

**Report on the results of survey conducted amongst 1000 people  
above age 65 on their conditions during the Coronavirus  
pandemic.**

**January 05 – 26, 2021**

**Baku**

## A face-to-face survey conducted amongst 1000 people above age 65 on their conditions during the Coronavirus pandemic.

### Summary

A face-to-face survey had been conducted amongst 1000 (one thousand) people above age 65 on their conditions during the Coronavirus pandemic, in the cities of Baku, Lenkeran, Guba and Kurdemir on January 05-26, 2021. Respondents were chosen with a random selection method. There had been A total of 1005 respondents who took part in the survey, although it was planned to have 1000 at first. Division of respondents' election is shown in the table below:

Number of respondents participated in the survey	Number of respondents who refused to take part in the survey	Total number of respondents addressed
1005	51	1056

Division of respondents by stations:

Survey station name	Number of respondents
Baku city	405
Kurdemir city	100
<ul style="list-style-type: none"> <li>• Xirdapay village</li> <li>• Atakishili village</li> </ul>	50
Guba city	100
<ul style="list-style-type: none"> <li>• Nugedi village</li> <li>• Gachresh village</li> </ul>	50
Lenkeran city	100
<ul style="list-style-type: none"> <li>• Sutmurdiv village</li> <li>• Zovle village</li> </ul>	50
<b>TOTAL:</b>	<b>1 005</b>

The survey was conducted on a questionnaire prepared and approved by the project implementation team in advance. The full text of the questionnaire is provided in Appendix 1.

Information required for the survey was collected through the Survey Monkey program and the data obtained from the survey was processed on a special statistics program (SPSS). Specialists of high qualification participated in the analysis of the results.

## Terminology

**Number of answers** – number of respondents participating in answering the question based on answer options

**Percentage** – percentage of respondents who chose the same answer within the total volume of respondents participated in the survey

**Real percentage** – percentage of respondents who chose the same answer within the total volume of respondents who answered the question

**Increasing percentage** – total number of respondents who answered the question in percentage and increasing result

**Not responding** – respondents who didn't answer the question for one or another reason

## Face-to-face survey results

As already stated, face-to-face survey had been conducted amongst 1005 respondents.

### 1. Do you receive a pension?

Answered by 1005 respondents participated in the survey.

	Number of answers	Percentage	Real Percentage	Increasing percentage
Yes	990	98,5	98,5	98,5
No	15	1,5	1,5	100,0
Total	1 005	100,0	100,0	

98,5% or 990 of respondents participated in the survey stated that they do receive a pension. Only 1,5% or 15 respondents stated that they don't.

2nd and 3rd questions were asked to respondents who answered "Yes" in the 1st question.

### 2. During the coronavirus pandemic, did you receive your pension timely each month?

Answered by 990 respondents.

	Number of answers	Percentage	Real Percentage	Increasing Percentage
Yes, back then and now I receive it on time	973	96,8	98,3	98,3
No, at certain times it is late	16	1,6	1,6	99,9
No, I never receive it on time	1	0,1	0,1	100,0
Total	990	98,5	100,0	
By system Missed	15	1,5		
Total	1005	100,0		

0,1% or 1 respondent answered that never received the pension on time. 98,3% or 973 respondents answered that they received it on time every month and 1,6% or 16 respondents answered that it was occasionally late.

### 3. Did you receive your pension timely each month before the coronavirus pandemic?

Also answered by 990 respondents:

	Number of answers	Percentage	Real Percentage	Increasing percentage
Yes, I received it on time each month	979	97,4	98,9	98,9
No, at certain times it was late	10	1,0	1,0	99,9
No, I could never receive it on time	1	0,1	0,1	100,0
Total	990	98,5	100,0	
By system Missed	15	1,5		
Total	1005	100,0		

Here also, only 0,1% or 1 respondent answered that never received pension on time. 98,9% or 979 respondents answered that they received it on time every month and 1,0% or 10 respondents answered that it was occasionally late.

### 4. What kind of other source of income did you have before Coronavirus pandemic?

All (1005) respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Works for a state agency or company	4	0,4	0,4	0,4
Works for a private company	1	0,1	0,1	0,5
Is an individual entrepreneur	3	0,3	0,3	0,8
Owns an agriculture	105	10,4	10,4	11,2
Is under patronage	4	0,4	0,4	11,6
Social support or allowance from government	1	0,1	0,1	11,7
Didn't have any other income source	887	88,3	88,3	100,0
Total	1005	100,0	100,0	

Answer versions are lined up below:

1. Didn't have any other income source – 88,3% or 887 resp.
2. Owns an agriculture – 10,4% or 105 resp.
3. Works for a state agency or company – 0,4% or 4 resp.
4. Is under patronage – 0,4% or 4 resp.
5. Is an individual entrepreneur – 0,3% or 3 resp.

6. Works for a private company – 0,1% or 1 resp.  
 7. Social support or allowance from government – 0,1% or 1 resp.

**5. Which source of income did you lose (partly or completely) during the Coronavirus pandemic?**

Answered by 1005 respondents.

	Number of answers	Percentage	Real percentage	Increasing percentage
Job in a private company	1	0,1	0,1	0,1
Individual entrepreneurship activity	4	0,4	0,4	0,5
Self-owned agriculture	52	5,2	5,2	5,7
None	948	94,3	94,3	100,0
Total	1005	100,0	100,0	

94,3% or 948 respondents stated that they didn't lose anything. 5,2% or 52 respondents answered "self-owned agriculture", 0,4% or 4 respondents answered "individual entrepreneurship activity" and 0,1% or 1 respondent answered "job in a private company".

**6. Whose patronage are you under?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Family members' (spouse, children)	707	70,3	70,3	70,3
Distant relatives'	1	0,1	0,1	70,4
A friend's	1	0,1	0,1	70,5
Nobody's	296	29,5	29,5	100,0
Total	1005	100,0	100,0	

70,3% or 707 respondents stated that they are under patronage of family members. 29,5% or 296 respondents stated they are not under anybody's patronage. 0,1% or 1 respondent answered "distant relatives" and the same number was for a "friend".

**7. Is there anybody under your patronage?**

Also answered by 1005 respondents.

	Number or answers	Percentage	Real Percentage	Increasing percentage
Yes	392	39,0	39,0	39,0
No	613	61,0	61,0	100,0
Total	1005	100,0	100,0	

39,0% or 392 respondents answered positive and 61,0% or 613 respondents gave a negative answer.

**8. Did you register by calling 142 – the call center of Labor and Social Protection Ministry, during the coronavirus pandemic’s strict quarantine regime in order to benefit from government’s social services (home related issues, purchase of first-need products and medicine, utilities’ payments and etc.)?**

All of the respondents (1005) answered this question:

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	33	3,3	3,3	3,3
No	972	96,7	96,7	100,0
Total	1005	100,0	100,0	

Only 3,3% or 33 respondents stated that they registered by calling. 96,7% or 972 respondents gave a negative answer.

Question 9 was asked to those who answered “no” to the question number 8.

**9. What is the reason of not being registered?**

Question asked to 972 respondents.

	Number of answers	Percentage	Real Percentage	Increasing percentage
I didn’t call because I didn’t have information about it	753	74,9	77,5	77,5
I am not alone	182	18,1	18,7	96,2
I knew about it, but I was not in need of social services	29	2,9	3,0	99,2
I knew about it, but my calls didn’t have a result	8	0,8	0,8	100,0
Total	972	96,7	100,0	
By system Missed	33	3,3		
Total	1005	100,0		

Answer versions are lined up below:

- |   |                           |
|---|---------------------------|
| 1. I didn't have information about it   | – 77,5% or 753 respondent |
| 2. I am not alone                       | – 18,7% or 182 respondent |
| 3. I was not in need of social services | – 3,0% or 29 respondent   |
| 4. My calls didn't have a result        | – 0,8% or 8 respondent    |

Question 10 was asked to those who answered “yes” to the question number 8.

**10. Which social services did you receive by the government during coronavirus pandemic and how do you rate them (excellent, good, average, bad)?**

This question was answered by 33 respondents. They had an option of choosing more than one answer. At the same time, respondents could rate the quality of provided services.

	Bad	Satisfying	Average	Good	Excellent	Total
Home related issues	3.33% 1	40.00% 12	36.67% 11	10.00% 3	10.00% 3	30
Purchase of first-need products	0.00% 0	25.93% 7	37.04% 10	25.93% 7	11.11% 3	27
Purchase of medicine	4.55% 1	18.18% 4	27.27% 6	31.82% 7	18.18% 4	22
Utilities' payments	4.76% 1	28.57% 6	9.52% 2	28.57% 6	28.57% 6	21

**11. Do you get any support from your children or relatives?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	746	74,2	74,2	74,2
No	259	25,8	25,8	100,0
Total	1005	100,0	100,0	

74,2% or 746 respondents gave a positive answer and by 25,8% or 259 it was negative.

Question 12 was asked to those who answered “yes” to the question number 11.

**12. Is this support moral, physical or financial?**

This question was answered by 746 respondents. They had an option of choosing more than one answer. In total 746 respondents gave 1395 answers. Answer number 1 – 273 respondents, number 2 – 297 respondents, number 3 – 176 respondents.

		Quantity	Percentage
1	Financial	652	87,4
2	Moral	490	65,7
3	Physical	253	33,9
	<b>Total number of respondents</b>	<b>746</b>	
	<b>Total number of answers</b>	<b>1395</b>	

### 13. Are you registered at any state medical institution?

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	499	49,7	49,7	49,7
No	506	50,3	50,3	100,0
Total	1005	100,0	100,0	

49,7% or 499 respondents gave a positive answer and by 50,3% or 506 respondents it was negative.

### 14. Were you provided with medical services on time during the coronavirus pandemic?

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	614	61,1	61,1	61,1
No	391	38,9	38,9	100,0
Total	1005	100,0	100,0	

61,1% or 614 respondents gave a positive answer and by 38,9% or 391 respondents it was negative.

Question 15 was asked to those who answered “yes” to the question number 14.

### 15. Please rate the quality of medical services provided to you on a bad to excellent scale.

This question was answered by 614 respondents.

	Number of answers	Percentage	Real percentage	Increasing percentage
Bad	9	0,9	1,5	1,5
Satisfying	54	5,4	8,8	10,3
Average	95	9,5	15,5	25,7
Good	258	25,7	42,0	67,8
Excellent	198	19,7	32,2	100,0
Total	614	61,1	100,0	
By system Missed	391	38,9		
Total	1005	100,0		

Grading is lined up below:

1. Good – 42,0 or 258 respondents
2. Excellent – 32,2 or 198 respondents
3. Average – 15,5 or 95 respondents
4. Satisfying – 8,8 or 54 respondents
5. Bad – 1,5: or 9 respondents

**16. Do you make any payments for the medicals services you are provided with?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	281	28,0	28,0	28,0
No	724	72,0	72,0	100,0
Total	1005	100,0	100,0	

28,0% or 281 respondents gave a positive answer to this question and by 72,0% or 724 respondents it was negative.

**17. Was the amount of goods you were provided with, during the coronavirus pandemic enough for you?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	815	81,1	81,1	81,1
No	190	18,9	18,9	100,0
Total	1005	100,0	100,0	

81,1% or 815 respondents gave a positive answer to this question and by 18,9% or 190 respondents it was negative.

**18. Did you buy goods from stores during the coronavirus pandemic yourself and do you still buy them yourself?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	408	40,6	40,6	40,6
No	597	59,4	59,4	100,0
Total	1005	100,0	100,0	

40,6% or 408 respondents gave a positive answer to this question and by 59,4% or 597 respondents it was negative.

**19. Did you prepare meals yourself during the coronavirus pandemic?**

1005 respondents answered this question .

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	258	25,7	25,7	25,7
No	747	74,3	74,3	100,0
Total	1005	100,0	100,0	

25,7% or 258 respondents gave a positive answer to this question and by 74,3% or 747 respondents it was negative.

**20. Did you apply to any government institutions with personal problems during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	54	5,4	5,4	5,4
No	951	94,6	94,6	100,0
Total	1005	100,0	100,0	

25,7% or 258 respondents gave a positive answer to this question and by 74,3% or 747 respondents it was negative.

Question 21 was asked to those who answered “yes” to question number 20.

**21. Please rate your relations with government institutions during the coronavirus pandemic on a bad to excellent scale.**

54 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Bad	6	0,6	11,1	11,1
Satisfying	32	3,2	59,3	70,4
Average	13	1,3	24,1	94,4
Good	2	0,2	3,7	98,1
Excellent	1	0,1	1,9	100,0
Total	54	5,4	100,0	
By system Missed	951	94,6		
Total	1005	100,0		

Grading is lined up below:

1. Satisfying – 59,3 or 32 respondents
2. Average – 24,1 or 13 respondents
3. Bad – 11,1 or 6 respondents
4. Good – 3,7 or 2 respondents
5. Excellent – 1,9 or 1 respondents

**22. Did you get any assistance by volunteers during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	28	2,8	2,8	2,8
No	977	97,2	97,2	100,0
Total	1005	100,0	100,0	

2,8% or 28 respondents gave a positive answer to this question and by 97,2% or 977 respondents it was negative.

**23. Was this assistance moral, physical or financial?**

This question was answered by 28 respondents. They had an option of choosing more than one answer. In total 28 respondents gave 36 answer options: Answer number 1 – 22 respondents, number 2 – 4 respondents, number 3 – 2 respondents.

		Quantity	Percentage
1	Financial	22	78,6
2	Moral	10	35,7
3	Physical	4	14,3
	<b>Total number of respondents</b>	<b>28</b>	
	<b>Total number of answers</b>	<b>36</b>	

#### **24. Did you get support by any business institutions during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	13	1,3	1,3	1,3
No	992	98,7	98,7	100,0
Total	1005	100,0	100,0	

1,3% or 13 respondents gave a positive answer to this question and by 98,7% or 992 respondents it was negative.

#### **25. Was this support moral, physical or financial?**

This question was answered by 13 respondents. They had an option of choosing more than one answer. In total 13 respondents gave 14 answer options: Answer number 1 – 12 respondents, number 2 – 1 respondent.

		Quantity	Percentage
1	Financial	9	69,2
2	Moral	1	7,7
3	Physical	4	30,8
	<b>Total number of respondents</b>	<b>13</b>	
	<b>Total number of answers</b>	<b>14</b>	

#### **26. Did you notice any difference between support provided to older men and women during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Care for women was better	99	9,9	9,9	9,9
Care for men was better	20	2,0	2,0	11,8
I didn't notice any difference	886	88,2	88,2	100,0
Total	1005	100,0	100,0	

88,2% or 886 respondents answered that they didn't notice any difference whereas, 9,9% or 99 respondents mentioned that there was a better care for women and 2,0% or 20 respondents stated same in favor of men.

**27. A "Law on Social service" was adopted on December 30, 2011. Do you know anything about this law?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	180	17,9	17,9	17,9
No	825	82,1	82,1	100,0
Total	1005	100,0	100,0	

17,9% or 180 respondents gave a positive answer to this question and by 82,1% or 885 respondents it was negative.

**28. Have you reached the age of 70 already?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	540	53,7	53,7	53,7
No	465	46,3	46,3	100,0
Total	1005	100,0	100,0	

53,7% or 540 respondents gave a positive answer to this question and by 46,3% or 465 respondents it was negative.

Question 29 was asked to those who answered "yes" to question number 28, whereas those who picked "no" answered question number 32.

**29. A "Law on Social Services to Citizens above 70" was adopted on June 22, 2001. Do you know anything about this law?**

540 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	117	11,6	21,7	21,7
No	423	42,1	78,3	100,0
Total	540	53,7	100,0	
By system Missed	465	46,3		
Total	1005	100,0		

21,7% or 117 respondents gave a positive answer to this question and by 78,3% or 423 respondents it was negative.

Question 30 was asked to those who answered “yes” to question number 29, whereas those who replied “no” continued the survey with question number 31.

### **30. Which rights for citizens above 70 do you benefit from based on this law?**

This question was answered by 117 respondents. They had an option of choosing more than one answer. In total 117 respondents gave 202 answer options: answer number 1 – 85 respondents, number 2 – 8 respondents, number 3 – 12 respondents, number 4 – 5 respondents, number 5 – 3 respondents, number 6 – 1 respondent, number 7 – 3 respondents.

		Quantity	Percentage
1	Demanding confidentiality of personal data during social services;	52	44,4
2	Choosing a social service institution and social service type;	44	37,6
3	Demanding respect and humanistic attitude by the staff of social services;	30	25,6
4	Being provided with appropriate hygiene and sanitation conditions in social service institutions;	17	14,5
5	Being informed about social service regulations as well as personal rights and duties;	17	14,5
6	Being provided with mass media;	16	13,7
7	Accepting or refusing social services;	16	13,7
8	Being provided with a separate area in order to perform religious rituals (as long as it doesn't violate internal rules and regulations);	10	8,5
	<b>Total number of respondents</b>	<b>117</b>	
	<b>Total number of answers</b>	<b>202</b>	

**31. Do you know anything about the “State Program of strengthening social protection of citizens above 70” adopted on April 17, 2006?**

540 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	121	12,0	22,4	22,4
No	419	41,7	77,6	100,0
Total	540	53,7	100,0	
By system Missed	465	46,3		
Total	1005	100,0		

22,4% or 112 respondents gave a positive answer to this question and by 77,6% or 419 respondents it was negative.

**32. Which difficulties in general did you have during the coronavirus pandemic?**

This question was answered by 1005 respondents. They had an option of choosing more than one answer. In general 1005 respondents gave 1263 answer options: answer number 1 – 816 respondents, number 2 – 133 respondents, number 3 – 44 respondents, number 4 – 11 respondents, number 5 – 1 respondent.

		Quantity	Percentage
1	I went through stress / anxiety / fear	520	51,7
2	My nutrition got worse	97	9,7
3	Medical services got worse	76	7,6
4	Government care weakened	118	11,7
5	My close relative's / friend's patronage towards me got weaker	24	2,4
6	None of these	425	42,3
7	Limitations	1	0,1
8	It could be better if government raised the pension	1	0,1
9	Government care weakened a lot	1	0,1
	<b>Total number of respondents</b>	<b>1005</b>	
	<b>Total number of answers</b>	<b>1263</b>	

**D1. Gender of the respondent**

	Number of answers	Percentage	Real percentage	Increasing percentage
Male	513	51,0	51,0	51,0
Female	492	49,0	49,0	100,0
Total	1005	100,0	100,0	

**D2. Information on whether the respondent is alone or not**

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	54	5,4	5,4	5,4
No	951	94,6	94,6	100,0
Total	1005	100,0	100,0	

Entrepreneurship Development Foundation

## Questionnaire on condition of people above 65 during Coronavirus pandemic

№ \_\_\_\_\_

1. Do you receive a pension?

1	Yes
2	No

*Question 2 is asked to those who answer "yes" to question number 1. Those who answer "no" continue the survey from question 4.*

2. Did you receive your pension timely each month during the coronavirus pandemic?

1	Yes, back then and now I receive it on time
2	No, at certain times it is late
3.	No, I never receive it on time

3. Did you receive your pension timely each month before the coronavirus pandemic?

1	Yes, I received it on time each month
2	No, at certain times it was late
3.	No, I could never receive it on time

4. What kind of other source of income did you have before Coronavirus pandemic?

1	Works for a state agency or company
2	Works for a private company
3	Is an individual entrepreneur
4	Owens an agriculture
5	Is under patronage
6	Social support or allowance from government
7	Didn't have any other income source

5. Which source of income did you lose (partly or completely) during the coronavirus pandemic?

1	Job in a private company
2	Individual entrepreneur activity
3	Self-owned agriculture
4	None

6. Whose patronage are you under?

1	Family members' (spouse, children)
2	Distant relatives'
3	A friend's
4	Nobody's

7. Is there anybody under your patronage?

1	Yes
2	No

8. Did you register by calling 142 – the call center of Labor and Social Protection Ministry, during the coronavirus pandemic's strict quarantine regime in order to benefit from government's social services (home related issues, purchase of first-need products and medicine, utilities' payments and etc.)?

1	Yes
2	No

*In case of "yes" to question 8, go to question number 10.*

*Question 9 is asked to respondents who answered “yes” to question number 8 and afterwards they continue from question 11. Respondents who answered “no” to question 8, will continue from question number 10.*

9. What is the reason of not being registered?

1	I didn't call because I didn't have information about it
2	I am not alone
3	I knew about it, but I was not in need of social services
4	I knew about it, but my calls didn't have a result

10. Which social services did you receive from the government during coronavirus pandemic and how do you rate them (excellent, good, average, bad)? *(it is possible to choose more than one option)*

	Name of the service	Rating
1	Home related issues	
2	Purchase of first-need products	
3	Purchase of medicine	
4	Utilities' payments	
5	Other:	

11. Do you get any support from your children or relatives?

1	Yes
2	No

*Question 12 is asked to those who answered “yes” to question number 11. Respondents who answered “no” to question 11 will continue the survey from question number 13.*

12. Is this support moral, physical or financial? *(it is possible to choose more than one option)*

1	Moral
2	Physical
3	Financial

13. Are you registered at any state medical institution?

1	Yes
2	No

14. Were you provided with medical services on time during the coronavirus pandemic?

1	Yes
2	No

*Question 15 is asked to those who answered “yes” to question number 14. Respondents who answered “no” to question 14 will continue the survey from question number 16 (question order to be changed at this note).*

15. Please rate the quality of medical services provided to you on a bad to excellent scale.

1	Bad
2	Satisfying
3	Average
4	Good
5	Excellent

16. Do you make any payments for medical services you are provided with?

1	Yes
2	No

17. Was the amount of goods you were provided with, during the coronavirus pandemic enough for you?

1	Yes
2	No

18. Did you buy goods from stores during the coronavirus pandemic yourself and do you still buy them yourself?

1	Yes
2	No

19. Did you prepare meals yourself during the coronavirus pandemic?

1	Yes
2	No

20. Did you apply to any government institutions with personal problems during the coronavirus pandemic?

1	Yes
2	No

*Question 21 is asked to those who answered “yes” to question number 20. Respondents who answered “no” to question 20 will continue the survey from question number 22.*

21. Please rate your relations with government institutions during the coronavirus pandemic on a bad to excellent scale.

1	Bad
2	Satisfying
3	Average
4	Good
5	Excellent

22. Did you get any assistance from volunteers during the coronavirus pandemic?

1	Yes
2	No

*Question 23 is asked to those who answered “yes” to question number 22. Respondents who answered “no” to question 22 will continue the survey from question number 24.*

23. Was this assistance moral, physical or financial? *(it is possible to choose more than one option)*

1	Moral
2	Physical
3	Financial

24. Did you get support by any business during the coronavirus pandemic?

1	Yes
2	No

25. Was this support moral, physical or financial? *(it is possible to choose more than one option)*

1	Moral
2	Physical
3	Financial

26. Did you notice any difference between support provided to older men and women during the coronavirus pandemic?

1	Care for women was better
2	Care for men was better
3	I didn't notice any difference

27. A "Law on Social Service" was adopted on December 30, 2011. Do you know anything about this law?

1	Yes
2	No

28. Have you reached the age to 70 already?

1	Yes
2	No

*Question 29 is asked to those who answered "yes" to question number 28. Respondents who answered "no" to question 28 will continue the survey from question number 32.*

29. A "Law on Social Services to Citizens above 70" was adopted on June 22, 2001. Do you know anything about this law?

1	Yes
2	No

*Question 30 is asked to those who answered "yes" to question number 29. Respondents who answered "no" to question 29 will continue the survey from question number 31.*

30. Which rights for citizens above 70 do you benefit from based on this law? *(it is possible to choose more than one option)*

- 1) Demanding confidentiality of personal data during social services;
- 2) Choosing social service institution and social service type;
- 3) Demanding respect and humanistic attitude by the staff of social services;
- 4) Being provided with appropriate hygiene and sanitation conditions in social service institutions;
- 5) Being informed about social service regulations as well as personal rights and duties;
- 6) Being provided with mass media;
- 7) Accepting or refusing social services;

8) Being provided with a separate area in order to perform religious rituals (as long as it doesn't violate internal rules and regulations).

31. Do you know anything about the "State program of strengthening social protection of citizens above 70" adopted on April 17, 2006?

1	Yes
2	No

32. Which difficulties in general did you have during the coronavirus pandemic?  
*(it is possible to choose more than one option)*

- 1) I went through stress / anxiety / fear;
- 2) My nutrition got worse;
- 3) Medical services got worse;
- 4) Government care weakened;
- 5) My close relative's / friend's patronage towards me got weaker;
- 6) None of these;
- 7) Limitations;
- 8) It could be better if government raised the pension;
- 9) Government care weakened a lot;

Name and last name of the respondent \_\_\_\_\_

Gender of the respondent \_\_\_\_\_

Contact phone number of the respondent \_\_\_\_\_

Birth year of the respondent \_\_\_\_\_

Is the respondent alone or not \_\_\_\_\_