

GALLUP®

May 16, 2013

REMITTANCES, PAYMENTS, AND MONEY TRANSFERS

BEHAVIORS OF SOUTH ASIANS AND INDONESIANS



Jake Kendall, Bill & Melinda Gates Foundation¹

Melanie Standish, Gallup

Diana Liu, Gallup

Nicole Naurath, Gallup

¹ Jake Kendall is the corresponding author: jake.kendall@gatesfoundation.org. This work was commissioned by the Bill & Melinda Gates Foundation. The views expressed in this paper are the authors' alone and do not represent the positions, strategies, or opinions of the Bill & Melinda Gates Foundation.

TABLE OF CONTENTS

Introduction	7
Why Remittances and Payments Matter in South Asia and Indonesia.....	8
About This Report.....	9
Executive Summary	12
1. Market Overview	14
Overview of Survey Findings.....	14
General Overview of Senders and Receivers.....	14
Social Indicators of Senders and Receivers	15
2. Domestic Remittances: Sending or Bringing	19
Module Overview	19
General Overview of Domestic Senders.....	19
Social Indicators and Sending or Bringing Remittances Domestically	23
3. Domestic Remittances: Receiving	26
Module Overview	26
General Overview of Domestic Receivers	26
Social Indicators and Receiving Remittances Domestically.....	29
4. International Remittances: Sending or Bringing.....	33
Module Overview	33
General Overview of International Senders.....	33
5. International Remittances: Receiving	37
Module Overview	37
General Overview of International Receivers	37
6. Money Sent to a School, Company, or Other Institution.....	43
Module Overview	43
General Overview of Senders	43
Social Indicators and Sending or Bringing Remittances to a School, Company, or Other Institution	45
7. Money Received From Local, State, or National Government, the Military, or National Institution/s.....	46
Module Overview	46
General Overview of Receivers.....	46
Social Indicators of Receivers	48
8. Money Received From an Employer.....	47
Module Overview	49
General Overview of Receivers.....	49
Social Indicators of Receivers	51
9. Money Received From the Sale of Agricultural Products, Crops, Produce, or Livestock.....	52
Module Overview	52
General Overview of Receivers.....	52
Social Indicators of Receivers	54

10. Overcharged, Cheated, or Lost Money When Sending or Receiving Money	56
Module Overview	56
General Overview of Senders and Receivers.....	56
11. Most Expensive Way to Send Money	59
Module Overview	59
General Overview of Senders and Charges	59
12. Use of Mobile Phones and the Internet	60
Module Overview	60
General Overview of Mobile Phone and Internet Users	60
13. Comparisons With the Sub-Saharan African Study.....	62
14. Appendix	66
Sampling and Data Collection Methodology	67
Data Weighting	67
Questionnaire.....	69

TABLES

Table 1: Market Overview per Country and Estimated Market Size	15
Table 2: Domestic Remittances: Money Sent or Brought in Person to Family Members or Friends, Percentage of Population Engaging in Transfer Types.....	21
Table 3: 2011 Migrant Remittance Outflows (World Bank, published November 2012) and 2012 Gallup Survey Findings.....	33
Table 4: 2011 Migrant Remittance Inflows (World Bank, published November 2012) and 2012 Gallup Survey Findings.....	37
Table 5: Remittance Inflows and Countries Money Was Received From	38
Table 6: Money Sent to a School, Company, or Institution.....	43
Table 7: Money Received From Local, State, or National Government, the Military, or National Institution/s.....	46
Table 8: Money Received From an Employer	49
Table 9: Money Received From the Sale of Agricultural Products, Crops, Produce, or Livestock.....	52
Table 10: Percentage of Population Overcharged When Receiving or Sending Payments or Remittances, Based on Income.....	58
Table 11: Access to a Mobile Phone or Internet Across the Region.....	61
Table 12: Household Income Across the Region — Living on Less Than ID\$1 or ID\$2 a Day	66
Table 13: Survey Details per Country	68

FIGURES

Figure 1: Market Overview, Last 12 Months.....	14
Figure 2: Differences in Remittance or Payment Behavior: Education Groups	15
Figure 3: Differences in Remittance or Payment Behavior: Age Groups.....	16
Figure 4: Differences in Remittance or Payment Behavior: Income Quintile Groups	16
Figure 5: Differences in Remittance or Payment Behavior: Income — Less Than ID\$1 a Day, Less Than ID\$2 a Day, More Than ID\$2 a Day Groups.....	17
Figure 6: Differences in Remittance or Payment Behavior: Employment Groups.....	17
Figure 7: Differences in Remittance or Payment Behavior: Gender.....	18
Figure 8: Domestic Remittances — Money Sent to Family Members or Friends, Number of Times Money Was Sent, Largest Amount Sent, People Who Benefited From Payments.....	20
Figure 9: Domestic Remittances: Money Sent or Brought in Person to Family Members or Friends	21
Figure 10: Channels Used to Send Domestic Remittances	22
Figure 11: Channels Used to Send Domestic Remittances Across Different Levels of Education, Employment Status, Urbanization, Age	24
Figure 12: Channels Used to Send Domestic Remittances Across Different Levels, Type of Work	25
Figure 13: Domestic Remittances — Money Received From Family Members or Friends, Number of Times Money Was Received, Largest Payment Received.....	27
Figure 14: Domestic Remittances — Money Received.....	28
Figure 15: Channels Through Which Domestic Remittances Were Received	28
Figure 16: Importance of Domestic Remittances Received to Household’s Financial Situation	29
Figure 17: Channels Through Which Domestic Remittances Were Received Across Education Groups	29
Figure 18: Domestic Remittances: Difference in Receiving Money Between Different Levels of Age, Income, Gender, and Employment Groups.....	32
Figure 19: International Remittances Sent	34
Figure 20: International Remittances — Number of Times Money Was Sent, Largest Amount Sent	35
Figure 21: Channels Through Which International Remittances Were Sent	36
Figure 22: International Remittances Received	39
Figure 23: International Remittances — Money Received From Family Members or Friends, Number of Times Money Was Received, Largest Payment Received	40
Figure 24: Channels Through Which International Remittances Were Received	41
Figure 25: Importance of International Remittances Received to Household’s Financial Situation.....	42
Figure 26: Channels Through Which International Remittances Were Received Across Education Groups ..	42
Figure 27: Channels Used to Send Money to a School, Company, or Institution.....	44

Figure 28: Money Sent to a School, Company, or Other Institution, Number of Times Money Was Sent, Largest Amount Sent	44
Figure 29: Channels Used to Send Money to a School, Company, or Institution Across Education Level, Gender, and Income Level.....	45
Figure 30: Channels Used to Receive Money From Local, State, or National Government, the Military, or National Institution/s.....	47
Figure 31: Money Received From Government Agencies, Number of Times Money Was Received, Largest Payment Received.....	47
Figure 32: Differences in Receiving Money From Local, State, or National Government, the Military, or National Institution/s.....	48
Figure 33: Channels Used to Receive Money From Employers.....	49
Figure 34: Money Received From Employers, Number of Times Money Was Received, Largest Payment Received.....	50
Figure 35: Differences in Receiving Money From Employers	51
Figure 36: Money Received From the Sale of Agricultural Products, Crops, Produce, or Livestock, Number of Times Money Was Received, Largest Payment Received	53
Figure 37: Channels Used to Receive Money From Sale of Agricultural Products, Crops, Produce, or Livestock.....	54
Figure 38: Differences in Receiving Money From the Sale of Agricultural Products, Crops, Produce, or Livestock.....	55
Figure 39: Overcharged, Cheated, or Lost Money (% of Total Population)	56
Figure 40: Channels of Sending Payments When You Were Overcharged	57
Figure 41: Channels of Receiving Payments When You Were Overcharged	57
Figure 42: Most Expensive Channels to Send Money.....	59
Figure 43: Access to a Mobile Phone Across the Region	60
Figure 44: Comparison of Market Overviews for SSA and South Asia and Indonesia.....	62
Figure 45: Comparison of Money Sent or Brought in Person to Family Members or Friends for SSA and South Asia and Indonesia	63
Figure 46: Comparison of Money Received From Family Members or Friends for SSA and South Asia and Indonesia	63
Figure 47: Comparison of Sending a Payment to a School, Company, or Institution for SSA and South Asia and Indonesia	63
Figure 48: Comparison of Receiving a Payment From Government Agencies or Employer for SSA and South Asia and Indonesia	63
Figure 49: Differences in Market Overview Among Education, Age, and Income Groups.....	63

COPYRIGHT STANDARDS

This document contains proprietary research, copyrighted materials, and literary property of Gallup, Inc. No changes may be made to this document without the express written permission of Gallup, Inc. Gallup® is a trademark of Gallup, Inc. All other trademarks are property of their respective owners.

All survey releases must include the exact question wording, dates of interviewing, interviewing method, sample size, definition of the survey population, and size of sampling error. Results of only a subset of respondents must be appropriately identified, with the definition of the subsample and its size included in the release. A full description of the survey methodology (provided by Gallup) must be available upon request.

Gallup must approve all press releases and other documents prepared to assist in the public dissemination of the survey data. In the event that the survey data are released in a manner that is unacceptable to Gallup (either because Gallup did not have an opportunity to review the material before release or because the material does not conform with Gallup's methodological and analytical standards), Gallup reserves the right to issue press releases or other public statements that provide its own view of the appropriate interpretation of the survey data.

INTRODUCTION

Remittances, Payments, and Money Transfers: Behaviors of South Asians and Indonesians offers an in-depth look at the remittance and payment behaviors of people in South Asia and Indonesia, based on survey results from six South Asian nations and Indonesia.

This project leverages Gallup's worldwide research initiative to better understand the remittance and payment behavior of South Asians and Indonesians. Through its World Poll project, Gallup conducts nationally representative surveys on an ongoing basis in more than 150 countries and areas to provide a scientific window into the thoughts and behaviors of 98% of the Earth's population. The World Poll is the only global study of its kind. The data for this study consist of a section of 69 questions on remittances and payments added to the World Poll surveys of at least 1,000 adults in Afghanistan, Bangladesh, Indonesia, Nepal, Pakistan, and Sri Lanka and 2,540 adults in India. The Bill & Melinda Gates Foundation provided support for this project.

Gallup conducted the surveys from Sept. 5 to Oct. 13, 2012. Questions covered respondents' remittance and payment behaviors through services such as domestic money transfers, international remittances, government and wage payments, and utilities and other bills. The survey also included questions about making payments to schools, companies, or other institutions. The survey did not include questions on transactions with local counterparties (i.e., retail or other face-to-face transactions). Instead, respondents were asked about remittances and payments involving distant counterparties (i.e., living in different areas or cities) during the 30 days, three months, or 12 months before the survey. Respondents who reported being payers, payees, or both were asked follow-up questions about the distribution channels used to send or receive money: cash sent by another person, such as a friend, brought in person, bank transfer, mobile phone money transfer, money transfer service (i.e., Western Union), credit card, post office, or some other way.

Respondents were also asked about instances in which they lost money, were overcharged, or were cheated when either sending or receiving remittances or payments. This section was followed by a module examining the most expensive way respondents reported either sending or receiving money. Finally, respondents were asked about their use of mobile phones and the Internet to understand how it might affect their use of emerging technologies such as mobile phone money transfers and Internet-based banking.

This study is a replication of a similar Gallup study *Payments and Money Transfer Behavior of Sub-Saharan Africans*² by Jake Kendall, Johanna Godoy, Jan Sonnenschein, and Bob Tortora.

² Kendall, Jake, Johanna Godoy, Jan Sonnenschein, and Bob Tortora. *Payments and Money Transfer Behavior of Sub-Saharan Africans*. Rep. Gallup.com, June 2012. Web. 14 Dec. 2012. www.gallup.com/poll/155132/Payments-Money-Transfer-Behavior-Sub-Saharan-Africans.aspx.

WHY REMITTANCES AND PAYMENTS MATTER IN SOUTH ASIA AND INDONESIA

This study aims to understand the payment and money transfer behaviors of South Asians and Indonesians, thus assessing the size of the potential market for payment or remittance services and shedding light on various policy questions. While other studies have examined households' use of micro-credit, savings, or insurance services, domestic and international payment and remittance behaviors is still a nascent field of study. National governments and international organizations are only able to provide rough estimates of these types of economic transactions, despite their economic importance. Moving money over distances is crucial for many in South Asia and Indonesia. Transfer services are used to move emergency funds to and from friends and family, to transfer money between small businesspeople and traders, to provide government support payments, or to pay utility bills, school fees, or other obligations.

The options available to poor people to move money vary widely. Informal arrangements are most common. Many people send cash through friends or family or travel to deliver their own payments in person. On the other end of the spectrum are mobile phone-based “mobile money” services that can send funds electronically across the country with the touch of a button. The informal alternatives, including *hawala*³ or *hundi*, for moving money tend to operate in physical cash and offer a “less expensive, swifter, more reliable, more convenient, and less bureaucratic [option] than the formal financial sector.”⁴ Meanwhile, electronic payment services like mobile money or bankcards are only widely available in a few countries in South Asia.

When people have access to better options for moving money, the benefits can be significant. For example, evidence from a rigorous study of the M-Pesa mobile money service in Kenya found that access to the system increased people's ability to reach out to family and friends in an emergency. Doing so significantly reduced the impact of negative shocks (such as severe illness, job loss, fire, or harvest failure) that could have set them back further into poverty.⁵

In recognition of these proposed benefits, there are initiatives under way at the World Bank, the U.K. government-sponsored Department for International Development (DFID), the United States Agency for International Development (USAID), and many other donors including the Bill & Melinda Gates Foundation to promote mobile money and related financial services for the poor. The private sector has also taken note of the high demand for these types of services in developing countries. In just a few short years, the mobile money industry has undergone significant growth. Compared with 2007, when there were just a handful of mobile money deployments, there are now more than 100 worldwide, and 11 have over a million registered users.⁶

Despite public and private sector enthusiasm and donor support, there has been very little true progress from the perspective of the poor. As this study shows, only a few countries have significant numbers of poor people with access to anything beyond transfers in cash through informal arrangements. This report contains data that are relevant to both donor and public sector initiatives and to private market players in their efforts to develop better payment services in South Asia and Indonesia.

³ El Korchi, Mohammed, Samuel M. Maimbo, and John F. Wilson. *Informal Funds Transfer Systems: An Analysis of the Informal Hawala System*. Rep. The International Monetary Fund and the World Bank, 24 Mar. 2003. Web. 16 Dec. 2012. Citing this report, “*Hawala*” or “*hundi*” systems refer broadly to money transfer mechanisms that exist in the absence of, or parallel to, conventional banking channels. A *hawala* transaction, as defined in this citation, encompasses financial transfers that are made by principals, or customers, CA and CB respectively, located in countries A and B, through *hawala* service providers in their respective countries. These providers, designated *hawaladars* HA and HB, operate outside the formal financial sector, regardless of the use or purpose of the transaction and the country of remittance or destination.

⁴ El-Qorchi, Mohammed. *The Hawala System*. Global Development Research Center, Dec. 2002. Web. 19 Feb. 2013. <http://www.gdrc.org/icm/hawala.html>.

⁵ Suri and Jack (2011). *Risk sharing and transaction costs: Evidence from Kenya's mobile money revolution*.

⁶ *Mobile Money for the Unbanked, Annual Report 2012*. Rep. GSMA, n.d. Web. 17 Dec. 2012.

www.gsma.com/mobilefordevelopment/wp-content/uploads/2012/10/2012_MMU_Annual-Report.pdf.

ABOUT THIS REPORT

The survey asked about remittances, payments, and transactions during three time frames — within 30 days, three months, and 12 months. If a respondent answered that he or she had conducted or received a transaction within 30 days, subsequent questions used that time frame to record data. If a respondent had not conducted or received a transaction in the 30 days before the survey, the respondent was asked if he or she had done so in the last three months. If yes, the question module focused on that time frame. If not, the respondent was asked about the last 12 months and if he or she responded yes, the module used that time frame.

This report primarily focuses on aggregate numbers during the 12 months before the survey, which includes all transactions conducted during the year before the survey.

The report uses 30-day time periods when looking at average times a payment or remittance was made or received. This is because it is impossible to extrapolate how many times a respondent would have sent or received a transaction for a time period for which he or she was not interviewed. It would be inaccurate to average the number of times a transaction was completed in a month and then multiply that across 12 months. As a result, this report focuses on the most recent time period asked — 30 days.

This report uses International Dollars (ID)⁷ to compare payment and remittance amounts across countries.

For visual clarity, bar charts only show numerical values of 3% or higher.

Some calculations and percentages in the text are made using only the population conducting or receiving a given transaction. However, the corresponding table or chart may show percentages of both those conducting or receiving a given transaction and not conducting any transaction at all.

Percentages in bar charts are rounded up or down to the nearest whole number. When combining two or more percentages in the narrative, the percentage may appear higher than the individual percentages added together in the chart because percentages through the tenth decimal are added together in the narrative. Percentages may not always add up to 100% because of rounding.

Total percentages are based on projection weights derived from the populations of the surveyed countries. Percentages of individual countries are based on national weights.

This report looks at each module of questions included in the survey. The question module is described at the start of the “Overview of Findings” section for each chapter.

In the “General Overview” section of each chapter, the report looks at the respondent data from the relevant module, e.g., domestic senders or international receivers. In the survey, these payments and remittances were divided into four general categories:

- Electronic-only payments
- Cash or informal transfers
- Both electronic payments and cash/informal transfers
- No transactions

⁷ *Global Purchasing Power Parities and Real Expenditures: 2005 International Comparison Program*. Rep. World Bank, 2008. Web. 17 Dec. 2012. www.siteresources.worldbank.org/ICPINT/Resources/icp-final.pdf. Gallup uses *Global Purchasing Power Parities and Real Expenditures: 2005 International Comparison Program* to compare currencies and exchange rates across countries and time using the baseline year of 2005. This report outlines the research behind these metrics and explains how amounts are calculated.

Remittance and payment methods were further divided into six subcategories plus “Other” for a total of seven sub-categories:

- Electronic only payments
 - Through a bank transfer
 - Through a mobile phone money transfer
 - Through a money transfer service (such as Western Union)
 - Through a credit card⁸
 - Through a post office
- Cash or informal transfers
 - Bringing or sending money yourself
 - In cash through someone else, such as a friend
- Both electronic payments and cash/informal transfers (includes all sub-categories above)

Some modules enabled respondents to select more than one transactions channel when discussing sending or receiving money. As a result, chart bars for transactions channels may add up to more than 100%.

The “General Overview” section also covers receiving frequency and median amounts, looking at the average number of payments or remittances sent or received in the 30 days before the survey. The median amount applies to the 12 months before the survey, as does the number of people who benefited from the payment or remittances. The following chapters include these data:

- Domestic Remittances — Sending or Bringing
- Domestic Remittances — Receiving
- International Remittances — Sending or Bringing
- International Remittances — Receiving

In the “Social Indicators” section of each chapter, this report looks at various demographic variables for each module. These variables include:

- Age
- Education
- Employment status
- Gender
- Income quintile
- Poverty level (living on less than ID\$1 a day, ID\$2 a day, or living on more than ID\$2 a day)
- Profession
- Urban or rural

Three additional sections only include data on the average number of payments made or received and the median amount of those payments. Those sections are the following:

- Money Received From Local, State, or National Government, the Military, or National Institution/s
- Money Received From an Employer
- Money Received From the Sale of Agricultural Products, Crops, Produce, or Livestock

For the following section, the survey does not ask within what time range the event occurred. This means that the event could have occurred at any time before the survey:

- Overcharged, Cheated, or Lost Money When Sending or Receiving Money

⁸ The credit card option is only offered for questions 21 and 59 in the survey.

Some sample sizes reported are small and should be taken with caution. In those countries noted with one asterisk, less than 10% of survey respondents were asked about the question graphically presented. Out of a minimum sample size of 1,000 in each country (with the exception of India at 2,540) this means that less than 100 survey respondents provided a response to the question. For countries with two asterisks noted, less than 5% of survey respondents were asked the question graphically presented. This means that out of a minimum sample size of 1,000, less than 50 provided responses. As a result, extrapolating country-wide assumptions based on these small sample sizes is not advised.

Figures listing countries with sample sizes of less than 25 respondents or fewer have a footnote listing the number of respondents in the relevant countries.

When making comparisons with *Payments and Money Transfer Behavior of Sub-Saharan Africans*, this report uses results based on transactions carried out by South Asian and Indonesian respondents in the 30 days before the survey, because the sub-Saharan African study uses that time frame as the unit of measure. Doing so maintains consistency.

EXECUTIVE SUMMARY

The findings from this survey indicate that of the survey respondents interviewed in South Asia (Afghanistan, Bangladesh, India, Nepal, Pakistan, and Sri Lanka) and Indonesia, a majority (60%)⁹ of the 1.3 billion adults¹⁰ in this area sent, brought, or received a domestic or international payment or remittance. Sources of receipt included family, friends, employers, the government, proceeds from the sale of agricultural products, or payments and transactions sent to family, friends, and to meet obligations for school fees, or other payments to companies or institutions. These payments and remittances were made at least one time in the 12 months before the survey. These findings are significant; the adult population of the South Asian region and Indonesia represent 26% of the world's adult population. The 60% of adults who responded affirmatively to sending, bringing, or receiving remittances or payments means that approximately 16% of the global adult population did so, and they are discussed at length in this report.

The vast majority of these remittances and payments were sent or received domestically and through an informal system of money exchange — either brought in person to the recipient, sent by informal means to the recipient by a friend, family member, or non-official third party, or received in person or through another person informally. This largely untapped market of 512 million people who conduct these informal transactions offers a significant growth opportunity for financial institutions and is a research priority for governments, social scientists, and domestic and international organizations, particularly given the financial risks and high costs often associated with sending or receiving money in this manner.

Despite the focus on international remittances among global organizations involved in the field, this study shows that only 2.2% of those surveyed reported receiving payments or remittances from an international source and 0.5% of those surveyed sent or brought payments or remittances internationally. In contrast, five times the number of domestic remittances or payments were sent, with nearly 12% of the population surveyed reporting that they sent or brought remittances or payments to a friend or family member at least one time in the 12 months before the survey. A nearly equal number (11%) reported receiving domestic payments or remittances from the same source in the same time period. A combined total of 17% of survey respondents reported making or receiving a domestic transaction at least once in the 12 months before the survey.

In spite of advances in banking technology, for those survey respondents in South Asia and Indonesia who had sent or brought money to family or friends (12% of the total respondent population), a majority (67%) had done so either by giving cash to another person to transport on their behalf, or they had carried it themselves. The remaining one-third (33%) of respondents used formal electronic means such as a bank or money transfer service, and 4% used both methods at least once in the 12 months before the survey. Respondents generally selected either the informal or the formal method; rarely did they select both.

Eleven percent of survey respondents across South Asia and Indonesia reported receiving a remittance at least once from a domestic source in the 12 months before the survey. When comparing domestic sending versus receiving across all countries in this survey, respondents reported sending money domestically approximately at the same frequency as receiving it (0.5% difference). Similar to domestic sending, respondents who reported receiving money from a domestic source used informal cash transactions (55%) more often than non-cash (electronic) transactions (45%). Very few respondents received money in both formats. This leads to the assumption that either additional methods were not an option or the recipient or sender expressed a preference for one method over another.

⁹ All percentages are population-weighted averages, accounting for the population size of the country. This means that the numbers from India, the most populous country in South Asia and in this survey (with an adult population of 869 million), get more weight compared with the numbers of a country with a smaller adult population such as Sri Lanka (15.7 million). As a result, one can compare markets comprising 1.3 billion adults in these seven countries.

¹⁰ An adult is defined as 15 years old and older.

About three in 10 South Asian and Indonesian respondents (32%) reported sending money or making a payment to a school, company, or other institution at least once during the 12 months before the survey. Of those who conducted this type of transaction, most used informal means such as bringing cash in person or sending it through another person (75%) to do so.

Approximately 20% of survey respondents across the seven countries surveyed reported receiving payments from the sale of agricultural products, crops, produce, or livestock in the 12 months before the survey. Both Nepal and Indonesia reported the highest percentage of receivers at 29%, followed by Bangladesh at 26%. Average amounts received per payment varied widely, with a minimum of ID\$60 per payment in Bangladesh and ID\$560 per payment in Pakistan.

Three percent of survey respondents reported being cheated or losing money when receiving it, domestically or internationally, in the 12 months before the survey. Roughly 2% reported losing or being cheated out of money when sending it, either domestically or internationally. Eighty-two percent of those receiving a remittance who were overcharged or lost money reported losses during the process of receiving an informal cash transfer. Fifty-nine percent of those who reported loss or overcharges when sending money cited the informal means of transfer as the reason. These findings indicate that while fraud is statistically low, informal channels remain a risky source for sending or receiving funds¹¹ although formal methods imply a certain level of risk as well.

This study revealed that the type of remittances and payments made varies with respondent characteristics, such as age and technology used, and explored whether a particular profession or income influences a respondent's sending or receiving behavior. In general, this survey found that those with the least amount of education (primary school or less) were much more likely to use informal means of cash transfer than those who had at least four years of education beyond high school or a college degree. In contrast, the highly educated were much more likely to use electronic means of transfer with the vast majority opting for bank transfers over other types of electronic transfers such as mobile phones, post office, or money transfer services. There was a sharp gender divide — 75% of men reported making or receiving a payment across all categories surveyed at least once during the 12 months before the survey, compared with 45% of women.

This study also measured Internet and mobile phone saturation in the countries surveyed. This module was included to determine the potential reach of payment models that rely on mobile phones or the Internet. The survey found that majorities owned mobile phones in every country except Pakistan (48%), and many of the remainder had access to a family member's, friend's, or neighbor's cellphone, indicating that there is scope for mobile payment adoption to increase significantly from current levels. The study also showed that these countries are still a long way from Internet saturation. In the 2012 Gallup World Poll survey of these countries, 6% of respondents said they had access to the Internet. Indonesia had the greatest percentage at 18% while 4% of Indians and Nepalese said they had access to the Internet. An even smaller percentage of survey respondents reported using the Internet in the 30 days before the survey, with the percentage peaking in Indonesia (15%) and the lowest usage reported in India and Pakistan (4% each). Thus, Internet-based banking options or transfer capabilities only have the potential to reach a small segment of the most educated and wealthiest of the population at this time.

¹¹The data do not allow for a precise calculation of the rate of fraud or risk and are on separate instruments in the informal or formal categories.

1. MARKET OVERVIEW

OVERVIEW OF SURVEY FINDINGS

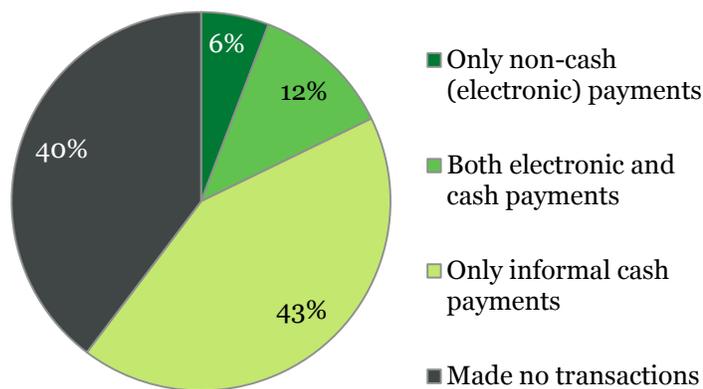
This section provides a market overview of the number of people making any kind of payment in each country in the survey.

It is important to note that the survey inquired about payments made by both sending money and traveling to personally deliver cash payments, a practice that is common in the countries in this study. This overview looks at the full time range under study: 12 months before the survey.

GENERAL OVERVIEW OF SENDERS AND RECEIVERS

Approximately 60% of respondents across all countries surveyed reported either sending or receiving a remittance or payment during the 12 months before the survey. Of those who sent, brought, or received a remittance or payment at least one time in the 12 months before the survey, 70% reported this transaction as an informal remittance, payment, or transfer of cash. The remittance or payment could have been domestic or international, and received from the government, a non-government employer, or from the sale of crops, produce, or livestock.

Figure 1: Market Overview, Last 12 Months



Sri Lanka and Indonesia had the highest number of survey respondents reporting such payment or remittance activity, at 84% and 83%, respectively, in the 12 months before the survey. Afghanistan reported the lowest percentage of these types of transactions, with 46% responding that they had either received or sent payments in the categories outlined above. India followed with 54% saying they had made a transaction in the 12 months before the survey.

Across all countries and payment and remittance types, the primary method of transfer was to send or receive cash in person or informally through some other means, with nearly 43% of respondents conducting these transactions using this method to send or receive money at least once during the 12 months before the survey. Twelve percent of

respondents identified using both informal cash payments and electronic means, including bank transfers, mobile money transfers, a transfer service such as Western Union, or a post office, while 6% of respondents reported using only electronic remittances or payments to conduct these transactions in the 12 months before the survey.

Indonesians (57%) and the Nepalese (56%) were most likely to use informal cash payments more than other methods. Sri Lankans were most likely to use electronic means to send or receive money, with 15% saying they did so in the 12 months before the survey, while the Nepalese were least likely to do so (3%). Most respondents only selected one method or the other when discussing payments. However, overall, Sri Lankans peaked in selecting either informal or formal payments with 38% of these respondents using both methods at least once in the previous 12 months, followed by Indonesians and Pakistanis at 23%. Indians and Afghans were least likely to use both payment types at 7% and 8%, respectively.

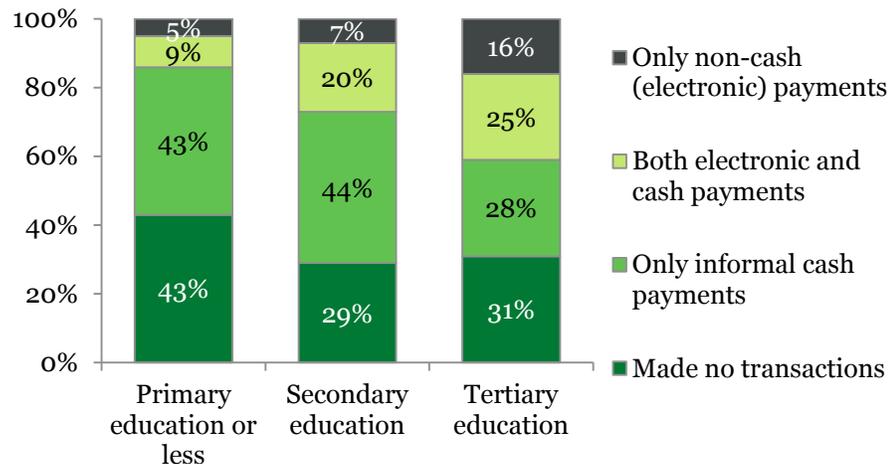
Table 1: Market Overview per Country and Estimated Market Size

Country	Made Payments	No Payments	Only Cash Payments	Electronic and Cash Payments	Only Non-Cash (electronic) Payments	Adult Population (m) ¹²	Consumers Total (m) ¹³	Consumers Only Using Cash (m) ¹⁴
Afghanistan	46%	54%	31%	8%	7%	19.0	8.7	2.7
Bangladesh	69%	31%	45%	17%	7%	104.3	72.0	32.4
India	54%	47%	41%	7%	5%	869.0	469.3	356.3
Indonesia	83%	17%	57%	23%	4%	177.6	147.4	84.0
Nepal	77%	23%	56%	18%	3%	19.7	15.2	8.5
Pakistan	64%	36%	32%	23%	9%	115.2	73.7	23.6
Sri Lanka	84%	16%	31%	38%	15%	15.7	13.2	4.1
Total	60%	40%	43%	12%	6%	1,320.5	799.5	511.6

Figures may not add up to 100% because of rounding. All totals use projection weights. Total = population – weighted average.

SOCIAL INDICATORS OF SENDERS AND RECEIVERS

Figure 2: Differences in Remittance or Payment Behavior: Education Groups



Researchers analyzed data across a range of social indicators to delineate payment and remittance behaviors based on demographic variables.

In general, the more education respondents possessed, the more likely they were to have made a remittance or payment transaction sometime in the 12 months before the survey. Those with secondary education peaked with 71% of this cohort conducting a transaction in the last 12 months, similar to the 69% of those who completed four years of education beyond high school or possessed a college degree (tertiary education) doing so. This percentage drops off for those with an elementary education or less; 57% of this cohort

reported making a payment or remittance transaction over the 12 months before the survey. Education also played a role in determining which kind of transaction a respondent was most likely to carry out. Those with the

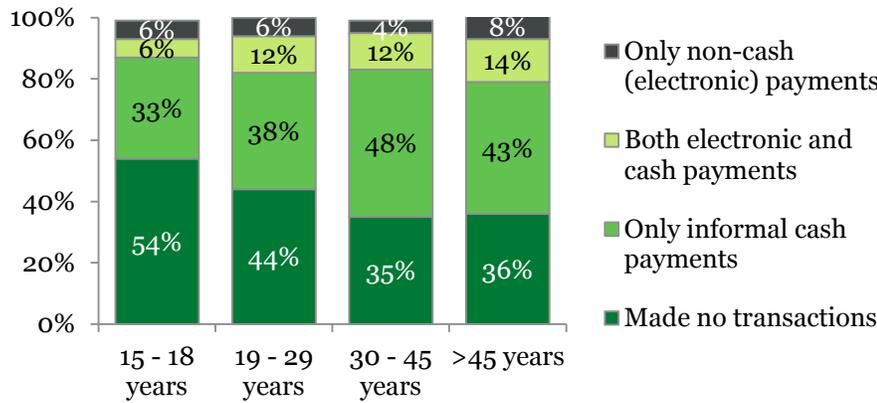
¹² Population numbers taken from World Bank Development Indicators (WDI) (2011) data: <http://databank.worldbank.org/ddp/home.do>.

¹³ Consumers calculated by multiplying the WDI 2011 adult population with the percentage of those who reported making or receiving payments or remittances in this survey.

¹⁴ Consumers using only cash calculated by multiplying the consumer total with those who reported making or receiving payments or remittances only in cash in this survey.

highest level of education were more than twice as likely to use electronic means as those with a high school education or less. They were also the most likely to use a mix of informal and formal remittances or payments.

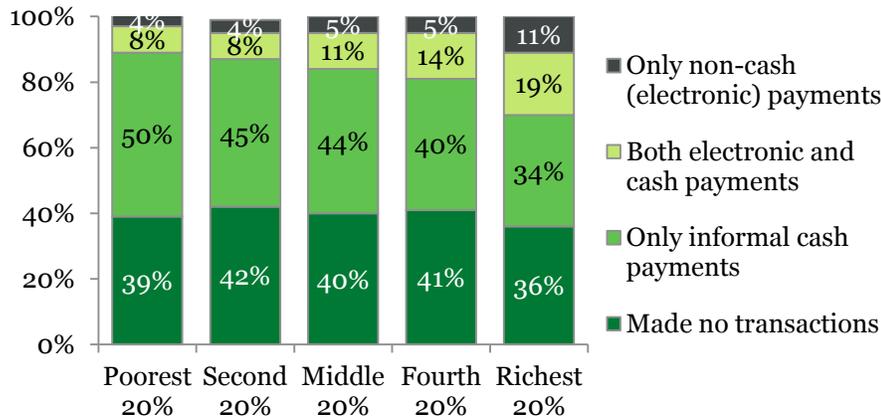
Figure 3: Differences in Remittance or Payment Behavior: Age Groups



Older respondents were more likely to say they made or received a remittance or payment at least once in the 12 months before the survey. This percentage peaked for those older than 45, with 65% reporting they received or made a remittance or payment, followed closely by those who were 30-45 years old (64%). Those aged 15 to 18 were least likely to have made or received a remittance or payment (45%) in the last 12 months.¹⁵ However, for respondents in this age group who did make a transaction, they were the most likely of all age

cohorts to have done so only using electronic methods. Those in the 45 and older group were most likely to split use between electronic and informal remittances or payments.

Figure 4: Differences in Remittance or Payment Behavior: Income Quintile Groups



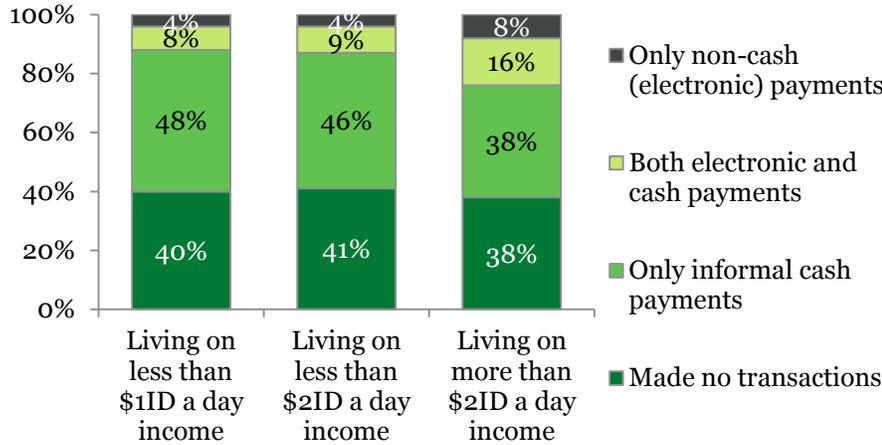
A look at income quintiles revealed the starkest differences in the types of transactions made. Of those who made or received remittances or payments, 82% of the poorest quintile chose informal means such as sending or receiving money through a family member or friend, or bringing it themselves, while only 53% of the wealthiest 20% used this method in the 12 months before the survey.¹⁶ The wealthiest were also roughly three times as likely to use electronic payments including bank transfers,

mobile money transfers, electronic transfer services (e.g., Western Union), or a post office as the two poorest income quintiles.

¹⁵ Percentages in bar charts are rounded up or down to the nearest whole number. When combining two or more percentages in the narrative, the percentage may appear higher than the individual percentages added together in the chart because percentages through the tenth decimal are added together in the narrative.

¹⁶ This percentage uses only the population conducting or receiving a given transaction. However, the corresponding table or chart may show percentages of both those conducting or receiving a given transaction and not conducting any transaction at all.

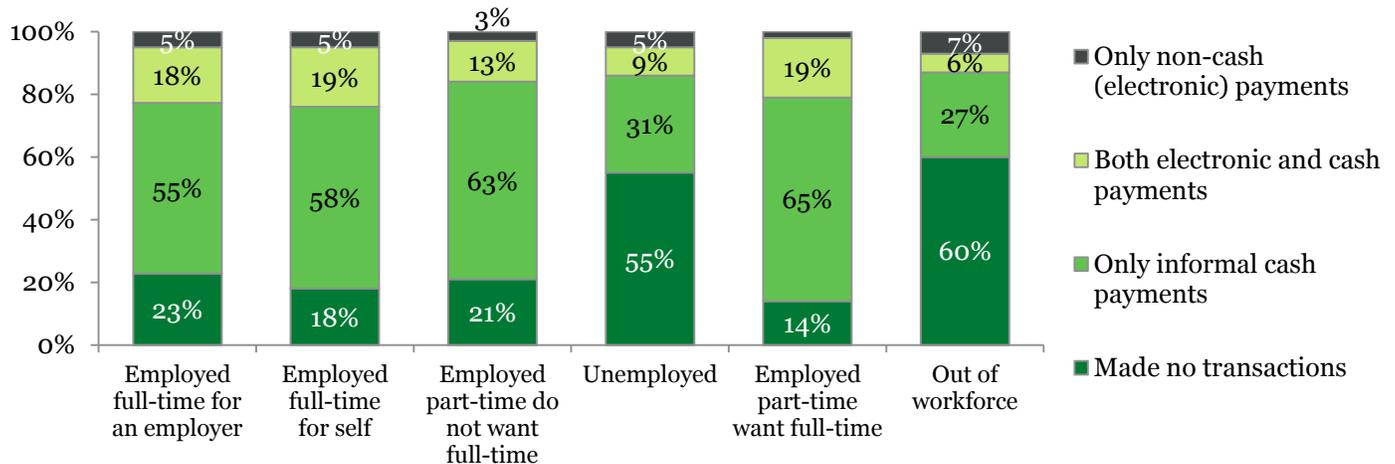
Figure 5: Differences in Remittance or Payment Behavior: Income — Less Than ID\$1 a Day, Less Than ID\$2 a Day, More Than ID\$2 a Day Groups



Income correlations continue when assessing methods between those living on more than ID\$2 a day and those living on ID\$2 a day or less. Respondents living on more than ID\$2 a day were more likely to use electronic methods to send remittances or payments. The 60% of those living on less than ID\$1 a day who made a transaction in the 12 months before the survey overwhelmingly selected informal means (80%), followed by a mix of informal and electronic remittances or payments (13%).¹⁷

Employment status affected transaction percentages and type. Those out of the workforce (60%) or unemployed (55%) were the least likely to have received or made a remittance or payment in the 12 months before the survey. Respondents were most likely to have carried out a transaction if they were employed part-time but wanted full-time¹⁸ work (86%) or employed full-time for themselves¹⁹ (82%). Employment status also appeared to have an effect on whether a respondent used informal means to send or receive money. Part-time employed people wanting full-time work were the most likely to use informal means, with 65% of those who reported making or receiving remittances doing so informally in the 12 months before the survey.

Figure 6: Differences in Remittance or Payment Behavior: Employment Groups

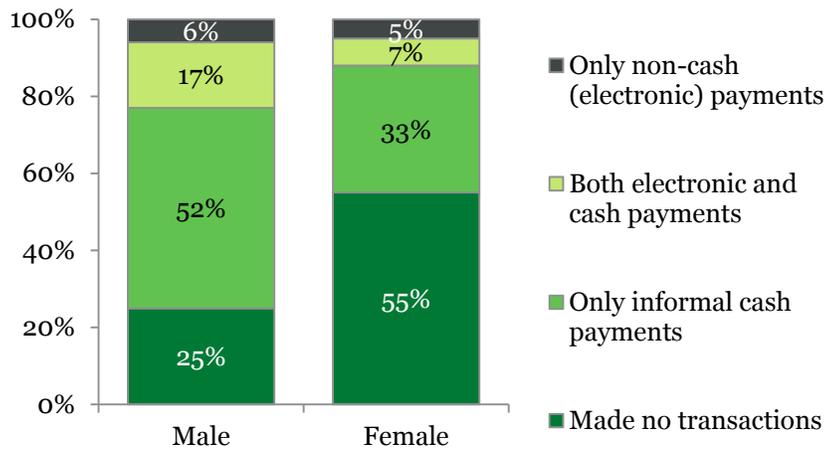


¹⁷ These percentages use only the population conducting or receiving a given transaction. However, the corresponding table or chart may show percentages of both those conducting or receiving a given transaction and not conducting any transaction at all.

¹⁸ A full-time employee is defined as working 30 hours or more per week.

¹⁹ A respondent is categorized as employed full-time for self if he or she works 30 hours or more per week.

Figure 7: Differences in Remittance or Payment Behavior: Gender



There was a large gender gap in those who conducted transactions. Seventy-five percent of men reported doing so while 45% of women said they sent or received a remittance or payment during the 12 months before the survey.

2. DOMESTIC REMITTANCES: SENDING OR BRINGING

MODULE OVERVIEW

This module asked respondents about sending or bringing money to a family member or friend in the respondent's same country within the last 30 days, three months, or 12 months. Domestic remittances could have been brought in person by the respondent or sent through other means. Respondents were asked to identify the method of sending, and they were also asked to provide the number of transactions and the amount of the largest remittance made. Finally, respondents were asked to estimate the number of people who would benefit from the domestic remittances.

It is important to note that the survey inquired about the frequency of traveling personally to deliver cash payments, a practice that is common in many parts of the developing world, including the countries in this study.

GENERAL OVERVIEW OF DOMESTIC SENDERS

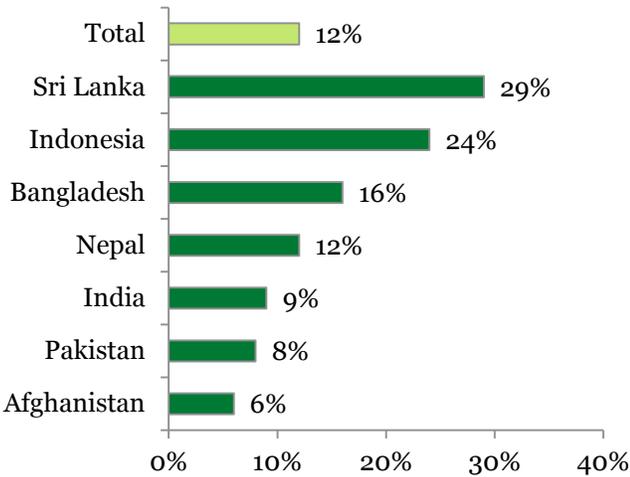
Twelve percent of respondents across all countries surveyed reported either sending or bringing money domestically to family members or friends during the 12 months before the survey. Despite advances in banking technology, a majority (67%) of this respondent group had done so by giving cash to another person to transport on their behalf, or they had carried it themselves. The remaining one-third (33%) of respondents used formal electronic means such as a bank or money transfer service, and 4% used both methods at least once in the 12 months before the survey. Respondents generally selected either the informal or the formal method; rarely did they select both.

At 29%, Sri Lankans were more likely to send or bring remittances domestically to family members or friends than any other nationality surveyed. Indonesia followed with 24% responding that they had sent or brought money at least once in the 12 months before the survey. Afghans (6%) and Pakistanis (8%) were the least likely to send or bring money in person over the previous 12-month period.

Across all countries and time periods, the mean number of times a respondent sent money domestically in the 30 days before the survey was 1.6 times, benefiting three people. Respondents in Sri Lanka (2.3 times) and Nepal (two times) sent money more often than those in other countries in the 30 days before the survey.

Figure 8: Domestic Remittances — Money Sent to Family Members or Friends, Number of Times Money Was Sent, Largest Amount Sent, People Who Benefited From Payments

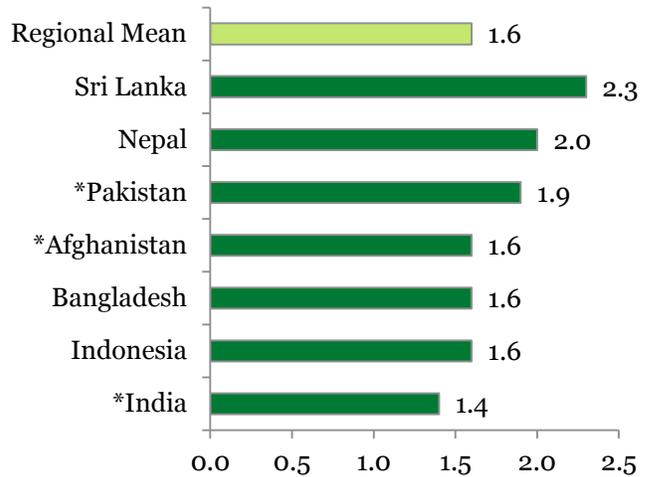
Sent Money



Have you personally sent any money to a family member or friend living in a different city or area in the last 12 months?

% “Yes,” by country
Total=population-weighted average

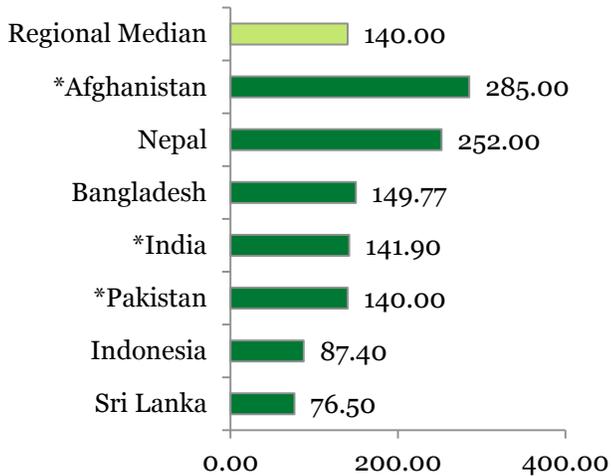
Number of Times Money Was Sent



How many times have you sent any money to a family member or friend living in a different city or area in the last 30 days?

Base: those who sent money to a family member or friend
*Less than 10% of respondents in these countries were asked this question

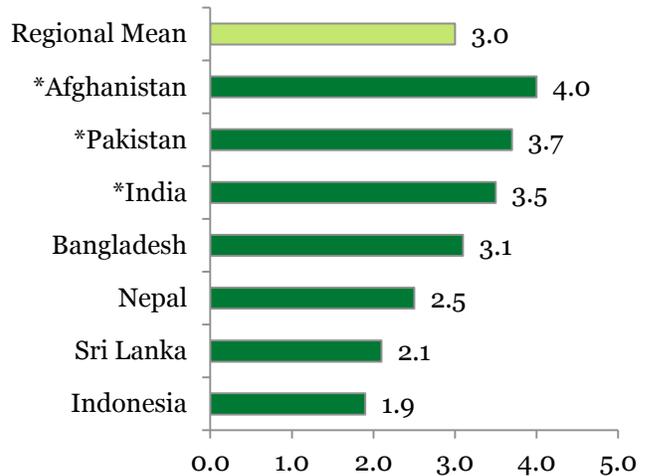
Largest Amount Sent (International Dollars PPP)



What was the largest amount of money you personally brought in person or sent to a family member or friend living in a different city or area in the last 12 months?

Median amount per country
Base: those who sent money to a family member or friend
*Less than 10% of respondents in these countries were asked this question

People Who Benefited From Payments

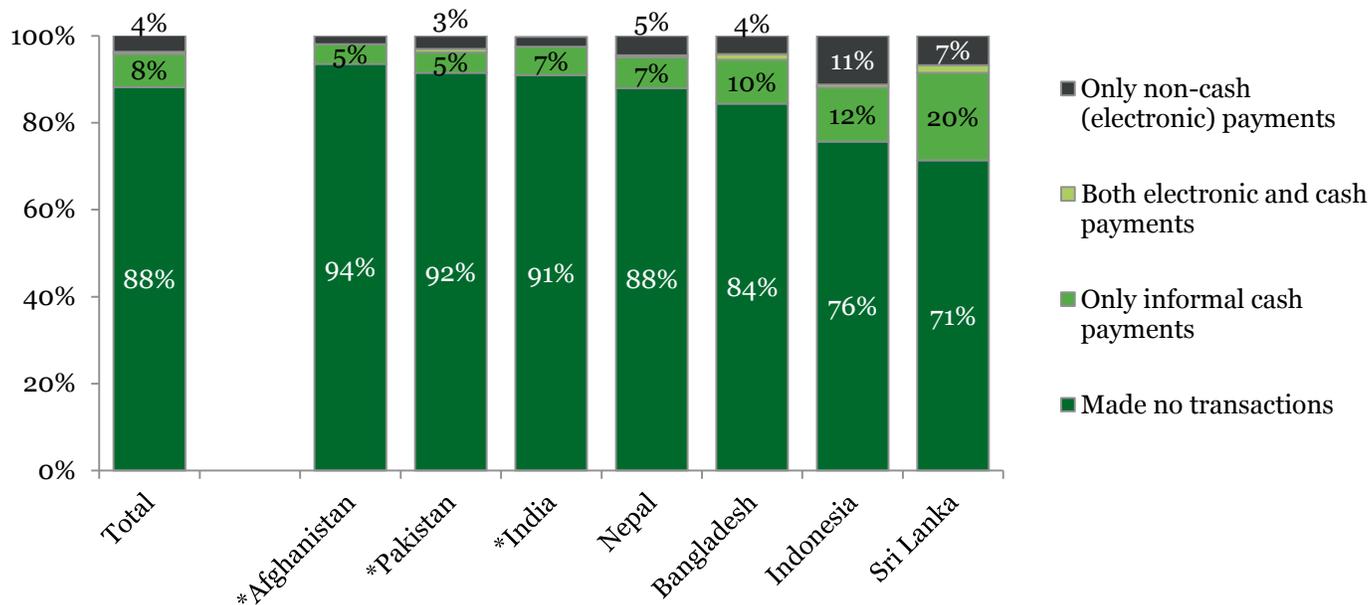


How many people will directly benefit from this money you personally brought or sent in the last 12 months?

Base: those who sent money to a family member or friend
*Less than 10% of respondents in these countries were asked this question

The median amount of money sent or brought domestically across all countries was ID\$140 in the 12 months before the survey; however, the median amounts varied greatly among countries. Afghans sent or brought the highest median amount (ID\$285) while Sri Lankans sent or brought the lowest (ID\$77).

Figure 9: Domestic Remittances: Money Sent or Brought in Person to Family Members or Friends



Have you personally sent any money to a family member or friend living in a different city or area in the last 12 months?

Total=population-weighted average

*Less than 10% of respondents in these countries were asked this question

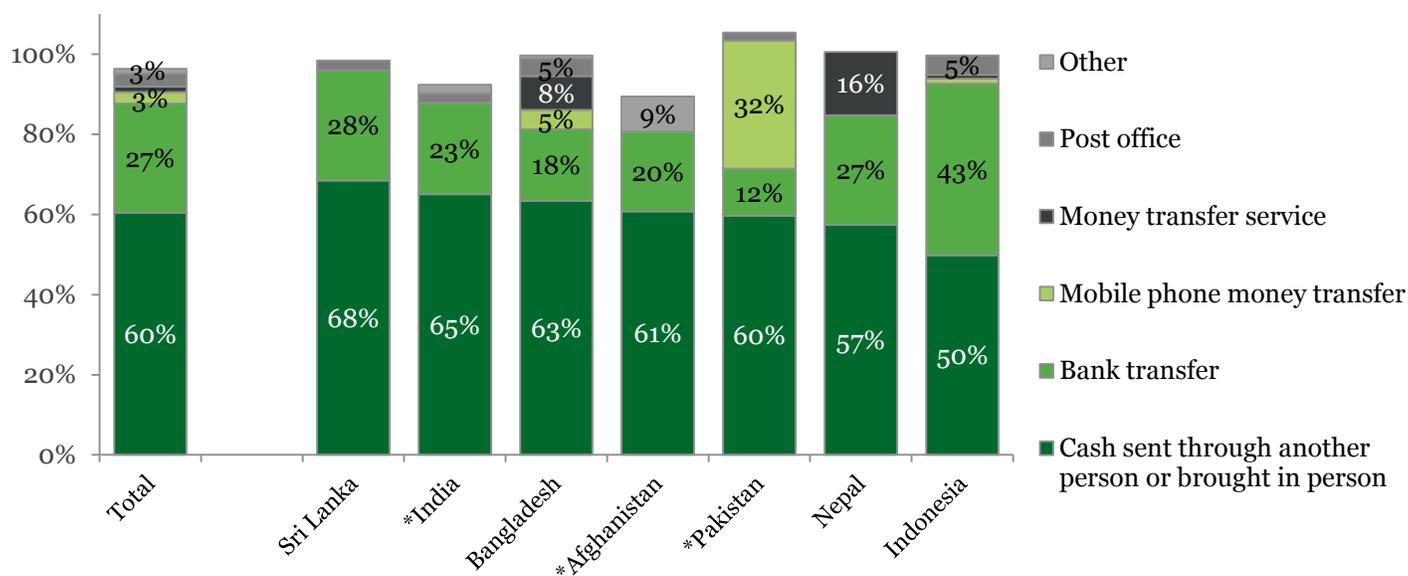
When looking at domestic transactions split between the broad categories of only non-cash (electronic) remittances, only informal cash remittances, or both electronic and cash remittances, respondents universally used informal cash remittance systems at a greater percentage than any other method. While the difference was negligible in Indonesia, with 11% using electronic methods versus 12% using informal cash payments, for those who conducted transactions, clear pluralities, particularly in Sri Lanka and Bangladesh, opted for informal cash payments.

Table 2: Domestic Remittances: Money Sent or Brought in Person to Family Members or Friends, Percentage of Population Engaging in Transfer Types

Transfer Type	Total	Afghanistan	Bangladesh	India	Indonesia	Nepal	Pakistan	Sri Lanka
Only non-cash (electronic) payments	3.8%	1.9%	4.2%	2.2%	11.2%	4.5%	3.0%	6.8%
Only informal cash payments	7.6%	4.6%	10.1%	6.5%	12.4%	7.0%	4.7%	20.1%
Both electronic and cash payments	0.5%	0.0%	1.3%	0.2%	0.7%	0.5%	0.8%	1.7%

With the highest rate of domestic sending and bringing of remittances, 68% of Sri Lankans opted to informally send money in cash or bring it in person in the 12 months before the survey. The second most likely method of sending cash in Sri Lanka was through bank transfer (28%), followed by the post office (2%). Indians (65%) and Afghans (61%) were the most likely to either bring the money themselves or use informal means, such as a friend or perhaps a common *hawala* system of money transfer, to transfer funds. In Afghanistan, the U.S. Department of State estimates that upwards of 90% of all financial transactions pass through *hawalas*. Indonesians were least likely to select this option, with 43% using bank transfers, likely because of the mature banking system and government-imposed limitations on these types of transactions. According to a UN Development Fund for Women report, “In Indonesia, the number of players in the formal remittance market is limited because Indonesian financial regulations do not allow telecommunication companies, microfinance institutions, and money changers to engage effectively in money transfer activities. Door-to-door delivery, debit cards, or other technologically advanced services such as mobile-to-mobile transfer and card-based remittances hardly exist.”²⁰

Figure 10: Channels Used to Send Domestic Remittances



Have you personally brought money in person or sent any money to a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Total=population-weighted average

Base: those who sent money to a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

*Less than 10% of respondents in these countries were asked this question

Those in Bangladesh and Nepal were more likely to employ several methods for sending money domestically. In Nepal, while 57% reported sending money informally or bringing it themselves, 27% selected bank transfers and 16% used a money transfer service at least once in the 12 months before the survey. Nepal has a large migrant population in India and the Arab Gulf states, many of whom use money transfer services. The fact that these services have established a strong presence in Nepal to meet the needs of international remittance senders may account for why they are so frequently used for domestic remittances as well.

Sending funds via mobile phone money transfers was also not a likely option with only 3% of adults in the region using this method, although 32% of Pakistani respondents did so in the 12 months before the survey. There are

²⁰ www.unwomen-eseasia.org/docs/2008_Gender_dimension_of_Remittances.pdf.

a number of telecommunication operators offering money transfer services in Pakistan including the one with the most clients, Telenor's Easypaisa.²¹

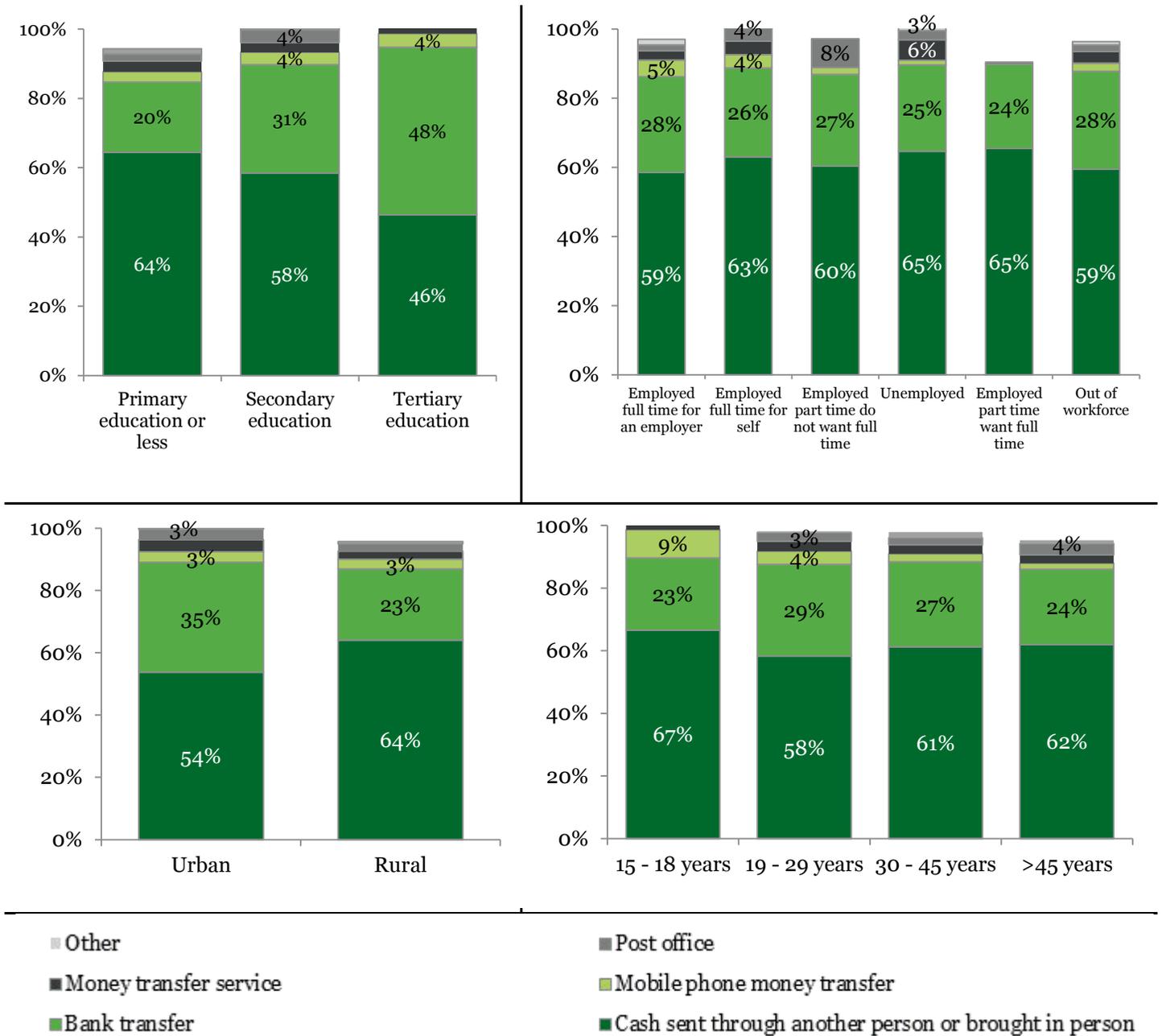
SOCIAL INDICATORS AND SENDING OR BRINGING REMITTANCES DOMESTICALLY

There was a high degree of variation in domestic remittance transactions selected in the education, employment status, profession, and age categories. Of those with eight years or less of elementary education who sent or brought a payment, 64% did so at least once in the 12 months before the survey.²² They did this through informal channels, such as a friend, or brought money themselves. This percentage declined as respondents' education level increased, with 58% of those who had completed secondary education selecting this method, followed by 46% of those who had completed four years of education beyond high school or received a four-year college degree. As the number of years of education increased, respondents were more likely to gravitate toward using bank transfers to send money to friends or family domestically. Those with the highest level of education were the most likely to use formal means via bank transfer (48%) than any other education group level in the 12 months before the survey.

²¹ "Branchless Banking: Zong, Askari Bank Officially Jump on the Bandwagon." *The Express Tribune with the International Herald Tribune*, 2 Dec. 2012. Web. 16 Dec. 2012. www.tribune.com.pk/story/473815/branchless-banking-zong-askari-bank-officially-jump-on-the-bandwagon/.

²² This percentage is calculated using only the population conducting or receiving a given transaction. However, the corresponding table or chart may show percentages of both those conducting or receiving a given transaction and not conducting any transaction at all.

Figure 11: Channels Used to Send Domestic Remittances Across Different Levels of Education, Employment Status, Urbanization, and Age



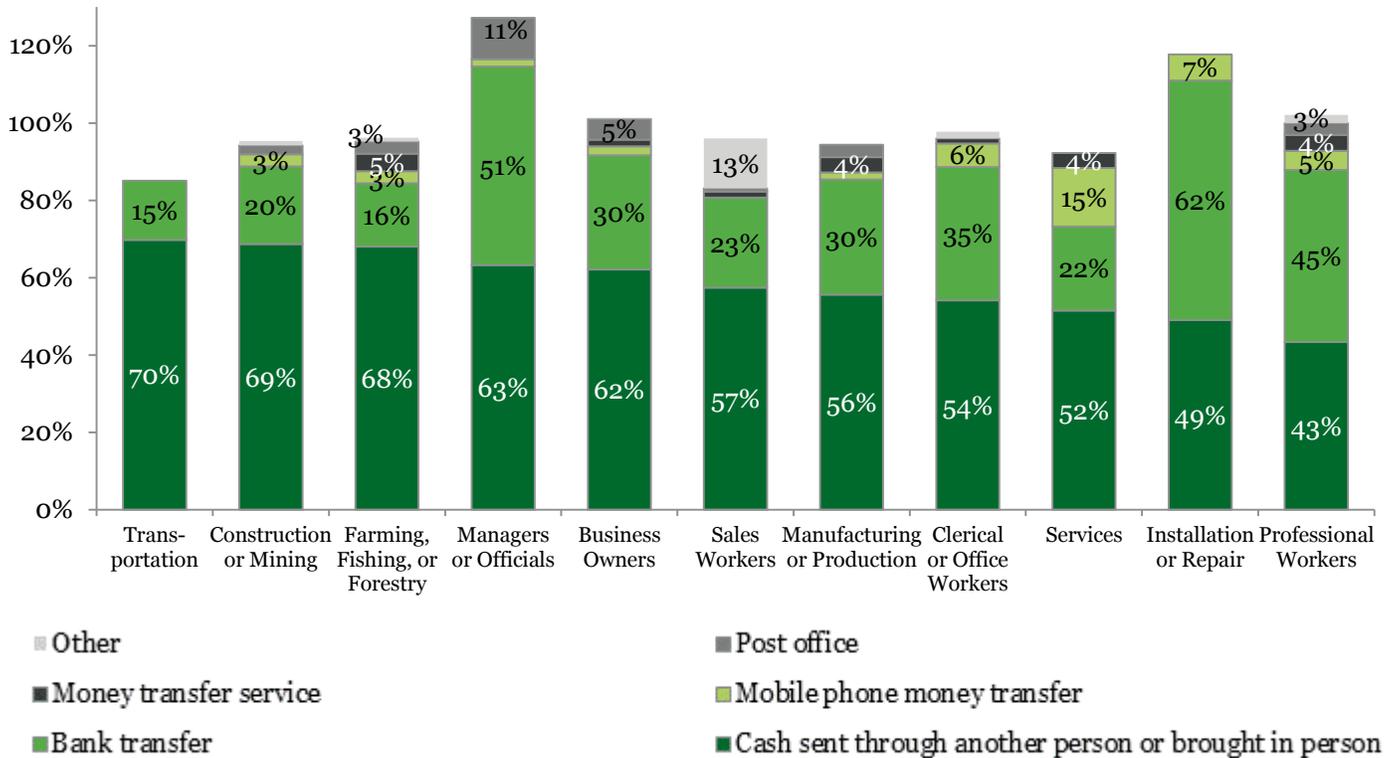
Have you personally brought money in person or sent any money to a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Base: those who sent money to a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

Results from this survey show an inverse relationship between age and formality in domestic money transfer behavior. While all age cohorts more frequently sent money informally through other people or personally brought it themselves, those aged 15 to 18 sent money informally through other people or personally brought it themselves at a greater rate than their older cohorts did. Those aged 19 to 29 were most likely to use bank transfers (29%) while those aged 15 to 18 were more likely than any other age group to select mobile phone money transfers (9%). Sixty-one percent of those aged 30 to 45 selected sending the money informally via friends or through another person or bringing it themselves while 62% of those aged 45 and older said they did so.²³

Figure 12: Channels Used to Send Domestic Remittances Across Different Levels, Type of Work



Have you personally brought money in person or sent any money to a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Base: those who sent money to a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

²³ These percentages are made using only the population conducting or receiving a given transaction. However, the corresponding table or chart may show percentages of both those conducting or receiving a given transaction and not conducting any transaction at all.

3. DOMESTIC REMITTANCES: RECEIVING

MODULE OVERVIEW

This module asked respondents about money they had received from a family member or a friend in the respondent's same country. They were also asked to provide time frames for doing so — within the last 30 days, three months, or 12 months. The money could have been received in person or received through other means. Respondents were also asked to provide the amount of the largest remittance received and how important this was to their household's financial situation. Finally, respondents were asked to estimate the number of people that would benefit from the payment.

It is important to note that the survey inquired about the frequency of receiving cash remittances that someone had brought in person from another part of the country, a practice that is common in many parts of the developing world, including the countries in this study. As with Chapter 4, "International Remittances: Sending or Bringing," the average number of remittances received will be measured accordingly to the 30-day period, rather than the full 12 months.

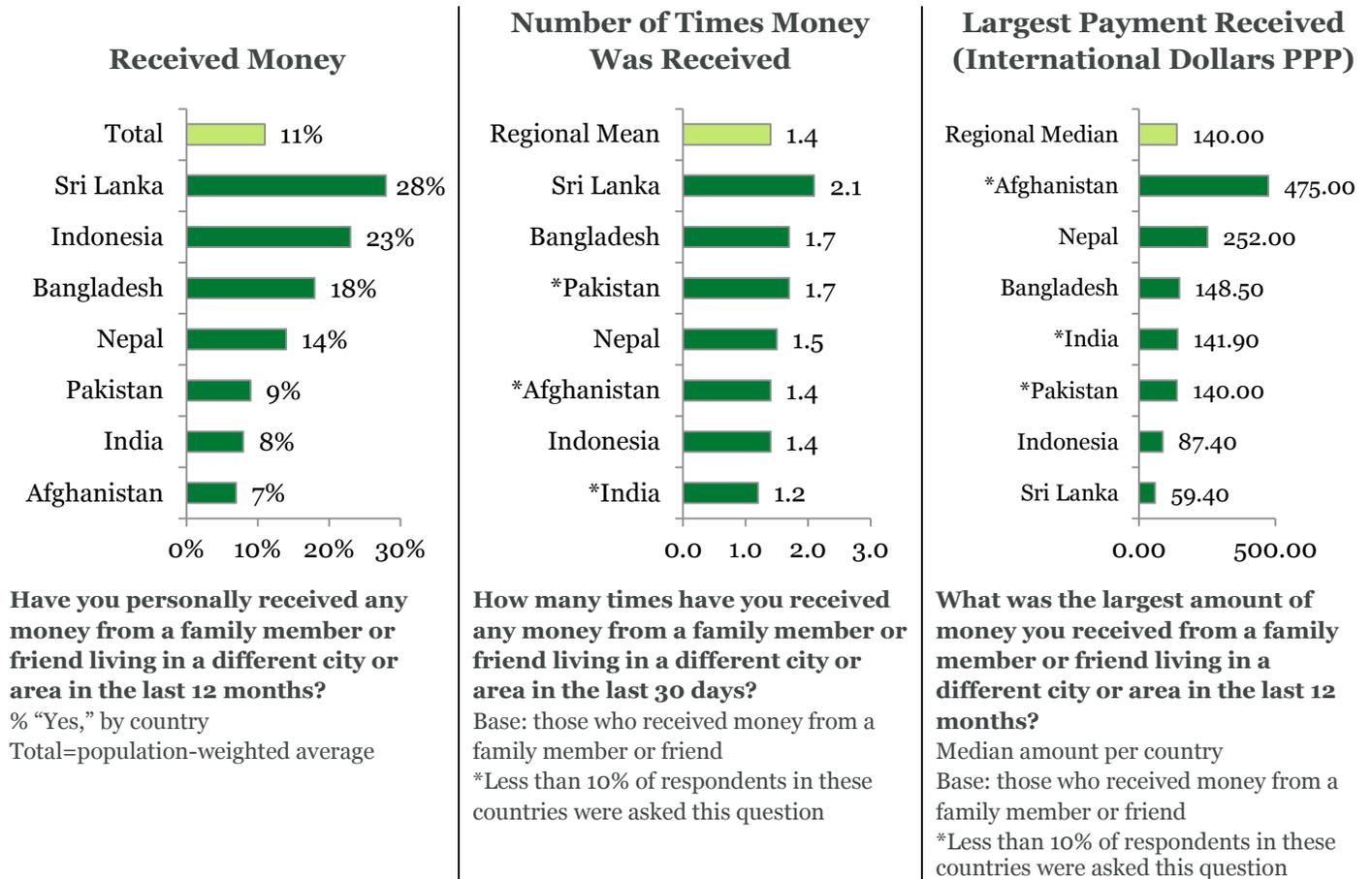
GENERAL OVERVIEW OF DOMESTIC RECEIVERS

Eleven percent of survey respondents across South Asia and Indonesia reported receiving a remittance at least once from a domestic source in the 12 months before the survey.²⁴

The median payment received across countries was ID\$140. In the 30 days before the survey, respondents received a remittance an average of 1.4 times, with Sri Lankans leading at 2.1 times and Indians receiving the fewest number of payments at 1.2 times.

²⁴ When comparing domestic sending versus receiving across all countries in this survey, respondents reported sending money domestically approximately the same as receiving it (0.5% difference).

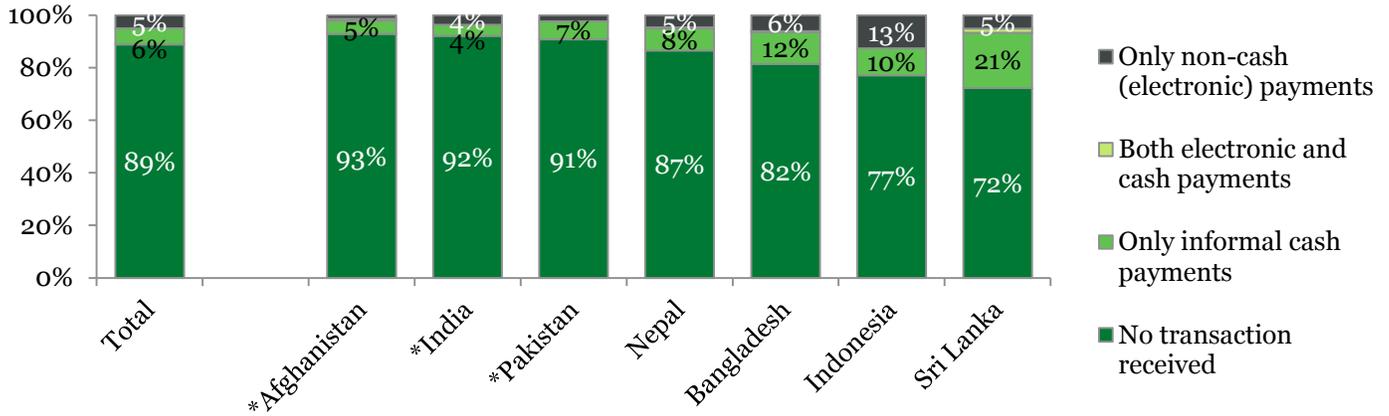
Figure 13: Domestic Remittances — Money Received From Family Members or Friends, Number of Times Money Was Received, Largest Payment Received



Similar to domestic sending, respondents who reported receiving money from a domestic source cited informal cash remittances (55%) more frequently than non-cash (electronic) remittances (45%). Very few respondents received money in both formats, suggesting that the population is segregated into those using primarily formal versus those using primarily informal means of money transfer.

Sri Lankans received the greatest percentage of domestic remittances, with 28% of the population receiving such sources of money in the 12 months before the survey. About three in four Sri Lankans who received a domestic remittance (72%) did so only in informal cash form. Afghans were least likely to have received a domestic remittance (7%), potentially because of a lack of infrastructure in place to establish these kinds of systems, lower internal employment migration, or less willingness to discuss the use of *hawala*.

Figure 14: Domestic Remittances — Money Received



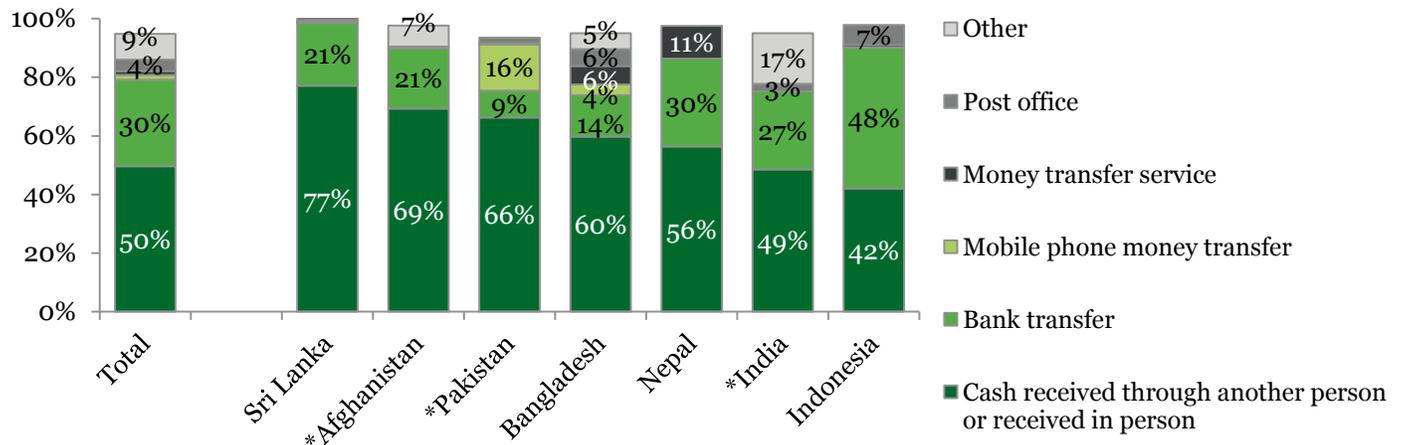
Have you personally received any money from a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Total=population-weighted average

*Less than 10% of respondents in these countries were asked this question

Sri Lankans were more likely than any other country’s respondents to receive money domestically through another person or have it brought in person to them (77%) in the 12 months before the survey. Afghans (69%) and Pakistanis (66%) followed them closely. Indonesians were the least likely to employ this method, with 42% doing so. Instead, Indonesians were more likely to use bank transfers (48%) than any other method or country surveyed. Indians and the Nepalese followed with 27% opting for bank transfers versus 54% having it brought to them through informal channels. Mobile phone money transfers, money transfer services, post offices, and other means lagged significantly behind in their selection; however, for Pakistanis, mobile phone money transfers proved to be a viable option (16%) and were selected more often than bank transfers were.

Figure 15: Channels Through Which Domestic Remittances Were Received



Have you personally received any money from a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Total=population-weighted average

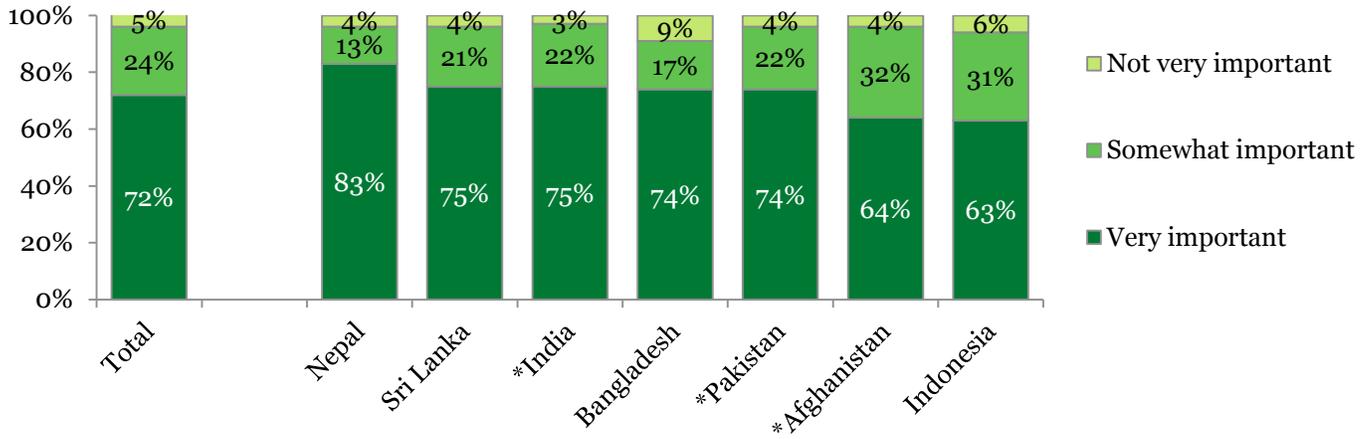
Base: those who received money from a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

*Less than 10% of respondents in these countries were asked this question

A majority of respondents (72%) in each of the seven countries surveyed who received at least one remittance in the 12 months before the survey stated that the remittances they received from their friends or family domestically were “very important.” This peaked in Nepal with 83% of respondents saying these remittances were very important while Indonesians registered the lowest percentage with (63%) saying the remittance was very important.

Figure 16: Importance of Domestic Remittances Received to Household’s Financial Situation



How important was this money to your household’s financial situation?

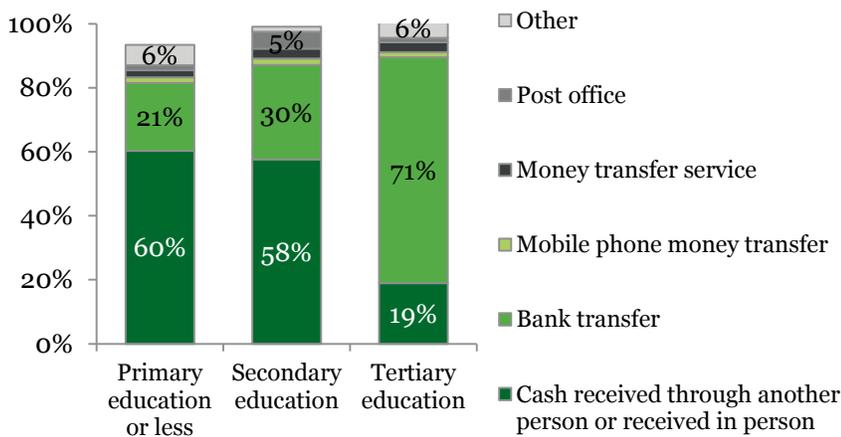
Total=population-weighted average

Base: those who received money from a family member or friend

*Less than 10% of respondents in these countries were asked this question

SOCIAL INDICATORS AND RECEIVING REMITTANCES DOMESTICALLY

Figure 17: Channels Through Which Domestic Remittances Were Received Across Education Groups



Those who were least educated were most likely to receive cash through another person (60%), such as a friend or family member, or brought domestic remittances through other informal means, while those most educated were least likely (19%) to receive money informally in the 12 months before the survey. This relationship reversed when it came to bank transfers, with 71% of the most educated using this method over those with a secondary education (30%) or primary education (21%).

Have you personally received any money from a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Base: those who received money from a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

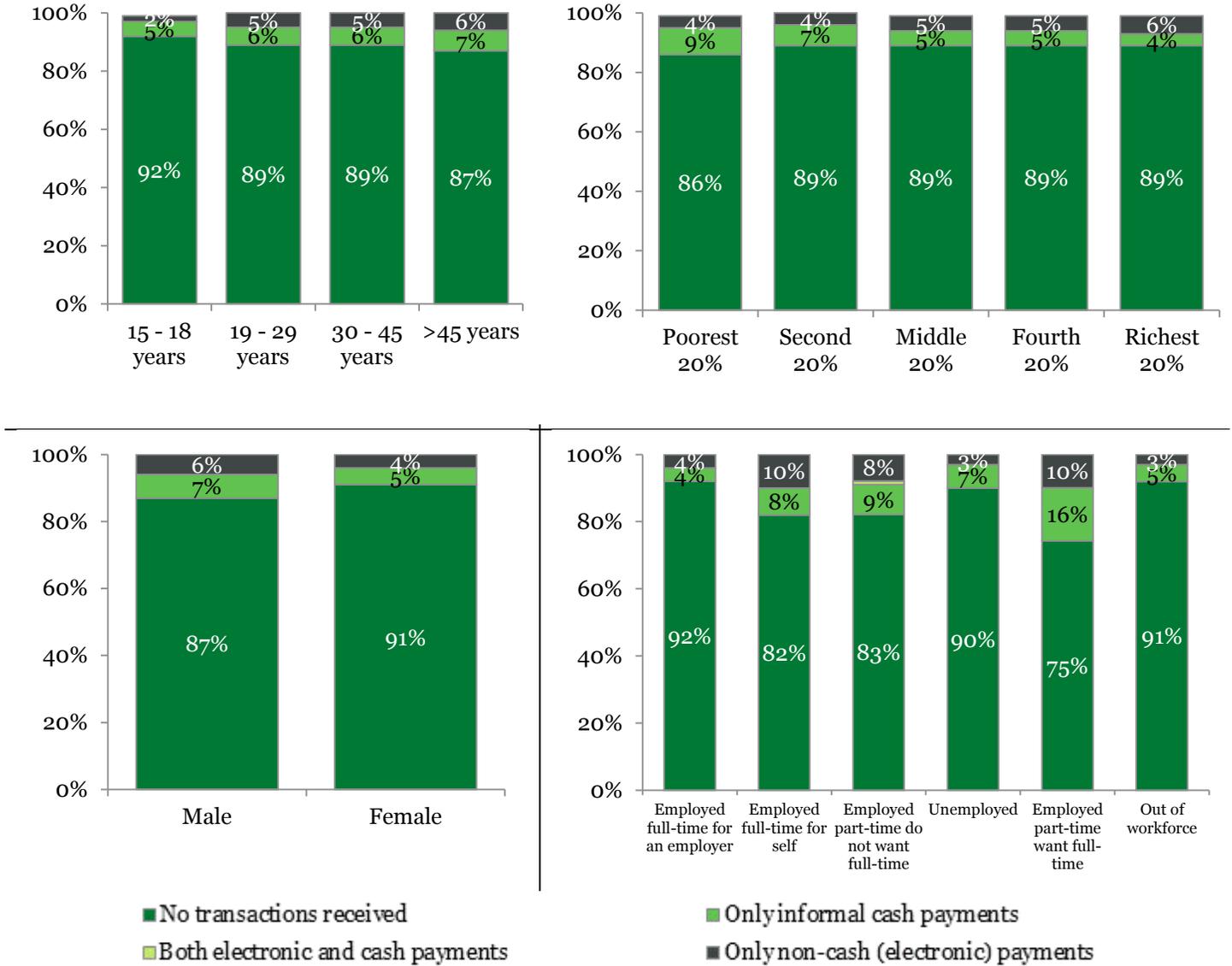
Across age groups, the youngest respondents (aged 15 to 18 years) were least likely to have received a domestic remittance (8%) in the 12 months before the survey followed by those aged 19 to 45 (11%). Those aged 45 and older were the most likely to have received a domestic remittance (13%). This may be because these respondents receive funds from adult children, who may support them in retirement, or receive funds from a pension, particularly from the government, which is a large employer in the region. The differences between receiving money informally or through electronic means were negligible for all age groups, except for the youngest, who showed a higher percentage for receiving money in person (5%) rather than by electronic means (2%).

Those in the lowest income quintile were the most likely to have received a domestic remittance (14%) at least once in the 12 months before the survey administration, while the remaining four quintiles were less likely to have received domestic remittances in that same time period. The poorest respondents were the most likely to receive cash in person (9%), with this percentage decreasing in the high-income quintile.

Employment status had an effect on the likelihood of receiving money domestically. Those who were employed part-time but wanted full-time work were most likely to have received a domestic remittance (25%). Full-time workers for an employer, those out of the workforce, and the unemployed were least likely to receive a domestic remittance.

Men were more likely to receive money than were women because of their role as head of household finances in South Asia and Indonesia. Thirteen percent of men and 9% of women received money domestically in the 12 months before the survey.

Figure 18: Domestic Remittances: Difference in Receiving Money Between Different Levels of Age, Income, Gender, and Employment Groups



Have you personally received any money from a family member or friend living in a different city or area in any of the following ways in the last 12 months?

Base: those who received money from a family member or friend

4. INTERNATIONAL REMITTANCES: SENDING OR BRINGING

MODULE OVERVIEW

This module asked respondents about sending or bringing money to family members or friends living in a different country and asked them to provide time frames for doing so: within the last 30 days, three months, or 12 months. This chapter will look at aggregate responses across all time periods to provide a broad picture of international remittance behaviors among respondents in South Asia and Indonesia. The money could have been brought in person by the respondent or sent through other means. Respondents were also asked to provide the amount of the largest remittance or payment that was made.

GENERAL OVERVIEW OF INTERNATIONAL SENDERS

Sending money internationally is rare across South Asia and Indonesia. Nearly all respondents (99.5%) said they did not send a remittance to another country in the 12 months before the survey. This is not an unusual finding considering these countries export laborers with most workers going to the Middle East for employment. Arab Gulf countries in particular rely heavily on Asian contract labor. For example, there is approximately one migrant domestic worker for every two Kuwaiti citizens, and in the UAE, only 11.5% of the population are Emirati nationals.²⁵ Migrants from Bangladesh, India, Pakistan, and Sri Lanka have provided labor for construction booms in Saudi Arabia, the United Arab Emirates (UAE), and Bahrain.²⁶ In 2011, the World Bank estimates that Asian migrants sent home US\$191 billion in international remittances.

The survey asked respondents to list which country or countries they sent or brought money to. For those who provided this information, in order of citation, India, Saudi Arabia, the United States, Iran, and the UAE were selected as the most common recipient countries in the survey.²⁷

Table 3: 2011 Migrant Remittance Outflows (World Bank, published November 2012) and 2012 Gallup Survey Findings

Country	Migrant Remittance Outflows (US\$ million) World Bank (2011) ²⁸	Outflow Remittances, Share of GDP (%) World Bank (2011) ²⁹	Population Sending Money Internationally (%) Gallup Survey Findings (2012)
Afghanistan	\$21	0.2%	1.1%
Bangladesh	\$12	0%	0.2%
India	\$3,888	0.2%	0.4%
Indonesia	\$3,164	0.4%	0.7%
Nepal	\$39	0.2%	2.2%
Pakistan	\$28	0%	0.7%
Sri Lanka	\$601	1.0%	0.2%

²⁵ Salama, Vivian. *United Arab Emirates Population Rises 65% Over Four Years*. Bloomberg.com, 31 Mar. 2011. Web. 19 Feb. 2013. <http://www.bloomberg.com/news/2011-03-31/united-arab-emirates-population-increases-65-over-four-years.html>.

²⁶ "Asia/Middle East: Increase Protections for Migrant Workers" *Human Rights Watch*. N.p., 16 Apr. 2012. Web. 16 Dec. 2012. www.hrw.org/news/2012/04/15/asiaincrease-protections-migrant-workers.

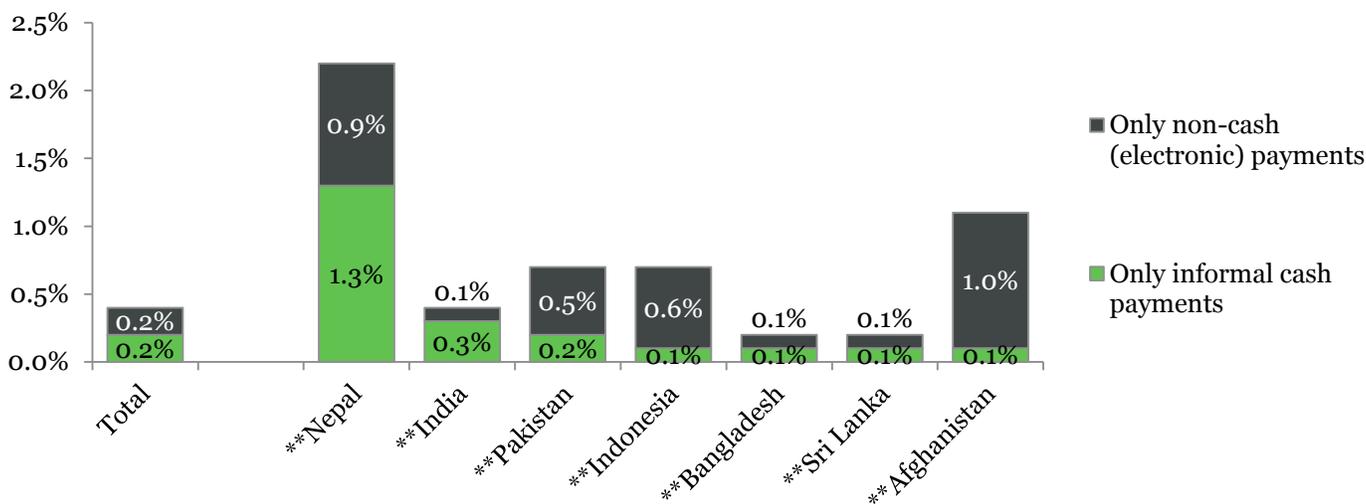
²⁷ Because of small sample sizes, only aggregate numbers across all surveyed countries were used to determine to which countries money was either sent or brought.

²⁸ "Migration and Remittances Factbook 2011. World Bank, Nov. 2012. Web. <http://data.worldbank.org/data-catalog/migration-and-remittances>.

²⁹ Ibid.

This section will look at the 0.5%³⁰ of respondents who did send or bring remittances internationally in the 12 months before the survey. Nepalese respondents sent more money to another country at 2.2% than any other country respondents. Bangladeshis and Sri Lankans were the least likely to send or bring remittances internationally at 0.2% each. However, the 0.4% total of these two countries that did were evenly split between sending money only electronically and sending money only in cash or brought in person. Pakistanis and Indonesians also used electronic methods over informal cash transfers by a margin of more than two to one and six to one, respectively.

Figure 19: International Remittances Sent



Have you personally sent money to a family member or friend living in a different country in the last 12 months?

Total=population-weighted average

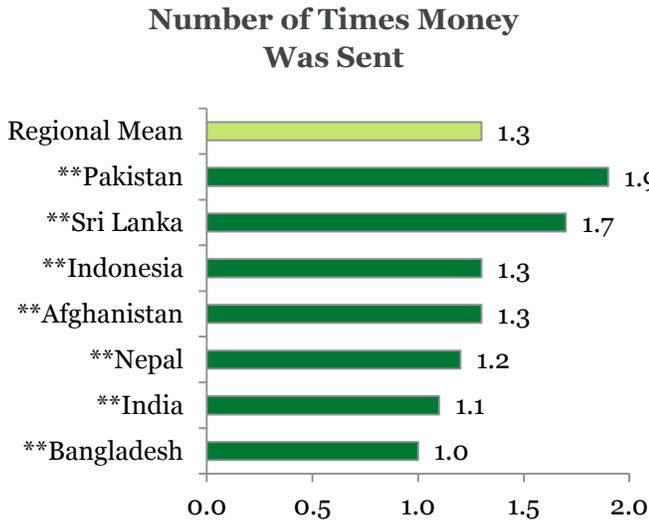
**Less than 5% of respondents in these countries were asked this question

Across countries, respondents were mostly split between sending money via cash or personally bringing it (44%) and using bank transfers (37%) for international transactions. Nepalese were most likely to send cash through another person or bring it themselves, with 59% of those who sent money internationally opting for this method. Afghans were least likely to use this method (5%), instead selecting bank transfers (29%) when sending money in the 12-month period before the survey. However, Afghans were also the most likely to use other options as well, including using mobile phone money transfer (6%), a money transfer service (6%), and using other methods such as *saraf* or currency exchanger (57%). Pakistanis were also likely to opt for various methods with the plurality selecting bank transfer (47%), followed by bringing cash in person or sending it informally (27%), money transfer service (21%), or “other” (5%). Indonesians were the most likely of all respondents in the 12 months before the survey to have used a bank transfer service while 34% of Sri Lankans who sent or brought money internationally opted for mobile phone money transfer.

Respondents who sent or brought remittances internationally did so an average of 1.3 times in the 30 days before the survey with Pakistanis leading at 1.9 times, followed by Sri Lankans at 1.7 times. Bangladeshis were the least likely of those surveyed to have brought or sent money to another country, doing so an average of one time in the 30 days before the survey.

³⁰ As referenced in the “About this Report” section regarding the combining of two or more percentages, the composite figure is larger than its parts because of rounding.

Figure 20: International Remittances — Number of Times Money Was Sent, Largest Amount Sent³¹



How many times have you sent any money to a family member or friend living in a different country in the last 30 days?

Base: those who sent money to a family member or friend

**Less than 5% of respondents in these countries were asked this question



What was the largest amount of money you sent to a family member or friend living in a different country in the last 12 months?

Median amount per country

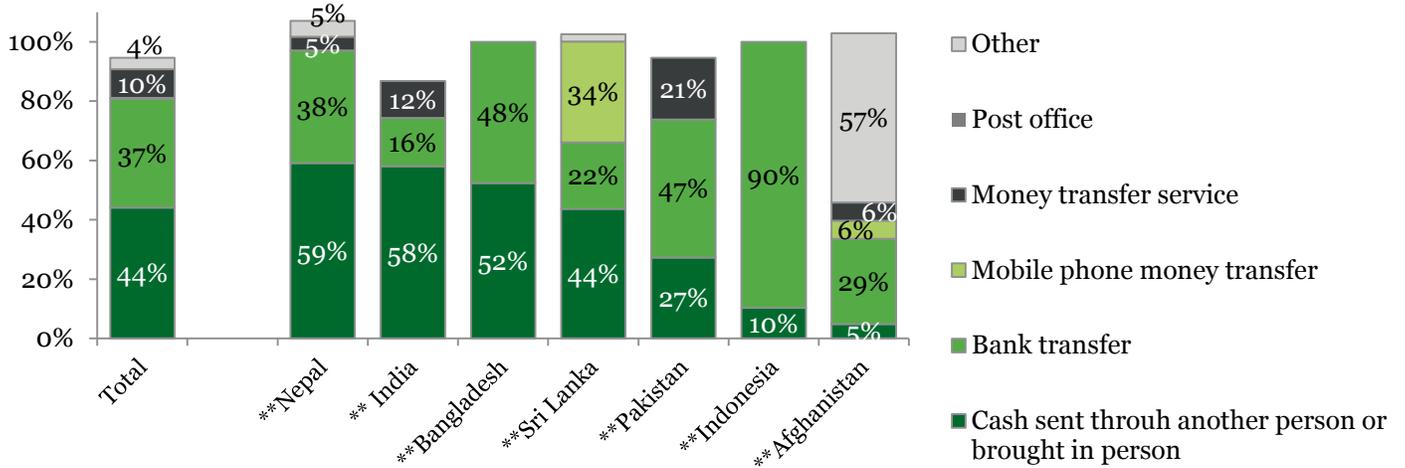
Base: those who sent money to a family member or friend

**Less than 5% of respondents in these countries were asked this question

The amount sent or brought dramatically increased for international remittances compared with domestic ones, with the median amount ID\$473. Bangladeshis brought or sent the highest median amount at ID\$1,288, while Afghans sent or brought the least (ID\$238). Afghanistan was the only country surveyed to send median remittances in greater amounts domestically than internationally.

³¹ All countries listed in this figure contain sample sizes of 25 respondents or fewer. Sample sizes are the following: Afghanistan (14), Bangladesh (3), India (16), Indonesia (5), Nepal (24), Pakistan (7), Sri Lanka (3).

Figure 21: Channels Through Which International Remittances Were Sent³²



Have you personally sent money to a family member or friend living in a different country in any of the following ways in the last 12 months?

Total=population-weighted average

Base: those who sent money to a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

**Less than 5% of respondents in these countries were asked this question

³² Ibid.

5. INTERNATIONAL REMITTANCES: RECEIVING

MODULE OVERVIEW

This module asked respondents about receiving money from family members or friends living in a different country and to provide time frames for doing so, either within the last 30 days, three months, or 12 months. The money could have been received in person by the respondent or received through other means. Respondents were also asked to provide the amount of the largest remittance or payment received, with a sub-question requesting fee or charge amounts.

GENERAL OVERVIEW OF INTERNATIONAL RECEIVERS

South Asia and Indonesia are exporters of labor rather than importers. The following table shows remittance inflow data published by the World Bank in 2012 and Gallup's findings based on this survey.

Table 4: 2011 Migrant Remittance Inflows (World Bank, published November 2012) and 2012 Gallup Survey Findings

Country	Migrant Remittance Inflows (US\$ million) World Bank (2011) ³³	Inflow Remittances, Share of GDP (%) World Bank (2011) ³⁴	Population Receiving Money From Another Country (%) Gallup Survey Findings (2012)
Afghanistan	NA	NA	4.0%
Bangladesh	\$12,068	10.9%	10.3%
India	\$69,797	3.4%	0.5%
Indonesia	\$7,180	0.8%	2.4%
Nepal	\$5,115	22.3%	16.5%
Pakistan	\$13,933	5.8%	4.2%
Sri Lanka	\$6,312	8.8%	8.0%

The survey asked respondents to list from which country or countries they received money. For those who provided this information, in order of citation, Saudi Arabia, Malaysia, and the UAE were the most frequently mentioned countries.³⁵

³³ Ibid.

³⁴ Ibid.

³⁵ Because of small sample sizes, only aggregate numbers across all surveyed countries were used to determine to which countries money was either sent or brought.

Table 5: Remittance Inflows and Countries Money Was Received From

Top 10 Countries Survey Respondents Cited Receiving Money From	Number of Survey Respondents
Saudi Arabia	129
Malaysia	67
UAE	65
India	42
Qatar	35
United Kingdom	28
United States	27
Kuwait	24
Iran	20
Australia	18

The percentage of people receiving international remittances in South Asia and Indonesia exceeds the percentage of people sending or bringing remittances to another country from these areas. Among the top international remittance-receiving countries in 2010, India leads the list with nearly US\$70 billion, while Pakistan (US\$14 billion), Bangladesh (US\$12 billion), and Indonesia (US\$7 billion) all have considerable influxes of cash. The results of this survey support this experience, with 2.2% of all survey respondents reporting receipt of an international remittance versus 0.5% reporting that they sent or brought an international remittance to another country at some point in the 12 months before the survey.

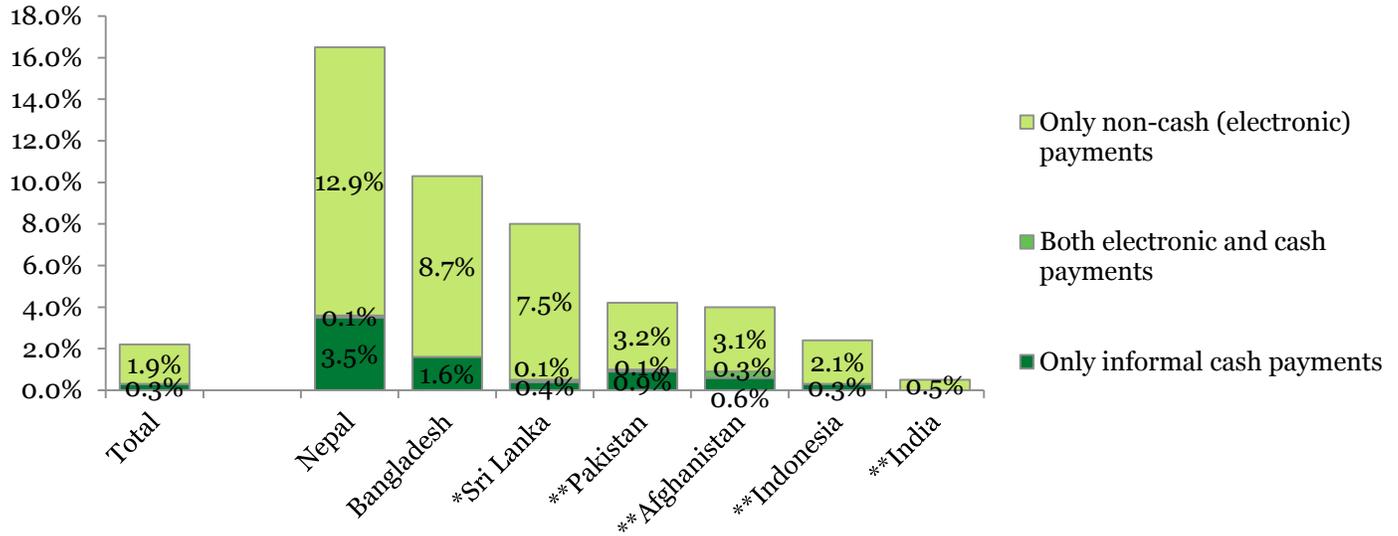
Of all countries in this survey, Nepal (17%) and Bangladesh (10%) reported the greatest percentage of respondents who received an international remittance at some time in the previous 12 months before the survey. These remittances formed a large part of Nepal's economy, making up approximately 24% of GDP.

For Nepalese who received remittances, 78% of this group did so through electronic means at least once in the 12 months before the survey administration. Bangladeshis receiving remittances electronically made up an even greater portion of those receiving international remittances at 84%. India was an outlier, reporting only 0.5% of the population receiving an international remittance in the 12 months before the survey. However, this may correlate to India's population size and relative numbers working internationally.³⁶ Approximately 27 million Indians work outside the country, representing only 2% of the total population of 1.2 billion.³⁷

³⁶ The World Bank cited India's population at 1.24 billion in 2011 with 2.1 million living abroad (but not necessarily working) as of May 2012 (The Ministry of Overseas Indian Affairs: [http://moia.gov.in/writereaddata/pdf/NRISPIOS-Data\(15-06-12\)new.pdf](http://moia.gov.in/writereaddata/pdf/NRISPIOS-Data(15-06-12)new.pdf)).

³⁷ Mukherji, Anahita, and Ashley D'Mello. "Indian Diaspora Tops Remittance List." *The Times of India*, 23 July 2011. Web. 16 Dec. 2012. http://articles.timesofindia.indiatimes.com/2011-07-23/india/29807283_1_remittance-indian-economy-indian-banking-system.

Figure 22: International Remittances Received



Have you personally received any money from a family member or friend living in a different country in the last 12 months?

Total=population-weighted average

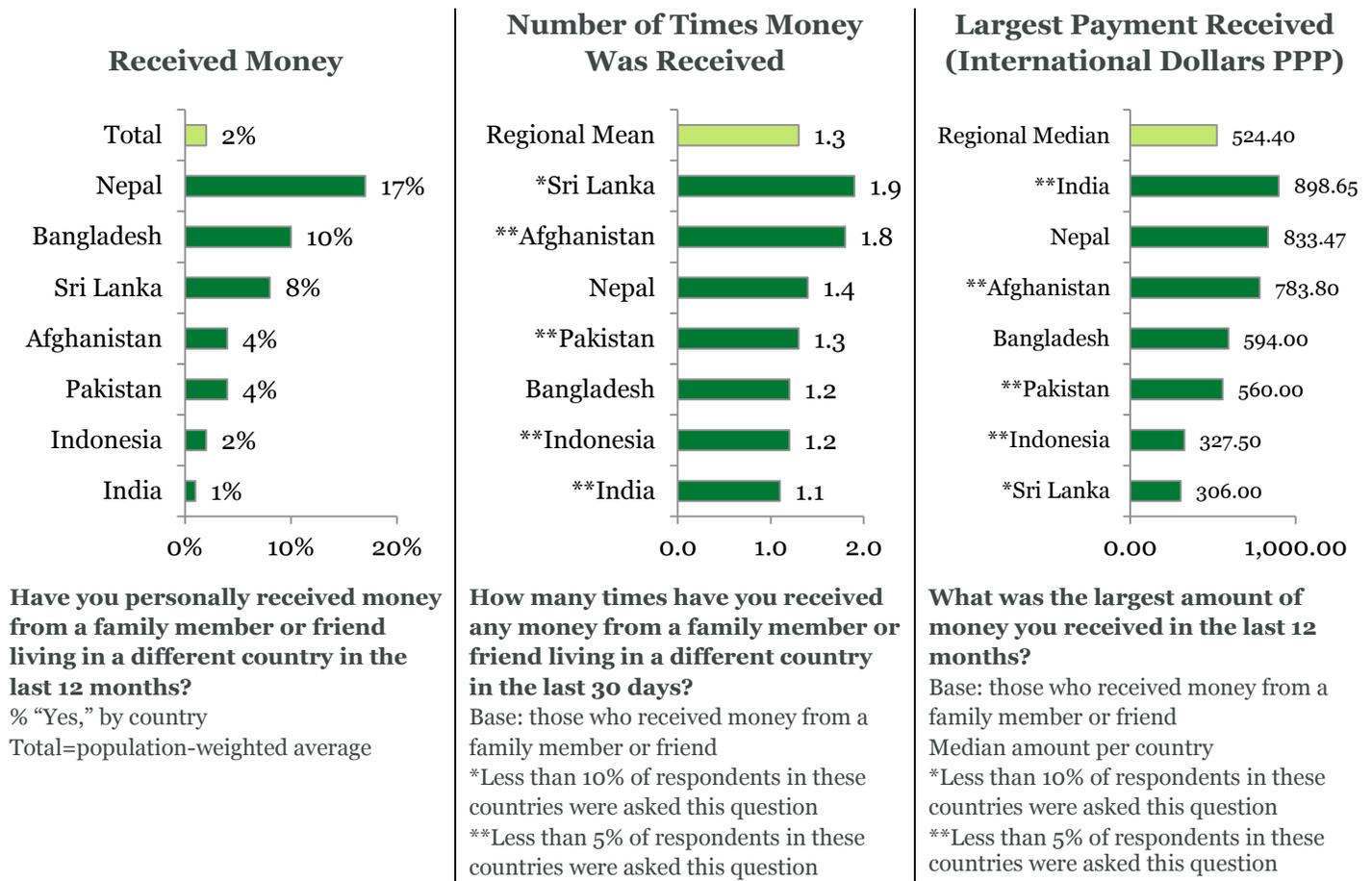
*Less than 10% of respondents in these countries were asked this question

**Less than 5% of respondents in these countries were asked this question

Receivers of international funds in Nepal and Indonesia were most likely to receive this money via a money transfer service. Bangladeshis and Indians were least likely to do so, supporting the likelihood of availability for other formal means of transfers, and which is exhibited in domestic receiving/sending and international sending of remittances.

Respondents who received an international remittance reported doing so an average of 1.3 times in the prior 30 days before the survey. Sri Lanka led with an average of 1.9 times while India reported the least number of times at 1.1.

Figure 23: International Remittances — Money Received From Family Members or Friends, Number of Times Money Was Received, Largest Payment Received³⁸

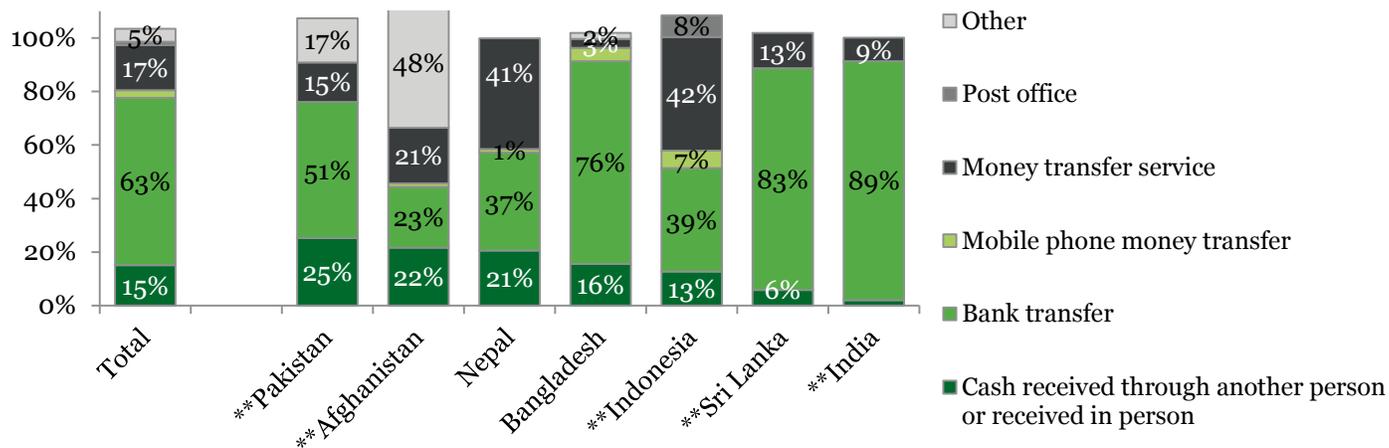


The median receipt across countries was ID\$524. Frequency of receipt did not affect the overall amount received. Despite Indian respondents receiving an average of one international remittance in the previous 12 months before the survey, they received the largest amount per transaction of any country in this survey (ID\$899). Sri Lankans received the least (ID\$306).

In contrast with domestic remittance receipts, those receiving international remittances were far more likely to receive them through official or electronic channels than through informal means such as being brought funding by a friend or family member or through an informal money carrier.

³⁸ The following countries listed in this figure contain sample sizes of 25 or fewer respondents. Sample sizes are the following: India (17), Indonesia (25).

Figure 24: Channels Through Which International Remittances Were Received³⁹



Have you personally received any money from a family member or friend living in a different country in any of the following ways in the last 12 months?

Total=population-weighted average

Base: those who received money from a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

**Less than 5% of respondents in these countries were asked this question

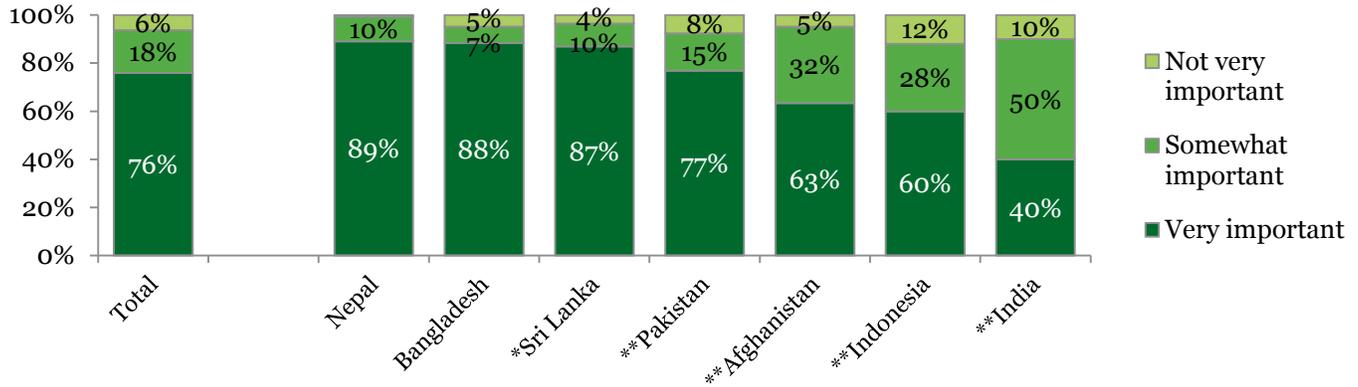
Across South Asia and Indonesia, bank transfers formed the majority of receipts (63%), with money transfer services coming in second at 17% for respondents who received remittances in the 12 months before the survey. When looking at countries on the individual level, there was no predominant method of receiving international funds electronically, with residents in some countries splitting their receipts across methods more equitably than others. Bangladeshis, Indians, and Sri Lankans expressed a clear use for one method of receipt – bank transfers – more than the other countries’ respondents. In Sri Lanka’s case, nearly half (47%) of all 2011 inward international remittance transactions were to one bank (Bank of Ceylon), and in Bangladesh, the government recently launched the state-run Expatriate Welfare Bank to fund workers going overseas and to handle their remittances, a major source of foreign exchange.⁴⁰

For all respondents except Indians, the money was very important to the households’ financial needs, peaking in Nepal at 89%. Only in India did a majority of respondents (60%) report international remittances as being less than “very important” to their households’ financial wellbeing.

³⁹ The following countries listed in this figure contain sample sizes of 25 or fewer respondents. Sample sizes are the following: India (17), Indonesia (25).

⁴⁰ *Bangladesh Launches Bank to Help Overseas Workers*. ArabianBusiness.com. N.p., 24 Apr. 2011. Web. 16 Dec. 2012. www.arabianbusiness.com/bangladesh-launches-bank-help-overseas-workers-395790.html.

Figure 25: Importance of International Remittances Received to Household’s Financial Situation⁴¹



How important was this money to your household’s financial situation?

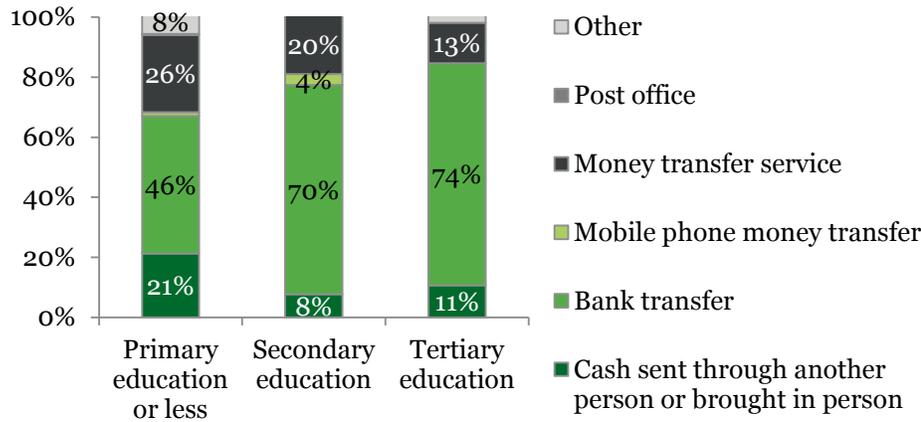
Total=population-weighted average

Base: those who received money from a family member or friend

*Less than 10% of respondents in these countries were asked this question

**Less than 5% of respondents in these countries were asked this question

Figure 26: Channels Through Which International Remittances Were Received Across Education Groups⁴²



A majority of respondents selected international bank transfers across education levels; however, the percentages increased with the education level attained. Seventy-four percent of those with four years of education beyond high school and/or a college degree used bank transfers versus 46% of those who had a primary education or less. Those respondents were more likely to use money transfer services (26%) or “other” ways (8%), such as a currency exchanger in Afghanistan or *hundi/wanda* (local names for the *hawala* system of money transfer) in Pakistan.

Have you personally received any money from a family member or friend living in a different country in any of the following ways in the last 12 months?

Base: those who received money from a family member or friend

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

⁴¹ The following countries listed in this figure contain sample sizes of 25 or fewer respondents. Sample sizes are the following: India (17), Indonesia (25).

⁴² Ibid.

6. MONEY SENT TO A SCHOOL, COMPANY, OR OTHER INSTITUTION

MODULE OVERVIEW

This question module asked about money that was sent to a school, company, or other institution to pay school fees, utility bills, debt payments, or other obligations for either the respondent or any member of his or her household in the last 30 days, three months, or 12 months. The money may have been sent to these types of institutions in the same or different country. Money could also have been brought in person by the respondent or sent through other means. Survey questions asked how many times these types of payments were made and in what amounts, inclusive of any fees or surcharges. Respondents were also asked to provide the amount of the largest payment that was sent or brought.

GENERAL OVERVIEW OF SENDERS

About 3 in 10 South Asian and Indonesian respondents (32%) reported sending money to a school, company, or other institution over the 12 months before the survey. On average, survey respondents reported making these payments 1.6 times during the 30-day period before the survey.

Sri Lankans and Pakistanis led in making these types of payments, making them on average 2.6 times and 2.4 times, respectively, in the 30 days before the survey. With regard to Pakistan, one possible reason for this is because Pakistan's public education system is not free and parents are often responsible for uniform, book, and lunch expenses in addition to instructional expenses.⁴³ Afghans and Indians were the least likely to make these types of payments at 1.2 and 1.3 times, respectively.

Respondents overwhelmingly selected informal means for making these payments (75%), by sending money through another person or bringing the money themselves to the institution receiving the payment when sending money during the 12-month period prior to the survey. This could be because of the local nature of a respondent's employment or educational institution and the ease with which people can bring money in person. In addition, this ensures the funds reach the right hands and lessens the chance of loss or theft. Bank transfer at 13% and post office at 3% followed this method.

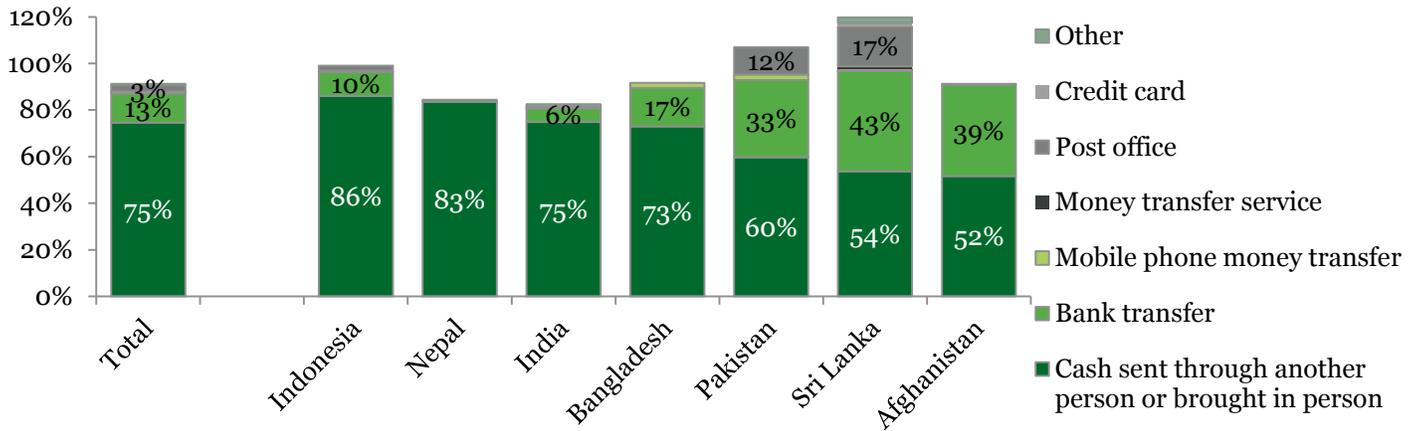
Table 6: Money Sent to a School, Company, or Institution

	Total	Sri Lanka	Indonesia	Nepal	Pakistan	Bangladesh	India	Afghanistan
Made transaction	32%	60%	57%	56%	48%	40%	23%	15%
Made no transaction	68%	40%	43%	43%	52%	60%	77%	85%

Indonesian respondents were most likely to select informal means of bringing money to a local school, company, or institution at 86%, followed by the Nepalese at 83%. Afghans were least likely to employ this method at 52%, followed by Sri Lankans at 54%. Instead, 43% of Sri Lankans opted for bank transfers and 17% for post office methods, while 33% of Pakistanis selected bank transfers followed by the post office (12%) when sending or bringing money in the 12 months before the survey.

⁴³ www.siteresources.worldbank.org/EDUCATION/Resources/278200-1099079877269/547664-1099079993288/EFAcase_userfees.pdf.

Figure 27: Channels Used to Send Money to a School, Company, or Institution



Have you personally brought money in person or sent money to a school, institution, or company to pay school fees, utility bills, debt payments, or other bills for yourself or any member of your household in the last 12 months?

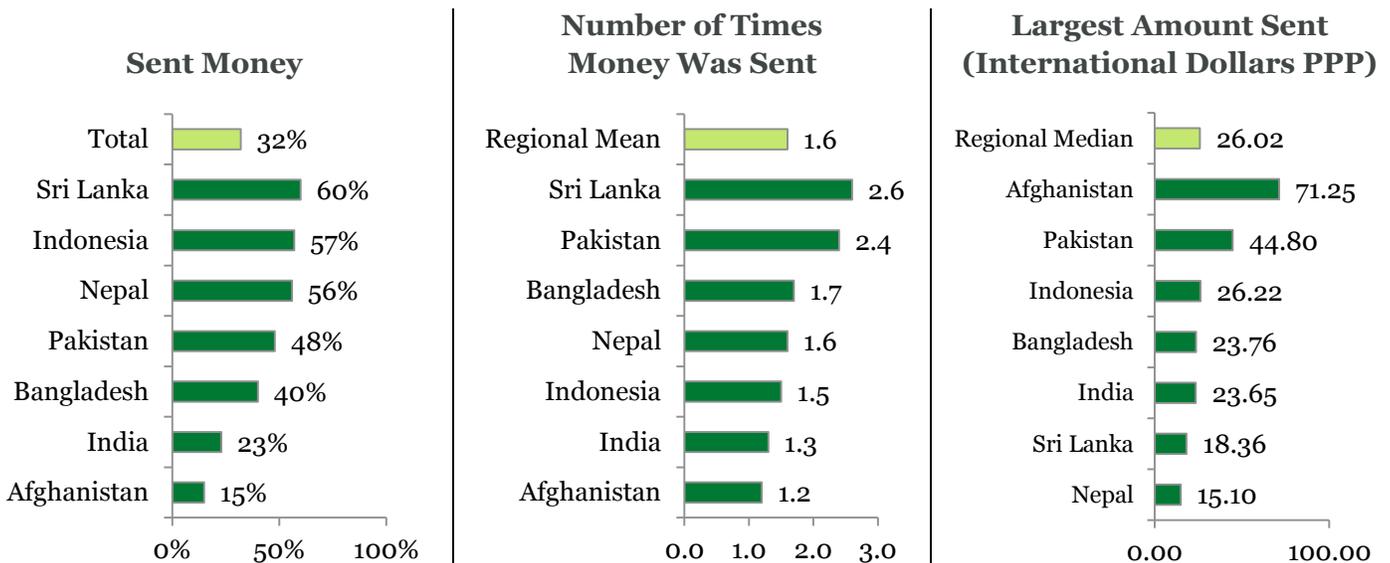
Total=population-weighted average

Base: those who sent money to a school, institution, or company

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

Thirty-two percent of survey respondents reported making a payment to a school, company, or other institution and did so on average 1.6 times in the 30 days before the survey with the median amount totaling ID\$26 for the 12-month period prior to the survey.

Figure 28: Money Sent to a School, Company, or Other Institution, Number of Times Money Was Sent, Largest Amount Sent



Have you personally brought money in person or sent money to a school, institution, or company in the last 12 months?

% "Yes," by country

Total=population-weighted average

How many times have you brought money in person or sent money to a school, institution, or company in the last 30 days?

Base: those who sent money to a school, institution, or company

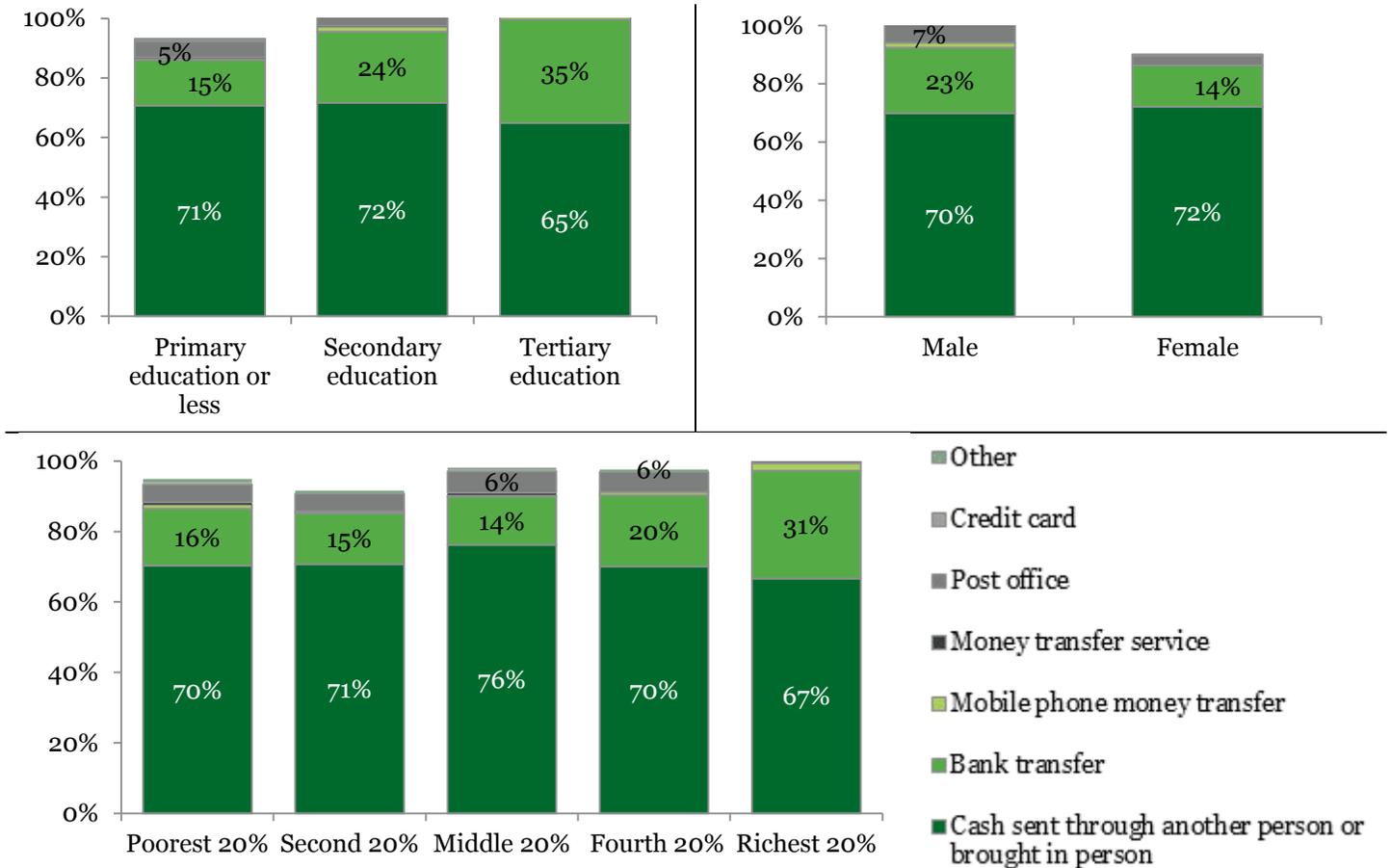
What was the largest amount of money you brought or sent in the last 12 months?

Base: those who sent money to a school, institution, or company
Median amount per country

SOCIAL INDICATORS AND SENDING OR BRINGING REMITTANCES TO A SCHOOL, COMPANY, OR OTHER INSTITUTION

In conjunction with other survey findings, education had an effect on the method of money transfer to a school, company, or institution. The higher the levels of education, the more likely respondents were to use electronic transactions to send funds rather than through informal means. Seventy-two percent of those who had a secondary education opted for informal transfers in person or through another person while 65% of those with the highest level of education, at least four years of education beyond high school or a college degree, opted for informal means. Thirty-five percent of this cohort sent money via bank transfer instead, while the least educated group employed this method only 15% of the time in the 12 months before the survey.

Figure 29: Channels Used to Send Money to a School, Company, or Institution Across Education Level, Gender, and Income Level



Have you personally brought money in person or sent money to a school, institution, or company to pay school fees, utility bills, debt payments, or other bills for yourself or any member of your household in any of the following ways in the last 12 months?

Base: those who sent money to a school, institution, or company

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

The wealthiest 20% were most likely to use bank transfers (31%) while the peak bank transfer percentage for the bottom four quintiles was 20%. Women were more likely to use informal means to send these types of payments (72%) compared with men (70%). Men were more likely to use bank transfers (23%) than women (14%) when making these payments within the 12 months before the survey.

7. MONEY RECEIVED FROM LOCAL, STATE, OR NATIONAL GOVERNMENT, THE MILITARY, OR NATIONAL INSTITUTION/S

MODULE OVERVIEW

This module discusses the receipt of money from local, state, or national government, the military, or national institution/s. The money could be for wages, work performed, pensions, subsidies, or any kind of social benefits. The definition of what is considered a government institution varied from country to country, and it was up to the respondents to interpret based on their individual situation.

GENERAL OVERVIEW OF RECEIVERS

Seven percent of survey respondents reported receiving a payment from a local, state, or national government agency or the military within the 12 months before the survey. Payments were equally likely to be made to the recipient in person (45%) as they were to arrive via electronic means (45%).

Table 7: Money Received From Local, State, or National Government, the Military, or National Institution/s

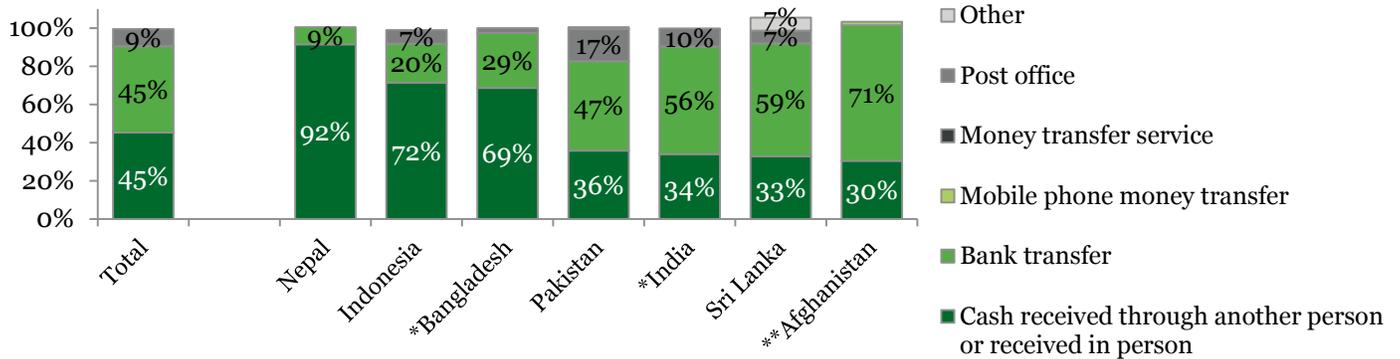
	Total	Sri Lanka	Pakistan	Nepal	Indonesia	Bangladesh	India	Afghanistan
Made transaction	7%	21%	11%	12%	10%	7%	6%	4%
Made no transaction	93%	79%	89%	88%	90%	93%	94%	96%

The Nepalese overwhelmingly received payments from the government or military via cash received in person (92%), while Afghans were least likely to have received payments in this manner (30%); instead, 71% of Afghans who received such payments received them via bank transfer. This may be because Afghan government employees receive salaries through the Kabul Bank, which was “meant to provide a transparent way for Afghan government employees — soldiers, teachers and police officers — to receive and retain their salaries without the age-old fear of corrupt superiors confiscating money.”⁴⁴

While receiving payments by post office was negligible among countries as a whole, this was a factor for 17% of Pakistanis and 10% of Indians who had received transfers from a state, local, or national government, the military or national institution in the 12 months before the survey. Indonesians and Sri Lankans also received funds via post office (7%) during the 12 months before the survey.

⁴⁴ "Report: Bank Fraud Hits Ordinary Afghans." WDSU. N.p., 28 Nov. 2012. Web. 16 Dec. 2012. www.wdsu.com/news/national/Report-Bank-fraud-hits-ordinary-Afghans/-/9853500/17574318/-/format/rss_2.0/-/n4xu1tz/-/index.html.

Figure 30: Channels Used to Receive Money From Local, State, or National Government, the Military, or National Institution/s



Have you received money from any government agency in any of the following ways in the 12 months?

Total=population-weighted average

Base: those who received money from a local, state, or national government agency or from the military

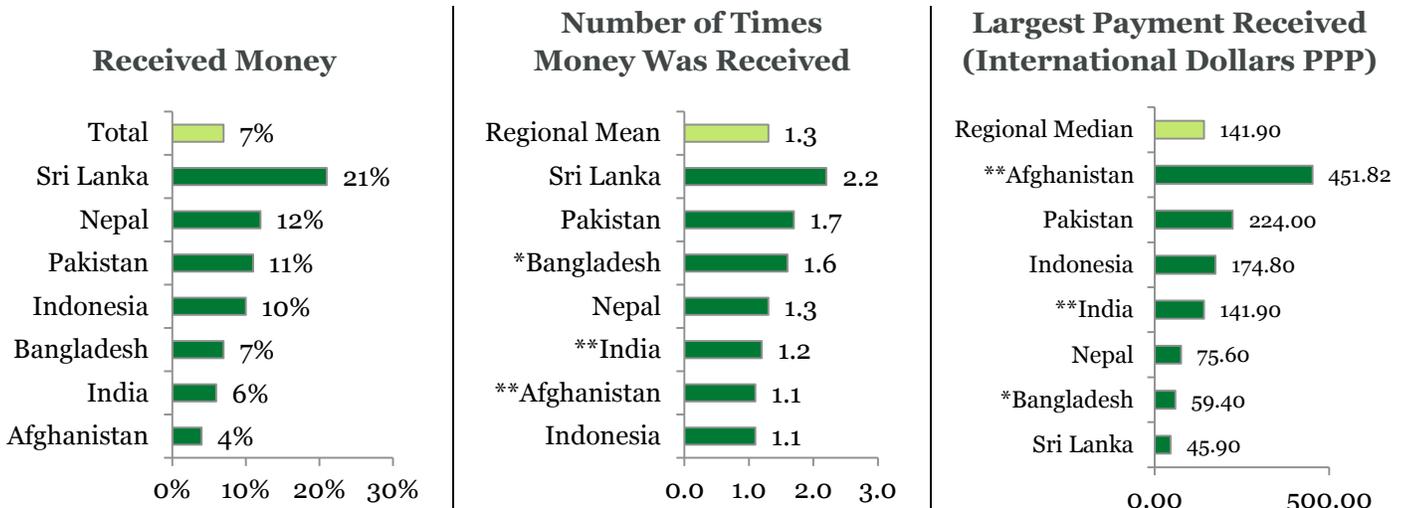
Figures may add up to more than 100% due to respondents selecting more than one transaction channel

*Less than 10% of respondents in these countries were asked this question

**Less than 5% of respondents in these countries were asked this question

The average numbers of payments totaled 1.3 times in the 30 days before the survey, and ID\$142 was the regional median payment across 12 months of data collected.

Figure 31: Money Received From Government Agencies, Number of Times Money Was Received, Largest Payment Received



Have you personally received any money from a local, state, or national government agency or from the military in the last 12 months?

% "Yes," by country

Total=population-weighted average

How many times have you received money from a local, state, or national government agency or from the military in the last 30 days?

Base: those who received money from a local, state, or national government agency or from the military

*Less than 10% of respondents in these countries were asked this question

**Less than 5% of respondents in these countries were asked this question

What was the largest payment you received from a local, state, or national government agency or from the military in the last 12 months?

Median amount per country

Base: those who received money from a local, state, or national government agency or from the military

*Less than 10% of respondents in these countries were asked this question

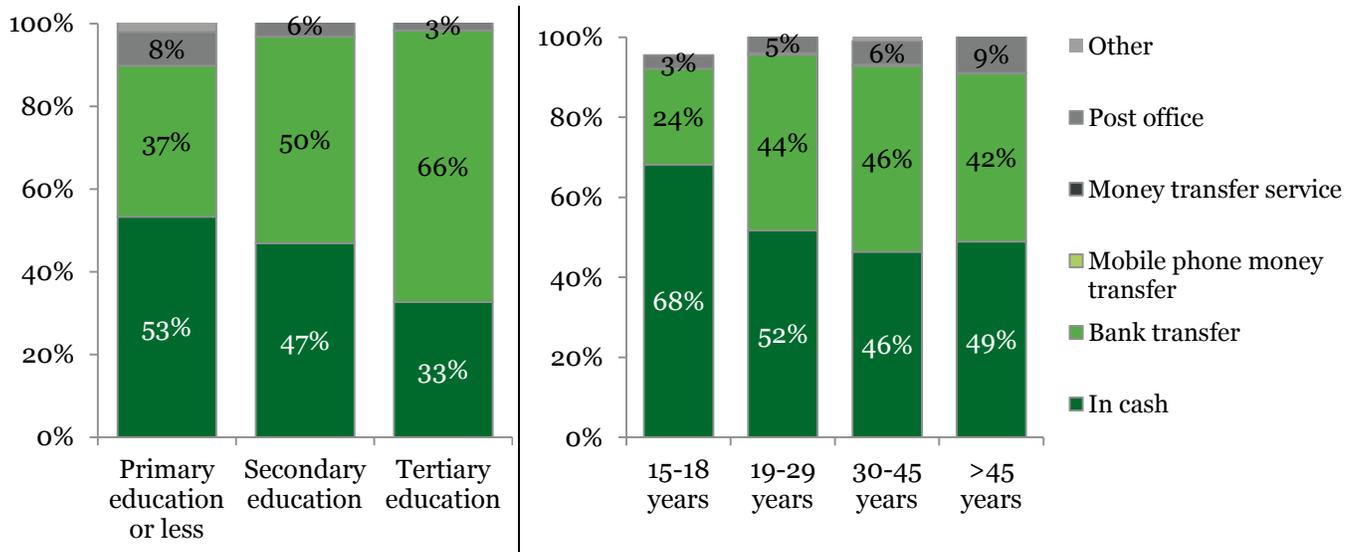
**Less than 5% of respondents in these countries were asked this question

Sri Lankans reported both the greatest percentage of receivers at 21% of survey respondents covering a 12-month period, and the greatest number of times the payment was received, on average 2.2 times in the 30 days before the survey. However, they received the smallest median payment at ID\$46 (median amount over 12 months). Afghans and Indonesians reported receiving such a payment from their local, state, or national government or national institution at the lowest frequencies over a 30-day period (1.1). However, Afghans received a median payment of ID\$452 over a 12-month period, nearly twice the amount of the next highest receiving country, Pakistan, which received a median ID\$224 over the course of the 12 months before the survey.

SOCIAL INDICATORS OF RECEIVERS

Those with the highest level of education (66%), in the top income quintile (55%), who live on more than ID\$2 per day (52%), aged 30 to 45 (46%), and employed part-time wanted full time (62%) were the most likely to receive official remittances via bank transfer. Those with a primary education or less (53%), and those 19 and older (46% to 52%) were fairly split between receiving funds in person or by bank transfer. Those aged 15 to 18 posted a strong percentage who received payments only in person or brought in person (68%) in the 12 months before the survey.

Figure 32: Differences in Receiving Money From Local, State, or National Government, the Military, or National Institution/s



How did you receive this money?

Base: those who received money from a local, state, or national government agency or from the military
 Figures may add up to more than 100% due to respondents selecting more than one transaction channel

8. MONEY RECEIVED FROM AN EMPLOYER

MODULE OVERVIEW

This section reviews money received from an employer. Money received from a government agency, even a wage from a government agency, should the respondent be a government employee, was not valid in this section, so responses did not include those kinds of payments.

GENERAL OVERVIEW OF RECEIVERS

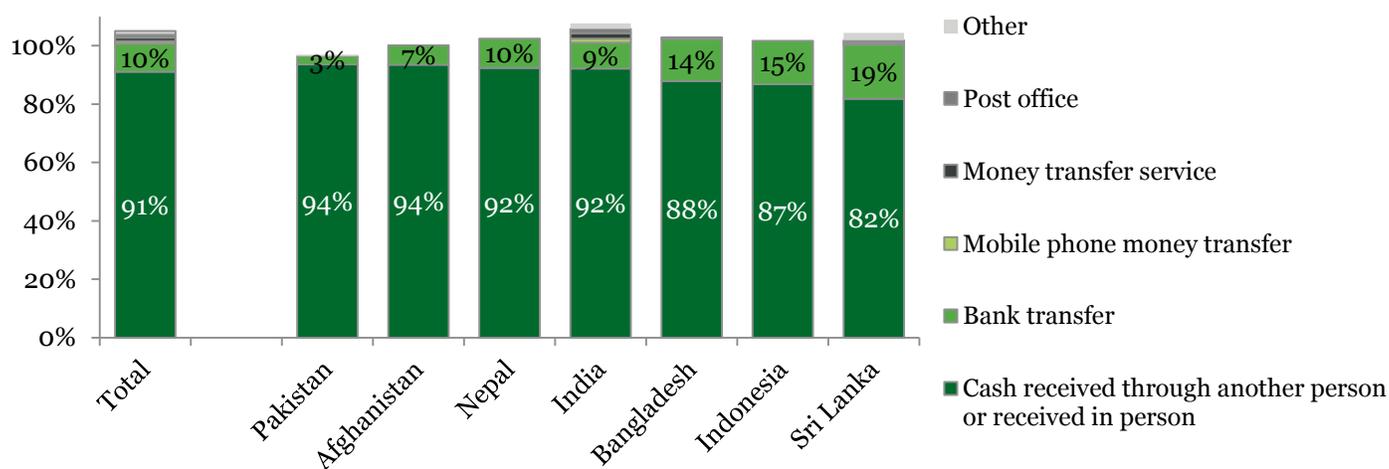
Twenty percent of survey respondents across South Asia and India reported receiving money sent from an employer during the 12 months before this survey. Of this number, Indonesians reported affirmatively in the greatest percentage (28%), followed by Pakistanis at 22%. Ten percent of Bangladeshis and 11% of Nepalese reported receiving money from an employer during this period.

Payments were overwhelmingly made in cash informally in person (91%), with bank transfers accounting for 10% of the remainder of payment methods. Most Pakistanis received money in this method (94%), while Sri Lankans were the most likely to receive bank transfers (19%).

Table 8: Money Received From an Employer

	Total	Indonesia	Pakistan	Afghanistan	India	Sri Lanka	Nepal	Bangladesh
Made transaction	20%	28%	22%	21%	20%	17%	11%	10%
Made no transaction	80%	72%	78%	79%	80%	83%	89%	90%

Figure 33: Channels Used to Receive Money From Employers



Have you received money from an employer in any of the following ways in the last 12 months?

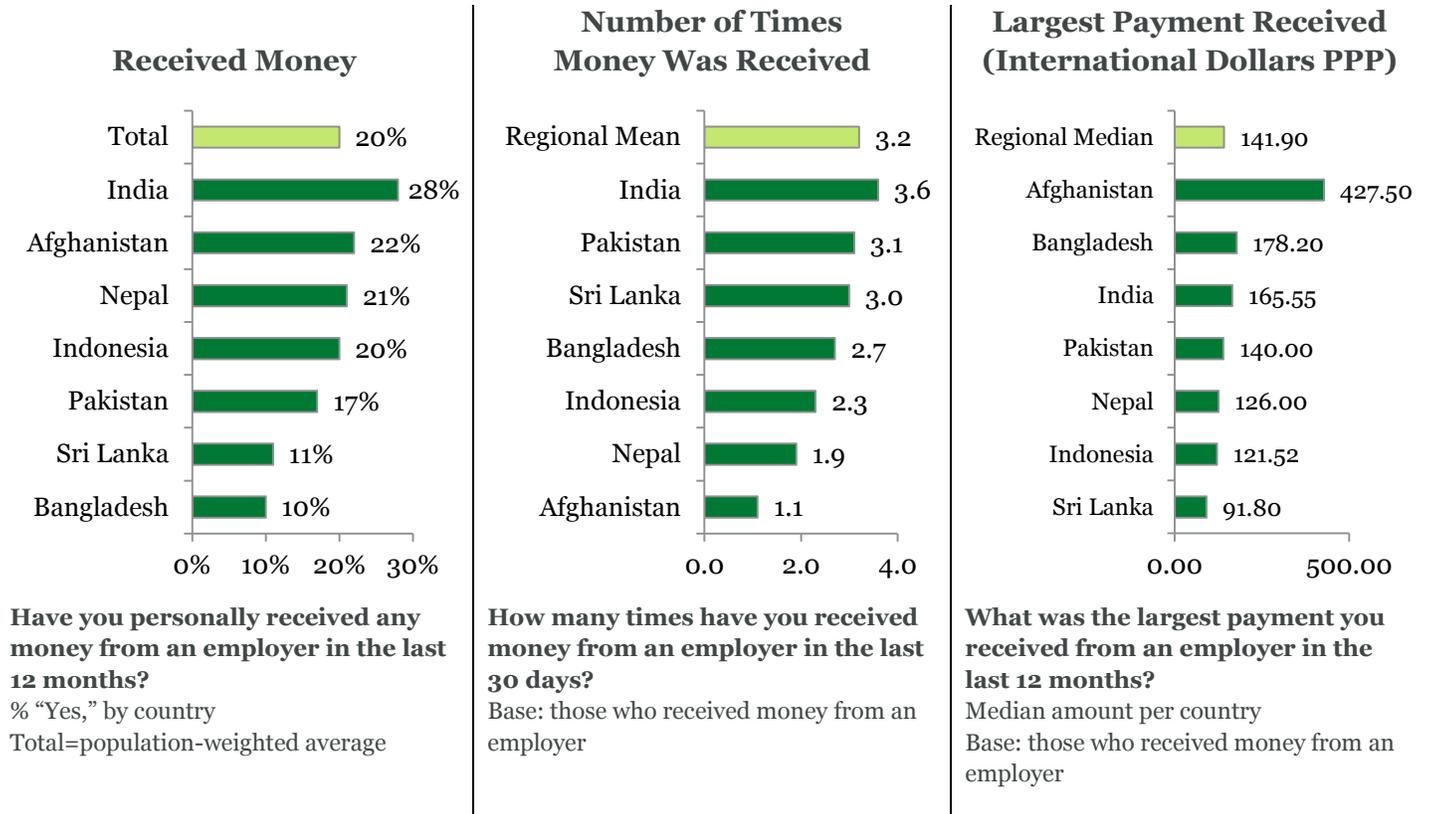
Total=population-weighted average

Base: those who received money from an employer

Figures may add up to more than 100% due to respondents selecting more than one transaction channel

On average, respondents who received money from an employer did so 3.2 times over the 30-day period before the survey. The median amount received per payment was ID\$142 over a 12-month period.

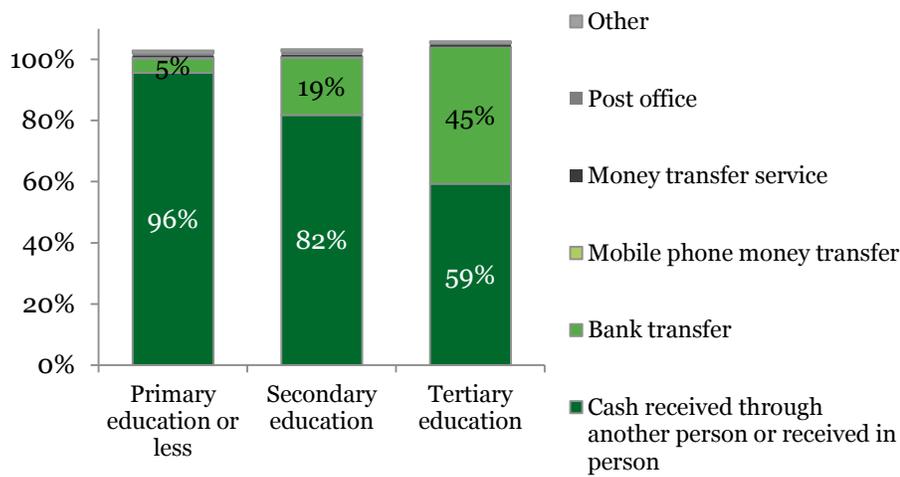
Figure 34: Money Received From Employers, Number of Times Money Was Received, Largest Payment Received



Indians reported the highest frequency of receipts at 3.6 times in 30 days while the 22% of Afghans who reported receiving a payment from a non-government employer received a payment 1.1 times over the 30 days before the survey. Afghans reported the highest amount on a per-payment basis at ID\$428 over 12 months. Sri Lankans reported the least, at ID\$92 per median payment over the 12-month period.

SOCIAL INDICATORS OF RECEIVERS

Figure 35: Differences in Receiving Money From Employers



Those with the highest level of education were most likely to receive employment payments via bank transfer (45%) while those with a primary education or less nearly universally received money in cash from employers (96%).

9. MONEY RECEIVED FROM THE SALE OF AGRICULTURAL PRODUCTS, CROPS, PRODUCE, OR LIVESTOCK

MODULE OVERVIEW

This question module asked respondents about money received from the sale of agricultural products, crops, produce, or livestock within the last 30 days, three months, or 12 months. The respondent or the respondent's family could have produced the products. The money could have been received in person by the respondent or received through other means. Respondents were also asked to provide the amount of the largest remittance or payment that was made.

GENERAL OVERVIEW OF RECEIVERS

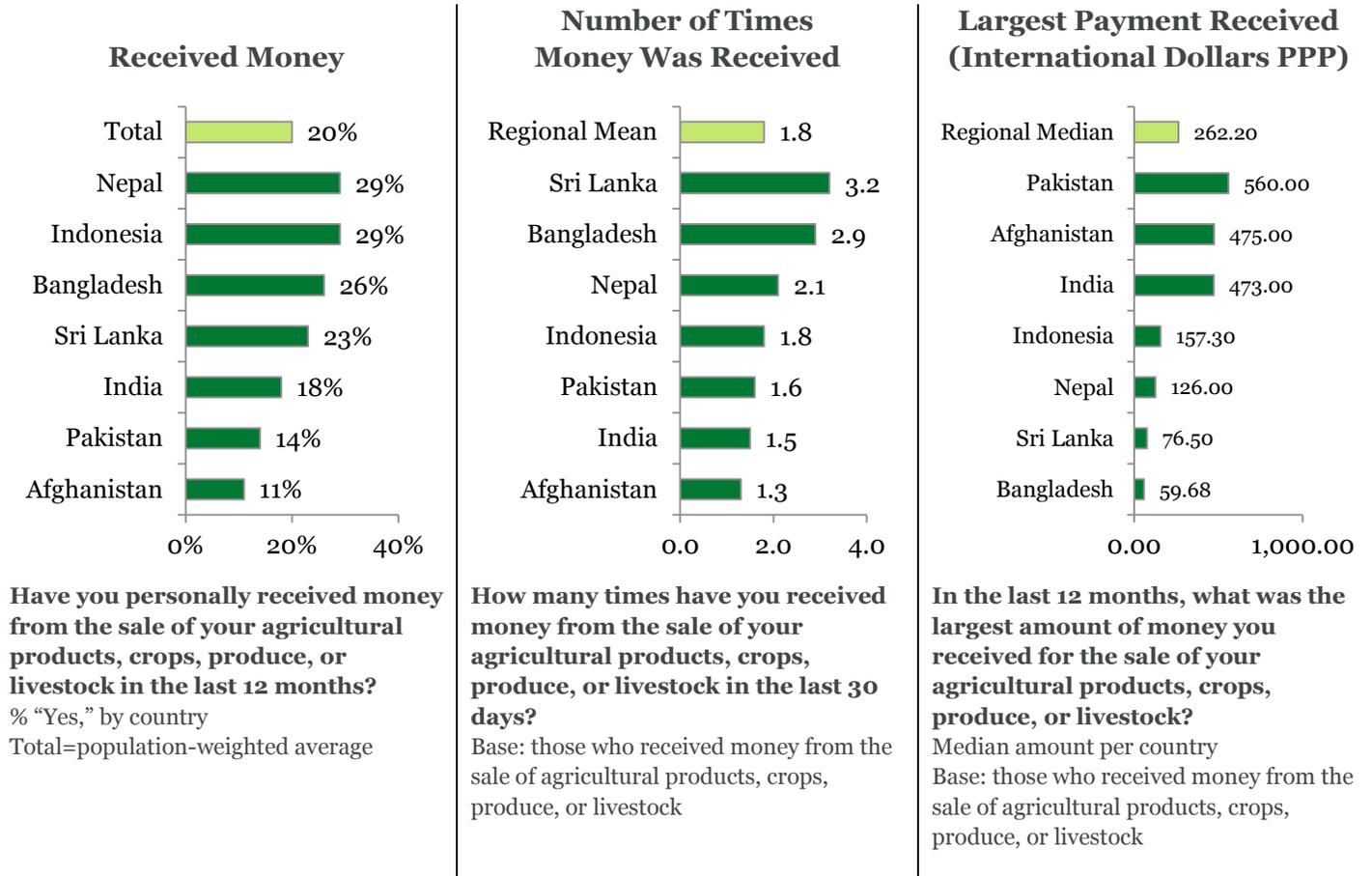
Twenty percent of respondents across the countries surveyed reported receiving money from the sale of agricultural products, crops, produce, or livestock in the 12 months before the survey. Both Indonesia and Nepal reported the highest percentage of receivers at 29%, followed by Bangladesh at 26%.

Table 9: Money Received From the Sale of Agricultural Products, Crops, Produce, or Livestock

	Total	Indonesia	Nepal	Bangladesh	Sri Lanka	India	Pakistan	Afghanistan
Made transaction	20%	29%	29%	26%	23%	18%	14%	11%
Made no transaction	80%	71%	71%	74%	77%	82%	86%	89%

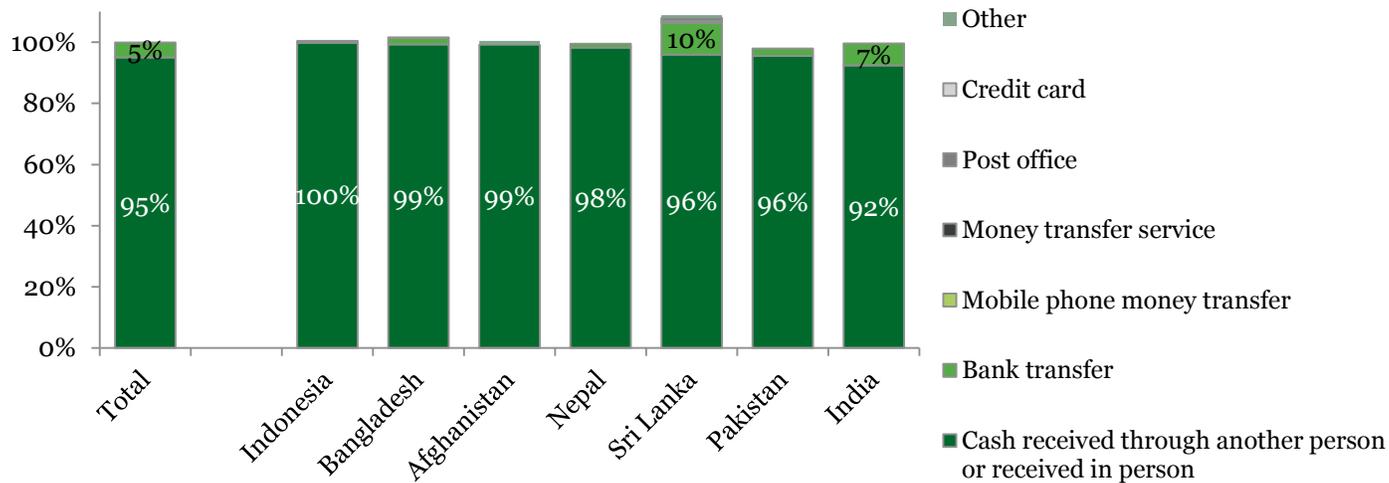
Survey respondents who received payments for the sale of agricultural products, crops, produce, or livestock received such payments on average 1.8 times over a 30-day period and received a median of ID\$262 per payment over a 12-month period. Bangladeshis received one of the highest numbers of payments at 2.9 times over the previous 30 days, although Sri Lankans peaked at 3.2. Average amounts received per payment over a 12-month period varied widely, with a minimum of ID\$60 per payment in Bangladesh and ID\$560 per payment in Pakistan.

Figure 36: Money Received From the Sale of Agricultural Products, Crops, Produce, or Livestock, Number of Times Money Was Received, Largest Payment Received



Respondents overwhelmingly received payments for agricultural products, crops, produce, or livestock informally, with nearly 95% receiving cash. Bank transfers were a distant second at 5%. Sri Lankans reported bank transfers at 10%, while Indians used bank transfers in 7% of transactions.

Figure 37: Channels Used to Receive Money From Sale of Agricultural Products, Crops, Produce, or Livestock



Have you received money for the sale of your agricultural products, crops, produce, or livestock in any of the following ways in the last 12 months?

Total=population-weighted average

Base: those who received money for the sale of their agricultural products, crops, produce, or livestock

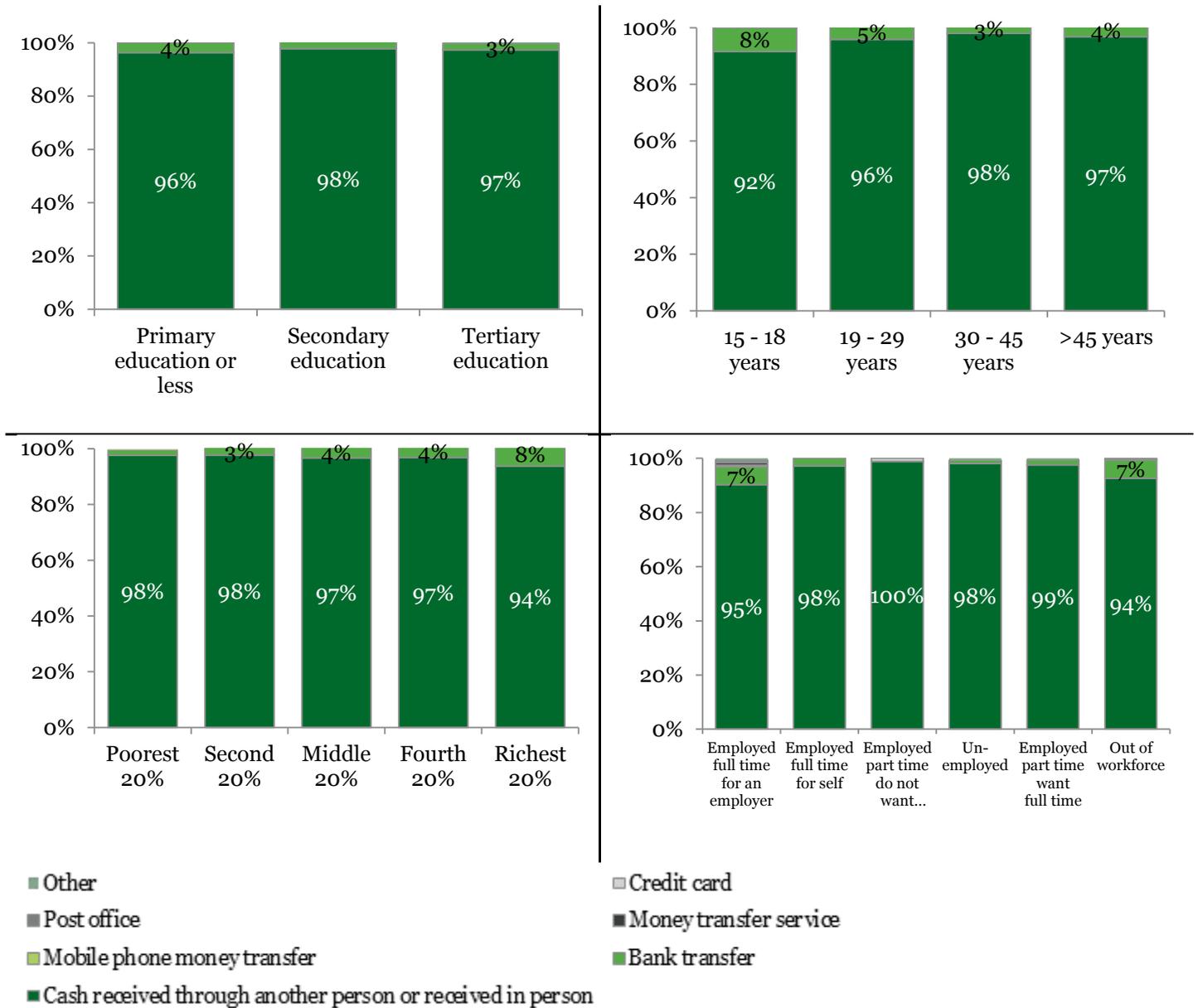
Figures may add up to more than 100% due to respondents selecting more than one transaction channel

SOCIAL INDICATORS OF RECEIVERS

Social indicators including education, rural versus urban, and gender had a slight effects on the channel funds were received from for the sale of agricultural products, crops, or livestock. Those aged 19 and over were much more likely to have used informal means — 96% to 98%; however, 8% of those aged 15 to 18 used bank transfers instead of informal means.

The higher a respondent was in income quintiles, the more likely he or she would be to use bank transfers as opposed to informal payment receipts. The poorest 20% used bank transfers 2% of the time while those in the richest 20% quintile used this method 8% of the time. Those out of the workforce and employed full time for an employer were also much more likely than other employment categories to use bank transfers, both at 7%, while those who were employed part-time but did not want full-time work were nearly universal in their use of informal means of receiving funds.

Figure 38: Differences in Receiving Money From the Sale of Agricultural Products, Crops, Produce, or Livestock



Have you received money from the sale of agricultural products, crops, produce, or livestock in any of the following ways in the last 12 months?

Base: those who received money from the sale of agricultural products, crops, produce, or livestock
 Figures may add up to more than 100% due to respondents selecting more than one transaction channel

10. OVERCHARGED, CHEATED, OR LOST MONEY WHEN SENDING OR RECEIVING MONEY

MODULE OVERVIEW

This module addressed being overcharged or cheated or losing money when the respondent either sent or received money. This does not include incurring known service charges or fees. Data presented are based only on those respondents who said that they had been overcharged, cheated, or lost money when sending or receiving it. Data are not based on the population surveyed as a whole.

GENERAL OVERVIEW OF SENDERS AND RECEIVERS

Respondents reported a relatively low level of theft or loss of money when sending money in the 12 months before this survey administration.

Figure 39: Overcharged, Cheated, or Lost Money (% of Total Population)



Thinking about all of the times you have sent or received money or made payments, have you ever been overcharged, been cheated, lost money, or had a payment go to the wrong person?

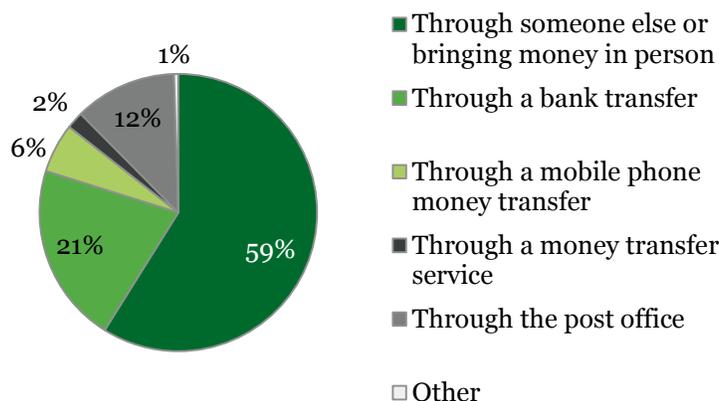
Percentage “Yes,” by country

Total=population-weighted average

*Less than 10% of respondents in these countries were asked this question

Four percent of all respondents across all countries surveyed reported being cheated or having lost money when either sending or receiving money over the 12 months before this survey. Respondents were nearly as likely to be cheated or to lose money when sending it (2%) as when receiving it (3%). Of respondents who reported being overcharged or cheated when either sending or receiving money, Indonesians reported the highest percentage at 6%, with Bangladeshis a close second at 5%. Afghans and Pakistanis reported the least amount of cheating or loss of money when sending or receiving at 1%.

Figure 40: Channels of Sending Payments When You Were Overcharged⁴⁵



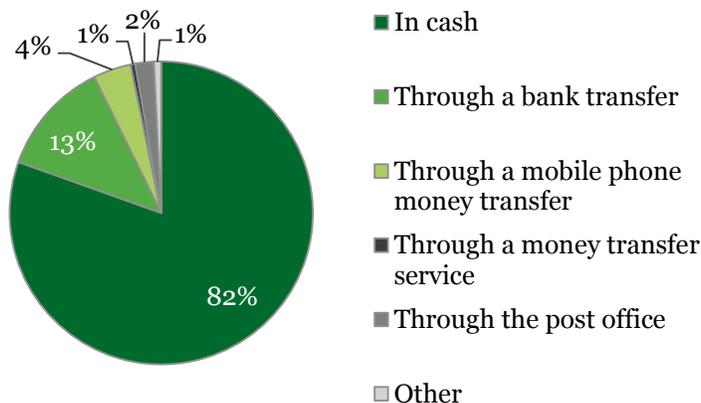
Fifty-nine percent of those who reported theft or overcharges when sending money said it happened during an informal money transfer, such as sending it through another person in cash. This was followed by bank transfer at 21%. Theft, cheating, or loss also occurred during the receipt of a payment or remittance through the post office (12%), via mobile phone money transfer (6%), or money transfer service (2%).⁴⁶

When looking at individual countries, Sri Lankans were most likely to have theft or overcharges occur when sending money through informal channels (83%). Afghans cited this channel the least (29%); however, they registered 71% of these occurrences in the “other” category, which may include informal transfer systems such as *hawala*.

Which of the following methods of sending money or payments were used when you were overcharged, were cheated, or lost money?

Total=population-weighted average
 Base: those who were overcharged, cheated, or lost money when sending money
 Figures may add up to more than 100% due to respondents selecting more than one transaction channel

Figure 41: Channels of Receiving Payments When You Were Overcharged⁴⁷



Three percent of respondents reported being cheated or having lost money when receiving it in the 12 months before the survey. Respondents’ reliance on using cash transfers did not make them immune to theft and loss. Eighty-two percent of those who reported loss or theft when receiving money did so when they received it informally in cash. This was followed by bank transfers (13%) and mobile phone money transfers (4%). These findings indicate that while using informal means for transfers is a viable and potentially cheaper option, the risks of loss and theft remain.

Which of the following methods of receiving money or payments were used when you were overcharged, were cheated, or lost money?

Total=population-weighted average
 Base: those who were overcharged, cheated, or lost money when receiving money
 Figures may add up to more than 100% due to respondents selecting more than one transaction channel

⁴⁵ All countries listed in this figure contain sample sizes of 25 respondents or fewer. Sample sizes are the following: Afghanistan (3), Bangladesh (24), Nepal (17), Pakistan (10).

⁴⁶ Please note that respondent numbers are very small for these data and may not be fully representative of the entire population as a whole.

⁴⁷ All countries listed in this figure contain sample sizes of 25 respondents or fewer. Sample sizes are the following: Afghanistan (13), Nepal (22), Pakistan (15).

Table 10: Percentage of Population Overcharged When Receiving or Sending Payments or Remittances, Based on Income

Income	% of Population Overcharged When Receiving Payments or Remittances	% of Population Overcharged When Sending Payments or Remittances
Living on More Than ID\$2 a Day	4.6%	2.2%
Living on Less Than ID\$2 a Day	3.4%	2.2%

Analyzing the differences in rates of being overcharged, cheated, or losing money between various groups is difficult because of the low numbers reported; however, Gallup did compare respondents living on more or less than ID\$2 a day. Those living on more than ID\$2 a day (4.6%) were slightly more likely to have lost money when receiving remittances or payments of any type than those living on less than ID\$2 a day. However, there was no difference in the loss percentages for living on less than ID\$2 a day or more when sending a remittance or payment. Thus, the data do not suggest that poor people are especially likely to be victimized or cheated. If anything, the poor are less likely to come out the loser in their informal market dealings.

11. MOST EXPENSIVE WAY TO SEND MONEY

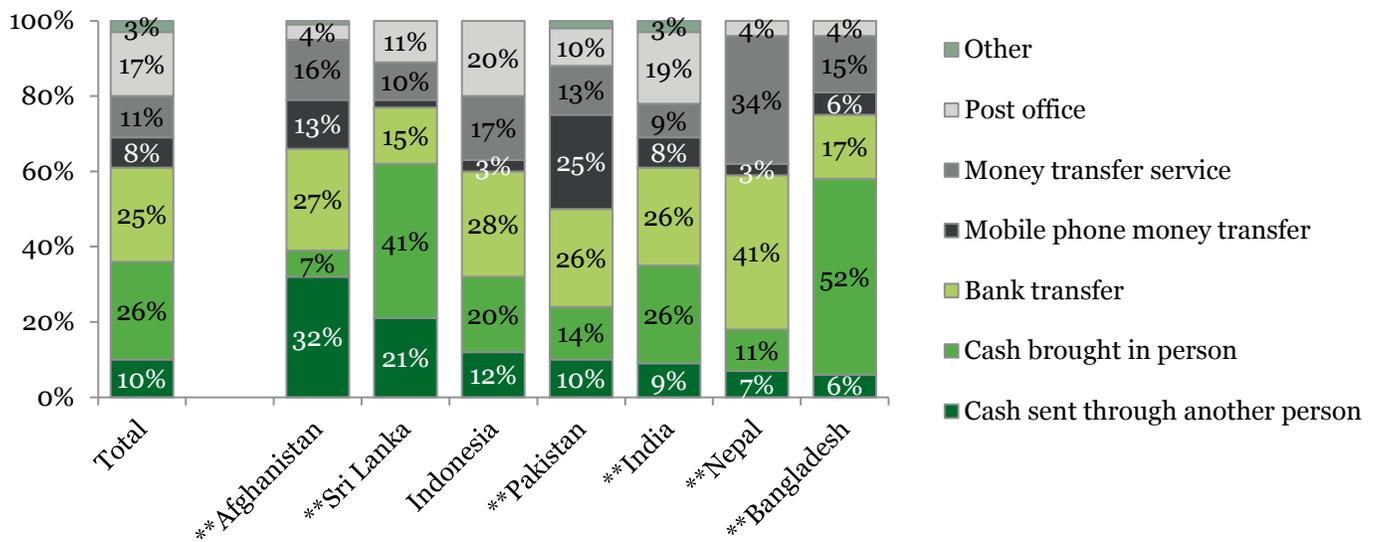
MODULE OVERVIEW

This section focuses on what respondents said was the most expensive way for them to send money. The questions were only asked of respondents who said “yes” to the section on whether they were overcharged, cheated, or lost money when sending money. No time period was provided when asking these questions.

GENERAL OVERVIEW OF SENDERS AND CHARGES

Of the respondents who were asked about charges and the most expensive way to send money, 36% were unsure which method was most expensive. This suggests either a lack of options or lack of knowledge of market pricing.

Figure 42: Most Expensive Channels to Send Money



Which of the following methods is the most expensive way to send money?

Total=population-weighted average

**Less than 5% of respondents in these countries were asked this question

For the 64% who were able to identify the most expensive way to send money, bringing money in person (26%) and sending funds through a bank (25%) were selected most often. Bringing money themselves in person may be seen as expensive when respondents factor in their travel and other expenses, which may be higher than fees associated with electronic channels.

Pakistanis were nearly equally divided between bank transfers (26%) and mobile phone money transfers (25%) as the most expensive way to send money. Indonesians cited bank transfers (28%), while Bangladeshis overwhelmingly selected bringing money in person (52%). More than half of Indians selected bringing money in person (26%) or bank transfers (26%) as the most expensive ways to send money. Sri Lankans selected bringing money in person (41%) by a wide margin, while Afghans chose sending money in cash through someone else (32%), and the Nepalese cited bank transfers (41%) as the most expensive way to send money.

12. USE OF MOBILE PHONES AND THE INTERNET

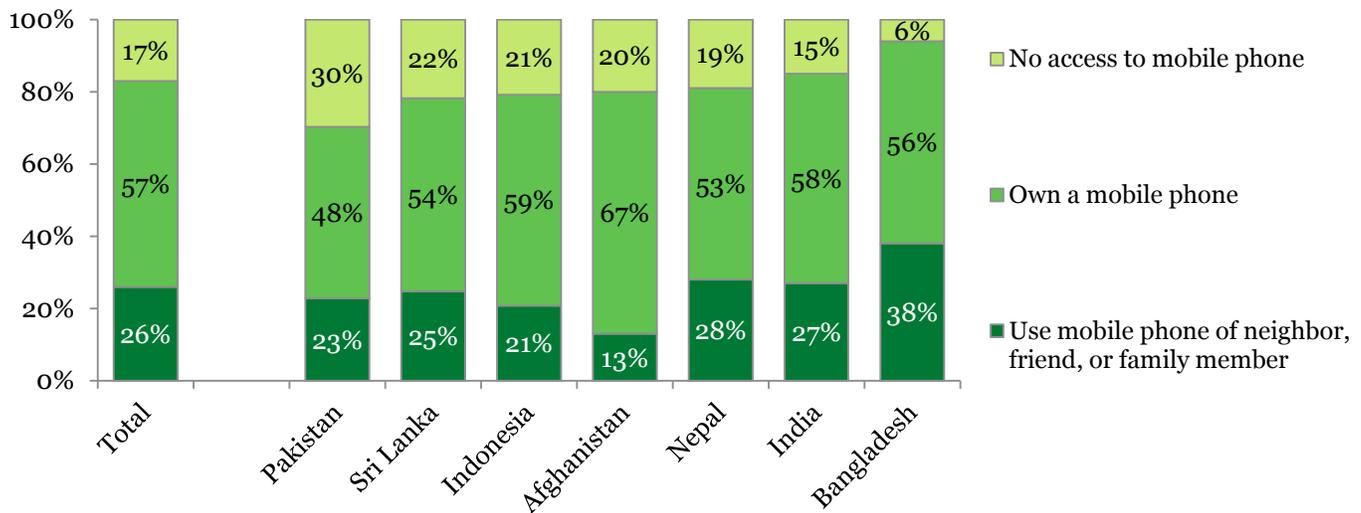
MODULE OVERVIEW

This module asked respondents about their use of mobile phones and the Internet.

GENERAL OVERVIEW OF MOBILE PHONE AND INTERNET USERS

The majority of respondents (57%) reported that they owned a mobile phone, while a further 26% said that they used the mobile phone of a family member, friend, or neighbor. Despite the relatively high penetration of mobile phones, 17% of respondents reported no access to mobile phones.

Figure 43: Access to a Mobile Phone Across the Region



Do you, yourself, have a cell/mobile phone, or not? Have you used the mobile phone of a neighbor, friend, or family member in the past month?

Total=population-weighted average

Pakistan had the lowest rate of mobile phone penetration, with 30% of respondents reporting they did not have access to a mobile phone, followed by Sri Lanka at 22%. Bangladesh reported the highest rate of mobile phone penetration with 94% of survey respondents stating that they had access to a mobile phone — either their own or that of a family member, neighbor, or friend.

Six percent of respondents reported access to the Internet in their home, demonstrating just how far financial industries have to go in market penetration for these countries. Indonesia registered the highest percentage at 18%, while India and Nepal took the lowest spots at 4% each. Possession of a mobile phone did not appear to correlate with access to the Internet.

Table 11: Access to a Mobile Phone or Internet Across the Region

Country	Do You Have Access to a Mobile Phone?	Does Your Home Have Access to the Internet?⁴⁸	Have You Personally Used or Accessed the Internet in the Last 30 Days?
Afghanistan	80%	6%	6%
Bangladesh	94%	9%	5%
India	85%	4%	4%
Indonesia	79%	18%	15%
Nepal	81%	4%	6%
Pakistan	70%	5%	4%
Sri Lanka	78%	8%	8%
TOTAL	83%	6%	5%

Total=population-weighted average

⁴⁸ This question was not part of the survey module and instead comes from the core set of World Poll questions, which was asked at the same time and to the same people as the Gates survey module.

13. COMPARISONS WITH THE SUB-SAHARAN AFRICAN STUDY

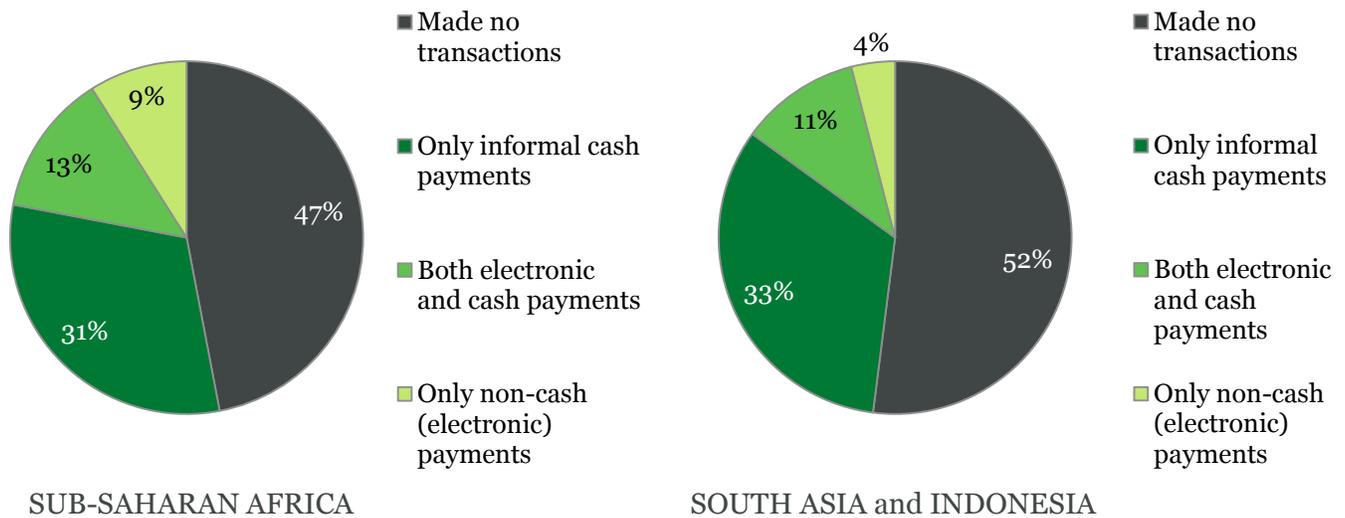
In June through October 2011, Gallup conducted a similar study to this one in Sub-Saharan Africa (SSA) *Payments and Money Transfer Behavior of Sub-Saharan Africans*. It was published in June 2012 and offered an in-depth look at the payment behavior of sub-Saharan Africans, based on survey results from 11 African nations. SSA nations studied included:

- Botswana
- Democratic Republic of the Congo
- Kenya
- Mali
- Nigeria
- Rwanda
- Sierra Leone
- South Africa
- Tanzania
- Uganda
- Zambia

The questions in the SSA survey referred to a 30-day time frame before the survey, while the South Asia and Indonesia study extends the time frames to additional three-month and 12-month increments. Thus, for comparison purposes, this chapter will only look at the payments and remittances sent, brought, or received by South Asians and Indonesians in the 30 days before the survey.

In general, there is a high degree of similarity in the patterns observed in both regions. Informal cash transfers are a primary means of sending or receiving money in both SSA and in South Asia and Indonesia. While SSA respondents were slightly less likely to have made a transaction than South Asia and Indonesia respondents (47% vs. 52%), pluralities in both respondent pools who did complete a transaction were most likely to select informal means, followed by using both electronic and cash payments, and lastly, only non-cash (electronic) means to send or receive money. These findings illustrate the underdevelopment of the market for financial services in both regions.

Figure 44: Comparison of Market Overviews for SSA and South Asia and Indonesia



Both markets have similar levels of informal activity however the size of the untapped informal market is significantly greater in South Asia and Indonesia because of the larger population. There is a total market of 134 million adult customers already doing some form of money transfer or payment to another part of the country in SSA and 79 million of these consumers use informal cash payments. South Asia and Indonesia’s untapped informal market is estimated to be nearly three times as large, at 208 million adults who conducted an informal remittance or payment transaction in the preceding 30 days. Together, these regions’ most likely potential consumers of formal money transfer services account for approximately 6% of the global adult population.

When compared with SSA respondents over the 30-day period before the survey administration, South Asians and Indonesians made significantly lower percentages of domestic remittances and payments, with 5% either sending or receiving from family and friends. In contrast, 20% of SSA respondents reported sending a transaction and 32% reported receiving a transaction in the 30 days before the survey. Additionally, the fact that 5% of the population sending in a 30-day period equates to 12% (a factor of nearly three times higher) of the population sending over a 12-month period in South Asia and Indonesia indicates that the percentage of the population sending over a 12-month period in SSA could be much higher than the 30-day rates reported.

SSA respondents were more likely to have sent or brought money to family members or friends in the 30 days prior to the survey (20%) than South Asians and Indonesians (5%). However, for those who did send or bring money, respondents across both regions were equally as likely to send or bring only informal cash payments (60%), which formed the majority of transactions. Similar findings were made when receiving money.

Figure 45: Comparison of Money Sent or Brought in Person to Family Members or Friends for SSA and South Asia and Indonesia

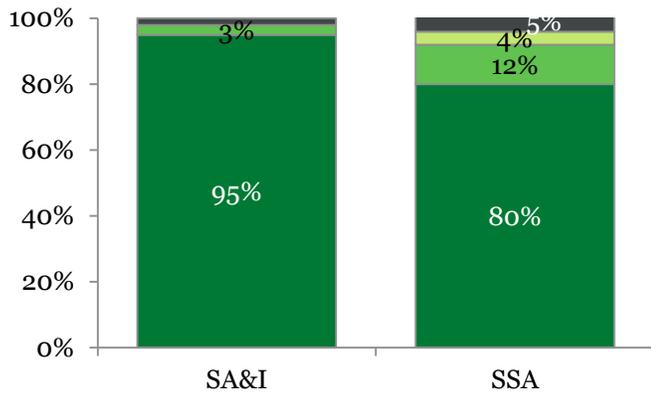


Figure 46: Comparison of Money Received From Family Members or Friends for SSA and South Asia and Indonesia

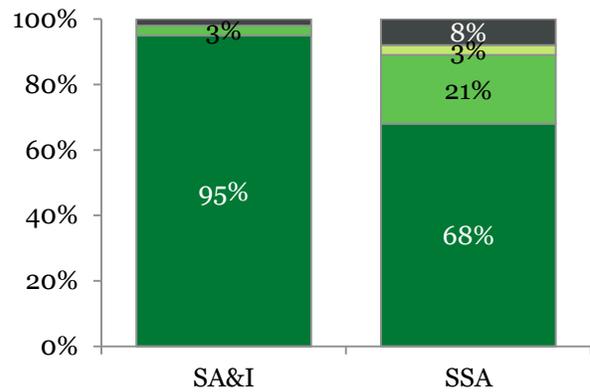


Figure 47: Comparison of Sending a Payment to a School, Company, or Institution for SSA and South Asia and Indonesia

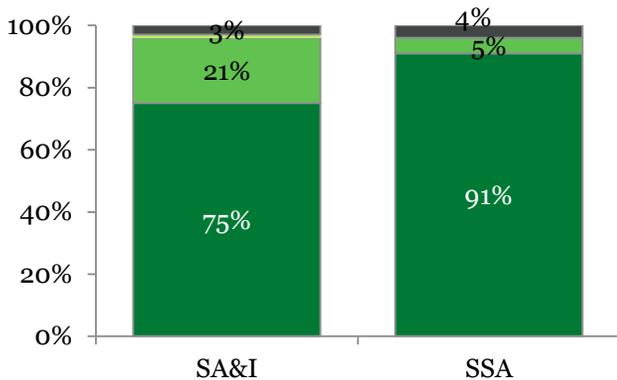
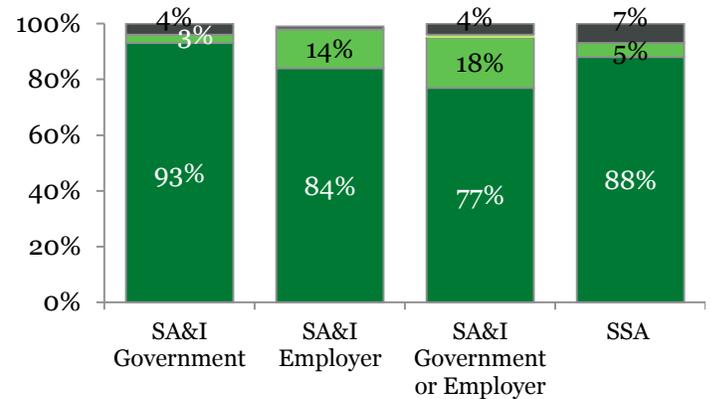


Figure 48: Comparison of Receiving a Payment From Government Agencies or Employer for SSA and South Asia and Indonesia



■ Made no transactions
 ■ Both electronic and cash payments

■ Only informal cash payments
 ■ Only non-cash (electronic) payments

While South Asians and Indonesians were less likely than SSA respondents to send or receive money from friends or family, they were more likely (25%) than SSA respondents (9%) to send a payment to a school, institution, company or other organization. They were also much more likely to have done so in cash (84%) than SSA respondents (56%).

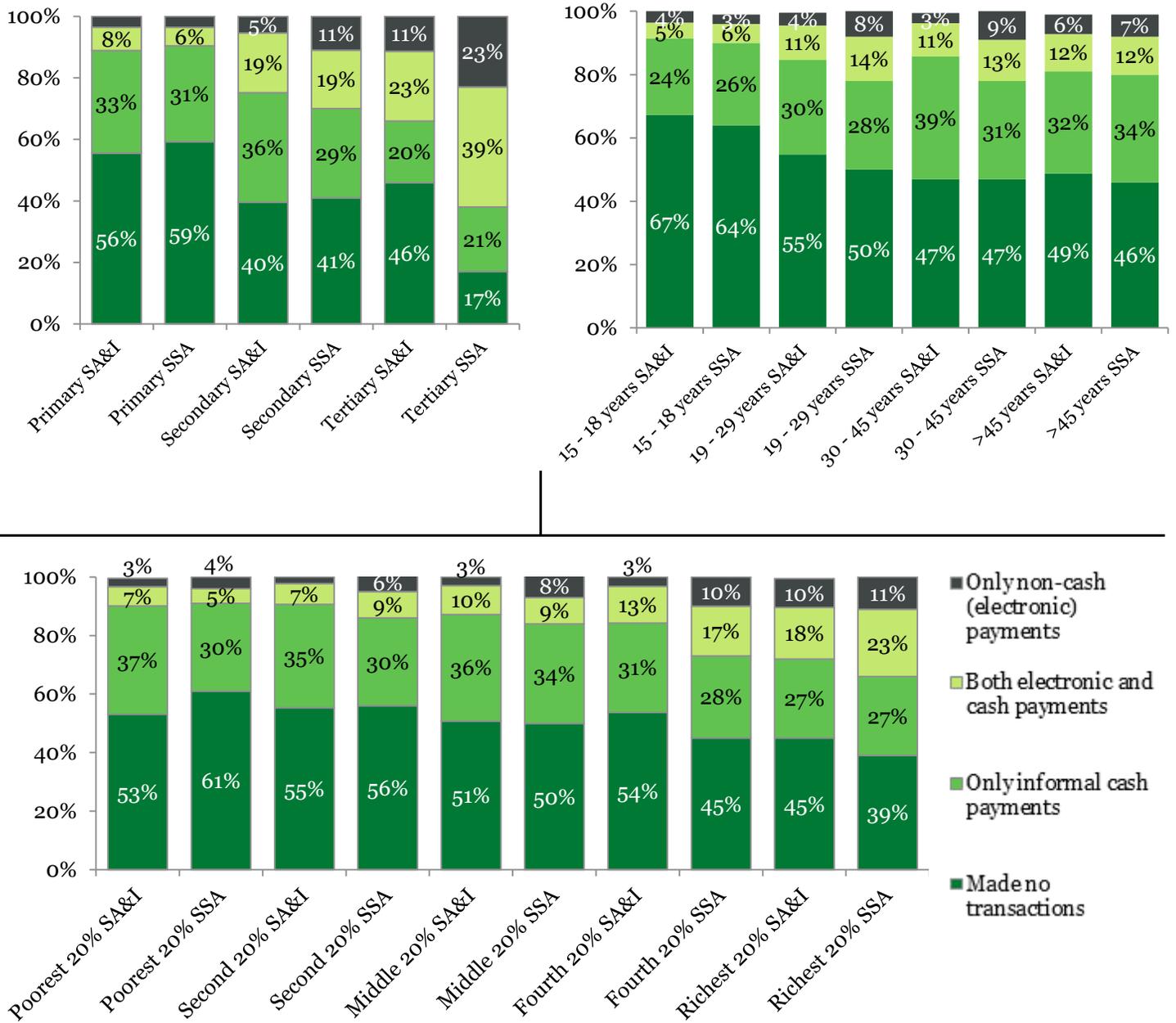
While domestic remittances showed a sharp divide between studies, international remittances for both SSA and South Asia and Indonesia were a similarly small percentage of all transactions measured in the preceding 30 days. The number of South Asians and Indonesians sending money to another country was nearly zero, and only 1% received a remittance. For SSA, 1% reported sending a remittance internationally while 3% reported having received one.

For both the SSA and South Asia and Indonesia regions, a respondent's level of education was strongly related to whether he or she was more likely to send or bring money in a domestic or international transaction, as well as which method was more likely to be used. For both studies' respondents, those with tertiary education used electronic means of money transfer at a greater rate than those with secondary or primary educations. Those with a primary education or less overwhelmingly used informal cash transfers such as sending or receiving cash only in person or through someone else, such as a family member, friend, or informal money courier when asked about the 30-day period before the study.

In general, the young were less likely to make transactions than older cohorts with both studies showing that those aged 30 to 45 were most likely to conduct transactions during the 30-day period analyzed before the survey. This may be because these are peak earning years for many workers and those sending or receiving money may be supporting families including elderly parents either in their homes or in another area.

Education and wealth can play a role in the likelihood of making or receiving a transaction. In both of these studies, the wealthiest 20% quintiles were also the most likely to have sent, brought, or received a money-based transaction in the 30 days before the survey administration. They were also more likely than any other group to use only electronic means to send or receive money. However, while the electronic means option is selected at a higher rate for this income cohort than others, respondents in SSA and South Asia and Indonesia still used informal cash-based transfers more than any other method of sending or bringing money.

Figure 49: Differences in Market Overview Among Education, Age, and Income Groups



SA&I stands for South Asia and Indonesia; SSA stands for Sub-Saharan Africans

14. APPENDIX

Table 12: Household Income Across the Region – Living on Less Than ID\$1 or ID\$2 a Day

Country			Living on Less Than ID\$1 a Day	Living on Less Than ID\$2 a Day	Living on More Than ID\$2 a Day
Afghanistan	Estimate		40.11%	69.63%	30.37%
	Standard Error		1.90%	2.08%	2.08%
	95% Confidence Interval	Lower	36.32%	65.47%	26.21%
		Upper	43.90%	73.79%	34.53%
Bangladesh	Estimate		47.16%	68.48%	31.52%
	Standard Error		2.40%	1.48%	1.48%
	95% Confidence Interval	Lower	42.06%	65.34%	28.38%
		Upper	52.25%	71.62%	34.66%
India	Estimate		41.69%	62.62%	37.38%
	Standard Error		1.74%	1.84%	1.84%
	95% Confidence Interval	Lower	38.24%	58.96%	33.72%
		Upper	45.13%	66.28%	41.04%
Indonesia	Estimate		29.31%	52.67%	47.33%
	Standard Error		2.49%	2.69%	2.69%
	95% Confidence Interval	Lower	24.17%	47.12%	41.79%
		Upper	34.46%	58.21%	52.88%
Nepal	Estimate		47.17%	62.87%	37.13%
	Standard Error		2.19%	1.90%	1.90%
	95% Confidence Interval	Lower	42.83%	59.10%	33.35%
		Upper	51.51%	66.65%	40.90%
Pakistan	Estimate		43.62%	66.67%	33.33%
	Standard Error		2.22%	2.27%	2.27%
	95% Confidence Interval	Lower	39.21%	62.16%	28.82%
		Upper	48.04%	71.18%	37.84%
Sri Lanka	Estimate		22.59%	43.33%	56.67%
	Standard Error		1.89%	2.24%	2.24%
	95% Confidence Interval	Lower	18.85%	38.90%	52.24%
		Upper	26.34%	47.76%	61.10%

SAMPLING AND DATA COLLECTION METHODOLOGY

Results were based on face-to-face interviews with 1,000 adults, aged 15 and older, conducted September-October 2012, in five South Asian countries and Indonesia, plus 2,540 adults in India. Regional totals represented in this article are population-weighted averages, accounting for the population size of a country. For results based on each sample of national adults, one can say with 95% confidence that the margin of sampling error ranged from ± 2.4 percentage points to ± 3.8 percentage points. The margin of error reflects the influence of data weighting.

Gallup conducted face-to-face interviews using an area frame design. Unlike other international surveys that often obtain urban samples in countries where survey research is difficult, Gallup's coverage area includes entire countries, including rural areas. The sampling frame represents the entire civilian, non-institutionalized adult population. Exceptions include areas where the safety of interviewing staff is threatened, scarcely populated islands in some countries, and areas that interviewers can reach only by foot, animal, or small boat.

Figures presented in this report with a single asterisk (*) are based on 10% of the total country sample size or lower (in most cases below $n=100$): margin of error for these figures can exceed + 10 to 15%. Figures presented in this report with a double asterisk (**) are based on 5% of the total country sample size or lower (in most cases below $n=50$): margin of error for these figures can exceed + 20%.

In addition to sampling error, question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of public opinion polls.

DATA WEIGHTING

Data weighting is used to ensure a nationally representative sample for each country and is intended to be used for calculations within a country.

First, base sampling weights are constructed to account for oversamples and household size. If an oversample has been conducted, the data are weighted to correct the disproportionate sample. Weighting by household size (number of residents aged 15 years and older) is used to adjust for the probability of selection, as residents in large households will have a disproportionately lower probability of being selected for the sample.

Second, post-stratification weights are constructed. Population statistics are used to weight the data by gender, age, and education.

Finally, approximate study design effect and margin of error are calculated. The design effect calculation reflects the influence of data weighting and does not incorporate the intra-class correlation coefficients.

Table 13: Survey Details per Country

Country	Data Collection Dates	Number of Interviews	Design Effect	Margin of Error	Mode of Interviewing	Languages	Exclusions (samples are nationally representative unless noted otherwise)
Afghanistan	Aug 27 – Aug 31, 2012	1,000	1.49	3.78	Face-to-Face	Dari, Pashto	Gender-matched sampling was used during the final stage of selection.
Bangladesh	Sep 17 – Sep 29, 2012	1,000	1.27	3.5	Face-to-Face	Bengali	
India	Sep 5 – Oct 13, 2012	2,540	1.49	2.4	Face-to-Face	Assamese, Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil, Telugu	Excluded population living in Northeast states and on remote islands. The excluded areas represent less than 10% of the population.
Indonesia	Sep 15 – Sep 30, 2012	1,000	1.25	3.5	Face-to-Face	Bahasa Indonesia	
Nepal	Sep 6 – Sep 29, 2012	1,000	1.30	3.5	Face-to-Face	Nepali	
Pakistan	Sep 30 – Oct 16, 2012	1,000	1.51	3.8	Face-to-Face	Urdu	Did not include Azad Jammu and Kashmir. The excluded area represents approximately 5% of the population. Gender-matched sampling was used during the final stage of selection.
Sri Lanka	Sep 20 – Oct 10, 2012	1,000	1.6	3.8	Face-to-Face	Sinhala, Tamil	

^a The design effect calculation reflects the weights and does not incorporate the intraclass correlation coefficients. Design effect calculation: $n * (\text{sum of squared weights}) / [(\text{sum of weights}) * (\text{sum of weights})]$

^b Margin of error is calculated around a proportion at the 95% confidence level. The maximum margin of error was calculated assuming a reported percentage of 50% and takes into account the design effect. Margin of error calculation: $\sqrt{(0.25/N) * 1.96 * \sqrt{DE}}$

QUESTIONNAIRE

1. Have you personally brought money in person or sent money to a family member or friend living in a different city or area in _____ in the last 30 DAYS?

- 1 Yes **SKIP TO G4**
- 2 No **CONTINUE**
- 3 (DK) **CONTINUE**
- 4 (Refused) **CONTINUE**

2. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G4**
- 2 No **CONTINUE**
- 3 (DK) **CONTINUE**
- 4 (Refused) **CONTINUE**

3. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G9**
- 3 (DK) **SKIP TO G9**
- 4 (Refused) **SKIP TO G9**

4. How many times have you personally brought money in person or sent money to a family member or friend living in a different city or area in _____ in the last 30 days, three months or 12 months?

Number of TIMES: _____

- 98 (DK)
- 99 (Refused)

5. In the last 30 days, three months or 12 months, have you personally brought money in person or sent money to a family member or friend living in a different city or area in _____ in any of the following ways?

- 1 Cash sent through another person, like a friend
- 2 Cash you brought in person
- 3 Bank transfer
- 4 Mobile phone money transfer
- 5 Money transfer service (e.g., Western Union)
- 6 Post office
- 7 Some other way (specify)
- 98 (DK)
- 99 (Refused)

6. In the last 30 days, three months, or 12 months, what was the largest amount of money you personally brought in person or sent to a family member or friend living in a different city or area in _____? Please INCLUDE any service charges or other charges you may have incurred.

Amount in local currency: _____ **SKIP TO G8**
999998 (DK) **CONTINUE**
999999 (Refused) **CONTINUE**

7. Including any charges you may have incurred, was the largest amount of money you personally brought in person or sent to a family member or friend living in a different city or area in _____ in the last 30 days, three months, or 12 months?

1 Local currency range _____ or less
2 Local currency range _____ – _____
3 Local currency range _____ – _____
4 Local currency range _____ – _____
5 Local currency range _____ – _____
6 Local currency range _____ – or more
7 (DK)
8 (Refused)

8. How many people will directly benefit from this money you personally brought or sent?

Number of PEOPLE: _____
98 (DK)
99 (Refused)

9. Have you personally brought money in person or sent money to a family member or friend living in a DIFFERENT COUNTRY in the last 30 DAYS?

1 Yes **SKIP TO G11a**
2 No **CONTINUE**
3 (DK) **CONTINUE**
4 (Refused) **CONTINUE**

10. What about in the last THREE MONTHS?

1 Yes **SKIP TO G11a**
2 No **CONTINUE**
3 (DK) **CONTINUE**
4 (Refused) **CONTINUE**

11. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G17**
- 3 (DK) **SKIP TO G17**
- 4 (Refused) **SKIP TO G17**

11a. How many times have you personally brought money in person or sent money to a family member or friend living in a different country in the last 30 days, three months, or 12 months?

Number of TIMES: _____

- 98 (DK)
- 99 (Refused)

12. To which country, or countries, did you personally bring or send this money?

- 1 First response: _____
- 2 Second response: _____
- 3 Third response: _____
- 998 (DK)
- 999 (Refused)

13. INTERVIEWER: Did the respondent mention more than three countries?

- 1 Yes
- 2 No

14. In the last 30 days, three months, or 12 months, have you personally brought money or sent money to a family member or friend living in a different country in any of the following ways?

- 1 Cash sent through another person, like a friend
- 2 Cash you brought in person
- 3 Bank transfer
- 4 Mobile phone money transfer
- 5 Money transfer service (e.g., Western Union)
- 6 Post office
- 7 Some other way (specify)

15. In the last 30 days, three months, or 12 months, what was the largest amount of money you personally brought in person or sent to a family member or friend living in a different country? Please INCLUDE any service charges or other charges you may have incurred.

- Amount in local currency: _____ **SKIP TO G17**
- 999998 (DK) **CONTINUE**
 - 999999 (Refused) **CONTINUE**

16. Including any charges you may have incurred, what was the largest amount of money you personally brought in person or sent to a family member or friend living in a different country in the last 30 days, three months, or 12 months?

- 1 Local currency range _____ or less
- 2 Local currency range _____ – _____
- 3 Local currency range _____ – _____
- 4 Local currency range _____ – _____
- 5 Local currency range _____ – _____
- 6 Local currency range _____ – or more
- 7 (DK)
- 8 (Refused)

17. Have you personally brought money in person or sent money to a school, institution, or company (not to family or friends) to pay for school fees, utility bills, debt payments, or other bills for yourself or any member of your household in the last 30 DAYS?

- 1 Yes **SKIP TO G20**
- 2 No **CONTINUE**
- 3 (DK) **CONTINUE**
- 4 (Refused) **CONTINUE**

18. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G20**
- 2 No **CONTINUE**
- 3 (DK) **CONTINUE**
- 4 (Refused) **CONTINUE**

19. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO READ BEFORE G24**
- 3 (DK) **SKIP TO READ BEFORE G24**
- 4 (Refused) **SKIP TO READ BEFORE G24**

20. How many times have you personally brought money in person or sent money to a school, institution, or company in the last 30 days, three months, or 12 months?

Number of TIMES: _____

- 98 (DK)
- 99 (Refused)

21. In the last 30 days, three months, or 12 months, have you personally brought money in person or sent money to a school, institution, or company in any of the following ways?

- 1 Cash sent through another person, like a friend
- 2 Cash you brought in person
- 3 Bank transfer
- 4 Mobile phone money transfer
- 5 Money transfer service (e.g., Western Union)
- 6 Post office
- 7 Credit card
- 8 Some other way (specify)

22. In the last 30 days, three months, or 12 months, what was the largest amount of money you personally brought in person or sent to a school, institution, or company? Please **INCLUDE** any service charges or other charges you may have incurred.

Amount in local currency: _____ **SKIP TO READ BEFORE G24**
999998 (DK) **CONTINUE**
999999 (Refused) **CONTINUE**

23. Including any charges you may have incurred, was the largest amount of money you personally brought in person or sent to a school, institution, or company in the last 30 days, three months, or 12 months?

- 1 Local currency range _____ or less
- 2 Local currency range _____ – _____
- 3 Local currency range _____ – _____
- 4 Local currency range _____ – _____
- 5 Local currency range _____ – _____
- 6 Local currency range _____ – or more
- 7 (DK)
- 8 (Refused)

ASK ALL:

24. Have you personally **RECEIVED** any money from a family member or friend living in a different city or area in _____ in the last 30 DAYS, including any money you received in person?

- 1 Yes **SKIP TO G27**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

25. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G27**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

26. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G32**
- 3 (DK)
- 4 (Refused)

27. How many times have you received money from a family member or friend living in a different city or area in _____ in the last 30 days, three months, or 12 months, including any money you received in person?

Number of TIMES: _____

- 98 (DK)
- 99 (Refused)

28. In the last 30 days, three months, or 12 months, have you received money from a family member or friend living in a different city or area in _____ in any of the following ways?

- 1 Cash brought to you by the sender in person
- 2 Cash brought to you in person by someone other than the sender
- 3 Bank transfer
- 4 Mobile phone money transfer
- 5 Money transfer service (e.g., Western Union)
- 6 Post office
- 7 Some other way (specify)

29. In the last 30 days, three months or 12 months, what was the largest amount of money you received from a family member or friend living in a different city or area in _____? Please INCLUDE any service charges or other charges you may have incurred.

Amount in local currency: _____ **SKIP TO G31**

- 999998 (DK) **CONTINUE**
- 999999 (Refused)

30. Including any charges you may have incurred, was the largest amount of money you received from a family member or friend living in a different city or area in _____ in the last 30 days, three months, or 12 months)?

- 1 Local currency range _____ or less
- 2 Local currency range _____ – _____
- 3 Local currency range _____ – _____
- 4 Local currency range _____ – _____
- 5 Local currency range _____ – _____
- 6 Local currency range _____ – or more
- 7 (DK)
- 8 (Refused)

31. How important was this money to your household's financial situation?

- 1 Very important
- 2 Somewhat important
- 3 Not very important
- 4 (DK)
- 5 (Refused)

ASK ALL:

32. Have you personally received any money from a family member or friend living in a DIFFERENT COUNTRY in the last 30 DAYS, including any money you received in person?

- 1 Yes **SKIP TO G34a**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

33. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G34a**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

34. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G41**
- 3 (DK)
- 4 (Refused)

34a. How many times have you received money from a family member or friend living in a different country in the last 30 days, three months, or 12 months, including any money you received in person?

Number of TIMES: _____

98 (DK)

99 (Refused)

35. From which country, or countries, did you receive this money?

1 First response: _____

2 Second response: _____

3 Third response: _____

998 (DK)

999 (Refused)

36. INTERVIEWER: Did the respondent mention more than three countries?

1 Yes

2 No

37. In the last 30 days, three months, or 12 months, have you received money from a family member or friend living in a different country in any of the following ways?

1 Cash brought to you by the sender in person

2 Cash brought to you in person by someone other than the sender

3 Bank transfer

4 Mobile phone money transfer

5 Money transfer service (e.g., Western Union)

6 Post office

7 Some other way (specify)

38. In the last 30 days, three months, or 12 months, what was the largest amount of money you received from a family member or friend living in a different country? Please include any service charges or other charges you may have incurred.

Amount in local currency: _____

999998 (DK)

999999 (Refused)

**SKIP TO G40
CONTINUE**

39. Including any charges you may have incurred, was the largest amount of money you received from a family member or friend living in a different country in the 30 days, three months, or 12 months?

- 1 Local currency range _____ or less
- 2 Local currency range _____ – _____
- 3 Local currency range _____ – _____
- 4 Local currency range _____ – _____
- 5 Local currency range _____ – _____
- 6 Local currency range _____ – or more
- 7 (DK)
- 8 (Refused)

40. How important was this money to your household's financial situation?

- 1 Very important
- 2 Somewhat important
- 3 Not very important
- 4 (DK)
- 5 (Refused)

ASK ALL:

41. Have you personally RECEIVED any money from a local, [state/province], or national government agency, or from the military, in the last 30 DAYS? This money could be payment for work performed, goods provided, pensions, unemployment, subsidy payments, or any kind of social benefits.

- 1 Yes **SKIP TO G44**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

42. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G44**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

43. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G48**
- 3 (DK)
- 4 (Refused)

44. How many times have you received money from any government agency in the last 30 days, three months, or 12 months?

Number of TIMES: _____

- 98 (DK)
99 (Refused)

45. In the last 30 days, three months, or 12 months, have you received money from any government agency in any of the following ways?

- 1 In cash
2 Bank transfer
3 Mobile phone money transfer
4 Money transfer service (e.g., Western Union)
5 Post office
6 Some other way (specify)

46. In the last 30 days, three months, or 12 months, what was the largest amount of money you received from any government agency?

Amount in local currency: _____ **SKIP TO G48**
999998 (DK) **CONTINUE**
999999 (Refused)

47. Was the largest amount of money you received from any government agency in the last 30 days, three months, or 12 months?

- 1 Local currency range _____ or less
2 Local currency range _____ – _____
3 Local currency range _____ – _____
4 Local currency range _____ – _____
5 Local currency range _____ – _____
6 Local currency range _____ – or more
7 (DK)
8 (Refused)

ASK ALL:

48. Have you personally received any money from an employer in the last 30 DAYS? Please do NOT include any money you received from a government agency, even if you are a government employee.

- 1 Yes **SKIP TO G51**
2 No **CONTINUE**
3 (DK)
4 (Refused)

49. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G51**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

50. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G55**
- 3 (DK)
- 4 (Refused)

51. How many times have you received money from an employer in the last 30 days, three months, or 12 months?

Number of TIMES: _____

- 98 (DK)
- 99 (Refused)

52. In the last, 30 days, three months, or 12 months, have you received money from an employer in any of the following ways?

- 1 In cash
- 2 Bank transfer
- 3 Mobile phone money transfer
- 4 Money transfer service (e.g., Western Union)
- 5 Post office
- 6 Some other way (specify)

53. In the last 30 days, three months, or 12 months, what was the largest amount of money you received from an employer?

Amount in local currency: _____ **SKIP TO G55**

- 999998 (DK) **CONTINUE**
- 999999 (Refused)

54. Was the largest amount of money you received from an employer in the last 30 days, three months, or 12 months?

- 1 Local currency range _____ or less
- 2 Local currency range _____ – _____
- 3 Local currency range _____ – _____
- 4 Local currency range _____ – _____
- 5 Local currency range _____ – _____
- 6 Local currency range _____ – or more
- 7 (DK)
- 8 (Refused)

ASK ALL:

55. Have you personally RECEIVED money from any source for the sale of your agricultural products, crops, produce, or livestock in the last 30 DAYS?

- 1 Yes **SKIP TO G58**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

56. What about in the last THREE MONTHS?

- 1 Yes **SKIP TO G58**
- 2 No **CONTINUE**
- 3 (DK)
- 4 (Refused)

57. What about in the last 12 MONTHS?

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G62**
- 3 (DK)
- 4 (Refused)

58. How many times have you received money for the sale of your agricultural products, crops, produce, or livestock in the last 30 days, three months, or 12 months?

Number of TIMES: _____

- 98 (DK)
- 99 (Refused)

59. In the last, 30 days, 3 months, or 12 months, have you received money for the sale of your agricultural products, crops, produce, or livestock in any of the following ways?

- 1 In cash
- 2 Bank transfer
- 3 Mobile phone money transfer
- 4 Money transfer service (e.g., Western Union)
- 5 Post office
- 6 Credit card
- 7 Some other way (specify)

60. In the last 30 days, three months, or 12 months, what was the largest amount of money you received for the sale of your agricultural products, crops, produce, or livestock?

Amount in local currency: _____ **SKIP TO G62**
999998 (DK) **CONTINUE**
999999 (Refused)

61. Was the largest amount of money you received for the sale of your agricultural products, crops, produce, or livestock in the last 30 days, three months, or 12 months?

- 1 Local currency range _____ or less
- 2 Local currency range _____ – _____
- 3 Local currency range _____ – _____
- 4 Local currency range _____ – _____
- 5 Local currency range _____ – _____
- 6 Local currency range _____ – or more
- 7 (DK)
- 8 (Refused)

ASK ALL:

62. Thinking about all of the times you have RECEIVED money or payments, have you ever been overcharged, been cheated or lost money? If you have never received money or a payment, please just say so.

- 1 Yes **CONTINUE**
- 2 No **SKIP TO G64**
- 3 (Never received money or a payment)
- 4 (DK)
- 5 (Refused)

63. Which of the following methods of receiving money or payments were used when you were overcharged, were cheated, or lost money? Has this happened when you have received money?
- 1 In cash
 - 2 Through a bank transfer
 - 3 Through a mobile phone money transfer
 - 4 Through a money transfer service (e.g., Western Union)
 - 5 Through the post office
 - 6 Some other way (specify)
64. Thinking about all of the times you have SENT money or made payments, have you ever been overcharged, been cheated, lost money, or had a payment go to the wrong person? If you have never sent money or made a payment, please just say so.
- 1 Yes **CONTINUE**
 - 2 No **SKIP TO G66**
 - 3 (Never sent money or made a payment)
 - 4 (DK)
 - 5 (Refused)
65. Which of the following methods of sending money or payments were used when you were overcharged, were cheated, lost money, or had a payment go to the wrong person? Has this happened when you have sent money?
- 1 Through someone else, like a friend
 - 2 Through a bank transfer
 - 3 Through a mobile phone money transfer
 - 4 Through a money transfer service (e.g., Western Union)
 - 5 Through the post office
 - 6 By bringing the money yourself in person
 - 7 Some other way (specify)
66. Which of the following methods is the MOST EXPENSIVE way to SEND money? Is it sending money?
- 1 In cash through someone else, like a friend
 - 2 Through a bank transfer
 - 3 Through a mobile phone money transfer
 - 4 Through a money transfer service (e.g., Western Union)
 - 5 Through the post office
 - 6 By bringing the money yourself in person
 - 7 Some other way (specify)
 - 8 (DK)
 - 9 (Refused)
67. Do you, yourself, have a cell/mobile phone, or not?

- 1 Yes **SKIP TO G69**
- 2 No **CONTINUE**
- 3 (DK) **SKIP TO G69**
- 4 (Refused)

68. Have you used the mobile phone of a neighbor, friend, or family member or anyone else in the past month?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)

69. Have you personally accessed or used the Internet in the past 30 days?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)