

RAPID GENDER ASSESSMENT ON THE IMPACT OF COVID-19 ON VIOLENCE AGAINST WOMEN

TECHNICAL REPORT - MOROCCO SURVEY FIELDWORK

AUGUST - SEPTEMBER 2021



1 Introduction

Prompted by strong concern that the COVID-19 pandemic has intensified the risk of different forms of violence against women and girls, particularly intimate partner/domestic violence, and realizing the need to collect reliable data that are in line with methodological, safety and ethical standards, UN Women commissioned Ipsos to conduct a study on the impact of COVID-19 on women's well-being and safety in 13 countries across several regions all over the world. The participating countries were Albania, Bangladesh, Cameroon, Colombia, Côte d'Ivoire, Jordan, Kenya, Kyrgyzstan, Morocco, Nigeria, Paraguay, Thailand and Ukraine.

The **core objectives** of the study were to:

- collect data on the impacts of COVID-19 on violence against women in low- and middle-income countries.
- strengthen measurement and methodologies for violence against women data collection and use.
- strengthen available knowledge on all forms of violence against women and improve capacities to collect, analyse and use data on violence against women in accordance with globally agreed methodological, safety and ethical standards.
- inform where the policy and programmatic response of UN Women should focus and support UN system-wide efforts to scale up actions to address violence against women in the context of COVID-19.

The following groups contributed to the **project's management and execution**:

1. the UN Women project team, comprising statisticians, researchers and policy specialists;
2. the Technical Advisory Group – an external reference group established by UN Women to provide independent technical advice and expertise to the project;
3. the Ipsos project team involved in the set-up and delivery of the study; and
4. national fieldwork partners.

| Methodology of the study | |
|--------------------------------------|---|
| Target group | Women aged 18 + |
| Timing | <ul style="list-style-type: none"> • Two-phased approach: Phase I (four countries) took place May–June 2021; Phase II (nine countries) took place August–September 2021 |
| Data collection method | <ul style="list-style-type: none"> • Computer-Assisted Telephone Interview (CATI) |
| Sampling approach | <ul style="list-style-type: none"> • Random probability sampling with monitoring of quota on age and region • Random-digit dialling to mobile sample frames |
| Sample Size | <ul style="list-style-type: none"> • 1,200 women aged 18+ per country |
| Questionnaire length and type | <ul style="list-style-type: none"> • Target duration of max. 20 minutes • No open-ended answers • Informed consent asked to each participant at the beginning of the interview • Awareness of safety, privacy and confidentiality of women respondents • Guided by the “do no harm” principle applicable to the women respondents and the interviewers/research team • The questionnaire was adapted in each country by localizing characters’ names and cultural references (i.e., popular food, music, sports). |
| Scripting | Central scripting in software applications - iField and Dimensions |
| Language | At least one main language per country |

The country chapters provide information on the set-up of the data collection process (obtaining of ethical clearance, sampling and translation), description of the fieldwork, main characteristics of the achieved sample by several indicators (age group, region, area type, educational attainment), technical information (interview duration, contact outcomes, screen-outs, temporary interview suspension at safety questions, survey dropouts, use of safety word, and item non-response), key field observations and relevant lessons and recommendations.

2 Country information

2.1 Morocco

2.1.1 Obtaining ethical clearance

UN Women sought general support or tacit approval for the study from the Higher Planning Commission (Haut Commissariat au Plan) in Morocco. A 'no objection' was granted on 5 March 2021 in support of the project.

2.1.2 Sampling plan

A single-frame cell-phone random-digit dialling (RDD) survey design was used to reach a nationally representative sample of women aged 18+. The sample mirrored the telephone database distribution (frame size) by provider.¹ The gross (unscreened) sample included numbers for each of the providers in the country to the same proportions as in the frame size. In 2020, 134%² of the population had a mobile subscription; in other words, many people in the country have more than one mobile phone number registered in their name.

Of the 127,000,000 numbers available in the sample frame, 49,421,023³ (39%) were expected to be working numbers (based on cell subscriptions in 2020). The sample was pulsed, meaning that a signal was sent to the randomly generated phone numbers to verify if the numbers existed (i.e., if connection could be achieved). The upfront pulsing of the gross sample closely reflected the market shares of the different operators (in terms of subscriptions). The sample was also screened against business registers so as to exclude numbers that were used by companies. Further details on the sampling frame are provided in section 2.4.2 of the main technical report.

To ensure a representative sample, quotas were set on age (18–29, 30–39, 40–49, 50–59, 60+) and region (first-level administrative division), using the following statistical sources:

- Age: Haut Commissariat au Plan du Maroc (population estimates 2021)⁴
- Region: Haut Commissariat au Plan du Maroc (Recensement General de la Population et de l'Habitat, 2014)⁵

2.1.3 Translation

The questionnaire was translated into Moroccan Arabic dialect. The translation procedure is explained in more detail in section 2.5.3 of the main technical report.

¹ Itissalat Al-Maghrib 45,000,000; Médi Telecom 34,000,000; Wana Corporate 48,000,000.

² Calculations made using 2020 World Bank data.

³ World Bank Data: <https://data.worldbank.org/indicator/IT.CEL.SETS?end=2020&locations=MA&start=2020>

⁴ https://www.hcp.ma/Projections-de-la-population-totale-du-Maroc-par-age-simple-et-sexe-2014-2050_a2209.html

⁵ <http://rgphentableaux.hcp.ma/Default/>

No issues related to equivalence (conceptual equivalence, semantic equivalence, etc.) were encountered during translation.

The questionnaire required localization for several items in the text of the questions and answers, including widely known, yet neutral in meaning, male and female names, which were used in the vignettes in the Safety Section of the survey. In Morocco, the male name used was محمد (*Muhammad*) and the female, مريم (*Mary*).

2.1.4 Fieldwork period

Fieldwork took place between 18 August and 22 September 2021. The overall fieldwork period had to be extended by a week due to a slower than expected rate of progress – which was exacerbated by the occurrence of two bank holidays (20 and 21 August) during the early stages and a relatively high number of refusals (with respondents indicating the length of the survey as the reason for not wanting to participate). The field team began the survey with nine interviewers but took measures to expand the team to 12 interviewers in order to improve productivity. Additionally, the team applied some of the measures shared by other teams at the “best practices” session organized by Ipsos in the middle of the fieldwork period. Such measures included allocating more interviewers to the study in the days and times that were best for reaching respondents and using different messages of encouragement and motivation to increase respondents’ willingness to take part in the study. The implementation of these measures enabled the team to achieve the target number of completes for the survey by 22 September 2021.

2.1.5 Achieved sample

In total, 1,214 valid interviews were completed in Morocco. For the most part, the distribution of the sample across age groups was in line with the targets, with the exception of the 60+ age group, where the number of completed interviews was 5 percentage points below the set target.

Table 1: Achieved sample, by age group (Morocco)

| Age group | Target | Target % | Completed (unweighted) | Completed % (unweighted) | Weighted % ⁶ | Difference unweighted % vs. target % ⁷ | Difference weighted % vs. target % |
|-----------|--------|----------|------------------------|--------------------------|-------------------------|---|------------------------------------|
| 18–29 | 333 | 28% | 362 | 30% | 28% | 2% | 0% |
| 30–39 | 263 | 22% | 283 | 23% | 22% | 1% | 0% |
| 40–49 | 223 | 19% | 241 | 20% | 19% | 1% | 0% |
| 50–59 | 177 | 15% | 187 | 15% | 15% | 1% | 0% |
| 60+ | 204 | 17% | 141 | 12% | 17% | -5% | 0% |

The regional targets were generally met, notwithstanding a small shortfall of 2 percentage points in the Oriental region and of 1 point in the Fès-Meknès and Drâa-Tafilalet regions each.

⁶ Weighting procedures are discussed in more detail in section 4.4.2 of the main technical report.

⁷ The figures in this column reflect the actual difference of the unweighted and target percentages. Any variations are caused by the rounding up of the percentages in the table.

Table 2: Achieved sample, by region (Morocco)

| Region | Target | Target % | Completed (unweighted) | Completed % (unweighted) | Weighted % | Difference unweighted % vs. target % ⁸ | Difference weighted % vs. target % |
|---------------------------|--------|----------|------------------------|--------------------------|------------|---|------------------------------------|
| Tanger-Tétouan-Al Hoceïma | 123 | 10% | 122 | 10% | 10% | 0% | 0% |
| Oriental | 85 | 7% | 63 | 5% | 7% | -2% | 0% |
| Fès-Meknès | 153 | 13% | 145 | 12% | 13% | -1% | 0% |
| Rabat-Salé-Kénitra | 165 | 14% | 182 | 15% | 14% | 1% | 0% |
| Béni Mellal-Khénifra | 90 | 7% | 100 | 8% | 7% | 1% | 0% |
| Casablanca-Settat | 250 | 21% | 274 | 23% | 21% | 2% | 0% |
| Marrakech-Safi | 153 | 13% | 159 | 13% | 13% | 0% | 0% |
| Drâa-Tafilalet | 54 | 5% | 42 | 3% | 5% | -1% | 0% |
| Souss-Massa | 97 | 8% | 94 | 8% | 8% | 0% | 0% |
| Guelmim-Oued Noun | 15 | 1% | 14 | 1% | 1% | 0% | 0% |
| Laâyoune-Sakia El Hamra | 12 | 1% | 13 | 1% | 1% | 0% | 0% |
| Dakhla-Oued Ed Dahab | 3 | 0% | 4 | 0% | 0% | 0% | 0% |

The distribution across rural (20.3%) and urban (79.7%) areas (as self-reported by respondents) was slightly lower than the estimates available from World Bank data, which reveal a total rural population of 34.5%.⁹ It is important to note the use of a mobile RDD sample here, however. Other research¹⁰ shows that the gender gap in mobile phone ownership is the widest in rural areas, which contributes to the explanation for the lower representation of rural women in the sample.

Table 3: Achieved sample, by area type (Morocco)

| Area | Completed (unweighted) | Completed % (unweighted) | Weighted % |
|-------|------------------------|--------------------------|------------|
| Urban | 968 | 79.7% | 80.2% |
| Rural | 246 | 20.3% | 19.8% |

⁸ The figures in this column reflect the actual difference of the unweighted and target percentages. Any variations are caused by the rounding up of the percentages in the table.

⁹ https://data.worldbank.org/indicator/SP.URB.TOTL.IN.ZS?end=2020&locations=MA&start=2020&year_high_desc=true

¹⁰ GSMA. 2021. The Mobile Gender Gap Report 2021. <https://www.gsma.com/r/wp-content/uploads/2021/07/The-Mobile-Gender-Gap-Report-2021.pdf>

More than half of the respondents had completed only primary school or had no formal education, while around a quarter had completed secondary school or attended technical or vocational training. Almost one fifth of respondents had attended a tertiary education programme.

Table 4: Achieved sample, by educational attainment (Morocco)

| Education level | Completed (unweighted) | Completed % (unweighted) | Weighted % |
|---------------------------------|------------------------|--------------------------|------------|
| No formal education | 341 | 28.1% | 31.0% |
| Completed primary school | 324 | 26.7% | 26.3% |
| Completed secondary school | 258 | 21.3% | 20.2% |
| Technical & vocational training | 52 | 4.3% | 3.9% |
| Completed university/college | 210 | 17.3% | 16.3% |
| Completed post-graduate | 28 | 2.3% | 2.1% |
| Don't know | 0 | 0.0% | 0.0% |
| Refused | 2 | 0.1% | 0.1% |

2.1.6 Quality control and data processing

Two interviews were removed from the sample in Morocco because they did not meet the quality criteria in terms of length, straight-lining and/or item non-response. (Section 4.4 of the main technical report provides a detailed description of the implemented quality control procedures and how data were processed).

2.1.7 Technical information

The interview duration in Morocco exceeded the envisaged length of 20 minutes, at 24.50 minutes on average (compared with a mean of 23 minutes across the nine countries in Phase II).

Table 5: Interview duration (Morocco)

| Mean | Median | Standard deviation |
|-------|--------|--------------------|
| 24.50 | 23.47 | 6.67 |

The **response rate in Morocco was 25.09%**, calculated by using the first American Association for Public Opinion Research (AAPOR) definition of response rate (RR1). That is, the number of complete interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown, other).¹¹

¹¹ AAPOR. 2015. Standard Definitions. https://www.aapor.org/AAPOR_Main/media/MainSiteFiles/Standard-Definitions2015_8thEd.pdf

The table below shows the incidence of each outcome code.

Table 6: Contact outcomes (Morocco)

| Contact outcomes | Count | % of all outcomes |
|--|-------|-------------------|
| Fixed appointment | 11 | 0% |
| Soft appointment | 9 | 0% |
| Incomplete interview with call-back to resume later | 4 | 0% |
| Telephone answering device / voicemail / message service | 1,080 | 12% |
| Busy / engaged | 28 | 0% |
| No answer | 557 | 6% |
| Complete | 1,214 | 13% |
| Screen-out | 4,301 | 46% |
| Incomplete interview with no call-back (terminated) | 121 | 1% |
| Immediate refusal (before eligibility of respondent has been confirmed) | 1,456 | 16% |
| Refusal by eligible respondent (after eligibility of respondent has been confirmed, but before the actual interview started) | 307 | 3% |
| Respondent never available for appointment | 4 | 0% |
| Deceased respondent | | 0% |
| Respondent physically or mentally unable / incompetent | 2 | 0% |
| Respondent or household language problem | 28 | 0% |
| Call blocking / barring / do not call list | 47 | 1% |
| Fax / data line / modem / pager | | 0% |
| Non-working / disconnected / dead / bad number | 49 | 1% |
| Non-residential number (business, government office, other organization) | 2 | 0% |
| Technical issue / CATI system error | 36 | 0% |

The table below provides an overview of specific call outcomes (completed interview, partial interview, and refusals) by the time of the day (morning, afternoon, evening) and the day of the week. The figures should be interpreted with caution as they do not reflect the percentage out of all contact attempts performed during this time/on that day, but the split of these specific outcomes across the time of the day/day of the week. Feedback from the field team on the best time and the best day to obtain an interview is provided in section 2.1.8.

Table 7: Call outcome, by time of the day and day of the week (Morocco)

| | | Completed interviews | | Partial interviews | | Refusals | |
|------------------|-----------|----------------------|-----|--------------------|-----|----------|-----|
| | | Count | % | Count | % | Count | % |
| Sunday | Morning | 31 | 3% | 19 | 4% | 1 | 2% |
| | Afternoon | 95 | 8% | 36 | 8% | 6 | 15% |
| | Evening | 7 | 1% | 0 | 0% | 0 | 0% |
| Monday | Morning | 54 | 4% | 14 | 3% | 3 | 7% |
| | Afternoon | 129 | 11% | 44 | 10% | 2 | 5% |
| | Evening | 0 | 0% | 0 | 0% | 0 | 0% |
| Tuesday | Morning | 35 | 3% | 15 | 3% | 0 | 0% |
| | Afternoon | 96 | 8% | 45 | 10% | 6 | 15% |
| | Evening | 6 | 0% | 2 | 0% | 0 | 0% |
| Wednesday | Morning | 40 | 3% | 23 | 5% | 1 | 2% |
| | Afternoon | 119 | 10% | 51 | 11% | 2 | 5% |
| | Evening | 18 | 1% | 0 | 0% | 0 | 0% |
| Thursday | Morning | 48 | 4% | 30 | 7% | 2 | 5% |
| | Afternoon | 135 | 11% | 48 | 11% | 2 | 5% |
| | Evening | 15 | 1% | 2 | 0% | 0 | 0% |
| Friday | Morning | 59 | 5% | 14 | 3% | 1 | 2% |
| | Afternoon | 135 | 11% | 46 | 10% | 7 | 17% |
| | Evening | 13 | 1% | 1 | 0% | 0 | 0% |
| Saturday | Morning | 47 | 4% | 20 | 4% | 5 | 12% |
| | Afternoon | 123 | 10% | 41 | 9% | 3 | 7% |
| | Evening | 11 | 1% | 0 | 0% | 0 | 0% |

Twenty per cent of the sample called were men and so screened out at the very beginning of the survey. Of all the countries covered in the study, Morocco was the country with the smallest share of screened out men. In terms of the other screen-out categories – 1.5% of those who answered the calls were screened out because they were younger than 18 years old, while 1.4% were screened out because they did not want to participate, and only 0.1% said they did not understand the confidentiality measures.

Table 8: Screen-outs (Morocco)

| Question | Answer | Count | % of total answered |
|-----------|--------------------------------|-------|---------------------|
| S3 | Sex: Male | 1,320 | 20.0% |
| S4_1+S4_2 | Age: Below 18 years | 29 | 1.5% |
| S1 | Willing to participate: No | 41 | 1.4% |
| S6 | Understand purpose: No | 0 | 0,0% |
| S7 | Understand confidentiality: No | 2 | 0.1% |

The interview was temporarily discontinued in 25 cases because the respondent answered “no” to one of the four ‘safety’ questions (listed in Table 9 below). In Morocco and Cameroon (with the same number of temporarily discontinued interviews), the number of temporarily discontinued interviews is generally lower than most of the countries surveyed in both Phase I and Phase II. In other countries, the figure ranged between 45 and 126 interviews, with only Bangladesh, Jordan and Kenya registering lower number of temporarily suspended interviews (six to seven).

Table 9: Temporary interview suspension due to responses at safety questions (Morocco)

| Question | Answer | Count | % of total answered |
|----------|--|-------|---------------------|
| S2 | Can you let me know if the speaker phone is off? No | 3 | 0.1% |
| S5 | Can you confirm if now is a good time? No | 12 | 0.5% |
| Bo1 | Can you confirm that there is no one around you over the age of two that can overhear our conversation? No | 6 | 0.4% |
| C18 | Alternatively, if someone over two is listening to our call or is nearby that can hear, please say no. No | 4 | 0.3% |

Four hundred and fifty-two respondents dropped out of the survey. The table below shows the questions at which the dropouts occurred. The largest numbers of dropouts were at S11 (68), Bo2 (53) and A12 (48). Indeed, the number of dropouts at Bo2 and A12 were the highest observed for any questions in any of the Phase II countries.

Table 10: Survey dropouts, by question (Morocco)

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|---|---------------------------------|---------------------|
| S11 | Great. If you don't have any further questions we can proceed. Now we just need a bit more information about you. Would you consider the area you live in to be urban or rural? | 68 | 15.0% |
| Ao1 | What is your marital status? | 26 | 5.8% |
| Ao7_ASK | How many of the people living in your household are aged 0–17? | 22 | 4.9% |
| Ao8_ASK | How many of the people living in your household are men aged 18 or over? | 18 | 4.0% |

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|--|---------------------------------|---------------------|
| Ao6 | How many people including yourself, live in your household? | 27 | 6.0% |
| Ao2 | What is the highest level of education that you completed? | 4 | 0.9% |
| Ao3 | Which of the following best describes what you mainly do each day...? | 7 | 1.5% |
| Ao4 | In addition to this, do you do any activity that generates an income, even if only for a few hours a week? | 5 | 1.1% |
| Ao4_1 | Would you say that the money that you earn is... | 3 | 0.7% |
| Ao5 | Do you have difficulty doing any of the following – walking, seeing (even when wearing glasses), hearing (even with hearing assistance), remembering or concentrating, self-caring or communicating? | 13 | 2.9% |
| A11 | Has your household's income changed at all since the onset of the COVID-19 pandemic? | 9 | 2.0% |
| A12 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... | 48 | 10.6% |
| Bo1 | Thank you for your responses so far. I am now going to ask you some questions related to your health. Before we begin, this section, can you confirm that there is no one around you over the age of 2 that can overhear our conversation? | 12 | 2.7% |
| Bo2 | I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. | 53 | 11.7% |
| Bo4 | Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS A RESULT OF THE COVID-19 SITUATION? | 5 | 1.1% |
| Co2 | To what extent, if at all, do you feel safe when walking alone during the day in the area where you live? | 16 | 3.5% |
| Co3 | To what extent, if at all, do you feel safe when walking alone at night in the area where you live? | 6 | 1.3% |
| Co4 | How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19? | 6 | 1.3% |

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|--|---------------------------------|---------------------|
| C07 | To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live? | 8 | 1.8% |
| C08 | How, if at all, do you think physical harm, abuse, or harassment of women in the area where you live have changed SINCE COVID-19? | 6 | 1.3% |
| C10 | How common do you think this type of situation is for women in the area where you live? | 13 | 2.9% |
| C11 | Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story? | 4 | 0.9% |
| C14 | How common do you think this type of situation is for women in the area where you live? | 10 | 2.2% |
| C15 | Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story in terms of her feelings of safety? | 7 | 1.5% |
| C16 | Do you think [Scripter: insert Female name] would seek help for this situation? | 3 | 0.7% |
| C17 | Who would [Scripter: insert Female name] most likely seek help from? | 1 | 0.2% |
| C18 | Just to make sure, before we continue, can you confirm that there is no one around you over the age of 2 that can overhear our conversation? If you are alone, please say yes. Alternatively, if someone over 2 is listening to our call or is nearby that can hear, please say no. | 1 | 0.2% |
| C19 | When people live together in the same household, they usually share both good and bad moments. And it is normal for people who live together to have arguments. How often in the last six months would you say that adults in your household have argued or have had some sort of conflict among themselves? | 7 | 1.5% |
| C20 | Would you say the situation of COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same? | 2 | 0.4% |
| C21 | In the last six months, did you ever feel unsafe in your home? | 1 | 0.2% |

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|--|---------------------------------|---------------------|
| C22 | Would you say the situation of COVID-19 has made things better, worse or the same in terms of how safe you feel in your home? | 4 | 0.9% |
| C23 | Why do you feel unsafe in your home? | 1 | 0.2% |
| C24 | How often, if at all, did you go out of your house by yourself in the last month? | 3 | 0.7% |
| C25 | Would you say the situation of COVID-19 has limited your interactions with your friends and social groups, such as seeing or speaking to them? | 5 | 1.1% |
| C28A | Please tell me how many of the following statements you regard as true: 1. I prefer [LOCAL FOOD ONE] to [LOCAL FOOD TWO] 2. I like [NAME OF WELL-KNOWN LOCAL MUSICIAN, BUT NOT ONE EVERYONE LIKES] 3. I have been slapped or hit by my husband or partner BEFORE THE ONSET OF COVID-19 4. Women in my family enjoy watching [POPULAR LOCAL SPORT]. | 3 | 0.7% |
| C28B | Please tell me how many of the following statements you regard as true: 1. People in my family have played [POPULAR LOCAL SPORT]. 2. I have been slapped or hit by my husband or partner AFTER THE ONSET OF COVID-19 3. I like [NAME OF WELL-KNOWN TV SHOW, BUT NOT ONE EVERYONE LIKES] 4. I prefer [LOCAL FOOD THREE] to [LOCAL FOOD FOUR] | 5 | 1.1% |
| C29A | Please tell me how many of the following statements you regard as true: 1. I prefer [LOCAL FOOD ONE] to [LOCAL FOOD TWO] 2. I like [NAME OF WELL-KNOWN LOCAL MUSICIAN, BUT NOT ONE EVERYONE LIKES] 3. Women in my family enjoy watching [POPULAR LOCAL SPORT]. 98. Don't know 99. Refused | 3 | 0.7% |
| C30 | Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. | 10 | 2.2% |

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|--|---------------------------------|---------------------|
| C31 | Are any of the following support services available for women in your community? | 7 | 1.5% |
| | Total | 452 | 100% |

As previously explained, and as part of the safety protocols, respondents were given a safe word, a specific popular local food (PLF), that they could use if they were disturbed by a third party or otherwise felt unsafe at any point during the interview. In Morocco, the food used was “كسكسو” (couscous). This word was used seven times during the course of fieldwork. The table below shows the questions at which this occurred.

Table 11: Use of popular local food, per question (Morocco)

| Question | Question text | PLF mentioned |
|----------|---|---------------|
| S6 | What region in [COUNTRY] do you live in? | 1 |
| Ao1 | What is your marital status? | 1 |
| Ao8_ASK | How many of the people living in your household are men aged 18 or over? | 1 |
| Co7 | To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live? | 1 |
| C14 | How common do you think this type of situation is for women in the area where you live? | 2 |
| C22 | Would you say the situation of COVID-19 has made things better, worse or the same in terms of how safe you feel in your home? | 1 |
| | Total | 7 |

In terms of item non-response (INR), this varied across the survey but was highest at Ao1 (23.70%). The field team reported that it is not unusual for women respondents in Morocco to refuse to provide details on their marital status. A high item non-response on this question was observed among many of the countries in Phase II of the survey – though not during Phase I (the average item-non response for all four Phase I countries at Ao1 was less than 5%). This difference may in part reflect the fact that the answer options in the question were adjusted for Phase II (discussed in detail in section 2.5.2 of the main technical report), with the original ‘Married’ option was split into two different options: ‘Married, spouse partner is residing with you’ and ‘Married, spouse/partner is residing elsewhere’. It is possible that the new version raised some sensitivities for women – for example, they may have been reluctant to report that their husband did not live with them – and thus contributed to high item non-response at this question.

Other questions with high INR in Morocco were Co3 (11.90%), Co8 (9.60%), Co4 (9.50%), C14 (9.40%) and C10 (8.80%), all of which related to measuring the level of safety of women in their area of residence.

Table 12: Item non-response (Morocco)

| Question | Question text | Item non-response |
|----------|---|-------------------|
| A01 | What is your marital status? | 23.70% |
| A02 | What is the highest level of education that you completed? | 0.10% |
| A03 | Which of the following best describes what you mainly do each day...? | 0.10% |
| A04_1 | Would you say that the money that you earn is... | 0.30% |
| A05 | Do you have difficulty doing any of the following – walking, seeing (even when wearing glasses), hearing (even with hearing assistance), remembering or concentrating, self-caring, or communicating? | 0.30% |
| A11 | Has your household’s income changed at all since the onset of the COVID-19 pandemic? | 0.80% |
| A12_1 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 1. were worried you would not have enough food to eat? | 0.70% |
| A12_2 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 2. were unable to eat healthy and nutritious food? | 0.90% |
| A12_3 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household 3. ate only a few kinds of food? | 1.20% |
| A12_4 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 4. had to skip a meal? | 0.70% |
| A12_5 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 5. ate less than you thought you should? | 0.80% |
| A12_6 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 6. ran out of food? | 0.70% |
| A12_7 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 7. were hungry but did not eat? | 0.40% |
| A12_8 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 8. went without eating for a whole day? | 0.10% |
| Bo2_1 | I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. 1. Not being able to stop or control worrying | 0.70% |

| | | |
|-------|---|--------|
| Bo2_2 | I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. 2. Having little interest or pleasure in doing things | 1.20% |
| Bo2_3 | I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. 3. Feeling down, depressed or hopeless | 1.00% |
| Bo4 | Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS A RESULT OF THE COVID-19 SITUATION? | 0.20% |
| Co2 | To what extent, if at all, do you feel safe when walking alone during the day in the area where you live? | 0.20% |
| Co3 | To what extent, if at all, do you feel safe when walking alone at night in the area where you live? | 11.90% |
| Co4 | How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19? | 9.50% |
| Co7 | To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live? | 5.20% |
| Co8 | How, if at all, do you think physical harm, abuse, or harassment of women in the area where you live have changed SINCE COVID-19? | 9.60% |
| C10 | How common do you think this type of situation is for women in the area where you live? | 8.80% |
| C11 | Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story? | 1.70% |
| C12 | Do you think [Scripter: insert Female name] would seek help for this situation? | 3.10% |
| C13 | Who would [Scripter: insert Female name] most likely seek help from? | 3.10% |
| C14 | How common do you think this type of situation is for women in the area where you live? | 9.40% |
| C15 | Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story in terms of her feelings of safety? | 2.40% |
| C16 | Do you think [Scripter: insert Female name] would seek help for this situation? | 2.30% |
| C17 | Who would [Scripter: insert Female name] most likely seek help from? | 2.10% |
| C19 | When people live together in the same household, they usually share both good and bad moments. And it is normal for people who live together to have arguments. How often in the last six months would you say that adults in your household have argued or have had some sort of conflict among themselves? | 1.20% |
| C20 | Would you say the situation of COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same? | 0.80% |

| | | |
|-------|---|-------|
| C21 | In the last six months, did you ever feel unsafe in your home? | 0.10% |
| C22 | Would you say the situation of COVID-19 has made things better, worse or the same in terms of how safe you feel in your home? | 0.70% |
| C23_1 | Why do you feel unsafe in your home? 1. I have a serious medical condition or disability and feel vulnerable | 0.10% |
| C23_2 | Why do you feel unsafe in your home? 2. My shelter is insecure from external threats (e.g., there are no locks on my front door) | 0.10% |
| C24 | How often, if at all, did you go out of your house by yourself in the last month? | 0.80% |
| C25 | Would you say the situation of COVID-19 has limited your interactions with your friends and social groups, such as seeing or speaking to them? | 0.20% |
| C28A | Please tell me how many of the following statements you regard as true: 1. I prefer [LOCAL FOOD ONE] to [LOCAL FOOD TWO] 2. I like [NAME OF WELL-KNOWN LOCAL MUSICIAN, BUT NOT ONE EVERYONE LIKES] 3. I have been slapped or hit by my husband or partner BEFORE THE ONSET OF COVID-19 4. Women in my family enjoy watching [POPULAR LOCAL SPORT]. | 0.60% |
| C28B | Please tell me how many of the following statements you regard as true: 1. People in my family have played [POPULAR LOCAL SPORT]. 2. I have been slapped or hit by my husband or partner AFTER THE ONSET OF COVID-19 3. I like [NAME OF WELL-KNOWN TV SHOW, BUT NOT ONE EVERYONE LIKES] 4. I prefer [LOCAL FOOD THREE] to [LOCAL FOOD FOUR] | 0.20% |
| C29A | Please tell me how many of the following statements you regard as true: | 0.20% |
| C29B | Please tell me how many of the following statements you regard as true: 1. People in my family have played [POPULAR LOCAL SPORT]. 2. I like [NAME OF WELL-KNOWN TV SHOW, BUT NOT ONE EVERYONE LIKES] 3. I prefer [LOCAL FOOD THREE] to [LOCAL FOOD FOUR] 98. Don't know 99. Refused | 0.20% |
| C30_2 | Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. 2. Been yelled at, called names, humiliated | 0.20% |
| C30_3 | Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. 3. Had resources (like healthcare) or basic needs (like money, food, water, shelter) denied | 0.20% |

| | | |
|-------|---|-------|
| C30_4 | Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. 4. Been forced to stay alone for long period of time or denied communication with other people | 0.20% |
| C30_5 | Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. 5. Been the subject of inappropriate jokes, suggestive comments, leering, or unwelcome touch/kisses | 0.20% |
| C31_1 | Are any of the following support services available for women in your community? 1. Information about security/crime prevention | 3.90% |
| C31_2 | Are any of the following support services available for women in your community? 2. Access to basic needs such as shelter, food, clothing | 1.90% |
| C31_3 | Are any of the following support services available for women in your community? 3. Medical support | 2.50% |
| C31_4 | Are any of the following support services available for women in your community? 4. Someone to talk to like professional mental health experts | 3.10% |
| C31_5 | Are any of the following support services available for women in your community? 5. Legal support or help in reporting the incident or dealing with police | 4.90% |
| C31_6 | Are any of the following support services available for women in your community? 6. Financial support | 3.30% |
| S12 | And as a final question, I would like to know if you have another mobile phone number besides the one I am calling you on? IF YES: How many other mobile phone numbers do you have? | 0.20% |

2.1.8 Field observations

This section describes the observations made by the field managers and interviewers in the course of fieldwork. The observations relate to the most productive days for fieldwork; the main reasons for refusal to take part in the survey; challenges reaching certain age groups; and the clarity of terms, concepts and questions, among other topics. The observations effectively complement the fieldwork statistics included in the previous section, providing a more nuanced picture of the fieldwork experience.

- According to the field team, the best **days of the week** to reach respondents were Monday to Friday. Weekends were reported to be less productive. As far as the most suitable **time of the day** to reach respondents was concerned, the interviewers observed that during the first half of the fieldwork afternoon hours were best, and in the second half of the fieldwork period the early evening hours were better. This could have been caused by the fact that the fieldwork started in August, which is the holiday period in Morocco, and respondents may not have been as willing to take part in the survey in the early hours of the day during their holidays. At the same time, during the latter half of the fieldwork in September, respondents who had returned to their places of work and study possibly found the evening hours more convenient to participate in the survey.
- The **main reason for refusals to take part in the survey** was the length of the interview. For a lot of the respondents, mentioning the estimated 20-minute duration was immediately off-putting and many people refused to take part in the survey in the initial stages of the call introducing its objective and tentative duration.
- **The oldest age group** (60+) was less represented in the RDD sample frame. The field team also observed that respondents over 60 were more likely to refuse taking part in the survey, and that this was in line with other surveys conducted among this age group. Women in the 60+ age group in Morocco generally do not feel very comfortable speaking to a stranger on the phone, especially for extended periods of time.
- The (telephone) **data-collection method** was perceived as suitable as it did not raise particular questions or objections from respondents.

In terms of observations relating to the survey questionnaire:

- No specific **questions were identified as appearing sensitive to respondents** in Morocco. Overall, women had neutral reactions to the topic and content of the survey.
- The respondents who used the **popular local food** sometimes did so as a polite way to quit the survey before the end of the interview, rather than as a way to indicate that their privacy or safety has been compromised.

2.1.9 Lessons learned and recommendations

This section draws upon the fieldwork statistics and observations outlined in the previous sections to provide recommendations for future surveys on violence against women in Morocco. Specifically, whether remote data collection can be considered an appropriate approach to develop an evidence base on perceptions and incidence.

- **CATI** and the use of a **single-frame cell phone RDD design** worked well in Morocco and the researchers recommend considering this approach for future data-collection activities on violence against women. That said, older women (60+) and those living in certain regions (Oriental and Fès-Meknès) were more difficult to reach than other groups with the RDD sample. This should be reflected in the time dedicated to active data collection in future surveys with age- and region-based quotas. A longer fieldwork period would help to ensure the quotas are uniformly achieved. In the case of a face-to-face approach, a longer fieldwork period would be absolutely necessary, owing

to the extra time required for physical visits to prospective respondents' homes. For any surveys with shorter fieldwork periods, consideration should be given from the outset to supplementing the RDD sample with available contact databases that mimic the characteristics of the RDD sample. This would increase the likelihood of quotas for harder-to-reach age groups being met.

- Given the field team's observations that **afternoon and evening hours during weekdays** were especially productive for fieldwork, it is recommended to allocate more interviewers to data-collection activities during this time period. Conducting calls later in the evening often requires dividing the work of the interviewers into shifts, but this adjustment can be very effective as an extra measure whenever fieldwork reaches its final stages and/or, when reaching quotas proves challenging.
- Taking into account the reported high rate of refusals by respondents due to the length of the interview, researchers also recommend that for future studies conducted in Morocco the length of the questionnaire be less than 20 minutes. The local team faced a lot of refusals at the point of citing the estimated interview duration, which shows that this created a significant barrier to participation among prospective respondents.
- Almost 24% of the respondents did not answer the **question about their marital status** (A01) and the field team reported that it is not unusual for women respondents in Morocco to refuse to provide details on their marital status. The issue was also evident to varying degrees across most of the other Phase II countries. As mentioned, the wording of the answer options to A01 was adjusted in Phase II of the study (splitting the original 'Married' option into two different options: 'Married, spouse partner is residing with you' and 'Married, spouse/partner is residing elsewhere') and this may in part have contributed to the higher item non-response rate observed. This point notwithstanding, generally it is recommended that potentially sensitive sociodemographic questions like marital status be placed towards the end of a survey (rather than at the beginning as was the case in the Rapid Gender Assessment Survey), by which point some rapport will have been built between the interviewer and the respondent, making it easier for the interviewer to obtain an answer to the question. Including it at the end will also help to ensure that it does not cause dropouts early on in the survey.

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