

Armenia: Citizens' Perceptions on COVID-19 pandemic

Yerevan, Armenia
July, 2020

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

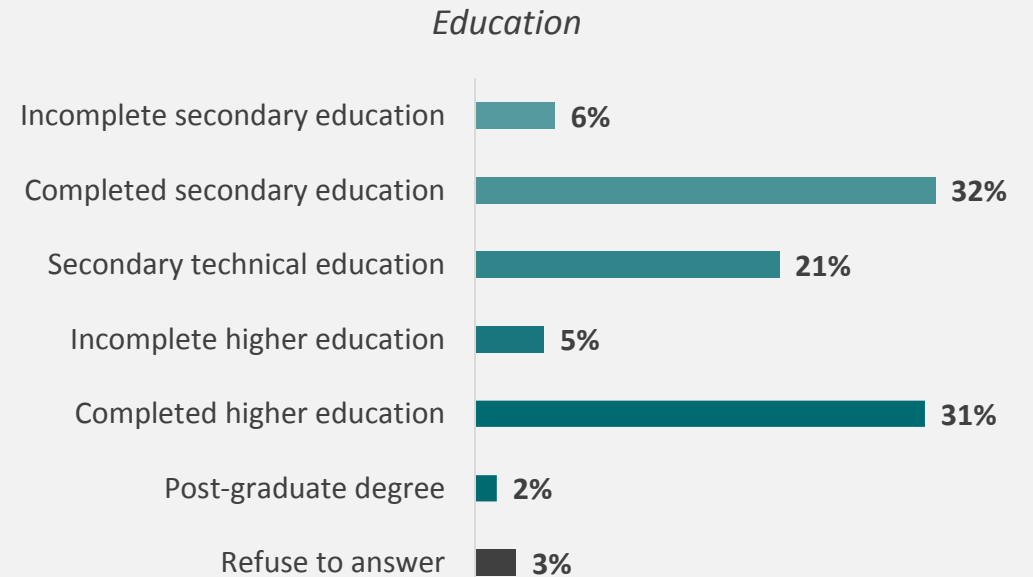
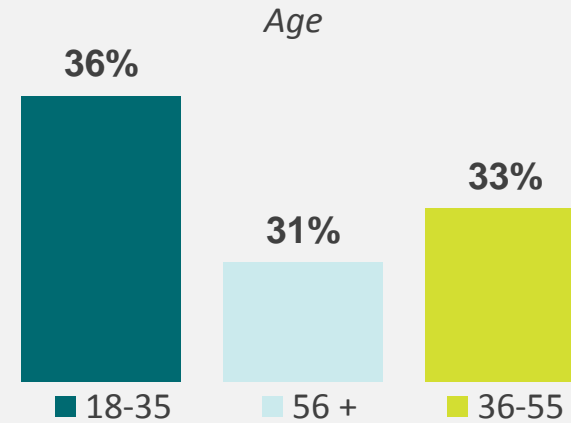
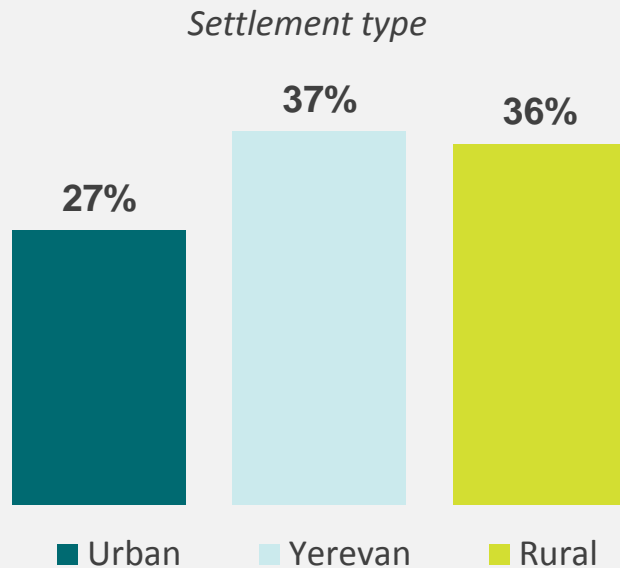
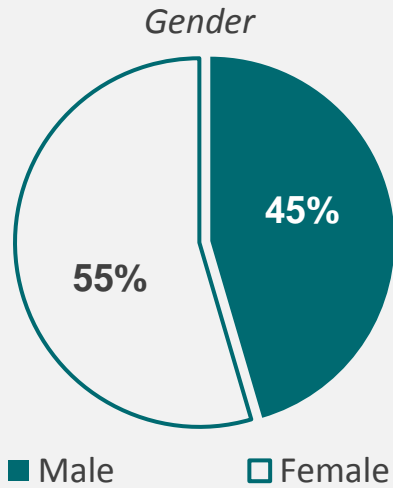
- The overwhelming majority of respondents maintain trust in the healthcare system (54% “Fully trust”, 27% “Rather trust”) and the Armenian health authorities (42% “Fully trust”, 27% “Rather trust”).
- The police also maintain a high amount of public trust (43% “Fully trust”, 29% “Rather trust”).
- Most 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.

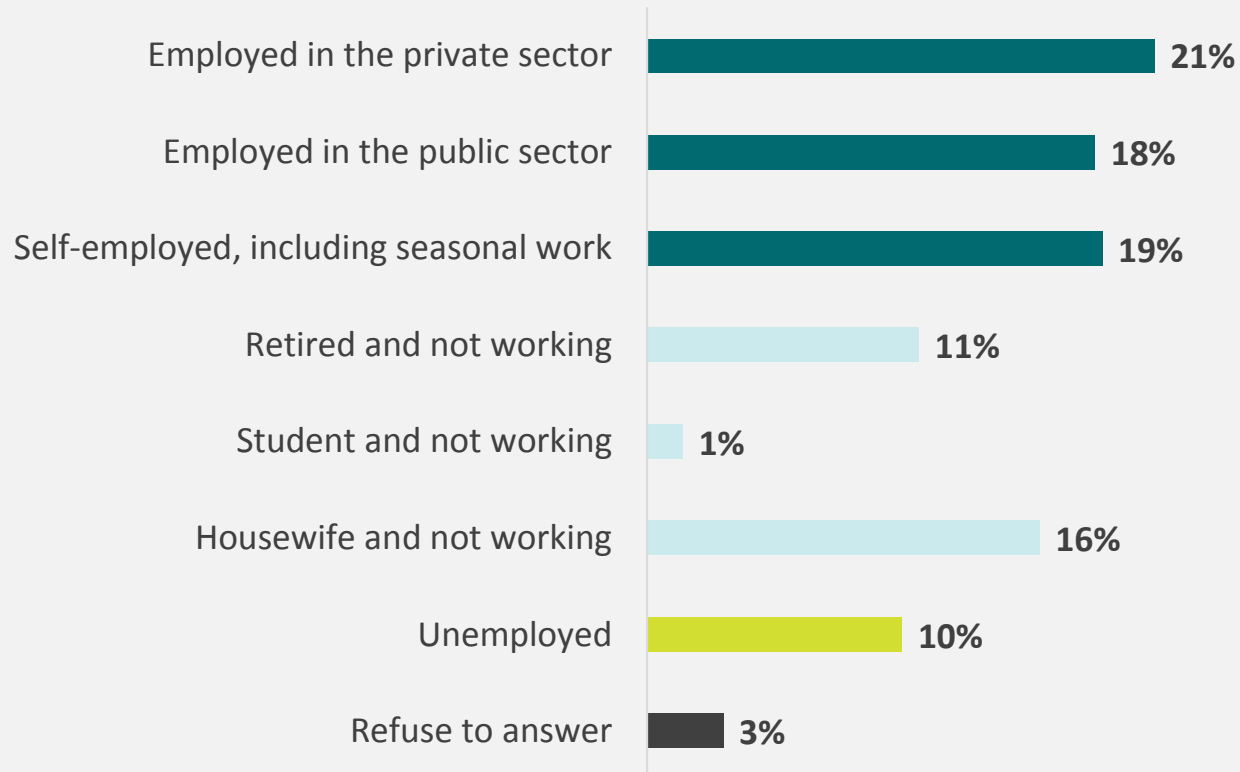
DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS



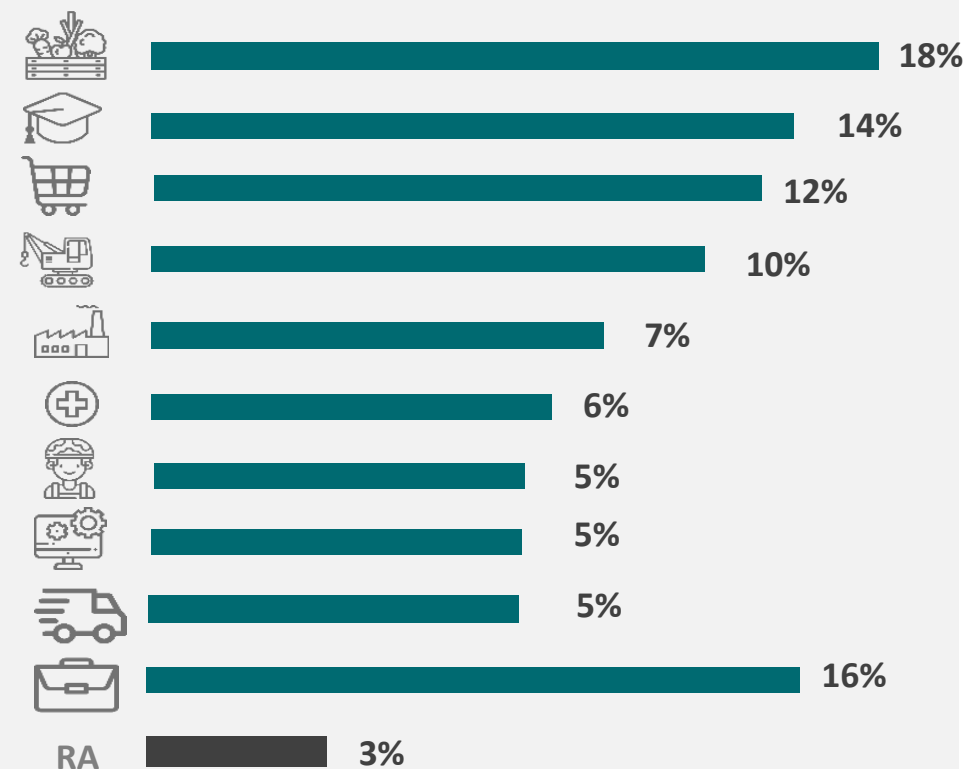
ECONOMIC CHARACTERISTICS OF RESPONDENTS

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?



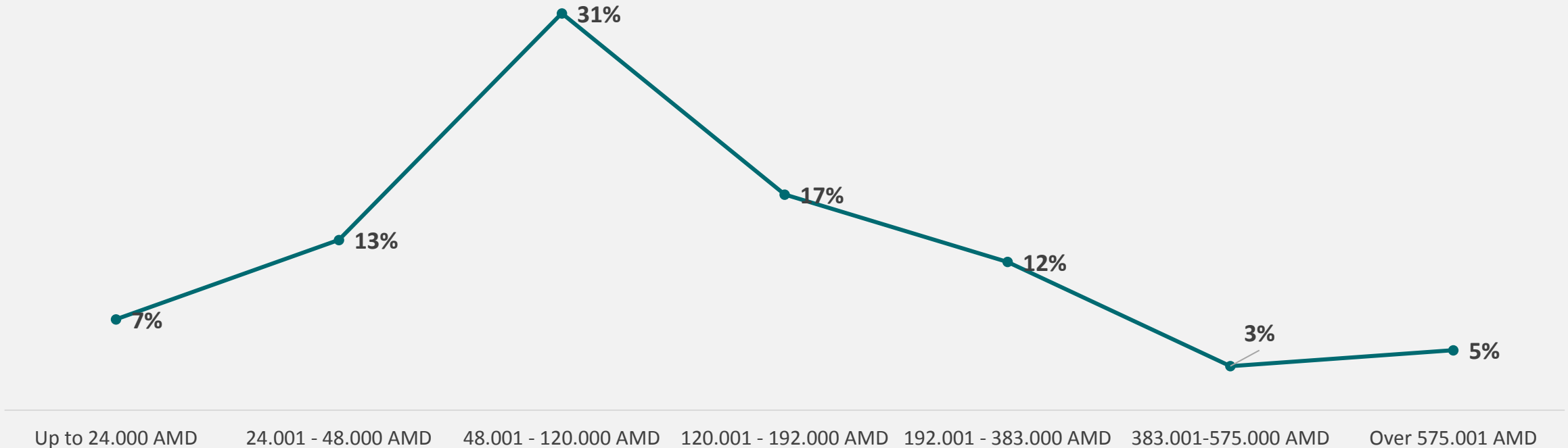
Which sector were you working in?



ECONOMIC CHARACTERISTICS OF RESPONDENTS

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).

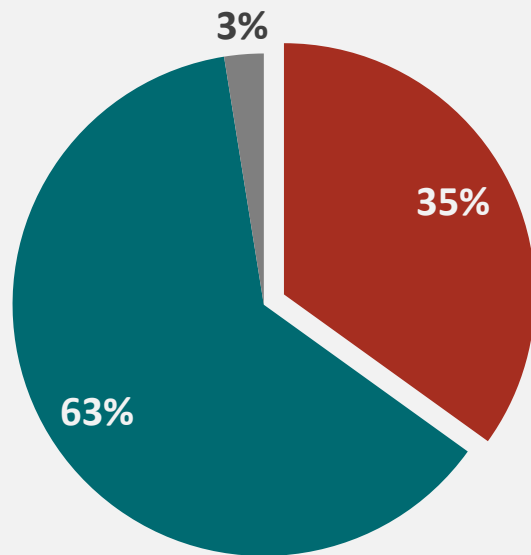
Taking into account the income of all family members of your household for the previous month, where does the household income fall after taxes?



ECONOMIC CHARACTERISTICS OF RESPONDENTS

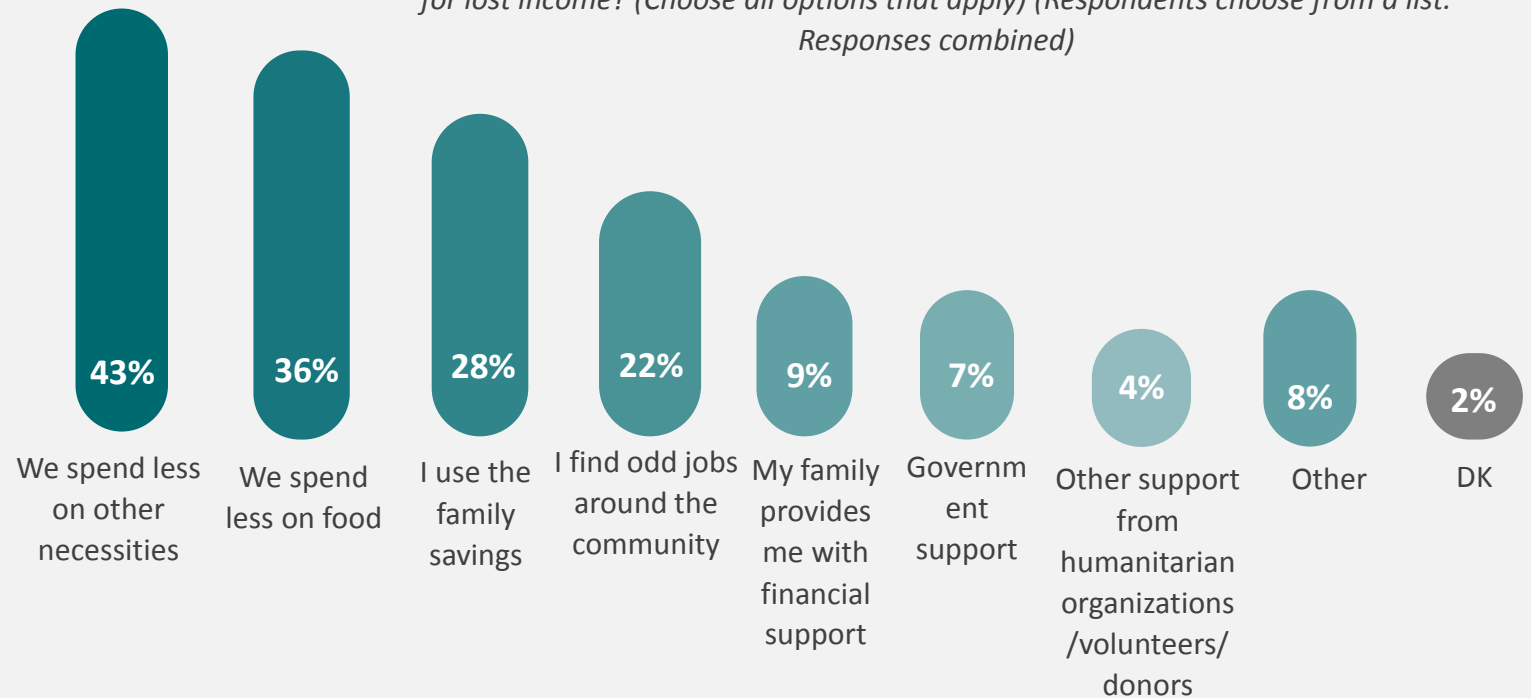
Close to **thirty-five per cent (35%)** of the respondents **either lost their jobs or had a reduction in income due to the pandemic outbreak**. Interestingly, about **forty-five percent (45%)** of male respondents mentioned they had lost their job or had reduced hours of work, while **only twenty-seven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



■ Yes ■ No ■ DK/RA

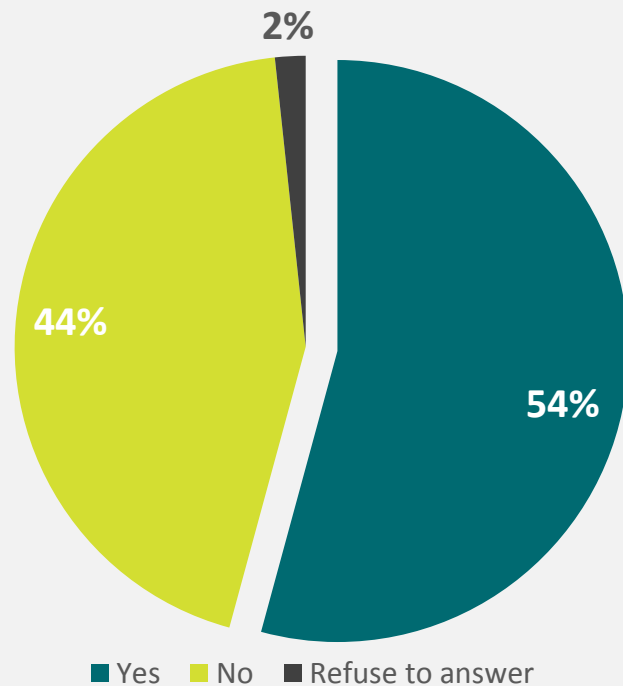
Which of the following best describes any way that you have been able to make up for lost income? (Choose all options that apply) (Responses combined)



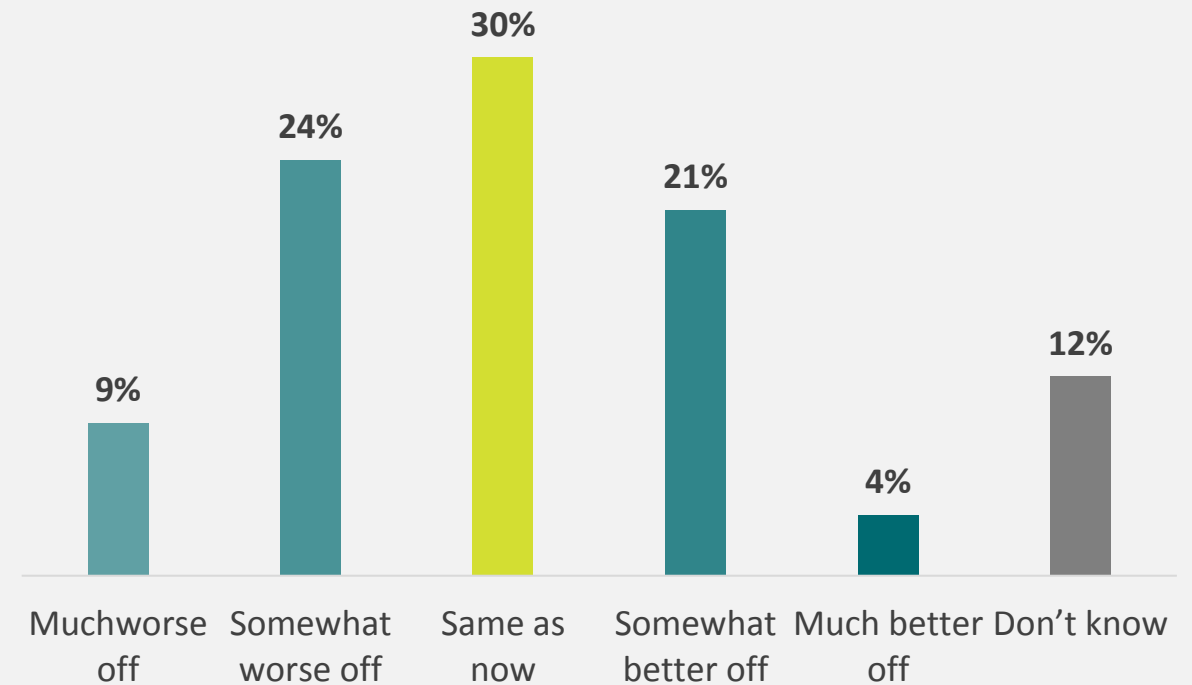
ECONOMIC CHARACTERISTICS OF RESPONDENTS

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.**

Has your personal financial situation been worsened due to the pandemic?



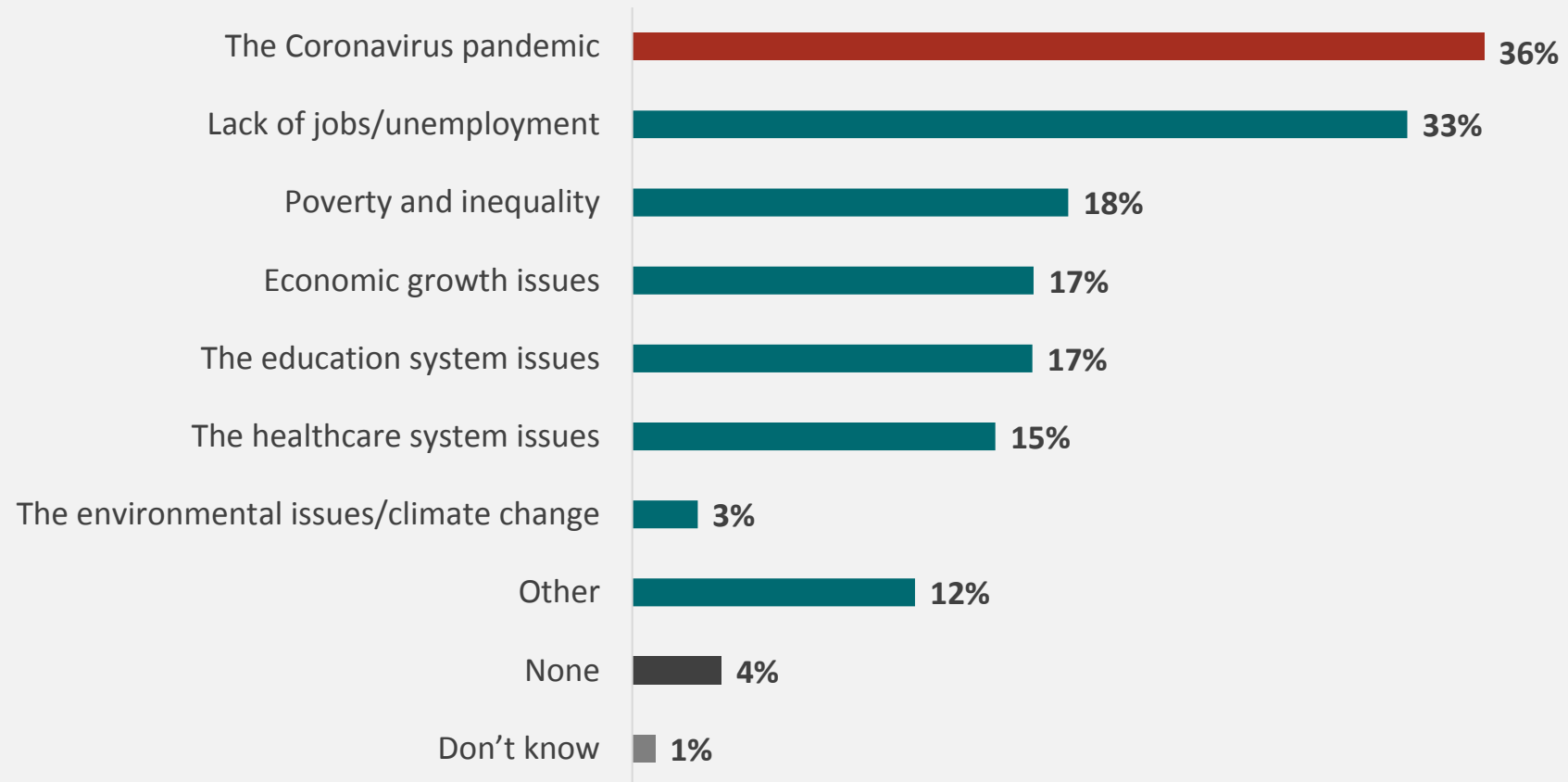
Do you think that in the next 12 months you and your family will be better off or worse off economically than today?



BELIEFS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

The Coronavirus pandemic was seen as the most significant issues (36%) facing the country overtaking unemployment (33%).

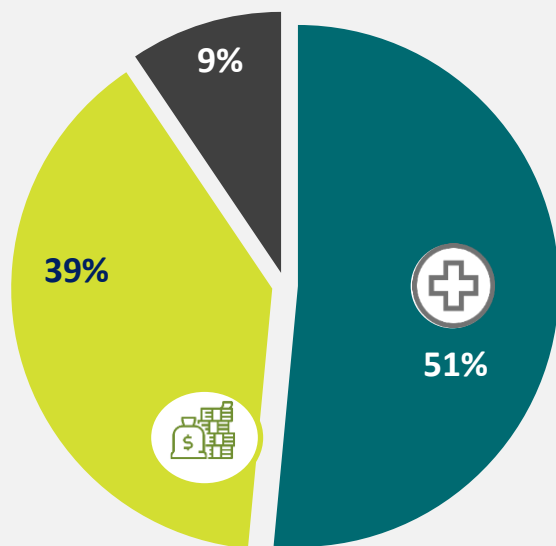
When thinking about the most pressing issues that our country faces today, which are the ones that concern you the most?



BELIEFS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

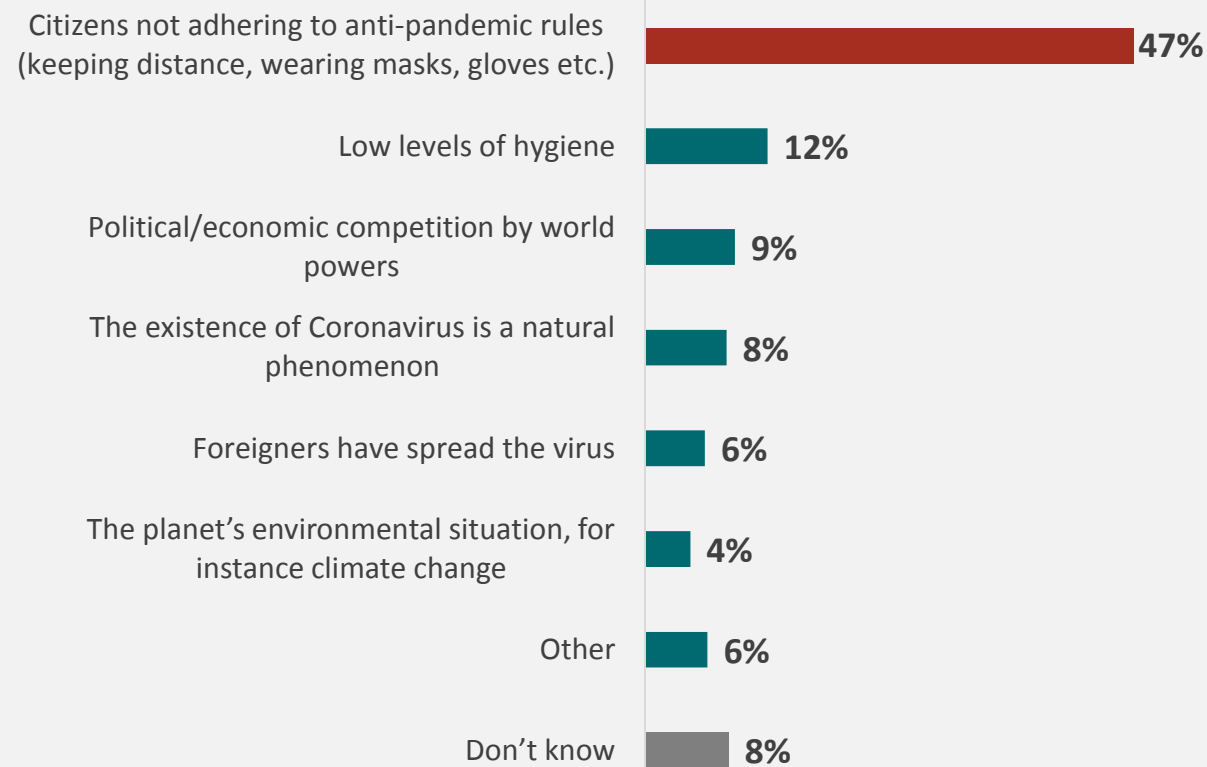
Fifty-one percent (51%) of respondents said the Coronavirus is a healthcare crisis; in particular, more female respondents (56%) were of this opinion than males (47%).

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



- Coronavirus is primarily now a healthcare crisis
- Coronavirus is primarily now an economic crisis
- Refuse to answer

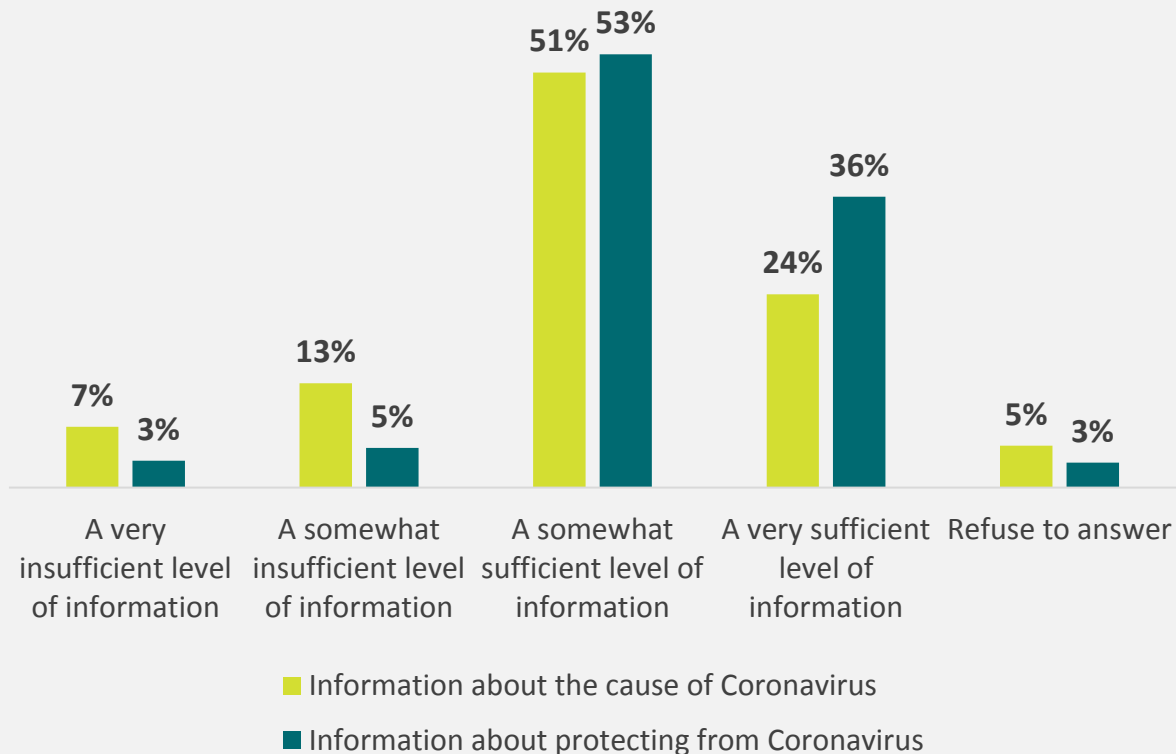
In your opinion, what is the main reason for prevalence of the virus?



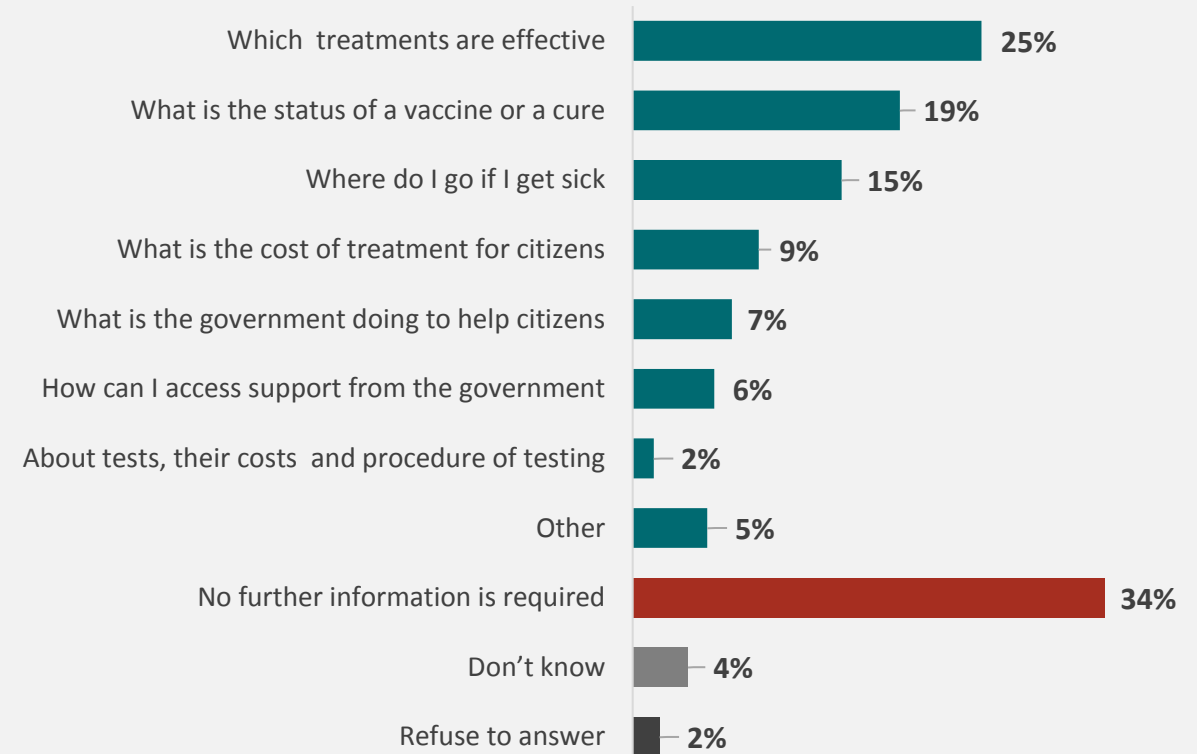
BELIEFS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

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?



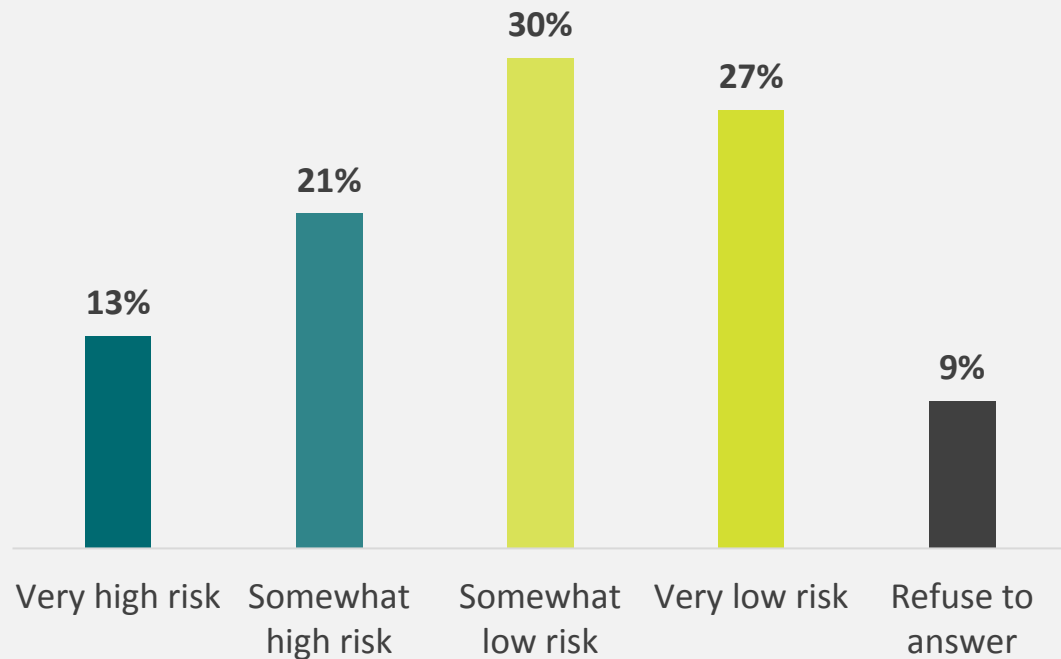
What more would you like to know about coronavirus? (Choose no more than THREE) (Respondents choose from a list. Responses combined)



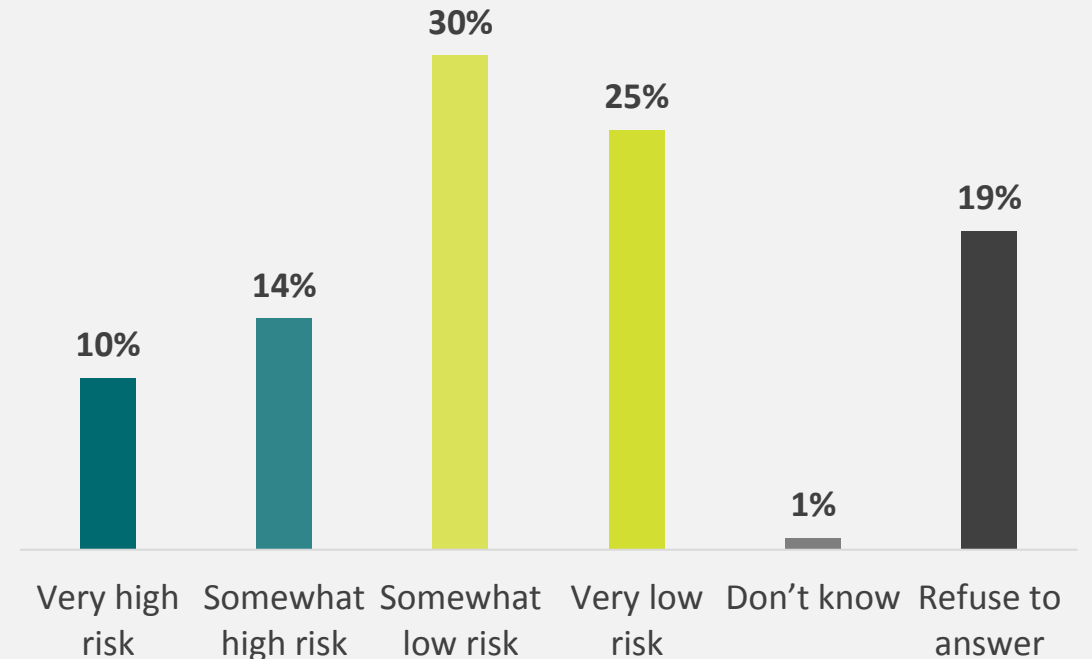
HEALTH RISKS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

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?

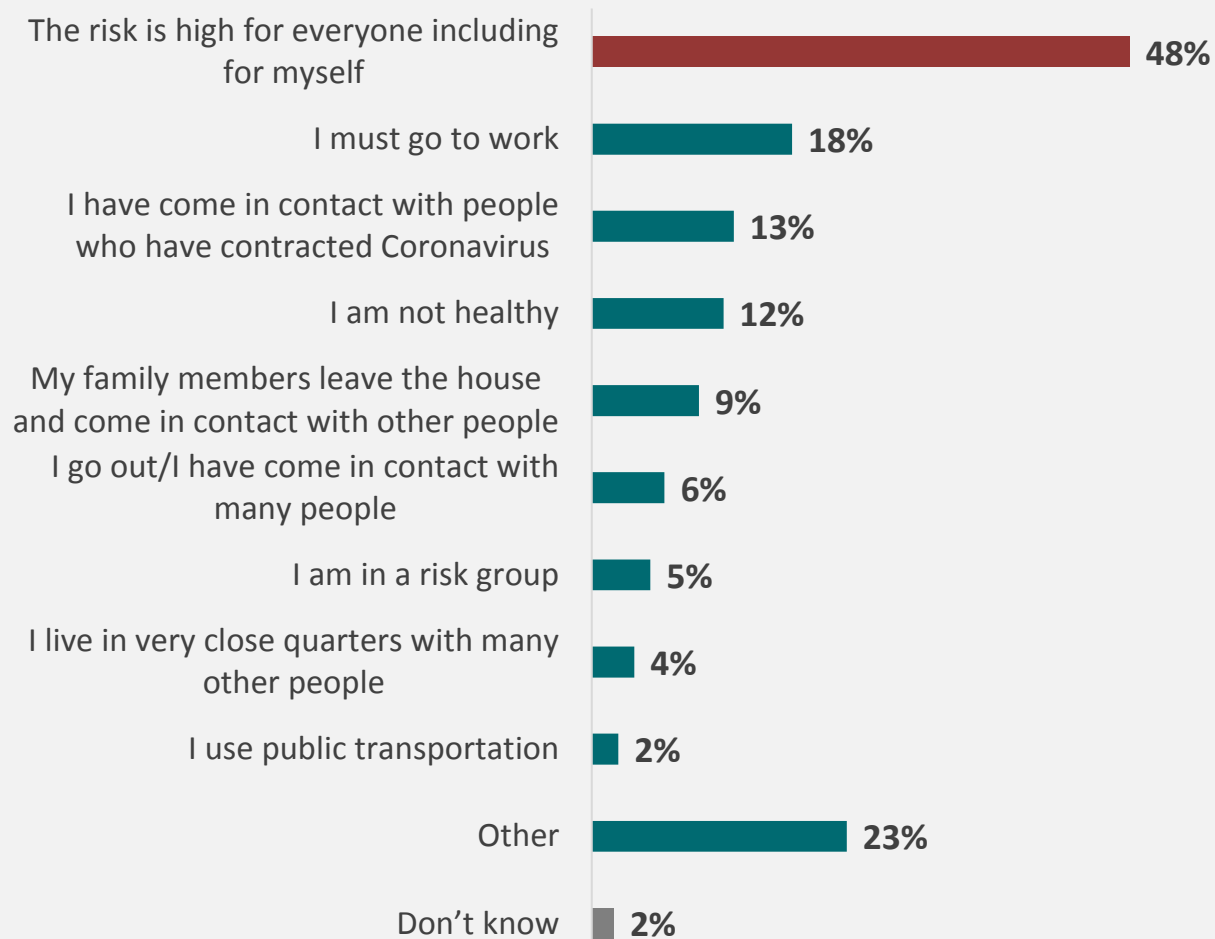


To what extent do you consider yourself at risk of getting very sick from Coronavirus?

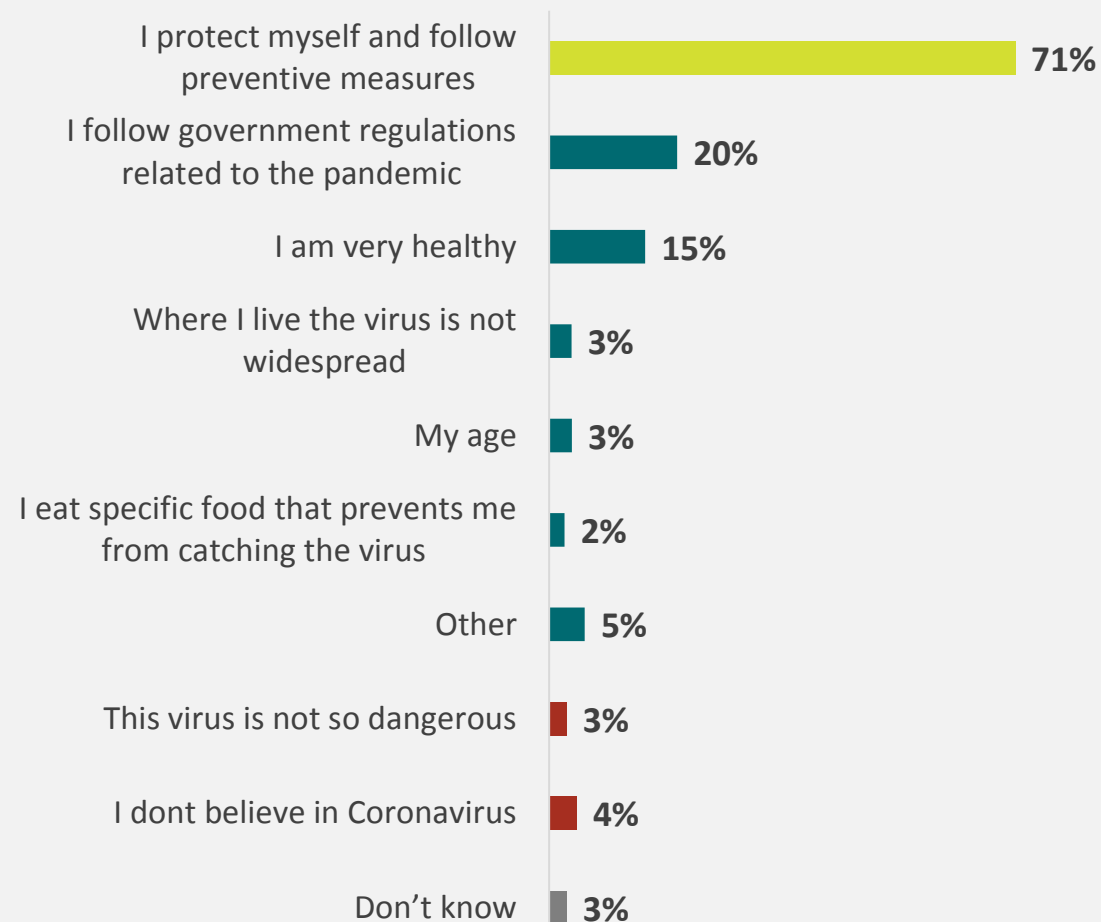


HEALTH RISKS WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

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



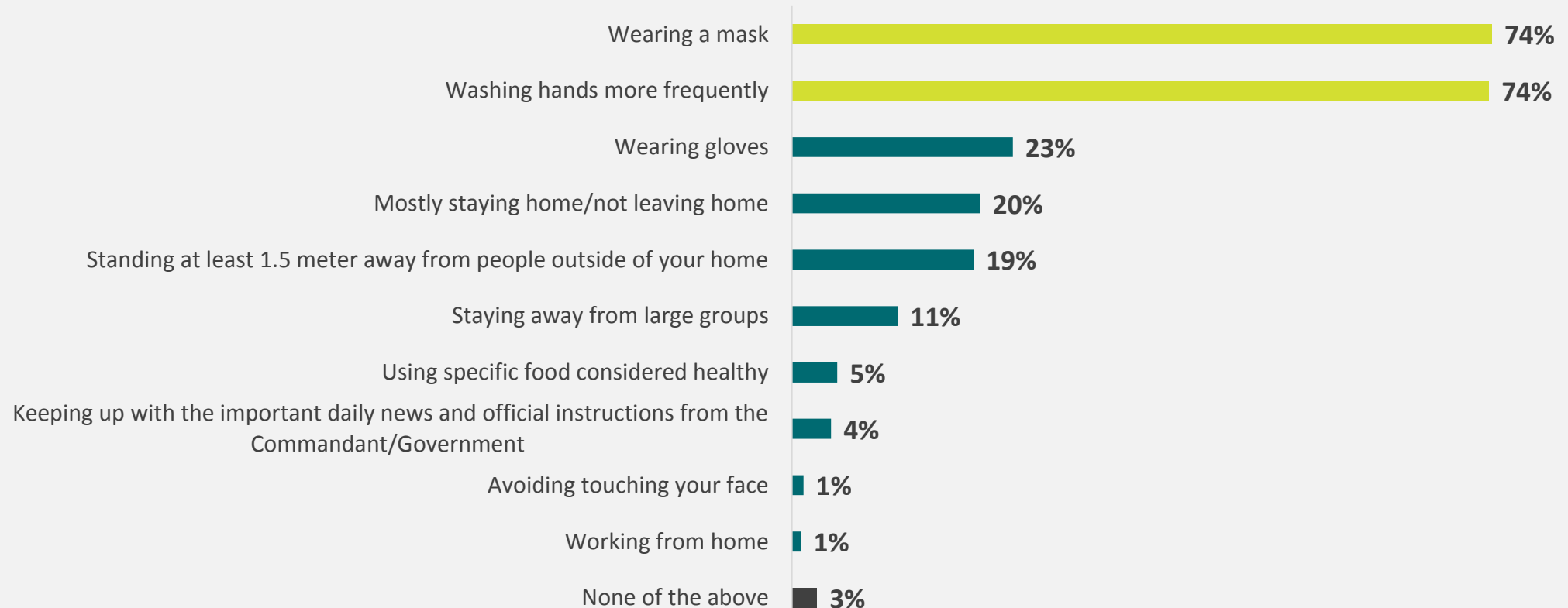
Why do you think you are at a **low risk**? (Choose all options that apply)
(Respondents choose from a list. Responses combined)



BEHAVIOR WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

“Wearing a mask” and “washing hands frequently” are the most popular preventative measures to avoid becoming infected by the virus.

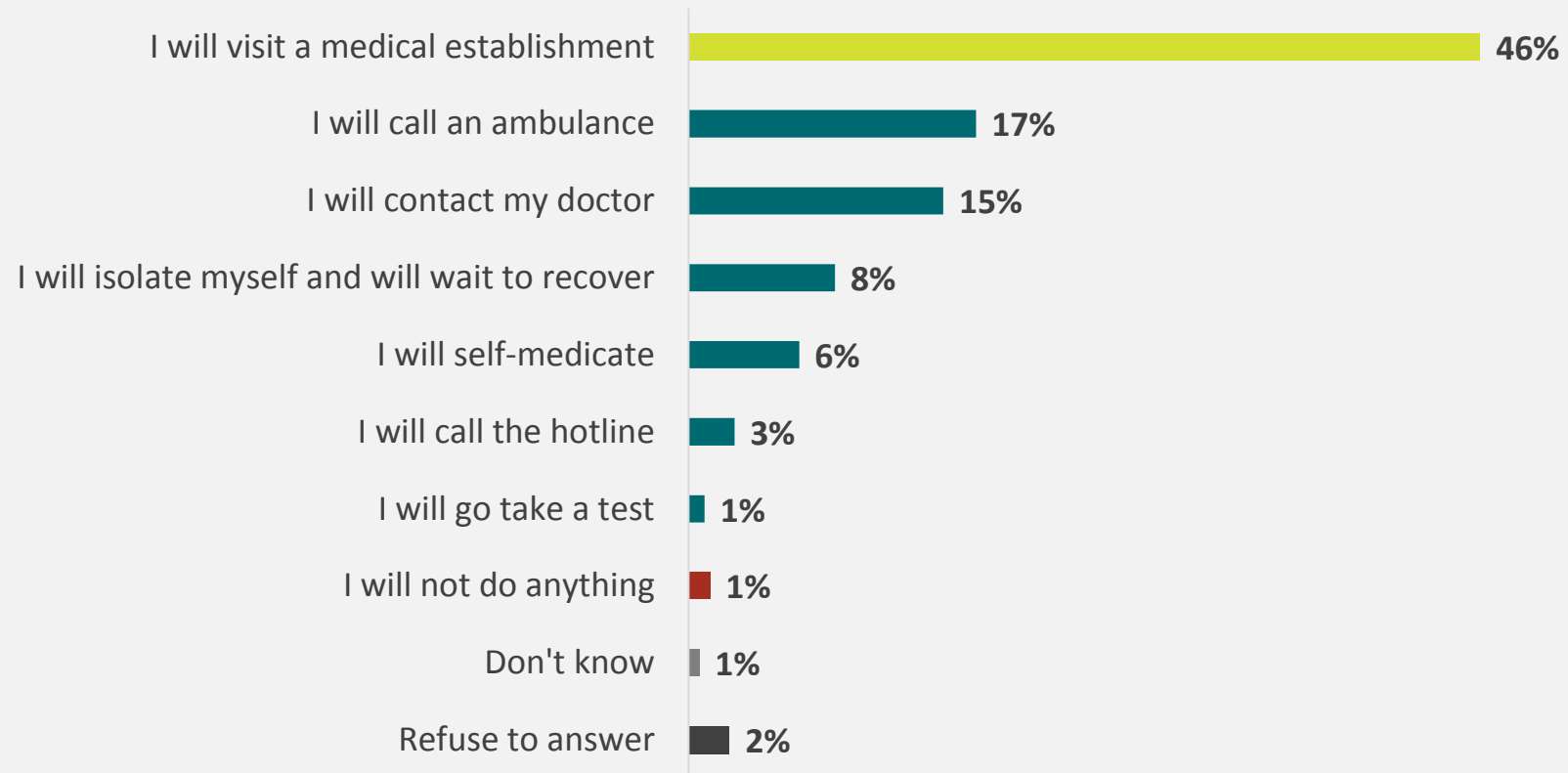
What measures, if any, are you consistently taking now in response to the coronavirus? (Choose no more than THREE) (Respondents choose from a list. Responses combined)



BEHAVIOR WITHIN THE CONTEXT OF THE COVID-19 PANDEMIC

About half of the respondents consider “visiting a medical establishment” as their first action if exhibiting coronavirus symptoms.

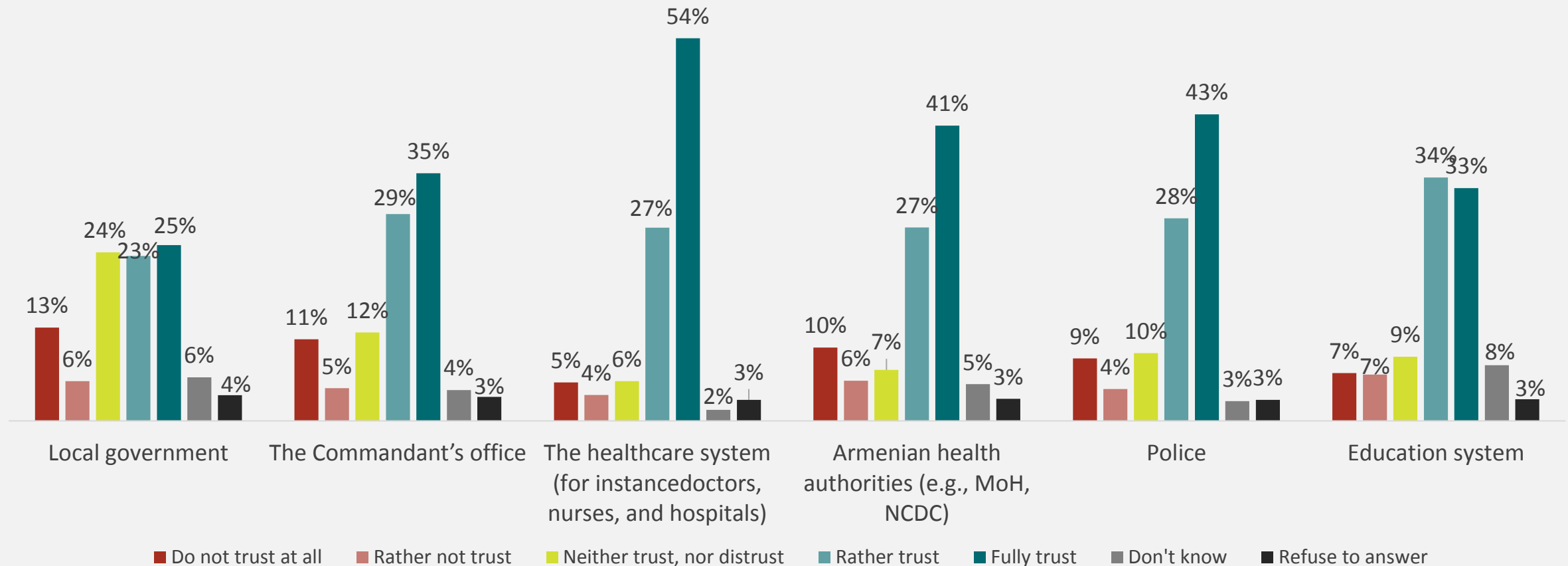
In the case of having symptoms of Coronavirus what would be your first action?



TRUST TOWARDS INSTITUTIONS

Among public institutions, the healthcare system had the most trust (54%), while trust towards the Ministry of Health was about 41%.

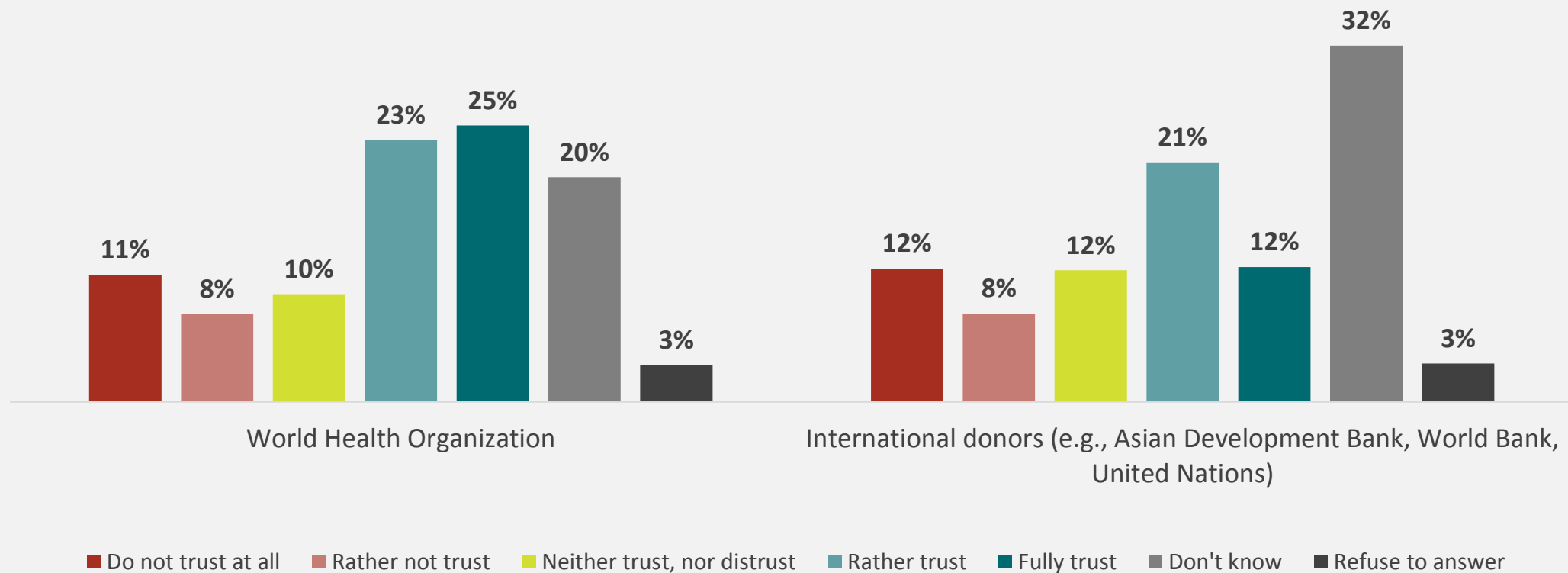
To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?



TRUST TOWARDS INSTITUTIONS

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%).

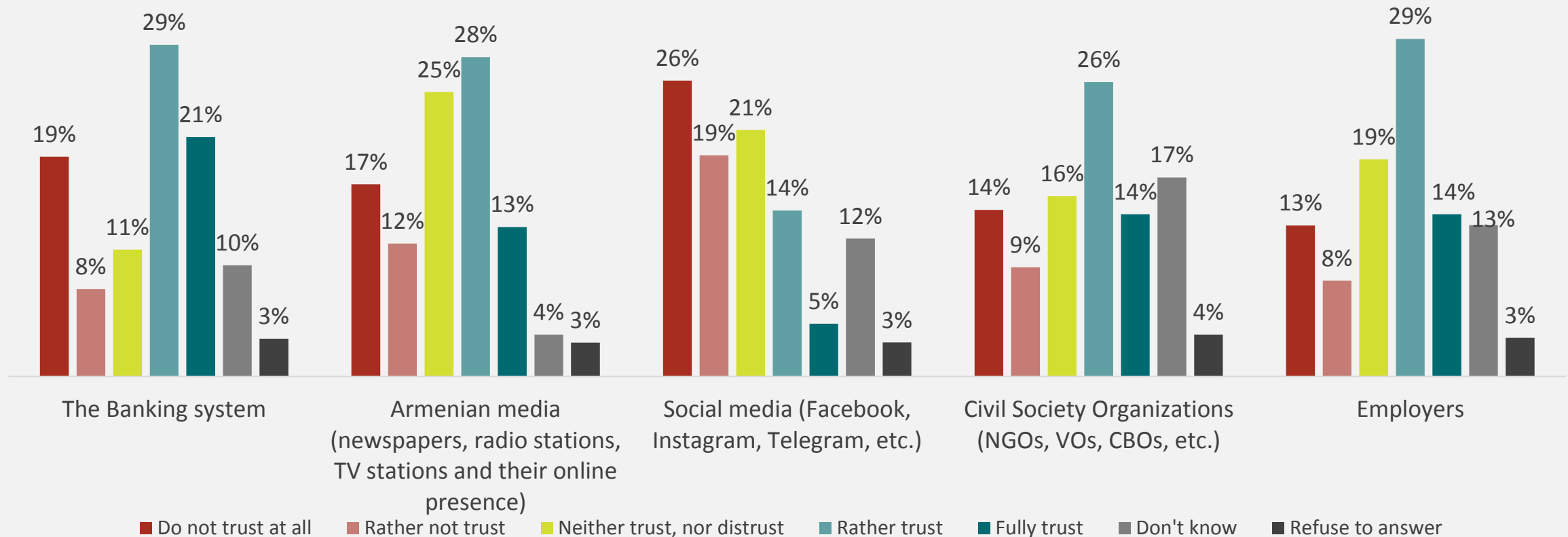
To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?



TRUST TOWARDS INSTITUTIONS

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”.

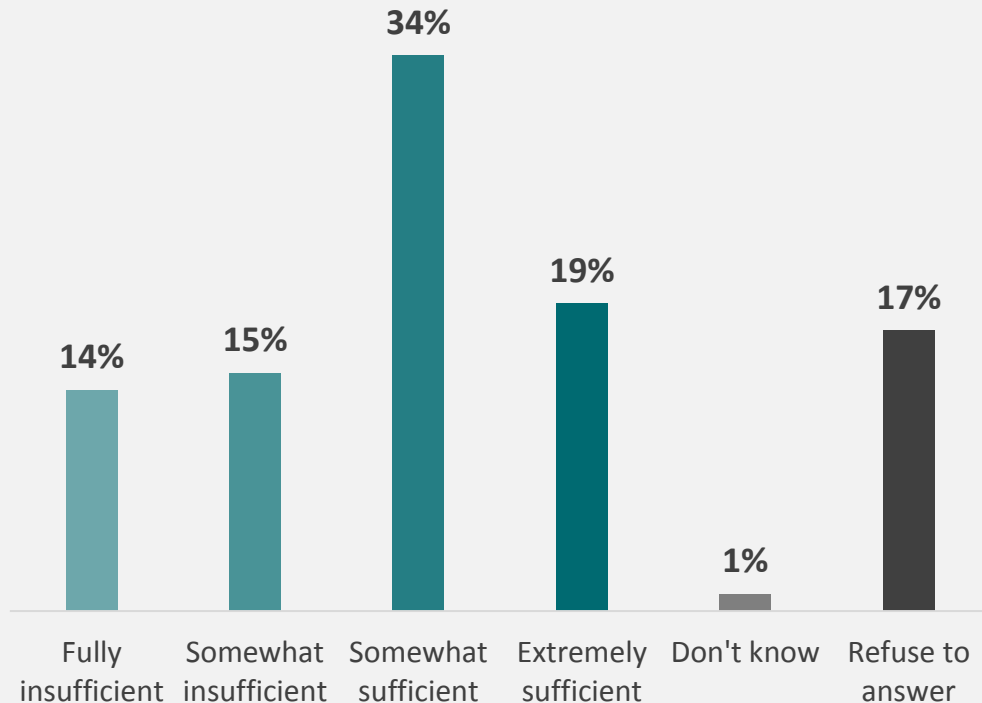
To what extent do you trust or distrust the following institutions to do what is right during the coronavirus pandemic?



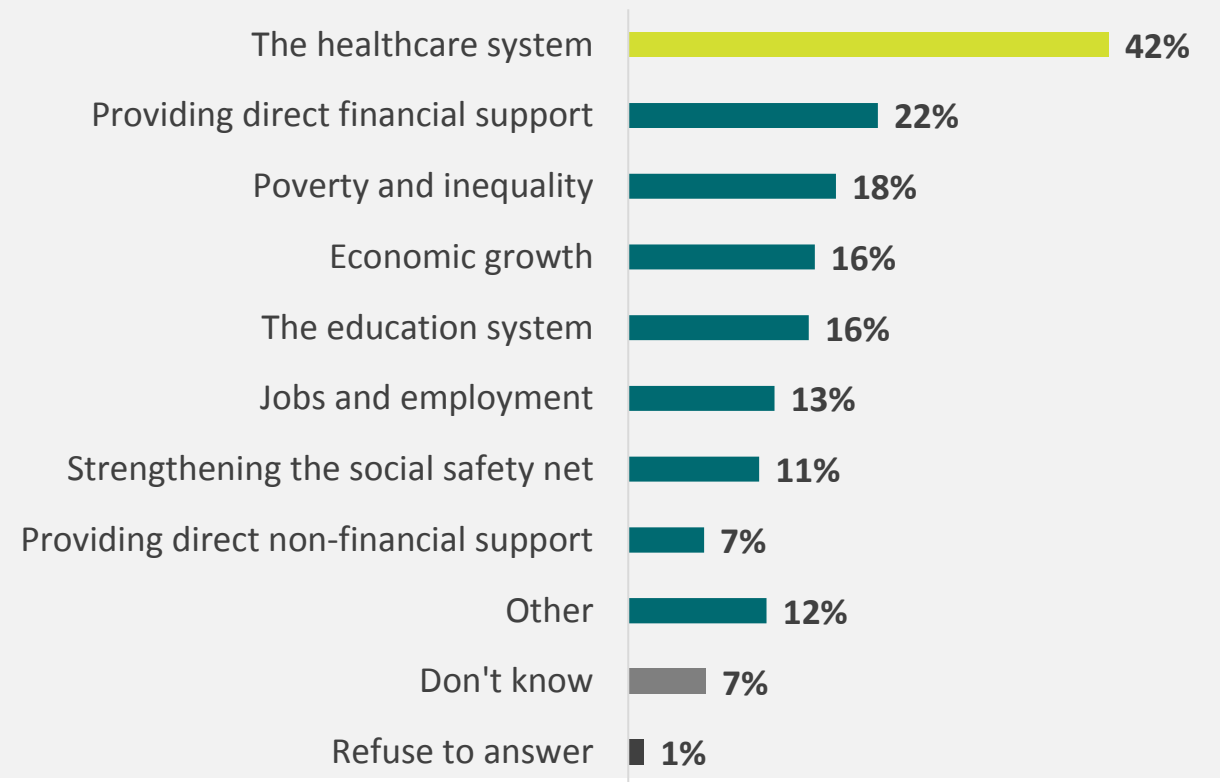
GOVERNMENT ACTIONS IN RELATION TO THE CORONAVIRUS

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?



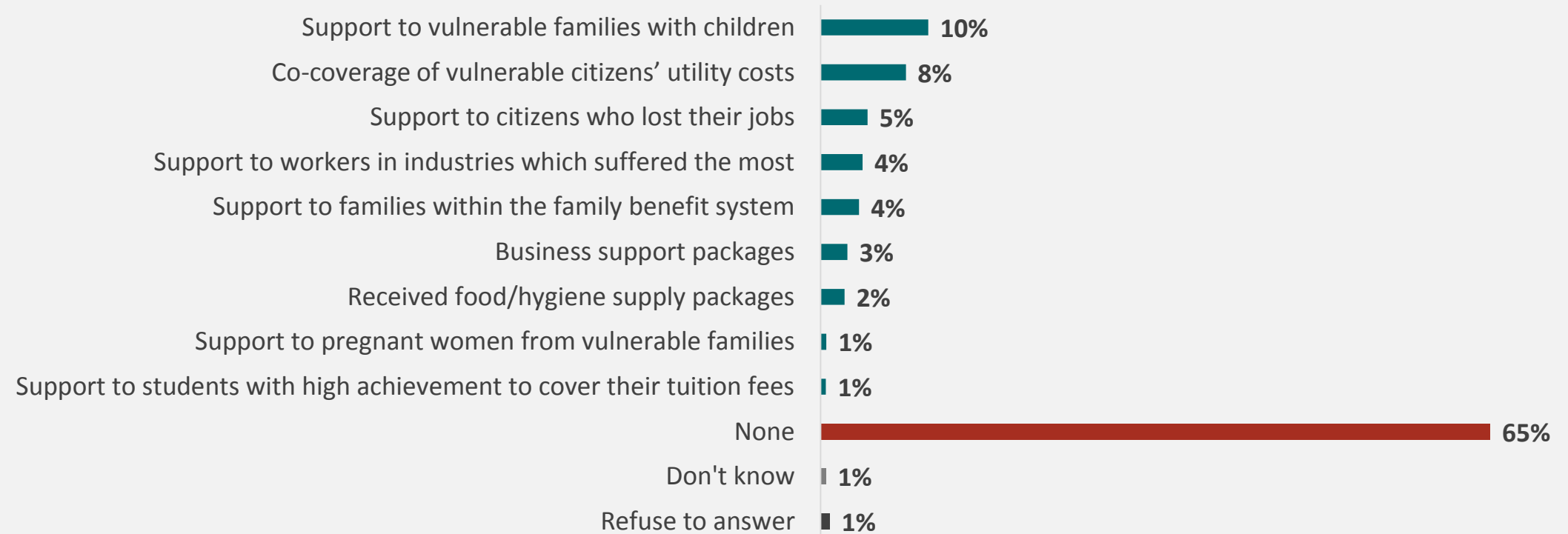
In which areas would you like to see the Armenian government focus most of its efforts related to the impact of coronavirus? (Choose no more than THREE) (Respondents choose from a list. Responses combined)



GOVERNMENT ACTIONS IN RELATION TO THE CORONAVIRUS

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.

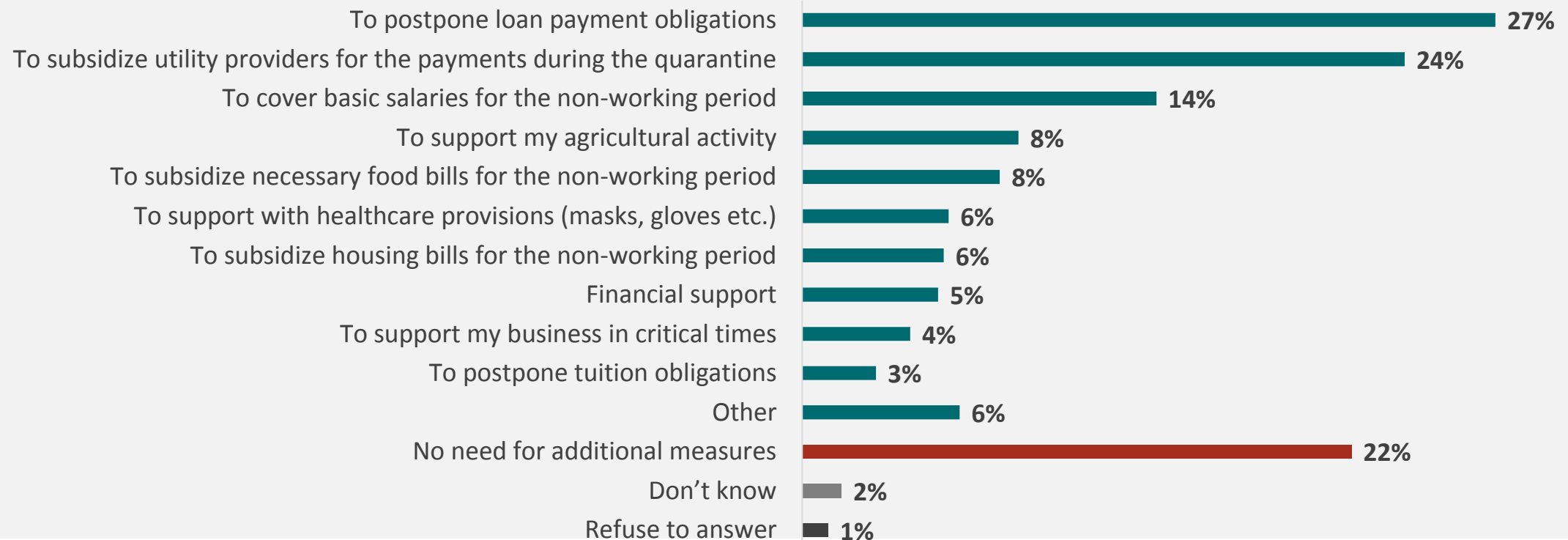
Which of the support measures undertaken by the Government to address the social impact of Coronavirus have you or your family benefitted from? (Choose all options that apply) (Respondents choose from a list. Responses combined)



GOVERNMENT ACTIONS IN RELATION TO THE CORONAVIRUS

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.

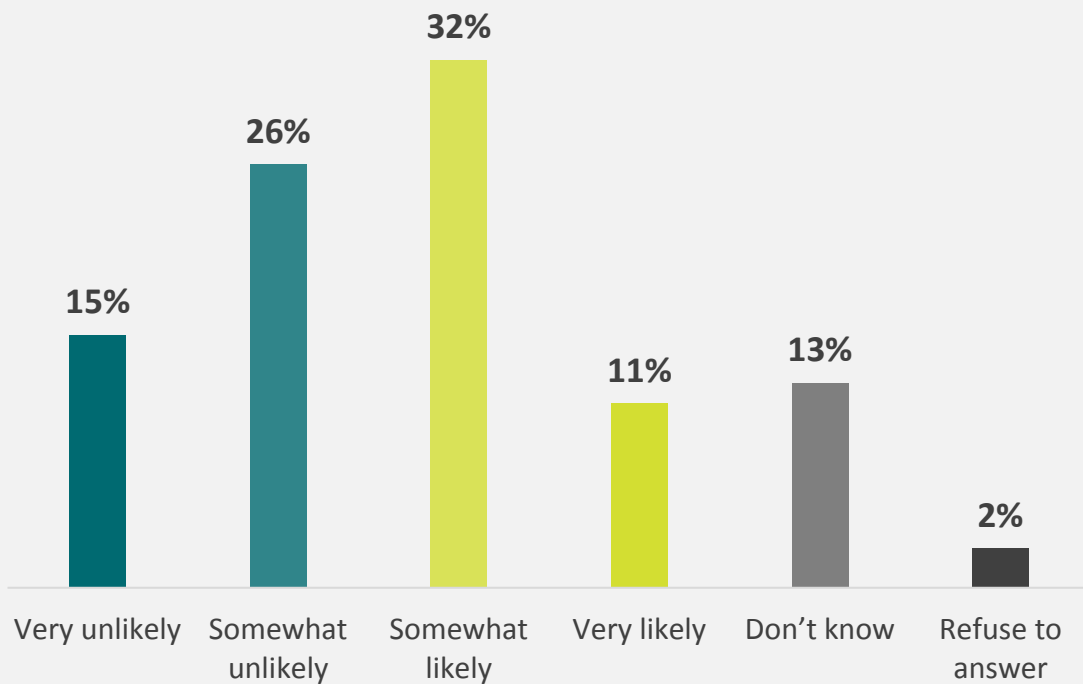
What kind of measures/support would you personally like to have in place by the Government to cushion the impact on your financial situation? (Choose no more than TWO) (Respondents choose from a list. Responses combined)



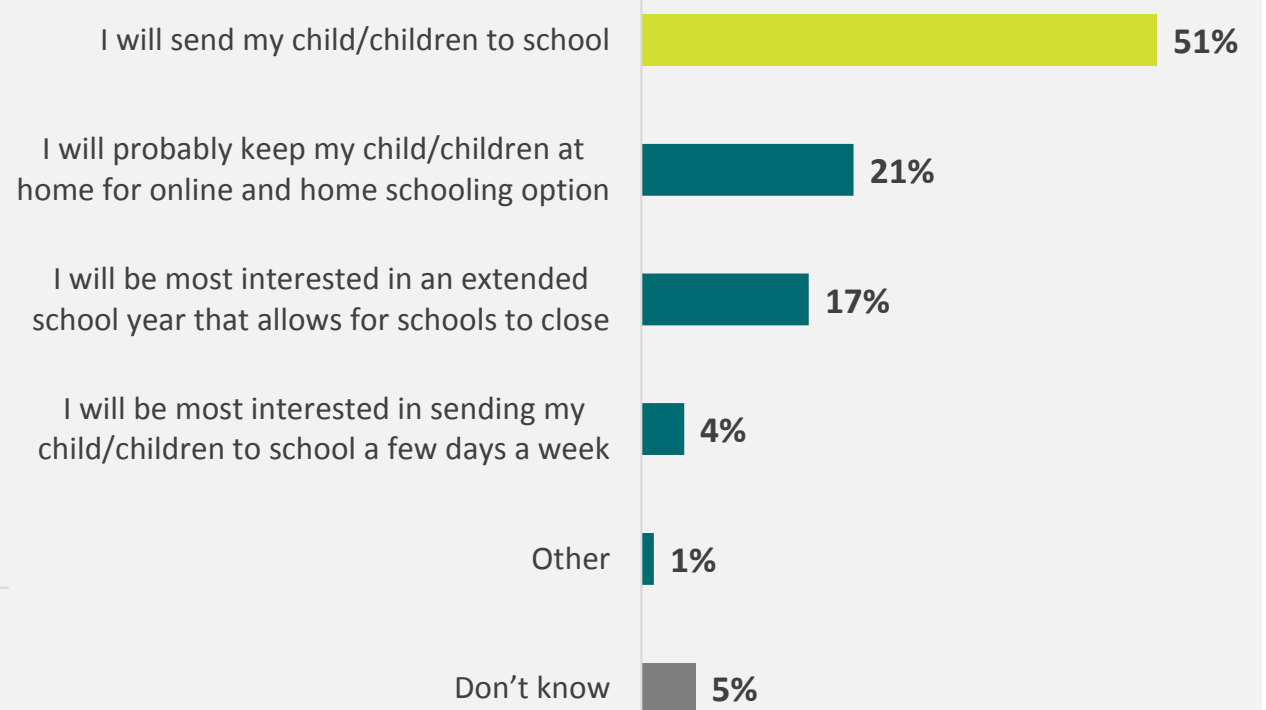
PERCEPTIONS OF SCHOOL REOPENING

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?



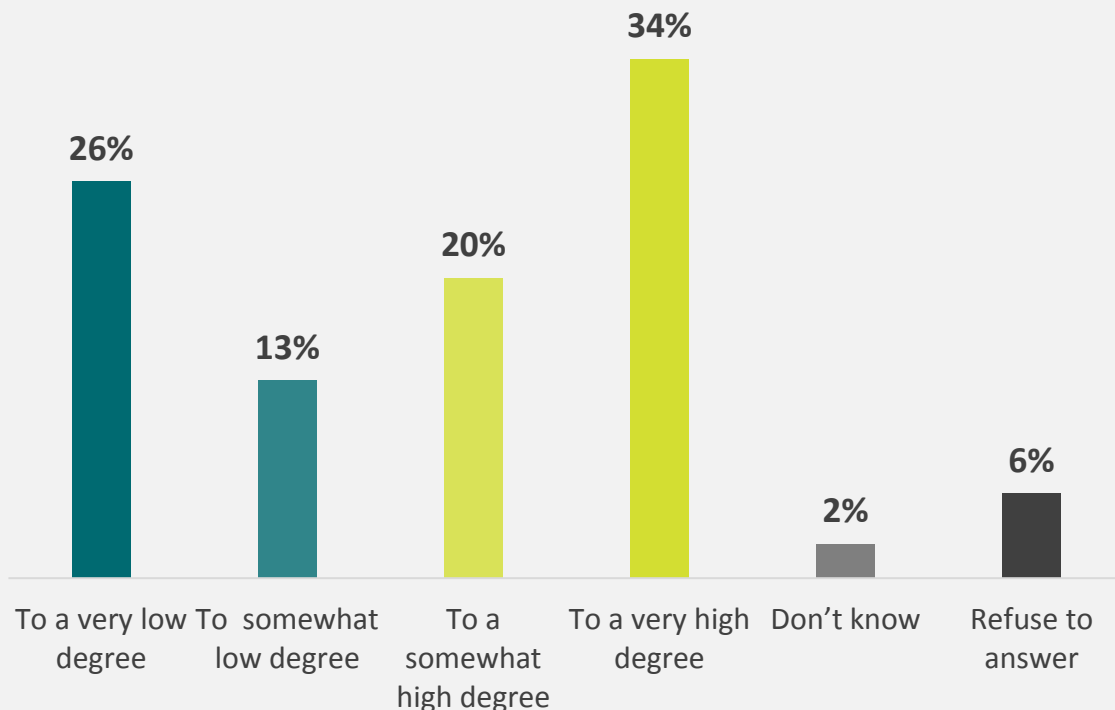
Which ONE of the following statements best represents your plans if school does resume in the fall?



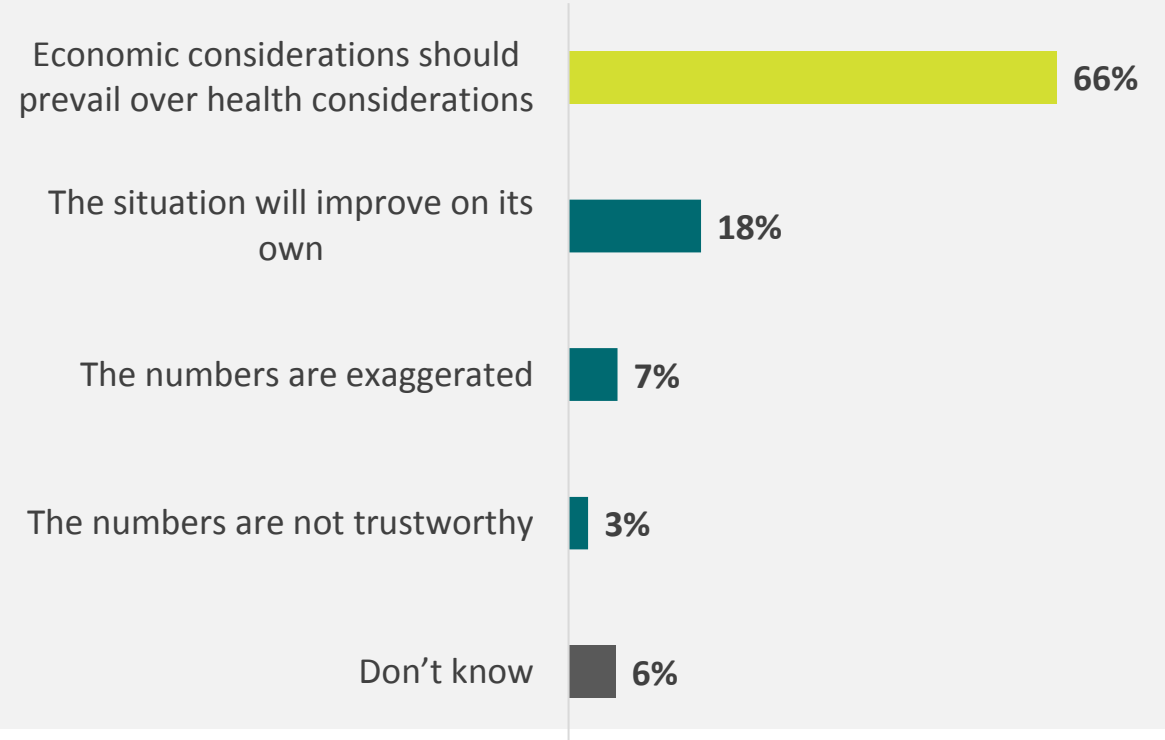
COVID-19 PANDEMIC AND THE IMMEDIATE FUTURE

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?



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



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

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