



Feedback & perceptions on COVID-19

Round 1 – August 2020

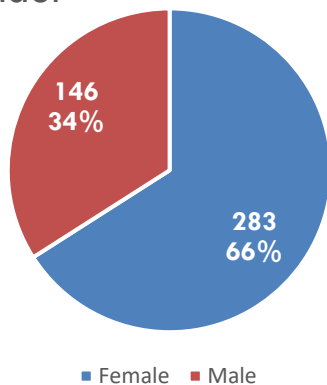
Introduction

This bulletin presents the key findings from the Zimbabwe Red Cross Societies' (ZRCS) recent COVID-19 survey conducted with their target population in their main districts of intervention. The goal is to share the findings with relevant stakeholders to inform their Risk Communication and Community Engagement (RCCE) activities and adjust programming according to the opinions, views and feedback of affected communities.

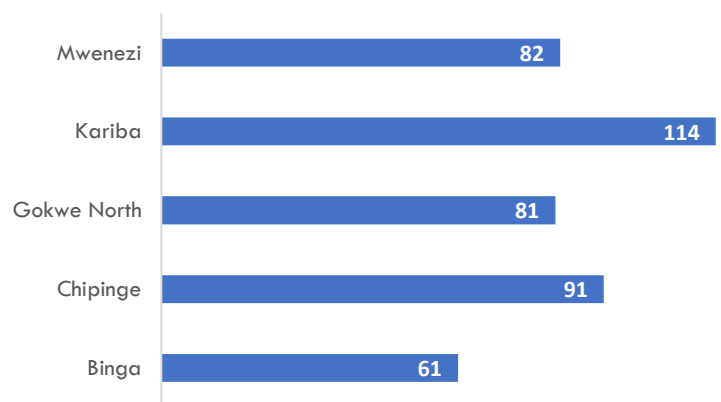
Demographics

Total respondents – 429

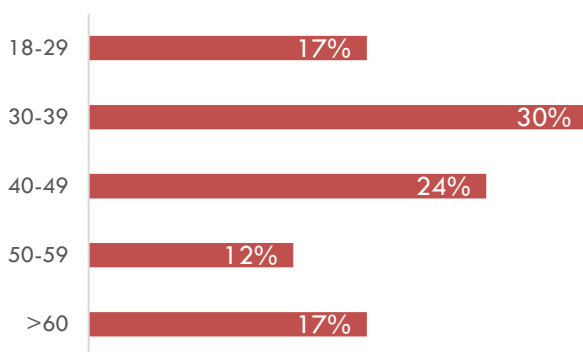
Gender



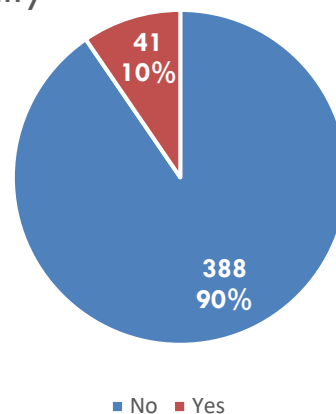
District



Age



Disability



Methodology

The survey was administered through face-to-face interviews with 429 respondents in several districts of Zimbabwe. The districts were chosen based on the area of intervention of the ZRCS. The sample was calculated based on the most recent service recipients' numbers of the ZRCS. The data presented here is therefore not representative of the perceptions of the whole population of Zimbabwe, but of the views of communities benefiting from Red Cross services.



Volunteers getting their temperature checked before enumerator training/data collection



ZRC enumerators collecting data on COVID-19 perceptions whilst adhering to social distancing guidelines

Main findings

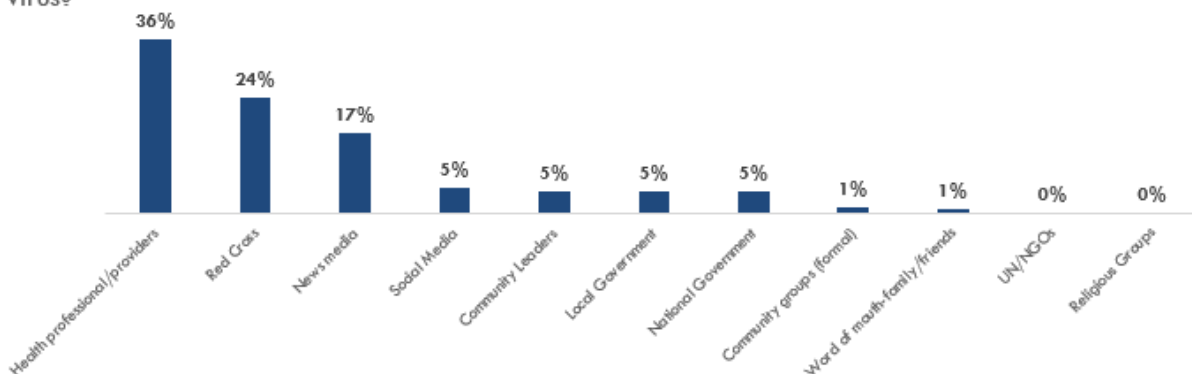
Information & Communication

- The majority of respondents (83%) feel that they have enough information to protect themselves from the virus.
- However, 64% indicate that there are population groups that struggle to access information, citing the elderly (named by 53%) and people with disability (49%) most frequently.¹
- Both the most used and trusted sources of information on how to protect oneself from the virus are health professionals and the Red Cross, followed by news media. Community leaders and local governments are only named by very few respondents.

Are there specific groups of people who are struggling to access information on the corona virus?



What source do you trust the most for information on how to protect yourself from the virus?



- The vast majority of respondents (85%) prefer to communicate any questions they have to the Red Cross in face-to-face interactions with staff and volunteers. The suggestion

¹ When percentages amount to more than 100 percent it is due to the fact that respondents were able to name multiple options.



box as a preferred communication channel is only named by 28%, community leaders by 18% and the phone by 17% of respondents.

Recommendations:

Need to work closer with health professionals to spread awareness and key messages.

Community leaders play an important role in communities, need to encourage them to take a more prominent role in the fight against COVID-19 and the dissemination of information.

Need to focus on vulnerable populations more: elderly, people with disability, people with illness/chronic disease. Connect with organisations specialised in working with these groups and invest in more face-to-face communication.

To target youth, there is a need to disseminate information in schools and colleges.

Economic impact

- Over half of respondents (51%) claim that their ability to meet basic needs has worsened since the start of the pandemic. Contributing to this most prominently are loss of job/income (named by 66%) and price increases (49%). In Binga and Mwenezi, the majority of respondents claim that their ability has improved. Younger respondents also respond more positively to this question.

How has your ability to meet your basic needs changed since the virus started spreading?



Recommendations:

Need to understand why the ability to meet basic needs has improved in Binga and Mwenezi and how the youth have managed to improve their economic situation.

Behaviour

- Overall, the population is aware of (named by 43%), keeping their distance to others (38%) and increasing hygiene practices (30%)
- Whilst most respondents say that they would call a health provider should they experience any corona virus symptoms (named by 66%), still 55% say that they would go to health providers. 36% say that they would self-isolate.



Recommendations:

More awareness raising and communication needs to be done on the importance of wearing masks and how masks can be produced with local materials.

Need to understand why keeping distance from others and increased hygiene practices are measures that are problematic and co-create solutions with communities.

Highlight the importance of calling health providers before going when experiencing COVID-19 symptoms.

Need to engage local leaders to enforce laws to ensure adherence to the regulations.

Rumours

- Over half of respondents think that rumours about COVID-19 are spread in their community (52%).
- However, 82% think people in their community can distinguish rumours from facts.
- Of these 23% however state a fact as a rumour.
- The most common rumours being spread are about traditional remedies being able to cure the virus. 46% indicate that rumours are spread through word-of-mouth.

Do you think people in your community can distinguish rumours from facts about the coronavirus?



Recommendations:

Need to further invest in giving communities the tools to distinguish rumours from facts.

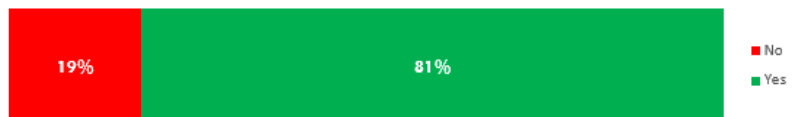
Need to encourage them to verify information with most trusted sources (health providers/Red Cross).

It is necessary to talk more about the role of traditional remedies with communities.

Outlook

- 81% of respondents say that their community has access to health services should they need them in the time of corona. The most negative on this question are people in Gokwe North, where 37% indicate that they do not have access.
- Almost all respondents (96%) believe that the measures that have been introduced in their area will reduce the spread of the virus.

Do people in your community have access to health services should they need them in the time of corona virus?



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