

# **Timor-Leste National Media Survey Final Report**



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Fondation Hironnelle's project of support to RTTL was funded with a grant of \$1.4 million and lasted two and a half years (August 2003 to December 2006). Significant progress was achieved. RTTL is up and running as an independent broadcaster, it provides reliable news and information, and it is presently the most listened-to broadcaster in the country. Training has been completed in journalism, program production, finance, and administration, and the workflow within RTTL studios has been modernized through the purchase of new broadcast and computer equipment. At the end of the project, a national media use survey was completed which provides important benchmark information for RTTL managers and other media practitioners in Timor-Leste. This report presents the major findings of the national survey and includes a copy of the survey instrument in English.

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## ***Executive Summary***

The first fully representative national survey of media use to be conducted in Timor-Leste took place during the last quarter of 2006. Funding was provided by USAID through its grant to Fondation Hironnelle to support Radio Television Timor-Leste (RTTL) which ended December 31, 2006. The survey was headed by Eduardo Soares and his team at INSIGHT Timor-Leste, with Graham Mytton, a retired BBC audience research expert. The sample of 1,272 adult (age 15+) respondents, selected using random methods, is from all districts and sub-districts in the country.

The survey confirmed that radio is the most important source of information in Timor-Leste. RTTL radio is the single most relied on source, and nearly two in three Timorese listen to radio at some time compared with about one in three who read a newspaper at some time (STL is the most read, followed by Timor Post). Most people are well aware of the existence of the national broadcaster RTTL. Most respondents view RTTL positively in terms of its public service role. Approximately 35% had heard at least some radio programmes from RTL in the previous week. Of the other East Timorese radio stations, the most listened to in the previous week are Radio Timor Kmanek (16%) and Radio Rakambia (9%).

Reception of RTTL radio is a problem for many listeners. 43% of RTL listeners report good reception. The remaining 57 % have varying degrees of difficulty. Regarding RTTL's perceived programming performance, there was both praise and criticism of the service provided by the national TV and radio broadcaster. However, praise outweighed criticism so far as the radio service was concerned. Specifically, approximately 39% of those who had used RTTL services during the crisis in the spring of 2006 expressed praise or approval of RTL radio reporting, while approximately 30% were critical. Opinions about TVTL were evenly divided between approval and criticism.

RTTL radio and TV played a major role in informing citizens of the April-May 2006 crisis. The highest levels of use of RTTL during the crisis were in Dili, Aileu, Baucau, Oecusse and Liquisa, and lowest in Viqueque, Cova Lima and Ermera.

Additional major findings were as follows:

- RTL radio was the primary media source for information about the crisis of April/May 2006. While more people relied on informal face to face communication, RTL was the single most important source of news. It was also seen as the most reliable source. TVTL also was viewed as a reliable source by many.
- The daily reach of radio is just under 30%. Weekly reach is just under 50%.
- Nearly half (47%) have a radio set at home. Two thirds of all radio sets are powered by batteries. Just less than one in five lives in a home with a television. One in ten has a cell/mobile phone. Only one in a hundred has a computer at home and only half of these have Internet access.
- Nearly everyone listens to Tetum programmes on radio. A majority of listeners (63%) also listen to Bahasa Indonesia broadcasts. Just over half of all radio listeners listen to programmes in Portuguese. Tetum is the preferred language of listening for nearly all radio listeners.
- Nearly nine in ten respondents say that they speak Tetum "well." No other language is spoken well by more than a minority. Well over half say that they can read Tetum.
- The main barrier to radio listening is the cost of or difficulty in obtaining batteries. This is followed by reception problems power outages and the cost of buying a set.
- The Internet is ever used by only 4%. Weekly use is 2%. Most users rely on Internet cafes.

- About two in five ever watch television. The daily reach of TV is 19%; weekly reach is 25%. TV use is highest in Dili where weekly reach is 79% and lowest in Manufahi, Ainaro and Ermera. Three in four daily TV viewers are in Dili.
- There is a lot of out-of-home TV viewing. Only 45% usually watch TV at their own home. Others watch at friends or neighbour's homes or through various means of communal viewing.
- Nearly one in five had seen at least some coverage on TV of the 2006 World Cup. 15% had watched the final 2006 match.
- Radio Australia and BBC are the most listened to international radio stations.
- News and music are the most listened to programmes on radio.
- Sport is also popular; football and volleyball are the most sought after sports for coverage on radio.
- Although the survey did not directly ask questions about radio listening of children under 15, parents were asked about their children's listening. 37% had children who listen to radio. The most popular programme genres were sport followed by music.
- The most viewed programmes on TVTL were *Telejornal* and *Palku Muzikal*
- The most favoured language to be on TV is Tetum. However, just over 40% would like also to hear Bahasa Indonesia.
- The peak times for radio listening are between 0600 and 0900, and between 1600 and 2000. For TV there is one peak, between 1830 and 2030. These times also coincide with listeners' and viewers' preferred times.
- The survey showed that most East Timorese live in poverty; 75% of respondents report having less than \$1 per day income.

*The results reported in this paper are from a national survey conducted by the market and opinion research company INSIGHT Timor-Leste . Fieldwork took place in October and November 2006. The sample of 1,272 adults (15+) was selected using random probability methods, in all districts and sub-districts. The sample is representative of the total adult (age 15+) population of Timor Leste, which in 2006 was estimated to be 600,000.*

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## 1. Objectives of the National Survey

This was the first time that a fully national survey of media use has been conducted in Timor-Leste.<sup>1</sup> The objectives were summarised as follows before the project began:

1. To obtain a picture of **media use and habits** of the people of Timor Leste. Specifically this will include access to media, level of trust in different media, and, with reference to recent events in Dili, discovering which media people turned to at times of crisis and upheaval.
2. To measure and analyse **perceptions of RTTL** programming (where available) with a view to implementing programming improvements.
3. To measure and analyse views about RTTL as well as community and private radio stations (where available) with a view to **comparing audience reaction**.
4. To **measure audiences** for RTTL radio and TV services as well as other media sources, including other radio and TV services inside and outside the country as well as print media and the Internet and to provide data that will inform RTTL about the national media situation as well as data on media access and use for different parts of the country.
5. The results should be able to be projected to the entire 15+ population of around 600,000 people so that, for example, numbers can be given for regular as well as occasional RTTL listeners and viewers as well as audiences for other stations. The same will apply to all other findings.

It was agreed that the only reliable and practical way to achieve these objectives was through a national survey using a face to face administered questionnaire among a random sample of the adult (age 15+) population in all parts of the country.

Surveys of the general adult population have been carried out in Timor Leste since independence. There is one research agency which is locally based and which is developing experience in this field. East Timor Insight under the management of Eduardo Soares has varied experience in fieldwork for surveys conducted in different parts of the country over the past few years, as well as data entry and analysis. Graham Mytton was brought in to provide oversight to all stages of the survey. Working closely with Eduardo Soares and Timor-Leste INSIGHT, he was responsible for verifying the methodology of the project and especially the sampling plan, overseeing the design of the questionnaire, participating in the training and the pilot phase, and handling much of the data analysis, reporting, and presentation.

Recruitment of field interviewers was completed before Graham Mytton's visit to Dili at the end of September 2006. Training of the field interviewers took place at this time and during the first week in October. The questionnaire was pilot tested in Dili at the same time. The survey fieldwork, with the interviewers visiting all 13 districts, began on October 11<sup>th</sup> and was completed on 17<sup>th</sup> November.

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<sup>1</sup> Previous surveys have included questions on media use but the primary purpose of these surveys was not measuring media access or use. Moreover, the samples of each do not appear to be fully representative of the entire east Timor adult population. Media access and distribution are greatly affected by geographic factors and this is why media surveys have to ensure thorough geographic coverage. When they do not, the results can be unreliable.

The sample consisted of 1,272 adult, aged 15 and over, and they were selected randomly. The sample was planned to be representative of the national 15+ population of 520,625. Sampling was not done at a uniform rate. Some districts, notably Dili and Baucau, were over-sampled. The reason for this decision was to have a larger sample where there were likely to be more users of RTTL for further analysis. The resulting sample was weighted so that the whole sample analysed represents each district proportionately. Fuller details of the sampling and interviewing methods are given in the technical report.

After the interviewing was completed the data were entered into an SPSS data analysis programme and the results then analysed. Checking of the data went on between Eduardo Soares at Timor-Leste INSIGHT and Graham Mytton during the period between December 2006 and February 2007. A preliminary report was issued in December 2006. Further analysis can be done on request.

The achieved samples in each of the 13 districts were as follows:

Aileu	52
Ainaro	42
Baucau	142
Bobonaro	92
Covalima	52
Dili	404
Ermera	62
Liquica	102
Lautem	52
Manufahi	94
Manatuto	44
Oecusse	68
Viqueque	66
<i>total</i>	<i>1272</i>

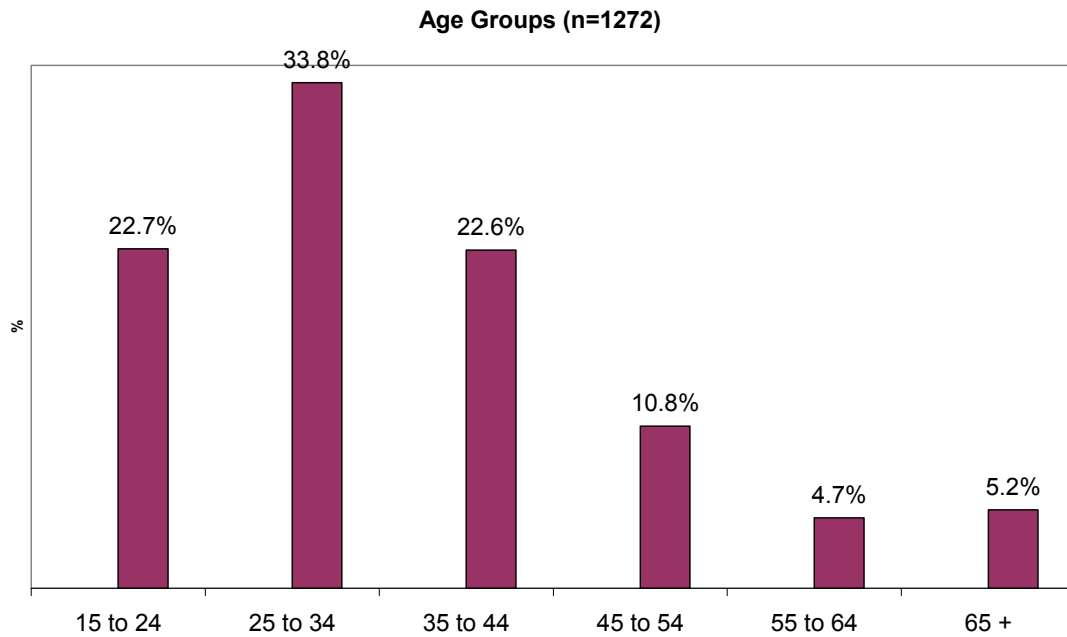
## 2. Sample Demographics

### 2.1 Sex

The sample consisted of an exactly equal number of men and women.

### 2.2 Age

The following table shows the age groups of respondents. It matches the national distribution fairly well except that the sample of 15 to 24 year olds may be a little smaller than it should have been.<sup>2</sup>

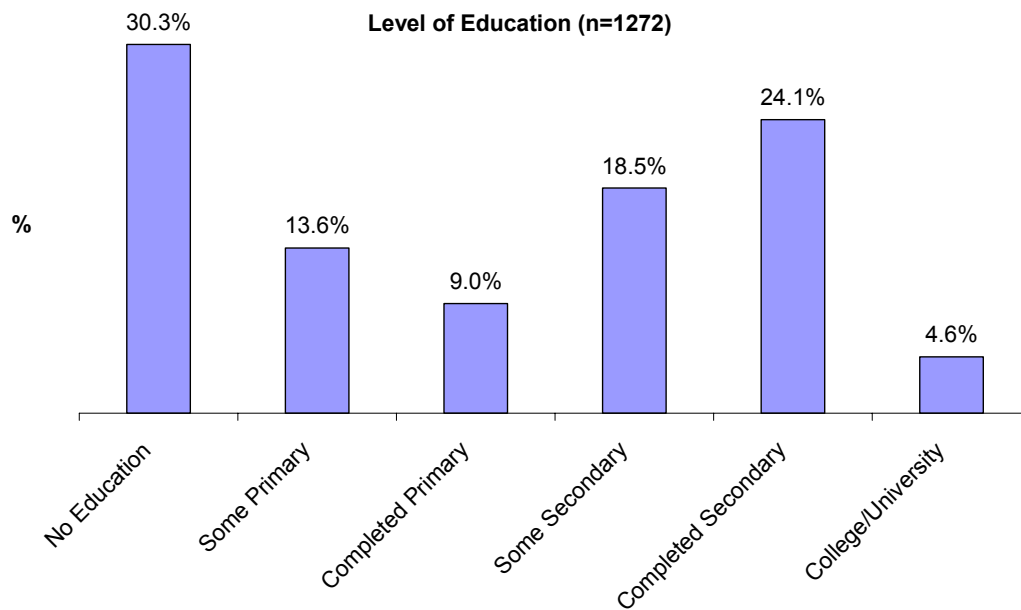


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<sup>2</sup> All reported data are weighted so that the results can be projected to the entire adult population of the country.



## 2.3 Education



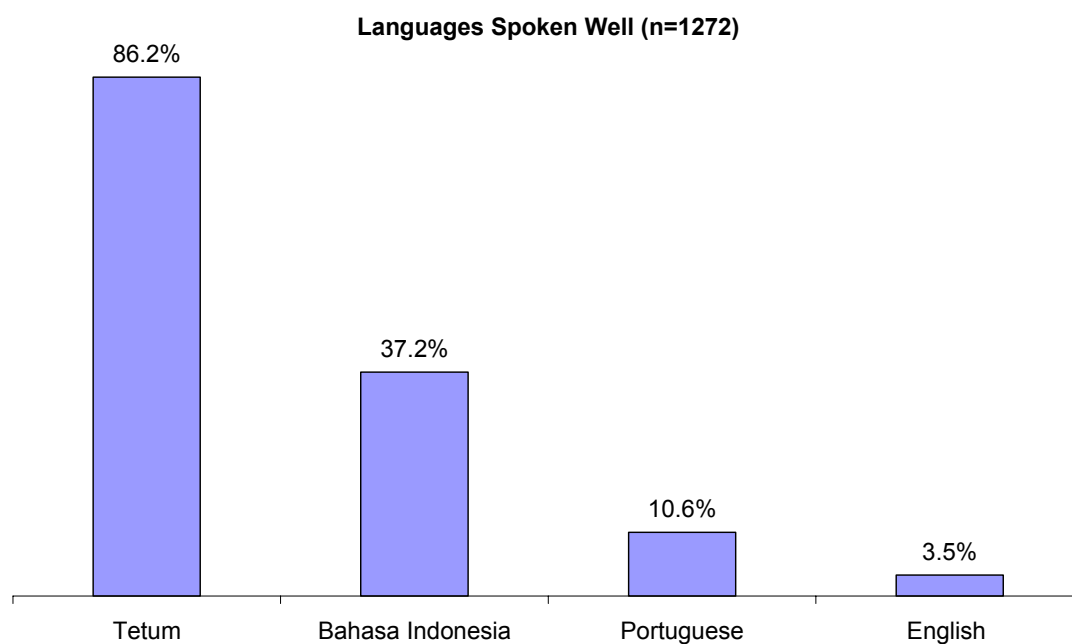
Without accurate contemporary data on educational achievement in East Timor, it is difficult to tell if the sample reflects the true situation.

### 2.4.1 Language – Mother Tongue

13.0% have Tetum as their mother tongue. Less than 1% has Bahasa Indonesia as their mother tongue. The remaining 87% gave other languages as their mother tongues. The largest of these were Mambae with 24.9% Makasae with 12.4%, Kemak with 7.5%, Bunak with 6.7%, Baikeno with 6.4% Tokodede with 5.0%, Tetun Terik with 4.5% and Fataloku with 4.2%. Timor Leste is a multi-lingual country. Altogether 31 local languages were named as mother tongues in addition to Tetum and Bahasa Indonesia. Aside from those listed in the previous sentence, the others were the mother tongues of less than 3%. Most of these were spoken by less than ten respondents.

## 2.4.2 Languages Spoken “well”

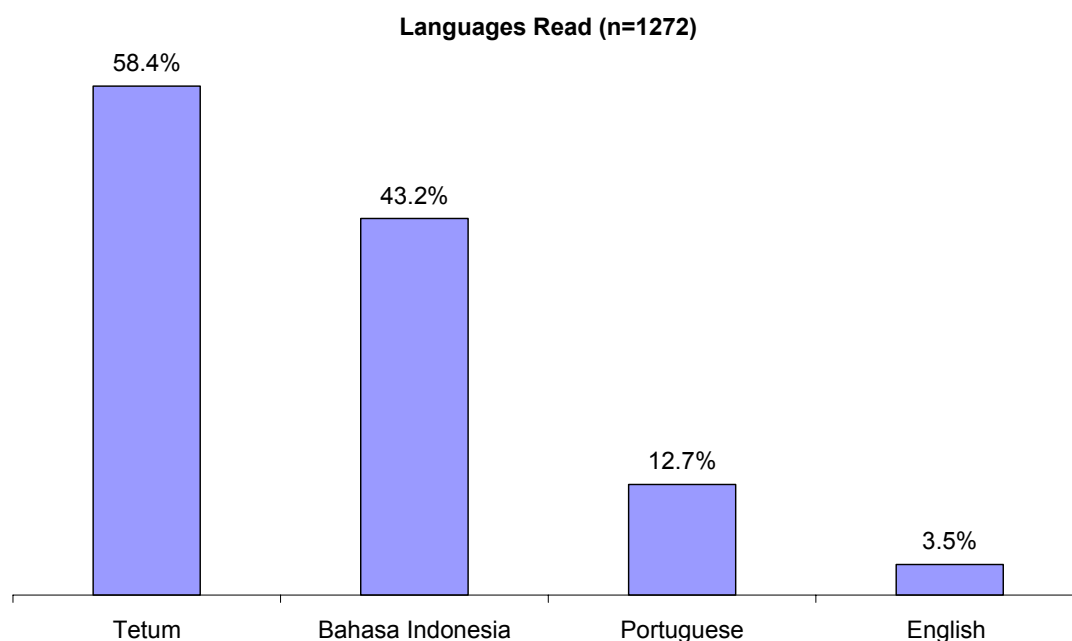
Respondents were asked what languages they could speak well.



Only the four languages used in East Timor’s major mass media are shown here. Several other local languages were also given by respondents. 19.5 said they spoke Mambae well, 11.4% Makasae, 6.2% Bunak, 6.0% Baikeno, 5.8% Kemak, 4.2% Tokodede and 4.1% Tetun Terik. All other languages were spoken well by less than 4%.

### 2.4.3 Languages Read

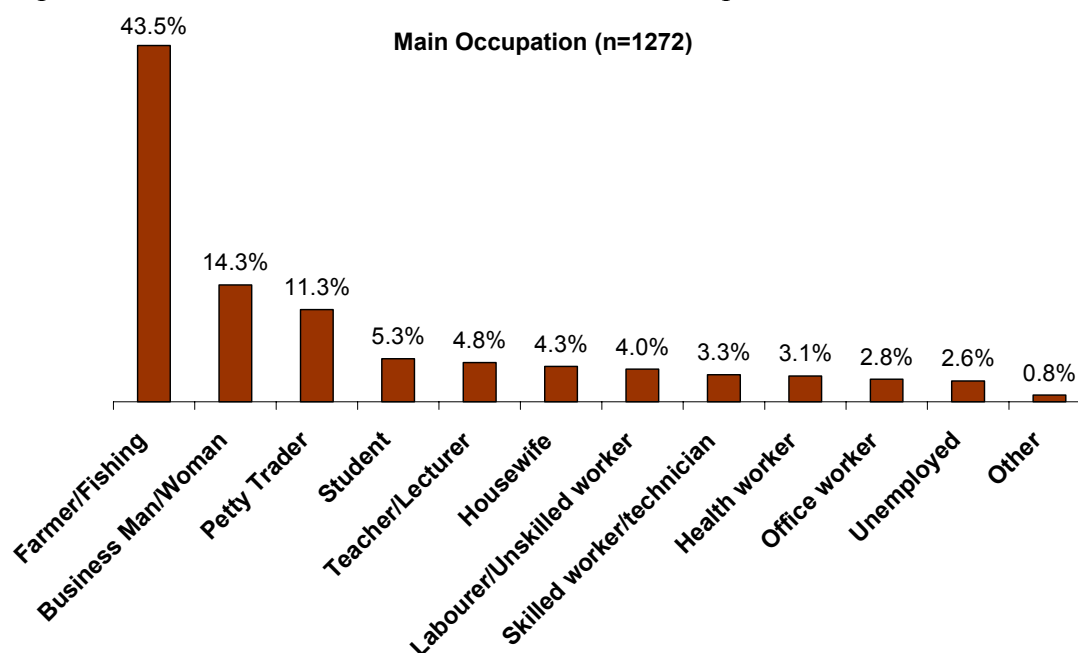
Respondents were then asked what languages they were able to read.



Mambae is the only other language that large numbers of respondents said that they could read. 32.4% said they could read this language,

### 2.5 Occupations

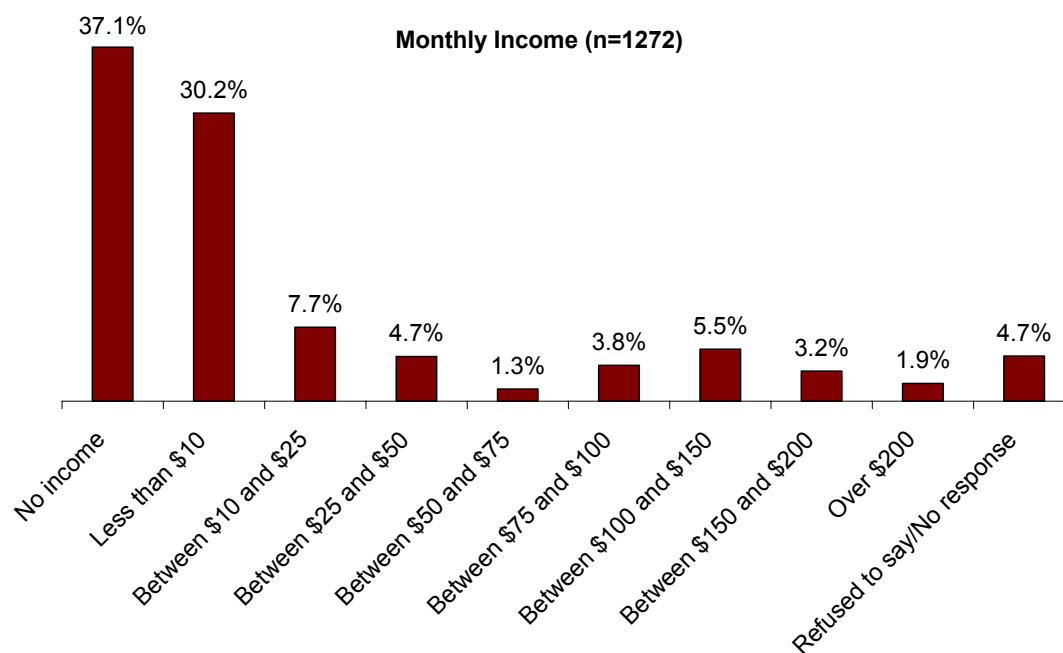
Respondents were then asked to describe their main occupation.



Farming and/or fishing were the largest occupation type. Business and petty trading of various kinds were the next largest groups.

## 2.6 Household Income

This is not an easy question to administer. Respondents in all countries are often reluctant to say much about their own personal income, or else they find it difficult to calculate it in the form that we gave provide in the questionnaire, given that much income in less developed countries is in kind rather than in money. Nonetheless we do have here some idea of the general picture, which is of general poverty and a large number of people who have little or no regular or measurable cash income.



The data shown that the population of Timor Leste lives in poverty. Nearly 2 in 5 reported that they have no regular income. About the same number receive less than \$1 per day. Only 14.3% say that they make more than \$2 per day.

## 2.7 Religion

96% of respondents described themselves as Roman Catholic Christians, 3% as Protestant Christians. There were very small numbers of Moslems and others.

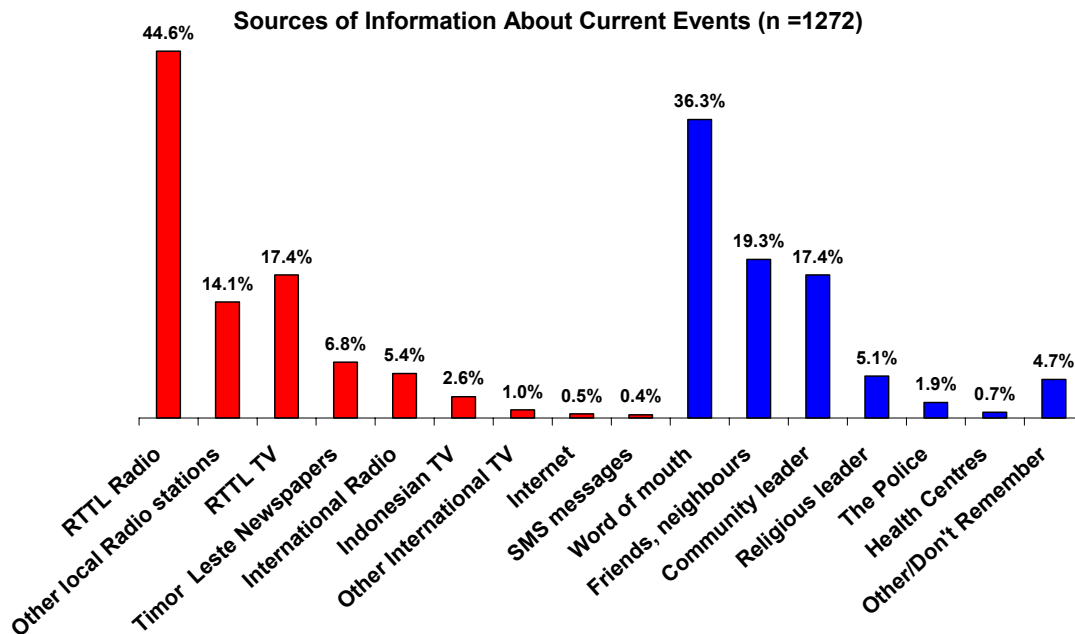
## 2.8 Population Movements

We were interested to know whether respondents had moved away from their usual place of residence during or after the violence in May 2006. We knew that there had been much movement, especially in the capital Dili where much of the upheaval occurred, but also in the second town, Baucau. The question asked was “For how long have you lived in this area?” The results show that a substantial number had moved during and after the violence. 10.5% have moved to the area where they were sampled and interviewed after April 2006. But most of the displaced people are in Dili. 25% of respondents there said they had moved to where they were interviewed since April. In Baucau the figure was 9.2% but this was the only other district with a significant number of internally displaced persons.

### 3. Media Use

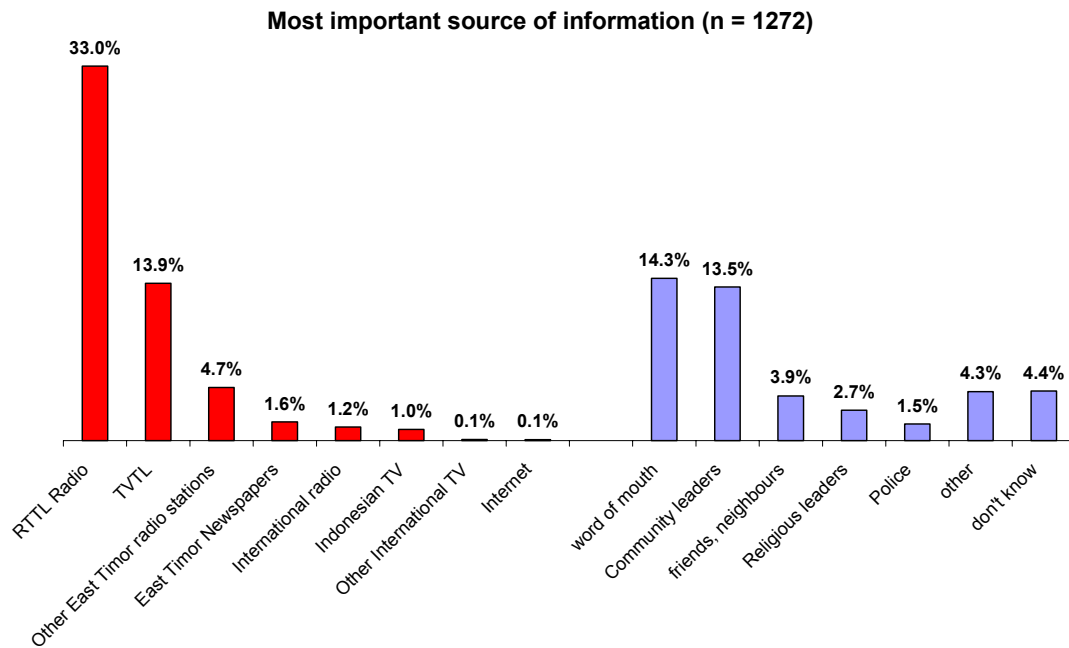
#### 3.1 Sources of Information

The first question was about how respondents received information about current events. This was a multi-choice question. Any sources mentioned were recorded.



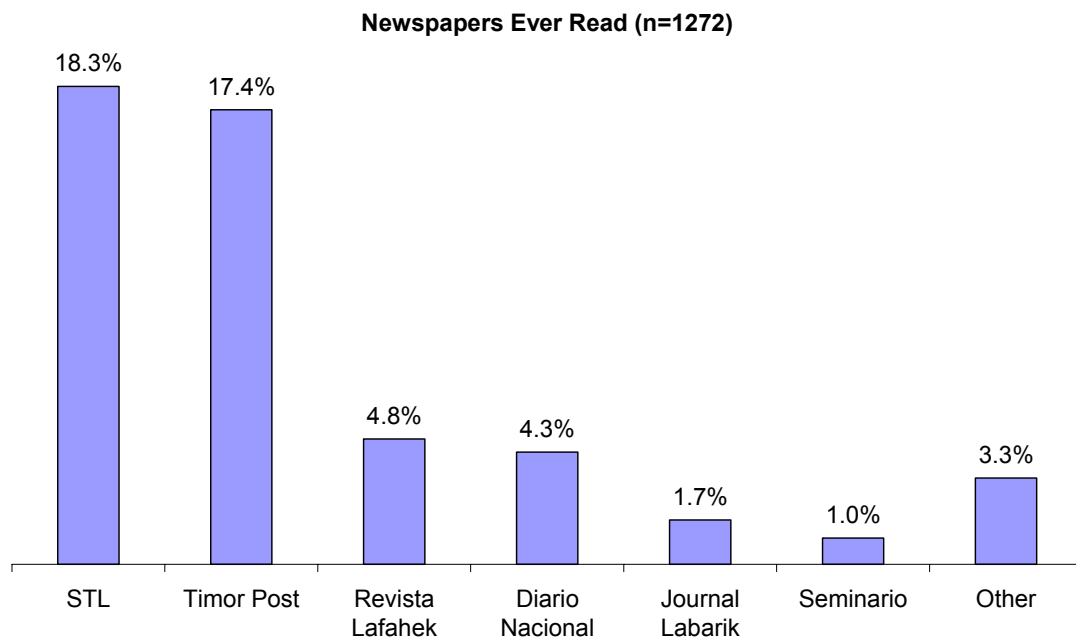
We have grouped communications media into two types – printed and electronic media first in red and then interpersonal communications in blue. East Timorese appear to rely mostly on a combination of radio and interpersonal communication for their news. Radio leads the field while TV is of some importance and is likely to grow as a significant source. The press is of rather less importance overall. There are some important and major differences between districts. Reliance on RTTL radio is high in Dili, Ermera, Aileu and Liquisa (in each case above 50%) and low in Viqueque, Lautem and Covalima (in each case less than 30%). Reliance on other local radio stations was higher (above 15%) in Dili, Aileu, Ainaro, Ermera, Liquisa, Lautem, Manufahi, Manatuto and Oecusse. It was lower - below 10% - in Baucau and Bobonaro, while in Covalima and Viqueque there were no respondents who named local radio stations other than RTTL radio as sources of information. TVTL was a major source only in Dili where 71% named it as a source and Liquisa where the percentage was 21%. It was very low everywhere else; there were no respondents in Covalima, Lautem and Manufahi who named it as a source. Newspapers were important sources only in Dili (12.6%). Among the other districts, the only ones where more than 5% named newspapers as sources of information were Ainaro, Baucau, Bobonaro, Ermera, Manatuto and Viqueque. Interpersonal media such as word of mouth were less important (below 25%) in Dili, Lautem and Viqueque, and higher (above 45%) in Aileu, Covalima, Liquisa, Manufahi and Oecusse.

All respondents were then asked which of these sources named by them was the single most important source. Radio is in the lead, followed by word of mouth, television and community leaders.



### 3.2 Newspaper Readership

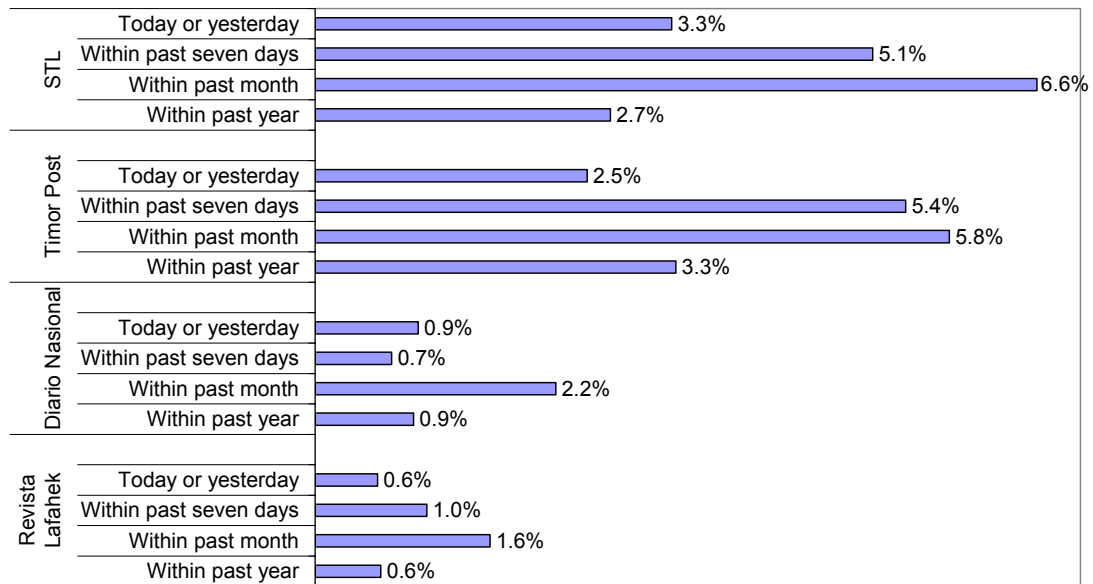
32.2% said that they read newspapers, at least sometimes. Readership was highest in Dili (53%), Lautem (39%) and Baucau (38%). It was lowest in Covalima (13%), Oecusse (19%), Ermera and Liquisa (both 21%). All readers were asked which papers they ever read, no matter how seldom or often.



Respondents were then asked when they last read any of these titles. Their answers when analysed show rather lower figures for recent readership and this reflects, no

doubt, both the relative poverty of readers and weaknesses in distribution of papers. The results show that only four of the papers had been read today or the previous day by more than 0.5% and these four are shown in the next chart.

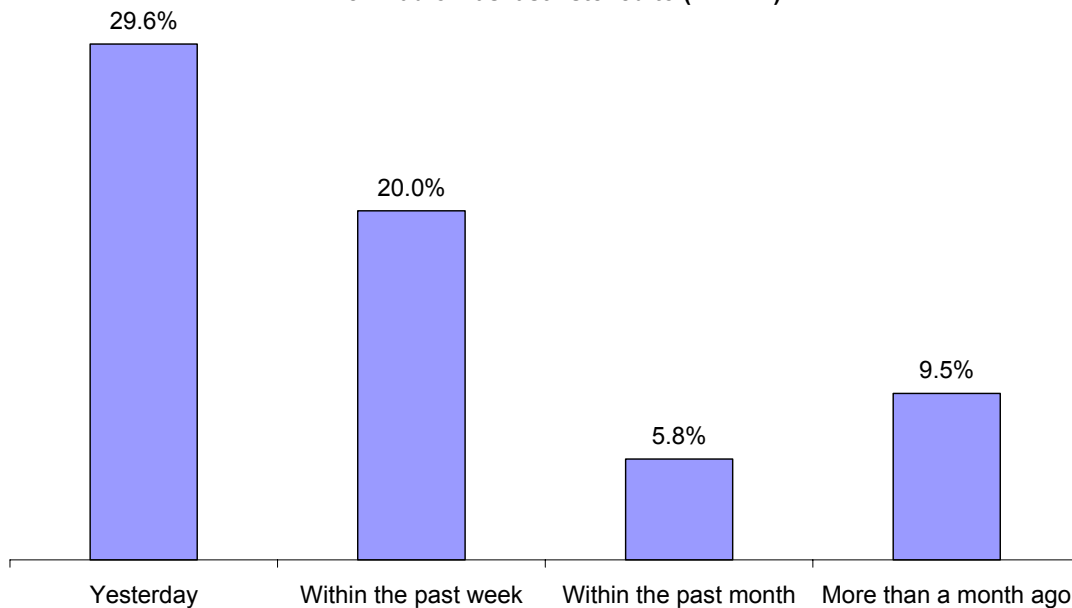
**Newspapers: When Last Read (n=1272)**



### 3.3 Radio Listening

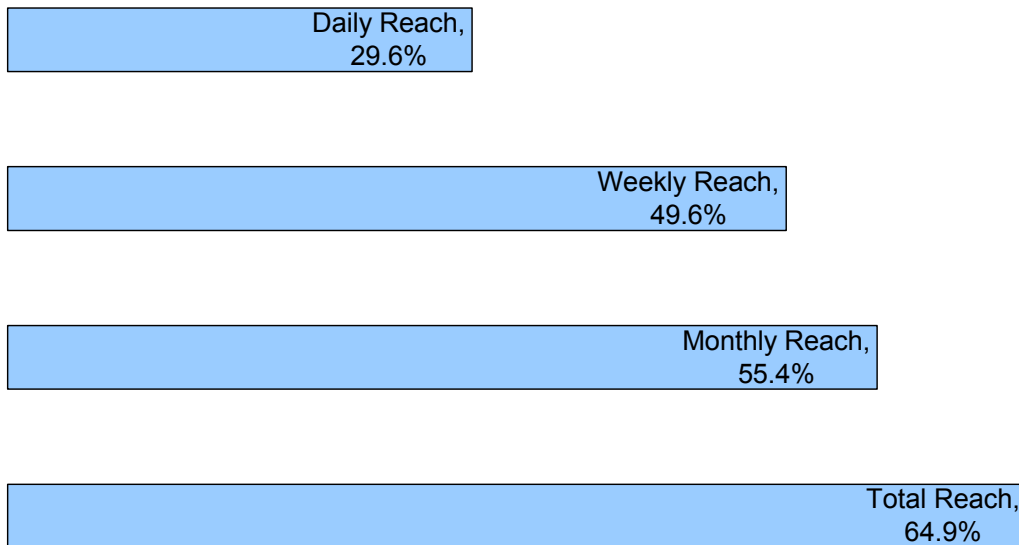
The first question to all respondents about radio was simply “Have you ever listened to the radio?” 64.7% of respondents said that they listened. All were then asked when, aside from today, they had last listened to radio.

**When Radio was last listened to (n=1272)**



There is another and perhaps better way to show these data on radio listening. The term “Reach” is often used as a way of describing the number or proportion of a population reached by any medium, like radio or TV within a given time period. “Daily Reach” is used to refer to the number or percentage reached in an average day by the respective medium. Weekly reach represents the numbers or percentage reached within an average week, and similarly for monthly or other time periods. We can easily calculate daily, weekly, monthly and total reach for radio and this is done for Timor Leste as in the following chart. The weekly reach is calculated by combining “yesterday” and “Within the past week” data, and so on.

**Reach of Radio (n=1272)**



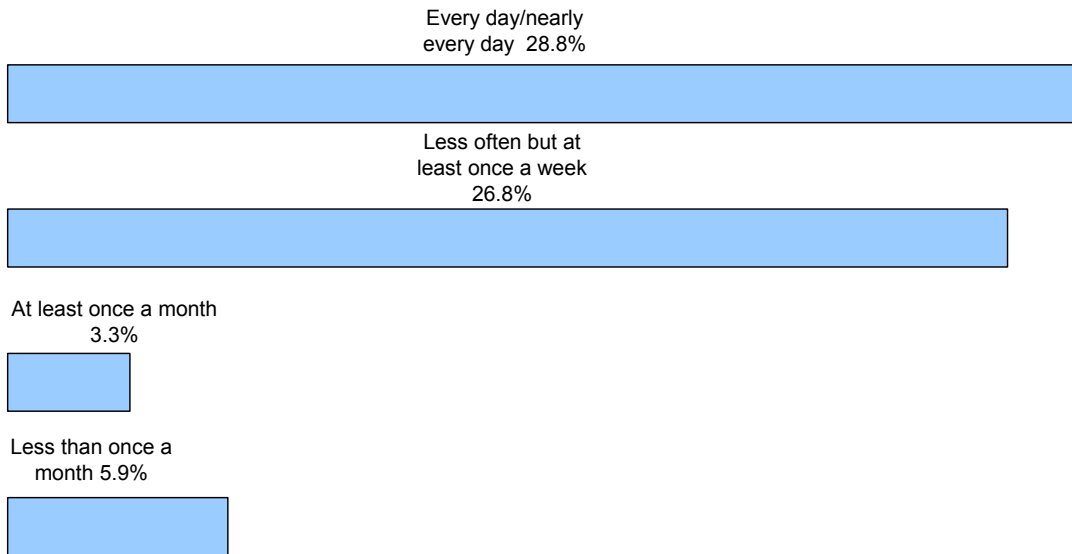
As noted earlier, these figures can be projected to the entire adult (15+) population of East Timor. They mean that radio reaches 146,000 people daily, and 243,000 weekly.

Weekly reach of radio was highest in Dili (78%), Aileu (64%) and Ermera (55%). It was lowest in Viqueque (28%), Covalima (29%) and Manatuto (35%).

The previous two charts above report results from the question “when did you last listen to the radio?” The question measures *recency* of listening at a particular point in time. But the questionnaire also asked respondents to say how often they listened to radio, irrespective of when they last listened. This question is about the *frequency* of listening, and produces somewhat different figures, as you would expect. The figure for listening every day should normally be lower than the figure for having actually listened yesterday, and that is the case here, giving us some additional confidence in the data.

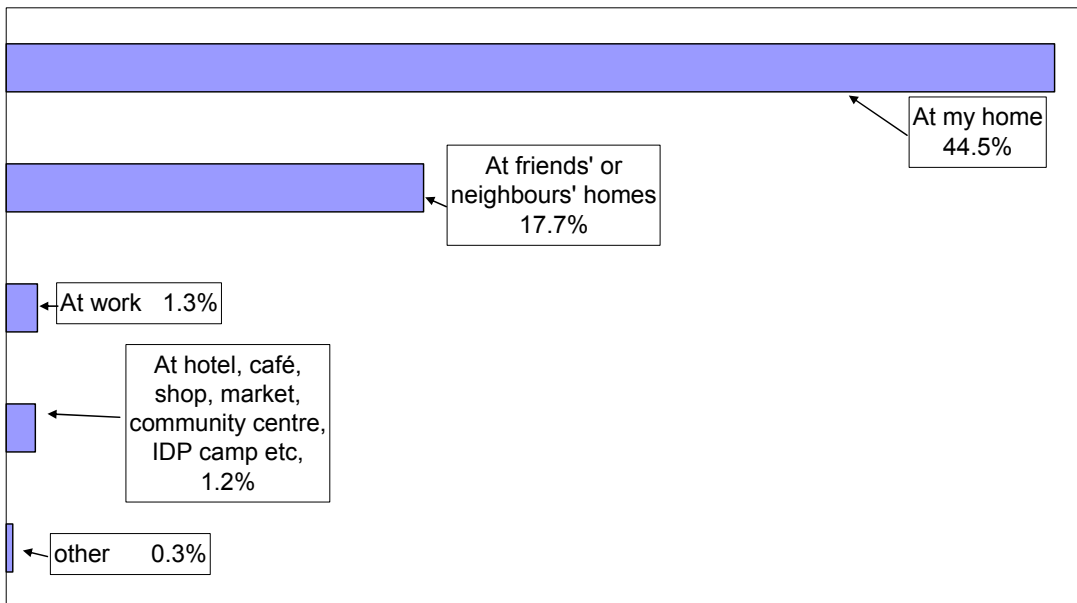


**How often radio listeners listen (n=1272)**



One does not have to have a radio of ones own to be a listener. Radio listening can, and often does, take place outside the home. People may listen at work, at other people’s homes or elsewhere. The next question asked respondents where they usually listen to the radio.

**Usual place of radio listening (n=1272)**



Note that in all the analyses so far, the data have been based on the entire sample. There is another way of showing these data by basing the percentages in our analysis on the radio listeners. This would show, for example, that of all radio listeners, 68% of them usually listen at home while 27% listen at friends or neighbours homes Only very small numbers said that they usually listened at café, shops, places of work or elsewhere.

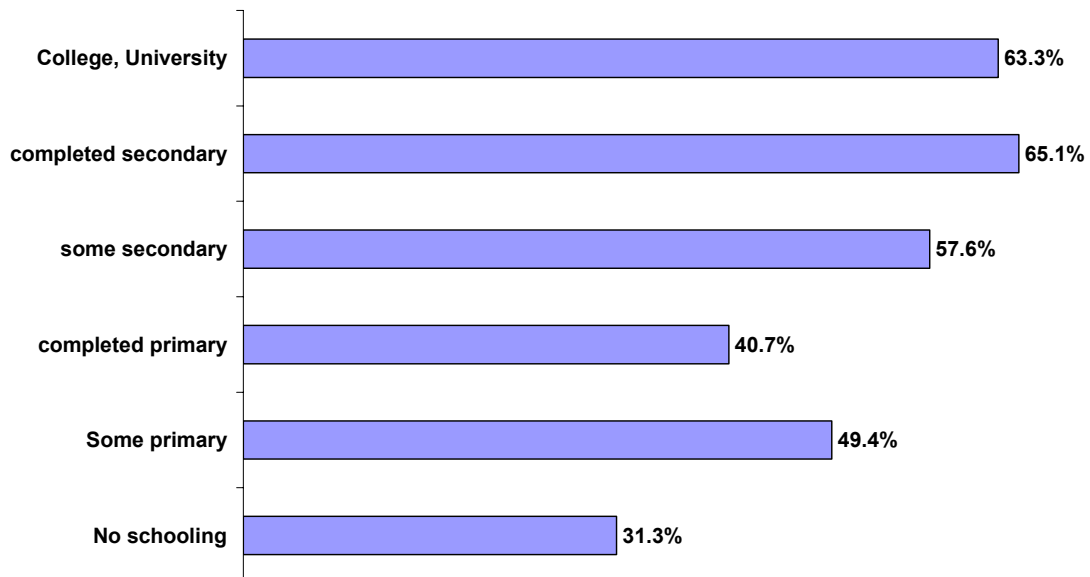
Radio listening appears to be something that Timorese people are accustomed to doing with others rather than on their own. The question was asked “Usually when you listen to the radio do you listen with other people or on your own?”

18% of the radio listeners said that they usually listened alone. 52% of radio listeners said that they usually listened with others, while 37% said that both happened more or less equally. Radio listening in Timor Leste tends to be a communal activity.

There are some demographic differences in radio listening. As we noted, 64.7% of all respondents are radio listeners, but there is a gender difference. Among men the figure is 69.2% while among women it is 60.2%. There is also a gender gap in recency and frequency of listening. While 54.4% of men had listened to the radio within the past week, only 44.8% of women had done so. While 33.8% of men said that they usually listen daily, the equivalent figure for women was only 23.9%.

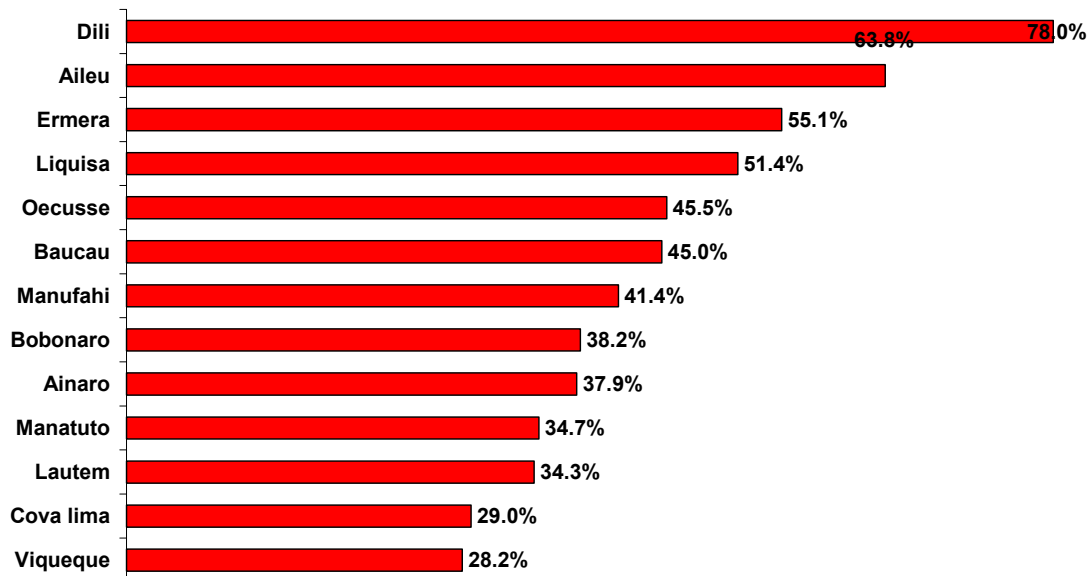
Better educated people are more likely to be radio listeners than less educated or those with no education, and as the next chart shows, better educated people listen more. ..

**Radio weekly reach among different education groups (n=1272)**



The last analysis of radio listening is by district. Is it true that fewer people in the remoter districts listen to radio?

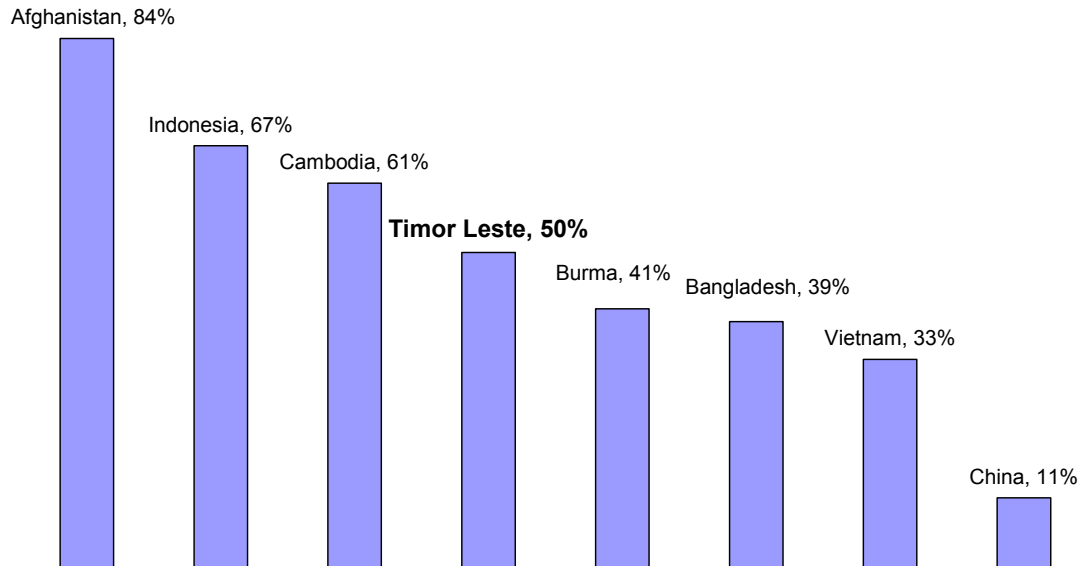
**Radio Weekly Reach - A Comparison of all 13 Districts (n=1272)**



If we compare radio listening to TV viewing (see the similar analysis of TV viewing later) we can see that radio listening is more evenly spread. Even so, radio listening is much higher in the capital. Aileu, Ermera and Liquisa are adjoining districts which probably accounts for their relatively higher listening levels, as they probably enjoy better reception of RTTL, although it needs to be pointed out that this chart refers to any radio listening within a week, not only listening to RTTL radio. Oecusse is more remote and it is interesting to note that most of the listening there is to RTTL radio, ahead of listening to the local Radio Oecusse. Listening is surprisingly low in Baucau. The remaining six districts are, aside from Oecusse, the most remote from the capital.

How does the country compare with others in Asia? We have taken recent surveys in selected Asian countries to show comparisons.<sup>3</sup>

### Weekly Reach of Radio: Some Comparative Data from Asian Countries



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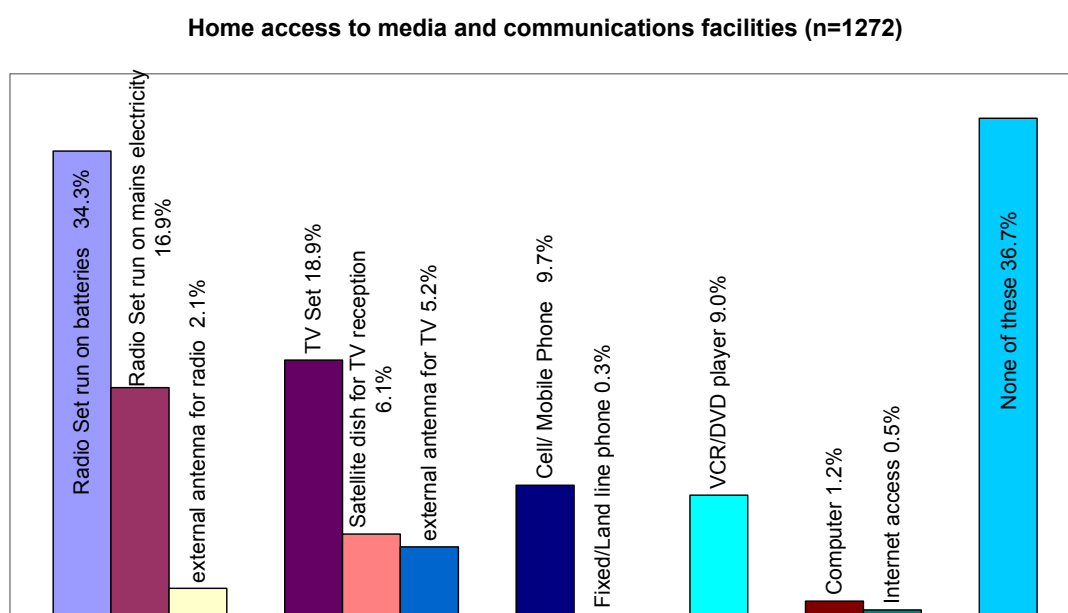
<sup>3</sup> Data supplied by Intermedia, the leading global media research company in Washington DC.

## 4 Household Facilities

Respondents were asked about the facilities and conditions they had at their home. The question sought to measure home access to media and communications facilities, such as TV set, radio set, satellite dish, computer and similar items as well as information about other services, facilities and equipment such as the type of house wall construction, type of roof, access to piped water, access to electric power, ownership of a road vehicle and others.

### 4.1 Media Equipment

This section reports on household media facilities.

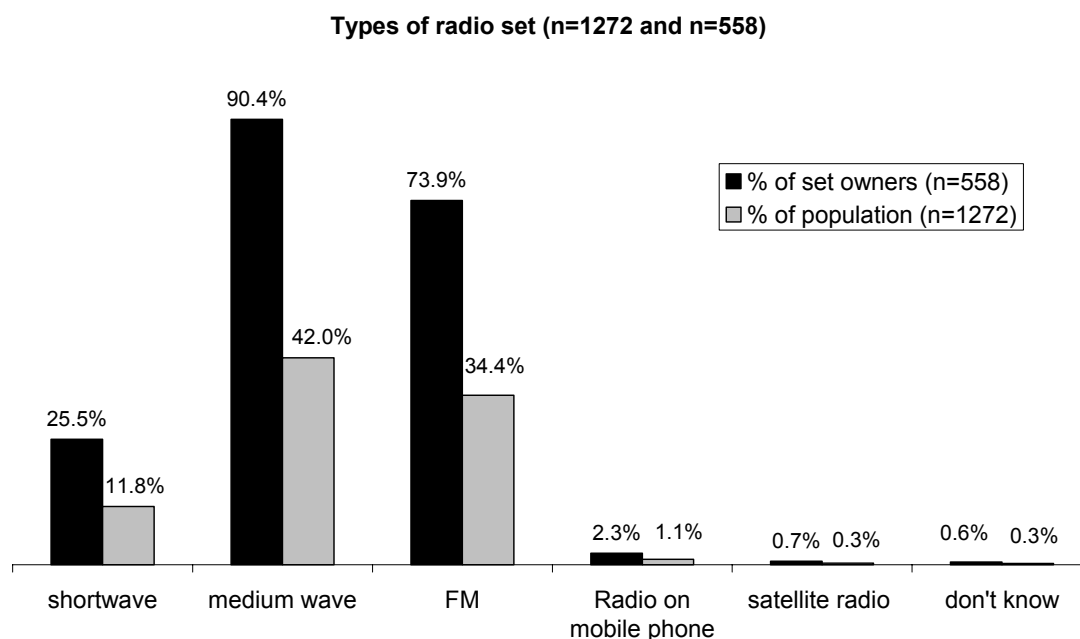


The data in the first two columns do not tell us what proportion of homes have a radio set of any kind as there is an overlap between the two categories of radio set. The percentage of homes with at least one radio set in working order is 46.5%. This means that 242,000 East Timorese have access to at least one working radio set at their own home. The equivalent figure for TV is 98,000.

The cell or mobile phone is the newest and fastest growing communications medium in East Timor. It is a more recent innovation than computers and the Internet, but has overtaken them both. Access to these is still at a very low level, but likely to grow. The survey provides a useful baseline for the future. Note especially the last column in the chart showing that well over one in three East Timorese adults at present live in a home with no media facilities of any kind.

### 4.1.1 Types of Radio Set

Having a radio set does not mean that set owners can hear all services available. We asked set owners what wave bands their sets had.



Most set owners have medium wave and FM. Fewer people have access to shortwave, but it can be important in areas where FM and medium wave services do not reach and it remains essential for picking up most international radio services. . Satellite radio and radio on cell phones are both rare.

### 4.1.2 Cell Phone Use

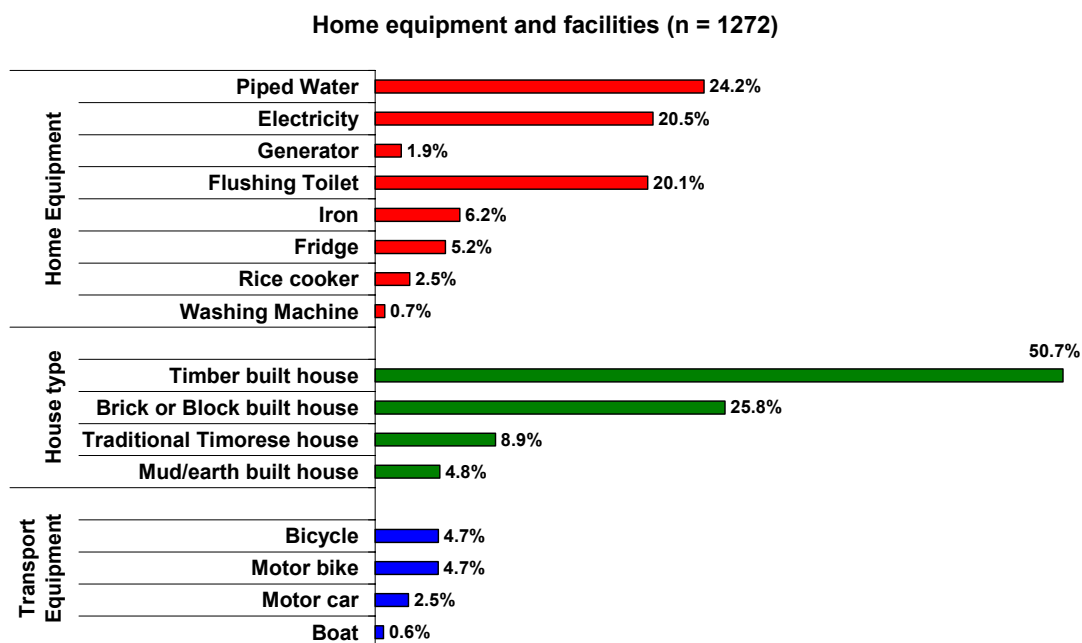
Cell or mobile phones are the newest and fastest growing communications facility in many parts of the world including some of the poorest countries. But their use is limited by the cost of making calls. Cell phone users were asked how long a \$10 phone card usually lasted before they needed to buy another. The following table is based on the 268 cell phone users.

a week or less	19.8%
Between one and two weeks	10.9%
Two to four weeks	16.9%
1 to 2 months	12.1%
More than 2 months	3.7%
Depends on situation (political / security)	26.7%
Don't know	9.9%

Clearly phone cards of \$10 do not last long and this is probably a major constraint in a poor country where people, including many cell phone users, have little spare income for using their phones.

## 4.2 Other Household Facilities

As well as questions relating to communications media, respondents were asked about other home facilities and the interviewer also made observations about the nature of the home construction. Questions like this are often used in surveys of this kind in order to provide additional measures of relative prosperity and poverty.



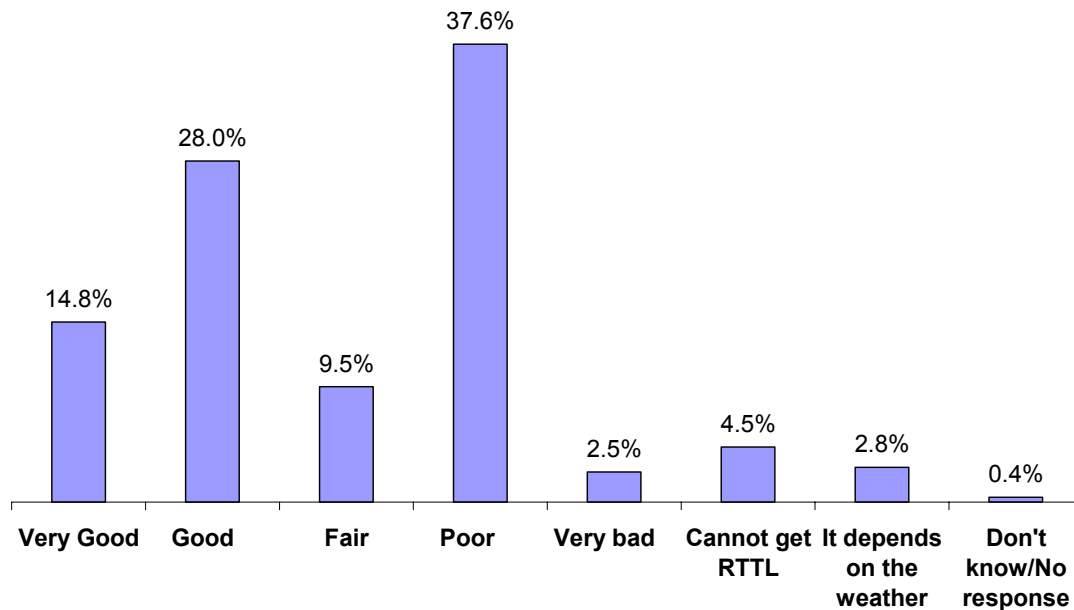
## 5. Radio Listening

All radio listeners, 64.7% of the respondents, were asked if they ever listened to the national broadcaster, the RTTL. 55.1% of the total sample said that they did so.

### 5.1 RTL Radio Reception Conditions

All listeners to RTL were asked what reception of the station was like where they live.

Reception of RTTL (n=673 - RTTL listeners)



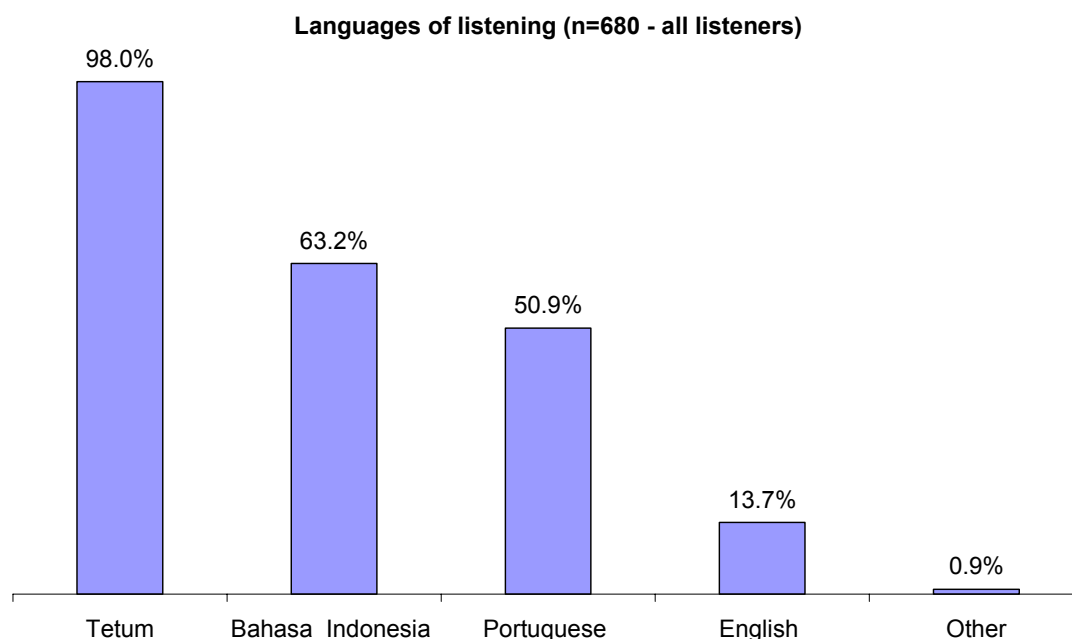
These results show that many listeners – about 45% - have difficulty in hearing RTL or cannot receive it at all. If we add those who find reception to be only “fair” or that it is unreliable being dependent on the weather, the figure rises to 57%.

Where is reception felt to be a problem? A district by district analysis gives us a revealing but not surprising national picture. Districts with the best reception or at least the least complaints, were Dili and neighbouring Aileu. In all other districts there were significant numbers of listeners who experienced problems, with the highest proportions found in Baucau, Bobonaro, Ermera and Manatuto.

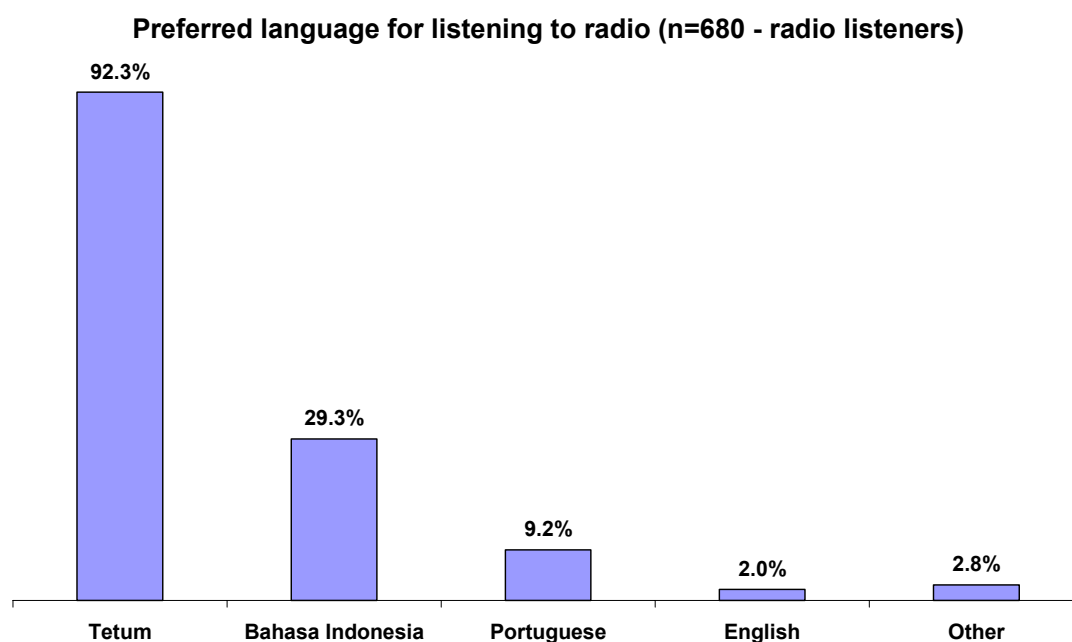


## 5.2 Languages of listening

All radio listeners were asked what languages they listen to on the radio. They could name all languages and most listeners use more than one. Tetum is the most favoured, but a majority of radio listeners also listen to programmes in Bahasa Indonesia. Almost half listen to Portuguese broadcasts, while English broadcasts are listened to by about one in eight radio listeners. The “other” category” is accounted for presumably by those who listen also to some local languages used on local stations.



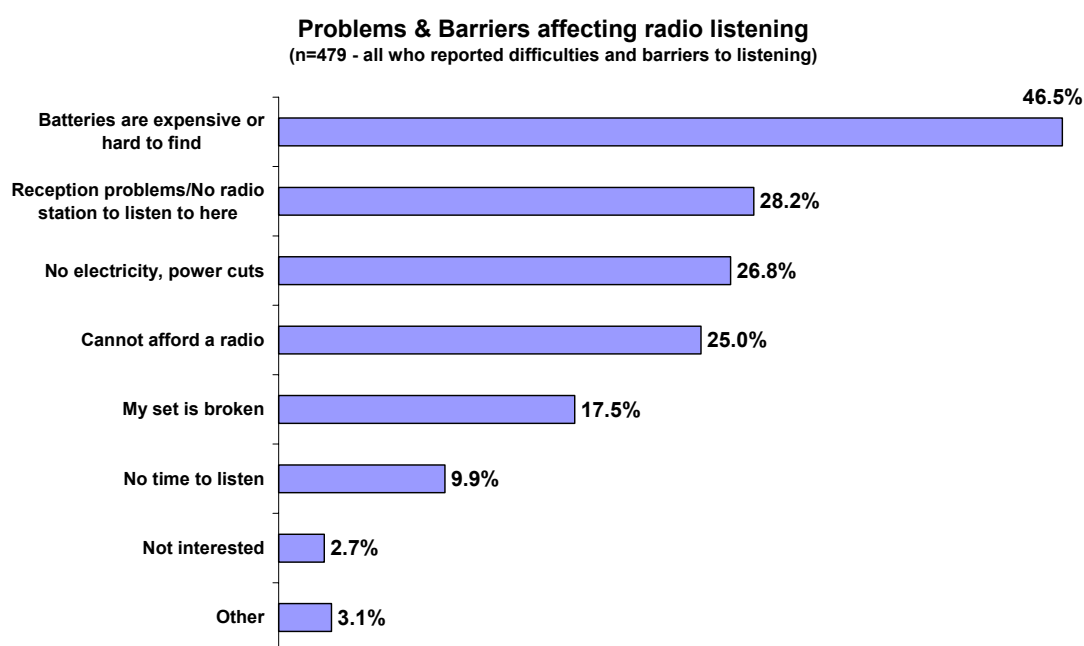
In the above chart we have the languages in which radio listeners presently hear radio programmes in Timor Leste, but what language or languages do they prefer to listen to? This was the next question asked. The following chart again shows the data based on the sub-sample of radio listeners.



Respondents could name more than one language of preference. And note here the fall in the level of Bahasa Indonesia from the previous chart. And what if only one language were available; what would listeners prefer that to be? The overwhelming answer was, as one might expect, Tetum. If there were only one broadcast language, 87% of radio listeners said that they would prefer Tetum. 8.5% favoured Bahasa Indonesia and 2.0% Portuguese. A tiny number favoured English and there were a handful of respondents who wanted just to hear their own local language on the radio.

### 5.3 Problems encountered or barriers to listening to radio

Do listeners have any problems listening to the radio, or are there things that prevent or put them off listening? Respondents who had ever listened to any radio were asked if they had problems listening. Most radio listeners (70% of them) said that they did.



### 6. Internet Use

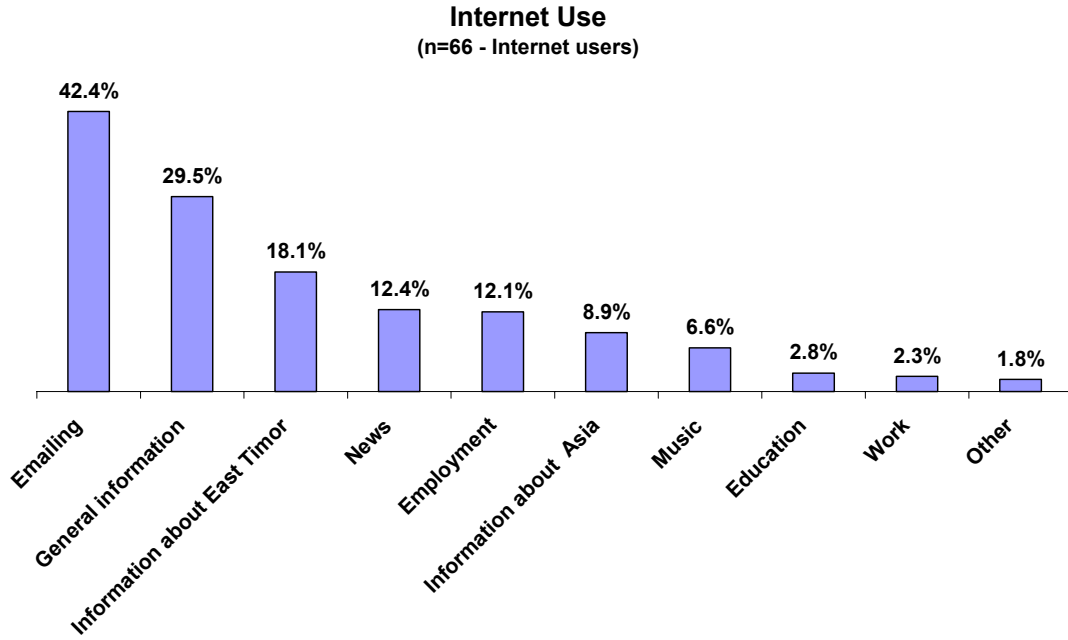
4.2% reported ever using the Internet<sup>4</sup>. 1.1% reported doing so every day or nearly every day, 1.8% less than daily but at least once a week, and 1.3% less often. There were slightly lower numbers when they were asked when they had last actually used the Internet. 1% had used it yesterday, 0.6% more within the past week (making a weekly reach figure of 1.6%) and the remaining 2.6% longer ago.

Only 2 respondents use the Internet from home. Most of the 66 respondents, who use the Internet, did so from Internet cafes and/or at their place of work.

The majority of Internet (65%) was in Dili and most of the remainder in Baucau and Oecusse.

<sup>4</sup> This question was asked only in areas where there was any possibility of people being able to do so. On the advice of the research agency, the question was not asked in areas where there was no access at all and where asking the question may have caused offence or bewilderment. It was asked throughout Dili and in district towns. We can fairly safely assume that there were no Internet users among those not asked the question.

As one might expect, the main purpose of using the Internet is for email. But getting information of a general kind and specific information about Timor Leste are also reasons for using the Internet for some users.



## 7. Television Viewing

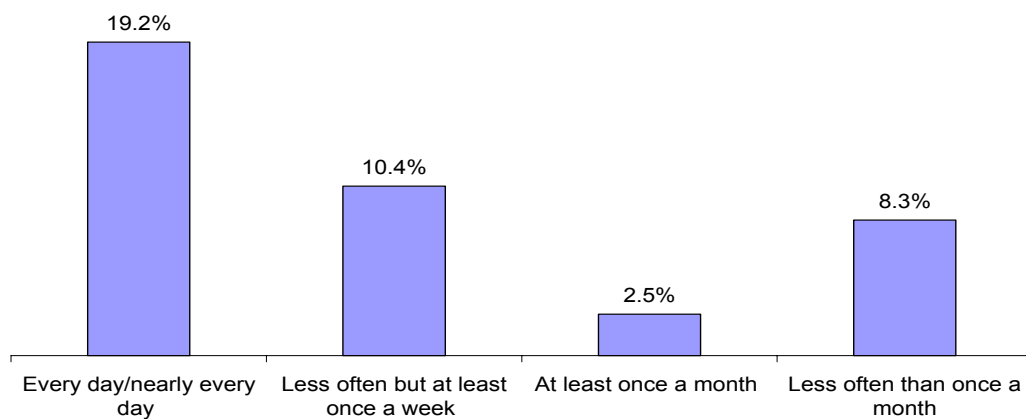
### 7.1 TV Viewing

All respondents were asked “Have you ever watched TV?” 40.1% replied that they had. There were major variations between districts. In Dili, 90% had watched TV, while at the other extreme, only 10% had done so in Ermera

### 7.2 Frequency of Viewing

“How often do you watch?” was the next question.

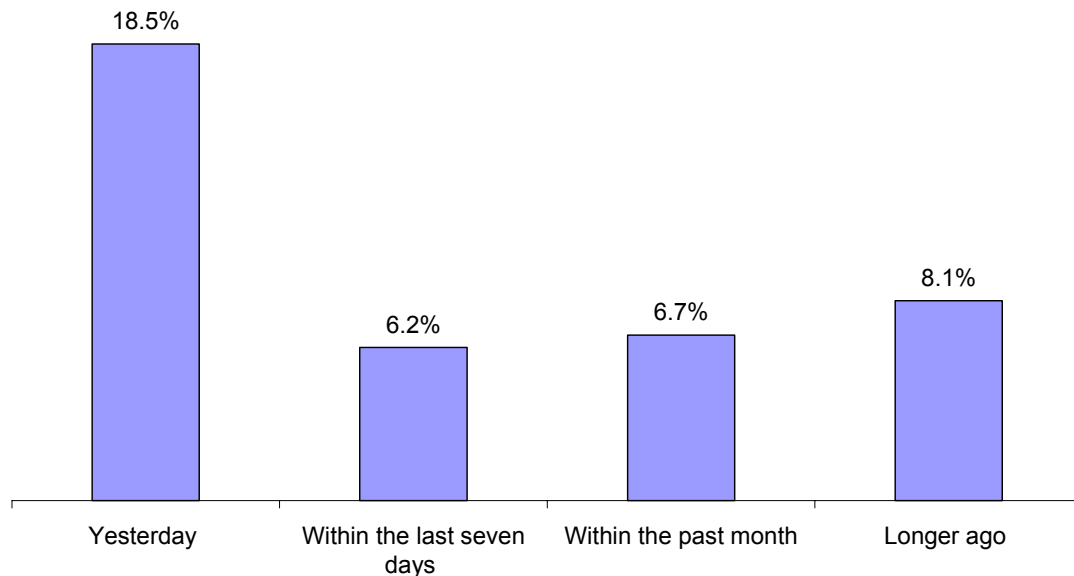
Frequency of TV viewing (n=1272)



### 7.3 Recency of Viewing

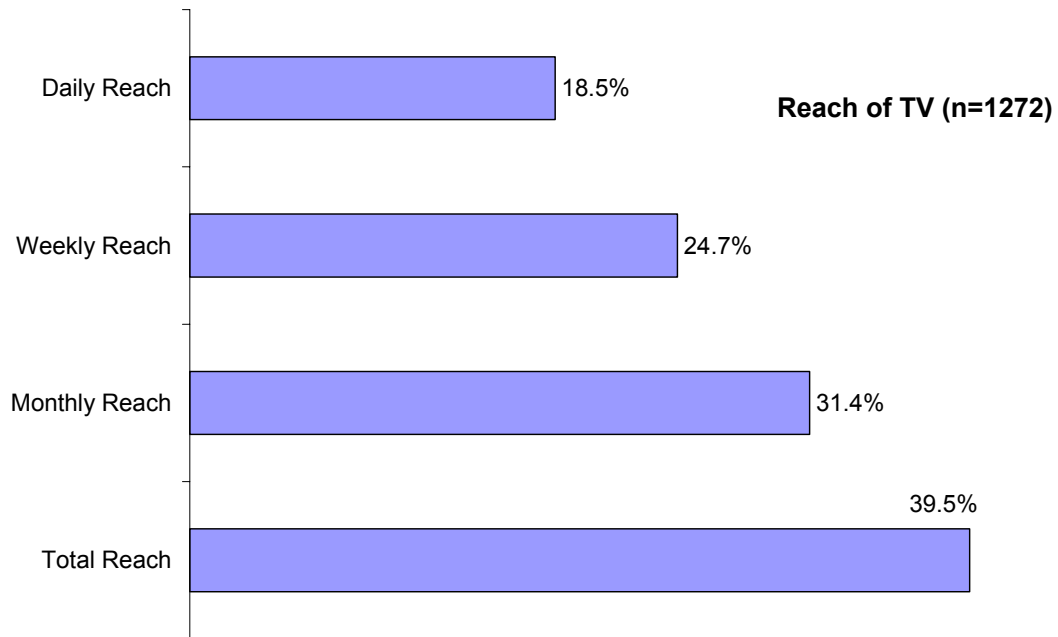
As with radio and the Internet, we wanted also to know about actual as well as habitual behavior. When had viewers last seen TV? The question was “Apart from today, when did you last watch TV?”

When television was last watched (n=1272)



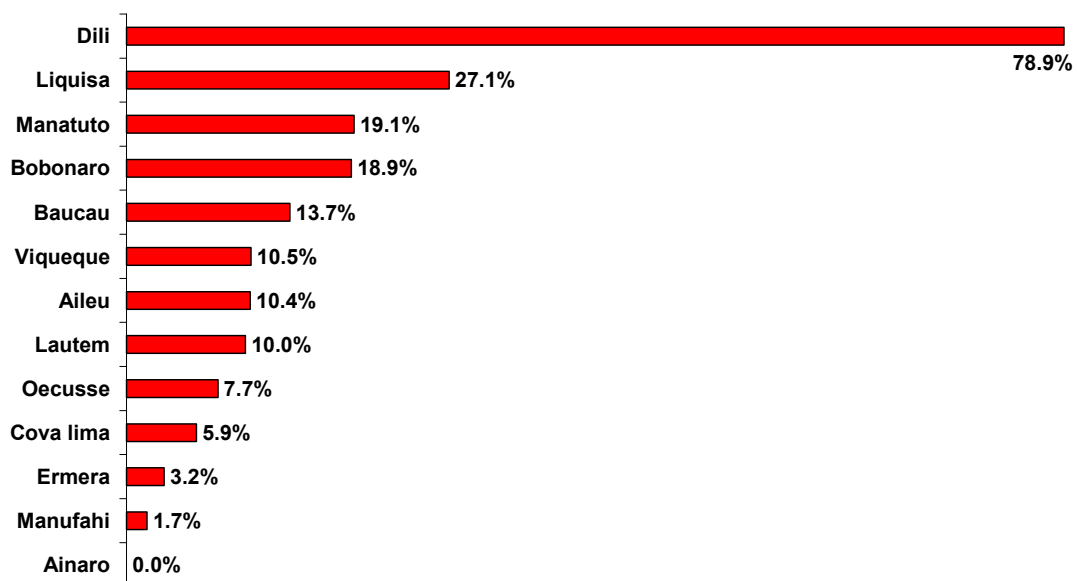
Note that we have used the whole sample for this chart, not just TV viewers. Of all TV viewers, 46% watched some TV yesterday, and a further 15% within the past week. Given that just 41% of TV viewers have a set at home, this indicates that there are many who do not have their own set who nonetheless are able to watch frequently.

Using the concept of Reach referred to earlier, we can make the following calculations of Reach:



Taking Weekly Reach as the measure and by doing a further analysis of the data by district, we can see how very different the situation is in different parts of the country.

**TV Weekly Reach - a Comparison of all 13 Districts (n=1272)**



About two thirds of those who watch some TV within a seven day period are in Dili. If we look at daily viewing, Dili residents make up three quarters of such viewers.

#### **7.4 TV set at home and place of viewing**

The next question “Do you have a TV set in working order in your home?” produced a 16.4% TV ownership rate, similar to the 18.9% recorded in an earlier question. Ideally these should be the same; the reason that they are different may arise partly because of the words “working order” not used in the earlier question. 7.6% say that they have a satellite dish connected to their TV – just under a half of all TV owners. This was a slightly higher figure than in the earlier question. This may be because the earlier question may not have been well understood, perhaps because of its context.

There are, of course, major differences between districts in both access to and use of TV. None of the respondents in Aileu or Ainaro have a TV set at home. In Covalima, Ermera, Liquisa, Lautem, Manufahi, Manatuto, Oecusse and Viqueque, fewer than 5% have a set at home. In Dili, 59% have a TV set at home. The figures for the remaining districts Baucau and Bobonaro are 7% and 6% respectively.

All viewers were asked where they usually watch television. Among all TV viewers 45% usually watch at their own home, 37% at the home of a friend or neighbour, 8% at a community centre, 5% “when I go to town” and 3% at an IDP camp. .

#### **7.5 World Cup 2006 Football Matches on TV**

Two questions were asked about the televising of World Cup football matches. “Did you watch any of the World Cup football matches on TV a few months go?”

19.7% said that they had watched. They were then asked if they had watched the final between France and Italy. 15.2% had watched the final. Projecting to the adult population of Timor Leste this means that 103,000 watched at least some of the World Cup coverage on TV and 79,000 watched the final.

## 8. Awareness of radio stations

The next series of questions aimed at measuring awareness of radio stations, whether the respondent had ever listened and if he/she had, when this last happened.

Awareness is analysed first. What radio stations do East Timorese mention spontaneously when asked the question “Can you tell me the names of all the radio stations you can think of?” This first question gives us what is called “spontaneous awareness. The next question was “Aside from those which you have just mentioned to me, which of the following radio stations or broadcasters you have ever heard of that you have not mentioned already?” The names of each station not thus far mentioned spontaneously were then read out. This gives us what is called “prompted awareness”. The base here is all respondents.

	Spontaneous Awareness	Prompted Awareness	Total Awareness
RTTL	58.7%	8.6%	67.3%
Radio Timor Kmanek	27.2%	11.7%	38.9%
Radio Rakambia	14.4%	9.5%	23.9%
Radio Falantil	9.6%	9.2%	18.8%
Radio Klibur	4.7%	6.7%	11.4%
Radio Australia (Bahasa Indonesia)	5.4%	5.0%	10.4%
Radio Lorico Lian	3.6%	5.4%	9.0%
BBC (Bahasa Indonesia)	3.8%	4.7%	8.5%
Radio Baucau	5.2%	2.4%	7.6%
Radio Netherlands (Bahasa Indonesia)	2.9%	3.1%	6.0%
Radio Lospalos	4.3%	1.6%	5.9%
Radio Oecusse	4.0%	1.2%	5.2%
Radio Viqueque	3.1%	2.3%	5.4%
RDP Rádio Difusão Portuguesa (Portuguese)	1.6%	3.6%	5.2%
VOA (Bahasa Indonesia)	2.4%	2.9%	5.3%
Radio Voice (Bahasa Indonesia)	2.0%	3.1%	5.1%
Radio Australia (English)	1.1%	4.0%	5.1%
Radio Maliana	3.0%	1.7%	4.7%
Radio Liquisa	3.0%	1.2%	4.2%
Radio Ermara	2.4%	1.8%	4.2%
Radio Same	2.6%	1.2%	3.8%
Radio Ainaro	1.8%	1.1%	2.9%
Radio Manatuto	1.6%	1.2%	2.8%
Radio Aileu	1.2%	1.2%	2.4%
BBC (English)	0.8%	1.5%	2.3%
BBC (Portuguese)	0.5%	1.6%	2.1%
VOA (English)	0.3%	1.1%	1.4%
Radio Netherlands (English)	0.5%	1.0%	1.5%
Radio Voice (Portuguese)	0.7%	0.8%	1.5%
Radio Suai	0.4%	0.9%	1.3%

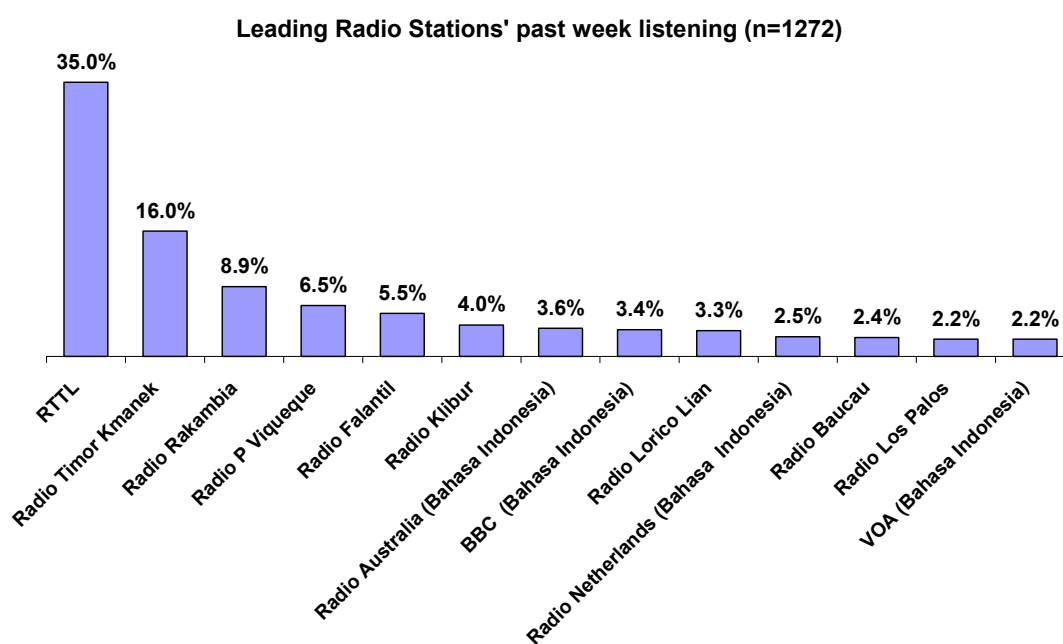
These levels of awareness are quite high, considering that aside from RTTL, most of the other Timor Leste stations are local in their reach and appeal. The higher figures for Radio Timor Kmanek, Radio Rakambia and Radio Falantil perhaps reflect their wider reach. Among international stations, the BBC and Radio Australia are the best known, followed by Radio Netherlands, perhaps surprisingly ahead of Portuguese Radio and VOA.

## 9. Listening rates to radio stations, both domestic and international

But what about listening? Which of these stations are listened to and how long ago did respondents last listen?

The table on the following page shows all the data on the yesterday, past week, past month, past year and longer ago listening to all 30 listed radio stations and services, both domestic and international. Weekly and total reach of each station is also given.

The top 13 radio stations, all with past week audiences of at least 2% of the population, are first shown in the following chart.





<b>Radio station</b>	<b>Yesterday</b>	<b>Within last week</b>	<b>Weekly Reach</b>	<b>Within last four weeks</b>	<b>Within last year</b>	<b>Longer ago</b>	<b>Total Reach</b>
RTTL	22.7%	12.3%	35.0%	6.1%	8.8%	4.8%	54.7%
Radio Timor Kmanek	7.6%	8.4%	16.0%	5.1%	5.2%	3.4%	29.7%
Radio Rakambia	4.2%	4.7%	8.9%	3.9%	3.2%	2.0%	18.0%
Radio Falantil	2.2%	3.3%	5.5%	2.8%	3.0%	1.9%	13.2%
Radio P Viqueque	0.6%	5.9%	6.5%	0.9%	1.3%	0.2%	8.9%
Radio Klibur	1.6%	2.4%	4.0%	1.9%	1.7%	1.1%	8.7%
Radio Australia (Bahasa Indonesia)	1.4%	2.2%	3.6%	1.6%	2.0%	0.8%	8.0%
BBC (Bahasa Indonesia)	1.4%	2.0%	3.4%	1.4%	1.9%	0.7%	7.4%
Radio Lorico Lian	1.8%	1.5%	3.3%	1.5%	0.9%	0.8%	6.5%
Radio Baucau	1.1%	1.3%	2.4%	1.2%	0.7%	0.9%	5.2%
Radio Oecusse	0.9%	1.1%	2.0%	1.0%	1.1%	0.8%	4.9%
Radio Netherlands (Bahasa Indonesia)	1.3%	1.2%	2.5%	0.5%	1.2%	0.7%	4.9%
Radio Los Palos	1.1%	1.1%	2.2%	1.2%	0.9%	0.4%	4.7%
Radio Australia (English)	0.5%	1.0%	1.5%	1.3%	0.9%	0.6%	4.3%
VOA (Bahasa Indonesia)	1.0%	1.2%	2.2%	0.6%	0.9%	0.6%	4.3%
RDP Rádio Difusão Portuguesa (Portuguese)	0.8%	0.6%	1.4%	1.0%	0.8%	0.8%	4.0%
Radio Voice (Bahasa Indonesia)	0.9%	0.7%	1.6%	1.0%	1.1%	0.2%	3.9%
Radio Maliana	0.1%	0.5%	0.6%	0.6%	1.9%	0.7%	3.8%
Radio Ermara	0.1%	0.2%	0.3%	0.5%	1.0%	1.3%	3.1%
Radio Same	0.3%	1.0%	1.3%	0.3%	0.9%	0.3%	2.8%
Radio Liquica	0.6%	1.0%	1.6%	0.5%	0.6%	0.1%	2.8%
BBC (English)	0.3%	0.8%	1.1%	0.4%	0.5%	0.2%	2.2%
Radio Manatuto	0.3%	0.1%	0.4%	0.5%	0.7%	0.6%	2.2%
Radio Aileu	0.4%	0.3%	0.7%	0.4%	0.5%	0.6%	2.2%
BBC (Portuguese)	0.2%	0.5%	0.7%	0.3%	0.3%	0.3%	1.6%
Radio Ainaro	0.3%	0.2%	0.5%	0.2%	0.3%	0.6%	1.6%
Radio Voice (Portuguese)	0.3%	0.2%	0.5%	0.2%	0.2%	0.2%	1.1%
Radio Netherlands (English)	0.2%	0.2%	0.4%	0.2%	0.3%	0.1%	1.0%
Radio Suai	0.1%	0.1%	0.2%	0.0%	0.2%	0.6%	1.0%
VOA (English)	0.3%	0.1%	0.4%	0.2%	0.2%	0.1%	0.9%

The “Total Reach” figure of 54.7% for RTTL is slightly lower than the earlier figure of 55.1% but is very close and these slight discrepancies occur in surveys when the same or similar question is asked at different points in the same questionnaire. The other figures seem credible and are in line with what was expected, including the data for international stations – being a little higher than for neighbouring Indonesia.

RTTL radio has its largest audience in Dili (76%), Aileu (74%), Oecusse (64%), Ermera (60%), Liquisa (56%) and Manufahi (56%). Its audience is smallest in Covalima (6%). In all other districts it is between 35% and 52%.

Other stations are more district-related in their reach. Radio Lospalos’s audience is mostly in Lautem. Radio Viqueque’s audience is mostly in Viqueque, Radio Same’s in Manufahi, Radio Maliana’s in Bobonaro, Radio Liquisa’s in Liquisa, Radio Oecusse’s in Oecusse, Radio Lorico’s in Dili, Radio Falintil’s in Dili and Lautem, Radio Klibur’s in Dili and Baucau, Radio Manatuto’s in Manatuto, Radio Baucau’s in Baucau, Radio Aileu’s in Aileu, Radio Ainaro’s in Ainaro, Radio Suai’s in Covalima and Radio Ermera’s in Ermera,

Radio Rakambia’s audience is strong (49%) in Dili but it also has significant audiences in Ermera (18%), Liquisa (17%) and Bobonaro (12%). Radio Timor Kmanek’s audience is strong in Dili (63%, but also has significant audiences in Manatuto (48%), Aileu (43%), Lautem (34%), Ermera (32%), Liquisa (28%), Viqueque (21%), Ainaro (17%) and Bobonaro (16%)

As far as the international radio stations are concerned, Radio Australia is strong in Dili, Baucau and Lautem, BBC also in Dili, Baucau and Lautem, VOA in Dili Viqueque and Baucau, Radio Netherlands in Dili, Lautem, Bobonaro and Baucau, Radio Portugal in Dili and Radio Voice in Dili, Baucau, Lautem and Bobonaro.

## **10. RTTL Radio Audience and Programmes**

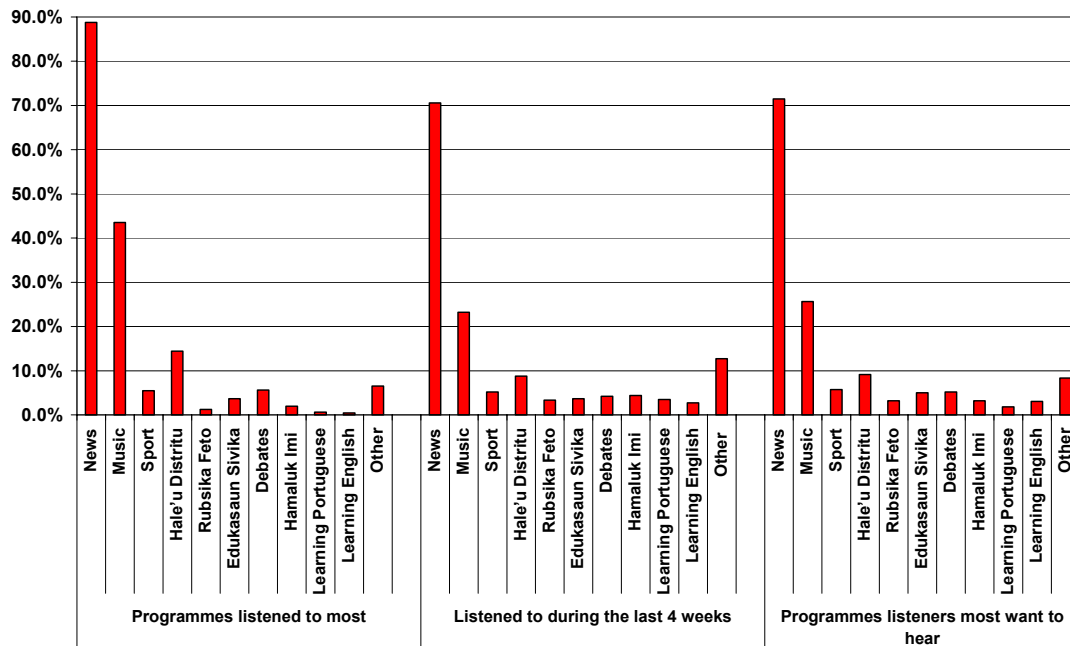
### **10.1 Popular RTTL Radio Programmes**

Three questions were asked of all RTTL listeners ;

- “Which RTTL programmes do you listen to the most?”
- “Which of the following RTTL programmes have you listened to at all during the last four weeks?”
- “Thinking of all kinds of things that you hear on RTTL radio, what kinds of programme do you most want to hear?”

The following chart shows the results. Note that the base for this analysis is all RTTL listeners – just over half of all respondents.

**RTTL Programmes - most listened to, recently listened to and most wanted.**  
(n=659 – all RTTL listeners)

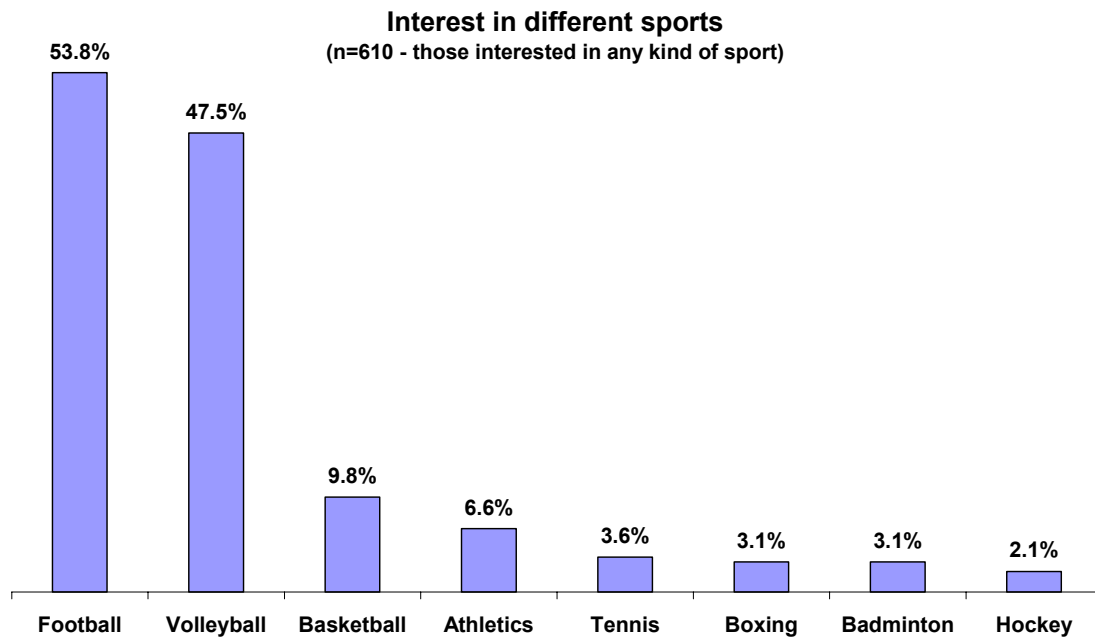


Programmes are listed left to right in the order they were on the questionnaire. Note that the first three are not programme names but programme *genres* or types. In nearly every survey of this kind anywhere in the world, News and Music come first. Sport tends to be more popular than this, but see the next section for more on this. Perhaps there is not at present very much coverage to listen to. Note that the district news magazine programme *Hale'u Distritu* has a quite strong following.

## 10.2 Interest in Sport's Coverage

Sport has a place in the schedules of most broadcasters. But how interested are Timor Leste listeners in sport, and what sports are they most interested in hearing about? The previous analysis might suggest that not many East Timorese are interested. But the relatively low figures above may reflect the quality or quantity of sports coverage at present on RTTL rather than a lack of interest.

Because all respondents are potential listeners and viewers, the question “Are you interested in sport?” was asked of all respondents. 50.8% replied that they were interested. These interested respondents were then asked what kinds of sport interested them most. The following chart illustrates the responses.



Football, as in most countries in the world, is the most popular. Volleyball is, perhaps surprisingly, the second most popular sport, with significant support for basketball and athletics. Badminton and hockey, popular in some other countries in this part of Asia, do not yet have a large following here.

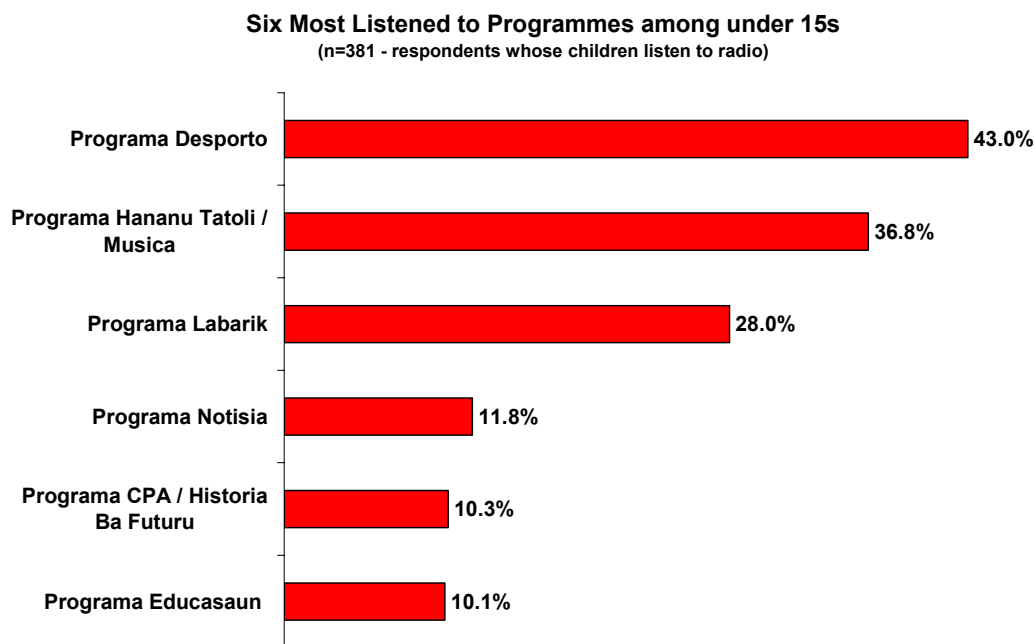
## 10.3 Listening by Children

As in most developing poor countries, Timor Leste has a very large number of citizens under the age of 15, the starting age for this survey. Children under this age were not included in our sample. Surveying children is something that can be done, but it is surrounded by difficulties of access and international ethical rules on interviewing minors. It means that their interests and media use are not measured at all in most countries, especially the poorer ones, and it is in these countries where they can be a very large and important component of the audience.

We decided to try asking the parents if their children ever listened to the radio, and if they did, what they liked to listen to and whether they ever listened to one of the programmes broadcast by RTL for children, Radio Lafaek.

There are evidently a lot of children who do listen to the radio. Of the entire sample, 86% have children less than 15 years old in the household. These were all asked if their children listen to the radio. 37% of all respondents, 43% of those with children, say that their children do listen to the radio. Further analysis shows, as one would expect, that in most homes with a radio set, children do listen.

What do they like to listen to or watch? The following chart shows the top six programmes/programme types mentioned by adults whose children, they said, listen to radio<sup>5</sup>. It is important to note that this was an open-ended question. No list of programmes was mentioned at this point. Altogether, more than 25 different programmes and programme *genres* were mentioned.



Radio Lafaek, a radio programme for children made for RTL by Care, was mentioned spontaneously by only three respondents. However, the following question named it specifically and asked if any of the respondent's children listened to it. Among those with children who listen to radio, 25% said that the children did listen to Radio Lafaek

<sup>5</sup> This question was intended to refer to radio programmes on RTL for children but some respondents, without being corrected by interviewers, referred to some TV programmes. The only TV programme for children in the chart is Programa CPA/Historia Ba Futuru.

## 10.4 Listener participation programmes

The rapid and recent growth of cell phones in Timor Leste has made listener participation programmes more feasible than when the country relied on only land line phones. We asked “Have you ever heard Listener participation programmes on RTTL radio – that is to say programmes that listeners can use their phones to call and take part in?”

27.6% of all respondents, 50.2% of RTTL listeners, said that they had listened to a participatory programme. What had they listened to? There was no list of programmes. This was an open-ended question. The following table gives the programmes mentioned by 2% or more among those who had heard any participatory programmes. We know that some of these are not strictly what was meant by participation programmes! But here, as elsewhere, we are reporting what respondents said in response to the questions.

Didika musika/hananu tatoli	72.9%
Intraktivo	29.2%
Povo husu Governo hatan	13.7%
Hanoin lisuk	5.6%
Debates	3.8%
Haleu Distritu	2.9%

Had these respondents ever taken part or attempted to take part in any such participation programmes? 4.5% of all respondents, 8.2% of RTTL listeners, said that they had. We also asked, if the respondent had not taken part or attempted to, what the reasons were. The most common response was lack of a phone, followed by the problem of the cost of the phone call. Several respondents said that they had tried to call RTTL but had failed to get through.

## 10.5 Suggestions for RTTL programmes

The question put to RTTL listeners was “Do you have any suggestions for programmes that RTTL could produce that you would like to hear?” This was an open-ended question. Answers were very varied; 68 different categories of suggestion were coded. Many respondents made no distinction between TV and radio and took the question to mean that it covered both. It is a very positive result in the sense that respondents were very willing to make suggestions and express opinions on this matter quite freely. 62% of respondents had something to say, slightly more than were presently able to be RTTL listeners or viewers. The following table shows those comments and ideas that were suggested by 1% or more. I have based the analysis on those who responded to this question. The percentages are of those who had something to say. Note that many respondents tended to ignore the programme focus of the question and instead answer with comments about the difficulty of listening or viewing, or make comments on perceived programme quality issues.

Improve transmission of Radio/TV	39.2%
Improve News	21.4%
Solve electric power problem	5.9%
Government to provide facilities for rural people to hear radio	5.1%
Programmes related to our culture	3.9%
Move to a 24 hour schedule	3.9%
District development programme about all 13 Districts	3.3%
Increasing cultural programmes from 13 districts	2.5%
Agricultural programmes	2.3%
Education programmes	2.0%
More Didika Muzika	1.6%
Programmes on peace and reconciliation	1.5%
Political debates on conflict in East Timor	1.1%

The top priorities for many respondents, all spontaneous with no prompting from the questionnaire, were to improve transmission and reception and to improve the quality and coverage of the news. Other concerns included some related ones like the need to improve the availability of electricity and the provision of facilities for more to listen to radio. The large number of other suggestions included several suggestions for programmes to be added to RTTL schedules, the extension of coverage of both radio and TV services, and the addition of programmes to address current concerns about security.

## **11. RTTL TV programmes**

### **11.1 Popular TV Programmes**

The questionnaire asked respondents to say what TV programmes they watched most often, what they had watched during the last four weeks and what programmes they most wanted to see. A prepared list of 9 TVTL programmes was given.

#### **11.1.1 Most often watched programmes**

Those who had been identified as TVTL viewers were asked “What programmes on TVTL do you most often view?” The following table is based on those who responded to this question – 506 respondents.

Telejornal	69.5%
Dokumentarius	5.9%
Palku Muzikal	21.8%
Debates, Hanoi Lisuk	13.3%
Interaktivu	10.0%
Debates, Povu husu Governu hatan	11.5%
Programa Culinaria / Te'in	2.8%
Programa Infantil – TNOF	8.2%
Hametin Ita nia Fiar	2.8%
Other	7.9%

Not very many other programmes were mentioned and only one of them by more than a handful. 2.3% of TVTL viewers mentioned having viewed the CPA programme.

### 11.1.2 Programmes watched during the last four weeks.

The same respondents were then asked “Which of these TVTL programmes have you viewed at all during the last four weeks?”

Telejornal	62.1%
Dokumentarius	2.3%
Palku Muzikal	7.7%
Debates, Hanoin Lisuk	5.9%
Iteraktivu	3.8%
Debates, Povu husu Governu hatan	4.4%
Programa Culinaria / Te'in	0.5%
Programa Infantil – TNOF	3.1%
Hametin Ita nia Fiar	1.0%
Other	5.1%

### 11.1.3 Programmes viewers most want to see.

Irrespective of whether favourite programmes were currently being aired, what would they most like to see. The question was “Thinking of all kinds of things that you view on TVTL, what kinds of programme do you most want?”

Telejornal	66.7%
Dokumentarius	2.3%
Palku Muzikal	16.9%
Debates, Hanoin Lisuk	7.2%
Iteraktivu	5.1%
Debates, Povu husu Governu hatan	6.4%
Programa Culinaria / Te'in	2.1%
Programa Infantil – TNOF	3.6%
Hametin Ita nia Fiar	2.3%
Other (Specify)	6.2%

### 11.1.4 Preferred languages for TV

As for radio, we asked viewers what their preferred language would be. The question asked was “When you watch TV what language or languages would you most prefer to hear?” The percentages here are based on active TV viewers only. Note that at present TVTL does not use Bahasa Indonesia.

Tetum	74.2%
Bahasa Indonesia	40.8%
Portuguese	15.5%
English	7.4%
Other	1.5%

<sup>6</sup> I don't know if the fact that some of these figures are a lot lower than in the last table had to do with these programmes being off the air when the survey was under way as I do not have a TVTL schedule for the period.



And if there were only one language available on TV what would viewers prefer that language to be? Again the percentage is based on respondents who answered this question being active TV viewers.

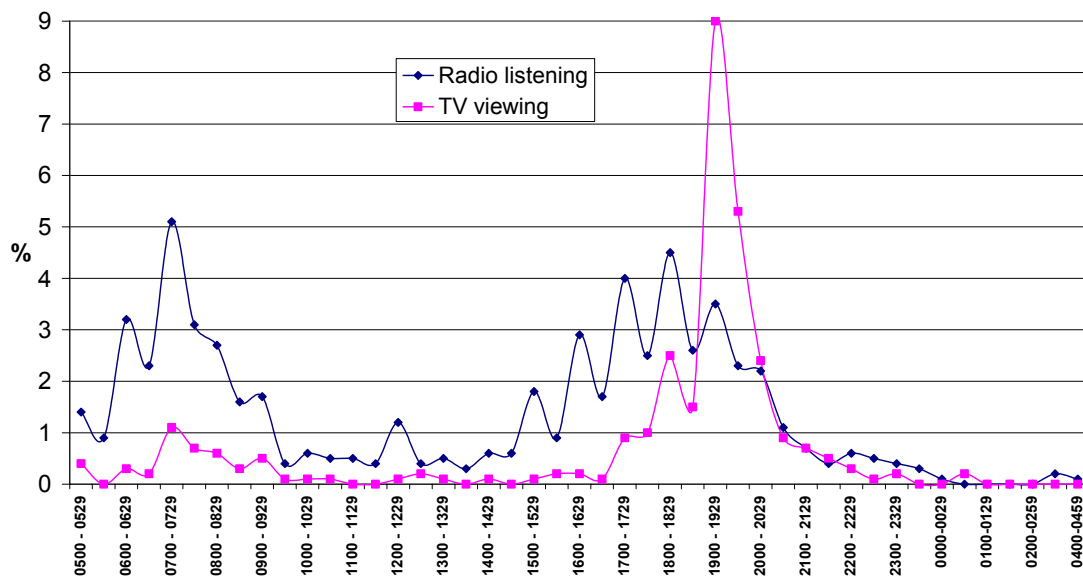
Tetum	75.1%
Bahasa Indonesia	19.2%
Portuguese	3.7%
English	0.4%
Other	1.5%

## 12 Radio listening and TV viewing times

### 12.1 Viewing and Listening “yesterday”

A standard way of assessing actual media time use is to ask what times respondents listened to radio or watched television on the previous day. The following chart shows the results from this question. Listening and viewing charts like this are standard media research instruments that show to radio and TV schedulers when peak listening and viewing times are, and by doing surveys on a regular basis, changes over time, as the result of changes in time use as well as changes in the scheduling of programmes, and sometimes other factors, can bring about changes in people’s listening and viewing behaviour.

Radio listening and TV viewing times yesterday (n=1272)



The peaks for radio listening are between 0600 and 0900, and then between 1600 and 2000. For TV there is just one peak between 1830 and 2030. There is almost no viewing or listening after midnight and very little in the late morning and early afternoon.

## 12.2 Preferred times of listening and viewing

The chart above shows the times that respondents said they had listened or viewed on the previous day, but what times are best for them? This was the next question put to all viewers and listeners.

<b>Preferred Times for Radio and TV</b>		
<b>Time Periods</b>	<b>For Radio</b>	<b>For TV</b>
Early Morning - Before 6.00 a.m.	5.7%	0.8%
Between 6.00 and 9.00 a.m.	14.1%	3.1%
Between 9.00 a.m. and Midday	2.7%	0.8%
Between Midday and 3.00 p.m.	2.1%	0.2%
Between 3.00 and 6.00 p.m.	9.9%	2.5%
Between 6.00 and 9.00 p.m.	23.3%	22.8%
Between 9.00 p.m. and Midnight	2.7%	3.1%
After Midnight	0.2%	0.3%

Note that there is a difference between radio and TV preferred times, especially in the morning with few viewers choosing that period. But the times in the evening are similar. Note that these coincide with the peaks for radio and TV use.

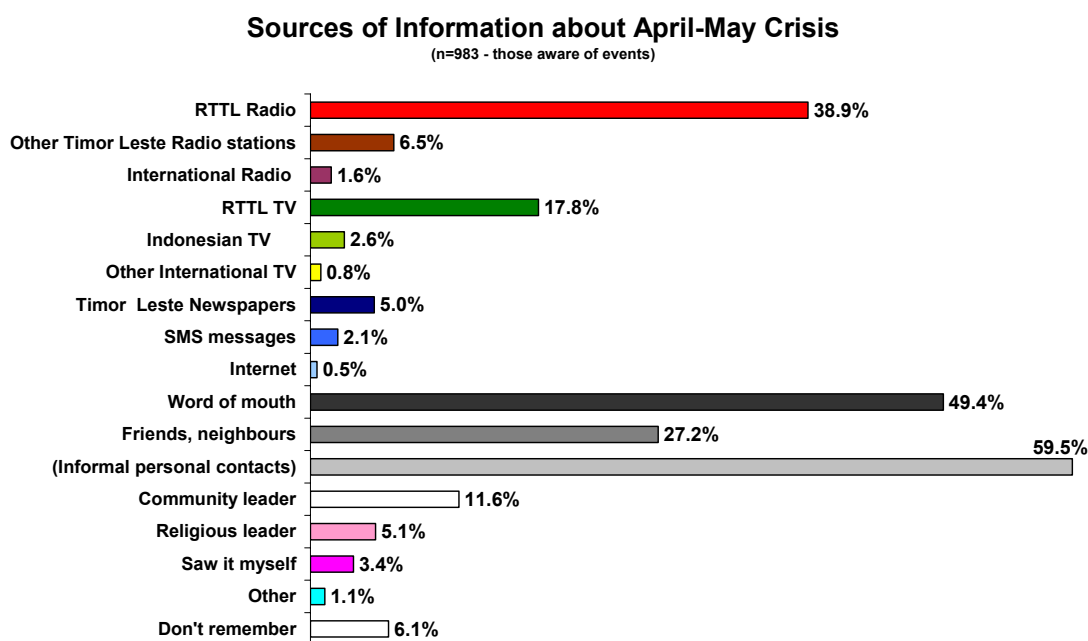
## 13 The events in Dili in April-May 2006

### 13.1 Primary Sources of Information

How did people first hear about the violent upheaval that happened, especially in Dili, during this period? What were their sources?

Our first question was “I want now to ask about some events that happened in April and May this year in Timor Leste. Are you aware of what happened?”

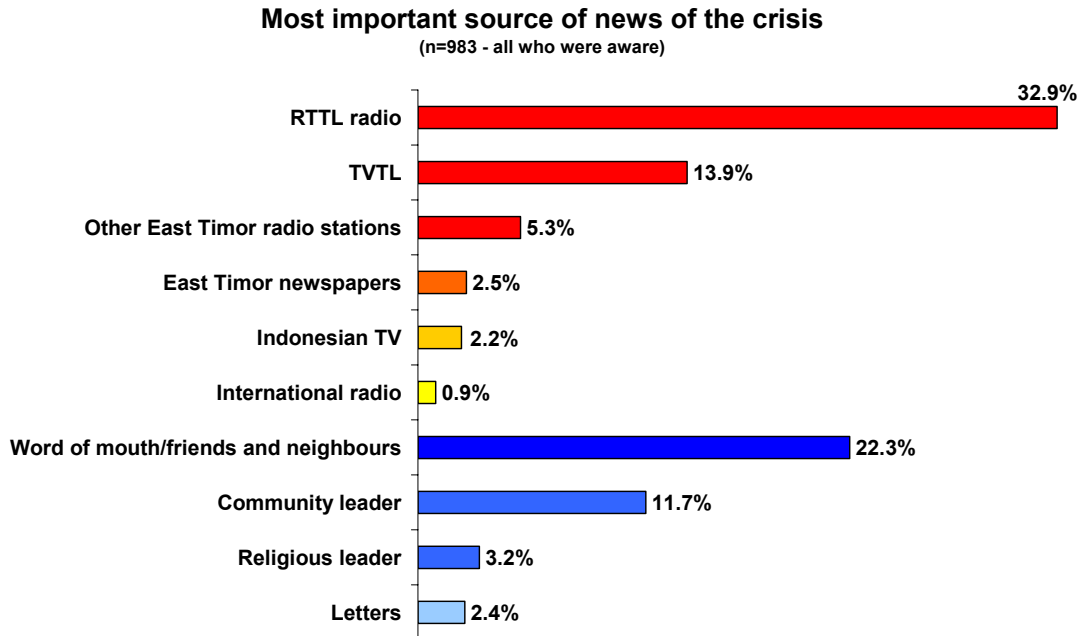
81.9% said they had heard the news. Those respondents were then asked a series of further questions. First, “How did you first hear about what happened?” These were their sources.



Respondents were able to name more than one source. Note the major importance of personal contact which was more relied on than the electronic, print or other mass media. The bar entitled “Informal Personal Contacts) adds together “Word of Mouth” and Friends and Neighbours” but removes any duplication.

## 13.2 Most Important Source

Which of these was the single most important source of news about the events for the duration of the crisis?

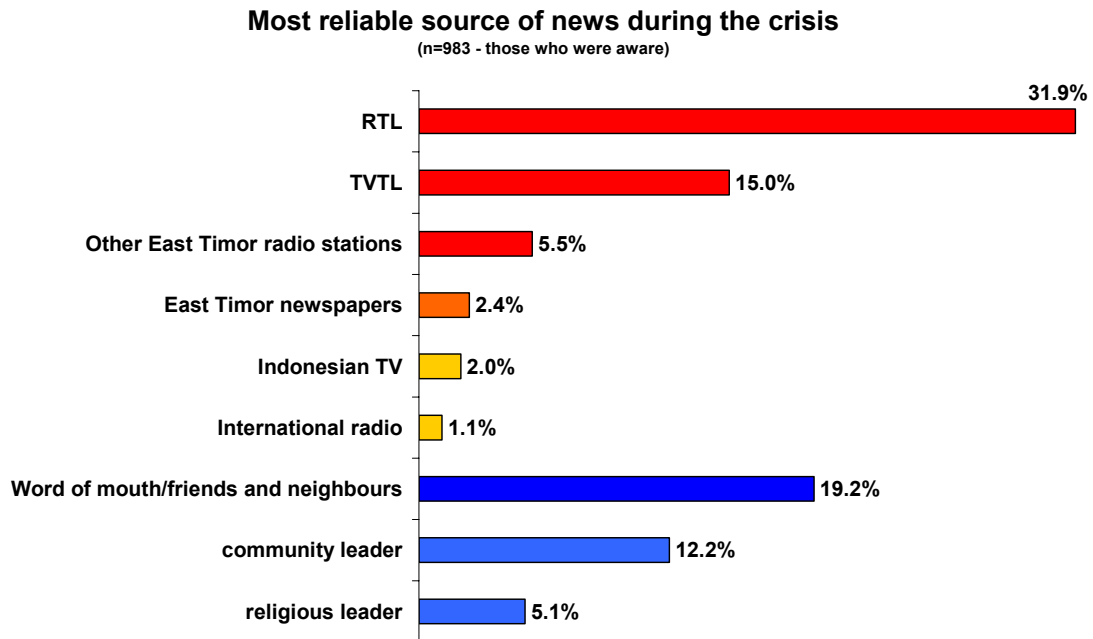


Given the transmission problems of both RTTL radio and TVTL, this is a good result for both. As this question allowed only one answer, there is no duplication here. The data show that for 47% of East Timor's adult population, nearly half the population, RTTL coverage of the crisis was the single most important source of news.

"Letters" was not a category on the questionnaire. Timor Leste is one of the very few countries in the world that has no domestic mail service. Letters are carried on an informal basis between towns and villages by travellers, tradesmen, bus drivers and similar. It is significant that 27 respondents named this source as the single most important one for them. Note that inter-personal sources, including friends, neighbours, letters, leaders and general word of mouth form the most important source for 40%.

### 13.3 Most Reliable Source

What medium was viewed as the most reliable source of information about the crisis?

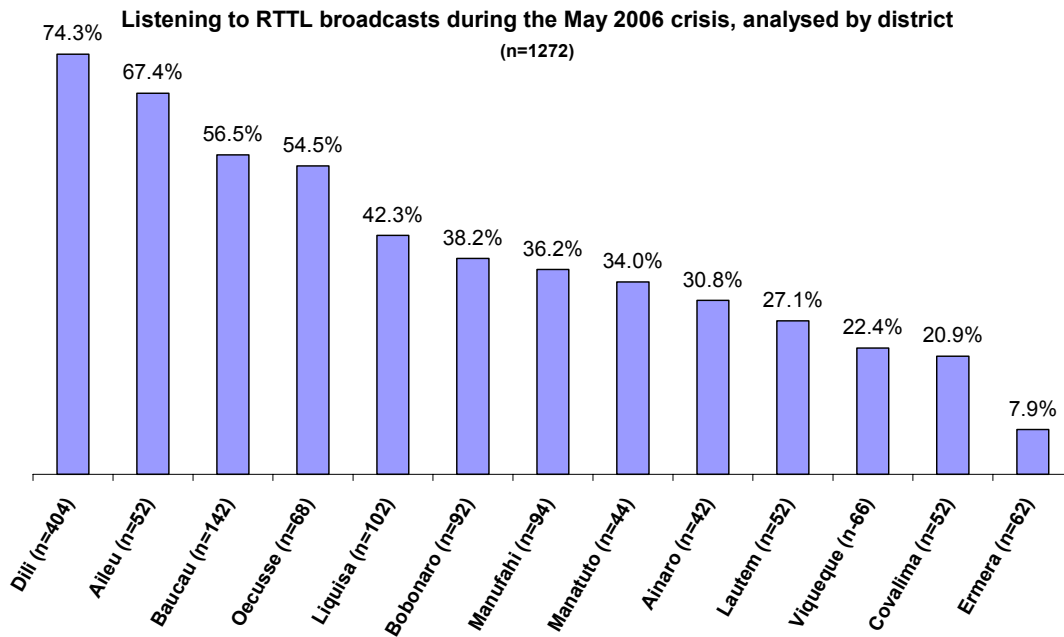


Again, we can add the two RTTL figures together. For the duration of the crisis, 47% viewed RTTL reportage on the crisis as the reliable source.

It is worth recording that a small but significant number answered this question by saying that they trusted only to their traditions. These respondents (47 in all) did not want to put any trust in any source other than their ancestors and traditions.

### 13.4 Use of RTTL during the crisis of April-May 2006

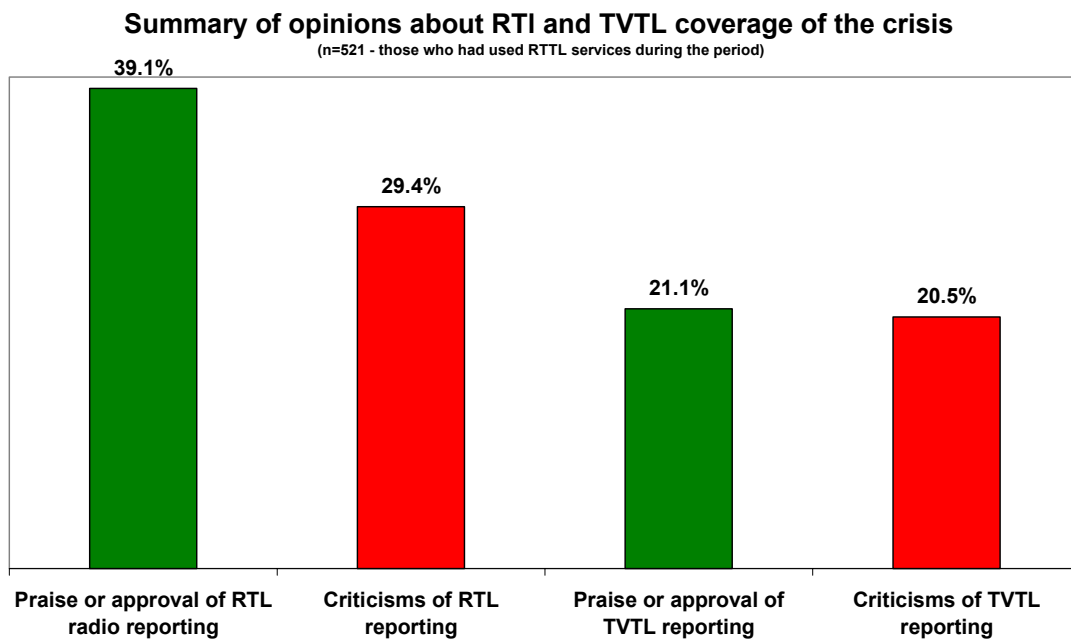
We asked all respondents if they tuned to RTTL during the crisis. 43% of the total sample had used RTTL services – that is 53% of those who were aware of the crisis. Given the difficulty that many people have in hearing RTTL broadcasts in some parts of the country, it is clear that RTTL played a major role in informing the nation during this critical period.



Some caution in interpreting the results is needed as some of the district samples are quite small. However we can say that use of the national broadcaster during the crisis was very high in the capital, Aileu, Baucau and Oecusse. Reception problems were probably the reason why levels were lower elsewhere, especially in Ermera and to some extent also in Covalima, Viqueque and Lautem.

### 13.5 Opinions of RTTL coverage of the crisis

Everyone who had listened or watched RTTL output during the 2006 crisis was then asked how they would describe the reporting of RTTL. This was an open-ended question since we had no idea what kinds of things respondents would say. This is a tricky problem in this kind of research and one can get as many different responses as there are respondents. The research team has done an analysis putting together the responses into a series of similar categories. They did so using two groups; comments about RTL radio and then about TVTL, the TV service. We have selected those comments that were made by more than 4% of the respondents. Some praised the coverage but there were also many who were critical. The percentages are of those who listened to at least some RTL or TVTL output.



This is a good result for the national broadcaster given the problems that faced it during the crisis. There were more who believed that RTL radio was reliable than those who were critical. Approval and criticism of TVTL were evenly balanced.

Many respondents made the point that RTTL must report on the International Commission investigating what had happened. Some said that the journalists needed to be more brave and free from interference. Some said that RTTL's performance was mixed; some of it was good, other parts were not so good. . A significant minority (13% of those who had listened to or watched RTTL output during the crisis) responded to this question by saying that they did not know what to think, whether the reports were reliable or not.

## **14 General Opinions of RTTL**

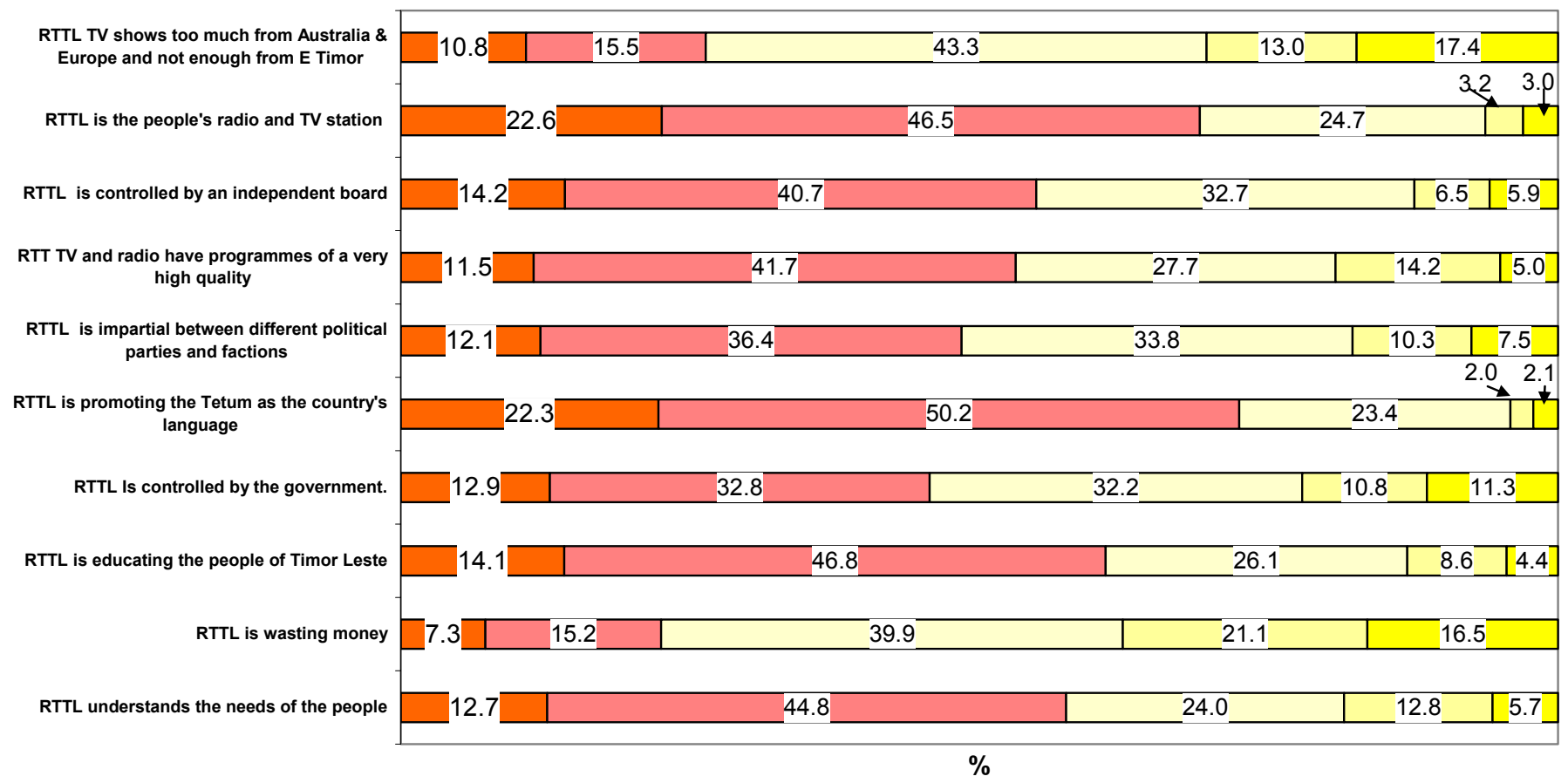
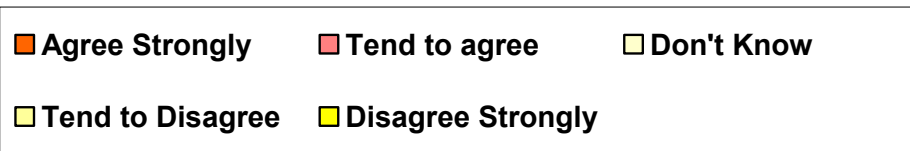
We sought also to measure the general opinions of East Timorese about their national public broadcaster.

A list of opinion statements was read to respondents and each was asked to say whether they agreed or disagreed with each and the relative strength of these opinions. The following table shows the responses. Note that people in Timor Leste are prepared both to be critical and to give some credit to RTTL for what it does.

The chart contains a lot of information. To enable it to be read more easily it is printed on the following page in larger scale than previous charts



# Opinions about RTTL (n=1272)



Most respondents view the broadcaster positively in terms of its public service role (“the people’s radio and TV”) its promotion of Tetum as the national language, its role in public education, its understanding of people’s needs, the independence of its controlling board and the quality of its programmes. Many have no opinion on the foreign content of many programmes, but a slight majority of those who do have views think that there is too much from Europe and Australia. Many also have no opinion on whether RTTL is wasting money. But a majority of those with an opinion on this do not believe that it is wasting money. Nearly half the respondents agree that RTTL is controlled by government, which might seem to contradict the view that it is controlled by an independent board. Further analysis shows that most hold both views! This probably reflects the fact that the concept of the political independence of state owned media is not yet well understood and may be something that RTTL needs to communicate better.

## ***15 Opinions about the role of the news media in Timor Leste***

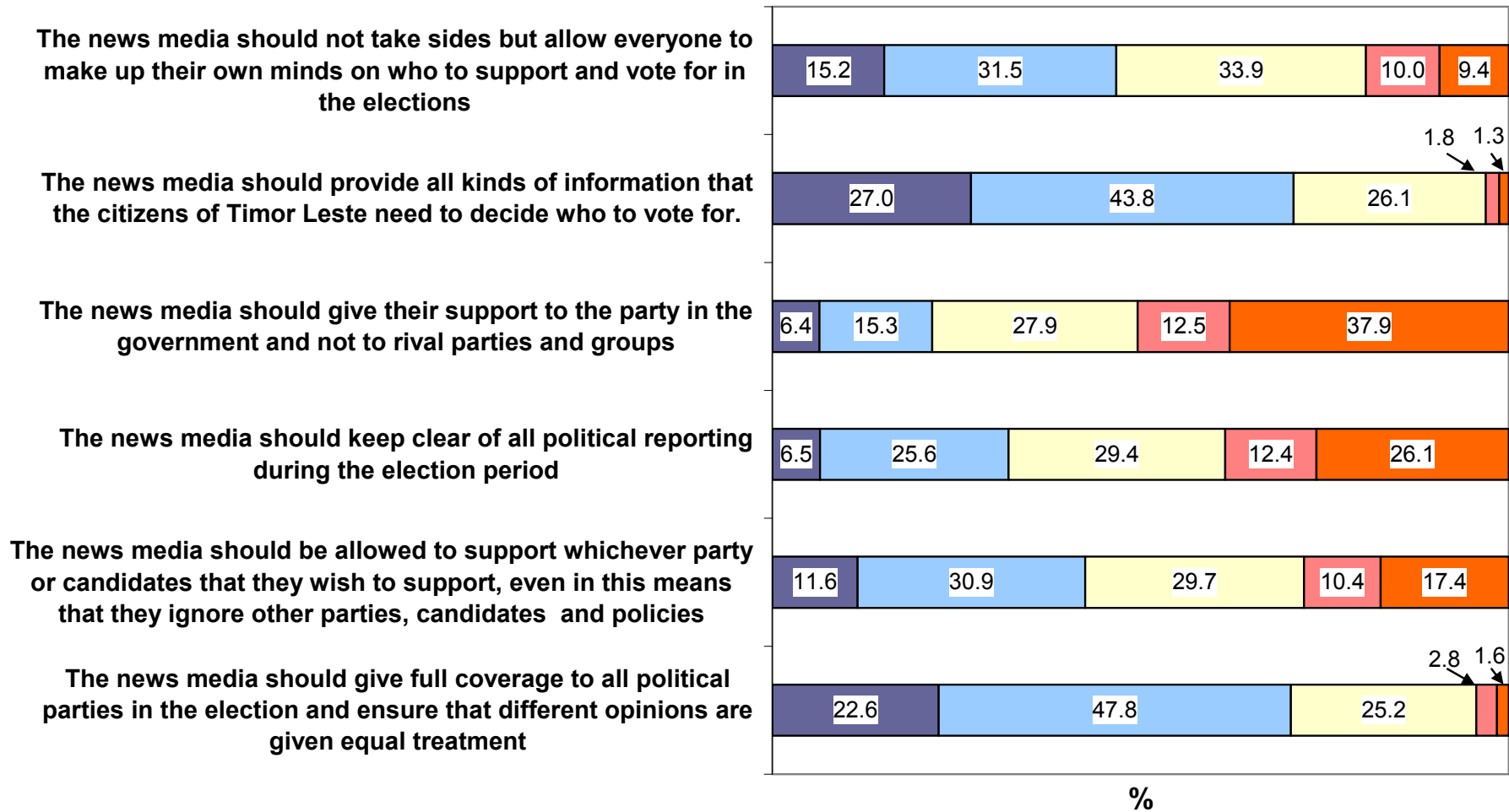
The last question asked respondents for their views about the role of the media, especially in the period running up to national elections. This was the question:

“What do you think that the media – that is the radio stations, the TV and the newspapers - should do for the coming elections? Here are some views about this subject and I want to know what you think, whether you agree or disagree with each of them.” As with the previous chart, the amount of information here requires space. The chart is on the following page.

Note that the questions were carefully chosen so that some were in favour of democratic values and some tending towards authoritarian ones. Not surprisingly there are some contradictory views. A majority clearly supports the notion of media giving equal treatment to different views and political parties. But a majority also favour the idea that individual media should be allowed to take sides. Opinions were only slightly slanted against the notion that all media should steer clear of all political reporting during the election period. Most disagreed however with the idea that the media should support the ruling party. An overwhelming majority favoured the view that news media should provide all kinds of information needed for them to make decisions about who to vote for and a majority also agreed with the idea that news media should not take sides but allow people to make up their own minds.

This is a good augury for democratic politics in Timor Leste!

**Opinions about the responsibilities of the media (n=1272)**



## Appendix

### Timor Leste 2006 Media Survey

Questionnaire Number

District.....Sub- District:

.....Suco.....Aldeia.....

Interviewer.....

Date

*Speak to an adult member of the selected household.*

\*I am part of a team that is conducting some research into communications in Timor Leste. Can you assist me with this task please? All information collected is strictly confidential.\*

S1. How many people live in this household? .

S2. Among these, how many are children less than 15 years old? .

S3. Please tell me the names of everyone that is 15 years old and older, starting with the oldest and then the next oldest and so on.

	Age	1	2	3	4	5	6	7	8	9	0
1		1	1	1	1	1	1	1	1	1	1
2		2	1	2	1	2	1	2	1	2	1
3		3	1	2	3	1	2	3	1	2	3
4		2	3	4	1	2	3	4	1	2	3
5		1	2	3	4	5	1	2	3	4	5
6		4	5	6	1	2	3	4	5	6	1
7		7	1	2	3	4	5	6	7	1	2
8		5	6	7	8	1	2	3	4	5	6
9		4	1	2	3	4	5	6	7	8	9
10		1	2	3	4	5	6	7	8	9	10
11		11	1	2	3	4	5	6	7	8	9
12		10	11	12	1	2	3	4	5	6	7
13		8	9	10	11	12	13	1	2	3	4
14		5	6	7	8	9	10	11	12	13	14
15		15	1	2	3	4	5	6	7	8	9

*Look along the row of the last person on the list. Go to the column headed with the last digit of the questionnaire number at the top of the page. The number in that square is the number of the person in the list that you are to interview. If the selected person is not available try to find out when he or she will be available and arrange to call again. If the person is not going to be available that day, choose the next person on the list. Now begin the interview. You need to repeat the sentence above – marked with \**

Q1. Sex: Male 1 Female 2

Q2 Age: (Write in the age)  .

Q3 What level of education have you reached? (One only)

No schooling	1
Some Primary	2
Completed Primary	3
Some Secondary	4
Completed Secondary	5
College/University	6

Q.4, What language is your own mother tongue? (*Record one only*)

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	

Q.5 What language/languages can you speak well? (*Record all that are said.*)

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	
Other (Specify)	
Other (Specify)	

Q.6 What language/languages can you read? (*Record all that are said.*)

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	
Other (Specify)	
Other (Specify)	

Q.7 . What is your main occupation? (*One Only*)

Farmer/Fishing	1
Business man/woman	2
Petty Trader	3
Student	4
Teacher/Lecturer	5
Housewife	6
Labourer/Unskilled worker	7
Skilled worker/technician	8
Health worker	9
office worker	10
Unemployed	11
Other ( <i>Write In</i> ). . . . .	12

. Q.8 Can you tell me approximately what your household income is? Which of the following categories would it be in?

Less than \$10	1
Between \$10 and \$25	2
Between \$25 and \$50	3
Between \$50 and \$75	4
Between \$75 and \$100	5
Between \$100 and \$150	6
Between \$150 and \$200	7
Over \$200	8

Q. 9 What is your religion?

Christian (Roman Catholic)	1
Christian (Protestant, evangelical, Baptist etc)	2
Moslem	3
Hindu	4
Animist	5
No religion	6
Other (write in)	7

Q. 10 For how long have you lived here in this area?

After April 2006	1
Before April 2006	2

Q.11 Thinking about information about current events, how do you get such information? What sources of information do you use? (*Record any sources that are mentioned*)

RTTL Radio	1
Other Timor Leste Radio stations	2
RTTL TV	3
Timor Leste Newspapers	4
International Radio (specify which radio)	5
Indonesian TV (Specify which)	6
Other International TV (Specify which)	7
Internet	8
SMS messages	9
The Police	10
Health Centres	11
Word of mouth	12
Friends, neighbours	13
Community leader	14
Religious leader	15
Other (specify)	16

Q.12 And of these sources which is the most important to you? *(Record one only)*

RTTL Radio	1
Other Timor Leste Radio stations	2
RTTL TV	3
Timor Leste Newspapers	4
International Radio (specify which radio)	5
Indonesian TV (Specify which)	6
Other International TV (Specify which)	7
Internet	8
SMS messages	9
The Police	10
Health Centres	11
Word of mouth	12
Friends, neighbours	13
Community leader	14
Religious leader	15
Other (specify)	16

Q.13 What is the most reliable source of information about current events in this country? *(Record one only)*

RTTL Radio	1
Other Timor Leste Radio stations	2
RTTL TV	3
Timor Leste Newspapers	4
International Radio (specify which radio)	5
Indonesian TV (Specify which)	6
Other International TV (Specify which)	7
Internet	8
SMS messages	9
The Police	10
Health Centres	11
Word of mouth	12
Friends, neighbours	13
Community leader	14
Religious leader	15
Other (specify)	16



Q.14 Do you ever read a newspaper or magazine? Yes 1 No 2

(If Yes go to Q.15. If No, Go to Q.17)

Q 15 Which newspaper or magazine do you ever read? (Record in the "Ever Read" Column)

Q 16 When did you last read one of these. (Record in the "Last Read" Columns)

Q. 15	Q. 16 Last Read				
	Ever Read	Today or Yesterday	Within the last seven days	Within the last month	Within the last Year
Title:					
Timor Post	1	1	1	1	1
Suara Timor Lorosae (STL)	2	2	2	2	2
Diairo Nasional	3	3	3	3	3
Jornal Progresso	4	4	4	4	4
Seminario	6	6	6	6	6
Jornal Labarik	7	7	7	7	7
Lafaek	8	8	8	8	8
Mauliar Times Monthly	9	9	9	9	9
Other (Write In) . . . . .	10	10	10	10	10

Q.17 Have you ever listened to the radio? Yes 1 No 2 (If Yes go to Q.18

If No, to Q.22 )

Q.18 Usually where do you listen to radio?

(Only one)

At my home	1
At friends' or neighbours' homes	2
At hotel or café	3
At community centre	3
At work	4
When travel to another place	5
Other (Write In) . . . . .	6

Q. 19 Apart from today, when did you last listen to the radio? (Only one)

Yesterday	1
Within the past week	2
Within the past month	3
More than one month ago	4

Q.20 About how often do you listen to the radio? (Only one)

Every day/nearly every day	1
Less often but at least once a week	2
At least once a month	3
Less than once a month	4

Q.21 Usually when you listen to the radio, do you listen with other people or on your own? (*Only one*)

Usually on my own	1
Usually with others	2
Both on my own and with others	3

Q. 22 Which of the following items do you have at your home? (*Record any that the respondent has NB Use this questions with sensitivity. Some of the items can be observed without the need to ask. Try to avoid offending the feelings of respondents. The same applies to the following questions also about other household items..*)

*(A. Communications facilities)*

TV Set	1
external antenna for TV	2
Satellite dish for TV reception	3
VCR/DVD player	4
Radio Set run on batteries +	5
Radio Set run on mains electricity +	6
Radio set with solar power	7
external antenna for radio	8
Cell/ Mobile Phone *	9
Fixed/Land line phone	10
Computer	11
Internet access	12
Other (specify)	13

*(B. Other facilities)*

Refrigerator	1
Washing machine	2
Bicycle	3
Electric power	4
Generator	5
Piped water	6
Flush Toilet	7
House built with brick/cement blocks	8
House built with timber	9
House built with mud/earth	10
Boat	11
Hand cart	12
Motor Car	13
Iron	14
Motor Bike	15
Rice cooker	16
other	17

Q23 (\*Ask all who say they have a cell phone) Usually how long does a \$10 phone card last before you need to buy another?

A week or less	1
Between one and two weeks	2
Two to four weeks	3
1 to 2 months	4
More than 2 months	5
Depends on situation (political / security)	6
Don't know	7

Q. 24 (+ ask all who have a radio) Q What wavebands does your radio have?  
(If possible, ask to inspect the set. Tick all that apply)

Shortwave - SW	1
Medium wave - MW or AM	2
FM or VHF	3
Radio on Cell Phone	4
Satellite Radio (Worldspace)	6
Set Inspected	7
Set Not Inspected	8
Other (specify)	5

Q.25 (Ask all who ever listen to any radio in Q.17) Do you ever listen to RTTL radio?

Yes 1 No 2

(If Yes, go to Q.26. If No go to Q. 32)

Q.26 What is reception of RTTL like usually when you listen to it here? (Only one)

Very Good	1
Good	2
Fair	3
Poor	4
Very bad	5
Cannot get RTTL	6
Other comment (Write in)	

Q. 27 (Ask all radio listeners) What languages do you listen to on radio? (Record all languages mentioned)

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	5

Q.28 When you listen to the radio what language or languages do you prefer to listen to? *(Tick any that are said)*

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	5

Q. 29 If only one language were available what would you prefer that language to be on the radio? (Only one to be recorded)

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	5

Q. 30. Do you have any problems to listen to the radio? Yes 1 No 2

Q.31 What problems? *(Record all that are mentioned)*

Batteries are expensive or hard to find	1
No money for set/cannot afford set	2
My set is broken	3
No time to listen	4
Not interested	5
No electricity, power cuts.....	6
No radio station to listen to here	7
No time to listen	8
Other (Specify)	9

Q 32. *(In District capitals and Dili only)* Do you ever use the Internet? Yes 1 No 2

*(If Yes, go to Q33) If No go to Q.37)* How Often do you use the Internet?

Every day/nearly every day	1
Less often but at least once a week	2
At least once a month	3
Less than once a month	4

Q. 34. Where do you use the Internet. *(Record any that apply)*

Use at home	1
At Internet café	2
At work	3
No I never use	0

Q.35 When did you last use the Internet? *(One only)*

Yesterday	1
Within the past week	2
Within the past month	3
More than one month ago	4

Q.36 When you use the Internet, what do you use it for? *(Tick any that apply)*

Emailing	1
for jobs	2
For general information	3
for general news	4
for music	5
for East Timor information	6
For information about Asia	7
Other (Write in)	8

Q.37 Have you ever watched TV? Yes 1 No 2 *(If Yes go to Q38 . If No, Go to Q43)*

Q.38 How often do you watch TV? *(Only one)*

Every day/nearly every day	1
Less often but at least once a week	2
At least once a month	3
Less often than once a month	4

Q.39 Usually where do you watch TV? *(Only one)*

At my home	1
At friends' or neighbours' homes	2
At a café or hotel	3
At a community centre	4
At work	5
Other <i>(Write In)</i> . . . . .	6

Q. 40 Do you have a TV set in working order at your home?

Yes 1 No. 2.

*(If Yes go to Q 41 If No, Go to Q 42)*

Q.41. Do you have a satellite dish connected to the television? Yes 1 No 2

Q.42. Apart from today, when did you last watch TV? *(Only one)*

Yesterday	1
Within the last seven days	2
Within the past month	3
Longer ago	4

Q.43. Did you watch any of the World Cup Football matches on TV a few months ago? Yes 1 No 2

Q. 44. *(If Yes)*. Did you watch the final between France and Italy? Yes 1 No 2

*NB. For these next four questions, interviewers should use the grid on the next page:*

Q. 45 Can you tell me the names of all the radio stations that you can think of? It doesn't matter whether you listen to them or not, I'm just interested in any that you can remember the name of. *PROBE: Which others? DO NOT READ OUT OR SHOW RESPONDENT LIST.*

Q. 46 And aside from those which you have just mentioned to me, which of the following radio stations or broadcasters have you ever heard of that you have not mentioned already? *READ OUT EACH LISTED IN GRID AND NOT MENTIONED IN ANSWER TO. Q.45 AND MARK RESPONSE IN APPROPRIATE COLUMN.*

Q. 47. Which of these radio stations have you ever listened to? *READ OUT EACH CODED AT Q.45 OR Q.46 AND CODE RESPONSE IN APPROPRIATE COLUMN*

Q. 48 And not including today, when did you last listen to.....? *READ OUT EACH CODED AT Q47 AND MARK RESPONSE IN APPROPRIATE COLUMN UNDER QC5. SINGLE CODE ONLY*

Station Name	Spontaneous Awareness Q. 45	Prompted Awareness Q. 46	Ever listened Q. 47	Yesterday	Within last 7 days	Within last 4 weeks	Within last 12 months	Longer ago
RTTL	1	1	1	1	1	1	1	1
Radio Los Palos	2	2	2	2	2	2	2	2
Radio P Viqueque	3	3	3	3	3	3	3	3
Radio Same	4	4	4	4	4	4	4	4
Radio Maliana	5	5	5	5	5	5	5	5
Radio Liquica	6	6	6	6	6	6	6	6
Radio Oecusse	7	7	7	7	7	7	7	7
Radio Rakambia	8	8	8	8	8	8	8	8
Radio Lorico Lian	9	9	9	9	9	9	9	9
Radio Timor Kmanek	10	10	10	10	10	10	10	10
Radio Falantil	11	11	11	11	11	11	11	11
Radio Klibur	12	12	12	12	12	12	12	12
Radio Australia (English)	13	13	13	13	13	13	13	13
Radio Australia (Bahasa Indonesia)	14	14	14	14	14	14	14	14
BBC (English)	15	15	15	15	15	15	15	15
BBC (Bahasa Indonesia)	16	16	16	16	16	16	16	16
BBC (Portuguese)	17	17	17	17	17	17	17	17
VOA (English)	18	18	18	18	18	18	18	18
VOA (Bahasa Indonesia)	19	19	19	19	19	19	19	19
Radio Netherlands (English)	20	20	20	20	20	20	20	20
Radio Netherlands (Bahasa Indonesia)	21	21	21	21	21	21	21	21
RDP Rádio Difusão Portuguesa (Portuguese)	22	22	22	22	22	22	22	22
Radio Voice (Portuguese)	23	23	23	23	23	23	23	23
Radio Voice (Bahasa Indonesia)	24	24	24	24	24	24	24	24
Radio Manatutu	25	25	25	25	25	25	25	25
Radio Baucau	26	26	26	26	26	26	26	26
Radio Aileu	27	27	27	27	27	27	27	27
Radio Ainaro	28	28	28	28	28	28	28	28
Radio Suai	29	29	29	29	29	29	29	29
Radio Ermara	30	30	30	30	30	30	30	30
Other Radio (Write in name and language)	31	31	31	31	31	31	31	31
Can not think of anything	32	32	32	32	32	32	32	32

Q. 49 (For all listeners to RTTL ask Q.49. If a non listener to RTTL Radio, go to Q. 62 ) What programmes on RTTL do you most often listen to?

News	1
Music	2
Sport	3
Hale'u Distritu	4
Rubsika Feto	5
Edukasaun Sivika	6
Debates	7
Hamaluk IMI	8
Apreinde Portugues	9
Pelataran Bahasa Inggris	10
Seluk tan (Specify)	11

Q.50 Which of the following RTTL programmes have you listened to at all during the last four weeks?

News	1
Music	2
Sport	3
Hale'u Distritu	4
Rubsika Feto	5
Edukasaun Sivika	6
Debates	7
Hamaluk IMI	8
Apreinde Portugues	9
Pelataran Bahasa Inggris	10
Seluk tan (Specify)	11

Q.51 Thinking of all kinds of things that you hear on RTTL radio, what kinds of programme do you most want to hear?

News	1
Music	2
Sport	3
Hale'u Distritu	4
Rubsika Feto	5
Edukasaun Sivika	6
Debates	7
Hamaluk IMI	8
Apreinde Portugues	9
Pelataran Bahasa Inggris	10
Seluk tan (Specify)	11

Q.52 Are you interested in sport?

Yes 1 No 2



Q.53 (If Yes) What kind of sport interests you most?

Football	1
Tennis	2
Hockey	3
Badminton	4
Basketball	5
Boxing	6
Wrestling	7
Motor racing	8
Athletics	9
Volleyball	10
Other (Specify)	11

Q. 54 (Ask all who have children at home) Do your children listen to the radio?

Yes 1 No 2

Q. 55 (If Yes) What do they like to listen to?

(Open

ended).....

.....

.....

.....

Q. 56 Do any of your children ever listen to Radio Lafaek?

Yes 1 No 2

Q.57 . Have you ever heard Listener participation programmes on RTTL radio – that is to say programmes that listeners can use their phones to call and take part in?

Yes 1 No 2 (If NOT, Skip to Q61)

Q.58 (If Yes) What programme was that?

(Open

ended).....

.....

Q. 59 Have you ever taken part or attempted to take part in such a participation radio programme?

Yes 1 No 2

Q.60 (If No) Is there any reason you have not taken part?

Cost of call	1
Not interested in the topics	2
Tried to call but could not get through	3
Other (specify)	4

Q. 61 Do you have any suggestions for programmes that RTTL could produce that you would like to hear?

(Open ended).....

(Ask Q. 62 of ALL radio listeners. Ask Q.63 of all TV viewers)

(Q.62a I want you to think about yesterday and what you listened to on radio (Actually asked later as Q 66A)

Q.62b At what time did you watch TV yesterday? (Actually asked later as Q 66B)<sup>7</sup>

(For all TVTL viewers ask Q.63. If a non viewers to TVTL, go to Q.71)

Q 63 What programmes on TVTL do you most often view?

Telejornal	1
Dokumentarius	2
Palku Muzikal	3
Debates, Hanoin Lisuk	4
Iteraktivu	5
Debates, Povu husu Governu hatan	6
Programa Culinaria / Te'in	7
Programa Infantil – TNOF	8
Hametin Ita nia Fiar	9
Other (Specify)	10

Q.64 which of the following TVTL programmes have you viewed to at all during the last four weeks?

Telejornal	1
Dokumentarius	2
Palku Muzikal	3
Debates, Hanoin Lisuk	4
Iteraktivu	5
Debates, Povu husu Governu hatan	6
Programa Culinaria / Te'in	7
Programa Infantil – TNOF	8
Hametin Ita nia Fiar	9
Other (Specify)	10

<sup>7</sup> This was done by the local agency. I am not sure why these questions were moved down the order.

Q.65 thinking of all kinds of things that you view on TVTL, what programme or kind of programme do you most want?

Telejornal	1
Dokumentarius	2
Palku Muzikal	3
Debates, Hanoi Lisuk	4
Iteraktivu	5
Debates, Povu husu Governu hatan	6
Programa Culinaria / Te'in	7
Programa Infantil – TNOF	8
Hametin Ita nia Fiar	9
Other (Specify)	10

Q.66A At what times did you listen to any radio yesterday?

Q.66B At what times did you watch any TV yesterday? (Grid used on next page)

	Times of Radio Listening Yesterday 66A	Times of TV viewing yesterday 66B
0500 - 0529		
0530 - 0559		
0600 - 0629		
0630 - 0659		
0700 - 0729		
0730 - 0759		
0800 - 0829		
0830 - 0859		
0900 - 0929		
0930 - 0959		
1000 - 1029		
1030 - 1059		
1100 - 1129		
1130 - 1159		
1200 - 1229		
1230 - 1259		
1300 - 1329		
1330 - 1359		
1400 - 1429		
1430 - 1459		
1500 - 1529		
1530 - 1559		
1600 - 1629		
1630 - 1659		
1700 - 1729		
1730 - 1759		
1800 - 1829		
1830 - 1859		
1900 - 1929		
1930 - 1959		
2000 - 2029		
2030 - 2059		
2100 - 2129		

2130 - 2159		
2200 - 2229		
2230 - 2259		
2300 - 2329		
2330 - 2359		
0000-0029		
0030-0059		
0100-0129		
0130-0159		
0200-0259		
0300-0359		
0400-0459		
View / listen, but it was just broken yesterday		
There was no electrical power yesterday		

Q. 67 (*Ask all radio listeners*) Aside from what happened yesterday, what times are best for you to listen to radio?

Q. 68 (*Ask all TV viewers*) what are the best times for you to watch TV?

Time periods	For Radio Q.64	For TV Q.65
Early Morning – before 6.00 am	1	1
Between 6.00 and 9.00 am	2	2
Between 0900 am and midday	3	3
Between midday and 3.00 pm	4	4
Between 3.00 and 6.00 pm	5	5
Between 6.00 and 9.00 pm	6	6
Between 9.00 and midnight	7	7
After midnight	8	8

Q.69 (*Ask all TV viewers*) When you watch TV what language or languages would you most prefer to hear on the TV? (Tick any that are said)

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	
Other (Specify)	
Other (Specify)	

Q.70 (*Ask all TV viewers*) If only one language were available on TV what would you prefer that language to be?

Tetum	1
Bahasa Indonesia	2
Portuguese	3
English	4
Other (Specify)	

Q.71 (*Ask everyone*) I want now to ask about some events that happened in April and May this year in Timor Leste. Are you aware of what happened? Yes 1 No 2 (*If Yes, go to Q 72. If no, go to Q77* )

Q.72 How did you first hear about what happened? (*Record any sources that are mentioned.*)

RTTL Radio	1
Other Timor Leste Radio stations (Specify)	2
RTTL TV	3
Timor Leste Newspapers (Specify)	4
International Radio (specify which radio)	5
Indonesian TV (Specify which)	6
Other International TV (Specify which)	7
Internet	8
SMS messages	9
Word of mouth	10
Friends, neighbours	11
Community leader	12
Religious leader	13
Other (specify)	14

Q.73 What was the most important source of information for you throughout the crisis?

RTTL Radio	1
Other Timor Leste Radio stations (Specify)	2
RTTL TV	3
Timor Leste News papers (Specify)	4
International Radio (specify which radio)	5
Indonesian TV (Specify which)	6
Other International TV (Specify which)	7
Internet	8
SMS messages	9
Word of mouth	10
Friends, neighbours	11
Community leader	12
Religious leader	13
Other (Specify)	14

Q.74 What was the most reliable source of information throughout the crisis?

RTTL Radio	1
Other Timor Leste Radio stations (Specify)	2
RTTL TV	3
Timor Leste News papers	4
International Radio (specify which radio)	5
Indonesian TV (Specify which)	6
Other International TV (Specify which)	7
Internet	8
SMS messages	9
Word of mouth	10
Friends, neighbours	11
Community leader	12
Religious leader	13
Other	14

Q.75 Did you listen to RTTL at all during this period?

Yes 1 No 2

Q.76 (If yes) how would you describe the reporting of RTTL during the period of the crisis in Dili?

(Open ended).....  
.....

Q.77 People have expressed different opinions about the national radio and TV broadcaster, RTTL. I am going to read out these opinions and I am asking if you agree strongly, tend to agree, tend to disagree or disagree strongly with each of these opinions about RTTL.

<i>Opinions about RTTL</i>	<i>Agree Strongly</i>	<i>Tend to agree</i>	<i>Tend to Disagree</i>	<i>Disagree Strongly</i>	<i>Don't Know</i>
<i>1 . RTTL understands the needs of the people</i>					
<i>2 .RTTL is wasting money</i>					
<i>3 . RTTL is educating the people of Timor Leste</i>					
<i>4 . RTTL Is controlled by the government.</i>					
<i>5 . RTTL is promoting the Tetum as the country's language</i>					
<i>6 . RTTL is impartial between different political parties and factions</i>					
<i>7 . RTT TV and radio have programmes of a very high quality</i>					
<i>8 . RTTL is controlled by an independent board</i>					
<i>9 RTTL is the people's radio and TV station</i>					
<i>10 RTTL TV shows too many programmes from Australia and Europe and not enough about Timor Leste</i>					

Q.78 This is the last question that I need to ask you. What do you think that the media – that is the radio stations, the TV and the newspapers - should do for the coming elections? Here are some views about this subject and I want to know what you think, whether you agree or disagree with each of them:

<i>Opinions about the news media and the elections</i>	<i>Agree Strongly</i>	<i>Tend to agree</i>	<i>Tend to Disagree</i>	<i>Disagree Strongly</i>	<i>Don't Know</i>
1 The news media should give full coverage to all political parties in the election and ensure that different opinions are given equal treatment					
2 The news media should be allowed to support whichever party or candidates that they wish to support, even in this means that they ignore other parties, candidates and policies					
3 The news media should keep clear of all political reporting during the election period					
4 The news media should give their support to the party in the government and not to rival parties and groups					
5 The news media should provide all kinds of information that the citizens of Timor Leste need to decide who to vote for.					
6 The news media should not take sides but allow everyone to make up their own minds on who to support and vote for in the elections					

Thank you very much for your time and your help in answering these questions. You have made a very important contribution to the improvement of the media in the country. Without your help we would not be able to do this important project, so we are very grateful to you for giving us your opinions, ideas and experience. Remember that everything that you say will be treated in strictest confidence. The sponsors of this research are the Swiss media development agency Fondation Hironnelle and if you have any questions or concerns you can address these to them through me or by writing to them at .....