

Zanzibar Cable Activity Evaluation

Round 3

HOTEL INFORMATION	
<i>[Note to interviewer: As much of the following information as possible should be filled in before the interview, and checked at the beginning of the interview]</i>	
Hotel Name:	Hotel ID Number: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
Area:	Location:
Phone:	Email:
Interviewee Name:	Interviewee Position:
Other Interviewee Name(s) and Position(s):	

INTERVIEWER VISITS		RESULT CODES
Visit No. 1		01. Interview complete 02. Manager out 03. Manager not available, appointment set 04. Incomplete 05. Refused 88. Other
Interviewer name:		
Date of Visit: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/>	Result Code: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
<i>DD</i> <i>MM</i> <i>YYYY</i>	Other (specify): _____	
<i>If the manager is not available, make an appointment to return later.</i>		
Date of Next Visit: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/>	Time: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> : <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
<i>DD</i> <i>MM</i> <i>YYYY</i>	<i>HH</i> : <i>MM</i>	
Visit No. 2		
Interviewer Name:		
Date of Visit: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/>	Result Code: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
<i>DD</i> <i>MM</i> <i>YYYY</i>	Other (specify): _____	
<i>If the manager is not available, make an appointment to return later.</i>		
Date of Next Visit: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/>	Time: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> : <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
<i>DD</i> <i>MM</i> <i>YYYY</i>	<i>HH</i> : <i>MM</i>	
Visit No. 3		
Interviewer Name:		
Date of Visit: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/>	Result Code: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
<i>DD</i> <i>MM</i> <i>YYYY</i>	Other (specify): _____	
<i>If the manager is not available, make an appointment to return later.</i>		
Date of Next Visit: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> / <input style="width: 20px; height: 20px;" type="text"/>	Time: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> : <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
<i>DD</i> <i>MM</i> <i>YYYY</i>	<i>HH</i> : <i>MM</i>	

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Notes to Interviewer: Use this protocol to guide semi-structured interviews with hotel representatives who are knowledgeable about the hotel's operations and power usage. If more than one person is responsible for the hotel's operation and facilities, the interview may be conducted in a small group setting. If a respondent cannot address questions on a particular topic, inquire regarding alternative respondents or sources of information and note them for future reference. The interview is expected to last about 20 minutes.

My name is _____, and I work for the Millennium Challenge Corporation, a United States foreign aid agency based in Washington DC. We are conducting a study on electricity reliability and quality in Zanzibar with the aim of evaluating how the reliability and quality of electricity supply affects hotels in Zanzibar. The study is funded by the United States' Millennium Challenge Corporation (MCC), through the Millennium Challenge Account of Tanzania (MCA-T).

If you agree to participate in the survey, all the answers that you provide will be kept private; only members of the survey team will have access to this information. You would be free to not answer any question that you prefer not to answer, stop the interview at any time, or ask me to clarify or repeat something if you don't understand. You may withdraw from the study at any time, and your decision to participate or not will not affect your eligibility for any current or future services that may be offered to hotels in your area. You can contact us at any time.

I'll be taking notes on our discussion so I can remember details later. We will be reporting on the experiences and viewpoints expressed in the interviews, but no comments will ever be attributed to specific individuals or hotels; all answers are anonymous. The interview will last about 30 minutes.

Would you be willing to answer some questions?

Yes	1
No	0

If no, STOP and thank respondent for their time.

Thank you. This interview is meant to be a follow up from the interviews we conducted in June and July, to get updated information on the hotel's experiences in the last 30 days. On questions related to the last 30 days, please limit your responses to reflect only what has happened since our previous interview. We will share a brief report on the results of this survey with any interested participants. The next activity on this survey will take place in 2013, after the planned installation of the cable.

Do you have any questions about the study or the interview before we begin?

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A. General Hotel Information

A. 1 Interviewer only: was this respondent interviewed last time?

[Note to interviewer: use skip only if there is one respondent who is the same person interviewed in July. Otherwise, please record all respondents.]

Yes	No	Don't know
1 [SKIP to A5]	0	98

A. 2 What is your name?

First Name:	Last Name:
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A. 3 What is your job or role here at this hotel?

Position:

A. 4 How long have you been in this position at this hotel?

Years:	<input type="text"/>	Months:	<input type="text"/>
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A. 5 What is your nationality?

Response:

A. 6 For the past 30 days, what was the occupancy rate of this hotel? *Occupancy rate is defined as the percentage of rooms with one or more guests in them each night.*

Occupancy rate (percent):	<input type="text"/>
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A. 7 Is this occupancy rate higher, lower, or about the same as your occupancy rate around this time last year?

Higher	Lower	About the same	Don't know	Refused
1	2	3	98	77

If ABOUT THE SAME, DON'T KNOW, OR REFUSED, skip to Question A.9

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A. 8 Why do you think your occupancy rate has increased/decreased compared to this time last year? [Note to interviewer: Refer to Question 1 in the write-up template.]

A. 9 For the past 30 days, what was the average nightly room rate at this hotel? (circle currency)

\$ Tsh:	<input type="text"/>	.	<input type="text"/>	<input type="text"/>					
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B. Electricity Consumption

B. 1 What was the amount of this hotel's electricity bill from ZECO for last month?

In thousand Tsh: <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> , <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> , <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/>
<i>Did the respondent use the actual bill to answer?</i>

B. 2 How does the hotel pay for electricity?

<i>Monthly</i>	<i>Pre-paid</i>	<i>Other</i>
1	2	88 Specify _____

→ If PRE-PAID, skip to B.7

B. 3 What was the hotel's electricity usage in kilowatt hours for last month?

[Note to interviewer: ideally respondent should produce ZECO bill. Copy numbers from ZECO bill below. Politely request to see a copy if not offered by respondent and easily accessible.]

Units (kWh): <input style="width: 30px; height: 20px;" type="text"/>	kVA: <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/>
Factor: <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/>	
Current month's reading: <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/>	
Previous month's reading: <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/>	
Billing period start (DD/MM/YYYY): <input style="width: 30px; height: 20px;" type="text"/>	
Billing period end (DD/MM/YYYY): <input style="width: 30px; height: 20px;" type="text"/>	
ZECO Account Number: _____	
<i>Did the respondent use the actual bill to answer?</i>	

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B. 4 Does hotel have a second ZECO account?

Yes	No	Don't know	Refused
1	0	98	77

→ If NO, DON'T KNOW, or REFUSED, skip to Section C

B. 5 If yes, what was the amount of this hotel's second electricity bill from ZECO for last month?

In thousand Tsh:	<input type="text"/> <input type="text"/> <input type="text"/>				
<i>Did the respondent use the actual bill to answer?</i>					

B. 6 If yes, what was the hotel's electricity usage in kilowatt hours for last month on the second electricity bill?

Units (kWh):	<input type="text"/>	kVA:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Factor:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Current month's reading:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Previous month's reading:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Billing period start (DD/MM/YYYY):	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Billing period end (DD/MM/YYYY):	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
ZECO Account Number:	_____		
<i>Did the respondent use the actual bill to answer?</i>			

B. 7 If PRE-PAID, what is the meter number and tax number?

Meter Number:	_____
Tax Number:	_____
<i>Did the respondent use the actual bill to answer?</i>	

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C. Technology to Cope with Power Fluctuations and Interruptions

Note to interviewer: pre-fill any questions or subparts of questions that were adequately addressed in the Round 1 interview. For C2 and C3, you may want to note the number of devices previously reported, verify the number and ask if there were any that were missed in the first interview.

C. 1 Does your hotel have an all-site voltage regulator?

No	Yes	1a. If yes, what year was it installed?	Don't Know	Refused
0	1		98	77

C. 2 Does your hotel have UPS (uninterruptable power supply) units?

No	Yes	2a. If yes, how many?	Don't Know	Refused
0	1		98	77

C. 3 Does your hotel have surge protectors, fridge guards, or other similar devices (other than UPS) to protect from voltage fluctuations?

No	Yes	3a. If yes, number and type?	Don't Know	Refused
0	1		98	77

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C. 41 would like to get a better understanding of the generator(s) used by this hotel. Could you tell me how many generators you have, the capacity of each in KVA, and when each was installed?

<i>Generator #</i>	<i>Capacity (KVA)</i>	<i>When installed</i>	<i>Don't Know</i>	<i>Refused</i>
			98	77
			98	77
			98	77
			98	77
<i>Notes:</i>				

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D. Power Supply Disruptions in the Last 30 Days

D 1.In the past 30 days, has the hotel experienced voltage fluctuations (drops or surges)?

<i>Yes</i>	<i>No</i>	<i>Don't know</i>	<i>Refused</i>
1	0	98	77

D 2.In the past 30 days, how often did your hotel experience ...

[Note to interviewer: if respondent offers a qualitative answer (often, never, etc.), prompt respondent to estimate a number. Voltage drops happen when lights dim or equipment with voltage protection shuts off automatically. Voltage surges happen when equipment burns out or when voltage protection shuts off automatically.]

	<i>Number of times</i>	<i>Average duration (minutes/ hours)</i>	<i>Don't Know</i>	<i>Refused</i>
a. Power outages			98	77
b. Voltage fluctuations (drops and surges) <i>[If respondent answered "no" for D1, record 0]</i>		NA	98	77

D 3.In the past 30 days, have any guests...

	<i>Yes</i>	<i>No</i>	<i>Don't Know</i>	<i>Refused</i>
a. Cancelled their reservations due to electricity-related problems?	1	0	98	77
b. Shortened their stays due to electricity-related problems?	1	0	98	77
c. Complained to management about electricity-related problems?	1	0	98	77

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D 4. Now I'm going to go through a list of electrical devices. For each device, please tell me if the hotel has spent any money in the last 30 days to repair or replace equipment damaged by voltage fluctuation.

Have any of the following failed in the last 30 days?	<i>Currency (circle)</i>	<i>Repair Costs</i>	<i>Replacement Costs</i>	<i>Not Applicable</i>	<i>Don't Know</i>	<i>Refused</i>
a. Air conditioners	\$ TSh			99	98	77
b. Fans	\$ TSh			99	98	77
c. Computers	\$ TSh			99	98	77
d. Computer accessories (printers, scanners)	\$ TSh			99	98	77
e. Portable telephones	\$ TSh			99	98	77
f. Other office equipment (fax machines, copiers)	\$ TSh			99	98	77
g. Televisions	\$ TSh			99	98	77
h. Refrigerators	\$ TSh			99	98	77
i. Stoves	\$ TSh			99	98	77
j. Ovens	\$ TSh			99	98	77
k. Water heaters	\$ TSh			99	98	77
l. Pool pumps	\$ TSh			99	98	77
m. Other water pumps	\$ TSh			99	98	77
n. Exercise/fitness equipment	\$ TSh			99	98	77
o. Laundry machines	\$ TSh			99	98	77
p. Other _____	\$ TSh			99	98	77
q. Other _____	\$ TSh			99	98	77
<i>Did the respondent use hotel records to answer?</i>						

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D 5. In the last 30 days, how much did you spend on the following alternate sources of energy as a result of electricity supply interruptions?

	<i>Currency (circle)</i>	<i>Amount</i>	<i>Don't Know</i>	<i>Refused</i>
a. Generator maintenance and repair?	\$ TSh		98	77
b. Diesel for the generator?	\$ TSh		98	77
c. Paraffin/Kerosene?	\$ TSh		98	77
d. Diesel/petrol for purposes other than electricity generation?	\$ TSh		98	77
e. Bottled gas?	\$ TSh		98	77
f. Charcoal?	\$ TSh		98	77
g. Firewood?	\$ TSh		98	77
h. Solar power?	\$ TSh		98	77
i. Batteries	\$ TSh		98	77
j. Candles?	\$ TSh		98	77
k. Flashlights/torches?	\$ TSh		98	77
l. Other _____	\$ TSh		98	77
m. Other _____	\$ TSh		98	77
<i>Did the respondent use hotel records to answer?</i>				

D 6. Are there other kinds of losses or damages we haven't discussed already that this hotel experienced in the last 30 days due to problems with electricity supply? [Note to interviewer: Refer to Question number 2 in the write-up template.]

D 7. Are you aware of plans to install an undersea electrical cable between the mainland and Zanzibar?

<i>Yes</i>	<i>No</i>	<i>Refused</i>
1	0	77

→ If NO or REFUSED, skip to Question D.13

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D 8. Do you expect that your electricity-related costs will change after the cable is installed (for example, your costs for purchasing electricity or for protecting, repairing, or replacing electrical equipment)?

	Yes	No	Don't know	Refused
1		0	98	77

If NO, skip to Question D.10

D 9. If yes, please tell me specifically how you expect your electricity-related costs will change? *[Note to interviewer: Probe for changes in electricity rates, costs of repairing or replacing equipment, costs of generator use, changes in use of electrical appliances, etc. Refer to Question 3 in the write-up template.]*

D 10. Do you expect that your ability to attract guests to your hotel or your occupancy rate will change after the cable is installed?

	Yes	No	Don't know	Refused
1		0	98	77

If NO, skip to Question D.12

D 11. Please tell me specifically how and why you expect your ability to attract guests to your hotel or your occupancy rate will change. *[Note to interviewer: Probe for expected changes in hotel marketing strategies, changes in hotel amenities, increases in the number of travelers, etc. Refer to Question 4 in the write-up template.]*

D 12. Are there any other types of changes you expect in your hotel's operations or business after the cable is installed? *[Note to interviewer: Probe for plans for expansion or improvements to the hotel, staffing changes, etc. Refer to Question 5 in the write-up template.]*

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D 13. Do you have any questions about this study? [Note to interviewer: Refer to Question 6 in the write-up template.]

[Note to Interviewer: We will gladly provide them with a copy of any official MCC, MCA-T, or MPR publication that results from this study, once it is completed, and thank them again for their participation. You may get questions regarding project implementation, such as timing for finishing the cable. Please refrain from answering questions not directly related to your scope of work and the survey. You can politely take note of the question and pass it along to an MCA-T/MCC representative].

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INTERVIEWER OBSERVATIONS

1. GENERAL COMMENTS

Provide brief comments on the following topics, particularly if anything was problematic or noteworthy. *Please describe the process by which you located the correct person to answer your questions, how willing the person was to share information/records with you, and why the person was willing or unwilling to share information/records. Was the respondent able to provide information on all items included in the survey? If not, which items did they not have records of? If not, which items did the respondent not provide information about? Was it easy or difficult to record costs as they were asked in the instrument? If difficult, what was difficult? What sorts of calculations were needed, if any?*

2. NEW QUESTIONS- QUANTITATIVE

Please note any problems, issues or observations related to the new quantitative questions (Section C). Did the respondent use hotel records?

3. NEW QUESTIONS- QUALITATIVE

Please note any problems, issues, or observations related to the new qualitative questions (A8 and D7-D12).

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WRITE- UP TEMPLATE FOR INTERVIEWS WITH HOTEL REPRESENTATIVES

Notes to Interviewer: Use this template to record qualitative information gathered during interviews.

- 1. Why do you think your occupancy rate has increased/decreased compared to this time last year?** *[Note to interviewer: Refer to question A.8 in the questionnaire.]*

- 2. Are there other kinds of losses or damages we haven't discussed already that this hotel experienced in the last 30 days due to problems with electricity supply?** *[Note to interviewer: Refer to question D.6 in the questionnaire.]*

- 3. Please tell me specifically how you expect your electricity-related costs will change after the installation of the cable.** *[Note to interviewer: Refer to question D.9 in the questionnaire.]*

- 4. Please tell me specifically how and why you expect your ability to attract guests to your hotel or your occupancy rate will change after the installation of the cable.** *[Note to interviewer: Refer to question D.11 in the questionnaire.]*

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Addendum sheet

DIRECTLY AFTER QUESTION D7, IF THE RESPONDENT ANSWERS YES.

D 7. B. From where did you hear about the cable? *Record at most three answers.*

TO BE INSERTED BEFORE QUESTION D13.

E: Presenting information to participants

Read out loud: As you know, this is our third and final interview. We have conducted the same survey with 30 hotels all around Unguja Island. After we analyze the results of these interviews, we would like to present them to you, and the other data providers.

E 1. Based on the information gathered in these surveys, what information would be most useful or interesting to you? *Check all that apply.*

	Yes
a. General hotel information (occupancy rate, room rate, staff)	
b. Electricity consumption (equipment used, as well as costs)	
c. Coping with power fluctuations and interruptions	
d. Power supply disruptions during the period of the questionnaire (including damages and associated costs)	
e. Impact of the 2009-2010 blackout	
f. Other, specify:	

E 2. How would you like to receive this information? *Check all that apply.*

	Yes
a. Written memo via email (2-4 pages)	
b. Meeting in Stone Town (sometime between October-January)	
c. Other, specify:	

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Addendum sheet

If A or C, skip to Question E 4.

E 3. If you chose a meeting, what would be the most convenient time? *Check all that apply.*

	Yes
a. Weekday, 9-5	
b. Weekday, evening	
c. Saturday, morning	
d. Saturday, evening	
e. Sunday, morning	
f. Sunday, evening	

E 4. Why do you want to receive the information in that form? *Please note whether the interviewer has a strong preference for or against any of the given options.*

E 5. What other hotels do you see as your main competitors? *This question is to help us understand how to categorize the hotels. Comparison hotels should be in terms of customer base, as well as services offered.*