Technical report

COVID-19 impact assessment poll: First Wave [7 June, 2021]

1. Poll Objective:

Public opinion data was obtained through a nationally representative CATI survey of Armenia that was designed to obtain the most accurate possible information about: (a) COVID-19 impact on labor, (b) Employment of Armenian migrants c) Banking practices.

2. Poll Technical Overview:

Poll Quick Facts	Data	Remarks		
Name of fieldwork firm	CRRC Armenia			
Fieldwork Dates	18 May 2021 – 1 June 2021			
Sampling Frame Data	Full list of mobile numbers			
Sample size	n=2026			
Target population	Residents of the Republic of	Mobile phone users ¹		
	Armenia, aged 18+	•		
Total target population	2,256,538			
Survey type	National			
Sampling Method	Automatized Random Digit			
	Dialing approach			
Margin of error	+/- 2.2	95% confidence interval		
Interview method (mode)	CATI			
Response Rate	34%			
Interview language(s)	Armenian			
Weight factors	Gender, age group, settlement type, HH size,	Individual and household-level weights calculated		
	migrants in the HH			

3. Sampling Plan:

A. Sample Allocation:

 A nationally representative sample of 2026 mobile phone users above 18 years old was achieved through CATI;

¹ According to the 2019-2020 wave of the Caucasus Barometer, over 90 percent of the Armenian population has a cell phone.

- A full list of possible mobile numbers (starting with the following codes: +374 041/ 043/ 055/ 077/ 091/ 093/ 094/ 095/ 096/ 098/ 099) was generated and used as a sampling frame;
- Automatized Random Digit Dialing approach was used with stratification by mobile operators according to their market shares (see Table 1);

Table 1: Number of active mobile numbers by operator

	/ 1		
Onavatav	Total number	Share in RDD	
Operator	of users		
Viva Cell	2,146,888	56%	
Veon Armenia/ Beeline	904,689	23%	
Ucom Armenia	824,127	21%	
Total	3,875,704	100%	

Source: Operator quarterly reports (2020 quarter 4).

The distributions of respondents across the given demographic groups versus the distributions² of 18+ citizens of Armenia across those groups is presented in the below tables.

Table 2: Gender distribution (predicted vs. actual sample)

Gender	Survey distribution	Predicted distribution	
Male	44%	44%	
Female	56%	56%	

Table 3: Age distribution (predicted vs. actual sample)

Age	Survey distribution	Predicted distribution
18-35	38%	35%
36-55	36%	33%
56+	26%	32%

 $^{^2}$ De facto population distributions across demographic groups come from NSS (as of January 2021) and are calculated using scientifically grounded methodology, however there have been no official statistics regarding de facto population of Armenia since 2011 census of population.

Table 4: Settlement type (predicted vs. actual sample)

Settlement type	Survey distribution	Predicted distribution
Yerevan	35%	37%
Urban	33%	27%
Rural	32%	36%

Table 5: Marz distribution (predicted vs. actual sample)

	Predicted distribution	
35%	37%	
4%	4%	
9%	9%	
9%	9%	
6%	8%	
8%	8%	
9%	7%	
9%	8%	
5%	5%	
2%	2%	
4%	4%	
100%	100%	
	4% 9% 9% 6% 8% 9% 9% 2% 4%	

B. Respondent Selection and Callbacks:

The method of Random Digit Dialing was used to select respondents and there was no possibility for replacement of respondents with another member of the HH. Whenever the respondent didn't not respond to an acting mobile number, a second call was made. In cases when the mobile phone belonged to a person aged less than 18, the interviewer marked the non-response sheet accordingly and ended the interview.

4. Weighting:

The data was weighted to ensure it is representative of the national population aged 18 older and HH distribution to correct for distortions in demographics due to non-response. The dataset contains two sets of weights.

Individual weight (fweightind): Post stratification weights by settlement type (capital/urban/rural), gender and age (18-35, 36-55, 56 and above) were applied based on the latest data provided by the <u>Statistical Committee of the Republic of Armenia</u> (as of January 2021).

HH weight with migrants (fweighthh): The weight was calculated to correct the distortions resulted from the oversampling based on the question "Is any member of your household over the age of 15 currently living or staying temporarily in another country for work?" in the database. The last wave (2019) of the <u>Labour Force Survey database</u> provided by the Statistical Committee of the Republic of Armenia was used as a reference for normalization of the distortion through the following steps:

Step 1: The Category "Short term emigrant" from the variable "Resident (De Jure) population by migratory status" was taken as a proxy from the LFS for the number of migrants in the HH.

Step 2: The individual-level data was restructured into a household level data taking into account whether there is at least one "Short term emigrant" in the HH.

Step 3: The frequency weight was calculated based on the proportions of HHs with migrants in the LFS restructured data (unweighted) adjusted by the total number of HHs in the country (based on data provided by the Statistical Committee of the Republic of Armenia and 2011 Census data³). The proportions were stratified by HH size (1-2, 3-4, 5-6 and 7 and more members) and settlement type, since migration in Armenia is distributed largely across rural areas and differs between large and small households.

Both weights have also been trimmed at the 1st and 99th percentiles.

5. Questionnaire:

The draft questionnaire in Armenian and English was provided by WB. The questionnaire in Armenian was reviewed in two rounds by CRRC and WB. Simultaneously, all the changes were transferred into the English version of the questionnaire. No back-translation was performed in the frames of the project. The final questionnaire in English was approved by the client.

³ The number of households was calculated using the total population by settlement type (Yerevan, Urban, Rural) and the average size of the households as per the Census (3.7 in rural and 4 in urban areas).

A. Pretest

The questionnaire was pre-tested on May 14-16 by 4 trained interviewers. In total 31 respondents were interviewed through RDD method among three operators.

Table 6: Number of interviews by operator

Operator	Number of interviews
Viva Cell	24
Veon Armenia/ Beeline	6
Ucom Armenia	1
Total	31

The average length of the interviews was 11 minutes. Five respondents (16%) mentioned that they had household members over the age of 15 currently living or staying temporarily in another country for work.

Table 7: Number of calls

Total number of calls	Number of unsuccessful calls*	Refusal	Interrupted interviews	Agreement	Response reachout rate**	Response rate***
253	183	36	3	31	28%	44%

General comments from enumerators

- Questionnaire was short, questions were well formulated and easy to understand.
- Respondents had difficulties only to answer to the questions about their bank accounts, due to the lack of knowledge on the different types of accounts and overall financial literacy.
- The questionnaire consists of many sections, there was a need to add some introductory text before every section.
- There were few questions about COVID. Some respondents mentioned that interviewers made them feel confused telling them that interview would be about COVID. There is a need to paraphrase the introductory text.
- There were many demographic questions about household members. Respondents were annoyed with those and there were cases of interruption of the interview. These questions can be moved to the end of the questionnaire.

Question	Problem	Suggested modification	Client response
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Technical:		Show questions on 1 page	Accepted
8, 8a, 8b			
Technical:		Show questions on 1 page	Accepted
Q9-Q12			
Q13	Hard to read and	Paraphrase in Armenian	
	understand		
Q40	Question is perceived as	Emphasize/paraphrase <u>right</u>	
	redundant	<u>prior</u> to returning,	
		otherwise, the question	
		makes no sense after Q37	
Q14, 34,	10. Certified specialist	Explain and/or change the	
44	option not clear	sequence	
Q49	Lists too long, most part of	Reduce if possible	
	the population has a Fridge		
	and a TV (more than 95%		
	according to Caucasus		
	Barometer 2019 data).		
Q51	Definition is too long	Paraphrase the question in	
		Armenian	
Q58	Are options 1 and 2	Paraphrase the question	
	considered as "victim of		
	fraud"		
Q59	"digital payments" is not	Paraphrase/explain in	
	clear	Armenian	
	Option 5 is not well		
	formulated, should be		
	simplified		

6.Fieldwork:

The fieldwork was conducted from May 18 to June 1, 2021. The fieldwork personnel consisted of 41 individuals. The average length of the interviews was 13 minutes. The last 2 days the interviewers were working on filling the migrant quota.

A. Environment:

The general interviewing climate in Armenia wasn't good with high refusal rates. During this survey it was decided to extend the allowed period of phone calls by half an hour and interviewers are dialing up random numbers until 8:30 p.m. with last interviews ending at about 9 p.m.

B. Actual Response Rate:

Only 34% of the successful calls ended with an interview, while 185 interviews were interrupted (see table below).

Table 8: Interview attempts

Total number of calls	Number of unsuccessful calls*	Refusal	Interrupted surveys	Agreement	Respondent reachout rate**	Response rate***
26904	20938	3755	185	2026	22%	34%

^{*} Including the following instances: number can't be reached, number doesn't exist, number not responding.

7. Data Processing:

Initial Interview data was captured in CATI mode through SurveyCTO software. The software automated all skip patterns and prevented moving on without completing a question, hence there were no skip errors or missing fields. The software allows for a direct download of SPSS database, therefore eliminating data entry errors. Frequencies and crosstabs were used to identify outliers, duplicates, and data that were inconsistent with instrument's logic.

A coder and one manager coded all the open-ended questions. They translated the verbatim responses into English and coded them.

8. Lessons for future polls:

In addition to the issues identified in the pre-test, interviewers noted the following problematic areas:

- Many respondents expressed frustration with questionnaire because they had a
 feeling that interviewers were asking the same questions. For example, questions 8a,
 8b, 27, 37 and etc.
- Interviewers mentioned that many respondents stated that they were asking so many personal questions, and that's why we have many RA answers in database.
- Questions about banking practices were the most difficult part. The questions were not clear to them and interviewers had to paraphrase them.

^{**} Percent of successful calls from the total number of call attempts.

^{***} Percent of successful calls from the total number of successful call attempts.