



NATIONAL SURVEY ON THE EFFECTS OF COVID-19 ON THE WELLBEING OF MEXICAN HOUSEHOLDS (ENCOVID-19- APRIL)

QUESTIONNAIRE

Good morning,

The Universidad Iberoamericana (IBERO) is conducting a study on how the coronavirus outbreak (COVID-19) could affect the well-being of Mexican households. The survey takes approximately 15 minutes, your participation is voluntary, confidential and you may stop your participation at any time. Would you like to participate?

Where did you get my number? → your number was randomly selected from a public database listing all cellular numbers in Mexico. Would you want to participate?

Yes → Question 1

Yes, but at another time → Reschedule call.

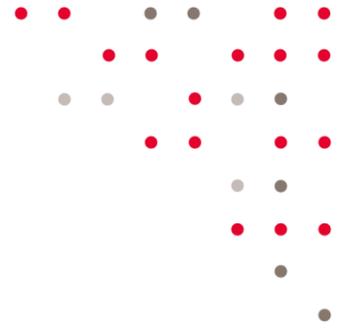
I don't → Thank you for taking my call. (End of call)

Section 1. Identification

1. First of all, how old you are?
_____ → If the person is under 18 years old, thank and end the call.
2. (Ask only if it is not clear from the voice of the respondent) Are you...?
 - a. Female
 - b. Male

3. What state do you currently reside in?

(List) → Verify that interviews from the mentioned entity are still received.



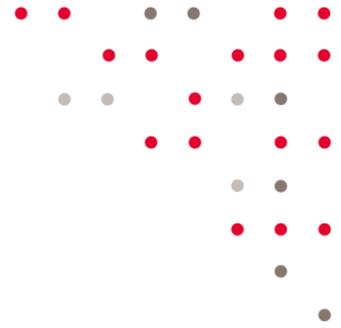
Section 2. Risk perception

1. From what you know or have heard, how likely is it that you could get infected with coronavirus (COVID-19) in the future? Would you say it is ... (Read options)?
 - a. Very likely
 - b. Likely
 - c. Unlikely
 - d. Not likely at all
 - e. (Spontaneous) Coronavirus (COVID-19) does not exist → Go to 7
 - f. (Spontaneous) Does not know / Does not respond → Go to 7

2. From what you know or have heard, how likely is someone in your family to be infected with coronavirus (COVID-19)? Would you say it is ... (Read options)?
 - a. Very likely
 - b. Likely
 - c. Unlikely
 - d. Not likely at all
 - e. Does not know / Does not respond

3. If a person is infected with coronavirus (COVID-19), how dangerous do you think it could be? (Read options)
 - a. Very dangerous
 - b. Dangerous
 - c. Slightly dangerous
 - d. Not dangerous at all
 - e. Does not know / Does not respond

4. On a scale of 0 to 10 where 0 is unconcerned and 10 very concerned, how concerned are you that your health could be affected by the coronavirus (COVID-19)?
 - a. 0-1-2-3-4-5-6-7-8-9-10
 - b. Does not know / Does not respond



Section 3. Anxiety

5. During the last two weeks, how often have you been nervous, anxious, or on edge? (Read all options)
 - a. Never
 - b. Several Days
 - c. More than half of the days
 - d. Almost every day or every day

6. During the last two weeks, how often did you feel not being able to stop or control worrying? (Read all options)
 - a. Never
 - b. Several Days
 - c. More than half of the days
 - d. Almost every day or every day

Section 4. Access to diagnostic services linked to COVID-19

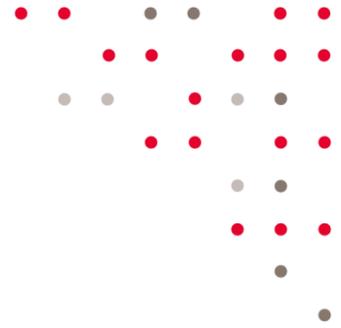
7. In the last week, have you or anyone living in your home had fever, dry cough, headache, or shortness of breath?
 - a. Yes → Go to 8
 - b. No → Go to 15

8. How many people had these symptoms?

9. Did any of these people had difficulties to breath?
 - a. Yes → Go to 10
 - b. No → Pass to 11
 - c. Does not know / Does not respond → Go to 11

10. Was this person taken to a hospital for care?
 - a. Yes
 - b. No
 - c. Does not know / Does not respond

11. Has the person with these symptoms been isolated at home?
 - a. Yes → Go to 13
 - b. No → Pass to 12
 - c. Does not know / Does not respond → Go to 13



12. Why has this person not been isolated?

- a. It was not necessary
- b. They didn't know he/she had to be isolated
- c. The symptoms were not serious
- d. He/She has to go to work
- e. He/She had to go out on other business
- f. Another reason: _____

13. Did the person with symptoms was tested for coronavirus (COVID-19)?

- a. Yes → Go to 14
- b. No → Go to 15
- c. Does not know / Does not respond → Go to 15

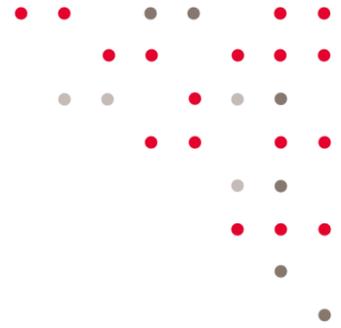
14. What was the result?

- a. Positive for Coronavirus (COVID-19)
- b. Negative for Coronavirus (COVID-19)
- c. They haven't received the results yet
- d. Does not know / Does not respond

15. One of the measures implemented by the federal government to stop the Coronavirus (COVID-19) infection is that all people without essential activities for the country are kept at home from this point until 30 April. Do you think you will be able to comply with this measure?

- a. Yes → Go to 17
- b. No → Go to 16
- c. Does not know / Does not respond → Go to 17

16. Why do you think you will not be able to comply with this measure?



Section 5. Economic effects

Now I'd like to ask you a few questions about the economy of your household.

17. Considering the total income of your home in March 2020, was this income higher or lower than that in February 2020?
 - a. Larger than in February → Go to 18
 - b. Lower than in February → Go to 19
 - c. (Spontaneous) Same as February → Go to 20

18. Approximately, in what percentage higher? (If the interviewee mentions a fraction, write down the equivalent percentage in the blank)
 - a. ____% → Switch to 20
 - b. Does not know / Does not respond → Go to 20

19. Approximately, what percentage was lower? (If the interviewee mentions a fraction, write down the equivalent percentage in the blank)
 - a. ____% → Switch to 20
 - b. Does not know / Does not respond → Go to 20

20. In the last month (March 2020), did anyone in your household lose their job or source of income?
 - a. Yes, how many people? ____ → Go to 21
 - b. No → Go to 22

21. In total, what percentage of household income did this(these) person(s) contribute? (If you mention a fraction, put the equivalent percentage)
 - a. ____% → Pass to 26
 - b. Does not know / Does not respond → Go to 26

22. From your point of view, how likely is it that someone in your household could lose their job or source of income the next month? You'd say it is... (Read Options)
 - a. Very likely
 - b. Likely
 - c. Unlikely
 - d. Not likely at all

23. Has anyone in your household been told that they will have their income or salary reduced by April 2020?
 - a. Yes → Go to 24
 - b. No → Go to 25
 - c. Does not know / Does not respond → Go to 25



24. In total, what percentage of their income or salary will be reduced? (If they mention a fraction, put the equivalent percentage)
- ____% → Pass to 26
 - Does not know / Does not respond → Go to 26
25. From your point of view, how likely is it that your household will have a lower income in the next month (April 2020)? You'd say it is... (Read Options)
- Very likely
 - Likely
 - Unlikely
 - Not likely at all
26. From your point of view, do you consider that your household has the food, money and other resources that you need to keep the quarantine until 30 April?
- Yes → Go to 28
 - No
 - Does not know / Does not respond
27. If the government wants you to stay at home and not go out more than for the essential chores (like buying food and medicines), from now and until April 30, how much money would you need?
- \$_____ (Write down the amount in pesos)
 - Does not know / Does not respond
28. The following questions relate to the person who contributes the most income in your household. Are you the person who contributes the most income in your household?
- Yes → Go to 29
 - No → Go to 32
29. What did you do last week? (If the person has more than one occupation, ask for the main occupation or that which provides the most income.)
- Work
 - Sell or made some product to sell
 - Do another activity to gain income
 - Help in the family business
 - Attended your household → Go to 37
 - You were a pensioner → Go to 37
 - You were studying → Go to 37
 - You were looking for a job → Go to 37
 - (Spontaneous) Other: _____

What is the name of the job or activity you do? (Write the name of your profession, trade, or a brief description of what he/she does)

_____ (Write the name of the job, occupation, charge or position)

Comments: _____



30. Do you have access to medical services as a job benefit (IMSS, ISSSTE, ISSSTE State, Pemex, or Marina)?
- a. Yes
 - b. No

31. Where do you usually work, inside or outside of your house?
- a. Inside → Step to 37
 - b. Outside → Step to 37

32. Thinking about the person who contributes the most income in your household, what did this person do last week? (If the person has more than one occupation, ask for the main occupation or that which provides the most income.)
- a. Work
 - b. Sell or made some product to sell
 - c. Do another activity to gain income
 - d. Help in the family business
 - e. Attended your household → Go to 37
 - f. You were a pensioner → Go to 37
 - g. You were studying → Go to 37
 - h. You were looking for a job → Go to 37
 - i. (Spontaneous) Other: _____

What is the name of the job or activity of this person? (Write the name of your profession, trade, or a brief description of what he/she does)

_____ (Write the name of the job, occupation, charge or position)

Comments: _____

33. Does this person (the person who contributes the most income in his home) have access to medical services as a job benefit (IMSS, ISSSTE, ISSSTE State, Pemex, or Marina)?
- a. Yes
 - b. No

34. Where does this person usually work, inside or outside of your house?
- a. Inside
 - b. Outside

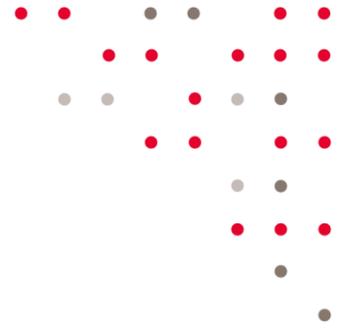
35. One of the measures implemented by the federal government to curb the Coronavirus (COVID-19) infection is that all people without essential activities remain at home until 30 April. Do you think this person will be able to comply with this measure?
- a. Yes → Go to 37
 - b. No
 - c. Does not know / Does not respond → Go to 37

36. Why do you think he/she will not be able to comply with this measure?



Section 6. Expectations

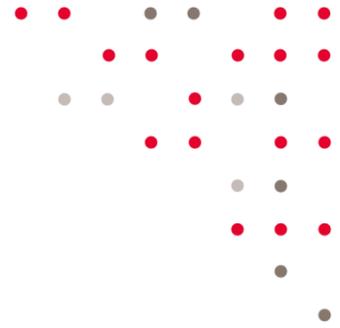
37. What do you think will be the effect of Coronavirus (COVID-19) on your household economy the next month? You would say it will be... (Read Options)
- Very negative
 - Negative
 - Positive
 - Very positive
 - (Spontaneous) It will not have an effect / Coronavirus does not exist
38. What do you think will be the effect of Coronavirus (COVID-19) on your household economy in 2020? You would say it will be... (Read Options)
- Very negative
 - Negative
 - Positive
 - Very positive
 - (Spontaneous) It will not have an effect / Coronavirus does not exist
39. What do you think will be the effect of Coronavirus (COVID-19) on the national economy in 2020? You would say it will be... (Read Options)
- Very negative
 - Negative
 - Positive
 - Very positive
 - (Spontaneous) It will not have an effect / Coronavirus does not exist



Section 7. Mental health

Now I would like to ask you a few questions about how you've felt over the last week. (Read answer options for each question, always mention "In the last week...")

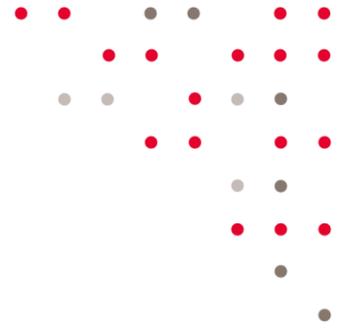
In the last week, how often have you felt that...?	Rarely or none of the time (less than 1 day)	Some or a little of the time (1-2 days)	Occasionally or a moderate amount of time (3-4 days)	Most or all of the time (5-7 days)	Does not know / Does not respond
40. You were bothered by things that usually don't bother you?					
41. You had trouble keeping your mind on what you were doing?					
42. You felt depressed?					
43. You felt that everything you did was an effort?					
44. Your sleep was restless?					
45. You were happy?					
46. You were sad?					



Section 8. Food security

I would now like to ask you a few questions about access to food in your home. For each question, just answer "Yes" or "No".

	Yes	No	Does not know	Does not respond
47. In the last 3 months, due to lack of money or other resources, have you ever worried about food running out in your home?				
48. In the last 3 months, due to lack of money or other resources, did you ever run out of food in your home?				
49. In the last 3 months, due to lack of money or other resources, have you ever stopped eating healthy (nutritious, balanced, balanced) meals in your home?				
50. In the last 3 months, due to lack of money or other resources, have you or any adult in your household ever had a diet based on little variety of foods?				
51. In the last three months, due to lack of money or other resources, have you or any adult in your home ever stopped breakfast, lunch, or dinner?				
52. In the last three months, for lack of money or other resources, have you or any adult in your home ever eaten less than you should eat?				
53. In the last three months, for lack of money or other resources, have you or any adult in your home ever felt hungry, but did not eat?				
54. In the last three months, for lack of money or other resources, have you or any adult in your home ever eaten only once a day or stopped eating all day?				



Section 9. Sociodemographic data

Finally, I would like to ask you some of the characteristics of your home for statistical purposes.

55. Including small children and old people, how many members has your household?

56. How many people are between 0 and 5 years old?

57. How many people are between the ages of 6 to 11?

58. How many people are 68 years or older?

59. (Moved to Section 0)

60. What is the highest level of education of the head of your household?

Level: ____ (No Education, Pre-School, Primary, Secondary, High School, High School, Master's, PhD)

How many years did you complete from this level?

____ (In years, 0 to 8. If you report in semesters or four months, approximate full years.)

61. How many full bathrooms are there in your house (with shower and toilet)?

62. How many rooms in your house are used to sleep excluding corridors and toilets?

63. How many cars or vans do you have in your household?

64. Do you have a fixed internet connection at your house (excluding cell phones)?

- a. Yes
- b. No

65. Excluding yourself, how many members of your household have a mobile phone?

66. How many people 14 years of age or older worked or did an activity to receive income in your household last month?



67. An important element to understand how the current emergency affect different households is income, could you tell me in total how much everyone in your household earned last month (March 2020)?

\$ _____ (Write down the amount in pesos) → Go to 68
(Refused to provide) → Go to 67

68. So, could you tell me if it was...?

- a. Less than \$2,500 pesos
- b. More than \$2,500 and less than \$5,000 pesos
- c. More than \$5,000 and less than \$10,000 pesos
- d. More than \$10,000 and less than \$20,000 pesos
- e. More than \$20,000 and less than \$50,000 pesos
- f. More than \$50,000 pesos
- g. No reply

Section 10. Re-contact

The national emergency of Coronavirus (COVID-19) can change the lives of many people and we want to understand these changes. So, I would like to know if it is possible for us to communicate with you later so as to know how your circumstances have changed with this emergency.

69. Would you give us your authorization?

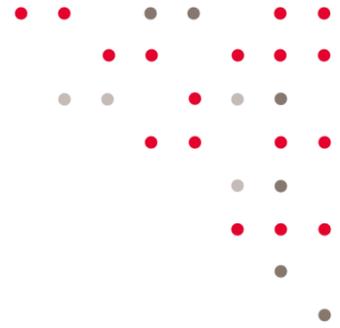
- a. Yes → Go to 71
- b. No → Go to 72

70. In case you lose your phone or change your number, could you give me some other number where we could find you?

(Interviewer: if the interviewee does not want to provide a telephone, use cod. 99999)

71. Whose number is this?

- a. It's your home landline phone
- b. Another one: _____



Section 11. Concluding remarks

70. Is there anything else you would like to add about how this crisis is affecting your household?

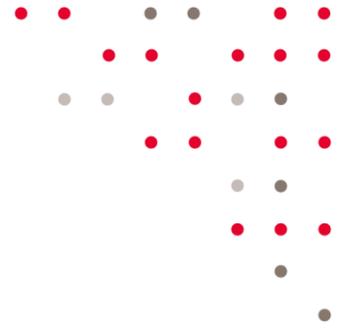
We remind you that in case you or any of your relatives have fever, dry cough, headache or difficulty breathing to follow the recommendations of the health authorities, available on the website coronavirus.gob.mx or call 800 00 44 800

On behalf of the Universidad Iberoamericana (IBERO) and the Research Institute for Development with Equity (EQUIDE), we want to thank you for your kind cooperation. If you have any questions about this study, our Notice of Privacy, or the products that were generated with your information, please visit the page: equide.org or call 55 5950 4339.

Thank you very much. (End of Call)

Section 12. Interviewer observations

1. Did the person have an interest in answering the interview?
 - a. Yes
 - b. No
2. Was the person nervous or anxious during the interview?
 - a. Yes
 - b. No
3. Did the person understand most of the questions in the interview?
 - a. Yes
 - b. No
4. Do you think the answers are mostly reliable?
 - a. Yes
 - b. No
5. Do you think the person is willing to be contacted again?
 - a. Yes
 - b. No
55. Other comments:



ANNEX I

INTERVIEW MANUAL

April 2020

Thank you very much for participating in the Survey to Monitor the Effects of COVID-19 on the Well-being of Mexican Households (ENCOVID-19, by its acronym in Spanish). This manual aims to provide the basic elements to understand the selection of the sample, as well as the basic concepts that are asked in the questionnaire.

Sample selection

The ENCOVID-19 is a monthly survey that will be conducted at the beginning of each month between April and December 2020. The sample in each survey consists of approximately 800 people aged 18 years or older contacted through their mobile phone. The selection of telephone numbers is random based on the National Numbering Plan updated to April 3, 2020.

The sample is representative at the national level and has a probabilistic and stratified design at the state-level. This implies that, in order for the sample to effectively represent the entire national population, it must meet certain criteria:

- a) The composition of the sample must include people from all states.
- b) The distribution of the population by age groups is similar to that of the population.
- c) The proportion of men and women is similar to that of the population.

The above criteria are continuously monitored by the Call-Center operated by OP Mercadotecnia (OPM). However, imposing such quotas imply that, when we are close to completing the quotas, we may request you to only accept interviews of people with a certain age or sex. This will probably lower the rate at which the surveys are



completed, but it is an essential element for the sample to be effectively representative of the entire population of the country.

Before starting

Before starting, make sure you comply with the following instructions:

- 1) Ideally, the internet connection on your computer should be made through a network cable (LAN or ethernet).
- 2) Make sure you have a glass of water on hand.
- 3) If at any time it is necessary to pause, to go to the bathroom, eat, or whatever, you must press the “Rest” button in the calling system in advance.

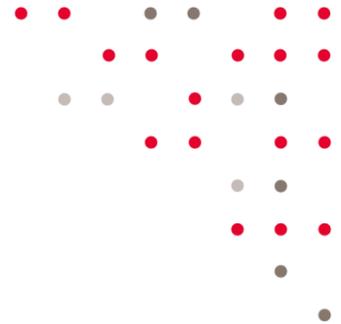
Calling

Being a random sample drawn from the National Numbering Plan, not all the selected numbers are active or correspond to individuals. Therefore, OPM carries out a first filtering of the numbers to exclude those inactive, and then link us only to the numbers with an active line. Within these numbers there may be several outcomes:

- a) Sent directly to voicemail
- b) Without answer or giving a fax line tone (usually because they are corporate numbers)
- c) Mistakenly answered by children
- d) Others.

You should keep a manual record of the calls that were answered and its outcome in the form supplied above. Each call should be registered into one of the following categories:

- a) Calls sent directly to voicemail
- b) Calls without sound (no audio is heard from the other end of the line)
- c) Calls where fax machine sound is Heard



- d) Calls in which the respondents do not listen (audio problems)
- e) Calls which exceeded the required quota (for example, when we already have enough complete interviews of a certain state or age group).
- f) Children (interviews in which the respondent is under 18 years old)
- g) Rejections (people who respond and hang up or express their decision not to participate)
- h) Incomplete (surveys that could not be completed)
- i) Full interviews
- j) Calls rescheduled for another time

The sum of all the categories must correspond to the total calls that were assigned to each interviewer through the system. At the end of the working day, each interviewer must send an email with this record to check it with the OPM system. A format is included at the end of this document to facilitate the record of calls.

General instructions

The script for the presentation will appear on the page provided by OPM at the beginning of each interview. Please do stick to the script provided. The script was approved by an ethics committee, so that the wording and each of the elements of oral informed consent must be included in each interview.

When you receive a call and the person agrees to participate, it is very important to put the system in “Rest”. In this way, you will have enough time to write down your concluding observations without further calls coming in. Failure to do so may result in loss of survey information.

The survey has been designed to be easily understood by most people, it is very important that you read each question as indicated in the script, otherwise there will be no certainty that the answers obtained are comparable between different individuals and that the question was formulated in a neutral way (that is, that it does not make the person feel that one answer is better or worse than another, or that there is a correct answer). If during the supervision



it is detected that the script has been substantially modified or that the question was formulated in a non-neutral way, that interview will be eliminated, and the corresponding feedback will be given.

If during an interview it is necessary to provide some additional explanation, it is very important that you keep the modifications to a minimum and do not change the meaning of the question. It is very important that you do not impose particular points of view on the interviewees. As in the previous case, if during the supervision it is detected that something like this happens, that interview will be eliminated, and the corresponding feedback will be given so that this error is not repeated.

Two types of information will appear on the pages of the questionnaire:

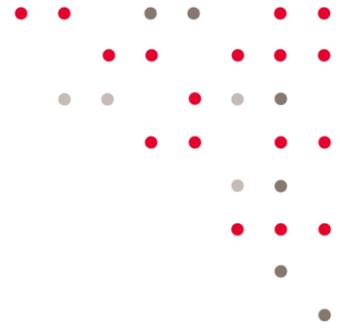
- 1) Information in color black: these are the questions and the answer options that the participant must read verbatim.
- 2) Information in blue: this should not be read aloud because they are instructions for you on how to use a specific question.

The two main instructions in blue for the interviewer are:

- "Read options": Used when there are well-defined options that we want the interviewee to choose from.
- "Do not read options": It is used when we want to know the direct and spontaneous opinion of the interviewee; it seeks to avoid directing its response. In the event that the person's response cannot be classified in any of the options given, you must write down the person's textual response in the "Other" field.

In some cases, we have included open fields to annotate observations. In these fields, you will be able to include important details that the person has mentioned and that do not fall within the questions or response options in the questionnaire. As far as possible, in these fields you should record the information as indicated by the interviewee. In addition, please do write in capital letters and avoid accents to facilitate the processing of this information once the survey is completed.

Finally, please remember to end the interview by informing the respondent, without exception, where they can consult our Notice of Privacy and the results of the study. These data will appear in the last part of the questionnaire.



Psychological care numbers

The ENCOVID-19 addresses topics which may potentially be hard, painful, or create embarrassment, sadness, or anxiety in the interviewee (such as unemployment, depression, or hunger). Thus, the questions can spark multiple emotional reactions. We ask you to be empathetic and to not speed up the interview just for productivity criteria. If you feel that these situations have had a negative effect on your performance, please let supervisors know so they can take the necessary steps.

It is common for people to expand their answers beyond the available options in the questionnaire. In these cases, it is important that you accurately record the answer on the questionnaire, but also allow to allow the interviewees to express themselves freely. Doing so, may foster trust between the interviewer and the participant. If on these occasions the person shows signs of significant emotional stress, such as crying, expressions of despair, anger, hopelessness or helplessness, please offer the following telephone numbers where they can obtain free emotional and psychological support:

a) *Via WhatsApp message*

[Omitted due to confidentiality of the call service]

The previous number works as follows: the interested person sends a WhatsApp message to this number, and they will be given instructions to contact someone who can provide the attention.

b) *Direct phone numbers*

When the participant says that they do not have mobile internet service or do prefer to speak to a direct number, the following numbers can be provided, which correspond to clinical psychologists affiliated with Ibero or the numbers offered by the Fray Bernardino Álvarez Psychiatric Hospital.

[Omitted due to confidentiality of the call service]

In severe or more urgent cases, you can provide the numbers of the Fray Bernardino Álvarez Psychiatric Hospital:

[Omitted]



c) *People without mobile phone credit or resources to access psychological care services*

Some of the people we interview may need emotional or psychological care, but they do not have mobile phone credit or resources to call the previous services. If the person indicates so, please record the person's number and first name, and send it to one of the supervisors to carry out the corresponding procedures. At the request of the psychological care service, this option should be used only in exceptional cases.

d) *Other useful numbers*

Medical information in case of suspected coronavirus (COVID-19)

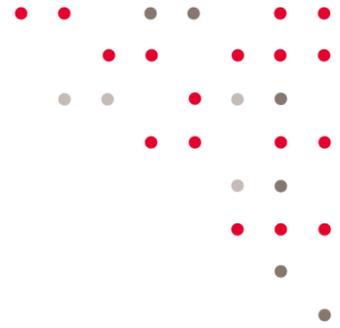
COVID-19 Line

Numbers to receive information about social programs (Secretaría del Bienestar)

Línea de Bienestar

Numbers to receive information about “Aprende en casa”

EDUCATEL



Daily call log format

Call outcome	Calls count
a) Voicemail	
b) Rejections	
c) Calls which exceeded the required quota	
d) Coronavirus (COVID-19) does not exists	
e) No audio	
f) Fax tone	
g) Audio problems	
h) Reschedule	
i) Incomplete	
j) Children (aged 0 to 17 years old)	
k) Full interviews	
l) Other	
Psychological attention number was given*	
Received the EDUCATEL number*	
Received the Secretaría de Bienestar number*	

* Independent categories may be repeated with the previous categories.