Technical report

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

1. Poll Objective:

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

2. Poll Technical Overview:

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

3. Sampling Plan:

A. Sample Allocation:

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

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

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

Table 1: Number of active mobile numbers by operator

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

Source: Operator quarterly reports (2020 quarter 4).

The distributions of respondents across the given demographic groups versus the distributions[2] of 18+ citizens of Armenia across those groups is presented in the below tables.

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

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

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

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

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

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

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

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

Marz	Survey distribution	Predicted distribution
Yerevan	35%	37%
Aragatsotn	4%	4%
Ararat	9%	9%
Armavir	9%	9%
Gegharkunik	6%	8%
Lori	8%	8%
Kotayk	9%	7%
Shirak	9%	8%
Syunik	5%	5%
Vayots Dzor	2%	2%
Tavush	4%	4%
Total	100%	100%

B. Respondent Selection and Callbacks:

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

4. Weighting:

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

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

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

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

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

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

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

5. Questionnaire:

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

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

A. Pretest

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

Table 6: Number of interviews by operator

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

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

Table 7: Number of calls

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

General comments from enumerators

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

Question	Problem	Suggested modification	Client response

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

6.Fieldwork:

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

A. Environment:

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

B. Actual Response Rate:

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

Table 8: Interview attempts

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

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

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

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

7. Data Processing:

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

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

8. Lessons for future polls:

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

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