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

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.m.a. What is the average daily wage paid to permanent staff*in local currency***4.m.b. What is the average daily wage paid to casual staff***in local currency***4.m.c. What is the average daily wage paid to seasonal staff***in local currency***4.o. Where do the majority of your clients live?**

- City
- The store neighbourhood
- Another town in county
- Another town in another district
- Kitwe peri urban areas
- Rural areas
- Another country
- Don't Know

4.p. 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
- Quality of products
- Don't Know

5. Business ownership**5.a. How would you describe the ownership of the business**

- Single Owner
- Multiple Owner

5.a.a. For a single owner, how would you describe the ownership of the style*For single ownership only*

- Single owner (single store)
- Single owner (with many stores)

5.a.b. What is the highest education level completed by the owner (single owner only)*For single ownership only*

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

5.a.c. How long have you owned the store (single owner only)*For single ownership only*

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

5.a.d. How long have you been in the business of owning retail stores (single owner only)*For single ownership only*

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

5.a.e. How close to the trading store do you stay/live (single owner only)*For single ownership only*

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

5. b. For a store owned by multiple owners, how would you describe the ownership approach

- More than one owner - not family
- Family ownership – married couple
- Family ownership - siblings
- Family ownership – extended family
- Consortium/cooperative
- Local company
- International company
- Other

6. Store infrastructure**6.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: mobile banking, etc.)
- Shop windows
- Air-conditioning
- Paved floor surface

6.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

6.c. Do you usually trade at this location

- No
- Yes

6.d. How often have you changed location since you started trading**6.e. Operational Resourcing: Do the following work in your store?***Select multiple*

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

6.f.a. Do family members working in the store get paid a salary or wage

- No
- Yes

6.f.b. If your family works in the store and do get paid, what is the average daily wage paid to family members**6.g. What percentage of your total monthly household income is derived from the store**

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

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

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

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

7.a. What were the reasons for establishing the business

- Economic opportunity
- Death of Spouse/breadwinner
- I have been trading for years
- Long family history in trade
- Lost formal job
- Never been employed needed livelihood
- Contracted by someone
- Government incentives
- Other incentives (development programmes, etc.)
- Other

7.b. Rate the business's current performance

- Poor
- Marginal
- Good
- Very good

7.c. Compare current performance to historical performance

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

7.c.a. If much worse please explain why you continue to trade

7.d. Compared to last year, rate the business's current performance

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

7.e. 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

7.f. Has a supermarket opened in your neighbourhood in the past 24 months

- No
- Yes

7.g. 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

7.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

7.i. Major aspects creating store related business opportunities

Select multiple

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

7.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

7.k. Major threats to your store operations

Select multiple

- Regulation
- Bureaucratic processes
- Police harrasment
- Harrasment from officials (not police)
- City planning strategies
- Planned relocation
- Your own finances
- Competition from supermarkets
- Competition from other stores
- Tension with other stores
- Supply constraints
- Environmental issues
- No or poor infrastrucutre
- Gangsters
- Crime

7.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

7.m. What is the average spend per customer per transaction*First or most immediate response to be noted.***7.n. What is the average daily turnover for the store***In local currancy***7.o. What is the profit for your store (as a percentage of total income)**

- Store runs at a loss
- Less than 5%
- Between 5 and 10%
- Between 11 and 20%
- Greater than 21%

7.p. How does the profitability of your store compare to other stores

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

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

8.a. Do you offer credit

- Yes
- Sometimes
- No

8.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

8.c. Do you charge interest on credit offered

- No
- Yes

8.d. Are there groups who you will not give credit

- No
- Yes

8.e. Describe the general repayment conditions when offering credit

- No credit given
- Good
- Average
- Problematic

8.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

8.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%

8.h. Percentage income lost to bad debts

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

8.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

9. Networks and business support**9.a. 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
- Micro finance
- Supplier credits and repayment benefits
- Once of funds (like pension, inheritance, etc.)
- Other

9.b. Do you receive other forms of business related support?

- No
- Yes

9.c. What type of business related support do you receive?

9.d. 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

10. Licencing, permits and taxes

I would now like to ask you about licencing, permits, taxes and rental conditions

10.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

10.b. Type of operating licence held (LOP)

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

10.c.a. From where did you acquire your licence

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

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

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

- Yes
- No
- Declined to answer
- Not applicable

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

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

10.e. Does knowing someone who issues licences help

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

10.f. How much did your licence cost (LOP)

- No licence required
- Between 0 to 500 Kwacha
- Between 501 to 1000 Kwacha
- Between 1001 to 5000 Kwacha
- More than 5 001 Kwacha
- Trade without licence

10.g.a. 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

10.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

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

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

10.i. Have you ever been inspected

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

10.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

10.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

10.l. Are inspections carried out in accordance with the law

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

10.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
- Close until inspectors move on

10.n. Do you pay any form of taxes other than permits/licence*Select multiple*

- Value added tax
- Income tax
- Council levy
- Market levies
- No taxes paid

10.o. 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*

Thank you so much for participating in this interview. I am now going to ask you a set of questions that relate to food sales and product availability

11. Products sold. I would now like to ask a series of questions about the products sold in your store.

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

- Fresh food
- Smoked, dried and salted foods
- Self packaged items
- Supplier packaged food
- Mixed foods
- Refrigerated food items
- Traditional food items
- Cooked or prepared food food
- Smoked and salted foods

11.a.b. 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

11.b. Do you sell products other than food

- Yes
- Sometimes
- No

11.bb. Do you grow any of the produce sold

Please list the top three items grown - Please list these from the most important to the third most important

- No
- Yes

11.bb.a. What is the most important produce grown?

11.bb.b. What is the second most important product grown?

11.bb.c. What is the third most important product grown?

11.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. - Please list these from the most important to the third most important

- No
- Yes

11.cc.a. What is the most important produce that you harvest naturally

11.cc.b. What is the second most important product that you harvest naturally

11.cc.c. What is the third most important product that you harvest naturally

12. Most important 3 items (I am now going to ask you about your 3 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 3 items most important to your store

Please ask the respondent to think through the 3 items - ranking them from most important (number 1) to the third most important

» 12.a.a Number 1 (most important) item**Enter most important item**

Reason for importance rating

Primary source of item

Primary supplier contact details

**Secondary source**

Secondary supplier contact details

**Main sourcing strategy**

What is the main sourcing challenge

12.a.b. 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

12.a.c. For item 1st most important how has your food price changed when compared tp previous year

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

» 12.b.a Number 2 (second most important) item

Enter second most important item

Reason for importance rating

Primary source of item

Primary supplier contact details



Secondary source

Secondary supplier contact details



Main sourcing strategy

What is the main sourcing challenge

12.b.b. 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

12.b.c. 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

» 12.c.a. Number 3 (3rd most important) item

Enter third most important item

Reason for importance rating

Primary source of item

Primary supplier contact details



Secondary source

Secondary supplier contact details



Main sourcing strategy

What is the main sourcing challenge

12.c.b. 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

12.c.c. 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

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.

Endnote 1. 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.

This is to be read out aloud to the interviewee

Endnote 2.What is the name of the interviewer/s?

Endnote 3. What is the status of this interview?

- Complete
- Pending

Endnote 4.Which country is the interview in?

- Kenya
- Zambia
- Zimbabwe

Endnote 5. What is the locally used name to describe the area where the store is located?

Endnote 6. Time of end of interview

hh:mm

Thank you for participating in the 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

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

Record to the nearest 10 metres

latitude (x.y °)

longititude (x.y °)

altitude (m)

accuracy (m)



In the event that a GPS reading is not possible on your device, please insert the GPS location manually from a smart phone device

If Tablet GPS functions effectively, please skip

Longitude reading

If Tablet GPS functions effectively, please skip



Latitude reading

If Tablet GPS functions effectively, please skip


