

GLOBAL BAROMETER:

# Consumer Reactions to COVID-19

## Wave 3

toluna



harris  
interactive

KURUNDATA



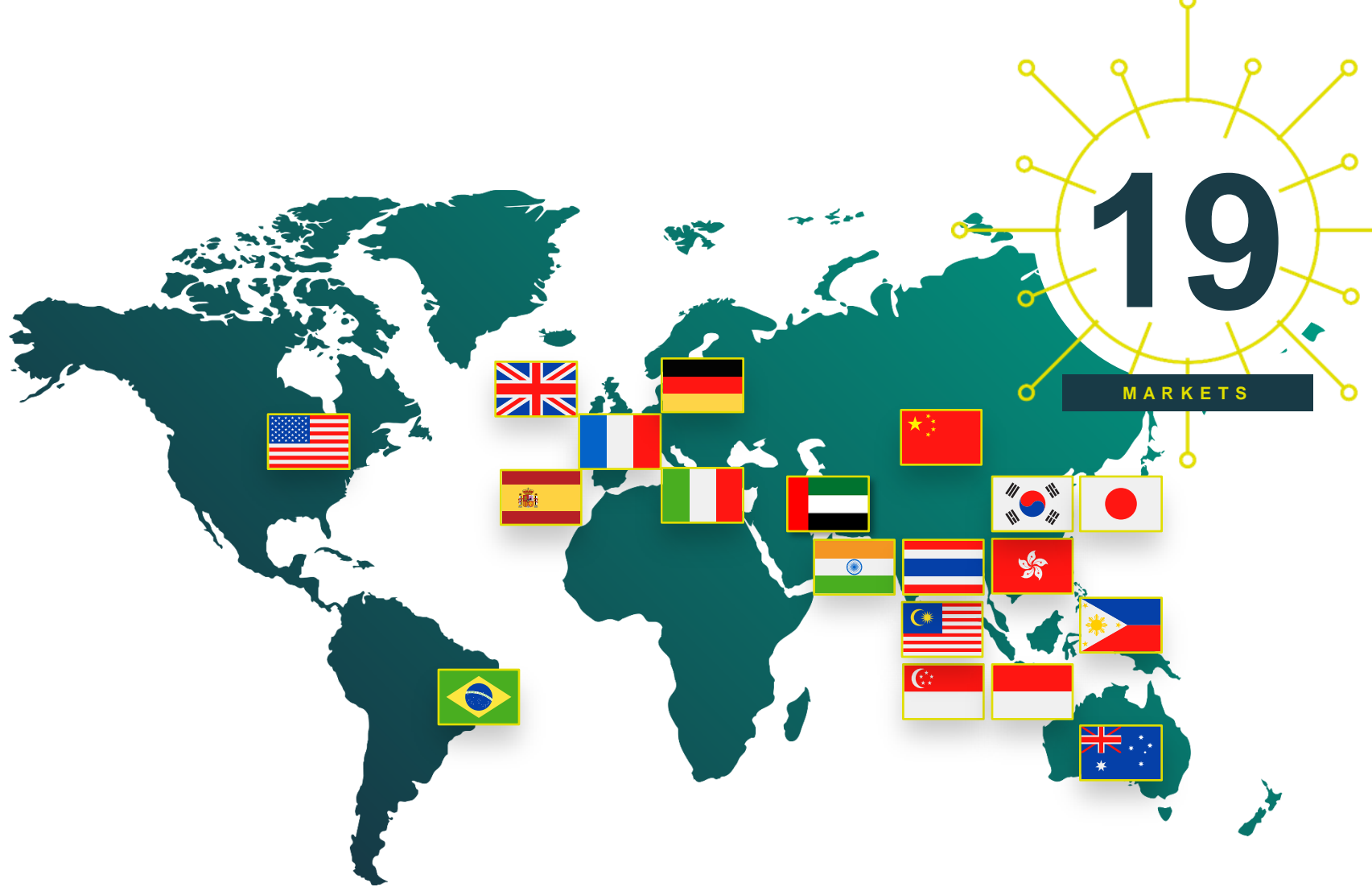
# About this study

Together, ITWP companies Toluna, Harris Interactive and KuRunData developed an **ongoing study** to understand the impact that the Coronavirus has on daily life.

The study will be conducted **every 2 weeks** starting on March 31.






**This report covers 19 markets.**

Findings highlight the importance of consumer insights for brands and businesses as they consider *'The Next Normal.'*



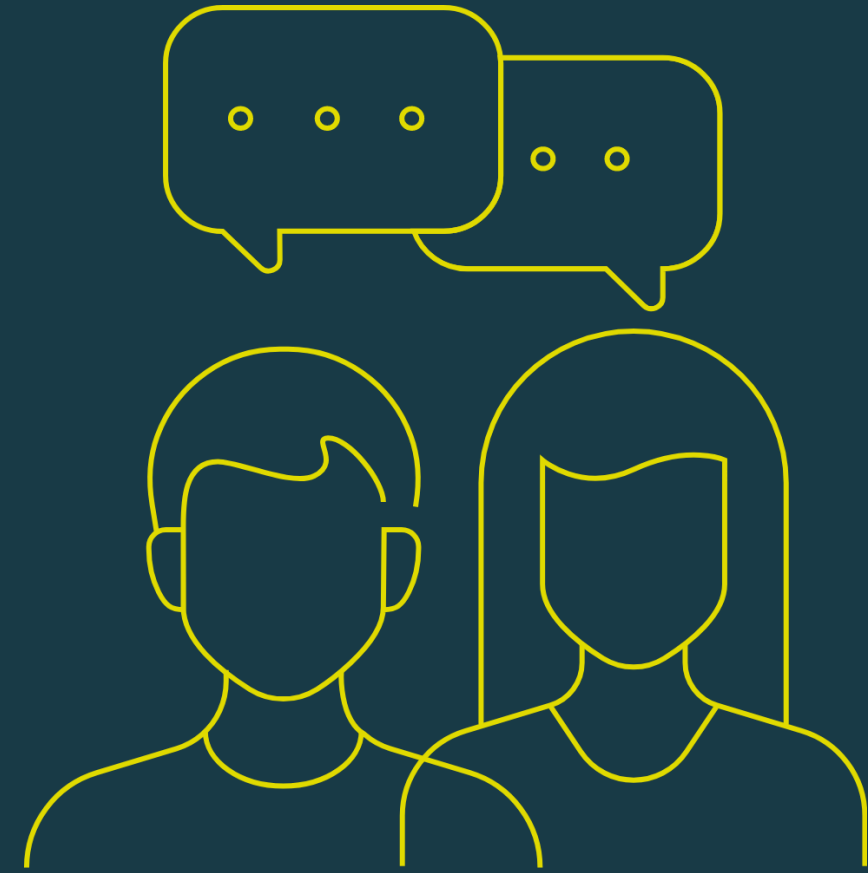
# Wave 3: Markets studied and field schedule

Below is the field schedule and number of completed interviews by market included in this wave of research. Data has been weighted by age, gender and region to be Census representative in all markets (except UAE and the Philippines where regions are not weighted, and India where we're Internet representative). In France, data is also weighted to reflect social grade.

	MARKET	COMPLETED INTERVIEWS	FIELDWORK DATES
	UK	<b>1,069</b>	26 <sup>th</sup> – 30 <sup>th</sup> April 2020
	France	<b>1,138</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Germany	<b>1,000</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Italy	<b>1,485</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Spain	<b>1,164</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020

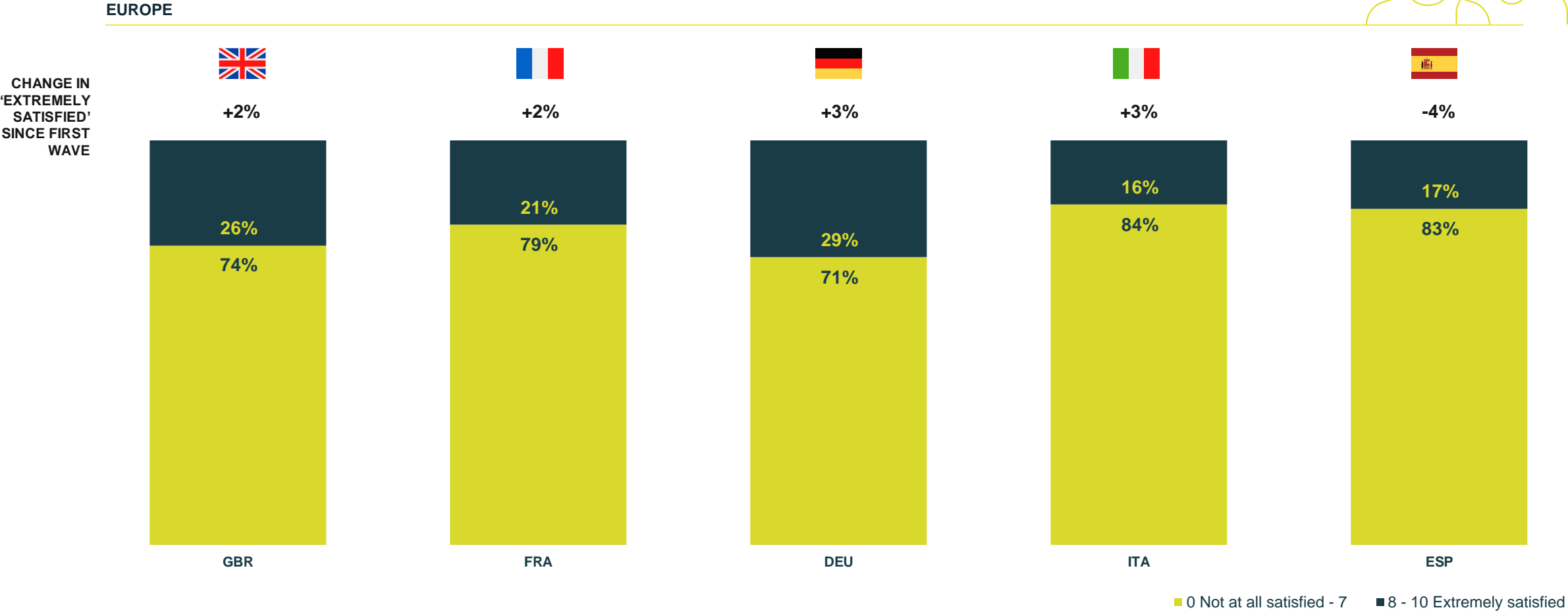
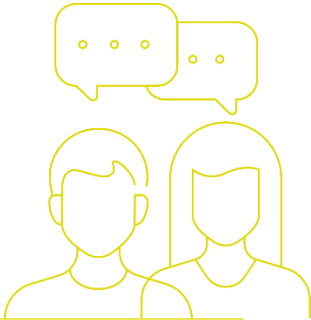
	MARKET	COMPLETED INTERVIEWS	FIELDWORK DATES
	Australia	<b>1,085</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Singapore	<b>625</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Malaysia	<b>515</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Indonesia	<b>527</b>	20 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Philippines	<b>549</b>	20 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Thailand	<b>505</b>	20 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Japan	<b>1,064</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Korea	<b>993</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	China	<b>1,121</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Hong Kong	<b>530</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	India	<b>1,067</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	UAE	<b>530</b>	27 <sup>th</sup> – 30 <sup>th</sup> April 2020
	MARKET	COMPLETED INTERVIEWS	FIELDWORK DATES
	United States	<b>1,060</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020
	Brazil	<b>1,022</b>	27 <sup>th</sup> – 29 <sup>th</sup> April 2020

# Consumers reactions to the Coronavirus: Europe



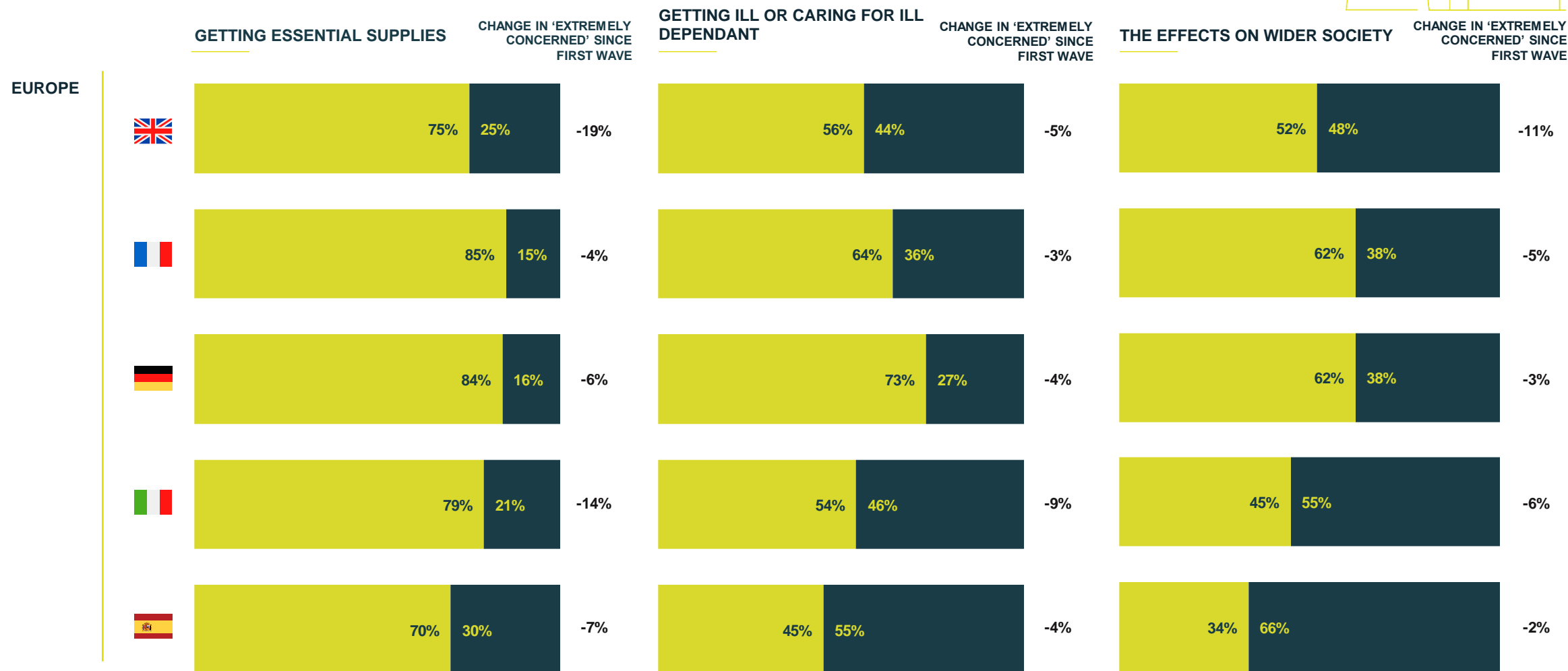
# Level of satisfaction with life over the past 2 weeks

Satisfaction remains highest in Germany and the UK, and lowest (though increasing) in Italy.



# Level of **concern** with different aspects because of the Coronavirus

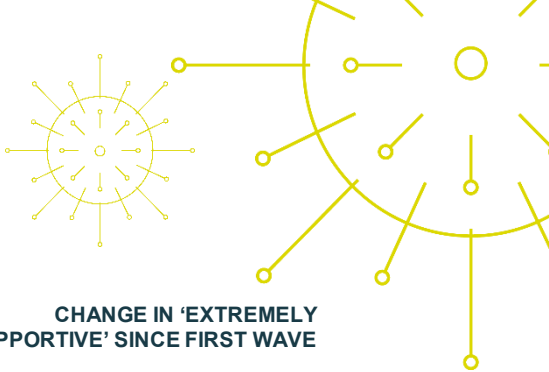
Concerns continue to alleviate across Europe, with a notable drop around getting essential supplies in the UK and Italy.



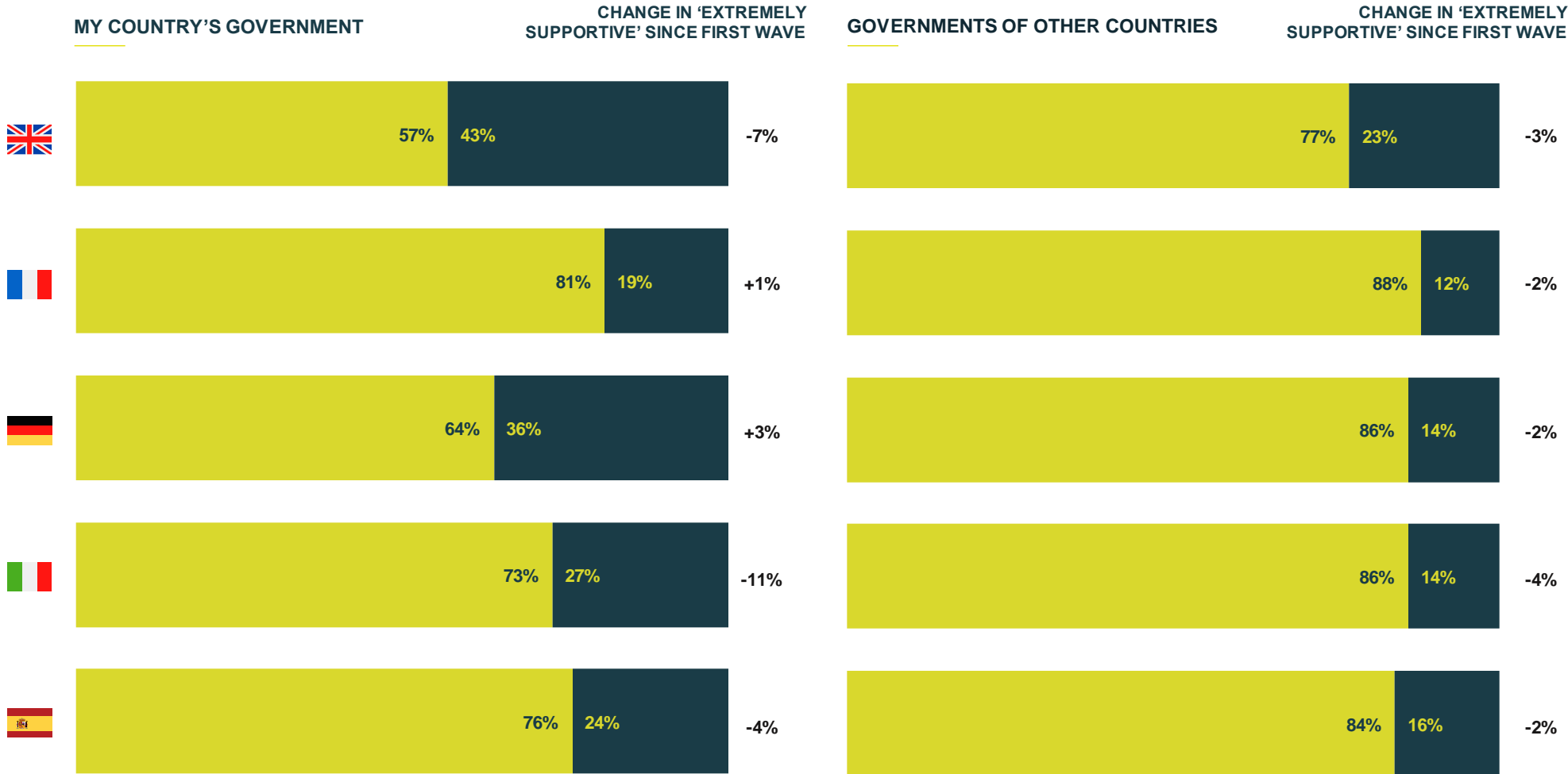
■ 0 Not at all concerned - 7 ■ 8 - 10 Extremely concerned

# Level of support given in response to the Coronavirus outbreak

While support from both domestic and foreign governments is ranked the highest in the UK and Germany, ratings have dropped significantly. The least support is felt in France.

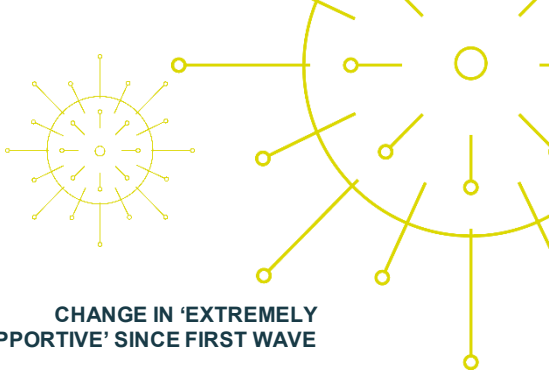


## EUROPE



# Level of support given in response to the Coronavirus outbreak

Spain is the only country to rank employers more supportive than the government.



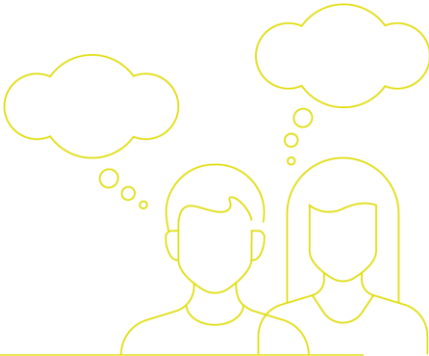
## EUROPE



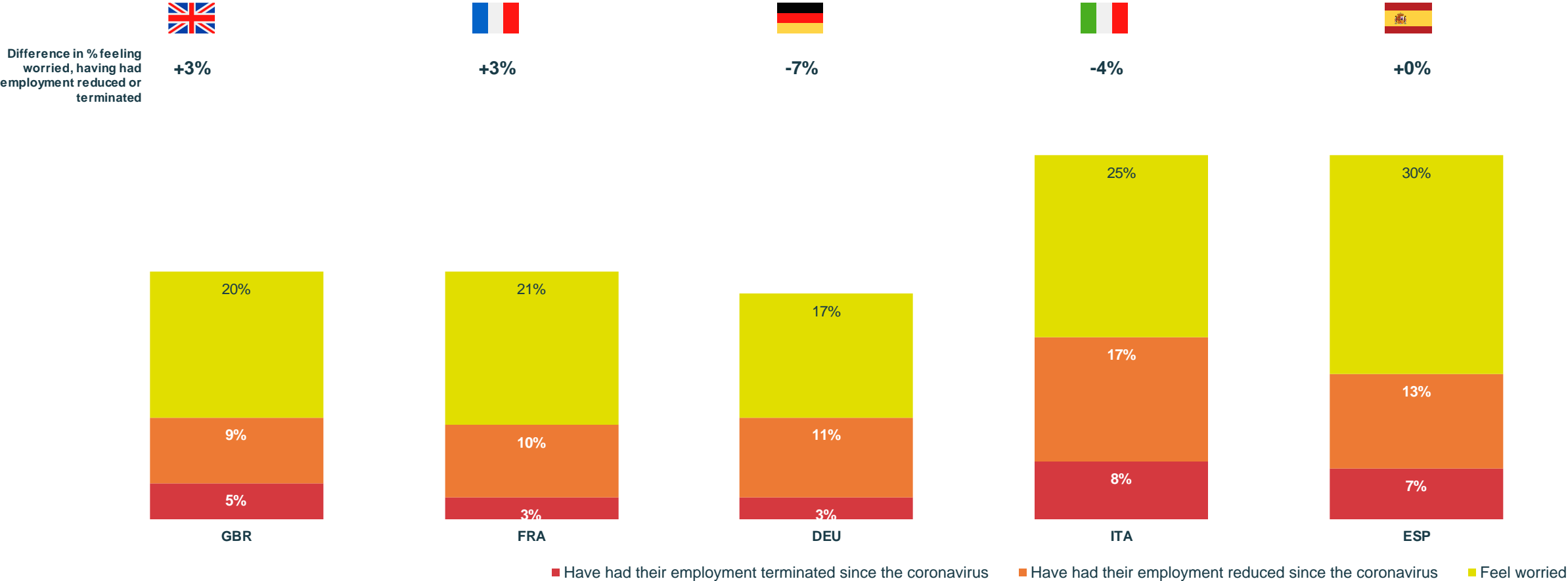


# Perceived level of security in employment over the past 6 weeks

Job security has decreased notably in the UK and France over the past six weeks, remaining highest in Italy and Spain.



## EUROPE



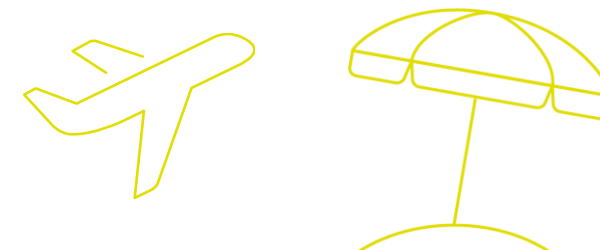
# Coronavirus restrictions **knock-on effects**

The UK sees big increases in unhealthy eating and alcohol consumption in the past six weeks, as stress levels drop.



# Activities likely to undertake once the Coronavirus crisis is over

The most anticipated actions post-crisis are more everyday trips, followed by holidays in their own countries.



## EUROPE

	Treat myself and family to a holiday abroad	Difference from first wave	Treat myself and family to a holiday in my country	Difference from first wave	Buy something of significant value	Difference from first wave	Spend more money generally	Difference from first wave	Go out more, such as to eat or the cinema	Difference from first wave
	26%	+5%	24%	+0%	9%	+2%	13%	+2%	29%	+1%
	14%	-3%	30%	+1%	5%	+1%	9%	+0%	31%	-5%
	25%	+5%	28%	+6%	5%	-1%	7%	-1%	28%	+8%
	20%	-1%	42%	+6%	8%	+0%	9%	+0%	27%	-7%
	18%	-1%	35%	+0%	8%	+0%	9%	-2%	33%	-5%

Lowest scoring country for each measure

Highest scoring country for each measure

# Activities likely to undertake once the Coronavirus crisis is over

The Spanish are most likely to anticipate attitude changes post-crisis. The least anticipated change across all countries is taking out insurance.



## EUROPE

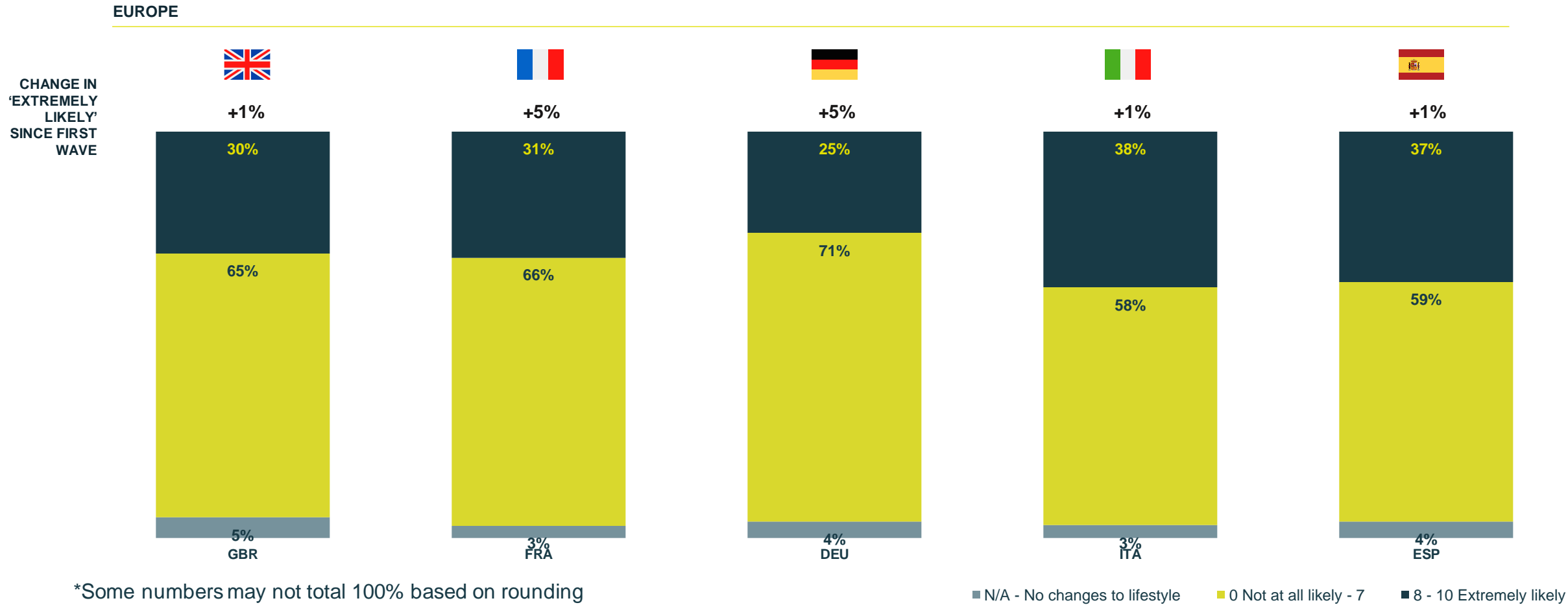
	Be less materialistic	Difference from first wave	Be more optimistic about the future	Difference from first wave	Be more health conscious	Difference from first wave	Be more environmentally conscious	Difference from first wave	Save money to prepare for a rainy day	Difference from first wave	Take out insurance to cover illness/loss of holidays etc.	Difference from first wave
	22%	+2%	30%	-2%	36%	+1%	22%	+3%	29%	+4%	8%	+1%
	19%	-11%	18%	-2%	33%	+0%	26%	+0%	26%	+5%	3%	+0%
	18%	-2%	22%	-1%	26%	-2%	22%	+3%	24%	+0%	5%	+0%
	25%	-1%	26%	-3%	52%	+4%	41%	+4%	41%	+1%	10%	+2%
	36%	+4%	29%	-3%	46%	-2%	32%	+1%	46%	+5%	11%	+1%

Lowest scoring country for each measure

Highest scoring country for each measure

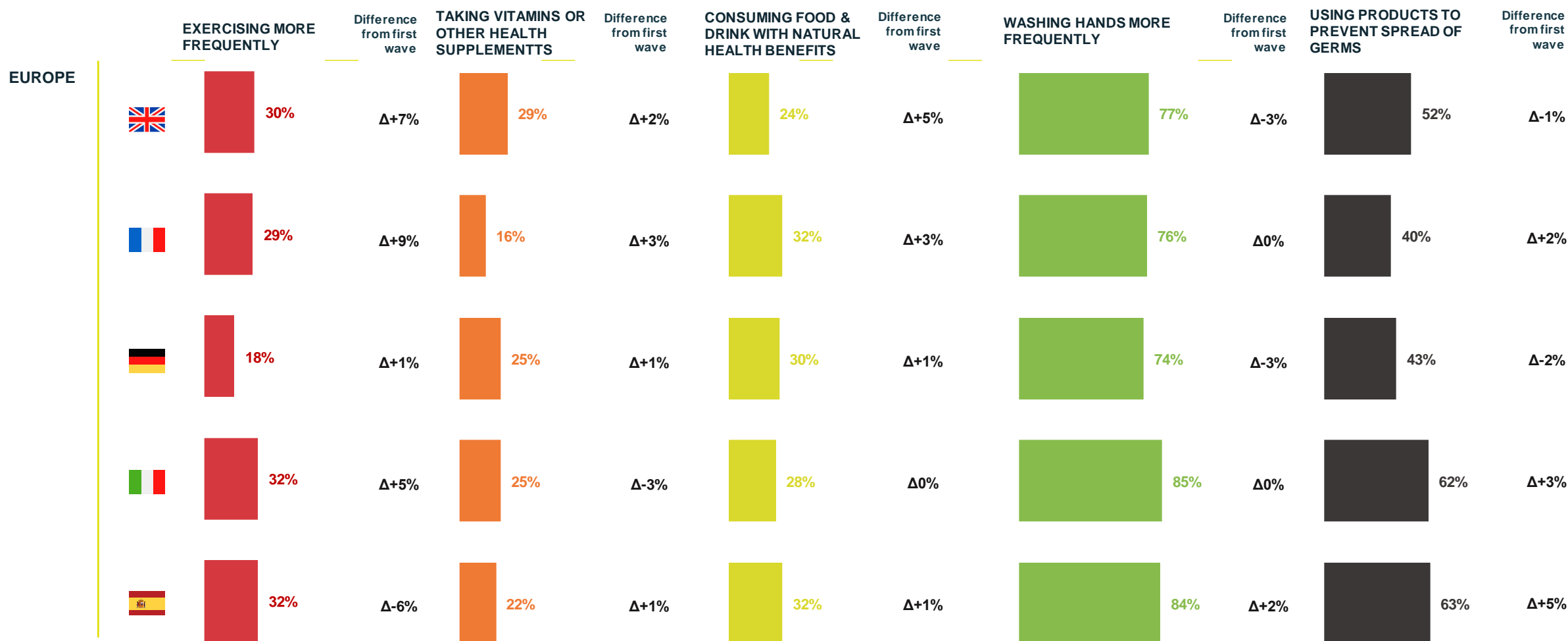
# Considering changes you have made to your behaviour since the beginning of coronavirus outbreak, how likely are you to make these part of your lifestyle in the future?

The highest levels on intention to incorporate new lifestyle changes are seen in Italy and Spain, where around two in five anticipate this.



# Which steps have you taken in the past 2 weeks to look after your health in response to the outbreak of coronavirus?






Overall biggest growth in Europe regarding exercising; only in Spain less exercising compared to first wave. Washing hand still with highest share.



# Which of the following statements describe your attitude to health and wellness following the outbreak of coronavirus?

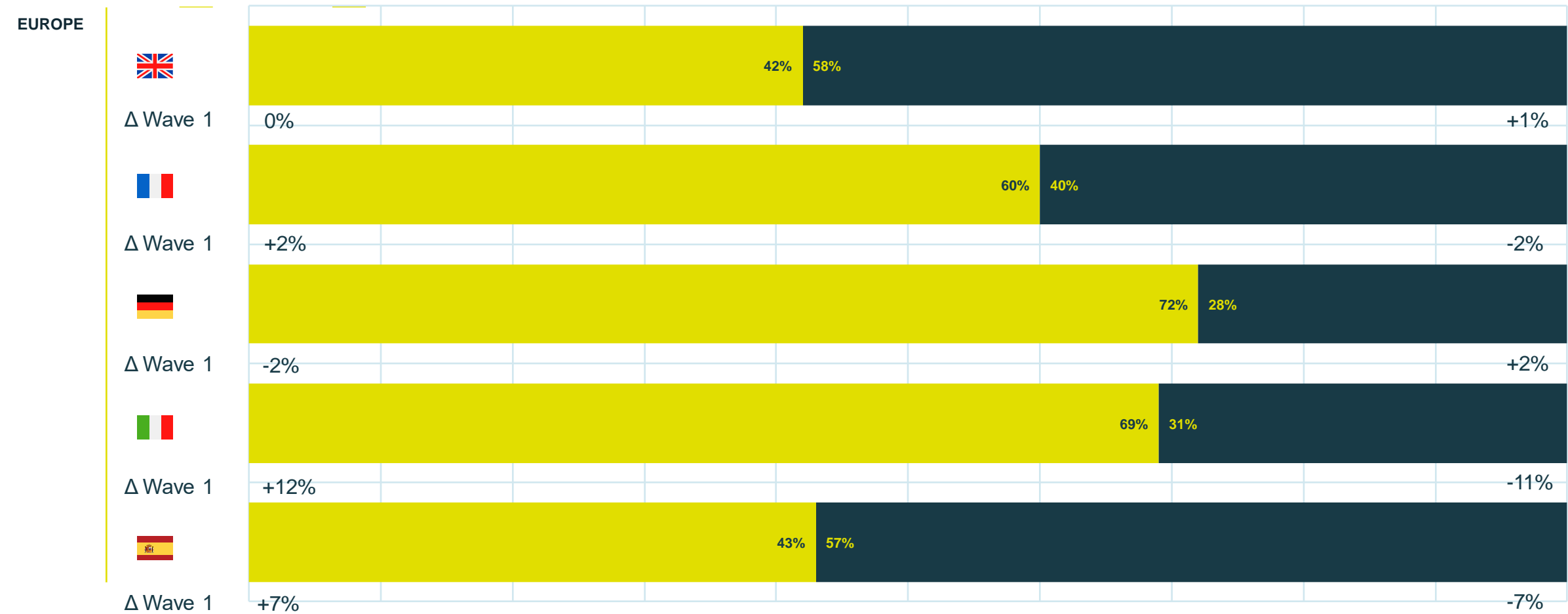
OTC medication in all European countries seen sceptical. Biggest changes since first wave in Spain.

## EUROPE

					
Medication that you buy over the counter is a good way to stay healthy and be prepared for such crises	16% (Δ+1%)	8% (Δ+1%)	9% (Δ0%)	11% (Δ+1%)	11% (Δ+1%)
I only medication from trusted brands	18% (Δ-1%)	8% (Δ+2%)	16% (Δ+1%)	13% (Δ+1%)	15% (Δ0%)
The healthcare system in my country is not prepared to handle a health crisis	27% (Δ-3%)	44% (Δ+3%)	21% (Δ-9%)	32% (Δ+4%)	34% (Δ-2%)
I am confident that a vaccine will be developed and made accessible in my country	40%	38%	49%	47%	51%
Personal health will become a bigger concern in the future	38% (Δ+3%)	33% (Δ+7%)	34% (Δ+1%)	44% (Δ+3%)	47% (Δ+7%)
I plan to improve my personal self-care to be better prepared in the future	22% (Δ+1%)	11% (Δ0%)	19% (Δ0%)	24% (Δ+4%)	28% (Δ+3%)
In the future I plan to inform myself more about how to stay well	18% (Δ+3%)	13% (Δ+1%)	17% (Δ-1%)	19% (Δ+3%)	17% (Δ0%)
Hospitals and GPs should offer more Telehealth opportunities where you can remotely interact with a health professional	22% (Δ+2%)	20% (Δ+2%)	19% (Δ0%)	31% (Δ+2%)	30% (Δ+5%)
Our health system should be improved to better handle future crisis situations	42%	50%	40%	58%	53%

# How would you rate the supportiveness of the healthcare services in response to the outbreak of coronavirus?

Strong decrease in rating of supportiveness of healthcare services in Italy and Spain.





# Have you spent money on non-prescription medication in the past 2 weeks for yourself and your household?

Italy with highest share for purchase of non-prescription medication among European countries. UK with lower share compared to first wave.

Δ Wave 1

EUROPE



26%

-5%



22%

+4%



33%

+2%



54%

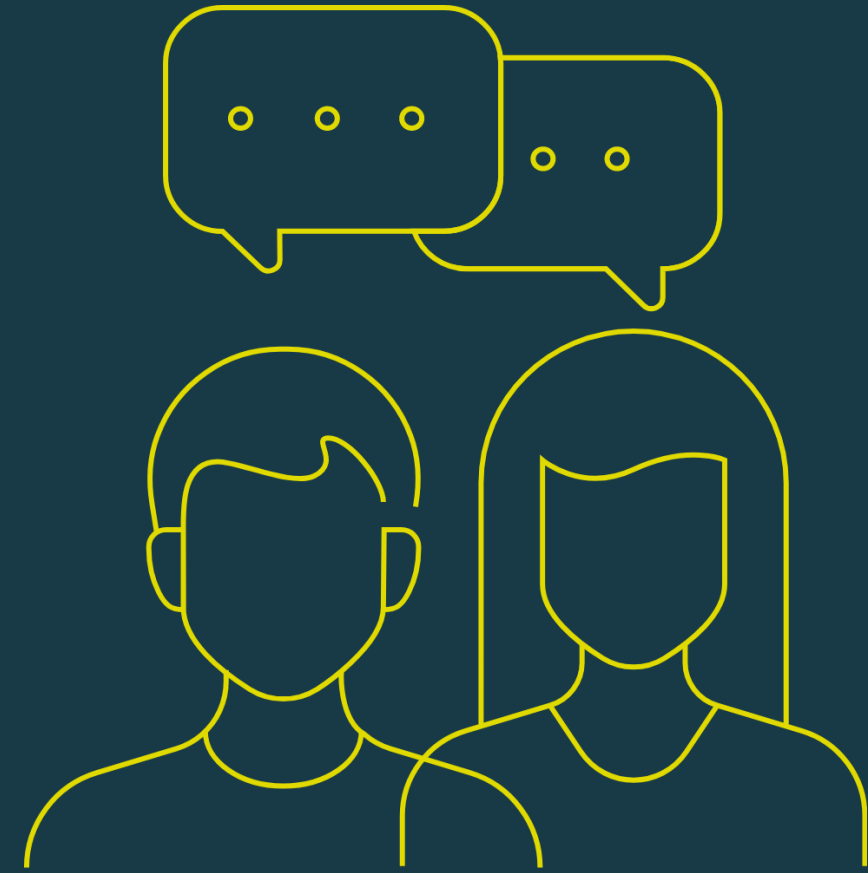
+3%



33%

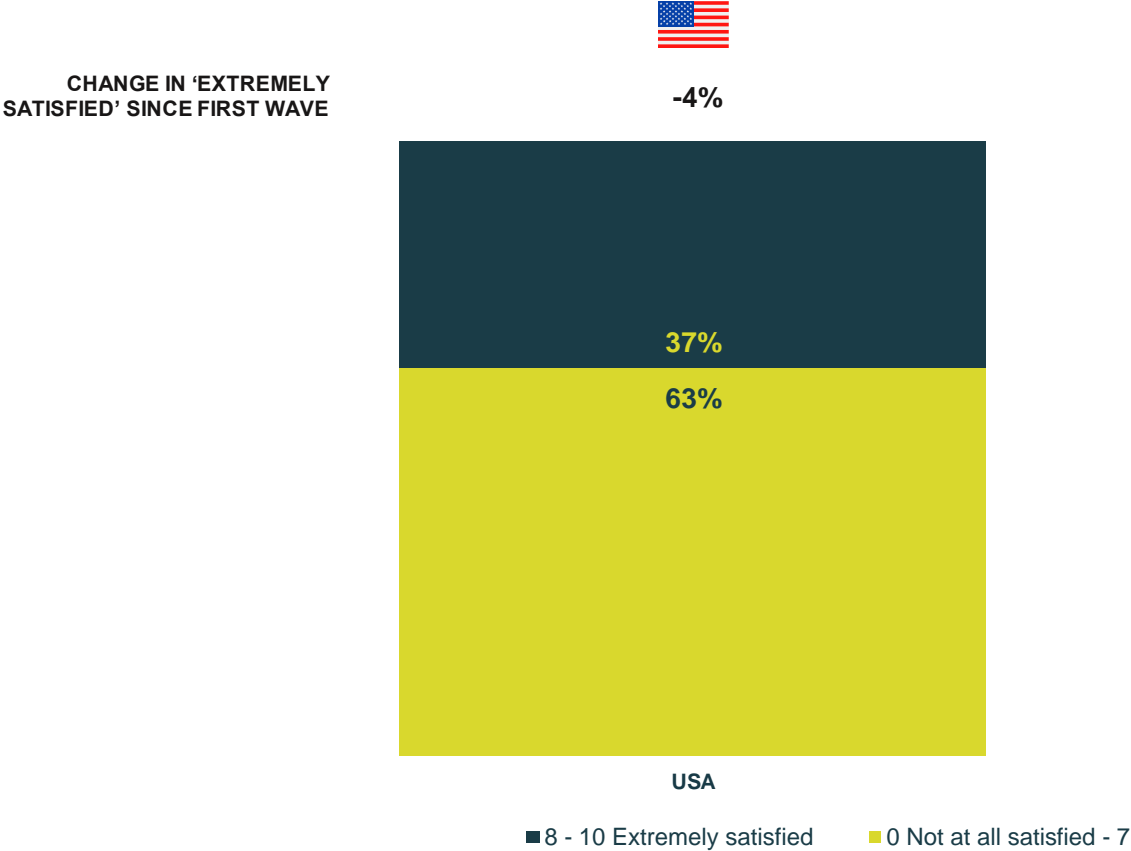
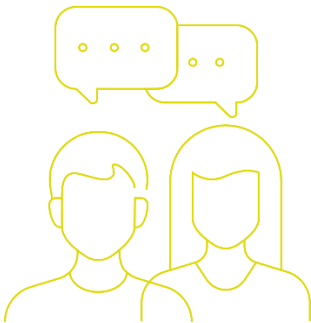
-2%

# Consumers reactions to the Coronavirus: US



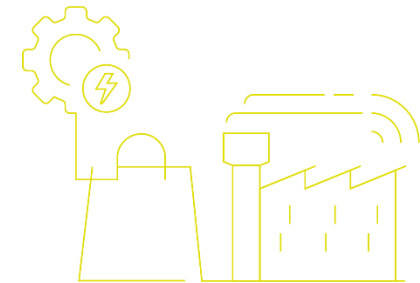
# Level of satisfaction with life over the past 2 weeks

Overall satisfaction with life in the US is decreasing, down 10% in the past fortnight



# Level of concern with different aspects because of the Coronavirus

Areas of concerns have shifted most in effects on wider society and getting essential supplies in the past two weeks.



## GETTING ESSENTIAL SUPPLIES

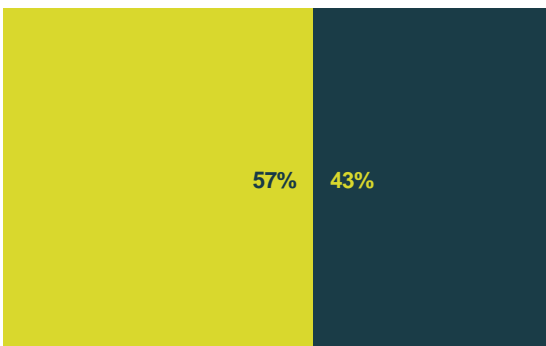
CHANGE IN 'EXTREMELY  
CONCERNED' SINCE  
FIRST WAVE

## GETTING ILL OR CARING FOR ILL DEPENDANT

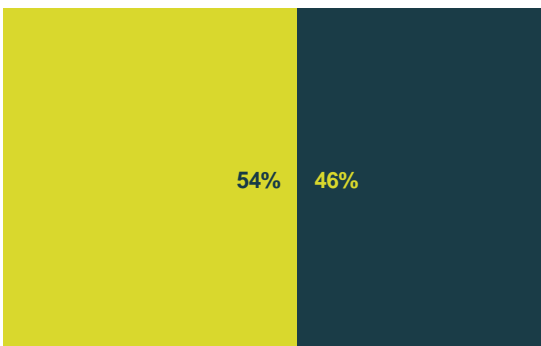
CHANGE IN 'EXTREMELY  
CONCERNED' SINCE  
FIRST WAVE

## THE EFFECTS ON WIDER SOCIETY

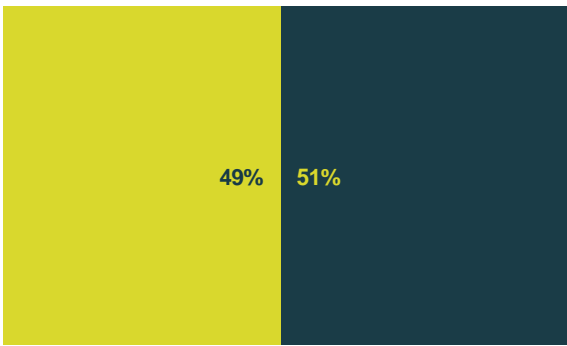
CHANGE IN 'EXTREMELY  
CONCERNED' SINCE  
FIRST WAVE



-5%



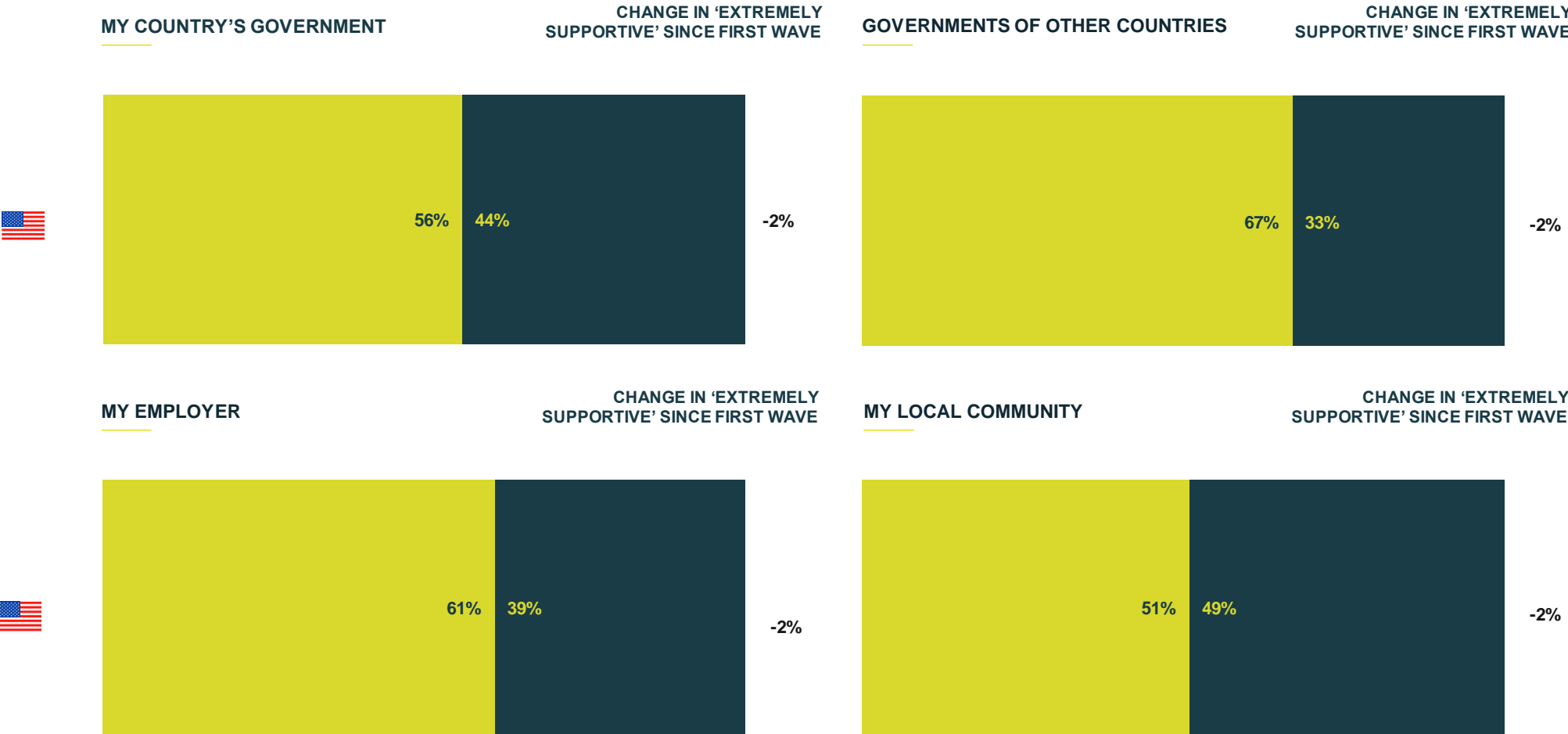
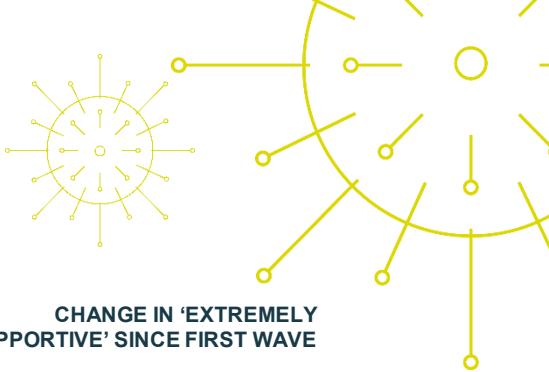
+1%



-9%

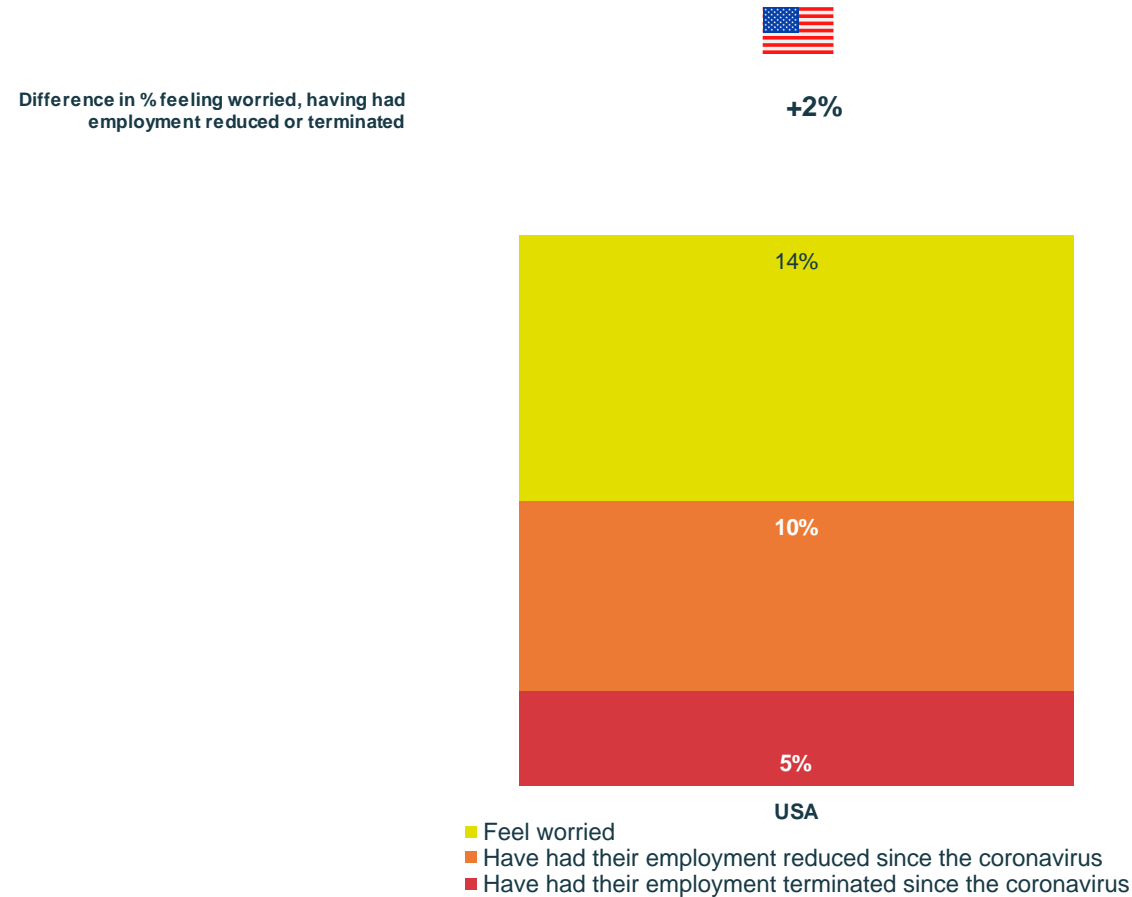
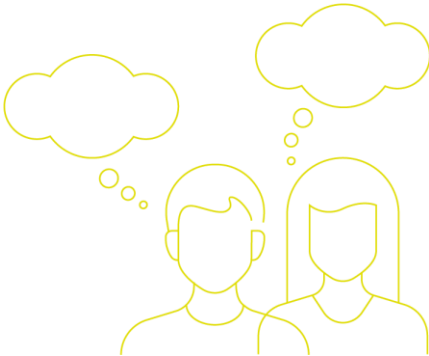
# Level of support given in response to the Coronavirus outbreak

Over the past six weeks, the local community has taken even more of a lead over domestic and foreign governments and employers in offering individuals support.



# Perceived level of security in employment over the past 6 weeks

Almost one in three (29%) Americans feel insecure in their employment (including those with reduced or terminated employment).



# Coronavirus restrictions **knock-on effects**

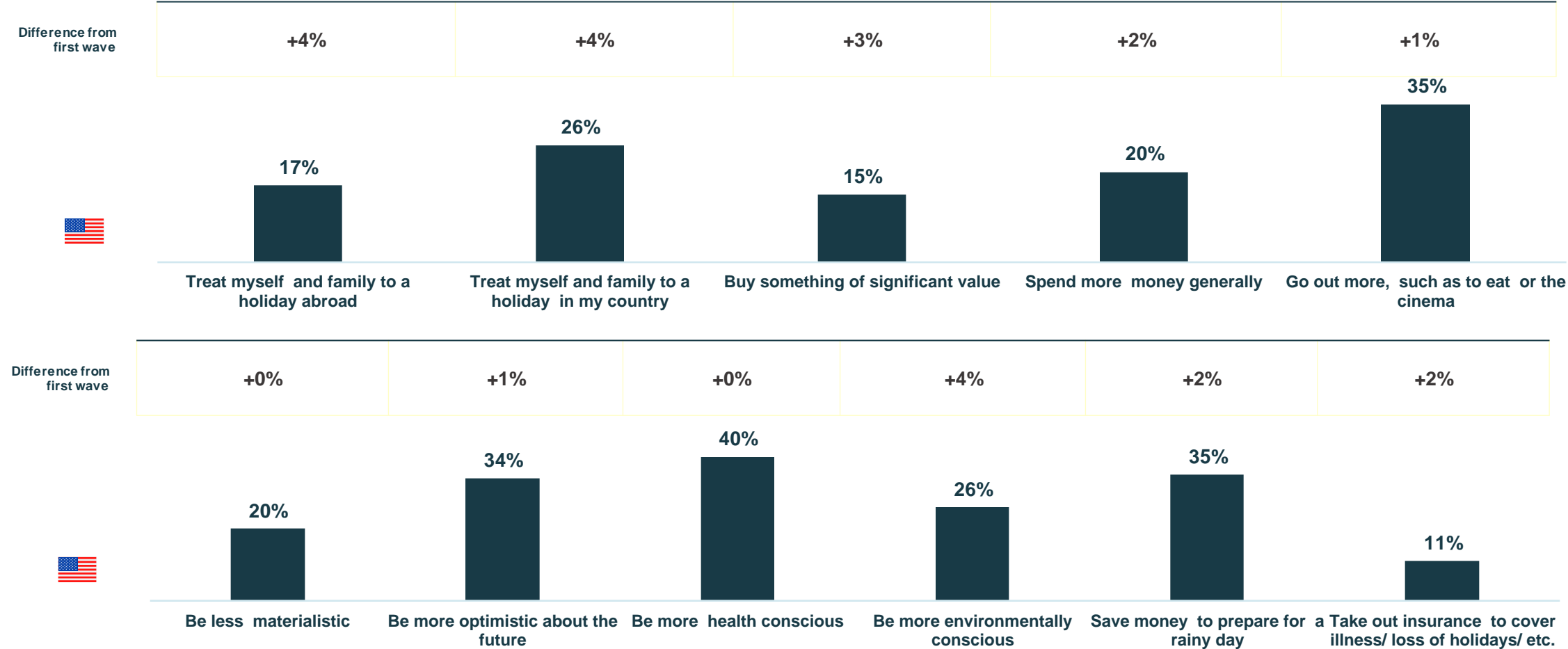
The biggest behavior changes due to restrictions in the past six weeks are drinking more alcohol and smoking more, while the overall biggest impact remains feeling more stressed.



\*Note – charts are not in proportion to each other by habit

# Activities likely to undertake once the Coronavirus crisis is over

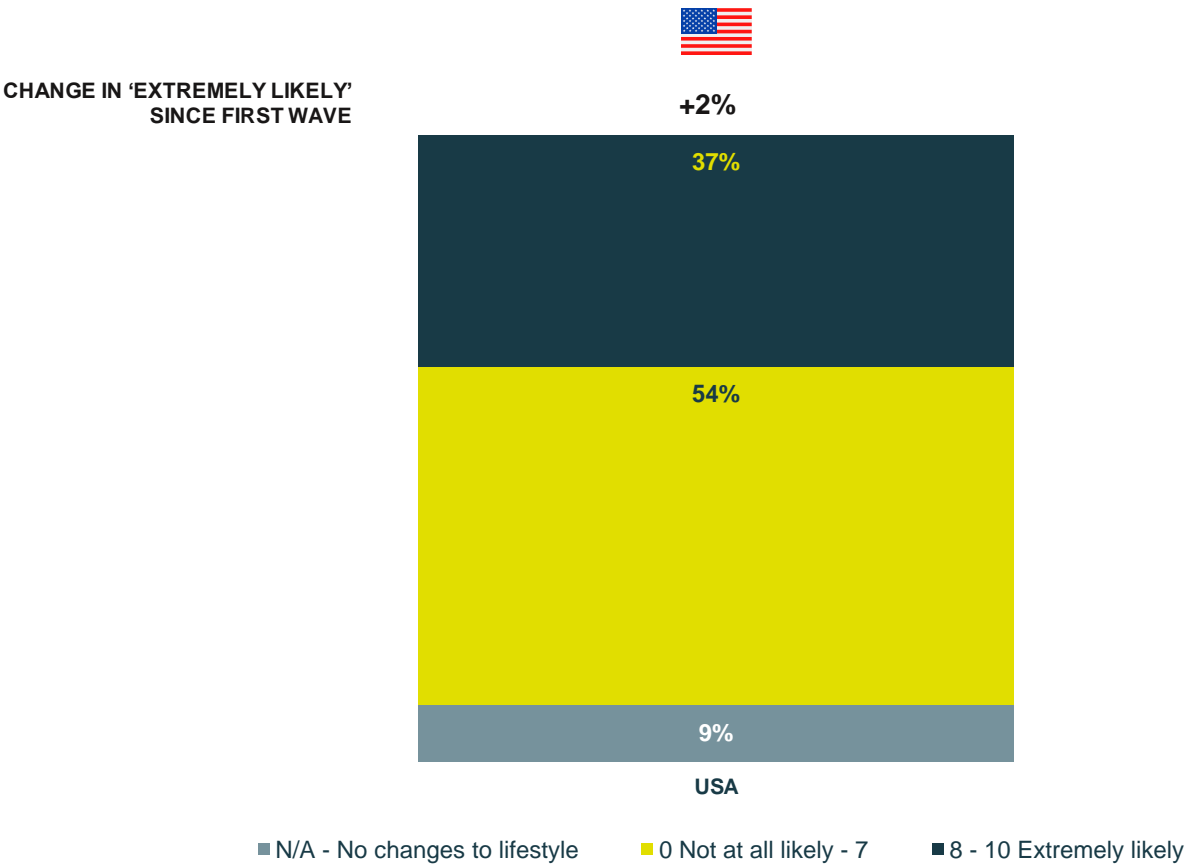
There are some increases in the intentions to splurge once the current crisis is over, with well over a third (35%) intending to do more day-to-day outings. Increased health consciousness is the top attitude change Americans anticipate post-crisis.





# Considering changes you have made to your behaviour since the beginning of coronavirus outbreak, how likely are you to make these part of your lifestyle in the future?

Just over a third of Americans rate themselves extremely likely to make their current lifestyle changes permanent



\*Some numbers may not total 100% based on rounding

# Which steps have you taken in the past 2 weeks to look after your health in response to the outbreak of coronavirus?

Increase in all areas in USA, highest increase for exercising more frequently.



# Which of the following statements describe your attitude to health and wellness following the outbreak of coronavirus?

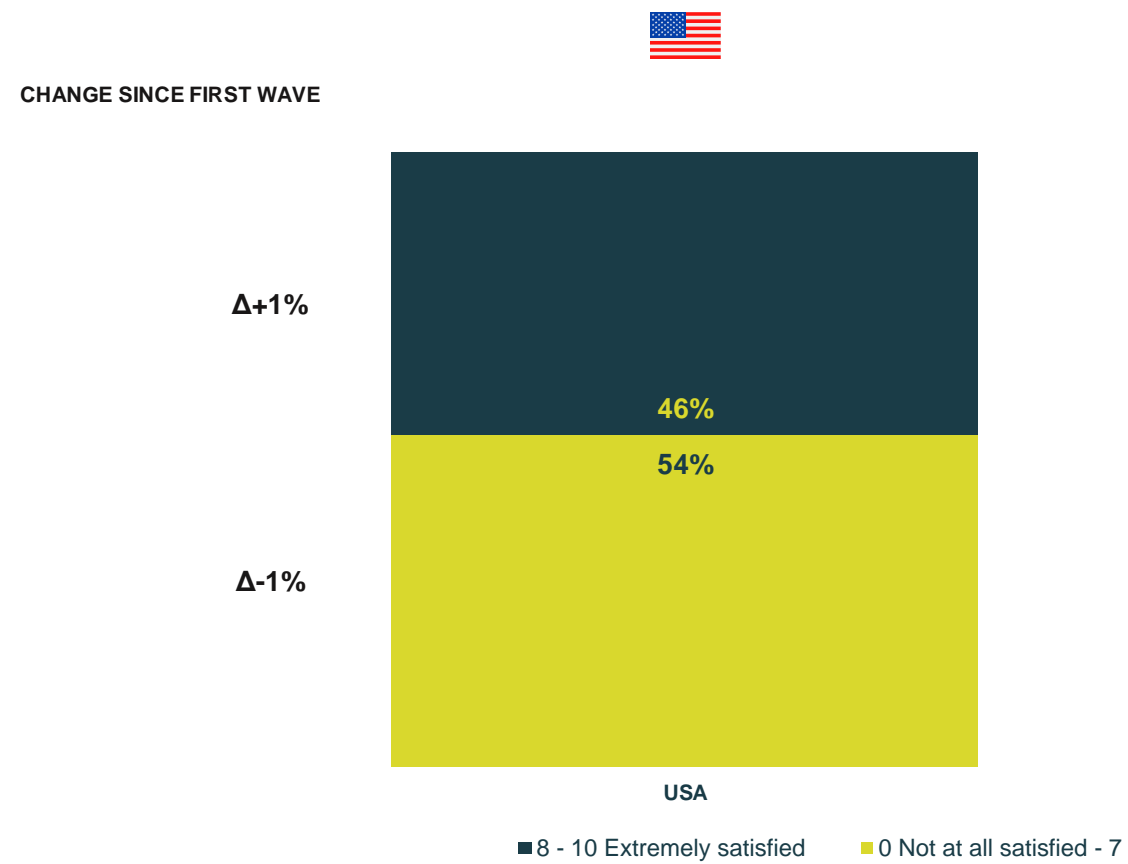
Almost half of the people wish for the health system to be improved. Compared to first wave biggest increase in aspects regarding personal health.



Medication that you buy over the counter is a good way to stay healthy and be prepared for such crises	21% ( $\Delta+2\%$ )
I only medication from trusted brands	24% ( $\Delta+3\%$ )
The healthcare system in my country is not prepared to handle a health crisis	29% ( $\Delta-5\%$ )
<b>I am confident that a vaccine will be developed and made accessible in my country</b>	39%
Personal health will become a bigger concern in the future	41% ( $\Delta+6\%$ )
I plan to improve my personal self-care to be better prepared in the future	31% ( $\Delta+4\%$ )
In the future I plan to inform myself more about how to stay well	26% ( $\Delta+5\%$ )
Hospitals and GPs should offer more Telehealth opportunities where you can remotely interact with a health professional	25% ( $\Delta-3\%$ )
<b>Our health system should be improved to better handle future crisis situations</b>	44%

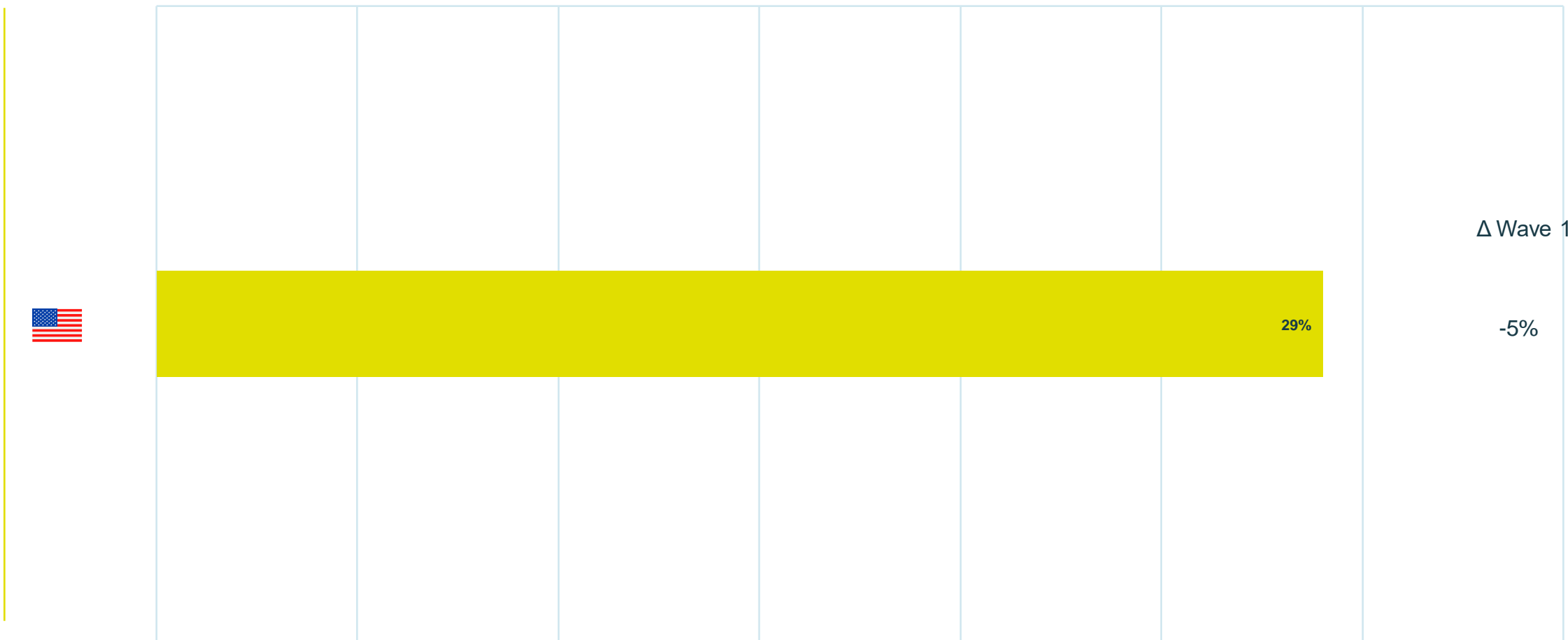
# How would you rate the supportiveness of the healthcare services in response to the outbreak of coronavirus?

Only slight changes compared to first wave.

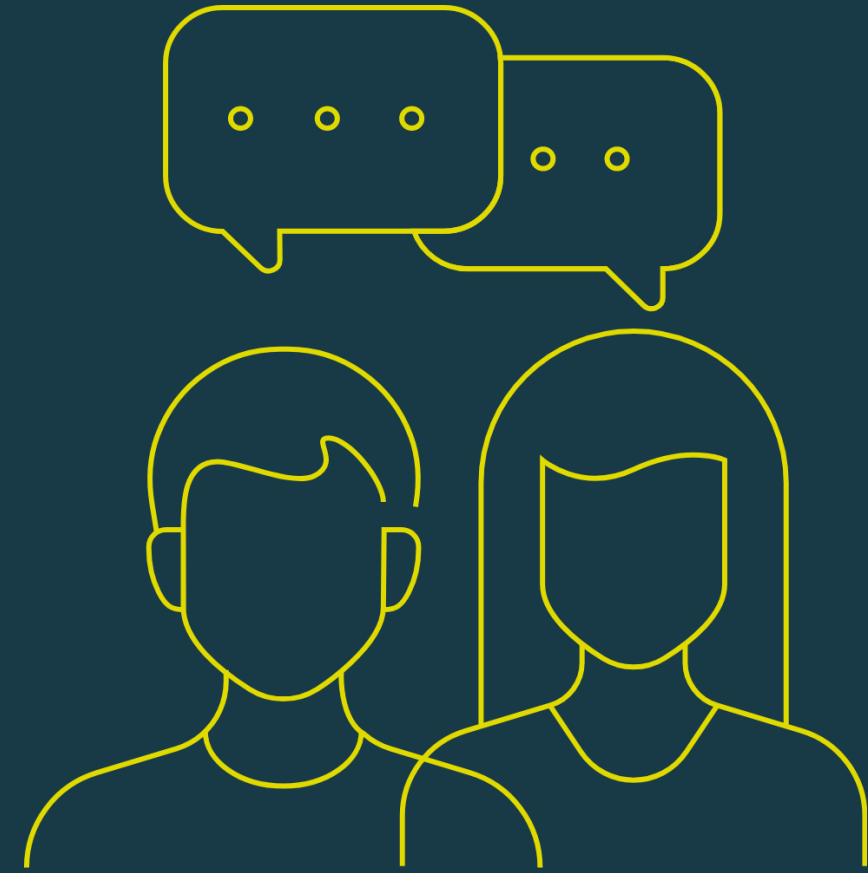


# Have you spent money on non-prescription medication in the past 2 weeks for yourself and your household?

People in USA have spent less money on non-prescription medication since the first wave.

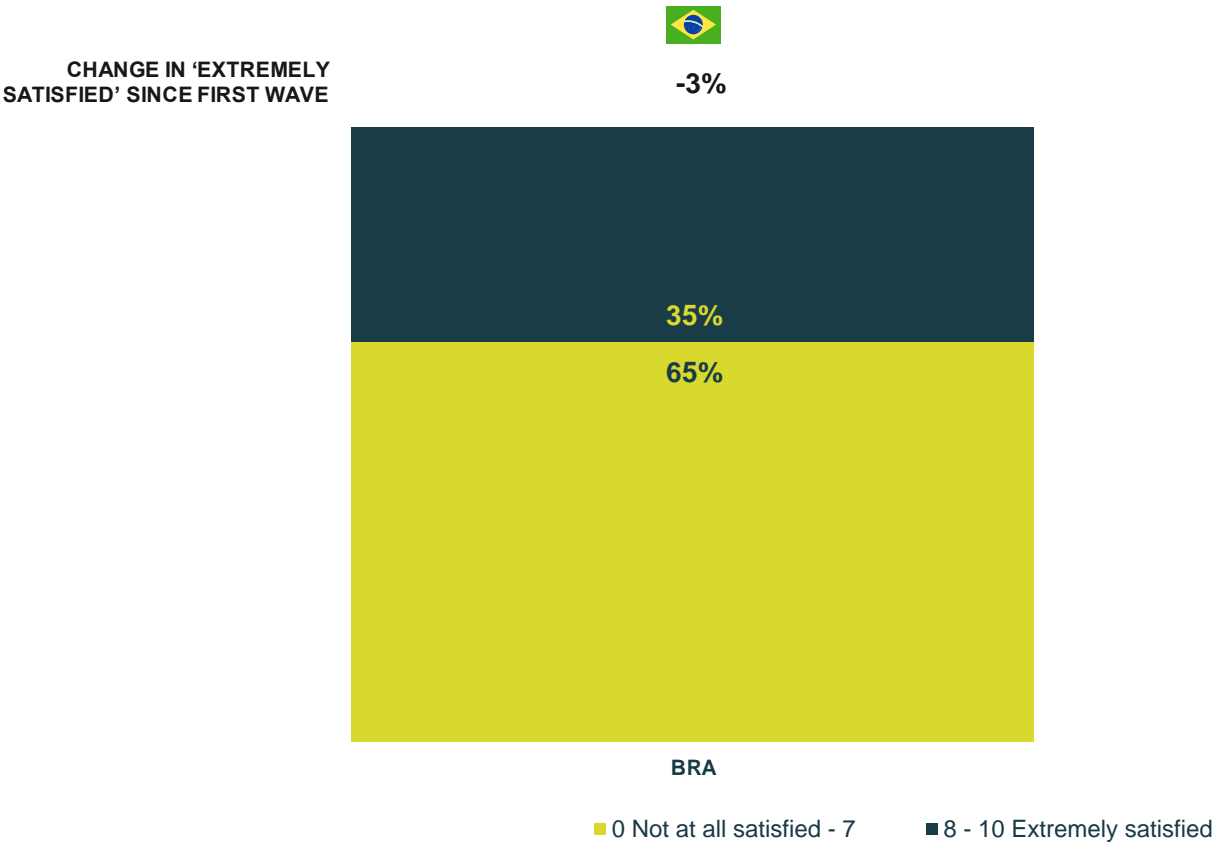
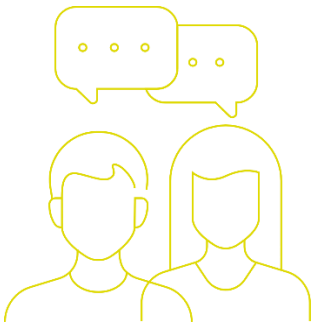


# Consumers reactions to the Coronavirus: Brazil



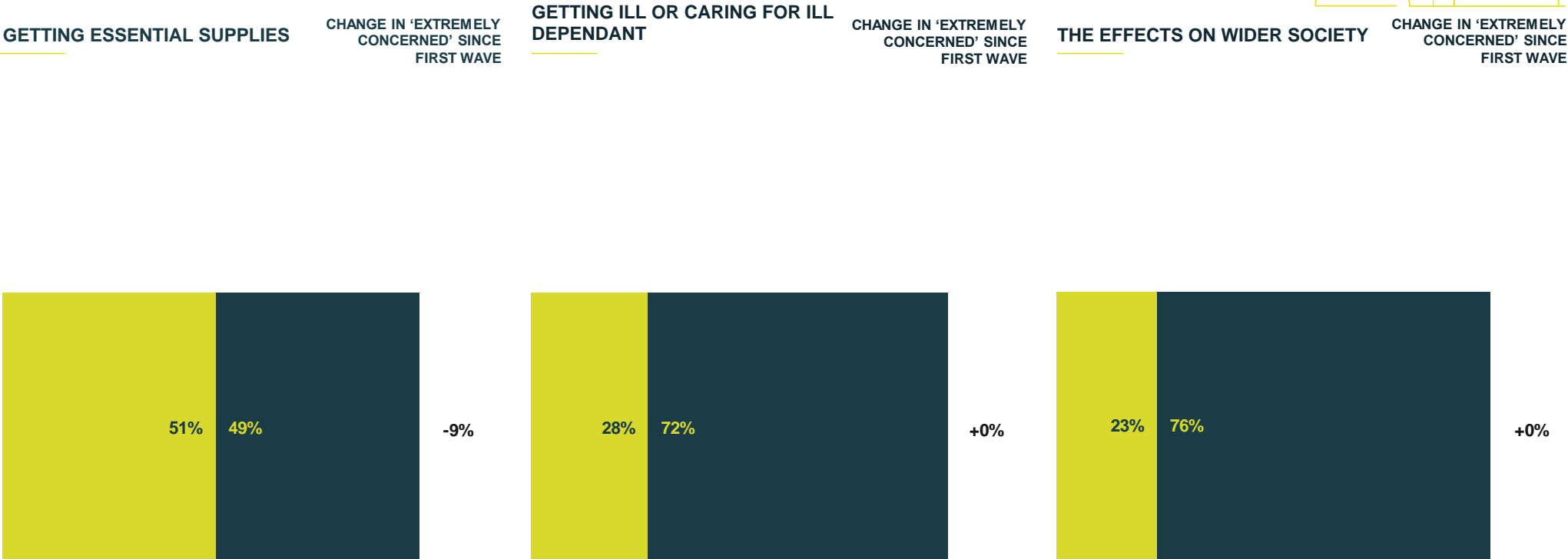
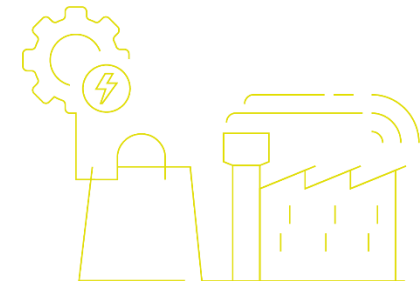
# Level of satisfaction with life over the past 2 weeks

Overall satisfaction with life in Brazil is decreasing, down 8% in the past 2 weeks.



# Level of concern with different aspects because of the Coronavirus

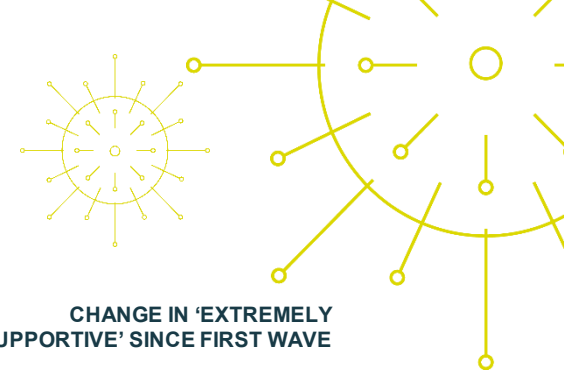
Getting essential supplies causes relatively little concern for Brazilians, down 11% in the past six weeks.





# Level of support given in response to the Coronavirus outbreak

There has been a notable decrease in support felt for the governments in other countries, down 24% on the first week's rating.

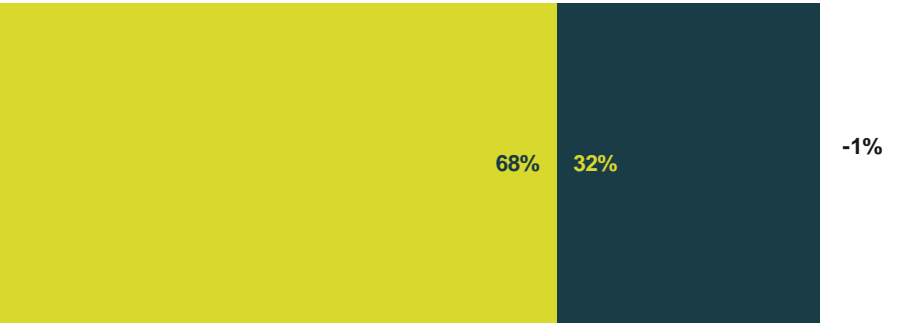


MY COUNTRY'S GOVERNMENT

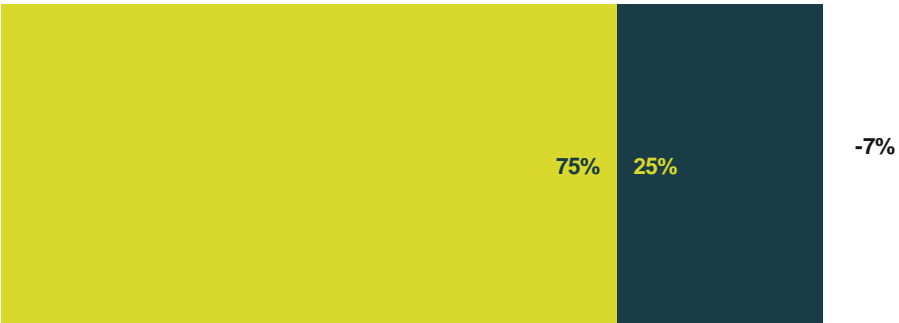
CHANGE IN 'EXTREMELY SUPPORTIVE' SINCE FIRST WAVE

GOVERNMENTS OF OTHER COUNTRIES

CHANGE IN 'EXTREMELY SUPPORTIVE' SINCE FIRST WAVE



-1%



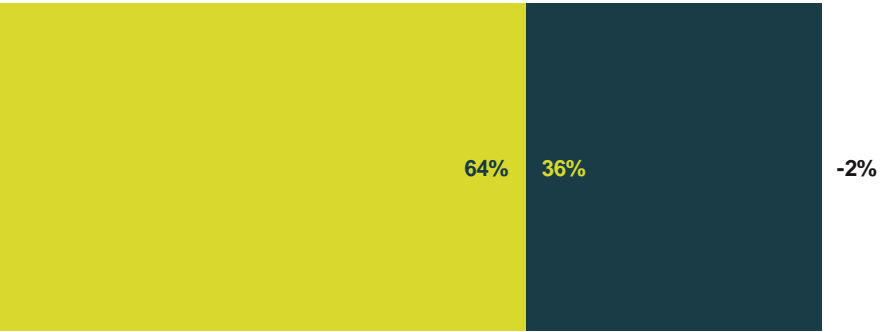
-7%

MY EMPLOYER

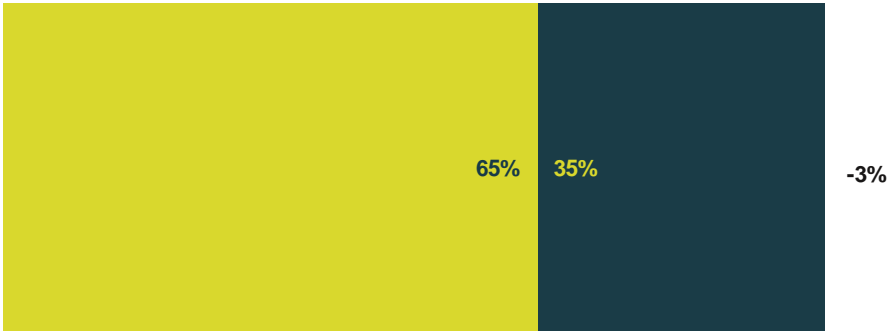
CHANGE IN 'EXTREMELY SUPPORTIVE' SINCE FIRST WAVE

MY LOCAL COMMUNITY

CHANGE IN 'EXTREMELY SUPPORTIVE' SINCE FIRST WAVE



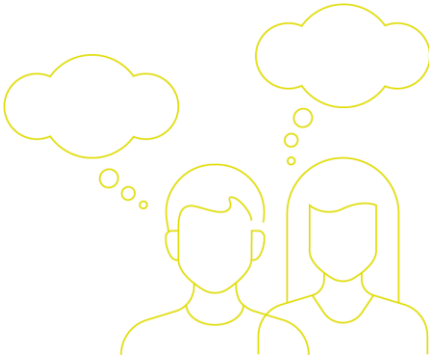
-2%



-3%

# Perceived level of security in employment over the past 6 weeks

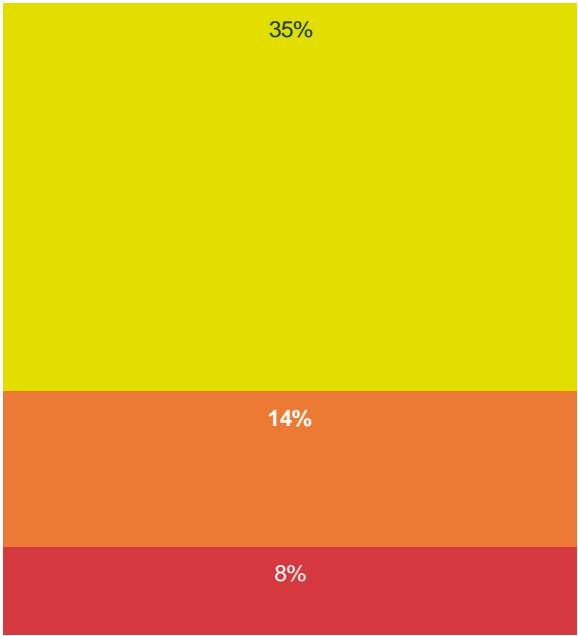
The total figure for Brazilians feeling insecure in employment (including those who've had their employment reduced or terminated) increased to 57%.



Difference in % feeling worried, having had employment reduced or terminated



+4%

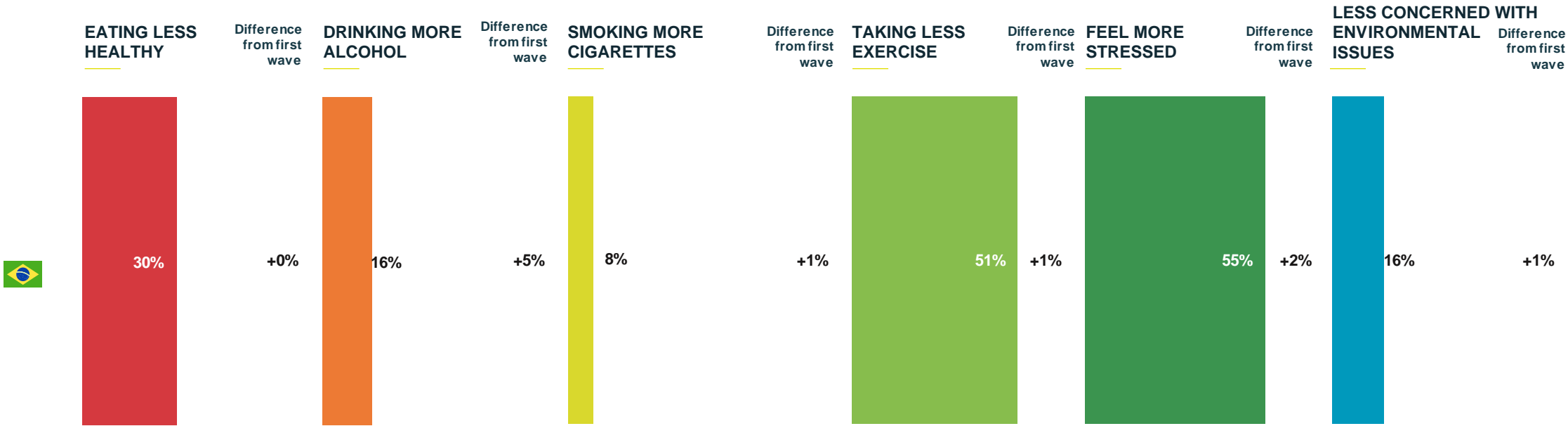


BRA

- Feel worried
- Have had their employment reduced since the coronavirus
- Have had their employment terminated since the coronavirus

# Coronavirus restrictions knock-on effects

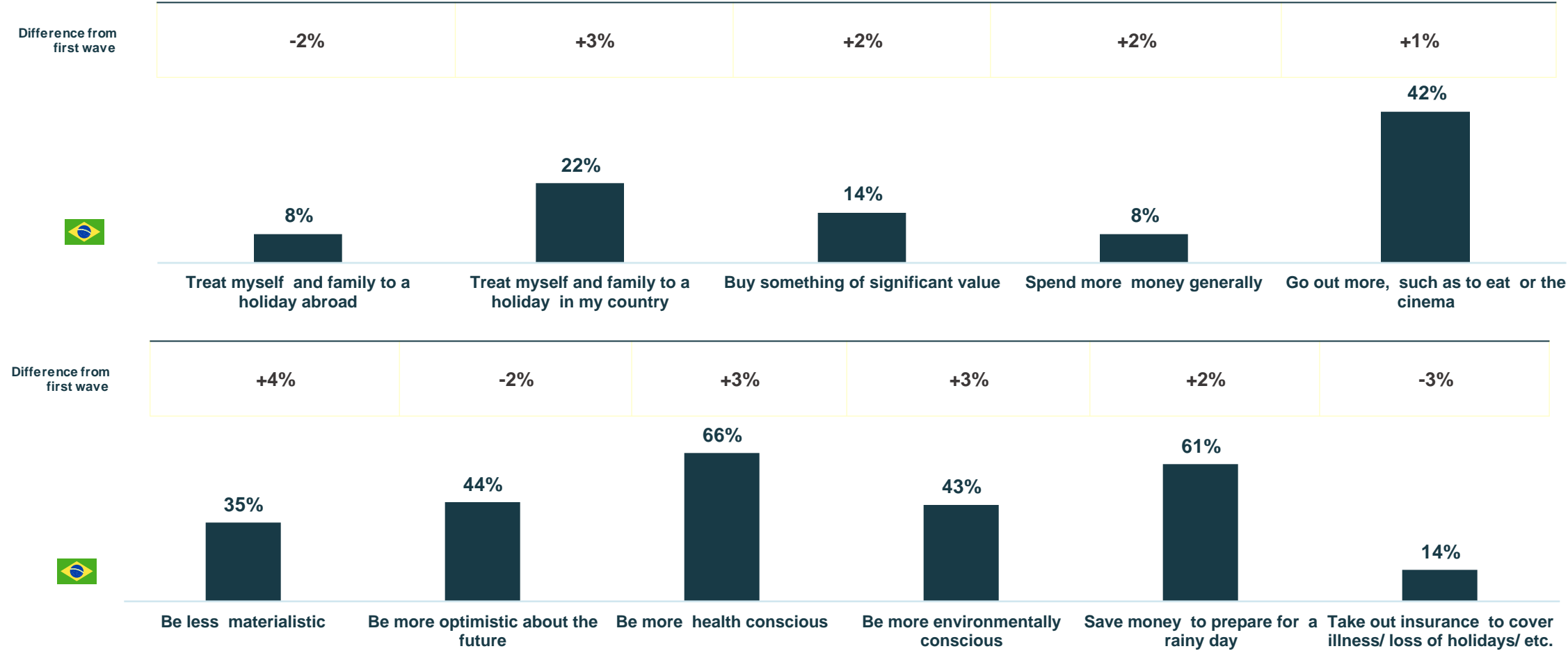
The biggest knock-on effects in Brazil are reduced exercise and increased stress. These effects have seen an increase since the first week.



# Activities likely to undertake once the Coronavirus crisis is over

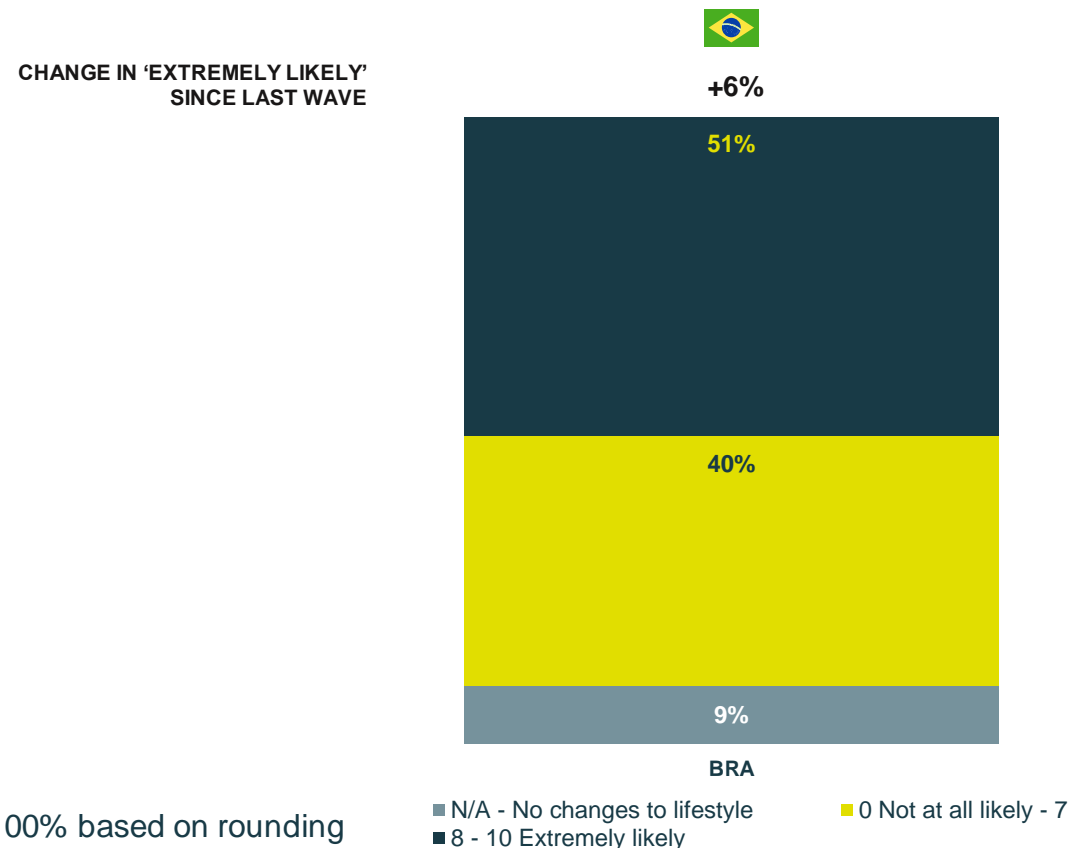


There are increases across most of the intentions to splurge post-crisis, with the biggest increase in the intention to spend more money in general. The biggest anticipated attitude changes remain becoming more health conscious and saving money for future crises.



# Considering changes you have made to your behaviour since the beginning of coronavirus outbreak, how likely are you to make these part of your lifestyle in the future?

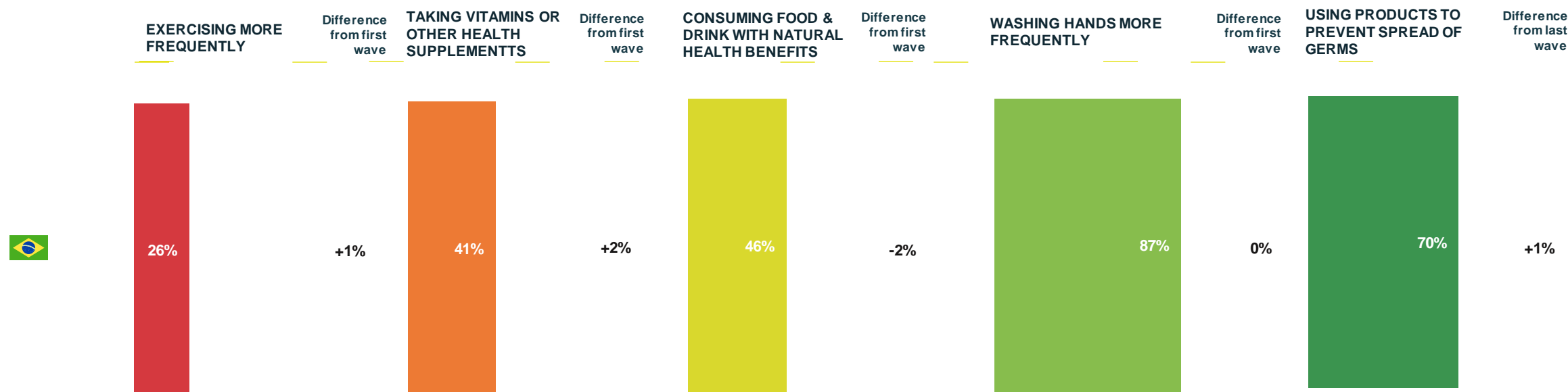
Slightly more than half of Brazilians rate themselves as extremely likely to incorporate their temporary behavior changes into their lives going forwards – up 8% since the first wave.



\*Some numbers may not total 100% based on rounding

# Which steps have you taken in the past 2 weeks to look after your health in response to the outbreak of coronavirus?

No huge changes compared to the first wave. Biggest change regarding taking vitamins or other health supplements.



# Which of the following statements describe your attitude to health and wellness following the outbreak of coronavirus?

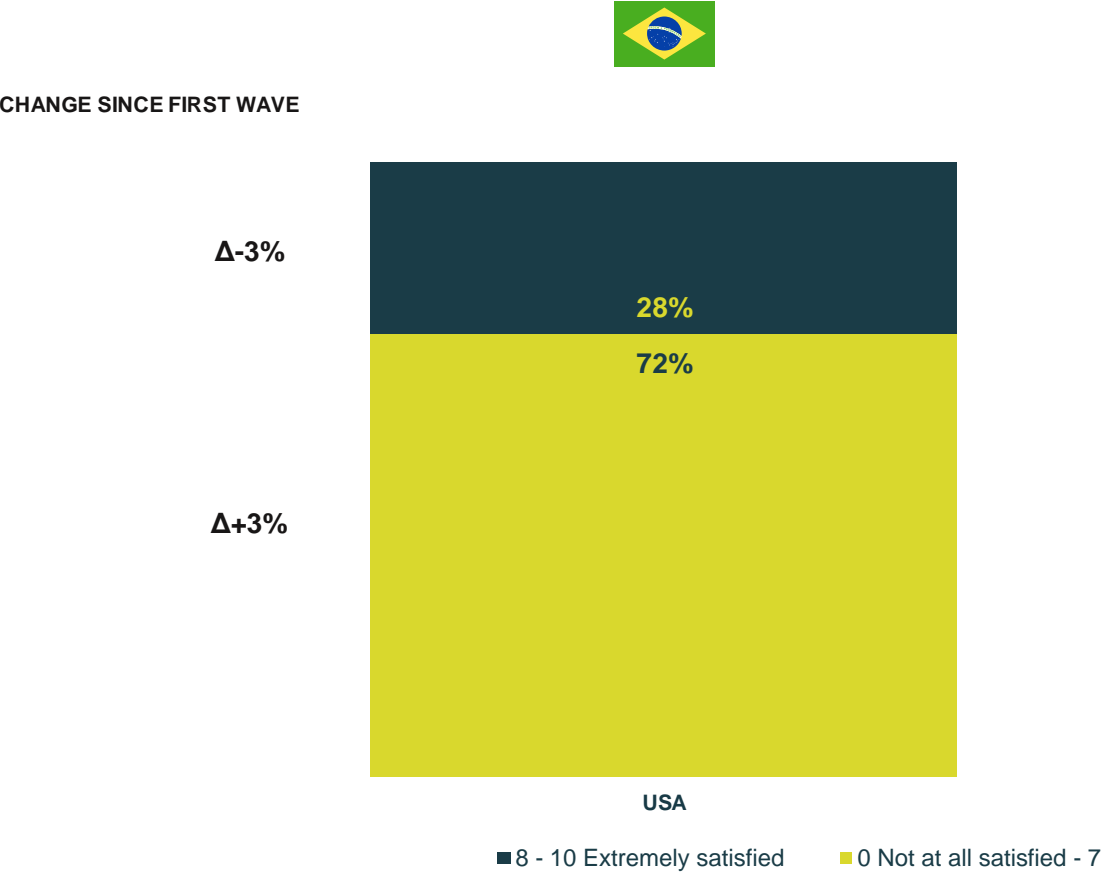
Half of the Brazilians are confident that the healthcare system in their country is prepared to handle a health crisis. Personal health as an important aspect.



Medication that you buy over the counter is a good way to stay healthy and be prepared for such crises	<b>10%</b> (Δ-1%)
I only medication from trusted brands	<b>24%</b> (Δ+2%)
The healthcare system in my country is not prepared to handle a health crisis	<b>51%</b> (Δ-2%)
I am confident that a vaccine will be developed and made accessible in my country	<b>47%</b>
Personal health will become a bigger concern in the future	<b>51%</b> (Δ+4%)
I plan to improve my personal self-care to be better prepared in the future	<b>45%</b> (Δ-2%)
In the future I plan to inform myself more about how to stay well	<b>29%</b> (Δ+8%)
Hospitals and GPs should offer more Telehealth opportunities where you can remotely interact with a health professional	<b>36%</b> (Δ+2%)
Our health system should be improved to better handle future crisis situations	<b>44%</b>
I am concerned about my mental health with all of the news about coronavirus	<b>34%</b> (Δ0%)
I have used more aggressive chemicals than usual to clean my hands and home	<b>12%</b> (Δ+1%)

# How would you rate the supportiveness of the healthcare services in response to the outbreak of coronavirus?

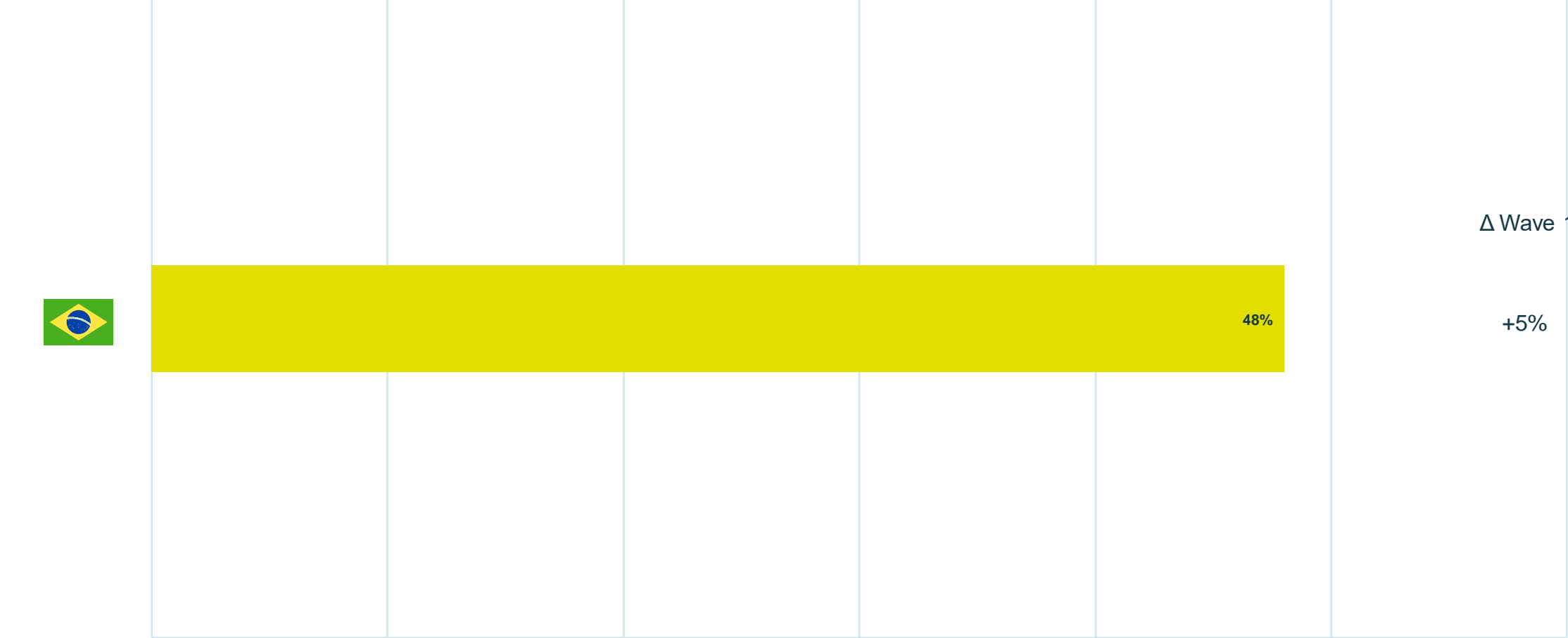
Brazilians are less satisfied with the supportiveness of the healthcare service. Slight changes since first wave.



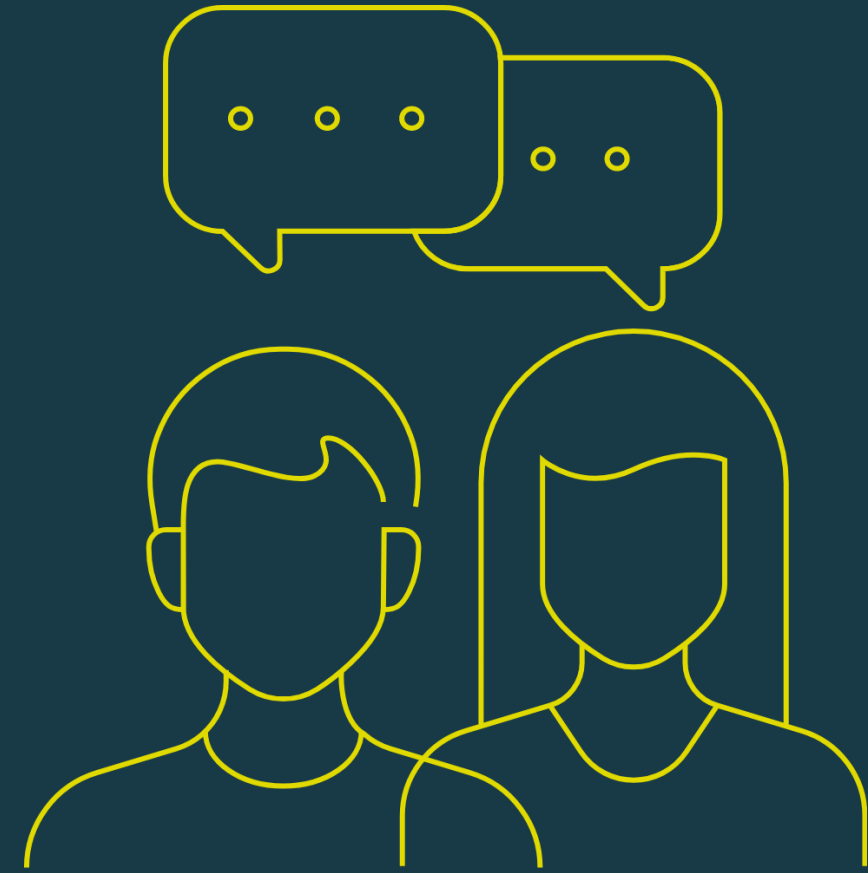


# Have you spent money on non-prescription medication in the past 2 weeks for yourself and your household?

More than half of the Brazilians have bought non-prescription medication in the past 2 weeks, slightly more than in the first wave.

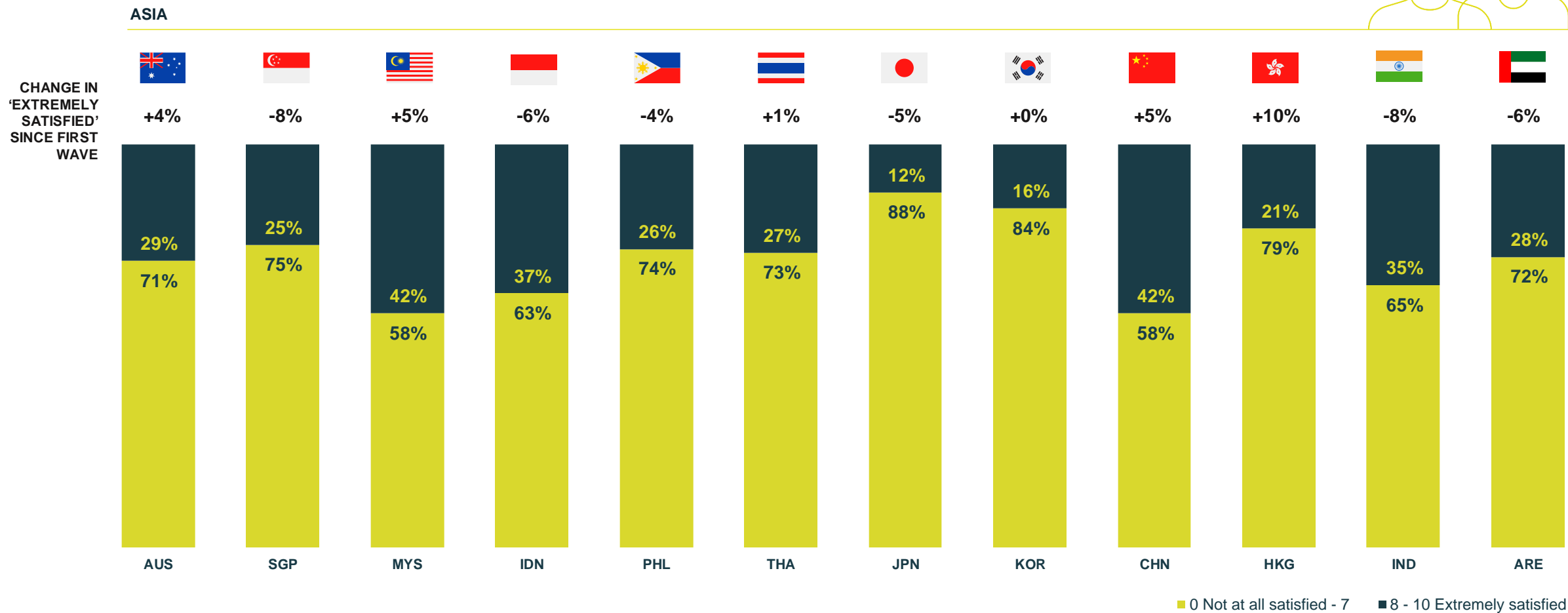
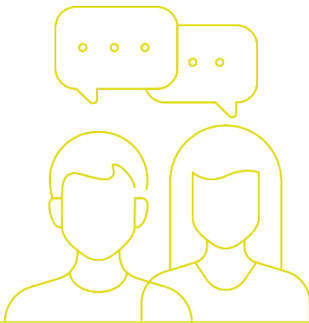


# Consumers reactions to the Coronavirus: Asia



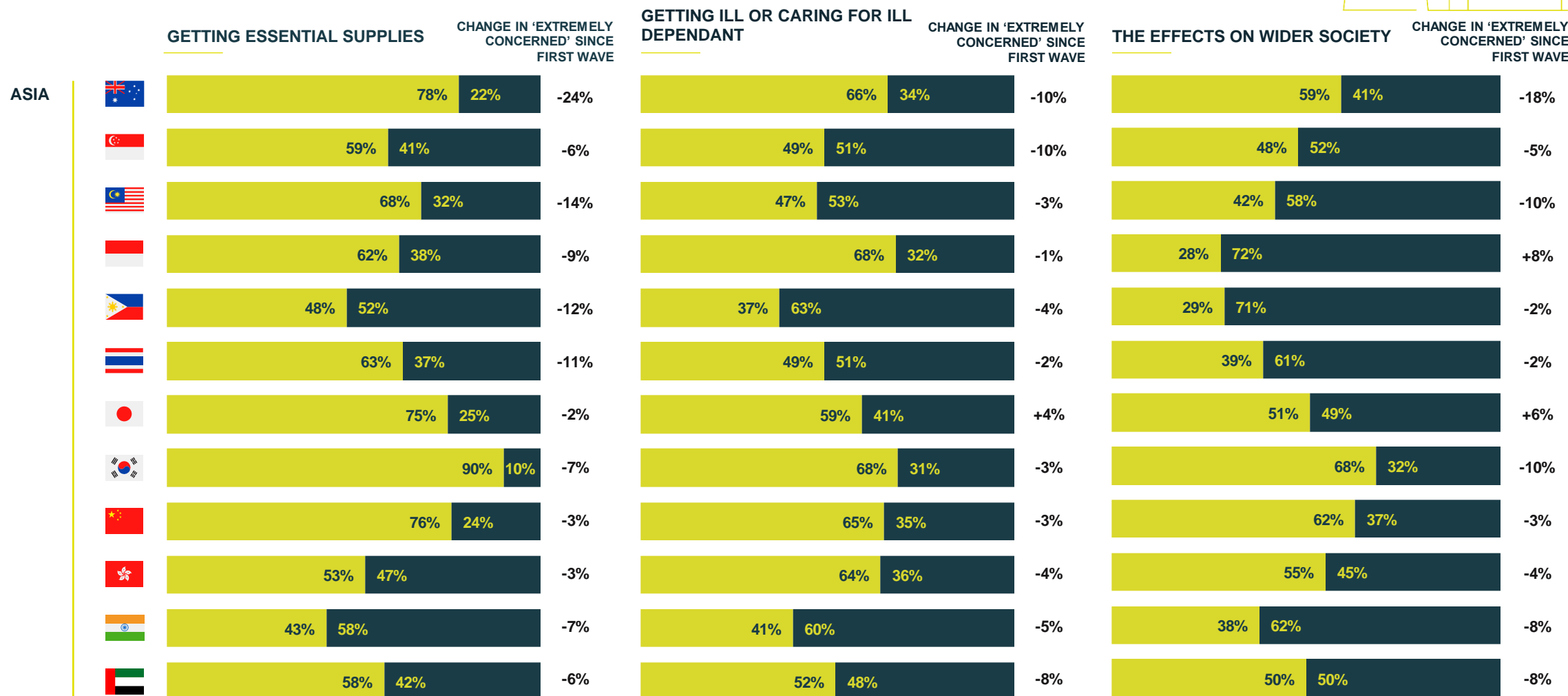
# Level of satisfaction with life over the past 2 weeks

Satisfaction is highest in Malaysia, Indonesia, and China. However, Hong Kong is the main market where satisfaction is on the rise.



# Level of concern with different aspects because of the Coronavirus

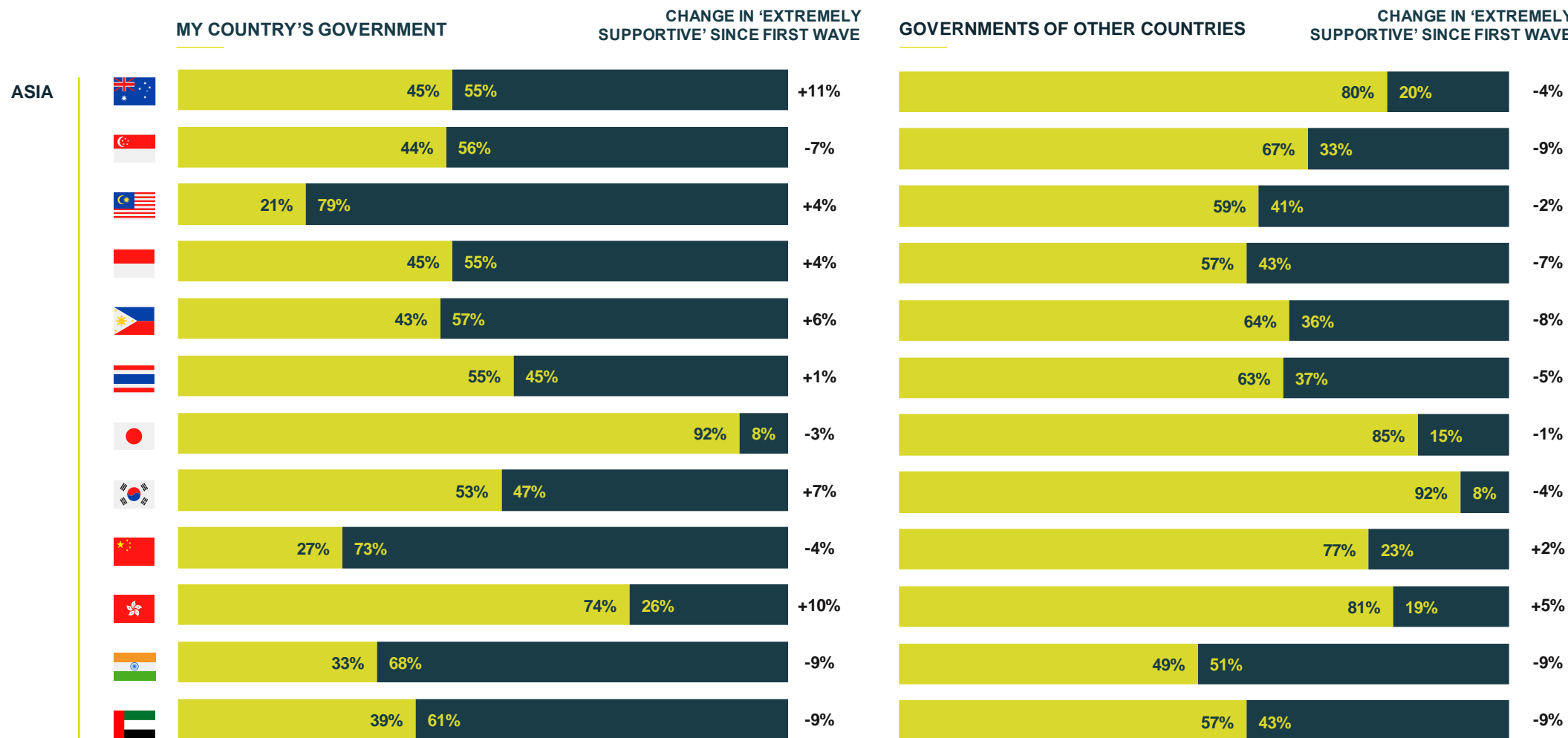
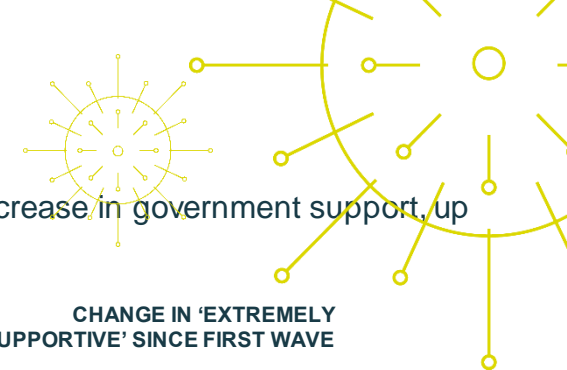
Australia sees big declines in concerns around getting the essentials and the effects on wider society, while respondents in Singapore have become much less concerned with personally getting ill or caring for those around them. The highest levels of concern overall are seen in the Japan.



■ 0 Not at all concerned - 7 ■ 8 - 10 Extremely concerned

# Level of support given in response to the Coronavirus outbreak

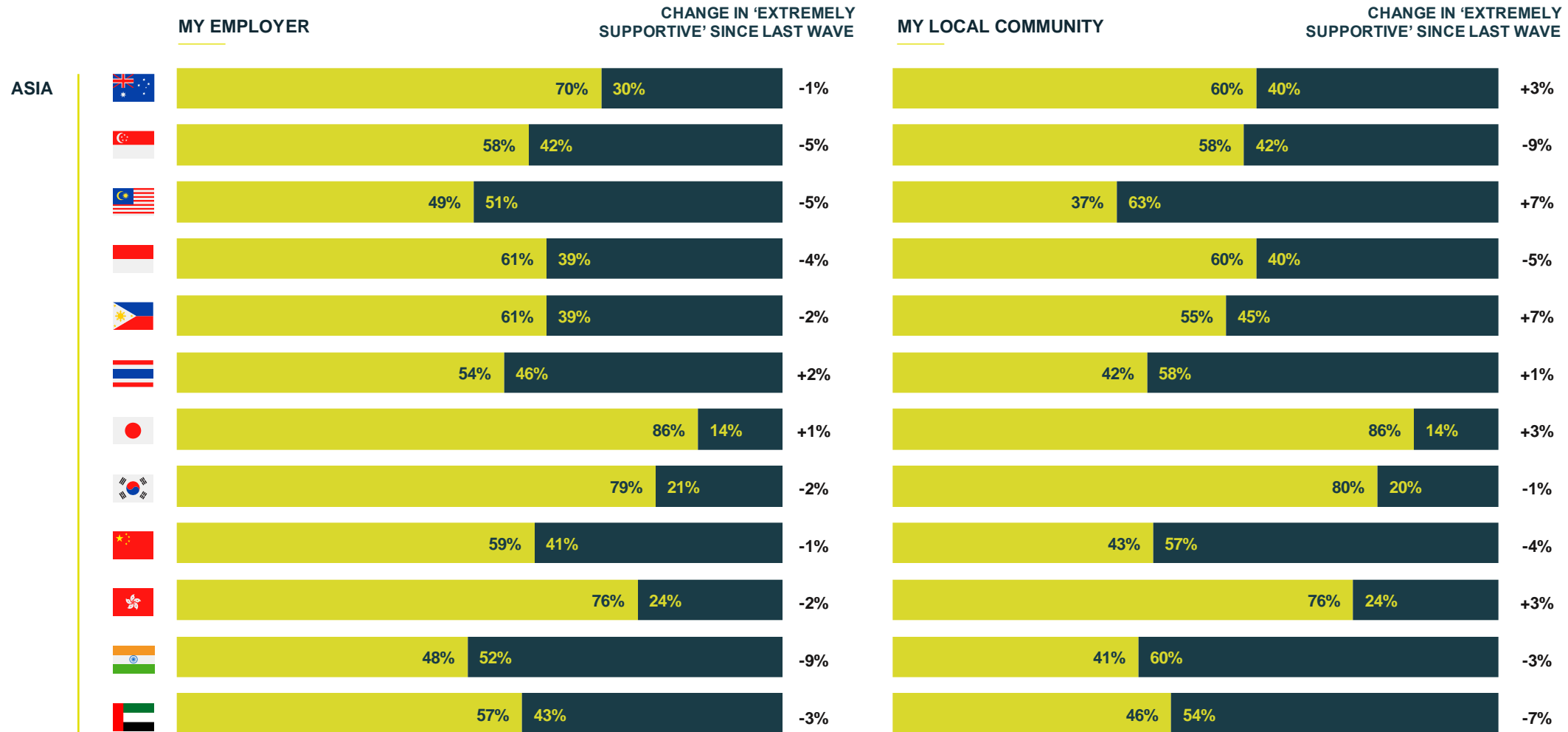
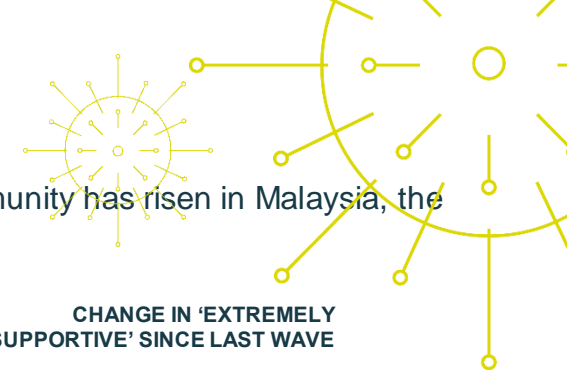
Government support was rated highly in all markets except Hong Kong and Japan. Despite the low rating, Hong Kong has seen an increase in government support, up 63% from the first week.



■ 0 Not at all supportive - 7 ■ 8 - 10 Extremely supportive

# Level of support given in response to the Coronavirus outbreak

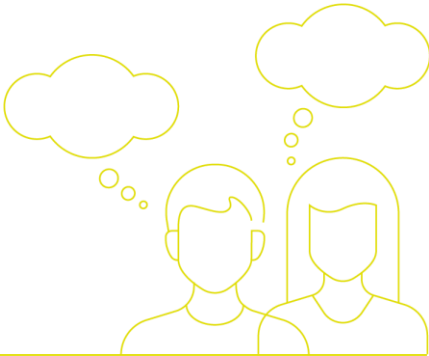
There were several decreases in the support felt from employers in all except Thailand and Japan. Support felt from the local community has risen in Malaysia, the Philippines, Japan, and Hong Kong.



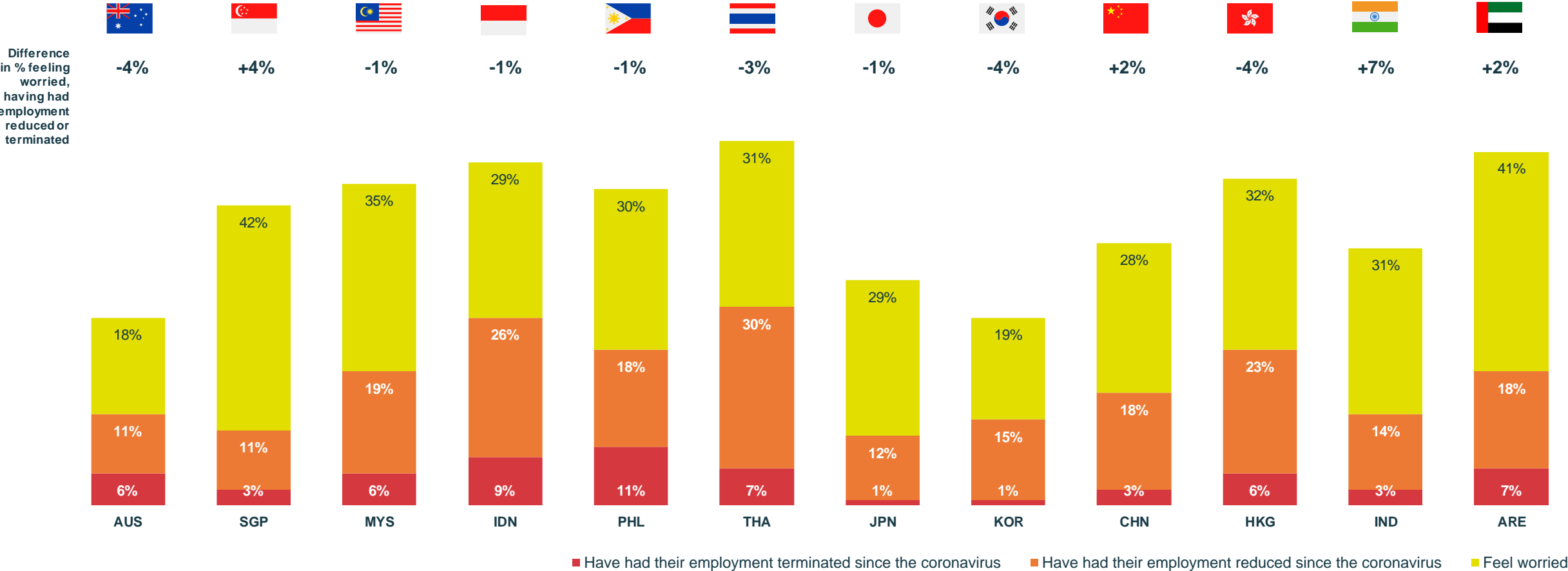
■ 0 Not at all supportive - 7 ■ 8 - 10 Extremely supportive

# Perceived level of security in employment over the past 2 weeks

The proportion of people feeling insecure or having already had their employment affected by coronavirus has increased in Singapore, Indonesia, and the UAE since the first week.



## ASIA



# Coronavirus restrictions **knock-on effects**

Japan has seen a large lift in unhealthy eating, and is taking less exercise due to coronavirus restrictions.

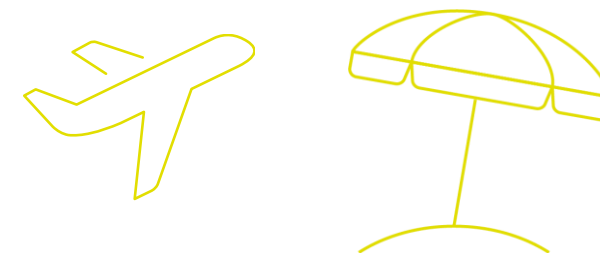


		EATING LESS HEALTHY	Difference from first wave	DRINKING MORE ALCOHOL	Difference from first wave	SMOKING MORE CIGARETTES	Difference from first wave	TAKING LESS EXERCISE	Difference from first wave	FEEL MORE STRESSED	Difference from first wave	LESS CONCERNED WITH ENVIRONMENTAL ISSUES	Difference from first wave
ASIA		23%	+4%	16%	+5%	9%	+0%	30%	-3%	40%	-10%	11%	+1%
		23%	+5%	13%	+0%	9%	+1%	36%	+5%	49%	+1%	16%	-1%
		22%	-4%	3%	+1%	11%	+1%	49%	+0%	41%	-4%	16%	+2%
		14%	+0%	1%	-1%	13%	+3%	29%	+4%	41%	+3%	9%	-2%
		41%	+7%	2%	-1%	5%	-2%	44%	+8%	55%	+0%	11%	-1%
		16%	+3%	5%	-4%	6%	-3%	37%	+8%	69%	+2%	25%	+2%
		16%	+6%	14%	+7%	9%	+4%	48%	+12%	51%	+5%	7%	+0%
		15%	+1%	11%	-2%	8%	+0%	41%	+1%	51%	-3%	6%	-1%
		13%	+1%	13%	+3%	10%	+2%	43%	-4%	42%	-1%	11%	+0%
		16%	-1%	5%	+0%	6%	+2%	36%	-1%	54%	-2%	19%	+3%
		24%	-2%	9%	-1%	13%	+3%	31%	-3%	52%	+0%	22%	-2%
		26%	+4%	7%	+1%	13%	+2%	43%	+3%	57%	+3%	13%	-5%



# Activities likely to undertake once the Coronavirus crisis is over

The biggest desire to splurge after the crisis is over are seen in Hong Kong, Korea and Thailand.



ASIA



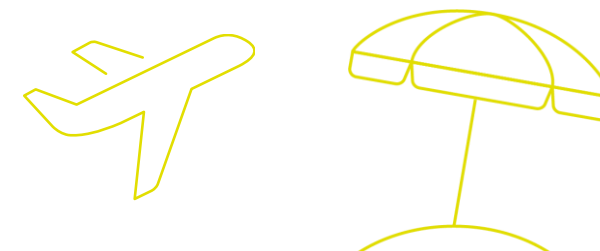
Treat myself and family to a holiday abroad	Difference from first wave	Treat myself and family to a holiday in my country	Difference from first wave	Buy something of significant value	Difference from first wave	Spend more money generally	Difference from first wave	Go out more, such as to eat or the cinema	Difference from first wave
20%	+1%	32%	+8%	12%	+2%	13%	-2%	39%	+9%
36%	+0%	24%	-2%	21%	-1%	19%	-1%	37%	+2%
9%	-1%	27%	+4%	25%	+3%	9%	+0%	14%	+0%
13%	+2%	28%	+10%	20%	-1%	12%	+2%	12%	-2%
13%	-1%	26%	+0%	41%	+5%	2%	-2%	11%	-6%
22%	+5%	41%	+8%	21%	+1%	14%	+0%	38%	+12%
12%	+3%	26%	+5%	8%	+3%	16%	+4%	34%	+5%
29%	+0%	44%	+6%	3%	+0%	10%	+0%	40%	+0%
15%	+2%	29%	+2%	9%	+3%	24%	+2%	19%	-1%
44%	+9%	23%	+7%	6%	+2%	22%	-3%	28%	+4%
17%	-4%	32%	+0%	34%	+3%	25%	+0%	24%	-2%
32%	+5%	37%	+7%	27%	+3%	18%	+5%	26%	+3%

Lowest scoring country for each measure













Highest scoring country for each measure

# Activities likely to undertake once the Coronavirus crisis is over

The Philippines is by far the most intent on changing attitudes to be more prepared for a crisis post-coronavirus.



ASIA

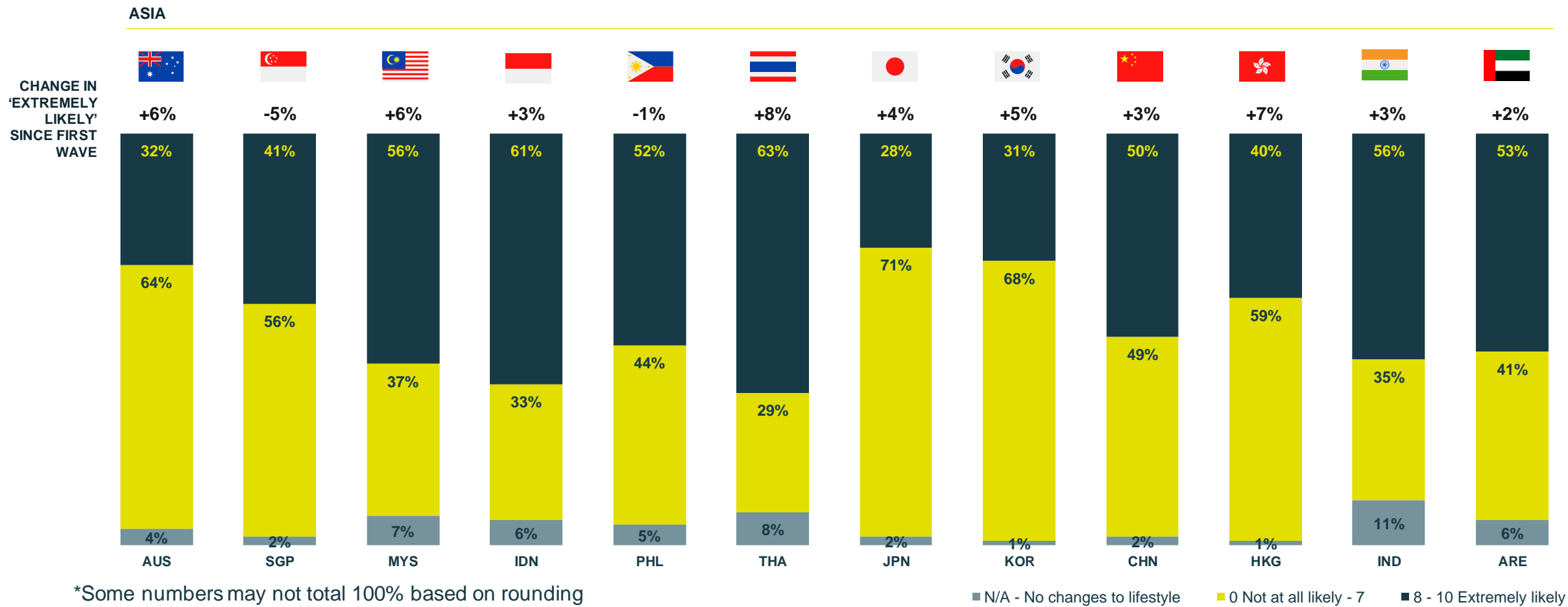
		Be less materialistic	Difference from first wave	Be more optimistic about the future	Difference from first wave	Be more health conscious	Difference from first wave	Be more environmentally conscious	Difference from first wave	Save money to prepare for a rainy day	Difference from first wave	Take out insurance to cover illness/ loss of holidays/ etc.	Difference from first wave
		21%	+3%	32%	-2%	38%	+0%	21%	+0%	35%	+1%	7%	+0%
		26%	+6%	39%	-4%	56%	-4%	37%	-5%	53%	+7%	19%	-21%
		28%	+4%	54%	+3%	79%	+4%	59%	+5%	81%	+10%	36%	+3%
		38%	+0%	46%	-2%	83%	+5%	69%	+5%	63%	+6%	23%	+1%
		51%	+7%	68%	+2%	88%	+7%	74%	+12%	85%	+11%	43%	+3%
		31%	+4%	42%	+6%	83%	+9%	53%	+3%	74%	+11%	40%	+3%
		11%	+1%	13%	-3%	47%	+1%	22%	+1%	28%	+5%	7%	+2%
		13%	+2%	19%	+3%	62%	+6%	34%	+5%	39%	+6%	11%	+1%
		18%	+2%	30%	-2%	76%	-4%	55%	-4%	46%	+2%	38%	-3%
		34%	+3%	12%	+0%	66%	+2%	37%	+2%	54%	+3%	11%	+0%
		27%	+4%	55%	+4%	70%	+5%	59%	+1%	43%	+6%	32%	+2%
		28%	+3%	54%	+2%	65%	+4%	48%	+2%	49%	+6%	23%	+3%

Lowest scoring country for each measure

Highest scoring country for each measure

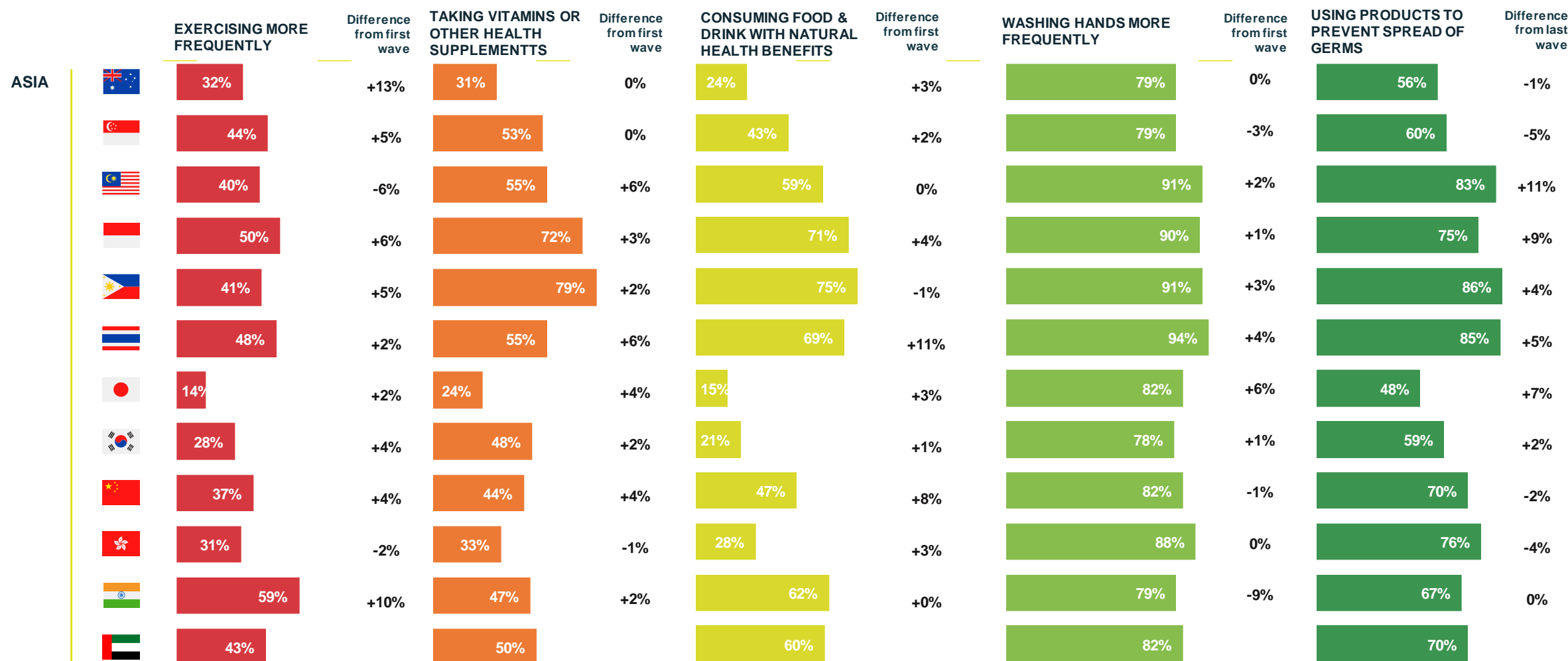
# Considering changes you have made to your behaviour since the beginning of coronavirus outbreak, how likely are you to make these part of your lifestyle in the future?

The majority of people in Indonesia, the Philippines and Thailand intend to incorporate the changes they've made into their permanent lifestyles.



# Which steps have you taken in the past 2 weeks to look after your health in response to the outbreak of coronavirus?

Washing hands in all countries as most important. Philippines most often take vitamins or other health supplements among all Asian countries.



\*Note – charts are not in proportion to each other by habit

# Which of the following statements describe your attitude to health and wellness following the outbreak of coronavirus?

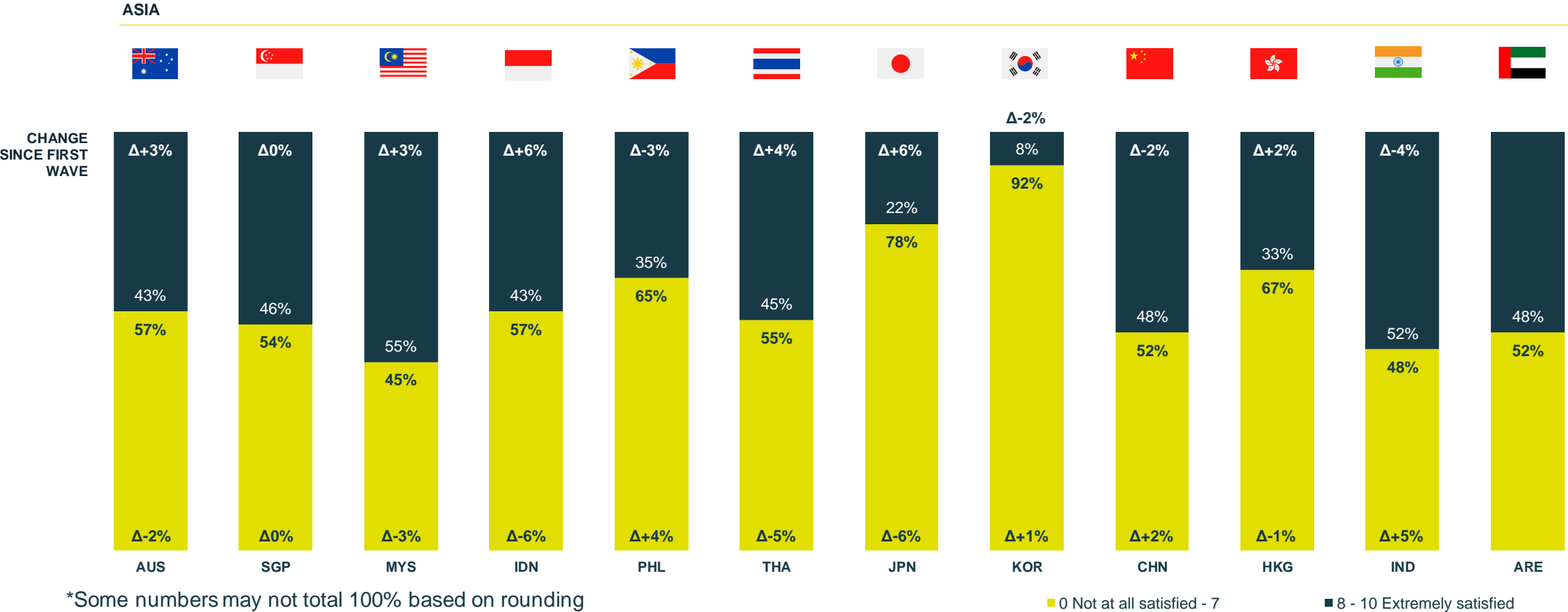
Personal healthcare aspects as most important in most of the Asian countries. Philippines most sceptical about their healthcare system.



Medication that you buy over the counter is a good way to stay healthy and be prepared for such crises	12% (Δ-2%)	21% (Δ+5%)	17% (Δ+3%)	19% (Δ+6%)	40% (Δ+6%)	20% (Δ0%)	14% (Δ+1%)	18% (Δ+2%)	19% (Δ+2%)	16% (Δ+3%)	27% (Δ+1%)	19%
I only buy medication from trusted brands	21% (Δ+2%)	27% (Δ-2%)	29% (Δ+4%)	27% (Δ+4%)	35% (Δ+1%)	25% (Δ0%)	11% (Δ+2%)	17% (Δ+3%)	23% (Δ+5%)	21% (Δ-1%)	39% (Δ+3%)	32%
The healthcare system in my country is not prepared to handle a health crisis	12% (Δ-17%)	13% (Δ+3%)	8% (Δ-6%)	32% (Δ+5%)	44% (Δ0%)	23% (Δ-6%)	39% (Δ+11%)	8% (Δ+1%)	15% (Δ+1%)	20% (Δ-10%)	28% (Δ0%)	18%
I am confident that a vaccine will be developed and made accessible in my country	42%	40%	59%	46%	67%	55%	42%	51%	49%	28%	49%	52%
Personal health will become a bigger concern in the future	38% (Δ-3%)	46% (Δ-3%)	50% (Δ+8%)	62% (Δ+6%)	47% (Δ+5%)	49% (Δ+2%)	37% (Δ+4%)	61% (Δ+5%)	66% (Δ-1%)	58% (Δ+3%)	51% (Δ+7%)	44%
I plan to improve my personal self-care to be better prepared in the future	25% (Δ-2%)	39% (Δ-4%)	62% (Δ+8%)	49% (Δ+3%)	68% (Δ+3%)	64% (Δ+14%)	25% (Δ+1%)	35% (Δ+5%)	47% (Δ+2%)	39% (Δ0%)	51% (Δ+7%)	47%
In the future I plan to inform myself more about how to stay well	21% (Δ+3%)	36% (Δ+9%)	56% (Δ+2%)	57% (Δ+4%)	62% (Δ+6%)	51% (Δ+11%)	21% (Δ+2%)	40% (Δ+5%)	49% (Δ+3%)	44% (Δ+3%)	45% (Δ+6%)	43%
Hospitals and GPs should offer more Telehealth opportunities where you can remotely interact with a health professional	29% (Δ-1%)	25% (Δ-5%)	40% (Δ-1%)	36% (Δ+10%)	44% (Δ+1%)	32% (Δ-1%)	33% (Δ+5%)	23% (Δ+3%)	29% (Δ+2%)	24% (Δ+7%)	35% (Δ+1%)	30%
Our health system should be improved to better handle future crisis situations	37%	38%	56%	52%	76%	55%	41%	44%	47%	54%	51%	40%
I am concerned about my mental health with all of the news about coronavirus	20% (Δ-5%)	33% (Δ+3%)	22% (Δ-3%)	28% (Δ+6%)	18% (Δ-1%)	42% (Δ-3%)	27% (Δ+7%)	18% (Δ-3%)	23% (Δ+6%)	30% (Δ-4%)	40% (Δ+6%)	36%
I have used more aggressive chemicals than usual to clean my hands and home	11% (Δ0%)	16% (Δ+2%)	12% (Δ+1%)	10% (Δ0%)	12% (Δ0%)	10% (Δ-3%)	7% (Δ0%)	8% (Δ-3%)	21% (Δ+4%)	36% (Δ-2%)	21% (Δ-3%)	21%

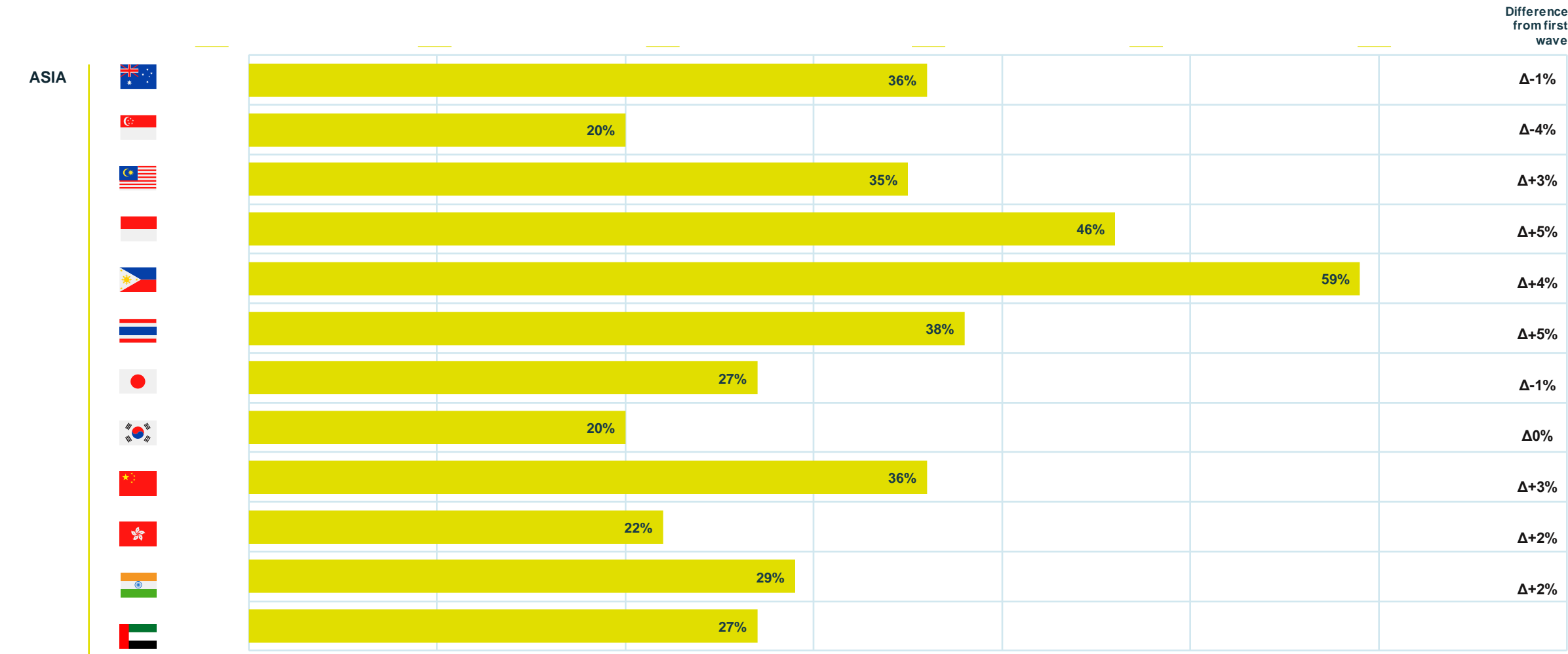
# How would you rate the supportiveness of the **healthcare services** in response to the outbreak of coronavirus?

Koreans least satisfied with the supportiveness of healthcare services. Malaysians rather satisfied.



# Have you spent money on non-prescription medication in the past 2 weeks for yourself and your household?

Philippines have spent money on non-prescription medication most, followed by Indonesians.





Thank you!