PERCEPTIONS SURVEY ABOUT COVID 19 SITUATION IN MONTENEGRO

March 19, 2020

IPSOS perception survey was conducted in Montenegro with UNICEF Montenegro Country Office support
**METHODODOLOGY**

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation period</td>
<td>Data collection lasted from March 18 to March 19, 2020</td>
</tr>
<tr>
<td>Sample framework</td>
<td>Population of Montenegro, 18+</td>
</tr>
<tr>
<td>Sample size</td>
<td>812 respondents</td>
</tr>
<tr>
<td>Sample type</td>
<td>Single-stage representative stratified sample</td>
</tr>
<tr>
<td>Respondents in the household</td>
<td></td>
</tr>
<tr>
<td>Research type</td>
<td>Telephone survey with a questionnaire with an average duration of 17 minutes</td>
</tr>
<tr>
<td>Research location</td>
<td>19 municipalities in Montenegro, urban, suburban and rural settlements</td>
</tr>
<tr>
<td>Substratification</td>
<td>By sex, age</td>
</tr>
<tr>
<td>Error</td>
<td>±1.57% for occurrences whose incidence is 5%</td>
</tr>
<tr>
<td></td>
<td>±3.10% for occurrences whose incidence is 25%</td>
</tr>
<tr>
<td></td>
<td>±3.59% for occurrences whose incidence is 50% <em>(marginal error)</em></td>
</tr>
</tbody>
</table>
SAMPLE – MARCH 2020
N = 812 $\sum = 100\%$ per characteristic

Base: Total target population, N=812
RESULTS
Almost 98% of Montenegrin citizens feel informed about coronavirus.

All data are expressed as %

- I am very well informed: 59.1%
- I am somewhat informed: 38.5%
- I AM INFORMED: 97.6%
- I AM NOT INFORMED: 2.1%
- I am not very informed: 1.5%
- I am not informed at all: 0.6%
- Does not know / Refused to answer: 0.3%

In your opinion, how informed are you about coronavirus?

Base: Total target population, N=812
Concern that respondents and their loved ones could become infected with the virus

- Eight in ten Montenegrin citizens claim that they are concerned that they or their loved ones could be infected with the virus.

How much are you personally concerned that you and your loved ones could become infected with the virus?

- I am very concerned: 40.4%
- I am a little concerned: 40.5%
- I am concerned: 80.9%
- I am not concerned: 18.7%
- I am not very concerned: 8.9%
- I am not concerned at all: 9.8%
- Does not know / Refused to answer: 0.5%

Base: Total target population, N=812
The coronavirus threat level for...

- Montenegrin citizens are more likely to think that coronavirus poses a high threat to the world (6 out of 10) and Montenegro (almost half of the respondents) than to their family (just over a quarter) and themselves (almost 30%)

All data are expressed as %

You personally
- HIGH THREAT (4 + 5): 28
- VERY LOW THREAT (1 + 2): 47

Your family
- HIGH THREAT (4 + 5): 27
- VERY LOW THREAT (1 + 2): 43

The place where you live
- HIGH THREAT (4 + 5): 34
- VERY LOW THREAT (1 + 2): 31

Montenegro
- HIGH THREAT (4 + 5): 48
- VERY LOW THREAT (1 + 2): 16

The world
- HIGH THREAT (4 + 5): 60
- VERY LOW THREAT (1 + 2): 9

In your opinion, what is the level of threat coronavirus poses to...

Base: Total target population, N=812
Confidence in the readiness of organizations and institutions to successfully combat...

- There are more citizens who are confident about the readiness of organisations and institutions to successfully combat coronavirus compared to those who are sceptical about their readiness.

All data are expressed as %

<table>
<thead>
<tr>
<th>Organisation</th>
<th>1 (Not confident at all)</th>
<th>2 (I am not confident)</th>
<th>3</th>
<th>4 (I AM CONFIDENT)</th>
<th>5 (I am quite confident)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government of Montenegro</td>
<td>12</td>
<td>12</td>
<td>8</td>
<td>22</td>
<td>36</td>
</tr>
<tr>
<td>World Health Organization</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>27</td>
<td>29</td>
</tr>
<tr>
<td>Doctors and medical staff in the place where you live</td>
<td>12</td>
<td>12</td>
<td>11</td>
<td>22</td>
<td>31</td>
</tr>
<tr>
<td>Your friends and neighbours</td>
<td>7</td>
<td>7</td>
<td>10</td>
<td>23</td>
<td>27</td>
</tr>
<tr>
<td>Health system in Montenegro</td>
<td>26</td>
<td>14</td>
<td>12</td>
<td>21</td>
<td>26</td>
</tr>
<tr>
<td>Hospitals near the place where you live</td>
<td>11</td>
<td>11</td>
<td>14</td>
<td>19</td>
<td>22</td>
</tr>
<tr>
<td>Your local self-government</td>
<td>13</td>
<td>13</td>
<td>11</td>
<td>19</td>
<td>22</td>
</tr>
</tbody>
</table>

Based on what you have seen, read, or heard, how confident are you that the following organisations and institutions are sufficiently prepared to successfully combat coronavirus?

Base: Total target population, N=812A
When it comes to information on coronavirus, citizens trust the representatives of institutions and television most, while they are most skeptical of the information they receive from social networks and the Internet in general.

<table>
<thead>
<tr>
<th>Source</th>
<th>I AM NOT CONFIDENT (1 + 2)</th>
<th>I AM CONFIDENT (4 + 5)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Representatives of the Institute of Public Health of Montenegro</td>
<td>16</td>
<td>42</td>
<td>66</td>
</tr>
<tr>
<td>Representatives of the Ministry of Health and other national health...</td>
<td>14</td>
<td>41</td>
<td>65</td>
</tr>
<tr>
<td>World Health Organization</td>
<td>9</td>
<td>36</td>
<td>45</td>
</tr>
<tr>
<td>Government of Montenegro</td>
<td>20</td>
<td>39</td>
<td>61</td>
</tr>
<tr>
<td>UNICEF (United Nations Children’s Fund)</td>
<td>10</td>
<td>31</td>
<td>41</td>
</tr>
<tr>
<td>Television</td>
<td>19</td>
<td>28</td>
<td>47</td>
</tr>
<tr>
<td>Friends, family and colleagues</td>
<td>21</td>
<td>25</td>
<td>46</td>
</tr>
<tr>
<td>Radio</td>
<td>15</td>
<td>14</td>
<td>29</td>
</tr>
<tr>
<td>Internet</td>
<td>33</td>
<td>25</td>
<td>58</td>
</tr>
<tr>
<td>Newspapers</td>
<td>23</td>
<td>24</td>
<td>47</td>
</tr>
<tr>
<td>Social Networks</td>
<td>42</td>
<td>15</td>
<td>57</td>
</tr>
</tbody>
</table>

How much confidence do you have in the accuracy of the information on coronavirus obtained from the following sources?

Base: Total target population, N=812
Agreeing with the following claim - CORONAVIRUS OUTBREAK HAS BEEN CURBED AND IT WILL END SOON

- Montenegrin citizens' opinions diverge when it comes to the claim that the outbreak of the virus has been curbed and that it will end soon.

All data are expressed as %

<table>
<thead>
<tr>
<th>Score</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>37</td>
</tr>
<tr>
<td>4</td>
<td>18</td>
</tr>
<tr>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>Does not know / refused to...</td>
<td>5</td>
</tr>
</tbody>
</table>

To which extent do you agree or disagree with the following statements? Please, use a scale of 1 to 7, where 1 means that you completely disagree and 7 means that you completely agree.

Base: Total target population, N=812
Agreeing with the following claim - THE MEDIA HAVE EXAGGERATED THE EXTENT OF CORONAVIRUS OUTBREAK

- Montenegrin citizens’ opinions diverge when it comes to the claim that the media has exaggerated the extent coronavirus outbreak

All data are expressed as %

To which extent do you agree or disagree with the following statements? Please, use a scale of 1 to 7, where 1 means that you completely disagree and 7 means that you completely agree.

Base: Total target population, N=812
Most citizens believe that a vaccine or cure for the virus corona will be developed soon.

Agreeing with the following claim - I AM CONVINCED THAT PHARMACEUTICAL COMPANIES WILL DEVELOP A VACCINE OR CURE AGAINST CORONAVIRUS

All data are expressed as %

To which extent do you agree or disagree with the following statements? Please rate the agreement on a scale of 1 to 7, where 1 means that you disagree at all and 7 that you completely agree.

- I completely agree
- I agree
- I disagree
- I completely disagree

Does not know / Refused to...

Base: Total target population, N=812
Implementation of preventive measures against coronavirus

- Of all the preventive measures recommended, Montenegrin citizens most often use the wearing of a face mask (one-quarter) and wearing gloves (4 out of 10 citizens). On the other hand, almost everyone applies the measure of more frequent hand washing.

All data are expressed as %

<table>
<thead>
<tr>
<th>Measure</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>More frequent handwashing</td>
<td>99</td>
<td>14</td>
</tr>
<tr>
<td>More frequent use of disinfectants</td>
<td>87</td>
<td>14</td>
</tr>
<tr>
<td>Wearing a face mask</td>
<td>75</td>
<td>25</td>
</tr>
<tr>
<td>Wearing gloves</td>
<td>60</td>
<td>40</td>
</tr>
<tr>
<td>Talking to others while keeping a distance of 1-3 metres</td>
<td>82</td>
<td>18</td>
</tr>
<tr>
<td>Avoiding physical contact with loved ones</td>
<td>40</td>
<td>60</td>
</tr>
<tr>
<td>Avoiding home visits</td>
<td>90</td>
<td>11</td>
</tr>
<tr>
<td>Avoiding going to shops, pharmacies, or any of the places visited by many people</td>
<td>69</td>
<td>31</td>
</tr>
<tr>
<td>Avoiding handshakes</td>
<td>86</td>
<td>14</td>
</tr>
<tr>
<td>Not going to work</td>
<td>48</td>
<td>52</td>
</tr>
</tbody>
</table>

Could you please tell me which of the following measures do you personally apply to protect yourself against coronavirus?

Please, answer with Yes or No.

Base: Total target population, N=812
The first step in case one suspects the contraction of coronavirus

- More than half of Montenegrin citizens claim that in case they suspected the contraction of coronavirus, they would call one of the phone numbers recommended by the Ministry of Health, the Institute of Public Health or the primary healthcare centre in their city. On the other hand, one-third of citizens think that their first step should be a phone call to the nearest hospital or primary healthcare centre.

All data are expressed as %

<table>
<thead>
<tr>
<th>Step</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A phone call to one of the phone numbers recommended by the Ministry of Health, the Institute of Public Health and/or primary healthcare centre in your city</td>
<td>58</td>
</tr>
<tr>
<td>A phone call to the nearest hospital or primary healthcare centre</td>
<td>34</td>
</tr>
<tr>
<td>A visit to the primary healthcare centre or the nearest hospital</td>
<td>7</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>I do not know</td>
<td>1</td>
</tr>
</tbody>
</table>

In your opinion, in case you suspect that you or one of your immediate family members contracted virus corona, what step should you take first?

*Base: Total target population, N=812*
The symptoms of coronavirus

- Most Montenegrin citizens have heard of fever and dry cough as symptoms of the virus corona.

All data are expressed as %

- High body temperature: 84%
- Dry cough: 70%
- Shortness of breath, breathing difficulties: 29%
- General weakness: 16%
- Sneezing: 16%
- Headache: 10%
- Sore throat: 10%
- Muscle aches: 8%
- Fever: 5%
- Runny nose: 4%
- Nasal secretion: 1%
- Diarrhoea: 0%
- Other: 5%
- Does not know / Refused to answer: 5%

Could you please list three symptoms of coronavirus you have heard of?

*Base: Total target population, N=812*
Did the respondents reduce the number of visits to... in the last 7 days?

- In the last 7 days, citizens of Montenegro state that they have greatly reduced the number of home visits and contacts with people in general, as well as the practice of walking and staying outdoors.

All data are expressed as %

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Does not know / Refused to answer (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home visits to friends and relatives or their visits to your home</td>
<td>90</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Contacts with other people in general</td>
<td>89</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Walking, spending time in nature or outdoors</td>
<td>82</td>
<td>18</td>
<td>0</td>
</tr>
</tbody>
</table>

Have you reduced the number of visits to:

* Base: Total target population, N=812
The Government of Montenegro has set up the National Coordinating Body for Infectious Diseases, whose work has been intensified recently in order to combat coronavirus. This body has adopted a whole set of measures in order to protect the health of the population from the said virus. To what extent do you support these measures by the Government, i.e. the National Coordination Body?

All data are expressed as %

- I fully support them: 76%
- I support them to an extent: 20%
- I do not support them to...: 2%
- I do not support them at all: 1%
- Does not know / Refused...: 2%

Support to the Government of Montenegro in establishing the National Coordination Body for combating coronavirus

Citizens support the measures of the Government of Montenegro, i.e. the National Coordination Body in combating coronavirus, while 3/4 of the citizens fully support the measures undertaken so far.

Base: Total target population, N=812
86% of citizens think that the state has been transparent in informing the public about coronavirus, while over two-fifths consider it to have been completely transparent.
The respondents' adherence to preventive measures imposed by the Government of Montenegro

- Over 4/5 of the citizens claim that they adhere the Government's preventive measures to stay at home, avoid public gatherings and contact with other people, while more than half claim to fully adhere to these measures.

All data are expressed as %

[Diagram showing adherence levels:]
- Yes, completely: 61%
- Yes, to a great extent: 26%
- I do adhere: 86%
- Partly: 12%
- I do not adhere: 1%
- I mostly do not adhere: 1%
- I do not adhere at all: 1%
- Does not know / Refused...: 0%

Do you, personally, adhere to the Government measures that recommend staying home, avoiding public gatherings, and avoiding contact with other people?

Base: Total target population, N=812
6 out of 10 citizens claim that the people from their closest environment act in accordance with the Government's preventive measures to stay at home, avoid public gatherings and contact with other people, while one-third claim to partly adhere to these measures.

All data are expressed as %

- Yes, completely: 26%
- Yes, to a great extent: 33%
- They do adhere: 59%
- Partly: 31%
- They do not adhere: 5%
- They mostly adhere: 5%
- They do not adhere at all: 1%
- Does not know / Refused...: 5%

Do other people in your immediate area adhere to the Government's measures that recommend staying home, avoiding public gatherings, and avoiding contact with other people?

Base: Total target population, N=812
How difficult they find to comply with the preventive measures imposed by the Government of Montenegro

• Over 2/3 of the citizens say that they do not find it difficult to take measures by Governments that recommend restricted movement and avoiding contact with other people. On the other hand, almost a third point out that they find it difficult.

All data are expressed as %

I do not find them difficult at all: 36%
I mostly do not find them: 32%
I DO NOT FIND THEM DIFFICULT: 69%
I FIND THEM DIFFICULT: 31%
I find them difficult: 23%
I find them really difficult: 8%
Does not know / Refused to...: 1%

How difficult do you find measures of the Government of Montenegro that recommend restricted movement and avoiding contact with other people?

Base: Total target population, N=812
The estimated duration of preventive measures imposed by the Government of Montenegro

- Almost half of the citizens estimate that the preventive measures imposed by the Government of Montenegro will last for one to two months.

All data are expressed as %

- In your opinion, how long will the recommended measures of restricted movement and avoiding contact with other people remain in force?

Base: Total target population, N=812
When you last shopped at the store, did you notice...

- Half of the citizens say that they have not noticed that there was a shortage of any products and goods in the stores. 30% of citizens say they have noticed a significant shortage of essential food, salt, flour and oil during their last shopping. 20% of respondents said they had noticed a shortage of personal and household hygiene products.

All data are expressed as %

- A significant shortage of essential food, salt, flour, oil: 29%
- A significant shortage of personal and household hygiene products: 20%
- A significant shortage of other types of goods: 7%
- A significant shortage of fruits and vegetables: 6%
- A significant shortage of meat products and fresh meat, including fish: 4%
- A significant shortage of milk and dairy products: 3%
- A significant shortage of baby food and hygiene products: 2%
- I did not notice a shortage of any goods: 50%
- Does not know / Refused to answer: 5%

Did you notice any of the following during your last visit to the store:

Base: Total target population, N=812
ABOUT IPSOS

Ipsos ranks third in the global research industry. With a strong presence in 87 countries, Ipsos employs more than 16,000 people and has the ability to conduct research programs in more than 100 countries. Founded in France in 1975, Ipsos is controlled and managed by research professionals. They have built a solid Group around a multi-specialist positioning – Media and advertising research; Marketing research; Client and employee relationship management; Opinion & social research; Mobile, Online, Offline data collection and delivery.

Ipsos is listed on Eurolist - NYSE-Euronext. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP
www.ipsos.com

GAMECHANGERS

At Ipsos we are passionately curious about people, markets, brands and society. We deliver information and analysis that makes our complex world easier and faster to navigate and inspires our clients to make smarter decisions.

We believe that our work is important. Security, simplicity, speed and substance applies to everything we do. Through specialisation, we offer our clients a unique depth of knowledge and expertise. Learning from different experiences gives us perspective and inspires us to boldly call things into question, to be creative.

By nurturing a culture of collaboration and curiosity, we attract the highest calibre of people who have the ability and desire to influence and shape the future.

"GAME CHANGERS" - our tagline - summarises our ambition.