



The Khulisa

**FAMILY PEACE-MAKING
SUPPORT PROGRAM**

COVID 19 and Beyond

Interview Survey Results Report

VERSION 1.0

20 JULY 2020



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1. SURVEY BACKGROUND AND OBJECTIVES

Khulisa Social Solutions, in partnership with funders and other relevant stakeholders, pioneered an initiative to reach out to and offer support to those who live in 'at risk', marginalized and excluded communities who are experiencing difficulties to cope emotionally, psychologically and socially during and after the covid-19 lockdown period.

The first phase of the initiative commenced in April 2020 and involved 37 virtual fieldworkers conducting semi-structured telephonic interviews with members of the mentioned marginalised communities to determine how they are coping and what specific psycho-social or emotional challenges they are experiencing during the lockdown.

The main objectives of the survey and conducting telephonic interviews were:

- To obtain input from clients on how well they and their family members are coping with the restrictions imposed on them as part of the lockdown
- To provide them an opportunity to raise any specific challenges, problems or issues that they are confronted with.
- To assess to what extent the client and/or family can deal with the specific issue/challenge and what support they require.
- If support is required – to record what exactly is required, what has been agreed and to secure the arrangement for the follow-up action (An email, call, etc.).

The information obtained by means of the survey will also assist Khulisa to identify if and what type of support is required during the lockdown period, and beyond – and will inform decisions about future programmes and interventions.

2. METHODOLOGY

A semi-structured interview schedule was developed and used by a team of field workers to conduct telephonic interviews. They collected qualitative data, including participant comments, that included general demographic information and items that focused on the impact of the COVID-19 lockdown.

Appendix A contains the complete list of questions.

The team of field workers recorded respondents' responses and submitted the completed interview schedules to Khulisa. The information was captured on a spreadsheet, coded and went through a first level of statistical processing in order to quantify the data.

3. RESULTS

The interview survey results in this section are based on 285 respondents' responses and are presented by category and listed by question.

The percentages shown in the results reflect how many respondents answered each of the items in the interview survey questionnaire in a particular way, or rather, how many people gave each answer as a proportion of the number of people who answered the question.

3.1 Section 1: Biographical Information and Respondent Profile

3.1.1 Age distribution

As per the chart below more or less the same number of respondents fall in age groups 20 – 29 (19%), 30 - 39 (22%) and 40 - 49 (19%).

16% of the respondents are between 11 and 19 years old, 15% are between 50 to 59 and 6% between 60 and 69 years.

Only 1% of the respondents indicated that they are 70+ years old.

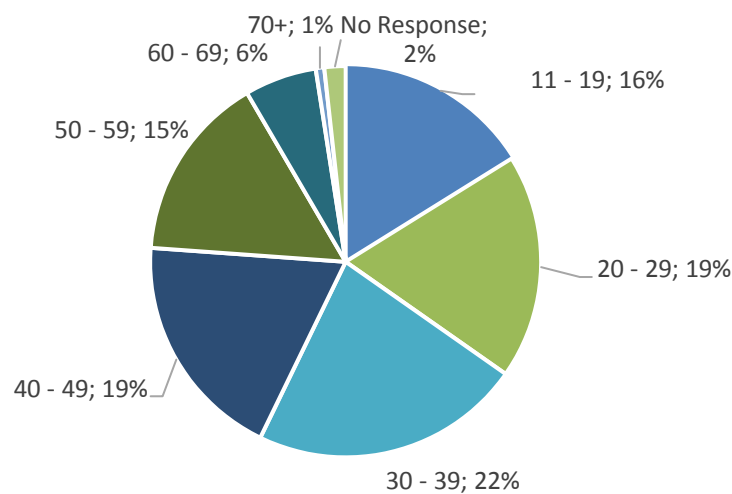


Chart 1: Age Distribution

3.1.2 Gender distribution

61% of the respondents were female and 33% were male.

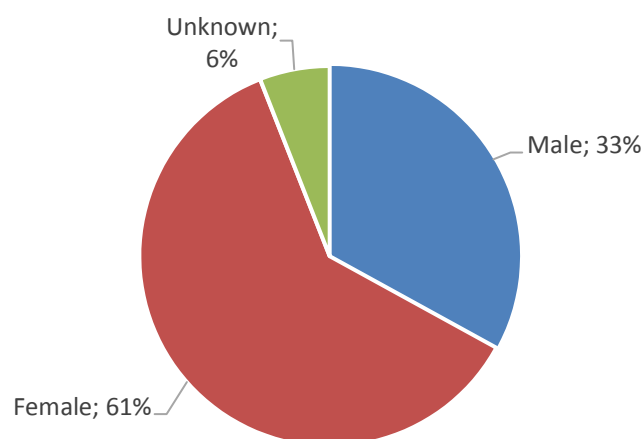


Chart 2: Gender Distribution

3.1.3 LGBTIQ+ community membership

Only 11% (N =) of the respondents indicated that they are members of the LGBTIQ+ community.

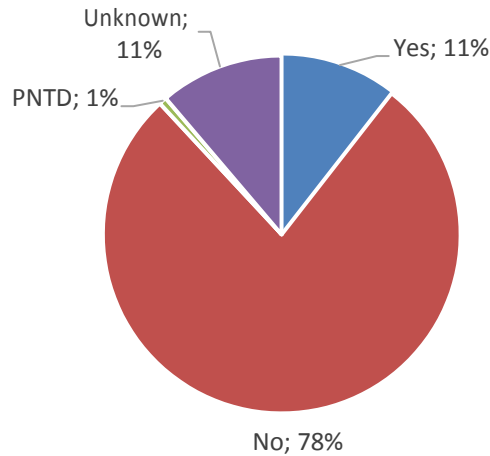


Chart 3: LGBTIQ+ community membership

3.1.4 Geographical distribution by Province

According to the chart below, most of the respondents are based in Gauteng (31%) and Mpumalanga (22%), followed by North West (17%) and the Western Cape (13%).

Northern Cape had the least number of respondents, i.e. only 2% of the number of people who answered the question; 6% of the respondents reside in KZN and 9% in Limpopo.

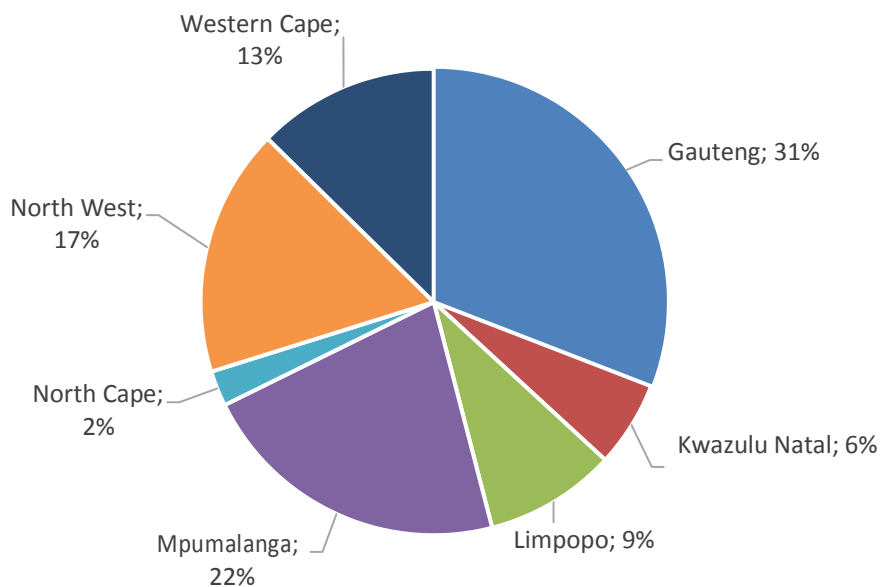


Chart 4: Geographical distribution by Province

3.1.5 Citizenship

98% of the respondents indicated that they are South African citizens and 1% indicated that they are from the Congo.

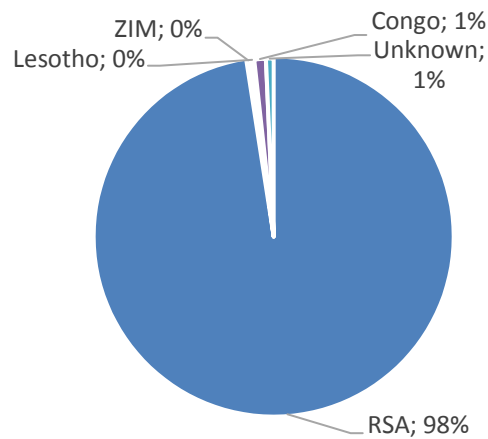


Chart 5: Citizenship

3.1.6 Relationship status

As per the chart below, 51% of the respondents indicated that they are single, 18% are married and 14% indicated that they were in relationships.

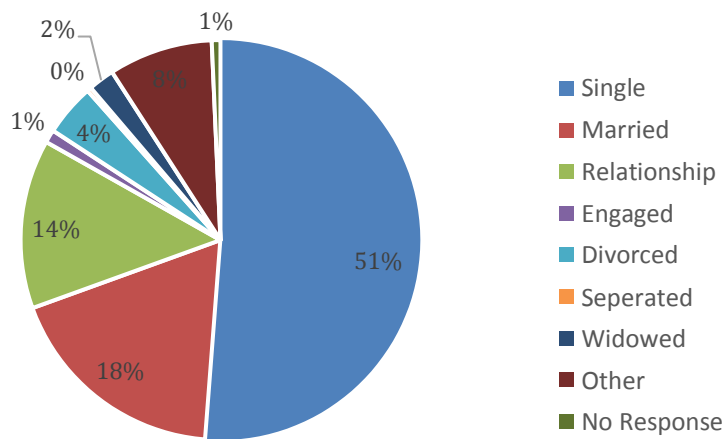


Chart 6: Relationship Status

3.1.7 Living arrangement

64% of the respondents indicated that they were part of a family and 17% were part of an extended family living arrangement.

8% live alone, 5% live as couples and only 1% share a living space with others.

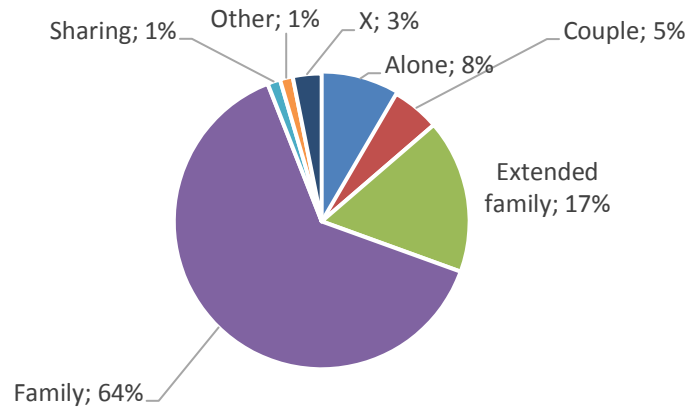


Chart 7: Living Arrangement

3.1.8 Living community: Size of the household

The size of the respondents' households ranges from 1 (5%) to 18 (1%).

17% of the respondents live with 5 other people, 16% live with 3 other people and 13% live with 2 other people.

The proportion of respondents who indicated any of other categories range from 10% or less.

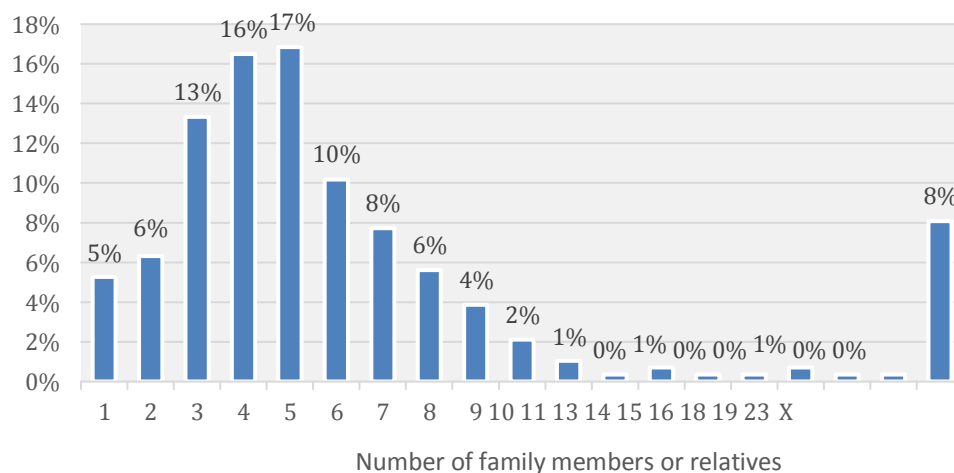


Chart 8: Living Community: Size of the household

3.1.9 Number of Adults per Household

The number of adults per household range from 0 to 8.

15% of the respondents indicated that they live without any adults.

Close to a third (29%) of the respondents indicated that there are 2 adults in their households followed by 19% who live with 3 adults and 17% with only one adult in the household.

9% of the respondents indicate 4 adults, 5% 5 adults, 4% 6 adults and 1% 7 and 8 adults respectively.

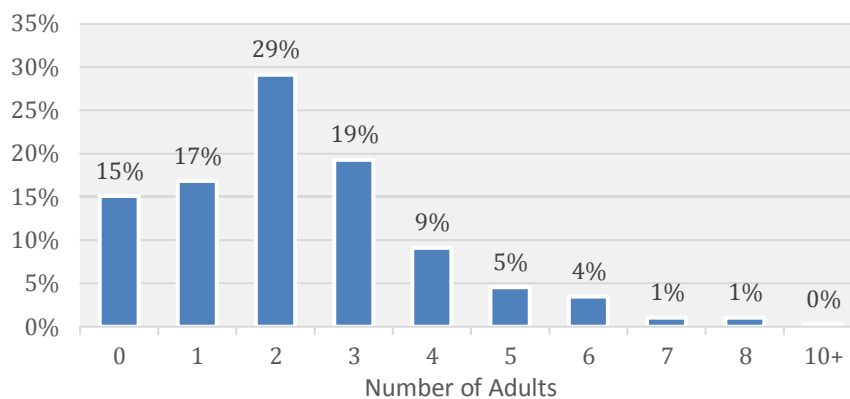


Chart 9: Number of Adults per Household

3.1.10 Number of Children per Household

The number of children per household vary from 0 (16%) to 7 (1%); 24% of the respondents' households include 2 children, 23% include 4 children, 16% include 3 children and 13% include 1 child.

Only 4% of the respondents' households include 5 children and 2% include 6 children.

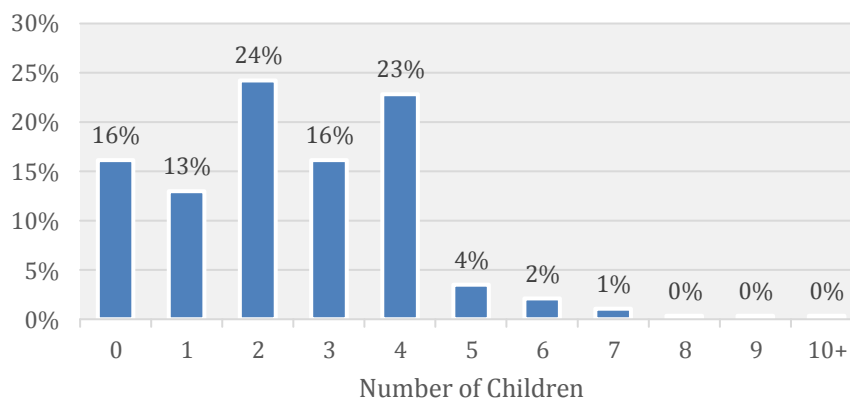


Chart 10: Number of Children per Household

3.1.11 Age of the eldest member of the household

The ages of the eldest members of the respondents' households vary from 11 to 90.

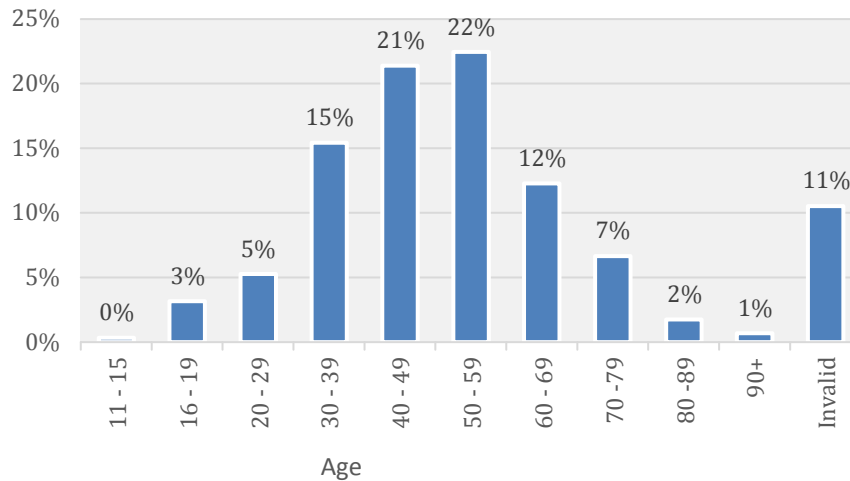


Chart 11: Age of the eldest member of the household

3.1.12 Age of the youngest member of the household

The ages of the youngest member of the household range from 1 to 49.

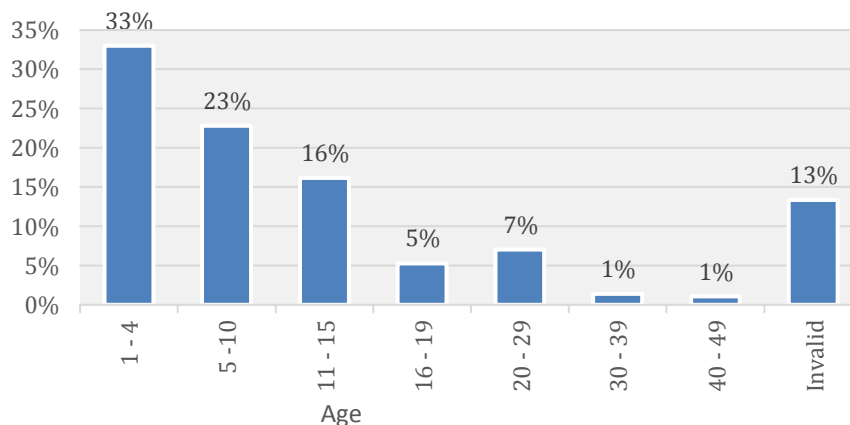


Chart 12: Age of the youngest member of the household

The results are as follows:

- 33% of the respondents indicated that the youngest member of their household is between 1 – 4 years old.
- 23% indicated that the youngest member of their household is between 5 - 10 years old.

- 16 % indicated that the youngest member of their household is between 11 - 15 years old.
- 5% indicated that the youngest member of their household is between 16 - 19 years old.
- 7% indicated that the youngest member of their household is between 20 - 29 years old.
- 1% indicated that the youngest member of their household is between the ages 30 – 39 and 40 – 49, respectively.
- 13% of the respondents' responses were invalid.

3.1.13 Employment status of the adults in the household

Only 26% of the respondents indicated that the adults in their households were employed at the time when the interviews were conducted.

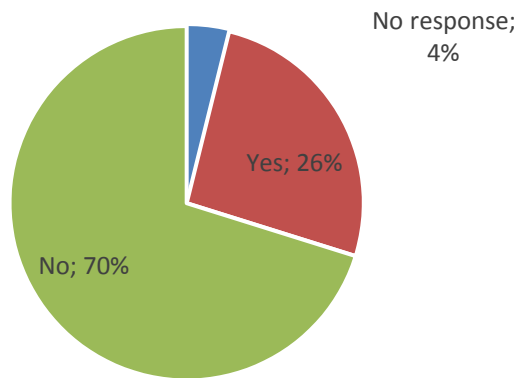


Chart 13: Employment status of the adults in the household

3.1.14 Number of adults in the household who are at home during the lockdown

65% of the respondents indicated that all the adults in their households were at home during the lockdown at the time when the interviews were conducted.

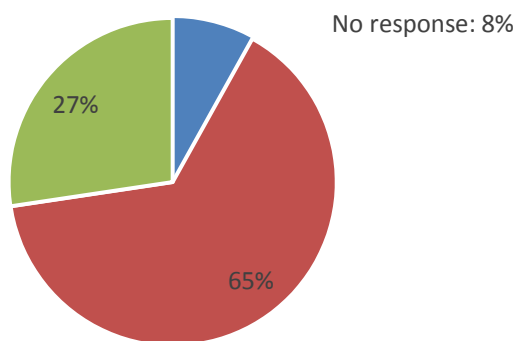


Chart 14: Number of adults at home during the lockdown

3.1.15 Item 15 of the Interview Guide: Describe your relationship with your family

77% of the participants indicated that they are generally getting along with their family members.

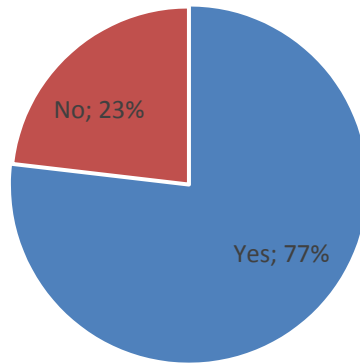


Chart 15: Quality of relationship with other family members

3.2 Section 2: The impact of COVID-19 lockdown living

3.2.1 Item 16 of the Interview Guide: High and low lights experienced during the initial phase of the lockdown

3.2.1.1 Highlights experienced during the initial stage of the COVID-19 lockdown

The results of the respondents' feedback on highlights experienced during the initial phase of the lockdown are summarized in Chart 16 below:

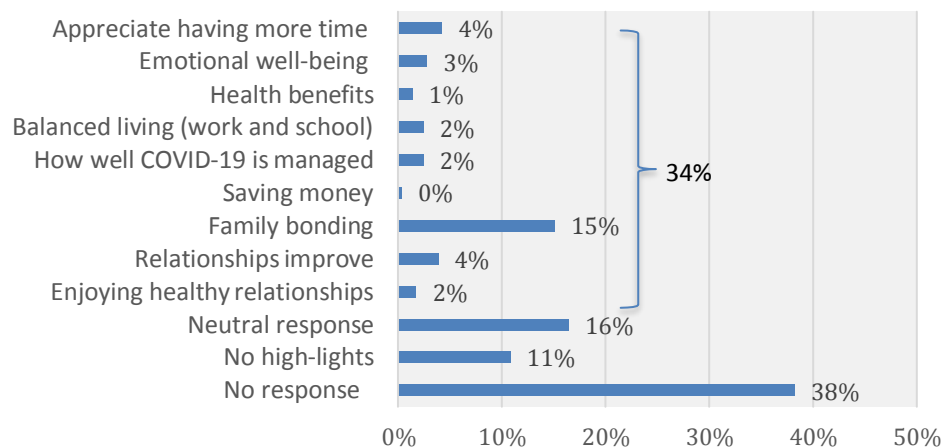


Chart 16: Highlights Response Breakdown

Based on the response breakdown in Chart 16, only 34% of the respondents whose interview results were analysed shared highlights that they experienced during the initial phase of the COVID-19 lockdown period.

Of the remaining 66% of the respondents, 38%, did not provide an answer to this item, 16% gave neutral responses and 11% explicitly indicated that they had no highlights to report.

Results based on the responses of the 34% of the respondents who answered this question are summarized in Chart 17 below:

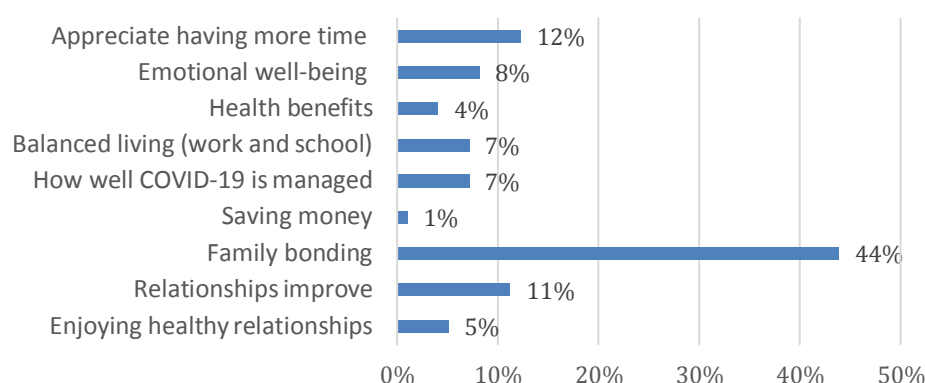


Chart 17: Highlights experienced during the initial lockdown period

According to this, 44% of the indicated their family bonding experience as a highlight. While 12% said that they appreciated having more time to do things, including spending time with family members, 11% mentioned that they experienced an improvement in their relationships.

Other highlights included experiences of emotional well-being (8%), a more balanced lifestyle (7%), appreciation of how well the COVID-19 pandemic is managed (7%), enjoying healthy relationships (5%), health benefits (4%) as well as money savings (1%).

To put these results in perspective, refer to the table below for a comparison between the results as an expression of a proportion of the total respondent group vs the proportion of the respondents who answered the question:

HIGHLIGHTS	Number of respondents	Proportion of the total respondent group	Proportion of the respondents who answered the question
		(N = 285)	(N = 98)
Family bonding	43	15%	44%
Having more time	12	4%	12%
Improvement in relationships	11	4%	11%
Emotional well-being	8	3%	8%
More balanced lifestyle	7	2%	7%
How the COVID-19 pandemic is managed	7	2%	7%
Healthy relationships	5	2%	5%
Health benefits	4	3%	4%
Saving money	1	1%	1%
TOTAL:	98		

3.2.1.2 Low-lights experienced during the initial stage of the COVID-19 lockdown

As per the chart below, 58% of the respondents' responses for this item were blank, 7% indicated that they did not experience any low-lights and 1% gave neutral responses.

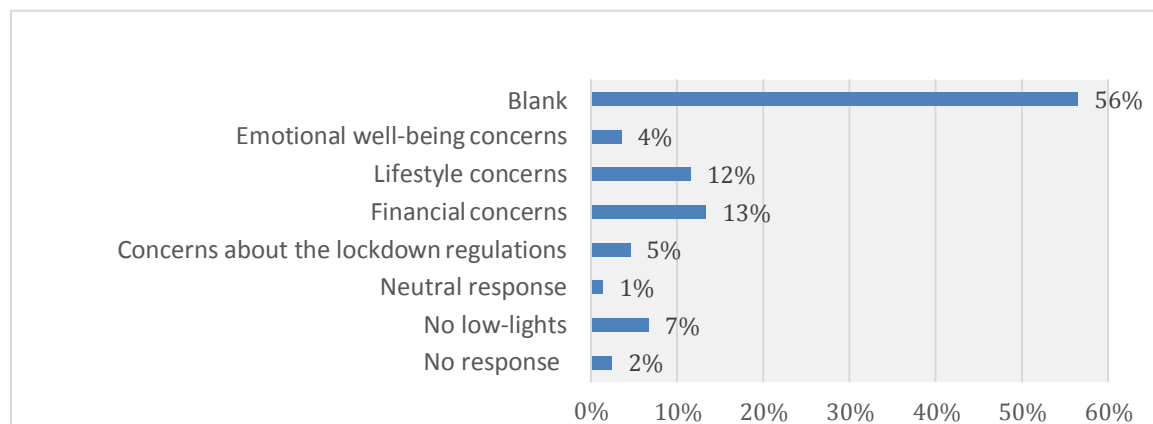


Chart 18: Lowlights Response Breakdown

The results of the responses of the remaining 34% of the respondents (N = 94) are summarized in the form of a comparison between the proportion of the total respondent group vs the proportion of the respondents who answered the question in the table below:

LOW-LIGHT AREAS OF CONCERN	Number of respondents	Proportion of the total respondent group (N = 285)	Proportion of the respondents who answered the question (N = 94)
Financial	38	13%	46%
Lifestyle	33	12%	29%
Lockdown regulations	13	5%	13%
Emotional well-being	10	4%	10%
TOTAL:	94		

According to this:

- 46% of the respondents raised their concern about financial matters
- 29% experienced issues related to the impact of the lockdown on their lifestyle
- 13% had concerns about the lockdown regulations and these are being implemented
- 10% raised concerns about aspects of the lockdown which impact their emotional well-being.

The results of the specific aspects that pertain to each of the four areas of concern about the impact of the COVID-19 lockdown are summarized in Charts 19 to 22 below:

A: Financial concerns

As per Chart 19, more than 50% of the respondents who answered this question indicated

that the fact that they had no income or that their income was reduced as a concern.

30% of the respondents expressed their concern about food shortages because of and during the lockdown.

Other financial concerns included that fact that respondents' businesses were not operational (7%), unemployment (6%), possible job losses (1%) and issues related to SASSA grants (1%).

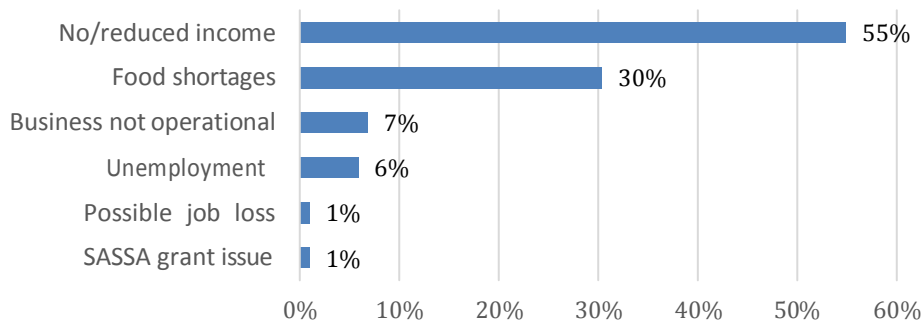


Chart 19: Financial concerns

B: Lifestyle concerns

Specific concerns about the impact of COVID-19 lockdown living on respondents' lifestyles are summarized in Chart 20 and include:

- Being forced to stay indoors was raised as a concern by 37% of the respondents who answered this question; this go hand in hand with the issue about the restriction of movement that was raised by 11% of the respondents.
- 17% indicated that missing school and their friends as a concern.
- 8% complained about the disruption of households and routines because of lockdown living.
- 6% of the respondents mentioned social isolation and concerns about schooling and education, respectively.
- Other lifestyle-related concerns include missing work (2%), being forced to use technology during the lockdown (2%) and the ban on alcohol and tobacco sales (2%).

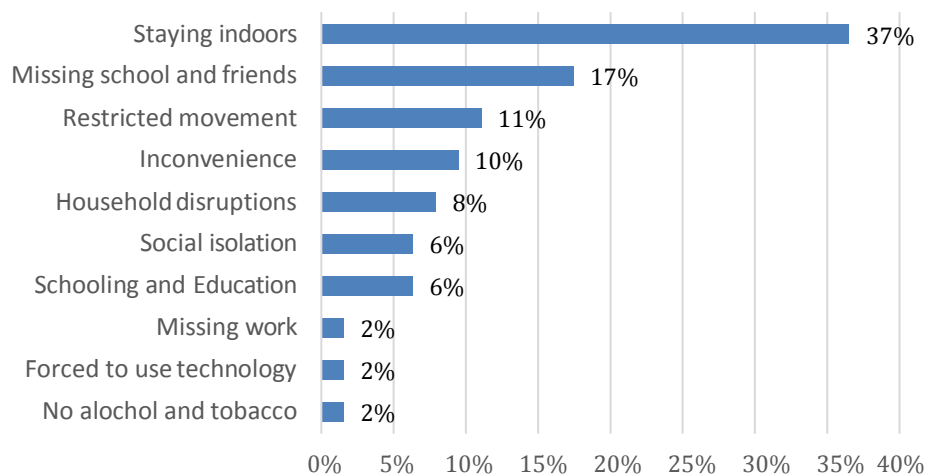


Chart 20: Lifestyle concerns

C: Concerns about the lockdown regulations

50% of the respondents who responded to this item indicated fear of getting infected by the Covid-19 virus as a concern.

Other concerns about the lockdown regulations include:

- Non-adherence to the lockdown regulations (21%)
- The impact of the lockdown regulations on shopping and transport (14%)
- Lack of information about the lockdown regulations (7%)
- Issues related to getting masks and sanitisers (4%)
- Water shortage (4%)

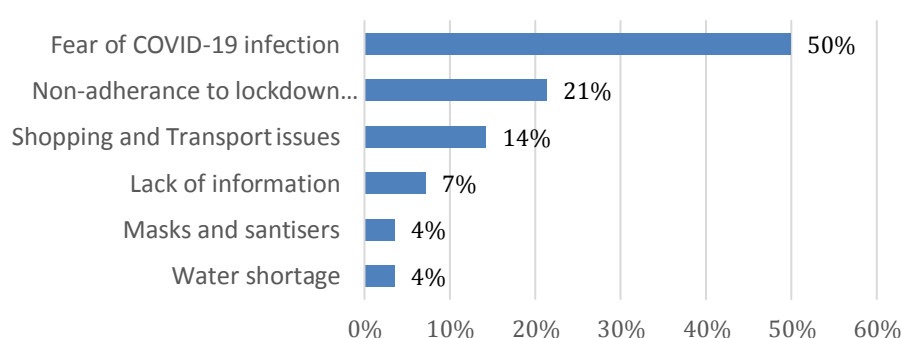


Chart 21: Concerns about the lockdown regulations

D: Impact of the Covid-19 lockdown on respondents' emotional well-being

27% of the respondents who answered this question respectively indicated that relationship issues and the impact of lockdown living impacted their emotional well-being. 20% said that being lonely impacted them negatively and 13% of the respondents raised concerns related to Albinism that impacted or compromised their emotional well-being. Alcohol and drug-related issues (7%) as well as challenges deriving from respondents' HIV status (7%) were also reported.

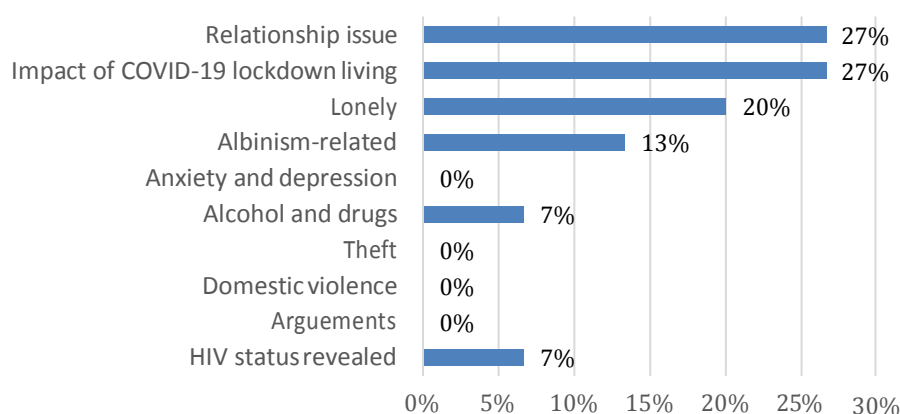


Chart 22: Concerns about emotional well-being

3.2.2 Item 17 of the Interview Guide: Interpersonal challenges experienced during the lockdown period

As per the chart below, 42% indicated that they had no interpersonal changes to report, 32% provided information that was not related to the question and 9% did not provide an answer.

Another 3% of the respondents reported that their interpersonal issues were not related to the lockdown.

This means that only 15% of the total number of respondents provided answers related or relevant to the question.

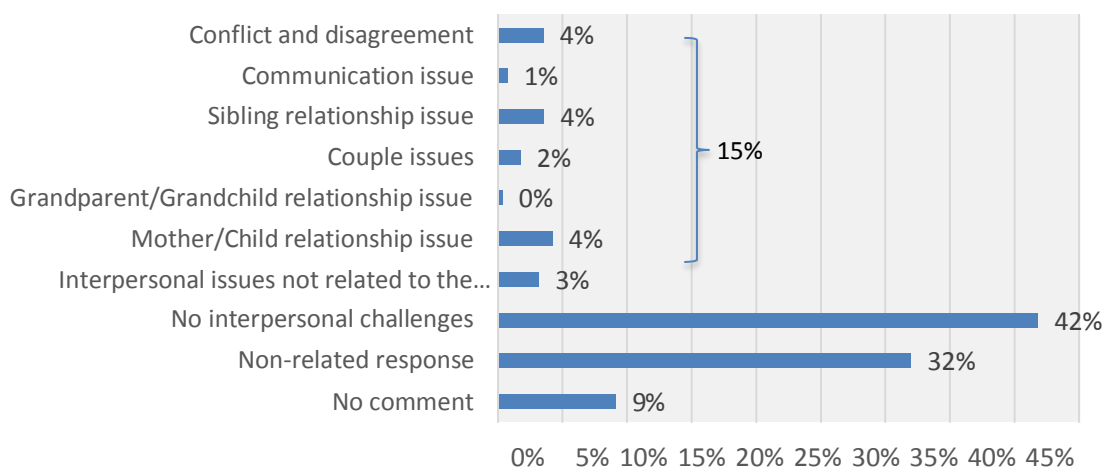


Chart 23: Interpersonal challenges experienced during lockdown

The results are as follows:

- 4% of the respondents experienced issues related to conflict and disagreement
- 4% experienced mother/child relationship issues
- 2% experienced sibling-related interpersonal issues
- 2% reported couple-related interpersonal issues
- 1% reported communication problems

3.2.3 Item 20 of the Interview Guide: Has the matter been resolved?

This is a follow-up question that refers to whether the interpersonal challenges experienced during the lockdown were resolved or not.

33% of the respondents' results on this item were missing, 19% did not respond, 8% indicated that the question was not applicable and 1% provided a non-related response.

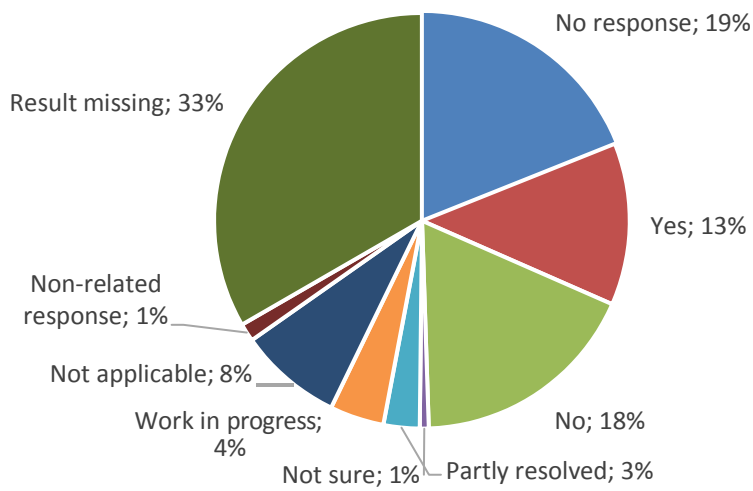


Chart 24: Have you resolved the matter?

The results of the remaining 39% of the respondents are as follows:

- 18% indicated that their issues were not resolved
- 13% indicated that their issues were resolved
- 4% indicated that resolving their issues was work in progress at the time
- 3% indicated that their issues were partly resolved
- 1% was not sure of their issues were resolved or not

3.2.4 Item 25 of the Interview Schedule: Interest in Khulisa’s family peace-making programme

As per the results displayed in the chart below, 22% of the respondents did not provide responses, 7% of the respondents’ results are missing, 6% of the respondents provided non-related responses, 6% indicated that the family peace-making programme was not relevant or applicable and 2% of the respondents’ responses were missing.

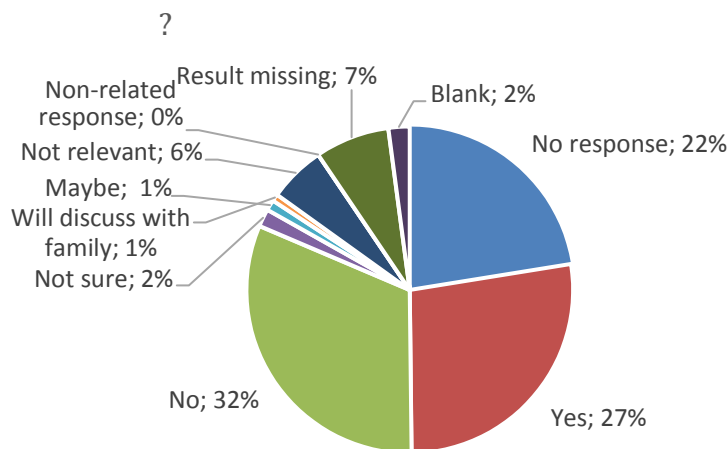


Chart 25: Family’s interested in participating in Khulisa’s family peace-making programme

The remaining respondents' responses to the question on whether their families would be interested in participating in Khulisa's family peace-making programme are as follows:

RESPONSES	Number of respondents	Proportion of the total group of respondents	Proportion of the group of respondents who responded appropriately to the question
		(N = 285)	(N = 178)
Not interested	90	32%	51%
Interested	78	27%	44%
Not sure	5	2%	3%
Maybe	4	1%	2%
Will discuss it with their families	3	1%	1%

Based on these results:

- 51% of the respondents who answered the question indicated that their families will not be interested to participate in Khulisa's programme.
- 44% indicated that their families would be interested.
- 3% of the participants were not sure, 2% indicated that their families might be interested and 1% indicated that they will discuss the programme with their families.

3.2.5 Item 26 of the Interview Schedule: Types of support requested, and actions agreed/taken

Field workers who conducted the interviews were asked to document the types of support that respondents requested or enquired about, as well as the agreed actions or actions taken at the time of conducting the interviews.

As per the response breakdown in Chart 26 on the next page:

- No specific action was recorded for 38% of the respondents
- No response was recorded for 22% of the respondents
- Results for 8% of the respondents on this item were missing

This means that requests or actions recorded in Chart 26 below apply to only 32% of the total respondent group.

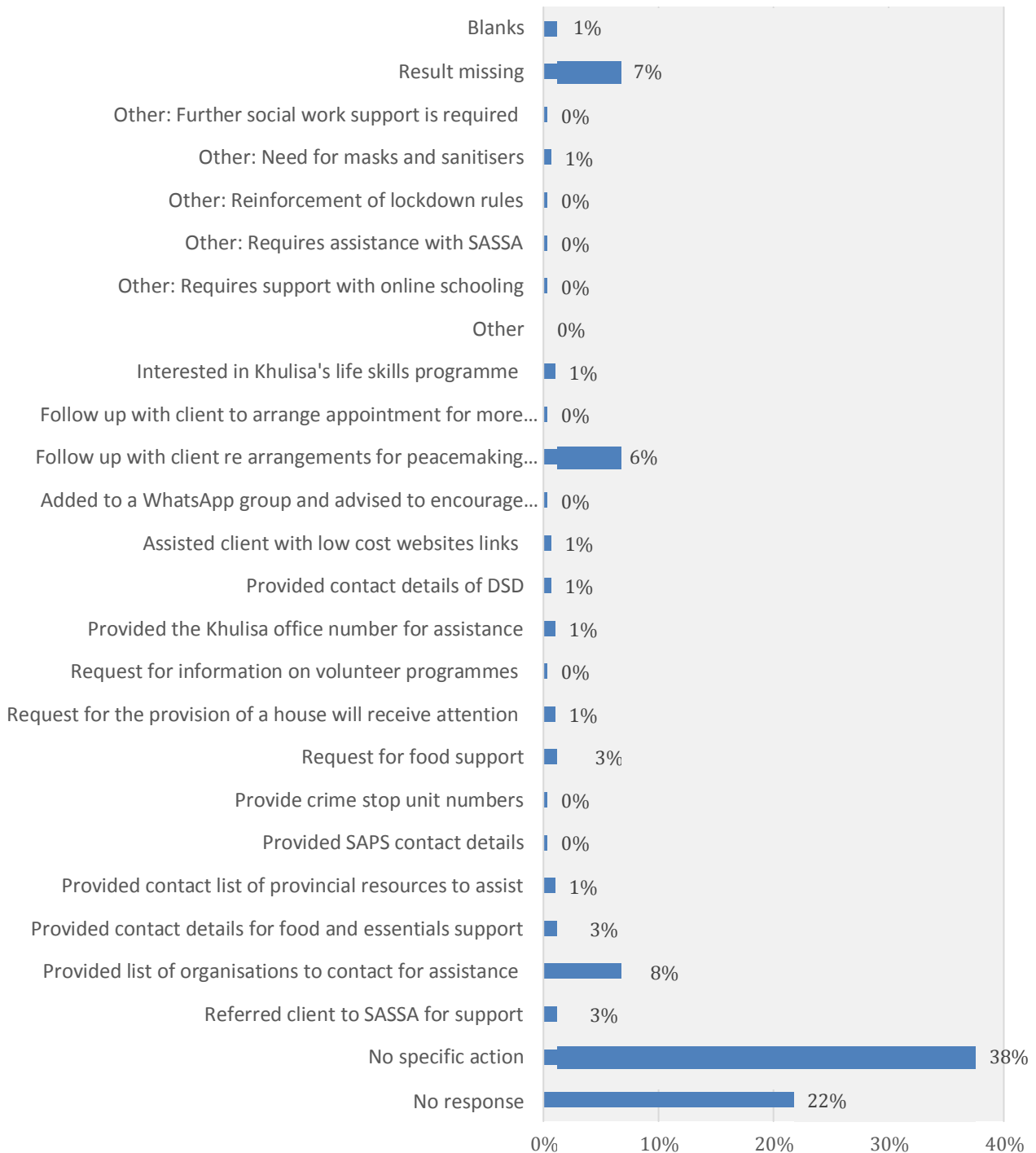


Chart 26: Type of support requested and/or actions taken/agreed to

Below is a summary of the requests and actions that were recorded:

3.5.2.1 Khulisa Programmes:

- Follow-up with client regarding the family peace-making programme (6%)
- Clients enquired about Khulisa's life skills development programme (1%)

3.5.2.2 Referral/Provisioning of contact details:

- Provided contact details of support organisations (8%)
- Provided contact details of DSD (1%)
- Provided Khulisa's contact details (1%)
- Provided contact details for food and essentials support (3%)
- Provided contact details of provincial resources to assist client (1%)
- Referred client to SASSA for support (3%)

3.5.2.3 Client requests:

- Requests for food support (3%)
- Clients expressed need for assistance with masks and sanitisers (1%)
- Request for assistance with the provisioning of a house (1%)

3.5.2.4 Other:

- Assisted client with low-cost website links (1%)

4. INTERPRETATION OF THE RESULTS

The interpretation of the survey results includes referencing the original stated objectives of the survey and it can be concluded that the survey was effective in terms of the following:

- Obtaining input from clients on how well they and their family members are coping with the restrictions imposed on them as part of the lockdown
- Providing clients an opportunity to raise any specific challenges, problems or issues that they are confronted with because of and during the lockdown.
- Determining to what extent the client and/or family can deal with the specific issue/challenge and what support they require.
- Creating a record what exactly is required, what has been agreed and to secure the arrangement for the follow-up action.

4.1 General Considerations

Aspects need to be taken into consideration as part of the interpretation and review of the results include the following:

- The fact that only one third of the participants provided answers to the questions regarding their experiences of high- and low-lights as well as any interpersonal challenges that they experienced as a result of the lockdown might be an indication that the rest of the respondents didn't understand the questions.
- At the time when the survey interviews were conducted, respondents' responses were based on their knowledge, understanding and experiences during the initial stage of the lockdown when nobody in South Africa knew or anticipated the lockdown period to be extended indefinitely.
- Significant increases in number of calls received at crisis and other support call centres as well as the number of gender-based violence cases reported to the police since the inception of the lockdown as reported by the media clearly indicate that more people are in distress. There is a high probability that the magnitude and urgency of the challenges that families raised during the interviews in April 2020 got exacerbated and that new or different issues and concerns might have arisen in the meanwhile.

4.2 Results of the COVID-19 Lockdown Impact

Concerns regarding the impact of the COVID-19 lockdown regulations raised by 25% or more of the respondents at the time include the following:

- No or reduced income (50%)
- Being forced to stay indoors (37%)
- Food shortages (30%)
- Relationship issues (27%)
- Impact of lockdown living impacted their emotional well-being (27%)

The results of the follow-up survey that was conducted also highlighted food assistance, psychological emotional and physical issues as well as relationship conflict as key areas of concern.

I am therefore of the opinion that the 5 areas of concern derived from the April 2020 survey are still relevant and warrant further investigation and intervention – with the emphasis on addressing the psycho-social elements that were identified.

4.3 Interest in participating in Khulisa’s family peace-making programme

44% of the respondents who responded to this question indicated that their families would be interested in participating in Khulisa’s family peace-making programme. This is a significant number and it is important that Khulisa follow-up on whether the programme has been offered to and conducted with these families.

4.4 Client requests and actions agreed to or implemented

A relatively low number of requests and actions have been logged and the results do not highlight anything significant that requires specific action, other than to make sure that the agreed actions have been completed and closed out.

4.5 Other comments

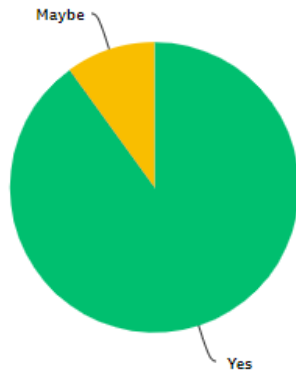
Lastly, although not related to the COVID-19 lockdown, another aspect that is worth mentioning and might need further investigation is that 15% of the respondents indicated that there were no adults in their households.

STAFF QUESTIONNAIRE : 27 July 2020

Question 1

Was the material provided to you through the virtual training by Martin Broodryk of value to you?

Answered: 20 Skipped: 0

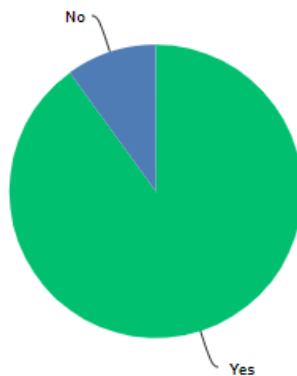


ANSWER CHOICES	RESPONSES
Yes	90.00% 18
No	0.00% 0
Maybe	10.00% 2
TOTAL	20

Question 2

Was this exercise a first-time for you in terms of virtual community engagement?

Answered: 20 Skipped: 0

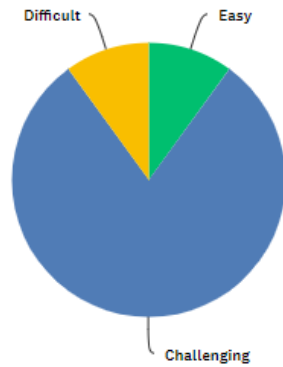


ANSWER CHOICES	RESPONSES
Yes	90.00% 18
No	10.00% 2
TOTAL	20

Question 3

At the outset of the programme, how would you rate your experience in working with clients virtually?

Answered: 20 Skipped: 0

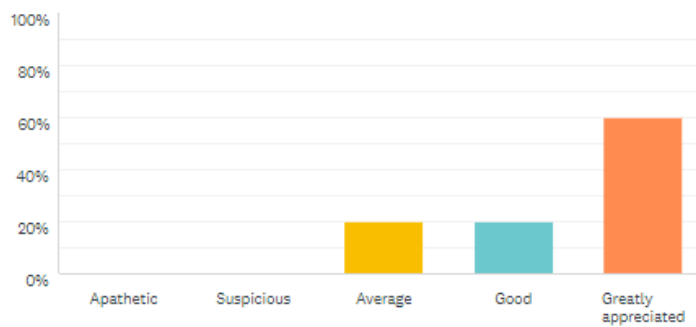


ANSWER CHOICES	RESPONSES
Easy	10.00% 2
Challenging	80.00% 16
Difficult	10.00% 2
TOTAL	20

Question 4

How would you rate the reaction of the clients that you were in touch with, in response to your phone calls?

Answered: 20 Skipped: 0

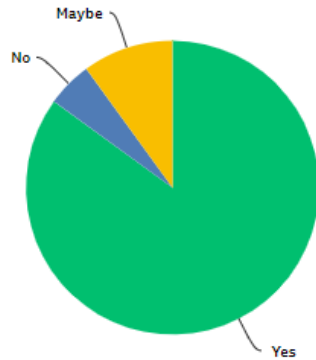


ANSWER CHOICES	RESPONSES
Apathetic	0.00% 0
Suspicious	0.00% 0
Average	20.00% 4
Good	20.00% 4
Greatly appreciated	60.00% 12
Total Respondents: 20	

Question 5

Do you believe that the methodology engaging with clients virtually, through ongoing support and consultations is a viable option provided that data was available?

Answered: 20 Skipped: 0

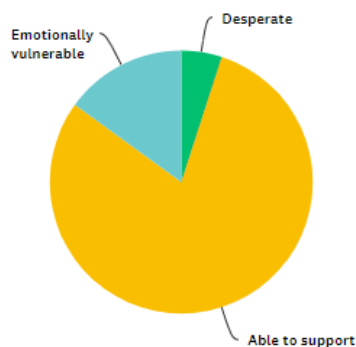


ANSWER CHOICES	RESPONSES
Yes	85.00% 17
No	5.00% 1
Maybe	10.00% 2
TOTAL	20

Question 6

During the encounters with your various clients, listening to their stories, how did you feel?

Answered: 20 Skipped: 0

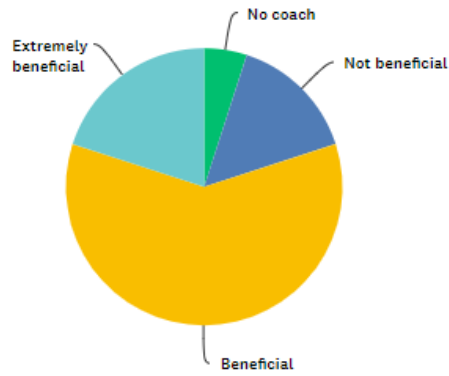


ANSWER CHOICES	RESPONSES
Desperate	5.00% 1
Hopeless	0.00% 0
Able to support	80.00% 16
Emotionally vulnerable	15.00% 3
TOTAL	20

Question 7

How would you rate having a coach/mentor to see this time through with you?

Answered: 20 Skipped: 0

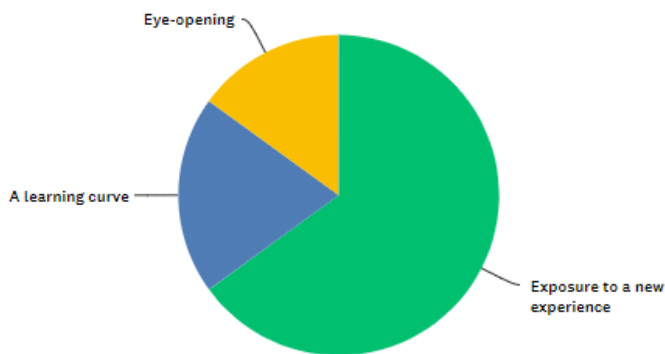


ANSWER CHOICES	RESPONSES	
▼ No coach	5.00%	1
▼ Not beneficial	15.00%	3
▼ Beneficial	60.00%	12
▼ Extremely beneficial	20.00%	4
TOTAL		20

Question 8

Through this novel way of engaging with the community, what has this experience done in terms of your own skills?

Answered: 20 Skipped: 0

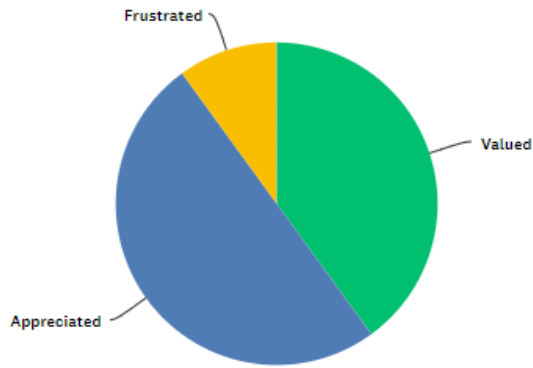


ANSWER CHOICES	RESPONSES	
▼ Exposure to a new experience	65.00%	13
▼ A learning curve	20.00%	4
▼ Eye-opening	15.00%	3
▼ Nothing	0.00%	0
TOTAL		20

Question 9

Did engaging with people, albeit under challenging circumstances during the lockdown make you feel:

Answered: 20 Skipped: 0

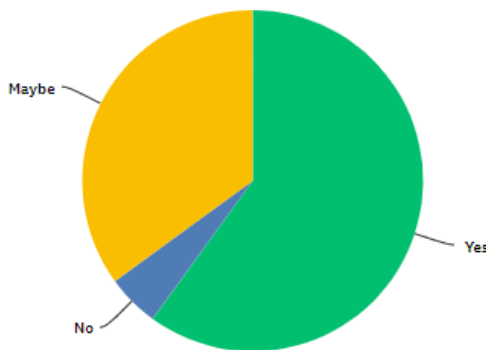


ANSWER CHOICES	RESPONSES
Valued	40.00% 8
Appreciated	50.00% 10
Frustrated	10.00% 2
Gratified	0.00% 0
TOTAL	20

Question 10

Would you like additional training in working virtually with different projects?

Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	60.00% 12
No	5.00% 1
Maybe	35.00% 7
TOTAL	20