

**Preparation and Conducting Customer
and Employee Satisfaction Survey of
Hotline 118**

October – November 2022

Preparation and Conducting Customer and Employee Satisfaction Survey of Hotline 118

This survey on Preparation and Conducting Subscribers and Employee Satisfaction of Hotline 118 was carried out as part of the Support to Covid-19 Response Through Data-Driven Hotline-118 project implemented by UNDP.

DISCLAIMER: This report was produced at the request of the UNDP. It was prepared by an independent research company Erfolg Consult LLC. The author's views expressed in this publication do not necessarily reflect the views of the UNDP.

Content

Introduction	3
Executive Summary	4
Methodology	5
Survey Key Findings	7
118 Hotline Clients	7
118 Hotline - Call-center operators	12
Conclusion	16
Recommendations:	17
Annex 1	18

Introduction

The COVID-19 pandemic, also known as the coronavirus pandemic, is an ongoing global pandemic of coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The novel virus was first identified from an outbreak in Wuhan, China, in December 2019. Attempts to contain failed, allowing the virus to spread to other areas of Asia and later worldwide. The World Health Organization (WHO) declared the outbreak a public health emergency of international concern on 30 January 2020 and a pandemic on 11 March 2020. As of 28 November 2022, the pandemic had caused more than 641 million cases and 6.63 million confirmed deaths, making it one of the deadliest in history¹.

The COVID-19 pandemic reached Kyrgyzstan in March 2020.

On March 18, the first three cases of COVID-19 were confirmed in three people who returned from Saudi Arabia after the small Hajj. On March 20, COVID-19 was detected in three residents of the Nookat district of the Osh region. They also returned from Saudi Arabia after a pilgrimage.

The peak incidence of COVID-19 occurred in Kyrgyzstan in July 2020, when hundreds of new cases per day were registered in the country, and hospitals were critically short of beds for patients.

Starting in September 2020, the spread of COVID-19 began to decline, and despite a minor outbreak in the late autumn of that year, there has not been a single day in the country since the beginning of 2021 when more than 170 new cases were registered. In mid-June, the country's government announced the 3rd wave of the COVID-19 pandemic.

Hotlines are one of the most common tools used by health authorities to respond to the COVID-19 pandemic. Hotlines form a direct link between risk groups and first responders; expand knowledge of emergency services responding to the perceptions, attitudes and concerns of the population; provide advice on the protection of public health, counsel people and/or refer them to other services.

118 Hotline for COVID-19 is also allowing for an expansion of established telephone service practices as most often used not only to inform the public but also to collect data using call analytics to optimize the public health response.

In 2020, the Hotline 118 project had a significant impact on the course of the COVID-19 epidemic in the Kyrgyz Republic. The call center helped to avoid far worse consequences than the "black July". It was July 2020 that saw the highest burden on the country's health system, the biggest losses, and a record of 108,054 calls to call centers².

The aim of the project is to provide assistance and technical assistance to the Ministry of Health and Social Development of the Kyrgyz Republic and LSGs to ensure a 24/7 hotline for counseling patients with COVID-19 and to provide quality services for primary diagnosis and assessment of patients, as well as referring patients to mobile teams for PCR testing and anti-epidemic measures. It is worth noting that a number of tests need to be performed in order to properly prescribe treatment, without which it is impossible to prescribe the necessary treatment.

¹ https://en.wikipedia.org/wiki/COVID-19_pandemic#:~:text=The%20first%20known%20outbreak%20started,to%2Dhuman%20transmission%20began%20earlier.

² <https://www.undp.org/ru/kyrgyzstan/press-releases/%D1%81%D0%BB%D1%83%D0%B6%D0%B1%D0%B0-C2%AB118%C2%BB-%D0%BF%D1%80%D0%B8%D0%B2%D0%BB%D0%B5%D0%BA%D0%BB%D0%B0-45-%D0%BD%D0%BE%D0%B2%D1%8B%D1%85-%D0%BE%D0%BF%D0%B5%D1%80%D0%B0%D1%82%D0%BE%D1%80%D0%BE%D0%B2-%D0%B4%D0%BB%D1%8F-%D0%BE%D0%B1%D1%81%D0%BB%D1%83%D0%B6%D0%B8%D0%B2%D0%B0%D0%BD%D0%B8%D1%8F-%D0%B4%D0%BE-3000-%D0%B7%D0%B2%D0%BE%D0%BD%D0%BA%D0%BE%D0%B2-%D0%B2-%D0%B4%D0%B5%D0%BD%D1%8C>

Executive Summary

Globally, the number of new weekly cases decreased by 5% during the week of 14 to 20 November 2022, as compared to the previous week, with over 2.4 million new cases reported. The number of new weekly deaths decreased by 13%, as compared to the previous week, with about 7800 fatalities reported. As of 20 November 2022, 634 million confirmed cases and 6.6 million deaths have been reported globally³.

The new cases of COVID-19 in Kyrgyzstan during the period of 14 to 27 November 2022 made up 47. The total number of cases reached 206 511 cases and 2991 deaths⁴. The trend shows that the number of COVID decreased but still there are other seasonal virus infections and there is a need in continuing and improving the work of 118 Hotline Call centers.

There are key findings based on survey results:

- 89% of subscribers easily hit the call center. But based on recommendations given by subscribers there are still some problems.
Subscribers: “Someone cannot reach out to the service , in this regard, it is necessary to to increase the medical staff and the hotlines so that operators to be available online to answer questions”.
- 79% of total respondents received the necessary information and support related to COVID-19.
- 54% of subscribers rated the attitude of operators as good and 27% - as excellent.
Subscribers: “We are satisfied with the work of 118 Hotline. The staff helped the people during the pandemic. I cannot add anything. Just want to wish them health and to continue to help people”.
- 53% of subscribers rated the quality of consulting services as good and 24% - as excellent.
- 60% of subscribers certified that they have improved their condition after the first consulting assistance or support provided by the operator of the call center.
- Most of the subscribers (53%) are satisfied with the quality and completeness of the information provided by the operators of the call center. 32% were fully satisfied and noted that the information provided was clear.
- 38% of subscribers trusted the information provided by the Ministry of Health, 25% of subscribers used social media as a source and 16% trusted TV and news.
- 53% of subscribers who called the 118 Hotline Call Center have been vaccinated against COVID-19.
- 25% of operators have not trained. Even though most of the operators are trained there is still a need for additional training in different topics and need in training materials and other information related to general public’s health concerns.

³ <https://www.who.int/publications/m/item/weekly-epidemiological-update-on-covid-19---23-november-2022>

⁴ <https://news.google.com/covid19/map?hl=ru&mid=%2Fm%2F0jt3tj&gl=RU&ceid=RU%3Aru>

Methodology

Research Objectives: to prepare and conduct a survey on the level of Subscribers (callers) and employee (call center operators) satisfaction with Hotline 118 to reveal the the general public's and hotline 118 employee's attitudes and satisfaction as well as identify overall effectiveness and possible gaps to improve Hotline 118's services.

Geography of the study: 7 regions of the Kyrgyz Republic, Bishkek, and Osh cities.

Target audience: 1,000 hotline subscribers and 16 call center operators.

Research Methods: Quantitative method.

Survey Sample:

- Erfolg Consult developed a methodology, including sampling, sample size;
- Developed questionnaires for the study;
- Identified appropriate contacts of interviewees with UNDP or hotline 118;
- Conducted the interviews.

The list of respondents has been obtained from the Client. The total general population of Hotline subscribers was 45951 people.

Training

The most experienced 14 interviewers were involved in the survey. The training for interviewers was conducted in two formats:

- Off-line training in the Erfolg Consult office for supervisors and interviewers of Chui oblast and Bishkek city.
- Online training for regional supervisors and interviewers using the Google Meet application.

The training covered such aspects as filling out the questionnaires, the correctness of the call to the respondent, all the technical aspects and other questions. Additionally, two test questionnaires were filled out for a better understanding of the logic and essence of the questions.

The following materials were used for the training:

- Instructions for the interviewer on the questionnaire;
- Sample (based on contact information);
- Script including goals and objectives of the study;
- Programmed questionnaires for respondents;
- Other documents related to the Project.

Field Stage

Data collection was carried out by phone call method. According to the terms of reference, the Subscribers provided a database of 45951 respondents with contacts. After receiving the database, the Erfolg Consult developed the sample by agreeing with the Subscribers. The developed sample was made up of 1,000 respondents with a 95% confidence interval and a sampling error of +/- 3%. The sample was calculated proportionally by regions based on the general population.

There were 1120 missing phone numbers in the list, so the proportional sample calculation was as follows:

District	Number of subscribers	% of distribution	Sample
Bishkek city	35489	79,2%	792
Chui region	3357	7,5%	75
Issyk-Kul region	2246	5,0%	50
Osh region	1860	4,1%	41

Jalal-Abad region	719	1,6%	16
Naryn region	608	1,4%	14
Talas region	404	0,9%	9
Batken region	148	0,3%	3
Overall result	44831	100%	1000

The sampling step was 45, which means that every 45 callers were called and completed the reach of at least 1,000 respondents. Also, according to the target audience, 16 call center operators were interviewed.

Organization of data collection: the several formats of data collection were organized:

- Workplace in the Company office;
- Work from home.

All interviewers were appropriately equipped (i.e. tablets, samples, database, and phones with unique numbers). Questionnaires were coded with the audio recording of the interview to ensure the quality of data. More than 30% of questionnaires were listened and 20% had control phone calls to check the data quality and reliability of the data collected.

According to the control calls result, there were 18 rejected questionnaires that were redone.

Добавлено примечание (JH1): What does it mena?

Добавлено примечание (JH2): What does this mean?

The interview duration was 10 minutes for each interview.

Coordination of data collection and data verification: information on data collected was uploaded in Google Drive to track statistics and monitor the field phase. All stakeholders have the access to Google Drive.

Data processing

All questionnaires were collected in a single database in Excel format. Then the data were transferred to a database in SPSS format for further cleaning and processing. Responses for the open-ended questions were also analyzed and added to the report.

During the field phase, the following challenges were identified:

- Non-working numbers and numbers that were not answered.
- Refusals – there were no too many refuses, the respondents were friendly and answered to questions well, except for those respondents who were busy at the time of the interview. In such cases, the interviewers clarified a more convenient time for the respondent and call again.
- Denial to call the Hotline - there were those who denied calling to the call center.

All comments on the call are reflected in the respondent database.

Work plan

№	Work stages	Period
1	Finalizing and approving the tool Programming the tool	Oct 10, 2022 Oct 28, 2022
2	Organizing and conducting the training for interviewers	Oct 28, 2022
3	Organization and conducting the field phase	Oct 28 – Nov 11, 2022
4	Processing the received information (data cleaning and tabulation)	Nov 12 – Nov 16, 2022
5	Preparation of the final report in Russian and English	Nov 16 – Nov 20, 2022
6	Preparation and submission of the technical report and database	Nov 21, 2022

Survey Key Findings

To conduct the survey two questionnaires were developed:

- Questionnaire for Hotline 118 Clients. This questionnaire was used for clients or subscribers who called to the 118 Hotline call center.
- Questionnaire for employees of Hotline 118 (Call-center operators).

The survey results are presented for 118 Hotline clients/ subscribers and call center operators.

118 Hotline Clients

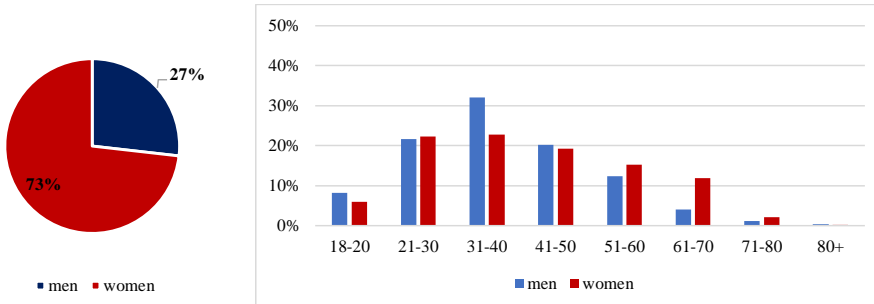
From the total sample provided by Subscribers (45951 clients), the 1000 subscribers who called to the 118 Hotline were selected and interviewed in the survey. These subscribers were selected proportionally by 7 regions of the Kyrgyz Republic including the Bishkek and Osh cities. According to the provided total sample, the greatest number of subscribers were in Bishkek. As the result, 79% of interviewed subscribers were from Bishkek. The distribution of subscribers by region is given below.

Distribution of Subscribers by Regions



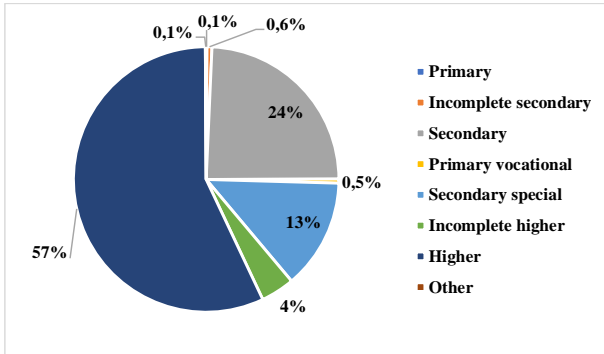
Out of all 1000 interviewed subscribers, most of the respondents are men – 73% and 27% are women. According to the age disaggregation, 32% of men and 23% of women are in the age group of 31-40 years old. A little bit fewer respondents (from 19% to 22%) are in the age groups 21-30 years and 41-50 years. The details for other age groups by gender are presented in the graph below.

Figure 1: Distribution of Subscribers by Gender and Age Groups



The subscribers by the level of education are presented in graph 2 below. More than half of the respondents (57%) have higher education. 24% of the respondents have secondary education and 13% have - secondary special. The other levels of education have percent less than 4%.

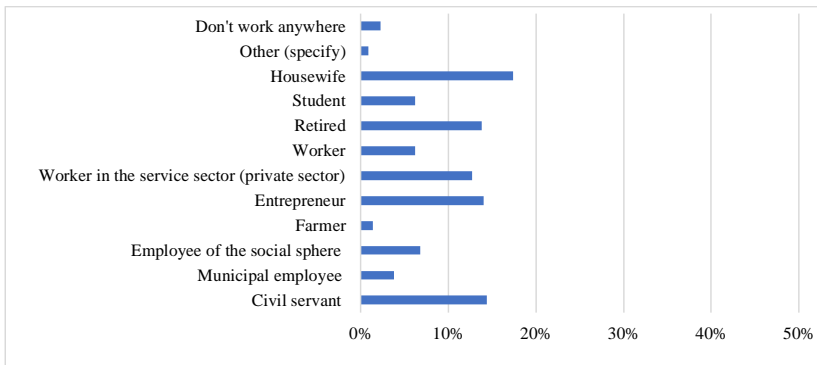
Figure 2: Distribution of Subscribers by Educational Level



The next graph shows the total respondents by type of activity. There are several activities that have the highest average rates such as housewife – 17%, retired – 14%, entrepreneur – 14%, civil servant – 14% and private sector – 13%.

But if consider the same activities in gender breakdown the numbers are different. Housewife activity for women has 23% and for men only 3%; retired – 17% of women and 6% of men; entrepreneur – 10% of women and 24% of men; for civil servant category – 13% and 18% accordingly; and private sector – 12% for women and 15% for men.

Figure 3: Distribution of Subscribers by Type of activity



For other categories, the gender breakdown is almost the same and has been just slightly different.

The further analysis directly corresponds to the 118 Hotline Call center and operators' work. One of the first questions was related to the opinion of the subscribers to better understand why they contact the 118 Hotline.

The following answers were received:

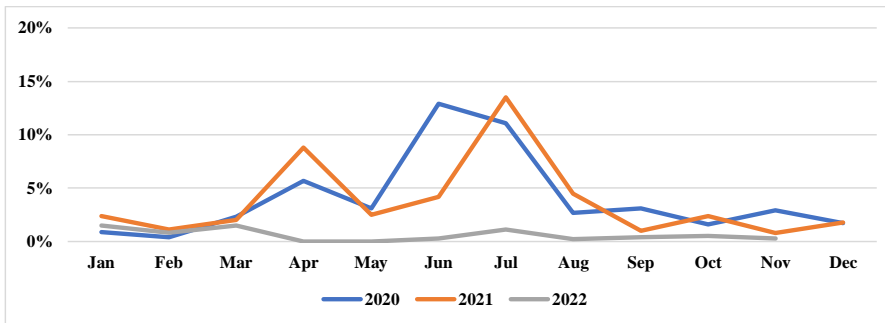
Questions to contact Hotline	Total
Prescribing medication	12.3%

Preparation and Conducting Customer and Employee Satisfaction Survey of Hotline 118

Providing PCR test information	20.7%
Providing information on hospital beds	13.1%
Providing information about vaccination sites	17.7%
More information about coronavirus disease	0.8%
Calling a brigade	0.6%
Initial counseling and evaluation of patients	34.9%

34.9% of responses related to the initial counseling and evaluation of patients. There are also subscribers interested in questions related to PCR (20.7%), vaccination (17.7%), hospital beds (13.1%) and prescribed medication (12.3%).

Figure 4: 118 Hotline Calls History Trend



The graph above shows the dynamics of the call history trend. As you see in the graph the most critical creases match the months with the highest number of COVID-19 cases.

Below is the table there is the number of hits to contact the Call Center for advice.

Table 1: Number of Hits to Call Center for Advice by Gender

Number of hits	Men	Women	Total
1	39%	38%	38%
2	28%	29%	29%
3	14%	15%	15%
4	6%	6%	6%
5	6%	5%	5%
6	2%	3%	3%
7	0,4%	1%	1%
8	0,4%	0,4%	0,4%
10	3%	1%	2%
11	0%	0,1%	0,1%
12	0%	0,3%	0,2%
15	0,4%	1%	0,5%
20	0,4%	0,4%	0,4%

25	0,4%	0,1%	0,2%
30	0,4%	0,3%	0,3%
33	0,4%	0%	0,1%
Total	100%	100%	100%

The most of respondents (82%) called from one to three times. But some subscribers called more than thirty times. 89% of respondents answered that easily hit to the call center. And 11% of subscribers answered that it was hard to hit to the call center.

After the call to the call center, 79% of the total respondents received the necessary information and support related to COVID-19. The 9% of respondents received it partially and 12% answered that did not receive the appropriate assistance and support from the call center.

The next graph shows the attitude of operators and the quality of consulting service provided by operators during a call.

Figure 5: Rate of Attitude and Quality of Consulting Service of 118 Hotline Call Center Operators

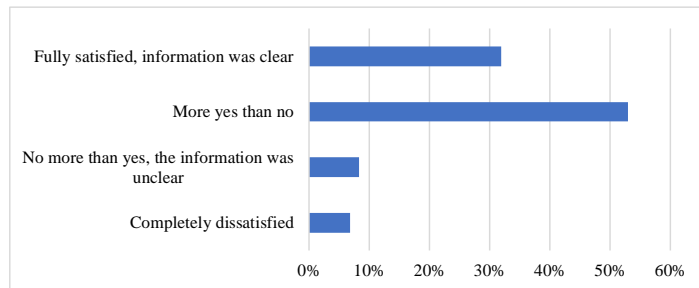


54% of subscribers rated the attitude of operators as good, 27% - as excellent, 16% rated the attitude as satisfactory and 4% - as bad. The rates of the quality of consulting services are almost the same percentage: 53% of subscribers – good, 24% - excellent, 17% - satisfactory and 6% - bad.

As it was mentioned above the subscribers called to call center for initial counseling and evaluation of patients and 60% of the respondents certified that have improved their condition after the first consulting assistance or support provided by the operator of the call center. 17% had no improvements and 24% of total respondents had no change in condition.

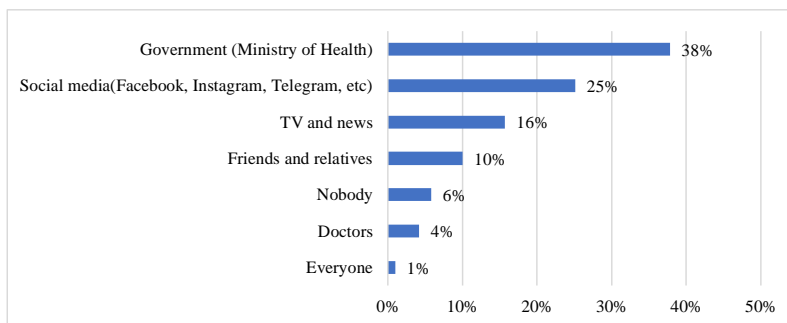
Most of the respondents (53%) were more satisfied with the quality and completeness of the information provided by the operators of the call center. 32% were fully satisfied and noted that the information provided was clear. 8% of respondents – subscribers were not satisfied, and the information was not clear to them. And 7% were completely not satisfied.

Figure 6: Satisfaction of Subscribers with Quality and Completeness of Information provided by Operators



If consider the source of information related to COVID-19, 38% of respondents trusted to the information provided by the Ministry of Health, the second source was social media – 25% of the respondents selected it, 16% trusted TV and news, 10% considered friends and relatives as the trusted source of information. 6% do not trust anybody and 1% of respondents trust everyone. And only 4% of respondents considered doctors as a trusted source of information.

Figure 7: Trusted Source of Information related to COVID-19



The share of subscribers vaccinated against COVID-19 made up 53% or 529 subscribers out of a total of 1,000 respondents. Out of this 53%, women made up 69% and men – 31%.

If considering the share of vaccinated within the gender, then it is slightly different. 50% women out of a total of 732 interviewed women and 60% men out of total of 268 interviewed men have been vaccinated.

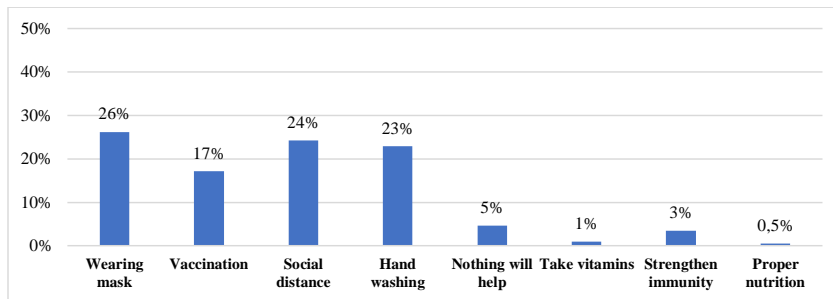
There were different answers or reasons received on why they have not been vaccinated yet:

- I do not believe that it is safe – 29%
- I do not believe that it is effective – 27%
- I do not have the information on where and how to get a vaccination – 6%
- I believe that I am protected and safe from COVID-19 – 10%
- Contraindications were for health reasons – 17%
- We have heard of people suffering and even dying after the vaccine – 5%
- I was pregnant, then I was breastfeeding, so I didn't get the vaccination – 7%
- I got sick, it was recommended to wait 6 months – 1%

As you can see one of the main reasons that the respondents do not believe that it is safe.

Most of the respondents are familiar with the main approaches how to prevent the spread of COVID-19, such as wearing a mask, social distancing, and hand washing. There are also 17% of subscribers who considered vaccination as one of the preventive measures. 5% are pessimistic and think that nothing will help.

Figure 8: Preventive Measures against COVID-19



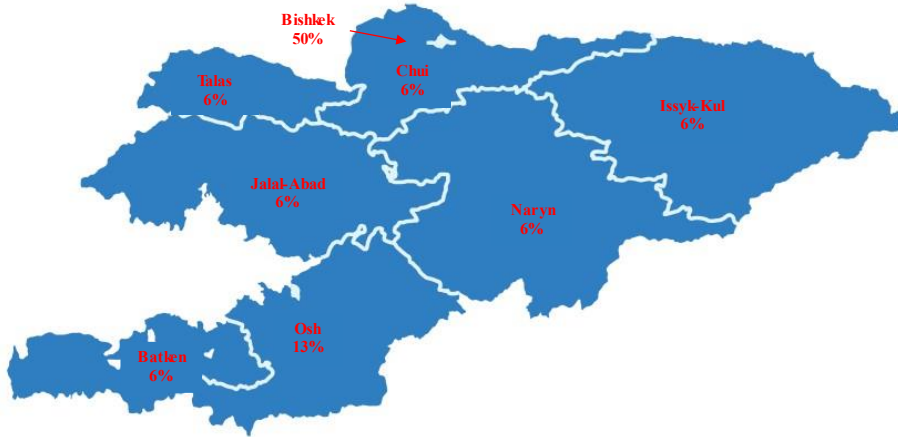
The table below, presented the list of diseases that subscribers felt after COVID-19 or heard about the effect on health.

Diseases	%
Respiratory and heart (e.g. Difficulty breathing or shortness of breath chest pain, etc)	33%
Neurological symptoms (Headache, Dizziness, depression, anxiety, etc)	23%
Digestive (Stomach pain, Diarrhea, etc)	11%
The sense of smell does not return for a long time	3%
Exacerbates existing diseases, hair falls out	4%
Allergies to sweets and memory impairment	0.2%
A lot of side effects after covid, a little cold, coughing immediately, coughs with blood	5%
Malaise, recovery is difficult after taking strong antibiotics	6%
Deterioration of sense of smell, loss of taste, poor memory	4%
Weakness, fatigue, memory impairment, visual impairment	5%
Hair loss, malaise, memory loss, fatigue	2%
Kidneys and liver were affected, and the condition of internal organs deteriorated	4%

118 Hotline - Call-center operators

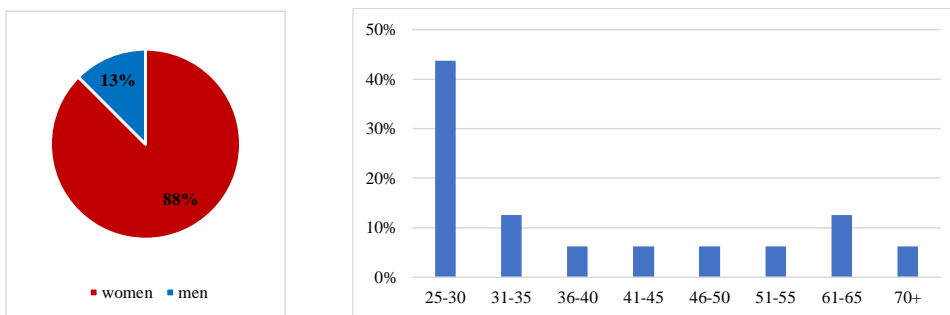
In line with the hotline subscribers, the survey covered the call center operators as well. 16 operators of call centers from 7 regions of the Kyrgyz Republic including the Bishkek and Osh cities were interviewed for this survey. Most of the interviewees or 50% were from Bishkek. The distribution of operators by region is presented below on the map.

Distribution of Operators by Regions



Out of interviewed 16 call center operators, 88% of operators (further respondents) were women and 13% were men. According to the age distribution, 44% of operators were in the age group of 25-30 years old. There were also two age groups, 31-35 years old and 61-65 years which had 13% of respondents in each age group. Other age groups had the 6% of respondents or one respondent in each group.

Figure 9: Distribution of Operators by Gender and Age Groups

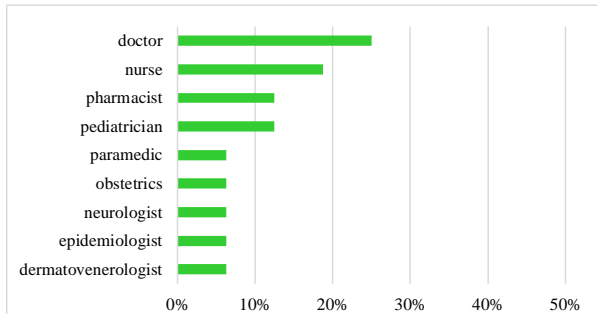


One respondent who is 72 years old works in the call center in the Batken region.

Considering the respondents by educational level, 56% of the operators have a higher education and 44% of respondents have specialized secondary education. All of the respondents have an education related to medicine; a quarter (25%) of respondents are doctors; 19% - nurses, pharmacists, and pediatricians are 13% in each specialty and 6% are in other specialties. A more detailed list of specialties is presented in the graph below.

Figure 10: Distribution of Operators by Specialties

Preparation and Conducting Customer and Employee Satisfaction Survey of Hotline 118

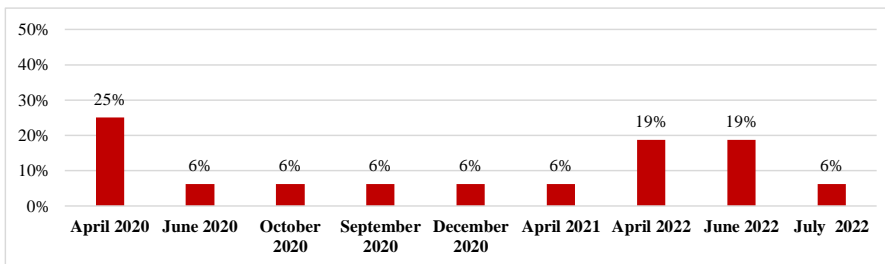


Since April 2020, 25% of respondents have started to work in Hotline 118. It is almost the establishment of a Hotline call center. So, as these operators work since the beginning, they are more familiar with the work, advantages and challenges of the Hotline.

Respondent-operator: “At present there is everything that you need. Before there was nothing. It appeared little by little”.

Other respondents have started work in different periods which are given in the graph below.

Figure 11: Distribution of Operators by Time of Starting of work



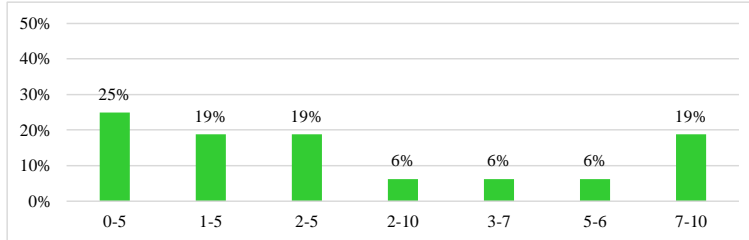
56% of operators answered that work in shifts. 89% out of 56% of operators work 5 hours per shift and 11% out of 56% - 6 hours.

The rest 44% of operators out of the total do not work in shifts. Most of operators or 57% have a duration of working day as eight hours; 6-7 hours and 12 hours –14% of respondents.

The average number of calls received by operators per day or per shift varies from zero to ten. But most of the respondents answered that received five calls a day or shift on average. The number of calls mostly depends on the COVID-19 situation or other inflectional diseases such as seasonal acute respiratory virus infections.

Figure 12: Average Number of Calls a Shift

Preparation and Conducting Customer and Employee Satisfaction Survey of Hotline 118



The following numbers correspond to the question on the personal data of subscribers. 62.5% of operators have ever had a case when the person/ Subscribers who contacted the Call Center refused to provide his or her data, i.e. preferred to remain anonymous. And 37.5% of respondents have no such cases.

Below given the refusing reasons to provide personal data:

- Complaints about doctors or service – 20%
- Panic – 20%
- Don't want to be in the statistics – 10%
- Just a waiver – 10%
- No contact info – 10%
- No wish to do a laboratory test – 10%
- Just pick up the phone when polling the data – 10%.

63% of operators noted that have no difficulties in working as an operator of call center. 31% of operators can provide help of consultation to colleagues in additionally to their work.

Most of the operators out of all received training on how to work and how to answer to subscribers questions. 25% of operators did not receive such training. Even if most of the operators have been trained before there are still a need for additional training and need in training materials and other information related to the Hotline work.

Respondent – operator: “We need more updated information on the rules for traveling abroad, PCR, and the availability of hospitals”.

Table 2: Needs of Operators in Additional Training and Materials

Name	Need in training	Need in training materials
COVID-19 prevention	69%	56%
New types of coronavirus infection	81%	75%
Repeated cases of COVID-19	56%	50%
Specific & reliable information about the protocols	81%	0
Vaccination	0	50%
Other	0	25%

Conclusion

Globally, the number of new weekly cases decreased by 5% during the week of 14 to 20 November 2022, as compared to the previous week, with over 2.4 million new cases reported. The number of new weekly deaths decreased by 13%, as compared to the previous week, with about 7800 fatalities reported. As of 20 November 2022, 634 million confirmed cases and 6.6 million deaths have been reported globally⁵.

The new cases of COVID-19 in Kyrgyzstan during the period of 14 to 27 November 2022 made up 47. The total number of cases reached 206 511 cases and 2991 deaths⁶. The trend shows that the number of COVID decreased but still there are other seasonal virus infections and there is a need in continuing and improving the work of 118 Hotline Call centers.

There are key findings based on survey results:

- 89% of subscribers easily hit the call center. But based on recommendations given by subscribers there are still some problems.
Subscribers: “Someone cannot hit, need to increase the medical staff. They have to be available online to answer questions”.
- 79% of total respondents received the necessary information and support related to COVID-19.
- 54% of subscribers rated the attitude of operators as good and 27% - as excellent.
Subscribers: “We are satisfied with the work of 118 Hotline. The staff helped the people during the pandemic. I cannot add anything. Just want to wish them health and to continue to help people”.
- 53% of subscribers rated the quality of consulting services as good and 24% - as excellent.
- 60% of subscribers certified that have improved their condition after the first consulting assistance or support provided by the operator of the call center.
- Most of the subscribers (53%) are more satisfied with the quality and completeness of the information provided by the operators of the call center. 32% were fully satisfied and noted that the information provided was clear.
- 38% of subscribers trusted the information provided by the Ministry of Health, 25% of subscribers used social media as a source and 16% trusted TV and news.
- 53% of subscribers who called the 118 Hotline Call Center have been vaccinated against COVID-19.
- 25% of operators have not trained. Even though most of the operators trained there is still a need for additional training in different topics and need in training materials and other information related to Hotline work.

⁵ <https://www.who.int/publications/m/item/weekly-epidemiological-update-on-covid-19---23-november-2022>

⁶ <https://news.google.com/covid19/map?hl=ru&mid=%2Fm%2F0jt3tj&gl=RU&ceid=RU%3Aru>

Recommendations:

- Review the available equipment. Within the project there was a lot of work done and equipment provided but still, everything does not stay in one place and needs to be improved.
 - Subscribers: “There should be more operators so that they call back. Create the chats with bots”
 - Operator: “After the restructuring (government services), the contacts of the services have changed, and the contacts need to be updated. There is a need for digitalization. We do not see incoming numbers, if the call fails, there is no way to call back. There is no possibility of feedback”.
 - Operator: “If possible, upload or install the system to the mobile phone and answer from the working place. As you have daily work, must visit patients at home as well. Sometimes you just sit (at the Call center) and there are no calls a day”.
- Provide training to operators or refresh the knowledge on an appropriate periodic basis. Or create an available source that every new operator can be available to get the opportunity for self-training.
 - One of the main training related to the behavior of operators during a conversation with subscribers. Be polite, calm, stressful.
 - Training on different topics related to health and information materials.
Subscribers: “They need to improve the qualification every six months”.
- It is very difficult to find specialists as an operator but in the future to improve the work of the Hotline, there is a need to consider the possibility to attract specialists who assist in different languages.
Subscribers: “More qualified specialists who know or are familiar with the information. Net (contact line) should be free and specialists who know more than one language”.
- Disseminate more information about the work of the Call center using the more popular sources such as TV, and social net.
Subscribers: “More advertisement on Call center existing. Some people do not know about it”.

Annex 1

Questionnaire for 118 Hotline Clients

Basic conditions for the survey:

- Data collection/questionnaire is carried out by telephone interview (survey) exclusively with the target audience according to a pre-agreed schedule;
- The information required for the questionnaire includes the period of work of Call-centers from January 2022 to October 2022;
- The interview is conducted in Kyrgyz or Russian, at the request of the respondent;
- Prior to interviewing the respondent, consent is required for further interviews;
- Interview duration – 10 minutes;
- When conducting an interview/survey, attention should be paid to:
 - Collecting, accurately recording respondents' responses and ensuring that questions are carefully checked and completed;
- Ensuring that the questionnaire (and digitized data) records the respondents' refusal to answer any questions during the interview.

The survey was conducted by: _____

Date of interview: _____

Interview start time: _____

Interview end time: _____

Introduction

Hello! My name is ... I work for Erfolg Consult, a social research company. In this study, we are assessing the level of satisfaction of employees of Hotline 118 (call center operators), created in partnership with the Bishkek City Hall, the project to support Hotline 118 is supported by Korea International Cooperation Agency and UNDP in the primary health care related to COVID19, with the primary function of advising cases and containing the influx of patients.

The results of this study will help to determine the attitude and satisfaction of Hotline 118 employees in your area, as well as to determine the overall effectiveness and eliminate possible gaps for service improvement. In this connection, we ask you to assist and answer our questions.

The duration of the interview will be approximately 10 minutes. **Our conversation will be strictly CONFIDENTIAL and the data obtained will be presented in a generalized form, without giving names. Audio recording will be enabled during the survey.** There are no right or wrong answers for us. We value your answers, which are based on your experience and will help improve the Hotline 118 system. Thank you very much for agreeing to answer our questions.

a) Do you agree to take part in the interview and for audio recording?

- Yes (then continue the interview)
- No (if refused, thank the respondent, and end the survey)

Awareness of the client about the work of the Call-center of the Hotline 118.

b) In your opinion, on which of the following questions can you contact the Call Center of the Hotline 118:

- Initial consultation and assessment of the patient's condition
- Prescribing drugs
- Providing PCR test results;
- Providing information on hospital beds;
- Providing information about the item

General data of the respondent

1. Gender of the respondent

- Man

Preparation and Conducting Customer and Employee Satisfaction Survey of Hotline 118

- Woman
2. Age of the respondent (indicate the number of full years) _____
3. Region (location)
4. Education of the respondent
- Primary
 - Incomplete secondary
 - Secondary
 - Primary vocational
 - Secondary special
 - Incomplete higher education
 - Higher
 - Other (specify) _____
5. Type of your activity:
- Civil servant (employee of a state body)
 - Municipal employee (employee of the city hall / JSC, municipal institution)
 - Employee of the social sphere (budget organizations: school, kindergarten, hospital, club, etc.)
 - Farmer
 - Entrepreneur
 - Worker(s) in the service sector (private sector)
 - Worker
 - Retired
 - Student
 - Housewife
 - Other (specify) _____
- The following questions will be directly related to your appeal and the work of the Call Center
6. Have you ever contacted the Call Center hotline 118 for help?
- Yes (go to question 7)
 - No (thank the respondent and end the interview)
7. When did you contact the Call Center 118 Hotline for help? (specify month and year)
8. How many times have you contacted the Call Center for advice? (indicate the number of hits)
9. Did you easily get through to the Call-center of the Hotline 118?
- Yes (go to question 10)
 - No (go to question 9.1)
- 9.1. What was the reason for the difficulty that you could not get through to the Call Center of the Hotline 118?
Please, indicate the reason _____
10. Were your calls to the Call Center for counseling related to suspected COVID-19?
- Yes
 - No
 - Not always, indicate the reason for contacting _____
11. Did you receive the necessary primary care in accordance with the reason for your application (COVID-19)?
- Yes
 - No
 - Partially
12. How would you rate the attitude (kindness, politeness) of the Call Center operator during the call?
- Bad
 - Satisfactory
 - Good
 - Excellent

13. How would you rate the quality of the consulting services provided at the time of the request?
 - Bad
 - Satisfactory
 - Good
 - Excellent
14. Did you notice an improvement in your condition after the provision of first consulting assistance by the operator of the Call Center of the Hot Line 118?
 - Yes
 - No
 - No change
15. Are you satisfied with the quality and completeness of the information provided by the operator during the consultation process?
 - Completely dissatisfied
 - No more than yes, the information was unclear
 - More yes than no
 - Fully satisfied, information was clear
16. What do you think is the most effective way to prevent COVID-19 infection?
 - Wearing mask
 - Vaccination
 - Social distance
 - Hand washing
 - Other (specify) _____
17. Which source of information do you most trust regarding COVID-19?
 - Government (Ministry of Health)
 - TV and news
 - Friends and relatives
 - Social media (Facebook, Instagram, telegram, etc)
 - Other (specify) _____
18. Have you ever been vaccinated (COVID-19)
 - Yes
 - No
19. If you have not been vaccinated, what are the reasons for you not taking the vaccination?
 - I do not believe that it is safe
 - I do not believe that it is not effective
 - I do not have information on where and how to get a vaccination
 - I believe that I am protected and safe from COVID-19
 - Other (specify) _____
20. What have you experienced or heard about the impact of post COVID-19 infection on health?
 - Respiratory and heart (e.g. Difficult breathing or shortness of breath, chest pain, etc)
 - Neurological symptoms (Headache, Dizziness, depression, anxiety, etc)
 - Digestive (Stomach pain, Diarrhea, etc)
 - Other (specify) _____
21. What kind of health care service or health related information would you like to receive through hotline 118?
22. Any recommendations or remarks to improve quality of the Hotline 118 in the future?

We have completed our interview with you. Thank you for your input and responses!

**Questionnaire
for employees of Hotline 118 (Call-center operators)**

Basic conditions for the survey:

- Data collection/questionnaire is carried out by telephone interview (survey) exclusively with the target audience according to a pre-agreed schedule;
- The information required for the questionnaire includes the period of work of Call-centers from January 2022 to October 2022;
- The interview is conducted in Kyrgyz or Russian, at the request of the respondent;
- Prior to interviewing the respondent, consent is required for further interviews;
- Interview time - 10 minutes;
- When conducting an interview/survey, attention should be paid to:
 - Collecting, accurately recording respondents' responses and ensuring that questions are carefully checked and completed;
 - Ensuring that the questionnaire (and digitized data) records the respondents' refusal to answer any questions during the interview.

The survey was conducted by: _____

Date of interview: _____

Interview start time: _____

Interview end time: _____

Introduction

Hello! My name is ... I work for Erfolg Consult, a social research company. In this study, we are assessing the level of satisfaction of employees of Hotline 118 (call center operators), created in partnership with the Bishkek City Hall, the project to support Hotline 118 is supported by Korea International Cooperation Agency and UNDP in the primary health care related to COVID19, with the primary function of advising cases and containing the influx of patients.

The results of this study will help to determine the attitude and satisfaction of Hotline 118 employees in your area, as well as to determine the overall effectiveness and eliminate possible gaps for service improvement. In this connection, we ask you to assist and answer our questions.

The duration of the interview will be approximately 10 minutes. **Our conversation will be strictly CONFIDENTIAL and the data obtained will be presented in a generalized form, without giving names.** There are no right or wrong answers for us. We value your answers, which are based on your experience and will help improve the Hotline 118 system. Thank you very much for agreeing to answer our questions.

Do you agree to take part in the interview?

- Yes (then continue the interview)
- No (if refused, thank the respondent and end the survey)

General data of the respondent

1. Gender of the respondent

- Man
- Woman

2. Age of the respondent (indicate the number of full years) _____

3. Education of the respondent

- Secondary special
- Incomplete higher education
- Higher

- Other (specify) _____

3.1 Please, specify the specialty _____

The following are questions that are directly related to your work in the Call Center:

4. How long have you been working in the Call Center? (specify month and year)

5. Select the region where the Call Center is located (select the region or Bishkek or Osh)

6. Do you work in shifts?

- Yes (go to question 7)
- No (go to question 7.1)

7. What is the duration of one shift? (please enter the number of hours)

7.1 How many hours a day do you work?

8. How many calls / requests do you receive on average during your shift? (Indicate the number of calls)

9. Have you ever had cases when a subscriber who applied to the Call Center refuses to provide his personal data, that is, prefers to remain anonymous?

- Yes (go to question 10)
- No (go to question 11)

10. What are the reasons for caller to refuse provide personal data?

- Panic
- Fear of the criminal liability for the spread of the disease
- Personal refuse
- Other (specify) _____

11. How would you rate your skills in providing COVID advice?

- Not enough skills (go to question 16.1 and 16.2)
- Sufficient, but in some cases the support of the Team is required
- Enough, no problem
- Enough, provide additional assistance/advice to colleagues

12. Did you receive on board training to respond to callers inquires?

- Yes
- No

12.1. Do you need additional training, trainings on topics:

- COVID-19 prevention
- New types/strains of coronavirus infection
- Repeated cases of COVID-19
- Specific and reliable information about the protocols for the treatment of the disease about vaccination
- Other infectious diseases (specify) _____
- Other (specify topics that you need in your daily work) _____

12.2. Do you need additional information materials

- New types/strains of coronavirus infection
- COVID-19 prevention
- Repeated cases of COVID-19
- Vaccination
- Other infectious diseases (specify) _____
- Other (specify topics that you need in your daily work) _____

13. What questions of subscribers who applied to the Call Center cause you difficulties or doubts?

- Conducting a rapid clinical assessment of the patient's condition
- Establishment of primary diagnosis
- Provision of first/emergency medical consultation regarding drug prescriptions

- Other (specify) _____
- Refuse to answer

14. What cases cause difficulties, problems, doubts in matters of hospitalization, work with outpatient services, family doctors?

- Leave on self-isolation (there are doubts)
- Poor communication, or not prompt communication of information transfer to outpatient service or family doctor
- Sending a mobile team to the patient's address
- There is one FAP, one medical worker in the area, unable to provide timely/emergency qualified assistance
- Ensure control over the timely consideration of applications for the departure of mobile teams, a family doctor, a medical worker
- Other (specify) _____

15. What information regarding other diseases is often of interest to subscribers who apply to the Call Center?

- Hypertonic disease
- Diseases of the cardiovascular system
- Endocrine diseases
- Diabetes
- Infectious diseases (ARVI, acute respiratory infections)
- Infectious diseases (intestinal diseases, poisoning)
- Other (specify) _____

The following questions are related to improving the work of Call centers

16. Are you, as an operator, satisfied with the equipment of the Call Center with the necessary equipment?

- Yes
- No (go to question 16.1)

16.1 If not, then list the name of the technical means necessary for the full operation of the Call Center:

- Computer equipment
- Smartphones
- Licensed software
- Internet connection
- Other (specify) _____

Your suggestions for improving the work of the Call-center of the Hotline 118

We have completed our interview with you. Thank you for your input and responses!