

PRODUCTION OF STATISTICS FOR THE POST, TELECOMMUNICATIONS AND ICT SECTOR

Interviewer manual

2024 edition

WARNING

Dear interviewers, this manual is your work guide. Read it carefully and follow the instructions meticulously.

The aim of your work is to collect a certain amount of information from households and electronic communications companies and to record it on sheets designed for this purpose. This collection of information will help improve the provision of electronic communications services in Cameroon.

Your work constitutes one of the most important phases in the major project of structural transformation through digital technology. If done poorly, it will inevitably lead to erroneous results and undo all the efforts undertaken so far. No failure is therefore permitted at your level. You must be attentive during the training to master all the concepts that will be taught to you.

During field work, you will be judged on your performance, so you will have to work quickly and well; i.e., produce as many well-completed questionnaires as possible. Your controller will not hesitate to have you return to the field if he considers that you have completed a questionnaire incorrectly.

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INTRODUCTION

Since 2020, Cameroon has been implementing the second phase of its vision enshrined in the National Development Strategy (NDS30). One of the pillars of this strategy is the structural transformation of the economy. In the field of telecommunications infrastructure, the government's objective is to facilitate access to ICT for as many people as possible, by ensuring an efficient and secure digital space, with an average access index greater than 0.4. More specifically, this will involve developing a latest generation digital ecosystem, through the 4,211 km optical fiber Backbone extension covering the councils of Cameroon. This project will allow the connection of users to the infrastructure already built and protect data transactions. At the same time, Cameroon has subscribed to international commitments, especially the Sustainable Development Goals and Agenda 2063 of the African Union.

To measure the progress made in achieving these objectives, it is necessary to have reliable statistical information. It is in this sense that the Ministry of Posts and Telecommunications (MINPOSTEL) and the National Institute of Statistics (NIS) signed a technical assistance agreement, with a view to the production of the statistical yearbook of Posts, Telecommunications and ICT in Cameroon. The implementation of the agreement involves conducting a survey of households, public and private enterprises and using data from administrative sources.

This survey is an operation conducted by the NIS and MINPOSTEL. The overall objective is to make information relating to the Post, Telecommunications and ICT sector in Cameroon available to decision-makers and the public.

Generally speaking, this will involve collecting data to produce: (i) a telecommunications and ICT data analysis report; (ii) a postal data analysis report; and (iii) the statistical yearbook of posts and telecommunications/ICT. As a reminder, a similar operation was conducted in 2016, only on the Telecommunications and ICT component.

This manual covers the household and enterprise component of the study. It is a guide which presents the objectives of the study, questionnaire, collection organization scheme and completion of the questionnaire. Its aim is to help the interviewer accomplish his task efficiently and on time. The success of this operation, as well as the relevance of the results and analysis, depend on the quality of the data collected in the field.

Proper understanding and compliance with the instructions contained in this manual are preconditions for the success of this survey. This manual is comprised of four chapters as follows: (i) The first presents some general information, the operation with its objectives, the expected results and the scope of execution; (ii) The second presents some collection techniques and ends with some practical advice; (iii) The third presents the collection instruments and deals with the administration and completion of the questionnaire, (iv) the fourth deals with the enterprise component.

CHAPTER 1: PRESENTATION OF THE SURVEY

1. General information on electronic communications

Definition

According to Law No. 2015/006 of 04/20/2015 to amend and supplement certain provisions of Law No. 2010/013 of 12/21/2010 to regulate electronic communications in Cameroon, electronic communication means any emission, transmission or reception of signs, signals, writings, images or sounds by electromagnetic or optical means.

Field

The field of electronic communications includes mobile telephone networks, wired and wireless telecommunications infrastructure, fixed and mobile Internet access, radio broadcasting and other related services.

Evolution

The evolution of electronic communications in Cameroon has been significant in recent years, with rapid growth in internet access and increasing adoption of mobile technologies. Investments in communications infrastructure have increased to improve connectivity across the country and particularly in rural areas.

Innovation

Cameroon has seen the emergence of innovative digital services, such as mobile applications for financial services, health and education. Telecom operators have also introduced innovative offers to meet changing consumer needs, such as Data plans, tailored to different user profiles.

Outlook

The development of electronic communication in Cameroon is promising, with continued growth potential thanks to the expansion of broadband networks, the rise of Cloud services, the adoption of the Internet of Things and the development of intelligence artificial in various sectors.

However, challenges persist in terms of regulations, access to infrastructure and data security, which will need to be addressed to promote sustainable and inclusive development of the electronic communications sector in the country.

2. Objectives and expected results of the survey

Overall objective

The overall objective of this project is to make information relating to the Post, Telecommunications and ICT sector in Cameroon available to decision-makers and the public.

Specific objectives

Specifically, the objective is to:

- produce the 2024 edition of the statistical yearbook of posts, telecommunications and ICT in Cameroon;
- produce a telecommunications and ICT data analysis report;
- produce a postal data analysis report.

The yearbook will include indicators concerning, *inter alia*:

- infrastructure and access to ICT;
- postal activity in Cameroon (infrastructure, services, personnel, etc.);
- the use of ICT in households;

- the use of ICT in administrations/enterprises;
- production in the postal and telecommunications/ICT sector;
- international trade in ICT goods;
- access to ICT in education;
- the contribution of the postal and telecommunications sector to the national economy.

Expected results

At the end of the project, three deliverables are mainly expected:

- A telecommunications and ICT data analysis report in English and French versions;
- A post data analysis report in English and French versions ;
- The 2024 edition of the postal and telecommunications/ICT statistical yearbook in English and French versions.

3. Scope of survey

The scope of survey covers the national territory, including all 10 regions of Cameroon.

For the collection of data from administrative sources, all ten regions of the national territory are concerned through the central and devolved services of MINPOSTEL.

Regarding household and enterprise surveys, all ten (10) regions will be covered. Furthermore, previous operations have shown a relative inequality in the deployment of postal and financial services, telecommunications and ICT in rural areas. With the implementation of the new law on postal activity in Cameroon, the effective resumption of regulatory activities in the postal sector, the operationalization of the different axes of the “Digital Cameroon 2020” strategy document for the development of the digital economy and innovative services, it is advisable to take into account entities located not only in urban areas but also in rural areas to better understand the divide that exists between these two areas.

The cities of Douala and Yaounde will also be considered as survey regions. These cities are considered atypical from the point of view, on the one hand of their respective status as economic capital and headquarters of institutions, and on the other hand of their level of development and the size of their population which contrast with other cities. To do this, we will have 12 survey regions, for household and enterprise surveys. As for the census of units offering postal services, all ten regions of Cameroon will be concerned.

4. Identification of observation units

Regarding the collection of data from administrative sources, the observation unit is the administration identified as the source of administrative data.

At the level of postal operators offering financial services, the statistical unit is a postal operator.

At the level of sample surveys, the observation units are: a public or private enterprise, an ordinary household.

CHAPTER 2: REMINDER OF SURVEY TECHNIQUES AND GENERAL ADVICE

1. Reminder of survey techniques

The work of the interviewer

Your job is to:

- Locate all households in your survey area;
- Present yourself to the manager or household head with your badge and letter of introduction; request the completion of your questionnaires after having clearly presented the project; more particularly the aim and objectives sought;
- Insist on the confidential nature of the data to be collected;
- Make an appointment to fill out the questionnaire if the person in charge is unable to not gather all the necessary documents upon your visit;
- If for some reason the questionnaire cannot be completely completed, avoid rushing your interlocutor; make another appointment;
- At the end of the interview, make sure that all the questions have been asked, that all the sections have been completed;
- Collect the duly completed questionnaires;
- Check the quality of filling out the questionnaire;
- Thank the manager(s).

Mastery of the questionnaire

To fully master the questionnaire, you are advised to:

- read this guide carefully;
- familiarize yourself with the entire questionnaire;
- administer the questionnaire to you as if you were doing it to a enterprise manager or household head;
- write down the answers and make sure you have control of filters and skips;
- practice the questionnaire by administering it to a friend or colleague to become more familiar with asking the questions, noting confusing instructions, and spotting any possible problems.

Materials needed for the survey

Good survey practice requires that the interviewer be in possession of a certain amount of material. For your work you will need the following materials:

- a tablet ;
- a copy of the interviewer's manual;
- nomenclature documents;
- a sheet representing your survey area;
- questionnaires;
- field monitoring sheets (appointments, etc.);
- a notepad (to note all the problems encountered and comments made in the field);
- letters of introduction;
- an interviewer badge;
- a satchel (bag);
- a pen, pencil, etc.

In case the tablet has a problem (battery discharge), the questionnaires will be completed only with blue pens. As soon as the problem is resolved, this questionnaire must be entered.

How to check the completed questionnaire

Once your questionnaire is completed, you must ensure that all the required information has been collected and is of good quality. Control is one of the fundamental phases of your work; it implies particular attention and strict compliance with data collection procedures. A poorly completed or incomplete questionnaire requires you to return to the field; and constitutes a waste of time with significant financial implications. ***All incorrectly completed questionnaires will be systematically invalidated by the controller.***

2. Some practical advice

How to introduce yourself

Here are some rules to guide you:

- Your physical presentation is very important. It is recommended that you wear simple clothing and hairstyle;
- The way you speak is also very important. Your language must be adapted to the context of the visit. You must speak clearly using simple words and sentences, confidently but without arrogance;
- You need to master your introduction so as not to appear anxious or hesitant during your interview;
- Above all, do not give the impression that you are reciting a text learned by heart;
- Get straight to the point and avoid long explanations which risk making your interlocutor suspicious;
- Avoid propaganda-type speeches and do not create unnecessary discussions.

How to answer questions from people you meet

During the course of the survey, you will be in contact with people of different sensitivities. Several cases can arise:

- Some will simply refuse to participate in the survey;
- Others will require personalized letters of introduction;
- Some will agree to participate without asking questions;
- Etc.

It is therefore important that you are prepared for these types of situations and possible questions. It is also important that you correctly master the outlines of the survey to deal positively with these different situations.

Familiarize yourself with the following questions and possible answers:

- a) What will the results of this survey be used for? (See objectives)
- b) What do I gain from this survey?

Everybody wins:

- At the household level, this survey will make it possible to assess their level of satisfaction with telecommunications and to take appropriate measures.

At the enterprise level, this survey will provide a database for studies (market studies, feasibility studies, economic studies) in their branch of activity.

- At the government level, it will make it possible to make economic policy decisions with a view to supervising electronic communications companies;
- At the level of academics and researchers, it will help them to conduct their research.

- c) What were the previous surveys used for?

- They made it possible to define, monitor and evaluate development policies and strategies in the field of posts, telecommunications and ICT in Cameroon.

- d) Am I obliged to participate in your survey?

- Your contribution is decisive for the success of this operation which will be beneficial for everyone. In contrast, your refusal to respond would compromise the quality of the results of this survey.

- e) Will you pay us for this work/what will change?

- No. But this work is useful for the government because it allows decisions to be made to improve the daily lives of populations.

f) Will we be informed of the results of this study?

- The results of the operation will be available at the Ministry of Posts and Telecommunications and on its website.

g) Is our information confidential?

- Your information will be effectively confidential. They are protected by Law No. 2020/010 of 20 July 2020 to regulate statistical activity in Cameroon.

How to read the questionnaires

The following instructions must be observed:

- Read all questions in a natural vocal tone as in a normal conversation;
- Facial expression must be neutral regardless of the respondent's response. You are not there to judge the answers he gives; but to note what he communicates;
- Don't read too quickly and ask the questions as they are written in the questionnaire;
- Respect the order of the questions by following the instructions (filters and skips) given;

How to get support

During the collection process, the interviewers, formed into teams, will be under the supervision of staff from central services. This staff will be responsible for assisting you and resolving any difficulties you may encounter.

Don't play smart by trying to solve your problems yourself. Knowing how to detect a problem when it is still minor and knowing how to ask for assistance are very important qualities that an interviewer must have.

Above all, do not ask questions related to the survey to people not involved in it.

In case of difficulties, do not hesitate to contact your controller.

Some useful recommendations

- Some business or household leaders will complain about the government or its interviewers; of the population ; let them speak, do not argue with them and do not offer yourself as an intermediary for their demands;
- Be punctual for your appointment;
- Show up in proper attire. Be courteous, polite and patient. Avoid emotional reactions;
- Familiarize yourself with an introduction technique prepared and memorized in advance;
- At the end of the interview, reassure yourself that all the questions have been asked, that all the sections have been completed. Thank the respondent;
- Never communicate information collected in other establishments or households;
- You should not demand anything from the establishment or household you are surveying (goods or services). Any interviewer who is guilty of this misconduct will be immediately replaced;
- The questionnaires must be completed with great care and contain neither unnecessary abbreviations nor erasures.
- Tablets must be kept protected from bad weather before being sent to the supervisor (controller). In case of loss or damage, the interviewer will be held responsible.
- The effective and punctual presence of interviewers at meetings is obligatory and compliance with the resulting instructions is strict.
- Interviewers must at all times take stock of the progress of their work; including completed questionnaires, unlocated enterprises or households, appointments, etc.

CHAPTER 3: PRESENTATION OF THE HOUSEHOLD QUESTIONNAIRE AND COMPLETION

This chapter presents the structure of the questionnaire, gives the content of each question and guides the interviewers on how to collect the information and the type of information to be collected, including the methods of the different responses.

1. Presentation of the questionnaire

In addition to the general information section, the household questionnaire is comprised of six sections, subdivided into several themes.

2. Main types of questions asked

a) *Pre-coded single-choice questions*

Most of the questions in the collection form are pre-coded as single choice. These are questions with suggested response methods and for which you can only choose one response method. For example: *(Name) is what sex?* The codes are: *1=Male 2=Female*

b) *Open or non-pre-coded questions*

Open questions are those for which the response methods have not been suggested to the respondents. For these questions, the interviewers must note exactly the answers given to them by the people interviewed. For example: *name of the Village/locality/quarter*

3. Completing the questionnaire

The aim here is to give the content of each question and guide the interviewers on how to collect the information and the type of information to be collected, including the modalities of the different answers.

SECTION 0: GENERAL INFORMATION

1. Household identification

S00Q00 Identifier

The identifier is an alphanumeric character (ie made up of letters and numbers) assigned to each questionnaire. It makes it possible to uniquely identify each questionnaire or each household. The first two boxes are reserved for region codes. Douala and Yaounde, due to their specificities, are taken as survey regions, in the same way as the administrative regions of the country. The two following boxes are reserved for the division code. The following three boxes will contain the codes corresponding to the council/sub-division. The next three boxes correspond to the sequential number of the cluster and finally, the last three boxes correspond to the number of the household in the cluster. It is this structuring that will be considered to provide the identifier in question S00Q00.

Example: If the survey takes place in the Centre Region (Code: 04), Lekie Division (Code: 09), Sa'a Council (Code: 040), cluster 015, household number 10.

We will have: 0 4 0 9 0 4 0 0 1 5 0 0 1 0

Please note: Please refer to the appendix for the identification of the codes of the administrative units.

S0Q01: Douala/Yaounde/region

S0Q02: Division**S0Q03: Sub-division/Council**

Questions S0Q01, S0Q02 and S0Q03 must be completed before starting the actual survey. The interviewer must write in full the names of the region, division and sub-division, and enter the corresponding code in the bins provided for this purpose.

S0Q04: Village/Locality/Quarter

Reproduce the name of the village/locality/quarter as it was given to you by your supervisor or controller. To be on the safe side, confirm this name with local officials and other household members.

S0Q05: Area of residence

Information on the residence area of the survey locality will be given to interviewers before the survey itself. Also, interviewers are asked to first circle the answer to the question and then enter the identified code in the box provided for this purpose. This information will be available from collection supervisors and controllers. The interviewers must ensure that they have received this information before you go down for collection.

S0Q06: EA number

This is the number of the drawn EA you are surveying. This number is known before the start of collection in the EA.

S0Q07: Household number in the EA

Households are numbered sequentially in the EA following an enumeration. This is the number of the household surveyed in the EA. This number is known before collection begins in the EA.

2. Collection and exploitation team**S0Q08 to S0Q10: Supervisor, controller, interviewer**

The interviewer writes his or her name and code in the space provided. The controller and supervisor will fill in their names after checking the questionnaires. Optionally, enter the corresponding codes for each variable. These codes are communicated to the interviewers before you go down for collection.

S0Q11: Collection date

The date format is: DD/MM/YYYY. Which corresponds to the day, month and year. This is the date on which the data collector started the interview in the household.

S0Q12 to S0Q14: Supervisor, data entry clerk, data entry date

This part is reserved for the operations team. (Do not write anything).

S0Q15: Collection Result

This involves, for the interviewer, filling in the code corresponding to the situation or state of filling out the questionnaire. This question is answered at the end of the interview. Circle the answer code and transfer it to the box provided for this purpose.

S0Q 16: If not completed or partially completed, give the reason

This involves the interviewer giving the reasons why the questionnaire was not completely completed. This question, as well as the previous one, are answered at the end of the interview. Circle the answer code and transfer it to the box provided for this purpose. If the other modality is chosen, specify what it refers to.

SECTION 1: CHARACTERISTICS OF HOUSEHOLD MEMBERS

This section allows each member of the household to be identified and characterized in some detail. Also, it is advisable to start filling out this section with information from the household head.

S1Q00A: Household size

Excluded are visitors, i.e. people who have spent the previous night in the household and who do not intend to stay in the household for at least six months. It will therefore be necessary to count people who have lived in the household for at least six months or who intend to spend at least six months in the household.

This question can be used as a check on the number of people surveyed in section 1. Check at the end of the administration of section 1 that the number of people recorded is exactly equal to the household size given by the household head. If there is a discrepancy, follow up with the respondent to understand the reasons for this discrepancy.

S1Q00B: Order number

Assign each household member a number. Number 01 is reserved for the household head. The classification of other household members does not have a precise logic.

S1Q00: Names and first names of household members

Complete legibly the names and first names of each member of the household interviewed regardless of the age of the latter (It is recommended to note the names of all members of the household on the questionnaire before starting the interview by the household head).

S1Q01: What sex is (Name)?

Do not rely on (Name)'s face or first name to complete this question. It is safer to reassure yourself without offending the interlocutor, by asking a question such as "Augustine is a girl of what age?" ". Avoid questions such as "What is your sex, Madam?" ".

S1Q02: What is (Name)'s relationship to the household head?

The relationship reflects the relationship or filiation of each member of the household with the household head. Use the codes corresponding to the specified modalities or those given by the drop-down list in the case of CAPI. To do this, pay particular attention when the respondent is not the household head; make sure you record each person's relationship with the household head and not the relationship with the respondent. For example, if the respondent is the wife of the household head and she says that Simon is her brother, then Simon should be coded as 10 (**other related people**), and not 8 **brother or sister**), since Simon is the brother-in-law of the household head. If the household head is married to a woman who has a child from a previous marriage, the relationship of this child to the household head must be coded 9 (ADOPTED/IN CUSTODY/OF ONE OF THE SPOUSES).

To be more explicit, ask the respondent the following question: "Who is (Name) to you? » if it is the household head who answers, or "Who is (Name) for the household head? » if a third party responds.

Please note: *Modality 12 concerns househelps who reside in the household. The "househelp" modality takes precedence over all other modalities when declared. For example, a cousin of the household head who is a servant living in this household must be considered as a househelp.*

If in a household of several women married to the same man, one of them is the household head, then the other women will have the code "11 = Unrelated" if the husband is not in the household or "10 = Other related persons" if the husband is in the household.

S1Q02A: Does (Name) usually live in the household?

The expression “usually lives in the household” refers to the notion of residence.

The notion of residence is related to that of usual domicile and also to that of the duration in the household or outside the household on the start date of the survey in the household.

A person is a resident in the household if they have usually lived there for at least 6 months or recently, but with the intention of staying there for at least 6 months (moving, marriage, etc.).

A resident is present if he or she spent the night in the household the day before the start of the survey and absent otherwise. But this absence must not exceed 6 months.

Please note: For the cases of people who work at night (guards, nurses, etc.), consider them as residents present in their household if they spent the previous night at the work place.

Visitor : A visitor is considered to be any person who spent the night preceding the survey in the household, but who does not usually reside in the household, i.e. who has been there for less than six months and does not have the intend to stay there for a total of six months or more. This type of person is not considered to usually live in the household.

S1Q02B: Did (Name) spend last night in the household?

Enter the code corresponding to the correct answer.

S1Q03: How old is (Name)?

This is the age in completed years (i.e. at their last birthday). If the respondent gives (Name)'s year of birth, without specifying the day or month, ask if (Name)'s birthday has already passed in 2024; if this is the case the age of (Name) is (2024- Year of birth). Otherwise, (Name)'s age is equal to (2024- Year of birth - 1).

For older people who do not know their age, ask them questions based on certain events, such as their age at the birth of their first child, their age at first marriage, at World War II, the year of independence, etc. Proceed as follows: “How old were you when your first child was born? » or “how old were you at your first marriage or at your marriage (if the respondent has only married once)”.

Table 2 on the next page helps you calculate ages from years of birth. In the first column, you have years of birth without the birthday having passed in 2024, while in the second column the birthday is already celebrated in 2024. The third column gives you the current age of the person.

Example: The respondent declares that he was born in 1965; ask him if his birthday in 2024 has already passed.

- ◆ If yes, his age is (2024 – 1965 = 59) or read 1965 in column 2 (birthday already passed in 2024) and enter the corresponding age which is in column 3 (current age). This age is 59 years old.
- ◆ If no, his age is (2024 – 1965 – 1 = 58) or read 1965 in column 1 (birthday not yet passed in 2024) enter the corresponding age which is in column 3 (current age). This age is 58 years old.

Table 2: Age-date of birth consistency in 2024

Year of birth		Current age (Column 3)	Year of birth		Current age (Column 3)
Birthday not yet passed in 2024 (Column 1)	Birthday already passed in 2024 (Column 2)		Birthday not yet passed in 2024 (Column 1)	Birthday already passed in 2024 (Column 2)	
Do not know			Do not know		
2024	-	0	1972	1973	51
2023	-	0	1971	1972	52
2022	2023	1	1970	1971	53

2021	2022	2	1969	1970	54
2020	2021	3	1968	1969	55
2019	2020	4	1967	1968	56
2018	2019	5	1966	1967	57
2017	2018	6	1965	1966	58
2016	2017	7	1964	1965	59
2015	2016	8	1963	1964	60
2014	2015	9	1962	1963	61
2013	2014	10	1961	1962	62
2012	2013	11	1960	1961	63
2011	2012	12	1959	1960	64
2010	2011	13	1958	1959	65
2009	2010	14	1957	1958	66
2008	2009	15	1956	1957	67
2007	2008	16	1955	1956	68
2006	2007	17	1954	1955	69
2005	2006	18	1953	1954	70
2004	2005	19	1952	1953	71
2003	2004	20	1951	1952	72
2002	2003	21	1950	1951	73
2001	2002	22	1949	1950	74
2000	2001	23	1948	1949	75
1999	2000	24	1947	1948	76
1998	1999	25	1946	1947	77
1997	1998	26	1945	1946	78
1996	1997	27	1944	1945	79
1995	1996	28	1943	1944	80
1994	1995	29	1942	1943	81
1993	1994	30	1941	1942	82
1992	1993	31	1940	1941	83
1991	1992	32	1939	1940	84
1990	1991	33	1938	1939	85
1989	1990	34	1937	1938	86
1988	1989	35	1936	1937	87
1987	1988	36	1935	1936	88
1986	1987	37	1934	1935	89
1985	1986	38	1933	1934	90
1984	1985	39	1932	1933	91
1983	1984	40	1931	1932	92
1982	1983	41	1930	1931	93
nineteen eighty one	1982	42	1929	1930	94
1980	nineteen eighty one	43	1928	1929	95
1979	1980	44			
1978	1979	45			
1977	1978	46			
1976	1977	47			
1975	1976	48			
1974	1975	49			
1973	1974	50			

If, despite all efforts, the respondent is unable to decide on his age, the interviewer can use official documents (National Identity Card, birth certificate, vaccination record, etc.) which he must request tactfully.

S1Q04: Marital status of (Name)

Enter the code corresponding to the marital status of the household head.

Single/unmarried: This is any person who has never contracted a marriage and who does not live in a common-law union.

Check, if the respondent answers that he is single, that he is not in a common-law union. You can check if the respondent is in a common-law union by asking the following question: you said that you are not married, but are you living as a partner with a woman/man?

Common-law union: This is any person who lives maritally (under the same roof) with their partner, without any civil, customary or religious marriage having been celebrated.

Married monogamous: This is anyone who is married to only one spouse. Note that if a man is married monogamously, but lives with several women, he is considered “polygamous”.

Married polygamist: This is any man married to several wives, as well as a woman who has at least one co-wife. In other words, the different spouses in polygamous marriages. Please note, a married man who on the civil status certificate has the status of “polygamist” but who in fact has only one wife is married “monogamous”. The notion of marriage is that of de facto and declared by the respondent (civil, religious, customary).

Widower: This is any person previously married, but whose spouse has died and who is not involved in another union.

Separated/Divorced: This is any person who, although married (civil, religious, customary), no longer lives with their spouse following a disagreement or other problems, or whose divorce has been officially granted (case of divorced people).

S1Q05: What is (Name)’s level of education?

We are interested here in the highest level of education of each member of the household. The different levels here are: primary, lower secondary, upper secondary and higher. The highest level reached corresponds to the last class successfully completed in that level.

The “5 = None” category corresponds to individuals who have not even completed primary school.

Examples: a child who has reached the sixth grade and who has not successfully completed this grade will be registered at primary level. For a person who stopped their studies after having followed the second year middle course class with or without CEPE/CEP, their level of education is primary.

S1Q06 : Does (Name) have any disability?

Disability refers to a physical, mental or sensory limitation that may limit a person's ability to undertake certain activities of daily living or participate fully in society.

It is mainly a physical or mental disability, visible or not. You have to be careful and very subtle. Ask if (Name) suffers from any disorder or ailment that might put him or her at a disadvantage compared to others and go further to find out what it is, to ensure that it is indeed a disability. If the answer is “no”, go to S2Q01.

S1Q07: if yes, what disability does (Name) suffer from?

The question offers several simultaneous choices. Several types of disabilities are offered. If the individual has declared that they suffer from a disability, identify the disability(ies) from which they suffer by listing them.

Let us remind here that we are talking about:

- **visual disability** for the blind and visually impaired;
- **speech disability** for the mute, stutterers, etc. ;
- **hearing disability** for the deaf and hard of hearing;
- **mental disability** for the stupid, the mad, the insane, etc. ;
- **physically disabled** for a person who cannot fully use one of their upper or lower limbs (lame, one-armed, atrophied, paralyzed or amputated limbs, etc.);
- **disabled deaf-mute** for a person who has both a hearing handicap and a speech handicap.

SECTION 2: ESSENTIAL ICT SKILLS

This section captures the basic ICT skills of household members. The questions are asked for each member of the household, aged 15 or more.

S2Q01: Can (Name) turn on/use/turn off a radio?

S2Q02: Can (Name) turn on/use/turn off a phone?

S2Q03: Can (Name) turn on/use/turn off a television?

S2Q04: Can (Name) turn on/use/turn off a computer?

S2Q05: Can (Name) find the location of each stored or operating item on the device?

This involves assessing the respondent's ability to access the parameters to configure a device, for example.

S2Q06: Has (Name) often used the MS Office suite (use of Word, Excel, Power Point, etc.)?

The question is whether the respondent can use the basic features of the MS office suite.

S2Q07: Can (Name) use the internet? Connect to the internet, open a page, etc.?

S2Q08: Can (Name) choose, install and update an application?

S2Q09: Can (Name) create/record/publish digital content?

Content includes in particular the content of websites, applications, as well as literary, musical, television or cinematographic works offered for downloading or streaming. These include videos, audio recordings, edits, etc.

S2Q10: Can (Name) save information found on the internet?

S2Q11: Can (Name) choose and use digital means of communication (SMS, WhatsApp, blog, contact form, comments, telephone, uploading images to the internet)?

Recognize icons, send and receive messages or information, etc.

S2Q12: Can (Name) create and use an electronic mailbox (email)? Choose the email domain (Yahoo, Gmail, Hotmail, etc.), send or receive emails, attach files, etc.

S2Q13: Can (Name) protect devices and data, as well as their privacy in a digital environment?

This involves knowing whether the respondent is able to at least secure their computer/phone by locking, a security code, a password, etc.

S2Q14: Is (Name) aware that we must not copy and distribute all content available on the internet without authorization?

It is clear that certain content found on the Internet cannot be distributed without prior authorization from the owners (authors). Very often this is well mentioned. The idea is therefore to know whether the respondent is indeed aware of this. Ask each individual the question and enter the corresponding code in the appropriate box.

S2Q15: Does (Name) respect the confidentiality of certain content copied on the internet?

Despite being aware of it, it is not certain that this condition is systematically respected. The idea is therefore to have the opinion of the respondent on the respect of the confidentiality of the contents concerned. Ask the question and report the corresponding code.

S2Q16: Is (Name) aware of the health risks incurred during prolonged exposure to the use of ICT?

It is possible that high exposure of humans to ICT tools could cause health problems including eye pain, headaches, addiction, etc. People need to be aware. Ask the question and report the corresponding code.

S2Q17: Does (Name) take steps to limit the health risks incurred during prolonged exposure to ICT?

S2Q18: Can (Name) choose and use the following online services? :

Ask the questions service by service and report the corresponding code.

S2Q18A: online forms and documents

These are services uploaded by hundreds of entities (public administrations, public/private enterprises, international organizations, etc.) to facilitate, for populations, access to certain important services such as: passport application, visa application, tax declaration, job application, etc.

S2Q18B: e-commerce (purchase/sale/reservation, etc.)

This is a service offered by commercial enterprises via electronic platforms, allowing customers (actual and potential) to make sales and purchases (goods and services) online.

S2Q18C: e-banking

This is a service allowing bank customers to conduct certain banking operations (balance consultation, withdrawal, transfer, history, etc.), wherever they are, via the Internet.

S2Q18D: GPS

We may need to find our way in a place that is foreign to us. In the absence of a physical guide, the use of a GPS (Global Positioning System) can be useful to define your route, find your way, get your position, find the position of a destination, etc.

S2Q18E: Others (please specify)

For other services not mentioned, please specify them legibly in the other line.

S2Q19: Can (Name) create and administer user profiles and digital identities (social media, online stores, etc.)?

This includes the ability of the respondent to create WhatsApp, Facebook groups, etc. for social exchanges, business promotions, etc.

SECTION 3: USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

The purpose of this section is to collect, from household members aged 15 and more, information on the use of information and communication technologies. This involves measuring the level of use of ICT tools/supports by household members.

S3Q01A to S3Q01C: Has (Name) used any of the following devices in the last 3 months?

For each of the questions S3Q01A to S3Q01C, each individual, aged 15 or more, is asked if they have used either a computer, a telephone or a tablet in the last 3 months. If (Name) is absent during the visit, ask the question to the main respondent. For each tool, if (Name) used one of the three tools, report or choose the code “1” corresponding to the answer “yes”. If no go to the next individual or question section 4.

NB: If the respondent was assisted by someone to use one of the devices over the last 3 months, we consider that he or she has actually used the device.

S3Q02A to S3Q02C: Has (Name) used any of the following devices in the last 30 days?

Same instruction as in S3Q01A to S3Q01C. Here the reference period is the last 30 days.

S3Q03: Has (Name) used the internet in the last 3 months?

Internet use refers to the situation in which the household member has connected to the Internet via a terminal (smart phone, tablet, computer) during the last three months. If (name) has used the internet in the last three months, then enter the code “1” in the space. If no, check or choose “2” and go to section 4.

NB: If the respondent was assisted by someone to use the Internet during the last 3 months, we consider that he or she has actually used the Internet during the last three months.

S3Q04A to S3Q04H: Places of internet use

The respondent is asked to specify the place where he or she used the Internet during the last three months. He can use the Internet at home, in his place of service, in a place of study, in the home of another individual, in a community Internet access facility, in a commercial Internet access facility, anywhere where via mobile phone, anywhere via other cellular mobile access devices.

A community internet access facility is a place designed to facilitate access to the internet in a community with a view to reducing the digital divide. I.e. reducing the gap in internet access between populations in urban areas and those in rural areas. Example: Multipurpose Community Telecenters (TCP).

A commercial internet access facility is a place where internet access is chargeable. Example: cyber café.

S3Q05A to S3Q05H: For which of the following online services has (Name) used the internet for private purposes in the last 3 months?

For the following services offered on the internet, ask the respondent if they have used them in the last three months, on a personal basis and check “yes” if yes or “no” if no.

VoIP refers to internet calls (WhatsApp, Messenger, Zoom, X, etc.). As government services, these include: obtaining unique identifier numbers, registration for competitive examinations and certain Major Schools, certification of online documents (MINREX), monitoring of files (MINFOPRA, etc.), etc.

S3Q06A to S3Q06D: By what means did (Name) access the internet?

This involves asking (Name) the medium used to access the internet. This can be a computer, phone, tablet or PDA (Personal Digital Assistant).

The PDA is a mobile device that functions as a personal information manager (electronic diary, etc.).

S3Q07: How often on average has (Name) used the internet over the last 3 months?

For each person aged 15 and more who used the internet in the last 3 months, ask on average how many times they used the internet during this period. Propose the following modalities to the respondent in sequential order until he or she selects a modality. At this level, there is no point in continuing with the remaining modalities.

:

- ✓ 1= At least once a day;
- ✓ 2= At least once a week, but not every day;
- ✓ 3= At least once a month, but not every week;
- ✓ 4= Less than once a month.

S3Q08: Has (Name) ever been a victim of cybercrime?

Cybercrime refers to any malicious act committed using the internet. If (Name) has already been the victim of such an act, write or check “yes”, if no choose “no”.

S3Q09A to S3Q09D: If yes, specify the type

This question is multiple choice, meaning that the respondent can choose more than one option at a time. For each type of cybercrime act, say whether or not the latter has already been a victim.

S3Q10: Did (Name) file a complaint?

Ask the question and enter the code corresponding to the correct answer.

S3Q11: Has (Name) used social media in the last 3 months?

A social medium is an online platform allowing the development of social interactions between users. Example: Facebook, TikTok, Instagram, WhatsApp, X, etc.

If (Name) has used a social medium in the last three months, check or choose the code “1” corresponding to “Yes”. If no, choose or check “No”.

SECTION 4: QUALITY OF ELECTRONIC COMMUNICATION SERVICES

In this section, the idea will be to question household members on their assessment of the telephone and internet services provided to them by the different operators. For telephone services, questions are asked for each operator (CAMTEL, MTN, ORANGE, NEXTTEL). For internet service, each eligible household member will respond only for the primary internet provider.

The landline only concerns CAMTEL operator.

4.1. Quality of telephone services

This will involve collecting information on the quality of calls made and received for each eligible member of the household to be surveyed. SMS messages are not included in this survey.

Quality of telephone service from the CAMTEL operator

S4Q01A: How many CAMTEL SIMs does (Name) use?

The SIM (Subscriber Identity Module) here refers to the chip acquired from CAMTEL operator during subscription and which is usually used by the member of the household. The respondent may say “no” simply because it has been a while since he or she has used this SIM. If this time is less than a year and he intends to use it in the near future, then the correct answer is “yes”. The interviewer must count the number of CAMTEL SIMs and enter them in the appropriate box. If the member does not have any CAMTEL SIM, **go to question S4Q02A**.

S4Q01B: Has (Name) communicated by telephone with at least one of his CAMTEL SIMs during the last 7 days?

This involves knowing whether the household member received or made at least one telephone call during the last 7 days preceding the day of the interview. It will be necessary to emphasize the fact that it is indeed with the CAMTEL SIM. If the answer is “no”, **go to question S4Q02A**

S4Q01C to S4Q01C5: Did (Name) have any inconveniences during these calls?

These are the problems that the household member encountered during various calls with their CAMTEL SIM during the last 7 days preceding the interview. If (Name) had no inconvenience, **go to question S4Q02A**. If the answer is “yes”, suggest to the respondent the following inconvenience conditions from S4Q01C1 to S4Q01C4: *call failure due to the network, call interruption due to the network, poor quality of transmissions and receptions due to of the network, inaccuracy of billing*. If the respondent has an inconvenience not mentioned in the previous list, enter “yes” in question S4Q01C5 “Others”, then enter the answer in full in the space provided for this purpose.

- a) Call failure due to network: the call is initiated, nothing rings then the call stops.
- b) Call interruption due to the network: the call is launched, the conversation is started then the call is suddenly stopped without the action of one of the interlocutors.
- c) Poor quality of broadcasts and receptions due to the network: the call is made, the conversation begins. During the conversation, either nothing is heard or there are noises.
- d) Inaccuracy of billing: several cases can arise depending on whether you are prepaid or postpaid.

Prepaid:

- You subscribe to a package, the subscription failure message arrives, but the subscription amount is debited
- You subscribe to a service offer, voluntarily or involuntarily, then you cannot unsubscribe and our account is always charged.

Postpaid:

- Call listing does not match bill amount
 - You subscribe to a package with a certain deadline, the package expires before expiry but the surplus is charged to you.
 - You subscribe to a ceiling for a given deadline, upon expiry, you have not consumed up to the ceiling but you are billed at the ceiling.
- e) Error subscribing to a service offer: You mistakenly subscribe to a service offer because you were inattentive. A message arrives regarding a service offer, you don't take the time to read it carefully, but you validate the offer.

S4Q01D: Has (Name) made a complaint to CAMTEL customer service regarding these inconveniences?

Customer service is the department that handles customer complaints to the operator and provides customer support.

A complaint is a question, a complaint, a concern, a claim that the customer addresses or wishes to address to the operator.

In our case, the idea is to find out whether the member of the household has sent a complaint to customer service during the last 7 days relating to the inconveniences observed.

In case he did not make a claim, go to **S4Q02A**

S4Q01E: Particularly for the inaccuracy of billing?

The question is whether the household member has made at least one complaint relating to the inaccuracy of the billing. **This question can only be asked if the answer to question S4Q01C4 “Invoicing inaccuracy” is yes.**

S4Q01F: Through what channel did (Name) make the complaint?

The “Travel” method is chosen if the member of the household, for the complaint, physically went to the head office, to a branch or to a partner of the operator. The “Correspondence” mode is chosen when the household member sends a paper or digital letter to the operator.

S4Q01G: Was (Name)’s complaint responded to by customer service?

This is whether customer service responded to the household member's call regarding their complaint, regardless of what customer advice tells them. If he is unable to speak to customer support, the answer is “no”. In this case, **go to go to S4Q02A**

S4Q01H: In your opinion, what was the level of satisfaction with the processing of your complaints by CAMTEL?

This involves knowing to what extent the response given to the household member by customer service responds to the subject of their complaint. Ask the question by listing the modalities in ascending order: dissatisfied, not very satisfied, indifferent, satisfied, very satisfied

Quality of telephone service from the MTN operator

For filling instructions, refer to the section regarding CAMTEL

Quality of telephone service from ORANGE operator

For filling instructions, refer to the section regarding CAMTEL

Quality of telephone service from NEXTTEL operator

For filling instructions, refer to the section regarding CAMTEL

4.2. Internet quality of service

S4Q05A: Has (Name) connected to the internet in the last 30 days?

The interviewer will have to ask the respondent on what date (day, month, year) he last used the Internet. Depending on his answer, the interviewer will have to assess whether he has done so in the last 30 days and put the answer in the box corresponding to this purpose. If the respondent has not done so, go to question S5Q01A.

S4Q05B: What is the main operator through which (Name) connects to the internet service?

The interviewer should ask which chip (MTN, ORANGE, CAMTEL or NEXTTEL) the respondent uses most to connect to the Internet.

S4Q05C1 to S4Q05C3: How does (Name) connect to the internet?

The computer can be portable or stationary. The smart phone is a telephone with a touch screen, a digital camera, and personal digital assistance features. The tablet or PDA (Personal Digital Assistant) combines the features of a computer and a smartphone.

S4Q05D: How often does (Name) use (did he use) the internet service per month (during the last 30 days)?

When asking the question, the interviewer must successively propose the modalities, starting with the first “*At least once a day*”. “*At least once a day*” means he used it every day. If he answers “yes”, enter “1” in the box provided for this purpose. If no read the second modality “*At least once a week*”, which means that he does not use it every day, but at least every week. In this case, write “2” in the box provided for this purpose. Less than four times during the month means that he does not use every day or every week, but uses one, two, three or four times during the month. In reality, modalities 1, 2 and 3 must be chosen if it is a usual frequency, i.e. one which is not only related to the last 30 days. If the use is not usual, write “4” in the box to say *rarely*.

S4Q05E: Has (Name) encountered any inconvenience during the last 30 days when using internet services?

The interviewer must ask the respondent if they have had any problems with their internet connection in the last 30 days. If he says “no”, **go to S5Q01A**.

If he says "yes", successively offer him, and giving him time to respond, the following modalities, explaining each of them: *network problems, slow internet connection, unsatisfactory billing, customer service inoperative/unsatisfactory, others (please specify)*.

Network problems: Unable to access the internet even though they paid for a package

Slowness of the internet connection: the display of a page or the downloading of a file, however small it may be, is slow, the actions of validation of the sending of the message by the respondent and the sending of the message to the recipient are not instantly synchronized.

Unsatisfactory billing: The most commonly encountered cases are prepaid.

- You subscribe to an internet package, the subscription failure message arrives, but the subscription amount is debited and the internet does not work.
- You subscribe to an internet package for a deadline. If there is a connection problem and you cannot have internet access until the expiry date, then the service has not been used but the account has been debited.

Inoperative/unsatisfactory customer service: If you call customer service, it does not pick up, then it is inoperative. If there is communication but the response has not satisfied the household.

S4Q05F: Has (Name) made a complaint to customer service regarding these inconveniences when using internet services?

For instructions, refer to question S4Q01D.

S4Q05G: Through what channel did (Name) make the complaint?

For instructions, refer to question S4Q01F

S4Q05H: Was (Name)'s complaint responded to by customer service?

For instructions, refer to question S4Q01G

SECTION 5: USE OF POSTAL SERVICES

This section seeks to identify the behavior of the main respondent or members of the household with regard to the use of postal services. The people targeted are either the main respondent of the household or members of the household aged 15 and more.

A postal service here refers to any service offer that a customer/user can benefit from at a postal contact point. The point of contact being the place where the postal service is offered. Here non-financial postal services will be distinguished from postal financial services.

Postal financial services refer to all postal services of a financial nature provided by public or private operators under the conditions defined by law.

Non-financial postal services refer to all postal services other than those provided as part of financial services.

Postal non-financial services

S5Q01A to S5Q01E: Has (Name) used any of the following non-financial postal services in the last 6 months? 1=yes, 2=no

The use of a non-financial postal service refers to the situation in which a customer carries out a postal delivery transaction or benefits from a delivery service for a postal item, more particularly letters or parcels. If (name) used a postal service in the last six months, then enter code "1" in the space. If no, check or choose "2". If the "No" option is chosen for all non-financial postal services, go to the next individual or to question S5Q12A.

- ✓ Express shipments: this is a category of postal shipment benefiting from special processing which is characterized by the speed of deposit until delivery to the recipient. In the case of CAMPOST, express shipping is done by the Express Mail Service (EMS). Furthermore, private operators only do express.
- ✓ Ordinary items: postal items not benefiting from any special service;

- ✓ Registered items: category of items benefiting from special processing, the specificity of which is the transfer of responsibility to the final recipient. This service is exclusively offered by CAMPOST;
- ✓ Postal parcel shipments: postal shipment containing goods or objects of any other nature - with the exception of letter post items - and whose weight is less than or equal to thirty (30) kilograms, in international relations, and fifty (50) kilograms within the national territory;
- ✓ Online service: Any postal service offered via the internet.

S5Q02 (Name) used this service via which operators?

As part of the survey, several types of operators are likely to offer the non-financial postal services listed above. Here, simply ask for each eligible individual, via which operators he/she sent or received a letter or parcel. The following list of operators is proposed. The interviewer must use this list to locate the name of the operator (or names of operators) given by the respondent and enter the corresponding code in the space provided for this purpose. If over the last 6 months, the respondent has conducted several postal operations (sending or receiving mail or postal parcels), then for each operation, choose the operators via which the postal service was carried out.

Code d	Operator Names	Code d	Operator Names
01	AFRILIGHT	23	GLOBEX C. SARL
02	AMOUR MEZAM	24	JF INTERNATIONAL
03	APM	25	KINGSLEY INT.
04	AVENIR DE LA KADEY	26	MENOUA VOYAGES
05	AVENIR VOYAGES	27	MOGHAMO EXPRESS
06	BINAM S. A	28	MUSANGO BUS SERVICES LTD
07	BOLLORE T&L	29	M.T.A TXL
08	BUCA VOYAGES	30	MVILA VOYAGES SARL
09	CERISES AUTO	31	OVERLINE T&L
10	CDV SARL	32	PRINCESSE VOYAGES
11	CITY MESSENGERS	33	SATIT Sarl
12	DANAY EXPRESS	34	SMS
13	DHL	35	SOCOOPTRANSCAM
14	EMI MONEY	36	SOLEX
15	ESICO	37	SOPAGAV SARL
16	EXPRESS EXCHANGE	38	SUD DEPECHE
17	FINEXSCAM	39	TOURISTIQUE CCE
18	FLEXI LOGISTICS	40	TRESOR VOYAGES
19	GHF SARL	41	UPS
20	GARANTI EXPRESS COMPANY	42	VATICAN COMPANY LTD
21	GENERAL EXPRESS VOYAGES	43	CAMPOST post office
22	GLOBAL VOYAGES	98	Other (s) (please specify)

S5Q03: If other operator in S5Q2, specify _____

If the name of the operator given by the respondent in question S5Q02 does not correspond to any name listed in the code sheet, then choose the code “98” corresponding to the “Others (please specify)” category; then enter in full the name of this operator in question S5Q03.

Please note: If the name of the operator given by the respondent does not correspond to any name from the predefined list, then it is necessarily an unapproved operator.

S5Q04: Did the operator have an internet access point? 1=yes, 2=no, 3=Does not know

The question here is whether the postal operator offered customers (free of charge) internet connection, via wifi at any other internet connection point. If this is the case choose “yes”, if no choose “no”. This question is asked for all operators declared by (Name).

S5Q05: On average, how often did he use this service?

For each person aged 15 and more, ask on average how many times per month they used one of the postal services chosen previously. Choose from the options provided below the code corresponding to the correct answer:

- ✓ 1= once a month
- ✓ 2= twice a month
- ✓ 3= Three times a month
- ✓ 4= once every two months
- ✓ 5= once every three months
- ✓ 6 = rarely (once or twice over six months)

S5Q06: What method of collection or sending do you use the most?

To carry out a mail/postal parcel sending operation or benefit from a postal delivery service, customers or households have the choice between several methods:

- ✓ **At home:** i.e., a member of the household has it delivered to their home or requests that the postal operator come to their home to collect the mail or package they wish to send:
- ✓ **Point of contact (post office, postal operator counter):** the household goes personally to the point of contact (place where the postal service is offered (operator mail service, post office, etc.) ;
- ✓ **Mailbox:** a member of the household personally goes to the mailbox of a CAMPOST post office. The mailbox is a device available at CAMPOST post offices to collect letters and mail to be sent from different customers.

Simply choose or report the code corresponding to the collection method described by the respondent.

S5Q07: Have you or a member of your household experienced any inconvenience while receiving service from a postal operator?

Inconvenience refers here to any untoward event, serious or moderate, occurring during the postal operation (sending or collecting/receiving packages or mail). This could be a loss of mail or package, a delay, a mix-up of packages, a mix-up of the delivery location, etc.

If for all postal operations carried out within the household, an inconvenience has occurred, then choose “yes”, if no, choose “no”.

S5Q08: If yes, with which operator?

Among the operators announced in question S5Q02 by the respondent, the latter needs to specify which one was a source of inconvenience. This question is only eligible if the respondent answered “No” to the previous question for the eligible individual in the household concerned.

S5Q09: What was the nature of the inconvenience encountered by (Name) for the postal service?

We want to know the most regular inconvenience experienced by the respondent. Ask the question and enter the corresponding code.

S5Q10: Have you ever filed a claim or complaint with a postal service?

The question is whether the respondent has lodged a claim/complaint with the postal operator for the inconvenience suffered.

Please note: *the respondent here can be the individual i of the household directly concerned by the question, or the main respondent of the household.*

S5Q11: If yes, were you satisfied with the handling of your claim or complaint?

This question is purely opinion. The exclusive choices possible for this question are:

- ✓ **dissatisfied:** *i.e. the complaint was lodged with the postal operator. However, the latter was not cooperative in handling it;*
- ✓ **unsatisfied:** *i.e. the complaint was lodged with the postal operator. The latter was interested in processing this complaint, but the outcome was not positive;*
- ✓ **indifferent :** *no opinion;*
- ✓ **satisfied:** *i.e. the complaint has been submitted to the postal operator. The latter was interested in the processing of this complaint, and the outcome was positive;*
- ✓ **very satisfied :** *i.e. the complaint was lodged with the postal operator. The latter was really interested in handling this complaint, the outcome was positive and the damage was immediately repaired.*

S5Q12: Do you or a member of your household have a post office box? 1=yes, 2=no

A post office box is a mailbox installed in a post office and intended to receive mail. The post office box service is exclusively offered by the concessionary operator, more particularly CAMPOST.

If one of the members of the household has a post office box at a post office, then choose “Yes”. If no choose “No”

Postal financial services

As a reminder, postal financial services refer to all postal services of a financial nature, provided by public or private operators under the conditions defined by law. This may be a service of:

- ✓ **postal transfer of funds:** service offered by any financial or postal institution for a fee, consisting of a movement of funds or money, on the order of a customer, with a view to payment on sight for the benefit of a correspondent, without transit by a bank or postal account, whether this movement is executed by physical or electronic means, without prejudice to the maximum authorized per security, specified by the Monetary Authority. Examples of postal funds transfers are generally: Mandat Express Local (MELO), Mandat Express International (MEI), CAMPOST Mobile Money (CAMO).
- ✓ **postal checks:** service by which a holder of a postal current account gives the order to debit his account with a sum to be paid to himself or to be credited to another postal or bank account. ***The postal check service therefore consists of all the services and operations for opening and maintaining current accounts.***
- ✓ **postal savings bank:** these are postal savings services. They refer to all the services and operations aimed at receiving deposits of funds from natural and legal persons in a postal savings bank account;
- ✓ **foreign exchange:** the foreign exchange service consists of all currency purchase and sale operations carried out in compliance with the regulations in force in this area.

S5Q12A: Has (Name) used any of the following postal financial services in the last 6 months? : Postal funds transfer service 1=yes, 2=no

Following the definition above, ask if over the last six months, (Name) has used a postal funds transfer service. If so, choose “Yes”. If no choose “No” and go to question S5Q13A.

S5Q12B: If yes, how often?

For each person aged 15 or more who has used a **postal funds transfer service over the last 6 months**, ask on average how many times they used the internet during this period. Choose from the options offered below the code corresponding to the respondent's response:

- ✓ 1= at least once a month;
- ✓ 2= once every two months;
- ✓ 3= once every three months;
- ✓ 4= rarely (once or twice over six months).

S5Q13A to S5Q15B

Same instructions as in S5Q12A and S5Q12B.

SECTION 6: HOUSEHOLD EQUIPMENT WITH ICT SUPPORTS

This section collects information relating to household equipment with information and communication technology (ICT) goods. Unlike the other sections which are completed for each member of the household, the information sought here relates to the household as a whole. The household head is the right person to provide information. However, if the household head is unavailable, any other informed member of the household can still take part in the exercise.

S6Q01: Does your household/a member of your household have:

This is about whether the household has certain appliances. Ask the question and list the elements present in this section. For each of them, write the corresponding code in the box provided for this purpose, i.e. 1 (yes) if the element exists in the household and 2 (no) if no.

S6Q01A: Electricity

This concerns the connection to the ENEO network, but also any other source of energy available in the household (solar energy, generators, etc.)

S6Q01B: A radio**S6Q01C: A television set****S6Q01D: A landline telephone line**

This is the CAMTEL landline telephone.

S6Q01E: A cell phone line**S6Q01E: A post office box****S6Q02: Does your household/does any member of your household have a computer at home?**

Simply ask the question and enter the code corresponding to the respondent's answer in the box provided for this purpose. It can be a desktop computer or a laptop computer.

S6Q03: Does your household/a member of your household have home internet?

Simply ask the question and enter the code corresponding to the respondent's answer in the box provided for this purpose. This may be a specific installation for the entire home, or individual connections accessible even by telephone.

S6Q04: If yes, what type of internet access is used at home?

This is whether the household uses a wired connection or a non-wired connection.

Wired connection is an internet connection using a cable.

The non-wired connection refers to the mobile connection based on radio waves.

Ask the question for each type of access, and write the code corresponding to the respondent's answer in the box provided for this purpose. Note that both types can be found in a household.

S6Q04A to S6Q04C: Wired connection

These are mainly optical fibre or other connections such as Switched Telephone Network (STN) or Asymmetric Digital Subscriber Line (ADSL).

S6Q05A to S6Q05E: Non-wired connection

These include: WIFI or WIMAX, E-VSAT, which uses antennas similar to those used by Canal+, and other types such as GPRS, EDGE, HSPA, LTE, etc.

S6Q06: Do you have a cable TV connection?

The idea is just to find out whether the TV is picking up the channels.

S6Q07: If yes, which operators does your household subscribe to?

This involves the household designating the image provider. Ask the question for each supplier, and enter the code corresponding to the answer.

S6Q07A: MTN

S6Q07B: ORANGE

S6Q07C: VIETTEL

S6Q07D: CAMTEL

S6Q07E: CANAL +/DSTV/StarTimes

S6Q07F: Cable operators:

These are cable image distributors (cable companies)

S6Q07G: Others (please specify)

If the household has a supplier who is not listed, write the name of this supplier in full in the space provided.

S6Q08: Does your household have a subscription to the direct reception (DHT) satellite television system?

CHAPTER 4: PRESENTATION OF THE ENTERPRISE QUESTIONNAIRE AND COMPLETION

This chapter presents the structure of the questionnaire, gives the content of each question and guides the interviewers on how to collect the information and the type of information to be collected, including the modalities of the different responses.

1. Presentation of the questionnaire

In addition to section 0 relating to general information, the questionnaire is comprised of five sections, each divided into sub-parts. Section 1 reviews information on property ownership and use of ICT. Section 2 presents telecommunications and the national economy. Section 3, for its part, highlights the security of the national digital enterprise ecosystem. Section 4 captures information on the enterprise use of financial and non-financial postal services. Section 5 highlights the enterprise perception of the quality of telecommunications services and ICT through the use of the Internet and the post office.

2. Main types of questions asked

c) *Pre-coded single-choice questions*

Most of the questions in the collection sheet are pre-coded single choice. These are questions with suggested response methods and for which you can only choose one response method. For example: (Name) is what sex? The codes are: 1=Male 2=Female

d) *Open or non-pre-coded questions*

Open questions are those for which the response methods have not been suggested to the respondents. For these questions, enumerators must record exactly the answers given to them by the respondents. For example: the Others modality (*please specify*)

3. Completing the questionnaire

The aim here is to give the content of each question and guide the census takers on how to collect the information and the type of information to be collected, including the modalities of the different responses.

SECTION 0: GENERAL INFORMATION

1. Enterprise identification

S0Q01 Name or corporate name

Name or corporate name: This is the name of the structure. It must not be confused with the acronym or the sign. **Example:** *Cameroon Development Corporation and not CDC; Cameroon Radio and Television Corporation and not CRTV.*

S0Q02: Acronym or sign. The acronym is an abbreviation formed by a series of letters which are the initials of a group of words.

S0Q03: Enterprise NIS number. This is the number that the NIS assigns to each enterprise during the General Census of Enterprises. The list of enterprises will be provided to you with their numbers and ***attached as an appendix.***

S0Q04: Legal form. This involves the categorization of enterprises based on the extent of the responsibilities of capital providers and its impact on accounting and taxation. There are six main categories: Partnerships; Limited Partnerships, Limited Liability Companies, Limited Companies and Simplified Joint Stock Companies.

S0Q05: Branch of activity: a branch of activity brings together homogeneous production units, i.e. which manufacture products or produce services which belong to the same item in the nomenclature of economic activities. This involves reporting the code of the branch of activity in which the enterprise is located. The branch of activity code is given to you in the appendix to the questionnaire.

S0Q06: Type of structure: this concerns the categorization of enterprises by turnover and number of staff. This involves entering the code corresponding to the structure (VSE, SE, ME, LE).

S0Q07: Survey region: Cameroon has 10 administrative regions. As part of the survey, the cities of Douala and Yaounde are also considered as survey regions. The corresponding code must be transferred to the boxes provided for this purpose.

S0Q08: Division: Cameroon has 58 divisions. The idea is to specify the division where the enterprise to be surveyed is located.

S0Q09: Sub-division: Cameroon has 360 sub-divisions. The idea is to specify the sub-division where the enterprise to be surveyed is located.

S0Q10-S0Q12 : Main correspondent name, function and telephones numbers

S0Q13: Village/locality/quarter: Give all possible information that can help locate the structure or establishment on the ground. Use street names if applicable, numbers and names of known buildings, places (ie all popular public landmarks). **Example:** Biyem-Assi, *rue des cacaoyers, opposite NIKI*; next to the evangelical Church.

S0Q14: Telephone: Enter the telephone contact for the structure. If the structure has more than one telephone number, write the second telephone number in the boxes provided for this purpose, ensuring that these numbers fit in 9 positions.

S0Q15, S0Q16, S0Q17: website and email address: this involves reporting the enterprise website and email address which will be given to you by the enterprise contact person.

S0Q18: PO Box: This is the enterprise postal address. It will also be given by the enterprise contact person.

S0Q19: Number of permanent staff in your enterprise as of 31 December 2023: This is the number of employees under permanent contract in the enterprise on the date indicated. Specify the total number of employees and that of women.

S0Q20: The enterprise turnover: this is the total amount of sales of the enterprise products and services for the financial year 2023.

1. Collection and operation team

Same instructions as the household questionnaire.

SECTION 1: POSSESSION OF PROPERTY AND USE OF ICT

This section collects information relating to the enterprise information and communication technology (ICT) equipment. Preferably, the person responsible for equipment or administrative or human resources is the right person to fill out this part.

1. Possession of property

Computers

S1Q01: Do you use computers in your enterprise?

Simply ask the question and enter the code corresponding to the respondent's answer in the box provided for this purpose. This can be a desktop computer or a laptop computer belonging to the enterprise. **(Please note: personal computers are not taken into account)**

If no go to question S1Q04

S1Q02: If Yes, what is the number of working computers owned by the enterprise?

For the enterprise, this involves giving the number of functional computers used . Ask the question and enter the number communicated in the box provided for this purpose

S1Q03: How many employees in your enterprise regularly use a computer?

This involves giving the total number of people regularly using a computer in the enterprise, as well as the number of women

Telephone service

S1Q04: Does your enterprise have the following telephone and internet services?

S1Q04a: Landline telephone lines

S1Q04b: Mobile phone lines

S1Q04c: Fleet

S1Q04d: Branch exchange service (PABX)

S1Q04e: Internet service

Ask the question for each type of service (telephony/internet) and write the code corresponding to the respondent's answer in the box provided for this purpose.

Here, *the fleet* is a group of telephone numbers belonging to the enterprise and benefiting from preferential rates. While the *automatic switching service* is a service used by the enterprise to manage its calls.

Internet connection

S1Q05: Does your enterprise have an Internet connection?

Ask the question and enter the code corresponding to the respondent's answer in the box provided for this purpose. **If no go to S2Q01**

S1Q06: If yes, what type of connection?

S1Q06a: 1= Wired

S1Q06b: 2= Non wired

Wired connection is cable connection and *non-wired connection* is cableless connection. Ask the question for each type of connection and write the code corresponding to the respondent's answer in the box.

S1Q07: What is the number of computers in your structure connected to the internet?

Ask the question and enter the number of computers connected to the Internet in the enterprise in the box provided for this purpose.

S1Q08: Does your enterprise have an Intranet network?

This involves asking the question and entering the corresponding code in the box provided for this purpose.

An *intranet* is an internal computer network within the enterprise; allowing enterprise employees to exchange information and share resources

S1Q09: Does your enterprise have an Extranet network?

This involves asking the question and entering the corresponding code in the box provided for this purpose.

An *extranet network* is the extension of the intranet network, allowing external parties (customers, suppliers, etc.) to access the enterprise.

2. Use of ICT

Connection methods

S1Q10: Does your enterprise use a connection? 1=broadband 2=narrowband

If 2, go to S1Q10g

For each type of connection, ask the question and write the code corresponding to the respondent's answer in the box provided for this purpose.

S1Q10a: Fixed XDSL connection

S1Q10b: Optical fiber

S1Q10c: Wireless access to the fixed network

S1Q10d: Leased line

S1Q10e: Mobile broadband connection with at least one technology

S1Q10f: Other mobile connections (please specify)

S1Q10g: Cable

S1Q10h: Modem (dial-up)

Broadband connection is the high-speed internet connection enabling data transmission at fast speed and high transmission capacity.

The **narrowband connection** is a low-speed internet connection (less than 64 kbits per second).

XDSL (*Xdigital subscribe line*) connection is a broadband connection using a telephone line to transmit data and X is a variant of DSL technology, which can be replaced by A, S, ReA, V, etc.

Optical fiber is a data transmission technology using light beams offering a high-speed connection.

Leased lines are the specialized lines used for the transmission of a large volume of enterprise data

S1Q11: For which of the following activities does your enterprise use the Internet?

S1Q11a: Place an order

S1Q11b: Receive an order

S1Q11c: Send or receive emails

S1Q11d: Telephony via IP

S1Q11e: Post information or instant messages

S1Q11f: Obtain information about goods or services

S1Q11g: Obtain information or interact with other administrations/structures

S1Q11h: Internal or external recruitment/Staff training

S1Q11i: Banking services/Having access to other financial services

S1Q11j: Enterprise Blog or Micro Blog Updates

S1Q11k: After-sales services/online delivery of products

S1Q11l: Other services (please specify)

For the various activities undertaken by the enterprise, the idea is to find out whether it has used the Internet. Ask the question for each type of activity and write the code corresponding to the answer in the box provided for this purpose.

Use of social media

S1Q12: Is your enterprise present on social media?

S1Q12a: WhatsApp

S1Q12b Facebook

S1Q12c: LinkedIn

S1Q12d: Twitter (X)

S1Q12e: Telegram

S1Q12f: Youtube

S1Q12g: TikTok

S1Q12h: Others (please specify)

For social media used by the enterprise for its services, ask the respondent if the enterprise has used them and check “yes” if yes or “no” if no.

S1Q13: Does your enterprise host its data in the Cloud?

This is whether the enterprise uses remote servers to store, manage and process its information, rather than using a local server. Ask the question and write the code corresponding to the answer in the box provided for this purpose.

SECTION 2: TELECOMMUNICATIONS AND NATIONAL ECONOMY

1. Telecommunications spending

S2Q01: What is the amount (in million CFA francs) of investment expenses related to electronic communication and maintenance equipment for your enterprise from 2019 to 2023? S2Q01a: Purchase of Computers and accessories,

S2Q01b: Purchase of telephones and accessories

S2Q01c: Purchase of fax machines and accessories

S2Q01d: Internet equipment (Modem, box wifi, hot spot, etc.)

S2Q01e: Software

S2Q01f: Others (please specify)

Here, the idea is to capture the financial resources that the enterprise allocates to the purchase of electronic communication equipment and maintenance. Ask the question and enter the corresponding amount in the box provided for this purpose.

S2Q02: What is the amount of expenses related to internet services (in million CFA francs) for your enterprise from 2019 to 2023?

This involves capturing the financial resources that the enterprise allocates to internet services. Ask the question and enter the corresponding amount in the box provided for this purpose.

S2Q03: What is the amount of spending on electronic communications services from 2019 to 2023? (in million CFA francs)

This involves capturing the financial resources that the enterprise allocates to electronic communications services. Ask the question and enter the corresponding amount in the box provided for this purpose.

2. Postal expenses

Postal expenses are expenses related to maintaining the post office box, sending and receiving mail, borne by the enterprise.

S2Q04: What is the amount (in million CFA francs) of expenses related to?

S2Q04a: Maintaining the post office box

S2Q04b: Sending/receiving letters

For each type of postal service, ask the question and enter the corresponding amount in the box provided for this purpose.

SECTION 3: SECURING THE NATIONAL DIGITAL ECOSYSTEM

1. Network Infrastructure and Security

Filter for entire section 3 : eligible for enterprises using computers (S1Q01=1)

S3Q01: Does your enterprise have an Information Systems security policy?

This involves knowing whether or not the enterprise has an Information Systems (IS) security policy. *An IS security policy* is a document containing a set of procedures and processes implemented by the enterprise to secure its information system.

Ask the question and write the code corresponding to the answer in the box provided for this purpose.

S3Q02: Has your enterprise undergone a security audit in 2023?

We want to know if the enterprise was audited on its security system in 2023. This audit may be internal or external. Ask the question and enter the code corresponding to the answer in the box provided for this purpose.

S3Q03: If no why?

If no, note the reasons given by the enterprise.

S3Q04: If yes, has it implemented the audit recommendations?

If the enterprise answers that it was audited on its security system in 2023, then ask it if it has implemented the recommendations resulting from this audit. Write the code corresponding to the answer in the box provided for this purpose.

S3Q05: Has your enterprise already been the victim of the following cyber-attacks in the last twelve months?

Here the question is whether the enterprise has been the victim of a cyber-attack using ICT. *A cyber-attack* is a malicious act, undermining the confidentiality, integrity and availability of the enterprise information system.

S3Q05a: scams through the telephone

S3Q05b: scams through emails

S3Q05c: breach of critical infrastructure security

S3Q05d: spying

S3Q05e: identity theft through ICT

For each type of attack, ask the question and enter the corresponding code in the box provided for this purpose.

S3Q06: Has your enterprise filed a complaint for the following acts of cyber attacks in the last twelve months?

The idea is to see whether the enterprise has complained to the competent authorities, especially the National Agency for Information and Communication Technologies (ANTIC), General Delegation for National Security (DGSN), Secreatry of State in Charge of Defence (SED), Telecommunications Regulatory Board (ART).

S3Q06a: cybercrime?

S3Q06b: scams through the telephone

S3Q06c: scams through emails

S3Q06d: breach of critical infrastructure security

S3Q06e: spying

S3Q06f: identity theft through ICT

For each type of attack, ask the question and enter the corresponding code in the box provided for this purpose.

S3Q07: Does your enterprise have a data storage centre? The *data storage centre* is a centre for storing enterprise information. Ask the question and enter the corresponding code in the box provided for this purpose.

S3Q08: If yes, does it use a security protocol?

The **security protocol** is a set of rules or technologies aimed at ensuring the information security (confidentiality, integrity and availability of information) of the enterprise. Ask the question and enter the corresponding code in the box provided for this purpose.

S3Q09: Does your enterprise use security technologies? *Security technologies* represent a set of tools or techniques used to protect computer systems, networks and data against threats and cyber-attacks, for example firewalls; antivirus, etc. Ask the question and enter the corresponding code in the box provided for this purpose.

2. Applications and skills

Applications

S3Q10: Does your enterprise use at least one business application?

A *business application* is software designed specifically to meet the needs of an enterprise. Ask the question and enter the corresponding code in the box provided for this purpose.

S3Q11: If yes, specify the number of business applications you use?

Ask the question and write the corresponding number in the box provided for this purpose.

S3Q12: Among those you use, how many business applications are secure?

The idea is to identify all secure business applications in the enterprise. Ask the question and write the corresponding number in the box provided for this purpose.

S3Q13: What is the amount allocated to securing Information Systems in 2023? (in million CFA francs)

The enterprise provides financial resources for securing information systems. Thus, the idea is to capture the annual amount of these resources. Ask the question and enter the corresponding amount in the box provided for this purpose.

Staff skills

S3Q14: What is the number of personnel with network and IT security skills?

We want to capture the number of people working in the enterprise who have been trained in the field of network security and Information Systems. Ask the question and write the corresponding number in the box provided for this purpose.

S3Q15: Among them, what is the number of people assigned to network and IS security?

This involves seeing the adequacy between training and the service to which the trained personnel are assigned. Ask the question and write the corresponding number in the box provided for this purpose.

S3Q16: Does your enterprise have an IT security manager position?

We want to see the importance that the enterprise places in this area. Ask the question and enter the corresponding code in the box provided for this purpose.

S3Q17: Have your enterprise staff been made aware of network and IT security?

The question is whether there is a culture of network and IT security within the enterprise. Ask the question and enter the corresponding code in the box provided for this purpose.

SECTION 4: USE OF POSTAL SERVICES

This section allows you to understand the enterprise attitude regarding the use of postal services. The people targeted are either the enterprise manager, the administrative affairs manager or any other employee with extensive knowledge of the enterprise. A postal service here refers to any service offer that a customer/user can benefit from at a postal contact point. The point of contact being the place where the postal service is offered. Here non-financial postal services will be distinguished from postal financial services.

Postal financial services refer to all postal services of a financial nature provided by public or private operators under the conditions defined by law.

Non-financial postal services refer to all postal services other than those provided as part of financial services.

1. Postal non-financial services

S4Q01: Has your enterprise used any of the following non-financial postal services in the last 6 months?

(See S5Q01A to S5Q01E) Household section manual (**Page 23**)

S4Q02: your enterprise used this service via which operators? List the three main ones (see codes)

(See S5Q02) Household section manual (**Page 24**). The idea is to list the three operators most used by the enterprise.

S4Q03: How often did your enterprise use each service?

1 = once a month 2 = twice a month 3 = three times a month 4 = once every two months 5 = once every three months 6 = rarely (once or twice every six months)

(See S5Q05) Household section manual (**Page 25**).

S4Q04: What method of sending or collecting does your enterprise use the most?

1 = In the enterprise (Home), 2. Point of contact (post office, postal operator counter), 3= mailbox

(See S5Q06) Household section manual (**Page 25**).

S4Q05: Has your enterprise had any inconveniences during the service provided by a postal operator?

(See S5Q07) Household section manual (**Page 25**).

S4Q06: If yes, with which operators?

Ask the question and list these operators in the section provided for this purpose.

2. Postal financial services

(See. Household section manual, Postal financial services for the definition of key concepts) (**Page 26**).

S4Q07: Has your enterprise used any of the following postal financial services in the last 6 months?

(See. S5Q12A) Household section manual (**Page 26**).

S4Q08: If yes, how often? 1 = at least once a month, 2 = once every two months, 3 = once every three months, 4 = rarely (once or twice every six months)

(See S5Q12B) Household section manual (**Page 27**).)

SECTION 5: PERCEPTION OF THE QUALITY OF TELECOMMUNICATIONS, ICT AND POST SERVICES

S5Q01: Who are your service providers over the last 3 months?

This involves asking the enterprise the telephone, Internet and postal operators from which it requested services during the period in question. Ask the question for each service and put the answer in the corresponding box. Please do not suggest terms to the respondent.

S5Q02: Are you satisfied with the services provided by the suppliers?

Ask the question for each service and enter the corresponding code in the box provided for this purpose. If the answer is “Yes” ask for the level of satisfaction.

S5Q03: Have you, over the last 7 days, encountered any inconveniences when using:

- a) Phone service?**
- b) Internet service?**

Inconvenience means any serious or moderate untoward event occurring while using the telephone or internet service. For the telephone service, this may involve network instability and disturbances of various kinds.

Regarding internet service, this may include network instability, connection disruptions and fluctuations, network coverage, etc.

S5Q04: Have you encountered any inconveniences using the postal service over the last three months?

(See S5Q08) Household section manual (**Page 29**).

S5Q05: Has your enterprise already filed a complaint with “customer service” or the post office manager/contact point of these operators when you experience inconveniences for the following services:
(See S5Q10) Household section manual (**Page 30**).

S5Q06: If yes, was your enterprise satisfied with the handling of your claim for the following services?
1=dissatisfied 2=not very satisfied 3=indifferent 4=satisfied 5=very satisfied
(See S5Q11) Household section manual (**Page 30**).

S5Q07: What are the main problems encountered for the telephone/Internet service? (*List the top three*)
Ask the question and identify the top three issues for each service.

S5Q08: What are the main problems faced by the postal service? (*List the top three*)
Ask the question and identify the three main problems related to financial and non-financial postal service.

After completing the entire questionnaire, thank the respondent and ask them to sign or put the official stamp of the structure on the part reserved for this purpose.

APPENDICES

NOMENCLATURE OF ADMINISTRATIVE UNITS

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
DOUALA	01	WOURI	01	DOUALA I	001
				DOUALA II	002
				DOUALA III	003
				DOUALA IV	004
				DOUALA V	005
YAOUNDE	02	MFOUNDI	02	YAOUNDE I	006
				YAOUNDE II	007
				YAOUNDE III	008
				YAOUNDE IV	009
				YAOUNDE V	010
				YAOUNDE VI	011
				YAOUNDE VII	012
ADAMAWA	03	VINA	03	NGAOUNDERE I	013
				NGAOUNDERE II	014
				NGAOUNDERE III	015
				NGANHA	016
				NYAMBAKA	017
				MARTAP	018
				MBE	019
				BELEL	020
		MBERE	04	MEIGANGA	021
				DJOHONG	022
				DIR	023
				NGAOUI	307
		FARO-AND-DEO	05	TIGNERE	024
				MAYO-BALEO	025
				KONTCHA	308
				GALIM-TIGNERE	026
		MAYO-BANYO	06	BANYO	027
				MAYO-DARLE	309

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
				BANKIM	028
				TIBATI	029
		DJEREM	07	NGAOUNDAL	030
CENTRE	04	UPPER SANAGA	08	NANGA-EBOKO	031
				NSEM	310
				MINTA	032
				BIBEY	311
				MBANDJOCK	033
				NKOTENG	034
				LEMBE-YEZOU	312
		LEKIE	09	EVODOULA	035
				MONATELE	036
				OBALA	037
				BATCHENGA	313
				ELIG-MFOMO	038
				OKOLA	039
				LOBO	314
				SA'A	040
				EBEBDA	041
		MBAM-AND-INOUBOU	10	BAFIA	042
				KIIKI	043
				KON-YAMBETTA	044
				DEUK	045
				BOKITO	046
				NDIKINIMEKI	047
				NITOUKOU	315
				MAKENENE	048
				OMBESA	049
		MBAM-AND-KIM	11	NTUI	050
				NGORO	051
				YOKO	052
				NGAMBE-TIKAR	053
				MBANGASSINA	054
				AWAE	055
				ASSAMBA (OLANGUINA)	316

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
CENTRE	04	MEFOU-AND-AFAMBA	12	ESSE	056
				AFAMLOUM EDZENDOUAN	317
				MFOU	057
				NKOLAFAMBA	318
				SOA	058
		MEFOU-AND-AKONO	13	NGOUMOU	059
				AKONO	060
				BIKOK	061
				MBANKOMO	062
		NYONG-AND-KELE	14	ESEKA	063
				MATOMB	064
				BOT-MAKAK	065
				NGUIBASSAL	319
				MAKAK	066
				BONDJOCK	320
				MESSONDO	067
				BIYOUHA	321
				NGOG-MAPUBI	068
				DIBANG	069
		NYONG-AND-MFOUMOU	15	AKONOLINGA	070
		NYONG-AND-MFOUMOU	15	MENGANG	322
				ENDOM	071
				AYOS	072
				NYAKOMBO	323
		NYONG-AND-SO'O	16	MBALMAYO	073
				AKOEMAN	324
				MBALMAYO	073
				MENGUEME	325
				MBALMAYO	073
				NKOLMETET	326
				DZENG	074
				NGOMEDZAP	075
				YOKADOUMA	076
				GARI-GOMBO	077

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
EAST	05	BOUMBA-AND-NGOKO	17	MOLOUNDOU	078
				SALAPOUMBE	327
		UPPER NYONG	18	ABONG-MBANG	079
				BEBENG	328
				ABONG-MBANG	079
				Dja	329
				ABONG-MBANG	079
				MBOUANZ	330
				DOUME	080
				DOUMAITANG*	331
				DIMAKO	081
				LOMIE	082
				MESSOK	332
				NGOYLA	083
				MESSAMENA	084
				SAMALOMO	333
				NGUELEMENDOUKA	085
				MBOMA	334
		KADEY	19	BATOURI	086
				NDEM-NAM	335
				MBANG	087
				NDELELE	088
				BOMB	336
				KETTE	089
				MBOTORO	337
		LOM-AND-DJEREM	20	BERTOUA I	090
				BERTOUA II	091
				MANDJOU	092
				BELABO	093
				DIANG	094
				BETARE-OYA	095
				NGOURA	338
				GAROUA-BOULAI	096
				MAROUA I	097
				DARGALA	339

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
FAR-NORTH	06	DIAMARE	21	MAROUA II	098
				DOUKOULA	340
				MAROUA III	099
				GAZAWA	100
				PETTE	101
				BOGO	102
				MERI	103
		LOGONE-AND-CHARI	22	KOUSSERI	104
				LOGONE-BIRNI	105
				ZINA	341
				WAZA	106
				MAKARY	107
				GOULFEY	108
				BLANGUA	109
				FOTOKOL	110
HILE-HALIFA	111				
DARAK	112				
FAR-NORTH	06	MAYO-DANAY	23	YAGOUA	113
				GUERE	114
				MAGA	115
				WINA	116
				VELE	117
				KAI-KAI	118
				GOBO	119
				KAR-HAY	120
				DATCHEKA	121
				TCHATIBALI	122
				KALFOU	123
		MAYO-TSANAGA	24	MOKOLO	124
SOULEDE-ROUA	342				
BORRHA	125				
KOZA	126				
HINA	127				
MOGODE	128				
		MAYO-MASKOTA	129		
		MORA	130		

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
LITTORAL	07	MAYO-SAVA	25	TOKOMBERE	131
				KOLOFATA	132
		MAYO-KANI	26	KAELE	133
				GUIDIGUIS	134
				MOUTOURWA	135
				PORHI	136
				TAIBONG	137
				MINDIF	138
				MOULVOUDAYE	139
		MOUNGO	27	NKONGSAMBA I	140
				NKONGSAMBA II	141
				NKONGSAMBA III	142
				NLONAKO	143
				DIBOMBARI	144
				ABO/FIKO*	343
				LOUM	145
				NJOMBE-PENJA	146
				MANJO	147
				MBANGA	148
				MOMBO	344
				MELONG	149
				BARE-BAKEM	150
		NKAM	28	YABASSI	151
				NKONDJOCK	152
				NORTH-MAKOMBE	345
				YINGUI	153
		SANAGA-MARITIME	29	DIBAMBA	154
				EDEA I	155
				EDEA II	156
				NGWEI	157
				DIZANGUE	158
				MOUANKO	159
				NDOM	160
				NYANON	346
				NGAMPE	161

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
				MASSOCK-SONGLOULOU*	347
				POUMA	162
		WOURI	01	MANOKA (DOUALA VI)	163
NORTH	08	BENOUE	30	GAROUA I	164
				BASHEO	348
				GAROUA II	165
				GAROUA III	166
				TOUROUA	349
				MAYO HOURNA	167
				BIBEMI	168
				PITOA	169
				DEMBO	170
				LAGDO	171
				TCHEBOA	172
		FARO	31	POLI	173
				BEKA	174
		MAYO-REY	32	TCHOLLIRE	175
				MADINGRING	350
				REY-BOUBA	176
				TOUBORO	177
		MAYO-LOUTI	33	GUIDER	178
				MAYO-OULO	179
				FIGUIL	180
		BUI	34	KUMBO	181
				NKUM	182
				NONI	183
				MBVEN	184
				JAKIRI	185
				OKU	186
		MENCHUM	35	WUM	187
				FURU-AWA	188
				FUNGOM	189
				MENCHUM VALLEY	190

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
NORTH-WEST	09	BOYO	36	FUNDONG	191
				BELO	192
				BUM	193
				NJINIKOM	194
		MEZAM	37	BAMENDA I	195
				BAMENDA II	196
				BAMENDA III	197
				SANTA	198
				TUBAH	199
				BALI	200
				BAFUT	201
				NGO-KETUNJIA	38
		BABESSI	203		
		BALIKUMBAT	204		
		MOMO	39	MBENGWI	205
				NJIKWA	206
				NGIE	207
				BATIBO	208
				WIDIKUM-MENKA	209
		DONGA-MANTUNG	40	NKAMBE	210
				AKO	211
				NDU	212
				MISAJE	213
				NWA.	214
		BAMBOUTOS	41	MBOUDA	215
				BABADJOU	216
				BATCHAM	217
				GALIM	218
		UPPER-NKAM	42	BAFANG	219
				BANKA	220
				BAKU	221
				BANA	222
				BANDJA	223
				KEKEM	224
				BANWA	351

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
WEST	10	MENOUA	43	DSCHANG	225
				FONGO-TONGO	226
				SANTCHOU	227
				FOKOUE	228
				NKONG-NI	229
				PENKA-MICHEL	230
		MIFI	44	BAFOUSSAM I	231
				BAFOUSSAM II	232
				BAFOUSSAM III	233
		UPPER PLATEAUS	45	BAMENDJOU	234
				BATIE	352
				BAHAM	235
				BANGOU	236
		KOUNG-KHI	46	PUMOUGNE	237
				DJEMBEM	353
				BAYANGAM	238
		NDE	47	BAGANGTE	239
				BASSAMBA	354
				BAZOU	240
				TONGA	241
		NOUN	48	FOUMBAN	242
				NJIMOM	243
				MALENTOUEN	244
				KOUTABA	245
				MAGBA	246
				BANGOURAIN	247
				FOUMBOT	248
				MASSANGAM	249
				KOUOPTAMO	250
		DJA-AND-LOBO	49	SANGMELIMA	251
				MEYOMESSI	252
				MEYOMESSALA	253
				BENGBIS	254
				DJOUM	255
				MINTOM	256

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
SOUTH	11			OVENG	257
				ZOETELE	258
		MVILA	50	EBOLOWA I	259
				EBOLOWA II	260
				EFOULAN	261
				BIWONG-BULU	262
				MVANGAN	263
				BIWONG BANE	264
				NGOULEMAKONG	265
				MENGONG	266
				NTEM VALLEY	51
		MA'AN	268		
		OLANZE	269		
		KYE-OSSI	270		
		OCEAN	52	KRIBI I	271
				KRIBI II	272
				LOKOUNDJE	273
				AKOM II	274
				NIETE	355
				CAMPO	275
				LOLODORF	276
				BIPINDI	277
				MVENGUE	278
		FAKO	53	LIMBE I	279
				LIMBE II	280
				LIMBE III	281
				BUEA	282
				WEST COAST	356
				MUYUKA	283
				TIKO	284
				MANYU	54
		EYUMODJOCK	286		
		UPPER-BAYANG	287		
		AKWAYA	288		
		FONTM	289		

Survey region	Region code	Division	Division code	Sub-division	Sub-division code
SOUTH-WEST	12	LEBIALEM	55	ALOU	290
				WABANE	291
		MEME	56	KUMBA I	292
				KUMBA II	293
				KUMBA III	294
				KONYE	295
				MBONGE	296
				BANGEM	297
		KOUPE-AND-MANENGOUBA	57	TOMBEL	298
				NGUTI	299
				MUNDEMBA	300
		NDIAN	58	TOKO	357
				BAMUSSO	301
				EKONDO TITI	302
				ISANGUELE	303
				DIKOME-BALUE	358
				KOMBO ITINDI	304
				KOMBO ABEDIMO	305
				IDABATO	306

