

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

TECHNICAL REPORT - UKRAINE SURVEY FIELDWORK

MAY - JUNE 2021



1 Introduction

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

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

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

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

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

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

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

2 Country information

2.1 Ukraine

2.1.1 Obtaining ethical clearance

UN Women sought general support or tacit approval for the study from the Government Commissioner for Gender Policy in Ukraine. A ‘no objection’ was obtained on 30 March 2021. (Sociological/research surveys that will not be part of official statistics do not require the prior approval of the State Statistics Service of Ukraine).

2.1.2 Sampling plan

A single-frame cell-phone random-digit dialing (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 2018, 88% of Ukraine’s population had a mobile subscription.²

Of the 150,000,000 numbers available in the sample frame, 54,842,900 (37%) were expected to be working numbers (based on cell subscriptions in 2019). 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.

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

- Age: State Statistics Service of Ukraine. 2020. Resident population of Ukraine by sex and age on January 1, 2020.³
- Region: State Statistics Service of Ukraine. 2020. Resident population of Ukraine by sex and age on January 1, 2020.⁴

¹ Mob 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.

² GSMA. 2020. Mobile Economy 2020. https://www.gsma.com/mobileeconomy/wp-content/uploads/2020/03/GSMA_MobileEconomy2020_RussiaCIS_Eng.pdf

³ https://ukrstat.org/en/druk/publicat/kat_u/2020/zb/o6/roz_nas20.pdf

⁴ https://ukrstat.org/en/druk/publicat/kat_e/publnasel_e.htm

2.1.3 Translation

The questionnaire was translated into Ukrainian and Russian.

Ukraine has experienced no “curfews/restrictions” as a consequence of the COVID-19 outbreak, and there is no equivalent to “security agents” in the country. Therefore, neither terms were translated for inclusion in Cog (“Have you personally experienced violence or threats of violence, 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?”). No other 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 Ukraine, the male and female names used were *Андрей* and *Мария* (Russian); and *Андрій* and *Марія* (Ukrainian).

2.1.4 Fieldwork period

Fieldwork took place between 5 May and 11 June 2021, with a total of 44 interviewers working on the project over this period. The first two weeks of fieldwork coincided with various public holidays: Labour Day (01/05), Orthodox Easter Day (02/05), Orthodox Easter Monday (03/05), Labour Day (in lieu) (04/05), Victory Day (09/05) and Victory Day (in lieu) (10/05). Fieldwork progress during these two weeks was very slow since women were less available for an interview, being occupied with other activities. From week three (17 May) onwards, weekly fieldwork progress improved and was relatively stable across the weeks. Still, the field team faced consistently high refusal rates and also encountered a large proportion of men as phone-owners in the sample.

2.1.5 Achieved sample

In total, 1,205 valid interviews were completed in Ukraine. For the most part, the distribution of the sample across age groups was in line with the targets, with the exception of the 60+ age group where the number of completed interviews was 7 percentage points below the set target.

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

Age group	Target	Target %	Completed (unweighted)	Completed % (unweighted)	Weighted % ⁵	Difference unweighted % vs. target %	Difference weighted % vs. target %
18–29	168	14%	197	16%	14%	2%	0%
30–39	216	18%	243	20%	18%	2%	0%
40–49	204	17%	224	19%	17%	2%	0%
50–59	204	17%	210	17%	17%	0%	0%
60+	408	34%	331	27%	34%	-7%	0%

⁵ Weighting procedures are discussed in more detail in section 4.4.2 of the main technical report.

In terms of the regional quotas, the field team had difficulties reaching the target in the West and Centre regions, where the achieved sample was within 5 and 2 percentage points, respectively, below the set targets, for

Table 2: Achieved sample, by region (Ukraine)

Region	Target	Target %	Completed (unweighted)	Completed % (unweighted)	Weighted %	Difference unweighted % vs. target % ⁶	Difference weighted % vs. target %
Centre	146	12%	123	10%	12%	-2%	0%
East	412	34%	442	37%	34%	2%	0%
Kyiv	83	7%	103	9%	7%	2%	0%
North	146	12%	152	13%	12%	1%	0%
South	127	11%	161	13%	11%	3%	0%
West	286	24%	224	19%	24%	-5%	0%

The distribution across rural (22% weighted) and urban (78% weighted) areas (as self-reported by respondents) was relatively close to data from the World Bank estimating a total rural population of 31%.⁷ 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.⁸

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

Area	Completed (unweighted)	Completed % (unweighted)	Weighted %
Urban	955	79%	78%
Rural	250	21%	22%

A high proportion of the sample had attended a tertiary education programme (56% weighted),⁹ while just 1% had completed only primary school education or had no formal education (weighted).

⁶ 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.

⁷ World Bank staff estimates based on the United Nations Population Division's World Urbanization Prospects: 2018 Revision.

⁸ 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>

⁹ Women's tertiary school enrolment in Ukraine in 2014 was 89%. UNESCO Institute for Statistics (uis.unesco.org). Data as of September 2020.

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

Area	Completed (unweighted)	Completed % (unweighted)	Weighted %
No formal education	3	0%	0%
Completed primary school	13	1%	1%
Completed secondary school	91	7%	8%
Technical & vocational training	404	34%	35%
Completed university/college	681	57%	55%
Completed post- graduate studies	13	1%	1%
Don't know	0	0%	0%
Refused	0	0%	0%

2.1.6 Quality control and data processing

No interviews were removed from the 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 considerably above the envisaged 20 minutes, at 28 minutes on average (compared with a mean of 25 minutes across the four countries). Introductory parts and longer question texts (such as the vignettes) were longer in Ukrainian and Russian than in English.

Table 5: Interview duration (Ukraine)

Mean	Median	Standard deviation
27.59	25.58	9.25

The **response rate in Ukraine was 5%**, 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 (unknown if housing unit, plus unknown, other).¹⁰ The table below shows the incidence of each outcome code.

¹⁰ AAPOR. 2015. Standard Definitions. https://www.aapor.org/AAPOR_Main/media/MainSiteFiles/Standard-Definitions2015_8thEd.pdf

Table 6: Contact outcomes (Ukraine)

Contact outcomes	Count	% of all outcomes
Fixed appointment	353	1%
Soft appointment	1,992	5%
Incomplete interview with call-back to resume later	72	0%
Telephone answering device / voicemail / message service	3,960	10%
Busy / engaged	1,949	5%
No answer	12,165	31%
Complete	1,205	3%
Screen-out	10,304	27%
Incomplete interview with no call-back (terminated)	188	0%
Immediate refusal (before eligibility of respondent has been confirmed)	4,477	12%
Refusal by eligible respondent (after eligibility of respondent has been confirmed, but before the actual interview started)	48	0%
Respondent never available for appointment	20	0%
Deceased respondent	3	0%
Respondent physically or mentally unable / incompetent	36	0%
Respondent or household language problem	16	0%
Call blocking / barring / do not call list	156	0%
Fax / data line / modem / pager	21	0%
Non-working / disconnected / dead / bad number	1,700	4%
Non-residential number (business, government office, other organization)	58	0%
Technical issue / CATI system error	76	0%

Table 7 provides an overview of specific call outcomes (completed interview, partial interview and refusals) by the time of day (morning, afternoon, evening) and 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 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 (Ukraine)

		Completed interviews		Partial interviews		Refusals	
		Count	%	Count	%	Count	%
Sunday	Morning	9	1%	3	1%	16	2%
	Afternoon	39	3%	5	2%	42	6%
	Evening	13	1%	6	3%	9	1%
Monday	Morning	31	3%	2	1%	24	4%
	Afternoon	95	8%	18	8%	67	10%
	Evening	41	3%	9	4%	9	1%
Tuesday	Morning	27	2%	6	3%	26	4%
	Afternoon	130	11%	12	6%	73	11%
	Evening	33	3%	6	3%	7	1%
Wednesday	Morning	33	3%	8	4%	23	3%
	Afternoon	211	18%	34	16%	79	12%
	Evening	52	4%	9	4%	17	3%
Thursday	Morning	43	4%	8	4%	26	4%
	Afternoon	178	15%	33	15%	90	14%
	Evening	33	3%	9	4%	7	1%
Friday	Morning	27	2%	2	1%	26	4%
	Afternoon	108	9%	19	9%	61	9%
	Evening	27	2%	7	3%	5	1%
Saturday	Morning	13	1%	2	1%	25	4%
	Afternoon	45	4%	11	5%	26	4%
	Evening	17	1%	5	2%	5	1%

More than half (55%) of the sample called were men and thus screened out at the very beginning of the survey. Three per cent were screened out because they were below 18 years old. Thereafter, a quarter (25%) of the women who answered the screener questions on sex and age said that they were not willing to participate in the survey (at S1). A further 90 women were screened out because they did not understand the purpose of the survey and confidentiality measures – a much higher number than in the other three survey countries.

Table 8: Screen-outs (Ukraine)

Question	Answer	Count	% of total answered
S3	Sex: Male	4,169	55%
S4_1	Age: Below 18 years	95	3%
S1	Willing to participate: No	771	25%
S6	Understand purpose: No	88	0%
S7	Understand confidentiality: No	2	0%

The interview was temporarily discontinued in 71 cases because the respondent answered “no” to one of the five ‘safety’ questions (listed in the o below). This figure too was much higher than that observed in the other three Phase I survey countries.

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

Question	Answer	Count	% of total answered
S2	Can you let me know if the speaker phone is off? No	19	1%
S5	Can you confirm if now is a good time? No	34	2%
Bo1	Can you confirm that there is no one around you over the age of 2 that can overhear our conversation? No	8	1%
C18	Alternatively, if someone over age 2 is listening to our call or is nearby that can hear, please say no. No	9	1%
C27	If someone over the age of 2 is listening to our call or is nearby that can hear, please say no. No	1	0%

A total of 214 respondents dropped out of the survey, which is again considerably more than in the other survey countries. The table below shows the questions at which the dropouts 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. The other dropouts occurred throughout the questionnaire, though higher numbers were observed at the end of section A and the beginning of section B, as well as at the ‘safety’ questions (Bo1, C18, C27).

Table 10: Survey dropouts, by question (Ukraine)

Question	Question text	No. of participants dropped out	%of total dropped out respondents
S9	And what district do you live in?	31	14.5%
S11	Would you consider the area you live in to be urban or rural?	16	7.5%
A01	What is your marital status?	4	1.9%
A02	What is the highest level of education that you completed?	4	1.9%
A03	Which of the following best describes what you mainly do each day...?	5	2.3%
A04	In addition to this, do you do any activity that generates an income, even if only for a few hours a week?	3	1.4%
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?	2	0.9%
A06	How many people including yourself, live in your household?	6	2.8%
A07	How many of the people living in your household are age 0–17?	2	0.9%
A08	How many of the people living in your household are elderly, aged 65 or over? Please include yourself if that is appropriate.	1	0.5%
A09	Who do you consider to be the head of your household?	2	0.9%
A10	What was the monthly income of your household BEFORE COVID-19?	8	3.7%
A11	Has this changed at all in the past year?	6	2.8%
A12	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...	12	5.6%
B01	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?	11	5.1%
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...	17	7.9%
B03	Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same?	1	0.5%
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	0.5%
Co2	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	3	1.4%
Co3	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	2	0.9%

Question	Question text	No. of participants dropped out	%of total dropped out respondents
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?	4	1.9%
C06	Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19?	3	1.4%
C07	To what extent do you think that violence, abuse or harassment is a problem in the area where you live?	4	1.9%
C08	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	3	1.4%
C10	How common do you think this story is for women in the area where you live?	6	2.8%
C11	Would you say COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	4	1.9%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	4	1.9%
C14	How common do you think this story is for women in the area where you live?	2	0.9%
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?	3	1.4%
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	1	0.5%
C17	Who would [Scripter: insert Female name] most likely seek help from?	2	0.9%
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?	10	4.7%
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?	4	1.9%

Question	Question text	No. of participants dropped out	%of total dropped out respondents
C20	Would you say COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same?	3	1.4%
C21	In the last six months, did you ever feel unsafe in your home?	4	1.9%
C22	Would you say COVID-19 has made things better, worse or the same in terms of how safe you feel in your home?	1	0.5%
C24	How often, if at all, did you go out of your house in the last month?	1	0.5%
C25	Do you still continue to see or speak with your friends and social groups?	1	0.5%
C27	If you are alone, please say yes. If someone over 2 is listening to our call or is nearby that can hear, please say no.	3	1.4%
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	4	1.9%
C30	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19?	4	1.9%
C31	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic?	5	2.3%
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	0.5%
	Total	214	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 Ukraine, the food used was “БОРИЦЬ” (borsch). This word was used 19 times during the course of fieldwork. The table below shows the questions at which this occurred.

Table 10: Use of popular local food, per question (Ukraine)

Question	Question text	PLF mentioned
A01	What is your marital status?	1
A07	How many of the people living in your household are age 0–17?	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
B04	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
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?	1
C10	How common do you think this story is for women in the area where you live?	2
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	1
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
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	1
C29A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	1
C31	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic?	1
Unknown		4
	Total	19

In terms of item non-response (INR), this varied across the survey but was highest at Co3 (16%), Co4 (14%) and C12 (10%). For all other questions, INR was below 10%.

Table 11: Item non-response (Ukraine)

Question	Question text	Item non-response
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 glasses), hearing (even with hearing assistance), remembering or concentrating, self-caring or communicating?	0.17%
A08	How many of the people living in your household are elderly, aged 65 or over? Please include yourself if that is appropriate.	0.08%
A09	Who do you consider to be the head of your household?	1.58%
A10	What was the monthly income of your household BEFORE COVID-19?	9.46%
A11	Has this changed at all in the past year?	1.33%
A12_1	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...were worried you would not have enough food to eat?	0.08%
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?	1.33%
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?	0.50%
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?	0.33%
A12_5	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...ate less than you thought you should?	0.83%
A12_6	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...ran out of food?	0.41%
A12_7	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...were hungry but did not eat?	0.33%
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?	0.25%
Bo2_1	In the last month, how often did you feel...that you were unable to control the important things in your life?	1.16%
Bo2_2	In the last month, how often did you feel...confident about your ability to handle your personal problems?	1.49%
Bo2_3	In the last month, how often did you feel...difficulties were piling up so high that you could not overcome them?	0.17%
Bo3	Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same?	1.99%
Bo4	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?	0.66%

C02	To what extent, if at all, do you feel safe when walking alone in the area where you live during the day?	0.66%
C03	To what extent, if at all, do you feel safe when walking alone in the area where you live at night?	16.43%
C04	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	13.61%
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?	0.66%
C06	Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19?	2.07%
C07	To what extent do you think that violence, abuse or harassment is a problem in the area where you live?	6.56%
C08	How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19?	6.80%
C10	How common do you think this story is for women in the area where you live?	8.96%
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?	5.23%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	10.21%
C13	Who would [Scripter: insert Female name] most likely seek help from?	0.83%
C14	How common do you think this story is for women in the area where you live?	6.14%
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?	5.06%
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	8.22%
C17	Who would [Scripter: insert Female name] most likely seek help from?	0.83%
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?	0.91%
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?	2.74%
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?	0.66%
C23_1	Why do you feel unsafe in your home? I have a serious medical condition or disability and feel vulnerable	0.17%
C23_3	Why do you feel unsafe in your home? I am unable to communicate/reach out for help	0.17%
C23_7	Why do you feel unsafe in your home? There is verbal abuse in my home	0.08%

C23_11	Why do you feel unsafe in your home? Something else	0.33%
C24	How often, if at all, did you go out of your house in the last month?	0.25%
C25	Do you still continue to see or speak with your friends and social groups?	0.25%
C28A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.50%
C28B	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.08%
C29A	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.25%
C29B	Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19:	0.17%
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	2.41%
C30_2	Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been yelled at, called names, humiliated	2.82%
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	4.32%
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	3.40%
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	4.32%
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	4.65%
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	3.57%
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	0.83%
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	3.24%
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	2.41%

C31_6	Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Other, specify	7.55%
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?	0.41%

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.

- **Working days** worked best for obtaining an interview, with the exception of Monday mornings and Friday evenings. In terms of the specific time of day, late afternoon/evening generally yielded the highest conversion rate.
- **Appointments** were scheduled in cases where respondents could not take part in an interview straight away. However, only about 15% of appointments actually resulted in a completed interview; in most cases, the respondents could not be reached at the agreed appointment time.
- Interviewers often experienced outright refusals before being able to introduce themselves and the survey. The main expressed **reasons for refusals** related to participants not taking part in surveys as a general rule and/or not being interested in talking about anything related to the COVID-19 pandemic.
- The refusal rate at S1 was the lowest among women aged 60+ (15%) and 18–29 (20%), and the highest among those aged 50–59 (30%).
- **Older women (50+)** were less represented in the RDD sample frame and, based on the field team’s experience, less likely to answer the phone if the caller is unknown.
- About 40% of respondents asked for the telephone number of the **local support organization**.
- The interview team had previously worked on a face-to-face survey on violence against women, led by the Organization for Security and Co-operation in Europe (OSCE).¹¹ Comparing the two surveys, they noted that women in rural areas appeared more willing to take part in the face-to-face survey than in the UN Women telephone survey, seemingly because they did not want to reject someone who came to their home. In contrast, women in cities appeared more comfortable with the UN Women telephone approach because it provided them with greater reassurance that their identity and their personal data would be confidential and anonymous.

¹¹ <https://www.osce.org/VAWsurvey/publications>

In terms of observations relating to the survey questionnaire:

- Some respondents said that the survey was **too long** (which was also reflected in the higher dropout rate in Ukraine compared to the other three survey countries). According to the field team, the introductory parts at the beginning of the survey, the vignettes (or large blocks of text in general), as well as the repeated prompts to say the popular local food if privacy could not be guaranteed any longer, particularly contributed to dropouts.
- Several respondents **expressed irritation** at the questions on whether the speakerphone was off and whether the respondent was in a quiet, private place.
- S6 and S7 were perceived by some respondents as rather patronizing, as if the interviewer would doubt the respondent's ability to make the decision to participate.
- **Terms and concepts** such as "harassment" and "discrimination" were generally understood, and conceptual equivalence was confirmed by the field team.
- Questions that could be perceived as **sensitive** were answered by respondents without hesitation, even if they were the source of some irritation (as described above). Respondents sometimes answered in a lower tone of voice to these questions, but overall did not express strong emotions (such as despair, anger or sorrow).

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 Ukraine. 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 Ukraine, such as the high refusal rate (especially outright refusals), the large proportion of men in the sample (55%), the low response rate of 5%, and thus the very resource-intensive nature of the work, **face-to-face interviewing may be more fruitful** for surveys on violence against women in the country. Indeed, the OSCE survey in 2018 had considerably better response rates than the Rapid Gender Assessment, and overall was successfully implemented. However, it should be borne in mind that face-to-face interviewing is, by definition, less anonymous, with possible implications for data quality. It also tends to be more expensive than a telephone survey, even if response rates are higher, and typically requires a longer fieldwork period.
- Given the field team's observations that **working days** were among the most productive days for fieldwork, it was recommended that data collection activities via CATI be concentrated on working days and particularly in the late afternoon/evening. Saturday or Sunday should still be covered to ensure segments of society that are not reachable on working days have a probability of being invited to participate in the survey. The low interview conversion during public holidays suggests that fieldwork around important national events should be avoided.
- Given the feedback on interview length and the high dropout 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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Research partner: Ipsos
Editor: Jen Ross
Design: Ouissal Hmazzou



220 East 42nd Street
New York, New York 10017, USA

data.unwomen.org
www.unwomen.org
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