

Market Governance Phone Call Survey

Enumerator training manual

Zambia 2021

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*Enumerator note on sampling: This survey should be answered by whomever is managing the market. This person should be part of the market (e.g. have a stall or shop in the market), **not** a council / government employee (e.g. the market master). Ideally, this would be the market committee chairperson or other representative who is in charge of the market (e.g. village headman). However, if the chairperson / head of the market is unavailable then ask to survey the vice chairperson. If they are also unavailable, then ask to speak to the secretary. If none of the executive committee members are available, then please ask to speak to someone else on the committee or a senior trader who is very knowledgeable about the market. If the chairperson, vice-chairperson, secretary or a knowledgeable committee member or senior trader is not available at the time, then please ask when they will be available and call back at the arranged time.*

1. Introduction and informed consent

We are working on a research project with the Zambia Agriculture Research Institute (Ministry of Agriculture) to better understand how climate change is affecting food security in Zambia. Because markets are important for food security, we would like to learn about how your market is managed, where the food that is sold here comes from, recent experiences with corona/COVID-19, and other issues within the market. Some of the people working on this research project may have visited your market in 2019 and we would be grateful if you would answer some more questions for us today. Each interview will take about 30 minutes to complete. There are no specific risks to participating in this research project. Information from these surveys will be analyzed by researchers at ZARI, the University of Arizona (USA) the University of Illinois (USA) and Indiana University (USA). Aggregated summary information from 80 surveys will be shared with representatives from the Ministry of Agriculture and anonymized data for academic research purposes, but your individual answers will be kept confidential to the maximum extent allowable by law. Participation in this survey is voluntary. You may decline to answer any question in it and decline to continue the survey at any time. The scientific contact for this research is Dr. Tom Evans at the University of Arizona (USA). As a contact in Zambia you may also contact Peter Lungu, Director at the Zambian Agricultural Research Institute (+260 211 278 390 / zaridirector@gov.zm). An Institutional Review Board responsible for human subjects research at the University of Arizona reviewed this research project and found it to be acceptable, according to applicable state and federal regulations and university policies designed to protect the rights and welfare of participants in research.

1.1. Do you agree to participate in this research?

- Yes
- No

Skip To End of Survey If 1.1. = No

1.2. Enumerator name: *[Drop-down list of names]*

1.3. What is the respondent's name? *[Text entry]*

Enumerator note: the respondent might have different ideas or definitions about what constitutes 'urban' or 'rural.' So for Q1.4, please select an answer based off of the list of urban and rural places provided to

you. You should know before calling the respondent whether you are calling about a market in an urban or rural location. You should also know the name of the city / town that the market is located in (for urban areas) or the district that the market is located in (for rural areas). So you should be able to select answers for questions 1.4, 1.5 and 1.8 without necessarily having to ask the respondent.

1.4. Is this market located in an urban or rural area?

- Urban
- Rural

If 1.4 = Urban:

1.5. Name of city / town [Drop-down list of cities and towns]

If 1.5 = other

1.5.1. Please specify the name of the urban area [Text entry]

If 1.4 = Urban:

1.6. Name of market [Drop-down list of market names]

If 1.6 = other

1.6.1. Please specify the name of the market [Text entry]

If 1.4 = urban

1.7 Are there any other names for this market?

- No
- Yes (specify) _____

If 1.4 = Rural:

1.8. Which district is this market located in? [Drop-down list of districts]

If 1.8 = other

Q1.8.1. Please specify the name of the district that the market is located in [Text entry]

If 1.4 = Rural:

Q1.9. Which agricultural camp is this market located in? [Drop-down list of agricultural camp names]

If 1.9 = other

1.9.1. Please specify the camp that the market is located in [Text entry]

If 1.4 = Rural:

1.10. What is the name of the village that this market is located in? [Text entry]

If 1.4 = Rural:

1.11. What is the name of the market? *[Drop-down list of market names]*

If 1.11 = other

1.11.1 Please specify the name of the market *[Text entry]*

If 1.4 = Rural:

1.12 Are there any other names for this market?

- No
- Yes (specify) _____

2. Respondent demographics

2.1. What sex is the respondent?

- Male
- Female

2.2. In what year was the respondent born? *[Drop-down list of years]*

Enumerator note: For Q2.3 - “Other executive position on committee” means that the respondent has a title of some sort other than just being a committee member, for example they may be the ‘vice-secretary,’ ‘vice-treasurer’ or ‘interim chairperson.’ ‘Senior trader’ is a well-respected trader or marketeer who has been trading in the market for many years and who is very knowledgeable about the market.

2.3. What is your position/title?

- Market committee chairperson
- Market committee vice-chairperson
- Market committee secretary
- Market committee treasurer
- Other executive position on committee
- Market committee member (non-executive)
- Senior trader
- Village headman / village leader
- Other (specify) _____

3. Market characteristics and management

3.1. What year was this market established? (To the best of your knowledge) *[Drop-down list of years]*

Enumerator note: In questions 3.2 and 3.3 - “entity” refers to an organization, official, or group (e.g. a government department, council, or a committee). ‘Cooperative’ refers to a specifically formed group with the intent of managing the market, while ‘self-governed’ is more loosely formed (think of traders informally setting their stands up together).

3.2. What entity initially started the market?

- National government
- Provincial government
- District government
- Village council
- Village head / chief
- Community
- Cooperative
- Other _____

3.3. What entity is primarily in charge of managing the market now?

- National government
- Provincial government
- District government
- Village council / elders
- Village head / chief
- Market Chairperson / Committee
- Traders / marketeers
- Community
- Cooperative
- Self-governed
- Other _____

3.4. Does the market have any of the following? *[Select all that apply]*

- Formal registration / contract with the government
- Written constitution or bylaws
- Election / appointment processes
- A bank account for the market
- Trading certificate / license
- Utility bill (Zesco / water bill)
- Formal register of traders
- None of the above
- Other _____

*Enumerator note: For Q3.5 - We want to know whether there is a formal organizational structure made up of non-government actors (usually traders within the market or possibly village leaders / elders in rural areas) that manages the market. A **formal** committee would be one that is recognized by the municipal / district / village council or other government body, or provided for in the constitution or bylaws. In some cases (e.g. in Mazabuka), the market committees may have been dissolved by the government. If this is the case, the answer to Q3.5 should be ‘No’, even if the previous committee is still recognized / respected as such by traders in the market.*

3.5. Is there currently a formal market committee?

- Yes
- No

If 3.5. = yes:

3.6.1 How many **male** members are on the market committee in total (i.e. regardless of position)?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- >10

If 3.5. = yes:

3.6.2 How many **female** members are on the market committee in total (i.e. regardless of position)?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- >10

If 3.5. = yes:

3.7. Please identify the gender of the following executive committee members:

	Male	Female
Chairperson		
Vice chairperson		
Secretary		
Treasurer		

Enumerator note: For Q3.8 - Some respondents may have served different periods of time in different positions on the committee. We want to know how many years overall they've been involved in the committee, regardless of which job / position it was.

If 3.5. = yes:

3.8. How many years in total have you served on the committee? [Enter number only]

Enumerator note: For Q3.9 - We want to know about the position that they currently hold, not about any previous positions that they may have had. For instance, they might have been chairperson or secretary in the past but now they are a non-executive committee member, or vice versa. Appointed means that they were selected or hired for the position, elected means that they were voted into the position.

If 3.5. = yes:

3.9. How did you acquire your **current** position?

- Appointed
- Elected
- Volunteer
- Other (specify) _____

Enumerator note: If there is no formal committee, we would like to know about the informal management structure for the market. Informal means that the committee / leadership of the market is not written or provided for in the constitution or by-laws. For example, there might be a person (e.g. a senior trader or village elder) or a group of people who are respected as leaders in the market but who are not formally recognized by the government authorities. This includes cases where there may have previously been a formal market committee that has now been dissolved.

If 3.5 = no

3.10. How many people are regularly involved in market decisions?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- > 10

If 3.5 = no

3.11.1 How many of these people (who are regularly involved in market decisions) are **men**?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- >10

If 3.5 = no

3.11.2 How many of these people (who are regularly involved in market decisions) are **women**?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- >10

If 3.5 = no

3.12.1 How many years in total have you been involved in the management of / decision making for this market? [Enter number]

If 3.5 = no

3.12.2. How did you acquire your **current** position?

- Appointed
- Elected
- Volunteer
- Other (specify) _____

Enumerator note: For Q3.13 - Please ask for an approximate walking time in minutes and select the range that applies. For example, if it takes about 15 minutes to walk to the nearest tarmac road then select the option "11 - 20." Select zero minutes if the market is located on a tarmac road. Select ">120" if the nearest tarmac road would be more than a 2 hour walk away or is not in walking distance.

3.13. How long does it take to walk to the nearest main tarmac road from this market? (in minutes)

- 0

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- 1 -10
- 11 - 20
- 21 - 30
- 31 - 40
- 41 - 50
- 51 - 60
- 61 - 70
- 71 - 80
- 81 - 90
- 91 - 100
- 101 - 110
- 111 - 120
- >120

3.14. Which days are the busiest market days? *[Select all that apply]*

- Every day
- Every day except Sundays
- Mondays
- Tuesdays
- Wednesdays
- Thursdays
- Fridays
- Saturdays
- Sundays

3.15.1 Previous to corona / COVID-19 how many traders / marketeers in total were **active** in this market? *[Enter number]*

3.15.2 To the best of your knowledge, how many traders / marketeers in total are **active** in this market now? *[Enter number]*

Enumerator note: For Q3.15.3 - Please enter the number of male and female traders in each category in the appropriate row / column in the table. Please note that we only want to know how many traders in each category are selling within the market on a typical day. We are not interested in street vendors / mobile sellers, or in shops, kiosks, restaurants etc. that may be located nearby but which are not considered part of the market. If there are none of a particular type of traders (e.g. traders selling meat or fresh fish) within the market then please enter zero in both the 'male' and 'female' columns.

3.15.3 To the best of your knowledge, approximately how many male and female traders on average are in the following categories on a typical market day? *(Double counting is okay)*

Type of trader	Approximate number of male traders	Approximate number of female traders
'Green' marketeers (i.e. selling vegetables, beans, kapenta, tomatoes, onion, etc.)		

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Traders selling meat or fresh fish		
Other traders selling food commodities (e.g. grocery shops, kiosks, restaurants within the market)		
Traders selling charcoal		
Other traders selling non-food commodities or services (e.g. second hand clothing, belts, shoes, electronics, welders, tailors, general repair, etc. within the market)		

Preamble: We are now going to ask some questions about how this market is organized. We will ask questions about FORMAL rules, which we understand as rules that are written in the market constitution or bylaws, and we will also ask some questions about common practices and events that may occur in the market.

3.16. Are there formal restrictions on the NUMBER of traders in this market? *[Select all that apply]*

- No restrictions
- Restriction set by council / government
- Restriction set my market committee
- Restriction set by village headman / elders
- Restrictions set by other (specify)_____

If 3.16 does NOT = “No restrictions”:

3.16.1. What is the maximum number of traders allowed? *[Enter number]*

3.17. What happens if a new trader comes and tries to start selling at this location without permission?

- New trader would be kicked out
- New trader would need to ask permission from current sellers to continue selling
- New trader would be directed to the market committee
- Other (specify) _____

3.18. Has this market had any problems with general safety or security in the past 3 months? (e.g. theft by any individuals)

- Significant problems
- Moderate problems
- No problems
- Not sure

3.19. Has a trader/marketeer ever been observed stealing in the market?

- Yes
- No
- Not sure

Enumerator note: For Q3.20 - Please ask the respondent what would happen the first time a trader/marketeer stole, and then select the answer in the “first time” column. If more than one consequence would occur the first time then select all that apply. For example, if someone was caught stealing then they may get a verbal reprimand AND experience social pressure / disapproval, in which case you would select both answers under the ‘first time’ column. Then ask them what would happen if

*the trader / marketeer stole something again and select the answer(s) in the “second time” column. Do the same for if they were to steal a third time. If the respondent says that traders / marketeers don’t steal or that this has not happened in the past, then please ask them to think about what the consequences **would** be if a trader / marketeer **did** steal something. Do not read the list of options in the left-hand column, just allow them to answer. If their response does not appear in the left-hand column, then please select “other” and enter text. If they cannot think about what the consequences might be then you can read off the possible options to them.*

3.20. What happens if a trader / marketeer is observed stealing in the market?

	First time	Second Time	Third time
No consequence			
Social pressure/disapproval			
Verbal reprimand			
Goods confiscated			
Monetary fine			
Suspension for a period of time			
Permanent expulsion			
Involve external authorities			
Other (specify)			

*Enumerator note: For Q3.21 - If traders / marketeers have not been caught stealing in the past then ask the respondent to think about who would be **most likely** to react / respond (i.e. who would be the primary person to reprimand or punish the thief) if this were to happen.*

3.21. Who is the primary person responsible for reprimanding or punishing traders / marketeers who are caught stealing?

- Respected senior trader (e.g. long-time seller with high reputation)
- Other traders / marketeers
- Market committee
- Government / council
- Village headman / elders
- Other (specify) _____

3.22. Is there a fee that green marketeers have to pay to sell here?

- Yes
- No
- Not sure

If 3.22. = yes:

3.23. How often is this fee paid?

- Annually
- Monthly

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- Weekly
- Daily
- Other _____

If 3.22. = yes:

3.24. How much is this fee? [Enter number]

If 3.22. = yes:

3.25. Who collects this fee?

- Market committee
- Market master or other council / government revenue collector
- Other (specify) _____

*Enumerator note: For Q3.26 - Please ask the respondent what would happen the first time a trader / marketer did not pay their fee, and then select the answer in the “first time” column. If more than one consequence would occur the first time, then select all that apply. For example, if someone did not pay their trader / marketer fee then they may get a verbal reprimand AND experience social pressure / disapproval, in which case you would select both answers under the ‘first time’ column. Then ask them what would happen if the trader / marketer did not pay their fee again and select the answer(s) in the “second time” column. Do the same if they were to not pay a third time. If the respondent says that this has not happened in the past, then please ask them to think about what the consequences **would** be if a trader / marketer **did not** pay their fee for any reason. Do not read the list of options in the left-hand column, just allow them to answer. If their response does not appear in the left-hand column, then please select “other” and enter text. If they cannot think about what the consequences might be then you can read off the possible options to them.*

If 3.22. = yes:

3.26. What happens if a green marketer does not comply with paying their trader / marketer fee on one or more occasions?

	First time	Second Time	Third time
No consequence			
Social pressure/disapproval			
Verbal reprimand			
Goods confiscated			
Monetary fine			
Suspension for a period of time			
Permanent expulsion			
Involve external authorities			

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Other (specify)			
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Enumerator note: For Q3.27 - If traders / marketeers have not defaulted on paying their fee in the past then ask the respondent to think about who would be most likely to react / respond (i.e. who would be the primary person to reprimand or punish the trader) if this were to happen.

If 3.22. = yes:

3.27. Who is the primary person responsible for reprimanding or punishing a trader / marketeer who does not pay their fee on time?

- Other traders / marketeers
- Market committee
- Government / council
- Village headman / elders
- Other _____

3.28 Have any government officials (city, district, or other level) engaged with traders or market committee representatives regarding compliance with any rules or regulations?

- Yes
- No
- Not sure

Enumerator note: For Q3.29 - Recall that “other executive position on committee” means that the respondent has a title of some sort other than just being a committee member, for example they may be the ‘vice-secretary,’ ‘vice-treasurer’ or ‘interim chairperson.’ ‘Senior trader’ is a well-respected trader or marketeer who has been trading in the market for many years and who is very knowledgeable about the market. If there was more than one individual who was responsible for meeting with the government officials, then select all that apply.

If 3.28 = yes

3.29 Which individual within the market was responsible for meeting with the government officials?

[Select all that apply]

- Market committee chairperson
- Market committee vice-chairperson
- Market committee secretary
- Market committee treasurer
- Other executive position on committee
- Market committee member (non-executive)
- Senior trader
- Village headman / village leader
- Traders / marketeers
- Other (specify) _____

If 3.28 = yes

3.30. Which issues did the government officials raise with market representatives? *[Select all that apply]*

- Sanitation / hygiene (e.g. toilets, handwashing)
- Rubbish disposal / general cleanliness
- Market operating hours
- Fees / taxes
- Selling of prohibited products
- Selling in prohibited areas

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- Street vending near the market
- Market infrastructure (e.g. buildings, electricity, water)
- Relocation or upgrading of market
- Theft or other crimes
- Issues / restrictions related to corona/COVID-19
- Food prices
- Food safety (e.g. expired foods)
- Political lobbying
- Other (specify) _____

Preamble: We are now going to ask you some questions about how corona/COVID-19 has affected operations within the market. ‘Town’ refers to the urban locality in which we are surveying.

3.31. To the best of your knowledge, what is the severity of corona/COVID-19 incidence (positive cases/deaths) in this town now?

- Severe - large number of cases
- Moderate - some cases
- Slight - only a few cases locally
- None - respondent knows of no local households with corona/COVID-19 positive individuals

3.32. Has there been any rapid corona/COVID-19 testing in the market?

- Yes
- No
- Not sure

If 3.32. = No:

3.33. How far would you have to walk to get a corona/COVID-19 test? (in minutes walking)

- 0
- 1 -10
- 11 - 20
- 21 - 30
- 31 - 40
- 41 - 50
- 51 - 60
- 61 - 70
- 71 - 80
- 81 - 90
- 91 - 100
- 101 - 110
- 111 - 120
- >120

3.34. **How did** the onset of corona/COVID-19 affect the number of the following?

	Decreased significantly	Decreased slightly	Remained the same	Increased slightly	Increased significantly
Customers					

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Green Marketeers					
Shops, restaurants, or kiosks selling food					
Charcoal sellers					

3.35. Are there regular opening and/or closing hours for the market?

- Yes
- No
- Not sure

If 3.35. = yes:

3.36. Who determines the hours of operation?

- Marketeers / traders
- Market committee
- Market master / government (e.g. municipal council)
- Village headman / elders / village council
- Not sure
- Other (specify)

Enumerator note: We understand that any restrictions, lockdowns, or rules associated with corona/COVID-19 may have changed over time. So, for Q3.37 we want to differentiate between when corona/COVID-19 first appeared in the area, and the current conditions in the area. For Q3.37.1 we want to know if the market was closed completely for an extended period of time by government for public health reasons related to corona/COVID-19.

3.37.1 After the onset of corona/COVID-19 in Zambia (around March 2020), was the market closed by the government?

- No
- Yes
- Not sure

3.37.2. After the onset of corona/COVID-19 in Zambia (around March 2020), were there any government interventions that restricted the time that this market could open and/or close?

- No
- Yes
- Not sure

3.37.3. Do local government corona/COVID-19 interventions currently affect the time the market can open/close? *[Select all that apply]*

- No
- Yes - open earlier
- Yes - open later
- Yes - close earlier
- Yes - close later
- Not sure

Enumerator note: For Q3.38 - Do not read out the entire list of commodities. Just select the answers given by the respondent.

3.38. Which food commodities are currently sold in this market? *[Select all that apply]*

- Maize
- Rice
- Sorghum
- Millet
- Wheat / bread
- Irish potatoes, sweet potatoes, and cassava
- Carrots, orange squash, pumpkins, orange sweet potatoes
- Dark green, leafy vegetables
- Other vegetables not included above
- Vitamin A rich fruits (mangoes, papayas)
- Other fruits not included above
- Chicken
- Beef
- Goat
- Pork
- Other meat not included above
- Insects (e.g. caterpillars)
- Eggs of any kind
- Fish
- Beans, nuts, or seeds
- Milk or milk products
- Alcohol
- Oils and fats, including butter
- Sweets and processed snacks, including sweetened soda (fizzy drinks), juice or cooldrink, biscuits, cakes, chocolates, chips
- Coffee, tea, spices (e.g. pepper, salt), condiments (e.g. hot sauce, tomato sauce)
- Other _____

Enumerator Note: For Q3.39 - Please ask the respondent the sources for each of the following commodities. Rank them in order of importance and only include a ranking for a source that constitutes > 10% of supply for that commodity. In other words, if traders occasionally sell tomatoes that they produce themselves but 95% of their supply comes from markets/retailers within 50km, then just enter a ranking of 1 for markets/retailers within 50km and no other rankings. But if a trader sources 60% of their tomato supply from markets/retailers within 50km and 40% from their own supply, then enter a rank of 1 for markets/retailers within 50km and a rank of 2 for own production

The respondent may not be able to answer the following questions with confidence or might not know the answer. But please tell the respondent that with their permission we will be following up on the survey

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and we would be grateful if they can please ask a few traders where they source their products so we can ask in the future. For now, they can just give estimates or answer to the best of their knowledge.

3.39. Where are most of the following commodities in this market sourced from currently?

[Please rank the first, second and third most common sources that constitute >10% of the current supply]

Commodity	Not sold in this market	From trader's own production	From market/retailer within 50 km	From market/retailer over 50 km	Don't know/Can't answer
Tomatoes					
Onions					
Rape greens					
Charcoal					

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If 3.39 = Tomatoes - from market/retailer over 50 km:

3.39.1 Some of the tomatoes sold in this market are from a market/retailer over 50km away. Which district(s) are the majority of these from? (Drop-down menu of district names for each location 1, 2, and 3)

- Location 1 (most) _____
- Location 2 _____
- Location 3 (least) _____

If 3.39 = Onions - from market/retailer over 50 km:

3.39.2 Some of the onions sold in this market are from a market/retailer over 50km away. Which district are the majority of these from? (Drop-down menu of district names for each location 1, 2, and 3)

- Location 1 (most) _____
- Location 2 _____
- Location 3 (least) _____

If 3.39 = Rape greens - from market/retailer over 50 km:

3.39.3 Some of the rape greens sold in this market are from a market/retailer over 50km away. Which district are the majority of these from? (Drop-down menu of district names for each location 1, 2, and 3)

- Location 1 (most) _____
- Location 2 _____
- Location 3 (least) _____

If 3.39 = Charcoal - from market/retailer over 50 km:

3.39.4 Some of the charcoal sold in this market are from a market/retailer over 50km away. Which district are the majority of these from? (Drop-down menu of district names for each location 1, 2, and 3)

- Location 1 (most) _____
- Location 2 _____
- Location 3 (least) _____

[Other options include 'No district known but in X province', visible at bottom of drop down menu]

Enumerator note: For Q3.40, please enter the current price (Kwacha) in this market of each of the commodities listed in the table. Enter the number only. If the commodity is not currently available in this market then please enter '1' into the appropriate box on the right hand side and leave the 'current price' box blank.

3.40. To the best of your knowledge, what is the price of the following commodities in this market currently?

	Current price	Not available currently
Tomato - 4 medium tomatoes		
Onion - 1 medium onion		

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Rape greens - 1 bundle		
Charcoal - 1 plastic bag		

3.41. How do you perceive the current prices **at this market** for the following food items compared to 6 months ago?

	Much less expensive now	Somewhat less expensive now	Similar (neutral)	Somewhat more expensive now	Much more expensive now
Tomatoes					
Onions					
Rape greens					
Charcoal					

3.42. How are prices within the market set?

- Each marketeer decides on their own prices
- Marketeers agree to sell certain commodities for the same price
- Prices are determined by the market committee
- Other _____

*Enumerator note: For Q3.43 - please ask the respondent what would happen the first time a trader / marketeer undercut prices, and then select the answer in the “first time” column. If more than one consequence would occur the first time, then select all that apply. For example, if someone undercut prices then they may get a verbal reprimand AND experience social pressure / disapproval, in which case you would select both answers under the ‘first time’ column. Then ask them what would happen if the trader / marketeer undercut prices again and select the answer(s) in the “second time” column. Do the same if they were to not pay a third time. If the respondent says that this has not happened in the past, then please ask them to think about what the consequences **would** be if a trader / marketeer **did** undercut prices. Do not read the list of options in the left-hand column, just allow them to answer. If their response does not appear in the left-hand column, then please select “other” and enter text. If they cannot think about what the consequences might be then you can read off the possible options to them.*

3.43. What happens if a trader/marketeer undercuts prices on one or more occasions? (i.e. sells the same product as others but at a lower price?)

	First time	Second Time	Third time
No consequence			
Social pressure/disapproval			
Verbal reprimand			

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Goods confiscated			
Monetary fine			
Suspension for a period of time			
Permanent expulsion			
Involve external authorities			
Other (specify)			

Enumerator note: For Q3.44 - if traders / marketeers have not been caught undercutting prices in the past then ask the respondent to think about who would be most likely to react / respond (i.e. who would be the primary person to reprimand or punish the trader / marketeer) if this were to happen.

3.44. Who is the primary person responsible for reprimanding a trader / marketeer who is found to be undercutting prices?

- Other traders / marketeers
- Market committee
- Government / council
- Village headman / elders
- Other _____

4. Market infrastructure and services

4.1. Does the physical structure of the main green market area (i.e. where vegetables / food items are sold) have any of the following? *[Select all that apply]*

- Separate tables / stalls
- Mat on the ground
- Concrete platform
- Roof
- Walls
- Door / gate
- Electricity
- Security guards
- Other (specify) _____

4.2. Does this market have a tap or other source of water?

- Yes
- No

If 4.2 = No

4.2.1. Where do traders / marketeers in this market get water from to wash vegetables, hands, and/or clean the area? *[Select all that apply]*

- Bring from home
- Nearby tap in the community / neighborhood
- Nearby well in the community / neighborhood
- Nearby borehole in the community / neighborhood
- Nearby households
- Nearby shops / businesses

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- They don't use water for this
- Other _____

If 4.2 = yes:

4.3.1. How many total (working or not) taps / water sources are there? *[Enter number]*

4.3.2. How many taps / water sources are in **working** order? *[Enter number]*

4.4. How clean is the predominant source of water used by traders / marketeers usually?

- Very clean
- Clean
- Somewhat clean
- Not clean
- Very dirty

4.5. Who is responsible for managing the day-to-day operations of the water points?

- Market committee
- Market master
- Government authority
- Hired person
- Private owner
- Other (specify)
- Not sure

4.6. Previous to the onset of corona/COVID-19, was there soap / hand sanitizer available in the market for people to wash their hands?

- Yes
- Sometimes
- No
- Not sure

4.7. Since corona/COVID-19, have there been any new hand-washing / sanitizing stations installed in the market?

- Yes
- No
- Not sure

4.8. Which among these are **most readily available** at these hand-washing stations currently?

- Water only
- Ash and water
- Soap and water
- Hand sanitizer
- Hand wipes
- Dettol
- Methylated spirits
- Chlorinated water
- Nothing
- Other (specify) _____

4.9. Is it mandatory for people to wear face masks and/or social distance in the market **currently**? [*Select all that apply*]

- No
- Wear face masks
- Social distance

4.10. In general, how many people were wearing face masks in the market **6 months ago**?

- Nobody
- Some People
- Almost everybody
- Everybody

4.11. In general, how many people have been wearing face masks in the market **currently**?

- Nobody
- Some People
- Almost everybody
- Everybody

4.12. How many people are maintaining at least 1 meter distance from each other when the market is at its busiest?

- Nobody
- Some People
- Almost everybody
- Everybody

4.13. Does this market have working toilets / ablution facilities?

- Yes
- No

If 4.13. = No:

Preamble: We know that toilets might be a sensitive topic, but we would like to get an idea of what MOST traders do.

4.13.1 Where do most traders / marketeers go to use the toilet? [*Select all that apply*]

- Households in the neighborhood
- Nearby stores
- In whatever area they can find around the market
- I don't know
- Other _____

4.14. Before corona/COVID-19, how often did someone from the Department of Health / Sanitation visit or inspect the market?

- Never
- Daily
- Weekly
- Monthly
- Annually
- Not sure

4.15. Since corona/COVID-19, how often does someone from the Department of Health / Sanitation visit or inspect the market?

- Never
- Daily
- Weekly
- Monthly
- Annually
- Not sure

4.16. How many times per year does this market typically flood in the rainy season?

- Never
- Once
- Twice
- Three times
- Four times
- Five times
- More than 5 times (*Specify*) _____

Preamble: We know that rubbish is a sensitive topic, but we would like to get an idea of what MOST traders do. Some traders might be diligent but maybe not all.

Enumerator note: Plastic rubbish includes plastic wrappers, bottles, bags, etc.

4.17. Is there a central, market-managed location for plastic rubbish disposal?

- Yes
- No

4.18. Where do **most** marketeers/shop owners dispose of plastic rubbish on a daily basis?

- In rubbish bins
- In a central rubbish pile
- On the ground
- Other (*Specify*) _____

4.19. How often does rubbish pile up uncollected / get out of hand?

- Never
- Sometimes
- Often/Frequently
- Always

5. Market - municipal relationship

5.1. How often does the market master / council person visit the market?

- Daily
- Weekly
- Monthly

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- Annually
- Never
- Not sure

Enumerator note: for Q5.2. and Q5.3., please ask the respondent how much they agree with each statement.

5.2. In the past five years, the market committee's rules / authority have been generally respected by traders / marketeers

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

5.3. If there is a dispute within the market (e.g. amongst market committee members), how sure are you that the government / council would be able to help resolve the dispute?

- Very sure / likely
- Sure
- Somewhat sure
- Unlikely
- Not sure

6. Market - other retailers relationship

Enumerator note: 'Markets' refer to traditional open-air markets, not supermarkets, shops or street vendors.

6.1. How many other markets are within a 1-hour walk of this market? *[Enter number]*

6.2 In the last 5 years has this market lost customers to other markets?

- No customers lost
- Some customers lost
- Many customers lost
- Not sure

Enumerator note: Please explain to the rural market respondents that we know supermarkets might not be present in their area, but customers could be increasingly traveling long distances to get to supermarkets. Note that supermarkets refer to large chain retailers like Shoprite, Spar or Choppies. Shops are smaller, locally-owned retailers like corner stores.

6.3 In the last 5 years has this market lost customers to nearby supermarkets?

- No customers lost
- Some customers lost
- Many customers lost

- Not sure

6.4. In the last 5 years has this market lost customers to nearby shops?

- No customers lost
- Some customers lost
- Many customers lost
- Not sure

6.5. In the last 5 years has this market lost customers to street vendors?

- No customers lost
- Some customers lost
- Many customers lost
- Not sure

6.6. In the last 5 years has this market had sellers leave to become street vendors?

- No sellers left
- Some sellers left
- Many sellers left
- Not sure

6.7. In the **next** 5 years how likely is it that a (first or additional) supermarket will open within travelling distance of this market?

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely

6.8. If a new or additional supermarket was established in this district, how do you think its presence would affect this market in terms of its customer base?

- Substantially decrease the number of customers
- Somewhat decrease the number of customers
- No change
- Somewhat increase the number of customers
- Substantially increase the number of customers

7. Permission for future contact

*Enumerator note: the respondent's **preferred** phone number should be the one that they use most frequently, and which we will most likely be able to contact them on in future. An **alternative** number might be a secondary number that they have (e.g. some people might have both an Airtel and a Zamtel or MTN number), or it might be the number of a colleague, friend, or family member who we can call to get in touch with them if their own number changes or stops working.*

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7.1. Please explain that we are considering doing a short follow-up phone call survey to understand how conditions in the market have changed. If the respondent would be willing to participate, please record the phone number that they would **most prefer we use**. (*Must enter only a number - Omit leading 0; must be 9 digits*)

- Preferred phone number _____

7.2. If the respondent has any **alternative phone numbers**, please record them (*Must enter only a number - Omit leading 0; must be 9 digits*)

- No alternative phone numbers
- Alternative phone number 1 _____
- Alternative phone number 2 _____

8. End of survey

Please feel free to add any notes or comments.
