The Ask Afrika COVID-19 Tracker

Unpacking the significant social change brought on by the COVID-19 pandemic

**Week 12 results, Level 3 - advanced**

(16 – 22 June 2020)
COVID-19 topics that have been surveyed

<table>
<thead>
<tr>
<th>Core weekly topics</th>
<th>Rotation Topics week 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>• COVID-19 understanding, fear &amp; lockdown behaviours</td>
<td>• Stages of Grief</td>
</tr>
<tr>
<td>• Financial Distress</td>
<td>• E-commerce and factors affecting choice of grocery store during</td>
</tr>
<tr>
<td>• Food Security/Hunger</td>
<td>COVID-19</td>
</tr>
<tr>
<td>• Emotional Distress</td>
<td>• Community response</td>
</tr>
<tr>
<td>• Government &amp; Business reputation</td>
<td>• Social behaviour during COVID-19</td>
</tr>
<tr>
<td>• Trust in leadership</td>
<td>• Tobacco trade</td>
</tr>
</tbody>
</table>

Tracking the significant social change effected by this pandemic

The goal of forecasting is not to predict the future. But to tell you what you need to know to take meaningful action in the present.

- PAUL SAFFO

PATHWAYS
- CATI & online
- 400 interviews weekly
- Core fractals measured

PASSAGEWAYS
- Videographic journals of 10 individual respondents
- Across psychographics & provinces

Contact Mariette Croukamp, mariette@askafrika.co.za or 082 853 8919
Independently conducted research and strong methodological rigour

The main aim of the research is to understand the socio-economic impact that the Coronavirus, lockdown and gradual reopening of the economy has on South Africans.

Research design
Quantitative research design
10 minute questionnaire
Administered in English

Sampling
n=5499 interviews were conducted from the 1st of April to June.
The quota structure aligns with the proportions of the general population
Independently conducted research

Research methodology
Computer Aided Telephonic Interviews (CATI)

Online interviews

n=2178

n=3321

Total interviews conducted to date:
n=5499
Executive summary
Citizens emotional and financial state has slowly improved with the new Level 3 advanced rules. Citizens are still traumatized by the process- only 20% have accepted the new normal.

Trust levels in the President and Min Mkhize remain very high, whilst the team of ministerial implementers have low ratings of trust and motive. Min Motshekga (Education) shows exceedingly low levels, whilst citizens are very dependent on strong leadership for the wellbeing of their children.

Citizens ratings of government during the Lockdown has severely dropped in all areas. Particularly the SAPS and SANDF show very worrying results of distrust and immunity to justice. Citizens are committed to maintaining the basic sanitation behaviours of mask-wearing, cleaning hands and social distancing- regardless of government enforcement. They are more likely to do this for the sake of others, than themselves.

Support for the controversial alcohol and tobacco bans is still very high- since most South Africans don’t drink or smoke and regard alcohol to be correlated, if not causal, to GBV and DV.
Ask Afrika Covid-19 Distress Index:
Overall distress is stabilizing at 32 index points and remains the highest in the North West (37), Mpumalanga (35) and Eastern Cape (35). The distress is not directly linked to number of COVID cases per province.

Maximum Distress

Overall Distress Index **32** (week 4-11)

Source for positive cases and recoveries: Sacoronavirus.co.za – 22 June
The North-West and Mpumalanga Provinces show high distress, however Eastern Cape shows the most prominent cases of hunger.

**Emotional Distress:**
- Maximum Distress: 43% Respondents either Afraid or Depressed

**Hunger**
- Minimum Distress: 34% People went to bed hungry or without food for a day

**Financial Distress:**
- Minimum Distress: 18% No income or uncertain source of income
Food shortages (19%) and loss of income (17%) are the highest fears in Week 12, overtaking Fear of contracting the virus (16%). The fear of unemployment (15%) remains consistent to previous weeks. The new Level 3 fear, reckless behaviour caused by alcohol availability (12%), remains a concern for many.
People are far more concerned about contracting COVID-19 than losing their constitutional rights. This is especially true for those living in townships.

Are you currently more worried about the health implications of COVID-19 or losing your constitutional rights?

![Diagram showing concerns in Suburbs/metropolitan areas and Townships/ informal settlements]

**Suburbs/ metropolitan areas**
- COVID-19: 74%
- Losing my constitutional rights: 26%

**Townships and informal settlements**
- COVID-19: 82%
- Losing my constitutional rights: 18%
Financial wellbeing
35% of respondents have no means of financial assistance and experience financial distress due to the lockdown.

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made arrangements for later payment</td>
<td>41%</td>
</tr>
<tr>
<td>I don’t have any means of financial assistance</td>
<td>35%</td>
</tr>
<tr>
<td>I don’t need any means of financial assistance</td>
<td>27%</td>
</tr>
<tr>
<td>I cancelled non-essentials like car insurance</td>
<td>25%</td>
</tr>
<tr>
<td>I contacted UIF for financial assistance</td>
<td>25%</td>
</tr>
<tr>
<td>Applied for a payment holiday offered by credit providers</td>
<td>19%</td>
</tr>
</tbody>
</table>

COVID-19: Week 4 – 12 Cumulative

Citizens are cutting costs

Multiple mention n=4275
74% of food insecure citizens took a loan from friends, family or mashonisa

Two in every five citizens have started borrowing money to stay afloat

- Borrowed money from family, friends or employer:
  - Level 5: 46%
  - Level 4: 44%
  - Level 3: 45%

- Borrowed money from a mashonisa:
  - Level 5: 20%
  - Level 4: 17%
  - Level 3: 19%

Half of citizens have started using their savings

I have started using my savings:

- Level 5:
  - Week 11: 60%
  - Week 12: 51%

- Level 4:
  - Week 11: 51%
  - Week 12: 51%

- Level 3:
  - Week 11: 51%
  - Week 12: 51%

Multiple mention
n=4275

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Emotional wellbeing
Citizens are still at less than half the pre-Covid levels of “managing”

Which one of the following words best describes your feelings during the national lockdown period?

- Afraid: 36% (Level 5)
- Depressed: 25% (Level 4)
- Discouraged: 21% (Level 3)
- Irritable: 20% (Level 5)
- Comfortable: 12% (Level 5)
- Optimistic: 7% (Level 3)

- Managing Week 1: 52%
- Managing Week 2: 43%
- Managing Week 3: 26%
- Managing Week 4: 26%
- Managing Week 5: 23%
- Managing Week 6: 25%
- Managing Week 7: 25%
- Managing Week 8: 23%
- Managing Week 9: 23%
- Managing Week 10: 28%
- Managing Week 11: 28%
- Managing Week 12: 22%
All provinces show a marked improvement with the loosening of Lockdown level 3-advanced

During **lock-down level 5**, citizens showed high levels of fortitude in the face of the Covid19 pandemic- the highest levels were in Limpopo and KwaZulu-Natal.

In **level 4**, this declined significantly, especially in for Limpopo, North West, Mpumalanga and KwaZulu-Natal.

Since the country has moved into **level 3**, levels of managing have again increased, with more people in Gauteng, Free State and Western Cape showing resilience.

<table>
<thead>
<tr>
<th></th>
<th>Level 5</th>
<th>Level 4</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>National</td>
<td>36%</td>
<td>24%</td>
<td>28%</td>
</tr>
<tr>
<td>Eastern Cape</td>
<td>33%</td>
<td>25%</td>
<td>17%</td>
</tr>
<tr>
<td>Free State</td>
<td>33%</td>
<td>24%</td>
<td>33%</td>
</tr>
<tr>
<td>Gauteng</td>
<td>34%</td>
<td>25%</td>
<td>28%</td>
</tr>
<tr>
<td>KwaZulu-Natal</td>
<td>35%</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Limpopo Province</td>
<td>38%</td>
<td>19%</td>
<td>24%</td>
</tr>
<tr>
<td>Mpumalanga</td>
<td>28%</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>North West</td>
<td>34%</td>
<td>20%</td>
<td>16%</td>
</tr>
<tr>
<td>Northern Cape</td>
<td>29%</td>
<td>20%</td>
<td>35%</td>
</tr>
<tr>
<td>Western Cape</td>
<td>34%</td>
<td>28%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Respondents who indicated they “Managed” emotionally, tracked on a lock-down level and provincial level.
When the lockdown commenced, people denied that the virus could affect them, and were angered by the guidelines. Today many respondents are still experiencing a sense of sadness and are discouraged by when the lockdown will end. Only one in five have started accepting the new normal and are adjusting to the future.

### COVID-19 STAGES OF GRIEF

<table>
<thead>
<tr>
<th>DENIAL</th>
<th>ANGER</th>
<th>BARGAINING</th>
<th>SADNESS</th>
<th>ACCEPTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>This virus won’t affect me.</td>
<td>I’m being forced to stay at home and my activities have been taken away.</td>
<td>It’s okay - if I social distance for a few weeks, everything will be better.</td>
<td>I don’t know when this will end.</td>
<td>This is happening, I have to figure out how to proceed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start of lockdown</th>
<th>17%</th>
<th>16%</th>
<th>30%</th>
<th>22%</th>
<th>16%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today</td>
<td>10%</td>
<td>12%</td>
<td>26%</td>
<td>34%</td>
<td>18%</td>
</tr>
</tbody>
</table>
Food Security
Although showing an improvement this week, over the past five weeks, food insecurity has remained high, with half of respondents being concerned about the amount of food in their homes. Food insecurities are significantly higher in Gauteng compared to Limpopo.
Only 16% of respondents who experience food insecurity received a food parcel, leaving many distressed people without resources to maintain their basic wellbeing.

9%

Of respondents received a food parcel from the Government during lock down

Compared to 9% in Week 11 | 10% in Week 10 | 8% in Week 9 | 10% in Week 8

16%

Of those in Distress due to Hunger received food parcels

Compared to 19% in Week 11 | 16% in Week 10 | 14% in Week 9 | 21% in Week 8

Source: Ask Afrika Pathways Qualitative Panel

Week 8 n=605 | Week 9 n=412 | Week 10 n=429 | Week 11 n=400 | Week 12 n=600

We have received a food parcel from one of our local private charitable organisations, however only once (Mpumalanga respondent)
COVID-19: Week 12

92% have a fridge to store fresh and prepared food

42% shop on behalf of other vulnerable people
50% in Level 5 | 36% in Level 3
Most food parcels contained maize meal, rice and cooking oil. The food parcel was sufficient for most respondents and two in three expect to receive another parcel in the near future to sustain their livelihoods.

58% indicated that the food parcels were sufficient for their household.

69% expect to receive another parcel in future.

What was in your food parcel?

- Maize meal: 82%
- Cooking oil: 75%
- Rice: 69%
- Sugar: 54%
- Baked beans: 52%
- Tinned food: 46%
- Samp: 41%
- Tea: 41%
- Dried beans: 38%
- Cake flower: 30%
- Dry packet soup: 30%
- Creamer: 25%
- Long Life milk: 24%
- Fresh vegetables: 23%
- Washing powder: 23%
- Coffee: 19%
- Fresh fruit: 16%
- Chicken pieces: 15%
- Bread spreads: 14%
- Dried noodles: 14%

Number of food parcels received:

- 1: 74%
- 2: 9%
- 3: 2%
- 4: 5%
- 5: 2%
- 6: 2%
- More than 6: 6%
Trust in political leadership
The Presidents’ leadership is regarded very highly by SA citizens.

I trust the President to lead the country during this time

The President is taking lead in managing the pandemic in the country
Pres Ramaphosa’s and Min Zweli Mkhize still have the highest trust ratings compared to the other measured ministers.

Min Motshekga (Education) has the lowest ratings of all, close to Minister Dlamini-Zuma.
Pres Ramaphosa and Min Mkhize have exceptionally high ratings

On a scale of 0 - 10 where 10 is completely trust and 0 is completely distrust, please state how much you trust your head of state.

<table>
<thead>
<tr>
<th>Trust (Completely Trust and Trust to some extent)</th>
<th>Completely Distrust</th>
</tr>
</thead>
<tbody>
<tr>
<td>President Ramaphosa</td>
<td>Angie Motshekga</td>
</tr>
<tr>
<td>Zweli Mkhize</td>
<td>Nkosazana Dlamini Zuma</td>
</tr>
<tr>
<td>Ebrahim Patel</td>
<td>Bheki Cele</td>
</tr>
<tr>
<td>Bheki Cele</td>
<td>Ebrahim Patel</td>
</tr>
<tr>
<td>Nkosazana Dlamini Zuma</td>
<td>Zweli Mkhize</td>
</tr>
<tr>
<td>Angie Motshekga</td>
<td>President Ramaphosa</td>
</tr>
</tbody>
</table>

- President Ramaphosa: 78%
- Zweli Mkhize: 70%
- Ebrahim Patel: 62%
- Bheki Cele: 61%
- Nkosazana Dlamini Zuma: 56%
- Angie Motshekga: 52%
High levels of trust in the President persist, and the people want regular communication from him, at least once a week or more.

### President Ramaphosa Trust levels

<table>
<thead>
<tr>
<th>Week</th>
<th>Completely distrust (0 - 4)</th>
<th>Neutral (5)</th>
<th>Trust (6 - 8)</th>
<th>Completely trust (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 8</td>
<td>8%</td>
<td>6%</td>
<td>35%</td>
<td>50%</td>
</tr>
<tr>
<td>Week 10</td>
<td>17%</td>
<td>9%</td>
<td>37%</td>
<td>37%</td>
</tr>
<tr>
<td>Week 11</td>
<td>14%</td>
<td>10%</td>
<td>36%</td>
<td>40%</td>
</tr>
<tr>
<td>Week 12</td>
<td>12%</td>
<td>10%</td>
<td>38%</td>
<td>40%</td>
</tr>
</tbody>
</table>

*Please note smaller sample size for week 10 – interpret with caution*

### Communication frequency from President Ramaphosa

- **More than once a week**: 78%
  - Week 8: 32%
  - Week 10: 24%
  - Week 11: 32%
  - Week 12: 37%

- **Once a week**: 76%
  - Week 8: 35%
  - Week 10: 33%
  - Week 11: 35%
  - Week 12: 44%

- **Every two weeks**: 74%
  - Week 8: 29%
  - Week 10: 23%
  - Week 11: 21%
  - Week 12: 17%

- **Once a month**: 74%
  - Week 8: 11%
  - Week 10: 7%
  - Week 11: 8%
  - Week 12: 6%

- **Less frequently**: 74%
  - Week 8: 6%
  - Week 10: 3%
  - Week 11: 2%
  - Week 12: 2%

- **Never**: 74%
  - Week 8: 1%

COVID-19: Week 8, 10 - 12

- Week 8 n=586
- Week 10 n=173
- Week 11 n = 384
- Week 12 n = 590
President Ramaphosa is regarded as authentic, transparent and a true public servant, working for the people.
Minister Zweli Mkhize still has the highest trust ratings compared to the other measured ministers, however, his trust levels are showing a trend of decline. With the reported Covid-19 cases increasing, citizens want to hear more from the Minister of Health, more than once a week.

**Min. Zweli Mkhize**

Trust levels

<table>
<thead>
<tr>
<th>Week</th>
<th>Completely distrust (0 - 4)</th>
<th>Neutral (5)</th>
<th>Trust (6 - 8)</th>
<th>Completely trust (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 12</td>
<td>18%</td>
<td>13%</td>
<td>39%</td>
<td>30%</td>
</tr>
<tr>
<td>Week 11</td>
<td>18%</td>
<td>12%</td>
<td>44%</td>
<td>26%</td>
</tr>
<tr>
<td>Week 10</td>
<td>16%</td>
<td>12%</td>
<td>43%</td>
<td>28%</td>
</tr>
<tr>
<td>Week 8</td>
<td>13%</td>
<td>10%</td>
<td>41%</td>
<td>36%</td>
</tr>
</tbody>
</table>

**Communication frequency from Min. Zweli Mkhize**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Week 8</th>
<th>Week 10</th>
<th>Week 11</th>
<th>Week 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>3%</td>
<td>2%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>Less frequently</td>
<td>4%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Once a week</td>
<td>28%</td>
<td>26%</td>
<td>24%</td>
<td>28%</td>
</tr>
<tr>
<td>Every two weeks</td>
<td>10%</td>
<td>13%</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>Once a month</td>
<td>5%</td>
<td>3%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>More than once a week</td>
<td>44%</td>
<td>43%</td>
<td>53%</td>
<td>49%</td>
</tr>
</tbody>
</table>

Week 8 n=579 | Week 10 n=173 | Week 11 n=393 | Week 12 n=585
Among the measured ministers, Zweli Mkhize is seen as the most authentic and transparent. The people also feel he is working for the people of South Africa.
Trust levels for the Minister of Police has further declined and now he is showing the second lowest trust levels amongst the measured ministers. Males and the older generations are more likely to trust Bheki Cele.
Respondents show low levels of trust for Min. Bheki Cele. A third of respondents don't believe he is working for the people, that he is transparent or authentic in his dealings.
Together with Angie Motshekgo, Min. Nkosazana Dlamini Zuma is seen as the least transparent of the measured ministers.

Trust
56%
56% in Week 11

COVID-19: Week 12

Authentic in dealings with the public

Authentic
59%
61% in Week 11

Working for the people

Empathy/ In it for the people
59%
59% in Week 11

Logical
59%
55% in Week 11

Transparent and rigorous in dealings
Min Ebrahim Patel has fairly good ratings

**Trust**
62%
57% in Week 11

**Authentic in dealings with the public**
62%
60% in Week 11

**Empathy/ In it for the people**
64%
62% in Week 11

**Working for the people**

**Logical**
63%
62% in Week 11

**Transparent and rigorous in dealings**

**Authentic**
62%
60% in Week 11
Although showing relatively high distrust levels, citizens would like to receive communication from the Minister of Basic Education at least once a week or even more.

**Angie Motshekga**

Trust levels

- Completely distrust (0 - 4)
- Trust (6 - 8)
- Neutral (5)
- Completely trust (9 - 10)

<table>
<thead>
<tr>
<th>Week</th>
<th>Completely distrust</th>
<th>Neutral</th>
<th>Trust</th>
<th>Completely trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 11</td>
<td>39%</td>
<td>16%</td>
<td>32%</td>
<td>13%</td>
</tr>
<tr>
<td>Week 12</td>
<td>34%</td>
<td>14%</td>
<td>35%</td>
<td>17%</td>
</tr>
</tbody>
</table>

**Communication frequency from Angie Motshekga**

- More than once a week: Week 11 n=387, Week 12 n=584
- Once a week
- Every two weeks
- Once a month
- Less frequently
- Never

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Week 11</th>
<th>Week 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than once a week</td>
<td>30%</td>
<td>33%</td>
</tr>
<tr>
<td>Once a week</td>
<td>34%</td>
<td>34%</td>
</tr>
<tr>
<td>Every two weeks</td>
<td>17%</td>
<td>15%</td>
</tr>
<tr>
<td>Once a month</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>Less frequently</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Never</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

COVID-19: Week 11 & 12
With Min. Angie Motshekga showing the lowest trust levels amongst the measured ministers, it is to no surprise that she is also not readily seen as transparent, authentic, nor working for the people of South Africa.

**Trust**
- 52% in Week 12
- 45% in Week 11

**Empathy/ In it for the people**
- 58%
- 55% in Week 11

**Working for the people**
- Authentic
- 58%
- 54% in Week 11

**Transparent and rigorous in dealings**
- Logical
- 56%
- 55% in Week 11
Government
The government’s ratings have sharply dropped as Lockdown continues.

Ratings of government supporting citizens has dropped by more than 18%.

- The Government is taking appropriate steps to prevent the spread of the outbreak: 29% Disagree (0-4), 38% Neutral (5), 21% Agree (6-8), and 12% Completely Agree (9-10).
- The Government is doing a good job in supporting its citizens during the lockdown period: 24% Disagree (0-4), 36% Neutral (5), 27% Agree (6-8), and 13% Completely Agree (9-10).
- The Government needs to increase educational efforts regarding the spread of Covid-19: 38% Disagree (0-4), 36% Neutral (5), 36% Agree (6-8), and 11% Completely Agree (9-10).

COVID-19: Level 5-3

Single mention
Level 5 n=378 | Level 4 n=1160 | Level 3 n=586
The trust in mainstream media has dropped during Lockdown.

<table>
<thead>
<tr>
<th>I trust the main-stream media to provide accurate and fair news</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 3</strong></td>
</tr>
<tr>
<td>Disagree (0 - 4)</td>
</tr>
<tr>
<td>25%</td>
</tr>
<tr>
<td>23%</td>
</tr>
<tr>
<td>22%</td>
</tr>
</tbody>
</table>

COVID-19: Level 5-3

Single mention
Level 5 n=382 | Level 4 n=1151 | Level 3 n=579
Only one in 10 citizens strongly agree, that food parcels are distributed to the most vulnerable

The government has been **distributing food parcels** to the most vulnerable in my community

- **Level 3**
  - Disagree (0 - 4): 43%
  - Neutral (5): 14%
  - Agree (6 - 8): 32%
  - Completely Agree (9 - 10): 11%

- **Level 4**
  - Disagree (0 - 4): 40%
  - Neutral (5): 13%
  - Agree (6 - 8): 29%
  - Completely Agree (9 - 10): 18%

- **Level 5**
  - Disagree (0 - 4): 45%
  - Neutral (5): 9%
  - Agree (6 - 8): 21%
  - Completely Agree (9 - 10): 24%

COVID-19: Level 5-3

Single mention

Level 5 n= 365 | Level 4 n=1517 | Level 3 n=1344
People are relatively comfortable with knowing how to access Government social relief, with two thirds of people knowing how to do so.

I know how to access social relief of distress interventions by Government

- Completely Agree (9 - 10):
  - 24%

- Agree (6 - 8):
  - 37%

- Neutral (5):
  - 12%

- Disagree (0 - 4):
  - 26%

COVID-19: Week 7, 8, 11, 12

Single mention
Week 7 n=606 | Week 8 n=605 | Week 11 n=400 | Week 12 n=600
Only 13% of South Africans completely agree that the Government is doing a good job in supporting businesses during the lockdown period—this has dropped by 21% from the start of lockdown.

The Government is doing a good job in supporting businesses during the lockdown period

- **Disagree (0 - 4)**
- **Neutral (5)**
- **Agree (6 - 8)**
- **Completely Agree (9 - 10)**

| Level 3 | 34% | 16% | 36% | 13% |
| Level 4 | 29% | 13% | 35% | 24% |
| Level 5 | 30% | 11% | 25% | 34% |

COVID-19: Level 5-3

Single mention
Level 5 n=367 | Level 4 n=1127 | Level 3 n=576
The government actions to reduce poverty during lockdown are regarded as insufficient.

The Government is doing a lot to reduce poverty during the lockdown period

<table>
<thead>
<tr>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree (0 - 4)</td>
<td>33%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>15%</td>
</tr>
<tr>
<td>Agree (6 - 8)</td>
<td>37%</td>
</tr>
<tr>
<td>Completely Agree (9 - 10)</td>
<td>14%</td>
</tr>
</tbody>
</table>

COVID-19: Level 4 - 3

Single mention
Level 4 n=1153 | Level 3 n=580
More than half of South Africans believe it is not right for the public and businesses to take the Government to court.

It is not right for the public and business to take Government to court on lockdown rules as Government is trying to protect us from the virus and its impact.

<table>
<thead>
<tr>
<th></th>
<th>Disagree (0 - 4)</th>
<th>Neutral (5)</th>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>24%</td>
<td>13%</td>
<td>37%</td>
<td>25%</td>
</tr>
<tr>
<td>Level 4</td>
<td>23%</td>
<td>12%</td>
<td>35%</td>
<td>30%</td>
</tr>
</tbody>
</table>
Perceived levels of Covid-19 corruption are unacceptably high.

I have heard/read or seen information about COVID-19 corruption

<table>
<thead>
<tr>
<th>Disagree (0 - 4)</th>
<th>Neutral (5)</th>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>24%</td>
<td>13%</td>
<td>41%</td>
</tr>
<tr>
<td>Level 4</td>
<td>24%</td>
<td>10%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Single mention
Level 4 n=971 | Level 3 n=578
Coloured communities are least aware of government loans. Women are more likely not to be aware of government loans. The black community is most aware of government loans.

I have heard/read or seen information about the R500bn Government loans

<table>
<thead>
<tr>
<th></th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree (0 - 4)</td>
<td>28%</td>
<td>22%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>Agree (6 - 8)</td>
<td>37%</td>
<td>33%</td>
</tr>
<tr>
<td>Completely Agree (9 - 10)</td>
<td>22%</td>
<td>33%</td>
</tr>
</tbody>
</table>
Citizens older than 50 yrs are significantly more likely to be aware of the Solidarity Fund. The coloured community is least aware, whilst the black community is most aware.

I have heard/read or seen information about the Solidarity Fund

- Disagree (0 - 4)
- Neutral (5)
- Agree (6 - 8)
- Completely Agree (9 - 10)

**Level 3**
- 30% Disagree
- 11% Neutral
- 40% Agree
- 19% Completely Agree

**Level 4**
- 23% Disagree
- 13% Neutral
- 36% Agree
- 28% Completely Agree

Single mention
- Level 4 n=959
- Level 3 n=571
There is a sharp drop in ratings for the government support of citizens since the start of lockdown, 3 months ago.

The Government is doing a good job in supporting its citizens during the lockdown period

<table>
<thead>
<tr>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree (0 - 4)</td>
<td>Neutral (5)</td>
<td>Agree (6 - 8)</td>
</tr>
<tr>
<td>31%</td>
<td>16%</td>
<td>39%</td>
</tr>
<tr>
<td>25%</td>
<td>13%</td>
<td>37%</td>
</tr>
<tr>
<td>26%</td>
<td>10%</td>
<td>28%</td>
</tr>
</tbody>
</table>
Impact on the community
Observing government service delivery is more likely to occur in citizens aged 50 and older. No difference exists between metro and urban areas.

Your community received basic sanitary government services during the lockdown, such as rubbish removal.

<table>
<thead>
<tr>
<th>Level</th>
<th>Disagree (0 - 4)</th>
<th>Neutral (5)</th>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>28%</td>
<td>12%</td>
<td>38%</td>
<td>22%</td>
</tr>
<tr>
<td>Level 4</td>
<td>30%</td>
<td>10%</td>
<td>32%</td>
<td>28%</td>
</tr>
<tr>
<td>Level 5</td>
<td>39%</td>
<td>8%</td>
<td>19%</td>
<td>34%</td>
</tr>
</tbody>
</table>
Compliance with Lockdown behaviours has fallen since the start of lockdown.

People in my community responded responsibly to the outbreak of the Coronavirus in South Africa

<table>
<thead>
<tr>
<th>Level</th>
<th>Agree (6 - 8)</th>
<th>Neutral (5)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>23%</td>
<td>14%</td>
<td>46%</td>
</tr>
<tr>
<td>Level 4</td>
<td>21%</td>
<td>13%</td>
<td>41%</td>
</tr>
<tr>
<td>Level 5</td>
<td>32%</td>
<td>10%</td>
<td>26%</td>
</tr>
</tbody>
</table>

COVID-19: Level 5-3

Single mention
Level 5 n=340 | Level 4 n=1162 | Level 3 n=585
Levels of perceived Ubuntu has been fairly high throughout Lockdown

Despite the crisis there is a sense of ubuntu in my community

Despite the crisis there is a sense of ubuntu in my community

- **Level 3**: 19% Disagree, 15% Neutral, 44% Agree, 22% Completely Agree
- **Level 4**: 20% Disagree, 12% Neutral, 39% Agree, 29% Completely Agree
- **Level 5**: 26% Disagree, 12% Neutral, 32% Agree, 30% Completely Agree

Single mention
- Level 5 n=336
- Level 4 n=1144
- Level 3 n=572
A third of citizens disagree, that they can access any community support, should they need it.

I feel that there is community support available if I need it

Disagree (0 - 4) | Neutral (5) | Agree (6 - 8) | Completely Agree (9 - 10)
--- | --- | --- | ---
Level 3 | 32% | 11% | 41% | 16%
Level 4 | 29% | 13% | 36% | 22%
Level 5 | 39% | 10% | 26% | 25%

COVID-19: Level 5-3

A single mention
Level 5 n=330 | Level 4 n=1147 | Level 3 n=574
Frustrations levels around the lockdown are high at 70%
South Africans mostly report being compliant with social isolations guidelines and only visited family and friends due to emergencies, some have however disregarded guidelines and visited others to socialise.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visited family members due to an emergency</td>
<td>27%</td>
</tr>
<tr>
<td>Visited friends or neighbours due to an emergency</td>
<td>22%</td>
</tr>
<tr>
<td>Visited family members to socialise</td>
<td>18%</td>
</tr>
<tr>
<td>Visited friends or neighbours to socialise</td>
<td>17%</td>
</tr>
<tr>
<td>Attended a religious ceremony during level 4 or 5 of the lockdown</td>
<td>7%</td>
</tr>
</tbody>
</table>

Single mention
Level 3 n=1001
Police brutality, crime and gender-based violence
Nearly half of citizens believe, that members of the SAPS and SADF are immune to consequences to their brutality.

<table>
<thead>
<tr>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>23%</td>
<td>17%</td>
</tr>
</tbody>
</table>

```
Justice will be served to those police and SANDF officers who committed brutality during the lockdown

Police and SANDF offenders of brutality will be prosecuted
```

COVID-19: Level 3

- Nearly half of citizens believe members of the SAPS and SADF are immune to consequences to their brutality.
- Justice will be served to those police and SANDF officers who committed brutality during the lockdown.
- Police and SANDF offenders of brutality will be prosecuted.
Nearly half of citizens feel vulnerable to SAPS/ SANDF brutality.

My community feels vulnerable to police or SANDF brutality

The police or SANDF has the right to inflict brutality on others if they do not comply with their demands

- Disagree (0 - 4)
- Neutral (5)
- Agree (6 - 8)
- Completely Agree (9 - 10)

17% Neutral
22% Agree
27% Completely Agree
14% Disagree
41% Single mention

COVID-19: Level 3

Single mention
Level 3 n=1001
Trust in the SAPS/ SANDF to keep citizens safe during lockdown has halved since the beginning of lockdown.

I trust the Police and SANDF to keep South Africans safe during the lockdown

- **Level 3**
  - Disagree (0 - 4): 38%
  - Neutral (5): 13%
  - Agree (6 - 8): 33%
  - Completely Agree (9 - 10): 16%

- **Level 4**
  - Disagree (0 - 4): 29%
  - Neutral (5): 13%
  - Agree (6 - 8): 30%
  - Completely Agree (9 - 10): 28%

- **Level 5**
  - Disagree (0 - 4): 31%
  - Neutral (5): 10%
  - Agree (6 - 8): 28%
  - Completely Agree (9 - 10): 31%
Citizens fear that crime will increase due to the lockdown.

Crime will increase due to the lockdown

- Disagree (0 - 4)
- Neutral (5)
- Agree (6 - 8)
- Completely Agree (9 - 10)

<table>
<thead>
<tr>
<th>Level</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Completely Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>38%</td>
<td>14%</td>
<td>30%</td>
<td>17%</td>
</tr>
<tr>
<td>Level 4</td>
<td>41%</td>
<td>12%</td>
<td>27%</td>
<td>20%</td>
</tr>
<tr>
<td>Level 5</td>
<td>49%</td>
<td>13%</td>
<td>17%</td>
<td>22%</td>
</tr>
</tbody>
</table>

Single mention
Level 5 n= 370 | Level 4 n=1113 | Level 3 n=1346
Two in three respondents remain concerned about the increase of domestic and gender-based violence, which are significantly higher amongst females.

Domestic violence and gender-based violence will increase due to the lockdown

<table>
<thead>
<tr>
<th>Level 3</th>
<th>Disagree (0-4)</th>
<th>Neutral (5)</th>
<th>Agree (6-8)</th>
<th>Completely Agree (9-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>21%</td>
<td>12%</td>
<td>37%</td>
<td>30%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 4</th>
<th>Disagree (0-4)</th>
<th>Neutral (5)</th>
<th>Agree (6-8)</th>
<th>Completely Agree (9-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>24%</td>
<td>11%</td>
<td>37%</td>
<td>28%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 5</th>
<th>Disagree (0-4)</th>
<th>Neutral (5)</th>
<th>Agree (6-8)</th>
<th>Completely Agree (9-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>31%</td>
<td>11%</td>
<td>27%</td>
<td>32%</td>
<td></td>
</tr>
</tbody>
</table>

COVID-19: Level 5-3

Single mention
Level 5 n= 353 | Level 4 n=1460 | Level 3 n=1336
Nearly half of respondents feel that the Government is not doing enough for GBV victims.

The Government is giving enough support to gender-based violence victims during the lock-down period

- Level 4: 32% Disagree (0-4), 33% Agree (6-8), 23% Completely Agree (9-10)
- Level 3: 40% Disagree (0-4), 14% Agree (6-8), 34% Completely Agree (9-10)

Single mention
Level 4 n=932 | Level 3 n=1323
Only 29% of South Africans completely agree to knowing what to do if they or someone they know is affected by gender based violence.

I know what to do if I or someone I know are affected by domestic or gender-based violence during the lockdown period

<table>
<thead>
<tr>
<th>Level</th>
<th>Disagree (0 - 4)</th>
<th>Neutral (5)</th>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>24%</td>
<td>13%</td>
<td>34%</td>
<td>29%</td>
</tr>
<tr>
<td>Level 4</td>
<td>22%</td>
<td>13%</td>
<td>34%</td>
<td>31%</td>
</tr>
</tbody>
</table>
Tobacco and alcohol
Citizens are more understanding about the restrictions on buying tobacco products, compared to not being allowed to go to the hairdresser or having a limited selection of clothing to purchase.
Citizens have continuously felt that the ban on alcohol and tobacco products have increased illegal trading in their communities.

The ban on selling alcohol and tobacco product has increased illegal trading in my community

<table>
<thead>
<tr>
<th></th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree (0 - 4)</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>11%</td>
<td>9%</td>
</tr>
<tr>
<td>Agree (6 - 8)</td>
<td>36%</td>
<td>35%</td>
</tr>
<tr>
<td>Completely Agree (9 - 10)</td>
<td>35%</td>
<td>38%</td>
</tr>
</tbody>
</table>

COVID-19: Level 4 - 3

Single mention
Level 4 n= 962 | Level 3 n=1 326
Most citizens support the bans on tobacco and alcohol

The ban on alcohol and tobacco are important

- **Level 3**: 25% Disagree (0 - 4), 11% Neutral (5), 30% Agree (6 - 8), 33% Completely Agree (9 - 10)
- **Level 4**: 26% Disagree (0 - 4), 10% Neutral (5), 28% Agree (6 - 8), 35% Completely Agree (9 - 10)

Single mention
- Level 4 n= 977 | Level 3 n=580
60% of respondents believe that the ban on the sale of tobacco is important.

**Why do you say it’s important?**

- **It helps to limit the spread of Covid-19**: 51%
- **It is good for our health**: 29%
- **It helps people to stop smoking**: 14%
- **I am able to sell tobacco products at a premium**: 3%

---

**The ban on the sale of tobacco is important**

- Disagree (0 - 4): 10%
- Neutral (5): 30%
- Agree (6 - 8): 28%
- Completely Agree (9 - 10): 32%
Half of those who ran out of tobacco products bought or obtained tobacco products during the lockdown, which they mainly sourced from friends and family. A third also indicated that they consumed these products with friends and family outside of their direct household.

**Do you smoke tobacco products?**

- Yes before lockdown: 18%
- Yes during lockdown: 10%
- No: 76%

82% indicated that they ran out of tobacco products during the lockdown.

58% indicated they bought or obtained tobacco products during the lockdown.

- 40% bought
- 18% obtained

**Where did you get the tobacco products from?**

- Friends: 50%
- Family: 31%
- Colleagues: 21%
- Independently owned shops: 23%

41% indicated that they supplied tobacco products to friends or family during the lockdown.

39% indicated that they consumed tobacco products with friends or family outside of their direct household during the lockdown.
One in two respondents indicated that they bought alcohol when level 3 came into effect and were mostly satisfied with stock levels in liquor stores.

56% have you purchased alcohol at the start of level 3 of the lockdown

86% found what they were looking for at the liquor shop or retailer

Stock levels post the opening of liquor shops

- Lower stock levels: 21%
- The same stock levels: 40%
- Higher stock levels: 39%
A quarter of those who ran out of alcoholic products bought or obtained these products during the lockdown, which they mainly sourced from friends. Only 23% indicated that they consumed these products with friends and family outside of their direct household.

### Do you consume alcoholic products?

<table>
<thead>
<tr>
<th></th>
<th>Yes before lockdown</th>
<th>Yes during lockdown</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>37%</td>
<td>12%</td>
<td>58%</td>
</tr>
</tbody>
</table>

73% indicated they ran out of alcoholic products during the lockdown

33% indicated they bought or obtained alcoholic products during the lockdown

20% bought
13% obtained

### Where did you get the alcoholic products from?

- **Friends**: 67%
- **Family**: 40%
- **Colleagues**: 14%

24% indicated that they supplied alcoholic products to friends or family during the lockdown

23% indicated that they consumed alcoholic products with friends or family outside of their direct household during the lockdown?
COVID-19 Behaviours & Perceptions
A third of respondents feel the gradual economic reopening will not contain the spread of the virus. Two in five people do not feel safe to return to work when required to do so.

A third of respondents believe that people will not continue to comply with the regulations if certain provinces move back to Level 5

<table>
<thead>
<tr>
<th>Part 1</th>
<th>Disagree (0 - 4)</th>
<th>Neutral (5)</th>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>You feel safe to return to work when required to do so</td>
<td>18%</td>
<td>26%</td>
<td>42%</td>
<td>14%</td>
</tr>
<tr>
<td>People will continue to comply with the regulations if certain provinces move back to Level 5</td>
<td>23%</td>
<td>29%</td>
<td>35%</td>
<td>13%</td>
</tr>
<tr>
<td>The strategy for gradual economic reopening will contain the spread of the virus to save lives</td>
<td>22%</td>
<td>33%</td>
<td>30%</td>
<td>14%</td>
</tr>
<tr>
<td>South Africa will only reach its COVID-19 peak in September</td>
<td>25%</td>
<td>33%</td>
<td>28%</td>
<td>14%</td>
</tr>
<tr>
<td>The environmental gains made because of the lockdown must continue after the reopening of the economy</td>
<td>31%</td>
<td>35%</td>
<td>13%</td>
<td>21%</td>
</tr>
</tbody>
</table>

More than half of respondents believe SA will only reach its COVID-19 peak in September

COVID-19: Level 5-3

Single mention
Level 5 n=390 | Level 4 n=1900 | Level 3 n=1349
South African citizens have high levels of personal responsibility and continuous commitment to practicing hygiene after the lockdown

<table>
<thead>
<tr>
<th>Statement</th>
<th>Disagree (0 - 4)</th>
<th>Neutral (5)</th>
<th>Agree (6 - 8)</th>
<th>Completely Agree (9 - 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will you maintain the COVID-19 hygiene practices after the lockdown?</td>
<td>9%</td>
<td>11%</td>
<td>35%</td>
<td>45%</td>
</tr>
<tr>
<td>Will you maintain social distancing after the lockdown has been lifted?</td>
<td>10%</td>
<td>13%</td>
<td>39%</td>
<td>38%</td>
</tr>
<tr>
<td>I need to take responsibility for my own health and well-being rather than rely on Government</td>
<td>8%</td>
<td>10%</td>
<td>47%</td>
<td>35%</td>
</tr>
<tr>
<td>If I contract COVID-19, it is my responsibility and not the government’s responsibility to get well</td>
<td>14%</td>
<td>17%</td>
<td>31%</td>
<td>37%</td>
</tr>
</tbody>
</table>

South Africa: Level 5-3

Single mention
Level 4 n=1555 | Level 3 n=1361

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Many people are breaking lockdown rules and putting us at risk.

The lockdown rules are too strict.

The national lock-down should end immediately, without lockdown levels for gradual reopening.

The citizens are equally divided between those who find lockdown rules too strict and want it to end immediately, and those who don’t.
The gradual economic opening is supported by the majority of citizens

The strategy for gradual economic reopening will contain the spread of the virus to save lives

- Disagree (0 - 4)
- Neutral (5)
- Agree (6 - 8)
- Completely Agree (9 - 10)

Level 5: 15% Disagree, 24% Neutral, 33% Agree, 19% Completely Agree
Level 4: 14% Disagree, 31% Neutral, 31% Agree, 37% Completely Agree
Level 3: 15% Disagree, 31% Neutral, 29% Agree, 29% Completely Agree

COVID-19: Level 5 - 3

The gradual economic opening is supported by the majority of citizens.
The large majority of employers is still affected by the lockdown period.

<table>
<thead>
<tr>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all affected</td>
<td>Neutral (5)</td>
<td>Affected (6 - 8)</td>
</tr>
<tr>
<td>26%</td>
<td>13%</td>
<td>36%</td>
</tr>
<tr>
<td>17%</td>
<td>10%</td>
<td>34%</td>
</tr>
<tr>
<td>14%</td>
<td>10%</td>
<td>39%</td>
</tr>
</tbody>
</table>

Single mention
Level 5 n=329 | Level 4 n=729 | Level 3 n=545

To what extent is the company you work for affected by the Covid-19 lockdown period?
Keeping others safe through lockdown behaviours gets more support than doing it for oneself.

<table>
<thead>
<tr>
<th>People are committed to social isolation</th>
<th>People are staying at home to keep others safe</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 3</strong></td>
<td><strong>Level 3</strong></td>
</tr>
<tr>
<td>Disagree (0 - 4)</td>
<td>Agree (6 - 8)</td>
</tr>
<tr>
<td>28%</td>
<td>26%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>Neutral (5)</td>
</tr>
<tr>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>43%</td>
<td>40%</td>
</tr>
<tr>
<td>13%</td>
<td>24%</td>
</tr>
<tr>
<td><strong>Level 4</strong></td>
<td><strong>Level 4</strong></td>
</tr>
<tr>
<td>Disagree (0 - 4)</td>
<td>Agree (6 - 8)</td>
</tr>
<tr>
<td>29%</td>
<td>24%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>Neutral (5)</td>
</tr>
<tr>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>20%</td>
<td>27%</td>
</tr>
<tr>
<td><strong>Level 5</strong></td>
<td><strong>Level 5</strong></td>
</tr>
<tr>
<td>Disagree (0 - 4)</td>
<td>Agree (6 - 8)</td>
</tr>
<tr>
<td>36%</td>
<td>28%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>Neutral (5)</td>
</tr>
<tr>
<td>11%</td>
<td>9%</td>
</tr>
<tr>
<td>27%</td>
<td>31%</td>
</tr>
<tr>
<td>26%</td>
<td>32%</td>
</tr>
</tbody>
</table>
Social support obligations are slowly reducing through level 3.

I am responsible for more people than my own direct family

<table>
<thead>
<tr>
<th>Level 5</th>
<th>Level 4</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree (0 - 4)</td>
<td>Neutral (5)</td>
<td>Agree (6 - 8)</td>
</tr>
<tr>
<td>23%</td>
<td>11%</td>
<td>24%</td>
</tr>
<tr>
<td>20%</td>
<td>9%</td>
<td>37%</td>
</tr>
<tr>
<td>25%</td>
<td>11%</td>
<td>40%</td>
</tr>
</tbody>
</table>

COVID-19: Level 5 - 3

Single mention
Level 5 n=340 | Level 4 n=1155 | Level 3 n=583
Social distancing is observed by the large majority of citizens.

### I have reduced social interaction to prevent infection

<table>
<thead>
<tr>
<th></th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree (0 - 4)</td>
<td>7% 8%</td>
<td>8% 7%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>37%</td>
<td>27%</td>
</tr>
<tr>
<td>Agree (6 - 8)</td>
<td>48%</td>
<td>58%</td>
</tr>
</tbody>
</table>

### I have listened to the government’s call and try to stay home

<table>
<thead>
<tr>
<th></th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree (6 - 8)</td>
<td>8% 8%</td>
<td>6% 5%</td>
</tr>
<tr>
<td>Completely Agree (9 - 10)</td>
<td>33%</td>
<td>29%</td>
</tr>
<tr>
<td>Neutral (5)</td>
<td>51%</td>
<td>60%</td>
</tr>
</tbody>
</table>
South African citizens are showing continuous commitment to washing their hands more frequently than before the lockdown. They are also showing a high tendency to continue to sanitise their hands when going to the store.

**I understand that I must play my part in beating this virus**

- Level 3:
  - Disagree (0 - 4): 6%
  - Neutral (5): 34%
  - Agree (6 - 8): 53%

- Level 4:
  - Disagree (0 - 4): 6%
  - Neutral (5): 5%
  - Agree (6 - 8): 28%
  - Completely Agree (9 - 10): 61%

**I wash my hands more frequently than in the past**

- Level 3:
  - Disagree (0 - 4): 9%
  - Neutral (5): 7%
  - Agree (6 - 8): 32%
  - Completely Agree (9 - 10): 52%

- Level 5:
  - Disagree (0 - 4): 8%
  - Neutral (5): 6%
  - Agree (6 - 8): 21%
  - Completely Agree (9 - 10): 64%
The majority of people are still able to self-isolate.

I am able to self-isolate

- **Level 5**: 17% Disagree, 7% Neutral, 23% Agree, 53% Completely Agree
- **Level 3**: 12% Disagree, 8% Neutral, 37% Agree, 43% Completely Agree

Single mention
Level 5 n=376 | Level 3 n=964
Mask-wearing has increased over lockdown.

Why do you wear a mask?

COVID-19: Level 5 & 3

- **To protect myself from contracting COVID-19**: 71%
- **To protect others from contracting COVID-19**: 58%
- **It is a requirement of the Government**: 37%
- **I cannot enter a store without a mask**: 36%
- **I cannot go to work without wearing a mask**: 24%
- **I don’t know/ uncertain of why I wear a mask**: 5%

Single mention

Level 5 n=376 | Level 3 n=964
The 2 primary sanitation behaviours are seen to be mask-wearing and hand sanitation.

Which of the following would you continue doing, even if no one is watching or enforcing the guidelines?

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I will continue wearing a mask</td>
<td>76%</td>
</tr>
<tr>
<td>Washing my hands with soap and water</td>
<td>67%</td>
</tr>
<tr>
<td>Sanitize my hands when touching surfaces</td>
<td>65%</td>
</tr>
<tr>
<td>Practice social distancing</td>
<td>57%</td>
</tr>
<tr>
<td>Covering my mouth and nose with a tissue when coughing or sneezing</td>
<td>54%</td>
</tr>
<tr>
<td>Use my elbow to cover my mouth when coughing or sneezing</td>
<td>50%</td>
</tr>
<tr>
<td>Isolate myself when I feel feverish</td>
<td>48%</td>
</tr>
<tr>
<td>Go out of my house when buying essential goods</td>
<td>42%</td>
</tr>
<tr>
<td>Wearing gloves</td>
<td>36%</td>
</tr>
<tr>
<td>Elbow greeting</td>
<td>34%</td>
</tr>
</tbody>
</table>
Around a quarter to half of citizens are worried about an underlying condition.
56% of respondents believe that the spread of the virus can be prevented by allowing selected grades to go back to school.

- **The gradual rephasing of certain school grades is the best way to help curb the spread of the virus.**
- **I am comfortable with Government opening schools when it is safe to do so.**
- **I think we/ the children will lose too much time in 2020 due to the pandemic and the school year must be repeated in 2021.**

---

**COVID-19: Level 4 & 3**

- **Disagree (0 - 4)**: 22% 28% 40%
- **Neutral (5)**: 11% 14% 31%
- **Agree (6 - 8)**: 21% 35% 31%
- **Completely Agree (9 - 10)**: 35% 31% 24%

Single mention

Level 4: 735 | Level 3: 678
Shopping behaviours, brands & reputation
Half of citizens have changed their shopping frequency

Frequency of shopping during the lockdown

- **Weekly** 24%
- **Multiple times per week** 11%
- **Less frequently** 53%
- **Daily or more than once a day** 6%
- **Do not intend to go shopping during lockdown** 6%

Change in basket size & frequency

- Reduced my shopping trips and increased my basket size (more products) 30%
- Reduced my shopping trips and decreased my basket size (fewer products) 25%
- Increased my shopping trips and decreased my basket size 11%
- Increased my shopping trips and increased my basket size (more products) 8%
- No change 26%

Single mention Level 3 n=600
Two-thirds of citizens switched their food retailer.

Did you change where you shopped during lockdown?

- Switched to a more affordable grocery store: 38%
- Shopped at a discount/ bulk grocery store: 34%
- Switched to a more upmarket grocery store: 12%
- Shopped at a new grocery store I have not used prior to the lockdown: 12%
- None, no change: 33%

Factors which impact choice of grocery store

- Price: 67%
- COVID-19 hygiene practices like sanitizing: 45%
- Special offers: 41%
- COVID-19 hygiene practices like social distancing measures at check in lines: 30%
- COVID-19 hygiene practices - compulsory wearing of face mask or shields: 28%
- COVID-19 hygiene practices like thermal scanning for fever detection: 28%
- Proximity, its close to my house: 26%
- Length of the queue: 23%
- Customer service: 19%
- Reputation: 15%
- The store is in a mall: 11%
- I used them before: 8%

COVID-19: Level 3

Two-thirds of citizens switched their food retailer.
Around 40% of citizens are considering substantially downscaling in the short term.

Do you foresee downscaling in the next two months

- Domestic help: Level 4 43% | Level 3 43%
- Gardener: Level 4 43% | Level 3 43%
- Short term insurance: Level 4 37% | Level 3 43%
- Long term insurance: Level 4 37% | Level 3 41%
- Medical aid: Level 4 37% | Level 3 35%
- Car: Level 4 34% | Level 3 36%
- Child’s school: Level 4 32% | Level 3 37%
- Bank account type: Level 4 34% | Level 3 35%
- House: Level 4 33% | Level 3 33%

Single mention
Level 3 n=324 | Level 3 n=461
32% of respondents shopped online during the lockdown while 89% of these people said they would still go to the store to buy groceries. How would you compare your online shopping during lockdown?

- More online shopping: 21%
- The same amount of online shopping: 46%
- Less online shopping: 33%

Single mention Level 3 n=33
Groceries at the top of the list with front door delivery preferred

Items purchased online during lockdown

- Groceries: 56%
- Clothing: 52%
- Personal care products/toiletries: 41%
- Medicine: 28%
- Technology products: 27%
- Shoes: 23%
- Accessories: 21%
- Books and courses: 19%
- Cell phones and wearables: 18%
- TV, Audio and Media: 16%
- Baby products: 15%
- Alcohol: 14%
- Gaming: 14%
- Toys: 10%
- Pets: 10%
- Office and Stationery: 9%
- Sport and training: 9%

Delivery preferences

- Curb side pickup (pick up in the street in front of your house): 32%
- Shop online and pick up in store: 23%
- Deliver at my front door: 45%

Single mention Level 3 n=66
## Business of the week – companies that impressed customers with their response to the pandemic

### Week 1

**TOP 3**
- Government Motsepe Foundation
- Pick n Pay
- Shoprite

**Food retail in top 10**
- Shoprite
- Pick n Pay
- SPAR
- Woolworths

**Telco in Top 10**
- Vodacom
- Telkom

**Banks/Financial in Top 10**
- SBSA
- ABSA
- FNB

**Pharma in Top 10**
- Clicks
- Dischem

**Other**
- DSTv
- World Health Organisation
- SASSA
- SABC
- Government departments
- President
- Government Ministers
- Motsepe Foundation
- DSTv
- Gift of the Givers
- President
- DSTv
- Foundation
- WHO
- SAPS
- President
- DSTv/Multichoice

**Product**
- Coca Cola
Business of the week - reputation was built through charitable acts and practicing safety measures

Main reasons across brands (Top 10 reasons)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charitable acts/ humanitarian aid</td>
<td>20%</td>
</tr>
<tr>
<td>Measures in place to stop the spread</td>
<td>20%</td>
</tr>
<tr>
<td>Implement proactive and good strategies giving an image of confidence and inspiring trust</td>
<td>11%</td>
</tr>
<tr>
<td>Raising awareness and positivity</td>
<td>11%</td>
</tr>
<tr>
<td>Adaptive services</td>
<td>9%</td>
</tr>
<tr>
<td>Practice clean and safety measures</td>
<td>9%</td>
</tr>
<tr>
<td>Assisting the country</td>
<td>6%</td>
</tr>
<tr>
<td>Upholding lockdown rules</td>
<td>6%</td>
</tr>
<tr>
<td>Supporting employees</td>
<td>6%</td>
</tr>
<tr>
<td>enabling education through online learning</td>
<td>5%</td>
</tr>
</tbody>
</table>

COVID-19: Week 12
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