



# APPENDIX C-QUESTIONNAIRE

## 1-English Version

	<b>CUSTOMER SATISFACTION SURVEY-2014</b>	
<p><i>This Customer Satisfaction Survey, is another tool the EPC have used to collect your feedback on the services they provide. The corporation appreciate your thoughts and opinions, in order for them to improve on their services. All information given will be strictly confidential under Samoa Bureau of Statistics Act 1971. Thank you for your time.</i></p>		
<b>HOUSEHOLD &amp; COMMERCIAL IDENTIFICATION</b>		
<b>Region</b> .....	<input type="text"/>	
<b>District</b> .....	<input type="text"/>	<input type="text"/>
<b>Village</b> .....	<input type="text"/>	<input type="text"/>
<b>Enumeration Area</b> .....	<input type="text"/>	<input type="text"/>
<b>GPS</b> .....	<input type="text"/>	<input type="text"/>
<b>Household number/Commercial number</b> .....	<input type="text"/>	<input type="text"/>
<b>Household Head/Business Name</b> <small>(Write the current Household/Business head name)</small>		
<b>What type of consumer are you ?</b> <i>Circle the appropriate answer</i>		
<b>Answer</b>	<input type="checkbox"/> <b>1</b> Domestic	<input type="checkbox"/> <b>2</b> Commercial
	<input type="checkbox"/> <b>4</b> School	<input type="checkbox"/> <b>3</b> Religion
	<input type="checkbox"/> <b>7</b> Hotel	<input type="checkbox"/> <b>5</b> Government
		<input type="checkbox"/> <b>6</b> Industry
<b>FOR OFFICE ONLY</b>		
<b>Survey Date</b> <input type="text"/>		
<small>(d d m m y y y y)</small>		
<b>Name of Supervisor</b> <input type="text"/>		
<b>Name of Enumerator</b> <input type="text"/>		
<b>Number and Code of visits</b> <b>Visit 1</b> <input type="text"/> <b>Visit 2</b> <input type="text"/> <b>Visit 3</b> <input type="text"/>		
<b>Survey status/code</b>		
<b>Visit codes</b>	<input type="checkbox"/> <b>1</b> Completed	<input type="checkbox"/> <b>2</b> Partially completed
	<input type="checkbox"/> <b>4</b> Refused	<input type="checkbox"/> <b>3</b> Call Back or Postponed
	<input type="checkbox"/> <b>7</b> Building destroyed(Cyclone Evan)	<input type="checkbox"/> <b>5</b> Household away>month
		<input type="checkbox"/> <b>6</b> Vacant
		<input type="checkbox"/> <b>8</b> Destroyed (other reasons)
<b>Name of field Editor/Coder</b> <input type="text"/>		
<b>Date :Start</b> <input type="text"/> <b>Date :End</b> <input type="text"/>		
<small>(d d m m y y y y)</small> <small>(d d m m y y y y)</small>		
<b>Name of Data Operator</b> <input type="text"/>		
<b>Date :Start</b> <input type="text"/> <b>Date :End</b> <input type="text"/>		
<small>(d d m m y y y y)</small> <small>(d d m m y y y y)</small>		

### A-TYPE OF METER USER

**1** What type of meter are you using? *(circle the appropriate answer)*

Induction Meter	<input type="checkbox"/> 1	<i>If 1 is circled answer Q2-Q5</i>
Prepayment meter	<input type="checkbox"/> 2	<i>If 2 is circled go/skip to Q6</i>

**2** Which of the following services do you usually use for paying your bills? *(circle the appropriate answer)*

EPC -Sogi	EPC -Vaitele	EPC -Salelologa	Western Union	Samoa Post	Banking services
1	2	3	4	5	6

**3** Are you satisfied with that service?

1 Yes

2 No

If No(2) explain why \_\_\_\_\_

**4** Is your Induction meter read on a 30day/monthly basis?

1 Yes

2 No

**5** Are you satisfied with that service? *(after answering this question go to Q8)*

1 Yes

2 No

If No(2) explain why \_\_\_\_\_

**6** Which of the following services do you usually use for buying your pre-paid units or cash power? *(circle the appropriate answer)*

EPC -Sogi	EPC -Vaitele	EPC -Salelologa	NBS Ezibank(text)	NBS MPOS at Retail Shops
1	2	3	4	5

**7** Are you satisfied with that service?

1 Yes

2 No

If No(2) explain why \_\_\_\_\_

3 Never aware of EPC-programme

### B.COMPLAINT MANAGEMENT

**8** Did you lodge a complaint with the Corporation in the last 5 years? *(circle the appropriate answer)*

1 Yes *If 1 is circled answer Q9-Q12*

2 No *If 2 is circled go to Q13*

**9** What was your recent complaint about?

\_\_\_\_\_

**10** How did you lodge your complaint?

1 Writing

2 Phone

3 In Person

**11** How long did it take for EPC to resolve your complaint

1 1-2 weeks

2 3-4weeks

Other specify \_\_\_\_\_

**12** Were you satisfied with the response from EPC?

1 Yes

2 No

If No(2) explain why \_\_\_\_\_

**C.PERCEPTION OF SERVICES**

**13** What are your views on the following services? *(Put rating in appropriate box)*

	Excellent 1	Average 2	Poor 3	Don't Know/Never used 4
i) Customer services				
a-Telephone services		<input type="checkbox"/>	Explain why	
b-Face to face		<input type="checkbox"/>	Explain why	
ii) Supply of electricity		<input type="checkbox"/>	Explain why	
iii) Fault service		<input type="checkbox"/>	Explain why	
iv) Tree Clearing Services		<input type="checkbox"/>	Explain why	

**14** i) Which of the following print mediums do you usually get public awareness from EPC ?  
*Please rank from (1) being the most read to (4) being the least read of (0) never read a newspaper*

**Print Media**

Samoa Observer	<input type="checkbox"/>	Newsline	<input type="checkbox"/>
Savali	<input type="checkbox"/>	Iniini Samoa	<input type="checkbox"/>

ii) Which of the following radio stations do you usually get public awareness from EPC ?  
*Please rank from (1) being the most heard of to (4) being the least heard of (0) never listen to radios*

**Radio**

Talofa FM	<input type="checkbox"/>	Radio 2AP	<input type="checkbox"/>
Radio FM 98.1	<input type="checkbox"/>	Shower of Blessings	<input type="checkbox"/>

iii) Which of the following online mediums do you usually get public awareness from EPC ?  
*Please rank from (1) being the most accessed/seen (2) being the least accessed/seen (0) never used online media*

**Online Media**

EPC website	<input type="checkbox"/>	EPC Email	<input type="checkbox"/>
-------------	--------------------------	-----------	--------------------------

iv) Which of the following television stations do you usually get public awareness from EPC ?  
*Please rank from (1) being the most seen/heard of to (4) being the least seen/heard of (0) never watched TV*

**Television**

TV1	<input type="checkbox"/>	EFKS TV	<input type="checkbox"/>
TV3	<input type="checkbox"/>	Kingdom TV	<input type="checkbox"/>

**15** Are you satisfied with EPC's delivery of its public awareness?

1 Yes

2 No



If No(2) explain why \_\_\_\_\_

**D-FURTHER COMMENTS**

**16** Any further comments

1	
2	
3	
4	

2-Samoan version

 The Power of a Nation	<b>PEPA FESILI MO I LATOU O LOO FAAOGAINA LE ELETISE</b> <b>2014</b>																																		
<p><i>O leni pepa fesili o se auala ua faaogaina e le Faalapotopotoga o Malosiaga Faaeletise(EPC) e aoina mai ai ou manatu i la latou auunaga. O le a taliaina ma faaogaina ou manatu, i na ia mafai ona toe faaleleia ai la latou auunaga. Mo le silafia o faamatalaga uma o le a tuuina mai o le a malupuipua i lalo o le tulafono a le Ofisa o Fuianumera Faamaumauina a le Malo o Samoa. Faafetai lava mo lou taimi.</i></p>																																			
<b>FAAILOILO O NOFOAGA E MAUA AI AIGA MA PISINISI</b>																																			
<b>Vaega o le Atunuu</b> .....	<input style="width: 40px; height: 20px;" type="text"/>																																		
<b>Itumalo</b> .....	<input style="width: 40px; height: 20px;" type="text"/>																																		
<b>Nuu</b> .....	<input style="width: 40px; height: 20px;" type="text"/>																																		
<b>Poloka</b> .....	<input style="width: 40px; height: 20px;" type="text"/>																																		
<b>GPS</b> .....	<input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/>																																		
<b>Numera o le Aiga/Pisinisi</b> .....	<input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/>																																		
<b>Igoa o le Ulu o le Aiga/Igoa o le Pisinisi</b>																																			
<i>(Tusi mai le ulu o le aiga o lo'o iai nei)</i>																																			
<input style="width: 100%; height: 25px;" type="text"/>																																			
<p>O le a le vaega o tagata faatau o i ai oe: <i>Lio le pusa talafeagai</i></p>																																			
Tali	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">1</td> <td style="width: 85%;">Fale o Aiga</td> </tr> <tr> <td style="width: 15%; text-align: center;">4</td> <td style="width: 85%;">Aoga</td> </tr> <tr> <td style="width: 15%; text-align: center;">7</td> <td style="width: 85%;">Faletalimalo</td> </tr> </table>	1	Fale o Aiga	4	Aoga	7	Faletalimalo	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">2</td> <td style="width: 85%;">Pisinisi</td> </tr> <tr> <td style="width: 15%; text-align: center;">5</td> <td style="width: 85%;">Matagaluega ma Ofisa le Malo</td> </tr> </table>	2	Pisinisi	5	Matagaluega ma Ofisa le Malo	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">3</td> <td style="width: 85%;">Ekalesia</td> </tr> <tr> <td style="width: 15%; text-align: center;">6</td> <td style="width: 85%;">Pisinisi ma Atinae tetele</td> </tr> </table>	3	Ekalesia	6	Pisinisi ma Atinae tetele																		
1	Fale o Aiga																																		
4	Aoga																																		
7	Faletalimalo																																		
2	Pisinisi																																		
5	Matagaluega ma Ofisa le Malo																																		
3	Ekalesia																																		
6	Pisinisi ma Atinae tetele																																		
<b>MO NAO LE OFISA</b>																																			
<b>Aso o le Suesuega:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="7" style="text-align: center;"><i>( a a m m t t t t )</i></td> </tr> </table>			<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<i>( a a m m t t t t )</i>																								
<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>																													
<i>( a a m m t t t t )</i>																																			
<b>Igoa o le Supavaisa</b>	<input style="width: 100%; height: 25px;" type="text"/>																																		
<b>Igoa o le Fai Fesili</b>	<input style="width: 100%; height: 25px;" type="text"/>																																		
<b>Aofaiga o asiasiga I le Aiga/Pisinisi</b>	<b>Asiasiga 1</b>	<input style="width: 20px; height: 20px;" type="text"/>	<b>Asiasiga 2</b>	<input style="width: 20px; height: 20px;" type="text"/>	<b>Asiasiga 3</b>	<input style="width: 20px; height: 20px;" type="text"/>																													
<b>Tulaga I le asiaina o Aiga</b>																																			
Tali	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">1</td> <td style="width: 85%;">Maea atoatoa</td> </tr> <tr> <td style="width: 15%; text-align: center;">4</td> <td style="width: 85%;">Lei taliaina le galuega</td> </tr> <tr> <td style="width: 15%; text-align: center;">7</td> <td style="width: 85%;">Faaleagaina le maota(Afa o Eveni)</td> </tr> </table>	1	Maea atoatoa	4	Lei taliaina le galuega	7	Faaleagaina le maota(Afa o Eveni)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">2</td> <td style="width: 85%;">Maea nao se vaega</td> </tr> <tr> <td style="width: 15%; text-align: center;">5</td> <td style="width: 85%;">Malaga ese ma le aiga &gt;3masina</td> </tr> </table>	2	Maea nao se vaega	5	Malaga ese ma le aiga >3masina	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">3</td> <td style="width: 85%;">Tatau ona toe asia</td> </tr> <tr> <td style="width: 15%; text-align: center;">6</td> <td style="width: 85%;">Tuufua</td> </tr> </table>	3	Tatau ona toe asia	6	Tuufua	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">8</td> <td style="width: 85%;">Faaleagaina ona o nisi mafuaaga</td> </tr> </table>	8	Faaleagaina ona o nisi mafuaaga															
1	Maea atoatoa																																		
4	Lei taliaina le galuega																																		
7	Faaleagaina le maota(Afa o Eveni)																																		
2	Maea nao se vaega																																		
5	Malaga ese ma le aiga >3masina																																		
3	Tatau ona toe asia																																		
6	Tuufua																																		
8	Faaleagaina ona o nisi mafuaaga																																		
<b>Igoa o le siaki pepa</b>																																			
<input style="width: 100%; height: 25px;" type="text"/>																																			
<b>Aso :Amata</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="7" style="text-align: center;"><i>( a a m m t t t t )</i></td> </tr> </table>			<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<i>( a a m m t t t t )</i>							<b>Aso :Maea</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="7" style="text-align: center;"><i>( a a m m t t t t )</i></td> </tr> </table>			<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<i>( a a m m t t t t )</i>						
<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>																													
<i>( a a m m t t t t )</i>																																			
<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>																													
<i>( a a m m t t t t )</i>																																			
<b>Igoa o le ta pepa</b>																																			
<input style="width: 100%; height: 25px;" type="text"/>																																			
<b>Aso :Amata</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="7" style="text-align: center;"><i>( a a m m t t t t )</i></td> </tr> </table>			<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<i>( a a m m t t t t )</i>							<b>Aso :Maea</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> <td style="width: 12.5%;"><input style="width: 20px; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="7" style="text-align: center;"><i>( a a m m t t t t )</i></td> </tr> </table>			<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<i>( a a m m t t t t )</i>						
<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>																													
<i>( a a m m t t t t )</i>																																			
<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>																													
<i>( a a m m t t t t )</i>																																			

### A-ITUAIGA MITA O LOO FAAOGAINA

1 O le a le ituaiga mita o loo e faaogaina? *(lio le pusa talafeagai mo le tali sa'o)*

Mita Faitau

*Afai e lio le 1, tali le fesili 2-5*

Mita Eletise totogi muamua

*Afai e lio le 2 alu i le fesili 6*

2 O le fea o auaunaga nei e pitosili ona e faaogaina mo le totogiina o lau pili moli? *(lio le pusa talafeagai mo le tali sa'o)*

EPC -Sogi	EPC -Vaitete	EPC -Salelologa	Western Union	Falemeli	Auaunaga Faletupe
1	2	3	4	5	6

3 O faamalieina oe i lena auaunaga?

loe

leai

Afai e Leai(2), faamatala mai pe ai:

4 O faitau lau mita i le ta'i 30 aso pe tai masina foi?

loe

leai

5 O faamalieina oe i lena auaunaga? *(a maea ona tali le fesili lea ona alu lea i le fesili 8)*

loe

leai

Afai e Leai(2), faamatala mai pe ai:

6 O le fea o auaunaga nei e pitosili ona e faaogaina mo le faatauina o au iunite mo le eletise totogi muamua

*g*

EPC -Sogi	EPC -Vaitete	EPC -Salelologa	NBS Ezibank(text)	Masini NBS i Faleoloa
1	2	3	4	5

7 O faamalieina oe i lena auaunaga?

loe

leai

Afai e Leai(2), faamatala mai pe ai:

## E-TALIINA O FAITIOGA/FAASEA

8 Na i ai se mataupu na ave ai sau faitioga/faasea i le Ofisa i le 5 tausaga talu ai? *(lio le pusa talafeagai mo le tali sa'o)*

1 Ioe *Afai e lio le 1, tali le fesili 9-12*

2 Leai *Afai e lio le 2 alu i le fesili 13*

9 O le a lau faitioga/faasea lata mai nei?

10 O le a le auala sa faaoo atu ai lau faitioga/faasea?

1 Tusingusia

2 Telefoni

3 Feiloaiga

11 O le a le umi sa e faatali ai mo se tali o lau faitioga/faasea?

1 1-2 vaiaso

2 3-4 vaiaso

Isi (faailoa mai) \_\_\_\_\_

12 Sa faamalieina oe i le tali mai o le Ofisa?

1 Ioe

2 Leai

Afai e Leai(2), faamatala mai pe aisea \_\_\_\_\_

**I-FINAGALO FAAALIA I AUAUNAGA FAATINO A LE EPC**

**13** O le a sou finagalo i auunaga o loo taua i lalo  
*(Tuu le fuainumera filifilia i atigi pusa ua saunia ma faamatala mafuaaga ua e tali ai i le faatinoina o le auunaga)*

Lelei Atoatoa 1	Feololo 2	Leaga 3	Le silafia/le i faaogaina 4
--------------------	--------------	------------	--------------------------------

i) Auunaga lautele

a-Auunaga tau telefoni

Faamatala mai pe aisea

e-Feiloaiga ma le aufaigaluega

Faamatala mai pe aisea

ii) Mauaina o le eletise

Faamatala mai pe aisea

iii) Auunaga mo faaletonu tau eletise

Faamatala mai pe aisea

iv) Auunaga mo le kiliaina o laau

Faamatala mai pe aisea

**14** i) O le fea o auala o faasalalauga tau lomiga nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?

*Faamolemole faatulaga auala o faasalalauga tau lomiga mai le*

*(1) pito sili ona silasila/faitau soo i le(4) seasea ona silasila/faitau ai (0) le faitau nusipepa*

Faasalalauga tau Lomiga

Samoa Observer

Newsline

Savali

Iniini Samoa

ii) O le fea o auala o faasalalauga tau leitio nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?

*Faamolemole faatulaga auala o faasalalauga tau leitio mai le*

*(1) pito sili ona faafofoga soo i le(4) seasea ona faafofoga ai (0) le faalogologo leitio*

Faasalalauga Tau Leitio

Talofa FM

Radio 2AP

Radio FM 98.1

Shower of Blessings

iii) O le fea o auala o fesootaiga tautekonolosi nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?

*Faamolemole faatulaga auala o fesootaiga tautekonolosi mai le*

*(1) pito sili ona silasila/maua soo i le(2) seasea ona silasila/maua ai (0) le faaogaina auala tautekonolosi*

Faasalalauga Tau Tekonolosi

Aupega Tafailagi

Imeli

iv) O le fea o auala o faasalalauga tau alaata nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?

*Faamolemole faatulaga auala o faasalalauga tau alaata mai le*

*(1) pito sili ona silasila/faafofoga soo i le(4) seasea ona silasila/faafofoga ai (0) le matamata TV*

Faasalalauga Tau Ala Ata

TV1

EFKS TV

TV3

Kingdom TV

**15** O faamalieina oe i le faasoaina atu o faamatalaga e ala i polokalame faalauiloa a le Ofisa?

1 Ioe

2 Leai

Afai e Leai(2), faamatala mai pe aisea

3 E le silafia lava ia faalauiloa

## O-NISI FINAGALO FAAOPOPO

# E iai nisi mataupu faaopopo?

1

2

3

4