

# Rapid Assessment of UNICEF's emergency programme response during COVID-19 pandemic

## Introduction

In response to the unprecedented situation brought by the advent of the Covid-19 situation, UNICEF Kosovo\* Office, through its implementing partners, distributed 12,000 family hygienic kits for most marginalized families in self-isolation to help them implement prevention measures. As presented in the figure 1, the hygienic kits were distributed in 30 municipalities throughout Kosovo. The hygienic kits were distributed the following week after Kosovo institutions declared the public health state of emergency on March 16. To gain insight from the beneficiaries' perspective, better understand the needs of most marginalized and to further inform the emergency response plan, UNICEF Kosovo Office conducted a rapid phone assessment with 204 beneficiary households.

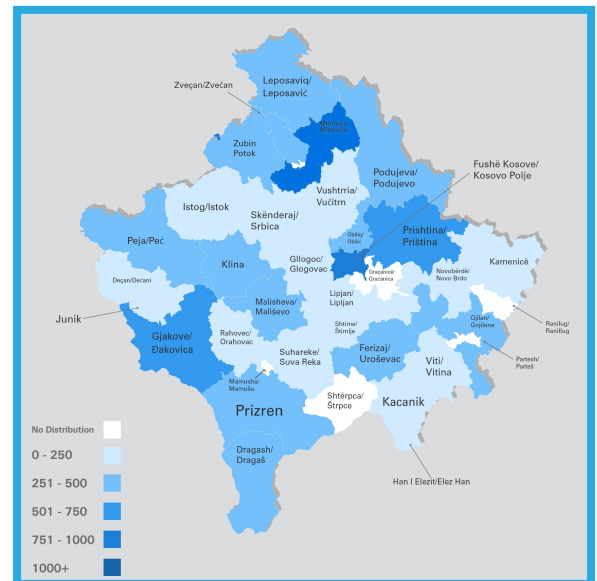
## Methodology

The population group of the rapid phone assessment included all households who received family hygiene kits through UNICEF's supported programme. Based on a purposive sample approach, a sample of 204 households were randomly selected from the beneficiary lists. The sample was stratified by municipalities to allow for equal distribution of households from municipalities that benefited from UNICEF supported programme.

## Data collection

In line with measures on social distancing and other means of movement restrictions set by the Kosovo institutions, the rapid assessment was phone-based and did not include any face to face interaction. Prior to administrating the questionnaire, the person who first answered the phone was asked to identify one household member who was considered more knowledgeable for issues and work around the household to respond to the questionnaire.

Figure 1: Distribution of hygienic kits by municipalities



## Demographics



94% response rate



40% of respondent from urban areas



60% of respondents from rural areas



5.9 average household size



42% of households with at least one child under the age of 5 years

## Key findings

When respondents were asked if they feel at risk of contracting Covid-19 infection, the majority of them (80%) stated that they feel at risk, while 20% did not feel being at risk. Staying at home is one of the most frequently undertaken measures by the family members to avoid infection with Covid-19, followed by maintaining personal hygiene, sanitizing and washing hands, use of personal protective equipment such as masks and gloves. Although in small percentages (2%) some of the measures indicated included drinking tea and tea or water with lemon around 2%.

Figure 2: Respondents feeling at risk or not for contracting Covid-19 infection

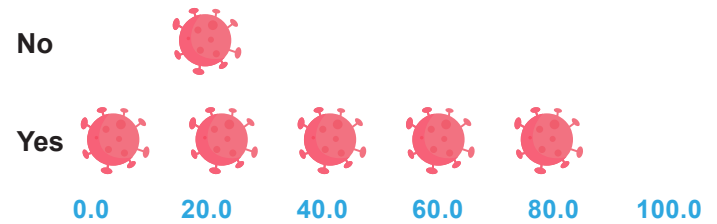
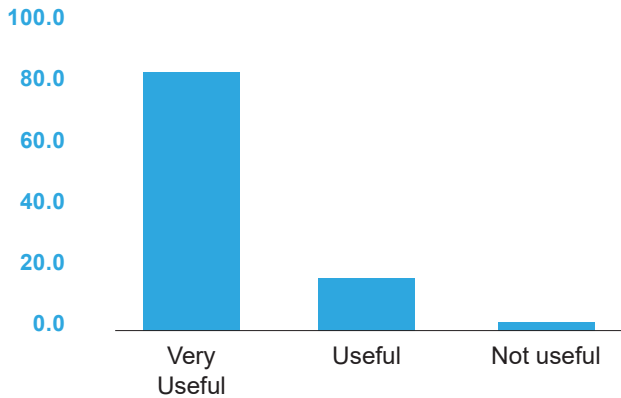


Figure 3: Respondents feedback on usefulness of family hygiene kits



The majority of households (97%) who received UNICEF hygienic kits considered the support was provided in a timely manner, with 3 per cent who declared that the support was provided rather late. The families who declared that the support was provided later, indicated that they were identified after the first round of family hygienic kits were distributed. Of all the interviewed households, 98% considered that the support was very useful or useful with two per cent considering that the hygienic pack would have been more useful if there were more quantity and food items included as well.

When respondents were asked if there are other ways of support that they would consider more appropriate, more than half (56%) declared that there are no other ways of support and 44% stated that there are ways to consider with the vast majority suggesting adding food items and financial support. While all respondents indicate that there is no need for changes in items, about 12% indicate that there is a need for increased quantity and/or distribution of items in proportion of the number of household members. Top items to be added to the kit, indicated by the respondents, include food items, personal protective equipment such as sanitizer, masks, gloves, toothpaste, as well as, diapers and children's food among households with children.

Figure 4: Are there other ways of support you would consider more adequate

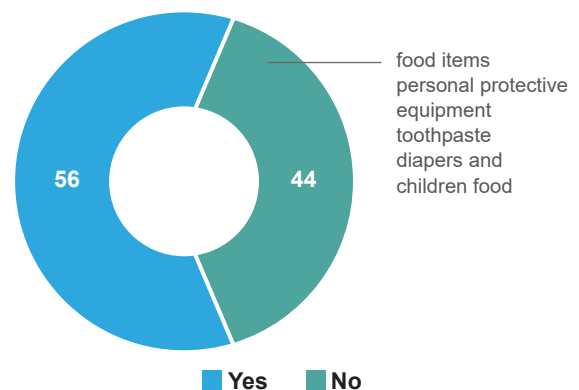


Figure 5: Top Covid-19 related messages from respondents

- Stay at home**
- Maintain Personal Hygiene**
- Protect yourselves**
- Maintain Social distancing**
- Comply with government measures**

Under the general comments, almost all household respondents expressed their appreciation for the support and highlighted that the hygienic kits were very useful for them in this time of the pandemic. All respondents indicated that due to the poor economic condition they are not able to meet their basic family needs and this type of support is significant to them. The top key messages of respondents related to Covid-19 included 'Stay at home' (67%); Maintain Personal Hygiene (21%); Maintain Social distancing (17%); Protect yourselves/take care (19%); Compliance with the measures set by the Kosovo institutions (8%).