ASSESSING THE LEVEL OF AWARENESS ABOUT AND THE IMPACT OF THE NOVEL CORONAVIRUS IN ARMENIA

Final Report of Online Survey
11.04.2020
www.crrc.am
This report summarizes the results of the study “Assessing the level of awareness about and the impact of the novel coronavirus in Armenia.”

The data was collected online within the time period between March 29th and April 8th 2020 among the residents of Republic of Armenia (RA). The survey was disseminated via Facebook ads.

The graphs and charts presented in this report were created based on the data gathered by April 8th, 2020 7:41 p.m., Yerevan time. Total number of participants was 8473, 46 of which were removed from the database due to being technically invalid. Therefore, the report is based on the responses of 8427 participants. The results cannot be extended to represent the whole population of Armenia or those residents of Armenia using accounts on Facebook.

This study has been conducted voluntarily by the Caucasus Research Resource Center-Armenia Foundation aimed at supporting the RA Government efforts in preventing the spread of novel coronavirus in Armenia.
ABBREVIATIONS

HH – Household
DK – Don’t know
RA – Refuse to answer
NA – Not applicable
Online Advertisement Statistics

% of total, N=312896

Number of link clicks: 26740

Yerevan: 64%
Shirak: 8%
Lori: 7%
Kotayk: 5%
Syunik: 3%
Aravir: 3%
Gegharkunik: 3%
Aragatsotn: 2%
Tavush: 1%
Vayots Dzor: 1%

Age groups: 18-24, 25-34, 35-44, 45-54, 55-64, 65+

Gender distribution:
- Female: 31%
- Male: 69%

Social media platforms:
- Facebook (mobile application): 72%
- Instagram: 11%
- Facebook (desktop): 5%
- Instagram stories: 5%

Number of link clicks:
- Female: 26%
- Male: 74%

Number of link clicks: 26740
Socio-Demographic Data

% of total, N=8427

- Male: 69%
- Female: 31%

Age Distribution:
- 18-25: 33%
- 26-35: 38%
- 36-45: 18%
- 46-55: 7%
- 56-65: 3%
- 66+: 1%

Region Distribution:
- Yerevan: 52%
- Kotayk: 9%
- Lori: 8%
- Shirak: 7%
- Ararat: 6%
- Armavir: 5%
- Gegharkunik: 4%
- Syunik: 3%
- Tavush: 3%
- Aragatsotn: 2%
- Vayots Dzor: 1%

Urban vs. Rural:
- Urban: 17%
- Rural: 83%
# Level of Education and Income

## Highest level of education received

- **Post-graduate degree**: 2, 61% of total
- **Completed higher education (BA, MA, or Specialist degree)**: 14
- **Secondary technical education**: 10
- **Incomplete secondary education**: 0.7
- **Primary education (either complete or incomplete)**: 0.2
- **No primary education**: 0.1

## HH income in the previous month

- **Below 24,000 AMD**: 7
- **24,001-48,000 AMD**: 10
- **48,001-120,000 AMD**: 19
- **120,001-192,000 AMD**: 17
- **192,001-383,000 AMD**: 15
- **383,001-575,000 AMD**: 8
- **575,001-969,000 AMD**: 4
- **Over 969,001 AMD**: 1

- **DK**: 12
- **RA**: 7

% of total, N=8427
Health Issues

% of total responses, N=9207

- None: 53%
- Blood pressure: 9%
- Severe obesity: 8%
- Heart disease/conditions: 3%
- Liver disease: 1%
- Diabetes: 1%
- Lung disease, or moderate versions of asthma: 1%
- Renal failure: 0.6%
- Cancer, or generally immunocompromised: 0.4%
- Other: 9%
- DK: 14%
In the case of having symptoms of Coronavirus, what would be your first action?

- I will call the hotline: 41%
- I will call an ambulance: 28%
- I will visit a medical establishment: 11%
- I will isolate myself and will wait to recover: 10%
- I will refer to a doctor I know: 5%
- I will self-medicate: 0.6%
- I will not do anything: 0.4%
- DK: 4%

% of total, N=8427
To the best of your knowledge, what is the punishment for violating the rules of emergency situation in Armenia?

- Administrative punishment (e.g. fine): 41%
- Criminal punishment (e.g. months or years of imprisonment): 10%
- Both: 40%
- Neither: 2%
- DK: 7%

(769, N=8427)
To what extent do you think the seriousness of COVID-19 is overstated/understated ...

% of total, N=8427

- very overstated
- overstated
- appropriate
- understated
- very understated

... by the Government

... by the general public
In your opinion, what is the main reason for the development/spread of the virus?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The existence and spread of viruses is a natural phenomenon</td>
<td>22%</td>
</tr>
<tr>
<td>This is a result of political/economic competition by world powers</td>
<td>21%</td>
</tr>
<tr>
<td>Coronavirus is a conspiracy of secret forces, people are simply its victims</td>
<td>21%</td>
</tr>
<tr>
<td>The planet’s ecological situation, this is an ecological issue</td>
<td>11%</td>
</tr>
<tr>
<td>Poor hygiene</td>
<td>10%</td>
</tr>
<tr>
<td>Coronavirus is disinformation spread by the media</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
<tr>
<td>DK</td>
<td>12%</td>
</tr>
</tbody>
</table>

% of total, N=8427
What source(s) do you rely on the most for information about the coronavirus?

% of total responses, N=15859

- Official sources regardless of the information/news platform: 44
- Armenian TV channels: 16
- Armenian Online news outlets: 11
- Social media influencers: 9
- Health care providers: 6
- International media (printed and online): 6
- Russian media (printed and online): 2
- Armenian Radio: 2
- None of them: 1
- Friends or family members: 1
- DK: 1
Which of the following measures, if any, are you taking in response to the coronavirus?

% of total responses, N=36687

- Washing hands more frequently: 22%
- Staying away from large groups: 21%
- Avoiding touching your face: 16%
- Wearing a mask and/or gloves: 15%
- Working from home: 9%
- Stocking up on extra cleaning supplies: 6%
- Using specific food considered healthy (garlic, ginger, honey etc.): 5%
- Stocking up on extra food: 3%
- Consulting with a health care provider: 2%
- Other: 1%
How much do you trust or distrust the following institutions in this emergency situation?

<table>
<thead>
<tr>
<th>Institution</th>
<th>DK</th>
<th>Do not trust at all</th>
<th>Rather distrust</th>
<th>Neutral</th>
<th>Rather trust</th>
<th>Completely trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare system</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>13</td>
<td>20</td>
<td>54</td>
</tr>
<tr>
<td>Government</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>15</td>
<td>21</td>
<td>50</td>
</tr>
<tr>
<td>Commandant’s office</td>
<td>3</td>
<td>6</td>
<td>8</td>
<td>17</td>
<td>21</td>
<td>45</td>
</tr>
<tr>
<td>Ministry of Emergency Situations</td>
<td>8</td>
<td>5</td>
<td>8</td>
<td>18</td>
<td>22</td>
<td>39</td>
</tr>
<tr>
<td>Police</td>
<td>6</td>
<td>8</td>
<td>13</td>
<td>23</td>
<td>22</td>
<td>29</td>
</tr>
<tr>
<td>Education system</td>
<td>8</td>
<td>11</td>
<td>12</td>
<td>20</td>
<td>22</td>
<td>28</td>
</tr>
<tr>
<td>Civic aviation committee</td>
<td>16</td>
<td></td>
<td>15</td>
<td>14</td>
<td>22</td>
<td>16</td>
</tr>
<tr>
<td>Banks</td>
<td>8</td>
<td></td>
<td>23</td>
<td>16</td>
<td>21</td>
<td>15</td>
</tr>
<tr>
<td>Armenian Media</td>
<td>4</td>
<td></td>
<td>26</td>
<td>24</td>
<td>28</td>
<td>6</td>
</tr>
</tbody>
</table>
Those who do not trust the relevant institutions are more likely to self-medicate or do nothing*

* The graphs represent the cross-tabulation of the following questions:
1. How much do you trust or distrust the following institutions in this emergency situation?
2. In the case of having symptoms of Coronavirus, what would be your first action?

% of total, N=8427

Commandant’s Office

- I will not do anything: 67% Distrust, 11% Neutral, 22% Trust
- I will self-medicate: 51% Distrust, 23% Neutral, 26% Trust
- I will isolate myself and will wait to recover: 21% Distrust, 23% Neutral, 56% Trust
- I will refer to a doctor I know: 16% Distrust, 23% Neutral, 65% Trust
- I will visit a medical establishment: 17% Distrust, 18% Neutral, 65% Trust
- I will call the hotline: 12% Distrust, 16% Neutral, 72% Trust

Healthcare system

- I will not do anything: 57% Distrust, 20% Neutral, 23% Trust
- I will self-medicate: 35% Distrust, 29% Neutral, 35% Trust
- I will isolate myself and will wait to recover: 17% Distrust, 16% Neutral, 73% Trust
- I will refer to a doctor I know: 10% Distrust, 15% Neutral, 79% Trust
- I will visit a medical establishment: 9% Distrust, 13% Neutral, 79% Trust
- I will call an ambulance: 6% Distrust, 19% Neutral, 75% Trust

Government

- I will not do anything: 58% Distrust, 17% Neutral, 25% Trust
- I will self-medicate: 50% Distrust, 19% Neutral, 31% Trust
- I will isolate myself and will wait to recover: 19% Distrust, 16% Neutral, 65% Trust
- I will refer to a doctor I know: 12% Distrust, 14% Neutral, 75% Trust
- I will visit a medical establishment: 10% Distrust, 15% Neutral, 75% Trust
- I will call the hotline: 9% Distrust, 20% Neutral, 71% Trust

CRRC Armenia
<table>
<thead>
<tr>
<th>Measure</th>
<th>Completely negative</th>
<th>Negative</th>
<th>Neutral</th>
<th>Positive</th>
<th>Completely positive</th>
<th>% of total, N=8427</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry into force of the state of emergency</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>8</td>
<td>78</td>
</tr>
<tr>
<td>Suspension of activities of education institutions</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>10</td>
<td>75</td>
</tr>
<tr>
<td>Application of isolation and self-isolation measures</td>
<td>9</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
<td>70</td>
</tr>
<tr>
<td>Restrictions imposed on the city of Etchmiadzin</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>7</td>
<td>12</td>
<td>69</td>
</tr>
<tr>
<td>Limitation of movement</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>11</td>
<td>67</td>
</tr>
<tr>
<td>Restraints on a line of economic activities, including stores, cafes, etc.</td>
<td>8</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>11</td>
<td>66</td>
</tr>
<tr>
<td>Penalties applied in the case that isolation/self-isolation measures have been violated</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>12</td>
<td>61</td>
</tr>
<tr>
<td>Fight against the spread of disinformation</td>
<td>10</td>
<td>8</td>
<td>6</td>
<td>8</td>
<td>11</td>
<td>57</td>
</tr>
<tr>
<td>Facilitation of the return of Armenian citizens from abroad</td>
<td>5</td>
<td>15</td>
<td>8</td>
<td>14</td>
<td>17</td>
<td>41</td>
</tr>
</tbody>
</table>
How positive/negative do you find the Government’s initiative to gather data on people’s movement and phone calls?

% of total, N=4596

- Completely negative: 24
- Negative: 11
- Neutral: 12
- Positive: 39
- Completely positive: 5

Question added with delay
Those who do not trust the Government are more likely to find the preventive measures to be negative*

* The graphs represent the cross-tabulation of the following questions:
1. How much do you trust or distrust the following institutions in this emergency situation?
2. How positive/negative do you find the measures taken by the Government up till now?

Graphs show:
- **Phone call monitoring**
  - Distrust: Positive 18%, Neutral 7%, Negative 75%
  - Neutral: Positive 30%, Neutral 18%, Negative 52%
  - Trust: Positive 64%, Neutral 13%, Negative 23%

- **Announcing emergency situation**
  - Distrust: Positive 55%, Neutral 11%, Negative 34%
  - Neutral: Positive 76%, Neutral 12%, Negative 13%
  - Trust: Positive 96%, Neutral 2%, Negative 1%

- **Return of citizens from abroad**
  - Distrust: Positive 29%, Neutral 10%, Negative 61%
  - Neutral: Positive 41%, Neutral 23%, Negative 37%
  - Trust: Positive 70%, Neutral 14%, Negative 16%

% of total, N=8427
To what extent do you agree that to prevent the pandemic, the Government...

- ... needs to conduct a monitoring of citizens’ physical movement

- ... needs to make the limitations posed by the state of emergency stricter

<table>
<thead>
<tr>
<th>Percentage</th>
<th>RA</th>
<th>DK</th>
<th>Completely disagree</th>
<th>Rather disagree</th>
<th>Neutral</th>
<th>Rather agree</th>
<th>Fully agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of total</td>
<td>2%</td>
<td>10%</td>
<td>11%</td>
<td>7%</td>
<td>14%</td>
<td>14%</td>
<td>42%</td>
</tr>
<tr>
<td>N</td>
<td>2</td>
<td>4491</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of total</td>
<td>6%</td>
<td>7%</td>
<td>5%</td>
<td>9%</td>
<td>11%</td>
<td>1%</td>
<td>61%</td>
</tr>
<tr>
<td>N</td>
<td>6%</td>
<td>4560</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CRRC Armenia
How probable do you consider that...

- ... many people might become unemployed due to the consequences of the pandemic
  - 10% Not probable at all
  - 6% Rather not probable
  - 11% Rather probable
  - 19% Very probable
  - Total: 54% of respondents

- ... the healthcare system will not be able to tend to all patients in the case the virus spreads rapidly
  - 4% Not probable at all
  - 9% Rather not probable
  - 12% Rather probable
  - 23% Very probable
  - Total: 52% of respondents

- ... your standard of living might worsen substantially
  - 10% Not probable at all
  - 7% Rather not probable
  - 13% Rather probable
  - 22% Very probable
  - Total: 39% of respondents

- ... your family/household will not be able to meet its basic needs
  - 8% Not probable at all
  - 11% Rather not probable
  - 19% Rather probable
  - 24% Very probable
  - Total: 33% of respondents

- ... your relatives might become infected by the virus
  - 10% Not probable at all
  - 9% Rather not probable
  - 20% Rather probable
  - 28% Very probable
  - Total: 33% of respondents

DK = Don't Know
What kind of measures/support would you personally like to have in place by the Government to cushion the impact on your financial situation?

**% of total responses, N=13329**

<table>
<thead>
<tr>
<th>Measure/Effort</th>
<th>% of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>To cover basic salaries for the non-working period</td>
<td>32</td>
</tr>
<tr>
<td>To oblige utility providers to postpone the payments during the quarantine period</td>
<td>28</td>
</tr>
<tr>
<td>To subsidize housing bills and necessary food for the non-working period</td>
<td>28</td>
</tr>
<tr>
<td>No need for additional measures</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>DK</td>
<td>6</td>
</tr>
</tbody>
</table>
How do you think you could support/engage in COVID-19 spread prevention work?

% of total responses, N=14714

- By following quarantine/emergency situation rules: 52%
- By contributing to the distance learning/teaching/working: 17%
- By helping elderly people in the local community: 14%
- By volunteering for healthcare providers: 12%
- I do not think, I can do anything: 2%
- Other: 1%
- DK: 2%
Based on your experience, how would you assess the online teaching/learning/working methods?

<table>
<thead>
<tr>
<th>Assessment</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rather effective</td>
<td>40</td>
</tr>
<tr>
<td>Rather ineffective</td>
<td>18</td>
</tr>
<tr>
<td>Very effective</td>
<td>10</td>
</tr>
<tr>
<td>Very ineffective</td>
<td>7</td>
</tr>
<tr>
<td>NA</td>
<td>16</td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
</tr>
</tbody>
</table>

What would most likely happen if you were not able to work for at least two weeks because of the coronavirus?

<table>
<thead>
<tr>
<th>Outcome</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would likely not get paid, but I would be able to keep up with my basic expenses</td>
<td>33</td>
</tr>
<tr>
<td>I would likely continue to get paid</td>
<td>25</td>
</tr>
<tr>
<td>I would likely not get paid, and I would have difficulty making payments for basic necessities</td>
<td>12</td>
</tr>
<tr>
<td>DK</td>
<td>7</td>
</tr>
<tr>
<td>I am not employed</td>
<td>23</td>
</tr>
</tbody>
</table>
The likely results of not being able to work for two weeks, based on the respondents’ monthly income level

<table>
<thead>
<tr>
<th>Monthly Income Level</th>
<th>DK</th>
<th>RA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 24.000 AMD</td>
<td>5</td>
<td>40</td>
</tr>
<tr>
<td>24.001-48.000 AMD</td>
<td>6</td>
<td>29</td>
</tr>
<tr>
<td>48.001-120.000 AMD</td>
<td>6</td>
<td>25</td>
</tr>
<tr>
<td>120.001-192.000 AMD</td>
<td>7</td>
<td>17</td>
</tr>
<tr>
<td>192.001-383.000 AMD</td>
<td>7</td>
<td>12</td>
</tr>
<tr>
<td>383.001-575.000 AMD</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>575.001-969.000 AMD</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Over 969.001 AMD</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

- DK: I am not employed
- RA: I would likely continue to get paid
- I would likely not get paid, but I would be able to keep up with my basic expenses
- I would likely not get paid, and I would have difficulty making payments for basic necessities

% of total, N=8427
What financial effect do you think the spread of COVID-19 and its preventive and control mechanisms would have on...

<table>
<thead>
<tr>
<th>Category</th>
<th>Very positive</th>
<th>Rather positive</th>
<th>No impact</th>
<th>Rather negative</th>
<th>Very negative</th>
<th>% of total, N=8427</th>
</tr>
</thead>
<tbody>
<tr>
<td>... SMEs in Armenia</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>13</td>
<td>23</td>
<td>47</td>
</tr>
<tr>
<td>... Armenia in general</td>
<td>4</td>
<td>9</td>
<td>5</td>
<td>14</td>
<td>23</td>
<td>46</td>
</tr>
<tr>
<td>... Your Family/HH</td>
<td>2</td>
<td>6</td>
<td>6</td>
<td>23</td>
<td>19</td>
<td>40</td>
</tr>
<tr>
<td>... Eurasian Economic Union</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>5</td>
<td>14</td>
<td>36</td>
</tr>
<tr>
<td>... Big businesses in Armenia</td>
<td>10</td>
<td>11</td>
<td>9</td>
<td>22</td>
<td>19</td>
<td>29</td>
</tr>
</tbody>
</table>
From your point of view, how long will the coronavirus crisis last in Armenia?

% of total, N=8427

- Up to three months: 40%
- Up to a month: 30%
- Up to half a year: 17%
- Up to a year: 9%
- More than a year: 2%
- DK: 2%
The time forecast of the spread of COVID-19, based on respondents’ gender

% of total, N=8427

- Male
- Female

<table>
<thead>
<tr>
<th>Duration</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>DK</td>
<td>26</td>
<td>74</td>
</tr>
<tr>
<td>Up to a month</td>
<td>27</td>
<td>73</td>
</tr>
<tr>
<td>Up to three months</td>
<td>33</td>
<td>67</td>
</tr>
<tr>
<td>Up to half a year</td>
<td>43</td>
<td>58</td>
</tr>
<tr>
<td>Up to a year</td>
<td>36</td>
<td>64</td>
</tr>
<tr>
<td>More than a year</td>
<td>57</td>
<td>43</td>
</tr>
</tbody>
</table>