

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

**SURVEY TECHNICAL REPORT**

**APRIL-SEPTEMBER 2021**



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# 1 Introduction

There are reasons to believe that COVID-19 has intensified the risk of different forms of violence against women (VAW) and girls, particularly intimate partner/domestic violence, although the specific impact has yet to be assessed. Reports from service-use data in different countries suggest an increase in reported cases of domestic violence to helplines, women's shelters and the police, linked to COVID-19. Other countries, however, have observed a decrease in the number of domestic violence incidents reported, as limited privacy when confined in the home with an abusive partner and lack of access to mobile phones or Internet in some countries can make it difficult for survivors to reach out for help. It is important to highlight that available evidence during the COVID-19 pandemic reflects violent events reported to services and thus does not reflect the prevalence of intimate partner violence/domestic violence. Survey data show that the great majority of women survivors of violence never report to police, helplines or other service-providers.

Having reliable data that are collected in line with methodological, safety and ethical standards, without putting women at greater distress and risk of violence, is critical to informing where policies and programmes can respond to the UN's system-wide efforts to scale up actions to address VAW in the context of COVID-19. Within this context, 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 regions.

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

- collect data on the impacts of COVID-19 on VAW in low- and middle-income countries (LMIC)
- strengthen measurement and methodologies for VAW data collection and use, including by:
  - testing recommendations on data collection during COVID-19 to inform principles and guidelines on remote data collection during the pandemic, other future crises or in emergency humanitarian situations when the escalation of VAW may be suspected.
  - testing direct and indirect measurements of VAW, including techniques such as list randomization and vignettes.
- strengthen available knowledge on all forms of VAW and improve capacities to collect, analyse and use data on VAW 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 VAW in the context of COVID-19.

This report covers the technical aspects of the preparation and implementation of the survey in the 13 countries surveyed across the two phases of the study: **Albania, Bangladesh, Cameroon, Colombia, Côte d'Ivoire, Jordan, Kenya, Kyrgyzstan, Morocco, Nigeria, Paraguay, Thailand and Ukraine**. Table 1.1 provides a detailed overview of which countries were included in each phase. The overall selection of the countries for the study was guided by the goal of ensuring the representation of different regions of the world. Another important consideration was to avoid countries with long holiday periods during fieldwork (e.g., Ramadan, which lasted from mid-April until mid-May 2021) that might have made it more difficult to reach prospective respondents and achieve interviews. For this reason, no Muslim countries were selected for Phase I of the study.

The first chapters of this report provide a detailed overview of the various elements of survey preparation and implementation, namely: project management (section 1.1), study design (Chapter 2), questionnaire development (section 2.5), ethical and safety considerations (Chapter 3), fieldwork and general field observations (Chapter 4). Chapter 5 describes the general lessons learned and recommendations. Country-specific details are to be found in the country sections (under Chapter 6).

## 1.1 Project management

### 1.1.1 The UN Women project team

The UN Women technical team comprised statisticians, researchers and policy specialists in both 'Research & Data' and 'Ending Violence against Women' Sections. The followings tasks were undertaken by the project team:

- Provide technical advice and expertise at all stages of the project, with specific considerations for safety and ethical measures and safeguards to be implemented and closely monitored for constant evaluation of potential risks and development of mitigating responses to avoid ever putting respondents and interviewers in danger
- Develop the reference questionnaire; review and provide clearance in finalizing the reference questionnaire
- Monitor the fieldwork
- Provide a tabulation plan for the compilation of national and regional reports
- Provide oversight, technical guidance and final approval for all deliverables, particularly the final questionnaire, interviewers' manual and training, reports, country data sets, estimation methodology and documentation of findings during data collection.

UN Women Regional Advisers on gender statistics and violence against women were also tapped to provide general and technical support to the project, particularly to liaise with countries to obtain national ethical clearance from national statistical offices and/or ministries of women and other women's machineries, and to provide VAW helpline numbers, at district level when available, to be presented to respondents at the end of the survey.

### 1.1.2 The Technical Advisory Group (TAG)

An external expert reference group was established by UN Women to provide independent technical advice and expertise at all stages of the project. UN Women served as the Secretariat providing strategic oversight of the project and coordination of the TAG, and Ipsos participated as the technical lead for this project. Members of the group included academic experts and UN agencies working on violence against women and girls data collection: Anita Raj (UC San Diego's Center on Gender Equity and Health, in the Department of Medicine; Aprajita Mukherjee (Breakthrough), Claudia Garcia-Moreno (World Health Organization), Diva Dhar (Bill & Melinda Gates Foundation), Henriette Jansen (United Nations Population Fund), Jay Silverman (UC San Diego's Center on Gender Equity and Health, in the Department of Medicine), Kristin Diemer (Faculty of Medicine, Dentistry and Health Sciences, University of Melbourne), LynnMarie Sardinha (University of Bristol / World Health Organization), Michele R. Decker (Johns Hopkins Bloomberg School of Public Health), Naeemah Abrahams (Gender & Health Research Unit, South African Medical Research Council), Omar Seidu (Ghana Statistical Service), Sohini Bhattacharya (Breakthrough) and Yvette Efevbera (Bill & Melinda Gates Foundation).

Other organizations that are collecting remote data on VAW and related topics were also consulted, such as the World Bank and Centres for Disease Control and Prevention.

### 1.1.3 The Ipsos project team

Ipsos appointed an experienced Central Coordination Team (CCT) for the set-up and delivery of the study from within Ipsos' global offices. The CCT served as the main point of contact for UN Women. Concrete tasks covered the following:

#### **As part of the preparation phase:**

- Development of the reference questionnaire
- Program the reference questionnaire
- Manual and automatic verification of the questionnaire in English
- Translation training
- Organization of translation of the questions in at least one of the major languages of the country (depending on the country and language)
- Overlay of questionnaire in national languages
- Train-the-trainer sessions for the local country coordinators
- Preparation of a sampling plan per country

**As part of fieldwork execution:**

- Daily monitoring of data collection
- Quality control of the data and presenting weekly field reports to UN Women

**As part of analysis and reporting:**

- Process and analyse the data following UN Women tabulation plan and indicator calculation
- Produce technical report
- Produce national reports

**As part of communication throughout the study:**

- Report to the UN Women team on translation, sampling, fieldwork implementations and development of analysis
- Organize weekly updates on implementation progress
- Immediately communicate to UN Women any substantial problems that arise during the study

The team was led by two senior Ipsos Research Directors with extensive experience in surveys on sensitive gender-related topics and large multi-country research projects. Additionally, the project leads were able to benefit from Ipsos' wider experience of conducting research on VAW, including for projects such as:

- Survey on the Well-being and Security of Women in South-East Europe, Eastern Europe, and the South Caucasus for the Organization for Security and Co-operation in Europe (OSCE) (2017–2019): OSCE commissioned Ipsos to conduct a quantitative and qualitative study on violence against women in Albania, Bosnia & Herzegovina, North Macedonia, Kosovo, Moldova, Montenegro, Serbia and Ukraine.
- **Regional Research on the Status of Syrian Refugee Women in Countries Affected by the Syria Crisis for UN Women (2017–2018):** UN Women commissioned Ipsos to assess female Syrian refugees' exposure and access to humanitarian services, as well as their perceptions of aid and experiences during the Syrian refugee crisis. This study focused on the Syrian refugee populations in Jordan, Lebanon and Iraq.
- Violence against Women and Girls Survey (Economic and Social Cost) for the Department for International Development (DFID) (2014–2017): Ipsos was the quantitative research partner for this project, within a consortium led by the National University of Ireland Galway. The study took a multidisciplinary, mixed-methods approach that integrated quantitative and qualitative research with innovative economic analysis to derive the social and economic costs of VAWG in Ghana, Pakistan and South Sudan.

#### 1.1.4 National partners

The national fieldwork partners were fundamental in collecting robust, comparable data in all the surveyed countries. The partner agencies comprised both local Ipsos offices, as well as third-party agencies from Ipsos' wider network.

For each national partner, a dedicated Country Coordinator was appointed. The local Country Coordinators were involved in translation and localization of the fieldwork instruments, the field workforce training, country coordination and fieldwork monitoring, ensuring adherence to the field protocol, and data and interviewer performance quality control.

The local Country Coordinators were responsible for:

- Translation of the reference questionnaire
- Manual verification of the programme questionnaire in national languages
- Training for interviewers
- Data collection and supervision

# 2 STUDY DESIGN

The table below provides an outline of the methodology for this study:

**Table 2.1 Methodology overview**

Rapid Gender Assessment of the Impact of COVID-19 on VAW using Computer-Assisted Telephone Interviews (CATI)			
<b>Objective</b>		The main objective of this research was to collect information (using CATI) and to compile reports about the impacts of COVID-19 on VAW in LMICs	
<b>Countries</b>	Phase I	Cameroon Kenya	Thailand Ukraine
	Phase II	Albania Bangladesh Colombia Côte d'Ivoire (Ivory Coast) Jordan	Kyrgyzstan Morocco Nigeria Paraguay
<b>Target group</b>		Women aged 18+	
<b>Dynamic</b>		<ul style="list-style-type: none"> <li>One round with a total of 13 countries</li> <li>Two-phased approach: a smaller selection of countries was fielded in phase I. Based on the fieldwork observations, the questionnaire will be optimized for the second-phase fieldwork in the remaining countries.</li> </ul>	
<b>Data collection method</b>		Computer-assisted telephone interviews	
<b>Sampling approach</b>		<ul style="list-style-type: none"> <li>Random probability sampling with monitoring of quotas on age and region</li> <li>Random-digit dialling (RDD) mobile sample frames</li> </ul>	
<b>Sample Size</b>		<ul style="list-style-type: none"> <li>1,200 women aged 18+</li> </ul>	



<b>Questionnaire length and type</b>	<ul style="list-style-type: none"> <li>• Target duration of max. 20 minutes</li> <li>• No open-ended answers</li> <li>• Informed consent asked to each participant at the beginning of the interview</li> <li>• Awareness of safety, privacy and confidentiality of women respondents</li> <li>• Guided by the “do no harm” principle (to women respondents and the interviewers/research team)</li> <li>• Questionnaire was adapted in each country setting for characters’ names and cultural references (i.e., popular food, music, sports).</li> </ul>
<b>Scripting</b>	Central scripting in software applications - iField and Dimensions
<b>Language</b>	At least one main language per country

## 2.1 Target population

The survey aimed to collect data from a nationally representative sample of women aged 18 years and over.

## 2.2 Country coverage

The survey covered 13 countries in total. Four were fielded in a first phase: May to June 2021. The remaining countries were fielded in a second phase: August to September 2021.

The countries were rigorously selected, with consideration for the inclusion of countries implementing the Women Count programme, countries under the EU-UN Spotlight Initiative, countries responding to the UN Secretary-General’s call to make the prevention and redress of violence against women a key part of national response plans for COVID-19,<sup>1</sup> and others to ensure regional diversity. Only countries where governmental clearance and their general support could be obtained were considered.

## 2.3 Data collection method

The mode of data collection was computer-assisted telephone interviewing.

Considering COVID-19 pandemic-related measures requiring physical distancing and home confinement, CATI was exceptionally selected as an alternative to face-to-face interviewing as the method of delivery for

this survey. Since the data were collected remotely, and the survey involved interviewing women on their well-being and their safety, it was of utmost importance that globally agreed ethical and safety principles for data collection on VAW were strictly applied. Specifically, the design drew upon:

<sup>1</sup> <https://www.un.org/en/un-coronavirus-communications-team/make-prevention-and-redress-violence-against-women-key-part>

- “Guidelines for Producing Statistics on Violence Against Women” published by the UN Statistical Division in 2014.<sup>2</sup>
- Putting Women First: Ethical and Safety Recommendations for Research on Domestic Violence Against Women produced by WHO in 2001,<sup>3</sup> and “Lessons learned on ethical and safety recommendations for intervention research on violence against women”<sup>4</sup> later published in 2012.
- Researching Violence Against Women. A Practical Guide for Researchers and Activists,<sup>5</sup> published by WHO and PATH in 2005.

In addition, to filling the research gap and collecting empirical evidence on the safety of respondents and interviewers when conducting VAW-related phone-based surveys, the research was implemented in compliance with guiding principles and safety considerations outlined in UN Women and WHO guidelines on VAW data collection during COVID-19.<sup>6</sup> This sought to feed into the recommendations with the objective, governed by the paramount safety of respondents and enumerators above any other consideration, to produce empirical evidence on remote data collection on VAW to inform the evidence-based update of methodologies to emerging challenges and new technologies<sup>7</sup> (see Chapter 3 for further details on how these principles were adhered to in this study).

CATI is technically attractive, from a sample design perspective, as it can deliver an unclustered sample, giving greater precision (narrower confidence intervals) in comparison with a clustered face-to-face sample of equivalent size. One of the main technical limitations of the approach can be phone coverage. Given the increasing use of mobile phones, coverage has become satisfactory in the countries involved in the study, although not equally among all groups.

## 2.4 Sampling design

The survey represents women aged 18 years and over with a target of 1,200 interviews per country. The samples had to be nationally representative, covering all geographic areas and age groups.

### 2.4.1 Sample frame

To achieve samples that were nationally representative of each country, mobile phone sampling frames were used. Sample coverage is a critical issue for international surveys, as coverage bias varies widely from country to country and this could lead to differences across them, which are artefacts of the methodology rather than valid differences. Coverage errors arise when not all members of the defined survey population have a chance

<sup>2</sup> [https://unstats.un.org/unsd/gender/docs/Guidelines\\_Statistics\\_VAW.pdf](https://unstats.un.org/unsd/gender/docs/Guidelines_Statistics_VAW.pdf)

<sup>3</sup> <https://www.who.int/gender/violence/womenfirtseng.pdf>

<sup>4</sup> <https://www.who.int/reproductivehealth/publications/violence/intervention-research-vaw/en/>

<sup>5</sup> <https://www.who.int/reproductivehealth/publications/violence/9241546476/en/>

<sup>6</sup> <https://www.unwomen.org/en/digital-library/publications/2020/04/issue-brief-violence-against-women-and-girls-data-collection-during-covid-19#view>

<sup>7</sup> <https://www.unwomen.org/en/digital-library/publications/2020/04/issue-brief-violence-against-women-and-girls-data-collection-during-covid-19#view>

to be included in the sample. Typically, this occurs when samples are selected from incomplete sampling frames.

Mobile telephone coverage has increased rapidly over recent years and in most of the target countries, is above 70%. That said, coverage varies by sex, age and region, which means certain subgroups may be under (or over) represented in survey samples. To mitigate against this, quotas were set on age groups (18–29, 30–39, 40–49, 50–59 and 60+) and region to be representative of the female population aged 18+. Other indicators of representativity, such as area type (urban or rural) and educational attainment, were also monitored during fieldwork (see section 4.3.2 for more detail on quotas).

No landline sample was added to increase frame coverage as landline phones are typically a household device shared by the household members and placed centrally in the home, which would have made it more difficult for women respondents to take the phone to a private place where they would not be overheard (if, indeed, it was even possible to move the telephone).

An external sample provider, Sample Solutions, was responsible for generating the samples in all 13 countries, using random-digit dialling (RDD). This approach has the benefit of providing full coverage of individuals who possess or have access to a mobile phone.<sup>8</sup> This would not be the case if consumer/directory-based sampling frames had been used, which are more efficient for fieldwork, given that phone numbers are often accompanied by regional information but leave unlisted phone numbers out of the survey.

National telecommunication agencies have lists (numbering plans) of prefixes and extensions that are in use by consumers. These lists were used to randomly generate mobile numbers. Operators that provide only commercial numbers were excluded. In order to get samples with eligible and working numbers, the randomly drawn gross sample per country went through two phases of cleaning:

1. 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 they connected). The upfront pulsing of the gross sample closely reflected the market shares of the different operators (in terms of subscriptions).
2. The sample was screened against business registers so as to exclude numbers that are used by companies.

RDD samples do not contain additional information on mobile phone-owners, so it was not known in advance whether the contacted respondents were women and/or at least 18 years old. Therefore, the respondents called were screened for eligibility, in terms of age and gender, at the start of the interview.

Because it is not possible to identify pre-codes by region with RDD mobile sampling, the numbers in the gross sample were called based on simple random sampling. However, by previous experience, randomly generated phone numbers were expected to enable good regional representativeness.<sup>9</sup>

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<sup>8</sup> The survey asks whether women own the phone they are called on, although they can still participate if they do not own it or any other phone. They can participate if they have access to a phone.

<sup>9</sup> An ongoing study for MTN Group in 15 African countries, in which Ipsos uses random sampling of active mobile numbers based on RDD, and where the regional sample proportions/spreads are based on natural fallout from the random sampling and are not quota-controlled, shows that RDD works well for a nationally representative, random probability sample of mobile users and is representative of regional mobile penetration across the

Based on previous experience of conducting CATI studies using RDD sampling frames around the globe, an average over-sampling of 1:20 was foreseen. In other words, for each interview, it was estimated that 20 numbers from the cleaned sample would be needed. In some countries, given the sensitive nature of the survey subject, the expected ratio was 1:15 to 1:20 records per completed survey. In the event the ratio was higher still, as was the case in Thailand and Ukraine, an additional sample was provided in the course of fieldwork.

Detailed sampling plans per country are included in Appendix 6.7 of this report.

### 2.4.2 Sample type

This survey used random probability sampling through simple random calling on an RDD-generated mobile sample, with monitoring of quotas on age and region to ensure representativeness on these two variables. Quota monitoring avoids the likelihood of differences in sampling frame structures or response rate variances to the population and ensures sample representativeness of key demographic characteristics such as age or location.

Statistical population data for each country was used to set quota targets for fieldwork. This was implemented during the field follow up. However, it should be noted that for several countries there was a lack of recent population data available. The sources of population data used are included in the country sampling plans.

For the age quotas, a margin of +/- 5% difference compared to the relevant population data was allowed and planned for, while for region a +/- 10% difference was allowed. This can both be corrected for with high-efficiency weighting procedures. In practice, these quotas were relaxed further in some countries due to challenges with reaching the quota requirements (see section 4.3.2). The differences between the profile of the achieved country samples and the population data were corrected for with appropriate weighting procedures (described in section 4.4.2).

### 2.4.3 Response rate

To enhance response rates, the local fieldwork teams had to follow strict fieldwork protocols: making multiple attempts (up to three) to reach the selected respondents, making attempts across different times of the day and days of the week, and making sure that all of the dialled sample was fully working. As an

added measure during Phase II fieldwork, a session was organized with field managers from the different countries in order to share best practices and lessons learned for encouraging participation and maximizing the response rates in the survey.

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country. This has been explored and commented on in: *An Appropriate Sampling Methodology for National Representation of Mobile Users Random Digit Dialling as a Proxy for Mobile Penetration, An Ipsos Point of View – October 2018.*

## 2.5 Questionnaire

### 2.5.1 Development of the questionnaire

At the start of the project, Ipsos compiled and adapted tested question modules<sup>10</sup> to develop a reference questionnaire for global comparison across countries and regions. Ipsos worked closely with the UN Women project team, the Technical Advisory Group and the Regional Advisers to ensure that the questionnaire met all requirements. The reference questionnaire was designed with no open-ended questions and consisted of multiple choice and scale-type answers. Any relevant edits for country-specific administration – such as a local list of regions and districts, local income levels, a local definition of what a household is, a local popular dish and local popular names for a man and a woman, etc. – were implemented to ensure cultural appropriateness while maintaining global validity.

The questionnaire consisted of the following sections:

**Table 2.2 Questionnaire structure**

Section	Coverage
Survey language	<ul style="list-style-type: none"><li>• Question on the language of the respondent</li></ul>
Screenener and informed consent	<ul style="list-style-type: none"><li>• Screening questions (gender and age)</li><li>• Introduction to the survey (includes reference to the privacy notice)</li><li>• Safety protocol (speakerphone is off)</li><li>• Safety protocol (respondent was in a private place and could not be overheard)</li><li>• Safety protocol (recording device is switched off on respondent's mobile phone) (Bangladesh only)</li><li>• Introduction of a specific phrase (codeword) that the respondent could use to stop the interview (= a local popular food)</li><li>• Questions to check respondents' understanding of the survey and of their data protection rights and to obtain informed consent</li></ul>
Demographics	<ul style="list-style-type: none"><li>• Location questions (region, district, urban/rural)</li><li>• Marital status</li><li>• Highest level of education completed</li><li>• Economic activity / Income-generating activity</li></ul>

<sup>10</sup> This included a previous UN Women/Ipsos Gender Rapid Assessment Survey conducted in Ethiopia in late 2020; Performance Monitoring for Action's November [2020 Survey on Gender and COVID-19 Safety and Violence](#); [surveys on violence against women](#) conducted by the World Bank's East Asia & Pacific Gender Innovation Lab; the European Agency for Fundamental Rights' [2014 VAW survey](#), and the FAO's [Food Insecurity Experience Scale survey module](#).

Section	Coverage
	<ul style="list-style-type: none"> <li>Household size and composition by age</li> <li>Food-related behaviour and experience (food security)</li> <li>Financial status of the household (phase I only)</li> <li>Comparison of respondent's income to their partner's income (phase II only)</li> <li>Impact of COVID-19 on household's income</li> </ul>
Health	<ul style="list-style-type: none"> <li>Mental health of the respondent and impact of COVID-19</li> </ul>
Safety	<ul style="list-style-type: none"> <li>Introduction of the topic 'safety' and the various forms of violence</li> <li>Feeling of safety in public spaces during day/night, and impact of COVID-19</li> <li>Perception of VAW in one's area of residence before and since COVID-19</li> <li>Vignettes on sexual harassment in public spaces and on intimate-partner violence</li> <li>Household conflicts and impact of COVID-19</li> <li>Feeling of safety within one's household, reasons and impact of COVID-19</li> <li>Mobility and social interactions, and impact of COVID-19</li> <li>(In Colombia only) direct questions on personal experience of VAW and the impact of COVID-19</li> <li>List randomization questions to capture measures of physical intimate partner violence (IPV)</li> <li>VAW-related questions and the impact of COVID-19 – including the fact that respondents could answer the questions based upon their own experiences and that of the people in the area where they lived</li> <li>Availability of support services in one's community</li> </ul>
End of interview	<ul style="list-style-type: none"> <li>Question on the number of other mobile phones the respondent has access to (for weighting purposes)</li> <li>Open box for interviewers to note down any other thoughts/comments given by respondents when ending the interview</li> <li>Helpline information</li> <li>Thank the respondent</li> </ul>

Safety questions (safety protocol) were included at the start of the questionnaire and at several points throughout to check whether the respondent was in a safe position to participate (i.e., in a private space, not likely to be overheard, not on speakerphone, not in the presence of children over the age of 2 who might be able to overhear and understand the discussion, and not using a recording application – the latter question was included in Bangladesh only). If the respondent could not confirm this, the interview was stopped by the interviewer. An overview of the list of safety protocol questions is included in the table below and a complete examination of the safety protocols is provided in section 3.3.

**Table 2.3 Safety protocol questions**

Safety and ethical protocol	Number of times used (Phase I)	Phase I Questionnaire	Number of times used (Phase II)	Phase II Questionnaire
Being Alone, in private	3	S5, C18, C27	2	S5, C18
Popular local food	5	S6, B01, Co2, C19, C30	2	S6, Co2
No of children over age 2 present	3	B01, C18, C27	2	B01, C18
Speaker phone/recording device turned off	1	S2	1	S2, S2a

As part of the safety protocols, a codeword, which was the name of a popular local food in the country concerned, was provided to respondents at the beginning of the survey. By using the codeword, the respondent could signal to the interviewer that the interview needed to be broken off. In such cases, the interviewer ended by asking a question about the top three priorities for the respondent and her household during COVID-19. This was designed to serve as a neutral question that is unrelated to the survey topic to avoid raising suspicion among a possible overhearer. When possible, interviewers were also tasked with attempting to reschedule to resume the interview at another moment.

The questionnaire was designed and edited with a view to keeping the interview length at around 20 minutes – the maximum length recommended for telephone surveys. In practice, however, and despite efforts to produce a shortened questionnaire for Phase II, the average duration was longer in most countries (see section 4.5.1).

## 2.5.2 Adaptation of the questionnaire based on pilot and phase I learnings

In both Phase I and Phase II of the study the questionnaire was tested in a pilot that took place in all target countries. Based on the pilot outcomes, further optimizations to the questionnaire were made. In Phase I these included, for example, shortening some of the introductions and explanations to reduce the average interview length (as the length in the pilot was close to 30 minutes); and moving the question on gender to the very start of the interview to avoid losing time when a man answered the phone. Prior to Phase II, the

questionnaire was further revised to reflect the lessons learned during Phase I and the observations of the Phase II pilot. Among the main modifications were:

- Changing the order of several of the questions in the screener and the demographics sections to ensure an efficient screening process and create a better overall flow to the questionnaire. In the screener section, the questions on region and district (S8 and S9) alongside the question on urban or rural residency (S11), were moved to follow immediately after it was established that a respondent qualified for the survey. As far as the demographics section was concerned, the questions about the age of the people in the household (Ao7 and Ao8) were moved closer to the beginning of the section and immediately before the question on the number of people in the household (Ao6).
- Reducing the length of parts of the content of the introduction and screening section in order to shorten the overall length of the survey.
- Reducing the number of mentions of the safety measures throughout the questionnaire in order to minimize frustration on the part of respondents and increase their sense of comfort and security – three mentions of the popular local food protocol, one mention of the privacy protocol, and one mention of the children over the age of 2 protocol were removed from the questionnaire.
- A categorical age question (S4\_1) was added in the demographics section of the questionnaire in order to capture the answers of respondents who did not want to provide their exact age to the interviewers, or did not know their exact age.
- Definitions of urban and rural areas were added to the question on the type of area in which respondents lived (S11), in order to aid their understanding of the answer options and thus help ensure they answered accurately.
- For Bangladesh only, a special safety question (S2a) was introduced to tackle the fact that many respondents in the country have their mobile phone conversations automatically recorded by apps installed on their phones.
- An additional answer option was provided for the marital status question (Ao1) to distinguish between married partners who lived together and those who resided separately. The answer option “living with partner/cohabitating” was excluded for Jordan, Morocco and Bangladesh due to the sensitivity of this question with regards to laws and social norms in these countries.
- The answer options to the question on the general thoughts and feelings of respondents meant to assess their mental well-being since the onset of the pandemic (Bo2) were revised in order to provide a better scale for measuring the frequency of respondents’ experiences. Additionally, one of the statements in the question (“confident about your ability to handle your personal problems”) was removed as it was too abstract and difficult to conceptualize.
- The wording of the introduction to the vignettes and the associated questions was adapted, as during Phase I some of the respondents understood the scenarios too literally. Ipsos recommended rephrasing the preamble to make it clear that the interviewer was asking about this *type of* situation in general rather than the exact situation described.



- At C23, the question asking for reasons why respondents may not be feeling safe in their homes, answer option 9 was adapted in order to specifically refer to women's experiences and not to the experiences of all adults in the household.
- The wording of C25, asking about respondents' social interactions, was changed in order to specifically measure the impact of COVID-19 on respondents' social interactions. The answer options to the question were also revised in order to provide a clearer measure of causality. Specifically, instead of a frequency scale, the answer options were extended to include explicit references to whether COVID-19 was or was not the cause for any change in respondents' experiences.
- A set of questions (C26, C26.1, C26.2) probing on direct experiences of physical IPV were added to the questionnaire for Colombia. These questions are discussed in more detail in section 5.2 of this report.
- At questions C27 to C29 (list randomization questions), sub-questions were added for the interviewers (C28.1, C28.2, C29.1, and C29.2) to record their assessment of respondents' comprehension of the questions. Additionally, an instruction was added asking respondents to use their fingers to count statements they regarded as true, to reduce the risk of their repeating any of the statements (or parts thereof) out loud and thus risking being overheard.
- The question wording and the answer options to C30 were revised in order to include specific reference to whether experiences of VAW probed in the question took place before COVID-19, since COVID-19, or both before and since COVID-19.
- The text of question C31, asking about support services available to women, was changed from asking respondents what were the most important services that should be offered (Phase I) to asking whether these services were available in their area (Phase II). In addition to this revision, the answer option "medical and financial support" was divided into two separate ones so that respondents could choose one or the other, or both.
- Additionally, a number of questions were removed (A09, A10.1, C09 and C27) to make the questionnaire shorter and in some cases because the questions were found to deliver data of limited analytical value.

The full English reference questionnaires used in Phase I and Phase II fieldwork are included as Appendix 6.1 and Appendix 6.2 respectively. Further, detailed descriptions of the changes made to the questionnaire after the pilot stages in Phase I and Phase II are provided in Appendix 6.3 and Appendix 6.4, respectively.

### 2.5.3 Translations

Following the sign-off of the master questionnaire in English, translation began into the survey language(s) used in each country. The languages in which the survey was translated for each country were determined after consultation with the field teams on their previous experience of surveying the target population in their respective countries, and in discussion the UN Women team.

The translation was performed by native target language translators who were fluent in English and experienced in survey research. Via a translator training, which took place on 29 March 2021 (Phase I) and 28 June 2021 (Phase II), via videoconference, the CCT provided the translators with detailed information about the background of the study, the questionnaire content and the translation procedure. Being based in each

of the countries, the translators were aware of the social and cultural norms of the respondent group they were translating for. Translations were reviewed by the local teams.

The survey languages of the four countries in Phase I and the nine countries in Phase II were the following:

**Table 2.4 Survey languages by country**

	Country	Languages
Phase I	Cameroon	French, Fulfulde, Pidgin
	Kenya	Swahili
	Thailand	Thai
	Ukraine	Ukrainian, Russian
Phase II	Albania	Albanian
	Bangladesh	Bengali
	Colombia	Spanish
	Côte d'Ivoire	French, Dioula, Senufo, Baoule
	Jordan	Arabic
	Kyrgyzstan	Kyrgyz, Russian
	Morocco	Arabic
	Nigeria	English, Yoruba, Igbo, Hausa
	Paraguay	Spanish

For countries where the survey was offered in more than one language, the table below shows the share of respondents who took the survey in each language.

Table 2.5 Language selection per country for countries where the survey was administered in more than one language

	Country	Languages	Share of respondents (%)
Phase I	Cameroon	French	96%
		Pidgin	4%
		Fulfulde	0%
	Ukraine	Ukrainian	64%
		Russian	36%
Phase II	Kyrgyzstan	Kyrgyz	86%
		Russian	14%
	Côte d'Ivoire	French	95%
		Dioula	4%
		Baoule	1%
		Senufo	0%
	Nigeria	English	96%
		Hausa	4%
		Igbo	0%
		Yoruba	0%

Following the completion of programming in English, the English script was exported into an Excel file (one per language) and the translations were added in these Excel files. The translations were then directly integrated into the script (overlay procedure), without any copy-pasting from a Word version into the programming software. This process reduced the risk of errors and the time needed to verify the scripted translations.

During the translation phase, particular attention was paid to conceptual equivalence and no issues in this regard were observed during fieldwork.

## 2.5.4 Programming

For the central programming of the questionnaire, two systems were used: Dimensions and Ipsos' proprietary iField platform (the system varied by country based on the technical infrastructure in the countries). The built-in logic of these platforms ensures the correct path through skip-patterns and does not allow interviewers to enter invalid responses to closed-ended questions. The platforms also offered integrated and centralized data collection, as well as programming and field management system functionality across all countries included in the study. In the setup of the fieldwork for the iField countries several technical issues were encountered, which are discussed in detail in sections 4.2.1 and 5.3.1.

While two systems were deployed for scripting, the master script was uniform. It was scripted in Dimensions first and, once this version was tested and approved, the script was deployed on iField. This way, the data map was identical for both systems. Both systems have built-in sample management and contact-outcome registration, which ensures that interviewers cannot freely choose which number to call next and contact outcomes are automatically recorded.

All scripting and script testing was done by the CCT. The script was extensively tested, including manual checks of links and syntaxes and automatic checks using dummy data. The latter included running 10,000 cases through the survey to test the built-in logic and skip patterns.

The programmed questionnaire was downloaded to the iField devices prior to the start of fieldwork and made accessible via unique links for the fieldwork teams using Dimensions.

# 3 ETHICAL AND SAFETY CONSIDERATIONS

## 3.1 Obtaining approval from national institutions

Before the start of the fieldwork, UN Women sought general support or tacit approval for the study from the National Statistical Offices (NSOs) and/or women's machineries in the target countries. A set of informational documentation was distributed to these national partners via UN Women Regional Advisers and Country Offices. The documentation covered the study background and design, and Ipsos' role as contractor. Outputs from the previous Ipsos/UN Women study in Ethiopia were also included to provide a more concrete point of reference.

At a minimum, the aim was to obtain 'no objection' from the NSOs and/or the relevant national institution in charge of national surveys, such as women's machineries. For both phases of the study, no objection letters were obtained from:

- Cameroon Bureau of the Census and Population Studies
- Kenya National Bureau of Statistics
- National Statistical Office of Thailand
- the Government Commissioner for Gender Policy in Ukraine.<sup>11</sup>
- the Ministry of Social Protection in Albania
- the Bureau of Statistics in Bangladesh
- the National Administrative Department of Statistics and the Presidential Advisory Office for Women's Equity in Colombia
- the National Institute of Statistics in Côte d'Ivoire
- the Jordanian National Commission for Women
- the Ministry of Health in Kyrgyzstan
- the High Commission for Planning in Morocco

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<sup>11</sup> In Ukraine, sociological/research surveys that will not be part of official statistics do not require the prior approval of the NSO.

- the National Bureau of Statistics in Nigeria
- the National Institute of Statistics in Paraguay

### 3.2 General ethical research guidelines and principles followed

In executing the study, Ipsos followed the generally accepted European Society for Opinion and Marketing Research (ESOMAR) rules for ethical research, which cover:

- **Informed consent:** Prior to commencing a full interview, and after the respondent chose their preferred language for the survey from among those offered, interviewers provided the respondent with the following information, before then formally asking for their consent to participate:
  - their name
  - the fact that the interview was being conducted on behalf of UN Women and by Ipsos
  - the purpose of the study (women's well-being)
  - the approximate length of time the interview would take
  - the fact that participation was entirely voluntary, and that the respondent could refuse to answer any individual question or terminate the interview at any point.
    - In cases where a respondent did not wish to continue with the questions or did not understand that their consent was being sought, the interviewer thanked them for their time to that point and terminated the interview.
- **Confidentiality:** Prospective respondents were informed that their answers would be kept confidential. A range of protocols were put in place to ensure confidentiality:
  - no names were recorded in the survey database
  - telephone number databases did not include any identifiable information that would link participants to their interviews
  - the survey data set was anonymized and did not contain any identifier variables
  - the data were presented in aggregated form only, preventing the identification of individual respondents
- all databases of used telephone numbers would be deleted one month after the completion of fieldwork
  - All prospective respondents were given the option of reading about the aforementioned measures in a study privacy notice before agreeing to participate. The Internet link to the privacy notice was part of the script and read out to every participant. The privacy notice also included the contact information for one of the Ipsos project directors, which respondents could use in the event that they wished to verify which personal data was being stored, have it

modified, corrected or deleted, or if they had questions regarding the information processed in the context of the survey, or on their rights.

- **Provision of contact information:** Prospective respondents were also given contact information for the local country coordinator, so that any questions or concerns they had about the survey (for example, in terms of the legitimacy of the exercise), could be addressed immediately.

### 3.3 Special ethical and safety protocols relating to the survey topic and methodology

A number of ethical and safety measures were designed and implemented to ensure that no harm, risk or distress was imposed on respondents and interviewers as a result of the survey topic and methodology. These measures, which reflected globally agreed standards and recommendations, and internationally relevant best practice for researching violence against women,<sup>12</sup> **had to be adapted to the contextual constraints imposed by the COVID-19 pandemic and related lockdowns and social distancing measures.** Cognizant of limitations of the CATI methodology for collecting data on VAW, as set out by the UN Women- WHO guidance note on VAW data collection during COVID-19, Ipsos and UN Women designed specific and tailored ethical and safety protocols meant to address all anticipated risk posed by the use of telephones and of innovative survey questions.

The ethics and safety measures, covered all of the main steps in the fieldwork process, including the way in which the survey was introduced to prospective participants, the interview itself, and fieldwork monitoring and quality assurance.

#### 3.3.1 Introducing the survey

As discussed more fully in Chapter 4 below, all interviewers working on the survey received extensive training on the implementation of the fieldwork, including the aforementioned ethical and safety protocols. This included training on how to detect verbal and non-verbal clues that may indicate when respondents felt uncomfortable and how to handle situations where the interview impacted or seemed to be impacting negatively on respondents. Interviewers were explicitly instructed not to make any assumptions about who may be a perpetrator of violence within the household. A protocol was developed to serve as the basis for the training, drawing on internationally recognized sources.<sup>13</sup> The following paragraphs introduce key elements of the survey:

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<sup>12</sup> UNSD Guidelines for Producing Statistics on VAW. WHO Multi-Country Study on Women's Health and Domestic Violence against Women. Ethical and safety recommendations for research on VAW. CGIAR Cautionary notes.

<sup>13</sup> Such sources include, but are not limited to:

<https://pim.cgiar.org/2020/07/14/phone-surveys-to-understand-gendered-impacts-of-covid-19-a-cautionary-note/> ;

<https://www.unicef-irc.org/article/1997-remote-data-collection-on-violence-against-women-during-covid-19-a-conversation-with.html> ;

<https://www.who.int/reproductivehealth/publications/violence/24159358X/en/> ;

<https://www.svri.org/svrinterest/svri-knowledge-exchange-pivoting-remote-research-violence-against-women-during-covid-19>

- Sex of the respondent: once the respondents had chosen their preferred language and the interviewer had introduced herself and the survey, the survey began with a question on the sex of the respondents. Any male respondents were informed that they were not eligible to participate in the survey and the interview was terminated. The remaining female respondents were then asked about their age before they were read the survey introduction.
- Objectives of the study: In Phase I of the study the introduction presented the objective of the survey as being “to understand how the rapid spread of COVID-19 is affecting women and girls”. As per globally agreed standards, including the WHO Multi-country Study on Women’s Health and Domestic Violence Against Women, it was deliberately not described as being about violence against women, but respondents were informed that “there are some questions in this questionnaire that may be considered sensitive” before continuing with the informed consent process. In Phase II, the wording of the introduction was slightly modified to make it easier to understand, stating that the objective of the survey is to “undertake a study on the impact of COVID-19 on women.”
- Privacy and data protection: As part of the introduction, respondents were asked to confirm whether they understood that the information was being collected for UN Women to better understand the needs of women in the community and to help develop responses that improve well-being; that respondents’ information would remain confidential; and that they are able to revise and/or ask to delete any information. The link to the privacy notice was given to all respondents. In both phases of the study, no respondents requested further information related to the privacy notice or data protection in general.
- Use of speakerphone: Respondents were informed that they should not be on speakerphone during the interview. They were explicitly asked whether the speakerphone was off before the safety measures were explained. Interviewers were instructed to try to establish if there were other people in the house and to pay attention to the possibility of people being able to hear in the adjoining room or through a door, for example. Participants who were using a speakerphone and declined to switch to private mode were excluded from the study to ensure no one else in their surroundings was listening.
  - “We would like you to not use the speakerphone. Can you let me know if the speaker phone is off?”
- Recording devices: An additional question was included for Bangladesh in order to ensure that the interview conversation was not automatically being recorded by an app on respondents’ mobile phones. During the Bangladesh pilot the field team reported that some people in the country have such apps installed on their mobile phones. Therefore, the safety question inserted for Bangladesh specifically asked respondents to confirm that any recording device on their mobile phone was switched off:
  - “And can you please confirm that any recording device on your phone is switched off?”
- Respondent’s privacy: Respondents were also informed that the survey had to be conducted in complete privacy and in a room where only the respondents were present (or, if there were children present, that none were over the age of 2 so that there was no risk of such children being able to comprehend what the phone call was about or of repeating words they had picked up during the



interview). While the survey contained no questions where the respondents needed to say anything that might reveal the subject matter to any third parties present, there was the possibility of others being able to overhear the interviewer's questions. Interviewers were instructed to try to establish if there were other people in the house and to pay attention to the possibility of people being able to hear in an adjoining room or through a door, for example. If so, interviewers were instructed to end the interview with the positive closing questions.

- “[...] there are some questions in this questionnaire that may be considered sensitive and require your concentration, so I’d like to make sure you are in a quiet, private place where you will not be overheard before we start the study. Can you confirm if now is a good time?”
- “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?”

In the event that the respondents’ privacy appeared to have been compromised part of the way through an interview – for example, because an older child or adult entered the room – interviewers reminded them that the interview needed to be conducted in private and, if necessary, suggested to them that they moved to a room where there would be able to continue in private, or that the remainder of the interview be rescheduled for another time.

- Safety checks: Questions were included at specific intervals to ensure that respondents were still alone in a place where they could not be overheard, and interviewers were trained to listen for verbal cues that something may have changed in the respondents’ environment, whether it be a voice in the background or a change in the respondents’ tone or volume of voice. If privacy could not be ensured in the woman’s home, she was given the option of being called back at a time and place that was convenient for her.
  - “Before we continue, are you alone on the phone? If you are alone, please say ‘yes’. If someone over the age of 2 is listening to our call or is nearby that can hear, please say ‘no’.”

During Phase II of the survey, this follow-up question was removed from the survey in order to avoid causing confusion among respondents. Additionally, it was observed that the repeated questions asking respondents whether they are taking the survey in a private place and alone actually contributed to a feeling of doubt and suspicion among some respondents, which affected their motivation to take part in the survey in a negative way. Therefore, a reduced number of questions and statements commenting on the importance of taking the survey alone were left in the final version of the questionnaire used during Phase II of the study.

- Use of safety word: At the outset of the interview and then at regular junctures thereafter, the respondents were provided with a codeword (a popular local food) that they could use if someone walked into the room or if they otherwise felt uncomfortable. During Phase II, the reminders for the use of the safe word (popular local food) were inserted both in the beginning of the questionnaire and at the start of Section C (Safety). The Phase II pilot showed that repeated reminders of the safety food did not necessarily lead to more frequent proper use of the safe word and actually were a cause of annoyance for many respondents since the use of multiple prompts increased the length of the interview. Every question had the popular local food as an answer option, so if the respondents used the

phrase, the survey logic moved to another part of the questionnaire for one question and then closed the interview to call back at another time.

- “If at any time someone comes into the room or you think you may be overheard, please say [Scripter: insert “POPULAR LOCAL FOOD”] and we will move to a separate section of the survey. Remember you can use [Scripter: insert “POPULAR LOCAL FOOD”] at any time and tell anyone who may have overheard that you were randomly selected to take a survey on the impacts of COVID-19.”
- Scripted responses: This survey used a unique design to help provide the necessary protections and confidentiality to female participants. All substantive questions were read out directly to respondents so they were able to answer using simply “yes”, “no”, “agree”, “disagree”, “a lot”, “some”, “sometimes”, “often”, “never”, and other phrases that would not be indicative of the topic of the survey itself, just in case someone came into the room who could overhear.
- Safety and comfort of respondents: At the section of the interview focusing on issues relating to violence against women, participants were reminded that they should only answer the section if they felt “confident and safe to do so”:
  - “Kindly answer this part only if you feel confident and safe enough to do so. If at any time you do not feel comfortable answering these questions in your current environment, please let us know by saying [Scripter: insert country specific “POPULAR LOCAL FOOD”] and we will skip to the next module.”
- Vignettes: To be able to capture proxy measures on violence against women while still ensuring the safety of the respondents, the survey used exclusively projective techniques. This included using vignettes. Vignettes are questions telling a “story” about a “woman in the community” who experiences different kinds of violence against women and asking generally speaking if the respondent thought this was a common experience for women. Where more direct measures were needed, respondents were asked whether they “themselves or any women they know” had experienced specific acts of VAW by answering yes or no, without providing any detail on who the woman was, where it may have happened or who the perpetrator was.
- Direct experience of VAW: In addition to the indirect questions, in Phase II the questionnaire also included a group of three direct questions probing respondent’s experience of physical intimate-partner violence before and after the start of the COVID-19 pandemic. These questions were only used in the survey in Colombia. The answer options to the direct questions were phrased in a way in which it was safe for respondents to answer them out loud.
  - “How often, if at all, in the past 12 months, has a spouse or partner pushed you, thrown something at you that could hurt you, punched or slapped you?”
- Helplines: At the close of the survey, respondents were provided with appropriate helpline numbers. If the respondents stated that they did not want the numbers, then this was respected. Interviewers were explicitly instructed not to counsel the respondents themselves, at any time, since they were not trained in offering this kind of support. During Phase II, a list of both national and regional helplines

was distributed to each country for verification of the phone numbers and to ensure that only active helplines are provided to the respondents. A list of the helplines included in the survey is provided as a separate document accompanying this report.

### 3.3.2 Interviewer safety and well-being

Alongside the above-mentioned protocols to protect the survey respondents, the following measures were taken to ensure the safety and well-being of interviewers:

- The recommended COVID-19 safety measures, including social distancing and/or work-from-home, were observed by the interviewing teams at all times to avoid any risk of contamination.
- Interviewers were provided with detailed guidance about what to do in the event of feeling emotionally distressed at any point during the study. This included the option to take a break from the project until they felt ready to continue working on it or to stop working on the project completely.
- At all times during fieldwork, a supervisor was available for interviewers to contact as needed. A counsellor or qualified member of the research staff was also available to provide interviewers with support where required.

### 3.3.3 Interview monitoring and quality assurance

During fieldwork, interview monitoring and tracking data were automatically generated through the application of pre-programmed rules and analyses. Data verification and related quality assurance processes focused among other things on ensuring that the special ethical and safety protocols for the survey were being appropriately followed.

No recording of interviews was undertaken for quality purposes. The recording of research interviews can only be undertaken with respondents' consent. Asking for such consent could have reduced women's willingness to participate in the survey or to talk openly about their experiences related to violence against women. In place of recordings, Fieldwork Supervisors listened in to at least 10% of all interviews. Quality checks were also conducted by performing call-backs in some of the countries.

# 4 Fieldwork

## 4.1 Selection and training of the field teams

### 4.1.1 Requirements for interviewers

Selecting the right interviewers for the study was a key element of the fieldwork preparations. Interviewers were appointed by the local field agencies and needed to fulfil the following criteria:

- Only female interviewers were assigned to the study, as recommended for research related to the experience of violence against women.<sup>14</sup> Using only female interviewers increases the likelihood of respondents being willing to take part and talk openly about their experiences of sexual victimization and male partner violence. It also aims at reducing the likelihood that a woman who experienced harm inflicted by a man does not relive trauma because she associates the male interviewer with the perpetrator(s). The rationale for this approach is outlined in section 3.3.1 and followed the Guidelines for Producing Statistics on Violence against Women set out by the Statistics Division of the UN Department of Economic and Social Affairs.<sup>15</sup>
- at least secondary school qualification; experience in conducting surveys (ideally on topics related to VAW); good communication and native-level fluency in the languages in which the study was administered.
- The suitability of interviewers with regard to the subject matter was also part of the selection process. This was assessed primarily during the training. Interviewers needed to be adequately equipped to deal with possibly distressing interviews. Furthermore, they needed to reflect on, and overcome potential judgements, stereotypes or prejudices they might hold towards women who had experienced violence so that the interview could be conducted with the required professionalism and empathic neutrality.

### 4.1.2 Organization and content of training

The training session comprised a two-phase approach:

- **Train-the-trainer sessions were organized** on 14–15 April 2021 (Phase I) and on 22, 23 and 26 July 2021 (Phase II). These took the form of Microsoft Teams calls between the Ipsos, CCT and Field Managers,

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<sup>14</sup> See, for example, previous UN Women/Ipsos Gendered Rapid Assessment Survey conducted in Ethiopia in late 2020 or the Manual on Victimization Surveys [https://www.unodc.org/documents/data-and-analysis/Crime-statistics/Manual\\_on\\_Victimization\\_surveys\\_2009\\_web.pdf](https://www.unodc.org/documents/data-and-analysis/Crime-statistics/Manual_on_Victimization_surveys_2009_web.pdf). Guidelines further specify that the tone of voice and behaviour shown by adult female interviewers is better received by respondents in comparison with younger interviewers, but maturity of interviewers wasn't given priority in this study.

<sup>15</sup> [https://unstats.un.org/unsd/gender/docs/Guidelines\\_Statistics\\_VAW.pdf](https://unstats.un.org/unsd/gender/docs/Guidelines_Statistics_VAW.pdf).

with observers from UN Women. The two training sessions followed largely the same programme and agenda, the main difference being the inclusion of special explanations and instructions dedicated to the C26 questions probing direct experiences of VAW, which were added to the questionnaire in Colombia.

- **Local training for interviewers** were organized by Field Managers on 20–22 April 2021 (Phase I) and on 26–27 July 2021 (Phase II) in each country for all interviewers selected to work on the survey. The presentation deck created for the train-the-trainer sessions was also used for these trainings, with translation where required. Only interviewers who participated in the training were allowed to conduct interviews.

The training sessions provided Field Managers and interviewers with in-depth knowledge of the definitions, extent, drivers and impact of violence against women, with the ethics and safety protocols, and logistical components of the study and facilitated interviewer investment and engagement in the study. The first part comprised a discussion of the main elements covered in the interviewer manual (provided in Appendix 6.6), which was developed by the Ipsos Project Management Team and reviewed by UN Women and the TAG. The manual was based on the globally agreed recommendations of research on VAW and remote data collection on sensitive topics.<sup>16</sup> The second part reviewed the full survey instrument structure and included an explanation of complex questions, as well as a detailed presentation of questionnaire routing and logic. Particular attention was given to the administration of VAW-related questions, including techniques to develop rapport with the respondents, instructions on how the questions should be asked, and guidance on how to deal with any sensitive situations during fieldwork that could put women at a higher risk of violence or cause distress. The full training deck can be found in Appendix 6.5 to this report. Table 4.1 shows the agenda of the training session and the time allotted to each element.

**Table 4.1 Training session agenda**

Part 1	Allotted time
Overview and objectives of the survey	5 minutes
Understanding violence against women	20 minutes
Ethical and safety considerations	20 minutes
General survey guidelines	20 minutes
Sampling approach	10 minutes
Q&A	30 minutes
Total	1 hour 45 minutes
Part 2	Allotted time
Screening and informed consent	20 minutes
Questionnaire: A. Demographics	20 minutes

<sup>16</sup> To name a few: UN Guidelines for Producing Statistics on Violence against Women—Statistical Surveys, Interviewer Training in the WHO Multi-Country Study on Women’s Health and Domestic Violence, WHO & PATH Researching Violence Against Women

Questionnaire: B. Health	20 minutes
Questionnaire: C. Safety	20 minutes
Closing of interview	10 minutes
Q&A	30 minutes
Total	2 hours

### 4.1.3 Observations during interviewer training

During the training, no major problems with comprehension or sampling procedures were encountered. The questionnaire and associated guidance were perceived as clear and straightforward by interviewers. It was ensured that the training atmosphere made interviewers feel comfortable to ask questions and express doubts, for example, if a certain term was not clear or they considered a question too sensitive to be asked. It was clearly communicated that interviewers' opinions are important for the successful implementation

of the project, following the 'do no harm' principle, and that they should express their concerns, if they had any. However, no concerns were expressed.

Interviewers felt well-prepared given the comprehensive training provided and neither the local project managers nor interviewers felt that anything had been missing in the training after they had done the first interviews. The interviewer training discussed different scenarios and how these should be handled (including the use of the codeword, how to react if a woman asks for help, and how to react if they hear someone in the background or someone entering the room). This role-play element was helpful for interviewers to prepare for their interviews. The training sessions were recorded for reference purposes and for use in any additional trainings that might be run (for example, in the event that new interviewers were added to the field teams).

Some small adjustments were proposed by interviewers, for example, adding 'government employees' as part of code 1 in questions B01a and B01b on personal economic activity. These suggestions were then discussed with UN Women and, in cases where UN Women found the suggestions useful, implemented in the questionnaire.

A special part of the training in Phase II was dedicated to the C26 set of questions probing participants' direct experiences of VAW. The questions were implemented only in Colombia, but the specific instructions associated with them were included in the main training programme. These included recommendations for interviewers on how to ask the questions, how to respond to different reactions from the respondents and how to handle this part of the survey in a calm and neutral manner.

## 4.2 Survey pilot

### 4.2.1 Pilot fieldwork period, target and completed interviews

For Phase I, the pilot took place immediately upon completion of the interviewer training, from 23–30 April 2021. It was conducted among a total sample of 180 respondents across the four countries in this phase, using the same script, the same sample and the same infrastructure as would be used for the main fieldwork. The same process was repeated with the countries participating in Phase II, where the pilot was conducted among 448 respondents in nine countries. The pilot for them took place in two instalments – from 29 July to 5 August 2021 for the group of six countries using the survey platform Dimensions, and from 6–11 August for the group of three countries using the platform iField.<sup>17</sup> During the set-up of the pilot in the iField countries, technical issues caused delays in the start dates for Côte d'Ivoire, Nigeria and Paraguay. These countries do not normally use the iField platform for phone surveys and needed additional assistance and instructions on the set-up of the platform. In Paraguay, this process took longer compared to the other countries and thus only achieved eight completes during the pilot.

**Table 4.2 Pilot field dates and number of completed interviews**

	Country	Pilot field dates	Completed
Phase I	Cameroon	23/04 – 28/04	47
	Kenya	23/04 – 24/04	51
	Thailand	28/04 – 30/04	30
	Ukraine	23/04 – 27/04	52
Phase II	Albania	29/07 – 05/08	53
	Bangladesh	29/07 – 05/08	54
	Colombia	29/07 – 05/08	57
	Côte d'Ivoire	06 – 11/08	25
	Jordan	29/07 – 05/08	50
	Kyrgyzstan	29/07 – 05/08	50
	Morocco	29/07 – 05/08	50
	Nigeria	06 – 11/08	26
	Paraguay	06 – 11/08	8
	Uganda <sup>18</sup>	06 – 11/08	75

<sup>17</sup> During the pilot in Phase II, fieldwork in Paraguay was initially set up to use iField but due to the number of technical issues faced with this platform, for the mainstage fieldwork the country team switched to using Dimensions.

<sup>18</sup> Uganda was initially included among the phase II countries. Although the pilot fieldwork was launched there, an approval for the full launch of the study could not be obtained from the relevant national authorities on time. As a result the study was discontinued in Uganda.

### 4.2.2 Pilot findings

The following main observations were made during the pilot during Phase I:

- **Interviewer distress:** One interviewer in Cameroon stopped work on the project after the pilot because of emotional stress resulting from the survey topic. No other interviewer distress was reported in any of the four countries.
- **Sample:** Overall, the sample obtained during the pilot was quite balanced in terms of its sociodemographic profile (without setting quotas), however, with a lower representation of older women, women from rural areas and women with a lower educational background.
- **Interview length:** On average, the interview length significantly exceeded the 20-minute target in all countries (32 minutes on average across the four countries).
- **Dropouts:** None of the questions caused a high level of dropout, although it was observed that respondents sometimes stopped the interview at a number (six) of the sociodemographic questions at the start of the questionnaire. This may not necessarily relate to the questions themselves but could simply be a reflection of respondents having second thoughts about participating at this point.
- **VAW-related questions:** The questions on personal experience of VAW did not cause dropouts, indicating that these questions could feasibly be asked over the phone once a respondent had found a safe place to respond openly to the questions.

An overview of issues observed (including country-specific feedback) and solutions implemented, is provided in Appendix 6.1 (Phase I) and Appendix 6.2 (Phase II) to this report.

The following main observations were made during the pilot in phase II countries:

- **Interview length:** On average, the interview length significantly exceeded the 20-minute target and there was a notable variation in duration between countries, ranging from 26 minutes in Jordan to 47 minutes in Côte d'Ivoire. One of the main reasons for respondents' refusal to participate in the survey has been the length of the questionnaire, which led to several reductions in the length of the questionnaire and thus improve the response rate during the mainstage fieldwork.
- **Dropouts:** None of the substantive survey questions caused a high dropout. The respondents who did drop out tended to do so at the very start of the questionnaire when the sociodemographic questions were asked. This may not reflect any concerns with the questions themselves but rather may simply be a result of respondents not being fully convinced about participating in the survey by this point and stopping the interview accordingly.
- **Use of safe word:** Interviewers in Colombia and the Kyrgyzstan reported that respondents typically used the safe word (popular local food) as a polite way to end the interview rather than to indicate that their privacy or safety had been compromised.
- **Direct questions on VAW:** An important observation was the fact that in Colombia, the direct questions C26, C26.1 and C26.2 did not prove too sensitive or otherwise problematic. Interviewers felt the



questions were well-placed (following the indirect questions on experiences of violence). Some respondents lowered their voice, went to another room, and/or took a longer time to answer the questions – but they all answered them and sometimes talked a bit more about a certain situation. No one refused or indicated “don’t know” - and five respondents (out of 57) shared they had experienced physical intimate-partner violence.

## 4.3 Mainstage fieldwork

### 4.3.1 Fieldwork dates, target and total number of interviews

Phase I mainstage fieldwork started on 30 April and ended on 18 June 2021, although the period varied to a degree across the four countries. Phase II mainstage fieldwork started on 16 August and ended on 30 September 2021. Table 4.3 provides an overview of main field dates in each country. The target of 1,200 completed interviews in each country was reached, with the final aggregate sample totalling 16,154 interviews across the 13 survey countries.

**Table 4.3 Main field dates and number of completed interviews**

	Country	Main field dates	Target	Completed <sup>19</sup>
Phase I	Cameroon	02/05 - 30/05	1,200	1,226
	Kenya	30/04 - 21/05	1,200	1,224
	Thailand	30/04 - 18/06	1,200	1,202
	Ukraine	05/05 - 11/06	1,200	1,205
Phase II	Albania	18/08 - 20/09	1,200	1,210
	Bangladesh	18/08 – 30/09	1,200	1,242
	Colombia	18/08 – 24/09	1,200	1,209
	Côte d'Ivoire	18/08 – 24/09	1,200	1,325
	Jordan	17/08 – 15/09	1,200	1,204
	Kyrgyzstan	19/08 – 19/09	1,200	1,201
	Morocco	18/08 – 22/09	1,200	1,214
	Nigeria	17/08 – 27/09	1,200	1,482
	Paraguay	17/08 – 29/09	1,200	1,210

### 4.3.2 Profile of the achieved sample

In each country, targets or quotas per age group and region were set, based on the latest available population statistics for women aged 18+. 04.4 details the number of interviews achieved against the targets.

<sup>19</sup> The data has been weighted on age and region, which have been used as sample controlling variables

**Table 4.4 Achieved sample per age group**

	Country	18-29		30-39		40-49		50-59		60+	
		Target	Completed	Target	Completed	Target	Completed	Target	Completed	Target	Completed
Phase I	Cameroon	492	100%	297	104%	187	104%	120	98%	108	114
	Kenya	483	107%	290	106%	180	103%	108	84%	136	125
	Thailand	240	110%	213	107%	238	108%	228	89%	279	251
	Ukraine	168	117%	216	113%	204	110%	204	103%	408	331
Phase II	Albania	285	105%	194	111%	176	108%	208	111%	337	82%
	Bangladesh	386	109%	292	109%	225	109%	158	101%	139	71%
	Colombia	332	107%	243	107%	205	108%	188	107%	233	73%
	Côte d'Ivoire	517	94%	283	149%	184	121%	112	93%	104	87%
	Jordan	448	100%	292	102%	216	103%	128	108%	117	84%
	Kyrgyzstan	351	90%	290	112%	200	115%	174	107%	185	78%
	Morocco	333	109%	263	108%	223	108%	177	106%	204	69%
	Nigeria	479	128%	282	161%	198	94%	127	95%	114	96%
	Paraguay	379	107%	276	105%	201	105%	153	109%	191	71%

In all Phase I countries and most Phase II countries, the fieldwork teams faced difficulties reaching women aged 50–59 and 60 or above. During Phase II this was particularly the case in Bangladesh, Colombia, Côte d'Ivoire, and Nigeria. Field observations and an analysis of the answer to screener question S1 (willingness to participate) by age, reveal that this was not because the older age groups more often refused to participate but rather because their incidence in the sample frame was lower than that of the other, younger age groups.

Indeed, difficulty reaching the older age groups may be explained by the mobile phone number sample that was used to contact potential respondents. Various studies highlight a gender gap in mobile ownership in the countries concerned. For example, a study analysing data from a randomized survey on mobile phone ownership and usage in Kenya from 2009<sup>20</sup> revealed that women from rural areas and those whose incomes were below the federal poverty threshold were the most underrepresented group among mobile phone-owners. Individuals who did not use a phone at all were primarily female (81% of this group), married (62%), had no education (40%), and/or were effectively illiterate (62%). Further, phone-sharers were mainly female

<sup>20</sup> Wesolowski, A., et al. 2012. Heterogeneous Mobile Phone Ownership and Usage Patterns in Kenya. In PLoS ONE. Vol. 7; Issue 4.

(65%) and spouses of the head of household (60%). Another data source for Kenya reveals that the gender gap in mobile ownership was 7% in 2020 (GSMA Consumer Survey). In terms of comparable studies for other countries, available data for Cameroon indicates a 2% gender gap in mobile phone ownership (GSMA Intelligence Consumer Survey 2015),<sup>21</sup> while data for Bangladesh indicates that 64% of women own mobile phones, compared to 84% of men.<sup>22</sup>

Several steps were taken to try to ensure that all age quotas were met. This included supplementing the RDD sample with pre-existing contact databases in countries where these were available; and, towards the end of fieldwork, re-opening regional quotas that had already been fulfilled. (The use of contact databases is discussed further in sections 5.3.2 and the country chapters for Kenya, Thailand, Albania, Colombia, Côte d'Ivoire and Nigeria. Additional measures included extending the fieldwork period to allow countries to better meet the quotas in the 50–59 and 60+ age groups. While some shortfalls remained in the quotas for older women following these measures, the numbers achieved were sufficient to allow robust and accurate analysis of the data. Further, a careful weighting strategy ensured that the results for older women were reflected in the national-level data commensurate with the group's penetration in the populations concerned. While weighting is technically less preferable to the full achievement of quotas, it should be considered that pushing the country field teams in Bangladesh, Côte d'Ivoire, Nigeria, Morocco and Paraguay to reach the set targets for the older age group may have paradoxically run the risk of achieving samples that did not accurately reflect the survey population, given differential rates of mobile ownership among different age groups.

In terms of the regional quotas in each country, in both phases there were regions where the target was more easy or more difficult to reach. Generally, fieldwork progressed well in the metropolitan areas of the economic capitals and it was relatively easy to meet the quota targets. However, this was more challenging in less populated areas, as well as in areas that were experiencing in a conflict situation at the time of the survey, such as the Far North region in Cameroon. During Phase II of the survey, the fieldwork was not hampered by conflict in any of the participating countries. This notwithstanding, in Phase I, the targets on region were relaxed in the course of fieldwork to give priority to interviewing women aged 60+ (who might have been located in regions where the target was already reached). In Phase II, regional quotas were relaxed only in the latter stages of the fieldwork and this was limited only to countries where reaching the older age groups of respondents was proving very challenging (Thailand, Bangladesh, Colombia, Côte d'Ivoire, Kyrgyzstan, Nigeria, Paraguay). An overview of the sample achieved per region is provided in the country chapters (section 6).

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<sup>21</sup> The Mobile Gender Gap Report 2021 by GSMA provides an overview of mobile phone ownership in LMICs. Data were collected by Ipsos, together with Basis Research.

<sup>22</sup> Ibid.

## 4.4 Quality control and data processing

### 4.4.1 Quality control

#### Interviewers

Interviewer monitoring started on day one of the fieldwork, ensuring that any issues were spotted in the early stages and that their impact was minimized. In each country, a minimum of 10% of the interviews were monitored on a random basis (but covering all interviewers) by Field Managers as part of the quality control system (e.g., through listening in, including checking compliance with the safety protocols). In addition, the Ipsos Project Management Team checked on a daily basis for systemic issues with interviewers (e.g., interviewers with a high percentage of very short interviews). Where such issues were identified, corrective steps (such as the re-briefing or retraining of the interviewers and/or the removal of the data they collected) were discussed with the local agency.

#### Survey data

Data validation was conducted on a continuous basis throughout fieldwork, to ensure that the collected data were of high quality. The objective of the validation process was to detect single interviews of poor quality. Ipsos identified these cases by assessing the following statistical criteria:

- Duration of the interview: Interviews that were completed very fast (i.e., were at least 50% shorter than the mean interview length in the country) were treated as suspicious and verified more in-depth.
- Ipsos checked for “straight-liners” on the grid questions Bo2, C23, C30 and C31. An interview was flagged as “straight-liner” if the same option (for example “yes”) was chosen for every item on at least three of the four questions.<sup>23</sup>
- The item non-response was calculated by summing the codes of “Don’t know” and “Refused” of the following questions that contained at least one of these two codes: Ao2, Ao3, Ao4, Ao5, Ao7, Ao8, Ao9, A10, A11, A12, Bo1, Bo2, Bo3, Bo4, Co2, Co3, Co4, Co5, Co6, Co7, Co8, Co9, C10, C11, C12, C13, C14, C15, C16, C17, C19, C20, C21, C22, C23, C24, C25, C26, C26.1, C26.2<sup>24</sup>, C28A, C28B, C29A, C29B, C30, C31, S12, SSo. The sum was afterwards divided by 45<sup>25</sup> (the number of questions). The result was represented as a percentage. Interviews with at least 25% item non-response were flagged for verification.<sup>26</sup>

If interviews that did not meet the quality threshold were identified, these were removed from the data set.

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<sup>23</sup> Straight-lining can be a symptom of respondent fatigue, lack of attention or lack of interest, or a sign of fraud. But it can also be a product of the questionnaire design. For example, if there are only a few ratings, and they are all somewhat related (e.g., impressions about a brand or product), a respondent could arguably give very similar answers throughout a given grid.

<sup>24</sup> Questions C26, C26.1 and C26.2 were only asked in Colombia.

<sup>25</sup> In Colombia the sum is divided by 48 due to the three additional questions included in the survey in this country.

<sup>26</sup> The threshold for the pilot was 50%.

#### 4.4.2 Weighting

In order to ensure that the sample accurately reflects the sociodemographic structure of the target population in terms of age and regional distribution, a calibration weighting procedure, using rim weighting (raking), was carried out on a country-by-country basis. The principle behind this type of weighting is that aligning the sample and population on key variables for which population statistics are known can improve the accuracy of the other variables in the survey that may have been affected by non-response or coverage bias. For each country in the study, official statistics were collected on the share of the female population by different age groups (18–29, 30–39, 40–41, 50–59, 60+) and region. These statistics were obtained from a range of sources (referenced in the separate country chapters), including the United Nations Population Fund and national census data. Based on the statistics, weights were applied to the collected data in order to ensure that the achieved sample has the same distribution on the key variables concerned. Weighted survey outcomes are included in the country-specific reports within the subsections of Chapter 6.

### 4.5 Technical information

#### 4.5.1 Interview duration

Table 4.5 below presents the average interview length per country. In Phase I, in each country, the average was longer than the envisaged 20 minutes per survey. The duration reflected the detailed nature of the questionnaire and the need for interviewers to take their time to explain the objective of the study, how mobile phone numbers were obtained and to explain and reiterate the safety protocols. It should also be considered that language is a key factor that may add length in translations compared to the English version. The questionnaire used during Phase II was shorter, since some questions and repetitions of safety protocols were removed. In the first days of the fieldwork during Phase II of the study, the average length of the interviews in all countries still exceeded 20 minutes. However, with the progress of fieldwork and as the interviewers got more accustomed to the text of the questionnaire, the average length of the interviews fell to under 20 minutes in Albania, Côte d'Ivoire, Jordan and Kyrgyzstan. In Bangladesh, where the average length of the survey was consistently over 30 minutes throughout the fieldwork, this was explained by the need for interviewers to add more explanations and speak longer to respondents in order to keep them motivated to complete the survey and explain certain questions to them. The questionnaire administered in Colombia was a bit longer, with three additional questions related to physical intimate-partner violence.

**Table 4.5 Interview duration in minutes**

	Country	Mean	Median	Standard deviation
Phase I	Cameroon	23	20	14
	Kenya	23	21	10
	Thailand	24	23	11
	Ukraine	28	26	9
Phase II	Albania	19	18	6
	Bangladesh	32	31	7
	Colombia	24	23	6
	Côte d'Ivoire	18	17	10
	Jordan	17	16	5
	Kyrgyzstan	20	19	5
	Morocco	25	23	7
	Nigeria	32	27	46
	Paraguay	23	22	7

## 4.5.2 Response rates

The response rate was calculated using the first American Association for Public Opinion Research (AAPOR) definition of response rate. 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.<sup>27</sup>

The response rate per country is included in Table 4.6 below.

<sup>27</sup> [https://www.aapor.org/AAPOR\\_Main/media/MainSiteFiles/Standard-Definitions2015\\_8thEd.pdf](https://www.aapor.org/AAPOR_Main/media/MainSiteFiles/Standard-Definitions2015_8thEd.pdf)

**Table 4.6 Response rates**

	Country	Response rate
Phase I	Cameroon	16%
	Kenya	16%
	Thailand	7%
	Ukraine	5%
Phase II	Albania	7%
	Bangladesh	12%
	Colombia	3%
	Côte d'Ivoire	78%
	Jordan	19%
	Kyrgyzstan	8%
	Morocco	25%
	Nigeria	40%
	Paraguay	2%

The best day of the week and time of day to obtain an interview varied across countries. Details of what worked best in each country are included in each specific country section.

In Phase I, 4% of all contact attempts made were appointments, and in Phase II the figure was 7%. The conversion of appointments to interviews was generally low. Respondents often did not answer their phone when the interviewer was calling at the scheduled time. Overall, in Phase I 7% of all appointments were converted into completed interviews, while in Phase II the rate was notably higher, at 29%. Comparison of the conversion rates for the two phases should be made with caution; however, given the difference in the number of countries participating in each case, leading to much bigger differences in the absolute number of call attempts and associated metrics.

### 4.5.3 Screen-out reasons

The first screener question asked covered the sex of the person who answered the phone. In Phase I of the study, in Ukraine, the person answering the phone was more often a male than female. This led to a high number of screen-outs at S3 (Table 4.7). In Phase II, there was a higher number of screened out male respondents in Bangladesh and Jordan compared to the rest of the countries.

**Table 4.7 Screen-outs at S3. What is your sex?**

	Country	Answer: Male	Answer: Male (% of total answered)
Phase I	Cameroon	556	29%
	Kenya	603	26%
	Thailand	1,629	22%
	Ukraine	4,169	55%
Phase II	Albania	2,209	49%
	Bangladesh	10,792	86%
	Colombia	2,700	52%
	Côte d'Ivoire	2,092	54%
	Jordan	5,170	70%
	Kyrgyzstan	2,209	49%
	Morocco	1,320	20%
	Nigeria	2,757	60%
	Paraguay	1,203	23%
Total		37,409	51%

The next screener question asked women how old they were. In Phase I, the number of respondents who were not yet 18 years old was small, and thus the number of screen-outs at S4.1 was relatively low (Table 4.8). In Phase II, an additional age-related screener question was added if respondents did not want to specify their exact age (S4.2. “Which of the following age groups do you fall into?”), so the screen-out numbers for the Phase II countries include the screen-outs from both S4.1 and S4.2.

**Table 4.8 Screen-outs at S4.1. How old are you in years?**

	Country	Answer: Younger than 18	Answer: Younger than 18 (% of total answered)
Phase I	Cameroon	3	0%
	Kenya	7	1%
	Thailand	201	4%
	Ukraine	95	3%
Phase II <sup>28</sup>	Albania	54	2%
	Bangladesh	3	0%
	Colombia	54	2%
	Côte d'Ivoire	6	0%

<sup>28</sup> For the countries in Phase II, these numbers also include the screen-outs for S4.2 (Which of the following age groups do you fall into?) which was added to the questionnaire during that phase if respondents didn't wish to disclose their exact age.



	Jordan	12	0%
	Kyrgyzstan	134	5%
	Morocco	29	2%
	Nigeria	3	0%
	Paraguay	56	2%
Total		657	2%

Following the screening by sex and age, the objective of the survey and the rights of the respondent were explained. They were then asked if they were interested in seeing if they qualified for the survey. Screen-out rates at this point varied significantly by country. The highest numbers of screen-outs were registered in Thailand (71%), Ukraine (25%) and Albania (9%). The local teams in these countries observed that these screen-outs were not associated with concerns about the topic of the survey but, rather, with the length of the questionnaire (about 20 minutes), which was announced immediately before question S1.

Among the rest of the countries participating in the study, the share of respondents screened out at question S1 was low and varied between 0% and 3% (see Table 4.9). However, these lower numbers of screen-outs were not typically reflected in overall lower dropout rates throughout the questionnaire in these countries. For example, overall dropout rates in Kyrgyzstan and Jordan were higher than most of the countries in the entire study. Further, analysis of the dropout rates for the first question in the demographics section of the questionnaire (A01) finds that the respondents in Kyrgyzstan and Jordan who dropped out of the survey mainly did so at this question.

**Table 4.9 Screen outs at S1. Are you interested in seeing if you qualify for this survey, now or another time?**

	Country	Answer: No interest	Answer: No interest (% of total answered)
Phase I	Cameroon	8	1%
	Kenya	1	0%
	Thailand	3,642	71%
	Ukraine	774	25%
Phase II	Albania	199	9%
	Bangladesh	9	1%
	Colombia	11	1%
	Côte d'Ivoire	11	1%
	Jordan	4	0%
	Kyrgyzstan	12	1%
	Morocco	41	1%
	Nigeria	18	1%
	Paraguay	82	3%
Total		4,812	16%

Interviews were also terminated if the respondents did not understand the objectives of the survey or the reassurances they were provided around confidentiality. Tables 4.10 and 4.11 below show the small number of cases in which this applied in both phases of the study.

**Table 4.10 Screen-outs at S6. Do you understand that this information is being collected by [SURVEY FIRM NAME] for UN Women so we can better understand the needs of women in your community and help develop responses that improve well-being?**

	Country	Answer: Do not understand	Answer: Do not understand (% of total answered)
Phase I	Cameroon	4	0%
	Kenya	0	0%
	Thailand	11	1%
	Ukraine	8	0%
Phase II	Albania	8	0%
	Bangladesh	0	0%
	Colombia	2	0%
	Côte d'Ivoire	2	0%
	Jordan	1	0%
	Kyrgyzstan	2	0%
	Morocco	0	0%
	Nigeria	3	0%
	Paraguay	13	1%
Total		54	0%

**Table 4.11 Screen-outs at S7. Do you understand that your information will remain confidential and that you are able to revise and/or ask to delete any information you provide?**

	Country	Answer: Do not understand	Answer: Do not understand (% of total answered)
Phase I	Cameroon	5	0%
	Kenya	1	0%
	Thailand	1	0%
	Ukraine	2	0%
Phase II	Albania	3	0%
	Bangladesh	2	0%
	Colombia	2	0%
	Côte d'Ivoire	3	0%
	Jordan	0	0%
	Kyrgyzstan	1	0%
	Morocco	2	0%
	Nigeria	1	0%
	Paraguay	2	0%
Total		47	0%

#### 4.5.4 Answers to safety questions

Over the course of the interview, respondents were repeatedly asked to confirm that they were in a quiet, private place, where no one over 2 years old was able to listen to the interview. They were also reminded at a key juncture that they should not be on speakerphone. During Phase II of the survey the repetition of these safety protocols at C27 was removed in order to shorten the length of the interview since feedback from country teams during the pilot revealed that many respondents did not want to take part in the survey because of its length and women who did take part often found the safety questions repetitive and burdensome. At the same time, a new safety question was added for Bangladesh in Phase II to ensure that mobile phone applications that automatically recorded conversations were switched off (Table 4.13).

Overall, the number of respondents who said the requisite safety protocols were not in place was generally quite low, as shown in Tables 4.12 to 4.16 below. In all such cases, interviews were terminated and rescheduled for a different day or time.

Table 4.12 “No” at S2. We would like you to not use the speakerphone. Can you let me know if the speaker phone is off?

	Country	Answer: No	Answer: No (% of total answered)
Phase I	Cameroon	7	1%
	Kenya	3	0%
	Thailand	23	2%
	Ukraine	19	1%
Phase II	Albania	15	1%
	Bangladesh	2	0%
	Colombia	9	1%
	Côte d’Ivoire	25	2%
	Jordan	4	0%
	Kyrgyzstan	16	1%
	Morocco	3	0%
	Nigeria	36	2%
	Paraguay	35	2%
Total		197	1%

Table 4.13 “No” at S2a. And can you also please confirm that any recording device on your mobile phone is switched off? (Bangladesh only)

Country	Answer: No	Answer: No (% of total answered)
Bangladesh	1	0%

Table 4.14 “No” at S5. I’d like to make sure you are in a quiet, private place where you will not be overheard before we start the study. Can you confirm if now is a good time?

	Country	Answer: No	Answer: No (% of total answered)
Phase I	Cameroon	2	0%
	Kenya	0	0%
	Thailand	14	1%
	Ukraine	34	2%
Phase II	Albania	66	4%
	Bangladesh	2	0%
	Colombia	25	2%
	Côte d’Ivoire	3	0%
	Jordan	1	0%
	Kyrgyzstan	22	1%
	Morocco	12	1%
	Nigeria	6	0%
	Paraguay	46	2%
Total		233	1%

Table 4.15 “No” at B01. Can you confirm that there is no one around you over the age of 2 that can overhear our conversation?

	Country	Answer: No	Answer: No (% of total answered)
Phase I	Cameroon	5	0%
	Kenya	0	0%
	Thailand	1	0%
	Ukraine	8	1%
Phase II	Albania	7	1%
	Bangladesh	0	0%
	Colombia	7	1%
	Côte d'Ivoire	26	2%
	Jordan	1	0%
	Kyrgyzstan	8	1%
	Morocco	6	0%
	Nigeria	21	1%
	Paraguay	25	2%
Total		115	1%

Table 4.16 “No” at C18. If you are alone, please say ‘yes’. Alternatively, if someone over the age of 2 is listening to our call or is nearby that can hear, please say ‘no.’

	Country	Answer: No	Answer: No (% of total answered)
Phase I	Cameroon	8	1%
	Kenya	4	0%
	Thailand	13	1%
	Ukraine	9	1%
Phase II	Albania	5	0%
	Bangladesh	1	0%
	Colombia	4	0%
	Côte d’Ivoire	18	1%
	Jordan	0	0%
	Kyrgyzstan	3	0%
	Morocco	4	0%
	Nigeria	32	2%
	Paraguay	18	1%
Total		119	1%

#### 4.5.5 Dropout rates per question

The dropout rate across the 13 countries participating in the survey was 13%, with an average of 7% in Phase I and an average of 15% in Phase II.

Looking at the questions in the survey where the highest number of dropouts were registered, in Phase I the question with highest dropout rate was S9 (1%, *And what district do you live in?*), while in Phase II this was A01 (1.5%, *What is your marital status?*). Overall, during Phase II there have been higher dropout and item non-response rates associated with question A01. It can be noted that the answer options to this question were revised in Phase II (discussed in detail in section 2.5.2), which may have had an effect on the reactions to this question. However, general observations from the fieldwork in Phase II countries suggest that these results may also be linked to cultural specifics in the participating countries. For example, the number of dropouts to A01 in Jordan was higher compared to that in the other Phase II countries. This has been explained by the local interviewing team with the specifics of the culture in Jordan, where women often feel uncomfortable answering this question.

The analysis of the other questions in the survey where high dropout rates were registered shows that these were the same in both phases of the survey, namely S11 (*Would you consider the area you live in to be urban or rural?*), B02 (*In the last month, how often did you feel...*), A12 (*During the last month, was there a time when, because of lack of money or other resources, you or others in your household...*). The exact dropout rates for each of those questions can be found in Appendix 6.8 (for Phase I) and Appendix 6.9 (for Phase II). It is, however, interesting to point out that the dropout rates for these questions increased by at least 0.5 percentage points from Phase I to Phase II. Overall, these are questions that appear early in the survey, when respondents tend to drop out more often compared to later in the survey as, at that stage, they are less likely to spontaneously change their mind about participating. For questions B02 and A12, field observations did not identify any specific difficulties that might help account for the dropouts. However, the length of the questions may have been an issue since both included multiple statements asked to the respondents.

#### 4.5.6 Use of popular local food per question

The popular local food (PLF), the ‘safe word’, was used 355 times in total, throughout all interviews in all 13 countries. It was most often used for questions C13 (12), S9 (6), C05 (4), C07 (4) and C10 (4) during Phase I and for questions S11 (18), A12 (5), C23 (5), and C28A (5) during Phase II.

Respondents did not always understand right away how the ‘safe word’ should be used and interviewers needed to explain its purpose further. Interviewers in Kenya, Colombia, Kyrgyzstan, Morocco and Nigeria noticed that it was sometimes used as a polite way to end the interview. This was not observed in the other countries, but it cannot be ruled out that the safe word was used there as well to easily end the interview for respondents without having to provide any reason. Therefore, the figures should be interpreted with caution as the popular local food could have been used for reasons other than to indicate that the respondent was at risk of being overheard.



Table 4.17 below shows the incidence of PLF use per question, as well as its use proportional to all answers to the question.

**Table 4.17 Use of popular local food per question (Phase I and Phase II)**

Question	Question text	Phase I		Phase II	
		PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
S1	Would you consider the area you live in to be urban or rural?	1	1.2%	-	-
S8	And what district do you live in?	2	2.4%		
S9	What is the highest level of education that you completed?	6	7.1%		
S5	I'd like to make sure you are in a quiet, private place where you will not be overheard before we start the study. Can you confirm if now is a good time?	1	1.2%	-	-
S6	Do you understand that this information is being collected by [SURVEY FIRM NAME] for UN Women so we can better understand the needs of women in your community and to help develop responses that improve wellbeing?	-	-	19	7.0%
S7	Do you understand that your information will remain confidential and that you are able to revise and/or ask to delete any information you provide?	2	2.4%	-	-
S7 (Phase II)	Do you understand that your information will remain confidential and that you are able to go back to any of your responses and change, revise and/or ask to delete any information you provide?	-2	-	2.4%	1.5%
S8	And what district do you live in?	2	2.4%	-	-
S9	What is the highest level of education that you completed?	6	7.1%	-	-
S11	Now we just need a bit more information about you.	1	1.2%	31	11.4%

		Phase I		Phase II	
Question	Question text	PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
	Would you consider the area you live in to be urban or rural?				
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?	-	-	2	0.7%
S12_NEW	And do you own the phone you are speaking on?	-	-	10	3.7%
A01	What is your marital status?	3	3.6%	9	3.3%
A02	What is the highest level of education that you completed?	1	1.2%	4	1.5%
A03	Which of the following best describes what you mainly do each day...?	-	-	6	2.2%
A04	In addition to this, do you do any activity that generates an income, even if only for a few hours a week?	-	-	1	0.4%
A04_1	Would you say that the money that you earn is...	-	-	5	1.8%
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?	-	-	6	2.2%
A07	How many of the people living in your household are age 0–17?	2	2.4%	4	1.5%
A08	How many of the people living in your household are men aged 18 or over?	-	-	2	2.2%
A09	Who do you consider to be the head of your household?	1	1.2%	-	-

		Phase I		Phase II	
Question	Question text	PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
A10	What was the monthly income of your household BEFORE COVID-19?	2	2.4%	-	-
A11	Has your household's income changed at all since the onset of the COVID-19 pandemic?	-	-	6	2.2%
A12	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...	3	3.6%	11	4.1%
Bo2	I would now like to ask you some questions about your thoughts and feelings during the last month (last 30 days). For each question, I will ask how often you thought or felt a certain way – please answer with never, almost never, sometimes, fairly often, or very often. In the last month, how often did you feel...	2	2.4%	-	-
Bo2 (Phase II)	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.	-	-	10	3.7%
Bo3	Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same?	1	1.2%	-	-
Bo4	Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS RESULT OF COVID-19?	1	1.2%	6	2.2%

Question	Question text	Phase I		Phase II	
		PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
Co2	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	1	1.2%	15	5.5%
Co3	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	1	1.2%	3	1.1%
Co4	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	1	1.2%	4	1.5%
Co5	Discrimination happens when you are treated less favourably compared to others or harassed because of your sex, age, disability, socioeconomic status, place of residence, political opinion, or any other characteristics. Have you personally experienced any form of discrimination against you SINCE COVID-19?	4	4.8%	-	-
Co6	Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19?	2	2.4%	-	-
Co7	To what extent do you think that violence, abuse or harassment are a problem in the area where you live?	4	4.8%	7	2.6%
Co8	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	1	1.2%	6	2.2%
Co9	Have you personally experienced physical harm or threats of physical harm, abuse or harassment specifically by the police or security agents in the context of implementing restrictions to respond to COVID-19	1	1.2%	-	-

		Phase I		Phase II	
Question	Question text	PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
	(movement restriction, curfew, closure of certain premises)?				
C10	How common do you think this story is for women in the area where you live?	4	4.8%	16	5.9%
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?	-	-	6	2.2%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	1	1.2%	3	1.1%
C13	Who would [Scripter: insert Female name] most likely seek help from?	-	-	6	2.2%
C14	How common do you think this story is for women in the area where you live?	1	1.2%	7	2.6%
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	1	1.2%	1	0.4%
C17	Who would [Scripter: insert Female name] most likely seek help from?	-	-	2	0.7%
C19	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	1.2%	7	2.6%
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?	-	-	1	0.4%
C21	In the last six months, did you ever feel unsafe in your home?	-	-	6	2.2%
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?	-	-	3	1.1%

		Phase I		Phase II	
Question	Question text	PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
C23	Why do you feel unsafe at home?	1	1.2%	6	2.2%
C24	How often, if at all, did you go out of your house in the last month?	1	1.2%	3	1.1%
C25	Do you still continue to see or speak with your friends and social groups	1	1.2%	-	-
C25 (Phase II)	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?	-	-	1	0.4%
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	2	2.4%	-	-
C28A (Phase II)	Please tell me how many of the following statements you regard as true:	-	-	9	3.3%
C28B	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	1	1.2%	-	-
C28B (Phase II)	Please tell me how many of the following statements you regard as true:	-	-	4	1.5%
C29A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	1	1.2%	-	-
C29A (Phase II)	Please tell me how many of the following statements you regard as true:	-	-	4	1.5%
C29B	Please tell me how many of the following statements you regard as true:	-	-	3	1.1%
C30	Which, if any, of the following have you or any other woman you know experienced	3	3.6%	-	-

		Phase I		Phase II	
Question	Question text	PLF mentioned	PLF mentioned (% of total answered)	PLF mentioned	PLF mentioned (% of total answered)
	SINCE THE START OF COVID-19? Please listen carefully and just answer “yes” or “no”, yo can also always answer “don’t know” or “ [Scripter: insert country specific “POPULAR LOCAL FOOD”] to move on to the next module in the survey.				
C30 (Phase II)	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.	-	-	7	2.6%
C31	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic?	12	14.3%	-	-
C31 (Phase II)		-	-	2	0.7%
Unknown		10	11.9%	-	-
Total		84	100.0%	271	100.0%

### 4.5.7 Item non-response

o below includes questions with item non-response above 5% during Phase I. A10 had the highest percentage of item non-response, at 18%. However, it is not unusual in survey research that a high number of respondents will refuse to state their monthly household income, or simply do not know the answer. In this particular case, it concerned their monthly income before the COVID-19 outbreak, which respondents might not remember. Furthermore, analysis of the data confirms that a high proportion of the non-responses to this question comprised ‘don’t know’ responses (82% of non-response). Refusals to answer the question were comparatively infrequent (18% of non-response). Not knowing the monthly household income before the outbreak of the COVID-19 pandemic might have various causes, including simply not remembering, an irregular income, or not managing the household budget. Indeed, 75% of those who did not know the answer to the income question did not consider themselves the head of the household (alone or together with the husband), and the head of the household is most often responsible for managing the household income and assets. Based on these findings from Phase I, the pre-COVID-19 income question (A10) was removed in the Phase II questionnaire, thus improving the response rates at question A11 (probing on change in income), which is observed in the decreased item non-response rates to this question – from 4.65% in Phase I to 0.9% in Phase II.

A large part of the other questions included in the table ask for the woman’s perception (of change) or assessment of how someone else would react in a certain situation. The fact that this kind of question can be difficult to answer is likely to be the main cause of high item non-response, as opposed to the question content making the woman uncomfortable or being considered too sensitive to answer.

Table 4.19 includes the questions with item non-response above 5% during Phase II. It can be seen that the item non-response for questions C31\_6, Co8, C10, C15, C14, Co3 and C11 remained at levels above 5% when compared to the data from Phase I. However, in Phase II, A01 (What is your marital status?) stood as the question with the highest percentage of item non-response, at 28%. An analysis of the data per country shows that in almost all of the countries in Phase II, A01 was the question with the highest item non-response. The only exception was Kyrgyzstan, where C11 (Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert female name] from the story?) had the highest item non-response rate.

**Table 4.18 Item non-response (Phase I)**

Question	Question text	Item non-response
<b>A10</b>	What was the monthly income of your household BEFORE COVID-19?	17.88%
<b>C31_6</b>	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Other, specify	9.26%
<b>Co8</b>	How, if at all, do you think physical harm, abuse or harassment in the area where you live has changed SINCE COVID-19?	8.70%
<b>Co6</b>	Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19?	8.21%



C10	How common do you think this story is for women in the area where you live?	7.88%
Co4	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	7.54%
C15	Would you say 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?	7.52%
C14	How common do you think this story is for women in the area where you live?	7.15%
Co3	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	6.61%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	6.55%
C11	Would you say COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	5.94%
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	5.49%

**Table 4.19 Item non-response (Phase II)**

Question	Question text	Item non-response
A01	What is your marital status?	28.30%
C31_6	Are any of the following support services available for women in your community? Financial support	10.50%
C31_4	Are any of the following support services available for women in your community? Someone to talk to like professional mental health experts	10.40%
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?	9.80%
C31_1	Are any of the following support services available for women in your community? Information about security/crime prevention	9.80%
C31_5	Are any of the following support services available for women in your community? Legal support or help in reporting the incident or dealing with police	9.00%
C31_2	Are any of the following support services available for women in your community? Access to basic needs such as shelter, food, clothing	8.70%
C10	How common do you think this type of situation is for women in the area where you live?	7.70%

C31_3	Are any of the following support services available for women in your community? Medical support	6.60%
C07	To what extent do you think that physical harm, abuse, or harassment of women are a problem in the area where you live?	6.50%
C14	How common do you think this type of situation is for women in the area where you live?	6.40%
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?	5.90%
C03	To what extent, if at all, do you feel safe when walking alone at night in the area where you live?	5.40%
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?	5.10%

# 5 Lessons learned and recommendations

As is implicit in the foregoing chapters, the 13-country study pointed to a number of important lessons about conducting research related to violence against women in these contexts and more widely. These lessons, in turn, translate into key recommendations for future such research, including in relation to ethical and safety protocols, questionnaire content and sampling, and data collection.

## 5.1 Ethical and safety protocols

The various ethical and safety protocols put in place to ensure respondent safety during the survey generally worked well in practice. It was clear from the interviewer monitoring and feedback, and from the survey data, that both the interviewers and the respondents understood the protocols and made appropriate use of them, as required – though it was notable that in Kenya, Kyrgyzstan, Colombia, Morocco, and Nigeria the “safe word” was also occasionally used as a polite way to end the interview.

One interviewer stopped working on the project after the pilot during Phase I because of emotional stress resulting from the survey topic, reflecting that the measures implemented to safeguard interviewers’ well-being were taken up when needed by interviewers. No other interviewer distress was reported. Generally, interviewers reported that respondents were glad to have an opportunity to talk about their life experiences and did not find the topic particularly difficult or uncomfortable – although some women answered in a lower tone of voice or with slight embarrassment to more sensitive questions. The lack of respondent distress is also reflected in the low levels of dropouts per question and item non-response. There were minimal incidences of the “safe word” being used (less than 1–4% per country for both phases of the study). This aligns with previous research done on similar topics using a face-to-face research approach and speaks to the numerous ethical and safety protocols put in place as well as the largely projective (rather than direct) techniques used.

Feedback provided by interviewers during debriefing sessions indicated that the vast majority of women who participated in the survey welcomed the opportunity to discuss their experiences and make their voices heard. This is not to undermine the difficult experiences that women may have faced on topics such as this, given personal histories and trauma, and women in this situation often do not take part in surveys to begin with – which raises the issue of how not to leave the most vulnerable behind in phone-based surveys. During Phase II in this research, the project team noted that more than a third of women (39%) said they did not want to participate in the survey at question S1, indicating perhaps that they did not feel safe in doing so. However, among those who continued, only 7% dropped out during the course of the survey, indicating that

the vast majority of participants felt comfortable with the topics discussed. In Phase II of the survey, the comparable figures were 2% and 15% respectively, meaning that while fewer women than in Phase I initially expressed unwillingness to participate, more dropped out during the course of the interview itself. While it would be ideal to follow-up with participants who either refused or dropped out in order to understand their reasons for doing so, this is not a best practice from a research or safeguarding perspective.

From a research perspective, if a respondent refuses to participate it is critical to respect the fact that they have not consented to be interviewed or re-contacted. From a safeguarding perspective, if it is assumed that a respondent does not consent because she does not feel safe, calling her back would only put her further at risk.

The significant fall in the number of women who dropped out of the survey at S1 between Phases I and II could in part be explained by the changes made to preceding elements of the questionnaire for Phase II – specifically, the introduction of the categorical age question (which meant respondents no longer had to specify their exact age if they did not want to) and the shortening of the survey introduction text. However, there is no way of knowing this for sure, or whether the vastly varying dropout rates for S1 in the two phases were in fact simply a reflection of other factors, such as the different range of countries that were covered.

Although extensive safeguards were put in place to ensure respondent safety throughout the interviewing process, there is still a gap in the protection available when comparing a telephone survey to a face-to-face survey. Interviewers were trained to listen for verbal cues and build a rapport with the respondent, so the respondent felt comfortable in ending the interview should she have had any concerns for her mental or physical well-being, and indeed a few participants did this. However, such measures cannot substitute for the dynamics of a face-to-face interview, where interviewers can directly observe the respondent and additional non-verbal cues, as well as the environment in which the interview is taking place. This was exemplified during the fieldwork in Kenya, where there were four cases of a man taking the phone from the woman being interviewed and ending the phone call. The interviewers did not know what happened afterwards and they could not call back to check on the woman because doing so might have put her at greater risk. Further, unlike in face-to-face interviewing, the interviewers did not know the location of the woman concerned.

That being said, a survey design that requires only the interviewer to discuss sensitive topics and the respondent to only provide general answers that could apply to any topic, is an improvement on traditional face-to-face (F2F) surveys which take place in a household where questions and answers might be overheard or interrupted. Another removed risk from F2F surveys is that in phone interviews no one (neighbours/community members) can see the interviewers getting in and out of respondents' houses. Ideally, a best practice is to conduct interviews outside of the household, however it is also known that this biases research towards women that are indeed able to leave home, once again leaving some of the most vulnerable behind.

When accounting for the aftercare of respondents, given the topics raised by the survey, both this telephone survey and more traditional face-to-face surveys provided time for the respondent to discuss anything that may have arisen for them during the course of the interview.<sup>29</sup> Similar to the recommended conclusion to

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<sup>29</sup> "We have covered many topics in this survey, and I would like to ask you if you have any other thoughts or questions on the topics we have discussed? Please feel free to ask me anything and I will do my best to answer your questions."

traditional face-to-face surveys, a final question and information about further support services was offered to all respondents at the end of the survey is possible.<sup>30</sup> Given the constraints imposed by COVID-19, only services that were still operating and accessible remotely in safe conditions (i.e., by telephone or on the Internet) were communicated to respondents.

The strongest finding from the safety protocol portion of the survey in Phase I was a general feeling across the country field teams that the repeated explanation of the protocols – specifically the importance of being in a private space and not on speakerphone, and the option of mentioning the popular local food to discontinue the interview – was a source of irritation to respondents. Some respondents even found the repetition quite patronizing in the sense that it appeared to imply that they were not able to retain the protocol in their minds over the course of the interview. The repetition also added to the interview length, which may, in and of itself, have compounded respondents' irritation. As a result, following Phase I, the interview script was optimized, with the popular local food protocol explained (in detail) at the beginning of the survey and at the start of the violence against women-related questions only. The other references to it were removed from the questionnaire. The Phase II pilot fieldwork lent support to this recommendation across the nine participating countries and, as a result, the questionnaire for the main fieldwork was adapted accordingly. Nevertheless, during Phase II, the repeated explanation of the safety protocols (even at a slightly reduced rate compared to Phase I) continued to cause irritation and/or suspicion among respondents – especially in Bangladesh, Nigeria and Morocco – which negatively affected their motivation to complete the survey.

Therefore, the lesson learned was perhaps more around simplifying ethical and safety protocols rather than adding to them when conducting sensitive research over the phone and using qualitative research such as drop-outs, screen-outs information, where possible, to capture those that may have been left behind.

## 5.2 Questionnaire content

Given that the survey questionnaire was comprehensively piloted and subsequently modified in light of the pilot findings in both Phase I and Phase II of the survey, no significant issues with the questionnaire were expected during mainstage fieldwork. This was borne out in practice: overall, the questionnaire performed well in eliciting the required information from respondents. Terms, concepts and questions were well understood, overall.

Nonetheless, the survey data analysis, along with interviewer feedback, pointed to a need to modify or optimize some of the questions for future surveys. In particular:

- Lengthy introductions, preambles and questions are not well received by respondents, but they are necessary especially in this type of survey. Therefore, innovative ways were implemented between Phase I and Phase II to shorten the questions and reduce the number of safety prompts, while still ensuring that ethical and safety considerations are taken into account.

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<sup>30</sup> “Should you require information or further support with regards to these topics, kindly call [INSERT LOCAL RESOURCES]. It's free for everyone. You can also refer your family, friends, neighbours or anyone who needs support.”

- Given item non-response suggested some difficulties with retrospective survey questions, potential biases resulting from asking about a comparison of the present and the pre-pandemic time should be considered. The questionnaire design literature<sup>31</sup> emphasizes that retrospective questions should be short and simple, and whenever possible objective and broadly phrased. In addition, they should include a historical "anchor point" (for example, the pre-pandemic time) rather than a reference period like the past 12 months.
- In questions that mention the COVID-19 pandemic, it is recommended to refer consistently to the COVID-19 *situation* (or to the start of the pandemic) and not to COVID-19 generally (for example, in question C11). Without reference to the situation, there is a risk that respondents will think they are being asked about their experiences of having had COVID-19.
- In certain countries, namely Côte d'Ivoire and Colombia, the survey pilot revealed that a lot of respondents had trouble identifying their region. In order to tackle this issue and still be able to accurately capture the place of residence of the respondents and thus ensure the tracking of regional quotas, the respondents were first asked about the smaller administrative unit (district) of their residence and their region was identified based on this information. Survey pilots are crucial for identifying these sorts of unanticipated issues and potential remedial measures.
- For future surveys in Paraguay, the inclusion of a Guarani translation of the questionnaire could be considered. Both Spanish and Guarani are official languages in Paraguay and most people in Paraguay speak Spanish and Guarani. The interviewers there advised that some people might feel more comfortable providing answers in Guarani or using a mixture of the two languages. Indeed, during the pilot, there were respondents who wished to take the survey in Guarani and the interviewers were instructed to allow respondents to do so. The questionnaire was not translated into Guarani, but respondents were allowed to provide their answers in Guarani if they wished to do so. Results from the fieldwork show that 4% of respondents felt more comfortable providing their answers only in Guarani, and 5% in both Spanish and Guarani.
- To reduce item non-response to the question on marital status (A01), country-specific questions can be used that have been proven to be culturally acceptable and lead to fewer non-responses (for example from the latest census). However, in order to ensure that the resulting data are comparable across countries, some cross-mapping of the different questions will be necessary at the questionnaire development stage and carried into the data analysis. At the same time, it is strongly recommended that questions focusing on potentially sensitive issues like marital status be positioned at the end of a questionnaire rather than nearer the beginning to minimize the risk of dropouts early on. This was reinforced during Phase II of the study, and in Jordan especially, where there was a relatively high rate of drop out at the marital status question.

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<sup>31</sup> Hipp, L., Munnes, S., Bünning, M., and Sauermann, A. 2020. "Problems and pitfalls of retrospective survey questions in COVID-19 studies." *Survey Research Methods*. 14. 2. pp. 109–114. doi:10.18148/srm/2020.v14i2.7741.

- Due to the high level of refusals and ‘don’t know’ responses to the income question (A10)<sup>32</sup> in Phase I – particularly in Cameroon and Kenya – a subjective economic welfare question (such as the Income Evaluation Question that are commonly used to construct subjective poverty lines<sup>33</sup>) may be more appropriate to enable the analysis of the survey results across different socioeconomic groups. Based on the learning of Phase I, the pre-COVID-19 income question (A10) was removed in the Phase II questionnaire, thus improving the response rates at question A11 (probing on change in income), which is observed in the decreased item non-response rates to this question – from 4.65% in Phase I to 0.9% in Phase II.
- In Phase I, the vignettes were understood too literally. Specifically, respondents understood that the interviewer was asked whether there was a married couple with two children and a repair shop in the area where they lived. It was therefore recommended to rephrase the preamble to make it clear that the interviewer was asking about this *type of situation* in general. This change was implemented for Phase II and appeared to have the desired effect as no overly literal interpretations of the scenarios were reported by any of the Phase II countries. It is recommended that the same change be applied to C10.
- In Phase I, analysis of the list randomization questions (C28 and C29) revealed that "neutral" statements (i.e., the indirect statements that do not ask directly about VAW) were not assuredly uncorrelated with the response to the VAW statement. For example, a woman who is experiencing physical or verbal abuse may be less likely to want to start her own business (take a risk). Recommendations were made by the team at the World Bank that initially crafted list-randomization questions on VAW to use neutral statements that are more likely to be uncorrelated with forms of VAW. Accordingly, new, more neutral, statements were inserted for Phase II:

#### FIRST LIST RANDOMIZATION (C28) RANDOMIZATION

##### 1. I have faced severe economic hardships in life

- INSERTED CHANGE: I prefer [LOCAL FOOD ONE] over [LOCAL FOOD TWO]
- Reasoning: in the study, economic hardship and VAW seem to be correlated

##### 2. I want to open a new business

- INSERTED CHANGE: I LIKE [INSERT NAME OF WELL-KNOWN LOCAL MUSICIAN]
- Reasoning: Risk-taking and confidence are related, and confidence is impacted by VAW as seen in studies

<sup>32</sup> Analysis of the data shows that a high proportion of the non-responses to this question comprised ‘don’t know’ responses (82% of non-responses). Refusals to answer the question were comparatively infrequent (18% of non-responses). There may be various reasons why respondents did not know their monthly household income before the outbreak of the COVID-19 pandemic, including simply not remembering, an irregular income, or not managing the household budget. Indeed, 75% of those who did not know the answer to the income question did not consider themselves as head of the household (alone or together with the husband), and the head of the household is most often responsible for managing the household income and assets.

<sup>33</sup> See for example, Lačný, M. 2020. Approaches to subjective poverty in economic and sociological research. *Human Affairs*, 30, 3, pp. 413–427.

<https://doi.org/10.1515/humaff-2020-0035>.

Deleeck, H. (1989). The Adequacy of the Social Security System in Belgium, 1976–1985. *Journal of Social Policy*, 18(1), 91–117.  
doi:10.1017/S0047279400017220

**3. I have been slapped by my husband or partner**

- No change

**4. I want to have children/more children**

- INSERTED CHANGE: People in my family enjoy watching football.
- Reasoning: Those with abusive partners may not want more children, VAW and household stress are impacted by children

**SECOND LIST RANDOMIZATION (C29)RANDOMIZATION**

**1. I am jealous of my neighbour**

- INSERTED CHANGE: People in my family have played football.
- Reasoning: those with abusive partners may indeed be jealous of the relationships of their neighbours

**2. My husband/partner has insulted me in front of others**

- INSERTED CHANGE: I have been yelled at or called names by my husband/partner
- Reasoning: this statement is double-barrelled and combines VAW in public/private spheres

**3. My friends respect me**

- INSERTED CHANGE: I like [POPULAR LOCAL TV SHOW]
- Reasoning: those with abusive partners may indeed feel like their friends do not respect them because of their abusive relationship

**4. I feel depressed most days**

- INSERTED CHANGE: I prefer [LOCAL FOOD TWO] over [LOCAL FOOD ONE]
- Reasoning: those with abusive partners may indeed experience depression because of their abusive relationship

Following Phase I, another improvement to the administration of these innovative questions was made through relates to the inclusion of a follow-up question for the interviewer to assess how well the respondent understood the exercise (to facilitate analysis of validity), as well as giving the respondent more instructions on how to count how many statements they agreed with. These measures were implemented in the Phase II questionnaire. With respect to respondent instruction, a simple system was applied to make it easier for women to count the statements they agreed with, and thus safer for them to answer these questions: "As I read these statements, for each one that is true put one finger up on your hand. At the end of the statements please just tell me only the number of fingers on your hand that are raised."

- In Phase I, question C31 asked what respondents generally thought of all suggestions of what measures (from a list provided) they felt were needed to support women suffering from violence during the pandemic. As often occurs with such 'shopping list' questions, all of the measures were seen as good ideas and there was limited differentiation between measures, limiting the operational value of the



resulting data. Initial ideas for addressing this in advance of Phase II were to change the question to a more relative measure by either:

- asking respondents to rate the importance of the measures on a scale; or
- asking respondents to pick the most, or two most important measures from the list

However, using Option 1) would have lengthened the survey and might also have failed to address the issue, leading to a lack of differentiation between measures (i.e., everything might have been considered important). Option 2) would have required the respondent to repeat the answer options, or at least certain words from the selected options, which could have enabled others presents to gauge what the survey was about and thus compromised the respondent's safety. Thus, for Phase II, the question was changed more fundamentally to focus instead on asking about the support services that were already available and/or known to the respondent in their area. Service types were read out to the respondent, and for each they were asked simply to give a 'Yes' or 'No' answer.

- One general observation was that for questions with multiple statements or answer options (such as C13 and C17), it is commonly observed that respondents in phone surveys sometimes get confused or forget some of the answers read out to them, which requires the interviewers to re-read the questions and statements. This can lead to increased average interview length, which was observed in countries like Bangladesh and Nigeria. Therefore, for CATI surveys, a general recommendation would be for a questionnaire design which, to the extent possible, which largely avoids the use of questions with a large number of very long answer options. Another option is asking respondents about the most, or two most important things from the list (which implies that the respondent would need to repeat the answer option, or at least certain words from the selected option).

Given that the feedback on interview length in both phases of the study (see section 7) reinforces the importance of keeping population surveys (and especially those conducted by telephone) as short and concise as possible, it is also recommended to reduce the questionnaire to 15 minutes, where possible, or at the very least ensure that the questionnaire does not exceed the 20-minute target, which is the maximum length recommended for telephone interviews.<sup>34</sup> Currently this was still the case even after the questionnaire was shortened after pilot testing feedback regarding its length. Longer surveys bear the risk of yielding lower quality data as a result of respondent fatigue and reduced cooperation, a decline in response rates, and an increase in dropout rates. Therefore, the questionnaire design should anticipate the impact of translation on the final length of the interview, taking into account that a 20-minute-long English survey will be longer to administer in certain languages.

### 5.2.1 Direct questions on VAW (asked in Colombia only)

As noted earlier in this report, a set of three questions were fielded in the Phase II survey in Colombia aimed at directly measuring respondents' personal experiences of VAW and how, if at all, these had been impacted by the COVID-19 pandemic (Questions C26, C26.1, C26.2). Mindful of the possible negative impact of direct

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<sup>34</sup> See for example a synthesis of remote surveying in a pandemic by Innovations for Poverty Action: <https://www.poverty-action.org/sites/default/files/publications/IPA-Evidence-Review-Remote-Data-Collection-Modes-Updated-December-2020.pdf>

questions on respondent safety and well-being, the introduction of these questions in the questionnaire was carefully weighed and conditioned by the approval and support from Colombia's NSO and women's machinery. The outcome of the experiment was in fact encouraging: the questions were accepted without question by respondents and no respondents used the safe word while answering them. Further, no item non-response or dropouts were registered for the questions. For their part, the interviewers in Colombia reported that women generally responded to the questions in a calm and neutral manner – albeit a few women took a little bit longer to give their responses than they had in other parts of the survey, appeared to feel mildly uncomfortable or shy, and/or slightly lowered their voice when answering.

Overall, this experience provides a case for including direct questions on VAW in future surveys. At the same time, it is important to bear in mind that the questions were tested in only one of the countries covered in the study. Further testing of the questions in other contexts would be advisable before a full-scale roll out of such items within the context of multi-country studies is considered.

## 5.3 Data collection mode and sampling

### 5.3.1 Data collection mode

The choice of a CATI data collection mode for the survey reflected a mix of expediency, methodological reflections and sample design considerations: expediency in the sense that the COVID-19 pandemic precluded the use of face-to-face interviewing; methodological reflections, as existing globally agreed standards were designed for traditional face-to-face surveys that are no longer the only modality applied in VAW surveys and do not address innovative techniques; and design considerations because telephone interviewing can deliver an unclustered sample, giving greater precision compared to a clustered face-to-face sample of equivalent size. Telephone interviewing also affords respondents a greater degree of anonymity than face-to-face interviewing, with potentially positive implications for the quality of the data collected. Interviewers have also observed in this survey that respondents appreciated the anonymity the methodology provided.

Judged against these criteria, the telephone mode implemented in all countries participating in the first four-country phase of the study was largely successful (although some technical issues were encountered, which are discussed further below). At the same time, and as discussed more fully in Chapter 6, the field teams in a couple of the countries felt that a face-to-face computer-assisted personal interviewing (CAPI) approach may have delivered a lower rate of refusals than the telephone approach and may also have led to fewer challenges in reaching particular groups of women and ensuring representativity (these challenges are discussed further below). Of course, these considerations need to be balanced against the fact that face-to-face fieldwork tends to be considerably more costly and more time-consuming than telephone (and online) fieldwork. By definition, it is also less anonymous, with possible implications for data quality. One field agency pointed out that compared to another study they had conducted on violence against women, CAPI achieved higher response rates in rural areas, because respondents felt less inclined to refuse to participate if someone came to their home, whereas CATI appeared to be more successful in urban areas because of the anonymity it provided.

For future surveys, and based on learnings from this survey, it is recommended that a CATI approach be prioritized where at all feasible but that, ultimately, decisions on the choice of data-collection mode must be

made on a case-by-case (i.e., country-by-country) basis, taking into account the local sociocultural context (including phone ownership and the availability of relevant sampling frames) and typical or accepted research practices, as well as any precedents of research on violence against women or similarly sensitive topics.

One example that provides a lot of learning is the case of Bangladesh. The survey was initially planned to take place via face-to-face (CAPI) interviews in the country, but due to the exacerbated public health situation due to COVID-19 and the imposing of further lockdowns in the country, a decision was taken to conduct the survey via CATI. Although the local team generally recommended a face-to-face method for Bangladesh, anticipating a lot of issues with the phone survey, in the end the survey was successfully completed using CATI. The process did involve some challenges, such as difficulties in reaching women in the 60+ age group via mobile-phone-dialling, which necessitated an extension of the fieldwork period. However, these challenges were overcome, and the CATI approach was eventually deemed appropriate and effective in Bangladesh. Specific learning from the fieldwork there can be found in the country chapter on Bangladesh.

Additionally, the CATI method is in line with the “leave no one behind” approach towards surveys on sensitive topics such as VAW. While the researchers recognize the limitations of reaching women by phone who live with violent partners or other abusive household members, at the same time using CATI provides certain advantages (described in previous sections of the report) in allowing for greater privacy and safety when reaching out to these women. That said, further effort should be made to ensure that in using CATI and mobile RDD samples, researchers can still reach groups such as older women, women not owning mobile phones, foreigners and respondents speaking languages or dialects not offered in the survey. Ideally, with ample time provided for fieldwork, such efforts can be considerably improved. In the present survey, where a cross-national approach was taken to allow researchers to compare country results, fieldwork conditions had to be more or less unified across all countries. This, coupled with budget boundaries, made the process of reaching the population of older women in several countries in the study (Bangladesh, Nigeria, Côte d’Ivoire, and Paraguay) more challenging. However, multiple mitigation measures and extensive efforts within available means were implemented to achieve the targets set in the study design.

### 5.3.2 Technical issues encountered

In the Phase I countries, the CATI fieldwork was conducted using Dimensions software and no technical issues were encountered. For Phase II, two different software platforms had to be used, based on what was available and usual practice in the countries concerned. Dimensions was used in most of the countries but in Côte d’Ivoire, Nigeria and Paraguay, another platform (‘Ifield’) was used. These three countries had not previously used Ifield to conduct telephone surveys, with their usual practice being to employ it for face-to-face interviewing. A consequence of this was that during the set-up and execution of the Phase II pilot, they experienced significant technical difficulties that took some time to resolve and ultimately led to the pilot fieldwork having to be extended.

Following the pilot, a detailed technical briefing was held with the Ifield countries to walk them through the required set-up processes for the mainstage fieldwork and how best to utilize the software to manage fieldwork on a day-to-day basis. They were also given the opportunity to ask questions and provided with details of how to access support for any issues they might encounter. In Côte d’Ivoire and Nigeria, the use of Ifield provided no further challenges thereafter, and the mainstage fieldwork progressed smoothly. In Paraguay, however, the team continued to experience technical difficulties, which slowed down their set-up for the mainstage and ultimately their overall rate of fieldwork progress (discussed in more detail in Chapter

6). Consequently, mid-way through fieldwork, the decision was taken to switch the team to Dimensions software for the remainder of the interviewing.

### 5.3.3 Sampling approach

On the whole, the sampling approach adopted for the study – random probability sampling with monitoring of quotas on age and region – worked well and enabled the study objectives to be met. In all 13 countries, sufficient numbers of women in the target age groups and regions were interviewed to allow reliable conclusions to be drawn, albeit post-survey weighting was necessary to ensure that the sample accurately reflected the sociodemographic structure of the target population (as is standard in most population survey research).

Still, the field teams did experience significant challenges in reaching older women, especially those aged 60 and over, within the scheduled fieldwork period. They did not refuse more often than younger women when interviewers checked if they qualify for participation at S1. To a lesser extent, they also encountered challenges in reaching women in particular in regions with a high proportion of people living below the poverty line. Generally, fieldwork progressed well in the metropolitan areas of the economic capitals but was more challenging in less populated areas. Looking at the self-reported area type (rural vs. urban) compared to official statistics on the population by area type, rural women are less represented in the achieved sample, which can also be explained by the sampling approach since mobile penetration is lower in rural than urban areas. Also, the achieved sample is made up of women with higher levels of education than the general female population, but this bias can also be observed in other data collection methodologies.

In six of the countries, supplementing the RDD sample with leads from pre-existing contact databases proved helpful in reducing the shortfall of older women, although this had only limited impact in terms of addressing any regional imbalances. At the same time, it must be borne in mind that non-probability sampling methods, like the use of databases, by definition have the potential to introduce bias into a survey sample. This is because people who elect to sign up to such databases may differ from the population in terms of their sociodemographic and/or attitudinal profile.

Based on the aforementioned considerations, it is recommended that:

- RDD remain the ‘first choice’ sampling approach for future CATI surveys on violence against women.
- The RDD sample should be supplemented with additional contact databases only if this proves to be absolutely necessary during the course of fieldwork. Where supplementation occurs, the database(s) used should be carefully vetted to ensure their quality. Key vetting criteria to be considered in this regard include:
  - source(s) from which contacts have been collected
  - whether harder-to-reach groups are included
  - the type of profile information included for contacts and steps taken to ensure that this information is up-to-date (to allow for the effective targeting of prospective respondents)
  - the extent to which (and how) efforts have been made to identify fraudulent contacts
  - whether the database is used only for research purposes or also for other purposes – and the implication of this for data quality and representativity.

- The difficulty in reaching certain age and regional quotas should be considered in the planning of the fieldwork, allowing for a longer timeline and/or assigning more interviewers in the field.

The use of any databases should be clearly indicated in the survey reporting, and the implications for data quality and reliability discussed.

## 5.4 Scripting issue with question C30

Upon completion of the Phase II fieldwork and during final quality checks, an error was identified in the survey script that had affected the coding of responses to question C30. This question had been intended to measure whether respondents had experienced different forms of VAW before COVID-19, since COVID-19, or during both periods. The question was initially designed as a multi-code question (i.e., a question in which respondents could choose more than one answer), with the following answer options:

1. Yes, before the start of COVID-19
2. Yes, since the start of COVID-19
3. Yes, before and since the start of COVID-19
4. No
98. Don't know
99. Refused

In the course of the pilot fieldwork, the Ipsos team realized that answer option 3 (Yes, before and since the start of COVID-19) was in fact obsolete given that respondents could choose both answer option 1 and 2 if their experiences of VAW started before the pandemic and continued thereafter. Accordingly, after the pilot and prior to the launch of the mainstage fieldwork, answer option 3 was deleted, with the prior approval of the UN Women team and wider TAG.

Following the mainstage fieldwork, however, it emerged that the question had erroneously been scripted as a single code question, rather than as a multi-code one, meaning that interviewers had been able to code only one of the remaining answer options – options 1 or 2 or 4 – for each form of VAW under consideration, regardless of respondents' experiences. This was a very serious error given its potential to undermine the ability of the survey data to provide a clear measure of how levels of VAW had changed since the pandemic.

Unfortunately, in an exceptionally rare course of events, the error had been missed at several points in the quality control process (at scripting, script testing and field oversight). While Ipsos conducts regular quality checks after the sign-off of a survey script and during the course of fieldwork, these focus predominantly on the quality of the interviews – checking interview durations (detecting possible speeding or suspicious log interviews), interviews with straight-lining and high item non-response. Similarly, while survey results are quality-checked on a weekly basis, these checks focus on unforeseen answers and any apparent deviations in the results between countries. Issues with scripts are most commonly identified by fieldwork teams during the course of interviewing but none of the local field teams reported that there was an issue with C30 that prevented them from coding more than one answer in cases where it seemed appropriate to do so, meaning that no remedial action was taken during fieldwork.

Upon discovering the scripting error, Ipsos immediately reported it to UN Women with a view to agreeing on a recovery plan. In the first instance, the recovery plan consisted of sending a verification inquiry to all field agencies in order to establish the logic used for the coding of the answers of respondents who had personal or proxy experiences of VAW both before and after the start of the pandemic. This inquiry revealed that each local team had arrived at a decision internally on how to code such answers. As Table 5.1 shows, they could generally be divided into two groups based on their decision. The first group, which comprised the majority of the Phase II countries, used the response code 1 (“Yes, before the pandemic”) in cases where

respondent indicated that they/someone they knew had experienced VAW either before only, or both before and since the COVID-19 pandemic. The second group of countries took a different approach, asking the respondents concerned whether the violence had been more frequent before or since the pandemic. They used code 1 if the respondents said it had been more frequent before the pandemic, and code 2 if they said it has been more frequent since the pandemic.

**Table 5.1 Approaches to the coding of C30 answers**

Group	Method	Countries
1	Coded experiences both before only and before and since as “Yes, before the start of COVID-19”	Albania, Colombia, Côte d’Ivoire, Jordan, Kyrgyzstan, Nigeria, Paraguay
2	Coded “Yes, before and since the start of COVID-19” with either “Yes, before the start of COVID-19” or “Yes, since the start of COVID-19” depending on when the experience was felt more frequent (“mostly before COVID-19” or “mostly since COVID-19”)	Bangladesh, Morocco

The next stage of the recovery plan saw Ipsos launch a more detailed verification exercise at the interviewer level, in order to check the extent to which each interviewer had adhered to the local protocol in their country (detailed in the table above) or whether there were deviations. To facilitate this exercise, each country team was provided with a file that included all cases (interviews) where interviewers had used code 1 or code 2 at C30 (“Yes, before the start of COVID-19” or “Yes, since the start of COVID-19” respectively) to code answers “Yes, before and since the start of COVID-19”. The file also contained the interviewer ID numbers for the interviews concerned. The field manager for each country spoke on a one-to-one basis with these interviewers to establish (as far as it was possible based on memory) the coding logic they had applied at C30 and for the specific interviews affected. To aid the interviewers’ recall of individual cases, extra information on these cases was provided within the file – including the respondent’s age group and region, and the date and timing of interview. Following these discussions, the field manager worked with the interviewers to input the correct response into the file – that is, whether the response should have been ‘*only* before’, ‘*only* since’ or ‘*both* before and since’ COVID-19.

A subsequent analysis of the corrected files by the core Ipsos team confirmed that the overall incidence of VAW as recorded during the mainstage fieldwork was correct (i.e., the number of respondents saying that they/someone they knew, had *not* experienced VAW before or since the COVID-19 pandemic did not change). Additionally, the analysis found that the coding of the C30 question answers had generally been executed consistently in most of the Group 1 countries, with nearly all interviewers using code 1 (“Yes, before COVID-19”) in cases where a respondent indicated that they/someone they knew had experienced violence “before

and since COVID-19” as “Yes, before COVID-19”. For the Group 2 countries (Bangladesh and Morocco) the analysis at the interviewer level revealed that although the field teams reported to have used a similar approach in both countries, they were not always consistent in its execution.

Based on the aforementioned analysis, the following next steps were agreed with UN Women regarding the C30 data:

- For Paraguay and Colombia, the data collected in the survey were deemed valid as it stood and no recoding was required.
- For Albania, Jordan, Côte d’Ivoire, Nigeria and Kyrgyzstan, the data revealed almost no or a very limited number of wrong codes, and as a result, a recoding of the answers was implemented. The answers of respondents who had personal or proxy experiences of VAW both before and since the start of the pandemic that were coded as “since the start of the pandemic” were recoded into new code 1 “before COVID-19 and before and since”.
- For Morocco, a decision was taken to conduct additional fieldwork among a sample of 153 respondents in order to check the results of the initial data verification exercise. To ensure the additional fieldwork could be conducted quickly, a shortened version of the questionnaire was used, comprising C30 plus a small selection of additional items that would facilitate subsequent analysis (altogether 32 questions including 17 questions in the screener section). Upon analysis of the results in Morocco, it was decided that the data were not conclusive due to the small sample size and difference in the sample composition. As a result, a more substantive refield with a target of 600 interviews was administered in Morocco.
- In the case of Bangladesh, more extensive additional fieldwork was deemed necessary due to the inconsistent way in which interviewers has coded responses. In total, 156 interviews were conducted using the same short version of the questionnaire fielded in Morocco. Upon review of the data from the refiled, a decision was taken to conduct a full refield in the country, with a target of 1,200 interviews, using the shortened version of the questionnaire.

The issue and its subsequent resolution led to several learnings which can eliminate the risk of such an error being repeated. Steps that are recommended in order to ensure that extra layers of quality checks are put in place include:

- Implementation of additional checks of the survey script (i.e., by multiple team members) both during and immediately after the process of scripting.
- Additional checks to be performed by country teams during the period when they test the local version of the questionnaire, the results of which are to be reported in a debriefing session dedicated to the overall flow of the questionnaire and any issues observed in the coding of the provided answers.
- Inclusion of a question in the weekly fieldwork feedback template on the functionality of the questionnaire and issues in the coding of the answers to any question.

# 6 Appendices

## 6.1 Master questionnaire (final phase I version)

Survey: Impact of COVID-19 on Women's Well-being

MOBILE PHONE INTERVIEW BASED SURVEY

Screener and Informed Consent

ASK ALL

So. Which language do you wish to proceed with?

READ ANSWERS, SINGLE RESPONSE

Scripter: insert country specific list

Countrycode	Country	Languages
03	Cameroon	French, Fulfulde, Pidgin
07	Kenya	Swahili
14	Thailand	Thai
15	Ukraine	Ukrainian, Russian

ASK ALL

S3. What is your sex?

SINGLE ANSWER

1. Male GO TO SHOW SCREEN 3 AND END SURVEY = screenout
2. Female

ASK ALL

S4.1 How old are you in years?

RECORD ANSWER NUMERIC

IF RESPONDENT IS UNDER 18, GO TO SHOWSCREEN 3 AND END SURVEY = screenout

Scripter: recode S4.1 into S4\_cat:

1. 18-29
2. 30-39
3. 40-49
4. 50-59
5. 60+

SHOWSCREEN Hello, my name is [INTERVIEWER'S NAME] and I am calling on behalf of Ipsos, market research agency. We would like to understand how the rapid spread of COVID-19 is affecting women and girls. You have been randomly selected to potentially participate in this survey commissioned by UN



Women and your feedback and cooperation will be highly appreciated. The findings of the survey will be used to inform strategies and programs aimed at supporting women and girls during COVID-19. All responses will be kept strictly confidential.

*If you would like to read the Privacy Information beforehand you can access it online at <https://unwomen.ipsos.be>*

If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also choose to stop the interview at any point. I request for about 20 minutes of your time to ask you some questions. You will receive [Scripter: insert country specific PLACEHOLDER] of communication credit as an incentive for the participation of the survey.

ASK ALL

S1. Are you interested in seeing if you qualify for this survey, now or another time?

SINGLE ANSWER

1. Yes
2. No

IF NO, TRY TO ENCOURAGE THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY = screenout

ASK ALL

S2. We would like you to not use the speakerphone. Can you let me know if the speaker phone is off?

SINGLE ANSWER

1. Yes
2. No GO TO S5.1

DO NOT ASK IF Country=15 (Ukraine)

S8. What region in [COUNTRY] do you live in?

SINGLE ANSWER

Scripter: insert country specific list

- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ALL

S9. And what district do you live in?

SINGLE ANSWER

Scripter: insert country specific list, filtered on answer S8

- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF S3=2 AND RESPONDENT IS 18 OR OVER

S5. You qualify to participate in this survey! However, there are some questions in this questionnaire that may be considered sensitive and require your concentration, so I'd like to make sure you are in a quiet, private place where you will not be overheard before we start the study. Can you confirm if now is a good time?

SINGLE ANSWER

1. Yes, can proceed now [GO TO SHOWSCREEN 1](#)
2. No, [GO TO S5.1](#)

[ASK IF S5 = 2 or S2=2](#)

S5.1 Are you still interested in participating in this survey at a different time?

1. Yes [GO TO S5.2](#)
2. No, [GO TO SHOWSCREEN 3](#)

[ASK IF S5.1 = 1](#)

S5.2 When would be a good time to call you back?

[RECORD HH/MM/DD/MM OF CALLBACK](#)

HH/MM/DD/MM

[GO TO SHOW SCREEN 2](#)

[SHOWSCREEN 1](#): Participating in this survey is entirely voluntary. If you want, you can stop the interview at any time. If at any time someone comes into the room or you think you may be overheard, please say [\[Scripter: insert "POPULAR LOCAL FOOD"\]](#) and we will move to a separate section of the survey. Remember you can use [\[Scripter: insert "POPULAR LOCAL FOOD"\]](#) at any time and tell anyone who may have overheard that you were randomly selected to take a survey on the impacts of COVID-19.

[ASK ALL](#)

S6. Do you understand that this information is being collected by [SURVEY FIRM NAME] for UN Women so we can better understand the needs of women in your community and to help develop responses that improve well-being?

[SINGLE ANSWER](#)

1. Yes
2. No

[IF NO, REPEAT THE STATEMENT 'SHOWSCREEN1' TO THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY](#)

[Text to insert](#) "We would like to understand how the rapid spread of COVID-19 is affecting women and girls. You have been randomly selected to potentially participate in this survey commissioned by UN Women and your feedback and cooperation will be highly appreciated. The findings of the survey will be used to inform strategies and programs aimed at supporting women and girls during COVID-19."

- oo. [\[Scripter: insert country specific "POPULAR LOCAL FOOD"\]](#) [\[DO NOT READ\]](#) [\[EXCLUSIVE\]](#) [\[GO TO S5o AND CALL BACK LATER\]](#)

[ASK ALL](#)

S7. Do you understand that your information will remain confidential and that you are able to revise and/or ask to delete any information you provide?

[SINGLE ANSWER](#)

1. Yes
2. No

IF NO, REPEAT THE STATEMENT 'SHOWSCREEN1' TO THE RESPONDENT BEFORE CONCLUSIVELY  
ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY

Text to insert "All responses will be kept strictly confidential. If at any point there are any questions  
you do not feel comfortable answering, you can choose not to answer them. You can also choose to  
stop the interview at any point."

- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo  
AND CALL BACK LATER]

#### ASK ALL

S11. Great. If you don't have any further question 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?

#### SINGLE ANSWER

- 1. Urban
- 2. Rural
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo  
AND CALL BACK LATER]

#### SHOW SCREEN2 END SURVEY

Thank you, we will call you back at [HH/MM/DD/MM] you requested. Thank you again and have a great  
day!

ENTER CALL NOTES BELOW, WHO YOU SPOKE TO AND WHAT THEY SAID

#### SHOW SCREEN3 (SCREENOUT: IF S1 = 2 OR AGE IS UNDER 18 AND END SURVEY)

You have been screened out because you don't meet the criteria for this study.

### A. Demographics

#### ASK ALL

Ao1. What is your marital status?

#### SINGLE ANSWER

- 1. Married
- 2. Living with partner/Cohabiting [Scripter: if Country <> 16]
- 3. Married but separated
- 4. Widowed
- 5. Divorced
- 6. Single (never married)
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo  
AND CALL BACK LATER]

#### ASK ALL

Ao2. What is the highest level of education that you completed?

#### SINGLE ANSWER

- 1. No formal education
- 2. Completed Primary School

3. Completed Secondary School
4. Technical & Vocational Training
5. Completed University/College
6. Completed Post Graduate
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

A03. Which of the following best describes what you mainly do each day...?

#### SINGLE ANSWER READ OUT

1. Work for someone else for pay
2. Work in a personal or family business activity
3. Work in own farming, raising animals or fishing mainly to sell
4. Work in own farming, raising animals or fishing mainly for family consumption
5. Take care of the home/family
6. Study
7. Unpaid apprenticeship, internship
8. Unpaid voluntary, community, charity work
9. Look for work
10. Retired or pensioner
11. With long-term illness, injury or disability
12. Other, specify [O]
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF A03 IS 5-12

A04. In addition to this, do you do any activity that generates an income, even if only for a few hours a week?

#### SINGLE ANSWER

1. Yes
2. No
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

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?

#### SINGLE ANSWER

1. Yes, I have difficulties
2. No, I don't have difficulties
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

Ao6. How many people including yourself, live in your household?

Scripter: Range is 1-30

IF NEEDED, EXPLAIN: By household we mean people who have been eating from the same pot for the past 6 months]. *Please ensure that the respondent has counted herself in her answer*

INTERVIEWER WRITE IN NUMBER

#### ASK IF Ao6 > 1

##### ASK FOR EACH HOUSEHOLD MEMBER

Ao7. How many of the people living in your household are age 0-17?

INTERVIEWER WRITE IN NUMERIC, CANNOT BE GREATER THAN ANSWER AT Ao6

98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF Ao6>1

Ao8. How many of the people living in your household are elderly, aged 65 or over? Please include yourself if that is appropriate.

INTERVIEWER WRITE IN NUMERIC, CANNOT BE GREATER THAN ANSWER AT Ao6

98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

Scripter: if Ao6=1, autofill Ao8:

IF S4.1<65: Ao8=0

IF S4.1>64: Ao8=1

#### ASK ALL

Ao9. Who do you consider to be the head of your household? This could include yourself. IF NEEDED, EXPLAIN: The head of household is the person who makes most of the decisions and generally is the main earner of the household

#### SINGLE ANSWER

1. Myself
2. Scripter: if Ao1=1,2,3,4,5 My husband

3. **Scripter: if A01=1,2,3,4,5** Myself and my husband together
4. My mother
5. My father
6. My parents together
7. Another female family member
8. Another male family member
98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

#### ASK ALL

**A10. What was the monthly income of your household BEFORE COVID-19?**

#### SINGLE ANSWER

**Scripter: insert country specific list**

98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

#### ASK ALL

**A11. Has this changed at all in the past year?**

#### SINGLE ANSWER READ OUT

1. Yes, it has increased because of the COVID-19 pandemic
2. Yes, it has increased but **not** because of the COVID-19 pandemic
3. Yes, it has decreased because of the COVID-19 pandemic
4. Yes, it has decreased but **not** because of the COVID-19 pandemic
5. No, it has not changed
98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

#### ASK ALL

**A12. During the last month, was there a time when, because of lack of money or other resources, you or others in your household...**

#### SINGLE ANSWER EACH ROW

#### ROWS

1. were worried you would not have enough food to eat?
2. were unable to eat healthy and nutritious food?
3. ate only a few kinds of food?
4. had to skip a meal?
5. ate less than you thought you should?
6. ran out of food?

7. were hungry but did not eat?
8. went without eating for a whole day?

#### COLUMNS

1. Yes
2. No
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### B. Health

##### ASK ALL

Bo1. Thank you for your responses so far. I am now going to ask you some questions related to your health. Please remember that you can refuse any question, and if at any time someone comes into the room or you think you may be overheard, please say [Scripter: insert country specific "POPULAR LOCAL FOOD"] and we will move to a separate section of the survey on COVID-19. Before we begin this section, can you confirm that there is no one around you over the age of two that can overhear our conversation?

1. Yes, confirmed
2. No [GO TO SSo AND CALL BACK LATER]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

##### ASK IF Bo1=1

Bo2. I would now like to ask you some questions about your thoughts and feelings during the last month (last 30 days). For each question, I will ask how often you thought or felt a certain way – please answer with never, almost never, sometimes, fairly often, or very often. In the last month, how often did you feel...

##### SINGLE ANSWER EACH ROW

#### ROWS

1. ... that you were unable to control the important things in your life?
2. ... confident about your ability to handle your personal problems?
3. ... difficulties were piling up so high that you could not overcome them?

#### COLUMNS

1. Never
2. Almost Never
3. Sometimes
4. Fairly Often
5. Very Often
98. Do not know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]

00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Bo1=1

Bo3. Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same?

SINGLE ANSWER

1. Better
2. Worse
3. Same
98. Do not know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Bo1=1

Bo4. Overall, would you say your own mental or emotional health (e.g. stress, anxiety, confidence etc.) has been affected AS RESULT OF COVID-19?

SINGLE ANSWER

1. Yes, negatively
2. Yes, positively
3. Yes, both negatively and positively
4. No
98. Do not know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

## C. Safety

SHOW SCREEN INTRO\_SECTION C I am now going to ask you a series of questions about issues related to safety. These could be things that are physical like hitting or slapping, intimidation or threats, harassment, stalking, isolation from others, yelling or calling names, restriction of movement, or denial of access to resources. These include things that happen in both public and private spaces. Please answer based on your knowledge of the experiences of you and the people in the area where you live . Kindly answer this part *only if* you feel confident and safe enough to do so. If at any time you do not feel comfortable answering these questions in your current environment, please let us know by saying [Scripter: insert country specific "POPULAR LOCAL FOOD"] and we will skip to the next module.

ASK IF Co1 = 2

Co2. To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?

SINGLE ANSWER



1. Very safe
2. Safe
3. Not very safe
4. Not safe at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF Co1 = 2

Co3. To what extent, if at all, do you feel safe when walking alone in the area where you live at night?

#### SINGLE ANSWER

1. Very safe
2. Safe
3. Not very safe
4. Not safe at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF Co1 = 2

Co4. How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?

#### SINGLE ANSWER

1. They have not changed since the onset of COVID-19
2. I feel more safe now than before the onset of COVID-19
3. I feel less safe now than before the onset of COVID-19
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF Co1 = 2

Co5. Discrimination happens when you are treated less favourably compared to others or harassed because of your sex, age, disability, socio-economic status, place of residence, political opinion, or any other characteristics. Have you personally experienced any form of discrimination against you SINCE COVID-19?

#### SINGLE ANSWER

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Co1 = 2

Co6. Do you feel that discrimination, prejudice or racism in the area where you live has changed SINCE THE ONSET OF COVID-19?

SINGLE ANSWER

1. No, it didn't change
2. Yes, it has gotten worse / increased
3. Yes, it has gotten better / decreased
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Co1 = 2

Co7. To what extent do you think that violence, abuse, or harassment is a problem in the area where you live?

SINGLE ANSWER. REMIND RESPONDENT THAT THIS VIOLENCE INCLUDES: PHYSICAL, SEXUAL, PSYCHOLOGICAL (SUCH AS HARASSMENT), IN BOTH PUBLIC AND PRIVATE.

1. A lot
2. Somewhat
3. A little bit
4. Not at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Co1 = 2

Co8. How, if at all, do you think physical harm, abuse, or harassment in the area where you live has changed SINCE COVID-19? REMIND RESPONDENT THAT THIS VIOLENCE INCLUDES: PHYSICAL, SEXUAL, PSYCHOLOGICAL (SUCH AS HARASSMENT), IN BOTH PUBLIC AND PRIVATE.

SINGLE ANSWER

1. Yes, increased
2. Yes, decreased
3. No, stayed the same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Co1 = 2

Cog. Have you personally experienced physical harm or threats of physical harm, abuse, or harassment specifically by the police or security agents in the context of implementing restrictions to respond to COVID-19 (movement restriction, curfew, closure of certain premises)?

SINGLE ANSWER

1. Yes

2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] I would like to learn a bit more about the area where you live is like. This will help us understand what type of support people in the area where you live need. To do this, I will tell you some short stories. These are stories and not real. But we will ask how similar these stories are to real couples in the area where you live. OK? [Wait for participant to agree to hearing and answering questions about the stories.]

[READ] [Scripter: insert Female name] and [Scripter: insert male name] are a couple. They have been married for several years and have two children. [Scripter: insert male name] works in a repair shop, but lately the business has been bad, and they are worried about money. Sometimes when [Scripter: insert male name] gets stressed, he takes out his anger by yelling at [Scripter: insert Female name], and sometimes he hits her. [Scripter: insert Female name] feels hurt and wants him to stop but does not know what to do.

ASK IF Co1 = 2

C10. How common do you think this story is for women in the area where you live?

SINGLE ANSWER

1. Very common
2. Common
3. Uncommon
4. Very uncommon
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Co1 = 2

C11. Would you say COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?

SINGLE ANSWER

1. Better
2. Worse
3. Same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF Co1 = 2

C12. Do you think [Scripter: insert Female name] would seek help for this situation?

#### SINGLE ANSWER

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C12 = 1

C13. Who would [Scripter: insert Female name] most likely seek help from?

#### SINGLE ANSWER

1. Seek help from shelter or safehouse
2. Seek support from family
3. Seek religious leader
4. Access to centres for women/men
5. Approach community leaders
6. Talk with friends
7. Call helpline
8. Call/go to police
9. Go to health facility
10. Seeking support from civil society/NGOs
11. Other, specify [O]
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] [Scripter: insert Female name] is a woman. She sells goods in a store in town, she commutes to and from the store in the morning and in the evening. [Scripter: insert Female name] often finds herself alone in the store, especially when she is in charge of closing it at night. Sometimes, men in the town come into the store to say things about her appearance and their desires that are unpleasant and make her feel unsafe. Because of this [Scripter: insert Female name] is afraid of traveling in the evening, in case one of them may harm her.

#### ASK IF Co1 = 2

C14. How common do you think this story is for women in the area where you live?

#### SINGLE ANSWER

1. Very common
2. Common
3. Uncommon
4. Very uncommon
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C01 = 2

C15. Would you say 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?

SINGLE ANSWER

1. Better
2. Worse
3. Same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C01 = 2

C16. Do you think [Scripter: insert Female name] would seek help for this situation?

SINGLE ANSWER

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C16 = 1

C17. Who would [Scripter: insert Female name] most likely seek help from?

SINGLE ANSWER

1. Seek help from shelter or safehouse
2. Seek support from family
3. Seek religious leader
4. Access to centres for women/men
5. Approach community leaders
6. Talk with friends
7. Call helpline
8. Call/go to police
9. Go to health facility
10. Seeking support from civil society/NGOs
11. Other, specify [O]
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C01 = 2

C18. Just to make sure, before we continue, can you confirm that there is no one around you over the age of two that can overhear our conversation? If you are alone, please say yes. Alternatively, if someone over two is listening to our call or is nearby that can hear, please say no.

SINGLE ANSWER

1. Yes
2. No [GO TO SSo AND CALL BACK LATER]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] Now I'm going to ask you some questions about your household specifically. Please answer as best you can and remember you can always say [Scripter: insert country specific "POPULAR LOCAL FOOD"] and we will move on to the next module.

ASK IF C18 = 1 AND Ao6 > 1 (HH SIZE > 1) AND [Ao6 – Ao7 > 1] (so more than 1 adult in HH)

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?

SINGLE ANSWER

1. Daily
2. Weekly
3. Monthly
4. Once or twice
5. Never
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C18 = 1 AND Ao6 > 1 (HH SIZE > 1) AND [Ao6 – Ao7 > 1] (so more than 1 adult in HH)

C20. Would you say COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same?

SINGLE ANSWER

1. More frequent
2. About the same
3. Less frequent
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C18 = 1

C21. In the last six months, did you ever feel unsafe in your home?

SINGLE ANSWER

1. Yes

2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C18 = 1

C22. Would you say COVID-19 has made things better, worse or the same in terms of how safe you feel in your home?

#### SINGLE ANSWER

1. Better
2. Worse
3. Same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C21 =1

C23. Why do you feel unsafe in your home?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. SINGLE CODE EACH ROW

#### ROWS. RANDOMIZE ANSWERS

1. I have a serious medical condition or disability and feel vulnerable
2. My shelter is insecure (e.g., there are no locks)
3. I am unable to communicate/reach out for help
4. I am living with people I cannot trust
5. There is substance abuse (e.g., alcohol or drugs) in the household
6. There is physical violence in my home
7. There is verbal abuse in my home
8. Other adults in the household have hurt me
9. Other adults in the household have been hurt
10. Children in the household have been hurt
11. Something else [ANCHOR AT END]

#### COLUMNS

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C18 = 1

C24. How often, if at all, did you go out of your house in the last month?

#### SINGLE ANSWER

1. Daily
2. 2-3 times per week
3. Once a week
4. Once or twice a month
5. Never
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C18 = 1

C25. Do you still continue to see or speak with your friends and social groups?

#### SINGLE ANSWER

1. Yes, with the usual frequency
2. Yes, with reduced frequency
3. Yes, but rarely
4. No, not at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

C27. I am now going to ask you two sets of statements. For each set, please tell me how many you regard as true. So, if I read you three statements and two are true, you would simply tell me the number "two". I do not need to know which statements you are specifically referring to. Before we continue, are you alone on the phone? If you are alone, please say yes. If someone over two is listening to our call or is nearby that can hear, please say no.

#### SINGLE ANSWER

1. Yes
2. No [GO TO SSo AND CALL BACK LATER]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] Now I'm going to ask you some questions about your household specifically. Please answer as best you can and remember you can always say [Scripter: insert country specific "POPULAR LOCAL FOOD"] and we will move on to the next module.

[SPLIT SAMPLE 50/50 EACH RESPONDENT RANDOMLY ASSIGNED ONE SET OF QUESTIONS C27 OR C28]ASK IF C27 = 1 AND SPLIT SAMPLE = GROUP 1

C28A. Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:

RANDOMIZE STATEMENTS

READ OUT + WRITE IN NUMERIC 0-4



1. I have faced severe economic hardships in life
2. I want to open a new business
3. I have been slapped by my husband or partner
4. I want to have children/more children
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C27=1 AND SPLIT SAMPLE = GROUP 1

C28B. Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:

RANDOMIZE STATEMENTS

READ OUT + WRITE IN NUMERIC 0-4

1. I am jealous of my neighbor
2. My husband/partner has insulted me in front of others
3. My friends respect me
4. I feel depressed on most days
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C27=1 AND SPLIT SAMPLE = GROUP 2

C29A. Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:

RANDOMIZE STATEMENTS

READ OUT + WRITE IN NUMERIC 0-3

1. I have faced severe economic hardships in life
2. I want to open a new business
3. I want to have children/more children
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C27 =1 AND SPLIT SAMPLE = GROUP 2

C29B. Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:

RANDOMIZE STATEMENTS

READ OUT + WRITE IN NUMERIC 0-3

1. I am jealous of my neighbor
2. My friends respect me
3. I feel depressed on most days
98. Don't know [DO NOT READ] [EXCLUSIVE] ] [ANCHOR]

99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]

oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: READ Thank you for your responses so far. We just have a few more questions for you before the end of this interview.

ASK IF C27= 1

C30. Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Please listen carefully and just answer "yes" or "no", you can also always answer "don't know" or "[Scripter: insert country specific "POPULAR LOCAL FOOD"]" to move on to the next module in the survey.

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. SINGLE ANSWER EACH ROW  
RANDOMIZE ANSWERS

ROWS

1. Been slapped, hit, kicked, had things thrown at them, or other physical harm
2. Been yelled at, called names, humiliated
3. Had resources (like healthcare) or basic needs (like money, food, water, shelter) denied
4. Been forced to stay alone for long period of time or denied communication with other people
5. Been the subject of inappropriate jokes, suggestive comments, leering, or unwelcome touch/kisses,

COLUMNS

1. Yes
  2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]  
99. Refused [DO NOT READ] [EXCLUSIVE]  
oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C27 = 1

C31. Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. SINGLE ANSWER EACH ROW.  
RANDOMIZED ANSWERS.

ROWS

1. Information about security/crime prevention
2. Access to basic needs such as shelter, food, clothing
3. Medical and financial support
4. Someone to talk to like professional mental health experts
5. Legal support or help in reporting the incident or dealing with police
6. Other, specify [O] [ANCHOR]

COLUMNS

1. Yes
2. No

- 98. Don't know [DO NOT READ] [EXCLUSIVE]
- 99. Refused [DO NOT READ] [EXCLUSIVE]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

## CLOSING OF INTERVIEW

### ASK ALL

[Scripter: limit the number of the phones to 5]

- 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?  
[SINGLE ANSWER]
  - 1. No / No other numbers
  - 2. Yes: WRITE IN NUMBER
- 98. Don't know [DO NOT READ] [EXCLUSIVE]
- 99. Refused [DO NOT READ] [EXCLUSIVE]
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo]

### ASK ALL

SHOWSCREEN: READ This marks the end of the questions I have for you. We have covered many topics in this survey, and I would like to ask you if you have any other thoughts or questions on the topics we have discussed? Please feel free to ask me anything and I will do my best to answer your questions.

INTERVIEWER WRITE IN ANY NOTES AS NEEDED add open end [O] not mandatory

### ASK ALL

SHOWSCREEN: READ Should you require information or further support with regards to these topics, kindly call [INSERT LOCAL RESOURCES]. It's free for everyone. You can also refer your family, friends, neighbours or anyone who needs support.

NOTE TO INTERVIEWER: SHOULD YOU FIND A SURVIVOR WHO NEED SUPPORT, THEN REFER THEM TO [INSERT LOCAL RESOURCES]. DO NOT TRY TO COUNSEL THE SURVIVOR, BE CALM AND OPEN WITH THEM. LISTEN CALMLY AND SEEK THEIR APPROVAL TO LINK THEM TO SOMEONE WHO CAN PROVIDE GUIDANCE AND SUPPORT TO THEM. IT IS VERY IMPORTANT TO RESPECT SOMEONE'S DECISION AS TO WHETHER THEY WILL CALL THE HELPLINE OR NOT.

### ASK ALL

SHOWSCREEN: Thank you for your participation in this mobile phone survey. You will receive your [Scripter: insert country specific PLACEHOLDER] airtime credit on this phone within the next 2 days.

### ASK IF oo ["POPULAR LOCAL FOOD"] CHOSEN

SSo. What are currently, during COVID-19, are the top three priority needs for you and your household?\_

DO NOT READ ANSWERS. MULTIPLE ANSWER UP TO THREE

- 1. Health care
- 2. Food

3. Water
4. Sanitation – Hygiene
5. Shelter and household items
6. Being sure that you can continue to live in your current place (security of tenure)
7. Education
8. Earning a living/getting an income/working
9. Safety and Security
10. Other, specify [O]
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SS1 AND CALL BACK LATER]

ASK IF 00 ["POPULAR LOCAL FOOD"] CHOSEN AND SS0 ASKED ON ANY QUESTION.

SS1. When would be a good time to call you back?

RECORD HH/MM/DD/MM OF CALLBACK

HH/MM/DD/MM

SHOW AFTER SS1.

SHOW SCREEN: Thank you, we will call you back at [HH/MM/DD/MM] you requested. Thank you again and have a great day! [END SURVEY]

## 6.2 Master questionnaire (final Phase II version)

### Survey: Impact of COVID-19 on Women's Well-being

#### MOBILE PHONE INTERVIEW-BASED SURVEY

#### Phase II post-pilot version

### Screeners and informed consent

#### ASK ALL

So. Which language do you wish to proceed with?

#### READ ANSWERS, SINGLE RESPONSE

Scripter: insert country specific list

Country code	Country	Languages	Method
01	Albania	Albanian	Dimensions weblinks
02	Bangladesh	Bengali	Dimensions weblinks
04	Colombia	Spanish	Dimensions weblinks
05	Côte d'Ivoire/Ivory Coast	French	iField CATI
06	Jordan	Arabic	Dimensions weblinks
08	Kyrgyzstan	Russian(RUSSIA), Kyrgyz	Dimensions weblinks
09	Morocco	Arabic	Dimensions weblinks
10	Nigeria	English(SOUTH AFRICA), Yoruba, Igbo, Hausa	iField CATI
19	Paraguay	Spanish	iField CATI

**SHOWSCREEN** Hello, my name is [INTERVIEWER'S NAME] and I am calling on behalf of Ipsos, a market research agency, to see if you qualify for an important survey we are conducting about COVID-19 and women's well-being.

#### ASK ALL

S3. What is your sex?

#### SINGLE ANSWER

1. Male **GO TO SHOW SCREEN 3 AND END SURVEY = screenout**
2. Female
99. Refused **[DO NOT READ] GO TO SHOW SCREEN 3 AND END SURVEY = screenout**

#### ASK ALL

S4.1 How old are you in years?

#### RECORD ANSWER NUMERIC

**IF RESPONDENT IS UNDER 18, GO TO SHOWSCREEN 3 AND END SURVEY = screenout**

#### ASK IF DON'T KNOW OR REF AT S4.1

S4.2 Which of the following age groups do you fall into?

#### SINGLE ANSWER

1. Under 18 **GO TO SHOW SCREEN 3 AND END SURVEY = screenout**
2. 18-29

3. 30-39
4. 40-49
5. 50-59
6. 60 or older
98. Don't know GO TO SHOW SCREEN 3 AND END SURVEY = screenout
99. Refused GO TO SHOW SCREEN 3 AND END SURVEY = screenout

Scripter: recode S4.1 + S4.2 into S4\_cat:

1. 18-29
2. 30-39
3. 40-49
4. 50-59
5. 60+

**SHOWSCREEN** As I mentioned before, I am calling on behalf of Ipsos, market research agency commissioned by a United Nations agency, UN Women. We received consent from [COUNTRY'S GOVERNMENT INSTITUTION] to undertake a study on the impact of COVID-19 on women. You have been randomly selected to potentially and voluntarily participate. All responses will be kept strictly confidential. *The Privacy Information is accessible at <https://unwomen.ipsos.be>*

If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also stop the interview at any point. This survey will take about 20 minutes of your time.

#### ASK ALL

S1. Are you interested in seeing if you qualify for this survey?

#### SINGLE ANSWER

1. Yes
2. No

IF NO, TRY TO ENCOURAGE THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY = screenout

DO NOT ASK IF Country=15 (Ukraine) or 04 (Colombia)

S8. What region in [COUNTRY] do you live in?

#### SINGLE ANSWER

Scripter: insert country specific list

98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]

DO NOT ASK IF Country=06 (Jordan)

#### ASK ALL

S9. And what district do you live in?

#### SINGLE ANSWER

If Country <> 04 (Colombia) Scripter: insert country specific list, filtered on answer S8

If Country = 04 (Colombia) Scripter: insert full list of districts from region\_district file

98. Do not know [DO NOT READ]

99. Refused [DO NOT READ]

IF S8 IS NOT ASKED, AUTO FILL S8 BASED ON S9.

ASK IF S9 = 98 AND Country = 04 (Colombia)

ASK IF S8 AND S9 = 98 AND Country = 05 (Cote d'Ivoire)

S9b. Could you then tell me instead in which municipality you live?

SINGLE ANSWER

Scripter: insert country specific list as drop down with search function

98. Do not know [DO NOT READ]

99. Refused [DO NOT READ]

AUTO FILL S8 AND S9 BASED ON S9b.

ASK ALL

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?

SINGLE ANSWER

1. Urban: [DO NOT READ UNLESS RESPONDENT NEEDS GUIDANCE] such as a city or metropolitan centre
2. Rural: [DO NOT READ UNLESS RESPONDENT NEEDS GUIDANCE] town or village outside of cities in an area that has few homes and not many people
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO S50 AND CALL BACK LATER]

ASK ALL

S2. We would like you to not use the speakerphone. Can you let me know if the speaker phone is off?

SINGLE ANSWER

INTERVIEWER: IF YOU CAN HEAR THAT THE RESPONDENT IS ON SPEAKERPHONE PLEASE DOUBLE CHECK TO CONFIRM BEFORE PROCEEDING.

1. Yes
2. No GO TO S5.1

ASK IF Country = 02 (Bangladesh)

S2a. And can you also please confirm that any recording device on your mobile phone is switched off?

SINGLE ANSWER

1. Yes
2. No GO TO S5.1

ASK IF S3=2 AND RESPONDENT IS 18 OR OVER

S5. You qualify to participate in this survey! However, there are some questions in this questionnaire that may be considered sensitive and require your concentration, so I'd like to make sure you are alone and in a quiet, private place where you will not be overheard before we start the study. Can you confirm if now is a good time?

#### SINGLE ANSWER

1. Yes, can proceed now [GO TO SHOWSCREEN 1](#)
2. No, [GO TO S5.1](#)

#### ASK IF S5 = 2 or S2=2

S5.1 Are you still interested in participating in this survey at a different time?

1. Yes [GO TO S5.2](#)
2. No, [GO TO SHOWSCREEN 3](#)

#### ASK IF S5.1 = 1

S5.2 When would be a good time to call you back?

[RECORD HH/MM/DD/MM OF CALLBACK](#)

HH/MM/DD/MM

[GO TO SHOW SCREEN 2](#)

**SHOWSCREEN 1:** If at any time someone comes into the room or you think you may be overheard, please say **[Scripter: insert “POPULAR LOCAL FOOD”]** and we will move to a different topic. Remember you can use **[Scripter: insert “POPULAR LOCAL FOOD”]** at any time and you can tell anyone who may have overheard that you were randomly selected to take a survey on the impacts of COVID-19.

#### ASK ALL

S6. Do you understand that this information is being collected by [SURVEY FIRM NAME] for UN Women so we can better understand the needs of women in your community and to help develop responses that improve well-being?

#### SINGLE ANSWER

1. Yes
2. No

**IF NO, REPEAT THE STATEMENT ‘SHOWSCREEN1’ TO THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY**

**Text to insert** “We would like to understand how COVID-19 is affecting women. You have been randomly selected to potentially participate in this survey commissioned by UN Women and your feedback and cooperation will be highly appreciated. The findings of the survey will be used to inform strategies and programs aimed at supporting women during COVID-19.”

- oo. **[Scripter: insert country specific “POPULAR LOCAL FOOD”]** **[DO NOT READ]** **[EXCLUSIVE]** **[GO TO S5o AND CALL BACK LATER]**

#### ASK ALL

S7. Do you understand that your information will remain confidential and that you are able to go back to any of your responses and change and/or ask to delete any information you provide?

#### SINGLE ANSWER

1. Yes
2. No

**IF NO, REPEAT THE STATEMENT ‘SHOWSCREEN1’ TO THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY**



Text to insert “All responses will be kept strictly confidential. If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also choose to stop the interview at any point.”

- oo. [Scripter: insert country specific “POPULAR LOCAL FOOD”] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

S12. And do you own the phone you are speaking on?

#### SINGLE ANSWER

1. Yes
  2. No – INTERVIEWER NOTE: IF THIS IS TRUE, PLEASE PAY ATTENTION TO ANY CUES THAT THE RESPONDENT IS UNCOMFORTABLE
- oo. [Scripter: insert country specific “POPULAR LOCAL FOOD”] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### SHOW SCREEN2 END SURVEY

Thank you, we will call you back at [HH/MM/DD/MM] you requested. Thank you again and have a great day!

ENTER CALL NOTES BELOW, WHO YOU SPOKE TO AND WHAT THEY SAID

#### SHOW SCREEN3 (SCREENOUT: IF S1 = 2 OR AGE IS UNDER 18 OR DOES NOT KNOW REGION AND END SURVEY)

Unfortunately, you don't meet the criteria for this study and I won't be able to proceed. Thank you for your time.

#### ONLY FOR IFIELD

Duplicate the quota variables (Age and Region) to both ECS and Main. Transfer the info from ECS to Main script.

## A. Demographics

### HOUSEHOLD COMPOSITION

#### ASK ALL

Ao1. What is your marital status?

#### SINGLE ANSWER

1. Married, spouse/partner is residing with you
2. Married, spouse/partner is residing elsewhere
3. Living with partner/cohabiting **Scripter: DO NOT ASK IF Country= o6 OR o9 or o2**
4. Married but separated
5. Widowed
6. Divorced
7. Single (never married)
8. Do not know **[DO NOT READ]**
9. Refused **[DO NOT READ]**
- oo. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

Ao7. How many of the people living in your household are aged 0–17?

#### INTERVIEWER WRITE IN NUMERIC

98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**
- oo. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

Ao8. How many of the people living in your household are men aged 18 or over?

#### INTERVIEWER WRITE IN NUMERIC

98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**
- oo. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

#### ASK ALL

Ao6. How many people including yourself, live in your household?

**Scripter: Range is 1-30**

**IF NEEDED, EXPLAIN:** [By household, we mean people who have been eating from the same pot for the past 6 months]. *Please ensure that the respondent has counted herself in her answer and that the answer aligns with the answers to the previous two questions (children and adult men in the household).*

#### INTERVIEWER WRITE IN NUMBER

## SOCIOECONOMIC INFORMATION

### ASK ALL

A02. What is the highest level of education that you completed?

#### SINGLE ANSWER

1. No formal education
2. Completed primary school
3. Completed secondary school
4. Completed technical & vocational training
5. Completed university/college
6. Completed post-graduate
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK ALL

A03. Which of the following best describes what you mainly do each day...?

#### SINGLE ANSWER DO NOT READ OUT

1. Work for someone else for pay
2. Work in a personal or family business activity
3. Work in own farming, raising animals or fishing mainly to sell
4. Work in own farming, raising animals or fishing mainly for family consumption
5. Take care of the home/family
6. Study
7. Unpaid apprenticeship, internship
8. Unpaid voluntary, community, charity work
9. Look for work
10. Retired or pensioner
11. With long-term illness, injury or disability
12. Other, specify [O]
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK IF A03 IS 5-12

A04. In addition to this, do you do any activity that generates an income, even if only for a few hours a week?

#### SINGLE ANSWER

1. Yes
2. No
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF (Ao3 IS 1-4 OR Ao4 IS 1) AND (Ao1 IS 1 OR 2 OR 3)

Ao4\_1. Would you say that the money that you earn is...

#### SINGLE ANSWER

1. More than what your partner earns
2. Less than what your partner earns
3. About the same
4. Not applicable, partner has no earnings [DO NOT READ]
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

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?

#### SINGLE ANSWER

1. Yes, I have difficulties
2. No, I don't have difficulties
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

A11. Has your household's income changed at all since the onset of the COVID-19 pandemic?

#### SINGLE ANSWER READ OUT

1. Yes, it has increased because of the COVID-19 pandemic
2. Yes, it has increased but not because of the COVID-19 pandemic
3. Yes, it has decreased because of the COVID-19 pandemic
4. Yes, it has decreased but not because of the COVID-19 pandemic
5. No, it has not changed
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

A12. During the last month, was there a time when, because of lack of money or other resources, you or others in your household...

#### SINGLE ANSWER EACH ROW

##### ROWS

1. were worried you would not have enough food to eat?
2. were unable to eat healthy and nutritious food?
3. ate only a few kinds of food?
4. had to skip a meal?
5. ate less than you thought you should?
6. ran out of food?
7. were hungry but did not eat?
8. went without eating for a whole day?

##### COLUMNS

1. Yes
2. No
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### B. Health

#### ASK ALL

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?

1. Yes, confirmed
2. No [GO TO SSo AND CALL BACK LATER]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF Bo1=1

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.

#### SINGLE ANSWER EACH ROW

##### ROWS

1. Not being able to stop or control worrying
2. Having little interest or pleasure in doing things
3. Feeling down, depressed or hopeless

## COLUMNS

1. Not at all
2. Several days
3. More than half the days
4. Nearly every day
98. Do not know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

PN: CALCULATE SCORE BY SUMMING (NOT AT ALL \* 0) + (SEVERAL DAYS \* 1) + (MORE THAN HALF THE DAYS \* 2) + (NEARLY EVERY DAY \* 3)

## ASK IF Bo1=1

Bo4. Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS RESULT OF THE COVID-19 SITUATION?

### SINGLE ANSWER

1. Yes, negatively
2. Yes, positively
3. Yes, both negatively and positively
4. No
98. Do not know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

## C. Safety

SHOW SCREEN INTRO\_SECTION C I am now going to ask you a series of questions about issues related to safety. These could be things that are physical, like hitting or slapping, threats, harassment, forced isolation from others, yelling or name-calling, or denial of access to resources. These include things that happen inside and outside your home. Kindly answer this part *only if* you feel confident and safe enough to do so. If at any time you do not feel comfortable answering these questions in your current environment, please let us know by saying [Scripter: insert country specific "POPULAR LOCAL FOOD"] and we will skip to a different topic.

## ASK ALL

Co2. To what extent, if at all, do you feel safe when walking alone during the day in the area where you live?

### SINGLE ANSWER

1. Very safe
2. Safe
3. Not very safe
4. Not safe at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]

00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ALL

Co3. To what extent, if at all, do you feel safe when walking alone at night in the area where you live?

SINGLE ANSWER

1. Very safe
2. Safe
3. Not very safe
4. Not safe at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ALL

Co4. How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?

SINGLE ANSWER

1. They have not changed since the onset of COVID-19
2. I feel more safe now than before the onset of COVID-19
3. I feel less safe now than before the onset of COVID-19
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ALL

Co7. To what extent do you think that physical harm, abuse or harassment of women is a problem in the area where you live?

REMINDEE: REMIND RESPONDENT THAT ABUSE INCLUDES: PHYSICAL, SEXUAL, PSYCHOLOGICAL (SUCH AS HARASSMENT), BOTH INSIDE AND OUTSIDE YOUR HOME.

1. A lot
2. Somewhat
3. A little bit
4. Not at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ALL

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? REMIND RESPONDENT THAT ABUSE INCLUDES: PHYSICAL, SEXUAL, PSYCHOLOGICAL (SUCH AS HARASSMENT), BOTH INSIDE AND OUTSIDE YOUR HOME.

#### SINGLE ANSWER

1. Yes, increased
2. Yes, decreased
3. No, stayed the same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] I would like to learn a bit more about the area where you live to understand what type of support women need. I will tell you some short stories that are not real, but I want to get your views on how likely you think it is that these things happen where you live. OK? [Wait for participant to agree to hearing and answering questions about the stories.]

[READ] [Scripter: insert Female name] and [Scripter: insert male name] are a couple. They have been married for several years and have two children. [Scripter: insert male name] works in a repair shop, but lately the business has been bad, and they are worried about money. Sometimes when [Scripter: insert male name] gets stressed, he takes out his anger by yelling at [Scripter: insert Female name], and sometimes he hits her. [Scripter: insert Female name] feels hurt and wants him to stop but does not know what to do.

#### ASK ALL

C10. How common do you think this type of situation is for women in the area where you live?

#### SINGLE ANSWER

1. Very common
2. Common
3. Uncommon
4. Very uncommon
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

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?

#### SINGLE ANSWER

1. Better
2. Worse
3. Same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]



ASK ALL

C12. Do you think [Scripter: insert Female name] would seek help for this situation?

SINGLE ANSWER

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C12 = 1

C13. Who would [Scripter: insert Female name] most likely seek help from?

SINGLE ANSWER

1. Seek help from shelter or safehouse for women
2. Seek support from family
3. Seek support from a religious leader
4. Access to women's centres
5. Approach community leaders for support
6. Talk with friends for support or guidance
7. Call helpline
8. Call/go to police
9. Go to health facility
10. Seeking support from women's groups /NGOs/CSOs
11. Other, specify [O]
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] This is the second story. [Scripter: insert Female name] is a woman. She sells goods in a store in town, she commutes to and from the store in the morning and in the evening. [Scripter: insert Female name] often finds herself alone in the store, especially when she is in charge of closing it at night. Sometimes, men in the town come into the store to say things about her appearance and their desires that are unpleasant and make her feel unsafe. Because of this, [Scripter: insert Female name] is afraid of traveling in the evening, in case one of them may harm her.

ASK ALL

C14. How common do you think this type of situation is for women in the area where you live?

SINGLE ANSWER

1. Very common
2. Common
3. Uncommon
4. Very uncommon
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]

00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

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?

#### SINGLE ANSWER

1. Better
2. Worse
3. Same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

C16. Do you think [Scripter: insert Female name] would seek help for this situation?

#### SINGLE ANSWER

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C16 = 1

C17. Who would [Scripter: insert Female name] most likely seek help from?

#### SINGLE ANSWER

1. Seek help from shelter or safehouse for women
2. Seek support from family
3. Seek support from a religious leader
4. Access to women's centres
5. Approach community leaders for support
6. Talk with friends for support or guidance
7. Call helpline
8. Call/go to police
9. Go to health facility
10. Seeking support from women's groups/NGOs/CSOs
11. Other, specify [O]
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

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 the age of 2 is listening to our call or is nearby that can hear, please say no.

#### SINGLE ANSWER

1. Yes
2. No [GO TO SSo AND CALL BACK LATER]
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOWSCREEN: [READ] Now I'm going to ask you some questions about your household specifically.

ASK IF C18 = 1 AND Ao6>1 (HH SIZE >1) AND [Ao6 – Ao7 >1] (so more than 1 adult in HH)

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?

#### SINGLE ANSWER

1. Daily
2. Weekly
3. Monthly
4. Once or twice
5. Never
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C18 = 1 AND Ao6>1 (HH SIZE >1) AND [Ao6 – Ao7 >1] (so more than 1 adult in HH)

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?

#### SINGLE ANSWER

1. More frequent
2. About the same
3. Less frequent
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C18= 1

C21. In the last six months, did you ever feel unsafe in your home?

#### SINGLE ANSWER

1. Yes
2. No

- 98. Don't know [DO NOT READ] [EXCLUSIVE]
- 99. Refused [DO NOT READ] [EXCLUSIVE]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C18 = 1

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?

#### SINGLE ANSWER

- 1. Better
- 2. Worse
- 3. Same
- 98. Don't know [DO NOT READ] [EXCLUSIVE]
- 99. Refused [DO NOT READ] [EXCLUSIVE]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C21 =1

C23. Why do you feel unsafe in your home?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. SINGLE CODE EACH ROW  
ROWS. RANDOMIZE ANSWERS

- 1. I have a serious medical condition or disability and feel vulnerable
- 2. My shelter is insecure from external threats (e.g., there are no locks on my front door)
- 3. I am unable to communicate/reach out for help
- 4. I am living with people I cannot trust
- 5. There is substance abuse (e.g., alcohol or drugs) in the household
- 6. There is physical violence or threats of physical violence in my home
- 7. There is verbal abuse in my home
- 8. Other adults in the household have hurt me
- 9. Other women in the household have been hurt
- 10. Children in the household have been hurt
- 11. Something else [ANCHOR AT END]

#### COLUMNS

- 1. Yes
- 2. No
- 98. Don't know [DO NOT READ] [EXCLUSIVE]
- 99. Refused [DO NOT READ] [EXCLUSIVE]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF C18 = 1

C24. How often, if at all, did you go out of your house by yourself in the last month?

#### SINGLE ANSWER

- 1. Daily

2. 2-3 times per week
3. Once a week
4. Once or twice a month
5. Never
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK IF C18 = 1

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?

SINGLE ANSWER

1. Yes, the COVID-19 pandemic has limited my interactions with friends and social groups
2. No, the COVID-19 pandemic has not limited my interactions with friends and social groups
3. It has not changed
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ONLY IF Country = 04 (Colombia)

C26. How often, if at all, in the past 12 months, has a spouse or partner pushed you, thrown something at you that could hurt you, punched or slapped you?

1. Often
2. A few times
3. Rarely
4. Never
5. Not applicable
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. ["POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK ONLY IF Country = 04 (Colombia)

ASK IF C26 = 1, 2, OR 3

C26.1 Did this experience happen before the onset of COVID-19, after, or both?

1. Only before
2. Only after
3. Both before and after
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. ["POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

SHOW ONLY IF Country = 04 (Colombia)

ASK IF C26 = 1, 2, OR 3

C26.2 Has this experience changed at all as a result of the conditions of COVID-19?

1. Yes – increased
2. Yes – decreased
3. No – stayed the same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. ["POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO S50 AND CALL BACK LATER]

#### ASK ALL

C27. I am now going to ask you two sets of statements. For each set, please tell me how many you regard as true. So, if I read you three statements and two are true, you would simply tell me the number "two". I do not need to know which statements you are specifically referring to. I suggest that as I read these statements, for each one that is true put one finger up on your hand. At the end of the statements just tell me the number of fingers on your hand that are raised.

[SPLIT SAMPLE 50/50 EACH RESPONDENT RANDOMLY ASSIGNED ONE SET OF QUESTIONS C28 OR C29]

ASKSPLIT SAMPLE = GROUP 1

C28A. Please tell me how many of the following statements you regard as true:

RANDOMIZE STATEMENTS

READ OUT + WRITE IN NUMERIC 0-4

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].
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK SPLIT SAMPLE = GROUP 1

C28.1 INTERVIEWER PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?

SINGLE ANSWER

1. Yes, RESPONDENT UNDERSTOOD
2. No, RESPONDENT DID NOT UNDERSTAND, PLEASE REPEAT INSTRUCTIONS BEFORE CONTINUING

ASK SPLIT SAMPLE = GROUP 1

C28B. Please tell me how many of the following statements you regard as true:

RANDOMIZE STATEMENTS

READ OUT + WRITE IN NUMERIC 0-4

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]
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK SPLIT SAMPLE = GROUP 1

C28.2 INTERVIEWER PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?

SINGLE ANSWER

1. Yes, RESPONDENT UNDERSTOOD
2. No, RESPONDENT DID NOT UNDERSTAND

ASK SPLIT SAMPLE = GROUP 2

C29A. Please tell me how many of the following statements you regard as true:

RANDOMIZE STATEMENTS

### READ OUT + WRITE IN NUMERIC 0-3

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 [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK SPLIT SAMPLE = GROUP 2

C29.1 INTERVIEWER PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?

#### SINGLE ANSWER

1. Yes, RESPONDENT UNDERSTOOD
2. No, RESPONDENT DID NOT UNDERSTAND, PLEASE REPEAT INSTRUCTIONS BEFORE CONTINUING

### ASK SPLIT SAMPLE = GROUP 2

C29B. Please tell me how many of the following statements you regard as true:

#### RANDOMIZE STATEMENTS

### READ OUT + WRITE IN NUMERIC 0-3

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 [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK SPLIT SAMPLE = GROUP 2

C29.2 INTERVIEWER PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?

#### SINGLE ANSWER

1. Yes, RESPONDENT UNDERSTOOD
2. No, RESPONDENT DID NOT UNDERSTAND

SHOWSCREEN: READ Thank you for your responses so far. We just have a few more questions for you before the end of this interview.

### ASK

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.



**READ ANSWERS. MULTIPLE ANSWER EACH ROW RANDOMIZE ROWS**

**ROWS**

1. Been slapped, hit, kicked, had things thrown at them, or other physical harm
2. Been yelled at, called names, humiliated
3. Had resources (like healthcare) or basic needs (like money, food, water, shelter) denied
4. Been forced to stay alone for long period of time or denied communication with other people
5. Been the subject of inappropriate jokes, suggestive comments, leering or unwelcome touch/kisses

**COLUMNS**

1. Yes, before the start of COVID-19
2. Yes, since the start of COVID-19
3. No [DO NOT READ] [EXCLUSIVE]
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

**ASK**

**C31. Are any of the following support services available for women in your community?**

**READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. SINGLE ANSWER EACH ROW. RANDOMIZED ANSWERS.**

**ROWS**

1. Information about security/crime prevention
2. Access to basic needs such as shelter, food, clothing
3. Medical support
4. Someone to talk to like professional mental health experts
5. Legal support or help in reporting the incident or dealing with police
6. Financial support

**COLUMNS**

1. Yes
2. No
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
  - oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

**CLOSING OF INTERVIEW**

**ASK ALL.**

[Scripter: limit the number of the phones to 5]

**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?**  
[SINGLE ANSWER]

1. No / No other numbers

2. Yes: **WRITE IN NUMBER**
98. Don't know **[DO NOT READ] [EXCLUSIVE]**
99. Refused **[DO NOT READ] [EXCLUSIVE]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo]**

#### ASK ALL

**SHOWSCREEN: READ** This marks the end of the questions I have for you. Before we close, do you have anything else you want to say about any of the responses you shared today?

**INTERVIEWER WRITE IN ANY NOTES AS NEEDED** add open end [O] not mandatory

#### ASK ALL

**SHOWSCREEN: READ** Should you require information or further support with regards to these topics, kindly call **[INSERT LOCAL HELPLINES]**. It's free for everyone. You can also refer your family, friends, neighbours or anyone who needs support.

**NOTE TO INTERVIEWER: SHOULD YOU FIND A SURVIVOR WHO NEED SUPPORT, THEN REFER THEM TO [INSERT LOCAL HELPLINES]. DO NOT TRY TO COUNSEL THE SURVIVOR, BE CALM AND OPEN WITH THEM. LISTEN CALMLY AND SEEK THEIR APPROVAL TO LINK THEM TO SOMEONE WHO CAN PROVIDE GUIDANCE AND SUPPORT TO THEM. IT IS VERY IMPORTANT TO RESPECT SOMEONE'S DECISION AS TO WHETHER THEY WILL CALL THE HELPLINE OR NOT.**

#### ASK ALL

**SHOWSCREEN:** Thank you for your participation in this mobile phone survey.

**IF COUNTRY=05 (Ivory Coast):** You will receive your **[Scripter: insert country specific PLACEHOLDER]** airtime credit on this phone within the next 2 days.

#### ASK IF 00 ["POPULAR LOCAL FOOD"] CHOSEN

**SSo.** What currently, during COVID-19, are the top three priority needs for you and your household?

**DO NOT READ ANSWERS. MULTIPLE ANSWER UP TO THREE**

1. Health care
2. Food
3. Water
4. Sanitation – Hygiene
5. Shelter and household items
6. Being sure that you can continue to live in your current place (security of tenure)
7. Education
8. Earning a living/getting an income/working
9. Safety and security
10. Other, specify [O]
98. Don't know **[DO NOT READ] [EXCLUSIVE] [ANCHOR]**
99. Refused **[DO NOT READ] [EXCLUSIVE] [ANCHOR]**

**ASK IF 00 ["POPULAR LOCAL FOOD"] CHOSEN AND SSo ASKED ON ANY QUESTION (SHOULD ALWAYS BE ASKED AFTER SSo).**

**SS1.** When would be a good time to call you back?

RECORD HH/MM/DD/MM OF CALLBACK

HH/MM/DD/MM

SHOW AFTER SS1.

SHOW SCREEN: Thank you, we will call you back at [HH/MM/DD/MM] you requested. Thank you again and have a great day! [END SURVEY]

ASK IF COUNTRY = 04 (Colombia) [TEXT IN SPANISH]

Por último, permítame recordarle que la información que usted nos ha entregado será tratada de manera confidencial, sin embargo, le agradeceríamos que usted autorizara entregar la información que usted nos ha dado, en cuyo caso necesitaría su autorización declarada.

AUT1. ¿Autoriza la entrega de sus datos de contacto? (DIS: RU).

Si . 1

No. 2

AUT2. ¿Autoriza la entrega de sus respuestas? (DIS: RU).

Si . 1

No. 2

ASK IF COUNTRY =05 (Ivory Coast)

RC. Record completed survey info

1. Senufo
2. Dioula
3. Baoule
4. Français

ASK IF COUNTRY =19 (Paraguay)

PYLANG. Interviewer, please indicate in which language the respondent answered the questions?

1. Spanish only
2. Both Spanish and Guarani or other local language
3. Guarani or other local language (not Spanish)

### 6.3 Overview of issues and observed and implemented solutions after pilot testing in Phase I

Aspect	Issue/question	Proposed solutions by UN Women and Ipsos	Implementation
Length	<p>At 30 minutes, the average interview length is significantly above the envisaged 20 minutes. Experience has shown that the length decreases a bit (ca. 10%) once in the field and the interviewers gets more familiar with the survey, but this won't be enough to bring it down to 20 minutes.</p> <p>The introductory section is considered too long, with too much information, and causes dropouts.</p>	<p>Review of the intro screens to remove repeated text:</p> <ul style="list-style-type: none"> <li>- Remove text in showscreen 1 (e.g., "All personal information provided will be kept strictly confidential.") that is a repetition from the introduction.</li> </ul>	Implemented
		<ul style="list-style-type: none"> <li>- Remove the sentence: "And if there are any costs to the call, you will be reimbursed for them" from the intro as this raises questions on the side of the respondent. In principle there are no costs for them. If the agency works with incentives (e.g., airtime), this is mentioned/explained.</li> </ul>	Implemented
		<p>Review of the questions to decide on possible shortening:</p> <ul style="list-style-type: none"> <li>- In A03, consider <b>not</b> doing single-answer read out. That is, for the interviewer to put answers in appropriate categories. The team understands that this implementation was not part of the interviewer training; hence, they trust interviewers' judgement on the feasibility of this late change.</li> <li>- In B02, shorten the question to: "For each question, I will ask how often you thought or felt a certain way during the last month (last 30 days) - ..."</li> <li>- In C23, items 1 and 2 are deemed to be of lesser priority compared to VAW-related indicators in other options.</li> </ul>	<p>Left in, as-is, to avoid any interviewer mistakes (as they had not specifically been trained on this).</p> <p>To avoid the need to go back to local agencies to adjust translations (because this would take too much time), it was decided not to change the wording. Items 1 and 2 have been put on hide.</p>

		<p>Skip one of the questions asking whether the respondent is still in a safe position to talk. Since we have one at the start of section C on Safety (C01) and one in the middle of this section (C18), we suggest skipping C18.</p> <p>Yes, to skip one question asking whether the respondent is still in a safe position to talk but <b>not</b> C18. Preference to retain C18 and instead skip C01. Reasons:</p> <ul style="list-style-type: none"> <li>○ Prior to C01, the safety question is already asked in B1 and only followed with three questions in Section B. Hence, the respondent is still (freshly) reminded of these safety protocols.</li> <li>○ If we lose C18, you would have had 17 questions and by the time you go to C19, which would ask about their direct experience in their own household, they might have forgotten about the safety protocols.</li> </ul> <p>Recommendation: Skip C01, retain C18.</p>	Co1 has been skipped and C18 left in
Screener and informed consent	<p>What to do when a man picks up the phone? Men do not qualify for the study, there is strong preference to stop the interview as soon as possible and not to lose time.</p> <p>Now, the gender question is asked as the third question after the intro.</p>	<p>We suggest moving the question about gender to appear immediately after the question on language (So) at the start of the interview (i.e., before the introduction).</p> <p>Agree but also move the age question immediately so we have immediate information about whether the respondent is a woman aged 18 or over.</p>	Both questions have been moved to before the intro.
	The privacy notice is in English only. Respondents may not be able to understand the information	The privacy notice is to be translated and made available in the local survey languages.	Implemented

	if they wish to consult the privacy notice.		
Section a sociodemographic questions	S8. What region in [COUNTRY] do you live in?	<p>In Ukraine respondents are unfamiliar with the regions as asked in S8 (these also recently changed) but know their district (as asked in S9).</p> <p>To solve the issue, S8 can be skipped in Ukraine, being recoded on the basis of S9.</p>	Implemented
Section c safety	<p>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?</p> <p>The question is already filtered on: Ao6&gt;1 (HH SIZE &gt;1)</p> <p>But C19 is also not relevant when a respondent is the only adult in the household living with minors.</p>	<p>We suggest adding another filter based on Ao7 [How many of the people living in your household are age 0–17?] or foresee the answer option ‘not relevant’ for C19?</p> <p>Recommending the first option proposed – that is, to add filter.</p>	The filter has been added. The same filter has also been added to C20 as this is a follow-up question on C19.
General	<p>In Ukraine, questions to check the safety of the respondent were found to be repetitive.</p> <p>This was also confirmed by the other agencies.</p>	<p>Given that the safety of the respondents is crucial, we suggest keeping them in. After reviewing, one safety question has been selected for removal (see above).</p> <p>Agree. We need to keep the safety questions to ensure respondents are in a safe position.</p> <p>Agree to remove one safety question (see above).</p>	Safety question Co1 has been skipped.

General	Ukraine: what are our actions if a woman asks for help in solving a family situation?	We suggest adding an interviewer instruction in the manual: in such a case, the interviewer should respond that she will provide information on support centres/helplines at the end of the interview. The interviewer can only proceed if there is reassurance that the respondent is in a safe situation to respond to the questions. If not, the interview needs to be stopped and the support centres/helplines provided.	Added as interviewer instruction in the manual
General	Ukraine: when an interviewer could hear that near a respondent there is/are some other person/people, but she does not tell them about it, what should an interviewer do in this situation?	We suggest adding an interviewer instruction in the manual: the interviewer should re-ask if she can talk privately and is not overheard by anyone else older than 2 years old. The interview can only continue if the respondent confirms she is in a private situation.  Agree. We need to keep the safety questions to ensure respondents are in a safe position.	Added as interviewer instruction in the manual
Helplines	Kenya: there is need to have more helplines. Some respondents are requesting more non-governmental helplines. Asked if there is a specific helpline that deals with mental health and there is an office they can walk to and get help if someone has been denied access to a phone (i.e., over 18 but still living with parents).	We can add more helplines/support centres. We will check with the agency what other helplines/centres could be added.  The Regional Advisor in East and Southern Africa may provide information in addition to what you will be able to get.	Additional information is added to the manual and the script

## 6.4 Overview of issues and observed and implemented solution after pilot testing in Phase II

Aspect	Issue/question	Proposed solutions by UN Women and Ipsos	Implementation
General	At Ao6, Ao7 and Ao8 in particular, some respondents provided a wrong answer and wanted to revise it after they had already moved to the next question. Currently the script does not allow interviewers to <b>switch back to previous screens (questions)</b> to revise answers. An option to go back just to the previous question would be helpful.	<p>1. We would like to avoid any risk of quality issues by having the option to go back in the survey. We usually do not have the option to go back in the questionnaire because it adds to the interview length, it can change the routing and thus questions might be skipped, and it is prone to errors (for example, because answers between the last and the corrected question can be accidentally changed). We suggest adding the option to go back only to the previous question to revise the answer. The risks mentioned above are not valid in this case. A validation question can also be added after Ao8 in case the answer to Ao6 needs to be revised. This validation question will allow the interviewer to insert the correct number for Ao6 in case the respondent corrected herself in the meantime.</p> <p>2. To avoid any misunderstanding that any answers can be changed at any point <u>during</u> the interview, we suggest changing S7 as follows: “S7. Do you understand that your information will remain confidential and that you are able to change and/or ask to delete any information you provide?”</p>	<p>1. Change the order of survey questions to minimize errors</p> <p>Start with Ao7, Ao8, then Ao6. BUT revise Ao8 with:</p> <p>Ao8. How many of the people living in your household are men aged 18 or over?</p> <p>This is to get indication of power dynamics between women and men in the household.</p>
Length	The main reason for refusal was the <b>length of the survey</b> . A duration of 20 minutes is mentioned in the survey introduction, but the average interview length was 36 minutes (with a median of 34 minutes). The average length was the following in each country: Albania – 40 minutes, Bangladesh – 45 minutes, Colombia – 34 minutes, Jordan – 26 minutes, Kyrgyzstan – 36 minutes, Morocco – 40 minutes, Nigeria – 34 minutes, Uganda – 43	Based on our experience, the average interview length will likely decrease in the course of fieldwork as interviewers get more familiar with the questionnaire. Nonetheless, the average length of 36 minutes is almost twice as long as the respondent is told the survey will take so if there is any scope to remove any questions we strongly recommend that this be done. (The changes suggested below, for example, will help to reduce the length and avoid dropouts due to the duration). It is important to bear in mind that the questionnaire length has a determining impact on the amount of time required for fieldwork (which was originally calculated on the basis of as assumed length of 20 minutes) – a particularly pertinent	<p>Average interview length of the pilot in Phase I is 30 minutes, which eventually came down to a mean of 23-24 minutes in the course of the fieldwork (with the exclusion of Ukraine at 28 mins).</p> <p>Let’s await the results of the 2<sup>nd</sup> batch of Phase II pilot. Added in the first column.</p>



	minutes, Paraguay – 27 minutes.	consideration in the context of the hard stop date of 24 September for data delivery.	
Length	The agencies noted that the <b>introduction and screening section</b> felt long and, indeed, that respondents found it somewhat frustrating. In the worst cases this made respondents disinclined to continue with the interview and a few people dropped out.	<p>In order to reduce the time spent on introducing the survey and avoid dropouts, we suggest shortening the introduction:</p> <p><del>“SHOWSCREEN As I mentioned before, I am calling on behalf of Ipsos, market research agency. We have been commissioned by a United Nations agency, UN Women. We received consent from [COUNTRY GOVT INSTITUTION] to undertake the study. We would like to understand how the impact of COVID-19 is affecting women. The findings of the survey will be used to inform strategies and programmes aimed at supporting women during COVID-19. You have been randomly selected to potentially participate. All responses will be kept strictly confidential. If you would like to read the Privacy Information beforehand you can access it online at <a href="https://unwomen.ipsos.be">https://unwomen.ipsos.be</a></del></p> <p><del>If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also stop the interview at any point. This survey will take about 20 minutes of your time to ask you some questions.”</del></p>	<p>Making sure that they have the option to not answer or stop adhere to safety and ethical protocols – which is imperative to be included. Agree with the suggested change with an attempt to lessen the words:.</p> <p><i>“SHOWSCREEN As I mentioned before, I am calling on behalf of Ipsos, market research agency, commissioned by a United Nations agency, UN Women. We received consent from [COUNTRY GOVT INSTITUTION] to undertake a study on the impact of COVID-19 on women. You have been randomly selected to potentially and voluntarily participate. All responses will be kept strictly confidential. The Privacy Information is accessible at <a href="https://unwomen.ipsos.be">https://unwomen.ipsos.be</a></i></p> <p><i>If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also stop the interview at any point. This survey will take about 20-25 minutes of your time to ask you some questions.”</i></p>

General	Several respondents needed to drop out of the survey because they needed to attend <b>children older than 2 years</b> and could not leave them alone in another room.	We appreciate it is a general recommendation that children above the age of 2 should not be able to listen to an interview related to VAW (for example, as set out by WHO and PATH). That said, it is our understanding that this recommendation is primarily based on face-to-face data collection. Given the safety measures integrated in the questionnaire (for example, that the respondent does not need to say out loud any words that might identify the question content, the speakerphone needs to be turned off, etc.) we suggest increasing the age limit to four or five years old. This will also reduce the likelihood that women who have children that are older than two but that cannot be left alone are excluded by design.	We need to follow WHO guidelines on the age limit; hence, it <i>cannot</i> be increased beyond 2 years.  We also note that this observation was only raised in Phase II pilot. This provides us limited basis to increasing the age limit. Also, if the aim is mainly to reduce dropouts, the ethical and safety considerations which are the foremost consideration of the age limit remains the highest priority.
Safety protocol	The <b>safety protocol</b> (in terms of verifying that the respondent cannot be overheard, that the speakerphone is off, and the respondent should use the safe word if needed) was the most problematic element of the pilot. Respondents in all countries were worried when the measures were introduced and suspicious as to what kind of questions they would be asked. Respondents in Colombia, Bangladesh and Uganda wondered why someone wanted to know repeatedly if they were alone with regard to their security at home. In addition, when the measures were repeated, respondents got irritated and some felt they were being patronized. Interviewers in Uganda even described the reaction as “angry”. Some	We recommend mentioning each safety measure only once at the beginning. (During the meeting on post phase I questionnaire changes, the TAG itself contended that it would be sufficient to mention the measures only once at the beginning). More specifically, we recommend:  1. Removing repetitions from SHOWSCREEN1 and revise the wording to: “SHOWSCREEN 1: <del>Participating in this survey is entirely voluntary. If you want, you can stop the interview at any time.</del> If at any time someone comes into the room or you think you may be overheard, please say [Scripter: insert “POPULAR LOCAL FOOD”] and we will move to a different topic. Remember you can use [Scripter: insert “POPULAR LOCAL FOOD”] at any time and you can tell anyone who may have overheard that you were randomly selected to take a survey on the impacts of COVID-19.” (The change to “you can” may help to address respondents’ frustrations about being patronised).  2. Shorten SHOW SCREEN INTRO_SECTION C because the questions specify whether we want the respondent to think of herself or women in the area where she lives. Also, the listed issues are not all of a physical nature	On the safety protocols, below are the suggested revisions.  On the use of the safety word, it is beyond our control how respondents will use it. But what is within our control is interviewers documenting these observations to inform the survey tools as a result of this multi-country study. At the moment, the interviewers in Colombia and Kyrgyzstan have done an excellent job in observing and recommending.  1. <b>Agree with the proposed revision</b> , the qualifier on voluntary participation has been incorporated in

	<p>respondents dropped out because of the repetitions.</p> <p>The <b>popular local food</b> was rarely used even when someone entered the room (because respondents did not feel the need to use it) and respondents in Colombia and Kyrgyzstan in particular used it as a way to drop out of the survey without appearing impolite or having to state explicitly why they didn't want to continue.</p>	<p>(Given the sensitivity of the section though, we suggest retaining the reminder of the safe word on this screen):</p> <p>"I am now going to ask you a series of questions about issues related to safety. These could be things <del>that are physical</del> like hitting or slapping, <del>intimidation or threats,</del> harassment, <del>stalking,</del> forced isolation from others, <del>yelling or name-calling</del> restriction of movement, or denial of access to resources. These include things that happen inside and outside your home. <del>Please answer based on your knowledge of the experiences of you and other women in the area where you live.</del> Kindly answer this part <i>only if</i> you feel confident and safe enough to do so. If at any time you do not feel comfortable answering these questions in your current environment, please let us know by saying [Scripter: insert country specific "POPULAR LOCAL FOOD"] and we will skip to a different topic."</p> <ol style="list-style-type: none"> <li>3. Remove Bo1. "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?"</li> <li>4. Remove C18.</li> <li>5. Remove reminder of popular local food: "SHOWSCREEN: [READ] Now I'm going to ask you some questions about your household specifically. <del>Please answer as best you can, and remember you can always say</del> [Scripter: insert country specific "POPULAR LOCAL FOOD"] <del>and we will move on to the next module."</del></li> <li>6. Remove question on privacy from C27: "I am now going to ask you two sets of statements. For each set, please tell me how many you regard as true. So, if I read you three statements and two are true, you would simply tell me the number "two". I do not need to know which statements you are specifically referring to. <del>Before we continue, are you alone on the phone? If you are alone, please say yes. If someone over two is</del></li> </ol>	<p>the introductory showscreen.</p> <ol style="list-style-type: none"> <li>2. Agree with the proposed revisions to shorten.</li> <li>3. Modify and shorten Bo1 as this is the first mention of the age limit of children.</li> <li>4. Retain since the last time we mentioned the age limit is in Bo1.</li> <li>5. OK to remove it as this was last mentioned prior to Co2.</li> <li>6. OK to remove; also, to minimize confusion considering how complicated list randomisation</li> </ol>
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		<p><del>listening to our call or is nearby that can hear, please say no."</del></p> <p>7. Remove reminder of popular local food from C30: "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 <u>only before</u> the start of COVID-19, <u>only since</u> the start of COVID-19, both <u>before and since</u> the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. <del>You can also always answer "don't know" or "[Scripter: insert country specific "POPULAR LOCAL FOOD"]" to move on to the next module in the survey."</del></p>	<p>questions already are.</p> <p>7. OK to remove.</p>
Safety protocol	<p>The Bangladesh representative noted that it is common for people there to have an app installed on their phone that automatically <b>records all calls</b>. The interviewers were unsure as to whether or not they should proceed with an interview in such cases and/or ask the respondent to turn off the recording device.</p>	<p>We suggest adding a question S2a after S2 in the countries where such apps are used: "And can you also please confirm that any recording device on your mobile phone is switching off?" Yes/No. If the answer is "no" or the respondent does not know how to stop the recording, the interview would not proceed.</p> <p>We checked this issue with all other countries. The use of such devices was consistently reported to be very uncommon (or non-existent). Indeed, some of the country teams felt that referring to such devices in the questionnaire may cause respondents unnecessary alarm or raise suspicion, and ultimately could serve to discourage participation.</p>	<p>Excellent additional layer of safety protocol!</p> <p>Question to Ipsos: Aside from Bangladesh, which other countries will this additional layer be added?</p> <p>&gt;&gt;&gt; Based on latest response from Ipsos, this will only be done in Bangladesh considering that this is quite common in the country.</p>
Section c: safety	<p><b>C25.</b> Do you still continue to see or speak with your friends and social groups in the last month?</p>	<p>Do we want to measure impacts of the pandemic here OR whether women generally are speaking to friends/family from a psychological control perspective? If the former, keep the codes change the question (remove "in the last month"?). If the latter, change the codes to be similar to C24 and reformulate the question. Perhaps reformulate C25 to be similar to C24 and then add follow-up question on the impact of COVID.</p>	<p>This was not included in the pilot but based on discussions with Ipsos, the question – as provided below – will be included in the final version of the questionnaire:</p> <p>"Would you say the situation of COVID-19 has limited your interactions with your friends and social</p>

			groups, such as seeing or speaking to them? "
	<p>It was observed that <b>C25</b> assumes the respondent has friends and a social group to talk to and/or meet. On a separate matter, interviewers felt it was unclear in which cases the option "No, it has not changed" should be used (i.e. whether it should be in cases where the respondent does not have friends or a social group, and so the question is not applicable), or if their situation has not changed.</p> <p><i>On reflection, the Ipsos project team entirely agrees that the option is confusing.</i></p>	We recommend changing the option to "It has not changed" which is applicable in both situations (no friends/social group and no change).	Agree with the proposal.
Section c: safety	<p>In Colombia, <b>C26</b>, <b>C26.1</b> and <b>C26.2</b> did not prove too sensitive or otherwise problematic. Interviewers felt the questions were well-placed (following the indirect questions on the experience of violence). Some respondents lowered their voice, went to another room, and/or took a longer time to answer the questions – but they all answered them and sometimes talked a bit more about a certain situation. No one refused or indicated “don’t know” - this despite the fact that five respondents said they had experienced the treatment described.</p>	We suggest retaining these questions for mainstage fieldwork.	Excellent observations and documentation of interviewers in Colombia! We strongly encourage that this practice be sustained on the survey operations proper – particularly documenting the reactions, behaviour, responses of women in C26, C26.1, and C26.2.
Section c: safety	<b>C27.</b> I am now going to ask you two sets of statements. For each set,	Add to instructions here: “As I read these statements, for each one that is true put one finger up on your hand. At the end of the	Agree with the revision.

	<p>please tell me how many you regard as true. So, if I read you three statements and two are true, you would simply tell me the number “two”. I do not need to know which statements you are specifically referring to.</p>	<p>statements please just tell me only the number of fingers on your hand that are raised”</p>	
Section c: safety	<p>In Colombia and Kyrgyzstan, the list randomization exercise (<b>C28A, C28B, C29A, C29B</b>) was not clear to all respondents and the instructions or specific items needed to be repeated.</p>	<p>Looking at the interviewer assessment, between 5 and 10% of respondents did not understand how to answer the questions. This number is satisfactory given that interviewers repeat the instructions if they are not understood. With time, interviewers will improve the way they are explaining these questions because they will be more and more aware of any additional explanation that might be needed. We do not suggest any changes to the questions. Also see row above.</p> <p>(% of respondents that did not understand: C28.1 = 10%, C28.2 = 8%, C29.1 = 10%, C29.2 = 5%)</p>	<p>No change in the question. But improvement in the interviewer instructions can be done, following a suggestion – that is, “by yourself, raise a finger every time a statement is true. Then at the end, they will be asked how many fingers are up.” Consequently, this needs to be incorporated not only in the questionnaire but also on the interviewer manual.</p>
Section c: safety	<p>In Kyrgyzstan, some women who were single/living alone were irritated by the statement concerning whether a husband or partner had slapped or hit her (<b>C28A and C28B</b>).</p>	<p>No action. While the statement may not be applicable to some women at the time of the interview, it is possible that these women have been in a partnership during the time frame being asked about.</p>	<p>No change. Recalling that there was an earlier suggestion in Phase I to have a filter that this be asked only among those who have spouses/partners. However, in Phase II, there was concern about how to capture those who were in partnership before COVID-19 and not anymore during the onset of COVID-19, as the reference period in C28A already covers the former.</p>
Section c: safety	<p><b>C30.</b> Now I’m going to ask you about some situations that you or any other women you know may have experienced. For each</p>	<p>Code “Yes, before and since the start of COVID-19” can be removed because the question is multi-code.</p>	<p>Yes – to remove “Yes, before and since the start of COVID-19”. So, the choices will be:</p>

	<p>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. You can also always answer “don’t know” or “[Scripter: insert country specific “POPULAR LOCAL FOOD”]” to move on to the next module in the survey.</p>		<ul style="list-style-type: none"> <li>- Before the start of COVID-19 (Y/N, Don’t know, Refused)</li> <li>- Since the start of COVID-19 (Y/N, Don’t know, Refused)</li> <li>- Popular local food</li> </ul>
Section c: safety	<b>C31.</b> Are any of the following support services available for women in your community?	Do we want to know if these services are available generally or specifically “for women that may have experienced things like we discussed in the previous question”?	Keep it general, as things that were discussed before tackled many different issues.
Section c: safety	<b>C31.</b> Item “Other, specify”	Remove this option	Agree
General	<p>Uganda: Item “Medical and financial support”</p> <p>Some respondents were unclear as to whether we were asking about “medical <u>and</u> financial support”, or “medical <u>or</u> financial support”. They had one but not both.</p>	We suggest splitting this item into two to have “medical support” and “financial support” separately.	Agree to split the two.
General	The <b>closing, ‘informal’ question</b> at the end of the questionnaire (after S12) sometimes put interviewers in a difficult situation as it resulted in respondent talking (often at quite some length) about off-topic issues or asking for advice beyond what the interviewer role requires. In a small number of cases this	We recommend rephrasing the question to reduce the likelihood of the respondent going off-topic: "This marks the end of the questions I have for you. Before we close, do you have anything else you want to say about any of the views or experiences you have talked about today?"	<p>“...any of the views or experiences...” may still encourage long response and may inadvertently go beyond the scope of the interview [today]. Hence, below is the suggested more restrictive language limiting only to their “responses.”</p> <p>"This marks the end of the questions I have for</p>

	added significantly to the interview length.		you. Before we close, do you have anything else you want to say about any of the responses you shared today?"
Helplines	<p>At the moment, we display a maximum of three helplines per country. For some countries, we received more helplines from UN Women, including helplines for specific regions or cities.</p> <p>Several countries noted that providing websites was too much information for a phone call and would have overburdened respondents.</p>	<p>We recommend not giving more than three helplines to the respondent because it will be difficult for her to remember all. We do not want to overburden her with information.</p> <ol style="list-style-type: none"> <li>1. We recommend prioritising the national helplines over regional helplines in the script. Interviewers will be equipped with an overview of additional national as well as the regional helplines in case the respondent asks for either.</li> <li>2. We suggest to not mention a website (unless the respondent asks about it).</li> </ol>	<p>1. We provided local helplines for Phase II as it was agreed that once respondents provide responses to S8 and S9, interviewers (or the script) will be able to filter the local and most relevant information on services closest to the respondent. We understand and can show regional phone numbers if we have them. We are verifying which regional helplines we can match to S8 or S9 and will give you an update on that later today during the questionnaire finalisation call. But we suggest to not provide more than three helplines. &gt;&gt;&gt; Agree on the last statement to limiting to three helplines but localized based on S8 or S9.</p> <p>2. OK on not mentioning the website too – just phone numbers.</p>
Screeners	Colombia and Côte d'Ivoire: Some respondents did not know their region (S8) and district (S9). In Colombia, region is almost not known at all. But they would know their municipality.	We will ask for the municipality in the event that respondents do not know their region and district. And we will hide S8 (region) in Colombia. Based on the municipality, we will be able to auto fill S8 and S9.	OK.



Language	<p>Paraguay: Interviewers noted that some respondents might want to provide their answer in Guarani. Even if everyone in Paraguay speaks Spanish, some might feel more comfortable providing answers in Guarani or naturally mix both languages. For the pilot, respondents could answer in Guarani, but interviewers were instructed to read out the questions in Spanish to ensure questions are asked in the same way, using the same wording, to all respondents. On further reflection, it might have been useful to also translate the questionnaire into Guarani.</p>	<p>At this stage, we cannot add another language and suggest the team proceed as they did for the pilot: Read questions in Spanish and allow answers in Guarani. With the answer options we provide (which are mainly yes or no) we do not see a risk of quality issues here. We will add a question at the end of the questionnaire for interviewers to indicate whether the full survey was done in Spanish or answers were given in Guarani. This way we can compare answer patterns.</p> <p>The remark was made by interviewers and the pilot interviews were done in Spanish. If during mainstage the team identifies a need for a survey version in Guarani, we will certainly include this as a recommendation in the technical report.</p>	<p>Question to Ipsos: Out of the 10 pilot respondents as of 11 August, how many have indicated preference to only responding in Guarani? None. We will request a regular update from the field team this during fieldwork so we have an idea to which extent interviews might not have taken place because of a language barrier.</p> <p>But generally, OK with the Ipsos recommendation.</p>
Section a: demographics	Ao1. What is your marital status?	<p>The spouse might not live permanently with the respondent. Both options (living together and not living together) should be reflected in the answer options. Please split answer option “married” as follows:</p> <ol style="list-style-type: none"> <li>1. Married - spouse/ partner is residing with you.</li> <li>2. Married - spouse/ partner is residing elsewhere.</li> </ol>	
Section a: demographics	Ao9. The head of household is the person who makes most of the decisions and generally is the main earner of the household. Including yourself: Who do you consider to be the head of your household?	Remove question	
Section a: demographics	A10.1 Which of the following best describes how you see your household’s living standard?	Remove question	

## 6.5 Training deck

The training deck is provided separately in PowerPoint format.

## 6.6 Manual

The interviewers' manual is provided separately.

## 6.7 Country sampling plans

Cameroon									
Sample	Nationally representative sample of women aged 18+								
Sample size	N= 1,200 completes								
Mode	Computer-assisted telephone interviews								
Language(s)	French, Fulfulde and Pidgin								
Target population(s)	Women aged 18+								
Sampling	<ul style="list-style-type: none"> <li>Random probability sampling with monitoring of quota on age and region</li> <li>Mobile sample frame generated via random-digital dialling</li> <li>Statistical source(s) used for population date: United Nations, Department of Economic and Social Affairs, Population Division. 2019. World Population Prospects 2019, Online Edition. Rev. 1. <a href="https://population.un.org/wpp/Download/Standard/Interpolated/">https://population.un.org/wpp/Download/Standard/Interpolated/</a> Bureau Central des Recensements et des Études de Population : Résultats du 3ème RGPH - Projections Démographiques - Rapports National sur l'État de la Population <a href="http://www.bucrep.cm/index.php/fr/recensements/3eme-rgph/resultats/47-3eme-rgph/volume-ii--analyses-thematiques/140-principaux-indicateur-etat-et-structure">http://www.bucrep.cm/index.php/fr/recensements/3eme-rgph/resultats/47-3eme-rgph/volume-ii--analyses-thematiques/140-principaux-indicateur-etat-et-structure</a></li> </ul>								
Sample composition	<p>100% Mobile (business lines are excluded from the frame before sample selection begins) The sample mirrors the telephone database distribution by provider: Provider frame size</p> <table> <tr> <td>MTN Cameroon</td><td>15,000,000</td></tr> <tr> <td>Nextel</td><td>10,000,000</td></tr> <tr> <td>Orange Cameroon</td><td>15,000,000</td></tr> <tr> <td>Total</td><td>40,000,000</td></tr> </table>	MTN Cameroon	15,000,000	Nextel	10,000,000	Orange Cameroon	15,000,000	Total	40,000,000
MTN Cameroon	15,000,000								
Nextel	10,000,000								
Orange Cameroon	15,000,000								
Total	40,000,000								
Accessibility and coverage	<p>~75%. Frame coverage is ~98%. However, only mobile phones owned by women or to which women have access too are eligible to participate. This is screened for at the start of the interview.</p>								
Frame size	Mobile subscriptions 2018: 18,455,836								
Mobile phone sampling frame	<ul style="list-style-type: none"> <li>Mobile sample frame generated via RDD</li> <li>Includes only mobile providers which are used for residential services.</li> <li>The mobile sample is sorted by amount of allocated numbering blocks.</li> </ul>								

	<ul style="list-style-type: none"> <li>Starting blocks are provided by telecommunication authorities. In this case, the mobile phone numbers are of a length of nine digits, of which the first three digits indicate the service-provider. All cell numbers are used and subdivided into blocks of 100 numbers each, and each block is enriched by random digits in order to create a seed. The last two digits are randomized.</li> </ul>
Gross sample size	1:20 oversampling factor @ 25,000 numbers

Kenya											
Sample	Nationally representative sample of women aged 18+										
Sample size	N= 1,200 completes										
Mode	Computer-assisted telephone interviews										
Language(s)	Swahili										
Target population(s)	Women aged 18+										
Sampling	<ul style="list-style-type: none"> <li>Random probability sampling with monitoring of quota on age and region</li> <li>Mobile sample frame generated via random-digital dialling</li> <li>Statistical source(s) used for population data:</li> </ul> <p>Kenya National Bureau of Statistics. 2019. Kenya Population and Housing Census <a href="https://www.knbs.or.ke/?wpdmpo=2019-kenya-population-and-housing-census-volume-i-population-by-county-and-sub-county">https://www.knbs.or.ke/?wpdmpo=2019-kenya-population-and-housing-census-volume-i-population-by-county-and-sub-county</a></p>										
Sample composition	<p>100% Mobile (business lines are excluded from the frame before sample selection begins) The sample mirrors the telephone database distribution by provider: Provider frame size</p> <table> <tr> <td>Airtel Networks</td><td>37,000,000</td></tr> <tr> <td>Jamii Telecoms</td><td>1,000,000</td></tr> <tr> <td>Safaricom</td><td>54,000,000</td></tr> <tr> <td>Telkom Kenya</td><td>11,000,000</td></tr> <tr> <td>Total</td><td>103,000,000</td></tr> </table>	Airtel Networks	37,000,000	Jamii Telecoms	1,000,000	Safaricom	54,000,000	Telkom Kenya	11,000,000	Total	103,000,000
Airtel Networks	37,000,000										
Jamii Telecoms	1,000,000										
Safaricom	54,000,000										
Telkom Kenya	11,000,000										
Total	103,000,000										
Accessibility and coverage	<p>~68.2%. Frame coverage is ~98%. However, only mobile phones owned by women or to which women have access too are eligible to participate. This is screened for at the start of the interview.</p>										
Frame size	Mobile subscriptions 2018: 49,501,430										
Mobile phone sampling frame	<ul style="list-style-type: none"> <li>Mobile sample frame generated via RDD</li> <li>Includes only mobile providers which are used for residential services</li> <li>The mobile sample is sorted by amount of allocated numbering blocks.</li> <li>Starting blocks are provided by telecommunication authorities. In this case, the mobile phone numbers are of a length of nine digits, of which the first three</li> </ul>										

	digits indicate the service-provider. All mobile numbers are used and subdivided into blocks of 100 numbers each, and each block is enriched by random digits in order to create a seed. The last two digits are randomized.
Gross sample size	1:20 oversampling factor @ 25,000 numbers

Thailand													
Sample	Nationally representative sample of women aged 18+												
Sample size	N= 1200 completes												
Mode	Computer-assisted telephone interviews												
Language(s)	Thai												
Target population(s)	Women aged 18+												
Sampling	<ul style="list-style-type: none"> <li>Random probability sampling with monitoring of quota on age and region</li> <li>Mobile sample frame generated via random-digital dialling</li> </ul> <p>Statistical source(s) used for population date: NSO Thailand. 2020. Number of Population from Registration by Age, Sex and Province: 2020.  <a href="http://statbbi.nso.go.th/staticreport/page/sector/en/01.aspx">http://statbbi.nso.go.th/staticreport/page/sector/en/01.aspx</a></p>												
Sample composition	<p>100% Mobile          (business lines are excluded from the frame before sample selection begins)          The sample mirrors the telephone database distribution by provider:          Provider frame size</p> <table> <tr> <td>AIS GSM (Advanced Info Service PLC)</td><td>116,900,000</td></tr> <tr> <td>DTAC (Total Access Communications Co.)</td><td>69,700,000</td></tr> <tr> <td>MY (by CAT)</td><td>10,600,000</td></tr> <tr> <td>TOT Mobile</td><td>7,200,000</td></tr> <tr> <td>True Move</td><td>40,300,000</td></tr> <tr> <td>Total</td><td>244,700,000</td></tr> </table>	AIS GSM (Advanced Info Service PLC)	116,900,000	DTAC (Total Access Communications Co.)	69,700,000	MY (by CAT)	10,600,000	TOT Mobile	7,200,000	True Move	40,300,000	Total	244,700,000
AIS GSM (Advanced Info Service PLC)	116,900,000												
DTAC (Total Access Communications Co.)	69,700,000												
MY (by CAT)	10,600,000												
TOT Mobile	7,200,000												
True Move	40,300,000												
Total	244,700,000												
Accessibility and coverage	~95.4%. Frame coverage is ~97%. However, only mobile phones owned by women or to which women have access too are eligible to participate. This is screened for at the start of the interview.												
Frame size	Mobile subscriptions 2018: 125,098,000												
Mobile phone sampling frame	<ul style="list-style-type: none"> <li>Mobile sample frame generated via RDD</li> <li>Includes only mobile providers which are used for residential services</li> <li>The mobile sample is sorted by amount of allocated numbering blocks.</li> <li>Starting blocks are provided by telecommunication authorities. In this case, the mobile phone numbers are of a length of nine digits, of which the first three digits indicate the service-provider. All cell numbers are used and subdivided into blocks of 100 numbers each, and each block is enriched by random digits in order to create a seed. The last two digits are randomized.</li> </ul>												
Gross sample size	1:20 oversampling factor @ 25,000 numbers												

Ukraine															
Sample	Nationally representative sample of women aged 18+														
Sample size	N= 1200 completes														
Mode	Computer-assisted telephone interviews														
Language(s)	Ukrainian, Russian														
Target population(s)	Women aged 18+														
Sampling	<ul style="list-style-type: none"> <li>• Random probability sampling with monitoring of quota on age and region</li> <li>• Mobile sample frame generated via random-digital dialling</li> </ul> <p>Statistical source(s) used for population date: State Statistics Service of Ukraine. 2020. Resident population of Ukraine on January 1, 2020.  <a href="https://ukrstat.org/en/druk/publicat/kat_u/2020/zb/o6/roz_nas20.pdf">https://ukrstat.org/en/druk/publicat/kat_u/2020/zb/o6/roz_nas20.pdf</a>  <a href="https://ukrstat.org/en/druk/publicat/kat_e/publnasel_e.htm">https://ukrstat.org/en/druk/publicat/kat_e/publnasel_e.htm</a></p>														
Sample composition	<p>100% Mobile  (business lines are excluded from the frame before sample selection begins)  The sample mirrors the telephone database distribution by provider:  Provider frame size</p> <table> <tr> <td>3Mob</td><td>10,000,000</td></tr> <tr> <td>Intertelecom</td><td>10,000,000</td></tr> <tr> <td>Kyivstar</td><td>50,000,000</td></tr> <tr> <td>Lifecell</td><td>30,000,000</td></tr> <tr> <td>Telesystems of Ukraine</td><td>10,000,000</td></tr> <tr> <td>Vodafone Ukraine</td><td>40,000,000</td></tr> <tr> <td>Total</td><td>150,000,000</td></tr> </table>	3Mob	10,000,000	Intertelecom	10,000,000	Kyivstar	50,000,000	Lifecell	30,000,000	Telesystems of Ukraine	10,000,000	Vodafone Ukraine	40,000,000	Total	150,000,000
3Mob	10,000,000														
Intertelecom	10,000,000														
Kyivstar	50,000,000														
Lifecell	30,000,000														
Telesystems of Ukraine	10,000,000														
Vodafone Ukraine	40,000,000														
Total	150,000,000														
Accessibility and coverage	<p>~96.5%.  Frame coverage is 100%. However, only mobile phones owned by women or to which women have access too are eligible to participate. This is screened for at the start of the interview.</p>														
Frame size	Mobile subscriptions 2019: 54,842,900														
Mobile phone sampling frame	<ul style="list-style-type: none"> <li>• Mobile sample frame generated via RDD</li> <li>• Includes only mobile providers which are used for residential services</li> <li>• The mobile sample is sorted by amount of allocated numbering blocks.</li> <li>• Starting blocks are provided by telecommunication authorities. In this case, the cell phone numbers are of a length of nine digits, of which the first three digits indicate the service-provider. All cell numbers are used and subdivided into blocks of 100 numbers each, and each block is enriched by random digits in order to create a seed. The last two digits are randomized.</li> </ul>														
Gross sample size	1:20 oversampling factor @ 25,000 numbers														

## 6.8 Dropout rates per question (Phase I)

Question	Question text	Dropout rate <sup>35</sup>	No. of participants dropped out
<b>Total</b>		7.14%	377
<b>S9</b>	And what district do you live in?	1.02%	54
<b>S11</b>	Would you consider the area you live in to be urban or rural?	0.83%	44
<b>A01</b>	What is your marital status?	0.40%	21
<b>A02</b>	What is the highest level of education that you completed?	0.23%	12
<b>A03</b>	Which of the following best describes what you mainly do each day...?	0.23%	12
<b>A04</b>	In addition to this, do you do any activity that generates an income, even if only for a few hours a week?	0.08%	4
<b>A05</b>	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?	0.06%	3
<b>A06</b>	How many people including yourself, live in your household?	0.25%	13
<b>A07</b>	How many of the people living in your household are age 0–17?	0.09%	5
<b>A08</b>	How many of the people living in your household are elderly, aged 65 or over? Please include yourself, if that is appropriate.	0.06%	3
<b>A09</b>	Who do you consider to be the head of your household?	0.13%	7
<b>A10</b>	What was the monthly income of your household BEFORE COVID-19?	0.28%	15
<b>A11</b>	Has this changed at all in the past year?	0.15%	8
<b>A12</b>	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...	0.42%	22

<sup>35</sup> The percentage is based on the sum of those who completed the survey and those who dropped out.

Question	Question text	Dropout rate <sup>35</sup>	No. of participants dropped out
<b>Bo1</b>	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?	0.21%	11
<b>Bo2</b>	For each question, I will ask how often you thought or felt a certain way – please answer with never, almost never, sometimes, fairly often, or very often. In the last month, how often did you feel...	0.51%	27
<b>Bo3</b>	Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same?	0.04%	2
<b>Bo4</b>	Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS A RESULT OF COVID-19?	0.04%	2
<b>Co2</b>	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	0.09%	5
<b>Co3</b>	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	0.06%	3
<b>Co5</b>	Discrimination happens when you are treated less favourably compared to others or harassed because of your sex, age, disability, socioeconomic status, place of residence, political opinion, or any other characteristics. Have you personally experienced any form of discrimination against you SINCE COVID-19?	0.11%	6
<b>Co6</b>	Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19?	0.08%	4
<b>Co7</b>	To what extent do you think that violence, abuse or harassment are a problem in the area where you live?	0.09%	5
<b>Co8</b>	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	0.08%	4

Question	Question text	Dropout rate <sup>35</sup>	No. of participants dropped out
C09	Have you personally experienced physical harm or threats of physical harm, abuse or harassment specifically by the police or security agents in the context of implementing restrictions to respond to COVID-19 (movement restriction, curfew, closure of certain premises)?	0.04%	2
C10	How common do you think this story is for women in the area where you live?	0.23%	12
C11	Would you say COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	0.09%	5
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	0.08%	4
C14	How common do you think this story is for women in the area where you live?	0.06%	3
C15	Would you say 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?	0.06%	3
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	0.02%	1
C17	Who would [Scripter: insert Female name] most likely seek help from?	0.06%	3
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?	0.21%	11
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?	0.08%	4
C20	Would you say COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same?	0.06%	3



Question	Question text	Dropout rate <sup>35</sup>	No. of participants dropped out
C21	In the last six months, did you ever feel unsafe in your home?	0.08%	4
C22	Would you say COVID-19 has made things better, worse or the same in terms of how safe you feel in your home?	0.02%	1
C24	How often, if at all, did you go out of your house in the last month?	0.02%	1
C25	Do you still continue to see or speak with your friends and social groups?	0.02%	1
C27	If you are alone, please say yes. If someone over two is listening to our call or is nearby that can hear, please say no.	0.06%	3
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.08%	4
C30	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19?	0.09%	5
C31	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic?	0.09%	5
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?	0.19%	10

## 6.9 Dropout rates per question (Phase II)

Question	Question text	Dropout rate <sup>36</sup>	No. of participants dropped out
<b>Total</b>		14.97%	2033
<b>S11</b>	Great. If you don't have any further questions we can proceed. Now we just	1.49%	202
<b>A01</b>	What is your marital status?	1.51%	205
<b>A07_ASK</b>	How many of the people living in your household are aged 0-17?	0.82%	111
<b>A08_ASK</b>	How many of the people living in your household are men aged 18 or over?	0.42%	57
<b>A06</b>	How many people including yourself, live in your household?	0.64%	87
<b>A02</b>	What is the highest level of education that you completed?	0.40%	54
<b>A03</b>	Which of the following best describes what you mainly do each day...?	0.40%	54
<b>A04</b>	In addition to this, do you do any activity that generates an income, even if only for a few hours a week?	0.14%	19
<b>A04_1</b>	Would you say that the money that you earn is...	0.10%	13
<b>A05</b>	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?	0.33%	45
<b>A11</b>	Has your household's income changed at all since the onset of the COVID-19 pandemic?	0.32%	44
<b>A12</b>	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...	1.14%	155
<b>B01</b>	Thank you for your responses so far. I am now going to ask you some questions	0.33%	45

<sup>36</sup> The percentage is based on the sum of those who completed the survey and those who dropped out.

Question	Question text	Dropout rate <sup>36</sup>	No. of participants dropped out
<b>Bo2</b>	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.	1.23%	167
<b>Bo4</b>	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?	0.28%	38
<b>Co2</b>	To what extent, if at all, do you feel safe when walking alone during the day in the area where you live?	0.56%	76
<b>Co3</b>	To what extent, if at all, do you feel safe when walking alone at night in the area where you live?	0.23%	31
<b>Co4</b>	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	0.25%	34
<b>Co7</b>	To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live?	0.26%	35
<b>Co8</b>	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	0.21%	29
<b>C10</b>	How common do you think this type of situation is for women in the area where you live?	0.47%	64
<b>C11</b>	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	0.17%	23
<b>C12</b>	Do you think [Scripter: insert Female name] would seek help for this situation?	0.14%	19

Question	Question text	Dropout rate <sup>36</sup>	No. of participants dropped out
C13	Who would [Scripter: insert Female name] most likely seek help from?	0.17%	23
C14	How common do you think this type of situation is for women in the area where you live?	0.35%	47
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?	0.22%	30
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	0.09%	12
C17	Who would [Scripter: insert Female name] most likely seek help from?	0.13%	17
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 two is listening to our call or is nearby that can hear, please say no.	0.07%	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?	0.35%	48
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?	0.09%	12
C21	In the last six months, did you ever feel unsafe in your home?	0.09%	12
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?	0.10%	13

Question	Question text	Dropout rate <sup>36</sup>	No. of participants dropped out
C23	Why do you feel unsafe in your home?	0.13%	17
C24	How often, if at all, did you go out of your house by yourself in the last month?	0.14%	19
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?	0.11%	15
C28A_ASK	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].	0.15%	21
C28B_ASK	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]	0.07%	9
C28_2	INTERVIEWER: PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?	0.01%	1
C29A_ASK	Please tell me how many of the following statements you regard as true:	0.12%	16

Question	Question text	Dropout rate <sup>36</sup>	No. of participants dropped out
C29_1	INTERVIEWER: PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?	0.01%	1
C29B_ASK	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	0.04%	6
C29_2	INTERVIEWER: PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?	0.01%	1
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.	0.30%	41
C31	Are any of the following support services available for women in your community?	0.30%	41

Question	Question text	Dropout rate <sup>36</sup>	No. of participants dropped out
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?	0.10%	14

## 6.10 Hotlines Phase II

Country	National/Region	Helpline
Albania	National	Name: Linja e këshillimit për Gra dhe Vajza Phone number: 116117 Website: <a href="http://www.hotlinealbania.org/">http://www.hotlinealbania.org/</a>
Bangladesh	National	Name: National Helpline Centre Phone number: 109 Website: <a href="http://nhc.gov.bd/">http://nhc.gov.bd/</a>
Bangladesh	National	Name: National Emergency Service from Police Helpline center Phone number: 999 Website: <a href="https://www.police.gov.bd/en">https://www.police.gov.bd/en</a>
Bangladesh	National	Name: Children Helpline Phone number: 1098 Website: <a href="http://www.dss.gov.bd/">http://www.dss.gov.bd/</a>
Bangladesh	Chattogram	Name: One Stop Crisis Centre Phone number: 01713366635
Bangladesh	Dhaka	Name: One Stop Crisis Centre Phone number: 01713423490
Bangladesh	Faridpur	Name: One Stop Crisis Centre Phone number: 01755584573
Bangladesh	Rajshahi	Name: One Stop Crisis Centre Phone number: 01713366637
Bangladesh	Rangpur	Name: One Stop Crisis Centre Phone number: 052155310
Bangladesh	Sylhet	Name: One Stop Crisis Centre Phone number: 0821714133
Cameroon	National	Name: Douala centre (the call centre is open to all female victims of violence) Phone number: 234 425 668
Cameroon	National	Name: RENATA National Network of Aunties Associations Phone number: 242 01 34 73 and 675 25 28 85 and 699 48 71 54 Website: <a href="https://www.facebook.com/RENATA-125901520776718/">https://www.facebook.com/RENATA-125901520776718/</a>

Colombia	National	Phone number: Línea 155 - Tel. 155 Website: <a href="https://id.presidencia.gov.co/Paginas/prensa/2020/Linea-155-Al-servicio-de-mujeres-victimas-de-violencia-intrafamiliar-durante-Aislamiento-Preventivo-Obligatorio-200326.aspx">https://id.presidencia.gov.co/Paginas/prensa/2020/Linea-155-Al-servicio-de-mujeres-victimas-de-violencia-intrafamiliar-durante-Aislamiento-Preventivo-Obligatorio-200326.aspx</a>
Colombia	National	Phone number: Línea 141 - Tel. 018000 91 80 80 Website: <a href="https://www.icbf.gov.co/noticias/linea-141">https://www.icbf.gov.co/noticias/linea-141</a>
Colombia	National	Name: Línea de Atención Fiscalía General de la Nación Phone number: Línea 122 - Tel. 018000919748
Colombia	National	Name: Línea de Atención Policía Nacional Phone number: Línea 123
Colombia	National	Phone number: Línea Púrpura - Tel. 018000112137 Website: <a href="https://sdmujer.gov.co/nuestros-servicios/servicios-para-las-mujeres/linea-purpura">https://sdmujer.gov.co/nuestros-servicios/servicios-para-las-mujeres/linea-purpura</a>
Colombia	Antioquia	Name: Línea de Atención Policía Nacional Phone number: Línea 123 Mujer (Aunque la línea 123 es nacional, cuando las mujeres de Medellín llaman a la línea pueden pedir que las comuniquen con la línea 123 Mujer)
Colombia	Bolívar	Name: Oficina de Asuntos para la Mujer Cartagena Phone number: 316-8073396 and 304-5456409 and 301-3666821 <a href="mailto:cartageneraslibresdeviolencia@gmail.com">cartageneraslibresdeviolencia@gmail.com</a>
Colombia	Cauca	Name: Línea de Atención Estrategia Violeta Secretaría Departamental de la Mujer Phone number: 3104222978 Email: <a href="mailto:atencionvioleta2021@gmail.com">atencionvioleta2021@gmail.com</a> Website: <a href="https://www.facebook.com/SecMujerCauca/">https://www.facebook.com/SecMujerCauca/</a>
Colombia	Cauca	Name: Línea de Orientación Comité de Veeduría y Seguimiento Ley 1257 / 2008 Cauca Phone number: 3004985667
Colombia	Cauca	Name: Corporación de Mujeres Ecofeminista - Comunitar Phone number: +57 28364320 Email: <a href="mailto:comunitarong@gmail.com">comunitarong@gmail.com</a>
Colombia	Cauca	Name: Red Departamental de Mujeres del Cauca Phone number: 3128759163
Colombia	Cauca	Name: Línea de Atención Equipo Púrpura Secretaría de la Mujer Popayán Phone number: 3234470748 (24 horas) and 3137468913 (8am/12pm - 2pm/6pm) <a href="mailto:secretariamujer@popayan.gov.co">secretariamujer@popayan.gov.co</a> and <a href="mailto:atencionalciudadano@popayan.gov.co">atencionalciudadano@popayan.gov.co</a>
Colombia	Cauca	Name: Línea de Atención Defensoría Popayán Phone number: 3003477193
Colombia	Cauca	Name: Fundación Chiyangua - Guapi Phone number: 3232862741
Colombia	Cauca	Name: Instituto Nacional de Medicina Legal Popayán Phone number: 3174342558 and 3135353108



Colombia	Cauca	Name: Línea de Atención Policía Nacional - Patrulla de Género Popayán Phone number: Línea 123 (Aunque la línea 123 es nacional, cuando las mujeres de Popayán llaman a la línea pueden pedir la atención de la patrulla de género)
Colombia	La Guajira	Name: Chat informativo de whasApp Manitas solidarias en La Guajira Phone number: +57 56545011
Colombia	La Guajira	Name: Casa de Mujeres Empoderadas de Riohacha Phone number: 3228895750 (atención 24 horas)
Colombia	La Guajira	Name: UNFPA en Riohacha Phone number: 3232103612 and 3144381941 (atención de 9:00 am a 1:00 pm y de 2:00 pm a 4:00 pm)
Colombia	La Guajira	Name: Comisaría de Familia de Maicao Phone number: 357266374 (atención de 8:00 am a 3:00 pm)
Colombia	La Guajira	Name: Save The Children en Maicao Phone number: 3125962528 (Atención de 7:00 am a 12:00 m y de 1:00 a 4:00 pm)
Colombia	Meta	Name: Veeduría mujeres libres de violencias Phone number : 3223803522
Colombia	Meta	Name: Movimiento de Mujeres jóvenes Yo Puedo Phone number: 3105512283
Colombia	Meta	Name: En redHadas x la paz Phone number : 3508034011
Colombia	Meta	Name: Línea violeta Alcaldía de Villavicencio Phone number: 3167426938
Colombia	Meta	Name: Alcaldía de Acacias Phone number: 3142426083
Colombia	Meta	Name: Alcaldía de Puerto Lopez – Comisaría de Familia Phone number: 3138653179
Colombia	Meta	Name: Alcaldía de Granada Phone number: 3204452720
Colombia	Meta	Name: Veeduría por la dignidad de las Mujeres Granadinas Phone number: 3144615229
Colombia	Meta	Name: Alcaldía de Mesetas Phone number: 3142673243
Colombia	Meta	Name: Veeduría mujeres valientes Phone number: 3118478379 and 3108666415 and 3217692948
Ivory Coast	National	Name: Ministère de la Femme, de la Famille et de l'Enfant Phone number: 1308 Website: <a href="http://www.famille.gouv.ci/public/structures/cnlvfe">http://www.famille.gouv.ci/public/structures/cnlvfe</a>

Jordan	National	Name: Jordanian Women's Union Phone number: 065675729
Jordan	National	Name: Solidarity Is Global Institute Phone number: 0797699415 and 0798372953 and 0797114598
Kenya	National	Name: Healthcare Assistance Kenya - Gender Based Violence Hotline Phone number: 1195 Website: <a href="https://gender.go.ke/healthcare-assistance-kenya-hak-1195/">https://gender.go.ke/healthcare-assistance-kenya-hak-1195/</a>
Kyrgyzstan	National	Name: Sezim Phone number: (0312) 51 26 40 Website: <a href="http://sezim.org/main/">http://sezim.org/main/</a>
Kyrgyzstan	National	Name: Shans Phone number: (0709)-71-03-20 Website: <a href="https://www.facebook.com/ccchance96/">https://www.facebook.com/ccchance96/</a>
Kyrgyzstan	National	Name: Ak-Jurok Phone number: (3222) 2 97 57 and 0550 231329 Website: <a href="https://www.facebook.com/BA-663516720671283">https://www.facebook.com/BA-663516720671283</a>
Kyrgyzstan	Batken	Name: Crisis center "Janyl myrza" (Batken region) hotline Phone number: +996 (03622) 2 20 27 Email: <a href="mailto:kalybek2003@mail.ru">kalybek2003@mail.ru</a>
Kyrgyzstan	Bishkek	Name: Association of crisis centers (Bishkek) hotline Phone number: +996 (312) 6615-92 Email: <a href="mailto:association.kg@gmail.com">association.kg@gmail.com</a>
Kyrgyzstan	Bishkek	Name: Darshayim violence prevention center (Bishkek) hotline Phone number: +996 (0312) 64 93 50 Email: <a href="mailto:darshayim@mail.ru">darshayim@mail.ru</a> and <a href="mailto:mairash_1955@mail.ru">mairash_1955@mail.ru</a>
Kyrgyzstan	Issykul	Name: Crisis center "Altynai" (Issykul region) hotline Phone number: +996 (03943) 4 41 37 Email: <a href="mailto:altynai1951@mail.ru">altynai1951@mail.ru</a>
Kyrgyzstan	Jalal-Abad	Name: Crisis center "Kaniet" (Jalal-Abad region) hotline Phone number: +996 (03722) 5 50 84 Email: <a href="mailto:j_saralaeva@mail.ru">j_saralaeva@mail.ru</a>
Kyrgyzstan	Naryn	Name: Crisis center "Tendesh" (Naryn region) hotline Phone number: +996 (03522) 5 37 70, 5 02 70. Email: <a href="mailto:ngo-tendesh@rambler.ru">ngo-tendesh@rambler.ru</a>
Kyrgyzstan	Osh	Name: Crisis center "Akyl Karachach" (Osh region) hotline Phone number: +996 (03234) 2 60 33 , 2 61 31. Email: <a href="mailto:ene-naz@mail.ru">ene-naz@mail.ru</a>
Kyrgyzstan	Osh	Name: Crisis center "Aarulan" (Osh region) hotline Phone number: +996 (03222) 5 56 08 Email: <a href="mailto:ayalzat@netmail.kg">ayalzat@netmail.kg</a>
Kyrgyzstan	Osh	Name: Women consulting center "Meerban" (Osh region) hotline Phone number: +996 (03222) 7 40 06 , 7 40 17. Email: <a href="mailto:meerban.osh@mail.ru">meerban.osh@mail.ru</a>

Kyrgyzstan	Talas	Name: Women consulting center "Maana" (Talas region) hotline Phone number: +996 (03422) 5 38 18 (p.), 5 55 81. Email: <a href="mailto:ayalzat@mail.ru">ayalzat@mail.ru</a>
Morocco	National	Phone number: 8350 (Assistance téléphonique nationale 24h/24 et 7j/7/ 24/7 الوطني المساعدة خط)
Nigeria	National	Name: Women at Risk International Foundation(WARIF) Phone number: 0809 210 0008 Website: <a href="https://warifng.org/warif-centre/">https://warifng.org/warif-centre/</a>
Nigeria	National	Name: National Emergency Number Phone number: 112
Nigeria	National	Name: Lagos State, Domestic and Sexual Violence Response Team (DSVRT) Phone number: 0800033333 or *6820# or text HELP to 6820
Paraguay	National	Name: SOS MUJER Phone number: 137 Website: <a href="http://www.mujer.gov.py/index.php/noticias/donde-denunciar-un-hecho-de-violencia-contra-la-mujer">http://www.mujer.gov.py/index.php/noticias/donde-denunciar-un-hecho-de-violencia-contra-la-mujer</a>
Paraguay	National	Name: Ciudad Mujer - Paraguay Government Phone number: (021) 412 4000 Website: <a href="http://www.ciudadmujer.gov.py/index.php/centro-ciudad-mujer/modulos-de-atencion/prevencion-y-atencion-para-una-vida-libre-de-violencia">http://www.ciudadmujer.gov.py/index.php/centro-ciudad-mujer/modulos-de-atencion/prevencion-y-atencion-para-una-vida-libre-de-violencia</a>
Paraguay	National	Name: FONO AYUDA-niñez y adolescencia Phone number: 147 (24hs-gratuita y confidencial)
Paraguay	National	Name: Policía Nacional Phone number: 911 (24hs)
Paraguay	Asunción	Name: Trata de personas Address: Pdte. Franco y Ayolas (Asunción) Phone number: (021) 497 815 Email: <a href="mailto:dgtrata@mujer.gov.py">dgtrata@mujer.gov.py</a> (horario de atención: de 8am a 3pm corrido sin intervalos, de lunes a viernes)
Paraguay	Capital	Name: Servicio de Atención a la Mujer (SEDAMUR) Address: Pdte. Franco y Ayolas (Asunción) Phone number: (021) 452 060 Email: <a href="mailto:atencion@mujer.gov.py">atencion@mujer.gov.py</a> (horario de atención: de 8:00am a 6pm corrido sin intervalos, de lunes a viernes)
Paraguay	Chaco	Name: Ciudad Mujer- Filadelfia (Boquerón) Address: Carayá casi Carlos Casado (Filadelfia) Phone number: (0491) 432 370 (horario de atención: de 8am a 3pm corrido sin intervalos, de lunes a viernes)
Paraguay	Este region	Name: Centro Regional Mujer, en Curuguaty (Canindeyú) Address: Calle 34 Curuguateños esq. Jose G. Rodríguez de Francia (Curuguaty)

		Phone number: (048) 210 515 (horario de atención: de 8am a 3pm corrido sin intervalos, de lunes a viernes)
Paraguay	Este region	Name: Centro Regional Mujer, en Ciudad del Este (Alto Paraná) Address: Campo Vía casi América, Área 4 (Ciudad del Este) Phone number: (061) 507 531 y (061) 507 675 (horario de atención: de 8am a 3pm corrido sin intervalos, de lunes a viernes)
Paraguay	Norte	Name: Centro Regional Mujer, en Pedro Juan Caballero (Amambay) Address: 14 de Mayo entre Carlos A. López y Tte. Herrero (Pedro Juan Caballero) Phone number: (0336) 275 611 (horario de atención: de 8am a 3pm corrido sin intervalos, de lunes a viernes)
Thailand	National	Name: Helpline 1300 Phone number: 1300 Website: <a href="https://www.unicef.org/thailand/press-releases/unicef-and-government-launch-campaign-promote-1300-helpline-bid-curb-violence">https://www.unicef.org/thailand/press-releases/unicef-and-government-launch-campaign-promote-1300-helpline-bid-curb-violence</a>
Thailand	National	Name: Friends of Women Foundation Phone number: 02 513 1001
Thailand	National	Name: Foundation for Women Phone number: 02 433 5149 and 02-435-1246 Website: <a href="http://womenthai.org/">http://womenthai.org/</a>
Ukraine	National	Name: La Strada - National Domestic Violence, Trafficking and Gender Discrimination Hotline Phone number: 0 800 500 335 Website: <a href="http://www.la-strada.org.ua/">http://www.la-strada.org.ua/</a>

## 6.11 Refield questionnaire

### Survey: Impact of COVID-19 on Women's Well-being

#### MOBILE PHONE INTERVIEW-BASED SURVEY

#### CHANGES AND CUTS FOR RE-FIELD

### Screener and informed consent

#### ASK ALL

So. Which language do you wish to proceed with?

#### READ ANSWERS, SINGLE RESPONSE

Scripter: insert country specific list

Countrycode	Country	Languages	Method
o1	Albania	Albanian	Dimensions weblinks
o2	Bangladesh	Bengali	Dimensions weblinks
o4	Colombia	Spanish	Dimensions weblinks
o5	Côte d'Ivoire/Ivory Coast	French(MONAKO)	iField CATI
o6	Jordan	Arabic	Dimensions weblinks
o8	Kyrgyzstan	Russian(RUSSIA), Kyrgyz	Dimensions weblinks
o9	Morocco	Arabic	Dimensions weblinks
10	Nigeria	English(SOUTH AFRICA), Yoruba, Igbo, Hausa	iField CATI
19	Paraguay	Spanish	iField CATI

**SHOWSCREEN** Hello, my name is [INTERVIEWER'S NAME] and I am calling on behalf of Ipsos, a market research agency, to see if you qualify for an important survey we are conducting about COVID-19 and women's well-being.

#### ASK ALL

S3. What is your sex?

#### SINGLE ANSWER

1. Male **GO TO SHOW SCREEN 3 AND END SURVEY = screenout**

2. Female

99. Refused **[DO NOT READ] GO TO SHOW SCREEN 3 AND END SURVEY = screenout**

#### ASK ALL

S4.1 How old are you in years?

#### RECORD ANSWER NUMERIC

IF RESPONDENT IS UNDER 18, GO TO SHOWSCREEN 3 AND END SURVEY = screenout

ASK IF DON'T KNOW OR REF AT S4.1

S4.2 Which of the following age groups do you fall into?

SINGLE ANSWER

1. Under 18 GO TO SHOW SCREEN 3 AND END SURVEY = screenout
2. 18-29
3. 30-39
4. 40-49
5. 50-59
6. 60 or older
98. Don't know GO TO SHOW SCREEN 3 AND END SURVEY = screenout
99. Refused GO TO SHOW SCREEN 3 AND END SURVEY = screenout

*Scripter: recode S4.1 + S4.2 into S4\_cat:*

1. 18-29
2. 30-39
3. 40-49
4. 50-59
5. 60+

**SHOWSCREEN** As I mentioned before, I am calling on behalf of Ipsos, market research agency. ~~We have been,~~ commissioned by a United Nations agency, UN Women. We received consent from [COUNTRY GOVT INSTITUTION] to undertake a study on the impact of COVID-19 on women. You have been randomly selected to potentially and voluntarily participate. All responses will be kept strictly confidential. *The Privacy Information is accessible at <https://unwomen.ipsos.be>*

If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also stop the interview at any point. This survey will take about **5 minutes** of your time.

ASK ALL

S1. Are you interested in seeing if you qualify for this survey?

SINGLE ANSWER

1. Yes
2. No

IF NO, TRY TO ENCOURAGE THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY = screenout

DO NOT ASK IF Country=15 (Ukraine) or 04 (Colombia)

S8. What region in [COUNTRY] do you live in?

SINGLE ANSWER

*Scripter: insert country specific list*

98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]

DO NOT ASK IF Country=o6 (Jordan)

ASK ALL

S9. And what district do you live in?

SINGLE ANSWER

If Country <> o4 (Colombia) Scripter: insert country specific list, filtered on answer S8

If Country = o4 (Colombia) Scripter: insert full list of districts from region\_district file

If country =1,2,5,8,9,10,19 and S8= 98 or 99 Scripter: insert **country-specific** list of districts from region\_district file

98. Do not know [DO NOT READ]

99. Refused [DO NOT READ]

IF S8 IS NOT ASKED, AUTO FILL S8 BASED ON S9.

ASK IF S9 = 98 AND Country = o4 (Colombia)

ASK IF S8 AND S9 = 98 AND Country = o5 (Cote d'Ivoire)

S9b. Could you then tell me instead in which municipality you live?

SINGLE ANSWER

Scripter: insert country specific list as drop down with search function

98. Do not know [DO NOT READ]

99. Refused [DO NOT READ]

AUTO FILL S8 AND S9 BASED ON S9b.

ASK ALL

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?

SINGLE ANSWER

1. Urban: [DO NOT READ UNLESS RESPONDENT NEEDS GUIDANCE] such as a city or metropolitan center
2. Rural: [DO NOT READ UNLESS RESPONDENT NEEDS GUIDANCE] town or village outside of cities in an area that has few homes and not many people
- oo. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO S5o AND CALL BACK LATER]

ASK ALL

S2. We would like you to not use the speakerphone. Can you let me know if the speaker phone is off?

SINGLE ANSWER

INTERVIEWER: IF YOU CAN HEAR THAT THE RESPONDENT IS ON SPEAKERPHONE PLEASE DOUBLE CHECK TO CONFIRM BEFORE PROCEEDING.

1. Yes
2. No GO TO S5.1

ASK IF Country = 02 (Bangladesh)

S2a. And can you also please confirm that any recording device on your mobile phone is switched off?

SINGLE ANSWER

1. Yes
2. No GO TO S5.1

ASK IF S3=2 AND RESPONDENT IS 18 OR OVER

S5. You qualify to participate in this survey! However, there are some questions in this questionnaire that may be considered sensitive and require your concentration, so I'd like to make sure you are alone and in a quiet, private place where you will not be overheard before we start the study. Can you confirm if now is a good time?

SINGLE ANSWER

1. Yes, can proceed now GO TO SHOWSCREEN 1
2. No, GO TO S5.1

ASK IF S5 = 2 or S2=2

S5.1 Are you still interested in participating in this survey at a different time?

1. Yes GO TO S5.2
2. No, GO TO SHOWSCREEN 3

ASK IF S5.1 = 1

S5.2 When would be a good time to call you back?

RECORD HH/MM/DD/MM OF CALLBACK

HH/MM/DD/MM

GO TO SHOW SCREEN 2

SHOWSCREEN 1: If at any time someone comes into the room or you think you may be overheard, please say [Scripter: insert "POPULAR LOCAL FOOD"] and we will move to a different topic. Remember you can use [Scripter: insert "POPULAR LOCAL FOOD"] at any time and you can tell anyone who may have overheard that you were randomly selected to take a survey on the impacts of COVID-19.

ASK ALL

S6. Do you understand that this information is being collected by [SURVEY FIRM NAME] for UN Women so we can better understand the needs of women in your community and to help develop responses that improve wellbeing?

SINGLE ANSWER

1. Yes
2. No

IF NO, REPEAT THE STATEMENT 'SHOWSCREEN1' TO THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY

Text to insert "We would like to understand how COVID-19 is affecting women. You have been randomly selected to potentially participate in this survey commissioned by UN Women and your feedback and cooperation will be highly appreciated. The findings of the survey will be used to inform strategies and programs aimed at supporting women during COVID-19."



- oo. [Scripter: insert country specific “POPULAR LOCAL FOOD”] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

S7. Do you understand that your information will remain confidential and that you are able to go back to any of your responses and change and/or ask to delete any information you provide?

#### SINGLE ANSWER

1. Yes
2. No

IF NO, REPEAT THE STATEMENT ‘SHOWSCREEN1’ TO THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO SHOW SCREEN 3 AND END SURVEY

Text to insert “All responses will be kept strictly confidential. If at any point there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also choose to stop the interview at any point.”

- oo. [Scripter: insert country specific “POPULAR LOCAL FOOD”] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

S12. And do you own the phone you are speaking on?

#### SINGLE ANSWER

1. Yes
  2. No – INTERVIEWER: NOTE IF THIS IS TRUE. PLEASE PAY ATTENTION TO ANY CUES THAT THE RESPONDENT IS UNCOMFORTABLE
- oo. [Scripter: insert country specific “POPULAR LOCAL FOOD”] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### SHOW SCREEN2 END SURVEY

Thank you, we will call you back at [HH/MM/DD/MM] you requested. Thank you again and have a great day!

ENTER CALL NOTES BELOW, WHO YOU SPOKE TO AND WHAT THEY SAID

#### SHOW SCREEN3 (SCREENOUT: IF S1 = 2 OR AGE IS UNDER 18 OR DOES NOT KNOW REGION AND END SURVEY)

Unfortunately, you don’t meet the criteria for this study and I won’t be able to proceed. Thank you for your time.

#### ONLY FOR IFIELD

Duplicate the quota variables (Age and Region) to both ECS and Main. Transfer the info from ECS to Main script.

## A. Demographics

### HOUSEHOLD COMPOSITION

#### ASK ALL

A01. What is your marital status?

#### SINGLE ANSWER

1. Married, spouse/ partner is residing with you
2. Married, spouse/ partner is residing elsewhere
3. Living with partner/Cohabiting **Scripter: DO NOT ASK IF Country= 06 OR 09 or 02**
4. Married but separated
5. Widowed
6. Divorced
7. Single (never married)
8. Do not know **[DO NOT READ]**
9. Refused **[DO NOT READ]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

#### ASK ALL

A07. How many of the people living in your household are aged 0-17?

#### INTERVIEWER WRITE IN NUMERIC

98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

#### ASK ALL

~~A08. How many of the people living in your household are men aged 18 or over?~~

#### ~~INTERVIEWER WRITE IN NUMERIC~~

- ~~98. Do not know **[DO NOT READ]**~~
- ~~99. Refused **[DO NOT READ]**~~
- ~~00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**~~

#### ASK ALL

A06. How many people including yourself, live in your household?

**Scripter: Range is 1-30**

**IF NEEDED, EXPLAIN:** By household we mean people who have been eating from the same pot for the past 6 months]. Please ensure that the respondent has counted herself in her answer and that the answer aligns with the answers to the previous two questions (children and adult men in the household).

#### INTERVIEWER WRITE IN NUMBER

## SOCIOECONOMIC INFORMATION

### ASK ALL

**Ao2. What is the highest level of education that you completed?**

#### SINGLE ANSWER

1. No formal education
2. Completed Primary School
3. Completed Secondary School
4. Completed Technical & Vocational Training
5. Completed University/College
6. Completed Post-Graduate
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK ALL

**Ao3. Which of the following best describes what you mainly do each day...?**

#### SINGLE ANSWER DO NOT READ OUT

1. Work for someone else for pay
2. Work in a personal or family business activity
3. Work in own farming, raising animals or fishing mainly to sell
4. Work in own farming, raising animals or fishing mainly for family consumption
5. Take care of the home/family
6. Study
7. Unpaid apprenticeship, internship
8. Unpaid voluntary, community, charity work
9. Look for work
10. Retired or pensioner
11. With long-term illness, injury or disability
12. Other, specify [O]
98. Do not know [DO NOT READ]
99. Refused [DO NOT READ]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK IF Ao3 IS 5-12

**Ao4. In addition to this, do you do any activity that generates an income, even if only for a few hours a week?**

#### SINGLE ANSWER

1. Yes
2. No

- 98. Do not know [DO NOT READ]
- 99. Refused [DO NOT READ]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK ALL

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?

#### SINGLE ANSWER

- 1. Yes, I have difficulties
- 2. No, I don't have difficulties
- 98. Do not know [DO NOT READ]
- 99. Refused [DO NOT READ]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### B. Health

#### ASK ALL

B01. 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 two that can overhear our conversation?

- 1. Yes, confirmed
- 2. No [GO TO SSo AND CALL BACK LATER]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

#### ASK IF B01=1

B04. Overall, would you say your own mental or emotional health (e.g. stress, anxiety, confidence etc.) has been affected AS RESULT OF THE COVID-19 SITUATION?

#### SINGLE ANSWER

- 1. Yes, negatively
- 2. Yes, positively
- 3. Yes, both negatively and positively
- 4. No
- 98. Do not know [DO NOT READ] [EXCLUSIVE]
- 99. Refused [DO NOT READ] [EXCLUSIVE]
- 00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

## C. Safety

### ASK ALL

Co7. To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live?

SINGLE ANSWER. REMIND RESPONDENT THAT ABUSE INCLUDES: PHYSICAL, SEXUAL, PSYCHOLOGICAL (SUCH AS HARASSMENT), BOTH INSIDE AND OUTSIDE YOUR HOME.

1. A lot
2. Somewhat
3. A little bit
4. Not at all
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

### ASK ALL

Co8. How, if at all, do you think physical harm, abuse, or harassment of women in the area where you live has changed SINCE COVID-19? REMIND RESPONDENT THAT ABUSE INCLUDES: PHYSICAL, SEXUAL, PSYCHOLOGICAL (SUCH AS HARASSMENT), BOTH INSIDE AND OUTSIDE YOUR HOME.

### SINGLE ANSWER

1. Yes, increased
2. Yes, decreased
3. No, stayed the same
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]
00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]

ASK A06>1 (HH SIZE >1) AND (A06 – A07 >1) (so more than 1 adult in HH)

SHOWSCREEN: [READ] Now I'm going to ask you some questions about your household specifically.

ASK A06>1 (HH SIZE >1) AND (A06 – A07 >1) (so more than 1 adult in HH)

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?

### SINGLE ANSWER

1. Daily
2. Weekly
3. Monthly
4. Once or twice
5. Never
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]

00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo  
AND CALL BACK LATER]

ASK A06 >1 [HH SIZE >1] AND [A06 – A07 >1] [so more than 1 adult in HH]

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?

SINGLE ANSWER

1. More frequent
2. About the same
3. Less frequent
98. Don't know [DO NOT READ] [EXCLUSIVE]
99. Refused [DO NOT READ] [EXCLUSIVE]

00. [Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo  
AND CALL BACK LATER]

**SHOWSCREEN: READ** Thank you for your responses so far. We just have a few more questions for you before the end of this interview.

#### ASK ALL

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.

**READ ANSWERS. SINGLE ANSWER EACH ROW RANDOMIZE ROWS**

#### ROWS

6. Been slapped, hit, kicked, had things thrown at them, or other physical harm
7. Been yelled at, called names, humiliated
8. Had resources (like healthcare) or basic needs (like money, food, water, shelter) denied
9. Been forced to stay alone for long period of time or denied communication with other people
10. Been the subject of inappropriate jokes, suggestive comments, leering, or unwelcome touch/kisses,

#### COLUMNS

4. Yes, before the start of COVID-19
5. Yes, since the start of COVID-19
6. Yes, before and since the start of COVID-19
7. No **[DO NOT READ] [EXCLUSIVE]**
100. Don't know **[DO NOT READ] [EXCLUSIVE]**
101. Refused **[DO NOT READ] [EXCLUSIVE]**
00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo AND CALL BACK LATER]**

### CLOSING OF INTERVIEW

#### ASK ALL.

**[Scripter: limit the number of the phones to 5]**

- 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?

**[SINGLE ANSWER]**

1. No / No other numbers
2. Yes: **WRITE IN NUMBER**

98. Don't know **[DO NOT READ] [EXCLUSIVE]**

99. Refused **[DO NOT READ] [EXCLUSIVE]**

00. **[Scripter: insert country specific "POPULAR LOCAL FOOD"] [DO NOT READ] [EXCLUSIVE] [GO TO SSo]**

#### ASK ALL

**SHOWSCREEN: READ** This marks the end of the questions I have for you. Before we close, do you have anything else you want to say about any of the responses you shared today?

**INTERVIEWER WRITE IN ANY NOTES AS NEEDED** add open end [O] not mandatory

ASK ALL

SHOWSCREEN: READ Should you require information or further support with regards to these topics, kindly call [INSERT LOCAL HELPLINES]. It's free for everyone. You can also refer your family, friends, neighbours or anyone who needs support.

NOTE TO INTERVIEWER: SHOULD YOU FIND A SURVIVOR WHO NEED SUPPORT, THEN REFER THEM TO [INSERT LOCAL HELPLINES]. DO NOT TRY TO COUNSEL THE SURVIVOR, BE CALM AND OPEN WITH THEM. LISTEN CALMLY AND SEEK THEIR APPROVAL TO LINK THEM TO SOMEONE WHO CAN PROVIDE GUIDANCE AND SUPPORT TO THEM. IT IS VERY IMPORTANT TO RESPECT SOMEONE'S DECISION AS TO WHETHER THEY WILL CALL THE HELPLINE OR NOT.

ASK ALL

SHOWSCREEN: Thank you for your participation in this mobile phone survey.

IF COUNTRY=05 (Ivory Coast): You will receive your [Scripter: insert country specific PLACEHOLDER] airtime credit on this phone within the next 2 days.

ASK IF 00 ["POPULAR LOCAL FOOD"] CHOSEN

SSo. What are currently, during COVID-19, are the top three priority needs for you and your household?

DO NOT READ ANSWERS. MULTIPLE ANSWER UP TO THREE

1. Health care
2. Food
3. Water
4. Sanitation – Hygiene
5. Shelter and household items
6. Being sure that you can continue to live in your current place (security of tenure)
7. Education
8. Earning a living/getting an income/working
9. Safety and Security
10. Other, specify [O]
98. Don't know [DO NOT READ] [EXCLUSIVE] [ANCHOR]
99. Refused [DO NOT READ] [EXCLUSIVE] [ANCHOR]

ASK IF 00 ["POPULAR LOCAL FOOD"] CHOSEN AND SSo ASKED ON ANY QUESTION (SHOULD ALWAYS BE ASKED AFTER SSo).

SS1. When would be a good time to call you back?

RECORD HH/MM/DD/MM OF CALLBACK

HH/MM/DD/MM

SHOW AFTER SS1.

SHOW SCREEN: Thank you, we will call you back at [HH/MM/DD/MM] you requested. Thank you again and have a great day! [END SURVEY]

ASK IF COUNTRY = 04 (Colombia)



Por último, permítame recordarle que la información que usted nos ha entregado será tratada de manera confidencial, sin embargo, le agradeceríamos que usted autorizara entregar la información que usted nos ha dado, en cuyo caso necesitaría su autorización declarada.

AUT1. ¿Autoriza la entrega de sus datos de contacto? (DIS: RU).

Si . 1

No. 2

AUT2. ¿Autoriza la entrega de sus respuestas? (DIS: RU).

Si . 1

No. 2

ASK IF COUNTRY =05 (Ivory Coast)

RC. Record completed survey info

1. Senufo
2. Dioule
3. Baoule
4. Français

ASK IF COUNTRY =19 (Paraguay)

PYLANG. Interviewer: please indicate in which language the respondent answered the questions?

1. Spanish only
2. Both Spanish and Guarani or other local language
3. Guarani or other local language (not Spanish)

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Research partner: Ipsos  
Editor: Jen Ross  
Design: Ouissal Hmazzou



220 East 42nd Street  
New York, New York 10017, USA

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