SUMMARY

• The coronavirus is currently perceived as the most pressing issue facing the country (36%) followed by unemployment (33%).
• More than half (54%) of respondents stated that their financial situation has worsened due to the pandemic.
• About one third (35%) has either lost a job or received fewer work hours as a result of the virus.
• To make up for lost income, respondents spend less money on food (36%) and other necessities (43%).
• Thirty percent (30%) of respondents believe their economic situation would remain unchanged 12 months from now while twenty-five (25%) believe it would improve.
• One third (33%) believe their economic situation will worsen after one year.
SUMMARY

• The overwhelming majority of respondents maintain trust in the healthcare system (54% “Fully trust”, 27% “Rather trust”) and the Armenian health authorities (42% “Fully trust”, 27% “Rather trust”).

• The police also maintain a high amount of public trust (43% “Fully trust”, 29% “Rather trust”).

• Most believe that the government’s support packages for citizens were either extremely sufficient (19%) or somewhat sufficient (34%).

• Despite approval for the government’s support packages, about two thirds (65%) stated that they have not benefited from any of the government’s support measures.

• Among desired government support measures, postponing loan payment obligations received the most responses (27%) followed by subsidizing utility providers for payments (24%).

• Close to 43% percent of respondents believed that it was likely that schools will reopen normally in September. In the case schools reopened in September, 51% of parents would send their children to school.
METHODOLOGY

➢ Data collection: June 21-29, 2020
➢ Sample size: 774 respondents (18+ years old)
➢ Data collection method: Computer-Assisted Telephone Interviewing
➢ Selection of respondents: Random Digit Dialing, Probability proportional to size (PPS) sampling from mobile operators according to their market shares
➢ Response rate: 45 percent from successful call attempts
➢ Call attempts: In total 9605 calls attempts made to reach the sample
➢ Margin of error: Within 3.5 percent for the total sample
➢ Weighting: Post stratification weights by settlement type (capital/urban/rural), age and gender based on the data from Statistical Committee of the Republic of Armenia

NOTE: Figures in all following charts are shown as percentage of total (%) if not stated otherwise.
DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

Gender:
- Male: 45%
- Female: 55%

Settlement type:
- Urban: 27%
- Yerevan: 37%
- Rural: 36%

Age:
- 18-35: 36%
- 56+: 31%
- 36-55: 33%

Education:
- Incomplete secondary education: 6%
- Completed secondary education: 32%
- Secondary technical education: 21%
- Incomplete higher education: 5%
- Completed higher education: 31%
- Post-graduate degree: 2%
- Refuse to answer: 3%
**ECONOMIC CHARACTERISTICS OF RESPONDENTS**

About fifty-eight percent of respondents (58%) were employed, and almost eighteen percent (18%) of them were employed in “Agriculture, Fishing, Mining” sector.

Which of the following best describes your situation?

<table>
<thead>
<tr>
<th>Situation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed in the private sector</td>
<td>21%</td>
</tr>
<tr>
<td>Employed in the public sector</td>
<td>18%</td>
</tr>
<tr>
<td>Self-employed, including seasonal work</td>
<td>19%</td>
</tr>
<tr>
<td>Retired and not working</td>
<td>11%</td>
</tr>
<tr>
<td>Student and not working</td>
<td>1%</td>
</tr>
<tr>
<td>Housewife and not working</td>
<td>16%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>10%</td>
</tr>
<tr>
<td>Refuse to answer</td>
<td>3%</td>
</tr>
</tbody>
</table>

Which sector were you working in?

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture, Fishing, Mining</td>
<td>18%</td>
</tr>
<tr>
<td>RA</td>
<td>16%</td>
</tr>
<tr>
<td>Other</td>
<td>14%</td>
</tr>
<tr>
<td>Construction</td>
<td>12%</td>
</tr>
<tr>
<td>Agriculture, Fishing, Mining</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
</tr>
<tr>
<td>Health</td>
<td>6%</td>
</tr>
<tr>
<td>Education</td>
<td>5%</td>
</tr>
<tr>
<td>Construction</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
</tr>
<tr>
<td>Education</td>
<td>5%</td>
</tr>
<tr>
<td>Health</td>
<td>5%</td>
</tr>
<tr>
<td>Construction</td>
<td>3%</td>
</tr>
</tbody>
</table>

[Graph showing distribution of employment and sectors]
Close to a third of the respondents (31%) reported their households having a monthly income between 48,001-120,000 AMD (~98 – 245 USD) and around five percent (5%) had an income over 575,001 AMD (~1178 USD).

Taking into account the income of all family members of your household for the previous month, where does the household income fall after taxes?
ECONOMIC CHARACTERISTICS OF RESPONDENTS

Close to **thirty-five per cent** (35%) of the respondents **either lost their jobs or had a reduction in income due to the pandemic outbreak**. Interestingly, about **forty-five percent** (45%) of male respondents mentioned they had lost their job or had reduced hours of work, while **only twenty-seven percent** (27%) of women mentioned the same.

*Have you lost your job or had reduced hours or had reduced income as a result of the pandemic outbreak?*

- **35%** replied Yes
- **63%** replied No
- **3%** replied DK/RA

*Which of the following best describes any way that you have been able to make up for lost income? (Choose all options that apply) (Respondents choose from a list. Responses combined)*

- **43%** We spend less on other necessities
- **36%** We spend less on food
- **28%** I use the family savings
- **22%** I find odd jobs around the community
- **9%** My family provides me with financial support
- **7%** Government support
- **4%** Other support from humanitarian organizations/volunteers/donors
- **8%** Other
- **2%** DK/RA

---

**THE WORLD BANK**

**CRRC Armenia**

---
More than half of the respondents (54%) mentioned that their personal financial situation was worsened due to the pandemic. However, twenty-five percent (25%) of respondents believed they would be somewhat or much better off economically in the next 12 months than today.
The Coronavirus pandemic was seen as the most significant issues (36%) facing the country overtaking unemployment (33%).

When thinking about the most pressing issues that our country faces today, which are the ones that concern you the most?

- The Coronavirus pandemic: 36%
- Lack of jobs/unemployment: 33%
- Poverty and inequality: 18%
- Economic growth issues: 17%
- The education system issues: 17%
- The healthcare system issues: 15%
- The environmental issues/climate change: 3%
- Other: 12%
- None: 4%
- Don’t know: 1%
Fifty-one percent (51%) of respondents said the Coronavirus is a healthcare crisis; in particular, more female respondents (56%) were of this opinion than males (47%).

In your opinion, what is the main reason for prevalence of the virus?

- Citizens not adhering to anti-pandemic rules (keeping distance, wearing masks, gloves etc.) - 47%
- Low levels of hygiene - 12%
- Political/economic competition by world powers - 9%
- The existence of Coronavirus is a natural phenomenon - 8%
- Foreigners have spread the virus - 6%
- The planet’s environmental situation, for instance climate change - 4%
- Other - 6%
- Don’t know - 8%

Which one of the following statements best describes your view of Coronavirus in Armenia?

- Coronavirus is primarily now a healthcare crisis - 51%
- Coronavirus is primarily now an economic crisis - 39%
- Refuse to answer - 9%
Regarding desired information about the virus, about one third (34%) believe they need no further information, and one quarter (25%) would like to know about treatments.

How would you describe the level of information you have about the cause of coronavirus and how you can protect yourself from coronavirus?

- A very insufficient level of information: 7% (3%)
- A somewhat insufficient level of information: 13% (5%)
- A somewhat sufficient level of information: 51% (53%)
- A very sufficient level of information: 24% (36%)
- Refuse to answer: 5% (3%)

What more would you like to know about coronavirus? (Choose no more than THREE) (Respondents choose from a list. Responses combined)

- Which treatments are effective: 25%
- What is the status of a vaccine or a cure: 19%
- Where do I go if I get sick: 15%
- What is the cost of treatment for citizens: 9%
- What is the government doing to help citizens: 7%
- How can I access support from the government: 6%
- About tests, their costs and procedure of testing: 2%
- Other: 5%
- No further information is required: 34%
- Don’t know: 4%
- Refuse to answer: 2%
HEALTH RISKS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

About one third (34%) of respondents consider themselves at high risk of catching coronavirus, while only twenty-four percent (24%) believed they are at high risk of getting very sick from Coronavirus.

To what extent do you consider yourself at risk of catching Coronavirus?

- Very high risk: 13%
- Somewhat high risk: 21%
- Somewhat low risk: 30%
- Very low risk: 27%
- Refuse to answer: 9%

To what extent do you consider yourself at risk of getting very sick from Coronavirus?

- Very high risk: 10%
- Somewhat high risk: 14%
- Somewhat low risk: 30%
- Very low risk: 25%
- Don’t know: 1%
- Refuse to answer: 19%
HEALTH RISKS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

**Why do you think you are at a high risk?** (Choose all options that apply) (Respondents choose from a list. Responses combined)

- The risk is high for everyone including for myself: 48%
- I must go to work: 18%
- I have come in contact with people who have contracted Coronavirus: 13%
- I am not healthy: 12%
- My family members leave the house and come in contact with other people: 9%
- I go out/I have come in contact with many people: 6%
- I am in a risk group: 5%
- I live in very close quarters with many other people: 4%
- I use public transportation: 2%
- Other: 23%
- Don’t know: 2%

**Why do you think you are at a low risk?** (Choose all options that apply) (Respondents choose from a list. Responses combined)

- I protect myself and follow preventive measures: 71%
- I follow government regulations related to the pandemic: 20%
- I am very healthy: 15%
- Where I live the virus is not widespread: 3%
- My age: 3%
- I eat specific food that prevents me from catching the virus: 2%
- Other: 5%
- This virus is not so dangerous: 3%
- I don’t believe in Coronavirus: 4%
- Don’t know: 3%
“Wearing a mask” and “washing hands frequently” are the most popular preventative measures to avoid becoming infected by the virus.

What measures, if any, are you consistently taking now in response to the coronavirus? (Choose no more than THREE) (Respondents choose from a list. Responses combined)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wearing a mask</td>
<td>74%</td>
</tr>
<tr>
<td>Washing hands more frequently</td>
<td>74%</td>
</tr>
<tr>
<td>Wearing gloves</td>
<td>23%</td>
</tr>
<tr>
<td>Mostly staying home/not leaving home</td>
<td>20%</td>
</tr>
<tr>
<td>Standing at least 1.5 meter away from people outside of your home</td>
<td>19%</td>
</tr>
<tr>
<td>Staying away from large groups</td>
<td>11%</td>
</tr>
<tr>
<td>Using specific food considered healthy</td>
<td>5%</td>
</tr>
<tr>
<td>Keeping up with the important daily news and official instructions from the Commandant/Government</td>
<td>4%</td>
</tr>
<tr>
<td>Avoiding touching your face</td>
<td>1%</td>
</tr>
<tr>
<td>Working from home</td>
<td>1%</td>
</tr>
<tr>
<td>None of the above</td>
<td>3%</td>
</tr>
</tbody>
</table>
About half of the respondents consider “visiting a medical establishment” as their first action if exhibiting coronavirus symptoms.

In the case of having symptoms of Coronavirus what would be your first action?

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I will visit a medical establishment</td>
<td>46%</td>
</tr>
<tr>
<td>I will call an ambulance</td>
<td>17%</td>
</tr>
<tr>
<td>I will contact my doctor</td>
<td>15%</td>
</tr>
<tr>
<td>I will isolate myself and will wait to recover</td>
<td>8%</td>
</tr>
<tr>
<td>I will self-medicate</td>
<td>6%</td>
</tr>
<tr>
<td>I will call the hotline</td>
<td>3%</td>
</tr>
<tr>
<td>I will go take a test</td>
<td>1%</td>
</tr>
<tr>
<td>I will not do anything</td>
<td>1%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
</tr>
<tr>
<td>Refuse to answer</td>
<td>2%</td>
</tr>
</tbody>
</table>
Among public institutions, the healthcare system had the most trust (54%), while trust towards the Ministry of Health was about 41%.

To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?
About a fifth of the respondents (25%) fully trusted, and twenty-three percent (23%) rather trusted the World Health Organization (WHO) to do what is right during the pandemic. The response “Don’t know” was much higher for international donors (e.g., Asian Development Bank, World Bank, United Nations) at about thirty-two percent (32%).

To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?
To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?

Most distrusted was “Social Media” with around twenty-six percent (26%) of respondents saying “Do not trust at all” and nineteen percent (19%) saying “Rather not trust”.

To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?
Forty-two percent (42%) of respondents said they would like to see the Armenian government focus most of its efforts on “The healthcare system” in response to the coronavirus.

To what extent do you think that the Armenian government’s packages to citizens in response to coronavirus are sufficient?

In which areas would you like to see the Armenian government focus most of its efforts related to the impact of coronavirus? (Choose no more than THREE) (Respondents choose from a list. Responses combined)
The overwhelming majority of respondents (65%) said that they and their family benefitted from none of the support measures undertaken by the Government to address the social impact of the coronavirus.

Which of the support measures undertaken by the Government to address the social impact of Coronavirus have you or your family benefitted from? (Choose all options that apply) (Respondents choose from a list. Responses combined)

- Support to vulnerable families with children: 10%
- Co-coverage of vulnerable citizens’ utility costs: 8%
- Support to citizens who lost their jobs: 5%
- Support to workers in industries which suffered the most: 4%
- Support to families within the family benefit system: 4%
- Business support packages: 3%
- Received food/hygiene supply packages: 2%
- Support to pregnant women from vulnerable families: 1%
- Support to students with high achievement to cover their tuition fees: 1%
- None: 65%
- Don’t know: 1%
- Refuse to answer: 1%
About twenty-seven percent (27%) of respondents mention they would like “To postpone loan payment obligations” as a measure to cushion the impact of the Coronavirus on their financial situation.

What kind of measures/support would you personally like to have in place by the Government to cushion the impact on your financial situation? (Choose no more than TWO) (Respondents choose from a list. Responses combined)

- To postpone loan payment obligations: 27%
- To subsidize utility providers for the payments during the quarantine: 24%
- To cover basic salaries for the non-working period: 14%
- To support my agricultural activity: 8%
- To subsidize necessary food bills for the non-working period: 8%
- To support with healthcare provisions (masks, gloves etc.): 6%
- To subsidize housing bills for the non-working period: 6%
- Financial support: 5%
- To support my business in critical times: 4%
- To postpone tuition obligations: 3%
- Other: 6%
- No need for additional measures: 22%
- Don’t know: 2%
- Refuse to answer: 1%
PERCEPTIONS OF SCHOOL REOPENING

Close to **43% percent of respondents** believed that it was likely that schools will reopen normally in September. In the case schools reopened in September, **51% of parents would send their children to school**.

How likely do you believe it is that schools will reopen normally in September?

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very unlikely</td>
<td>15%</td>
</tr>
<tr>
<td>Somewhat unlikely</td>
<td>26%</td>
</tr>
<tr>
<td>Somewhat likely</td>
<td>32%</td>
</tr>
<tr>
<td>Very likely</td>
<td>11%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>13%</td>
</tr>
<tr>
<td>Refuse to answer</td>
<td>2%</td>
</tr>
</tbody>
</table>

Which ONE of the following statements best represents your plans if school does resume in the fall?

- I will send my child/children to school: **51%**
- I will probably keep my child/children at home for online and home schooling option: **21%**
- I will be most interested in an extended school year that allows for schools to close: **17%**
- I will be most interested in sending my child/children to school a few days a week: **4%**
- Other: **1%**
- Don’t know: **5%**
39% of respondents said restrictions should not be imposed even with the increase of new coronavirus cases in Armenia and 66% of them believed that economic considerations should prevail over health considerations.

To what extent would you support another lockdown or the imposition of strict mobility rules if the number of pandemic cases continues to rise significantly in Armenia?

- To a very low degree: 26%
- To somewhat low degree: 13%
- To a somewhat high degree: 20%
- To a very high degree: 34%
- Don’t know: 2%
- Refuse to answer: 6%

Economic considerations should prevail over health considerations: 66%

Why you do not believe that restrictions should be imposed if there is a reported increase in coronavirus cases in Armenia?

- The situation will improve on its own: 18%
- The numbers are exaggerated: 7%
- The numbers are not trustworthy: 3%
- Don’t know: 6%
CONCLUSION

• Over half of respondents (54%) stated that their economic situation has worsened since the start of the pandemic, which has led to respondents needing to make up for lost income by spending less on basic necessities including food.

• The survey revealed majority approval for the government’s response to the pandemic as well as a significant trust towards public institutions including the healthcare system and police.

• If exhibiting symptoms of the virus, forty-six percent (46%) of respondents stated they will visit a medical establishment, however, according to the National Center for Disease Control, the first action should be calling the medical establishment or hotline. Furthermore, many respondents (25%) expressed a desire to learn more about treatments for the virus. Information campaigns may be able to help communicate appropriate steps for the public regarding what to do when suspecting symptoms of the virus as well as current treatment options.

• Continued monitoring of the public’s perceptions of the virus and institutional responses are needed in order to identify the public’s most pressing areas of concern as the pandemic continues to contribute to a public health and economic crisis.
THANK YOU

The World Bank
yerevan@worldbank.org
(+374 10) 52 09 92
9 Grigor Lousavorich St., Yerevan 0015, Armenia

CRRC – Armenia
info@crrc.am
(+374 10) 57 48 98, 57 48 68
1 Alex Manoogian str., YSU Library building, 6th floor, room 602, Yerevan 0025, Armenia