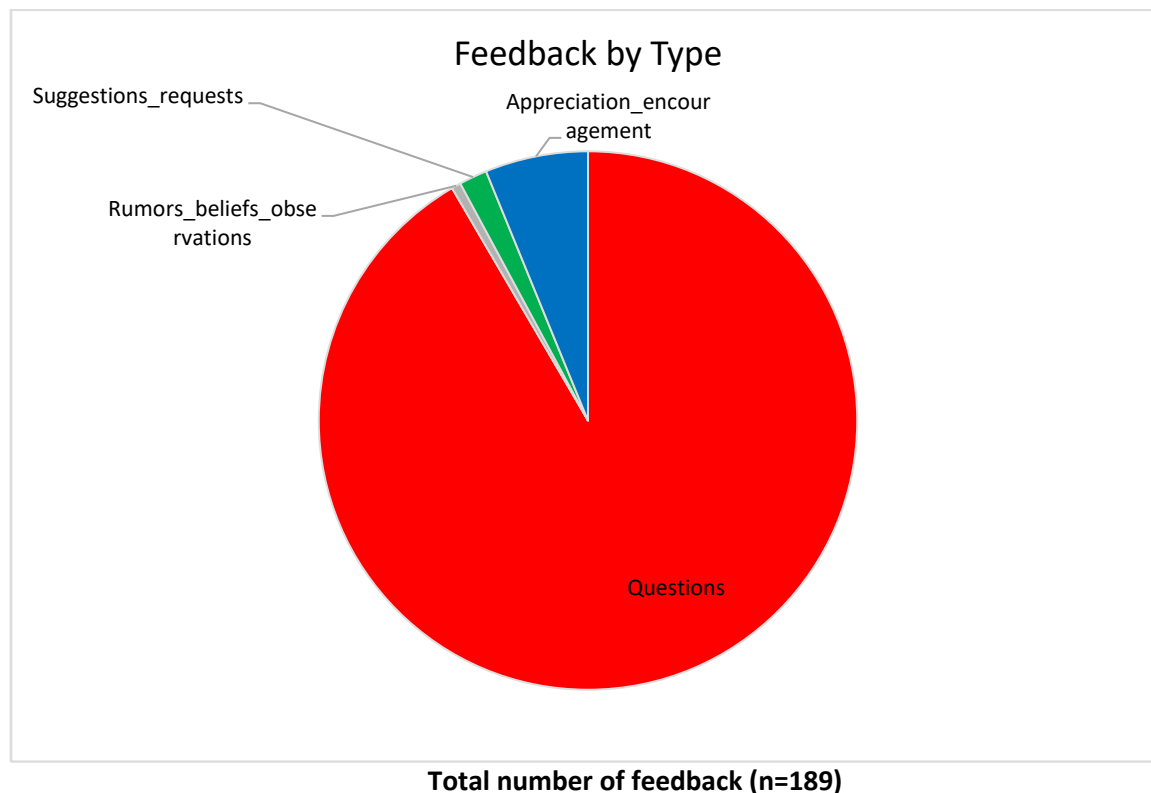


Community feedback considered in this report was collected between 1 and 30 November 2020 by Nepal Red Cross Society, 1 and 29 November 2020 by Indonesian Red Cross Society (Palang Merah Indonesia - PMI). Nepal shared only feedback that were received via free of cost telephone hotline number whereas in Indonesia feedback was received via social media and radio. Total number of feedbacks from Nepal is 93 (72 male, 18 female, 3 unknown), Indonesia 96 (41 male, 52 female and 4 unknown). Feedback ranged from queries related to blood plasma, requesting contact numbers for blood transfusion center in various places, queries about organizations responding to the disease, testing of the disease and re-testing of the disease. The highest number of feedback received are questions about people or organization responding to the disease. This may indicate that currently response needs are higher in the countries and could relate to prolonged reliance on humanitarian organizations, or interest in the upcoming vaccine. The second highest number of feedback were queries about the disease is topic followed by questions about health care services.



Highest number of feedback received are questions from the communities that are shown in feedback by topic.

EXAMPLES OF FEEDBACK FROM BOTH COUNTRIES

Questions about vaccines

“Are there any side effects from the vaccine later, Doctor? and how is the quality of security and halal for the vaccination. Whether the government oblige (the vaccination) or it will be optional whether to take vaccine or not.” (Man, Unknown age, Sulawesi Selatan Indonesia, question received in interactive radio show)

“How is that the level of safety of vaccines with many information circulating about the dangers of vaccines covid-19 and whether the vaccine is Halal?” (Woman, Unknown age, Sulawesi Selatan Indonesia, question received in interactive radio show)

“Assalamualaikum. What are the composition of the COVID-19 vaccine? And does the existence of a vaccine mean the life or the activity will return to normal?” (Woman, Unknown age, Sulawesi Selatan Indonesia, question received in interactive radio show)

Useful links: [Vaccines and immunization: Vaccine safety \(who.int\)](#)

Questions about people and organization responding to the disease:

“Whether the assistance provided by PMI is for free?” (Woman, age 18-29, Indonesia)

“My COVID-19 patient in Tokha hospital is in need of blood plasma where do I contact?” (Male, age 40-49, Kathmandu Nepal)

“I need B+ whole blood cells where do I contact?” (Male, unknown age, Dang)

Questions about how disease spreads:

“Can an infected person once declared cured by a doctor still transmit the COVID-19?” (Female, age 30-39, Jawa Timur, Indonesia)

“My daughter in law was in isolation for 14 days after she tested positive with COVID-19. Now she tested negative can we stop physical distancing now?” (Female, age 40-49, Kathmandu Nepal)

Being tested negative with COVID-19 means person no longer carries the virus. So the person tested negative can no longer transmit the disease.

Useful links: [Coronavirus disease \(COVID-19\): How is it transmitted? \(who.int\)](#)

Question that reveal mistrust and suspicion:

“What we can do as a society to be able to stop the negative stigma that exists in society about COVID-19?” (Woman, age 30-39, Jawa Timur Indonesia)

“How to overcome the social stigma that occur in yourself? And what PMI strategy to respond to the social stigma that is happening in the community?” (Woman, age 30-39, Jawa Timur Indonesia)

Useful links: [What can you do to fight stigma associated with COVID-19?](#)
and [A guide to preventing and addressing social stigma associated with COVID-19](#)

Questions about health institutions:

In Nepal people continue to ask for contact numbers of ambulance, red cross chapters, blood transfusion center and health ministry (related to COVID-19 information).

“We need to take COVID-19 patient to Patan hospital. None of the Ambulance want to take us. They say bring recommendation. What is the number of health ministry COVID-19 related number?” (Male, age 18-29, Kathmandu Nepal)

“What is the number of blood transfusion centre in Morang district?” (Female, age 18-29, Morang Nepal)

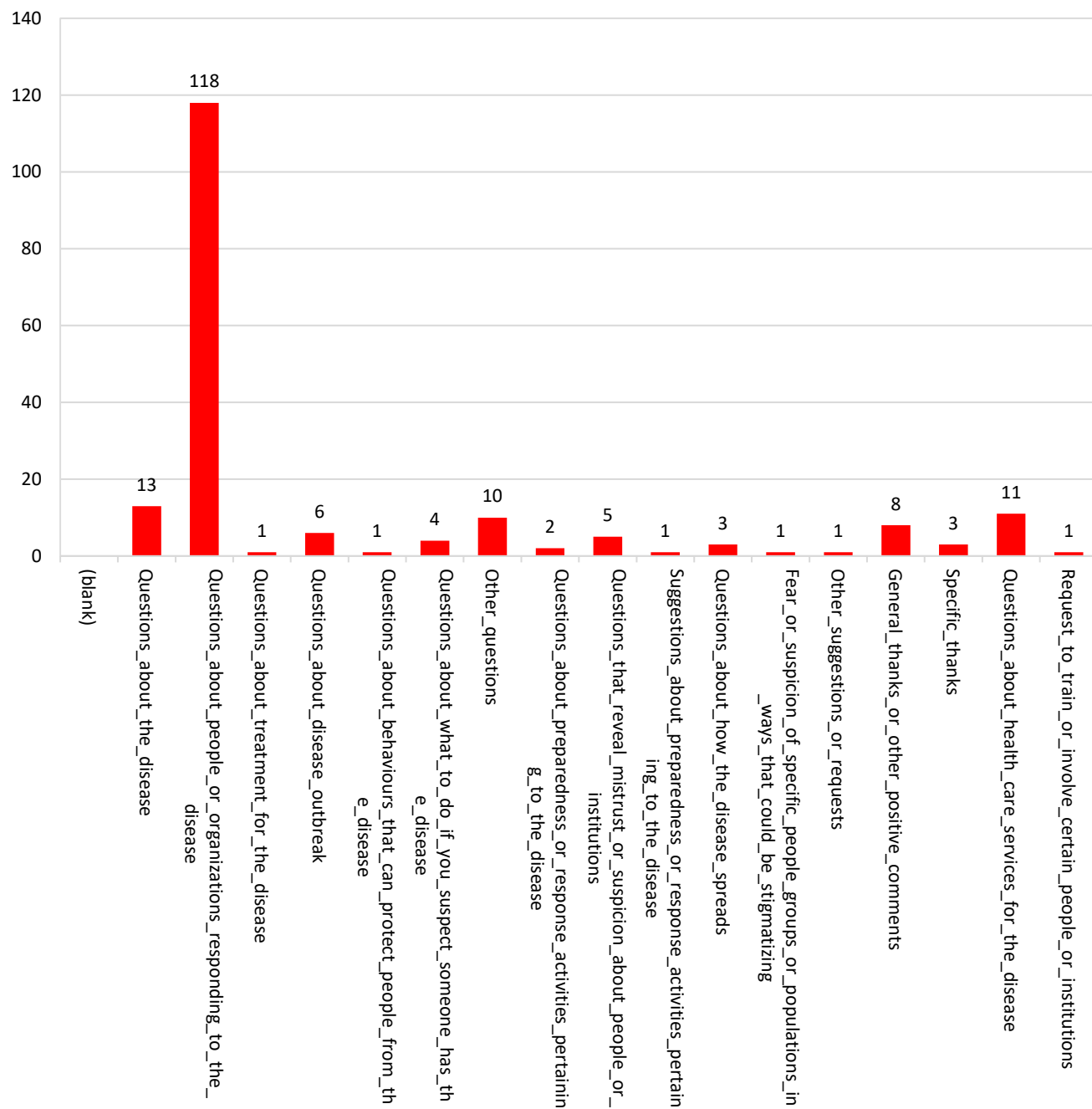
Other Questions about the disease

“I have tested positive with COVID-19 and have been in home isolation since 20 days. What can I eat and what cant I?” (Male, age 18-29, Kathmandu Nepal)

“I had tested positive with COVID-19 on Nov 11th(15 days ago). If I test again will it be positive again? I also have sugar.” (Male, age 30-39, Lalitpur Nepal)

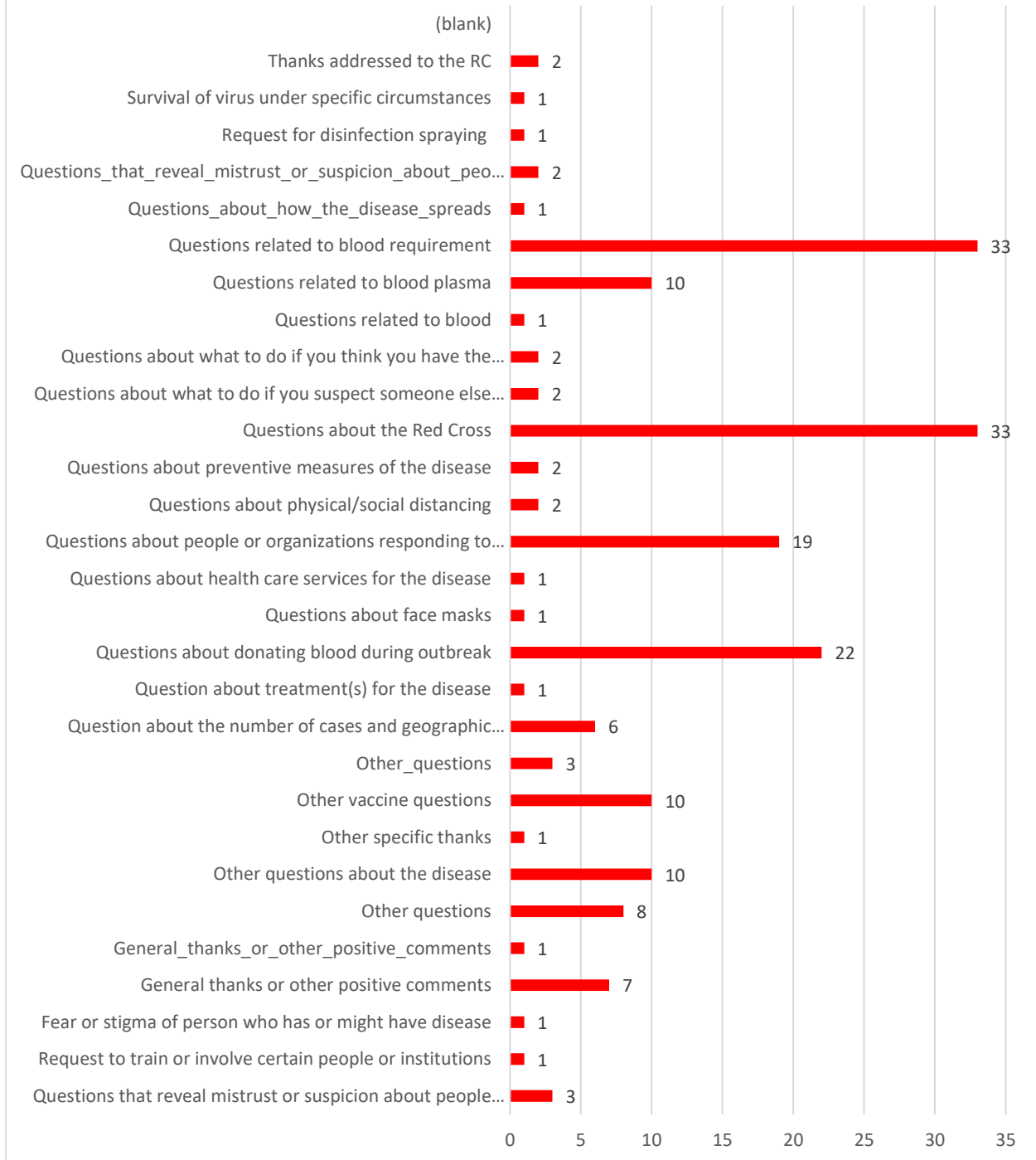
“Is COVID-19 real?” (Female, age 30-39, Jawa Timur, Indonesia)

Feedback by Topic



Total number of feedback(n=189)

Feedback by Sub Topic



Total number of feedback(n=189)

FOR MORE INFORMATION ON IFRC RISK COMMUNICATION AND COMMUNITY ENGAGEMENT EFFORTS ON COVID-19 IN ASIA PACIFIC, PLEASE CONTACT VIVIANE FLUCK AT VIVIANE.FLUCK@IFRC.ORG.