



Responding to Coronavirus

Knowledge, attitudes and practices in Kampala, Kyotera and Tororo districts

1. Introduction

The Covid-19 (Coronavirus) pandemic has wreaked havoc across much of the world. Several countries are already counting deaths in the tens of thousands, and lockdowns put in place to slow or stop the spread of the disease are causing economic difficulties for millions.


In Uganda, at the time of writing (August 24, 2020), a total of 2,362 cases and 22 deaths have been recorded. While these numbers are well below those seen in some other countries, it is also the case that it has not been possible to bring the outbreak entirely under control – 1,065 new cases (close to half of the total number) have been recorded in the 14 days between August 10 and 24, 2020¹.

This brief focusses on three vulnerable districts in Uganda. The city of Kampala is vulnerable due to its dense population and

high levels of movement. The districts of Kyotera and Tororo are vulnerable due to their locations on the national borders with Tanzania and Kenya respectively – Kenya has recorded over 32,000 cases at the time of writing, and Tanzania stopped publishing data on cases numbers in April. Precise and up-to-date case numbers for each district in Uganda are not currently available, but the most recent data put these three districts as having recorded case numbers well above the average for other districts in Uganda.

This brief presents data on knowledge, attitudes and practices on matters relating to the Covid-19 pandemic among residents of Kampala, Kyotera and Tororo districts. Are any residents of these areas still unaware of the pandemic? Do residents know how they can

1 Source: Ministry of Health Covid-19 Response Info Hub (<https://covid19.gou.go.ug/statistics.html>)



protect themselves and others from the virus? Are they practising measures to reduce infection, such as social distancing and handwashing? Do they have the soap and water to enable them to do so? How worried are they by the pandemic, and what specifically are their concerns? How confident are they in the ability of their government to handle the crisis? And what are their main sources of information on the virus?

Findings are presented under six broad headings, namely (i) awareness and understanding, (ii) behaviour and preventive practices, (iii) risks and concerns, (iv) the national response, (v) livelihoods and income security, and (vi) sources of information.

Data for the brief come from a special round of Twaweza's *Sauti za Wananchi* mobile-phone panel survey. This was created through random sampling from a database of contacts from previous surveys to establish a new representative panel of the population of each of the three districts. Statistical weightings have been applied to the panel, to ensure it is fully representative at district level. For this brief, data were collected from 2,076 respondents (802 in Kampala, 661 in Kyotera and 613 in Tororo), with interviews conducted between 13 July and 10 August, 2020.

Key findings include:

On understanding of the Coronavirus:

- Almost all residents of the three districts are aware of COVID-19, most are very aware of it
- Almost all residents of the three districts are aware of confirmed Coronavirus cases in Uganda
- Most residents are aware of the main modes of transmission; awareness is lower in Tororo
- Residents identify public places and gatherings as the most likely places of exposure to the virus
- Residents mention fever, flu-like symptoms, dry cough, sore throat and bodily aches as the main symptoms of Coronavirus
- Some misconceptions about COVID-19 are widely held
- Most residents recognise important facts about the Coronavirus
- Most residents are aware of the possibility of asymptomatic Coronavirus cases

On behaviour and preventive practices:

- Residents point to handwashing, masks and staying at home as actions they are taking to prevent infection
- Residents say they would use either visit a health facility or call the Corona hotline if they had Corona-like symptoms
- 1 out of 6 households report that a household member has been tested for the Coronavirus
- Most households report having water and soap available for handwashing

- Half report washing their hands more than five times for at least 20 seconds per day
- Residents see lost income and the cost and availability of materials as the main barriers in implementing protective measures

On risks and concerns:

- Residents of Tororo are more worried about the outbreak than those in Kyotera and Kampala
- Most residents do not feel at risk of being exposed to the Coronavirus
- Residents of the three districts are unsure who is most at risk of contracting the virus
- Residents are more concerned about the economic implications of the Coronavirus than the health effects

On the national response:

- Most residents have confidence in the government's ability to handle the Coronavirus outbreak
- Most residents are aware of some government measures against the Coronavirus
- More than half of residents agree that many people have resumed business as usual despite the outbreak
- Residents are aware of potential risks associated with truck drivers

On livelihoods and income security:

- The biggest impacts of the Coronavirus outbreak on households have been on income and jobs
- Most residents see the outbreak as a major threat to their household finances and to their jobs
- Access to food and water, money and income are the biggest challenges residents would face in a long, strict lockdown
- 7 out of 10 residents say the money they have currently available to them would last less than a week if no movement is allowed
- Kyotera and Tororo have seen more food price increases in the previous two weeks than Kampala
- Most households report purchasing food less often, and purchasing a smaller amount
- Most households report that their food intake has become worse in the previous month

On sources of information:

- Most residents have seen or heard messages about the Coronavirus in the previous month
- Residents recall a wide range of different Coronavirus-related messages
- TV and radio are the main channels through which residents received these messages
- Most residents feel they have sufficient information about the Coronavirus situation

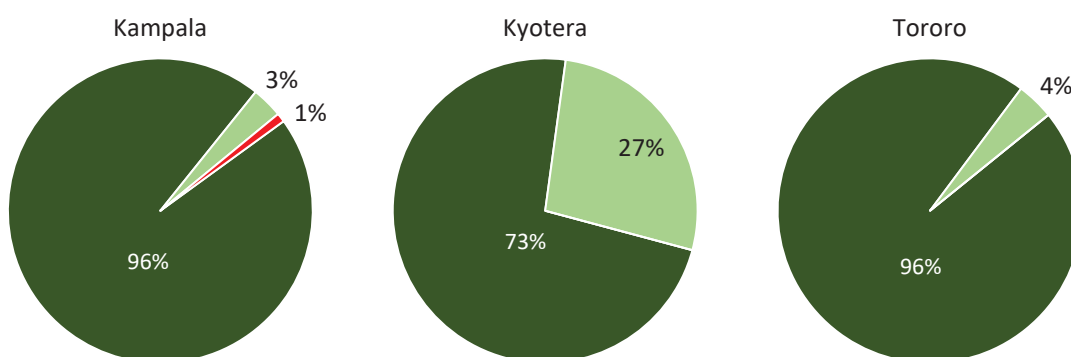
2. Knowledge, attitudes and practices on the Coronavirus in Kampala, Kyotera and Tororo

2.1 Awareness and understanding of the Coronavirus

Insight 1: While most citizens are aware of COVID-19; a third in Kyotera do not know much about it.

Very few residents of these three districts are unaware of the Coronavirus, and in all cases the majority are very aware of it. In Kyotera, one out of four (27%) say they have heard of the virus but don't know a lot about it, more than in either Kampala or Tororo. This proportion is consistent in both rural (73%) and urban (76%) parts of Kyotera (not shown in charts).

Figure 1: Are you aware of the Coronavirus / COVID-19?²



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);

Base: all respondents (n=2,076)

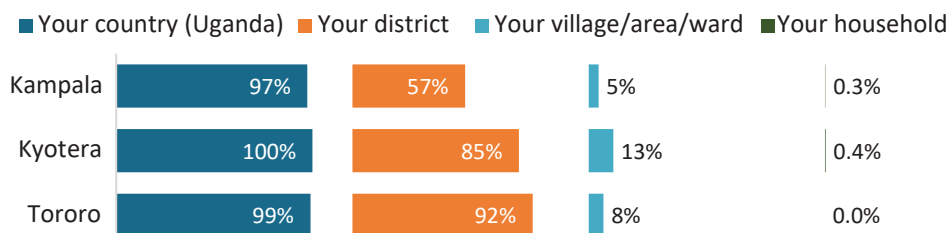
Insight 2: Citizens are aware of cases of Coronavirus in Uganda

Almost all residents (97-100%) of the three districts are aware of confirmed Coronavirus cases in Uganda.

Most are also aware of cases in their district, including nine out of ten (92%) in Tororo and almost as many (85%) in Kyotera. This number is lower in Kampala (57%), though this may be due to some residents interpreting "my district" as their ancestral home district rather than their current home in the city.

² Percentages in charts may not add up to 100% due to rounding

Figure 2: Are there any confirmed cases of the Coronavirus in ...?

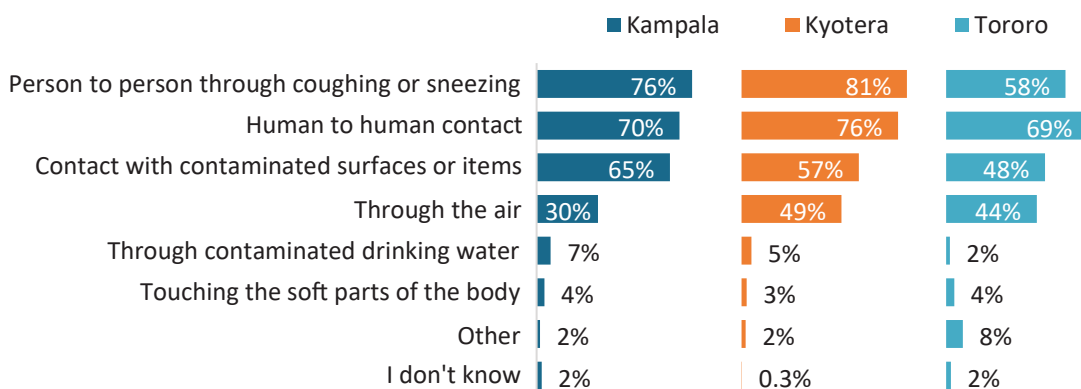


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 3: Most citizens are aware of the main modes of transmission; awareness is lower in Tororo

In all three districts, a majority of residents correctly identify coughs and sneezes, and direct human-to-human contact as the main ways the Coronavirus can be transmitted, though these figures are a little lower in Tororo than Kampala and Kyotera. Most residents of Kampala and Kyotera and half in Tororo also point to contact with contaminated surfaces or items.

Figure 3: Please tell me all the different ways in which Coronavirus can be transmitted?
 (multiple responses permitted)

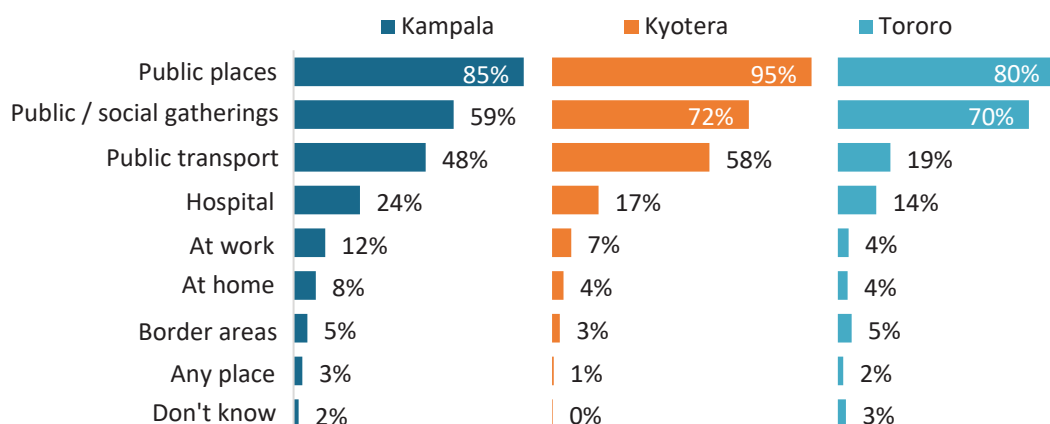


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 4: Citizens identify public places and gatherings as the most likely places of exposure to the virus

Across the three districts, most residents correctly identify public places and public / social gatherings as places where the risk of exposure to the Coronavirus is higher. In Kampala and Kyotera, public transport is also widely (and correctly) identified as a high risk setting, though most residents of Tororo appear to be unaware of this.

Figure 4: Where do you think someone is more likely to be exposed to Coronavirus?
(multiple responses permitted)

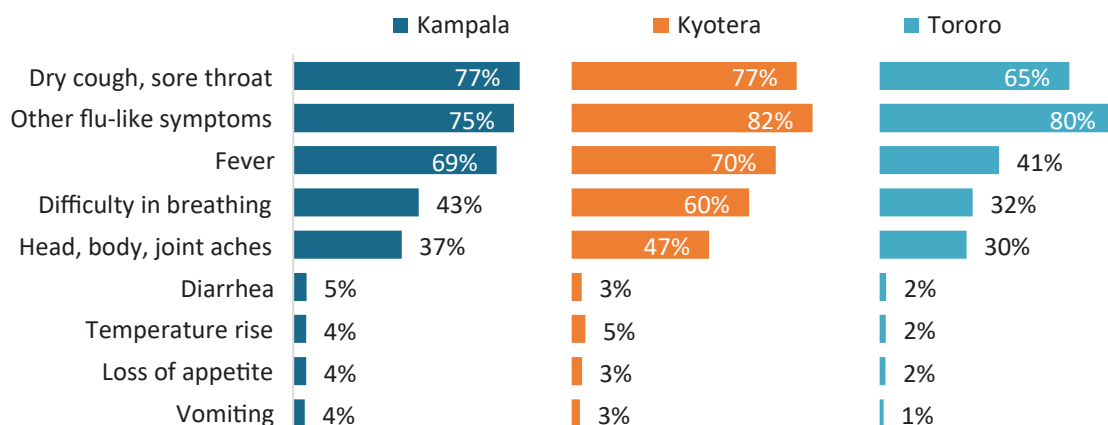


Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 5: Citizens mention fever, flu-like symptoms, dry cough, sore throat and bodily aches as the main symptoms of Coronavirus

Most residents across all three districts correctly identify dry cough / sore throat and other flu-like symptoms as the symptoms of a Coronavirus infection. Significant numbers also (correctly) point to fever, difficulty in breathing, and head, body or joint aches. Overall, residents of Kampala and Kyotera are more aware of the symptoms than those in Tororo.

Figure 5: What are the symptoms of someone who has Coronavirus?
(multiple responses permitted)



Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

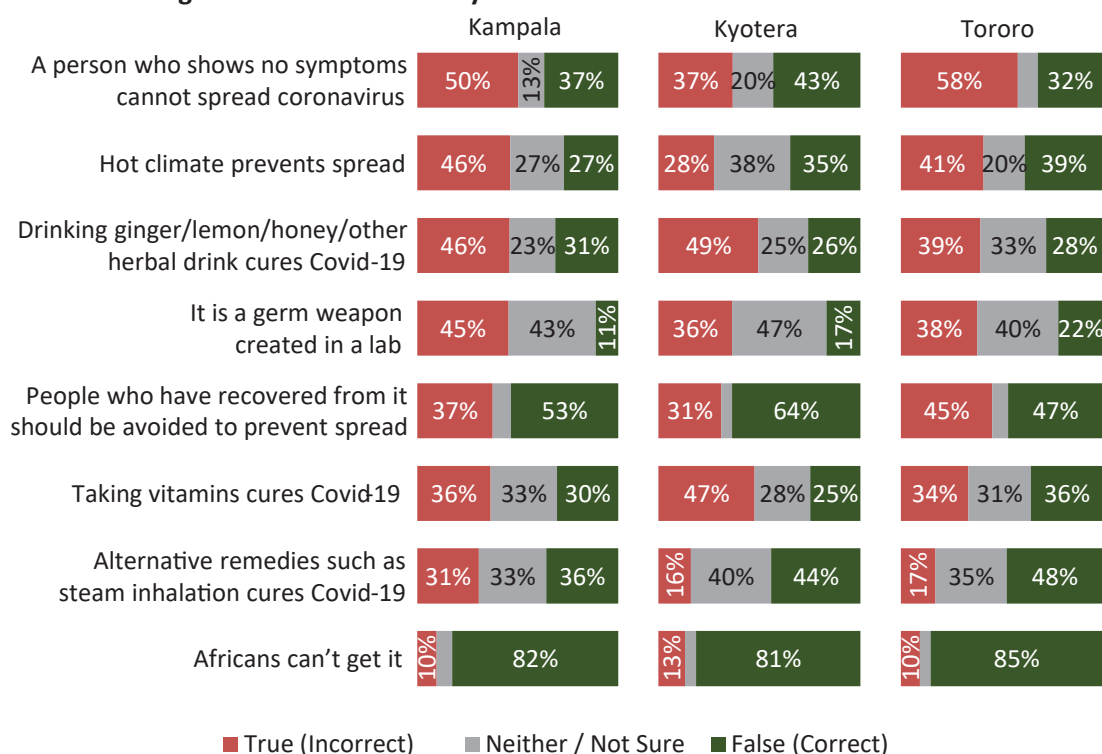
Insight 6: A number of misconceptions about COVID-19 are widely held

Several misconceptions about Covid-19 are widely held in the three districts. In Kampala and Tororo, for example, a majority believe (wrongly) that a person with no symptoms cannot spread the virus.

Similarly, residents of the three districts are more likely to believe (wrongly) that drinking ginger, lemon, honey or some other herbal drink can cure Covid-19. In fact, while these treatments may help reduce some symptoms and strengthen the immune system, they will not prevent someone becoming infected or cure someone who is already infected³. Another concern is with the belief that alternative remedies such as steam inhalation cure COVID-19, a third of the Kampala residents believe this to be true.

Further, significant numbers believe (wrongly) that hot climate prevents spread of the virus; the virus is a germ weapon created in a lab and that taking vitamins cures Covid-19. A significant minority believe (wrongly) that those who have recovered from the virus should be avoided to contain the spread; with Tororo residents most likely to believe this.

Figure 6: Please tell me if you think each statement is true or false:



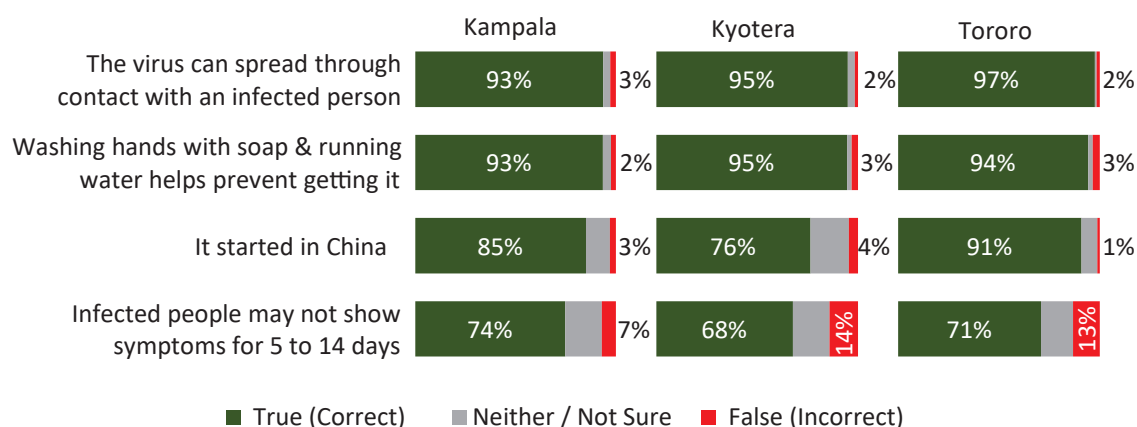
Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
 Base: all respondents (n=2,076)

3 The World Health Organisation (WHO) states that there are currently no known effective medicinal treatments for Coronavirus, but also that most patients will make a full recovery. See <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

Insight 7: Most citizens recognise important facts about the Coronavirus

Almost all residents of the three districts know (correctly) that the virus can spread through contact with an infected person, that washing your hands with soap and running water helps prevent infection, that the virus started in China and that infected people may not show symptoms immediately.

Figure 7: Please tell me if you think each statement is true or false:

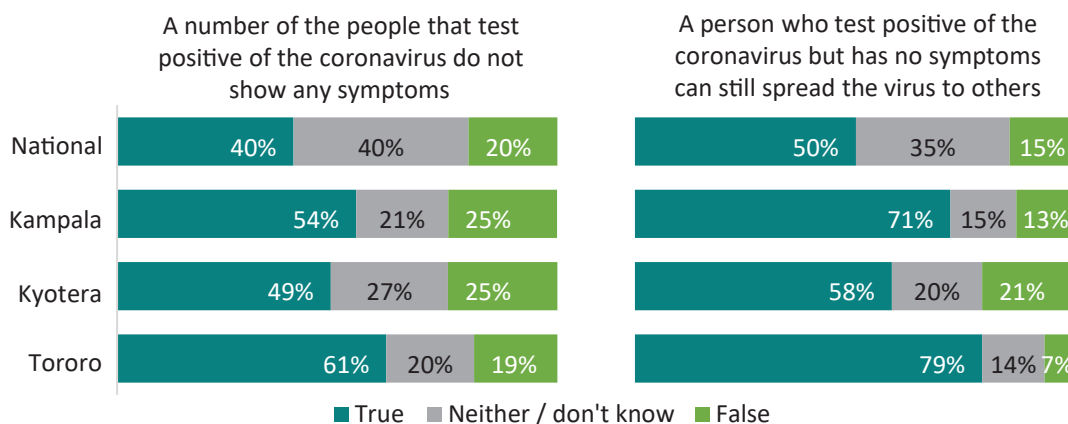


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 8: More than half of citizens are aware of the possibility of asymptomatic cases; mass testing and quarantine are proposed solutions

Residents of Kampala, Kyotera and Tororo are more aware than other citizens of Uganda that some of those who test positive for Coronavirus show no symptoms and can still spread the virus.

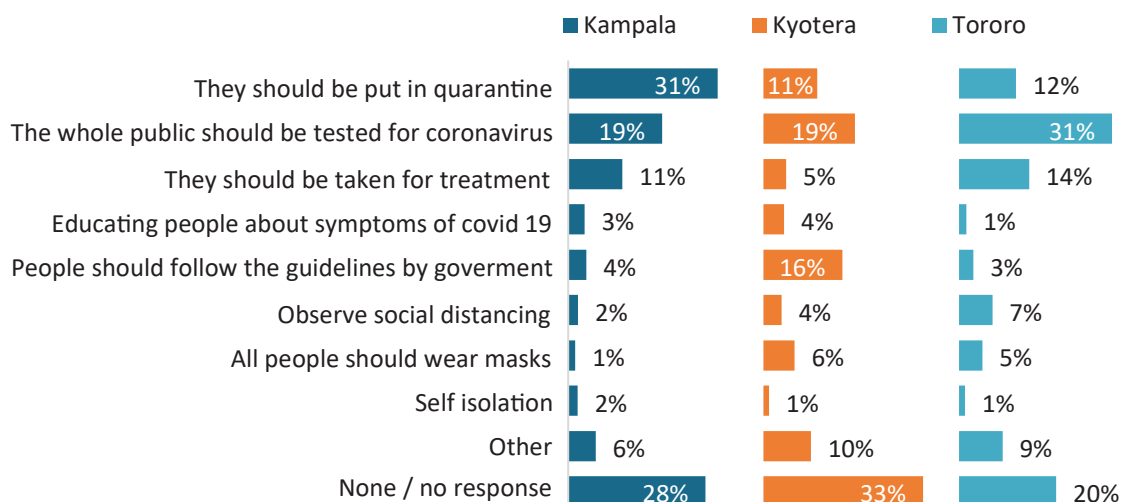
Figure 8: Do you think the following statements are true or false?



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020; n=2,076) and main panel round 17 (July-August 2020) for “national” data (n=1,607)

In Kampala, the most widespread suggestion for how such cases should be treated is quarantine, followed by mass testing. In Kyotera, the same two suggestions are popular, along with increased adherence to government guidelines. In Tororo, there is strong support for the idea of comprehensive testing of the whole public.

Figure 9: How do you suggest these asymptomatic cases should be handled?
(multiple responses permitted)



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

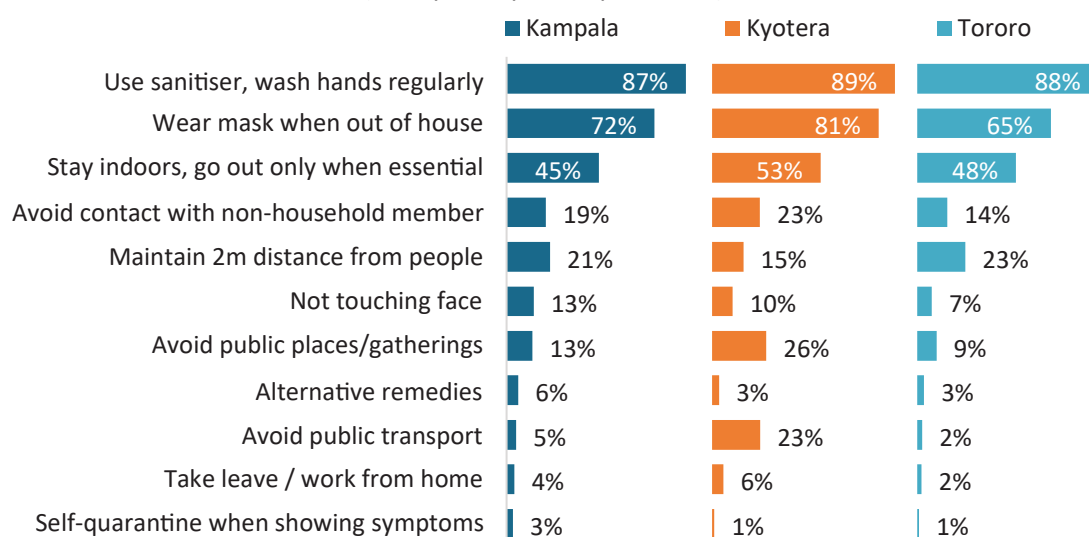
2.2 Behaviour and preventive practices

Insight 9: Most citizens point to hand washing, wearing masks and staying at home as actions they are taking to prevent infection

The most widespread actions residents of the three districts are taking to prevent infection are to use sanitiser and/or wash hands regularly, to wear a mask when outside the home and to go out only when it is essential to do so. Avoiding contact with non-household members, maintaining a two-metre distance from others, avoiding public gatherings and public transport are less common.

In Kyotera, the residents have a higher mention of avoiding public places and public transport as prevention measure compared to Kampala and Tororo.

Figure 10: What actions have you / your household taken to prevent themselves from contracting Coronavirus in the last 2 weeks?
(multiple responses permitted)



Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 10: Most citizens would either visit a health facility or call the hotline if they had Corona-like symptoms

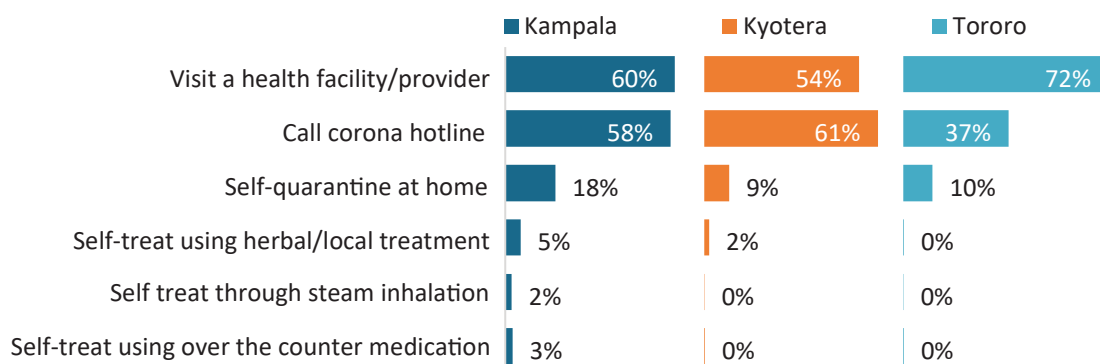
Most residents of the three districts say they would either visit a health facility or call the national Coronavirus hotline⁴ if they showed Corona-like symptoms.

⁴ The Coronavirus hotline numbers for Uganda are 0800-203-033 / 0800-100-066 / 0800-303-033.

In Kampala, a significant minority (10%) would self-treat using either herbal remedies (5%), steam inhalation (2%) or over-the-counter medication (3%).

In Tororo, the Coronavirus hotline is less popular, and residents are more likely to say they would visit a health facility if they showed symptoms.

Figure 11: What would you do if you have Corona-like symptoms?
(multiple responses permitted)

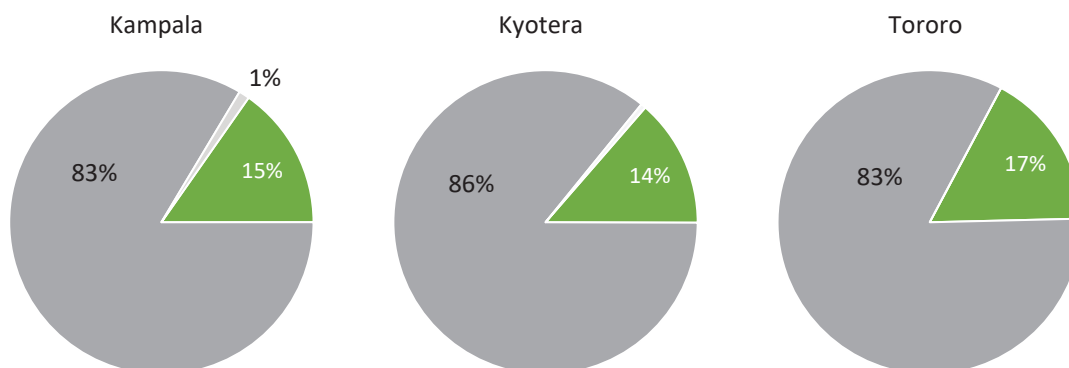


Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 11: 1 out of 6 households report that a household member has been tested for the Coronavirus

In Kampala, one out of six households (15%) report that one or more household members has been tested for the Coronavirus. This number is similar in both Kyotera (14%) and Tororo (17%).

Figure 12: Percent of households where someone has been tested for Coronavirus

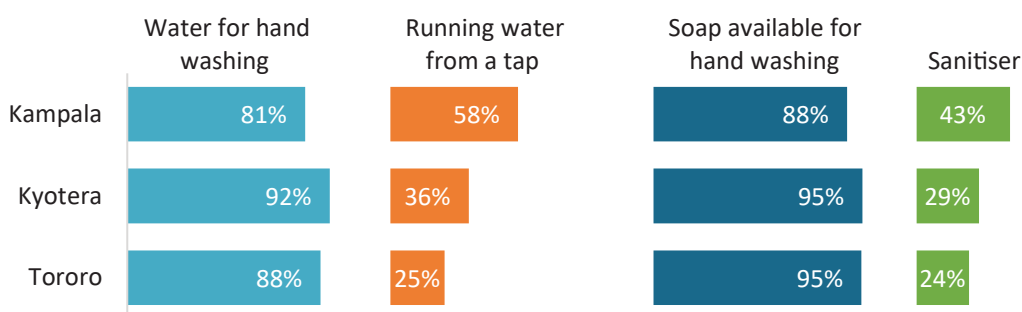


Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 12: Most households report having water and soap available for handwashing

Most households in the three districts report having water and soap available for handwashing purposes. In Kampala, these numbers are a little lower than in Kyotera and Tororo, though in Kampala the numbers of households reporting having running tap water and sanitiser available are higher.

Figure 13: Which of the following do you have available at your household?

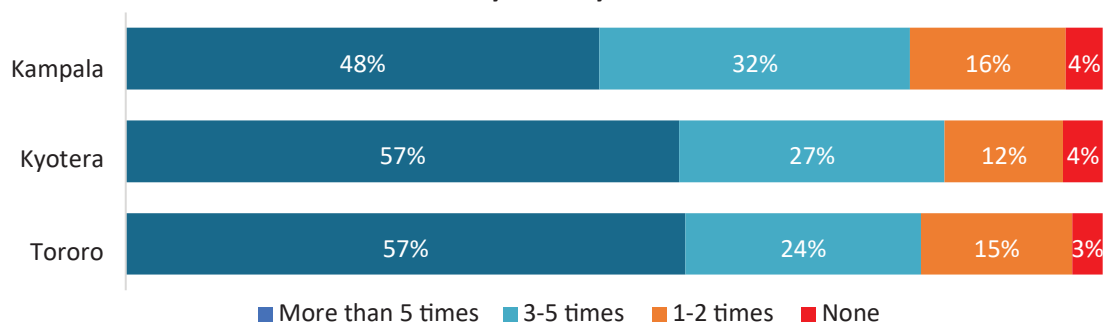


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 13: Half report washing their hands more than five times for at least 20 seconds per day

Around half of residents of the three districts report having washed their hands with soap and water five times or more on the day preceding the survey. This figure is slightly lower in Kampala than in Kyotera and Tororo.

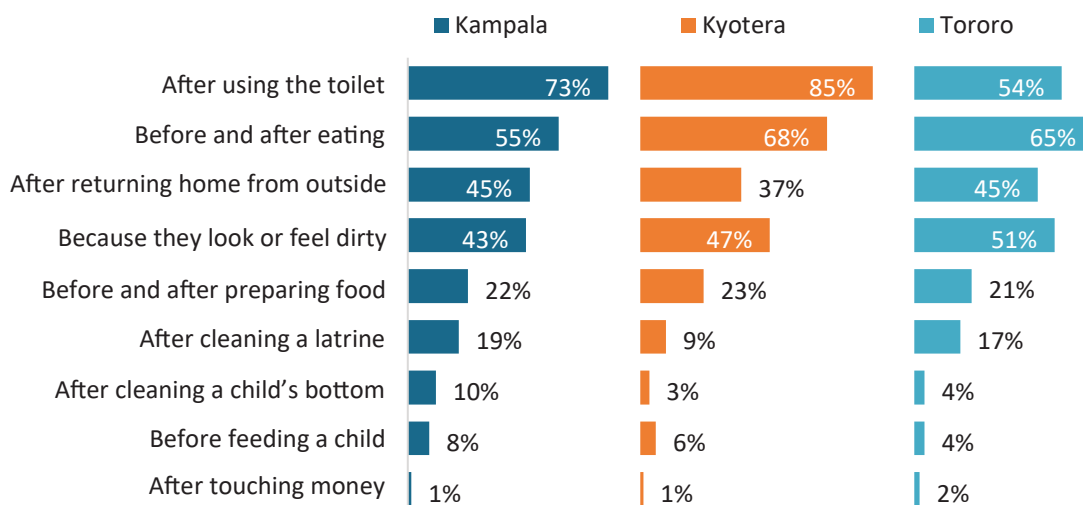
Figure 14: How many times did you wash your hands with soap for at least 20 seconds yesterday?



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Across all three districts, the most common occasions on which people report washing their hands with soap are after using the toilet, before and after eating, after returning home from outside and when their hands look or feel dirty.

Figure 15: Normally under what circumstances do you use soap to wash your hands?
(multiple responses permitted)



Source: Source: *Sauti za Wananchi* mobile phone survey, special panel
(13 July - 10 August, 2020);
Base: all respondents (n=2,076)

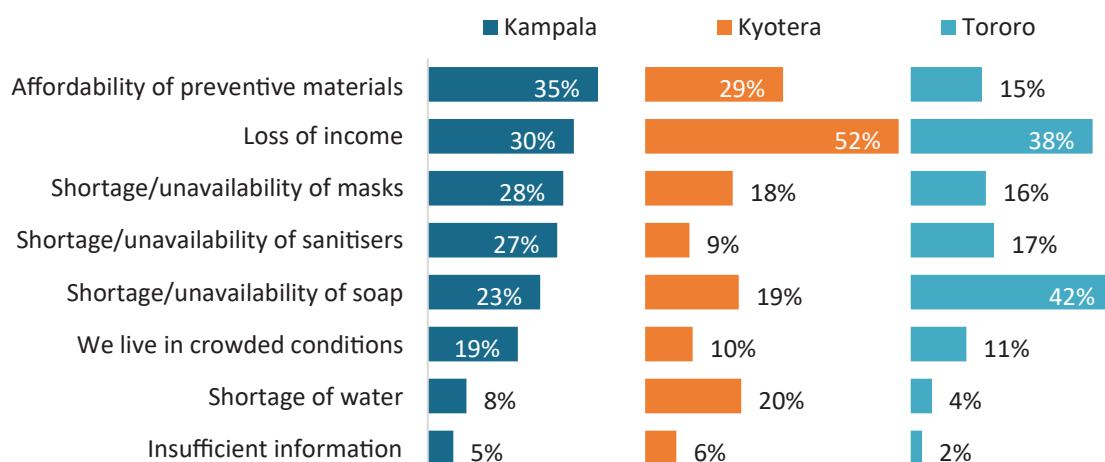
Across the three districts, hygiene is the main motivating factor behind hand-washing (not shown in charts).

Insight 14: Citizens see lost income and the cost and availability of materials as the main barriers to implementing protective measures

Residents of the three districts point to a variety of different obstacles to the implementation of preventive measures against the Coronavirus.

In Kampala, the affordability of preventive materials is the highest-ranked obstacle, cited by one out of three residents (35%). This is followed by lost income (30%) and the availability of masks (28%), sanitisers (27%) and soap (23%). In Kyotera, lost income (52%) is the most widely cited obstacle, followed by the cost of preventive materials (29%). In Tororo, the availability of soap (42%) is the top concern, followed by lost income (38%). The residents of Kyotera cite water shortages more than those in Kampala and Tororo.

Figure 16: What difficulties do you foresee if you implemented all the protective measures to protect you / your household against Coronavirus?
(multiple responses permitted)



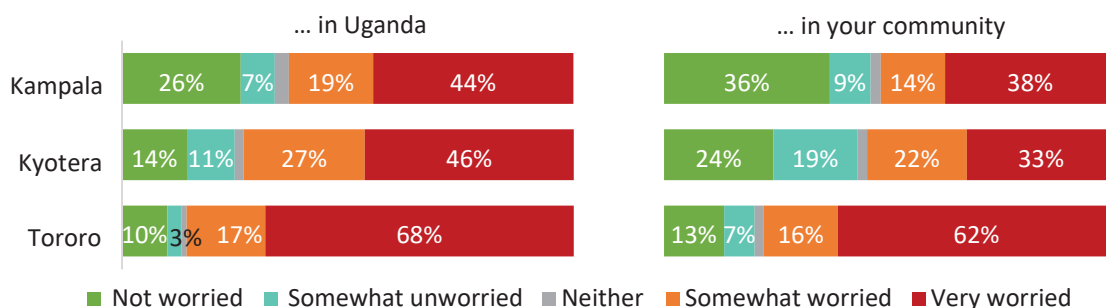
Source: Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

2.3. Risks and concerns

Insight 15: Residents of Tororo are more worried about the outbreak than those in Kyotera and Kampala

Two out of three residents of Tororo district (68%) are very worried about the spread of the Coronavirus in Uganda, and a similar number are very worried about its spread locally (62%). In both Kampala and Kyotera, levels of concern are lower than in Tororo, though in both cases a majority say they are worried about both the national and local situation.

Figure 17: How worried are you about the virus spreading in Uganda / your community?



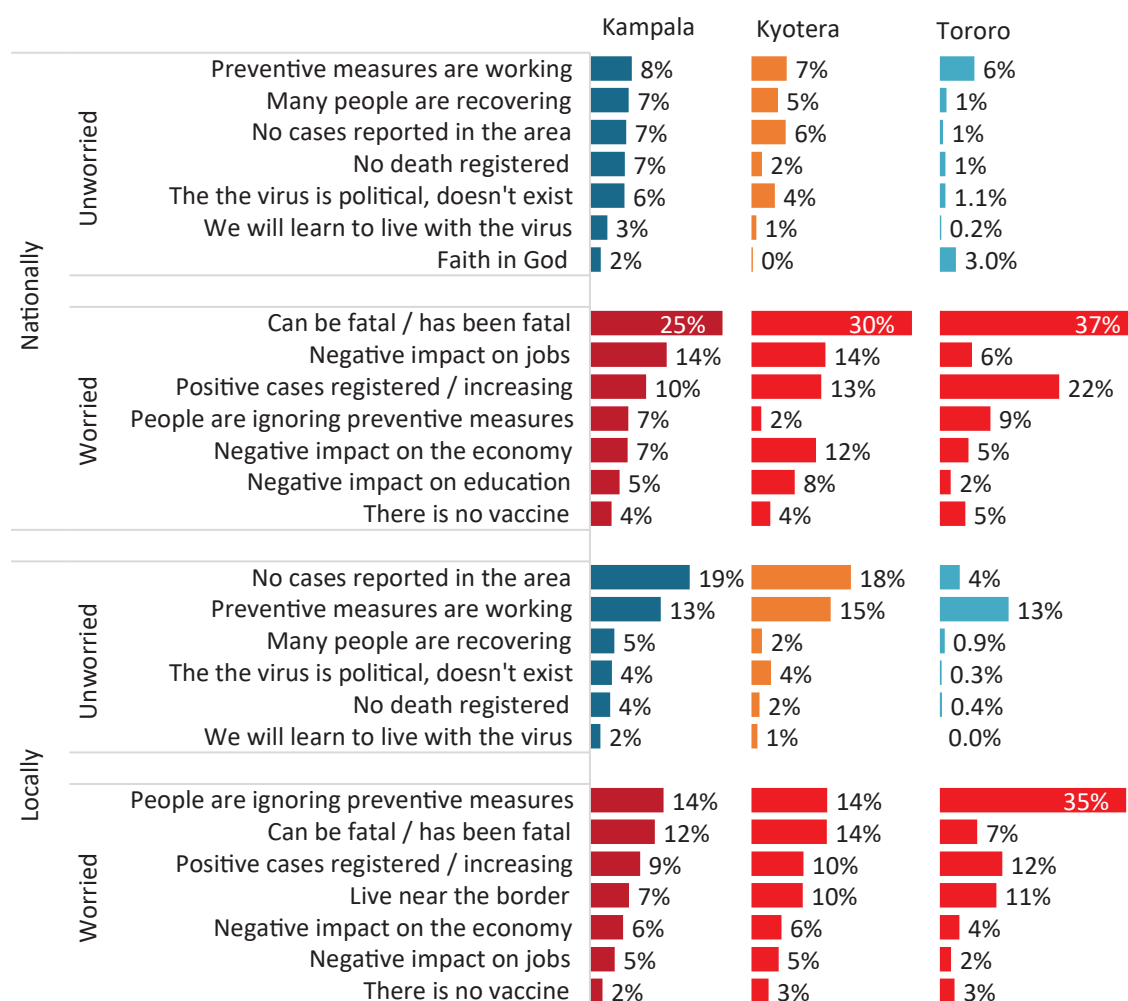
Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

The most widely cited reasons for worrying about the national situation are that the disease can be deadly, that it has had an impact on jobs and that the number of cases has been increasing.

The main reason for concern about the local situation – particularly in Tororo – is that people are no longer following government guidelines.

Locally, the most common reasons for being unworried are a lack of local cases and a sense that national guidelines on prevention are having an effect.

Figure 18: Why are you worried / less worried about the national /local situation?
(multiple responses permitted)



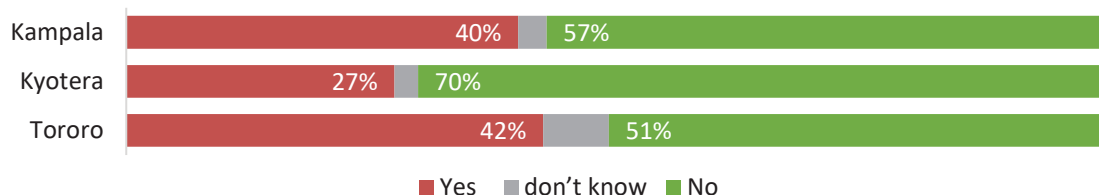
Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);

Base: all respondents (n=2,076)

Insight 16: Most citizens do not feel at risk of being exposed to the Coronavirus

Four out of ten residents of Kampala (40%) and Tororo (42%) feel at risk of being exposed to the Coronavirus, as do three out of ten in Kyotera (27%). Generally, in all three districts, a majority of residents do not feel at risk of being exposed to the virus.

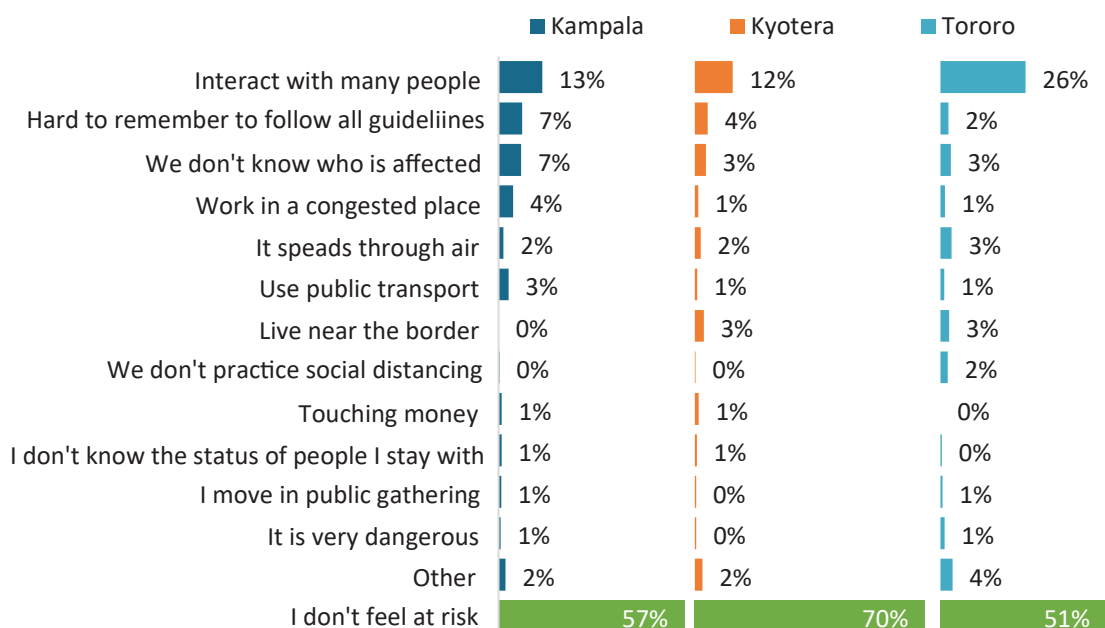
Figure 20: Do you think you are at risk of being exposed to the Coronavirus?



Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

The most common reason given for feeling at risk – particularly in Tororo – is interacting with other people.

Figure 21: Why do you say you are at risk?
 (single response only)



Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

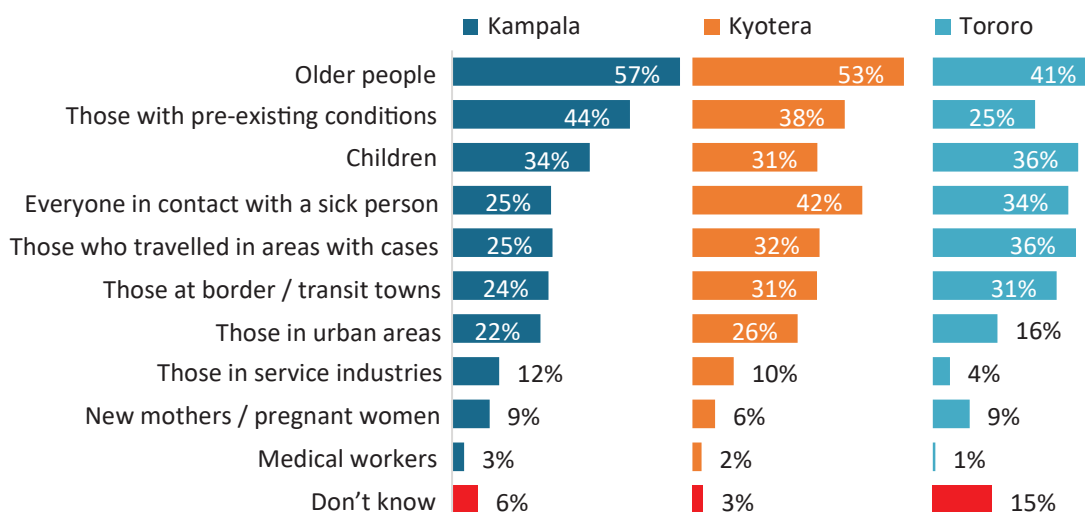
Insight 17: Citizens of the three districts cite many different groups as being most at risk of contracting the virus

Residents of the three districts mention a number of different groups when thinking of who is most at risk of contracting the virus.

In Kampala, the top two responses are older people and those with pre-existing conditions – and these are the groups shown to be most vulnerable to the more serious effects of infection. Significant numbers of Kampala residents also (correctly) say that anyone in contact with a sick person, those who have travelled to hotspots, those in border towns and urban areas are more at risk. However, they also point to children as being at high risk, which evidence has shown to be false.

In Kyotera and Tororo, residents point to similar groups, though in different proportions. One out of six Tororo residents (15%) say they don't know who is most at risk.

Figure 22: Who do you think is most at risk of contracting the Coronavirus?
(multiple responses permitted)



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 18: Citizens are more concerned about the economic implications of the Coronavirus than the health effects

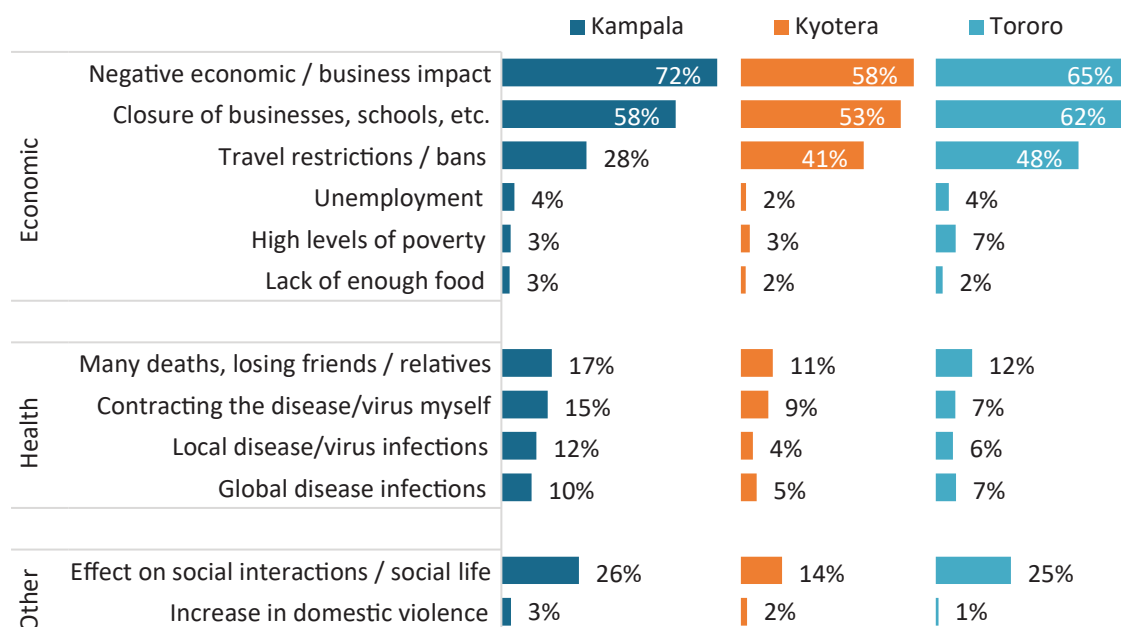
Residents of the three districts are more concerned about the economic and social implications of the Coronavirus outbreak than the health impacts.

Across all three districts, the top three concerns listed are the negative economic or business impact, the closure of businesses and schools, and travel restrictions.

This is followed by the effects of the outbreak on social interactions.

Nevertheless, concerns regarding the health impacts are also widespread in all three districts, including both the possibility of losing loved ones and personally becoming infected.

Figure 23: What concerns you most about the implications of Coronavirus?
(multiple responses permitted)



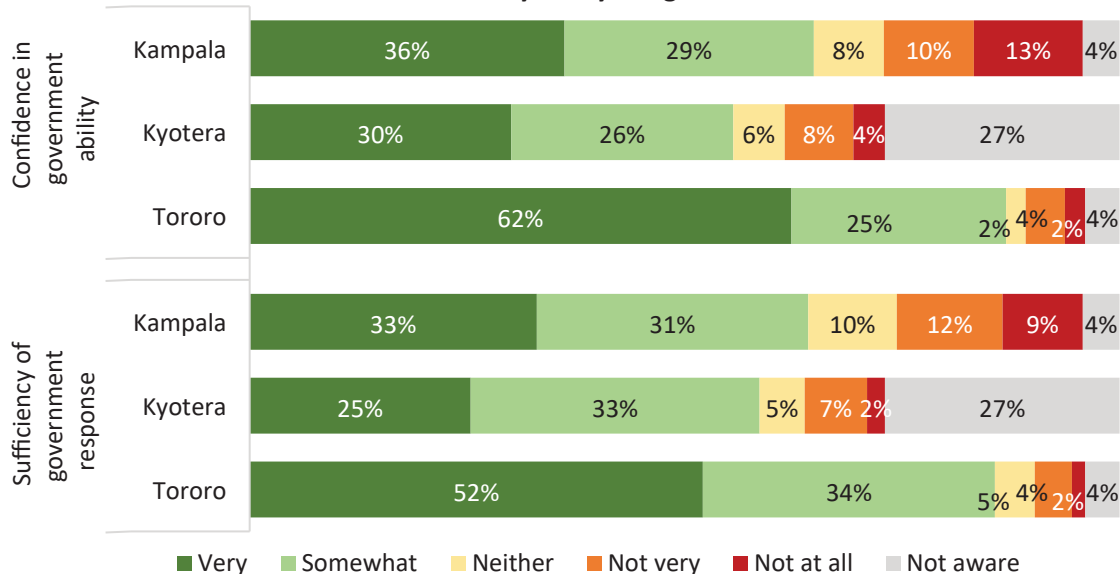
Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

2.4. National response

Insight 19: Most citizens have confidence in the government's ability to handle the Coronavirus outbreak

Most residents of the three districts are confident that the government has the ability to respond effectively to the outbreak, and that the government response thus far has been sufficient. This positive feeling is particularly strong in Tororo district.

Figure 24: How confident are you in the ability of the national government to handle the outbreak? And how sufficient would you say the government's reaction has been?



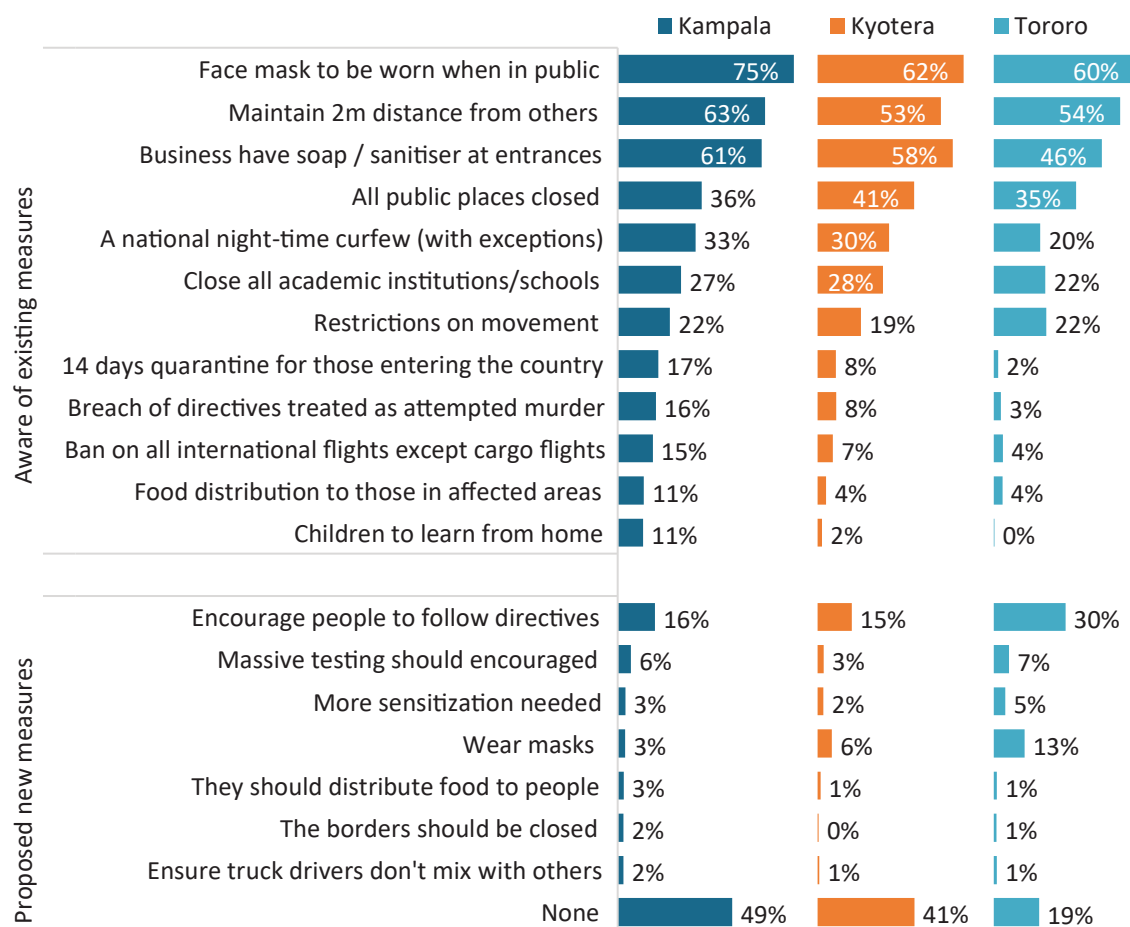
Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 20: Most citizens are aware of some government measures against the Coronavirus

Across all three districts, the most widely known government measures against the Coronavirus are the directives to wear a face mask when in public, to maintain two metres distance from others and for businesses to have soap and water or sanitiser available at entrances. Other widely recognised measures include the closure of public spaces, night-time curfew, the closure of academic institutions and restrictions on movement.

The most common suggestion for what else the government could do is to encourage people to follow existing directives more closely. This is followed by mass testing and greater emphasis on mask wearing.

Figure 25: Could you mention any measures / directives of government for people / business to follow in order to deal with Coronavirus? What else do you think should be done?
(multiple responses permitted)

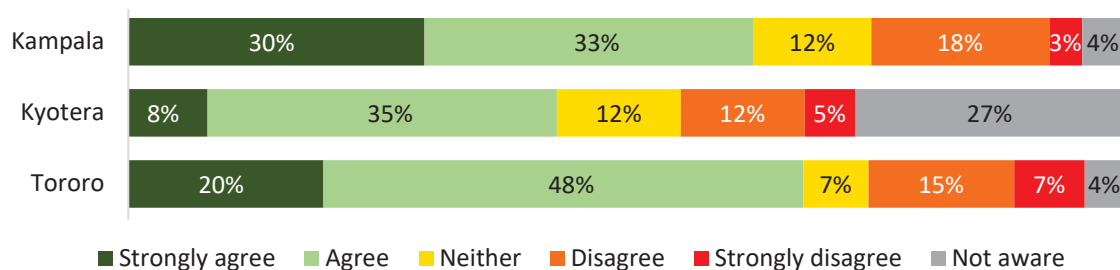


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 21: More than half of citizens agree that many people have resumed business as usual despite the outbreak

More than half of residents of Kampala and Tororo agree with the view that many people have resumed business as usual despite the outbreak, though significant minorities disagree with this view.

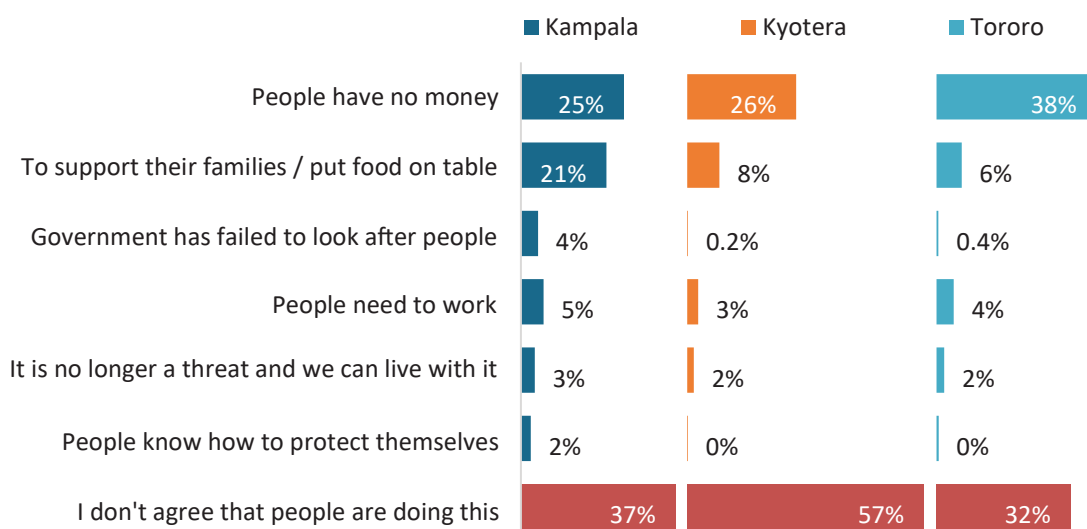
Figure 26: The government has recently stated that citizens have resumed business as usual despite coronavirus. To what extent do you agree with this statement?



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

The main reason given for why people are doing this is financial: people have no money. In Kampala, the need to support their families and put food on the table is also widely cited.

Figure 27: What is the main reason that has made people behave this way?

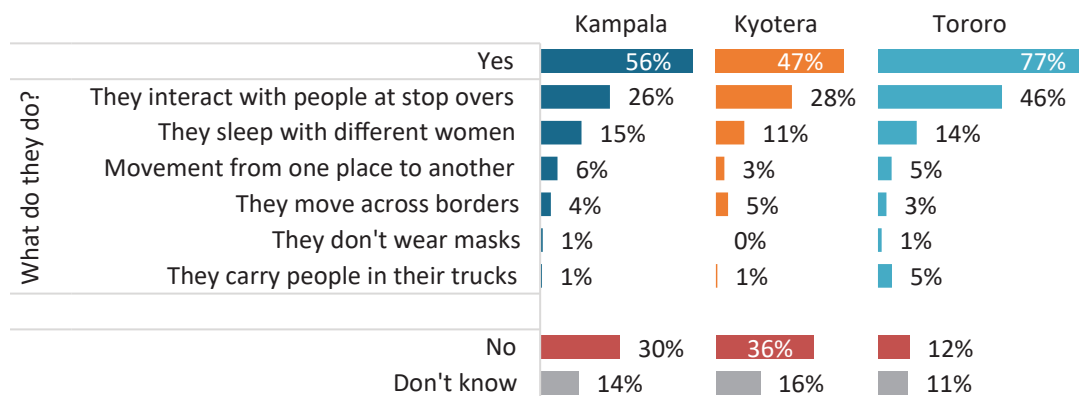


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 22: Most citizens are aware of the potential Covid-19 risks associated with truck drivers

Most residents agree that some actions of truck drivers can pose a risk to the spread of the Coronavirus – particularly in Tororo. The most widely cited risky behaviour on the part of truck drivers is that they interact with people at stop overs.

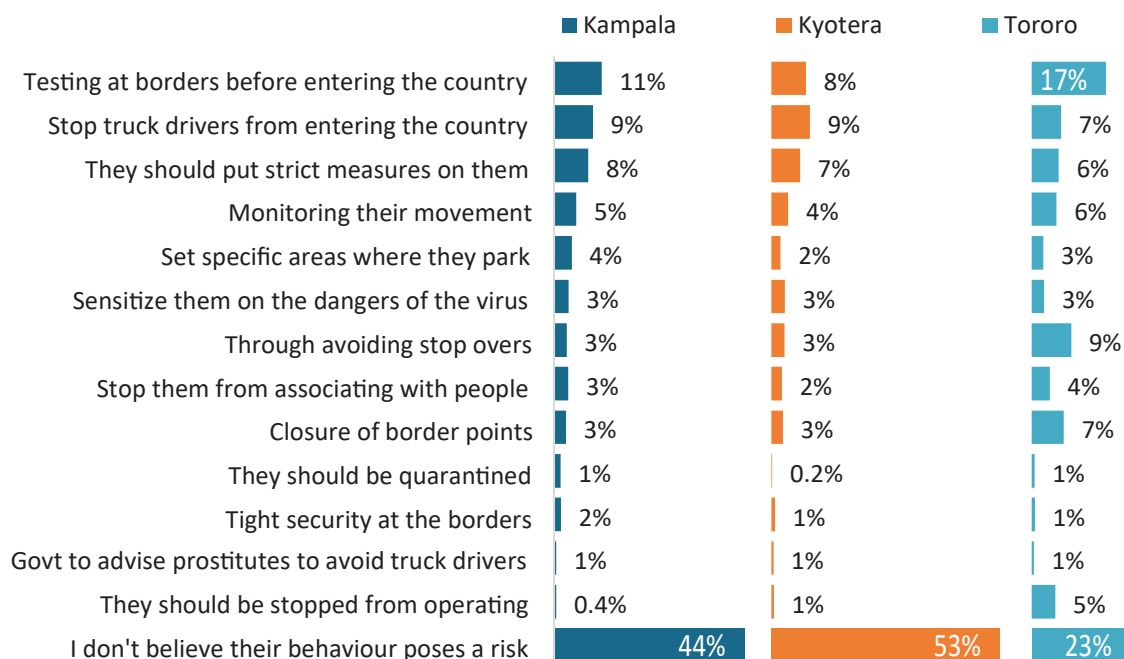
Figure 28: In your opinion, is there anything that truck drivers do that may pose a risk to the spread of the Coronavirus? What is that behaviour?



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

A wide range of ideas are proposed for how these risks can be minimised, including testing truck drivers entering the country, stopping them from entering, and monitoring their movements.

Figure 29: In your opinion how can this behaviour be controlled?



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

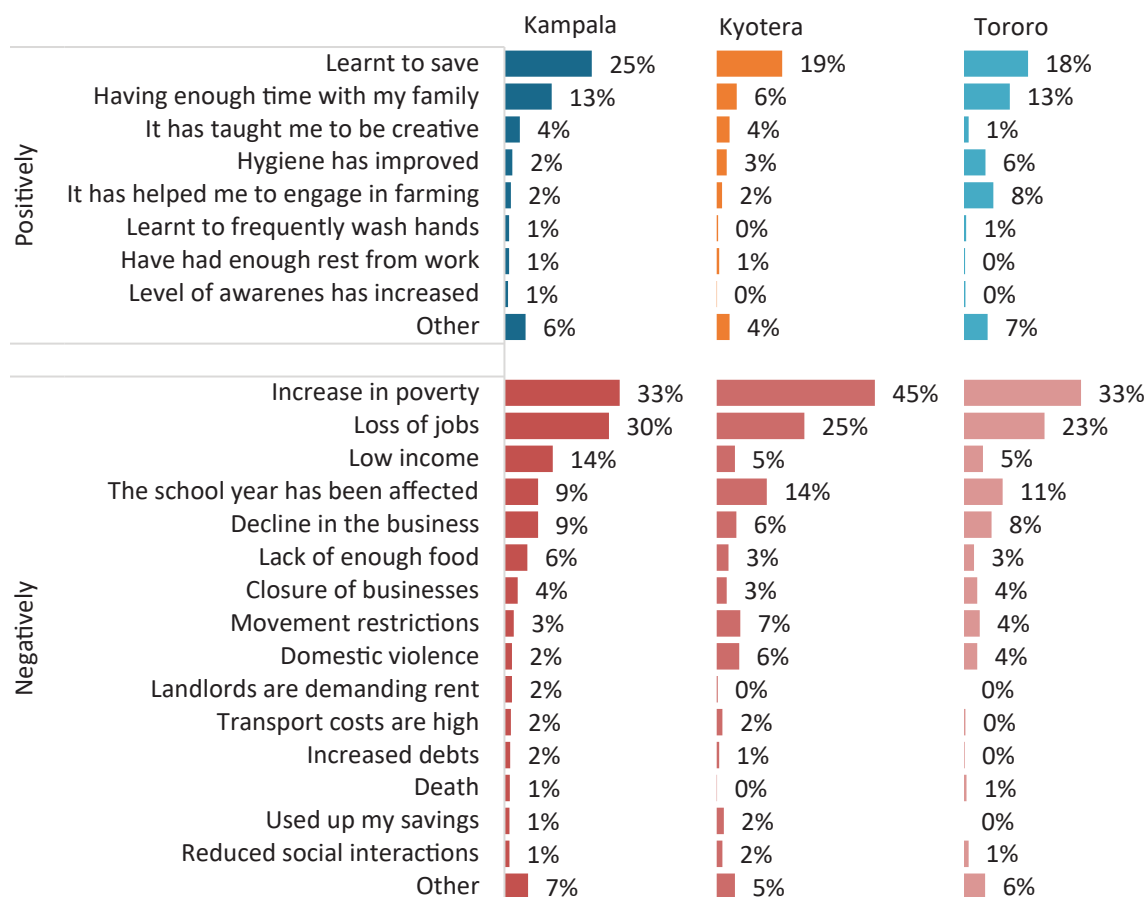
2.5. Livelihoods and income security

Insight 23: Covid-19 has increased financial burdens, reduced income/jobs but also encouraged savings and time with family

The biggest impacts so far of the Coronavirus on households in the three districts have been an increase in poverty and a loss of jobs. In terms of negative impacts these are followed by the related matters of low income, decline in business and lack of food, as well as impacts on schooling.

Residents also report some positive impacts, including learning to save and having more time to spend with family.

Figure 30: How have you/your household been affected by Coronavirus so far?
(multiple responses permitted)



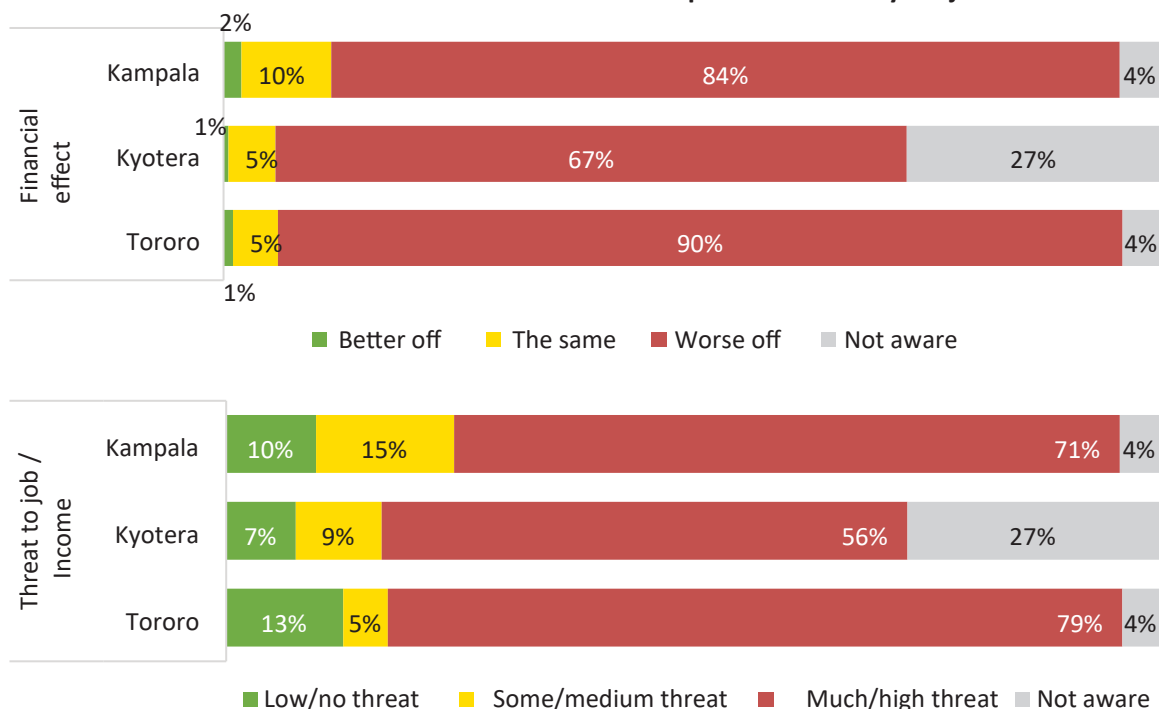
Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);

Base: all respondents (n=2,076)

Insight 24: Most citizens see the outbreak as a major threat to their household finances and to their jobs

Most residents say the outbreak poses a major financial threat to their households, including to their jobs and other sources of income.

Figure 31: If the outbreak continues, how do you think your family will do financially?
How much does the Coronavirus outbreak pose a threat to your job?

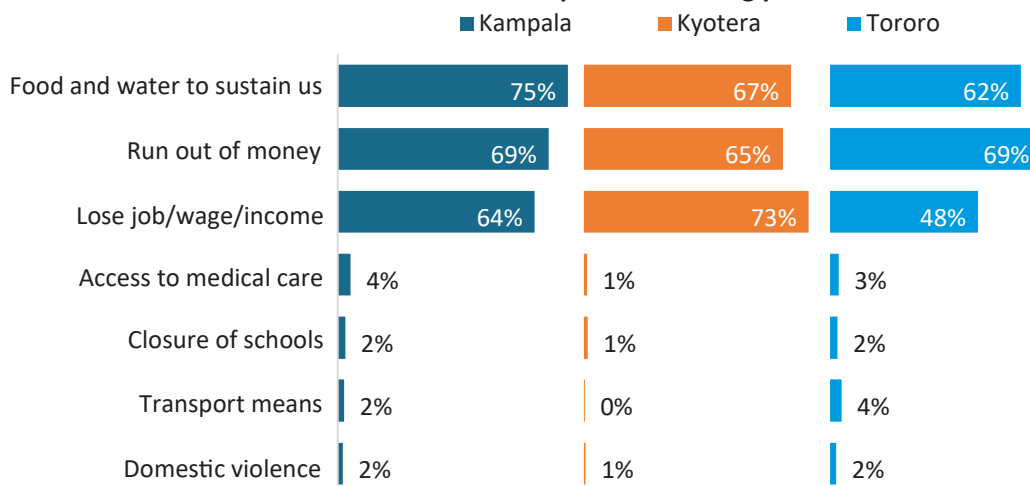


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 25: Access to food and water, money and income are the biggest challenges citizens would face in a long, strict lockdown

Across all three districts, residents point to access to food and water, running out of money and lost income as the three biggest challenges they would face if total lockdown had to be imposed for a long period.

Figure 32: What would be the three biggest problems for you / your household if total lockdown had to be imposed for a long period?

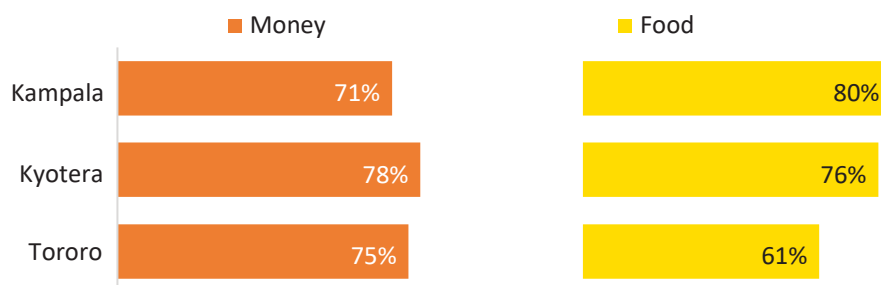


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 26: 7 out of 10 citizens say the money they have currently available to them would last less than a week if no movement is allowed

Across all three districts, most residents say their money and food would run out in less than a week if no movement at all were permitted.

Figure 33: Percent for whom the food / money would run out in a week if there was no movement permitted at all:

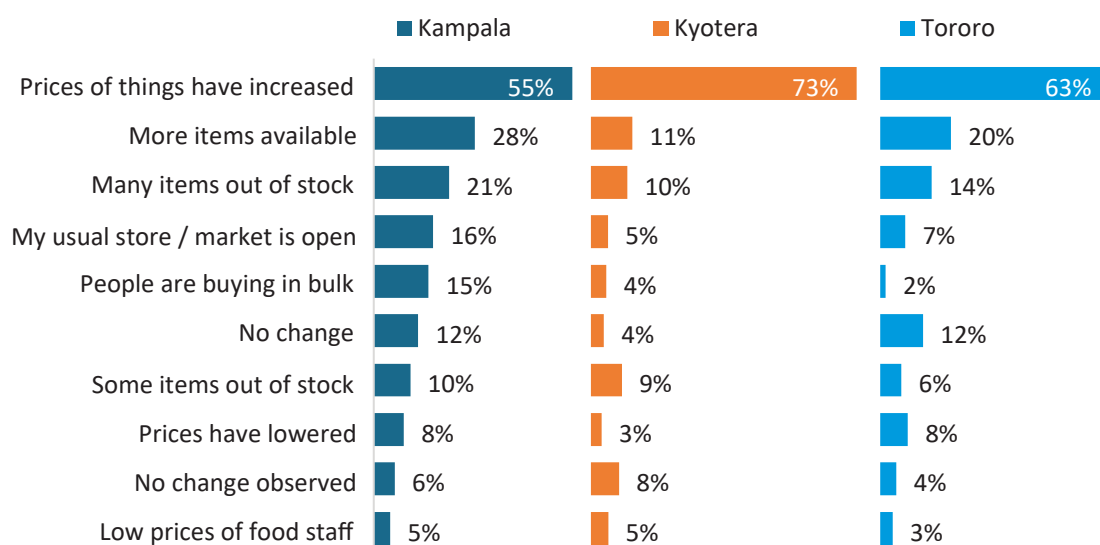


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 27: Kyotera and Tororo have seen more food price increases in the previous two weeks than Kampala

Most residents of all three districts report that local prices for necessities have increased in the previous two weeks. This is a little less common in Kampala than in either Kyotera or Tororo.

Figure 34: In the last two weeks have you seen any changes in terms of access, availability, prices, etc. for necessities at stores/markets near you?
(multiple responses permitted)

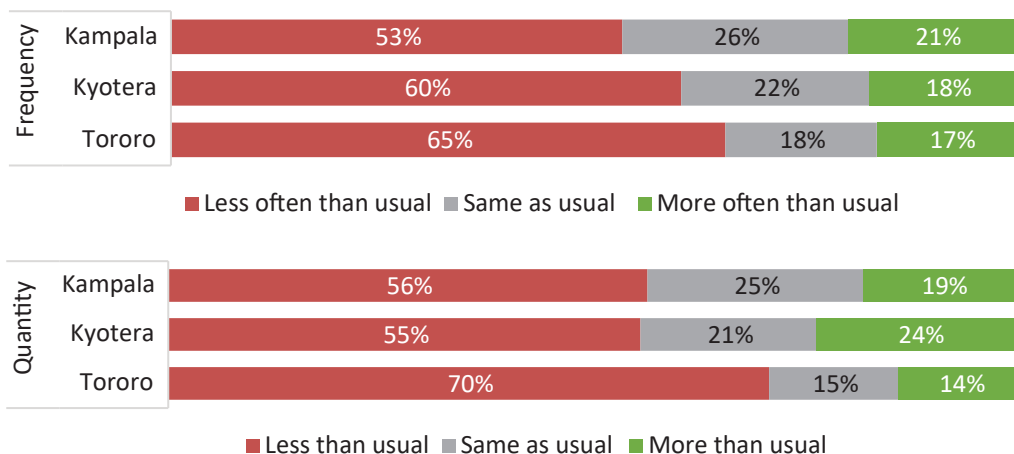


Source: Sauti za Wananchi mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 28: Most households report purchasing food less often, and in smaller amounts

Most households in the three districts report that they are purchasing food less often than usual, and that they are purchasing less when they do so. This is particularly noticeable in Tororo district.

Figure 35: In the last 2 weeks, how has your purchasing on food and other necessities been? And what quantity are you buying?

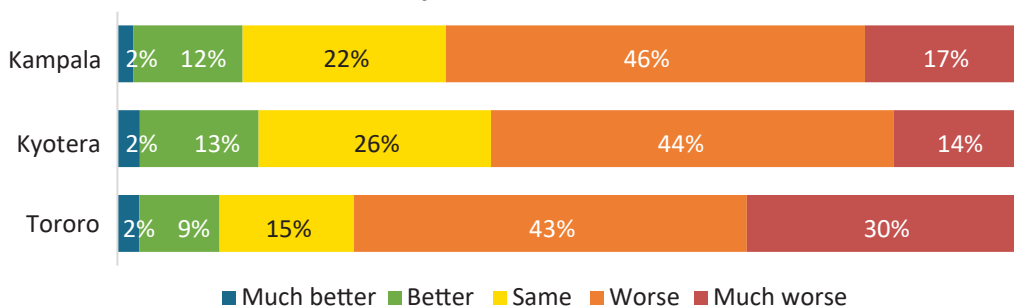


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 29: Most households report that their food intake has become worse in the previous month

Across the three districts, most residents report that their household food intake has gotten worse in the previous month. This is particularly noticeable in Tororo, where three out of ten households (30%) report that their food intake has gotten much worse.

Figure 36: What do you think of the basic daily food intake situation in your household in the last month?



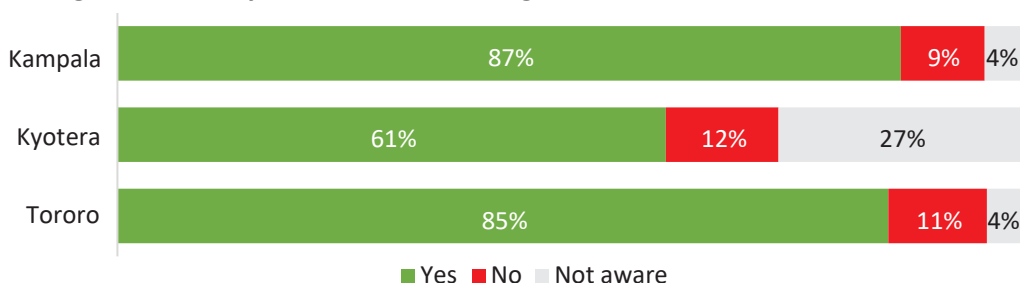
Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

2.6. Sources of information

Insight 30: Most citizens have seen or heard messages about the Coronavirus in the previous month

Most residents – particularly in Kampala and Tororo – have seen or heard messages about the Coronavirus in the previous month. Across all three districts, one out of ten residents (9-12%) say they have not heard or seen any such messages. Three out of ten residents (27%) of Kyotera say they are not aware whether they have seen messages or not.

Figure 37: Have you heard/seen messages on Coronavirus in the last month?

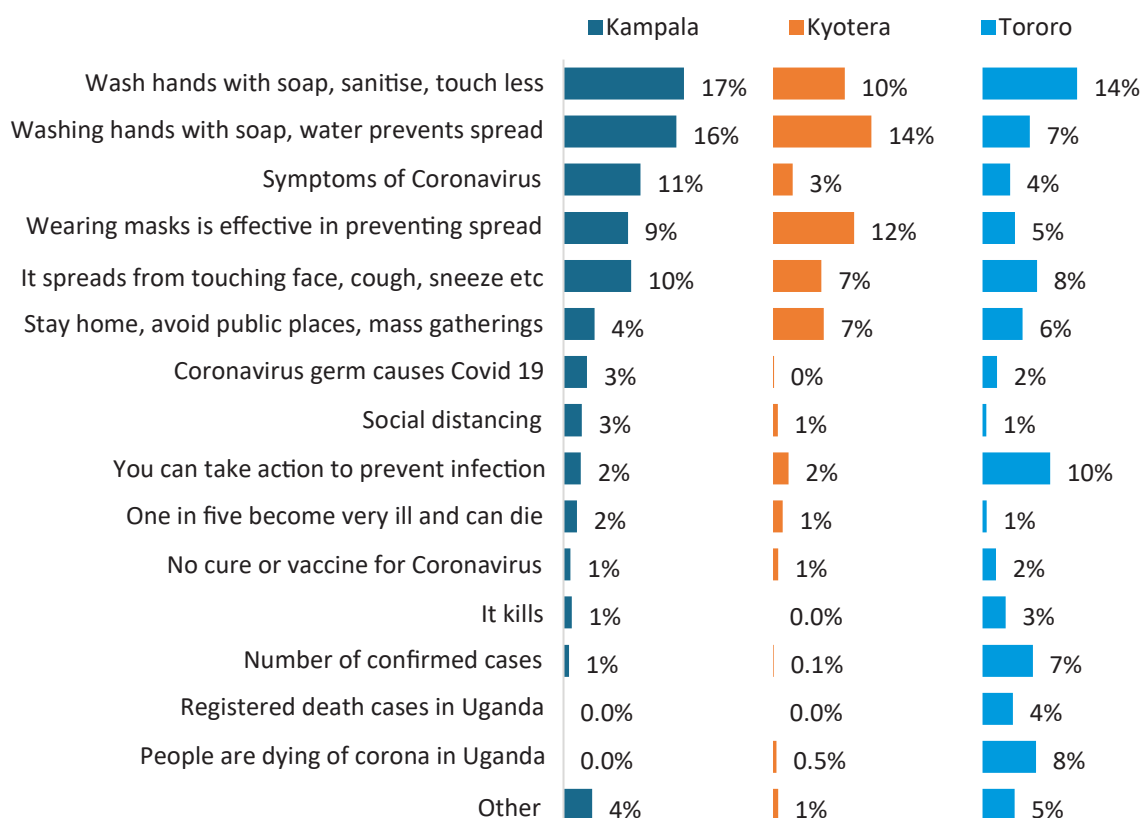


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 31: Citizens recall a wide range of different Coronavirus-related messages

Residents of the three districts recall a wide variety of messages they have heard about the Coronavirus. This includes the importance of washing hands, the symptoms of Coronavirus, the value of wearing masks and how the virus is transmitted.

Figure 38: Please tell me one message that stayed with you?

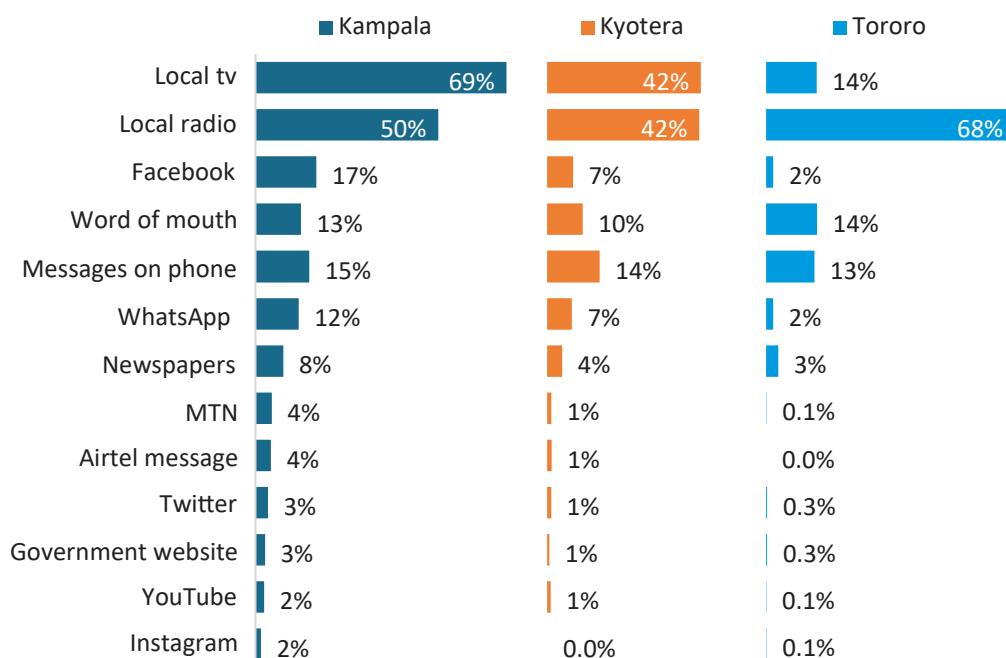


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 32: TV and radio are the main channels through which citizens received these messages

In Kampala, the main channel through which residents received these messages is TV, with radio also significant. In Tororo, radio is the main channel. In Kyotera, radio and TV are equally significant.

Figure 39: Where did you hear or see the messages about Coronavirus?

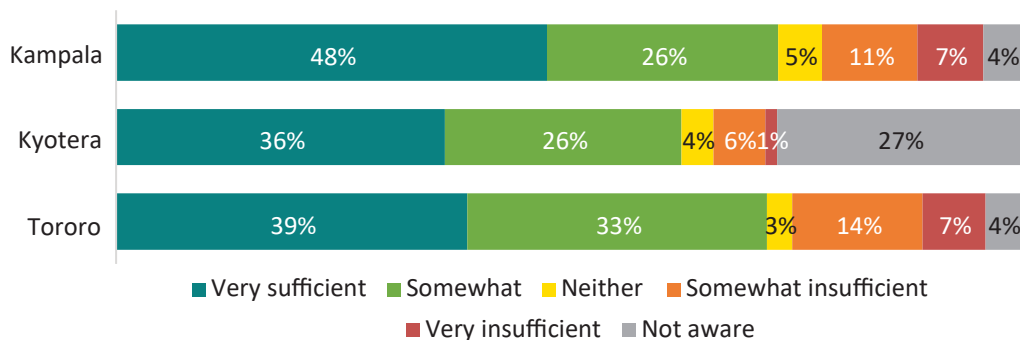


Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Insight 33: Most citizens feel they have sufficient information about the Coronavirus situation

Most residents of all three districts feel they have sufficient information about the Coronavirus situation.

Figure 40: Do you feel you have sufficient information about the Coronavirus situation?



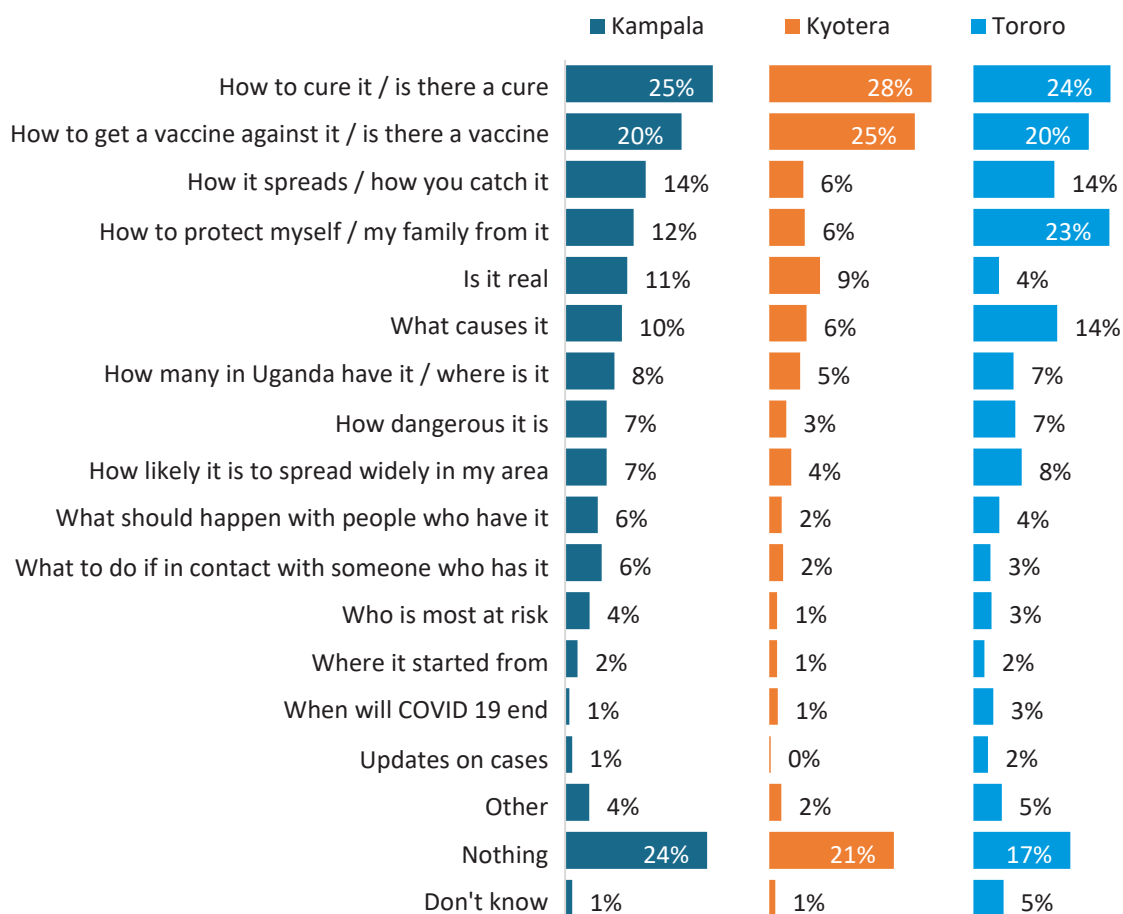
Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

Residents point to a range of matters on which they would like to know more about the Coronavirus. This includes whether there is a cure, whether there is a vaccine, how it spreads and how it can be prevented, and what causes it.

In Kampala and Kyotera, a significant minority would like confirmation that it is real.

A significant number of residents in all three districts are comfortable that they already have enough information.

Figure 41: What two things about Coronavirus would you like to know more about?



Source: *Sauti za Wananchi* mobile phone survey, special panel (13 July - 10 August, 2020);
Base: all respondents (n=2,076)

3. Conclusions

This report highlights several important aspects of the response to the Coronavirus outbreak in three of the most vulnerable districts in Uganda, namely Kampala, Kyotera and Tororo. It is still far too early to assess whether the response has been successful. Nevertheless, this report identifies several areas where the first stage of that response has delivered substantial achievements, as well as raising citizens' concerns and vulnerabilities as the outbreak and response move forward.

In terms of achievements, there are two areas that are particularly worth highlighting. First, levels of public understanding of the virus – how it is transmitted, how it can be prevented, where people might be more exposed, etc. – are high, especially for a disease that only reached Uganda less than six months ago. Nevertheless, some significant and potentially dangerous misconceptions remain – including the belief that those with no symptoms cannot spread the virus and belief that herbal remedies and vitamins can cure the disease. Further, a few Ugandans especially in Tororo and Kampala still question whether the coronavirus is even real.

Second, the government has earned and (thus far) maintained high levels of public confidence in its ability to respond effectively to the outbreak. The public are generally aware of the measures the government has taken in response, and express high levels of satisfaction with the national response. This is a significant achievement, and one that should be protected, as it would be much harder to convince the public to take difficult actions to slow the spread of the virus if government loses public trust.

Nevertheless, across all three districts, citizens have some major concerns. The most obvious of these is on economic matters. Citizens are currently far more concerned about the economic impact of the outbreak than the health implications. This is where people have seen the biggest impact so far, and large numbers of households report that the outbreak (and the measures taken in response) have already had serious negative impacts on their finances and food intake. The government will need to manage these concerns with care, as there is a clear possibility that frustrated citizens trying to cope with difficulties putting food on the table will lose confidence in the national response and starting taking preventive measures less seriously. Already, a majority of citizens – particularly in Kampala and Tororo – report that they see this happening.

As we move forward, these three districts (and the country as a whole) will need to learn to live with the Coronavirus for at least several months to come, and probably some years. Finding ways of limiting the number of cases without doing real harm to citizens' livelihoods and the national economy will not be easy but it is essential. Continually listening to citizens' voices is an important place to start.