

COMMUNITY FEEDBACK REPORT

ASIA PACIFIC REGION (Feb-May 2022)

Community questions on COVID-19 vaccination centres for booster shots, blood donations related to COVID-19, and other rumours on vaccines safety

This summary overview is based on 843 feedback data collected from Risk Communication and Community Engagement and Accountability (CEA) activities in Pakistan, Nepal, Indonesia, Palau, and the Solomon Islands from February 1 to May 3, 2022. Almost half of the total feedback is from Pakistan, followed by Nepal while the rest is collected from Indonesia, the Solomon Islands and Palau.

It should be noted that data is not representative and has limitations. The National Societies have varied methods of collecting the data: Pakistan Red Crescent Society and Nepal Red Cross Society received feedback through their hotline while the Indonesian Red Cross Society (Palang Merah Indonesia - PMI) had more feedback collected through social media for this report. The Palau and Solomon Islands just recently started the feedback mechanism, collecting them mainly face-to-face, therefore data is not comparative.

We would like to share our gratitude with the National Society and IFRC colleagues from Pakistan, Nepal, Indonesia and Solomon Islands for sharing their feedback data with us to analyse and highlight community voices. For more information on Community Engagement and Accountability (CEA) please reach out to Viviane L. Fluck, PhD, regional coordinator for CEA, IFRC Asia Pacific, viviane.fluck@ifrc.org

AT A GLANCE:

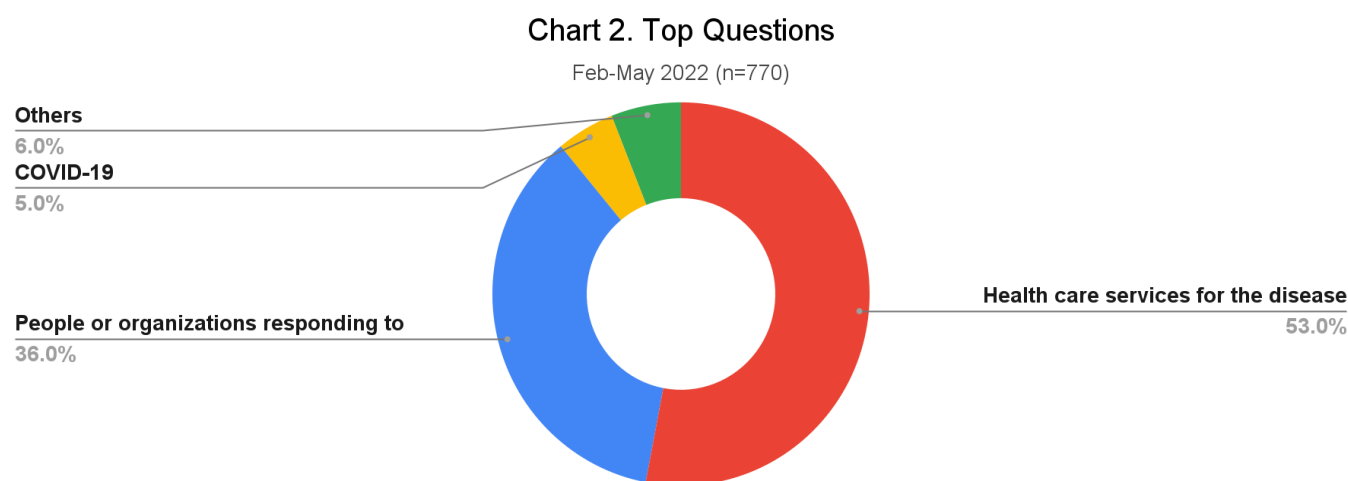
- **By country:** Of the 843 total feedback, 46% came from Pakistan, followed by Nepal (29%), Indonesia (16%), Palau (6%), and the Solomon Islands (3%).
- **By type:** For this period, almost all of the feedback data collected were questions ranging from how to get COVID-19 vaccines and vaccine booster shots to donating blood related to COVID-19.
- **By topic:** The top three topics across the countries were questions about 1) health care services 2) people or organizations 3) the disease/COVID-19.
- **Topic by country:** Pakistan received a lot of questions on health care services which were all about vaccines. Likewise, Palau and Solomon Islands collected more beliefs about whether vaccines are safe. Meanwhile, Nepal and Indonesia got more inquiries about blood donations.

- **Potential concern:** People are asking about the availability of home vaccination in Pak. They are also starting to ask about COVID-19 tests, vaccines as travel requirements, and the required age for vaccination. In Palau, while vaccines remains a concern, an individual believed infected people can travel freely despite restrictions.

MOST ASKED QUESTIONS: Health care services and organizations responding to COVID-19

From February to the first few days of May, all feedback came in the form of questions. It comprised 91% of all the collected data (Chart 1).

Almost half of the questions gathered are pointing to health care services related to COVID-19, followed by questions on organizations responding to the disease, and queries about the COVID-19 virus itself, particularly on symptoms of the Omicron variant (Chart 2).



Questions on health care services for COVID-19 rose by 81% from February to March as shown in Chart 3. There was also an increase in queries about people or organizations responding to COVID-19. Feedback questions about where and how to get vaccines, like schedules, locations and contact details of available vaccination centres comprised 24% of the concerns, followed by questions on how to donate blood even though the pandemic is still ongoing (see Chart 4).

Chart 3. Top Questions by Month

Feedback (n=843)

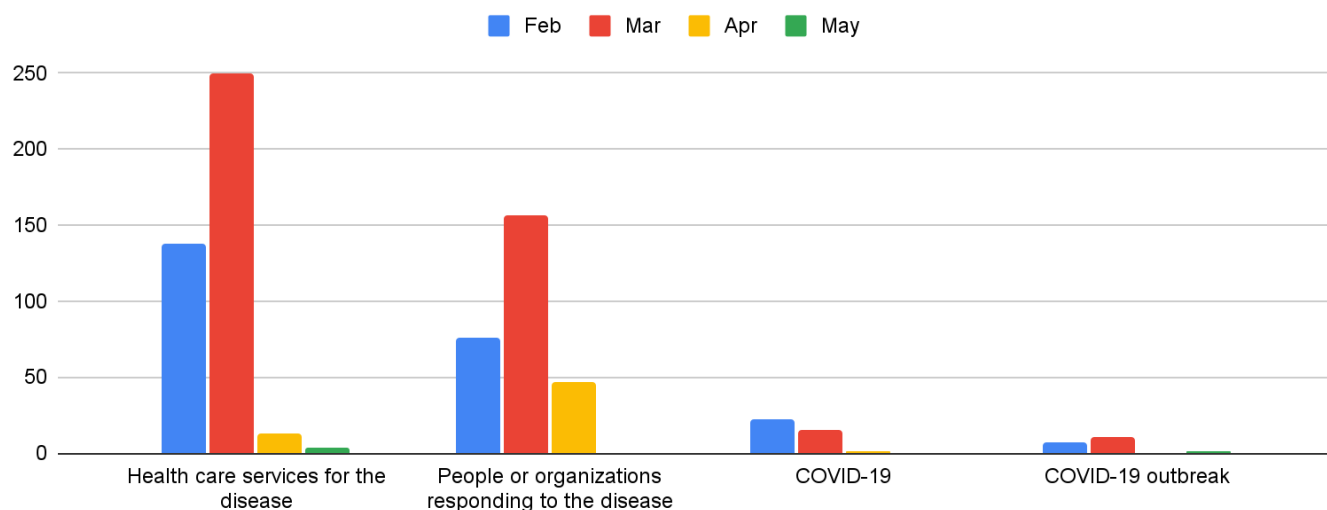
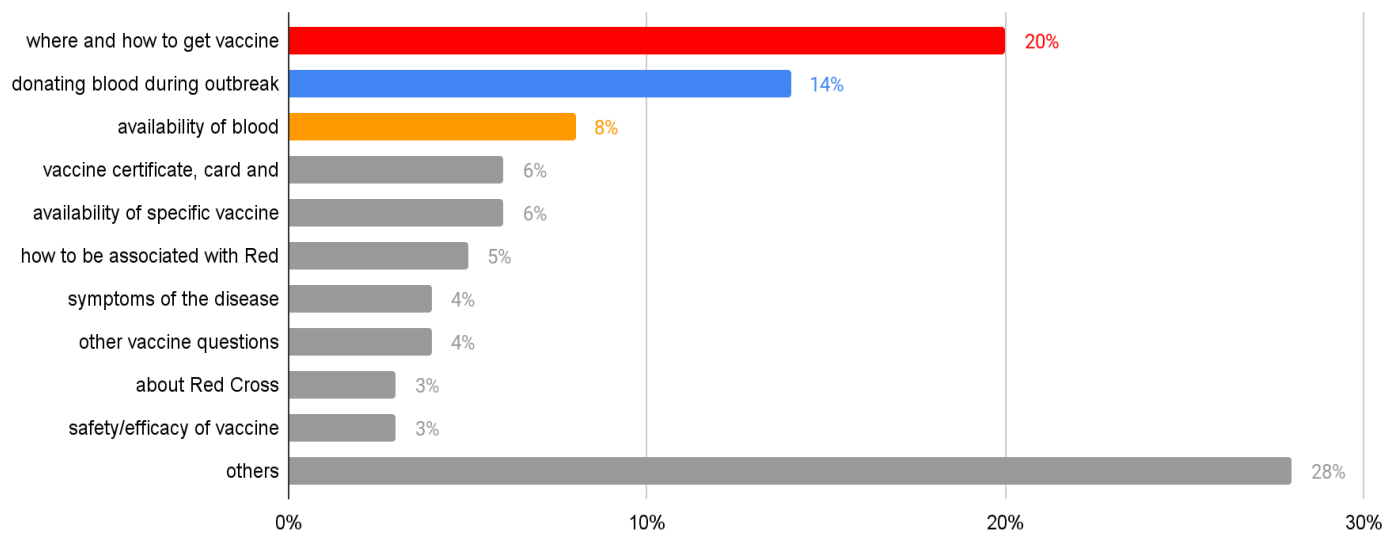


Chart 4. Questions by Subtopic

Feedback (n=843)



PAKISTAN: Questions on COVID-19 vaccine booster, availability of specific vaccines, vaccine certificate

“How can I get a vaccine booster?” -Male, 30-39 yrs old, Punjab

A lot of the community feedback from Pakistan for the February to March period was about the schedule of vaccine boosters. Forty-eight per cent or 185 feedback of the total 385 feedback collected through the hotline were questions about where and how to access vaccines, and what particular brand of COVID-19 vaccine is available at the vaccination centre (Chart 5). There were 19% of questions or 73 feedback, particularly about the booster shots. Those who asked this are mostly male, 30-39 years old, and located in Punjab (Chart 6). People are also asking about their vaccine information and certificates while there are some who seek information on COVID-19 symptoms, particularly about Omicron. There are few who asked for the availability of COVID-19 test, vaccine as a requirement for travelling abroad, the availability of home service vaccination, and required age for vaccination.

Chart 5. Top Questions in Pakistan

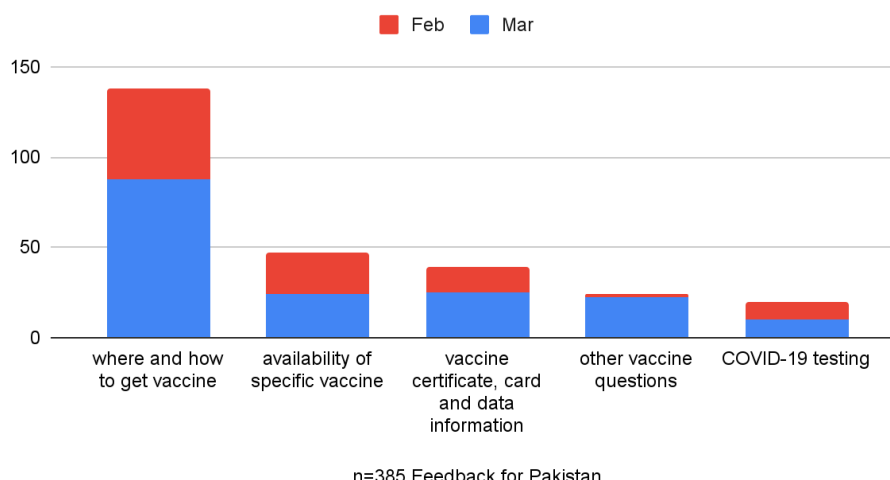
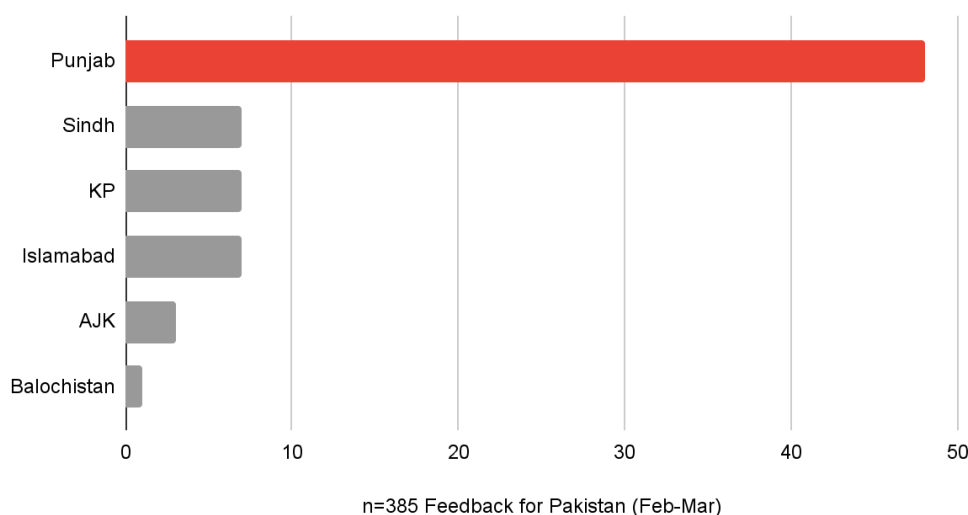


Chart 6. Question on Vaccine Booster by Location



NEPAL: Inquiries on contact details for blood donation, availability of blood type

“I need B positive blood, may I know the contact number?” -Male, 30-39 yrs. old, Kathmandu

Half of the concerns in Nepal were about blood services. Of the 242 total feedback, 26% or 62 feedback received through the hotline asked for the contact details of the transfusion centre, while 25% or 60 feedback is about the availability of specific blood types (Chart 7). Data on age are incomplete but based on the given data, such inquiries came from those 30-39 years old, males. Seventy-four per cent or 90 feedback questions on blood donation came from Kathmandu (Chart 8). Questions related to vaccine boosters are also seen in this period, mostly asking about the schedule of vaccination centres. Other concerns are related to being a member and partnership with the Red Cross on blood donation programs.

Chart 7. Top Questions in Nepal

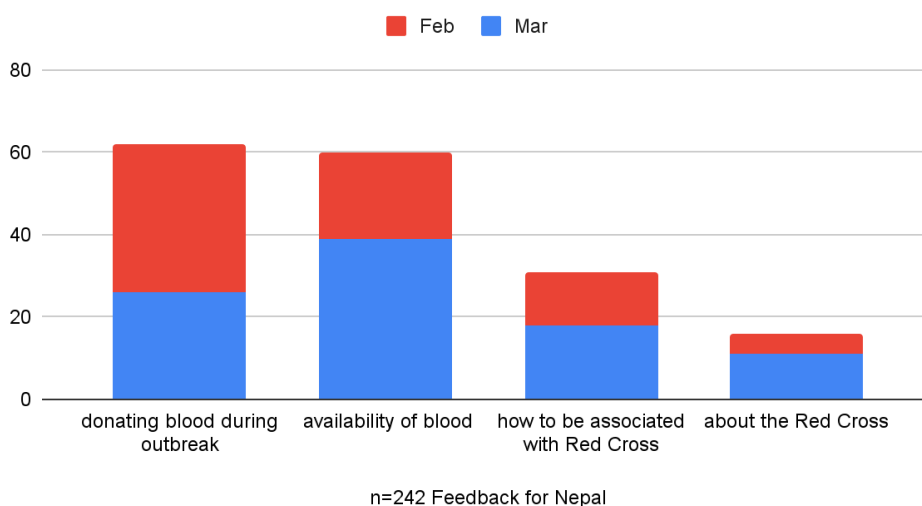
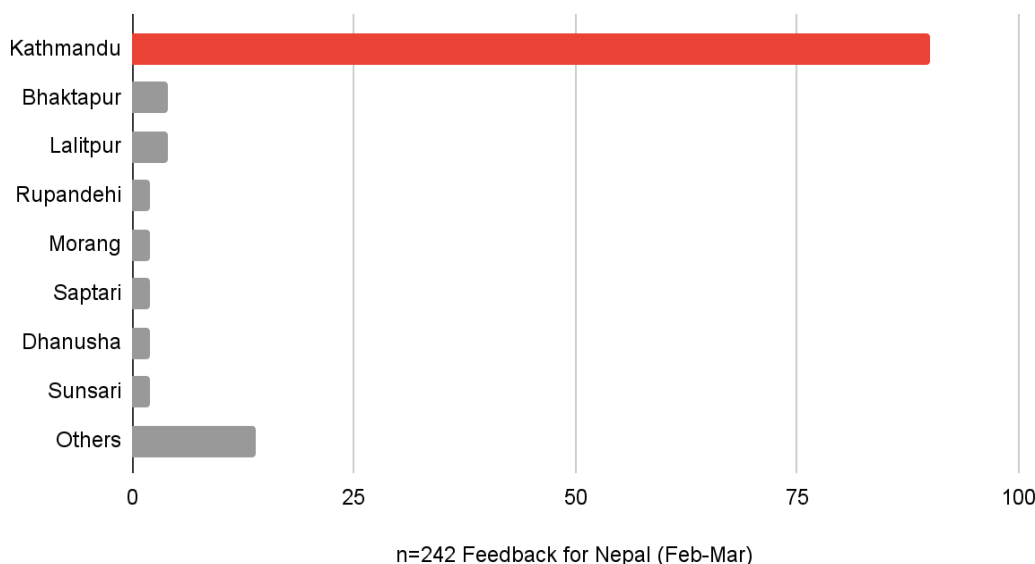


Chart 8. Questions on Blood Services by Location



INDONESIA: Questions on blood donors after having COVID-19, after COVID-19 vaccination

“How long does it take for a COVID-19 patient to donate blood?”

-Female, 18-29 yrs. old, DKI Jakarta

This question was just one of the feedback data collected via social media in Indonesia related to blood donation. There were 137 items of feedback gathered from March to April. Of this total, forty per cent were questions about donating blood in the midst of the pandemic – the highest for both months. This was followed by questions about donating blood after getting a COVID-19 vaccine (12%) [Chart 9]. Many of those who asked this question are female, 18-29 years old and almost all of those questions came from Jakarta. Other questions that are observed for the period include how to be a member of the Red Cross.

Chart 9. Top Questions in Indonesia

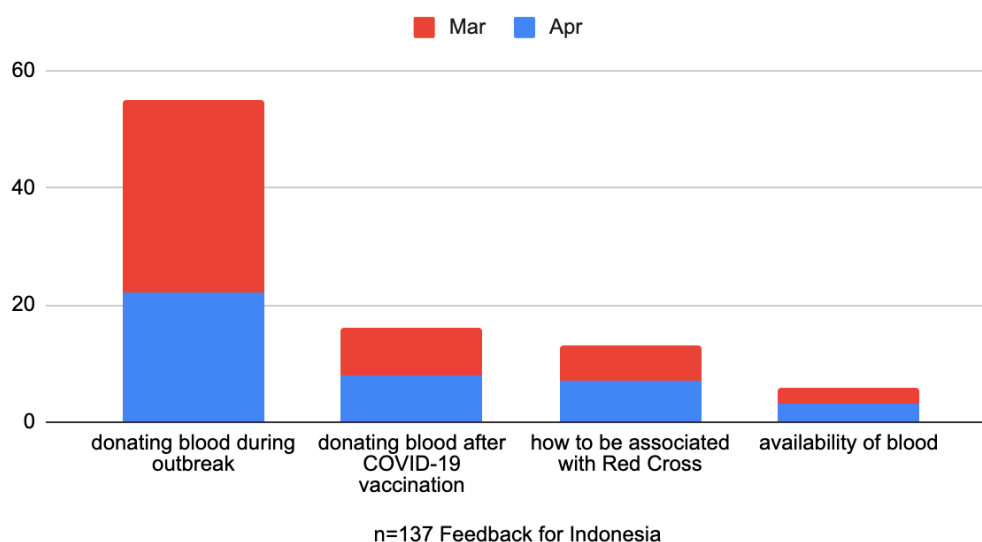
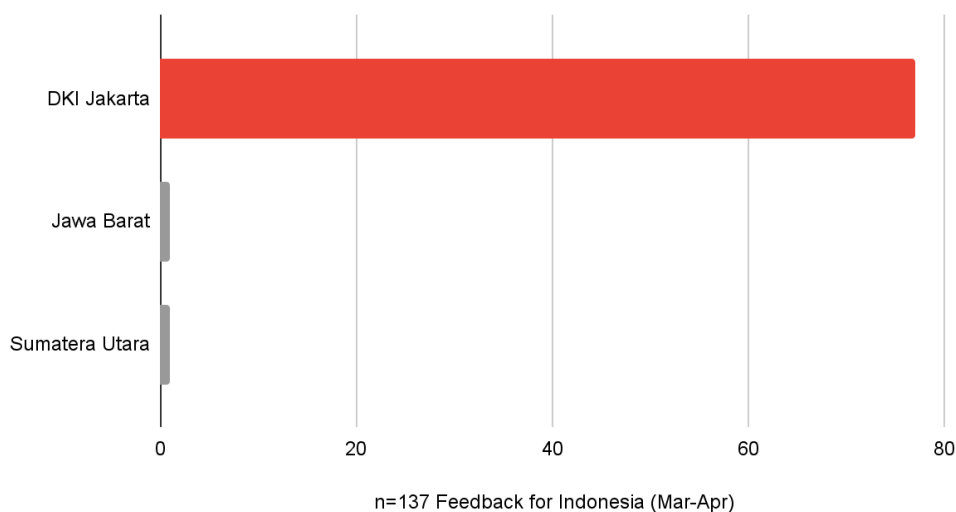


Chart 10. Questions on Donating Blood by Location



PALAU: Positive and negative observations, beliefs on COVID-19 vaccines

"I heard a rumor that the vaccine had chip which could be detected/tracked?"

-Female, 50-59 yrs. old, Ngerbeched

A respondent from Palau shared this belief she had heard, saying that vaccines contain a chip that can track those who were vaccinated. Similar not-so-good rumours on vaccines were also noted out of the 51 items of feedback data from March to April in the islands (Chart 11). But there were some who expressed their positive comments towards vaccines, saying they helped them gain confidence against the virus. These comments on vaccines were heard straight from the ground most of them particularly in Ngerbeched, Idid, and Dngerongel. While most concerns were about vaccines, other feedback stands out for its potential impacts, such as suspicions on infected people under Restriction of Movement (ROM) in Angaur who are believed that they are allowed to travel by plane and boat. This can lead to erosion of trust in the government and people implementing the restriction, thus the community will doubt the COVID-19 response to keep them safe, and follow suit to less likely to follow health protocols.

Chart 11. Feedback in Palau

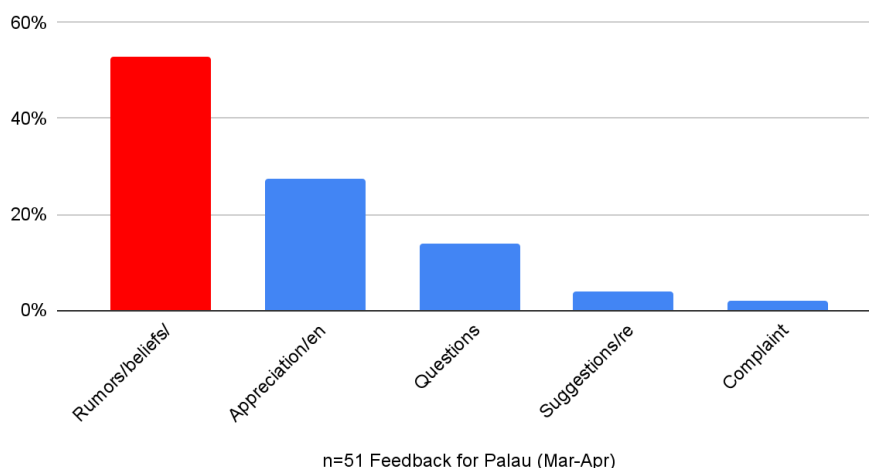
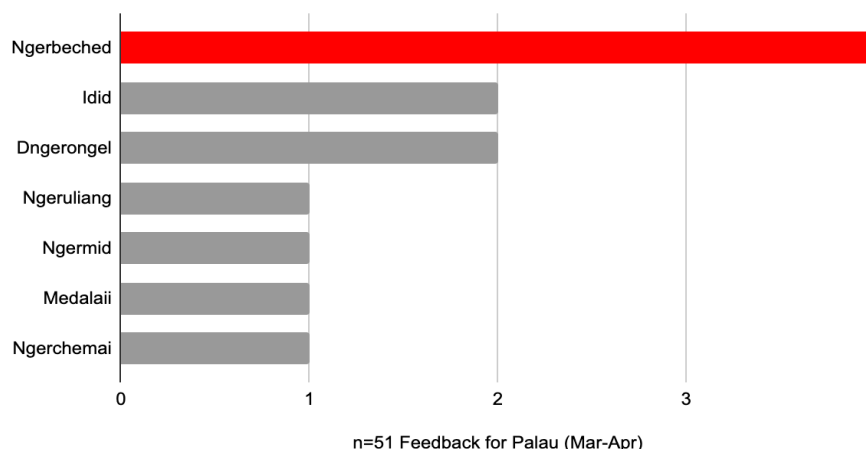


Chart 12. Questions & Rumors on Vaccines by Location



SOLOMON ISLANDS: Questions and beliefs revealing doubts on vaccines

“Is it true that after taking jabs a person may be able to live for two years?”

-Male, 40-49 yrs. old, Gizo

The sample feedback above was one of the 28 questions and rumours revealing doubts and fears about taking vaccines from April to May 5, 2022, in the Solomon Islands. Of the total feedback, 71% or 20 of them expressed concerns, particularly on the booster vaccines (Chart 10). These types of concerns were heard the most in Panatina and Gizo (Chart 11). The community concerns ranged from doubts about the safety, components and necessity of vaccine boosters to fears of dying or something to do with one’s belief or even in a 5G connectivity. A belief in herbs and traditional medicine as better than vaccines resurfaced in the islands.

Chart 13. Feedback in Solomon Islands

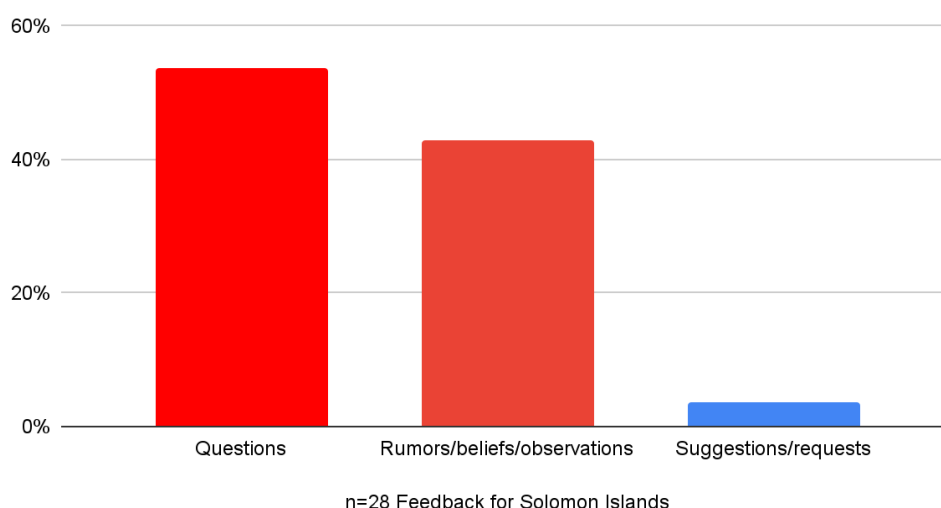
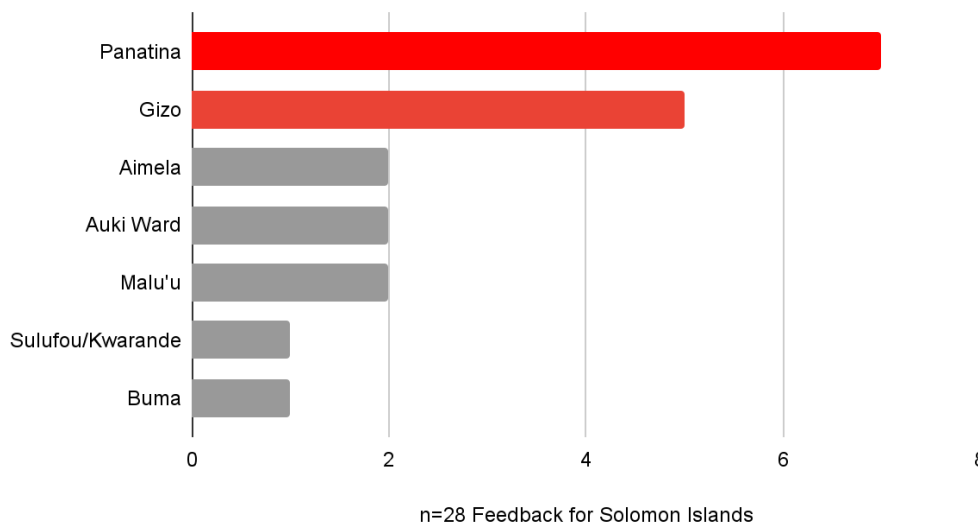


Chart 14. Questions & Rumors on Vaccines by Location



RESPONSE: Overall action taken to address community feedback

“I told the community member to help his uncles by sharing what he knows and believes about the COVID-19 vaccines and also his experience when he got vaccinated, so that they will not fear dying from vaccination. I also advised him to have them call the Covid-19 hotline, if they had any concerns that the community member is not sure about and fails to answer them.” -Volunteer in Palau, as a response to a concern about relatives who refuse to take vaccines.

This was one of the 86% of feedback concerns closed during this reporting period or 721 closed feedback out of the 843 (Chart 15). This indicates a good response rate in addressing community concerns. Of the total closed cases, almost all the questions were addressed, followed by rumours.

Chart 15. Closed Feedback Cases

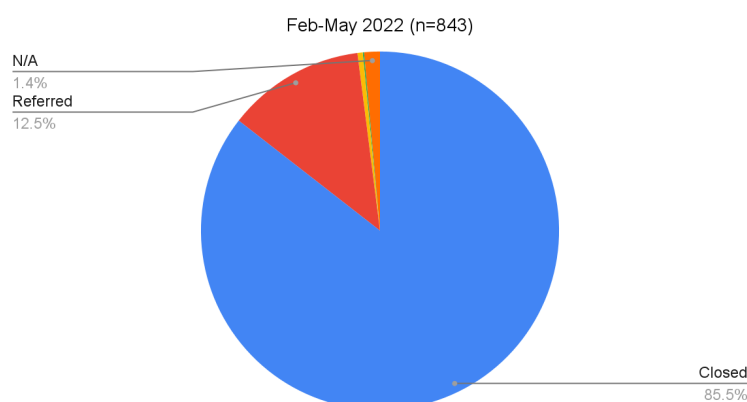
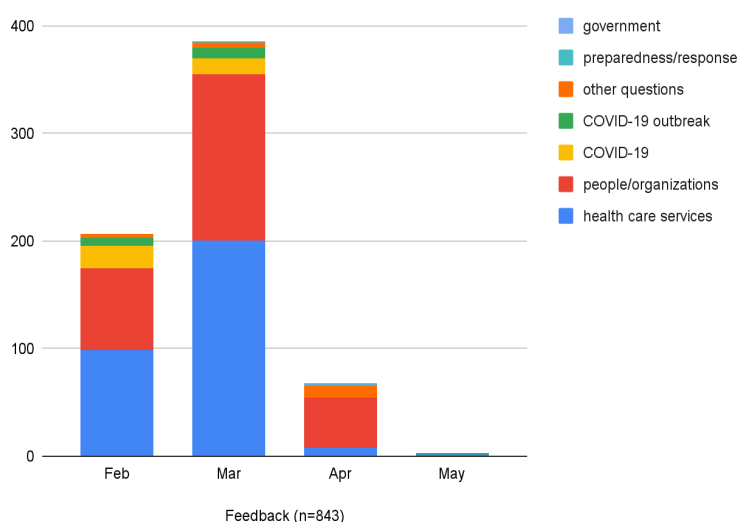


Chart 16. Questions answered by Month



Top questions on health care services that were fully answered include (1) about where and how to get vaccines (2) availability of specific vaccines, and (3) vaccine certificate, card and data information. Questions on donating blood, and availability of blood were also among those fully addressed. Among the rumours that were answered were also about health care services such as that on belief about vaccines safety.

For any questions regarding this report please contact Viviane L. Fluck, PhD, regional coordinator for community engagement and accountability (CEA), IFRC Asia Pacific viviane.fluck@ifrc.org