

Survey Toolkit

This survey toolkit includes an assessment survey that has been translated into three different languages: English, Lukonzo, and Luganda. Survey questions are designed to assess the efficiency and satisfaction of NUCAFE's training sessions among business managers, Trainers of Trainers (TOT's), farmer leaders, and farmers. To optimize the use of this survey, questions should be asked through a voice automated phone survey format, in which respondents would receive a phone call promoting them to answer the survey questions through the number keys on their mobile device. A recommended service is EngageSPARK's Interactive Voice Response (IVR) System which allows organizations to record and distribute their own surveys to global audiences through low-cost interactions.

The survey includes an introductory and concluding message as well as a series of demographic and farmer satisfaction questions. A majority of these questions can be answered by pressing a number key between 1 - 6 on the participant's cell phone, while a few of these questions have open-ended answers that can be manually recorded by having respondents speak into their phones. Yellow highlighted portions of the survey include sections in which survey administrators can select a certain number of mobile credit or minutes that can be added onto respondent's phone plans if they choose to take the survey. This amount is up to the discretion of the survey administrator and the amount can be finalized and set up through the Engagespark platform. On average, survey response rates will start to drop off after the initial questions are asked. As a result, questions focused on training assessment have been included in the beginning of the survey while demographic questions have been placed at the end of the survey. All answers will remain anonymous and respondents have the option of skipping a question or ending the survey at any time.

Survey in english

[: Introduction Message]:

[Hello, we are conducting a survey on NUCAFE's training sessions.]

[Press 1 to hear this survey in Luganda.]

[Press 2 to hear this survey in Lukonjo]

[Press 3 to hear this survey in English].

[Please answer the questions honestly and to the best of your ability. Your responses will remain anonymous. If you complete this survey you will be receiving **_____ mobile credit/minutes** to your phone plan.]

1. [What is the name of the cooperative that you are currently working in?]

- o [Press 1 for the Kabanga Coffee Farmers Association]
- o [Press 2 for the Namayumba Coffee Farmers Association]
- o [Press 3 for the Kabonero Mountainous Coffee Growers Association]
- o (Press 4 for Other [open-ended answer])

[Press 0 if you would like to hear this question again.]

2. [Work position]

- o [Press 1 if you are a Cooperative leader]
- o [Press 2 if you are a Farmer leader]
- o [Press 3 if you are a Farmer]
- o [Press 4 if you have another position. You will have the option to say what your position is after pressing 4 on your keypad.]

[Press 0 if you would like to hear this question again.]

3. [How many training sessions have you been offered from NUCAFE

- o [Press 1 for 0 sessions]
- o [Press 2 for 1 sessions]
- o [Press 3 for 2-3 sessions]
- o [Press 4 for 4-6 sessions]
- o [Press 5 for 6+ sessions]

[Press 0 if you would like to hear this question again]

4. [How satisfied are you with the training that you received from NUCAFE?]

- o [Press 1 if you are very satisfied]

- [Press 2 if you are Satisfied]
- [Press 3 if you are Neutral]
- [Press 4 if you are Not very satisfied]
- [Press 5 if you are Not satisfied]
- [Press 6 if you have not received any training from NUCAFE. This option will conclude the survey]

[Press 0 if you would like to hear this question again.]

5. [On average, how long were the training sessions that you attended?]

- [Press 1 if the trainings were Less than 15 minutes]
- [Press 2 if the trainings were 15 - 30 min]
- [Press 3 if the trainings were 30 min - 1 hour]
- [Press 4 if the trainings were 1 hour - 2 hours]
- [Press 5 if the trainings were 3 hours - 5 hours]
- [Press 6 if the trainings were 5+ hours]

[Press 0 if you would like to hear this question again.]

6. [Would you like to attend more training sessions?]

- [Press 1 for Yes]
- [Press 2 for No]
- [Press 3 for I don't know]

[Press 0 if you would like to hear this question again.]

7. [Do you feel that attending more training sessions would be useful for you?]

- [Press 1 for Yes]
- [Press 2 for No]
- [Press 3 for I don't know]

[Press 0 if you would like to hear this question again.]

8. [What is your gender?]

- [Press 1 for Male]
- [Press 2 for Female]
- [Press 3 for Other]

[Press 0 if you would like to hear this question again.]

9. [What is your age?]

- [Press 1 for under 18 years of age.]

- [Press 2 for 18-25 years of age.]
- [Press 3 for 26-35]
- [Press 4 for 36-45]
- [Press 5 for 46-55]
- [Press 6 for 55+]

[Press 0 if you would like to hear this question again.]

14. [What is your current marital status?]

- [Press 1 if you are Single]
- [Press 2 if you are Married]
- [Press 3 if you are Divorced]

[Press 0 if you would like to hear this question again.]

15. [What is your current household size?]

- [Press 1 if you have a household size of 1]
- [Press 2 if you have a household size of 2]
- [Press 3 if you have a household size of 3]
- [Press 4 if you have a household size of 4]
- [Press 5 if you have a household size of 5]
- [Press 6 if you have a household size of 6+]

[Press 0 if you would like to hear this question again.]

[Concluding message: Thank you for completing this survey, you will be receiving minutes to your phone plan within the next few days, goodbye.]

Survey in Lukonzo

1. [What is the name of the cooperative that you are currently working in?]
Erina erya koparativu eya ghukakolha nayo ebiiro bino?

- Himatha 1 ahabwe Kabanga Coffee Farmers Association
- Himatha 2 ahabwe Namayumba Coffee Farmers Association
- Himatha 3 ahabwe Kabonero Mountainous Coffee Growers Association
- Himatha 4 ahabwe ebindi [ghusubemo ekyaghu]

[Press 0 if you would like to hear this question again.]

Himata 0 wamabya ighukanza erithisyowa ekibulyo kyino. .

2. [Work position]
Ekyitsumbi kyaghu

- Himatha 1 wamabya ighuli mwembembethia omo koparativu
- Himatha 2 wamabya ighuli mwembembethia wabalimi
- Himatha 3 wamabya ighuli mulimir
- Himatha 4 wamabya ighuwithe ekyindi kyitsumbi. Ghukendi thunga omughisa oweribugha ekyitsimbi ekyo enyuma owerihimatha 4 oko kibodi yaghu

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino. .

3. [How many training sessions have you been offered from NUCAFE]
Wamathathunga misomo mingahi nabakwenda abe NUCAFE ahabwe kitsumbi kyaghu ekyaghulimo?

- [Press 1 for 0 sessions]
- Himatha 1 abwe mosomo 0
- [Press 2 for 1 sessions]
- Himatha 2 ahabwe musomo 1
- [Press 3 for 2-3 sessions]
- Himatha 3 ahabwe misomo 2-3
- [Press 4 for 4-6 sessions]
- Himatha 4 ahabwe misomo 4-6
- [Press 5 for 6+ sessions]
- Himatha 5 ahabwe misomo 6 erighenda eyighulhu

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

4. [How satisfied are you with the training that you received from NUCAFE?]

Ghunatsemire ne misomo eyawamathathunga erilwa omo NUCAFE?

- [Press 1 if you are very satisfied]
- Himatha 1 wamabya ighunatsemire ndeke kutsibu
- [Press 2 if you are Satisfied]
- Himatha 2 wamabya ighutsemire
- [Press 3 if you are Neutral]
- Himatha 3 wamabya ighuli ahakathikathi
- [Press 4 if you are Not very satisfied]
- Himatha 4 wamabya isighutsemire ndedeke
- [Press 5 if you are Not satisfied]
- Himatha 5 wamabya ighutsemire nakaki
- [Press 6 if you have not received any training from NUCAFE. This option will conclude the survey]
- Himatha 6 wamabya isighuli wathathunga mosomo ghosighosi erilwa omo NUCAFE. Ekyi kyikndighunzerera eribulirirya lino.

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

5. [On average, how long were the training sessions that you attended?]

Erithwalira haghuma emisomo eyawaghendireko iyikatwalha buthuk bungahi?

- [Press 1 if the trainings were Less than 15 minutes]
- Himatha 1 omusomo amabya imwathwalha dakika nyike oko 15
- [Press 2 if the trainings were 15 - 30 min]
- Himatha 2 omusomo amabya imwathwalha dakika 15 erihika oko dakika 30
- [Press 3 if the trainings were 30 min - 1 hour]
- Himatha 3 omusomo amabya imwathwalha dakika 30 erihika oko saha 1
- [Press 4 if the trainings were 1 hour - 2 hours]
- Himatha 4 omusomo amabya imwathwalha saha1 erihika oko saha 2
- [Press 5 if the trainings were 3 hours - 5 hours]
- Himatha 5 omusomo amabya imwathwalha saha 3 erihika oko saha 5
- [Press 6 if the trainings were 5+ hours]
- Himatha 6 omusomo amabya imwaghunza saha 5 erilholha eyighulhu

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

6. [Would you like to attend more training sessions?]

Ghunathakire erithisyaghenda oko misomo eyindi?

- [Press 1 for Yes]
- Himatha 1 ahabweribugha ghuthi Inga
- [Press 2 for No]
- Himatha 2 ahabweribugha ghuthi Eyehe
- [Press 3 for I don't know]
- Himatha 3 ahabweribugha ghuthi singasi

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

7. Ghukalengekanaya ghuthi erithunga eyindi misomo kyinakuwithire mughaso?

- Himatha 1 ahabweribugha ghuthi Inga
- Himatha 2 ahabweribugha ghuthi Eyehe
- Himatha 3 ahabweribugha ghuthi singasi

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

8. [What is your gender?]

Ghuli kyi?

- [Press 1 for Male]
- Himatha 1 wamabya ighuli mulhume
- [Press 2 for Female]
- Himatha 2 wamabya ighuli mukali
- [Press 3 for Other]
- Himatha 3 abandi

[Press 0 if you would like to hear this question again.]

Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

9. [What is your age?]

Ghuwithe ebirimo bingahi?

- [Press 1 for under 18 years of age.]
- Himatha 1 abebirmo 18.
- [Press 2 for 18-25 years of age.]
- Himatha 2 abebirimo 18 erihika oko 25.
- [Press 3 for 26-35]
- Himatha 3 abebiromo 26 erihika oko 35
- [Press 4 for 36-45]
- Himatha 4 abebiromo 36 erihika 45
- [Press 5 for 46-55]
- Himatha 5 abebiromo 46 erihika 55

- [Press 6 for 55+]
- Himatha 6 abebirimo 55 eriholha eyighulhu

[Press 0 if you would like to hear this question again.]
Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

10. Ghuli omo disitirikiti yahi omo uganda?

- [sikirisaba buhandike]

[Press 0 if you would like to hear this question again.]
Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino

11. [What is your current marital status?]

Ghuli mutheke?

- [Press 1 if you are Single]
- Himatha 1 wamabya isighuli mutheke
- [Press 1 if you are Married]
- Himatha 2 wamabya ighuli muthike
- [Press 1 if you are Divorced]
- Himatha 3 wamababya iwabirilwamo

[Press 0 if you would like to hear this question again.]
Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

12. Eka yaghu muli bandu bangahi?

- [Press 1 if you have a household size of 1]
- Himatha 1 eka yaghu mwamabya imuli mundu 1
- [Press 2 if you have a household size of 2]
- Himatha 2 eka yaghu mwamabya imuli abandu 2
- [Press 3 if you have a household size of 3]
- Himatha 3 eka yaghu mwamabya imuli abandu 3
- [Press 4 if you have a household size of 4]
- Himatha 4 eka yaghu mwamabya imuli abandu 4
- [Press 5 if you have a household size of 5]
- Himatha 5 eka yaghu mwamabya imuli abandu 5
- [Press 6 if you have a household size of 6+]
- Himatha 6 eka yaghu mwamabya imuli abandu 6 eriholha eyighulhu

[Press 0 if you would like to hear this question again.]
Himatha 0 wamabya ighukanza erithisyowa ekibulyo kyino.

[Concluding message: Thank you for completing this survey, you will be receiving ___ minutes to your phone plan within the next few days, goodbye.]

Omulenge owerihenderera: wasingya erisubamo ebibulyo bino. Ghukendithunga ___ minutes oko simu yaghu omobuthuku obuthe bwahali, bukyayi.

Survey in Luganda

[Hello, we are conducting a survey on NUCAFE's training sessions.]
Nkulamusizza., tunoonyereza ku bikwata ku ntendeka ya NUCAFE

[Press 1 to hear this survey in Luganda.]
Okuwulira ku kunoonyereza kuno mu Luganda, nyiga 1

[Press 2 to hear this survey in Lukonjo]
Okuwulira ku kunoonyereza kuno mu Lukonjo, nyiga 2.

[Press 3 to hear this survey in English].
Okuwulira ku kunoonyereza kuno mu Lungereza nyiga 3.

[Please answer the questions honestly and to the best of your ability. Your responses will remain anonymous. If you complete this survey you will be receiving ___ mobile credit/minutes to your phone plan.]

Wattu, yanukula ebibuuzo bino mu bwesimbu, ate mu busobozibwo obusingira ddala. Byonooyanukula, tebijja kubaako linnya. Bw'onoomala okunoonyereza kuno, ojja kufunanga _ eddakiika ezennyongeza/oba eyataimu ku ntegeka y'essimuyo.

1. [What is the name of the cooperative that you are currently working in?]
Ekibiina ky'obwegassi kyokoleramu kati bakiyita ani?
 - o [Press 1 for the Kabanga Coffee Farmers Association]
 - o Nyiga 1 kulwa Kabanga Coffee Farmers Association
 - o [Press 2 for the Namayumba Coffee Farmers Association]
 - o Nyiga 2 kulwa Namayumba Coffee Farmers Association
 - o [Press 3 for the Kabonero Mountainous Coffee Growers Association]
 - o Nyiga 3 kulwa Kabonero Mountainous Coffee Growers Association
 - o (Press 4 for Other [open-ended answer])
 - o Nyiga 4 kulw'ebirala [kino tekiriiko kukugirwa]

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga walyagadde okuwulira ekibuuzo kino nate.

2. [Work position] Ekifo kyo mu mirimu gyokola
 - o [Press 1 if you are a Cooperative leader]
 - o Nyiga 1 bwoba oli mukulembeze wa Bwegassi
 - o [Press 2 if you are a Farmer leader]
 - o Nyiga 2 bwoba nga oli mukulembeze wa balimi
 - o [Press 3 if you are a Farmer]
 - o Nyiga 3 bwoba nga oli mulimi

- o [Press 4 if you have another position. You will have the option to say what your position is after pressing 4 on your keypad.]
- o Nyiga 4 bwoba n'ekifo ekirala. Ojja kuba n'ekyokusalawo okwogera ekifokyo, oluvannyuma lw'okunyiga namba 4 ku 'kkipaadi' yo.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga walyagadde okuwulira ekibuuzo kino nate.

3. [How many training sessions have you been offered from NUCAFE representatives for your current position?]

Entendekebwa mmeka ze waakeetabamu nga zitegekebwa abakiikirira NUCAFE olw'ekifokyo, kyolimu kati?

- o [Press 1 for 0 sessions]
- o Nyiga 1 bw'oba totendekebwangako nabo.
- o [Press 2 for 1 sessions]
- o Nyiga 2 bw'oba watendekebwako omulundi 1.
- o [Press 3 for 2-3 sessions]
- o Nyiga 3 bw'oba watendekebwako emirundi 2-3
- o [Press 4 for 4-6 sessions]
- o Nyiga 4 bw'oba watendekebwako enfunda 4-6
- o [Press 5 for 6+ sessions]
- o Nyiga 5 bw'oba watendekebwa emirundi egisukka mu 6

[Press 0 if you would like to hear this question again]
Nyiga 0 bwoba nga walyagadde okuddamu okuwulira ekibuuzo kino.

4. [How satisfied are you with the training that you received from NUCAFE?]
Omatidde kwenkana wa n'entendeka gyewafuna okuva mu NUCAFE?

- o [Press 1 if you are very satisfied]
- o Nyiga 1 bwoba nga wamatirira ddala(nnyo).
- o [Press 2 if you are Satisfied]
- o Nyiga 2 bwoba nga wamatira
- o [Press 3 if you are Neutral]
- o Nyiga 3 bwoba nga oli nnampawengwa.nga tolina kyosalawo
- o [Press 4 if you are Not very satisfied]
- o Nyiga 4 bwoba nga tewamatira bulungi.
- o [Press 5 if you are Not satisfied]
- o Nyiga 5 bwoba nga tewamatira
- o [Press 6 if you have not received any training from NUCAFE. This option will conclude the survey]
- o Nyiga 6 bwoba nga totendekebwangako okuva mu NUCAFE Kyoddamu wano, kijja kuba kitundu kya kunoonyereza kuno.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba walyagadde okuddamu okuwulira ekibuuzo kino.

5. [On average, how long were the training sessions that you attended?]
Mu kugeraageranya entendka ze weetabamu zaatwalanga bbangaki?
- o [Press 1 if the trainings were Less than 15 minutes]
 - o Nyiga 1, entendeka zino bwe ziba nga tezaawezanga ddakiika 15
 - o [Press 2 if the trainings were 15 - 30 min]
 - o Nyiga 2 entendeka zino bwe ziba nga zaalinga wakati wa ddakiika 15 na 30.
 - o [Press 3 if the trainings were 30 min - 1 hour]
 - o Nyiga 3 bwe ziba nga zaatwalanga eddakiika 30 okutuuka ku ssaawa 1
 - o [Press 4 if the trainings were 1 hour - 2 hours]
 - o Nyiga 4 bwe ziba nga zaatwalanga essaawa 1 okutuusa ku 2
 - o [Press 5 if the trainings were 3 hours - 5 hours]
 - o Nyiga 5 bwe ziba nga zaatwalanga essaawa 3-5
 - o [Press 6 if the trainings were 5+ hours]
 - o Nyiga 6 bwe ziba nga zaasussanga essaawa e 5.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

6. [Would you like to attend more training sessions?]
Walyagadde okwongera okutendekebwa?
- o [Press 1 for Yes] Nyiga 1 bwobanga walyagadde(Yee)
 - o [Press 2 for No] Nyiga 2 bwekiba nti 'Nedda'
 - o [Press 3 for I don't know] Nyiga 3 bwoba nga tomanyi kya kusalawo.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

7. [Do you feel that attending more training sessions would be useful for you?]
Muli owulira nga bwoyongera okutendekebwa kinaakugasa?
- o [Press 1 for Yes] Nyiga 1 bwekiba nti 'Yee'
 - o [Press 2 for No] Nyiga 2 bwe kiba nti 'Nedda'
 - o [Press 3 for I don't know] Nyiga 3 bwe kiba nti tomanyi kya kusalawo.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

8. [How many of the topics have you been trained in can you still remember?]
Emitwe waakatendekebwa ku emeka; okyayinza okujjukira?
- o [no recording needed] Tewali kyetaagisa kulikoodinga

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

9. [How many of the topics that you have been trained on were actually useful or relevant with respect to your position?]

Emitwe emeka gye watendekebwako egyakugasizza ddala okusinziira ku kifookyo?
o [no recording needed] Tewali kyetaagisa kulikoodinga.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

10.[What is your gender?] Oli wa kikulaki?

- o [Press 1 for Male]
- o Nyiga 1 bwoba Musajja
- o [Press 2 for Female]
- o Nyiga 2 bwoba Mukazi
- o [Press 3 for Other]
- o Nyiga 3 bwoba wa kikula kirala kyonna.

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

11.[What is your age?] Olina emyaka emeka?

- o [Press 1 for under 18 years of age.]
- o Nyiga 1 bwoba toweza myaka 18
- o [Press 2 for 18-25 years of age.]
- o Nyiga 2 bwoba n'emyaka 18-25
- o [Press 3 for 26-35]
- o Nyiga 3 bwoba n'emyaka 26-35
- o [Press 4 for 36-45]
- o Nyiga 4 bwoba n'emyaka 36-45
- o [Press 5 for 46-55]
- o Nyiga 5 bwoba n'emyaka 46-55
- o [Press 6 for 55+]
- o Nyiga 6 bwoba osussa emyaka 55

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

12.[What district in Uganda are you currently located in?]

Mu kiseera kino oli mu disitulikiti ki?

- o [no recording needed]Tekyetaagisa kukirikoodinga

[Press 0 if you would like to hear this question again.]
Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

13.[What is your current marital status?] Mu kiseera kino oli mufumbo?

- o [Press 1 if you are Single]
- o Nyiga 1 bwoba toli mufumbo
- o [Press 2 if you are Married]
- o Nyiga 2 bwoba oli mufumbo
- o [Press 3 if you are Divorced]
- o Nyiga 3 bwe muba nga mwayawukana.

[Press 0 if you would like to hear this question again.]

Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

14.[What is your current household size?] Mu kiseera kino eka musulayo bameka?

- o [Press 1 if you have a household size of 1]
- o Nyiga 1 bwoba osulayo bwomu
- o [Press 2 if you have a household size of 2]
- o Nyiga 2 bwe muba musulayo 2
- o [Press 3 if you have a household size of 3]
- o Nyiga 3 bwe muba musulayo 3.
- o [Press 4 if you have a household size of 4]
- o Nyiga 4 bwe muba musulayo 4.
- o [Press 5 if you have a household size of 5]
- o Nyiga 5 bwe muba musulayo 5.
- o [Press 6 if you have a household size of 6+]
- o Nyiga 6 mwe muba musukka omukaaga abasulayo

[Press 0 if you would like to hear this question again.]

Nyiga 0 bwoba nga oyagala okuddamu okuwulira ekibuuzo kino.

[Concluding message: Thank you for completing this survey, you will be receiving ___ minutes to your phone plan within the next few days, goodbye.]

Obubaka obuggalawo: Weebale nnyo okumaliriza okunoonyereza kuno, Ojja kufunanga eddakiika ___ ku ntegeka y'essimuyo mu nnaku ntono ezijja. Weeraba.