

# **APPENDIX 1**

## **INFORMATION PRIVACY QUESTIONNAIRE**

## HOUSEHOLD QUESTIONNAIRE – INFORMATION PRIVACY

Respondent number	1									3
Telephone code	4									11

Hello, I'm \_\_\_\_\_ from the Bureau of Market Research and we are conducting research about important national issues. I would like to speak to the person in the household who most recently celebrated his or her birthday, provided he or she is 18 years or older.

Birthday-respondent identified	1	Other respondent identified	2	<input type="checkbox"/>	12
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I'm \_\_\_\_\_ from the Bureau of Market Research and we are conducting research about important national issues. I would like to ask you a few questions. There are no right or wrong answers, and all your answers are treated as confidential. Your name will not be connected to the answers you provide.

The study addresses people's opinions on the confidentiality of their personal information. When you buy from companies, they sometimes require some of your personal information (such as your name, address, telephone number) before the sale can take place. And when they have your information, they sometimes use this to send you communication (like advertising material). I am going to ask you questions on how you feel about companies who collect and use your information. Remember, there are no right or wrong answers.

**Each time I am going to read you a statement. Please tell me whether you disagree strongly, disagree slightly, are neutral (do not agree or disagree), agree slightly or agree strongly with each statement.**

(READ EACH ITEM) – do you disagree strongly, disagree slightly, are neutral, agree slightly, or agree strongly?

STATEMENT	Disagree strongly	Disagree slightly	Neutral	Agree slightly	Agree strongly	Don't know	Refuse	
1. Companies generally ask too much personal information from consumers.	1	2	3	4	5	6	7	13
2. You do not mind to provide a lot of personal information if you think it is necessary.	1	2	3	4	5	6	7	14
3. Companies seldom collect personal information from consumers without their permission.	1	2	3	4	5	6	7	15

STATEMENT	Disagree strongly	Disagree slightly	Neutral	Agree slightly	Agree strongly	Don't know	Refuse	
4. You are confident that you can prevent companies from collecting personal information that you would like to keep secret.	1	2	3	4	5	6	7	16
5. Most companies collect personal information from consumers in order to provide them with products and services to better suit their needs.	1	2	3	4	5	6	7	17
6. You are satisfied when companies collect your personal information as a means to provide you with products and services which better suit your needs.	1	2	3	4	5	6	7	18
7. You believe that most companies allow their consumers to have access to their personal information kept by the companies.	1	2	3	4	5	6	7	19
8. You feel it is important to have access to the personal information companies keep of you.	1	2	3	4	5	6	7	20
9. You believe that companies have adequate measures in place to ensure that all personal information in their records is accurate.	1	2	3	4	5	6	7	21
10. You feel concerned that companies do not devote enough time and effort to ensure that your personal information is accurate while in their possession.	1	2	3	4	5	6	7	22
11. Personal information is safe while stored in a company's records.	1	2	3	4	5	6	7	23
12. You fear that your personal information may not be safe while stored in a company's records.	1	2	3	4	5	6	7	24
13. Most consumers have control over the ways their personal information is used by companies.	1	2	3	4	5	6	7	25
14. You are satisfied about the control you have over the ways companies use your personal information.	1	2	3	4	5	6	7	26
15. You believe that companies regularly use consumers' information for other purposes than that for which it was collected.	1	2	3	4	5	6	7	27

STATEMENT	Disagree strongly	Disagree slightly	Neutral	Agree slightly	Agree strongly	Don't know	Refuse	
16. You do not mind when companies use your personal information for other purposes than those provided when they collected your information.	1	2	3	4	5	6	7	28
17. You believe that consumers' personal information is often misused by companies.	1	2	3	4	5	6	7	29
18. You are concerned about the possible misuse of your personal information by companies.	1	2	3	4	5	6	7	30
19. Companies regularly share personal information with other companies without the permission of the individuals to whom the information belongs.	1	2	3	4	5	6	7	31
20. You are uncomfortable when companies share your personal information with other companies without asking your permission first.	1	2	3	4	5	6	7	32
21. You believe that companies regularly share personal information of consumers with other companies, so that these other companies could offer products and services to consumers.	1	2	3	4	5	6	7	33
22. You feel it is unacceptable when a company shares your personal information with other companies so that those companies can offer their products and services to you.	1	2	3	4	5	6	7	34
23. Companies always provide their customers with the opportunity to request the removal of their names and addresses from records that are sold to other companies.	1	2	3	4	5	6	7	35
24. You are concerned when companies do not provide you with an opportunity to remove your name and address from any records that it provides to other companies.	1	2	3	4	5	6	7	36
25. Companies send consumers too much unrequested advertising material that is not of interest to them.	1	2	3	4	5	6	7	37

STATEMENT	Disagree strongly	Disagree slightly	Neutral	Agree slightly	Agree strongly	Don't know	Refuse	
26. It bothers you that you receive so much unrequested advertising material that is of no interest to you.	1	2	3	4	5	6	7	38
27. Too many companies call consumers at their homes to sell products and services to them.	1	2	3	4	5	6	7	39
28. You do not mind when you receive telephone calls at your home from companies wanting to sell products and services to you.	1	2	3	4	5	6	7	40
29. Consumers are not interested in getting information about new products and services from companies with which they have not done business before.	1	2	3	4	5	6	7	41
30. You are pleased when you receive information about new products and services from companies with which you have not done business before.	1	2	3	4	5	6	7	42
31. Legislation should prevent a company from sharing your personal information with other companies without your permission.	1	2	3	4	5	6	7	43
32. You would request a company to remove your personal information from their records if you suspected that they were misusing it.	1	2	3	4	5	6	7	44
33. Companies must have privacy protection policies to make provision for customers who would not like to receive unrequested advertising material.	1	2	3	4	5	6	7	45
34. Government should restrict companies to collecting only the information needed for a specific transaction.	1	2	3	4	5	6	7	46
35. You would support any initiatives that will enable you to stop companies from sending you unrequested advertising material.	1	2	3	4	5	6	7	47
36. Companies should have privacy protection policies indicating that no personal information will be provided to other companies without consent from their customers.	1	2	3	4	5	6	7	48

STATEMENT	Disagree strongly	Disagree slightly	Neutral	Agree slightly	Agree strongly	Don't know	Refuse	
37. Government should do more to protect the safety of personal information.	1	2	3	4	5	6	7	49
38. You would request having your personal information removed from any company's records if they sell the information to others.	1	2	3	4	5	6	7	50
39. Companies should have privacy protection policies indicating the reasons for collecting personal information from consumers.	1	2	3	4	5	6	7	51
40. Government should limit companies' use of personal information to only that purpose for which it was collected.	1	2	3	4	5	6	7	52
41. You would support a company's efforts that will ensure that your personal information is safely kept.	1	2	3	4	5	6	7	53
42. Companies should use independent auditing firms to confirm that they use the personal information of consumers, as promised in the companies' privacy policies.	1	2	3	4	5	6	7	54
43. Government should limit unrequested advertising material sent to consumers.	1	2	3	4	5	6	7	55
44. You would refuse to provide your personal information to a company who cannot provide reasons why they want to collect your personal information.	1	2	3	4	5	6	7	56
45. Companies should have privacy protection policies indicating how they will protect the customer's information while it is in their possession.	1	2	3	4	5	6	7	57

STATEMENTS (without a neutral opinion option)	Disagree strongly	Disagree slightly	Agree slightly	Agree strongly	Don't know	Refuse	
46. Consumers have lost all control over how personal information is collected and used by companies.	1	2	3	4	5	6	58
47. Most businesses handle the personal information they collect about consumers in a proper and confidential way.	1	2	3	4	5	6	59
48. Existing laws and organisational practices provide a reasonable level of protection for consumer privacy.	1	2	3	4	5	6	60

Please answer Yes or No to the following questions:

QUESTIONS	YES	NO	Don't know	Refuse	
49. Have you ever refused to give information to a company because you thought it was not really needed or it was too personal?	1	2	3	4	61
50. Have you ever requested a company to remove your name and address from records that they use for marketing purposes?	1	2	3	4	62
51. Have you ever notified a company that you do not want to receive their unrequested advertising material?	1	2	3	4	63
52. Have you ever requested that a company not share your personal information with any other company?	1	2	3	4	64
53. Have you ever requested a company to inform you which measures they use to keep your personal information safe?	1	2	3	4	65
54. Have you ever personally been a victim of a situation you felt was an invasion of your private information?	1	2	3	4	66
55. Are you aware of any options to remove your name from records of companies?	1	2	3	4	67
56. Have you ever purchased anything via the Internet?	1	2	3	4	68
57. Do you make use of Internet banking services?	1	2	3	4	69
58. During the past year, have you personally bought something from a catalogue or brochure sent to you?	1	2	3	4	70
59. During the past year, have you personally bought any product or service offered to you by a telephone call?	1	2	3	4	71
60. During the past year, have you personally called a toll-free (0800) number to order something?	1	2	3	4	72

Finally, I have a few questions that are for classification purposes only and will be treated as confidential.

**(Interviewer) If person asks why certain demographic and personal questions are asked?**

These questions are used for classification purposes to, for example, determine what the opinions of people in a particular age groups are, and how this differs from people in other age groups. No information (name, tel no, etc) that can identify you, is recorded anywhere on the questionnaire or elsewhere.

61. What is your year of birth? (enter as a 4-digit number, e.g. 1969)

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62. What is your home language?

English	01
Afrikaans	02
Xhosa	03
Zulu	04
Setswana	05
Sesotho	06
Sepedi	07
Swati	08
Tshivenda	09
Xitsonga	10
Ndebele	11
Other (specify) .....	12

77   78

63. What is the highest level of education you have completed or the highest qualification you have received?

Lower than Grade 10 (Standard 8)	1
Grade 10 (Standard 8)	2
Grade 12 (Standard 10)	3
Degree/Diploma	4
Post graduate/ Higher diploma	5

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64. Which one of the following best describes your employment status? (*Please select one response only*)

Employed full time	1
Employed part time	2
Self-employed (you work for yourself)	3
Not employed	4
Student	5
Homemaker/Housewife	6
Pensioner/Retired	7
Unfit for work	8

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65. Which of the following categories best describes your personal total monthly income before any deductions?

Less than R2000	1
R2001-R4000	2
R4001-R6000	3
R6001-R8000	4
R8001-R10000	5
R10001-R15000	6
R15000 plus	7

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**THANK RESPONDENT; END INTERVIEW**

**66. GENDER (by means of deduction):**

Male	1
Female	2

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**67. POPULATION GROUP (by means of deduction):**

Black / African	1
Coloured	2
Indian / Asian	3
White	4

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## HUISHOUDINGSVRAELYS - INLIGTINGSPRIVAATHEID

Respondentnommer	1									3
Telefoonkode	4									11

Goeie dag, ek is \_\_\_\_\_ van die Buro vir Marknavorsing en ons doen navorsing oor belangrike nasionale aangeleenthede. Ek sal graag met die persoon in die huishouding wat die mees onlangste verjaar het wil gesels, gegewe dat hy of sy 18 jaar of ouer is.

Verjaardag-respondent geïdentifiseer	1	Ander respondent geïdentifiseer	2		12
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Ek is \_\_\_\_\_ van die Buro vir Marknavorsing en ons doen navorsing oor belangrike nasionale aangeleenthede. Ek sal u graag 'n paar vrae wil vra. Daar is geen verkeerde of regte antwoorde nie, en alle antwoorde word vertroulik hanteer. U naam sal aan geen van die antwoorde wat u gee, gekoppel kan word nie.

Die studie gaan oor u sienings rakende die vertroulikheid van persoonlike inligting. Wanneer u van ondernemings aankoop, verlang hulle somtyds u persoonlike inligting (soos u naam, adres, telefoonnommer) voordat die kooptransaksie kan plaasvind. En wanneer ondernemings u inligting het, gebruik hulle dit soms om aan u kommunikasie (soos advertensiemateriaal) te stuur. Ek gaan u vra hoe u voel oor ondernemings wat u inligting insamel en gebruik. Onthou, daar is geen regte of verkeerde antwoord nie.

**Ek gaan telkens vir u 'n stelling lees, en dan moet u vir my sê of u glad nie met die stelling saamstem nie, tot 'n mate verskil, neutraal is (nie saamstem of verskil nie), tot 'n mate saamstem, of volkome met die stelling saamstem.**

(LEES ELKE ITEM) – Stem u glad nie saam nie, verskil u tot 'n mate, is u neutraal, stem u tot 'n mate saam, of stem u volkome saam?

STELLING	Stem glad nie saam nie	Verskil tot 'n mate	Neutraal	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier	
1. Ondernemings vra gewoonlik te veel persoonlike inligting van verbruikers.	1	2	3	4	5	6	7	13
2. Dit pla u nie om 'n klomp persoonlike inligting te verskaf as u dink dit is nodig nie.	1	2	3	4	5	6	7	14
3. Ondernemings samel selde verbruikers se persoonlike inligting in sonder hulle toestemming.	1	2	3	4	5	6	7	15

STELLING	Stem glad nie saam nie	Verskil tot 'n mate	Neutraal	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier	
4. U is vol vertroue dat u ondernemings kan verhoed om persoonlike inligting in te samel wat u graag geheim sou wou hou.	1	2	3	4	5	6	7	16
5. Meeste ondernemings samel persoonlike inligting van verbruikers in, sodat produkte en dienste aan hulle voorsien kan word wat beter aan hulle behoeftes sal voldoen.	1	2	3	4	5	6	7	17
6. U is tevrede wanneer ondernemings u persoonlike inligting insamel, sodat hulle produkte en dienste aan u kan bied wat beter aan u behoeftes voldoen.	1	2	3	4	5	6	7	18
7. U is van mening dat meeste ondernemings dit vir verbruikers moontlik maak om toegang te hê tot hulle persoonlike inligting wat deur die ondernemings gehou word.	1	2	3	4	5	6	7	19
8. U voel dit is belangrik om toegang te hê tot die persoonlike inligting wat ondernemings van u hou.	1	2	3	4	5	6	7	20
9. U is van mening dat ondernemings voldoende maatreëls in plek het om te verseker dat alle persoonlike inligting in hulle rekords akkuraat is.	1	2	3	4	5	6	7	21
10. U voel bekommerd dat ondernemings nie genoeg tyd en moeite bestee om te verseker dat u persoonlike inligting akkuraat is terwyl dit in hulle besit is nie.	1	2	3	4	5	6	7	22
11. Persoonlike inligting is veilig terwyl dit in 'n onderneming se rekords gehou word.	1	2	3	4	5	6	7	23
12. U vrees dat u persoonlike inligting nie veilig is terwyl dit in 'n onderneming se rekords gehou word nie.	1	2	3	4	5	6	7	24
13. Meeste verbruikers het beheer oor die wyses waarop hulle persoonlike inligting deur ondernemings gebruik word.	1	2	3	4	5	6	7	25
14. U is tevrede met die beheer wat u het oor die wyses waarop ondernemings u persoonlike inligting gebruik.	1	2	3	4	5	6	7	26

STELLING	Stem glad nie saam nie	Verskil tot 'n mate	Neutraal	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier	
15. U is van mening dat ondernemings gereeld verbruikers se inligting gebruik vir ander doeleindes as waarvoor dit ingesamel is.	1	2	3	4	5	6	7	27
16. U gee nie om wanneer ondernemings u persoonlike inligting vir ander doeleindes gebruik as die doel waarvoor dit aanvanklik ingesamel is nie.	1	2	3	4	5	6	7	28
17. U is van mening dat verbruikers se persoonlike inligting dikwels deur ondernemings misbruik word.	1	2	3	4	5	6	7	29
18. U is bekommerd oor die moontlike misbruik van u persoonlike inligting deur ondernemings.	1	2	3	4	5	6	7	30
19. Ondernemings maak gereeld persoonlike inligting aan ander ondernemings bekend sonder die toestemming van die individue aan wie die persoonlike inligting behoort.	1	2	3	4	5	6	7	31
20. U is ongemaklik wanneer ondernemings u persoonlike inligting met ander ondernemings deel sonder om eers u toestemming te vra.	1	2	3	4	5	6	7	32
21. U is van mening dat ondernemings gereeld persoonlike inligting van hulle verbruikers met ander ondernemings deel, sodat hierdie ander ondernemings produkte en dienste aan verbruikers kan aanbied.	1	2	3	4	5	6	7	33
22. U voel dit is onaanvaarbaar wanneer 'n onderneming u persoonlike inligting met ander ondernemings deel, sodat daardie ondernemings hulle produkte en dienste aan u kan aanbied.	1	2	3	4	5	6	7	34
23. Ondernemings gee altyd aan hulle kliënte 'n geleentheid om te vra dat hulle name en adresse van die rekords wat aan ander ondernemings verkoop word, geskrap word.	1	2	3	4	5	6	7	35
24. U is bekommerd wanneer ondernemings u nie 'n geleentheid gee om u naam en adres te verwyder van enige van hulle rekords wat hulle aan ander ondernemings gee nie.	1	2	3	4	5	6	7	36

STELLING	Stem glad nie saam nie	Verskil tot 'n mate	Neutraal	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier	
25. Ondernemings stuur te veel ongevraagde advertensiemateriaal aan verbruikers waarin hulle nie belang stel nie.	1	2	3	4	5	6	7	37
26. Dit hinder u dat u so baie ongevraagde advertensiemateriaal ontvang waarin u nie belangstel nie.	1	2	3	4	5	6	7	38
27. Te veel ondernemings skakel verbruikers by die huis om aan hulle produkte en dienste te verkoop.	1	2	3	4	5	6	7	39
28. U gee nie om wanneer u telefoonoproepe tuis ontvang van ondernemings wat produkte en dienste aan u wil verkoop nie.	1	2	3	4	5	6	7	40
29. Verbruikers stel nie belang om inligting oor nuwe produkte en dienste van ondernemings te ontvang met wie hulle nog nie vantevore besigheid gedoen het nie.	1	2	3	4	5	6	7	41
30. U is ingenome wanneer u inligting oor nuwe produkte en dienste ontvang vanaf ondernemings met wie u nog nie voorheen besigheid gedoen het nie.	1	2	3	4	5	6	7	42
31. Wetgewing behoort 'n onderneming te verhoed om u persoonlike inligting aan ander ondernemings beskikbaar te stel sonder u toestemming.	1	2	3	4	5	6	7	43
32. U sal 'n onderneming versoek om u persoonlike inligting van hulle rekords te verwyder indien u vermoed dat hulle besig is om dit te misbruik.	1	2	3	4	5	6	7	44
33. Ondernemings moet 'n beleid vir die beskerming van privaatheid hê, ten einde voorsiening te maak vir kliënte wat nie graag ongevraagde advertensie materiaal wil ontvang nie.	1	2	3	4	5	6	7	45
34. Die regering moet ondernemings beperk om slegs dié inligting in te samel wat nodig is vir 'n spesifieke transaksie.	1	2	3	4	5	6	7	46

STELLING	Stem glad nie saam nie	Verskil tot 'n mate	Neutraal	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier	
35. U sal enige inisiatiewe ondersteun wat u in staat sal stel om ongevraagde advertensie materiaal wat ondernemings aan u stuur, te stop.	1	2	3	4	5	6	7	47
36. Ondernemings moet 'n beleid vir die beskerming van privaatheid hê, wat aandui dat geen persoonlike inligting aan ander ondernemings voorsien sal word sonder die goedkeuring van hulle kliënte nie.	1	2	3	4	5	6	7	48
37. Die regering moet meer doen om die veiligheid van persoonlike inligting te beskerm.	1	2	3	4	5	6	7	49
38. U sal versoek dat u persoonlike inligting verwyder moet word van enige ondernemingsrekords indien hulle die inligting aan ander verkoop word.	1	2	3	4	5	6	7	50
39. Ondernemings moet 'n beleid vir die beskerming van privaatheid hê wat die redes aandui waarom hulle mense se persoonlike inligting insamel.	1	2	3	4	5	6	7	51
40. Die regering moet die gebruik van persoonlike inligting deur ondernemings beperk tot slegs dié doel waarvoor dit ingesamel is.	1	2	3	4	5	6	7	52
41. U sal 'n onderneming se pogings ondersteun wat sal verseker dat u persoonlike inligting veilig gehou word.	1	2	3	4	5	6	7	53
42. Ondernemings moet onafhanklike ouditfirmas gebruik om te bevestig dat hulle verbruikers se persoonlike inligting gebruik, soos beloof in die ondernemings se beleid vir die beskerming van privaatheid.	1	2	3	4	5	6	7	54
43. Die regering moet 'n beperking plaas op ongevraagde advertensiemateriaal wat aan verbruikers gestuur word.	1	2	3	4	5	6	7	55
44. U sal weier om u persoonlike inligting aan 'n onderneming te voorsien wat nie redes kan verskaf waarom hulle u persoonlike inligting wil hê nie.	1	2	3	4	5	6	7	56



STELLING	Stem glad nie saam nie	Verskil tot 'n mate	Neutraal	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier
45. Ondernemings moet 'n 'n beleid vir die beskerming van privaatheid hê, wat aandui hoe hulle die kliënt se inligting sal beskerm terwyl dit in hulle besit is.	1	2	3	4	5	6	7

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STELLINGS (sonder 'n middelpunt)	Stem glad nie saam nie	Verskil tot 'n mate	Stem tot 'n mate saam	Stem volkome saam	Weet nie	Weier
46. Verbruikers het alle beheer oor die wyse waarop ondernemings persoonlike inligting insamel en gebruik, verloor.	1	2	3	4	5	6
47. Meeste besighede hanteer die persoonlike inligting wat hulle oor verbruikers insamel, op 'n behoorlike en vertroulike wyse.	1	2	3	4	5	6
48. Bestaande wetgewing en ondernemingspraktyke voorsien 'n redelike mate van beskerming vir verbruikersprivaatheid.	1	2	3	4	5	6

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**Beantwoord asseblief JA of NEE op die volgende vrae:**

VRAAG	JA	NEE	Weet nie	Weier
49. Het u al ooit geweier om inligting aan 'n onderneming te gee omdat u gedink het dit nie regtig nodig was nie, of dat dit té persoonlik was?	1	2	3	4
50. Het u al ooit versoek dat 'n onderneming u naam en adres van die rekords wat hulle vir bemarkingsdoeleindes gebruik, moet verwyder?	1	2	3	4
51. Het u al ooit 'n onderneming in kennis gestel dat u nie van hulle ongevraagde advertensiemateriaal wil ontvang nie?	1	2	3	4
52. Het u al ooit versoek dat die persoonlike inligting wat u aan 'n onderneming voorsien het, nie aan enige ander onderneming beskikbaar gestel mag word nie?	1	2	3	4
53. Het u al ooit 'n onderneming versoek dat hulle u moet inlig oor die maatreëls wat hulle gebruik om u persoonlike inligting veilig te hou?	1	2	3	4
54. Was u persoonlik al ooit 'n slagoffer van 'n situasie wat u gevoel het 'n skending van u private inligting was?	1	2	3	4
55. Is u bewus van enige wyses om u naam van die rekords van ondernemings te verwyder?	1	2	3	4
56. Het u al ooit enigiets deur middel van die Internet aangekoop?	1	2	3	4
57. Maak u gebruik van Internet-bankdienste?	1	2	3	4

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VRAAG	JA	NEE	Weet nie	Weier	
58. Het u persoonlik, gedurende die afgelope jaar, iets gekoop uit 'n katalogus of brosjure wat aan u gestuur is?	1	2	3	4	70
59. Het u persoonlik, gedurende die afgelope jaar, enige produkte of dienste wat telefonies aan u aangebied is, gekoop?	1	2	3	4	71
60. Het u gedurende die afgelope jaar 'n tolvry (0800) nommer geskakel om iets te bestel?	1	2	3	4	72

Ten laaste het ek 'n paar vrae wat slegs vir klassifikasiedoeleindes is en wat vertroulik hanteer sal word.

**(Onderhoudvoerder) Indien 'n persoon vra waarom sekere demografiese en persoonlike vrae gevra word?**

Dit word vir klassifikasiedoeleindes gebruik om, byvoorbeeld te bepaal wat die sienings van persone in bepaalde ouderdomsgroepe is en hoe dit van dié in ander ouderdomsgroepe verskil. Geen inligting (naam, tel no ens) wat u kan identifiseer, word op die vraelys of elders aangeteken nie.

61. In watter jaar is u gebore? (teken aan as a 4-syfer nommer, bv. 1969)

73     76

62. Wat is u huistaal?

Engels	01
Afrikaans	02
Xhosa	03
Zulu	04
Setswana	05
Sesotho	06
Sepedi	07
Swati	08
Tshivenda	09
Xitsonga	10
Ndebele	11
Ander (spesifiseer) .....	12

77   78

63. Wat is die hoogste vlak van opleiding wat u voltooi het of die hoogste kwalifikasie wat u verwerf het?

Laer as Graad 10 (Standerd 8)	1
Graad 10 (Standerd 8)	2
Graad 12 (Standerd 10)	3
Graad/Diploma	4
Nagraadse kwalifikasie/ Hoër diploma	5

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64. Watter een van die volgende beskryf u werkstatus die beste? (*Merk slegs een respons*)

Voltyds indiens	1
Deeltyds indiens	2
Selfindiensgeneem (u werk vir uself)	3
Het nie werk nie	4
Student	5
Tuisteskepper/Huisvrou	6
Pensioentrekker/Afgetree	7
Ongeskik vir werk	8

80

65. Watter van die volgende kategorieë beskryf u persoonlike maandelikse inkomste voor enige aftrekkings, die beste?

Minder as R2000	1
R2001-R4000	2
R4001-R6000	3
R6001-R8000	4
R8001-R10000	5
R10001-R15000	6
R15000 plus	7

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**BEDANK DIE RESPONDENT; EINDIG DIE ONDERHOUD**

66. **GESLAG** (*deur middel van afleiding*):

Manlik	1
Vroulik	2

82

67. **BEVOLKINGSGROEP** (*deur middel van afleiding*):

Swart	1
Kleurling	2
Indiër / Asiër	3
Blank	4

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