

**Timeline**

April-May 2020

**Study Type**

Descriptive / Surveillance

**Research Implemented by IPA**

No

**G2P COVID-19 PHONE SURVEY**

Survey Introduction / Consent	
Section A: Lockdown / Availability of Services	
First, I would like to ask you about the current situation in your village.	
A1	Is your village currently under: (select one)
	1 = General holidays 2 = Lockdown 0 = None >> A3 -98 = Don't know
A2	When was this imposed?
	<Enter date>
A3	Are the following services currently operating in your village? (Select all that apply)
	1 = Bank where you used to receive your benefits from 2 = Post Office 3 = Union Digital Center 4 = Nearest Banking Agent 5 = Nearest MFS Agent 6 = UP Office 0 = None -98 = Don't know
Section B: Benefit Payments	
Now, I would like to ask you about the benefits you receive from the government.	

# Phone Survey- Safety Nets and the Pandemic: The State of Social Benefit Payments during COVID-19 in Bangladesh

## Abstract

From April-May 2020, researchers surveyed 7,338 beneficiaries of two government safety-net transfer programs in Bangladesh – the Old Age Allowance and the Widow Allowance – supported under the Department of Social Services. The survey took place during the government-mandated lockdown period to control the spread of the coronavirus. Their analysis suggests that beneficiaries of these programs suffered significantly during the COVID-19 induced mobility restrictions, with 51% of respondents forced to reduce medication consumption and 22% forced to reduce food consumption

(based on a one-week recall period of the rapid phone survey). The median household reported having earned zero income in the two weeks prior to the survey. While the timely payment of benefits is crucial during crises of such scale, 41% of beneficiaries reported not being paid the full benefit amount, despite such payments being due before the COVID lockdown. The study's estimates also demonstrate that those who had access to digital safety-net payments were more likely to receive transfers timely and suffered lower consumption and income vulnerability. These findings highlight the importance of regular and timely disbursement of safety-net payments, to promote food security and basic consumption for vulnerable populations. Widespread adoption of digital financial services, such as mobile money, could work as a viable platform to ensure that payments are transferred on time to safety-net beneficiaries.

## Questionnaire Description

This is the accompanying questionnaire (phone survey) for the study "Safety Nets and the Pandemic: The State of Social Benefit Payments during COVID-19 in Bangladesh." The questionnaire comprises the following modules:

- Lockdown/Availability of Services
- Benefit Payments
- Mobile Phone Ownership
- Mobile Money
- Food Security

## Implementing Organization

MOMODa Foundation

## Project Data Collection Mode

- CATI (Computer-assisted telephone interviewing)

## Researchers (\*corresponding author)

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## Partners

MOMODa Foundation (Bangladesh)

## Questionnaire File Type

Reader-friendly survey instrument

## Questionnaire Language(s)

English

## Questionnaire Usage Permissions

Use with attribution

## Questionnaire Stage

Data Collection Completed

May 03, 2021