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

TECHNICAL REPORT - THAILAND SURVEY FIELDWORK

MAY - JUNE 2021

UN WOMEN

WOMEN COUNT

1 Introduction

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

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

- collect data on the impacts of COVID-19 on violence against women in low- and middle-income countries.

- strengthen measurement and methodologies for violence against women data collection and use.

- strengthen available knowledge on all forms of violence against women and improve capacities to collect, analyse and use data on violence against women in accordance with globally agreed methodological, safety and ethical standards.

- inform where the policy and programmatic response of UN Women should focus and support UN system-wide efforts to scale up actions to address violence against women in the context of COVID-19.

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

1. the UN Women project team, comprising statisticians, researchers and policy specialists;

2. the Technical Advisory Group – an external reference group established by UN Women to provide independent technical advice and expertise to the project;

3. the Ipsos project team involved in the set-up and delivery of the study; and

4. national fieldwork partners.

Methodology of the study			
Target group	Women aged 18 +		
Timing	• Two-phased approach: Phase I (four countries) took place May–June 2021; Phase II (nine countries) took place August–September 2021		
Data collection method	Computer-Assisted Telephone Interview (CATI)		
Sampling approach	• Random probability sampling with monitoring of quota on age and region • Random-digit dialling to mobile sample frames		
Sample Size	• 1,200 women aged 18+ per country		
Questionnaire length and type	• Target duration of max. 20 minutes • No open-ended answers • Informed consent asked to each participant at the beginning of the interview • Awareness of safety, privacy and confidentiality of women respondents • Guided by the "do no harm" principle applicable to the women respondents and the interviewers/research team • The questionnaire was adapted in each country by localizing characters' names and cultural references (i.e., popular food, music, sports).		
Scripting	Central scripting in software applications - iField and Dimensions		
Language	At least one main language per country		

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

2 Country information

2.1 Thailand

2.1.1 Obtaining ethical clearance

UN Women sought general support or tacit approval for the study from the National Statistical Office of Thailand (TNSO). The 'no objection' from the TNSO was granted on 23 March 2021 in support of the project.

2.1.2 Sampling plan

A single-frame cell-phone random-digit dialling (RDD) survey design was used to reach a nationally representative sample of women aged 18+. The sample mirrored the telephone database distribution (frame size) by provider.[1] The gross (unscreened) sample included numbers for each of the providers in the country to the same proportions as in the frame size. In 2019, the smartphone penetration in Thailand was 92%.[2]

Of the 244,700,000 numbers available in the sample frame, 125,098,000 (51%) were expected to be working numbers (based on cell subscriptions in 2018). The sample was pulsed, meaning that a signal was sent to the randomly generated phone number to verify if the number existed (i.e., if a connection could be achieved). The upfront pulsing of the gross sample closely reflected the market shares of the different operators (in terms of subscriptions). The sample was also screened against business registers so as to exclude numbers that were used by companies. Further details on the sampling frame are provided in section 2.4.1 of the main technical report.

Due to the challenges in reaching older women (50+), and with the approval of UN Women, the field team supplemented the RDD sample with a contact database that they had built based on previous surveys. The database comprised people who had participated in general population CATI surveys and consented to being recontact for future studies. It included about 200 numbers belonging to women aged 50+, and included mobile and landline numbers, as well as information on the age and gender of the contacts. This database was used only for the purposes of reaching respondents aged 60 and above. Further, only mobile phones were called to adhere to the design of the survey and ensure that ethical and safety considerations were in place.

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

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[1] 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.

[2] GSMA. 2019. Mobile Economic Impact: Thailand. https://www.gsma.com/betterfuture/wp-content/uploads/2019/08/Mobile-Economic-Impact-2019-Thailand.pdf

- Age: TNSO. 2020. Number of Population from Registration by Age, Sex and Province.[3]

- Region: TNSO. 2020. Number of Population from Registration by Age, Sex and Province.[4]

2.1.3 Translation

The questionnaire was translated into Thai. No issues related to equivalence (conceptual equivalence, semantic equivalence, etc.) were encountered during translation.

The questionnaire required localization for several items in the text of the questions and answers, including widely known, yet neutral in meaning, male and female names, which were used in the vignettes in the Safety Section of the survey. In Thailand, the male name used was *Chai* and the female, *Ying*.

2.1.4 Fieldwork period

Fieldwork took place between 30 April and 18 June 2021, longer than anticipated due to a very high refusal rate in the first three weeks of fieldwork (by May 19th). There were also various public holidays[5] during the period that slightly impeded progress. Additional measures were thus put in place to increase the survey pace and reduce refusal rate: (1) additional training of interviewers; (2) allocation of extra interviewers (52 in total); (3) allocation of extra gross sample (RDD mobile lines); and (4) mention of the coordination done with the Thai Ministry of Social Development and Human Security (Department of Women's Affairs and Family Development) and the National Statistical Office of Thailand to conduct the survey. With measures in place, most of the interviews (795) were completed by the end of May, with the remainder completed in the first half of June. During the latter period, the focus was on reaching women aged 50+. At the end of fieldwork, response rate was recorded at 7%.

2.1.5 Achieved sample

In total, 1,202 valid interviews were completed in Thailand. The targets for the age groups 50–59 and 60+ were not quite reached, with a shortfall of 2 percentage points in each group.

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

Age group	Target	Targe %	Completed (unweighted)	Completed % (unweighted)	Weighted %[6]	Difference unweighted % vs. target %[7]	Difference weighted % vs. target %
18–29	240	20%	263	22%	20%	2%	0%
30–39	213	18%	227	19%	18%	1%	0%
40–49	238	20%	257	21%	20%	2%	0%
50–59	228	19%	204	17%	19%	-2%	0%
60+	279	23%	251	21%	23%	-2%	0%

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[3] http://statbbi.nso.go.th/staticreport/page/sector/en/01.aspx
[4] Ibid.
[5] On 03/05, 04/05, 10/05, 26/05 and 03/06.
[6] Weighting procedures are discussed in more detail in section 4.4.2 of the main technical report.
[7] The figures in this column reflect the actual difference of the unweighted and target percentages. Any variations are caused by the rounding up of the percentages in the table.

The field team had difficulties reaching the target in the Northeast region, where the number of completed interviews was 11 percentage points below the set target. The relaxation of the regional quota towards the end of fieldwork, to give priority to interviewing older women, meant that the shortfalls were not addressed during this time. Nonetheless, the number of completed interviews per region still allowed for effective weighting.

Table 2: Achieved sample, by region (Thailand)

Region	Target	Target %	Completed (unweighted)	Completed % (unweighted)	Weighted %	Difference unweighted % vs. target %[8]	Difference weighted % vs. target %
North	217	18%	241	20%	18%	2%	0%
Northeast	395	33%	265	22%	33%	-11%	0%
South	163	14%	182	15%	14%	2%	0%
Central	243	20%	278	23%	20%	3%	0%
Greater Bangkok	182	15%	236	20%	15%	5%	0%

The distribution across rural (30% weighted) and urban (70% weighted) areas (as self-reported by respondents) deviated from World Bank estimates, which put the total rural population at 49%.[9] Of course, it needs to be borne in mind that a cell phone sampling frame was used. Latest available data suggests that mobile Internet use in low- and middle-income countries – which can be used as an indicator for cell phone use in general – stands at 34% in rural areas, compared to 54% in urban areas. There is also a gender gap in mobile Internet use: in 2019, women were 20% less likely than men to use mobile Internet.[10]

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

Area	Completed (unweighted)	Completed % (unweighted)	Weighted %
Urban	864	72%	70%
Rural	338	28%	30%

A high proportion of the sample had attended a tertiary education programme (49%).[11] The number of those who had completed primary education or less was 8%.

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[8] The figures in this column reflect the actual difference of the unweighted and target percentages. Any variations are caused by the rounding up of the percentages in the table.
[9] World Bank staff estimates based on the United Nations Population Division's World Urbanization Prospects: 2018 Revision.
[10] GSMA. 2020. *The State of Mobile Internet Connectivity 2020*.https://www.gsma.com/r/wp-content/uploads/2020/09/GSMA-State-of-Mobile-Internet-Connectivity-Report-2020.pdf
[11] Women's tertiary school enrolment in 2016 was 58%. UNESCO Institute for Statistics (uis.unesco.org). Data as of September 2020.

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

Area	Completed (unweighted)	Completed % (unweighted)	Weighted %
No formal education	6	1%	1%
Completed primary school	87	7%	8%
Completed secondary school	310	26%	27%
Technical & vocational training	211	18%	18%
Completed university/college	557	46%	44%
Completed post graduate	30	3%	3%
Don't know	1	0%	0%
Refused	0	0%	0%

2.1.6 Quality control and data processing

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

2.1.7 Technical information

The interview duration was above the envisaged 20 minutes, at 24 minutes on average (compared with a mean of 25 minutes across the four countries). Quite some time during the screening was spent on explaining how the phone number was obtained and how the data will be used.

Table 5: Interview duration (Thailand)

Mean	Median	Standard deviation
24.05	22.48	10.63

The **response rate in Thailand was 7%**, calculated using the first American Association for Public Opinion Research (AAPOR) definition – that is, the number of complete interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown, other).[12] The table below shows the incidence of each outcome code.

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

Contact outcomes	Count	% of all outcomes
Fixed appointment	2	0%
Soft appointment	/	0%
Incomplete interview with call-back to resume later	/	0%
Telephone answering device / voicemail / message service	/	0%
Busy / engaged	/	0%
No answer	10,856	60%
Complete	1,202	7%
Screen-out	510	3%
Incomplete interview with no call-back (terminated)	332	2%
Immediate refusal (before eligibility of respondent has been confirmed)	106	1%
Refusal by eligible respondent (after eligibility of respondent has been confirmed, but before the actual interview started)	3,885	21%
Respondent never available for appointment	11	0%
Deceased respondent	/	0%
Respondent physically or mentally unable / incompetent	/	0%
Respondent or household language problem	/	0%
Call blocking / barring / do not call list	/	0%
Fax / data line / modem / pager	/	0%
Non-working / disconnected / dead / bad number	1,182	7%
Non-residential number (business, government office, other organization)	/	0%
Technical issue / CATI system error	/	0%

Table 7 provides an overview of specific call outcomes (completed interview, partial interview and refusals) by the time of the day (morning, afternoon, evening) and the day of the week. The figures should be interpreted with caution, as they do not reflect the percentage of all contact attempts performed during this time/on that day, but the split of these specific outcomes across the time of the day/day of the week. Feedback from the field team on the best time and the best day to obtain an interview is provided in section 2.1.8.

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

		Completed interviews		Partial interviews		Refusals	
		Count	%	Count	%	Count	%
Sunday	Morning	6	0%	1	2%	8	0%
	Afternoon	129	11%	6	10%	377	11%
	Evening	77	6%	2	3%	89	2%
Monday	Morning	10	1%	0	0%	0	0%
	Afternoon	83	7%	5	8%	135	4%
	Evening	75	6%	4	7%	118	3%
Tuesday	Morning	8	1%	0	0%	7	0%
	Afternoon	67	5%	2	3%	212	6%
	Evening	69	6%	2	3%	88	2%
Wednesday	Morning	12	1%	0	0%	10	0%
	Afternoon	104	9%	3	5%	307	9%
	Evening	76	6%	8	13%	223	6%
Thursday	Morning	7	1%	0	0%	11	0%
	Afternoon	69	6%	8	13%	302	8%
	Evening	64	5%	3	5%	346	10%
Friday	Morning	13	1%	0	0%	14	0%
	Afternoon	80	7%	3	5%	434	12%
	Evening	74	6%	5	8%	157	4%
Saturday	Morning	6	0%	1	2%	50	1%
	Afternoon	82	7%	5	8%	406	11%
	Evening	108	9%	2	3%	278	8%

Twenty-two per cent of the sample called were men and thus screened out at the very beginning of the survey. Four per cent were screened out because they were below 18 years old. A large proportion (71%) of the women who answered the screener questions on sex and age said at S1 that they were not willing to participate. An additional 12 respondents did not understand the purpose of the survey and confidentiality measures so were screened out accordingly.

Question	Answer	Count	% of total answered
S3	Sex: Male	1 629	22%
S4_1	Age: Below 18 years	201	4%
S1	Willing to participate: No	3 643	71%
S6	Understand purpose: No	11	1%
S7	Understand confidentiality: No	1	0%

The interview was temporarily discontinued in 54 cases because the respondent answered "no" to one of the five 'safety' questions (listed in the table below).

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

Question	Answer	Count	% of total answered
S2	Can you let me know if the speaker phone is off? No	23	2%
S5	Can you confirm if now is a good time? No	14	1%
B01	Can you confirm that there is no one around you over the age of 2 that can overhear our conversation? No	1	0%
C18	Alternatively, if someone over age 2 is listening to our call or is nearby that can hear, please say no. No	13	1%
C27	If someone over the age of 2 is listening to our call or is nearby that can hear, please say no. No	3	0%

Sixty respondents dropped out of the survey. The table below shows the questions at which the dropout occurred. The relatively high number of dropouts at S9 (the district the respondent lived in) and S11 (whether the respondent lived in a rural or urban area) may simply reflect a spontaneous decision at the beginning of the survey not to continue, rather than any particular concerns on the part of respondents about the nature of these questions.

Table 10: Survey dropouts, by question (Thailand)

Question	Question text	No. of participants dropped out	% of total dropped out respondents
S9	And what district do you live in?	16	26.7%
S11	Would you consider the area you live in to be urban or rural?	9	15%
A01	What is your marital status?	5	8.3%
A05	Do you have difficulty doing any of the following – walking, seeing (even when wearing classes), hearing (even with hearing assistance), remembering or concentrating, self-caring or communicating?	1	1.7%
A07	How many of the people living in your household are age 0–17?	1	1.7%

Question	Question text	No. of participants dropped out	% of total dropped out respondents
A08	How many of the people living in your household are elderly, aged 65 or over? Please include yourself if that is appropriate.	1	1.7%
A09	Who do you consider to be the head of your household?	2	3.3%
A10	What was the monthly income of your household BEFORE COVID-19?	4	6.7%
A12	During the last month, was there a time when, because of lack of money or other resources, you or others in your household…	4	6.7%
B02	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…	3	5.0%
B04	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?	1	1.7%
C02	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	1	1.7%
C03	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	1	1.7%
C08	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	1	1.7%
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)?	1	1.7%
C10	How common do you think this story is for women in the area where you live?	3	5.0%
C11	Would you say COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	1	1.7%
C17	Who would [Scripter: insert Female name] most likely seek help from?	1	1.7%
C30	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19?	1	1.7%
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?	3	5.0%
	Total	60	100%

As previously explained, and as part of the safety protocols, respondents were given a safe word, a specific popular local food (PLF), that they could use if they were disturbed by a third party or otherwise felt unsafe at any point during the interview. In Thailand, the food used was "ต้มยำกุ้ง" (Tom Yum Kung – spicy prawn soup).

This word was used 43 times during the course of fieldwork. The table below shows the questions at which this occurred.

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

Question	Question text	PLF mentioned
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
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
S8	What region in [COUNTRY] do you live in?	1
S9	And what district do you live in?	5
S11	Now we just need a bit more information about you. Would you consider the area you live in to be urban or rural?	1
A01	What is your marital status?	2
A07	How many of the people living in your household are age 0–17?	1
A10	What was the monthly income of your household BEFORE COVID-19?	1
A12	During the last month, was there a time when, because of lack of money or other resources, you or others in your household…	1
B02	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… 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?	1
C02	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	1
C04	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	1
C05	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?	1
C07	To what extent do you think that violence, abuse or harassment are a problem in the area where you live?	2
C08	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	1

Question	Question text	PLF mentioned
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)?	1
C10	How common do you think this story is for women in the area where you live?	2
C23	Why do you feel unsafe in your home?	1
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	1
C28B	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	1
C30	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19?	2
C31	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic?	9
Unknown		4
	Total	43

In terms of item non-response (INR), this varied across the survey but was highest at C31_6 (19%). Here though, INR can also be understood as a "no" to the question of whether the respondent has any suggestions or recommendations of what we could do for women suffering from violence during the pandemic. Other questions had a very low INR.

Table 12: Item non-response (Thailand)

Question	Question text	Item non-response
A02	What is the highest level of education that you completed?	0.08%
A03	Which of the following best describes what you mainly do each day...?	0.08%
A05	Do you have difficulty doing any of the following – walking, seeing (even when wearing classes), hearing (even with hearing assistance), remembering or concentrating, self-caring, or communicating?	0.08%
A07	How many of the people living in your household are age 0–17?	0.75%
A08	How many of the people living in your household are elderly, aged 65 or over? Please include yourself if that is appropriate.	0.58%
A09	Who do you consider to be the head of your household?	0.33%
A10	What was the monthly income of your household BEFORE COVID-19?	2.08%
A11	Has this changed at all in the past year?	0.17%
A12_2	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...were unable to eat healthy and nutritious food?	0.08%

A12_3	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...ate only a few kinds of food?	0.08%
A12_4	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...had to skip a meal?	0.08%
A12_8	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...went without eating for a whole day?	0.08%
B03	Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same?	0.08%
B04	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?	0.25%
C02	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	0.17%
C03	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	0.33%
C04	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	0.50%
C05	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?	2.00%
C06	Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19?	1.00%
C07	To what extent do you think that violence, abuse or harassment is a problem in the area where you live?	0.92%
C08	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	2.08%
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)?	3.83%
C10	How common do you think this story is for women in the area where you live?	2.16%
C11	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	1.16%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	1.50%
C13	Who would [Scripter: insert Female name] most likely seek help from?	0.25%
C14	How common do you think this story is for women in the area where you live?	2.16%
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?	0.67%
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	1.50%

C17	Who would [Scripter: insert Female name] most likely seek help from?	0.08%
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?	1.91%
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?	1.50%
C21	In the last six months, did you ever feel unsafe in your home?	0.17%
C22	Would you say COVID-19 has made things better, worse or the same in terms of how safe you feel in your home?	0.17%
C23_1	Why do you feel unsafe in your home? I have a serious medical condition or disability and feel vulnerable	0.25%
C23_2	Why do you feel unsafe in your home? My shelter is insecure from external threats (e.g., there are no locks on my front door)	0.25%
C23_3	Why do you feel unsafe in your home? I am unable to communicate/reach out for help	0.25%
C23_4	Why do you feel unsafe in your home? I am living with people I cannot trust	0.33%
C23_5	Why do you feel unsafe in your home? There is substance abuse (e.g., alcohol or drugs) in the household	0.25%
C23_6	Why do you feel unsafe in your home? There is physical violence or threats of physical violence in my home	0.25%
C23_7	Why do you feel unsafe in your home? There is verbal abuse in my home	0.25%
C23_8	Why do you feel unsafe in your home? Other adults in the household have hurt me	0.25%
C23_9	Why do you feel unsafe in your home? Other adults in the household have been hurt	0.25%
C23_10	Why do you feel unsafe in your home? Children in the household have been hurt	0.25%
C23_11	Why do you feel unsafe in your home? Something else	0.75%
C25	Do you still continue to see or speak with your friends and social groups?	0.08%
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.33%
C28B	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.25%
C29A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.42%
C29B	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.42%
C30_1	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been slapped, hit, kicked, had things thrown at them, or other physical harm	0.17%
C30_3	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Had resources (like health care) or basic needs (like money, food, water, shelter) denied	0.17%

C30_4	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been forced to stay alone for long period of time or denied communication with other people	0.25%
C30_5	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been the subject of inappropriate jokes, suggestive comments, leering, or unwelcome touch/kisses	0.08%
C31_1	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Information about security/crime prevention	0.83%
C31_2	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Access to basic needs such as shelter, food, clothing	0.42%
C31_3	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Medical and financial support	0.67%
C31_4	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Someone to talk to like professional mental health experts	0.50%
C31_5	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Legal support or help in reporting the incident or dealing with police	0.75%
C31_6	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Other, specify	19.13%
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?	1.50%

2.1.8 Field observations

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

- The **weekend** worked best to obtain interviews, because contact could more often be established then than on working days. **Late afternoon/evening** (around 4 to 7 pm) was the best time of the day to call the sample and conduct an interview.

- **Appointments** were scheduled in cases where respondents could not take part in an interview straight away. However, only about 40% of appointments actually resulted in a completed interview; in most cases, the respondents could not be reached at the agreed appointment time.

- The **main reasons for refusals to take part in the survey** were a lack of time to participate and the length of the survey, no interest in participating, and scepticism among respondents as to how their phone number had been obtained.

- **Older women (50–59 and 60+)** were the most challenging group among which to achieve interviews. This was because they were less represented in the RDD sample, not because they were more likely to refuse: more than twice as many women aged 18–29 and 30–39 refused (78 and 80%, respectively) than women aged 60+ (32%) at S1. Only about half of women aged 50–59 (55%) refused to be checked for eligibility, whereas 66% of those aged 40–49 did so.

- No respondent asked for the telephone number of the **local support organization**.

In terms of observations relating to the survey questionnaire:

- Most respondents said that the survey had been **too long**.

- **C28 and C29** (the questions asking how many statements were true since the onset of COVID-19) were difficult for older respondents to understand and the interviewer needed to repeat the question and statements.

- **Terms and concepts** such as "harassment" and "discrimination" were generally understood, and conceptual equivalence was confirmed by the field team.

- Overall, respondents did not perceive the questions as **sensitive** (or at least did not express this in any way) and no emotional reactions – or specifically distress – were observed by interviewers.

- Some respondents did not understand right away the purpose of the use of the **popular local food** and required further explanations by the interviewer. Thereafter, the popular local food was used by respondents as intended when a third party interrupted the call.

2.1.9 Lessons learned and recommendations

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

- Considering various challenging elements of the fieldwork in Thailand, such as the high refusal rate (specially at S1), the low response rate of 7%, and thus the very resource-intensive nature of the work, **face-to-face interviewing may be more appropriate** for surveys on violence against women in the country. Face-to-face interviewing is more commonly used in Thailand and a lower refusal rate has typically been observed in such studies. A face-to-face approach might also help to address the challenges of reaching women aged 50+ and ensuing representativity across rural and urban areas.

- The challenges in **reaching older women** and those **living in certain regions** should be reflected in the time dedicated to active data collection in future surveys with age- and region-based quotas. A longer fieldwork period would help to ensure the quotas are uniformly achieved. In the case of a face-to-face approach, a longer fieldwork period would be absolutely necessary owing to the extra time required for physical visits to prospective respondents' homes.

- Given the feedback on interview length and the high drop-out rate compared to the other countries, it is recommended that the questionnaire be reduced to **15 minutes** – or at the very least ensure that the questionnaire does not exceed the 20-minute target, as is currently the case.

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