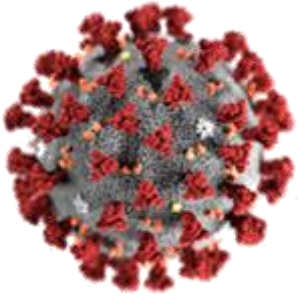




Utz Pape  
Senior Economist

# High-frequency phone and online surveys can deliver timely data to monitor impacts of crises and changes in poverty



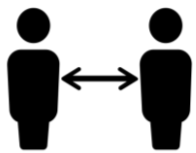
## Social and economic impacts of COVID-19:

- Significant and will be felt widely
- Vary across groups, locations, and over time
- Uncertain in terms of duration and evolution of the crisis

→ Effective policy design and implementation requires **timely, comparable and accurate data**.

**Phone and online surveys** are a powerful alternative to face-to-face interviews in times of restricted mobility

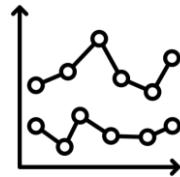
Social distancing



Phone/online data collection



Evidence on socio-economic impacts



Timely and tailored response



# Outline

- **World Bank COVID-19 phone surveys**
- High frequency phone survey in Tunisia
- Research on behavioral messaging for vaccine acceptance
- Poverty Measurement using SWIFT methodology
- Poverty Measurement using micro-simulations
- Rapid needs assessment after the Beirut blast
- High-frequency observatories
- Resources

# The World Bank globally uses HFPSs to monitor the impact of Covid-19.



100+ countries



Household, firm,  
community leader  
surveys

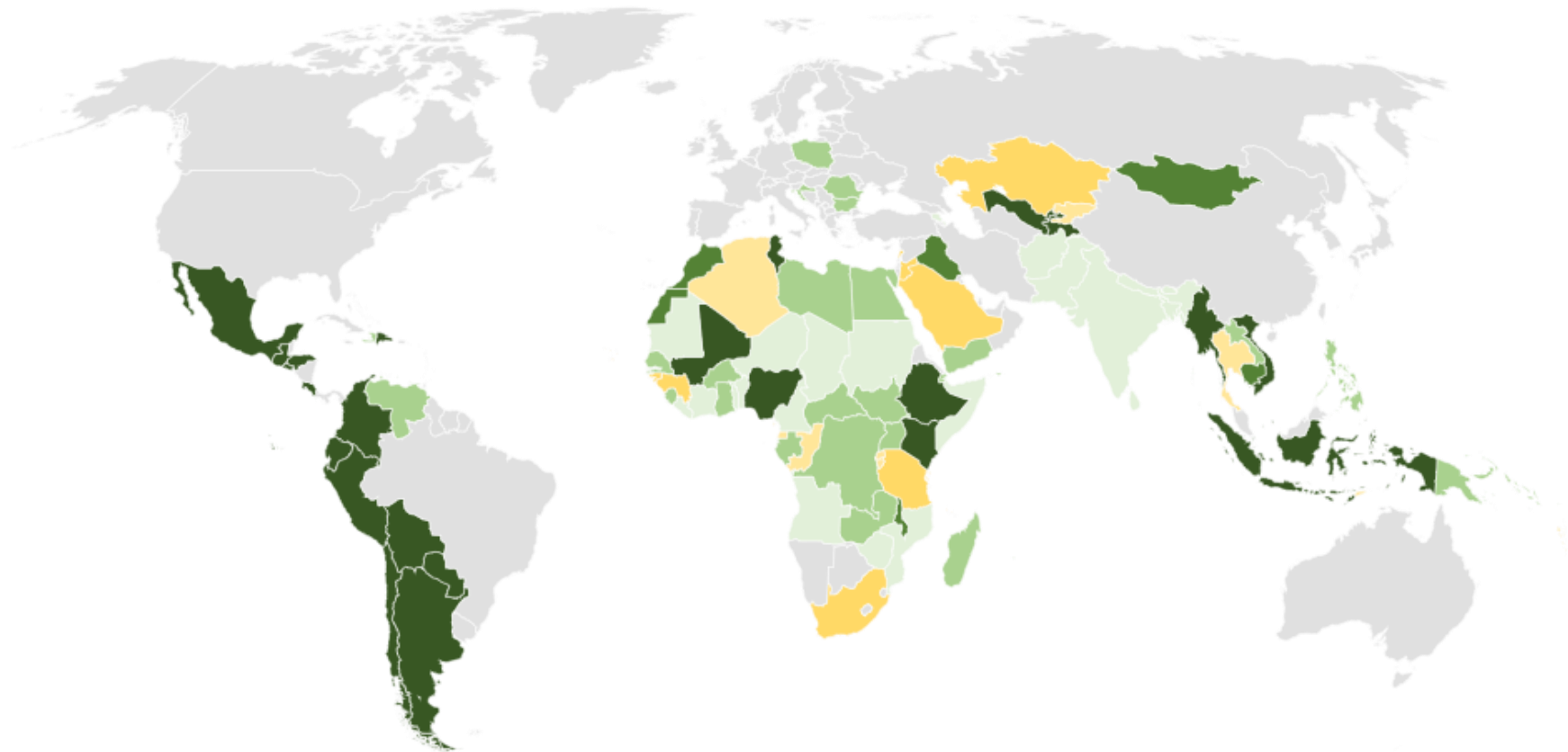


2 regional surveys:  
SAR(42,000)  
LAC (13,000)



11 data sets in micro-  
data library

■ >2 rounds completed   ■ second round completed   ■ first round completed  
■ implementation started   ■ in preparation   ■ under discussion



# HFPS are used to gather frequent real-time information on the COVID-19 pandemic over an extended period of time.



## Sample

- Representative of national population
- 1000 - 2,000 HH per round
- Some countries specifically target vulnerable groups, e.g. refugees



## Implementation

- By phone (CATI)
- Often in World Bank - NSO cooperation



**Frequency:** every 4 - 6 weeks

**Overall duration:** 6 - 12 months



## Costs

- Vary strongly by interview duration and sampling methodology



# A global dashboard allows to compare socio-economic impacts of COVID-19 across countries and regions.

## Global dashboard features:

- Visualize key socio-economic indicators
- Compare country and regional trends
- Compare trends over time
- Download charts and indicator data

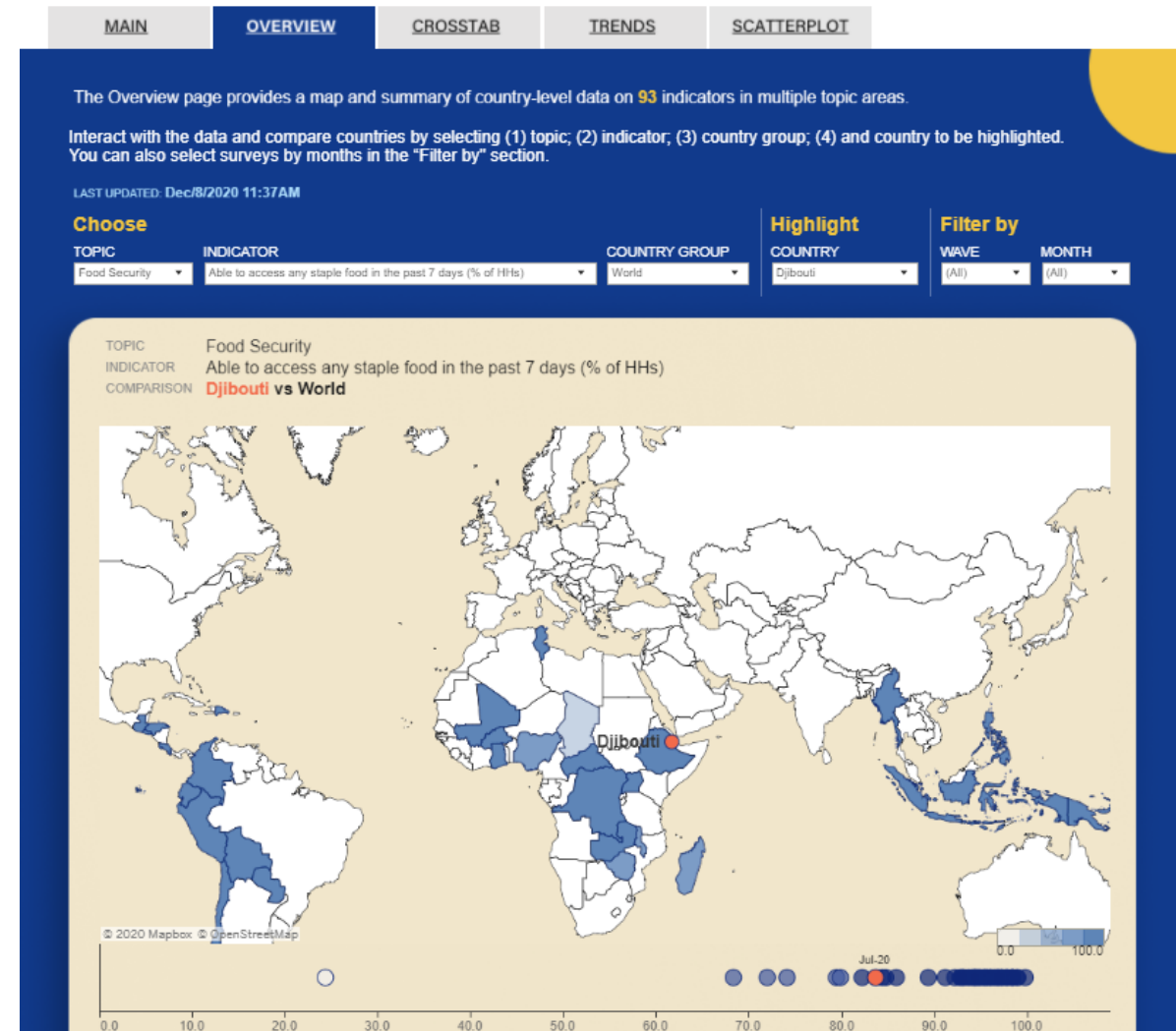
44 countries in the dashboard

14 key topics

93 harmonized indicators

## Comparability of indicators

- Ex-ante “soft harmonization” through global questionnaire template
- World Bank data/statistics teams harmonize data and construct indicators



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# A phone survey to measure the impact of COVID-19 in Tunisia was rolled out shortly after the onset of the pandemic.



Monitoring the socio-economic impact of COVID-19 in Tunisia through rapid data collection by phone



- Start of data collection: April 22<sup>nd</sup>
- 5 survey rounds completed
- Implemented by the Institut National de la Statistique of Tunisia, with technical assistance from the World Bank



## Sample

- Households with available telephone numbers from an **existing baseline survey**
- Households previously interviewed in 2015 & 2019
- Sample representative nationally and by urban/rural, **weight adjustments** used to account for sample selection and non-response biases
- Response rate 77.3%

## Questionnaire Modules

Knowledge & behavior

Economic activity

Access to goods and services

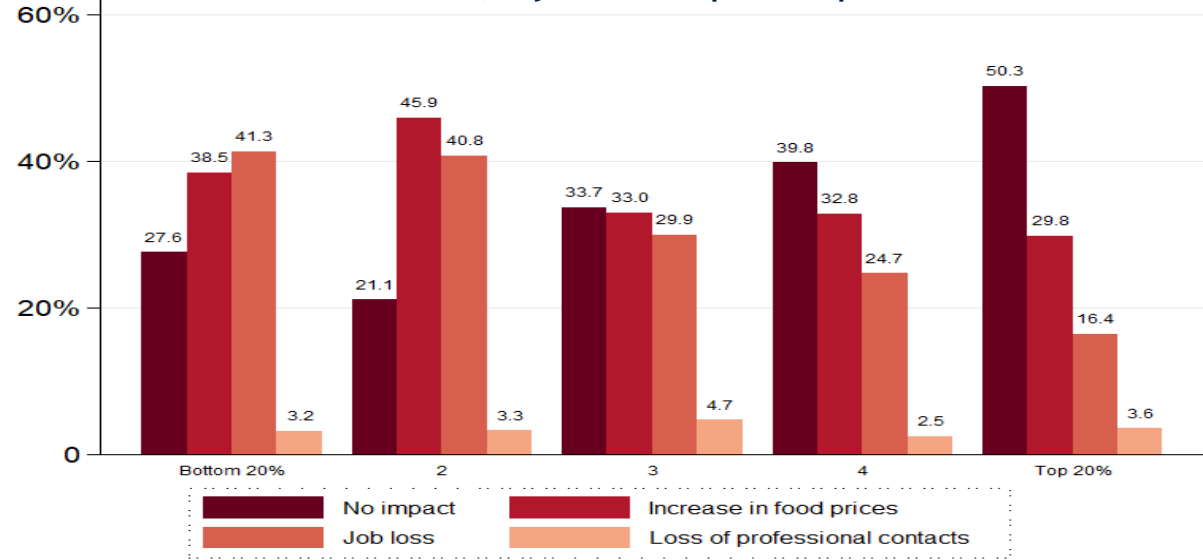
Food security

Social assistance



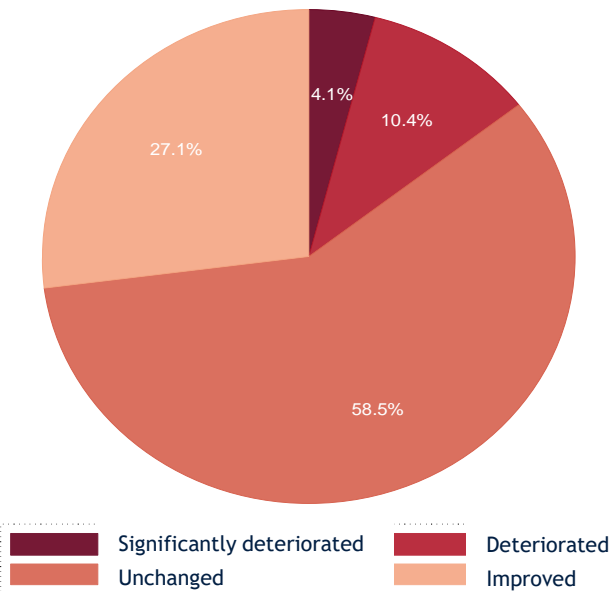
# The financial situation of Tunisian households started to recover after it was heavily impacted at the start of the pandemic.

April/May (during lockdown):  
Percentage of households affected by one of these events since the lockdown, by consumption quintiles



Source: Rapid Response Phone Survey in Tunisia (Wave 1)

June (after lockdown):  
Change in the financial situation over the last two weeks



Source: Rapid Response Phone Survey in Tunisia (Wave 4)

- At the start of the pandemic, many households faced financial shocks such as job losses and price increases
- Just after the end of the lockdown, a quarter of households reported an improvement of their financial situation

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# The World Bank is planning surveys on COVID-19 vaccine take-up to provide guidance for national vaccination campaigns.



Conduct country-tailored social media communication campaigns to support COVID-19 vaccination implementation plans in the next year

## Phase 1

**Online social media survey** to capture beliefs, attitudes, and expectations towards COVID-19 vaccination, trust in institutions to deliver vaccine, and understanding potential barriers to access

## Phase 2

Ask respondents about **planned vaccine take-up under different scenarios** in terms of social norms, role model behavior, information framing (country-specific A/B tests and related experiments)

## Phase 3

**Develop communicational material and guidelines** to be integrated and adapted further in national vaccination campaigns as they roll out



- Starting with a pilot program in 7 countries in the MENA region between December and January
- Goal to scale up to over 100 countries in the next few months



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# The SWIFT methodology allows to obtain poverty estimates even in a cost-effective, timely, and user-friendly manner.

## Survey of Well-being via Instant and Frequent Tracking (SWIFT)

- Survey instrument designed for **producing welfare indicators from non-consumption data** through survey-to-survey imputation
- Poverty estimate based on 10-20 questions
- Requirement: recent household budget survey

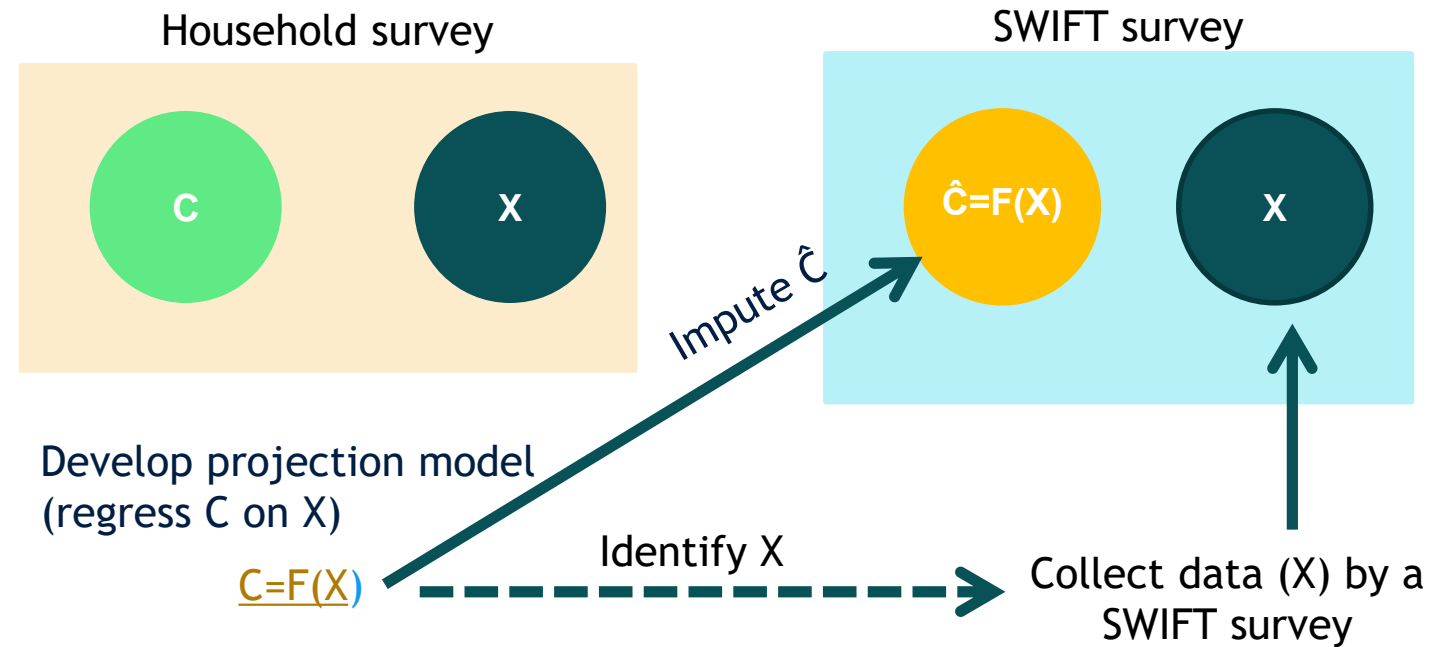
|                            | Traditional approach  | SWIFT Poverty  |
|----------------------------|---|--|
| Time for data collection   |  1 to 2 hours     |  3 to 5 minutes   |
| Estimation of indicators   |  6 to 12 months |  1 to 2 minutes |
| Time for the whole process |  2 to 3 years   |  3 to 6 months  |

# Poverty estimates are estimated through survey-to-survey imputation using the latest available household budget survey data.

- Estimate consumption module based on latest available household survey using machine learning techniques
- Collect poverty correlates in SWIFT survey module, e.g. household size, assets ownership, education
- Predict poverty statistics, based on estimated model

**Caveat:** Consumption model based on pre-crisis data might be imprecise during crises

→ **Further validation needed**



C: Consumption

X: Household variables (e.g. education, employment)

$\hat{C}=F(X)$ : Projected Consumption data



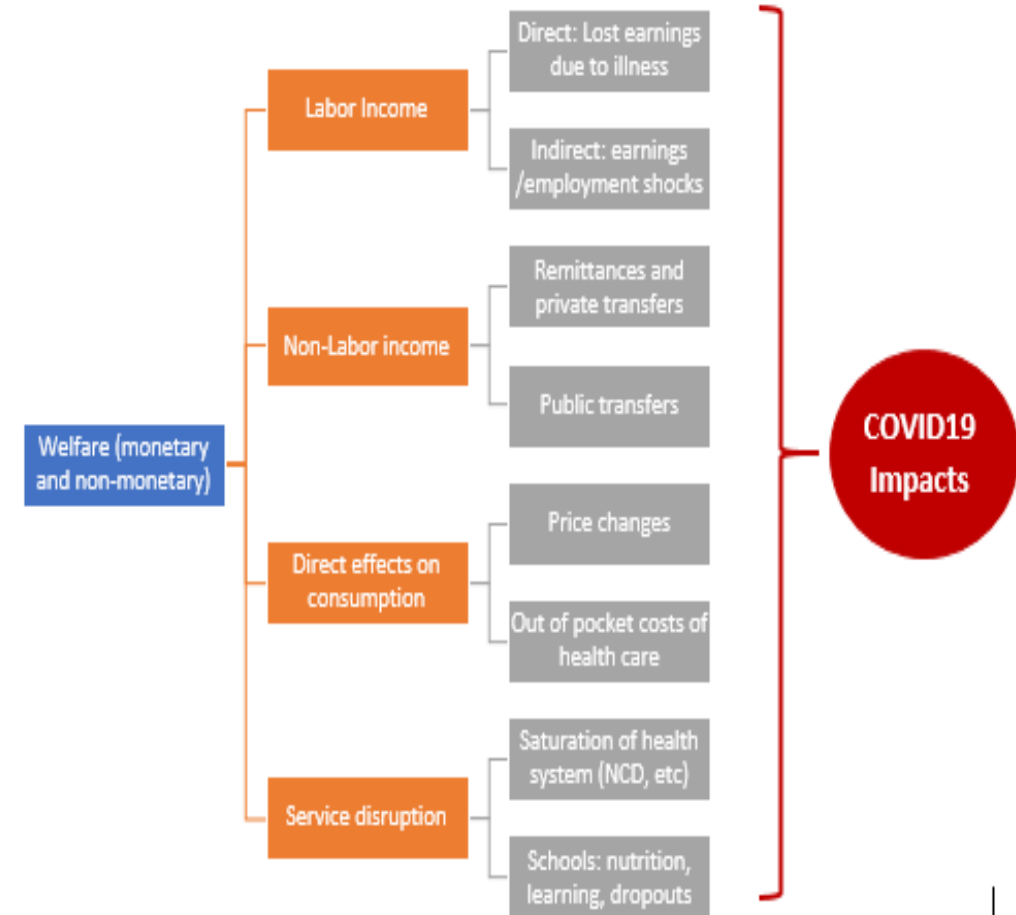
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# Data collected from phone surveys can be used to estimate the impact of COVID-19 on consumption and poverty.

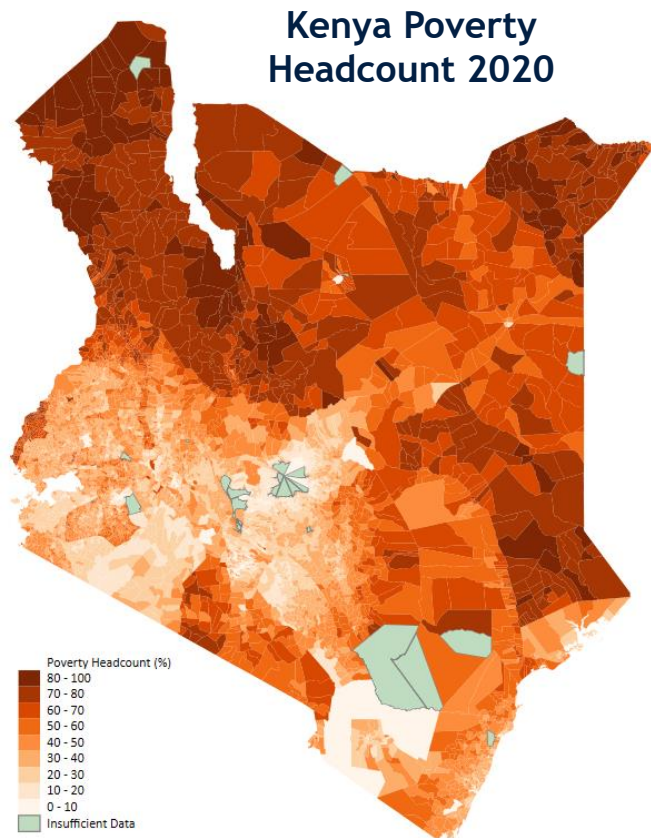
When a crisis hits, poverty projections can be obtained using **micro-simulations with assumptions based on phone surveys**

- 1) Starting point: consumption levels from shortly before crisis  
Consumption levels can be forecast to 2019 using a baseline survey and projected growth in consumption
- 2) Model the main impact channels of the crisis, e.g.
  - a) Direct loss of labor earnings due to illness
  - b) Indirect loss of labor earnings: reduced wages/job losses
  - c) Reduction in remittances
- 3) The size of the impact from each channel is calculated based on the data collected from the phone surveys



# Micro-simulations can yield valuable results in crises, but need to be interpreted with care.

Results can be used to produce poverty maps for targeting of assistance programs



## Caveats

- Results are based on the structural assumptions in the model
- Inclusion of the key impact channels of the crisis is crucial, but can be difficult depending on the nature of the crisis
- Baseline consumption/ poverty estimates need to be available

→ Results are only best guesses

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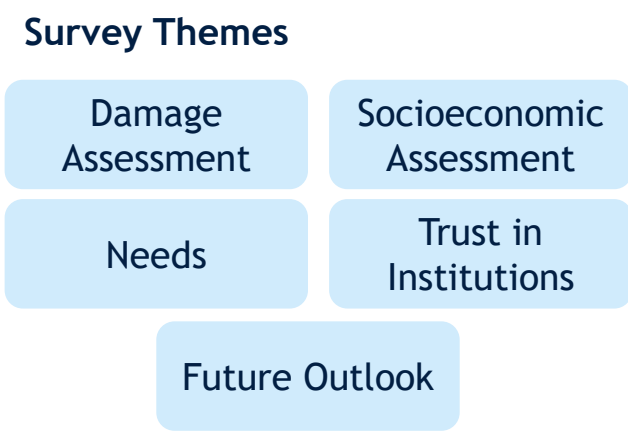
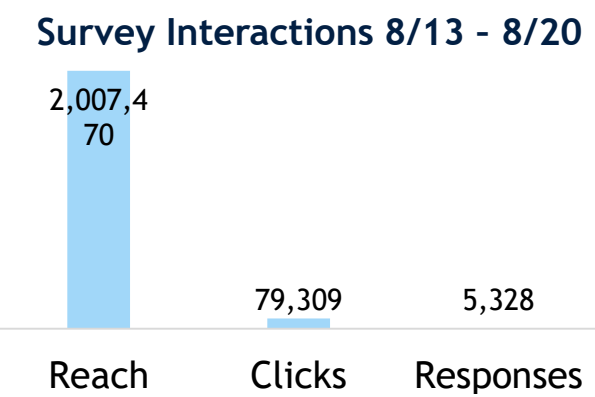
# A rapid needs and perception online survey was launched a week following the Beirut port explosion.



- Need for rapid damage and needs assessment to effectively design and deliver emergency support



- Given the short time frame and need for a targeted approach, Facebook ads were created to reach potential respondents
- The ads directed to an online survey





**World Bank Middle East & North Africa**  
Sponsored

Take a short survey about how the August 4 explosion has impacted you, and help inform our damage-and-needs [... See More](#)



[HTTP://WRLD.BG/LRKL50AXYYM](http://wrlD.BG/LRKL50AXYYM)  
**Survey- We want to hear about your needs** [LEARN MORE](#)

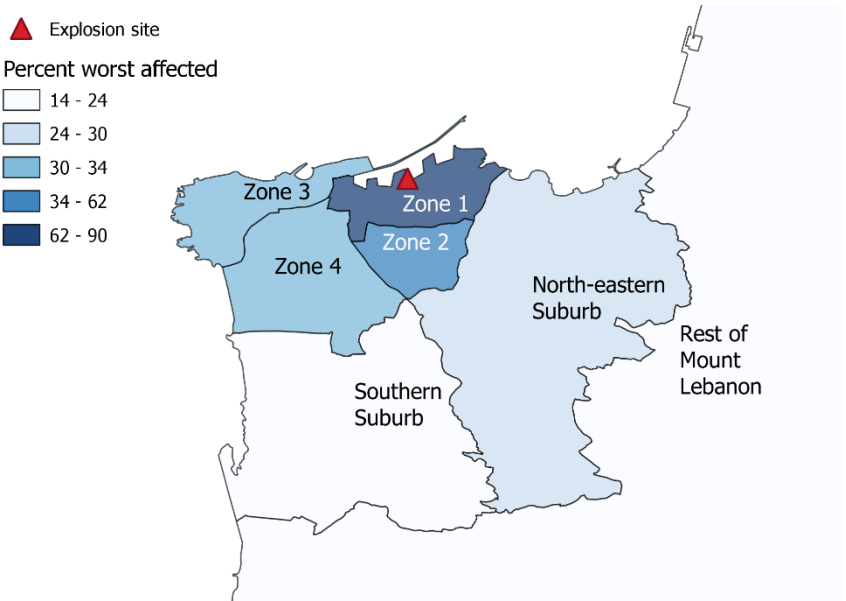


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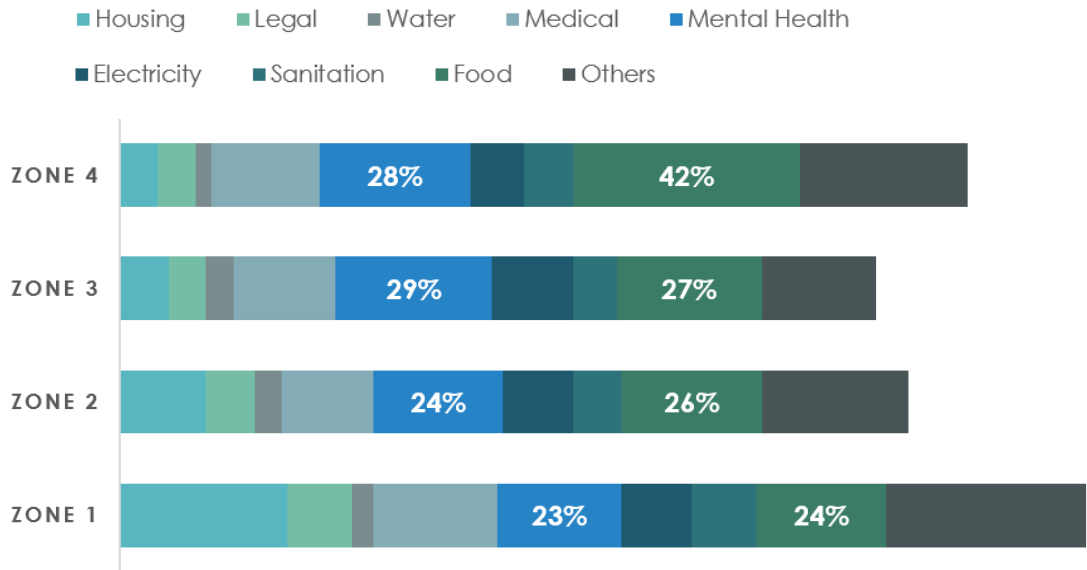
2 Comments 2 Shares

# The most pressing needs include housing, access to food and mental health support, depending on the proximity to the explosion site.

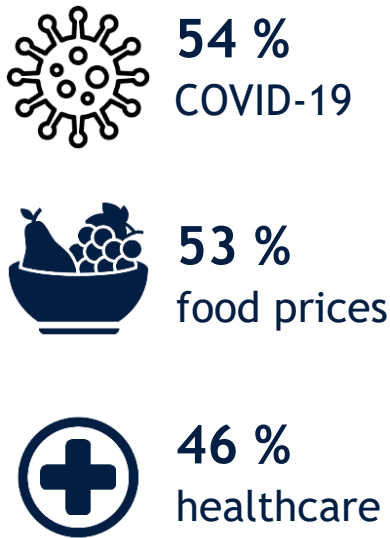
## Impact



## Needs (multiple answers possible)



## Main Concerns



- Those residing closest to the port were worse affected than others and expressed most needs.
- For those closest to the explosion site housing is the most important need, while access to food is most commonly raised for those further away.
- The main concerns raised are COVID-19, food prices, and healthcare.



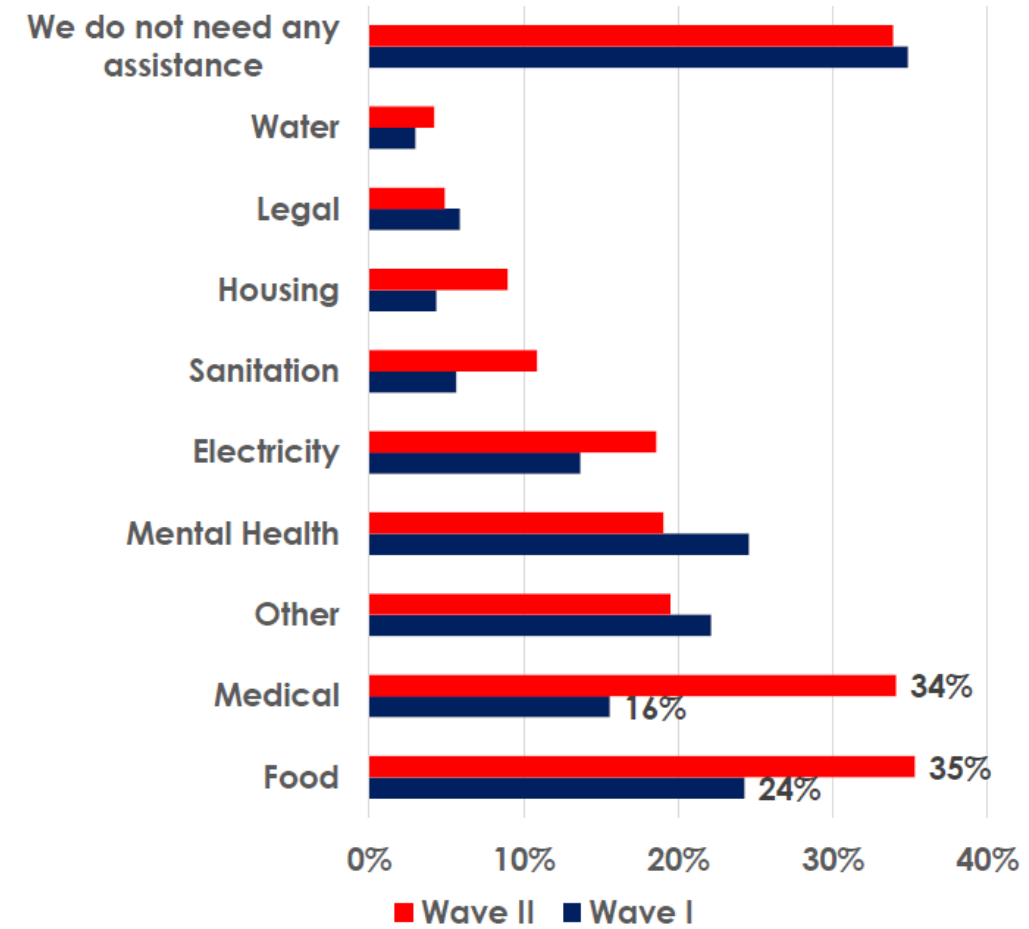
# A follow up survey shows that there is a continued need for food and medical services after two months.

## Follow-up survey two months later

- Wave 1 respondents who provided their e-mail address were invited for the follow-up
- Sample size: 546 (33% of contacted wave 1 respondents)
- Respondents of both waves have very similar demographic characteristics

## Results

- The share of the population that needs any form of assistance has not changed
- Access to food and medical services continue to be the main needs and became even more common
- Respondents report poor mental health and strong negative outlook towards the present and future



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# Setting up high-frequency observatories within NSOs can ensure rapid data collection and analysis to monitor and respond to future crises.



High-frequency observatories should

- Be **integrated** into National Statistics Offices, for sustainability;
- Part of modernization of statistical systems
- Provide **physical infrastructure** like call centers with remote training capacities;
- Provide **statistical infrastructure** like lists of representative phone numbers;
- Be staffed with trained phone enumerators to quickly administer new questionnaires

# Resources

Materials from the World Bank Working Group on Rapid Response Phone Surveys:

- [Overview](#)
- [Guidelines on Sampling Design](#)
- [Guidelines on CATI Implementation](#)
- [Overview of the Questionnaire Template](#)
- [Questionnaire Template](#)
- [Interviewer Manual](#)

Further reading:

- Delius, Himelein and Pape: [Conducting Rapid Response Phone Surveys to Fill Data Gaps](#)
- Yoshida et al.: [SWIFT Data Collection Guidelines](#)

Contacts:

- Utz Pape: [upape@worldbank.org](mailto:upape@worldbank.org)
- Vasco Molini: [vmolini@worldbank.org](mailto:vmolini@worldbank.org) (for phone survey in Tunisia)
- Zeina Afif: [zafif@worldbank.org](mailto:zafif@worldbank.org) (for FB survey in Beirut and research on vaccine acceptance)