Questionnaire (Phase 1)

supervisor (select_onesupervisor) Supervisor:

---

surveyor_id (select_onesurveyor) Surveyor ID:

---

team_id_confirm (select_one) Team ID: ${team_id}

Is this correct?

Options: 1 = Yes
0 = No

---

team_id_fail (note) Please go back and check the surveyor ID.
SHOW IF: team_id_confirm = 0

---

district (select_one) District:

Options: district_id = district
-97 = Other (specify)

---

sector (select_one) Sector:
SHOW IF: district != -97

Options: sector_id = sector
-97 = Other (specify)

---

group_id (text) Group ID

---

id_no_exists (note) This ID doesn't exist in the database, please go back and check it.
SHOW IF: not(id_exists)

---

id_wrongteam (note) This group ID doesn't match the team ID. Please go back and check the IDs.
SHOW IF: not(id_check)

---

choice_sheet_prep (note) Check you have choice sheets for: ID: ${group_id}

Group IDs

---

group_id_note (note) Please write the names of each person in the group. Make sure that the names are in the same order for all the tablets used to collect data.

[LOOP 3x] (*group_names*)

---

group_name (text) What is the name of person number ${group_person_i}?

Make sure the order of the names are the same on all 3 tablets!

[END LOOP] (*group_names*)

---

group_check (select_one) You entered the group members in this order:
1: ${group_person_1}
2: ${group_person_2}
3: ${group_person_3}

Is this the same order as the other two tablets used?

Options: 1 = Yes
0 = No

---

group_check_fail (note) Please go back and make sure the group members are entered in the same order.
SHOW IF: group_check = 0

---

group_member_interviewed (select_one) Which group member will this tablet be used to interview?

Options: 1 = ${group_person_1}
2 = ${group_person_2}
3 = ${group_person_3}
-98 = Don’t know

---

ind_name_confirm (note) [Enumerator: you are interviewing

${ind_name}

Demographics Check

---

b_intro (note) First, we’d like to ask you a few questions about yourself.

---

b1 (integer) How old are you?

---

b1_fail (select_one) [Enumerator: the respondent is not within the required age range of 20 and 65. Is this correct?]
SHOW IF: (b1 >= 15 and b1 <= 19) or (b1 > 65)

Options: 1 = Yes
0 = No

---

b1_fail_back (note) [Please go back and enter the correct age.]
SHOW IF: b1_fail = 0

---

b8.1 (select_multiple) Which of the following languages can you speak?
SHOW IF: b1_fail != 1

Options: 1 = Tamil
2 = Kannada
3 = Telugu
4 = Malayalam
5 = Hindi
6 = English
-97 = Other (specify)
-96 = No languages
-99 = Refuse to respond

---

b8.2 (select_multiple) Which of the following languages could you read a newspaper article in?
SHOW IF: b1_fail != 1

Options: 1 = Tamil
2 = Kannada
3 = Telugu
4 = Malayalam
5 = Hindi
6 = English
-97 = Other (specify)
-96 = No languages
-99 = Refuse to respond

---

b8.2_fail (select_one) [Enumerator: the respondent cannot read Tamil. Is this correct?]
SHOW IF: not(selected(b8.2, 1)) and not(empty(b8.2))

Options: 1 = Yes
0 = No

---

b8.2_fail_back (note) [Please go back and enter the correct languages.]
SHOW IF: b8.2_fail = 0

---

b2 (select_one) What is your gender? [Enumerator observe]
SHOW IF: b1_fail != 1 and b8.2_fail != 1 and selected(b8.2, 1)

Options: 1 = Male
2 = Female
-97 = Other (specify)
-99 = Refuse to respond

---

b2_fail (select_one) [Enumerator: for this ID, you should be finding a ${target_female_label} respondent, but the respondent is not that gender. Is that correct?]
SHOW IF: not(b2 - 1 = target_female) and not(empty(b2))

Options: 1 = Yes
0 = No

---

b2_fail_back (note) [Please go back and enter the respondent gender correctly.]
SHOW IF: b2_fail = 0

---

demographics_fail (note) The respondent does not fulfil the required demographic criteria.

The survey will now finish.
SHOW IF: not(demographics_pass)

---

demographics_pass_note (note) The respondent passes the criteria.

Please now go to a private place to ask for consent and continue the interview.
SHOW IF: demographics_pass

Passed Demographics Check

SHOW IF: demographics_pass

Consent Check

---

consent_info (note) Hello,

My name is ${surveyor_name}. I work for a research centre called J-PAL South Asia.

I’m visiting you today because you are invited to participate in a study that we are running for adults who have been randomly selected to take part across Tamil Nadu. The objective of this study is to understand people’s preferences for different types of deliveries, to get your opinion on the types of deliveries and delivery persons you prefer, and how this is affected by certain types of information. This study will help us evaluate the best way to roll out a delivery service in order to serve the needs of people like you. As part of this study, you will have the opportunity to receive a free delivery of groceries to your home, delivered by one of our workers.

If you accept to participate, I am going to ask you a series of questions. The whole survey will take approximately 1 hour to complete. I will ask you some basic demographic questions, and then we will complete a series of exercises designed to better understand your preferences for different types of deliveries. You may also be asked to engage in a group discussion with 2 of your neighbours. If you do so, we will ask for your consent to record the audio of this discussion. If you accept the delivery of groceries to your home, this delivery will be carried out after a few weeks. At that time, you will have an additional conversation with a worker who comes for delivery that will take around 10 - 15 minutes.

All your responses will remain completely confidential, and will be anonymized by removing all identifying information from the database before analysis. No other organisations or the government will be able to access your individual responses. Your participation is purely voluntary, and you can choose not to respond to any of the questions I ask. There are no negative consequences to saying no. Your data will be collected and used solely for aggregate analysis for the purpose of the present study.

This project is led by Duncan Webb, a researcher at the Paris School of Economics, in collaboration with J-PAL. If you have any questions, you can contact Akhilan JR at XXX.

Do you have any questions about the research project or the interview? Do you accept to participate in the study? Do you consent that we use the data collected from you to carry out our research study?

---

consent_form (note) Enumerator: please give the participant the written consent document, and ask them to sign it.

---

consent (select_one) Did the participant consent?

Options: 1 = Yes
0 = No

Consented

SHOW IF: consent = 1

Demographics (remaining)

---

demo_continued (note) We will now ask you a few more background questions about yourself.

---

b3 (select_one) What is your religion? [Enumerator observe directly if possible, otherwise ask]

Options: 1 = Hindu
2 = Christian
3 = Muslim
4 = Buddhist
5 = Jain
-97 = Other (specify)
-99 = Refuse to respond

---

b4 (select_one) What is the highest level of education you have completed?

Options: 1 = No education
2 = Primary school
3 = Middle school
4 = High School
5 = Higher Secondary school
6 = Bachelor’s degree
7 = Master’s degree
8 = ITI / Diploma
-97 = Other (specify)
-99 = Refuse to respond

---

b5 (select_one) What is your current marital status?

Options: 1 = Married
2 = Unmarried
3 = Divorced
4 = Separated
5 = Widower/Widow
-97 = Other (specify)
-99 = Refuse to respond

---

b6 (select_one) Are you currently employed?

Options: 1 = Not employed
2 = Part-time employed
3 = Full-time employed
4 = Seasonally employed
5 = Housewife / homemaker
-97 = Other (specify)
-99 = Refuse to respond

---

b6.1 (select_one) Do you own any housing that you rent out?

Options: 1 = Yes
0 = No
-99 = Refuse to respond

---

b7 (integer) How many children aged 18 or below live in your household?

---

b8 (select_one) In the last 2 years, have you hired someone to work for you or with you (either as part of your occupation, or at home)?

Options: 1 = Yes
0 = No
-99 = Refuse to respond

---

b11 (select_one) Have you ever taken part in a market research survey by a company?

Options: 1 = Yes
0 = No
-99 = Refuse to respond

---

b12 (select_one) Have you ever received a free item as part of a promotion?

Options: 1 = Yes
0 = No
-99 = Refuse to respond

---

b13 (integer) How many people are there in your household?

---

b14 (integer) Approximately how much does your household spend on food in one month?

Delivery questions (a)

---

i0 (note) Delivery questions (a)

Now we'd like to ask a few questions about deliveries.

---

i1 (select_one) Has anyone in your household ever used an app/website to order a taxi/motorbike/auto?

Options: 1 = Yes
0 = No
-98 = Don't know
-99 = Refuse to respond

---

i2 (select_one) Has anyone in your household ever used an app/website to order food, drink, or groceries?

Options: 1 = Yes
0 = No
-98 = Don't know
-99 = Refuse to respond

---

i3 (select_one) Has anyone in your household ever used an app/website to order other goods (such as clothing, items for the house…)?

Options: 1 = Yes
0 = No
-98 = Don't know
-99 = Refuse to respond

SDB

---

sdb_0 (note) SDB

We'd now like to read out some sentences. Please tell us whether you think the statement applies to you or not.

---

sdb_2 (select_one) I sometimes feel annoyed at people when I don't get what I want

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

sdb_5 (select_one) No matter who I'm talking to, I'm always a good listener

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

sdb_8 (select_one) I sometimes try to take revenge instead of forgiving and forgetting

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

sdb_9 (select_one) I am always polite, even to people who are not nice

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

sdb_11 (select_one) There have been times when I was jealous of other people's luck

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

sdb_12 (select_one) I am sometimes annoyed when people ask me for favours

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

sdb_13 (select_one) I have deliberately said something that hurt someone's feelings

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

Delivery questions (b1)

dq0 (note) Delivery question (b)

We want to ask you about your preferences for deliveries.

---

dq1 (select_one) Which item do you prefer?

Options: 1 = Sunflower oil (1l)
2 = Groundnut oil (1l)
-99 = Refuse to answer

---

dq3 (select_one) Which item do you prefer?

Options: 1 = Horlicks (500g)
2 = Boost (500g)
-99 = Refuse to answer

Delivery questions (b2)

dq10 (select_one) Here are two possible logos that we hope to use for the delivery service.

[Enumerator: show logos]

Which logo do you prefer?

Options: 1 = Snappy
2 = Sprint
-99 = Refuse to answer

---

dq12 (integer) Imagine you have purchased groceries using an online service.

What additional amount would you be willing to pay for delivery to your home?

Practice

practice_1 (note) Practice

Now we are going to discuss the delivery of groceries you will get.

---

practice_2 (note) To help you understand the process, we will first do an example exercise.

---

practice_2b (note) For this, we will use some small items.

[show items]

From these, I will give you one item.

---

practice_2c (note) We will show the items in 4 pairs. From each pair you need to select the item you prefer.

---

d1 (select_one) Which of these items would you prefer?

Options: 1 = Clinic-Plus Shampoo
2 = Head and shoulders Shampoo
-99 = Refuse to answer

---

d1_confirm (note) OK, we will do this for 4 pairs in total.

---

practice_check_2 (integer) So, how many items will you have selected by the end of the game?

---

practice_check_2_pass (note) That's right.
SHOW IF: practice_check_2 = n_practice_items

---

practice_check_2_fail (note) No, you will actually select 4 items. There are 4 pairs, and you will select one item from each pair.
SHOW IF: not(practice_check_2 = n_practice_items)

---

practice_check_3 (integer) How many items will you actually receive?

---

practice_check_3_pass (note) That's right.
SHOW IF: practice_check_3 = 1

---

practice_check_3_fail (note) No, you will receive only one item.
SHOW IF: not(practice_check_3 = 1)

---

practice_3 (note) To select the one item you will receive, we will use a scratchcard. [show cards] The scratchcard will have any number from 1 to 4. For example, if the card shows 3, you will get the 3rd item you chose.

---

practice_check_7 (select_one) So, how will it be decided which one item you actually receive?

Options: 1 = Using the scratchcards
0 = Other incorrect answer
-98 = Don't know

---

practice_check_7_pass (note) That's right.
SHOW IF: practice_check_7 = 1

---

practice_check_7_fail (note) Re-explain the scratchcards
SHOW IF: practice_check_7 != 1

---

practice_check_4 (select_one) Did you understand the process now?

Options: 1 = Yes
0 = No
-98 = Don't know

---

practice_4 (note) [Re-explain] We will show you 4 pairs of item. For each pair, you select the item you want.

You will receive only one item.

To select which item you actually receive, we will use a scratchcard. For example, if the card shows a 3, you will get the 3rd item you chose.
SHOW IF: not(practice_check_4=1)

---

practice_8 (note) You could actually win any item from the list, so you should just select what you really prefer.

---

d2 (select_one) Which of these items would you prefer?

Options: 1 = Milk Bikis
2 = Sunrise Coffee
-99 = Refuse to answer

---

d3 (select_one) Which of these items would you prefer?

Options: 1 = Parle-G
2 = Sunrise Coffee
-99 = Refuse to answer

---

d4 (select_one) Which of these items would you prefer?

Options: 1 = Ariel
2 = Milk Bikis
-99 = Refuse to answer

---

d4_diversity_check_after (select_one) Why did you choose this item?

[Do not read options]
SHOW IF: d2 = 1 and d4 = 1

Options: 1 = Because I already chose the other item before
-97 = Other reason

---

d4_diversity_check_explain (note) No, treat each pair as a new choice. Don’t think about your previous choices.
SHOW IF: d4_diversity_check_after = 1

---

practice_selected_intro (note) Here are the 4 items you selected.

---

pratice_sc_prep (note) [Enumerator: offer 4 red scratchcards.]

---

practice_sc_number (select_one) [Ask the respondent to scratch the card]

Which number was scratched?

Options: 1 = 1.0
2 = 2.0
3 = 3.0
4 = 4.0

---

practice_sc_give (note) [Enumerator: give the participant item ${practice_sc_number}.]

---

practice_refusal_choice_show (select_one) The scratchcard has selected this pair. You didn’t choose which item you wanted from this pair.

We are giving you a second opportunity to choose again which item you want to receive from this pair.

Options: 1 = Item 1
2 = Item 2

---

practice_refusal_choice_show_yn (select_one) Do you want to choose?

Options: 1 = Yes
0 = No

---

practice_refusal_choice (select_one) Which item do you choose?
SHOW IF: practice_refusal_choice_show_yn = 1

Options: 1 = Item 1
2 = Item 2
-99 = Refuse to answer

---

practice_refusal_choice_give (note) [Enumerator: give the item]
SHOW IF: practice_refusal_choice_show_yn = 1

---

practice_refusal_coin_yn (select_one) If you don't want to choose between the items, we can instead flip a coin. If it is heads, we will give you item 1 on the left. If it is tails, we will give you item 2 on the right.

Do you want to flip the coin?
SHOW IF: practice_refusal_choice_show_yn = 0

Options: 1 = Yes
0 = No

---

practice_refusal_coin_give (note) [Enumerator, flip the coin and give the selected item]
SHOW IF: practice_refusal_choice_show_yn = 0 and practice_refusal_coin_yn = 1

---

practice_refusal_no (note) OK, we don't have to give you an item.
SHOW IF: practice_refusal_choice_show_yn = 0 and practice_refusal_coin_yn = 0

Delivery choice instructions

---

hiring_1 (note) Delivery choice instructions

Soon,we will select the grocery delivery you receive in a few weeks' time.

---

hiring_1.1 (note) We will show you 10 pairs of delivery workers and items they will give.

From each pair you will select the option you prefer.

We will use a scratchcard to select the one delivery you actually receive.

---

hiring_2 (note) [Show EXAMPLE SHEET]

You should consider 3 things.

The person and their details. The items they deliver. You have to have a 15-minute conversation with the person who comes to your house. They will talk to you about whether you are happy with the quality of the items.

---

hiring_check_1 (select_multiple) Which three things do you need to consider?

[Enumerator: do not read the options]

Options: 1 = Person and their details
2 = Items
3 = Conversation for 15 minutes
0 = None
-98 = Don't know

---

hiring_check_1_pass (note) That's right.
SHOW IF: hiring_check_1_pass_cond

---

hiring_check_1_fail (note) No, you have to consider 3 things.

You should consider 3 things.

The person and their details. The items they deliver. You have to have a 15-minute conversation with the person who comes to your house. They will talk to you about whether you are happy with the quality of the items.
SHOW IF: not(hiring_check_1_pass_cond)

---

hiring_3 (note) [show example sheet] The 8/10 means that out of 10 deliveries they had to make in a training exercise, 8 times they successfully delivered.

---

hiring_check_5 (integer) In total, how many delivery options will you have to choose?

---

hiring_check_5_pass (note) That's right.
SHOW IF: hiring_check_5 = n_hiring_pairs

---

hiring_check_5_fail (note) Actually, you have to make ${n_hiring_pairs} choices in total.
SHOW IF: not(hiring_check_5 = n_hiring_pairs)

---

hiring_multi (note) You will get one delivery in a few week's time.

In addition, you have been selected to receive multiple deliveries. You will receive 3 deliveries in total from the person you choose.

The delivery worker will be the same each time.

Each time, you will receive new items that have the same monetary value as the items you choose.
SHOW IF: delivery_incentive = 'multi'

---

hiring_check_3 (integer) How many deliveries will you receive?

---

hiring_check_3_pass (note) That's right.
SHOW IF: ((delivery_incentive = 'single' or empty(delivery_incentive)) and hiring_check_3 = 1) or (delivery_incentive = 'multi' and hiring_check_3 = 3)

---

hiring_check_3_fail_single (note) You will actually receive one set of items delivered by one worker.
SHOW IF: ((delivery_incentive = 'single' or empty(delivery_incentive)) and not(hiring_check_3 = 1))

---

hiring_check_3_fail_multi (note) You will actually receive three deliveries from the same worker.
SHOW IF: (delivery_incentive = 'multi' and not(hiring_check_3 = 3))

---

hiring_check_5.1 (select_one) How will we select which option you actually receive?

[Enumerator: do not read the options.]

Options: 1 = Using the scratchcards
0 = Other incorrect answer
-98 = Don't know

---

hiring_check_5.1_pass (note) That's right.
SHOW IF: hiring_check_5.1 = 1

---

hiring_check_5.1_fail (note) Actually, we will select which option you actually receive using the scratchcards. For example, if the scratchcard shows 7, you will receive the 7th option you selected.
SHOW IF: not(hiring_check_5.1 = 1)

---

hiring_11 (note) The person you choose could actually deliver to your home, so you should just select what you really prefer.

---

hiring_check_11 (select_one) Do you understand the process?

Options: 1 = I understand the instructions
2 = I would like you to explain again

---

hiring_check_11_fail (note) [Enumerator: explain process again]
SHOW IF: hiring_check_11 = 2

Video

---

video_intro (note) Video

First, I am going to show you a video. It includes information about delivery worker rights.

Please watch carefully. We will ask you questions about the video.

---

video_check (note) [Enumerator: plug in the headphones, and give the tablet and headphones to the respondent.

Check whether the volume level is OK for the respondent.]

---

video_a (note) Show the video ⇒⇒
SHOW IF: video_type = 'control'

---

video_b (note) Show the video ⇒⇒
SHOW IF: video_type = 'placebo'

video_c (note) Show the video ⇒⇒
SHOW IF: video_type = 'treatment'

video_follow_up (note) We'd now like to ask you a few questions about the video.

Video Questions

c1 (select_multiple) What do you remember from the video? [Enumerator: don't read options]

Options: 1 = Rights
2 = Rights are rules about what people are entitled to
3 = Consumer rights
4 = When you make a purchase, you have a right to complain if the purchase is unfair
21 = Voting rights
22 = People have the right to vote
23 = In India, anyone aged above 18 is entitled to vote and elect their representatives
31 = Thirunangai
32 = Thirunangai rights (general)
33 = Thirunangai housing rights
34 = Thirunangai employment rights
35 = Thirunangai education rights
36 = Thirunangai fundamental rights
41 = Supreme Court
42 = Supreme Court gave thirunangai rights
43 = Law gave thirunangai rights
45 = The Supreme Court is the most powerful legal institution in the country
51 = Worker rights
52 = Delivery workers
53 = ESI/PF/Insurance
54 = Delivery workers have worker rights when you make a purchase
55 = Delivery workers think they should have the right to employment benefits such as ESI/PF/insurance
56 = Delivery workers do have the right to employment benefits such as ESI/PF/Insurance
-97 = Other (specify)
0 = Don't remember anything more
-99 = Refuse to answer

---

c2 (select_multiple) What specifically did the video sayabout rights? [Enumerator: don't read options]
SHOW IF: selected(c1, 1) and not(selected(c1, 2) or selected(c1, 3) or selected(c1, 4) or selected(c1, 21) or selected(c1, 22) or selected(c1, 23) or selected(c1, 31) or selected(c1, 32) or selected(c1, 33) or selected(c1, 34) or selected(c1, 41) or selected(c1, 42) or selected(c1, 45) or selected(c1, 51) or selected(c1, 52) or selected(c1, 53) or selected(c1, 54) or selected(c1, 55) or selected(c1, 56))

Options: 1 = Rights
2 = Rights are rules about what people are entitled to
3 = Consumer rights
4 = When you make a purchase, you have a right to complain if the purchase is unfair
21 = Voting rights
22 = People have the right to vote
23 = In India, anyone aged above 18 is entitled to vote and elect their representatives
31 = Thirunangai
32 = Thirunangai rights (general)
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35 = Thirunangai education rights
36 = Thirunangai fundamental rights
41 = Supreme Court
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43 = Law gave thirunangai rights
45 = The Supreme Court is the most powerful legal institution in the country
51 = Worker rights
52 = Delivery workers
53 = ESI/PF/Insurance
54 = Delivery workers have worker rights when you make a purchase
55 = Delivery workers think they should have the right to employment benefits such as ESI/PF/insurance
56 = Delivery workers do have the right to employment benefits such as ESI/PF/Insurance
-97 = Other (specify)
0 = Don't remember anything more
-99 = Refuse to answer

c7 (select_multiple) What specifically did the video say about worker rights? [Enumerator: don't read options]
SHOW IF: selected(c1, 22) and not(selected(c1, 23) or selected(c1, 31) or selected(c1, 32) or selected(c1, 3) or selected(c1, 4) or selected(c1, 1))

Options: 1 = Rights
2 = Rights are rules about what people are entitled to
3 = Consumer rights
4 = When you make a purchase, you have a right to complain if the purchase is unfair
21 = Voting rights
22 = People have the right to vote
23 = In India, anyone aged above 18 is entitled to vote and elect their representatives
31 = Thirunangai
32 = Thirunangai rights (general)
33 = Thirunangai housing rights
34 = Thirunangai employment rights
35 = Thirunangai education rights
36 = Thirunangai fundamental rights
41 = Supreme Court
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51 = Worker rights
52 = Delivery workers
53 = ESI/PF/Insurance
54 = Delivery workers have worker rights when you make a purchase
55 = Delivery workers think they should have the right to employment benefits such as ESI/PF/insurance
56 = Delivery workers do have the right to employment benefits such as ESI/PF/Insurance
-97 = Other (specify)
0 = Don't remember anything more
-99 = Refuse to answer

---

c4 (select_multiple) What specifically did the video say about voting rights? [Enumerator: don't read options]
SHOW IF: selected(c1, 21) and not(selected(c1, 22) or selected(c1, 23))

Options: 1 = Rights
2 = Rights are rules about what people are entitled to
3 = Consumer rights
4 = When you make a purchase, you have a right to complain if the purchase is unfair
21 = Voting rights
22 = People have the right to vote
23 = In India, anyone aged above 18 is entitled to vote and elect their representatives
31 = Thirunangai
32 = Thirunangai rights (general)
33 = Thirunangai housing rights
34 = Thirunangai employment rights
35 = Thirunangai education rights
36 = Thirunangai fundamental rights
41 = Supreme Court
42 = Supreme Court gave thirunangai rights
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51 = Worker rights
52 = Delivery workers
53 = ESI/PF/Insurance
54 = Delivery workers have worker rights when you make a purchase
55 = Delivery workers think they should have the right to employment benefits such as ESI/PF/insurance
56 = Delivery workers do have the right to employment benefits such as ESI/PF/Insurance
-97 = Other (specify)
0 = Don't remember anything more
-99 = Refuse to answer

---

c5 (select_multiple) What specifically did the video say about thirunangai rights? [Enumerator: don't read options]
SHOW IF: (selected(c1, 31) or selected(c1, 32)) and not(selected(c1, 33) or selected(c1, 34) or selected(c1, 42))

Options: 1 = Rights
2 = Rights are rules about what people are entitled to
3 = Consumer rights
4 = When you make a purchase, you have a right to complain if the purchase is unfair
21 = Voting rights
22 = People have the right to vote
23 = In India, anyone aged above 18 is entitled to vote and elect their representatives
31 = Thirunangai
32 = Thirunangai rights (general)
33 = Thirunangai housing rights
34 = Thirunangai employment rights
35 = Thirunangai education rights

36 = Thirunangai fundamental rights
41 = Supreme Court
42 = Supreme Court gave thirunangai rights
43 = Law gave thirunangai rights
45 = The Supreme Court is the most powerful legal institution in the country
51 = Worker rights
52 = Delivery workers
53 = ESI/PF/Insurance
54 = Delivery workers have worker rights when you make a purchase
55 = Delivery workers think they should have the right to employment benefits such as ESI/PF/insurance
56 = Delivery workers do have the right to employment benefits such as ESI/PF/Insurance
-97 = Other (specify)
0 = Don’t remember anything more
-99 = Refuse to answer

---

c6 (select_multiple) What specifically did the video say about the Supreme Court? [Enumerator: don’t read options]
SHOW IF: selected(c1, 41) and not(selected(c1, 42) or selected(c1, 45))

Options: 1 = Rights
2 = Rights are rules about what people are entitled to
3 = Consumer rights
4 = When you make a purchase, you have a right to complain if the purchase is unfair
21 = Voting rights
22 = People have the right to vote
23 = In India, anyone aged above 18 is entitled to vote and elect their representatives
31 = Thirunangai
32 = Thirunangai rights (general)
33 = Thirunangai housing rights
34 = Thirunangai employment rights
35 = Thirunangai education rights
36 = Thirunangai fundamental rights
41 = Supreme Court
42 = Supreme Court gave thirunangai rights
43 = Law gave thirunangai rights
45 = The Supreme Court is the most powerful legal institution in the country
51 = Worker rights
52 = Delivery workers
53 = ESI/PF/Insurance
54 = Delivery workers have worker rights when you make a purchase
55 = Delivery workers think they should have the right to employment benefits such as ESI/PF/insurance
56 = Delivery workers do have the right to employment benefits such as ESI/PF/Insurance
-97 = Other (specify)
0 = Don’t remember anything more
-99 = Refuse to answer

---

vid_should_do (select_multiple) [Enumerator: did the respondent say thirunangai should have rights or they do have rights?]

Options: 1 = They should have rights
2 = They do have rights
-99 = Refuse to respond

---

vid_law_distinction (select_one) [Enumerator: did the respondent mention the law or the Supreme Court?]
SHOW IF: not(selected(c_joined, 41) or selected(c_joined, 42) or selected(c_joined, 45))

Options: 1 = Yes
0 = No
-99 = Refuse to respond

---

c10 (note)

Actually, the video said that thirunangai have legal rights.

The Supreme Court gave them all fundamental rights.

The law says that they have the right to housing, employment and education.
SHOW IF: not(selected(vid_should_do, 2)) or not(vid_law_distinction = 1)

---

c10.1 (note) It was the Supreme Court that gave them these rights. So they have rights according to the law.
SHOW IF: selected(vid_should_do, 2) and not(vid_law_distinction = 1) and not(empty(vid_law_distinction))

---

c17 (select_one) Which type of workers did the video say think they should have a right to pension and insurance benefits?

[Read options]

Options: 1 = Delivery workers
2 = Farmers
3 = Construction workers
4 = Government workers
-98 = Don’t know
-99 = Refuse to respond

---

c17_correct (note) Correct answer.
SHOW IF: selected(c17, 1)

---

c17_fail (note) Actually, delivery workers think they should have the right to pension and insurance benefits.
SHOW IF: not(selected(c17, 1))

---

c14 (select_multiple) What did the video say about the rights of thirunangai?

[Do NOT read options]
SHOW IF: video_type = ‘placebo’ and not(selected(c_joined, 32) or selected(c_joined, 33) or selected(c_joined, 34) or selected(c_joined, 35) or selected(c_joined, 36) or selected(c_joined, 42))

Options: 1 = Rights
2 = Fundamental rights
3 = Equal rights / rights to equality
5 = Rights granted under the Indian constitution
6 = Education
7 = Employment
8 = Housing
9 = Freedom from discrimination
13 = Right to vote
10 = They are also human
11 = They are equal / they are like us
12 = We should respect them
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

---

c14_correct (note) Correct answer.
SHOW IF: video_type = ‘placebo’ and (selected(c14, 1) or selected(c14, 2) or selected(c14, 3) or selected(c14, 4) or selected(c14, 5) or selected(c14, 6) or selected(c14, 7) or selected(c14, 8) or selected(c14, 9))

---

c14_fail (note) Actually, the video said that thirunangai should have the same fundamental rights as others.

This should include the right to housing, employment, and education.
SHOW IF: video_type = ‘placebo’ and not((selected(c14, 1) or selected(c14, 2) or selected(c14, 3) or selected(c14, 4) or selected(c14, 5) or selected(c14, 6) or selected(c14, 7) or selected(c14, 8) or selected(c14, 9))) and not(empty(c14))

---

c15 (select_one) What is the main role of the Supreme Court?
[Read options]
SHOW IF: video_type = ‘treatment’

Options: 1 = Maintain and protect the law
2 = Conduct the elections
3 = Construct roads
4 = Print money
-98 = Don’t know
-99 = Refuse to respond

---

c15_correct (note) Correct answer.
SHOW IF: selected(c15, 1) and video_type = ‘treatment’

---

c15_fail (note) Actually, the Supreme Court maintains and protects the law.
SHOW IF: not(selected(c15, 1)) and video_type = ‘treatment’

---

c16 (select_multiple) What rights did the Supreme Court give to thirunangai people?

[Do NOT read options] [Note to enumerator: pay attention to whether the respondent says “they should have rights” or “the Supreme Court actually gave them rights”]

Options: 1 = Rights
2 = Fundamental rights
3 = Equal rights / rights to equality
5 = Rights granted under the Indian constitution
6 = Education
7 = Employment
8 = Housing
9 = Freedom from discrimination
13 = Right to vote
10 = They are also human
11 = They are equal / they are like us
12 = We should respect them
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

---

c16_should_do (select_multiple) [Enumerator: did the respondent say they should have rights or they do have rights?]
SHOW IF: c16_mentioned_rights

Options: 1 = They should have rights
2 = They do have rights
-99 = Refuse to respond

---

c16_correct (note)

Yes, the video said that thirunangai have legal rights.

The Supreme Court gave them all fundamental rights.

The law says that they have the right to housing, employment and education.

The law protects them from discrimination.
SHOW IF: selected(c16_should_do, 2)

---

c16_fail (note)

Actually, the video said that thirunangai have legal rights.

The Supreme Court gave them all fundamental rights.

The law says that they have the right to housing, employment and education.

The law protects them from discrimination.
SHOW IF: (not(c16_mentioned_rights) or not(selected(c16_should_do, 2)))

---

video_text_prep (note) [Enumerator: prepare a ${video_pamphlet} video pamphlet].

---

video_text_colour (select_one) Which colour pamphlet did you prepare?

Options: control = Blue
treatment = Yellow
placebo = Pink

---

video_text_colour_fail (note) [Enumerator: That pamphlet is the wrong colour. Please go back and prepare one of the ${video_pamphlet} video pamphlets.]
SHOW IF: not(video_type = video_text_colour)

---

video_text (note) Here is the information in the video, so that you can get a clearer idea of what is in the video. [give the ${video_pamphlet} pamphlet]

---

video_read (note) Enumerator: allow the subjects to read the information for 2 minutes.

---

video_pamphlet_take_back (note) Once the participant has finished reading, take back the pamphlet.

Open questions (individuals)

SHOW IF: group = 0

---

o1 (select_one) Working conditions

Do you think the working conditions for Swiggy & Zomato workers are good or bad?

[Read the options]

Options: 1 = Generally good
2 = Generally bad
3 = Mixed
-98 = Don’t know
-99 = Refuse to respond

---

o2 (select_multiple) How do you think companies should improve safety for delivery workers?

[Read the options]

Options: 1 = Protective equipment
2 = Training
3 = Insurance
4 = Limit working hours
5 = Increase salary
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

Group

SHOW IF: group=1

---

group0 (note) Group discussion

OK, now we’re going to have the group discussion.

[Move to group area]

---

group_role (select_one) [Enumerator: Which role will this tablet be used for?]

Options: 1 = Discussion leader
2 = Observation notes
5 = Assistant

Group lead

SHOW IF: group_role = 1

---

gl1 (note) [USE DISCUSSION GUIDE]

---

gl_multi (note) This group will receive 3 deliveries.
SHOW IF: delivery_incentive = ‘multi’

---

gl_single (note) This group will receive 1 delivery.
SHOW IF: (delivery_incentive = ‘single’ or empty(delivery_incentive))

---

audio_consent_lead (select_one) Does the group consent to be recorded?

Options: 1 = Yes
0 = No

Group discussion (observation notes)

SHOW IF: group_role = 2

---

gobs_wait (note) [Enumerator: wait for the lead to finish the icebreaker]

---

audio_consent_observer (select_one) Does the group consent to be recorded?

Options: 1 = Yes
0 = No
-98 = Don’t know

gobs_workers (note) General discussion:

Note the responses to the discussion questions.

---

o1_obs (select_one) Do they think the working conditions for Swiggy & Zomato workers are good or bad?

Options: 1 = Generally good
2 = Generally bad
3 = Mixed
-98 = Don’t know
-99 = Refuse to respond

---

o2_obs (select_multiple) How do they think companies should improve safety for delivery workers?

Options: 1 = Protective equipment
2 = Training
3 = Insurance
4 = Limit working hours
5 = Increase salary
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

---

gobs_video_general1 (select_one) In general, how much discussion was there about delivery workers?

Options: 0 = No discussion (e.g., only choice is made)
1 = Very little discussion (e.g., one person mentions one reason)
2 = Some discussion (e.g., multiple persons mention one reason for choice)
3 = Lots of discussion (e.g., multiple persons mention multiple reasons for choice)

---

gobs_hiring (note) Hiring discussion

[LOOP 4x] (*group_repeat_pair*)

---

group_pair_note (note) [Enumerator: now make observations for delivery pair ${group_pair_i}]

---

gobs1 (select_one) Who spoke first?

Options: 1 = ${group_person_1}
2 = ${group_person_2}
3 = ${group_person_3}
-98 = Don’t know

---

gobs2 (select_multiple) Who is leading the conversation?

Options: 1 = ${group_person_1}
2 = ${group_person_2}
3 = ${group_person_3}
-98 = Don’t know

---

gobs3 (select_multiple) What is the main reason(s) for the choice?

Options: 1 = It’s a lady
2 = It’s a transgender
3 = It’s a man
4 = I wanted this item / these items, or the items are better
5 = They are also human
6 = I want to give opportunity to this person or to help them
7 = This person seems poor
8 = It would be easy to talk with this person
9 = I can relate easily to this person
10 = the person seemed reliable / trustworthy
11 = the person seemed friendly
12 = the person was good looking
13 = the person is older
14 = the person is younger
15 = the person is more educated
16 = the person is less educated

17 = the person has a higher reliability score / more experienced
18 = the person has a lower reliability score / less experienced
19 = They speak English
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

---

gobs6 (select_one) How much discussion occurred?

Options: 0 = No discussion (e.g., only choice is made)
1 = Very little discussion (e.g., one person mentions one reason)
2 = Some discussion (e.g., multiple persons mention one reason for choice)
3 = Lots of discussion (e.g., multiple persons mention multiple reasons for choice)

---

gobs5 (select_one) Did someone say something positive about transgenders?
SHOW IF: group_obs_trans_included

Options: 1 = Yes
0 = No
-98 = Don’t know

---

gobs5.2 (select_one) Did someone say something negative about transgenders?
SHOW IF: group_obs_trans_included

Options: 1 = Yes
0 = No
-98 = Don’t know

---

gobs5.1 (select_multiple) Who spoke in favour of transgenders?
SHOW IF: group_obs_trans_included

Options: 1 = ${group_person_1}
2 = ${group_person_2}
3 = ${group_person_3}
0 = No-one
-98 = Don’t know

[END LOOP] (*group_repeat_pair*)

---

gobs_general (note) [Enumerator: now make observations for the entire discussion]

---

gobs7 (select_one) In general, who was the most dominant in the conversation and group decision?

Options: 1 = ${group_person_1}
2 = ${group_person_2}
3 = ${group_person_3}
-98 = Don’t know

---

gobs8 (select_one) In general, how much discussion occurred?

Options: 0 = No discussion (e.g., only choice is made)
1 = Very little discussion (e.g., one person mentions one reason)
2 = Some discussion (e.g., multiple persons mention one reason for choice)
3 = Lots of discussion (e.g., multiple persons mention multiple reasons for choice)

[LOOP 3x] (*group_person_att*)

---

gobs9 (select_one) In general, what was ${group_person_att_i}’s attitude towards transgenders?

Options: 1 = Strongly against choosing transgenders
2 = Against choosing transgenders
3 = Pro choosing transgenders
4 = Strongly pro choosing transgenders
0 = Did not discuss transgenders
-98 = Don’t know

[END LOOP] (*group_person_att*)

other_obs (text) Any other observations?

Group assistant

SHOW IF: group_role = 5

group_choice_check_note (note) Enumerator: Prepare the group sheets for ID: ${group_id}.

The first choice on the sheets should match the options on the screen below.

group_choice_check_show (select_one)

Options: 1 = Person A
2 = Person B

group_choice_check_yn (select_one) Do the sheets match the options above?

Options: 1 = Yes
0 = No

group_choice_check_fail (note) Please go back and check you have the right sheets, and inform your supervisor immediately.
SHOW IF: group_choice_check_yn = 0

icebreak_intro (note) [Wait for the lead to introduce the icebreaker]

ib0 (note) Icebreaker

Show the items to each person

ib1 (note) Item 1:

Chili Pepper

ib2 (note) Item 2:

Biryani

ib3 (note) Item 3:

Coffee

[LOOP 4x] (*group_repeat*)

choice_sheet_title (note) Choice sheets
SHOW IF: group_i = 1 and group_role = 5

Group choices

SHOW IF: group_role = 5

group_choice_sheet (note) When the lead asks, give out one choice sheet to each person for: ID: ${group_id} Pair: ${group_i}

group_choice (select_one) Which option did they choose as a group?

Options: 1 = Person A
2 = Person B
-99 = Refuse to answer

Group choices (backup)

SHOW IF: group_role != 5

group_choice_backup_intro (note) [Ask the assistant to show you the responses chosen.]
SHOW IF: index() = 1

group_choice_backup (select_one) [Which option did the group select in pair ${group_i}?]

Options: 1 = Person A
2 = Person B
-99 = Refuse to answer

[END LOOP] (*group_repeat*)

show_group_choice_intro (note) [Enumerator: show the choices to the other enumerators so they can enter on their tablets.]

Hiring round 1 - individual

SHOW IF: group = 0

ind_brightness (note) Enumerator: Turn brightness up to maximum

ind0 (note) Hiring round 1 - individual

So far, different people in the study are shown different videos so that we can understand what people know about delivery worker rights.

ind3 (note) You will now choose your preferred delivery options.

You will actually receive one delivery from one of your chosen options.
SHOW IF: (delivery_incentive = 'single' or empty(delivery_incentive))

ind3_multi (note) You will now choose your preferred delivery options.

You will actually receive 3 deliveries from one of your chosen options.
SHOW IF: delivery_incentive = 'multi'

ind3.0 (note) You will choose 10 options. The option you actually receive will be determined by the scratchcard.

ind3.1 (note) You should consider 3 things.

The person and their details. The items they deliver. You have to have a 15-minute conversation with the person who comes to your house.

ind3.2 (note) In the first round, there are 4 pairs.

[LOOP 4x] (*ind_repeat*)

ind_choice (select_one) Which do you choose?

Options: 1 = Person A
2 = Person B
-99 = Refuse to answer

ind_choice_refusal_reason (select_multiple) Why did the respondent refuse to select one delivery?
SHOW IF: ind_choice = -99

Options: 1 = Didn't want to discriminate
2 = Didn't prefer one delivery / was indifferent between the two
3 = Didn't understand the process
4 = Didn't like either delivery worker
5 = Didn't want any of the items
6 = Survey is interrupted / partial survey
-97 = Other (specify)
-98 = Don't know
-99 = Refuse to respond

[END LOOP] (*ind_repeat*)

---

end_hiring_round_1 (note) OK, we've finished the first round.

Scratchcard choice

SHOW IF: group_role = 1 or group = 0

---

sc0 (note) Prepare some individual ${sc_colour} scratchcards.

Do not scratch the number yet.
SHOW IF: group=0

---

sc0_group (note) Prepare some sets of ${sc_colour} stapled scratchcards.

(Only use stapled scratchcard sets.)

Do not scratch the number yet.
SHOW IF: group =1 and group_role = 1

---

sc_colour_check (select_one) Which colour scratchcards did you prepare?

Options: blue = Blue
green = Green
yellow = Yellow
purple = Purple

---

sc_colour_fail (note) [Enumerator: Those scratchcards are the wrong colour. Please go back and get ${sc_colour} scratchcards.]
SHOW IF: not(sc_colour_check = sc_colour)

---

sc1 (note) Offer scratchcards.Please select the scratchcard, but do not scratch it yet.

Do not scratch the number yet.
SHOW IF: group=0

---

sc2.group (note) Offer scratchcards.

Please select a set of ${sc_colour} scratchcards, but do not scratch it yet.

Give one scratchcard in the set to each person.
SHOW IF: group =1 and group_role = 1

---

sc3 (note) Thank you. The group discussion is now over.

Now let's go somewhere private to continue.

[Move to private area]
SHOW IF: group =1 and group_role = 1

Hiring Round 2

---

check_private (select_one) Hiring round 2

[Enumerator: Move to private area.

Are you now in a private place?]
SHOW IF: group = 1

Options: 1 = Yes
0 = No

---

check_private_ind (select_one) Hiring round 2

[Enumerator: Make sure you are in a private place.

Are you in a private place?]
SHOW IF: group = 0

Options: 1 = Yes
0 = No

---

check_private2 (note) [Enumerator: make sure you are in a private area where you cannot be heard by others.]
SHOW IF: check_private = 0 or check_private_ind = 0

---

group_brightness (note) Enumerator: Turn brightness up to maximum
SHOW IF: group = 1

---

hiring00 (note) In this round, we will show you the remaining 6 pairs.

---

hiring1.group (note) For these pairs, you will make individual choices.
SHOW IF: group = 1

---

hiring5 (note) You have already made 4 choices, and you will make 6 more.

You will actually receive one of the 10 choices you make, so just select what you really prefer.
SHOW IF: (delivery_incentive = 'single' or empty(delivery_incentive))

---

hiring5_multi (note) You have already made 4 choices, and you will make 6 more.

You will actually receive 3 deliveries from one of the 10 options you choose, so select what you really prefer.
SHOW IF: delivery_incentive = 'multi'

---

hiring6 (note) Remember to consider the 3 things:

The person and their details. The items they deliver. You have to have a 15-minute conversation with the person who comes to your house.

[LOOP 6x] (*hiring_repeat*)

---

hiring_new_choice (note) Treat each choice as a new pair.
SHOW IF: r2_i > 1

---

hiring_prompt (note) Consider which person you would prefer to come to your home with the items. You will need to have a 15 minute conversation with that person.

---

hiring_choice (select_one) Which delivery option do you choose?

Options: 1 = Person A
2 = Person B
-99 = Refuse to answer

---

hiring_choice_refusal_reason (select_multiple) Why did the respondent refuse?
SHOW IF: hiring_choice = -99

Options: 1 = Didn't want to discriminate
2 = Didn't prefer one delivery / was indifferent between the two
3 = Didn't understand the process
4 = Didn't like either delivery worker
5 = Didn't want any of the items
6 = Survey is interrupted / partial survey
-97 = Other (specify)
-98 = Don't know
-99 = Refuse to respond

[END LOOP] (*hiring_repeat*)

Reasons for choices

---

reasons_choices_intro (note) Reasons for choices

We'd like to ask you some questions about your choices.

f1 (select_multiple) In general, what was the most important factor when making your decision?

[Enumerator: don’t read the options]

Options: 1 = Age
2 = Gender
3 = How the person looked / photo
4 = Personality of the person
5 = Experience
6 = Performance in training
7 = Items included in the delivery
8 = English
10 = Wanted to give opportunity
9 = I followed what others said in the discussion
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

---

f7.1 (select_one) If this person were chosen to deliver the items, how likely do you think this person would be to complete the delivery?

[Show them the photo][Enumerator: read the options]

Options: 1 = Very likely
2 = Likely
3 = Neither
4 = Not very likely
5 = Not at all likely
-98 = Don’t know
-99 = Refuse to respond

---

f7.2 (select_one) If this person were chosen to deliver the items, how likely do you think this person would be to complete the delivery?

[Show them the photo]

[Enumerator: read the options]

Options: 1 = Very likely
2 = Likely
3 = Neither
4 = Not very likely
5 = Not at all likely
-98 = Don’t know
-99 = Refuse to respond

---

f3 (select_one) In general, did you compare the items in each pair?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

f4 (select_multiple) What items did you see in the pairs?

[Enumerator: do not read out options]

Options: 1 = Ghee
2 = Tea
3 = Masala
-97 = Other (specify)
-98 = Don’t know

---

f5.1 (integer) How much does 200g of masala usually cost?

---

f5.2 (integer) How much does 100g of tea normally cost?

---

f5.3 (integer) How much does 100ml of ghee normally cost?

---

f6 (select_one) Did you treat each choice as a new pair?

Options: 1 = Yes
0 = No
-98 = Don’t know

f2.0 (select_one) Do you think the other respondents can hear your responses right now?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

f2.1 (select_one) Do you think the other two respondents could hear the last 10 responses you gave (after the group discussion)?
SHOW IF: group = 1

Options: 1 = Yes
0 = No
-98 = Don’t know

---

f2.1_single (select_one) Do you think the other two respondents could hear the last 10 responses you gave?
SHOW IF: group = 0

Options: 1 = Yes
0 = No
-98 = Don’t know

---

f2.4 (select_one) Did the other respondents in the same group watch the same video as you?

Options: 1 = Yes
0 = No
-98 = Don’t know

Finalise delivery

---

finalise_2 (note) Finalise delivery

Here are the ${n_hiring_pairs} people you selected and the items they will bring. [Explain each person and item]

---

sc_note (note) We will now select the delivery you actually receive.

You made your choices according to your preferences. The number on the scratchcard will determine which delivery you actually receive.

Please scratch the scratchcard.

---

sc_number (select_one) Which number was scratched?

Options: 1 = 1
2 = 2
3 = 3
4 = 4
5 = 5
6 = 6
7 = 7
8 = 8
9 = 9
10 = 10

---

deliv_refusal_choice_show (select_one) The scratchcard has selected this pair. You didn’t choose for this pair.

We are giving you a second opportunity to choose again.

Options: 1 = Person A
2 = Person B

---

deliv_refusal_choice_show_yn (select_one) Do you want to choose?

Options: 1 = Yes
0 = No

---

deliv_refusal_choice (select_one) Which delivery option do you choose?
SHOW IF: deliv_refusal_choice_show_yn = 1

Options: 1 = Person A
2 = Person B

---

deliv_refusal_coin_yn (select_one) If you don't want to choose, we can instead flip a coin. If it is heads, we will give you A. If it is tails, we will give you B.

Do you want to flip the coin?
SHOW IF: deliv_refusal_choice_show_yn = 0

Options: 1 = Yes
0 = No

---

deliv_refusal_coin_flip (select_one) [Enumerator, flip the coin.]

Which option was selected by the coin?
SHOW IF: deliv_refusal_choice_show_yn = 0 and deliv_refusal_coin_yn = 1

Options: 1 = Person A
2 = Person B

---

deliv_refusal_no (note) OK, we don't have to give you a delivery.
SHOW IF: deliv_refusal_choice_show_yn = 0 and deliv_refusal_coin_yn = 0

---

rec_1 (note) OK, you will receive the delivery from this person [show image].

---

rec_2.1 (note) You will receive: 200g of masala
SHOW IF: hiring_selected_items = 1

---

rec_2.2 (note) You will receive: 200g of masala and 100g of tea
SHOW IF: hiring_selected_items = 2

---

rec_2.3 (note) You will receive: 200g of masala, 100g of tea, and 100ml of ghee
SHOW IF: hiring_selected_items = 3

---

dq9 (select_multiple) In general, who would normally receive deliveries in your household?

Options: 1 = Yourself
2 = Your wife / your husband
3 = Your father / your mother
4 = Your brother / your sister
5 = Your child
0 = No-one
-97 = Other (specify)
-99 = Refuse to answer

---

dq9.1 (note) For this delivery, we will give the items only to you.

---

delivery_days (select_multiple) The delivery will happen in a few weeks' time.

Which days are most convenient for you?

[Select multiple days if possible]

Options: 1 = Monday
2 = Tuesday
3 = Wednesday
4 = Thursday
5 = Friday
6 = Saturday
7 = Sunday
0 = Any day

---

delivery_times (select_multiple) Which time(s) are most convenient for you for a delivery?

[Select multiple times if possible]

Options: 1 = 8am - 11am
2 = 11am-1pm
3 = 1pm-3pm
4 = 3pm-6pm
-97 = Other (specify)

---

delivery_final (note) You will receive a delivery in a few weeks. The selected person will deliver the selected items.

In case the selected person is not available, another person from our team will deliver the items to you. Thank you!

---

address (text) What is your address, so we can find you for the delivery?

---

phone (text) What is your phone number?

We may call you to carry out the delivery, and if we have trouble finding your household.

Perceived Purpose (1)

---

purpose_0 (select_multiple) [Enumerator: Do not read options] What do you think is the purpose of this study?

Options: 1 = To measure preferences for delivery
2 = Market research
3 = To measure which items I prefer
4 = To measure public opinion
5 = Advertising for a new delivery company
6 = Opening a new company / business
7 = To measure the effect of showing the video
8 = To measure preferences for hiring transgender people
9 = To measure preferences for hiring men or women
10 = To measure discrimination
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

Discussion debrief

SHOW IF: group = 1

---

dd0 (note) Discussion debrief

We’d now like to say some sentences about the discussion you had with your group. Please tell us whether you think the statement applies to you or not.

---

dd2 (select_one) In the discussion, I said things in order to look good.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

dd3 (select_one) In the discussion, I tried to persuade others to agree with me.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

dd4.1 (select_one) In the discussion, I behaved differently because I was being recorded.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

dd5 (select_one) In the discussion, I tried to say what others would agree with.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

dd7 (select_one) In the discussion, I tried to influence others.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

dd8 (select_one) In the discussion, I was comfortable disagreeing with others.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

---

dd9 (select_one) In the discussion, I let people have other opinions to me.

Options: 1 = Agree
2 = Disagree
-99 = Refuse to answer

Law & attitudes

---

k0 (note) Laws and attitudes

I'll now ask you some questions about the law.

---

k1 (select_one) If a delivery worker is injured at work, who should be responsible for paying the medical expenses?

[Read options]

Options: 1 = The worker
2 = The employer
3 = The customer
4 = The government
-97 = Other

---

k2 (select_one) Do transgenders in India have legal status?

Options: 1 = Yes
0 = No
-98 = Don't know
-99 = Refuse to respond

---

k2.2 (select_multiple) What legal status do they have?

[Do not read options]
SHOW IF: k2 = 1

Options: 1 = Rights
2 = Fundamental rights
3 = Equal rights / rights to equality
5 = Rights granted under the Indian constitution
6 = Education
7 = Employment
8 = Housing
9 = Freedom from discrimination
13 = Right to vote
10 = They are also human
11 = They are equal / they are like us
12 = We should respect them
-97 = Other (specify)
-98 = Don't know
-99 = Refuse to respond

---

k2.2_should_do (select_multiple) [Do not read]

[Enumerator: did the respondent say thirunangai should have rights or they do have rights?]
SHOW IF: k2 = 1 and (selected(k2.2, 2) or selected(k2.2, 2) or selected(k2.2, 3) or selected(k2.2, 4) or selected(k2.2, 5) or selected(k2.2, 6) or selected(k2.2, 7) or selected(k2.2, 8) or selected(k2.2, 9))

Options: 1 = They should have rights
2 = They do have rights
-99 = Refuse to respond

---

k3 (select_one) Two people approach someone for a job: a man and a transgender. The employer rejects the transgender because they are transgender.

Is what the employer does OK or wrong, in your opinion?

Options: 101 = It’s OK
102 = It’s wrong
-99 = Refuse to respond

---

k4 (select_one) Is the employer breaking the law?

Options: 1 = Yes
0 = No
-98 = Don’t know
-99 = Refuse to respond

---

k5 (select_one) Could the employer be sued, fined or imprisoned?

Options: 1 = Yes
0 = No
-98 = Don’t know
-99 = Refuse to respond

---

k6 (select_one) Who has the most important role to improve the lives of transgenders?

[Read options]

Options: 1 = The government
2 = The law / Supreme Court
3 = Society / community
4 = Transgender people themselves
5 = Their families
6 = NGOs
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse

---

k6.1 (select_one) A woman avoids a transgender person on the street, because they are transgender.

Is what the woman does OK or wrong, in your opinion?

[Read options]

Options: 101 = It’s OK
102 = It’s wrong
-99 = Refuse to respond

---

k6.2 (select_one) Is the woman breaking the law?

Options: 1 = Yes
0 = No
-98 = Don’t know
-99 = Refuse to respond

---

k6.3 (select_one) Could the woman be sued, fined, or imprisoned?

Options: 1 = Yes
0 = No
-98 = Don’t know
-99 = Refuse to respond

---

k7 (select_one) Do you think transgender people are well supported or not well supported by society?

[Read options]

Options: 2 = Well supported
1 = Neither
0 = Not well supported
-99 = Refuse to answer

---

k8 (select_one) Do you think transgender people are well supported or not well supported by the law?

[Read options]

Options: 2 = Well supported
1 = Neither
0 = Not well supported
-99 = Refuse to answer

---

k8.2 (select_one) Do you believe that the law protects transgender people enough, or do they need special treatment from the society?

Options: 1 = Law protects transgenders enough
2 = Deserve special treatment from the community
-99 = Refuse to respond

---

k9 (select_one) Do you mistrust or trust the Indian Supreme Court as an institution?

[Read options]

Options: 2 = Mistrust
4 = Trust
-98 = Don’t know
-99 = Refuse to answer

---

k10 (select_one) Do you think that the Supreme Court in general make good decisions or bad decisions?

[Read options]

Options: 2 = Mostly bad decisions
3 = Some good and some bad decisions
4 = Mostly good decisions
-98 = Don’t know
-99 = Refuse to answer

---

k11 (select_one) Do you think that delivery workers should be given pension and insurance benefits?

[Read options]

Options: 1 = Yes
0 = No
-98 = Don’t know
-99 = Refuse to respond

Social norms

---

n0.1 (note) Social norms

We asked other people in your area some questions too, but they did not see any videos.

To understand your community’s preferences, we’ll show you some options that they also saw.

---

n0.2_r (note) Please tell us how many out of 20 people in your area chose the option on the right.

If you make the best guess out of everyone in the study, you’ll enter a new lottery to get a free hamper worth 3000Rs.
SHOW IF: norms_right = 1

---

n0.2_l (note) Please tell us how many out of 20 people in your area chose the option on the left.

If you make the best guess out of everyone in the study, you’ll enter a new lottery to get a free hamper worth 3000Rs.
SHOW IF: norms_right = 0

---

n1_show_right (select_one)

Options: 1 = Person A
2 = Person B

---

n1_right (integer) In your opinion, how many people out of 20 chose the person on the right?

---

n2_show_right (select_one)

Options: 1 = Person A
2 = Person B

---

n2_right (integer) In your opinion, how many people out of 20 chose the person on the right?

---

n3_show_right (select_one)

Options: 1 = Person A
2 = Person B

---

n3_right (integer) In your opinion, how many people out of 20 chose the person on the right?

---

n1_show_left (select_one)

Options: 1 = Person A
2 = Person B

---

n1_left (integer) In your opinion, how many people out of 20 chose the person on the left?

---

n2_show_left (select_one)

Options: 1 = Person A
2 = Person B

---

n2_left (integer) In your opinion, how many people out of 20 chose the person on the left?

---

n3_show_left (select_one)

Options: 1 = Person A
2 = Person B

---

n3_left (integer) In your opinion, how many people out of 20 chose the person on the left?

Group predictions

---

group_predic0 (note) Group predictions

Now, we'd like you to guess what choices the other people in your group made.

This will help us understand the group's preferences for deliveries.

---

group_predic0.1 (note) We will show 4 options that other people in your group are seeing. If you guess all 4 right, you will be entered for a lottery to win a hamper worth 3000 Rs.

[LOOP 4x] (*group_predic_repeat*)

---

group_member_relation (select_multiple) What is your relation with ${group_predic_name}?
SHOW IF: index() = 1 or index() = 3

Options: 1 = Neighbour
2 = Friend
3 = He/she is my father/mother
5 = He/she is my son/daughter
6 = He/she is my brother/sister
7 = He/she is my brother-in-law or sister-in-law
8 = Other family member
0 = I do not know this person
-97 = Other (specify)
-99 = Refuse to respond

---

group_member_know (select_one) How well do you know ${group_predic_name}?

Read the options.
SHOW IF: (index() = 1 or index() = 3) and group_member_relation != 0

Options: 1 = Very well
2 = Quite well

3 = Not very well
4 = Very little
-99 = Refuse to respond

---

group_predic_choice_preamble (note) Now, think about ${group_predic_name}'s preferences.
SHOW IF: index() = 1 or index() = 3

---

group_predic_choice (select_one) What do you think ${group_predic_name} chose?

Options: 1 = Person A
2 = Person B
-99 = Refuse to answer

---

group_predic_refusal_reason (select_multiple) Why did the respondent refuse to select one option?
SHOW IF: group_predic_choice = -99

Options: 1 = Didn't want to discriminate
2 = Didn't prefer one delivery / was indifferent between the two
3 = Didn't understand the process
4 = Didn't like either delivery worker
5 = Didn't want any of the items
6 = Survey is interrupted / partial survey
-97 = Other (specify)
-98 = Don't know
-99 = Refuse to respond

List experiment

---

list_intro (note) List experiment

Now, I am going to give you a list of statements on the tablet.

Please tell me how many you agree with. Don't tell me which ones you agree with, just how many.

Nobody will know which statements you picked.

[Give tablet to respondent]

[LOOP 2x] (*list_repeat*)

---

list_2_intro (note) Here is another list.

Please tell me how many you agree with.

You do not need to say which ones you agree with.

[Give tablet to respondent]
SHOW IF: index() = 2

---

l1 (note) In our household, we often buy deliveries of goods online

---

l2 (note) I can speak English

---

l3 (note) I prefer rice to dal

---

l4 (note) In general, if I see a transgender person, I walk away
SHOW IF: list_group = 1

---

l5 (note) I am non-vegetarian

---

l6 (note) It is easy for me to order things using an app

---

list_1_answer (select_one) How many statements do you agree with?

Options: 0 = 0.0
1 = 1.0
2 = 2.0
3 = 3.0
4 = 4.0
5 = 5.0
6 = 6.0

I7 (note) I prefer to watch news on my mobile than on TV

I8 (note) I think men generally talk more than women

I9 (note) I would never buy more than 500 Rs. of groceries in one go

---

I10 (note) The quality of vegetables is the most important factor when buying vegetables

---

I11 (note) In general, if I see a transgender person, I walk away
SHOW IF: list_group = 2

I12 (note) I prefer coffee to tea

---

list_2_answer (select_one) How many statements do you agree with?

Options: 0 = 0.0
1 = 1.0
2 = 2.0
3 = 3.0
4 = 4.0
5 = 5.0
6 = 6.0

[END LOOP] (*list_repeat*)

Salience

---

s1 (note) Salience

We will now play a game.

In this game, I'll read out a list of words. I'll read out the list only once.

Then I want you to repeat as many of the words as you can remember.

---

s2 (note) If you recall the most words out of all the people in our study, you will have a chance of winning a Gift hamper worth 3000 Rs.

---

s3 (note) Here is the first list. I will only read it once. So listen carefully.

---

s4 (note) [Read List 1]: Delivery Dal Tamil Bucket Sambar Man Water App Insurance

---

salience_1 (select_multiple) Please tell me all the words you can remember.

[Enumerator: do not read the options again]

Options: 1 = Delivery
2 = Dal
3 = Tamil
4 = Bucket
5 = Sambar
6 = Man
7 = Water
8 = App
9 = Insurance

0 = I don’t remember any
-99 = Refuse to respond

---

s6 (note) Here is the second list.

---

s7 (note) [Read List 2]: Idly Pot Bike Hindu Hospital Transgender Butter President Peas

---

salience_2 (select_multiple) Now, please tell me all the words you can remember from the list.

[Enumerator: do not read the options again]

Options: 1 = Idly
2 = Pot
3 = Bike
4 = Hindu
5 = Hospital
6 = Transgender
7 = Butter
8 = President
9 = Peas
0 = I don’t remember any
-99 = Refuse to respond

Delivery questions (c)

---

m0 (note) Delivery questions (c)

Now we’d like to ask you a few more questions about deliveries.

---

m1 (select_multiple) Have you or your household used any of the following delivery services?

[Enumerator: read the options]

Options: 1 = Swiggy
2 = Zomato
0 = I have not used either of these food delivery services
-99 = Refuse to answer

---

m3.0 (note) We want to know what factors matter to you when choosing a food delivery app.

---

m3.1 (select_one) How important is it that the delivery service offers a higher discount?

Options: 1 = Important
2 = Not important
-98 = Don’t know
-99 = Refuse to answer

---

m3.4 (select_one) How important is it to have reliable delivery workers?

Options: 1 = Important
2 = Not important
-98 = Don’t know
-99 = Refuse to answer

---

m3.5 (select_one) How important is the quality of the items?

Options: 1 = Important
2 = Not important
-98 = Don’t know
-99 = Refuse to answer

Perceived purpose (2)

---

purpose_2 (select_multiple) [Enumerator: Do not read options] If we ask you again, what do you think is the purpose of our study?

Options: 1 = To measure preferences for delivery
2 = Market research
3 = To measure which items I prefer
4 = To measure public opinion
5 = Advertising for a new delivery company
6 = Opening a new company / business
7 = To measure the effect of showing the video
8 = To measure preferences for hiring transgender people
9 = To measure preferences for hiring men or women
10 = To measure discrimination
-97 = Other (specify)
-98 = Don’t know
-99 = Refuse to respond

---

thanks (note) Thank you very much for taking part in our survey.

---

hiring_obs1 (select_one) Enumerator observations

[Enumerator observation: Do not read] Where was hiring round 2 completed?

Options: 1 = In a private space (e.g., in the participant’s home)
2 = In an outdoor space
3 = In a public indoor space (e.g., in an anganwadi center)
-97 = Other (specify)

---

hiring_obs2 (select_one) [Enumerator observation: Do not read] Were there other participants in the same room or space while completing the hiring round 2?

Options: 1 = Yes
0 = No

---

hiring_obs3 (select_one) [Enumerator observation: Do not read] Were there other participants who could hear the responses of the current participant while completing hiring round 2?

Options: 1 = Yes
0 = No

---

hiring_obs4 (select_one) [Enumerator observation: Do not read] Were there other people who were not participants (e.g. family members)in the same room or space while completing hiring round 2?

Options: 1 = Yes
0 = No

---

hiring_obs5 (select_one) [Enumerator observation: Do not read] Were there other people who were not participants (e.g. family members) who could hear the responses of the current participant while completing hiring round 2?

Options: 1 = Yes
0 = No

---

survey_status (select_multiple) Survey status:

Options: 0 = Survey completed
1 = Consent Refused
2 = Partial Survey
4 = Household did not have someone of the right age
6 = Household Locked
7 = Household migrated
8 = Respondent can’t read Tamil
9 = Respondents’s family refused
10 = Other group respondents (neighbours) not found
11 = Other group respondents (neighbours) refused
12 = Other group respodnents can’t read Tamil
13 = Other group respondents are too old / too young
14 = Couldn’t complete the survey due to resistance in the locality
-97 = Other (specify)

---

survey_partial_reason (select_multiple) Why was the survey only partially completed?
SHOW IF: selected(survey_status, 2)

Options: 1 = The respondent got busy with other engagements
2 = The respondent refused consent part way through the survey

-97 = Other (specify)

---

survey_refusal_reason (select_multiple) Why did the respondent refuse?
SHOW IF: selected(survey_status, 1) or selected(survey_partial_reason, 2)

Options: 1 = No reason given
2 = No time for the survey
3 = Don’t want a free delivery
-97 = Other (specify)

---

partial_response_sections (select_multiple) Which sections were completed?
SHOW IF: selected(survey_status, 2)

Options: 1 = Demographics
2 = Crowne-Marlowe / SDB
3 = Delivery questions (a) or (b)
4 = Practice items
5 = Delivery choice instructions
6 = Video shown
7 = Video questions
8 = Hiring round 1 / Group discussion
9 = Scratchcard choice
10 = Hiring round 2
11 = Reasons for choices
12 = Finalising delivery
13 = Laws and attitudes
14 = Social norms
15 = Group predictions
16 = List experiment
17 = Salience
18 = Delivery questions (c)
0 = No sections completed

---

partial_response (text) Up to which question did the respondent give responses?
SHOW IF: selected(survey_status, 2)

---

partial_not_reuse_id (note) [Enumerator: Since the video was seen, you should not reuse the ID.]
SHOW IF: selected(survey_status, 2) and selected(partial_response_sections, 4)

---

partial_reuse_id (note) [Enumerator: Since the video was not reached, you should reuse the ID.]
SHOW IF: selected(survey_status, 2) and not(selected(partial_response_sections, 4))

---

survey_understanding (select_one) Did the respondent have any trouble understanding the questions?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

survey_understanding_sections (select_multiple) Which sections appeared to be difficult for the respondent to understand?
SHOW IF: survey_understanding = 1

Options: 1 = Demographics
2 = Crowne-Marlowe / SDB
3 = Delivery questions (a) or (b)
4 = Practice items
5 = Delivery choice instructions
6 = Video shown
7 = Video questions
8 = Hiring round 1 / Group discussion
9 = Scratchcard choice
10 = Hiring round 2
11 = Reasons for choices
12 = Finalising delivery
13 = Laws and attitudes
14 = Social norms
15 = Group predictions
16 = List experiment
17 = Salience
18 = Delivery questions (c)
0 = All sections

survey_fatigue (select_one) Did the respondent appear to be tired or fatigued?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

survey_diff_reading (select_one) Did the respondent appear to have difficulty reading?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

survey_genuine (select_one) Did the respondents’ answers appear to be genuine?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

survey_genuine_sections (select_multiple) Which sections did the respondents appear to not be answering the survey genuinely?
SHOW IF: survey_genuine = 0

Options: 1 = Demographics
2 = Crowne-Marlowe / SDB
3 = Delivery questions (a) or (b)
4 = Practice items
5 = Delivery choice instructions
6 = Video shown
7 = Video questions
8 = Hiring round 1 / Group discussion
9 = Scratchcard choice
10 = Hiring round 2
11 = Reasons for choices
12 = Finalising delivery
13 = Laws and attitudes
14 = Social norms
15 = Group predictions
16 = List experiment
17 = Salience
18 = Delivery questions (c)
0 = All sections

---

survey_difficulty (select_one) Did the respondent have any other difficulty in responding to the questions?

Options: 1 = Yes
0 = No
-98 = Don’t know

---

survey_difficulty_type (select_one) Why was the respondent having difficulty?
SHOW IF: survey_difficulty = 1

Options: 1 = Distracted by other person present
2 = Influenced by other person present
3 = Noisy environment
4 = Environment was not private
-97 = Other (specify)

---

survey_difficulty_sections (select_multiple) Which sections appeared to be difficult for the respondent to answer?
SHOW IF: survey_difficulty = 1

Options: 1 = Demographics
2 = Crowne-Marlowe / SDB
3 = Delivery questions (a) or (b)
4 = Practice items
5 = Delivery choice instructions
6 = Video shown
7 = Video questions
8 = Hiring round 1 / Group discussion
9 = Scratchcard choice
10 = Hiring round 2
11 = Reasons for choices
12 = Finalising delivery

13 = Laws and attitudes
14 = Social norms
15 = Group predictions
16 = List experiment
17 = Salience
18 = Delivery questions (c)
0 = All sections

---

other_present (select_one) Were there other people present during the individual section of this person's survey?
SHOW IF: survey_completed = 1

Options: 1 = Yes
0 = No
-98 = Don't know

---

other_present_who (select_multiple) Who was present?
SHOW IF: other_present = 1

Options: 1 = Husband
2 = Wife
3 = Mother
4 = Father
5 = Sister
6 = Brother
7 = Grandparent
8 = Child
9 = Other family member
10 = Neighbour
11 = Friend
-97 = Other (specify)

---

other_present_notes (text) Please indicate why there were other people present.
SHOW IF: other_present = 1

---

gps (geopoint) Capture the GPS coordinates of the household.
SHOW IF: consent = 1 and (survey_completed = 1 or (selected(survey_status, 2) and selected(partial_response_sections, 9)))

---

other_hints (text) Please write any other information about the location of the household that may be useful for the delivery person to find it.
SHOW IF: consent = 1 and (survey_completed = 1 or (selected(survey_status, 2) and selected(partial_response_sections, 9)))

---

comments (text) Surveyor comments