GIS Non-User Survey Report, 2011
Bangladesh

D.Net
Development Research Network

GLOBAL IMPACT STUDY
OF PUBLIC ACCESS TO INFORMATION & COMMUNICATION TECHNOLOGY

‘Non-User Survey’ Final Report, 2011

Prepared by
D.Net

Contents

Key Information

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List of Abbreviations

GIS	: Global Impact Study
GEC	: George Edward Moore
HH	: Household
PAV	: Public Access Venues
USD	: US Dollar

Section A: Methods

1. Final household selection strategy (attach the final sampling strategy that was approved by George)
   a. Provide the areas initially selected for the sample and the number of households to sample in each area

Selected Areas for Non-User Survey in Bangladesh

Administratively, Bangladesh is divided into 7 divisions which are further divided into 65 districts. In the 'User and Venue Survey' 25 districts were selected out of the 64 and subsequently, in the 'Non-User Survey' 10 cities were selected from ten districts out of the 25 districts across the country, where the 'User and Venue Survey' were conducted.

Number of Households in Each of the Selected Areas

The household selection procedure was executed in three stages mainly. In the first stage, 10 cities were selected from the ten selected districts. Thereafter, in the second stage each of the cities was divided into two areas based on the density of the Public Access Venues (PAVs), which were: (a) PAV Dense Area and (b) PAV Light Area. Finally, in the third stage a 'Rural PAV' was selected, which was the closest to the city and also where 'User and Venue Survey' was conducted. The discussion below describes each step in detail.

- **Selection of Cities**
  For covering all of the regions of Bangladesh 7 divisional headquarters-Barisal, Chittagaong, Dhaka, Khulna, Rajshahi, Sylhet, Rangpur-were selected and the rest three cities Tangail, Comilla and Jessore were randomly selected from Dhaka, Chittagong and Khulna Division respectively. In Bangladesh the divisional headquarter of each division is the largest city in most of the cases within the division. Besides, in general the district city itself is the large city within the district.

- **Select 2 areas from each city**
  Two areas were selected from each of the city by dividing it into two major areas: (a) PAV Dense Area and (b) PAV Light Area. For finding out the densest area within the city, which had 4-5 PAVs close together, the study team first identified the name of major areas from the inventory and thereafter the number of PAVs in each area. Thus the densest area was selected. Next to this, the PAV light area was selected randomly from the areas where comparatively lower number of PAVs existed.

- **Selection of Rural Areas**
  Fortunately, there were rural areas near to each of the selected cities, which take no more than one drive there and back from the city. As a result, rural areas were selected purposively to avoid the distance.

Number of Households in Each of the Selected Areas

In the Non User Survey **'Option 1'** sample distribution was deployed in Bangladesh. For each of the cities the number of households was 40, thus in a sum of 400 (40×10=400) households were selected for the survey. Initially, since Bangladesh team deployed "**Option 1'** sample distribution, the distribution of the respondents in each of the city was 18 for PAV Dense Area, 18 for PAV Light Area and 4 for Rural Area. After few weeks of implementation of the survey, according to the instruction of the GIS global team (University of Washington) a change was adjusted in the sample distribution since the representation from the rural area was not sufficient. The sample distribution including the adjustment is being represented in the following table.

Table of Sample Distribution:

Location (Name of the City and Nearest Rural Area)		Option 1		Total Questionnaires
		Previous Sample	Adjusted Sample	
Barisal	Sadar Road (PAV: D)	18	18	40
	South Choke Bazar (PAV: L)	18	18	
	Rupatoli (PAV: R)	4	4	
Chittagaong	O R Nizam Road, GEC Moor (PAV: D)	18	8	40
	Hathazari Sadar (PAV: L)	18	18	
	Anowara Sadar (PAV: R)	4	14	
Comilla	Sadar Dakkhin(PAV: D)	18	8	40
	Nabinagar Road (PAV: L)	18	18	
	Borura (PAV: R)	4	14	
Dhaka	Mirpur (PAV: D)	18	18	40
	Panthapath (PAV: L)	18	18	
	Keraniganj (PAV: R)	4	4	
Jessore	Jessore, City (PAV: D)	18	18	40
	Jhikorgacha (PAV: L)	18	18	
	Chachra (PAV: R)	4	4	
Khulna	Khulna City (PAV: D)	18	18	40
	Dowlatpur (PAV: L)	18	8	
	Batiaghata (PAV: R)	4	14	
Rajshahi	Durgapur Bazar (PAV: D)	18	18	40
	Keshorhat (PAV: L)	18	18	
	Pochamaria (PAV: R)	4	4	
Sylhet	Mirer Moidan Point, Sylhet Sadar (PAV: D)	18	18	40
	Tajpur (PAV: L)	18	18	
	Sylhet Sadar (PAV: R)	4	4	
Tangail	Victoria Road (PAV: D)	18	18	40
	Gorai, Mirzapur (PAV: L)	18	18	
	Bhuapur Bazar (PAV: R)	4	4	
Rangpur	Station Road (PAV: D)	18	18	40
	Gangachora (PAV: L)	18	8	
	Peergacha (PAV: R)	4	14	
Total Number of Questionnaires		**400**	**400**	**400**

N. B. PAV: D = PAV Dense; PAV: L = PAV Light; and PAV R: PAV Rural

The above table shows that the number of respondents has been increased from 4 to 14 in four rural areas which are Anowara Sadar (Chittagong), Borura (Comilla), Batiaghata (Khulna) and Peergacha (Rangpur) and at the same time the number of respondents has been decreased from 18 to 8 in two PAV dense areas and PAV light areas, which are O R Nizam Road, GEC Moor (Chittagaong) & Sadar Dakkhin (Comilla) and Dowlatpur (Khulna) & Gangachora (rangpur) respectively. The changes were brought in this way because data were collected from the rest of the areas before the country team got the instruction from the global team.

b. Briefly discuss what sources were utilized to select venue-dense and venue-light areas for the sample (e.g. inventory, maps from the user/venue surveys). Also include the basis on which areas were defined as "venue-dense" or "venue-light."

Actually the main source which was used for identifying PAV Dense and PAV Light Areas was the inventory we made. Considering the 250 PAVs where 'User and Venue Survey' was conducted, the country team developed a complete sampling frame by which we identified the number of PAVs in each

of the selected city by dividing the city into some areas. Thereafter, the densest area was selected within the city. There were about four PAVs on an average in each of the densest area. Even in some cases it was seen that there were more than one area where same number of PAVs existed. In such cases the country team randomly selected the densest area. On the other hand, in selecting the PAV light area same strategy was used but the PAV which was selected was least in number. The operational definition-the country team used-for PAV Dense Area was the area where the highest number of PAVs existed (On an average 4 PAVs) and for PAV Light Area was the area where the least number of PAVs existed (in most of the cases one).

Table of PAV Distribution in the light of PAV Dense and PAV Light Area:

Selected City	PAV Dense Area within the City	PAV Light Area within the City
Barisal	Sadar Road	South Choke Baza
Chittagaong	O R Nizam Road, GEC Moor	Hathazari Sadar
Comilla	Sadar Dakkhin	Nabinagar Road
Dhaka	Mirpur	Panthapath
Jessore	Jessore, City	Jhikorgacha
Khulna	Khulna, City	Dowlatpur
Rajshahi	Durgapur Bazar	Keshorhat
Sylhet	Mirer moidan point, Sylhet Sadar	Tajpur
Tangail	Victoria Road	Gorai, Mirzapur
Rangpur	Station Road	Gangachora

2. Areas visited
   a. Distribution, although estimates are acceptable, please be as exact as possible.

City	Area Type	Venue Distribution				# of households in the sampling strategy	# of household surveys completed
		Approximate number of cybercafés in this area	Approximate number of telecenters in this area	Approximate number of libraries in this area	Approximate number of other PA venues in this area		
Barishal	Urban - PAV dense	2	0	0	0	18	18
	Urban - PAV light	1	0	0	0	18	18
	Rural	0	1	0	0	4	4
Chittagong	Urban - PAV dense	4	0	0	1	8	8
	Urban - PAV light	2	0	0	0	18	18
	Rural	0	1	0	0	14	14
Comilla	Urban - PAV dense	3	0	0	0	18	18
	Urban - PAV light	1	0	0	0	8	8
	Rural	0	1	0	0	14	14
Dhaka	Urban - PAV dense	6	0	0	0	18	18
	Urban - PAV light	1	0	0	0	18	18
	Rural	0	1	0	0	4	4
Jessore	Urban - PAV dense	3	0	1	0	18	18
	Urban - PAV light	1	0	0	0	18	18
	Rural	0	1	0	0	4	4
Khulna	Urban - PAV dense	2	0	0	0	18	18
	Urban - PAV light	0	1	0	0	8	8
	Rural	0	1	0	0	14	14
Rajshahi	Urban - PAV dense	2	0	0	0	18	18
	Urban - PAV light	1	0	0	0	18	18
	Rural	0	1	0	0	4	4
Sylhet	Urban - PAV dense	2	0	0	0	18	18
	Urban - PAV light	1	0	0	0	18	18
	Rural	0	1	0	0	4	4
Tangail	Urban - PAV dense	3	0	0	0	18	18
	Urban - PAV light	1	0	0	0	18	18
	Rural	0	2	0	0	4	4

City	Area Type	Venue Distribution				# of households in the sampling strategy	# of household surveys completed
		Approximate number of cybercafés in this area	Approximate number of telecenters in this area	Approximate number of libraries in this area	Approximate number of other PA venues in this area		
Rangpur	Urban - PAV dense	2	0	0	0	18	18
	Urban - PAV light	1	0	0	0	8	8
	Rural	0	2	0	0	14	14

b. For the areas in 2a, provide a summary of the survey experience at each household visited

City	Area Type	Number of households visited	Number of households that had non-users	Number of individuals (non-users) asked to participate in the survey	Number of individuals (non-users) who refused to be surveyed	Number of surveys that were stopped because it was determined that the individual was a user	Number of individuals (non-users) who were to be surveyed but were not home	Number of non-users surveyed	Notes
Barishal	Urban - PAV dense	23	23	23	5	0	0	18	
	Urban - PAV light	22	22	22	4	0	0	18	
	Rural	5	5	5	1	0	0	4	
Chittagong	Urban - PAV dense	14	14	14	4	2	0	8	
	Urban - PAV light	22	22	22	4	0	0	18	
	Rural	19	19	19	4	1	0	14	
Comilla	Urban - PAV dense	22	22	22	3	1	0	18	
	Urban - PAV light	13	13	13	4	1	0	8	
	Rural	17	17	17	3	0	0	14	
Dhaka	Urban - PAV dense	26	26	26	8	0	0	18	
	Urban - PAV light	23	23	23	5	0	0	18	
	Rural	6	6	6	2	0	0	4	
Jessore	Urban - PAV dense	21	21	21	2	1	0	18	
	Urban - PAV light	22	22	22	3	1	0	18	
	Rural	5	5	5	1	0	0	4	

City	Area Type	Number of households visited	Number of households that had non-users	Number of individuals (non-users) asked to participate in the survey	Number of individuals (non-users) who refused to be surveyed	Number of surveys that were stopped because it was determined that the individual was a user	Number of individuals (non-users) who were to be surveyed but were not home	Number of non-users surveyed	Notes
Khulna	Urban - PAV dense	23	23	23	3	2	0	18	
	Urban - PAV light	13	13	13	4	1	0	8	
	Rural	17	17	17	2	1	0	14	
Rajshahi	Urban - PAV dense	21	21	21	2	1	0	18	
	Urban - PAV light	20	20	20	2	0	0	18	
	Rural	6	6	6	2	0	0	4	
Sylhet	Urban - PAV dense	23	23	23	5	0	0	18	
	Urban - PAV light	22	22	22	4	0	0	18	
	Rural	6	6	6	2	0	0	4	
Tangail	Urban - PAV dense	23	23	23	5	0	0	18	
	Urban - PAV light	22	22	22	4	0	0	18	
	Rural	5	5	5	1	0	0	4	
Rangpur	Urban - PAV dense	21	21	21	2	1	0	18	
	Urban - PAV light	11	11	11	2	1	0	8	
	Rural	18	18	18	4	0	0	14	

3. Describe the non-user selection strategies employed.
   a. How were households selected? Were any of the strategies that you tried unsuccessful? If so please describe the strategies and explain why they did not work. What strategies did you ultimately settle upon?

      We-the survey team-decided that we will deploy each enumerators based on his or her familiarity in the selected cities, so that they can use their previous knowledge for selecting the household. Moreover, in each of the three areas of a city a local researcher who had a sound knowledge about the geography and household distribution of that particular area was recruited with the help of the infomediary. Before the data collection each of the enumerators was given the contract number of infomediary or manager of the selected PAV in each of the area at least three days ago, so that s/he can communicate with the infomediary or manager for building a rapport. In the first day of the visiting of any area, the selected group of enumerators first talked with the infomediary/manger of the PAV. Thereafter, they visited the surrounding households for having a clear conception about the nature of the geographical distribution of them. As they got a clear idea from their first day visiting, they could follow the instructions of the country team easily.

      The distribution of the households around a PAV was not same in all PAV Dense, Light and Rural areas. But in most of the cases it has seen that the PAV is located in a market (village market in the case of the Rural Areas). As a result, around all sides of the PAVs residential area was not present. In the same way, in the case of the rural areas, it has seen that at one side of the market-for example the east part- there were no houses. Even in some rural areas, at two sides of the location of the PAV there were no houses. As, a result considering the geographical distribution of the households, enumerators were trained to consider the PAV as the center of a circle. They were also told to have a radius normally 200-300 meters but not strictly followed for making a circle in which the non-users live. They were then told to select a non-user from a household after every 7-8 households. However, the final household selection strategy the country team deployed in most of the cases is shown in the following figure.

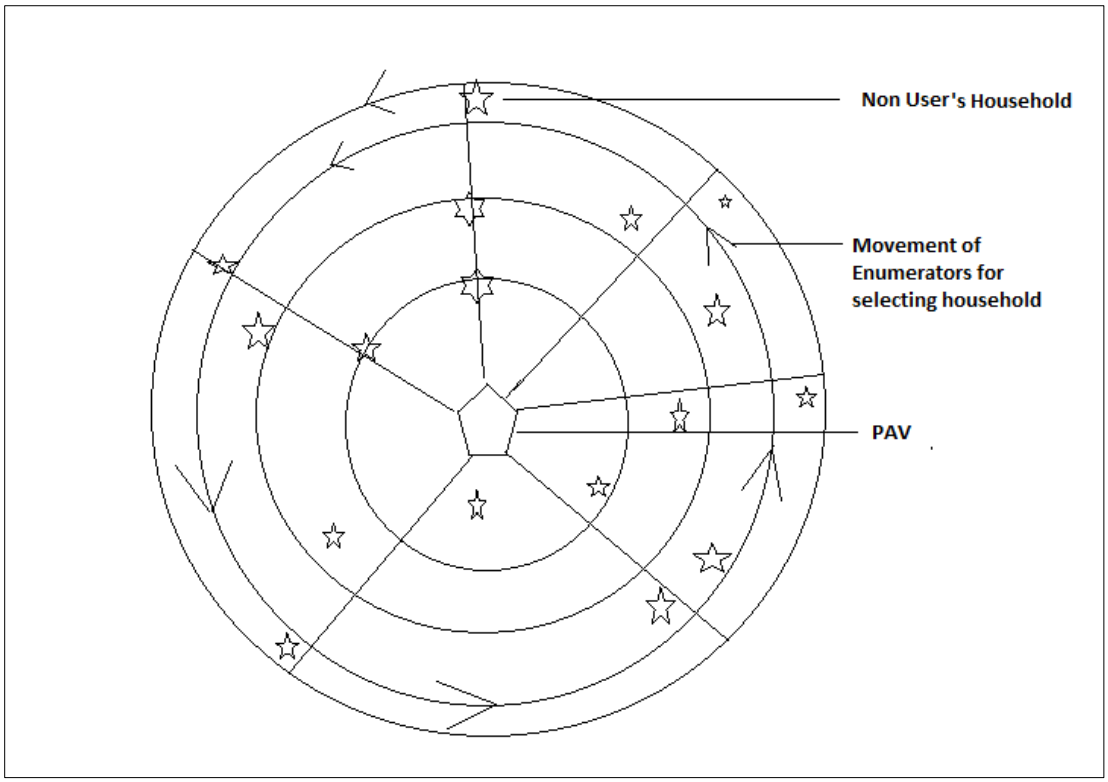

Figure 1: Household selection strategy in Bangladesh for selecting non users.

But in every location this strategy did not work properly. In some cases it was seen that at two sides of a PAV there was no houses within the circle. So, the enumerators select the nearest household from the center of the circle.

b. How were individuals selected to be surveyed? Were any of the strategies that you tried unsuccessful? If so please describe the strategies and explain why they did not work. What strategies did you ultimately settle upon?

The non-user selection procedure in Bangladesh was made on three stages. In the first stage, enumerators collected the necessary information (manly name and age) of all the members of a household. Thereafter, they excludes the name of the member/s whose age is/are less than and equal to twelve years old and also the names of household members who were users of PAV. N. B. In the training session a complete guideline (according to the 'Selection of Respondents for the Non-user Survey) was given to the enumerators so that they can ensure the ratio of the male and female (50:50) and nonusers of all age group in the sample. Next to this, the enumerators divided the non-users of a household into four age groups and finally selected the desired non user from that household. N.B. after asking the HH screening questions, if the enumerators found anyone who is out of the operational definition of this research, he was not included as a non-user.

4. Provide a summary of non-users sampled using the table below

	Age							
Gender	12-15	16-19	20-24	25-34	35-49	50-65	>65	Total
Male	17	44	34	37	34	30	4	200
Female	24	36	39	55	42	4	0	200
Total	41	80	73	92	76	34	4	400

Section B. Survey Implementation

1. Enumerators for each region:
   a. Number of enumerators

   The survey team of Bangladesh decided that the enumerators will work on group. Based on the decision 7 groups with 14 enumerators were formed. In every one local person from the telecenter or from the locality were engaged. Group 1 and Group 2 collected data from Dhaka city. The survey team was aware about the practical situation of Dhaka city[1]. So, they deployed two groups for collecting data from 40 respondents of Dhaka city. However, each of the rest of groups (group 3, 4, 6 and 7) except group 5 that collected data from Barishal collected data from two cities. They collected data from Khulna & Jessore, Rajshashi and Rangpur, Chittagong & Comilla and Sylhet & Tangail respectively. The detail of the enumerators is being represented in the following table.

Group No.	Name	Working City
1	Romena Afroz	Dhaka
1	Rowshan Ara Jahan	Dhaka
2	Minahur Jahan	Dhaka
2	Mehedi Hasan	Dhaka
3	Md. Rabiul Islam	Khulna & Jessore
3	Thakur Raptan	Khulna & Jessore
4	Zayed Abdullah	Rajshahi & Rangpur
4	Md. Sharear Morshed	Rajshahi & Rangpur
5	Syed Ali Azgor	Barishal
5	Ismail Hossain	Barishal
6	Md. Rashedul Islam	Chittagong & Comilla
6	Sadia Arefin Noor	Chittagong & Comilla
7	Jhalok Ronjan Talukdar	Sylhet & Tangail
7	Md. Salim Reza	Sylhet & Tangail

   b. What organizations did they come from and what prior training and experience do they have?

   Actually, there were two types of enumerators in the non-user survey. The country survey team decided to recruit from the enumerators who worked in the 'Venue and User Survey' because they had a prior idea about Global Impact Study. Moreover, they received training on this research and had orientation to our online survey system. For this reason based on the performance of the enumerators of venue and user survey, they were proposed but all but 5 of them were not free at that time. As a result, the survey team recruited the rest of the enumerators as per the rule of D.Net.

   In the case of the experience, more than six enumerators had more than 7-8 months data collection experience including User and Venue Survey experience and the rest of the enumerators had at least 3 months of data collection experience. Moreover, all of them are university graduate with good academic research experience.

2. Training for enumerators

[1] Dhaka city is an extremely busy city where it is very tough to enter into one's house without prior permission. In addition to that it is also tough for any single male or female to enter into one's house. It was the assumption of the survey team that the enumerators may be refused often. So, they deployed four enumerators here for accomplishing the data collection in time. However, the enumerators faced the problem lower than the expectation because they use their local network for entering into the people's house.

a. When were the training sessions held? Who was present and what was covered?
Basically, most of them were graduated from different universities of Bangladesh. 5 out of 14 enumerators received the relevant training on GIS Survey (User and Venue Survey). Again all of them received three days training at D.Net office before the data collection. In the first day they learned about the background, methodology particularly how to select household, how to select non-user and how approach the questions to the respondent. In the next day they took interview among themselves in the morning session. After completing the demo at D.Net office, they were sent to the nearest PAV and each of the group was asked to interview two non-users using the technique of selecting non user. They were sent to the nearest PAV so that they might face the reality of the field in selecting proper non users and interviewing them; thus we get the chance to solve the problems they face. In the next day a detail discussion was held on the problems they faced at the time of data collection. The also entered the data in the online system we used which verified the data entry system also.

3. General discussion on implementation methods, including the following:
   a. Were gifts given to respondents? If yes, what were the gifts and what was the approximate value?
   Yes, an attractive mug which cost about USD2 in local market was given as a gift to each of the non-users who took part as the respondent. Actually, the questionnaire of the Non-User Survey was long. So, the enumerators had to asked questions for a long time in most of the cases more than 30 minutes. Considering the time loss of the respondent we decided to compensate in this way.

   b. How long did it take to recruit respondents? Include a discussion of any issues getting participants and the approximate number of households enumerators needed to visit before recruiting one respondent.

   Actually, for understanding whether a non-user is non-user indeed or not, it requires asking the primary HH screening questions. So, normally it took 4-5 minutes for the final recruitment of a non-user. Except the case of uneven geographical distribution, in every household there was at least one non-user.

Section C. Challenges

1. Discuss any challenges faced in the following areas
    a. Sample design. Discuss your experience developing the sample based on the guidelines provided.

There was no significant challenge in developing the sample according to the guidelines. But since the geographical distribution of the household of this country has its own unplanned uniqueness, it was tough to select household in some places where the enumerators selected nearest households ignoring empty places or commercial units (playground, Shops etc.).

    b. Provide a discussion of challenges in the survey implementation in the following areas:
        i. Determining areas with low and high PAV density

In this case no significant challenge was faced.

        ii. Locating households with non-users

Only in the places where uneven-for an example-there were no houses at one or two sides of PAV, it was comparatively tough to select the household accordingly.

        iii. Getting non-users to participate

No, it was not a problem at all because non users were available in every area. But the challenge was to select the non-user maintaining the guidelines in the sampling distribution in those areas where the household distribution was not even. Moreover, there was an attractive mug for every non-user which attracted respondents.

        iv. Finding private spaces in households to conduct interviews

Unlike the 'User and Venue Survey' in the case of the Non-User Survey it was not too tough to arrange private spaces for conducting the interviews because all of the interviews were conducted in a house. The interviewer proposed the respondents to talk to them separately in a sound place within the home. But in the cases of the women respondents especially for rural women, considering the cultural context of the Bangladesh they were proposed to interview in the presence of someone of her family.

        v. Length of the survey

Though the number of questions for every non-user was not many, the total pages of the questionnaire were too long. As a result some of the respondents requested to make hurry.

        vi. Other implementation challenges

Among the other implementation challenges the most important challenge was we had to halt the survey in the mid path due to the change in the sample distribution. Another challenge was the change in the questionnaire during survey. The enumerators had to recollect data from the non-users who were interviewed before receiving the instructions of change in the skipping pattern.

    c. How did you address the above challenges, to what extents were they resolved, and what recommendations would you give for future surveys?

In the case of the challenge of household selection either the enumerators had to visit out-side of the circle or they had to select the household by keen observation. In the case of the length of the questionnaire, in the very beginning of the interview the respondents were informed that it may take 30-45 mi depending on skipping pattern of the questionnaires. When the survey was halted due to the problem in the sampling, the enumerators were convinced to stay at the field by additional payment. The have collected all data which was skipped due to skipping pattern issue.

Section D. Data

1. Summarize the results for each of the demographics questions using frequency tables. Please comment on any interesting findings, in particular those that stand out as contrary to your expectations or the literature or known demographic distributions in your country. You are also encouraged to provide a discussion on results that seemed to follow traditional literature.

Table 1: Nationality of the Respondents

Nationality	Frequency	Percent
Bangladeshi	400	100.0

Table 2: Highest Level of Formal Education of the Respondents

Level of formal education	Frequency	Percent
Pre-primary education (no formal schooling)	19	4.8
Primary education/First stage of basic education (grade school or equivalent)	50	12.5
Secondary education (high school or equivalent)	155	38.8
Post-secondary non-tertiary education (vocational or trade school)	65	16.3
Tertiary education (college degree)	108	27.0
Don't know	3	.8
Total	400	100.0

Table 3: Physical Disability among the Respondents

Level of physical disability	Frequency	Percent
Yes	4	1.0
No	382	95.5
Do not Know	2	.5
Not Response	12	3.0
Total	400	100.0

Table 4: Description of Home of the Respondents

Type of living home	Frequency	Percent
It is owned by you or by someone in your household	270	67.5
You rent it	130	32.5
Total	400	100.0

Table 5: Source of Fresh Water at Home

Source of fresh water at home	Frequency	Percent
Private well	260	65.0
Public well	15	3.8
Piped into house	116	29.0
Other	9	2.3
Total	400	100.0

Table 6: Primary Language of the Respondents

Language	Frequency	Percent
Bangla	400	100.0

Table 7: Reading Ability of the Respondents in the Primary Language

Reading ability in your primary language	Frequency	Percent
None	6	1.5
Poor	15	3.8
Fair	60	15.0
Good	256	64.0
Very Good	63	15.8
Total	400	100.0

Table 8: Writing Ability of the Respondents in the Primary Language

Writing ability in your primary language	Frequency	Percent
None	8	2.0
Poor	16	4.0
Fair	64	16.0
Good	249	62.3
Very Good	63	15.8
Total	400	100.0

Table 9: English Proficiency of the Respondents

English proficiency	Frequency	Percent	Valid Percent
None	26	6.5	6.5
Poor	53	13.3	13.3
Fair	173	43.3	43.3
Good	132	33.0	33.0
Very good	16	4.0	4.0
Total	400	100.0	100.0

Table 10: Occupational Status of the Respondents

Types of Occupation	Frequency	Percent
Self employed	69	17.3
Employed part time	5	1.3
Employed full time	59	14.8
Unemployed not looking for a job	4	1
Unemployed looking for a job	6	1.5
Retired	8	2
Student	139	34.8
Homemaker	110	27.5
Total	400	100

Table 11: Work Sectors of the Respondents

Sector of work	Frequency	Percent
Student-do not work	140	35.0
Government or public sector	13	3.3
Agriculture	4	1.0
Education	18	4.5
Health services	3	.8
Construction	2	.5
Manufacturing	1	.3
Transportation	4	1.0
Wholesale or retail	4	1.0
Financial services	9	2.3
Business services	65	16.3
Personal services	13	3.3
Other trades	3	.8
Other [specify]	121	30.3
Total	400	100.0

Table 12: Monthly Personal Income of the Respondents

Range of income	Frequency	Percent
0	256	64.0
Under-599	3	.8
600-999	3	.8
1000-3999	13	3.3
4000-7999	35	8.8
8000-14999	35	8.8
15000-19999	21	5.3
Upt0 20000	34	8.5
Total	400	100.0

Table 13: Monthly Household Income of the Respondents

Range household monthly income	Frequency	Percent
0	1	.3
1000-3999	13	3.3
4000-7999	42	10.5
8000-14999	88	22.0
15000-19999	66	16.5
upto 20000	190	47.5
Total	400	100.0

Section E: General Comments

1. **Anything to share about the entire survey process**
2. **Other general comments**