

Hello. The Caucasus Research Resource Center-Armenia, an independent research organization, is conducting a survey to study several priority areas in Armenia, such as the healthcare system, energy conservation, the Karabakh conflict, and education.

The study is conducted on behalf of the CIVILITAS Foundation.

The survey is anonymous and will last approximately 20 minutes. Your telephone number was selected by a computer on a random basis. We ask you to participate in this survey and have your contribution in the public opinion study of priority topics for Armenia.

Please, be as honest as possible.

Do you agree to participate in this survey?

- I agree to participate
- I do not agree to participate [*Finish the interview*]
- I have filled in the online questionnaire [*Finish the interview*]

## HEALTHCARE

**Q1. Which of the listed below best expresses your opinion about the Coronavirus?** [Choose one response]

Coronavirus is a global pandemic and is a threat to the lives and health of millions of people	<b>1</b>
Coronavirus is an illness that many are infected with, it is similar to the flu and does not threaten the lives of people in large numbers	<b>2</b>
Coronavirus was fabricated by the media and public figures	<b>3</b>
I do not have sufficient information to orientate/I do not follow it	<b>4</b>
(Don't know)	<b>98</b>
(Refuse to answer)	<b>99</b>

**Q2. What is your main source of information about the Coronavirus in Armenia?** [Select all that apply]

Television, radio, news from printed press	<b>1</b>
From the internet: news websites, newspaper websites, from their pages on social media	<b>2</b>
From the internet: the pages of the Prime Minister, the Minister of Health and other officials (live sessions, posts)	<b>3</b>
Social media: information presented by different people	<b>4</b>
From my networks (friends, neighbors, relatives, familiar doctors)	<b>5</b>
I do not receive any information/ I do not follow	<b>6</b>
(Refuse to answer)	<b>99</b>

**Q3. Please indicate the level of trust you have towards these news sources about the Coronavirus on a scale from 1 to 5, where 1 is "completely distrust" and 5 is "completely trust".**

[Select 0 if you do not follow or do not use these sources]

Official messages by the Ministry of Health and other state agencies	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>
Politicians' and journalists' announcements	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>
Doctors/experts from Armenia	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>
Doctors/experts from other countries	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>
Information published by international media	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>
Friends, neighbors, relatives	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>

**Q4. Have you personally been infected with the Coronavirus?**

Yes (⇒ Q5.1)	<b>1</b>
No (⇒ Q5.2)	<b>2</b>
(Don't know) (⇒ Q5.2)	<b>98</b>
(Refuse to answer) (⇒ Q5.2)	<b>99</b>

**Q5.1. What did you do when you were infected with the Coronavirus?** [Select all that apply]

**Skip ⇒ Q6.1**

I called the Polyclinic	<b>1</b>
I called the Hospital/an ambulance	<b>2</b>
I called the Hot Line/National Center for Disease Control	<b>3</b>
I went to the Polyclinic/Hospital	<b>4</b>

I went/called a doctor I know	<b>5</b>
I had mild symptoms,, I took it easy at home	<b>6</b>
I self-treated	<b>7</b>
Other/specify	<b>8</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q5.2 What will you do first if you suspect you were infected with the Coronavirus?** *[Choose the option best fitting your opinion, one response only]*

**Skip ⇒ Q6.2**

I will be bedridden until I feel better	<b>1</b>
If I do not feel very bad, I will overcome the sickness on the run	<b>2</b>
I will self-isolate	<b>3</b>
I will call a polyclinic, a hospital, the hot line, an ambulance	<b>4</b>
I will immediately go to a polyclinic, a hospital	<b>5</b>
I will refer to a familiar doctor	<b>6</b>
Other/specify	<b>7</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q6.1 Did you take a test when you were infected with the Coronavirus?** *[Choose the option best fitting your opinion, one response only]*

I paid for a test	<b>1</b>
I took a free test	<b>2</b>
I didn't take a test	<b>3</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q6.2 In case of suspecting you are infected with the Coronavirus, will you take a test?** *[Choose the option best fitting your opinion, one response only]*

I will take the test even if I have to pay for it	<b>1</b>
I will take the test if it is free	<b>2</b>
I will take a test only in an extreme case, if I feel very bad	<b>3</b>
I do not trust the testing, I will not take it	<b>4</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q7. In case vaccinations against the Coronavirus begin in Armenia, will you personally apply to get the vaccine?**

Yes (⇒ Q7A)	<b>1</b>
No (⇒ Q7B)	<b>2</b>
<i>(Don't know)</i> (⇒ Q8)	<b>98</b>
<i>(Refuse to answer)</i> (⇒ Q8)	<b>99</b>

**Q7A. If yes, why?**

To insure myself from the threat of falling sick	<b>1</b>
Because it will be mandatory for everyone and will be generally utilized	<b>2</b>
Other/specify	<b>3</b>

<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q7A2. If you had the opportunity to choose, which vaccine would you prefer?**

*[DO NOT READ, choose the option best fitting respondent's opinion, one response only]*

Sputnik V (Russia)	<b>1</b>
AstraZeneca (UK-Sweden)	<b>2</b>
Moderna (USA)	<b>3</b>
Pfizer (Germany-USA)	<b>4</b>
CNBG/Sinovac/Sinopharm (China)	<b>5</b>
Other/specify	<b>6</b>
There is no difference, I just want to get vaccinated	<b>7</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q7B. If no, why?**

I will not apply until there are safety guarantees for the given vaccine	<b>1</b>
I do not trust vaccines at all	<b>2</b>
Other/specify	<b>3</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q8. Do you follow the Coronavirus precautions, e.g. wearing a mask, social distancing, etc.?**

*[Choose the option best fitting your opinion, one response only]*

Initially I followed the rules strictly, later, I was following them less often	<b>1</b>
Initially I did not follow the rules, but later, I began following them more often	<b>2</b>
I have followed the rules the entire time	<b>3</b>
I have not had the opportunity to follow the rules	<b>4</b>
I do not find it necessary to follow the rules	<b>5</b>
Other/specify	
<i>(Refuse to answer)</i>	<b>99</b>

**Q11. How would you characterize the government's activity during the spread of the pandemic?** *[Choose the option best fitting your opinion, one response only]*

Very efficient	<b>1</b>
Somewhat efficient	<b>2</b>
Neither efficient, nor inefficient	<b>3</b>
Somewhat inefficient	<b>4</b>
Very inefficient	<b>5</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q12. Are you satisfied with the services provided/measures taken by the following organizations in regard to the fight against Coronavirus?**

	Definitely yes	Rather yes	Rather no	Definitely no	DK	RA
RA Ministry of Health	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>98</b>	<b>99</b>
National Center for Disease Control	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>98</b>	<b>99</b>
Hospitals	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>98</b>	<b>99</b>
Polyclinics	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>98</b>	<b>99</b>
Schools/Kindergards	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>98</b>	<b>99</b>
Workplaces	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>98</b>	<b>99</b>

## **ENERGY**

**Q13. In your opinion, compared to your neighbors/families of friends, is the energy expenditure (gas, electrical energy) of your family...?**

More	<b>1</b>
Less	<b>2</b>
Does not differ much	<b>3</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q15. Have you ever considered taking action to reduce the energy expenditure of your dwelling?**

Yes	<b>1</b>
No	<b>2</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q16. In your opinion, what are the main sources of your family's energy expenditure? [Select up to three answers]**

Heat loss from walls	<b>1</b>
Heat loss from windows	<b>2</b>
Heating system	<b>3</b>
Hot water supply system	<b>4</b>
Lighting fixtures	<b>5</b>
Electrical home appliances	<b>6</b>
Other/specify	<b>7</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q17A. How do you heat your dwelling? [Select all that apply]**

Heating boiler with gas	<b>1</b>
Electrical heaters	<b>2</b>
Sun-powered heaters	<b>3</b>
Oil heaters	<b>4</b>
Cow dung	<b>5</b>
Wood	<b>6</b>
Other/specify	<b>7</b>
We do not heat	<b>8</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q17B. Which of the measures mentioned below do you take in your dwelling? [Select all that apply]**

Upgrade the heating system	<b>1</b>
Replace the windows	<b>2</b>
Replace the doors	<b>3</b>
Insulate the walls	<b>4</b>
Replace light bulbs	<b>5</b>
Replace/upgrade electrical appliances	<b>6</b>
None of the above	<b>7</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q18. Which of the following activities will conduce energy saving in your household? [Select all that apply]**

Turning off unnecessary lighting	<b>1</b>
Turning off or powering off electrical devices not in use	<b>2</b>
Reducing excessive heating and cooling (regulating heating and cooling temperatures)	<b>3</b>
Other/specify	<b>4</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q20. Which devices working on the basis of renewable energy do you use in your household? [Select all that apply]**

Solar-powered water heater	<b>1</b>
Solar photo-electric panels	<b>2</b>
Biogas producing device	<b>3</b>
Heat pump	<b>4</b>
Other/specify	<b>5</b>
I do not use any	<b>6</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q22. In your opinion, does Armenia have an energy security issue?**

Yes	<b>1</b>
No	<b>2</b>
I do not know what "energy security" is	<b>3</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

## **KARABAKH CONFLICT**

**New\_1. What is your attitude in relation to opening of transport links between Armenia and Azerbaijan** [Note. this is regulated by Nagorno-Karabakh ceasefire trilateral agreement signed on November 9]

Completely positive	<b>1</b>
Somewhat positive	<b>2</b>
Neutral	<b>3</b>
Somewhat negative	<b>4</b>
Completely negative	<b>5</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_2. Please tell me which of the following statements you agree with.**

The operation of Meghri corridor is a threat to RA national security	<b>1</b>
The operation of Meghri corridor creates a basis for economic development	<b>2</b>
I agree with both options [DO NOT READ]	<b>3</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_3. To what extent do you trust the Russian peacekeeping forces in ensuring the security of Artsakh?**

Completely trust	<b>1</b>
Rather trust	<b>2</b>
Neither trust nor distrust	<b>3</b>
Rather distrust	<b>4</b>
Completely distrust	<b>5</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_4. Do you think the Russian peacekeeping forces will continue the mission in Artsakh after the expiration of the five-year trilateral agreement signed on November 9, 2020?**

Definitely yes	<b>1</b>
Somewhat yes	<b>2</b>
Somewhat no	<b>3</b>
Definitely no	<b>4</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_5. How would you assess the importance of the OSCE Minsk Group activities in the further settlement of the Artsakh conflict?**

Very important	<b>1</b>
Somewhat important	<b>2</b>
Somewhat unimportant	<b>3</b>
Very unimportant	<b>4</b>

<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_6. Do you see a risk of resumption of the war in Artsakh?**

Yes, in a year	<b>1</b>
Yes, in five years	<b>2</b>
Yes, in ten years	<b>3</b>
Yes, after ten years	<b>4</b>
No	<b>5</b>
War has never ended	<b>6</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_7. There are different approaches to the final settlement of the Nagorno-Karabakh/Artsakh conflict. Please tell me which of the following approaches are acceptable for you?**

*[Select up to 2 options, mentioning first and second options] Rotation of the options*

Artsakh should be officially part of Armenia	<b>1</b>	
Artsakh should be an independent state	<b>2</b>	
Create a special administrative area, which will be jointly managed by Azerbaijan and Armenia	<b>3</b>	
Artsakh is part of Azerbaijan with high autonomy	<b>4</b>	
Artsakh is a part of Azerbaijan without autonomy	<b>5</b>	
Artsakh having special status within Russian Federation	<b>6</b>	
<i>(Don't know)</i>	<b>98</b>	
<i>(Refuse to answer)</i>	<b>99</b>	

**New\_8. The first step in the further settlement of the Karabakh conflict should be ...** *[Choose the option best fitting respondent's opinion, one response only] Rotation of the options*

Returning of captives, then the rest	<b>1</b>
Determination of the status of Artsakh, then the rest	<b>2</b>
Ensuring the safety of Artsakh population and current borders, then the rest	<b>3</b>
Solving issues related to the economy and unblocking of the regional roads, then political issues	<b>4</b>
Other/specify	<b>5</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**Q28. In your opinion, does the Karabakh conflict resolution depend on...?** *[Choose up to three responses]*

Armenian government	<b>1</b>
Artsakh government	<b>2</b>
Armenian army	<b>3</b>
The people of Armenia and Artsakh	<b>4</b>
Azerbaijani government	<b>5</b>
The people of Azerbaijan	<b>6</b>
World major powers (USA, Russia, China, EU)	<b>7</b>

Regional major powers (Turkey, Iran, Russia)	<b>8</b>
The government of the Russian Federation	<b>9</b>
International society	<b>10</b>
OSCE Minsk Group activities	<b>11</b>
None of the above	<b>12</b>
Other/specify	<b>13</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_9. In your opinion, should each of the following countries and organizations be very involved, partially involved or not involved at all in the final resolution of the Nagorno-Karabakh/Artsakh conflict?**

	Very involved	Partially involved	Not involved at all	DK	RA
Russian Federation	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>
USA	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>
France	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>
Turkey	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>
European Union	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>
Iran	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>
OSCE Minsk Group	<b>1</b>	<b>2</b>	<b>3</b>	<b>98</b>	<b>99</b>

**Q29. To what extent do you believe in the coexistence of Armenians and Azeris, considering the second Artsakh war?**

Very much	<b>1</b>
To some extent	<b>2</b>
Rather do not believe	<b>3</b>
Do not believe at all	<b>4</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**New\_10: In your opinion, what should be the general goal of Armenia in terms of the territories of Artsakh?**

Return all pre-war territories	<b>1</b>
Return Shushi and Hadrout regions (former NKAO borders)	<b>2</b>
Maintain current borders	<b>3</b>
Other/specify	<b>4</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

## **EDUCATION**

**Q33. Have you participated in a distance learning class during the pandemic?** *[Choose one option] [participants of distance learning are students, parents/guardians of a pupil]*

Yes	<b>1</b>
Partly	<b>2</b>
No ( $\Rightarrow$ D1)	<b>3</b>
(Refuse to answer) ( $\Rightarrow$ D1)	<b>99</b>

**Q35. What challenges/problems have you faced while organizing or participating in distance learning?** *[Select all that apply]*

No internet/bad quality of internet	<b>1</b>
Lack of necessary technologies and tools	<b>2</b>
Health reasons (difficult to sit for long, problems with vision, other issues)	<b>3</b>
Lack of conditions for privacy	<b>4</b>
I have not faced any challenges/problems	<b>5</b>
Other/specify	<b>6</b>
(Refuse to answer)	<b>99</b>

**Q36. In your opinion, did the class/lecture that you attended undergo changes in content due to being distant?**

Yes	<b>1</b>
No ( $\Rightarrow$ Q37)	<b>2</b>
(Don't know) ( $\Rightarrow$ Q37)	<b>98</b>
(Refuse to answer) ( $\Rightarrow$ Q37)	<b>99</b>

**Q36A. If yes, how?** *[Select all that apply]*

Some assignments were left out	<b>1</b>
More assignments were assigned	<b>2</b>
The emphasis was put on individual work	<b>3</b>
Other/specify	<b>4</b>
(Don't know)	<b>98</b>
(Refuse to answer)	<b>99</b>

**Q37. In your opinion, what are the advantages of distance education?** *[Choose three main advantages]*

Saving time	<b>1</b>
Saving money	<b>2</b>
Opportunity to concentrate better	<b>3</b>
More convenient participation	<b>4</b>
The class takes place without any "disturbances"	<b>5</b>
More time allocated for each pupil/student during class	<b>6</b>
The class takes place without interrupting one another	<b>7</b>
Teachers/professors are more tactful/polite	<b>8</b>
Students/pupils are ready for class more often	<b>9</b>
Fewer absences	<b>10</b>
Supervision/support of parent(s)	<b>11</b>
Other/specify	<b>12</b>
There are no advantages	<b>13</b>

(Don't know)	<b>98</b>
(Refuse to answer)	<b>99</b>

**Q38. In your opinion, what are the disadvantages of distance learning?** [Choose three main advantages]

Time consuming	<b>1</b>
Failure to concentrate	<b>2</b>
Less time allocated to each pupil/student	<b>3</b>
Additional challenges to the development of practical skills of pupils/students	<b>4</b>
Difficulty organizing group work	<b>5</b>
Formal presence of pupils/students without engaging in the learning process	<b>6</b>
Pranks by pupils/students, weak supervision	<b>7</b>
Difficulties of participation by pupils/students with special needs in learning	<b>8</b>
Lack of distance learning platforms in Armenian	<b>9</b>
Other/specify	<b>10</b>
There are no disadvantages	<b>11</b>
(Don't know)	<b>98</b>
(Refuse to answer)	<b>99</b>

**Q40. Would like it if elements of distance education were preserved in class once the pandemic is overcome?**

Yes	<b>1</b>
No	<b>2</b>
Partly	<b>3</b>
(Don't know)	<b>98</b>
(Refuse to answer)	<b>99</b>

**Q39. Has distance education given you/your child/your children new skills?**

Yes	<b>1</b>
No (⇒ D1)	<b>2</b>
(Don't know) (⇒ D1)	<b>98</b>
(Refuse to answer) (⇒ D1)	<b>99</b>

**Q39.1 If yes, what skills?** [Select up to two options]

Concentration skills	<b>1</b>
Flexibility in organizing a lesson/lecture	<b>2</b>
Improvement of computer skills	<b>3</b>
Ability to use/access to online resources	<b>4</b>
Other/specify	<b>5</b>
(Don't know)	<b>98</b>
(Refuse to answer)	<b>99</b>

## DEMOGRAPHICS

*Thank you for your cooperation. Several questions remain for statistical purposes.*

**D1. Gender.**

Male	<b>1</b>
Female	<b>2</b>

**D2. How old are you?**

|\_|\_| y. o.

**D3. What is the highest level of education you received?**

Primary education (either complete or incomplete)	<b>1</b>
Incomplete secondary education	<b>2</b>
Completed secondary education	<b>3</b>
Secondary technical education	<b>4</b>
Incomplete higher education	<b>5</b>
Completed higher education	<b>6</b>
Post-graduate degree	<b>7</b>
<i>(Refuse to answer)</i>	<b>99</b>

**D4. What is your marital status?**

Never married	<b>1</b>
Married	<b>2</b>
Divorced	<b>3</b>
Widow/widower	<b>4</b>
Cohabiting	<b>5</b>
<i>(Refuse to answer)</i>	<b>99</b>

**D5. How many members does your household have?**

|\_|\_|

from which adults      |\_|\_|

from which minors      |\_|\_|

**D6. What is the status of your occupation?**

I work full time (including self-employment)	<b>1</b>
I work part time, in one place (including self-employment)	<b>2</b>
I work part time in more than one place (including self-employment)	<b>3</b>
Unemployed, looking for employment	<b>4</b>
Unemployed, not looking for employment	<b>5</b>
Retired <i>[If you are employed, choose one of the three options above]</i>	<b>6</b>
Student <i>[If you are employed, choose one of the three options above]</i>	<b>7</b>
Housewife	<b>8</b>
Other/specify	<b>9</b>
<i>(Refuse to answer)</i>	<b>99</b>

**D8. Which of the following statements best describes the current economic situation of your household?**

Money is not enough for food	<b>1</b>
Money is enough for food only, but not for clothes	<b>2</b>

Money is enough for food and clothes, but not enough for expensive durables like a refrigerator or washing machine	<b>3</b>
We can afford to buy some expensive durables like a refrigerator or washing machine	<b>4</b>
We can afford to buy anything we need	<b>5</b>
<i>(Don't know)</i>	<b>98</b>
<i>(Refuse to answer)</i>	<b>99</b>

**D9. Region**

Aragatsotn	<b>1</b>
Ararat	<b>2</b>
Armavir	<b>3</b>
Gegharkunik	<b>4</b>
Lori	<b>5</b>
Kotayk	<b>6</b>
Shirak	<b>7</b>
Syunik	<b>8</b>
Vayots Dzor	<b>9</b>
Tavush	<b>10</b>
Yerevan	<b>11</b>
<i>(Refuse to answer)</i>	<b>99</b>

**D10. Settlement type**

Urban	<b>1</b>
Rural	<b>2</b>
<i>(Refuse to answer)</i>	<b>99</b>

*Thank you for participating in our survey.*