

# COVID-19 U-Report Psycho-social Assessment (C4D Round 2)

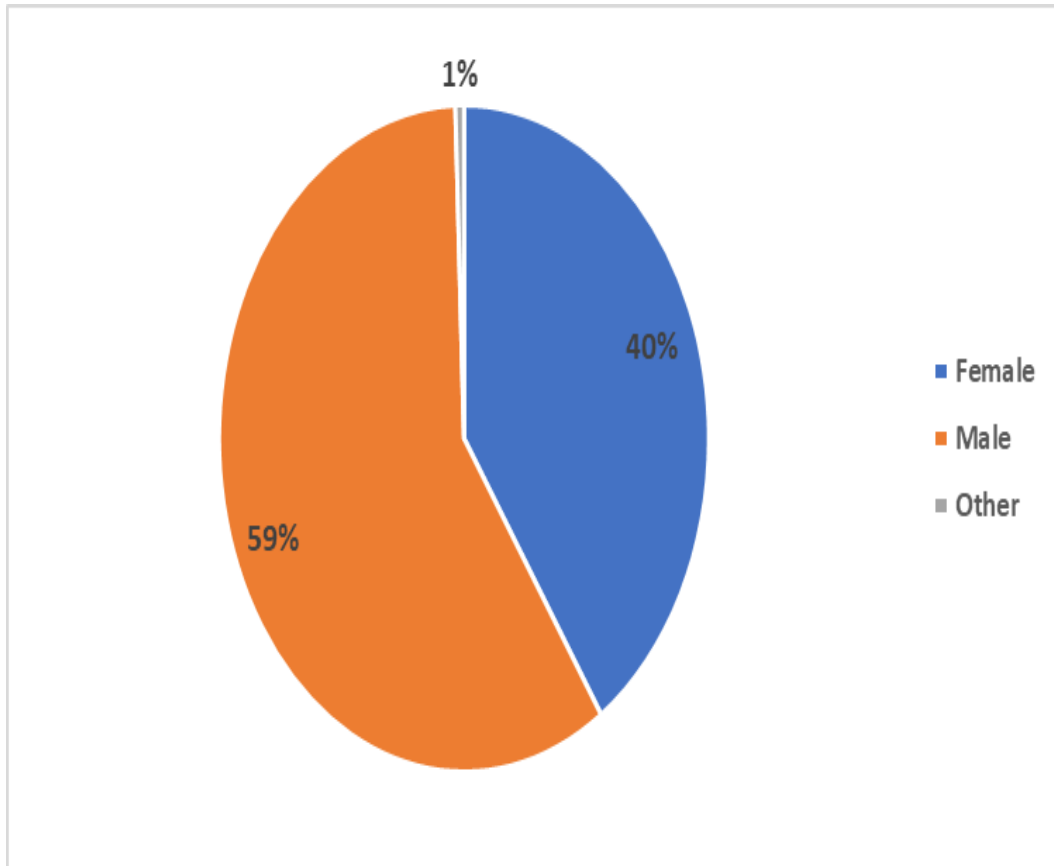
Analysis and Insights | 21<sup>st</sup> June-16<sup>th</sup> July 2020

2<sup>nd</sup> Round of C4D led assessment using U-report conducted from 21<sup>st</sup> June to 16<sup>th</sup> July 2020

- The assessment received **20,284 responses**.
- **Responses** were received from **all states** and **7 union territories**- Andaman and Nicobar Islands, Dadra and Nagar Haveli & Daman and Diu, Chandigarh, Delhi, Jammu and Kashmir, Lakshadweep and Puducherry,
- **Maximum** number of **responses** were received from **Uttar Pradesh followed by Delhi**.
- **English(58%)** was the most preferred language to take the assessment followed by **Hindi(31%), Bengali(3%), Marathi(1.6%), Assamese(1.4%)**

# Profile of Respondents

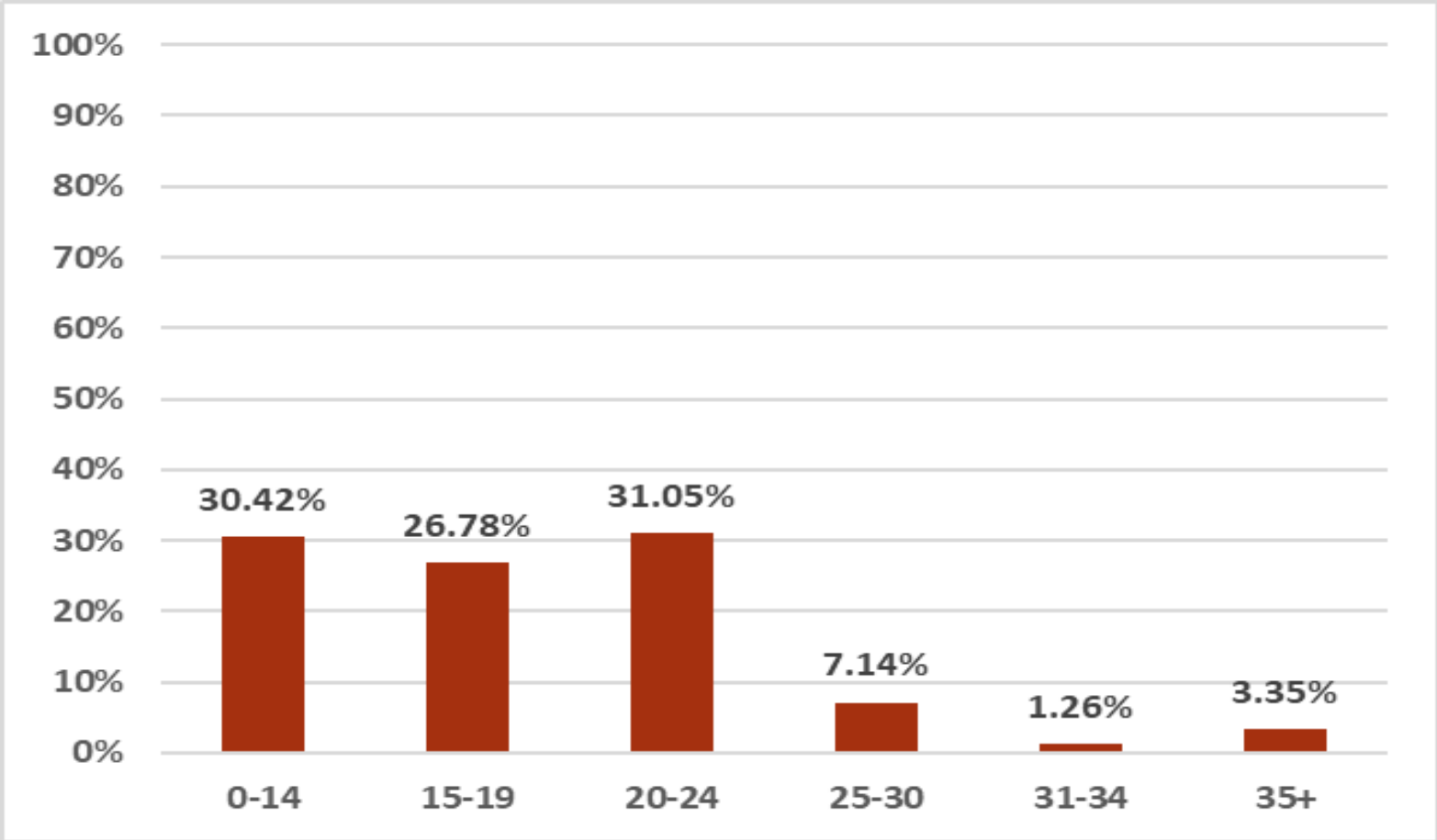
# Respondents by Sex



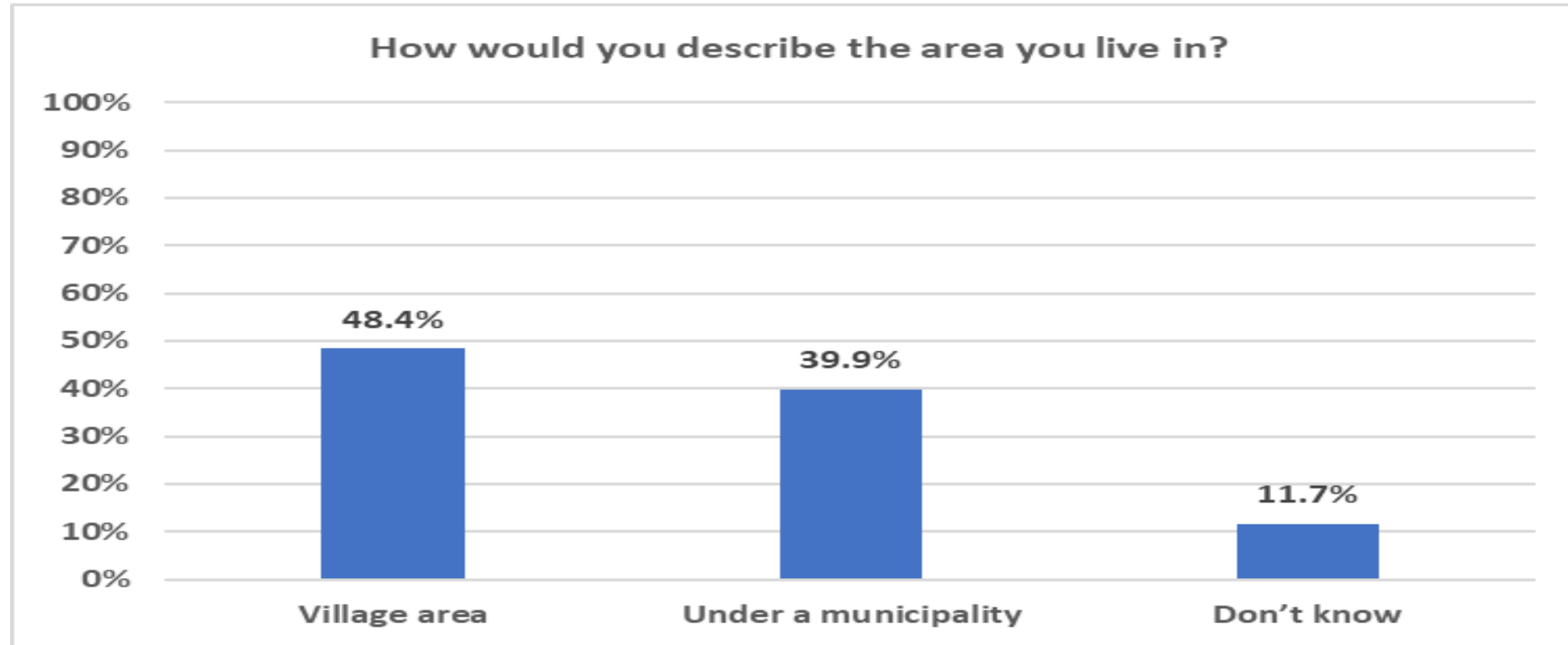
- **Male- 59%, Female- 40%, Other- 1%**
- **20** of the participating states had **40% or more female U-Reporters**
- Sikkim, Mizoram, Puducherry, Delhi, Tamil Nadu, Punjab, Nagaland, Kerala had **more than 50% female U-Reporters**
- Karnataka, Andhra Pradesh, Andaman and Nicobar Islands had **45-49% female U-Reporters**
- Uttar Pradesh, Rajasthan, Bihar, Tripura had **30% or less female U-Reporters**

# Respondents by Age Groups

88% of U-Reporters were less than 25 years of age of which 43% were females.



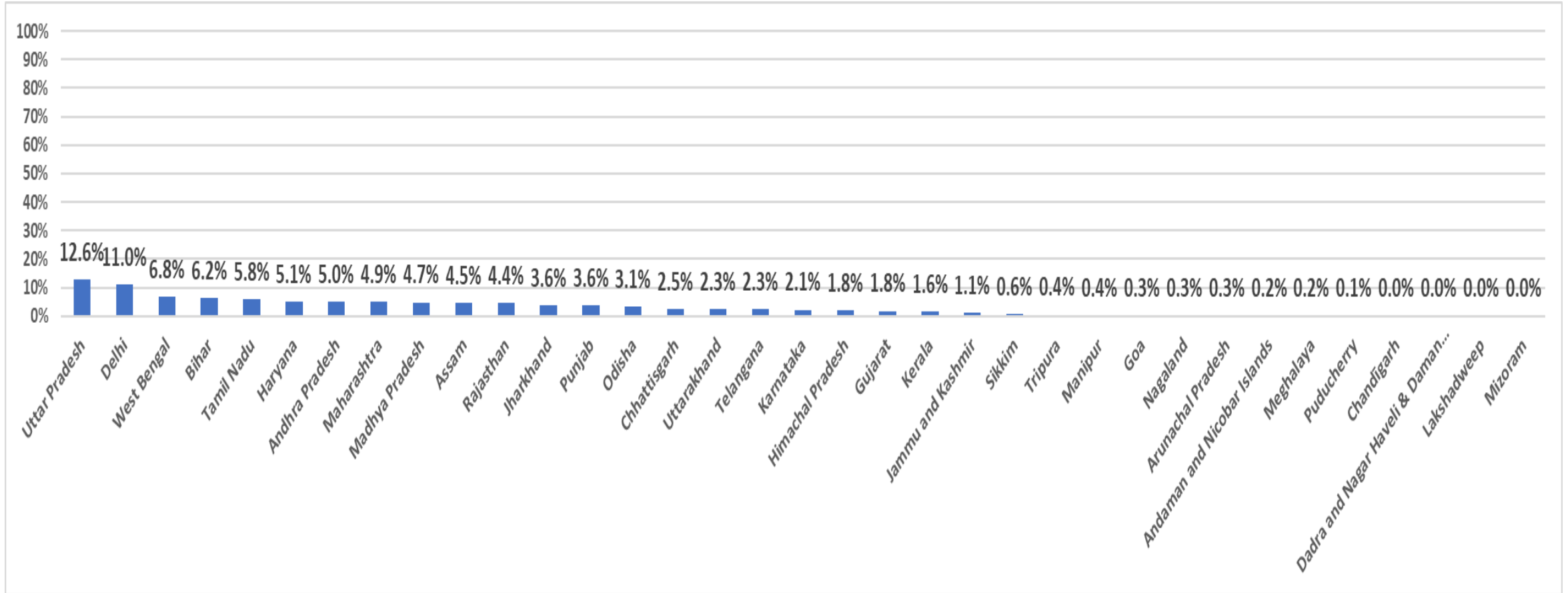
# Place of residence



48% of respondents were from rural areas, 40% urban  
47% of the urban U-Reporters and 32% of the rural U-Reporters were females.

# U-reporters by States/Union Territories

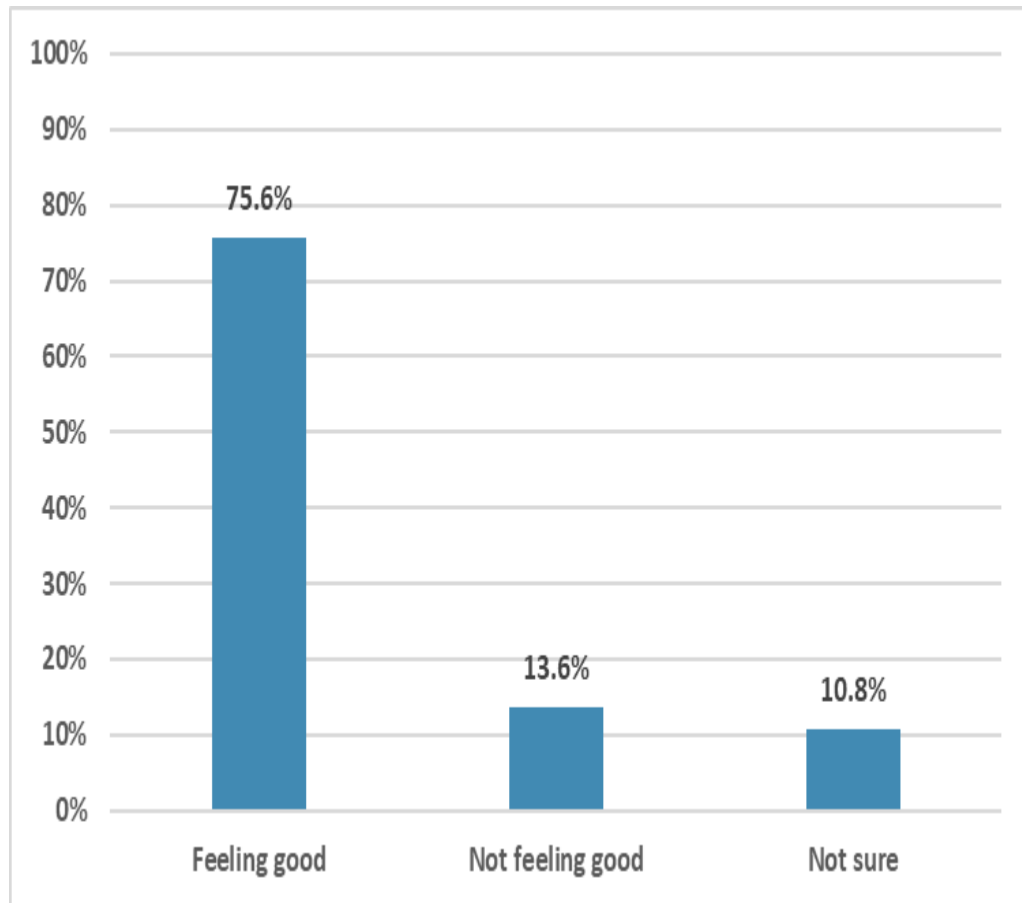
N=18,265



# Question wise Analysis



# How are you feeling today?



N= 19,489

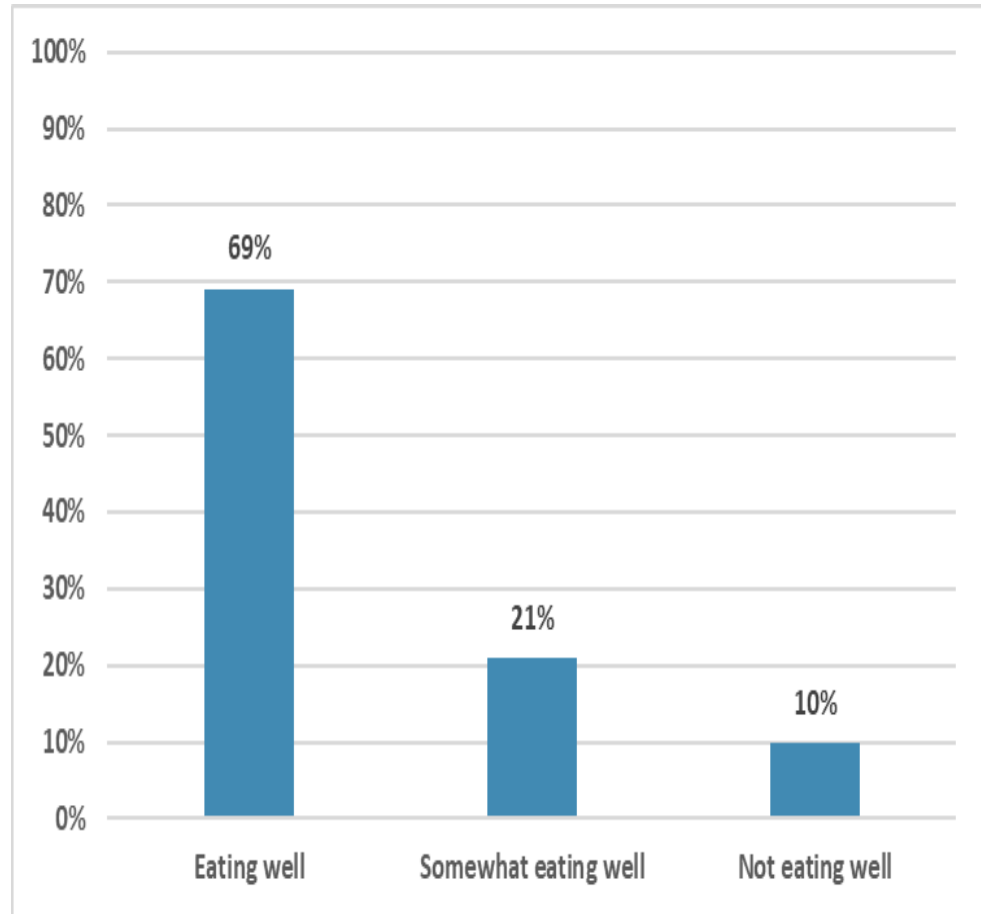
**Overall, 76% feeling good**

**Place of residence:** 76% of U-reporters were from **urban areas** and 77% from **rural areas** reported to be **feeling good**.

**Sex:** 74% **females**, 77% **males** said that they were feeling good. 69% of those identifying as **other sex** said that they were feeling good, while 20% of them said that they were **not feeling good**.

**Age groups:** More than 73% U-Reporters from each of the age group were feeling good.

# How are you eating these days?



N= 18,938

**Overall, 69% eating well**

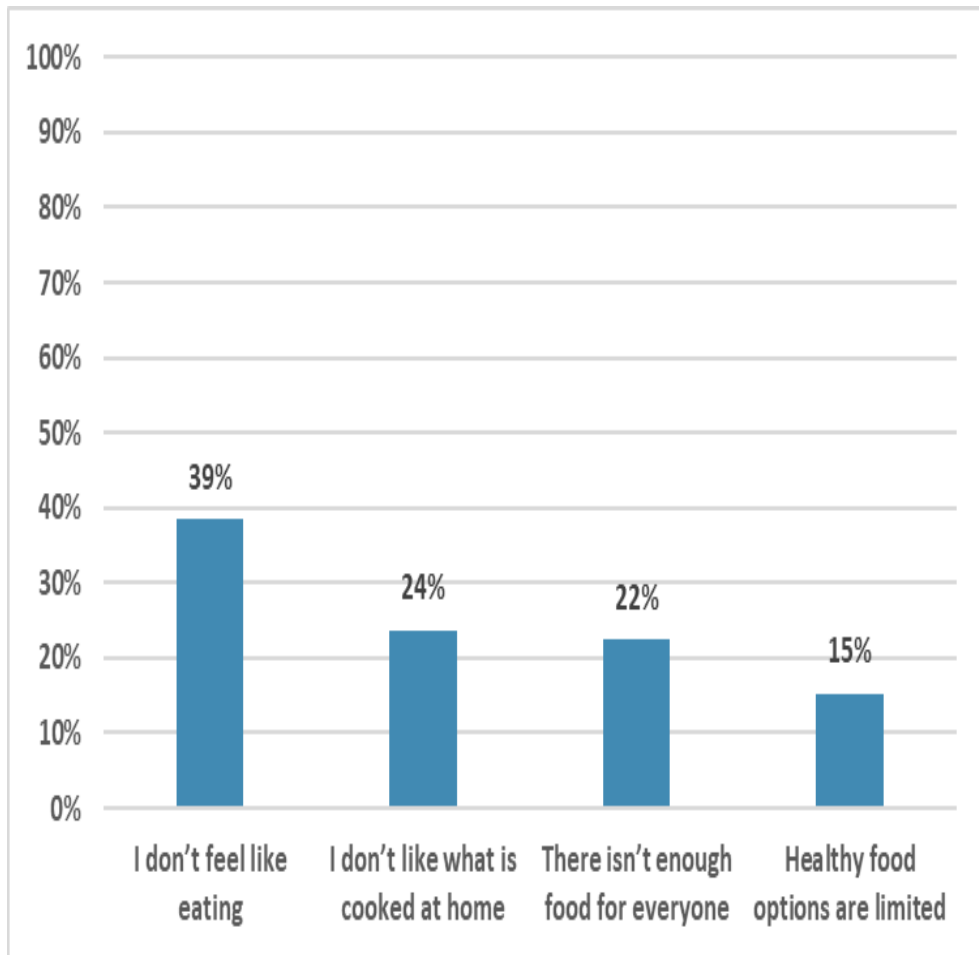
**Place of residence: 73% urban U-reporters and 65% rural U-reporters reported eating well.**

**Sex: 71% females, 69% males** said that they were eating well.

**55%** of those identifying as themselves as **other sex** said that they were eating well, **18%** said that they were **not eating well** and **27%** said they were **somewhat eating well**.

**Age groups: 81% in the 0-14 age group and 75% in the 35+ age groups** respectively reported to be eating well. And **63%-67%** respondents in the 15-34 age group reported to eating well.

# Why do you think you are not eating well?



N= 1711

This question was polled to those who said that they were not eating well.

**Of those not eating well, 39% didn't feel like eating**

**Residence:** 43% of urban respondents, 35% of rural respondents said that they **didn't feel like eating**. A **higher percentage (25%)** of rural respondents said that there **wasn't enough food for everybody** compared to the **urban** respondents (**18%**).

**Sex:** 46% females and 35% males said that they didn't feel like eating. **25% males** said that there **wasn't enough food for everybody**.

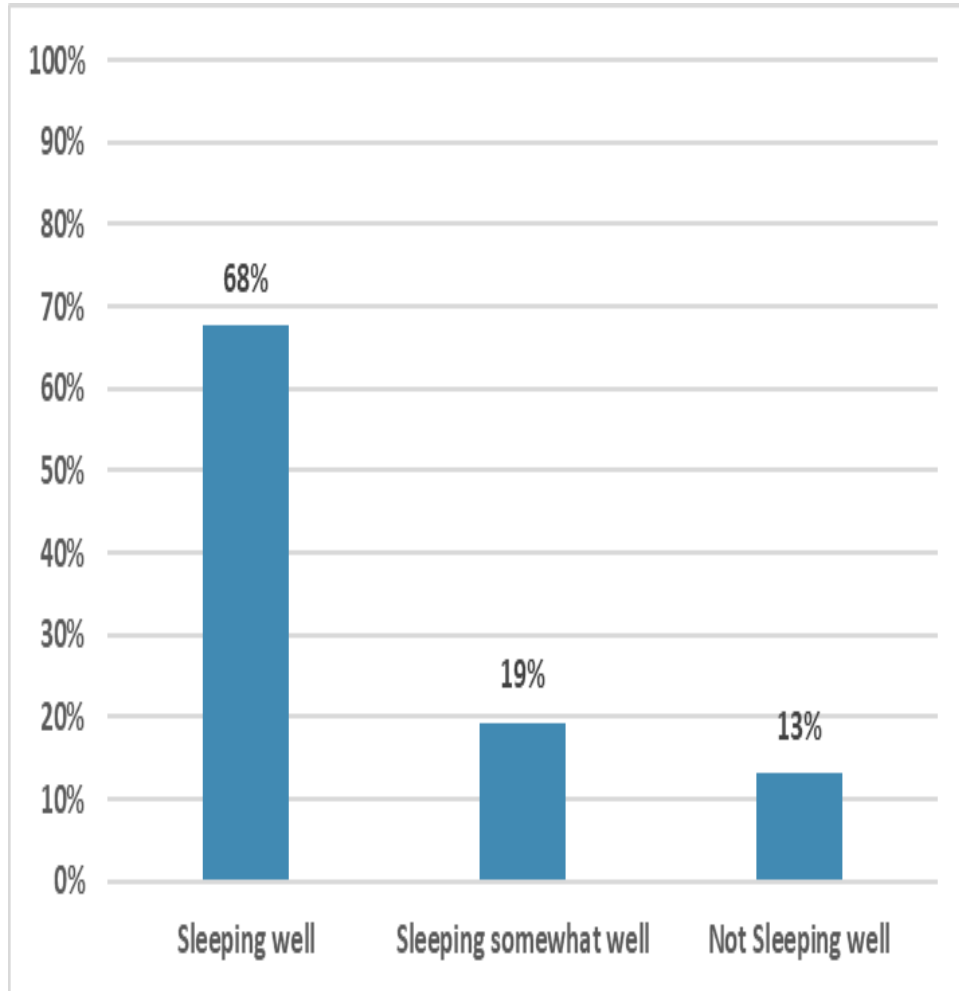
**Age groups:** ~28% of <25 years olds reported **not liking** what is cooked at home. **26%** and **23%** of those between **25-30 years** cited non-availability of enough food and limited healthy food options respectively as reasons for not eating well.

Share a picture of what you are eating ?





# How are you sleeping these days?



N= 15,449

**Overall, 68% sleeping well**

**Place of residence : 68% of urban and 67% of rural respondents reported to be sleeping well.**

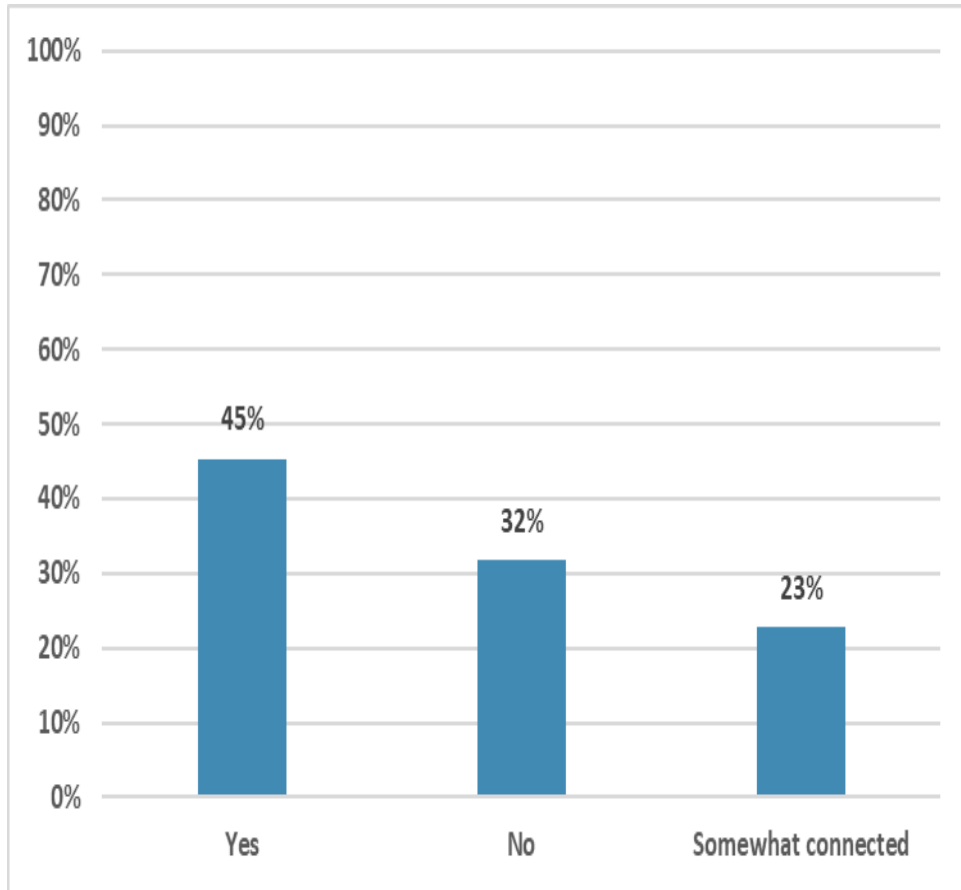
**Sex: 69 % females, 67% males and 70% those identifying as other sex reported sleeping well.**

**Age groups:**

**More than 65% respondents across most age groups said that they were sleeping well**

- **76% 0-14 year olds reported sleeping well**
- **62% of 20-24 and 25-30 year olds reported to be sleeping well**
- **25% of 31-34 year olds reported to be sleeping somewhat well**

# Do you feel connected with friends these days?



N= 15,272

**Overall 45% felt connected and 23% somewhat connected. 32% did not feel connected**

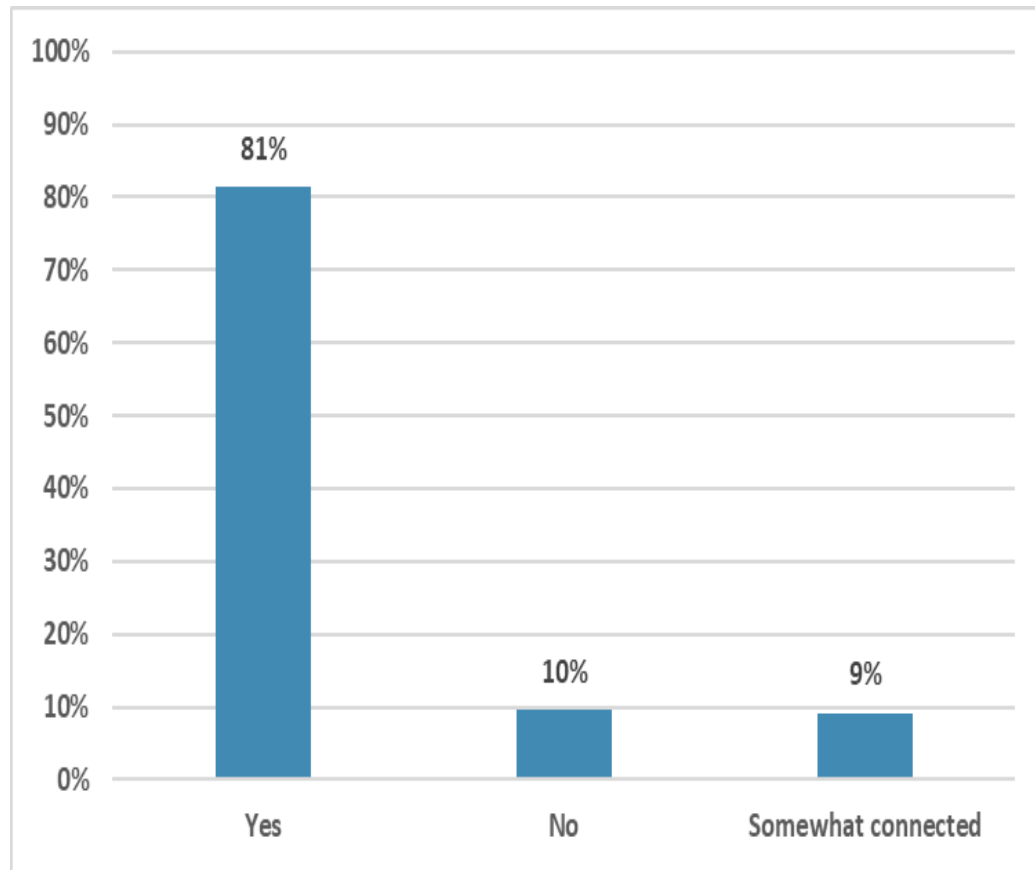
**Place of residence:** There was no difference in the trend among rural and urban U-Reporters.

**Sex:** There was no difference in trend by sex.

**Age groups:** 56% of those **above 35 years** of age said that they **felt connected** with friends, while for other age groups this value was between 42-49%.

**33% of 31-34 year olds** said that they **somewhat felt connected** with friends, the range for other age groups was 20-24%.

# Do you feel connected with family these days?



N= 15,098

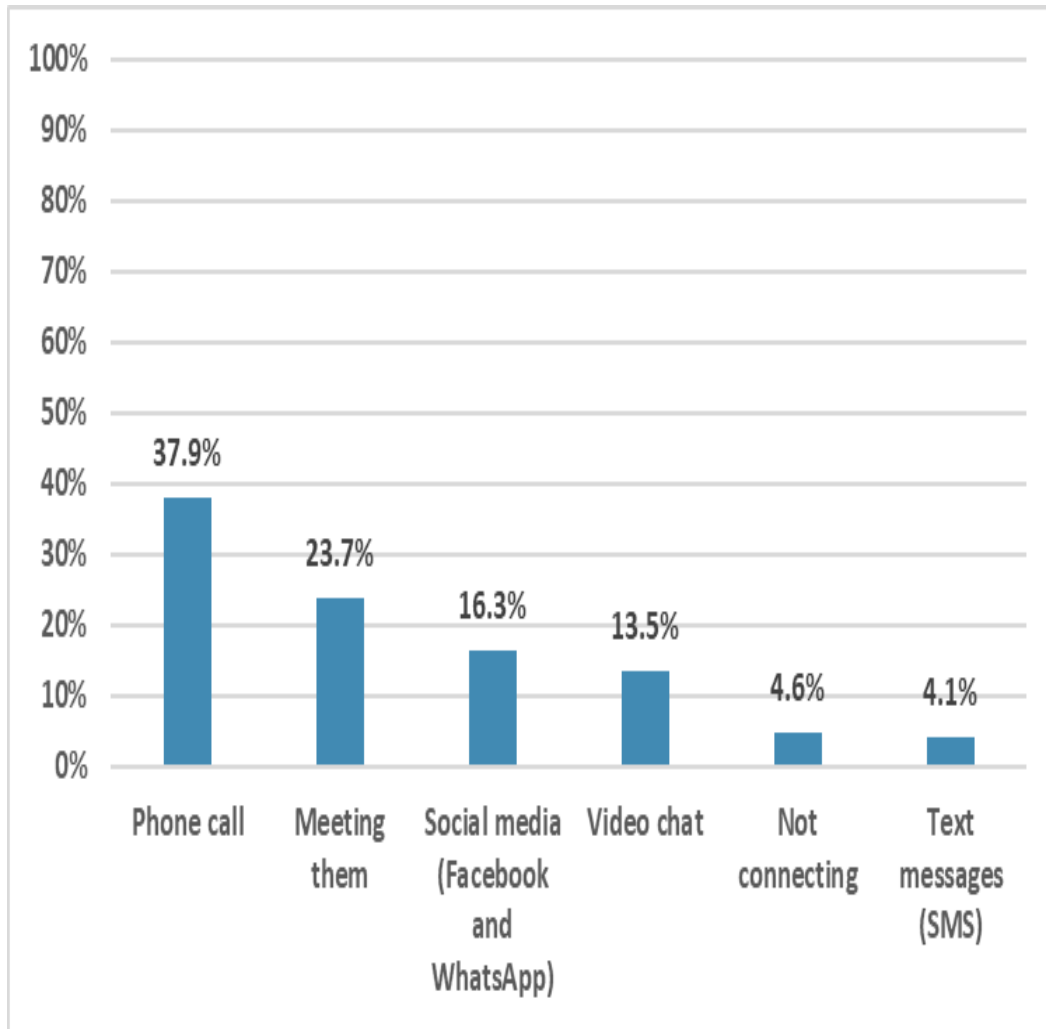
**Overall 81% felt connected with family, 9% somewhat connected**

**Place of residence:** There was no difference in the trend among rural and urban respondents.

**Sex:** While **81% of females** and **82% males** said that they **felt connected with family**, **69%** of those identifying as **other sex** answered in the **affirmative**. **19%** of them said that they **did not feel connected with family**.

**Age groups:** More than **75%** respondents across all age groups said that they felt connected with family.

# How are you connecting with friends and family?



N= 14,872

**Residence:** 27% rural respondents said they are **meeting their family** compared to 21% of those from **urban areas**. 16% urban respondents reported **video chat** as a mode of connecting compared with 10% of those from **rural areas**.

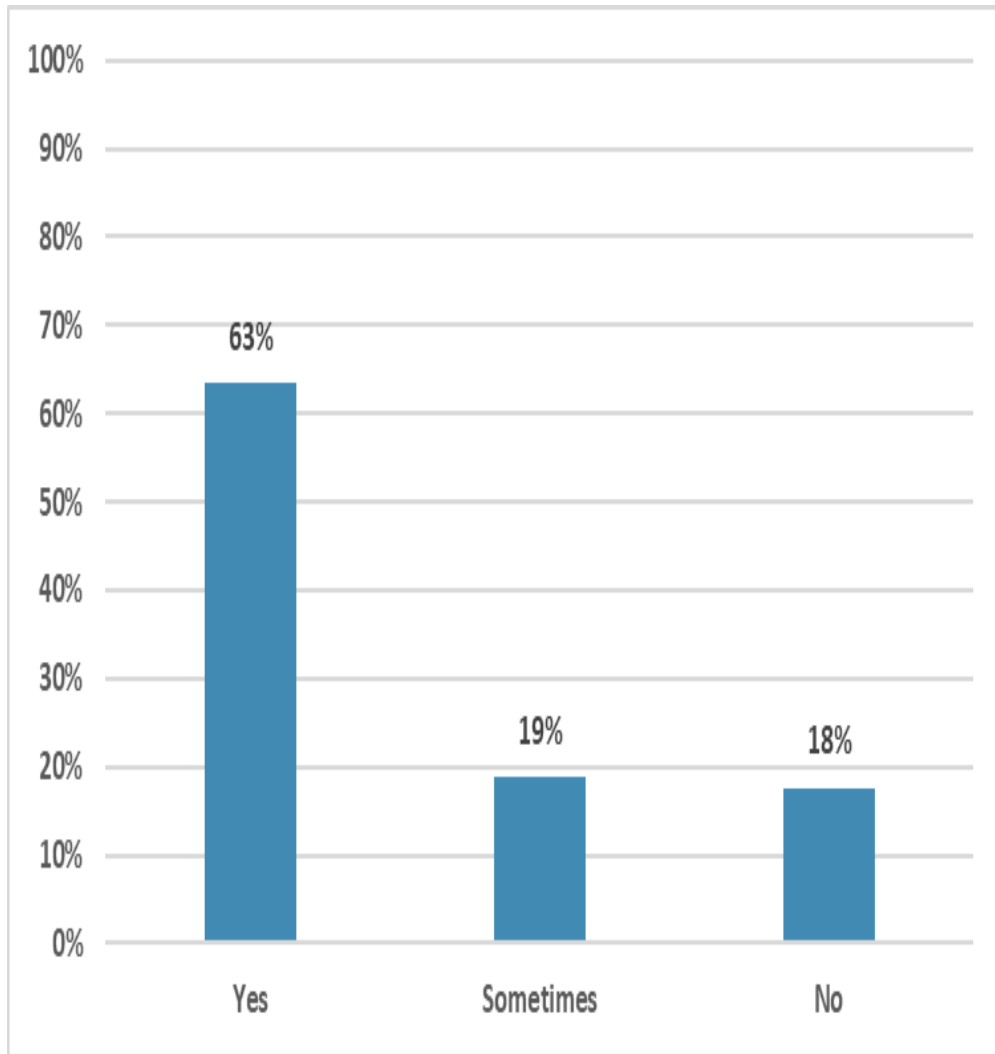
**Sex:** The overall order of preferences was same for male and female respondents. 27% males said that they are **meeting their family** compared to 19% females and 19% those identifying as **other sex**

48% of those identifying as **other sex** cited **phone call** as a mode of connecting with family followed by **meeting them (19%)** and connecting via **social media(10%) & SMS(10%)**

**Age groups:** 21% < 15 years olds opted for **video chat** as a means of connecting with family. For 54% >34 years, **phone call** was the most preferred means and only 14% of them said that they were **meeting their family**.



# Are you doing any housework?



N= 14,791

**Overall, 63% were doing housework, 18% not any**

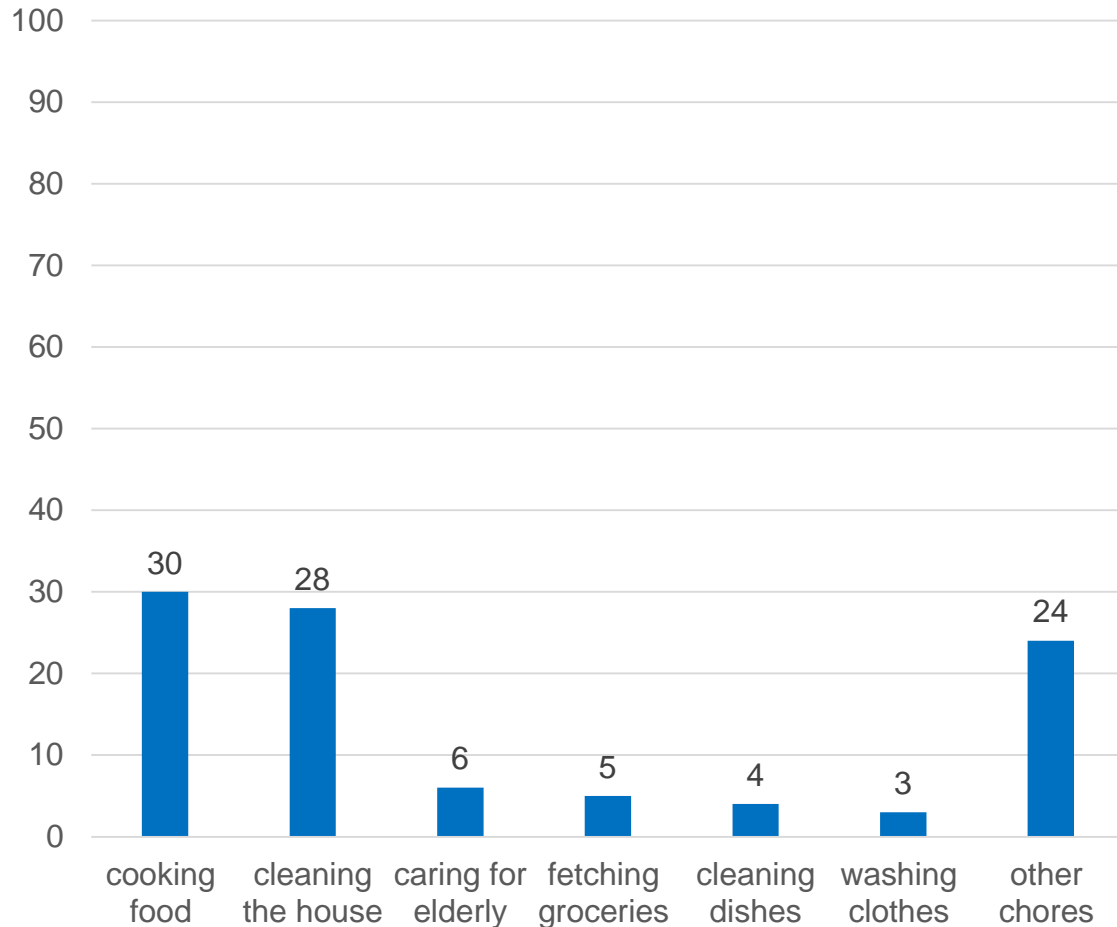
**Place of residence:** There was no difference in trend

**Sex: 69% of females, 59% of males, 63% of those identifying as other sex** said that they were doing housework. While **22% male** respondents were **not doing any housework**, only **12% females** responded with a No.

**Age groups: 63-69% respondents** across most age groups said that they were doing housework.

- **Highest percentage (74%) < 34 years** were doing housework
- **58% between 20-24 years** said that they were doing housework,
- **25% between 20-24 years** said that they **were not doing any housework.**

# What are you doing the most?



N= 9261

This question was polled to those who said that they were doing household work.

**Overall, 65% respondents were cooking and cleaning, washing dishes and clothes**

**Place of residence:** There was no difference by place of residence.

**Sex: 39% females** said that they were **cooking food**, compared to **22% males** **30%** males cited **other household chores** and **26%** said that they were **cleaning the house**.

**Age groups:** Those >20 years age said that they were mostly cooking(>**34%**), while those below 20 years, **0-14 (34%)** and **15-19 (29%)** said that they were mostly cleaning the house.

**16%** of **31-34 year** olds and **12%** of those **over 34 years** said that they were **caring for children/elderly**.

# Other things being done by respondents

- Studying/attending online classes/completing holiday homework
- Helping parents in doing household chores
- Farming/tending cattle
- Working from home
- Watching T.V./playing games
- Painting/sketching
- Gardening
- All the chores listed in the previous question

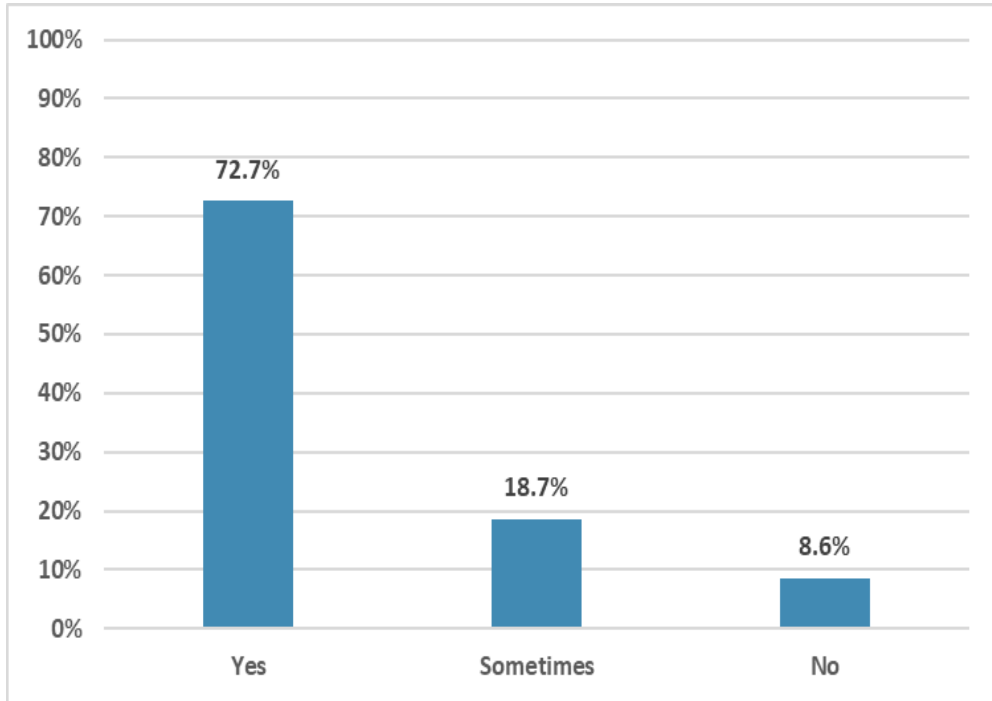




# Share a picture of activities that you are doing



# Are you enjoying spending more time with your family at home?



N= 14,431

**Overall, 73% enjoying spending time with family**

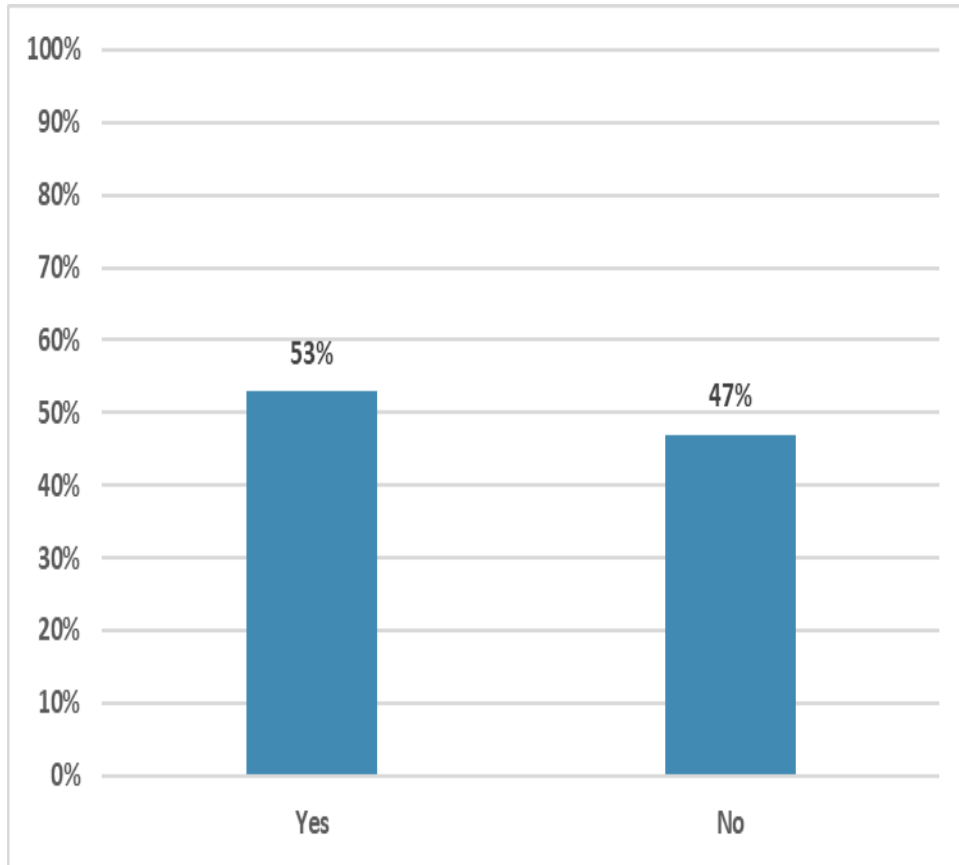
**Place of residence:** There was no difference in trend.

**Sex:** There was no difference in trend by sex.

**Age groups:** About **70% or more** respondents across most age groups said that they were enjoying spending more time with family, the highest percentage (79%) was of those below 15 years.

64% of those between 31-34 years responded with a yes, while 26% said sometimes.

# Have you heard of Childline?



N= 13,509

**Overall, only 53% respondents had heard of Childline**

**Place of residence: 56% urban and 50% rural respondents said that they had heard of Childline**

**Sex:** There was no difference by sex.

**Age groups: 62% of those below 15 years and 69% of those above 34 years had heard of Childline.** For other age groups, except for 20-24 years, this value was between 52-56%.

**59% of those between 20-24 years had not heard of Childline.**

# What is the Childline phone number?

**53% respondents who had heard of Childline answered this question correctly.**

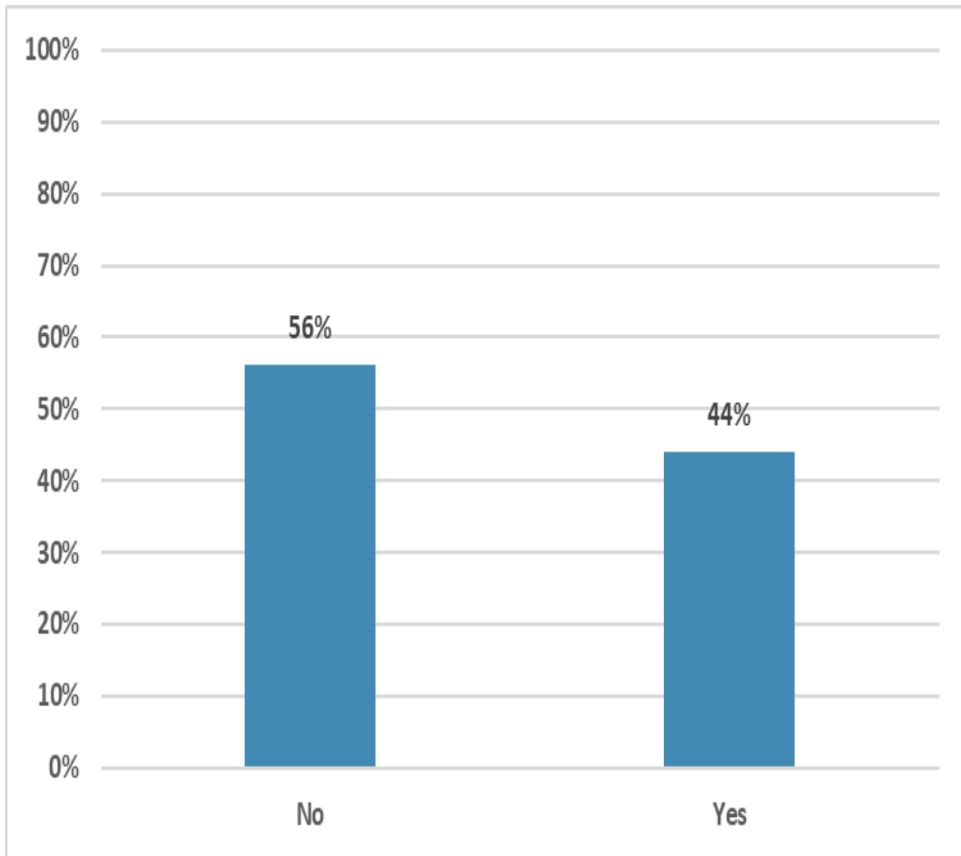
**Place of residence: 50% of urban and 37% of rural U-Reporters answered it correctly.**

**Sex: 51% of female and 48% of male U-Reporters answered it correctly.**

**Age groups: 48% of those below 15 years answered it correctly, followed by 26% of 15-19 year olds.**

**States: 14% respondents from Delhi followed by 10% from Tamil Nadu answered this question correctly.**

# Have you heard of the COVID Toll Free Psycho-social helpline?



N= 12,851

**Only 44% respondents had heard of COVID toll free Psycho-social care number**

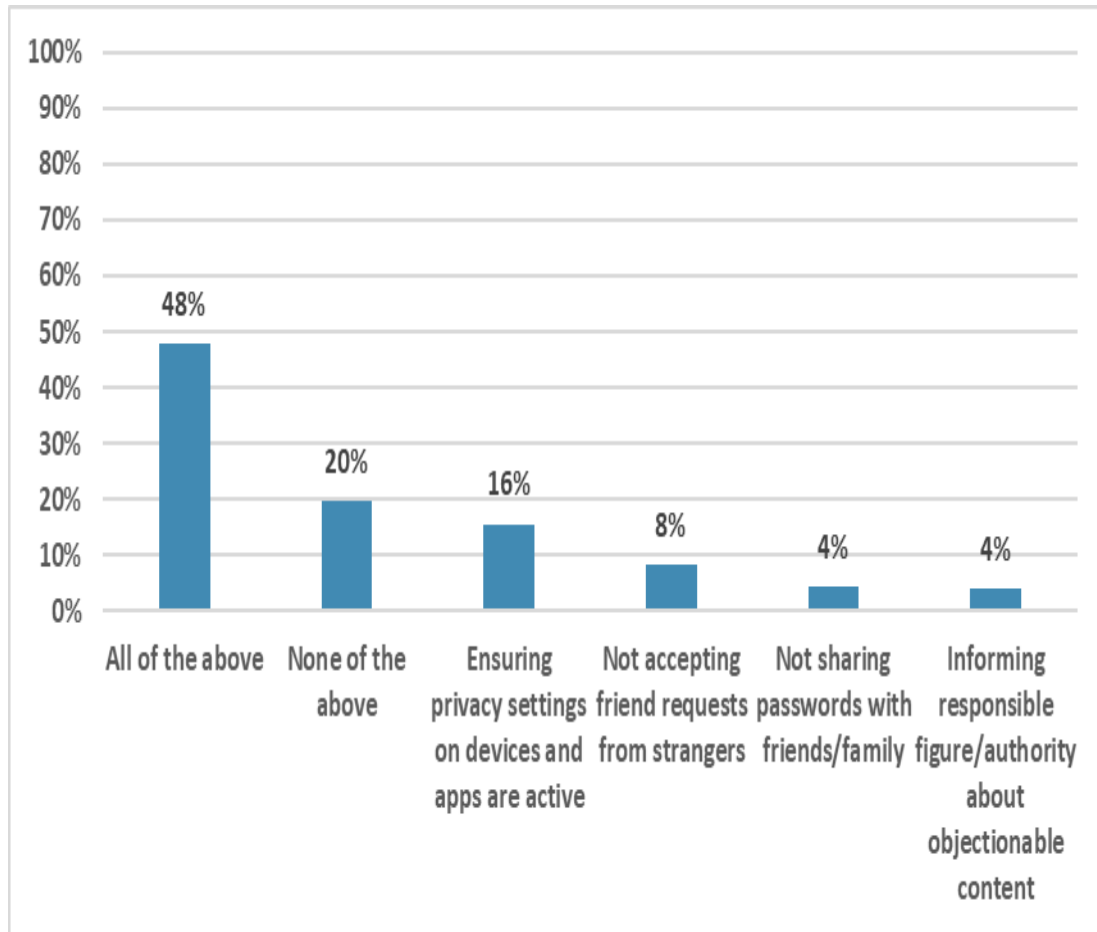
**Place of residence:** There was no difference in trend.

**Sex:** There was no difference in trend by sex.

**Age groups:** The overall trend for the responses for this question was the same across most age groups. Except for respondents > 34 years of age, the number was equal between the yes and no options.



# What are you doing these days to stay safe online?



N= 12,022

**48% respondents follow ways to stay safe online**  
**Only 4% thought of informing anyone about objectionable content**

**Place of Residence : 52% urban and 43% of rural U-Reporters chose All of the above as an option. 22% of rural respondents and 16% urban respondents said that they didn't follow any safety measures to stay safe online**

**Sex:** There was no difference in trend by sex.

**Age groups:** The overall trend remained the same across all age groups.

The percentage of respondents choosing None of the above was the least (~13%) for those over 30 years and the highest (23%) for those below 15 years.

# Is there anything else that you want to share with us?

## Negative effects of the situation

- Being stressed due to losing their jobs, uncertainty of future job prospects. They mentioned about their inability to take care of their families because of this.
- Feel lonely/bored, miss meeting their friends, engaging in outdoor activities. They hope that the lockdown ends soon so that they can return to school/work.
- Working from home has taken a toll on their mental and physical health as they find it difficult to strike a balance between housework and office work.
- Concerns about the long duration of online classes and the consequent strain on eyes.

## Positive sides of the situation

- Some described how they are keeping themselves engaged during the lockdown by taking online courses, spiritual classes, attending webinars and doing things that they had always wanted to do but could not due to busy lives.
- lockdown has helped them reflect on their lives, gain clarity about the future.
- Happy to be spending more time with their families and taking care of them.

Some respondents asked questions on how to manage stress and keep themselves motivated

# Key Takeaways

## Feeling and Sleeping

- 76 % U-Reporters are feeling good, 14 % are not feeling good and 11% are not sure.
- 68% U-Reporters are sleeping well, 19% are sleeping somewhat well and 13% are not sleeping well.

## Eating

- 69% U-Reporters are eating well, 21% are somewhat eating well and 10% are not eating well.
- 39% of those not eating well don't feel like eating, 24% don't like what is cooked at home, according to 22% there isn't enough food for everybody and for 15% healthy food options are limited.

## Feeling Connected

- 45% of U-Reporters feel connected with friends, 32% do not feel connected and 23% feel somewhat connected.
- 81% of U-Reporters feel connected with family
- 38% connect via phone calls, 24% meet socially, 16% connect on social media and 14% have video chat
- 73% U-Reporters are enjoying spending more time with family at home

# Key Takeaways

## Housework

- 63% of U-Reporters are doing housework, 19% are doing it sometimes and 18% are not doing any
- Top 3 household activities: Cooking food (30%), cleaning the house(28%), other work(24%) such as studying, helping parents, farming, watching TV, playing games, painting, gardening.

## Helplines

- 47% U-Reporters have not heard of **Childline**
- 53% U-Reporters who have heard of Childline know its phone number.
- 56% U-Reporters have not heard of the COVID **Toll Free Psycho-social helpline**

## Online safety

- To stay safe online, 48% U-Reporters ensure that privacy settings on devices are active, do not accept friend requests from strangers, do not share passwords and inform a responsible person about objectionable content
- 20% U-Reporters do not follow any of these safety measures
- Only 4% respondents think of informing anyone about objectionable content

# About the Rapid Assessment

**Objective:** This rapid assessment is being conducted to assess and map psycho-social issues faced by the general public. The objective is to ask respondents about their mental health and inquire about other behaviours at home.

**Methodology:** The assessment was conducted through a survey consisting of 18 questions- 10 close ended and 2 open ended questions. It was conducted digitally through UNICEF's U-Report platform on WhatsApp, Facebook and Telegram. The survey was offered in English and 10 Indian languages. The intended audience for this assessment was the general public in India (across sex, age, geography).

A link to the survey was shared by UNICEF and partner organizations among their personal and professional networks. The survey questions can be found in Annexure A of this presentation.

# Limitations of the Assessment

There were a few limitations associated with the assessment in terms of the ease of access to technology, tech-literacy and awareness about the U-Report platform.

- The assessment could be taken by those who had mobile phones, access to the internet, were registered on social media platforms, were literate in one of the 11 languages and had knowledge about the U-Report platform.
- The responses were received through voluntary participation of people rather than through sampling, leading to an underrepresentation of participants across age, sex and geography.
- A continuous decline in response rate was observed as U-Reporters dropped off through the survey, affecting the quality of responses received.

# Context and Duration of the Assessment

On **21<sup>st</sup> June, 2020** (when the assessment began),  
The total number of COVID-19 cases in India were 4,10,461 with 13,254 deaths.

On **16<sup>th</sup> July, 2020** (when the assessment was concluded),  
The total number of COVID-19 cases in India were 9,68,876 with 24,915 deaths.

Source: [WHO COVID-19 SitReps](#)

During this period, the guidelines issued by the MHA for the phased re-opening of areas outside containment zones were in force. The duration of the first phase (Unlock 1) was from 1<sup>st</sup> June-30<sup>th</sup> June and the second phase (Unlock 2) that began on 1<sup>st</sup> July ended on 31<sup>st</sup> July 2020.



# Annexure A: Survey Questions & Script

As the lockdown eases around the country, UNICEF India and U-Report would like to know about how you've been feeling during the COVID-19 pandemic.

We will use this information provided by you to improve communication around COVID-19 and other responses.

**1. The area you live in, is \_\_\_\_\_.**

- A. is a village area
- B. is under a municipality
- C. don't know

**2. How are you feeling today?**

- A. I am feeling good
- B. I am not feeling good
- C. I am not sure

**3. How are you eating these days?**

- A. Eating well
- B. Somewhat eating well
- C. Not eating well

**4. [IF NOT EATING WELL] Why do you think you are not eating well?**

- A. There isn't enough food for everyone
- B. Healthy food options are limited
- C. I don't feel like eating
- D. I don't like what is cooked at home

**5. Would you like to share with us a picture of the food you are eating at home?**

Type 1 to upload a picture now

Type 2 to skip and

Type 3 to upload pictures at the end of the survey

**6. How are you sleeping these days?**

- A. Sleeping well
- B. Sleeping somewhat well
- C. Not sleeping well

**7. Do you feel connected with friends these days?**

- A. Yes
- B. No
- C. Somewhat connected

**8. Do you feel connected with family these days?**

- A. Yes
- B. No
- C. Somewhat connected

**9. How are you connecting with them?**

- A. Phone call
- B. Video chat
- C. Text messages (SMS)
- D. Social media (Facebook and WhatsApp)
- E. Meeting them
- F. Not connecting

**10. Are you doing any housework?**

- A. Yes
- B. No
- C. Sometimes

**11. [IF YES] What are you doing the most?**

- A. Cooking food
- B. Cleaning the house
- C. Cleaning dishes
- D. Washing clothes
- E. Caring for children/elderly
- F. Fetching groceries
- G. Other

**12. [IF OTHER] Please tell us what you are doing? <open ended question>**

**13. Are you enjoying spending more time with your family at home?**

- A. Yes
- B. Sometimes
- C. No

**14. What kind of indoor activities are you doing at home? Send us a picture.**

Type 1 to upload picture,

Type 2 to skip and

Type 3 to upload picture at the end of the survey

**15. Have you heard of Childline?**

- A. Yes
- B. No

**16. [IF YES] What is Childline phone number? <open ended answer>**

**17. Have you heard of the COVID Toll Free Psycho-social helpline?**

- A. Yes
- B. No

**18. What are you doing these days to stay safe online?**

- A. Ensuring privacy settings on devices and apps are active
- B. Not accepting friend requests from strangers
- C. Not sharing passwords with friends or family
- D. Informing responsible figure/authority about objectionable content
- E. None of the above
- F. All of the above

**19. Is there anything else that you want to share with us? <open ended question>**

**20. Please upload the photo for food and indoor activity now.**

Here are some resources on how to keep safe online...

- [www.wethinkdigital.fb.com/](http://www.wethinkdigital.fb.com/)
- <https://safety.google/families/families-tips/>
- [https://beinternetawesome.withgoogle.com/en\\_us/interland](https://beinternetawesome.withgoogle.com/en_us/interland)

Here are some numbers you and your friends and family might find useful...

Childline: 1098

Women's helpline: 1091

MoHFW COVID-19 helpline: +91-11-23978046

MoHFW COVID-19 Toll Free Helpline: 1075

NIMHANS COVID-19 Psychosocial Helpline: 080-46110007

Thanks for participating! Your opinions will be used by UNICEF India to improve communication around Coronavirus pandemic. Share the following message with your friends:

Hi, I am helping UNICEF India by taking part in their latest survey on psycho-social wellbeing during COVID-19.

You can also make your voice heard by taking this survey:

WhatsApp: <link>

Facebook Messenger: <link>