



OECD/INFE TOOLKIT FOR MEASURING FINANCIAL LITERACY AND FINANCIAL INCLUSION

This version: May 2018

This document contains the 2018 OECD/INFE Toolkit for measuring financial literacy and financial inclusion. This is an updated version of the toolkit welcomed by G20 leaders in September 2013 and used in OECD [publications](#).

Please cite this document as:
OECD (2018), OECD/INFE Toolkit for Measuring Financial Literacy and Financial Inclusion.

Queries should be addressed to the OECD/INFE Secretariat: SecretariatINFE@oecd.org.

This paper is published under the responsibility of the Secretary-General of the OECD. The opinions expressed and the arguments employed herein do not necessarily reflect the official views of OECD member countries.

This document and any map included herein are without prejudice to the status of or sovereignty over any territory, to the delimitation of international frontiers and boundaries and to the name of any territory, city or area.

©OECD 2018. Applications for permission to reproduce or translate all or part of this material should be made to: rights@oecd.org.

Table of contents

1. The purpose of the OECD/INFE Toolkit	4
1.1. Background.....	4
1.2. The content of the Toolkit.....	4
1.3. The benefit to policy makers of using the Toolkit to collect internationally comparable data.....	5
1.4. Updates since the 2015 version.....	5
2. Methodology.....	6
2.1. Commissioning the fieldwork.....	7
2.1.1. Achieving a robust sample	7
2.1.2. Preparing the questionnaire for fieldwork.....	8
2.1.3. Field work and data collection	9
2.1.4. Data handling and preparation for analysis.....	9
2.1.5. Data analysis and reporting.....	10
3. OECD/INFE Questionnaire (2018).....	11
3.1. Colour coding	11
Annex A. Financial literacy questions, data preparation and creation of financial literacy scores	34
Creating the financial knowledge score	40
Creating the financial behaviour score.....	40
Creating the financial attitudes score	40
Overall financial literacy score	40
Financial inclusion indicators.....	40
Annex B. Interviewer briefings	42
What is an interviewer briefing?	42
Who should conduct the briefing?.....	42
Where and when should the briefing occur?	42
Who should attend the briefing?	43
How should the briefing be structured?	43
Opening remarks	43
Overview of the survey	44
In-depth discussion of the questions	44
Addressing potential issues	45
Annex C. Online surveys.....	46
Annex D. Checklist for submitting data to the OECD.....	47

Tables

Table A.1. Useful questions for analysing financial well-being	34
Table A.2. Computing financial inclusion indicators.....	41

1. The purpose of the OECD/INFE Toolkit

1.1. Background

The original OECD/INFE Toolkit for measuring financial literacy and financial inclusion was developed through an iterative process, drawing on an OECD working paper (Kempson, 2009),¹ national surveys, international research and expert advice. It was welcomed by G20 leaders in September 2013.

The financial literacy component of the questionnaire reflects the OECD/INFE definition of financial literacy as: ‘A combination of awareness, knowledge, skill, attitude and behaviour necessary to make sound financial decisions and ultimately achieve individual financial wellbeing.’ The questions themselves are largely drawn from existing surveys, and have all been validated and approved by OECD/INFE experts. They represent good practice in financial literacy and financial inclusion measurement.

The questionnaire has been successfully used to capture the financial literacy of diverse populations since it was first piloted in 2010 as part of the first OECD international financial literacy and financial inclusion measurement exercise. In 2015/16 around 40 countries and economies participated in an international survey of adult financial literacy competencies; using data collected using this toolkit. Results were published for a first set of 30 countries² and then a complementary report was released focusing on the G20.³

1.2. The content of the Toolkit

The OECD/INFE financial literacy and financial inclusion measurement toolkit incorporates:

- Methodological guidance.
- A questionnaire designed to capture information about financial behaviour, attitudes and knowledge, in order to assess levels of financial literacy and financial inclusion.
 - Questions cover planning and managing finances, choosing and using financial products, financial knowledge and a range of attitudes and behaviours that impact on financial literacy and financial well-being.
 - The questionnaire includes the five financial well-being questions incorporated in the short financial well-being survey developed by the

¹ Kempson, E. (2009), “Framework for the Development of Financial Literacy Baseline Surveys: A First International Comparative Analysis”, OECD Working Papers on Finance, Insurance and Private Pensions, No. 1, OECD Publishing. doi: [10.1787/5kmddpz7m9zq-en](https://doi.org/10.1787/5kmddpz7m9zq-en)

² OECD/INFE International Survey of Adult Financial Literacy Competencies
<http://www.oecd.org/finance/oecd-infe-survey-adult-financial-literacy-competencies.htm>

³ G20/OECD INFE report on adult financial literacy in G20 countries
<http://www.oecd.org/finance/g20-oecd-infe-report-adult-financial-literacy-in-g20-countries.htm>

- Consumer Financial Protection Bureau in the US, and questions reflecting aspects identified through the OECD work on financial well-being.
- Questions are also included on digital financial services and cyprto-assets, as well as questions to identify whether respondents have had experiences such as being a victim of a financial scam; questions relating to integrity and trust.
 - Socio-demographic questions are also incorporated.
 - A list of the questions included in the questionnaire, and information about whether they will be used to create core financial literacy scores used in previous OECD reports (Annex A).
 - Guidance on how to create the financial literacy scores (Annex A).
 - Guidance on briefing interviewers (Annex B) and discussion around online surveys (Annex C).
 - A checklist for countries wishing to submit data to the OECD (Annex D). Countries may also request a template dataset from the OECD/INFE Secretariat (SecretariatINFE@oecd.org).

1.3. The benefit to policy makers of using the Toolkit to collect internationally comparable data

Institutions can use the toolkit to collect valuable information at a point in time, or through regular tracking surveys. This process will result in data that can be used to identify target groups and prioritise initiatives, whilst also giving an important signal that national financial education efforts are being implemented following international good practices.

Each of the questions has been chosen to provide valuable information about a specific aspect of financial literacy or financial inclusion. The responses to various questions can also be combined to produce financial literacy scores and a financial inclusion score using the methodology devised by the OECD/INFE.

Importantly, the toolkit is also designed to provide comparative data across countries. In particular, it can allow countries to benchmark themselves against other countries with similar characteristics (whether in terms of baseline levels of financial literacy or by some other variable such as national income or geographical location). Institutions are encouraged to share their data with the OECD in order to create an international dataset for comparison purposes.

1.4. Updates since the 2015 version

The definition of financial literacy used to develop this questionnaire is now widely recognised, including by the G20. For this reason, the questions contained in this toolkit closely match those included in previous versions. However, both the state of knowledge and the financial landscape change rapidly, and so some modifications, additions and deletions have been made to create a questionnaire that can provide cross-comparable data on emerging and important topics whilst still providing the depth of information necessary to inform a national strategic approach to financial education. New questions and response options cover aspects of digital financial services and crypto-assets, trust, integrity and financial consumer protection. There have also been some changes to the order, to take into account new questions. Further information about the questions contained in this toolkit can be found in Annex A, including the method employed by the OECD to create measures of financial literacy and financial inclusions.

2. Methodology

The OECD/INFE questionnaire included in this toolkit is designed to collect relevant information about financial literacy and financial inclusion within a country,⁴ and to compare levels of financial literacy and financial inclusion across countries.

The data collection process should be as similar as possible in every country in order to collect internationally comparable data. In particular:

- The survey should be of adults. For the sake of international comparison intended population is individuals aged between 18 and 79. If additional respondents outside of this age range are included, the sample size should be increased as necessary, to ensure a sufficiently large sample of individuals within the international target. In countries where 79 is outside of the normal range for surveying, it would be preferable to set the upper age boundary to 69, in keeping with the suggested age bands used for analysis.
- The interviews should preferably be undertaken by telephone or face-to-face, in order to overcome issues related to low levels of literacy. However, in countries with very high levels of literacy and high levels of internet penetration, online questionnaires may be preferred, and have been shown to be effective (see Annex 2 for further discussion of online questionnaires). Some countries may wish to consider using a combination of methods. In this case, the methods used can be identified in the dataset and taken into account during analyses.
- The descriptive power of a sample size does not depend on the size of the population. A **minimum achieved** sample size of 1,000 participants per country should be collected for international comparisons and in order to analyse the national data by key socio-demographics such as gender and age. In order to interview 1,000 participants, survey agencies should have an original sample of 1,700 valid contact details from which to draw participants.⁵ With an achieved sample of 1,000 participants, this will give a 95% confidence interval on a finding of 50% of around 47% to 53% (assuming a random sample). Countries should be aware that if they intend to undertake detailed analyses of differences within differences (such as financial literacy by gender within regions), or if they wish to increase the precision of the estimates, they will require larger sample sizes.⁶

⁴ The questionnaire can also be used to measure the financial literacy of a smaller population, such as the population of a region, or the employed population. Users should note that there may be relatively little variation in scores if the population being surveyed is particularly homogenous.

⁵ It is important to strive for a good response rate. However recent statistics suggest that it is becoming increasingly difficult to encourage participation in surveys, and so it may be necessary to adjust the original sample accordingly in order to interview 1000 respondents.

⁶ There are many tools developed to help with sample size determination. See for example <https://www.surveysystem.com/sscalc.htm>

- There are various approaches to using the questions contained within the questionnaire, depending on whether they will be used alone, or in combination with questions from other sources:
 - If the core questions will be added to a larger survey, they should be grouped with other questions that address similar topics (and care should be taken not to make the questionnaire too long).
 - If additional questions are going to be added to the questions they should either be placed after the financial literacy questions and before the socio-demographic questions, or grouped with similar topics within the financial literacy questions – this will depend on the topics to be covered. As above, the length of the questionnaire should be taken into account.
 - If the questions are used without any additional questions, the question order should be retained.
 - In all cases, it is important to remember to avoid providing any information that might influence responses to the questions or give the answer to particular questions, whether through discussion with the respondent before beginning the survey, or through additional questions.

Institutions are strongly encouraged to inform the OECD/INFE Secretariat (SecretariatINFE@oecd.org) if they intend to undertake fieldwork at any time, in order to ensure that they have the most up-to-date questionnaire and to identify opportunities to facilitate potential co-ordination and comparisons across countries. Participating countries are also encouraged to consider giving the OECD permission to use and/or share the anonymised raw data for research purposes as part of an international database, once the results of the primary analysis have been published.

2.1. Commissioning the fieldwork

Institutions seeking to commission a survey based on this questionnaire should identify a reputable agency (this may be a private company or government body), with proven experience and the capacity to complete the process within the required timeframe. The survey agency should be able to provide information about all aspects of the process including, but not limited to the following:

2.1.1. Achieving a robust sample

It is important to discuss with the survey agency how the sample will be drawn. It should be possible to draw a sample where each individual has a known probability of being selected. In some cases it may also be necessary to stratify the population to reach particular groups, or even to replace probability sampling with quotas in order to ensure that the sample includes certain minorities. A good survey agency will be able to recommend the best approach for a given population.⁷ In many countries, the approach taken is to randomly select locations to sample from, and then set a quota to make sure that the interviewees are representative of the groups of interest. Commissioning institutions should discuss with survey agencies the benefit of setting quotas and/or including booster samples of hard to reach groups and the implications in terms of sample size and confidence in the results. They should also consider the policy implications of (not) having robust data on certain subgroups.

⁷ For further information on sampling refer to Dorofeev, S. and P. Grant, (2006), *Statistics for Real-life Sample Surveys*, Cambridge University Press, Cambridge.

The survey agency should have a reputation for ensuring good response rates. It is recommended that survey agencies are given a target response rate of 60% - that means that at least 60% of the people that they contact to take part in the survey should be interviewed. This may mean attempting to make contact with a sampled individual several times before quitting. The agency should be able to show that they have strategies in place (such as contacting people at different times of the day) in order to reach a representative cross-section of the population.

2.1.2. Preparing the questionnaire for fieldwork

The entire questionnaire (except any optional questions that have not been chosen), including all interviewer instructions, should be translated into national languages, as appropriate.

It is important that questions are translated so that they retain the same meaning; translators should have a good understanding of idiosyncratic phrases such as ‘keeping an eye on’ or ‘making ends meet’ or words that could be translated in more than one way, such as ‘saving’. It is advisable to have more than one translator work on the document in parallel, and to discuss any discrepancies/disagreements with the commissioning body before fielding the translated document.

Whether or not the questionnaire will be translated, it will be necessary to modify contextual information and some examples given on specific questions– these questions are indicated in the questionnaire.

The translated and modified questions should be tested on a few individuals before starting fieldwork to make sure that the translation is easy to understand and the options are clear. If the questions are not well understood, or there is any concern that the question wording is ambiguous, then this must be addressed before fieldwork begins.

A small number of questions ask the respondent about their household. For the purpose of this survey, please consider a household to be represented by the following basic definition:

A household is composed of either a) a group of people (adults and/or children) living in the same dwelling space who each acknowledge the authority of the same person or couple as the head(s) of household or b) a lone individual. Note that a young adult living at home should be encouraged to discuss their own financial situation rather than that of their parents – this is indicated in the questionnaire.

Several questions also refer to living expenses. These are considered to be all the bills and expenses that support an individual’s basic needs such as housing, water, food, heat, medical expenses and essential transport as well as all formal financial commitments such as debt repayments, child support or court fines.

Once the questionnaire has been prepared in the national language(s) it may be necessary to enter it into a software package designed to make it easier for the interviewer to collect the data. Care should be taken to make sure that the package allows responses to be stored in the required formats (e.g. letters or digits, decimal places) and that the questions fit a single page of the screen where possible – to aid the interviewer when reading. The programme will need to take into account all filters indicated in the paper questionnaire, in order to make sure that the intended respondents are questioned in sufficient depth and unintended respondents are not asked irrelevant questions.

2.1.3. Field work and data collection

The survey agency will either contact the people that they need to interview by telephone or make a personal call to their home (or possibly by email, depending on the method chosen). They will describe the purpose of the survey and its likely length to the potential participant and encourage them to take part in this important research. The institution commissioning the survey should work with the agency to ensure that the description is clear and unambiguous.

It is important that interviews are conducted at different times of day and throughout the week. It is also important to try to make contact with the identified person several times, if the first attempt is unsuccessful. Without these steps, it is very likely that people who are most often home, such as the elderly, homemakers, students or the unemployed, will be more likely to participate than would be the case in a truly random selection and the results may well be biased as a result.

When introducing the questionnaire, the interviewer should make it clear to the respondent that the commissioning body is interested in their own personal situation and views rather than that of the household or main earner, unless otherwise stated. For languages that differentiate between ‘you’ in the singular, and ‘you’ in the plural, the singular version should be used for translation purposes in all questions that do not explicitly ask for information about the household.

The interviewers should ask the questions in the order that they are laid out in the national questionnaire, without changing the wording and they should immediately record the responses. If necessary, they can go back to previous questions to make a correction or clarify a point (such as when asking about the product chosen most recently). The questionnaire is designed so that respondents are not expected to read any of the questions or write down their answers,⁸ and whilst it is important to reassure them that their responses are confidential and encourage them to participate, they must never be put under pressure to answer anything that they don’t want to answer – doing so is unethical and is also likely to significantly bias their responses.

Interviewers should not read out response category options that are written in italics (such as “don’t know”). However, if the respondent spontaneously gives a response that matches an option in italics, the interviewer should record this accordingly.

2.1.4. Data handling and preparation for analysis

The information provided by participants will become the raw data for the financial literacy measure. This raw data will need to be held in a software package such as Excel or SPSS in order to facilitate detailed analysis. For the international comparison it is important to use the coding guide provided in the right hand column of the questionnaire when inputting data in order to have data that can be included in the cross-country analyses.

Commissioning institutions should check that the data are being stored and handled securely and in accordance with appropriate national or international data protection regulations and guidelines. At a minimum, the survey agency should not store any

⁸ In practice, some agencies have preferred to create a card of potential options for respondents to read through. Such a decision should be made at the country level taking into account the levels of literacy and possible bias that such an approach may have.

financial data (such as household income) alongside personal information such as name, phone number or address, and ensure that none of the contact details collected during fieldwork will be used for any purpose other than to validate the survey responses or to follow up the respondent during the next phase of fieldwork (if conducting a longitudinal study). Data confidentiality statements should be provided to participants and adhered to.

The survey agency will be responsible for providing appropriate weights⁹ for the analysis, taking into account the probability of selection and making sure that the data are representative of the population in terms of i) individuals (not households); ii) gender mix; and iii) age profile. It may also be necessary to weight the data according to region; if this is likely to be the case the survey agency should ensure that this information is recorded. It is important for international comparisons that the weights are labelled appropriately, and that documentation is created describing how they were established, and their purpose, with clear instructions for use.

The survey agency will need to prepare the raw data for analysis (a dataset template in SPSS can be provided by the OECD/INFE Secretariat upon request). The survey agency should check that values have been entered correctly, for example, and add relevant labels. They may create basic tables at this stage, to show that each of the questions has been asked, and to report the number of valid responses to each question. This will enable the commissioning institution to check the quality of the data and to identify potential issues (such as oversampling of certain groups).

It is important that the commissioning body also has the opportunity to go back to the original records collected by the survey agency, and to individual interviewers if necessary, in order to clarify any issues that are highlighted by the analysis process. It is recommended that this is written into any contract with the survey agency for a minimum of 4 months after the receipt of data (12 months is recommended).

2.1.5. Data analysis and reporting

Data submitted as part of the new measurement exercise expected to take place in 2019-20 will be analysed by the OECD/INFE Secretariat. Scores will be created following the same approach as in 2010 and 2015, and comparisons will be made across countries and key demographic groups.

The commissioning body and/or survey agency can also analyse the data in a number of ways and may wish to publish their own results ahead of the OECD/INFE publication. In particular, it will be possible to explore how particular questions are answered, and whether there are notable differences by socio-demographic status, using either bivariate or multivariate techniques.

⁹ Weighting is designed to adjust samples when certain groups are over, or under-represented in the sample.

3. OECD/INFE Questionnaire (2018)

These questions are intended to be read out loud by an interviewer. When applied in this way, there is no requirement for the respondent to be able to read or write.

The right hand column of each question indicates the variable name and label that should be used to facilitate international comparison. If an additional question is asked or the wording of a question is changed, alternative labels should be used to avoid confusion.

Some questions need editing before use to reflect country specificities. This is indicated in the 'notes to agency' provided above the questions concerned. Further information about the use of the questions can be found in Annex A.

This questionnaire has been developed through an iterative process, taking into account the experiences of countries that have measured financial literacy using previous versions and incorporating new questions.

3.1. Colour coding

Questions in black are required to prepare financial literacy scores or to undertake key supporting analyses as reported in previous OECD publications.¹⁰

Questions in green have not been used in the financial literacy score or major analyses reported by the OECD in previous international analyses. Countries are however still encouraged to use them, as they are considered to be important for national level analyses, and may be used in future analyses at the international level. In particular, they include several new questions which reflect new areas of enquiry, such as financial well-being, trust and integrity.

¹⁰ See <http://www.oecd.org/daf/fin/financial-education/measuringfinancialliteracy.htm> for OECD work on measuring financial literacy.

Personal and household characteristics

RECORD OR ASK ALL

Gender	Question: QD1
	Label: Gender
Male	1
Female	0
Other answer	-98
Refused	-99

Regional data is collected for national analyses only; it is not used for international comparisons.

RECORD OR ASK ALL

Region	Question: QD2
	Label: Region
<i>Codes and labels will need adding here by each country wishing to collect this information</i>	1

NOTE TO AGENCY: If this question is read out (for a telephone interview) or included in an online questionnaire, the respondent should be asked about the community they live in. Those who are away from their usual community, such as temporary migrants, adults being cared for away from home, or students in a different city, can provide information about the community they are living in at the time of the interview, even if it is not their usual community.

RECORD ALL OR ASK ALL.

Could you tell me which of these best describes the community you currently live in, please? Interviewer to record <u>the size of the community in which the respondent is living on the day of the interview</u>	Question: QD3
	Label: Urban
A village, hamlet or rural area (fewer than 3 000 people)	1
A small town (3 000 to about 15 000 people)	2
A town (15 000 to about 100 000 people)	3
A city (100 000 to about 1 000 000 people)	4
A large city (with over 1 000 000 people)	5

Language is collected for national analyses only; it is not used for international comparisons.

RECORD FOR ALL

Language/dialect of interview	Question: QD4
	Label: Language
<i>Codes will need adding here by each country</i>	1

Note to agency: *A household is considered to be either a) a group of people (adults and/or children) living in the same dwelling space who each acknowledge the authority of the same person or couple as the head(s) of household or b) a lone individual.*

Family composition is extremely complicated, and this questionnaire is not designed to give a detailed insight. If, for example, the composition of a household is very fluid the priority is to know whether the respondent lives with dependent children and/or a partner. If the respondent comments that they have dependents living elsewhere, it is better not to record them as part of the household, to ensure consistency.

ASK ALL

Who do you usually live with in your household? Do you live...	Question: QD5
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes' 0=No.	
INTERVIEWER READ OUT: MARK ALL THAT APPLY.	Labels: Household
Entirely alone [STOP READING IF YES]	_1
With a partner/spouse	_2
With children under the age of 18	_3
With children aged 18 or over	_4
With other adult relatives	_5
With friends, colleagues or students	_6
With other adults; not related	_7
<i>Refused to answer the entire question</i>	_99

ASK if QD5_1=0 (if respondent does not live alone)

How many adults (aged 18 or over) live in your household, including yourself?	Question: QD5_ad
INTERVIEWER READ OUT: MARK ALL THAT APPLY.	Labels: Household count
Record response [Minimum value=1]	___
<i>Refused to answer</i>	_99

ASK if QD5_3=1 (if respondent lives with children under the age of 18)

How many children under the age of 18 live in your household?	Question: QD5_ch
INTERVIEWER READ OUT: MARK ALL THAT APPLY.	Labels: Household count
Record response [Minimum value=1]	___
<i>Refused to answer</i>	_99

Planning and managing finances

INTERVIEWER READ OUT: *The next set of questions will help us to understand how people think about, and plan their finances. There are no right and wrong answers to these questions, and your answers will be kept entirely confidential, so please do answer as accurately as you can.*

Note to agency: QF1_a, QF1 and QF2 explore whether the respondent has responsibility for decision about household or personal money, and their approaches to money management. It is important to note that young people living with parents or other responsible adults are very likely to report that someone else makes the decision; this response is acceptable. Countries seeking to measure trends may wish to also ask a subset of respondents the previous QF2 question in order to understand how the new question affects responses.

Budgeting

ASK ALL

Do you make day-to-day decisions about your own money?	Question: QF1_a
	Label: Personal budget
Yes	1
No	0
Don't know	-97
Refused	-99

ASK ALL

And who is responsible for making day-to-day decisions about money in your household?	Question: QF1
INTERVIEWER: READ OUT 1- 3:	Label: Decisions
You make these decisions by yourself	1
You make these decisions with someone else, or	2
Someone else makes these decisions	3
Don't know	-97
Refused	-99

ASK ALL

Do you do any of the following for yourself or your household?	Question: QF2
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes,' 0='No,' -99=Refused	
INTERVIEWER: READ OUT. MARK ALL THAT APPLY.	Label: Budget
Make a plan to manage your income and expenses	_1
Keep a note of your spending	_2
Keep money for bills separate from day-to-day spending money	_3
Make a note of upcoming bills to make sure you don't miss them	_4
Use a banking app or money management tool to keep track of your outgoings	_5
Arrange automatic payments for regular outgoings	_6

Active saving and financial shocks

Note to agency: Please do not include pension savings in question QF3, since these are compulsory or automatic in some jurisdictions. Please replace <savings/deposit> and <informal savings club> with the appropriate term (or, if it is not relevant, drop it from the list of options). If necessary, remind the participant that this is entirely confidential, and that their data will be anonymised.

INTERVIEWER READ OUT IF RESPONDENT IS NOT LIVING ENTIRELY ALONE AT QD5: *Now thinking about yourself, rather than your household...*

ASK ALL

In the past 12 months have you been [personally] saving money in any of the following ways, whether or not you still have the money? Please don't take into account any money paid into a pension, but think about all kinds of savings, such as building up a rainy-day fund or putting money aside for a special occasion.	Question: QF3
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes,' 0='No,' -99=Refused.	
Rotate list	
INTERVIEWER: READ OUT 1-8. MARK ALL THAT APPLY.	Labels: Active saving_
Saving cash at home or in your wallet	_1
Paying money into a <savings/deposit> account	_2
Giving money to family to save on your behalf	_3
Saving in <an informal savings club>	_4
Buying bonds or time deposits	_5
Investing in crypto-assets or ICOs	_6
Investing in stocks and shares	_7
Saving or investing in some other way, other than a pension	_8
(INTERVIEWER: examples can be given, possibly including remitting money to be invested in home country, or buying livestock, gold or property)	

ASK ALL

And if you, personally, faced a major expense today – equivalent to your own monthly income – would you be able to pay it without borrowing the money or asking family or friends to help?	Question: QF4
[Add if necessary, if you do not currently have an income, please think about an unexpected expense equivalent to the amount of money you typically spend in a month.]	
	Label: Expenditure shock
Yes	1
No	0
Don't know	-97
Not applicable (I don't have any personal income)	-98
Refused	-99

Financial goals

Note to agency: The following questions further explore the ways in which people plan for financial goals. A pilot test could be used to add suitable examples and pre-codes for QF6 and QF7. Note that QF7 should explore the behaviour of the respondent, even if the goal is set as a couple or at the household level.

ASK ALL

Some people set themselves financial goals, such as paying university fees, buying a car or becoming debt free. Do you (personally, or with your partner) have any financial goals?	Question: QF5
	Label: Goals
Yes	1
No	0
<i>Don't know</i>	-97
<i>Refused</i>	-99

ASK if QF5=1 (this goal could be personal, or with a partner)

Could you tell me, briefly, what is your most important financial goal?	Question: QF6
	Label: Important goal
Record response	
<i>Don't know</i>	-97
<i>Refused</i>	-99

ASK if QF5=1

What actions have you (personally) taken to meet your most important goal...	Question: QF7
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes,' 0='No'	
INTERVIEWER: PROMPT, PARTICULARLY IF THE RESPONDENT SAYS 'NOTHING'. DO NOT READ OUT. MARK ALL THAT APPLY.	Labels: Actions
Prepared a plan of action	_1
Increased your credit card or loan repayments	_2
Saved or invested money	_3
Looked for new/different/additional source of income	_4
Identified a source of credit	_5
Cut-back on spending	_6
Something else [Agency may wish to record what]	_7
<i>Nothing</i>	_8
<i>Don't know</i>	_97
<i>Refused to answer the entire question</i>	_99

Retirement plans

INTERVIEWER READ OUT: *The next question is about retirement planning, and is relevant whether or not you are already retired.*

ASK ALL

Overall, on a scale of 1 to 5 where 1 is very confident, and 5 is not at all confident; how confident are you that you have done a good job of making financial plans for your retirement?		Question: QF8
Record responses as: 1='very' confident, 2, 3, 4, 5='not' at all confident		
INTERVIEWER: REPEAT CATEGORIES TO RESPONDENT IF NECESSARY; PROBE ON LEVEL OF CONFIDENCE IF NOT CLEAR.		Label: Retirement confidence
1 very confident		1
2		2
3		3
4		4
5 not at all confident		5
Respondent has no retirement plan [do not read out]		6
Don't know		-97
Refused		-99

ASK ALL

and how will you - or do you - fund your retirement?		Question: QF9
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes,' 0='No,' -97 Don't know, -99=Refused.		
INTERVIEWER: READ OUT 1-12. MARK ALL THAT APPLY.		Labels: Retirement plans_
Draw a government pension/ old-age benefit		_1
Draw an occupational or workplace pension plan		_2
Draw a private pension plan		_3
Sell your financial assets (such as: stocks, bonds or mutual funds)		_4
Sell your non-financial assets (such as a car, property, art, jewels, antiques, etc.)		_5
From income generated by your financial or non-financial assets (such as dividends or rental income)		_6
Rely on a spouse or partner to support you		_7
Rely on your children or other family members to support you		_8
Draw on your savings		_9
Continue to work		10
From the revenues of a business that you own		11
Something else [agency may wish to record what]		_12
Refused to answer the entire question		_99

Making ends meet

INTERVIEWER READ OUT: *The next section discusses some of the financial decisions and experiences that people face. The answers we collect may be used to design better information and advice for people who face such decisions or experiences in the future.*

ASK ALL

Sometimes people find that their income does not quite cover their living expenses. In the last 12 months, has this happened to you, personally?	Question: QF11
	Label: Not covering costs
Yes	1
No	0
<i>Don't know</i>	-97
<i>Not applicable (I don't have any personal income)</i>	-98
<i>Refused</i>	-99

Note to agency: Please add in country specific options under each category. This question is multi-coded. Create a single variable for each response, plus a variable for 'don't know' and one for 'refused'. For the purpose of measuring financial literacy, the number of codes can be reduced by simply using the category headings (such as existing resources). However, the more detailed information may be useful.

ASK only if QF11=1

What did you do to make ends meet the last time this happened?	Question: QF12
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes,' 0=No.	
INTERVIEWER: PROBE WITH: DID YOU DO ANYTHING ELSE? MARK ALL THAT APPLY. DO NOT READ OUT OPTIONS: ALTHOUGH EXAMPLES CAN BE GIVEN	Labels: Making ends meet
_1 Existing resources	
Draw money out of savings or transfer savings into <current> account	_1_1
Cut back on spending, spend less, do without, delay a planned expense	_1_2
Sell something that you own	_1_3
_2 Additional resources	
Work overtime, take an extra job, earn extra money	_2_1
Claim support from the government	_2_2
Ask for help from family, friends or the community	_2_3
_3 Access credit by using existing contacts or resources	
Borrow from family, friends or the community	_3_1
Borrow from employer/salary advance	_3_2
Pawn something that you own	_3_3
Take a loan from your savings and loans clubs or other <informal savings club>	_3_4
Take money out of a flexible mortgage account	_3_5
Apply for loan/withdrawal on pension fund	_3_6
_4 Borrow from existing credit line	
Use authorised, arranged overdraft or line of credit	_4_1
Use credit card for a cash advance or to pay bills/buy food	_4_2
_5 Access additional credit	
Take out a personal loan from a financial service provider (including bank, credit union or microfinance)	_5_1
Take out a payday loan	_5_2
Take out a loan from an informal provider/moneylender	_5_3
Take an SMS loan	_5_4
Take an online <instant cash> loan	_5_5
_6 Fall behind/ go beyond arranged amount	
Use unauthorised overdraft	_6_1
Pay bills late; miss payments	_6_2
_7 Other responses	
Other	_7_1
<i>Don't know</i>	_97
<i>Refused</i>	_99

ASK ALL

If you lost your main source of income, how long could you continue to cover your living expenses, without borrowing any money or moving house?	Question: QF13
Record responses as: 1='less' than a week, 2, 3, 4, 5='6' months or more	
INTERVIEWER: (if necessary) READ OUT a-e	Label: Lost income
a) Less than a week	1
b) At least a week, but not one month	2
c) At least one month, but not three months	3
d) At least three months, but not six months	4
e) Six months or more	5
<i>Don't know</i>	-97
<i>Refused</i>	-99

Choosing and using financial products and services

INTERVIEWER READ OUT: The following set of questions is about financial products and services. I will not ask you about the balance of any accounts you hold, we are just interested in whether you have heard of them or used them on your own or together with someone else.

NOTES TO AGENCY/INTERVIEWER:

- These three questions are used to develop indicators of financial inclusion; and to provide context for the financial literacy questions that follow. If space is at a premium they could be shortened or omitted.
- The list of product types used in the national questionnaire will need to be specific to your country, and should cover payment products, savings, investments, credit (unsecured and secured if relevant) and insurance products as relevant. If necessary, give examples.
- Qprod1_a should be asked of every product type that you are interest in, and used to filter the list of products for the following questions.
- Qprod1_b should only be asked for product types that the respondent has heard of at qprod1_a.
- Qprod1_c is asking about recent product choice, irrespective of current product holdings. For this reason, it should be asked about all products that the respondent has heard of at qprod1_a, not only product types mentioned at qprod1_b.
- For each question, create one variable for each product type, plus one variable for don't know, and another for refused. For example, the first question will have one variable named QC1_a_1 and labelled Heard of a pension or retirement product. This variable will take the value 0 if respondent says No, and 1 if respondent says Yes.

ASK ALL

	Questions: Qprod1_a / Qprod1_b / Qprod1_c		
	Labels: Heard of [followed by product]; Currently holds []; Recently chosen [].		
MULTICODED. Create a single variable for each response. Record responses as: 1='Yes,' 0='No,' -97='Don't' know, -99=Refused.			
INTERVIEWER READ OUT RELEVANT PRODUCT TYPES EACH TIME. MARK ALL THAT APPLY.	ASK ALL Please can you tell me whether you have heard of any of these types of financial products	ASK IF Qprod1_a=Yes and now can you tell me whether you [personally or jointly] currently hold any of these types of products	ASK IF Qprod1_a=Yes. and in the last two years, which of the following types of financial products have you chosen [Personally or jointly] whether or not you still hold them... Please do not include products that were renewed automatically
A pension or retirement product [NOTE TO AGENCY: The phrasing of this option should be clear so as to exclude compulsory products]	_1	_1	_1
An investment account such as a unit trust	_2	_2	_2
A mortgage or home-loan	_3	_3	_3
A loan secured on property	_4	_4	_4
An unsecured bank loan	_5	_5	_5
A car loan			
A credit card	_6	_6	_6
A current/checking/payment account	_7	_7	_7
A savings account	_8	_8	_8
A microfinance loan	_9	_9	_9
Insurance	_10	_10	_10
Stocks and shares	_11	_11	_11
Bonds	_12	_12	_12
Mobile/cell phone payment account [not directly linked to a bank account]	_13	_13	_13
A prepaid debit card/ payment card [not directly linked to a bank account]	_14	_14	_14
Crypto-assets or ICOs	_15	_15	_15
[country specific product 1]	_add_1	_add_1	_add_1
Don't know response given to the question as a whole	<u>97</u>	<u>97</u>	<u>97</u>
None	<u>98</u>	<u>98</u>	<u>98</u>
Refused to respond to the question as a whole	<u>99</u>	<u>99</u>	<u>99</u>

ASK if respondent chose more than one product type at Qprod1_c

Which of these did you choose most recently?	Question: Qprod1_d
INTERVIEWER: READ OUT PRODUCTS LISTED AT QPROD1 IF NECESSARY	Label: Most recent product
RECORD RESPONSE _____	Record response using same phrasing as in Qprod1_c
<i>Don't know</i>	-97
<i>Not applicable</i>	-98
<i>Refused</i>	-99

ASK ALL THOSE WHO ANSWERED YES AT any Qprod1_c

and which of the following statements best describes how you made your most recent choice?	Question: Qprod2
INTERVIEWER: READ OUT; RECORD ONLY ONE THAT BEST DESCRIBES...	Label: Shopping around
I considered several options from different companies before making my decision	1
I considered various options from one company	2
I didn't consider any other options at all	3
I looked around but there were no other options to consider	4
<i>Don't know</i>	-97
<i>Not applicable</i>	-98
<i>Refused</i>	-99

ASK ALL THOSE WHO ANSWERED YES AT any Qprod1_c

and still thinking about the time when you made your most recent choice, do any of these statements apply?	Question: Qprod2_a
MULTICODED. Create a single variable for each statement. Record responses as 1='Yes,' 0='No,' -97='Don't know,' -98 not applicable, -99=Refused	
INTERVIEWER: READ OUT; RECORD ALL THAT APPLY...	Label: Product statement
It was important for me to have a quick decision from the company	_1
I trusted the company providing the product	_2
I had already used other financial products from this company when I made this choice	_3
I had not heard of this company before I chose this product	_4

NOTE TO AGENCY: This is an abridged version of the detailed question asked previously. The intention is to identify people who seek unbiased information. Such information could be received in a variety of ways, including through printed materials and information provided online.

ASK ALL THOSE WHO ANSWERED YES AT any Qprod1_c

and which of these sources of information do you feel most influenced your decision {about which one to take out}?	Question: Qprod3_INT
MULTICODED. Create a single variable for each source. Record responses as 1='Yes,' 0='No,-97='Don't' know, -98 Not relevant, -99=Refused.	
INTERVIEWER: READ OUT; MARK ALL THAT APPLY...	Label: Information source
Specialist product comparisons or best-buy guidance (such as specialist magazine, or a price comparison website)	_1
A recommendation from an independent financial advisor	_2
Information from an advert or <brochure> about this specific product	_3
A recommendation from friends, family or acquaintances	_4
Information provided by bank staff (in person, online or over the phone)	_5
Some other type of information	_6

Note to agency: Use an appropriate word or phrase in place of those words in <> if necessary (e.g. Ponzi scheme bank card, payment card).

ASK ALL

Thinking about financial products and services in general, in the last 2 years, have you experienced any of the following issues?	Question: Qprod4
Create a single variable for each statement. Record responses as: 1='Yes,' 0='No,' -95='Don't' understand the question, -97='Don't' know, -98 Not relevant,-99=Refused	
Rotate list	Label: Issues
INTERVIEWER: READ OUT. MARK ALL THAT APPLY.	.
{Have you} accepted advice to invest in a financial product that you later found to be a scam, such as a <pyramid> scheme?	_1
{Have you} accidentally provided financial information in response to an email or phone call that you later found out was not genuine?	_2
{Have you} discovered that someone has used your <card> details to pay for goods without your authorisation?	_3
{and in the last 2 years have you} queried a transaction listed on your bank or credit card statement that you did not recognise?	_4
{Have you} made a formal complaint about the service you have received from a bank or other financial institution?	_5
{Have you} tried to open a bank account and been refused for any reason?	_6
{Have you} been refused a claim on an insurance product that you expected to cover you?	_7
{Have you} complained to a remittance provider about high charges when sending or receiving money?	_8
{Have you} lost money as a result of hackers or phishing scams?	_9

Attitudes and behaviour

INTERVIEWER: repeat the scales as many times as necessary. For QF10_A, if respondent answers (dis)agree: check 'Would you say you completely (dis)agree'? If they say they don't know, check whether they feel they neither agree nor disagree (record as 3 on scale), or if they are really uncertain (in which case record their response as don't know). For statement k: If the respondent says 'I don't have any debt', record the response as 5 'completely disagrees'.

ASK ALL

I am now going to read out some statements. I would like to know how much you agree or disagree with each of these statements (as it relates to you)

Please use a scale of 1 to 5, where:

- 1 tells me that you completely agree with the statement, and
- 5 shows that you completely disagree

Question: QS1

Create a single variable for each statement.

Record responses as: 1='completely' agree, 2, 3, 4, 5 completely disagree, -97='Don't' know, -98 Not relevant, -99=Refused.

Rotate list

INTERVIEWER: READ OUT EACH STATEMENT AND WAIT FOR RESPONSE.

<Label using the statement>

I find it more satisfying to spend money than to save it for the long term	_1
I am prepared to risk some of my own money when saving or making an investment	_2
Money is there to be spent	_3
I am satisfied with my present financial situation	_4
I keep a close personal watch on my financial affairs	_5
I use my <mobile phone> to make or receive payments	_6
My financial situation limits my ability to do the things that are important to me	_7
I set long term financial goals and strive to achieve them	_8
I believe that money in a bank will be safe even if the bank fails	_9
I have too much debt right now	_10
If I borrow money I have a responsibility to pay it back	_12
I believe that banks should check the ethics of companies before providing them with banking services	_13
I believe that it is a good time for people to invest in crypto-assets or ICOs	_14

ASK ALL

And how often would you say this statement applies to you.

For each statement could you tell me whether it Always, often, sometimes, rarely or never applies to you?

Question: QS2

Create a single variable for each statement. Record responses as: 1='Always,' 2, 3, 4, 5='Never,' -97='Don't' know, -98 Not relevant, or -99=Refused.

Rotate list

INTERVIEWER: READ OUT EACH STATEMENT AND WAIT FOR RESPONSE.

<Label using the statement>

I tend to worry about paying my normal living expenses	_1
My finances control my life	_2
Before I buy something I carefully consider whether I can afford it	_3
I have money left over at the end of the month	_4
I pay my bills on time	_5

ASK ALL

I would also like to how well this statement describes you or your situation.

For each statement could you let me know whether it describes your situation or thoughts completely, very well, somewhat, very little or not at all.

Question: QS3

Create a single variable for each statement.

Record responses as: 1='completely,' 2, 3, 4, 5='not' at all, -97='Don't' know, -98 Not relevant, or -99=Refused.

Rotate list

INTERVIEWER: READ OUT EACH STATEMENT AND WAIT FOR RESPONSE.

<Label using the statement>

I tend to ignore the small print unless something goes wrong	_1
I prefer to use financial companies that have a strong ethical stance	_2
Because of my money situation, I feel like I will never have the things I want in life	_3
I am honest even if it puts me at a financial disadvantage	_4
I think it is more important for investors to choose companies that are making a profit than to choose companies that are minimising their impact on the environment	_5
I am happy to discuss my financial situation with people I know well	_6
I trust financial service providers to treat me fairly	_7
If a shop keeper gave me too much change, I would probably keep it	_8
I am concerned that my money won't last	_9
I am just getting by financially	_10
I tend to live for today and let tomorrow take care of itself	_11
I sometimes buy a lottery ticket when I feel like I don't have enough money	_12
I am currently repaying a foreign currency loan	_13

Financial knowledge

ASK ALL

Thank you. And, now something slightly different. Could you tell me how you would rate your overall knowledge about financial matters compared with other adults in <COUNTRY NAME>? Would you say it was... [INTERVIEWER PROBE LEVEL IF NOT CLEAR FROM FIRST RESPONSE]		Question: QK1
Record responses as: 1='very' high, 2, 3, 4, 5='very' low		
INTERVIEWER: READ OUT a-e		Label: Self-rated knowledge
	a) Very high	1
	b) Quite high	2
	c) About average	3
	d) Quite low	4
	e) Very low	5
	<i>Don't know</i>	-97
	<i>Refused</i>	-99

INTERVIEWER READ OUT: “The next section of the questionnaire is more like a quiz” [translation note: a quiz is a fun activity, or game and should not be translated to ‘test’. If in doubt leave this sentence out]. “The questions are not designed to catch you out, so if you think you have the right answer, you probably do. If you don't know the answer, just say so.”

Note to agency on this quiz section. It is anticipated that the questions can be answered without a calculator. However, respondents should not be prevented from using a calculator as this is a valid approach to handling numeracy problems in real life.

Code -999 should only be used if the interviewer is absolutely convinced that the response does not fit within the normal boundaries of the question. The interviewer should not provide hints about the type of response expected, but may ask the respondent to repeat themselves.

Note to agency: Change to local currency. Change the relationship between the individuals, if this is likely to be culturally sensitive, or if brothers would not typically share money equally, and provide a note of this for international comparisons.

ASK ALL

Imagine that five <brothers> are given a gift of <\$>1,000 in total. If the <brothers> have to share the money equally how much does each one get?		Question: QK2
INTERVIEWER: READ QUESTION AGAIN IF ASKED		Label: Five brothers are given a gift of X
Record response [Minimum value=0]		
	<i>Don't know</i>	-97
	<i>Refused</i>	-99
	<i>Irrelevant answer</i>	-999

Note to agency: Change to local currency. Change the relationship between the individuals, if this is likely to be culturally sensitive and provide a note of this for international comparisons. Add in current inflation rate in your country and provide a note on the rate used and the date from which this was taken. Option D is considered to be correct if reported spontaneously but it is not to be read out loud; note that for online versions it may be necessary to provide an open ended response option to replicate this.

INTERVIEWER: IF QUESTION QK2 IS NOT ASKED READ OUT: Five brothers are going to be given a gift of \$1,000 in total to share between them.

ASK ALL

Now imagine that the <brothers> have to wait for one year to get their share of the \$1,000 and inflation stays at <X> percent. In one year's time will they be able to buy:		Question: QK3
INTERVIEWER: READ OUT a-c	Label: Brothers have to wait for one year with inflation at X percent	
a) More with their share of the money than they could today		1
b) The same amount; or		2
c) Less than they could buy today		3
[Spontaneous] d) It depends on the types of things that they want to buy		4
Don't know		-97
Refused		-99
Irrelevant answer		-999

Note to agency: Change to local currency; and consider whether the term interest may be culturally sensitive (possibly replace with return).

ASK ALL

You lend \$25 to a <friend/acquaintance> one evening and he gives you \$25 back the next day. How much interest has he paid on this loan?		Question: QK4
INTERVIEWER: READ QUESTION AGAIN IF ASKED	Label: Interest on loan	
OPEN RESPONSE [INTERVIEWER: If words such as nothing or zero are given, or responses such as 'he didn't' are used, please convert these to a number and record]		—
Don't know		-97
Refused		-99
Irrelevant answer		-999

Note to agency: Change to local currency. Do not change percentage rate. If savings accounts incur fees in your country, please include a phrase to reflect the wording in <> and provide a note to this effect for international comparisons.

ASK ALL

Imagine that someone puts \$100 into a <no fee, tax free> savings account with a guaranteed interest rate of 2% per year. They don't make any further payments into this account and they don't withdraw any money. How much would be in the account at the end of the first year, once the interest payment is made?		Question: QK5
INTERVIEWER: READ QUESTION AGAIN IF ASKED	Label: Simple interest	
Record Response [Minimum value=0]		—
Don't know		-97
Refused		-99
Irrelevant answer		-999

Note to agency: Change to local currency. Note that this question is intended to indicate whether the respondent knows about compound interest, and so the amount in each of the options must be exactly equal to the total interest without compounding.

If savings accounts do not automatically compound interest please ask *and how much would be in the account at the end of five years if the interest was also saved in the account at the end of each year [add if necessary: remembering there are no fees or tax deductions]?*

ASK ALL

and how much would be in the account at the end of five years [add if necessary: remembering there are no fees or tax deductions]? Would it be:		Question: QK6
INTERVIEWER: READ LIST a-d		Label: Compound interest
a) More than \$110		1
b) Exactly \$110		2
c) Less than \$110; or is it		3
d) Impossible to tell from the information given		4
Don't know		-97
Refused		-99
Irrelevant answer		-999

Note to agency: if the word 'risk' is difficult to translate, it may be preferable to us question QK5a_alt instead of QK5a. For countries/regions where the stock market may not be widely understood QK5c_alt may be more appropriate than QK5c. Countries may wish to test both versions of these two questions.

ASK ALL

I would like to know whether you think the following statements are true or false		Question: QK7
Create a single variable for each statement. Record responses as: 1=True, 0=False, -97=Don't know, -99=Refused		
INTERVIEWER: READ OUT EACH STATEMENT AND WAIT FOR RESPONSE		Label QK7_
An investment with a high return is likely to be high risk		_1
<i>If someone offers you the chance to make a lot of money it is likely that there is also a chance that you will lose a lot of money</i>		_1alt
High inflation means that the cost of living is increasing rapidly		_2
It is usually possible to reduce the risk of investing in the stock market by buying a wide range of stocks and shares		_3
<i>It is less likely that you will lose all of your money if you save it in more than one place</i>		_3alt

Background information

INTERVIEWER READ OUT: *I would now like to ask you a few more questions about yourself and your household. As I mentioned before, we want to make sure that we have talked to people from all kinds of households, to reflect our national population.*

ASK ALL

Which of the following have you done in the last 7 days?	Question: QD6
MULTICODED. This is multi-coded. Create a single variable for each response. Record responses as: 1='Yes,' 0='No,'--97='Don't know or -99=Refused	
Rotate list	Label: Media_
INTERVIEWER: READ CATEGORIES TO RESPONDENT. MARK ALL THAT APPLY.	
Read a magazine (printed copy or online)	_1
Read a newspaper (printed copy or online)	_2
Listened to the radio	_3
Used a computer	_4
Accessed the internet	_5
Sent or received an email	_6
Watched TV	_7
Used a mobile phone	_8
Played a game on an electronic device	_9

Note to agency: the following question is optional as it is not necessary to know the precise age for the purpose of the international comparison.

ASK ALL

Please could you tell me how old you are, currently?	Question: QD7
	Label: Age
Age: Minimum value='18'	—
Refused	-99

Note to agency: For face-to-face interviews this can be put onto a showcard and the respondent can give the corresponding letter. Do not include 'refused' on a showcard. If the interviewer is reading out the categories it is not necessary to start from 18 if it is clear that the respondent is older.

ASK ALL or ask IF QD7=-99)

Would you {instead} tell me which of these age bands you fall into?	Question: QD7_a
INTERVIEWER: READ OUT:	Label: Age bands
18-19	1
20-29	2
30-39	3
40-49	4
50-59	5
60-69	6
70-79	7
80+	8
<i>Refused</i>	-99

ASK ALL

Please can you tell me how you would describe your ethnicity?	Question: QD8
	Label: Ethnicity
AGENCY TO ADD IN CODES	
<i>Don't know</i>	-97
<i>Refused</i>	-99

Note to agency: Reverse the order of the levels if more appropriate in your country –but make sure values remain as shown (e.g. Post-graduate should still be recorded as 1). For face-to-face interviews 1-6 can be put onto a showcard and the respondent can give the corresponding number. This question relates to highest level of schooling, rather than highest qualification. If respondent is still studying, record current level.

ASK ALL

What is the highest level of education that you have completed?	Question: QD9
INTERVIEWER: READ OUT THE LIST, STOP AND MARK THE FIRST THAT APPLIES	Label: Educational level
Post-graduate education or equivalent (e.g. master's degree, PhD or advanced professional training)	1
University-level education (e.g. degree or higher-level vocational training)	2
Upper secondary school or high school	3
Lower secondary school or middle school (where relevant)	4
Primary school	5
No formal education	6
<i>Refused</i>	-99

Note to agency: the questions on work status may need to be further refined for the purpose of identifying target groups, such as those on parental leave. Additional questions could be added to explore the type of employer, size of enterprise, self-employed status, amount of time in business etc. as required at the national level. For international comparisons, it will be beneficial to keep the suggested high-level categories.

For face-to-face interviews this can be put onto a showcard and the respondent can give the corresponding letter. Do not include 'don't know' or 'refused' on the showcard.

ASK ALL

And which of these best describes your current work situation? Please refer to your main working status	Question: QD10
INTERVIEWER: READ OUT FROM TOP, STOP AND MARK THE FIRST THAT APPLIES	Label: Work situation
Self-employed [work for yourself]	1
In paid employment [work for someone else]	2
Apprentice	3
Looking after the home	4
Looking for work [unemployed]	5
Retired	6
Unable to work due to sickness or ill-health	7
Not working and not looking for work	8
Student	9
Other	10
<i>Don't know</i>	-97
<i>Refused</i>	-99

Note to agency: For face-to-face interviews this can be put onto a showcard and the respondent can give the corresponding letter. Do not include 'don't know' or 'refused' on the showcard.]

ASK ALL

And are any others also relevant?	Question: QD11
MULTICODED. Create a single variable for each response. Record responses as: 1=Yes, 0=No	
	Label: Additional work situation
INTERVIEWER: READ OUT: MARK ALL THAT APPLY.	
Self-employed [work for yourself]	_1
In paid employment [work for someone else]	_2
Apprentice	_3
Looking after the home	_4
Looking for work [unemployed]	_5
Retired	_6
Unable to work due to sickness or ill-health	_7
Not working and not looking for work	_8
Student	_9
Other	_10
<i>Refused</i>	_99

Note to agency: this optional question has been included for countries where migrants are an important target group. However it may be a sensitive question in some countries.

ASK ALL

Were you born in < Name of country/region, as required>?	Question: QD12
	Label: Place of birth
Yes	1
No	0
Refused	-99

Note to interviewer: please stress confidentiality, and inform the respondent that the information is needed to make sure that the sample is representative of the population

Note to agency: X= 75% of median household income; Y=125% of median household income; currency should be changed to local currency. Please make sure the **median (not mean)** monthly income for a household is used – before or after tax, depending which is prevalent in your country. If monthly incomes are very uncommon, please choose a different time period and record this. Please provide information with the dataset to describe the source and date of the median income data, and the amount. Please create a table of household income before and after tax if necessary in order to be able identify the correct bands regardless of how the respondent chooses to answer. It may also be necessary to create a conversion table of weekly or fortnightly income for the interviewer to use.

ASK ALL

And finally, could you tell me which of these categories your household income usually falls into [Use as appropriate: before/after tax]? Would you say it is...	Question: QD13
INTERVIEWER: READ OUT a- c.	Label: Income band
a) Up to \$X a month	1
b) Between \$X and \$Y a month; or	2
c) \$Y or more a month	3
Don't know	-97
Refused	-99

Note to interviewer: please thank the respondent for their time, and close the interview. Remind the respondent that the data will remain confidential, and provide them with contact details in case of questions.

Annex A. Financial literacy questions, data preparation and creation of financial literacy scores

The questionnaire in this toolkit has been updated since the previous two international studies were published.¹¹ The table below is intended to help users of the current questionnaire to prioritise the choice of questions, and create comparable financial literacy scores to make it possible to compare with other countries and map trends over time. The table also indicates questions that could be useful in analysing financial well-being.

Table A.1. Useful questions for analysing financial well-being

Question number	How/whether this question has been used in previous OECD studies	Information collected	Additional information	Creating financial literacy scores
QD1	Demographic variable	Gender		
QD2		Region	Useful for country level analysis	
QD3	Explanatory variable	Size of settlement	The size of the settlement can make a difference to access to services, including financial services. Previous versions of this question asked about the usual community, but the question has been simplified following feedback	
QD4		The language of the interview	Differences by language may indicate inequalities and identify whether there is a need to develop financial education in various languages	

¹¹ OECD/INFE International Survey of Adult Financial Literacy Competencies <http://www.oecd.org/finance/oecd-infe-survey-adult-financial-literacy-competencies.htm> and G20/OECD INFE report on adult financial literacy in G20 countries <http://www.oecd.org/finance/g20-oecd-infe-report-adult-financial-literacy-in-g20-countries.htm>

Question number	How/whether this question has been used in previous OECD studies	Information collected	Additional information	Creating financial literacy scores
QD5	Demographic variable	Household composition	The options are not in the same order as in the 2015 Toolkit, and the definition of household now replaces the requirement to ask about usual household. Authorities may wish to add additional questions to explore the <i>financial</i> relationships between household members	
QF1_A	New question, to be used to create the budgeting variable	Day to day financial decision making	Added to take into account people who take care of their own money but not that of their household	
QF1	Used to create the budgeting variable	Day to day financial decisions of the household	To identify those who take responsibility for financial decisions	
QF2	New question, to be used to create the budgeting variable	Various behaviours that are related to budgeting	Replaces a question asking whether people budget, which created translation problems in some languages	Financial behaviour: 1 point if personally or jointly responsible for money management [QF1='1' or 2 OR QF1_a='1'] AND actively keeping track of money [at least 2 Yes responses on QF2]. 0 in all other cases.
QF3	Used to create the active saving variable	Various forms of active saving	Allows the respondent to identify a range of ways in which they are exhibiting saving behaviour. The previous questionnaire also asked about building a balance in a current account. This has been dropped as it is not considered to be active saving; note that this means that the variable labels have changed. New options have been added, to take into account different forms of investment, including in crypto-assets (such as bitcoin)	Financial behaviour: 1 point for any type of active saving (answers yes to any option including any relevant options added at the national level). 0 in all other cases.
QF4		Financial resilience in the face of an expenditure shock	Indicates access to existing resources for an unexpected expense and may be an aspect of financial well-being	
QF5	Used in additional analyses	Goal setting	Identifies people that have one or more financial goals, either alone or with their partner	
QF6		Most important goal	Optional question, which could be useful when designing financial education programmes targeted to specific needs	
QF7	Used in additional analyses	Action to meet a goal	Identifies the types and combination of actions taken to meet a goal. The question is intended to identify the behaviour of the respondent	

Question number	How/whether this question has been used in previous OECD studies	Information collected	Additional information	Creating financial literacy scores
QF8	Used in additional analyses	Confidence that retirement plans are adequate	Creates a simple indicator of the level of confidence that the respondent is/will be comfortable in retirement	
QF9		Method of funding retirement	Identifies the types and combination of actions taken to fund retirement. Useful when designing financial education programmes and analysing national trends. Countries may wish to reorder, or add new codes	
QF10	<i>These variables have been repositioned and renamed</i>		<i>The key statements required for the financial literacy scores are now in the QS variables</i>	<i>Behaviour and attitude scores are now created with statements from QS1-QS3.</i>
QF11	Used to filter respondents to QF12	Making ends meet	This question is used as a filter to find out how people manage a shortfall	
QF12	Used to create the borrowing to make ends meet variable	Approach taken to making ends meet	The response codes are different from those used in the 2015 toolkit The various responses are used to create a variable that identifies people who borrowed to make ends meet	Financial behaviour. This variable takes the value of 0 if the respondent borrowed to make ends meet and 1 if the respondent did not borrow to make ends meet or did not face a shortfall. Specifically, it takes a value of 0 if the respondent answered Yes at any _3 [Access credit by using existing contacts or resources] or any _4 [Borrow from existing credit line] or any _5 [Access additional credit] or any _6 [Fall behind] or other country specific responses indicating that he/she used credit to make ends meet. 1 point is awarded in all other cases. Note that this means that missing data will therefore result in 1 point on this measure. This approach assumes that the % of missing data is small.
QF13		Financial resilience in the face of an income shock	Indicates flexibility in the face of an income shock and may be an aspect of financial well-being. Note that the previous version of this question asked about the household, but this was not relevant to all respondents	

Question number	How/whether this question has been used in previous OECD studies	Information collected	Additional information	Creating financial literacy scores
Qprod1_a	Used as a measure of financial inclusion; and used as a filter for Qprod1_b and Qprod1_c	Financial product awareness	Awareness is considered to be an important aspect of inclusion. Edits should be made to ensure that the list of products provides relevant data at the national level	<p>Financial behaviour: The variable choosing products is constructed by creating two intermediate variables, and then creating a derived variable. Country specific responses can also be coded.</p> <p>The two intermediate variables are the following:</p> <ol style="list-style-type: none"> 1. Qprod_D1: Tried to compare across providers taking value of: 1 if variable Qprod2 is equal to 1 or 4 (I considered several or I looked around but there were no others), and 0 otherwise. <p>Note that 0 includes no recent product choice/not applicable.</p> <ol style="list-style-type: none"> 2. Qprod_D2: Sought information or advice taking values <ul style="list-style-type: none"> • 2 if yes at Qprod3_INT option 1 or 2 (Best-buy guidance / Recommendation from independent financial adviser) • 1 if yes at Qprod3_INT option 3 to 6 (information from an advert or brochure, recommendation from friends etc., information from bank staff, or other information) • 0 otherwise. Note that 0 includes no recent product choice. <p>The final variable Qb7_new Tried to shop around or use independent info or advice takes the following values:</p> <ul style="list-style-type: none"> • 2 if CProd_D2 =2. The value of 2 indicates Used independent info or advice • 1 if CProd_D1 =1 or CProd_D2 =1. The value of 1 indicates Some attempt to make informed decision • 0 Otherwise. The value 0 indicates 'Not shopped around and no attempt to make informed decisions (including no recent product choice).
Qprod1_b	Used to create variables of product holding as an indicator of financial inclusion	Product holding		
Qprod1_c	Used as filter to find out about financial product choice	Product choice		
Qprod1_d		Most recent product	This question may be useful for national analyses, to explore whether product choice behaviour depends on the product being chosen. It is not used in international comparisons	
Qprod2	Used to create a variable on product choice behaviour	How the most recent product choice was made	This question is intended to show whether people are shopping around for financial products	
Qprod2_a	New question, to further explore product choice	Question to explore aspects of the importance of the company	The options are intended to highlight the relevance of speed, trust and customer loyalty	
Qprod3	<i>This question has been removed</i>		<i>This was originally a core question</i>	
Qprod3_INT	New question to replace Qprod3 when creating the product choice variable	Short question about the information that influenced the most recent product choice decision		
Qprod4		Information about issues related to financial product use	This question provides information that could be used to inform financial education and financial consumer protection policy	

Question number	How/whether this question has been used in previous OECD studies	Information collected	Additional information	Creating financial literacy scores
QS1	New format. Statement 1 and 3 go into the attitude score. Statement 4, 7 and 10 are included in order to explore financial well-being. Statement 5 and 8 are included in the financial behaviour score.	Various statements that are designed to indicate attitudes, behaviours and subjective well-being	The new format of statements replaces QF10. The possible responses have been edited in order to incorporate US CFPB well-being questions. Statement 13 relates to sustainable finance	Financial behaviours: I keep a close personal watch on my financial affairs and I set long term financial goals and strive to achieve them 1 point for respondents who put themselves at 1 or 2 on the scale [agrees]. 0 in all other cases. Financial attitude: I find it more satisfying to spend money than to save it for the long term and Money is there to be spent Recorded so that invalid responses (-97, -98 and -99 are equal to 3)
QS2	New format. Statement 1, 2 and 4 are included in order to explore financial well-being. Statement 3 and 5 are included in the financial behaviour score.		Note that Statements 3 and 5 were previously on a scale from Completely Agree to Completely Disagree; they are now on a scale from Always to Never	Financial behaviours: Before I buy something I carefully consider whether I can afford it and I pay my bills on time 1 point for respondents who put themselves at 1 or 2 on the scale [always]. 0 in all other cases.
QS3	New format. Statement 3, 9, 10 and 11 are included in order to explore financial well-being		Statements 1 and 2, and statements 4 to 8 are included to explore aspects of sustainable finance and integrity	Financial attitude: I tend to live for today and let tomorrow take care of itself Recorded so that invalid responses (-97, -98 and -99 are equal to 3)
QK1	Compared with the financial knowledge score	Self-rated assessment of financial knowledge		
QK2		Division	Question to test basic numeracy. This is very easy in some countries, and therefore does not add value in a knowledge score	
Qk3	Included in financial knowledge score	Impact of inflation on spending power		Financial knowledge: 1 for correct responses [c, unless the country indicates otherwise; or d, if mentioned spontaneously]. 0 in all other cases.
QK4	Included in financial knowledge score	Identification of interest		Financial knowledge: 1 for correct response [0]. 0 in all other cases.
QK5	Included in financial knowledge score	Simple interest calculation	This question has been slightly reworded since 2015 to say someone instead of you, in order to avoid implying that the respondent would consider an interest bearing account	Financial knowledge: 1 for correct response [102]. 0 in all other cases.

Question number	How/whether this question has been used in previous OECD studies	Information collected	Additional information	Creating financial literacy scores
QK6	Included in financial knowledge score	Understanding the implication of compounding		Financial knowledge: 1 for a correct response to QK6if and only if the response to Calculation of interest plus principal (QK5) was also correct. 0 in all other cases.
QK7_1	Included in financial knowledge score	Relationship between risk and reward		Financial knowledge: 1 for a correct response [1/True]. 0 in all other cases.
QK7_2	Included in financial knowledge score	Definition of inflation		Financial knowledge: 1 for a correct response [1/True]. 0 in all other cases.
QK7_3	Included in financial knowledge score	Risk diversification		Financial knowledge: 1 for a correct response [1/True]. 0 in all other cases.
QD6		Media use	This question could be useful to identify suitable delivery channels for financial education	
QD7		Age	If countries want to create different age categories, this could be useful	
QD7_a	Demographic variable	Age	Categories should be kept the same for international comparisons	
QD8		Ethnicity	Ethnicity may be useful in analyses of vulnerability or inequality at the national level	
QD9	Demographic variable; updated to simplify and reflect international standard levels	Education level	Question wording and responses are different from those used in the 2015 Toolkit	
QD10	Demographic variable	Employment status (main)		
QD11		Employment status (additional)	Added to account for people with multiple roles, to be used in national analyses	
QD12		Place of birth	Added to indicate migrants in a similar manner to that used in PISA	
QD13	Demographic variable	Income level	Countries need relevant household statistics to create this variable	

Creating the financial knowledge score

The knowledge score is computed as the number of correct responses to the seven financial knowledge questions (QK3 to QK7_c). It ranges between 0 and 7. Data should be processed according to the instructions in Table A1 above to ensure that there are no missing, or invalid values.

Creating the financial behaviour score

The behaviour score is computed as a count of the number of “financially savvy” behaviours relating to budgeting (QF1 ad QF2), active saving (QF3), avoiding borrowing to make ends meet (QF11 and QF12) choosing products (various Qprod questions are used, creating two points on this score), keeping watch on financial affairs (QS1), striving to achieve goals (QS1), making considered purchases (QS2), paying bills on time (QS2). It ranges between 0 and 9. Data should be processed according to the instructions in Table A1 above to ensure that there are no missing, or invalid values.

Creating the financial attitudes score

The attitude score is computed as the average response across three attitude questions: i.e., the sum of the values for the three statements divided by three. The attitudes score, therefore, ranges from 1 to 5.

Overall financial literacy score

The overall financial literacy score is obtained as the sum of the three previous scores (financial knowledge (7), financial behaviour (9) and financial attitudes (5)). It can take any value between 1 and 21. If required, it could be normalised to 100 for reporting by multiplying by 100/21.

When comparing more recent data with data collected with the 2012 financial literacy score should be recomputed without QK2.

Financial inclusion indicators

Financial inclusion indicators can be created by drawing on various questions, as described in Table A2.

Table A.2. Computing financial inclusion indicators

Indicator	Question number	Discussion	Method used
Holds payment product	Qprod1_b	Identifies payment products across country level data, such as prepaid cards, current accounts etc.	Binary variable: takes value of 1 if any product is held, otherwise 0
Holds savings, investment or retirement product	Qprod1_b	Identifies savings, investment and retirement products across country level data, such as pensions, investment accounts, savings accounts, savings clubs, bonds, crypto-assets etc.	Binary variable: takes value of 1 if any product is held, otherwise 0
Holds insurance	Qprod1_b	Identifies insurance products across country level data, such as car insurance, home insurance, etc.	Binary variable: takes value of 1 if any product is held, otherwise 0
Holds credit product	Qprod1_b	Identifies credit products across country level data, such as mortgages, credit cards, microloans etc.	Binary variable: takes value of 1 if any product is held, otherwise 0
Aware of at least 5 products	Qprod1_a	Counts all positive responses across Qprod1_a	Binary variable: takes value of 1 if at least five positive responses, otherwise 0
Recent financial product choice	Qprod1_c	Identifies individuals that have made at least one product choice	Binary variable: takes value of 1 for any recent choice, otherwise 0
Relying on family and friends	QF3 and QF12	Identifies people who turn to family or friends to save money for them, or to help them to make ends meet	Binary variable: takes value of 1 if saving through family and friends or turning to family and friends to make ends meet, otherwise 0

Annex B. Interviewer briefings

Interviewers and their managers should be provided with a thorough briefing before undertaking the financial literacy survey, to ensure that they fully understand the purpose of the survey and the mechanics of the questionnaire. The interviewers are working on behalf of the commissioning body, and a poorly prepared interviewer will not only collect low quality data, but will also risk damaging the public image of the body commissioning the research.

This section details a recommended approach for such a briefing.

What is an interviewer briefing?

An interviewer briefing is typically a structured meeting between representatives of the commissioning body and fieldwork agency staff held in advance of fieldwork.¹² The meeting provides an opportunity for the fieldwork team to discuss the project directly with the authority; this opportunity for conversation can help to create a common sense of purpose which will encourage the fieldwork team to collect data of the highest quality.

Note that if the fieldwork will be conducted in several languages it is important to make sure the briefing(s) reflect this.

Who should conduct the briefing?

The briefing should be conducted by someone who can represent the commissioning body, or 'client'; in other words, it should be given by someone who has detailed knowledge of the purpose of the survey, and some experience of research processes. This person (or team) will need to understand why the data is required and how it will be used.

Where and when should the briefing occur?

Ideally the briefing should occur in the offices of the fieldwork agency or in a nearby facility, to maximise the number of interviewers that can be briefed. It may be necessary to return on more than one occasion if the interviewers tend to work shifts.

If it is not possible to undertake onsite/local briefings (perhaps because the agency uses regional interviewers) an alternative approach would be to use a teleconference or even a video conference if technology permits.

Other methods of briefing the interviewers are possible. For example, it is possible to video a briefing to share with remote workers or part-time staff. Alternatively a written guidebook can be useful. Both of these methods will be less effective than a two-way

¹² The term fieldwork here refers to the data collection process, which may occur in people's homes, or via the telephone.

conversation because the interviewers will be less likely to refer to the commissioning body at a later date to ask questions and seek clarification, but they do have the distinct advantage of providing a reference tool that can be returned to on numerous occasions and that can be accessed at a time that suits. Indeed such materials are of value in all cases for interviewers who were unable to attend the briefing or who would welcome the opportunity to prepare further.

It is a good idea to plan for the briefing to occur about a week before fieldwork begins. This means that the discussion will be fresh in the minds of the interviewers, but still gives the commissioning body time to get back to interviewers with responses to unanswered questions and solutions to issues raised.

However, if it is necessary to use inexperienced interviewers, it will be important to take ensure that they are trained appropriately and appropriately supervised.

Note that there is also a small possibility that the briefing session highlights concerns over the choice of fieldwork agency or the interviewers that have been assigned to the survey. In such cases it will be essential to allocate time to address these difficulties before fieldwork begins even if this puts pressure on timelines.

Who should attend the briefing?

The briefing is designed to ensure that the interviewers know why they are conducting the survey, what the rules and expectations are, and how to deal with any issues that might arise during the survey process. It is therefore important that the briefing is attended by all staff who anticipate working on the survey, and it is imperative that their managers attend as well, so that they fully appreciate the purpose of the survey and hear first-hand any concerns of their staff in order to properly monitor the survey process to ensure consistency and rigour.

How should the briefing be structured?

A briefing will typically have two components:

- a motivational presentation to make the interviewers feel involved and engaged with the project, and
- an instructional seminar that makes sure that the survey process is undertaken consistently and professionally. This should also include plenty of time for discussion, practice and questions.

It is beneficial to circulate the questionnaire amongst the interviewers before the briefing so that they have time to read it and make a note of any questions they may be uncomfortable with or uncertain about.

For the briefing itself, the following structure could be employed, tailored as necessary to fit the time and resources available (note that this assumes an interactive briefing, but a similar format could be employed for paper/video based briefings):

Opening remarks

- Introduce individuals, the commissioning body, and the purpose of the commissioning body.

- Provide an overview of the issues that led to the survey being commissioned – making points that will resonate with the interviewers, in order to make them enthusiastic about the project.

Overview of the survey

- Explain that the survey has a small number of questions that are designed to understand what people know about financial matters and how well people control their finances, make ends meet, plan for their future and choose financial products.
- Explain that the survey is being undertaken around the world, and stress that this is why it is so important that they follow the agreed approach. They might be interested to know which other countries will be participating.

It is essential that the overview of the survey provides the interviewers with a clear message about its importance. This message can then be developed into an introduction for the interviewers to use when speaking to potential participants in order to encourage participation.

In-depth discussion of the questions

It is worth going through each question in turn during the briefing session, or talking about a few questions that work as a cluster of items asking about similar things.

- First of all, read the question out loud. Let the interviewers hear the sound of it, and the intonations used to stress various elements of the question. Some of them may want to mark-up a questionnaire to make sure that they ask the question in the same way. For example, underlining a word that may otherwise be overlooked, or stressing a phrase that needs contemplating carefully.
- Ask them to consider how they would respond, and then to look at the response codes. If they feel that there are any gaps in the codes, make a note of them, and advise them on how to code answers that do not easily fit within the existing categories. If the question allows contextual changes, this can also provide an opportunity to edit questions.
- Explain the purpose of the question. It is much easier for the fieldworker to ask a question and listen to the answer if they understand why they are asking it.
- Pay particular attention to questions that require probing. The interviewers are sometimes expected to listen to the answers given, and probe for additional answers. Many of them will be very experienced at doing this. It is often worth letting them come up with ideas of how to approach such questions. This has two advantages. First, it allows some of them to show their skills, which will build their own confidence, and second, it helps those less experienced members of the fieldwork team to learn from their colleagues. However, if they cannot come up with any suggestions, you will need to be able to offer guidance. One solution may be to get them to role play these questions during the briefing session.
- Check that the interviewers are comfortable with the idea of asking each of the questions. Some interviewers may feel that the survey is very personal and private. If necessary, allow the interviewers time to discuss how they might deal with sensitive questions and encourage them to propose solutions.

Addressing potential issues

- Interviewers will be experienced at undertaking interviews on a range of topics, acting in a professional manner to make sure that the respondents feel comfortable and respected. However, it is still important to address specific issues that they may face whilst undertaking this specific survey and making sure that the necessary procedures and measures are in place to ensure the wellbeing of the respondent and the fieldworker.
- Discuss how the interviewers are going to encourage participation. Go over the way in which the interviewers will introduce themselves and the survey to potential respondents.
- It is particularly important that participants do not feel that their participation will be linked to any services or privileges provided by the state, or privately such as social benefits, bankruptcy proceedings or access to financial services. If necessary, provide the interviewers with some suggested words to make sure that the respondent feels that they are not under any obligation to take part, and that they will not receive or lose any benefits or goodwill from doing so.
- If the interviewers are going to be visiting people at home, discuss ways to ensure the personal safety of the interviewers (the fieldwork agency almost certainly has a policy on this, but this shows that the commissioning body also cares about the welfare of the interviewers).
- Ask the interviewers to try to ensure that they can conduct the interviews in private, or away from distractions. This is not always possible, but the respondent is less likely to answer honestly if there are people who might overhear – whether this is household members at home or strangers in a public place. If people are close enough to overhear the conversation it may be necessary to stop the interview to protect confidentiality.
- Whether the interview is conducted by phone or face-to-face, it is possible that the respondent will indicate that they have serious financial problems, or that they have an unmet need for information. It is good practice to have leaflets, telephone numbers or addresses to give to respondents, but only if you have good, reliable, reputable, impartial agencies that you are comfortable recommending. At no time and under no circumstances should the interviewer provide any kind of advice or guidance to the respondent, or try to access any service on their behalf. If they are asked their opinion they should politely explain that they are not allowed to provide this as they do not have the necessary training.

Do remember to give the interviewers plenty of opportunity to discuss the process with each other and with you. Provide them with your contact details so that they can get in touch if they have additional questions or concerns, and make sure that any questions that you couldn't answer immediately are recorded and answered before fieldwork begins.

Annex C. Online surveys

The OECD/INFE includes several countries with almost total internet penetration and high levels of functional literacy. In some of these countries, online data collection methods have become commonplace. Online surveys have several advantages in such settings, most notably including reduced cost and ease of collecting and managing the resulting data, and also allowing people to respond to potentially sensitive questions in an anonymous and private manner. However, as with all approaches to collecting data, online surveys also pose certain challenges. In particular, as reading and digital literacy are pre-requisites for an online survey, it is difficult to get a fully diversified sample, and it is difficult to verify that the questions were actually answered by the intended respondent. The recent shift towards accessing the internet via mobile phones and tablets also poses certain challenges during the design phase, given the relatively small screen and lack of separate keyboard. A further challenge that must be addressed is the need to ensure full data protection and confidentiality whilst ensuring that all respondents are unique people drawn from a defined population. Moreover, respondents accessing the survey via a mobile or tablet may devote less attention to answering it than in a face-to-face interview.

In some countries, national statistics offices have found ways to gather robust data using mixed modes, but relying primarily on online methodologies. This approach typically involves providing internet access and equipment where necessary, and undertaking small numbers of face-to-face interviews to substitute the data collection with information from harder to reach groups. In order to facilitate this approach with the OECD/INFE survey, it is recommended that every effort is made to ensure that the core questionnaire can be migrated to an online platform in such countries.

This suggests that the survey should be as easy and unambiguous as possible to complete without an interviewer present. Questions should be as short as practicable to keep the respondent interested and focused and to avoid tiring them out.

Countries wishing to use the questionnaire should also apply good design principles. The layout should avoid formats that require very long (or wide) lists, because people will not scroll down (or sideways). This may mean splitting the attitude and behaviour questions over two or three screens.

Other good practices suggest that it may be more appropriate to use drop down boxes for scaled questions, rather than radio buttons, but that these must have neutral text in their original position, otherwise the responses will be biased according to the first text that respondents read. The use of a don't know option should be considered carefully, and should never be put alongside a scale, as it makes the scale appear longer than it is, biasing responses. When using open-ended questions, care should be taken to present them appropriately (with sufficient space within the response box for a long response, for example, or a currency symbol already added for responses requiring only the digits to be entered). Filters will also need to be carefully designed, and question numbers must not be added to the screen. Respondents can be told how far through the questionnaire they are via a progress bar, and data should be saved regularly in order to ensure that as many useable responses as possible are saved, even if the respondent stops before the end.

Annex D. Checklist for submitting data to the OECD

The OECD encourages users of this toolkit to share their data for comparative analyses. When submitting data to the OECD/INFE Secretariat (SecretariatINFE@oecd.org), please also provide the following information:

Please provide answers to the following questions, and supporting materials, such as questionnaires, where relevant.

Which authority or body commissioned the research? (with contact details)

Which survey agency undertook the research?

What were the dates of fieldwork?

What sample size has been achieved?

Have any groups of the population been over-sampled?

If so, which?

How was the sample drawn? (e.g. random digit dialing, stratified sampling)

What was the data collection method? (e.g. face-to-face)

How were weights created?

How should they be applied (if relevant)?

Which languages has the questionnaire been used in/translated into?

Can the OECD share the questionnaire with researchers/the public?

Can the OECD share the data with researchers/the public?

If so, does the commissioning body need to know when the data are shared?

Does the commissioning body intend to share the data?

Can the link to the data be added to the OECD member's portal?

Does the commissioning body plan to analyse these data and publish the results (independently of the international analysis of the OECD/INFE Secretariat)?

Can the link to the final report be added to the OECD member's portal?

Have any of the questions in black been changed or dropped? Please provide a detailed description of any changes with respect to the current questionnaire.

If yes, what were the reasons for doing so? [Please note that this is strongly discouraged for countries wishing to participate in the international comparison]
