# Consumer Confidence in the Context of COVID-19 April 2020



## Introduction



Overview



As the world adapts to the COVID-19 pandemic, how have consumer behavior and confidence been affected? How are people adapting week to week, and what does it mean for retailers and other consumer facing industries?

To answer these questions, DISQO has conducted a study into consumer confidence over time. Beginning in late March 2020, we began surveying a selection of DISQO Audience members each week, seeking to understand:

- Shifts in online shopping behaviors
- Engagement in everyday consumer activities
- Outlook for future engagement in consumer activities
- Concerns that may impact consumer confidence
- Overall spending shifts

Methodology



Each survey was conducted online, distributed to a nationally representative sample of DISQO Audience members within the United States via the Survey Junkie platform, which is wholly owned by DISQO. Surveys were taken on both desktop and mobile devices.

To assess how sentiment shifts over time, DISQO will be conducting this survey in a weekly cadence over the coming weeks. This report covers the first three editions of the study.

Responses for each survey were collected over a three day period one week apart, distributed on Saturdays and closed on the subsequent Monday morning. The first three editions of the survey generated a total of 32,574 responses from 21,930 unique individuals.

Edition	Period	Responses
7	Mar 21-23	11,250
2	Mar 28-30	10,399
3	Apr 04-06	10,925

**About DISQO** 

DISQO

DISQO is a consumer-first insights platform that delivers unprecedented data and analytics to the market research industry. The company powers insights professionals and marketers with automated solutions that drive consumer research and improve ad effectiveness.

Today, DISQO delivers an accurate and complete view of the consumer via technology built on the foundation of the largest first-party research audience. By engaging consumers who choose to share their attitudes and behaviors, DISQO captures the highest quality data, empowering its clients to make confident decisions.

Founded in 2015, DISQO is headquartered in Los Angeles, California, and has over 130 employees.

## Trends Over Time

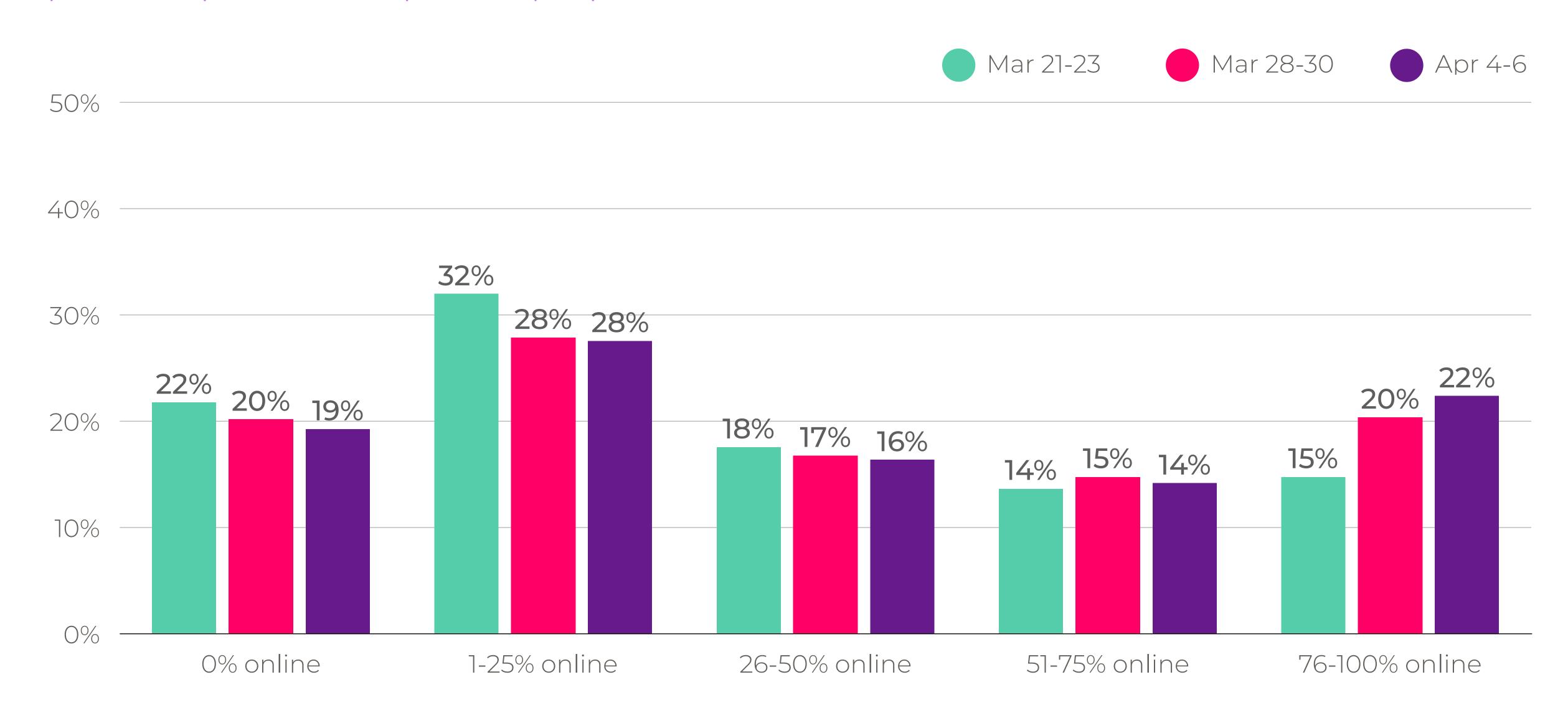
Weekly shifts in consumer confidence



#### Shifts in Purchases Made Online

DISQO

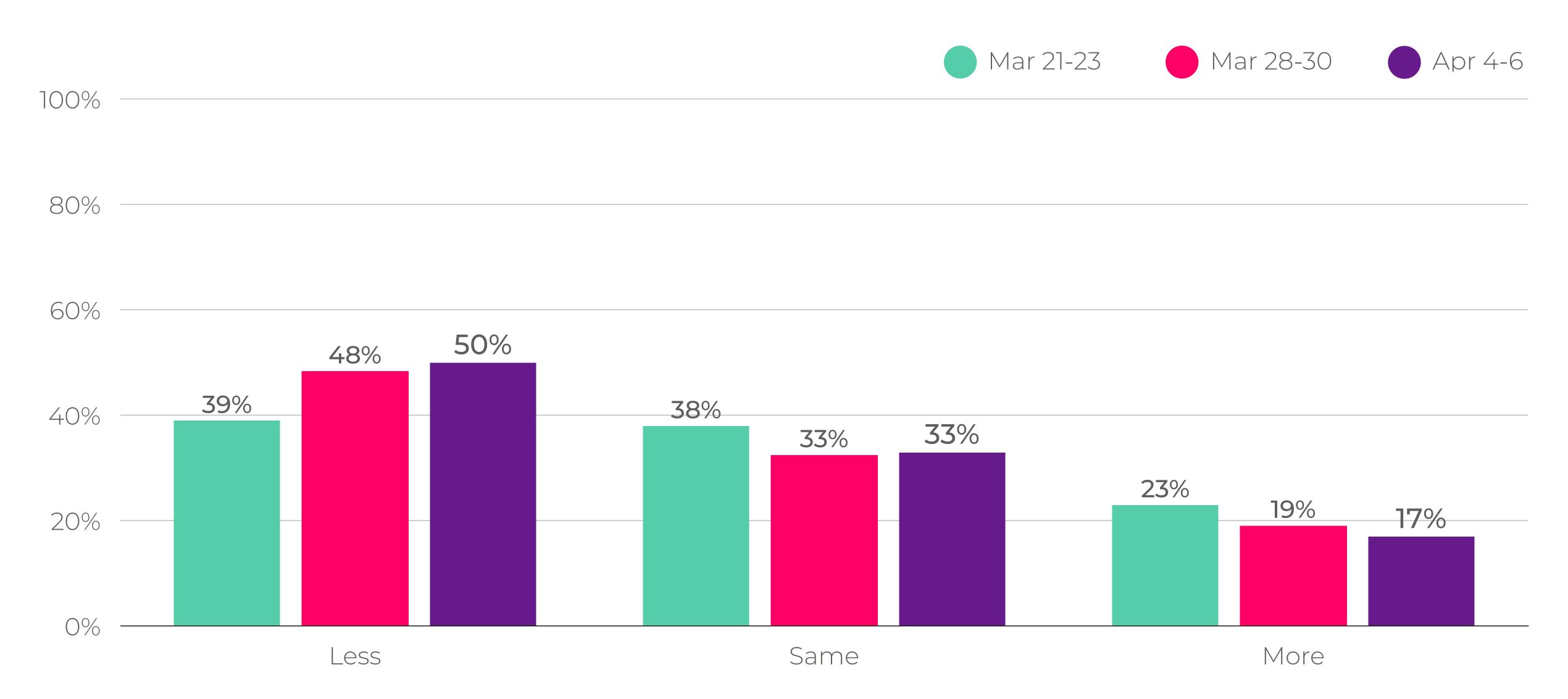
Q: Within the past week, what percent of your purchases have been made online?



#### Shifts in Consumer Spending Habits

DISQO

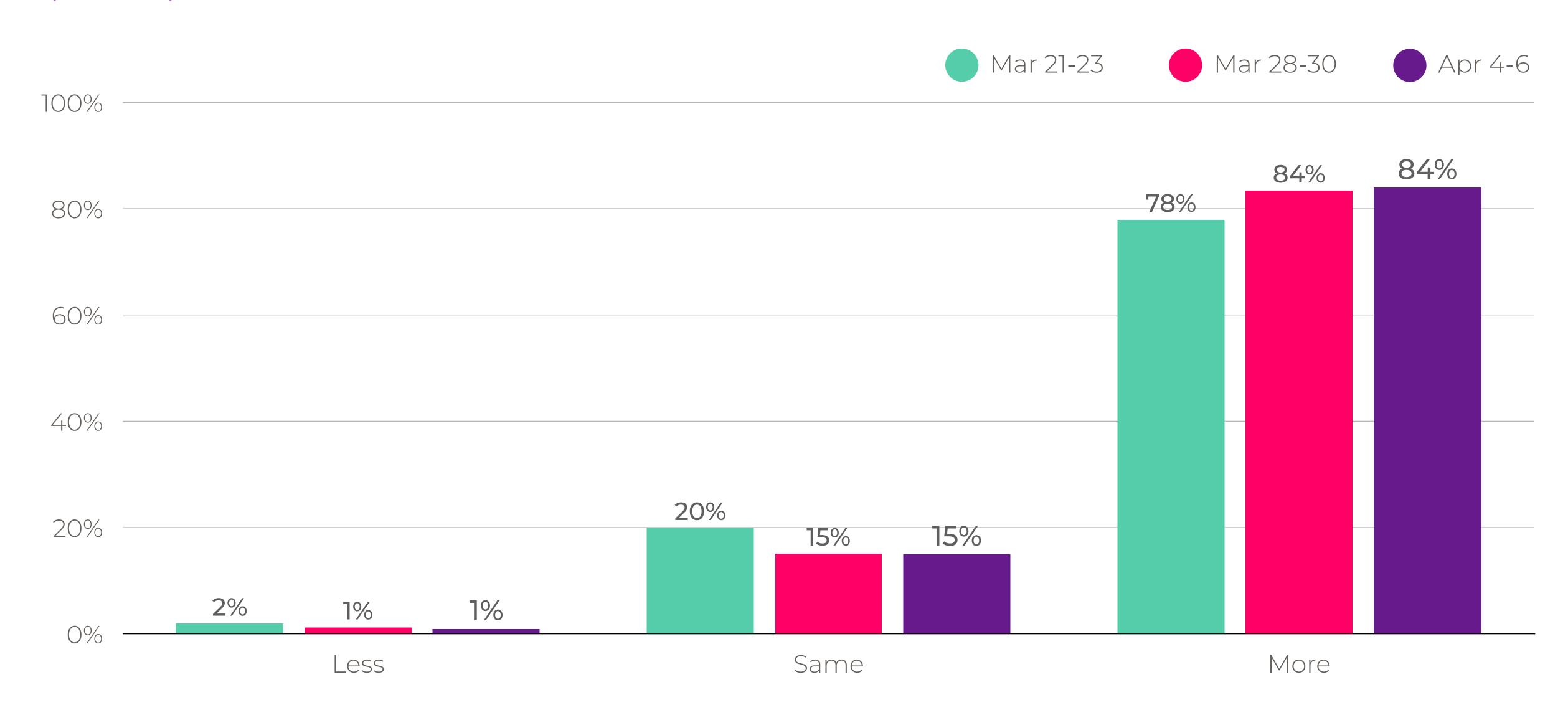
Q: I am spending \_\_\_\_\_ money than I was last month.



#### Shifts in Consumer Time Spent at Home

DISQO

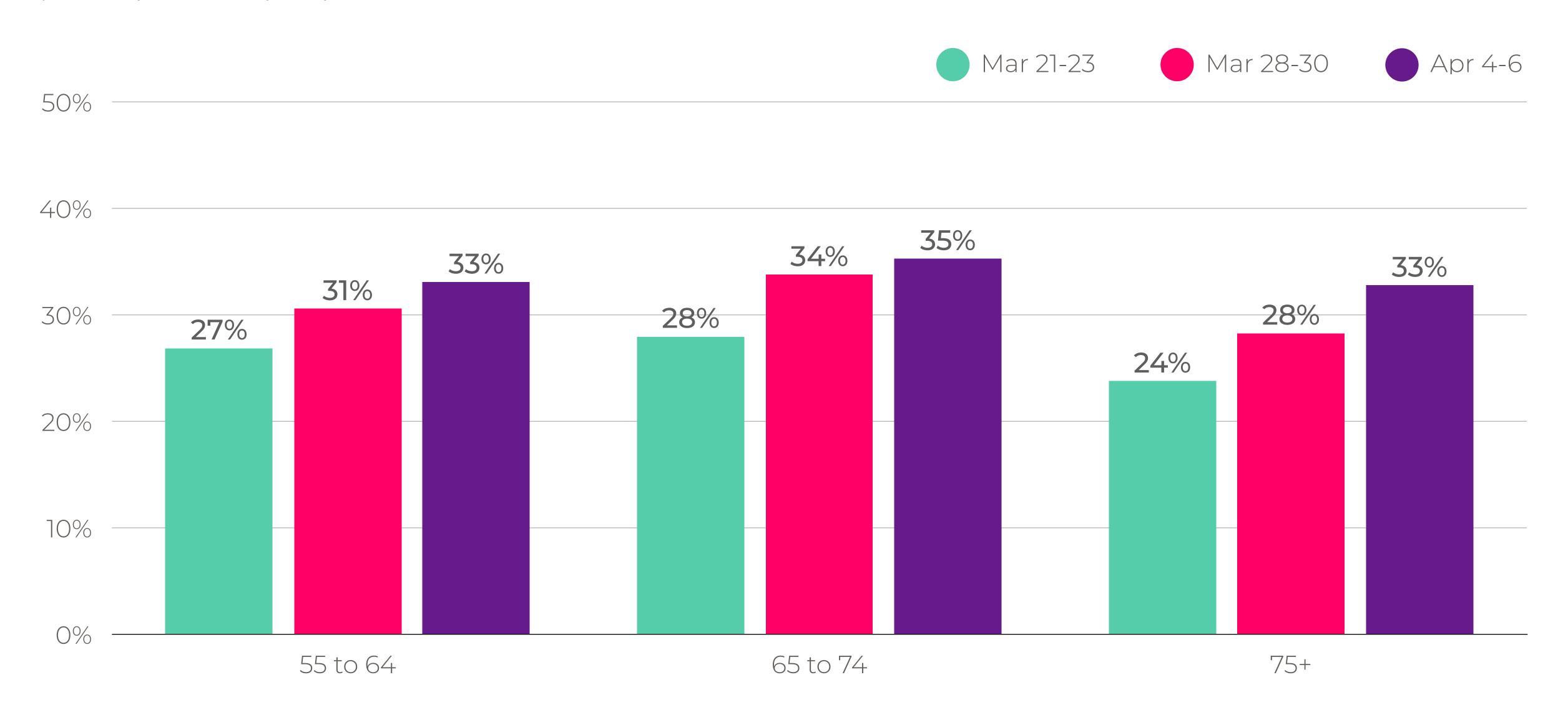
Q: I'm in my home \_\_\_\_\_ I was last month.



## Percent of Purchases Made Online by Senior Citizens

DISQO

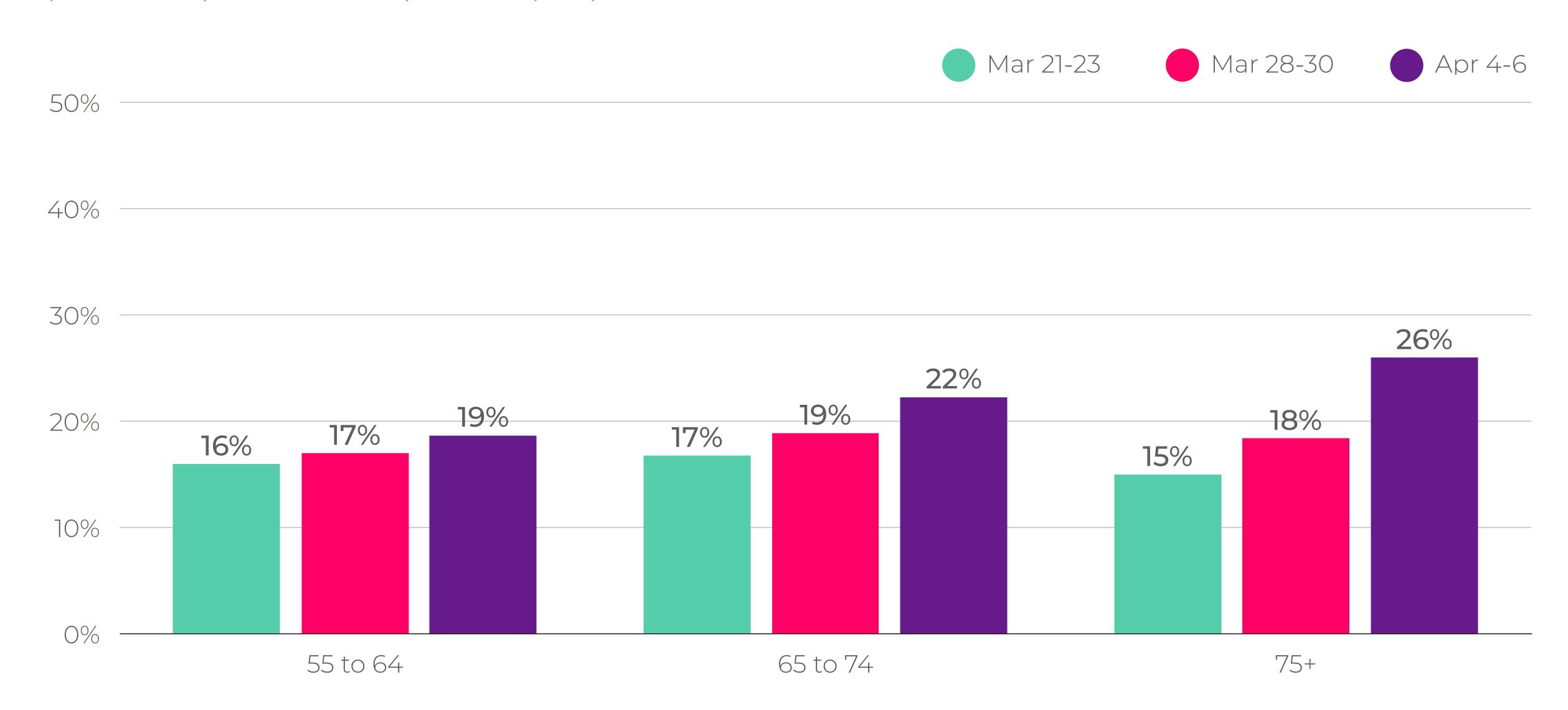
Q: What percent of your purchases have been made online?



## Purchase of Groceries Online by Senior Citizens

DISQO

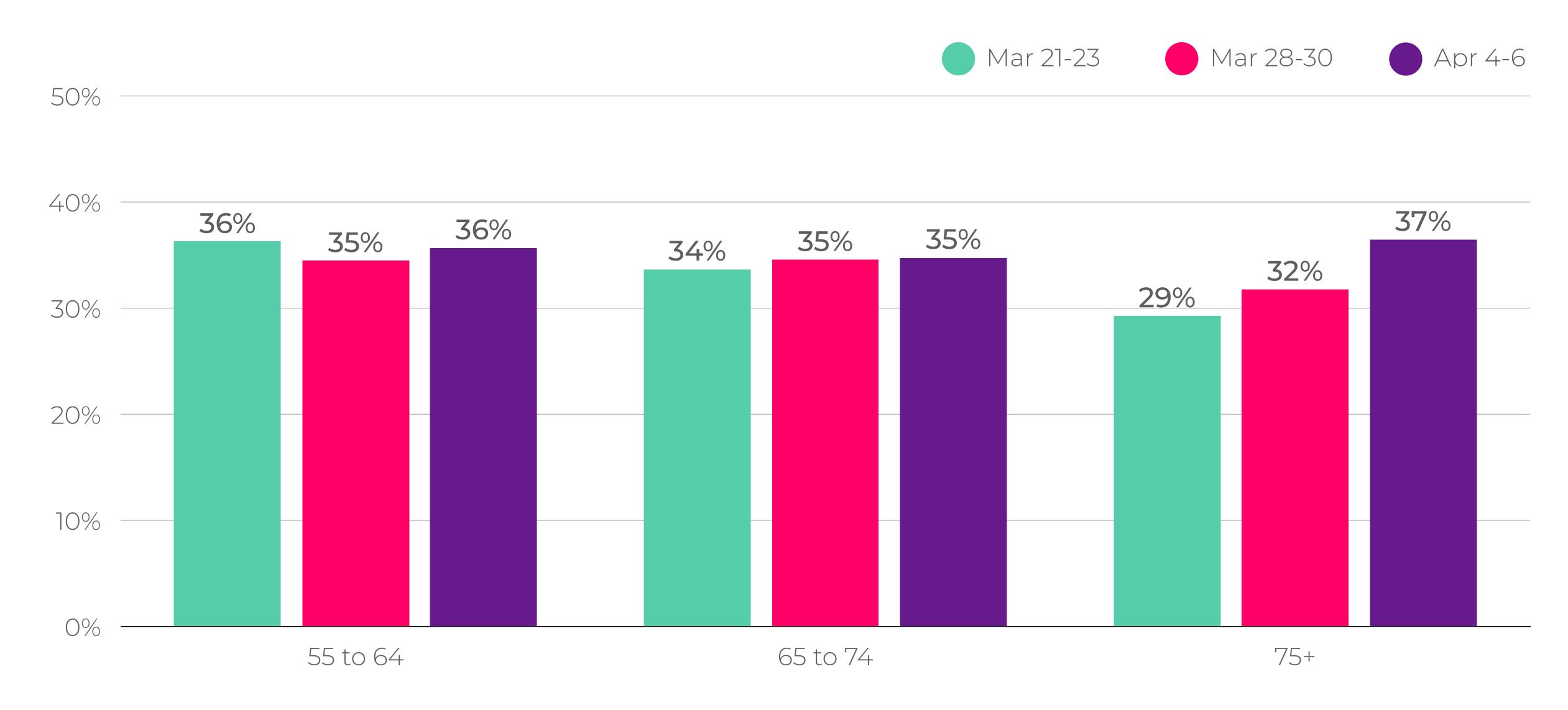
Q: Within the past week, what percent of your purchases have been made online?



#### Senior Citizens' Plans to Purchase Online Groceries

DISQO

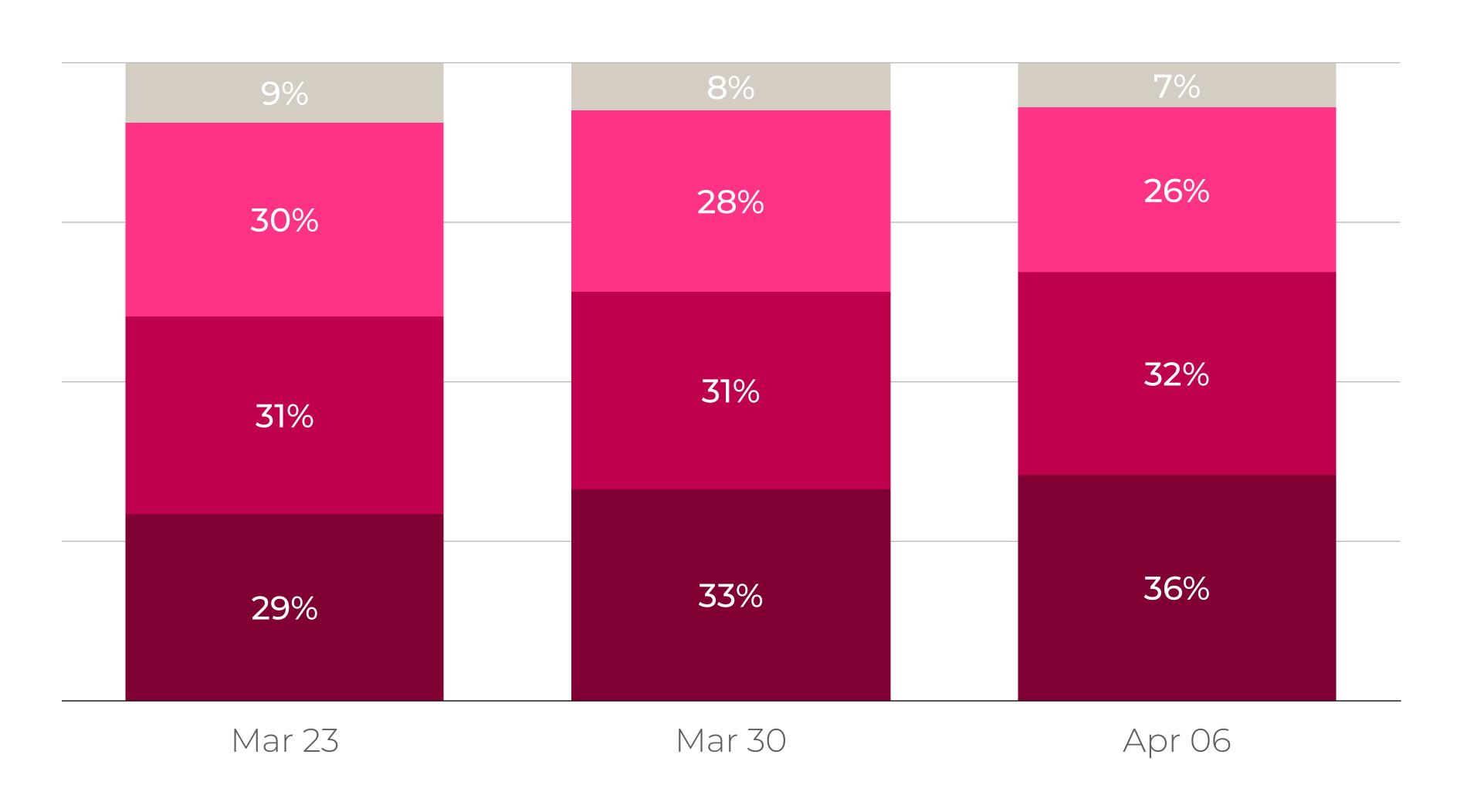
Q: How likely are you to purchase groceries online in the next 2 weeks?



#### Concern of Contracting COVID-19 Over Time

DISQO

How concerned are you about contracting coronavirus?

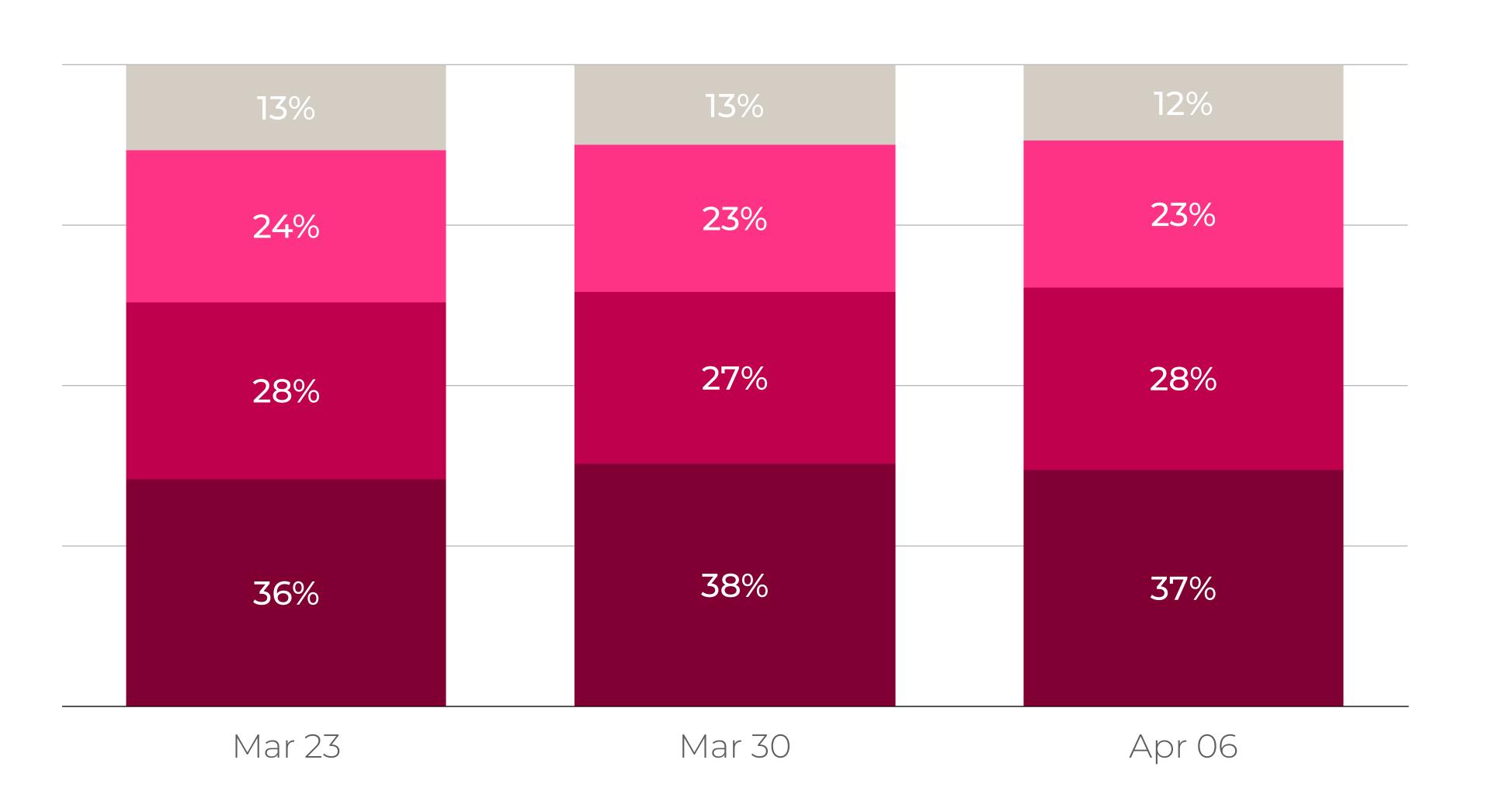


- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

#### Concern of Spreading COVID-19 Over Time



How concerned are you about spreading coronavirus?

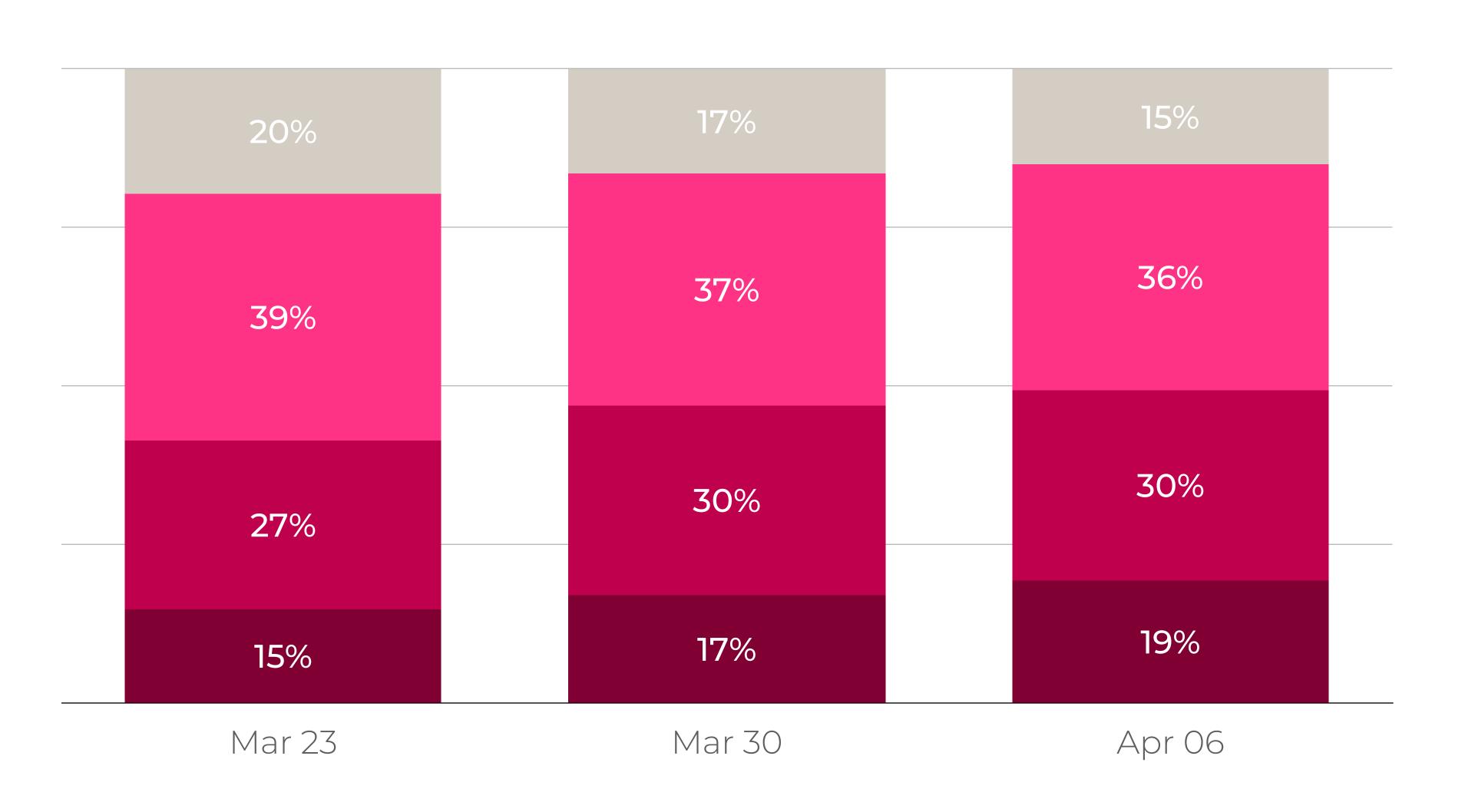


- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

#### Concern for Small Groups of People Over Over Time



How concerned are you about small groups of people?

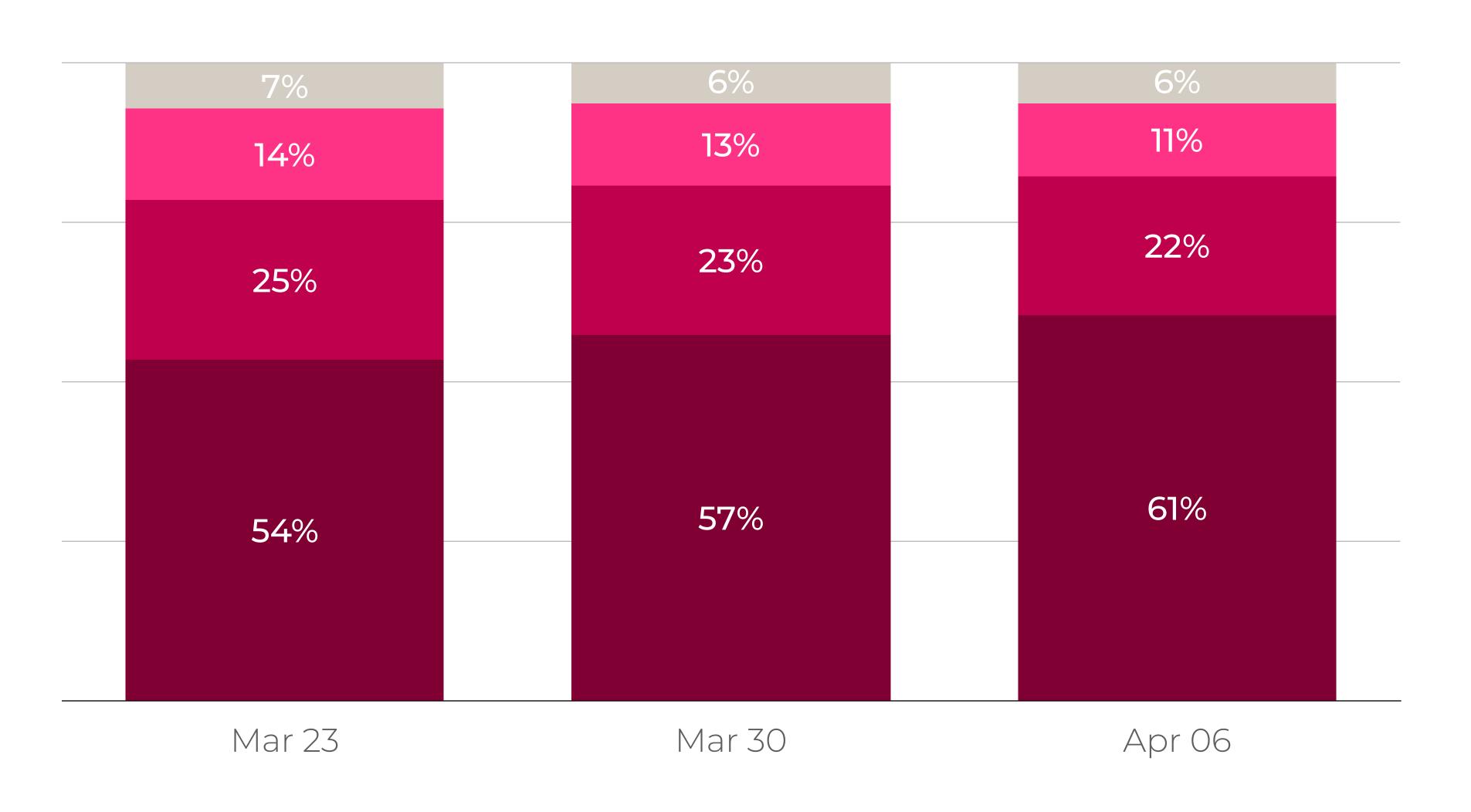


- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

#### Concern for Large Groups of People Over Over Time



How concerned are you about large groups of people?

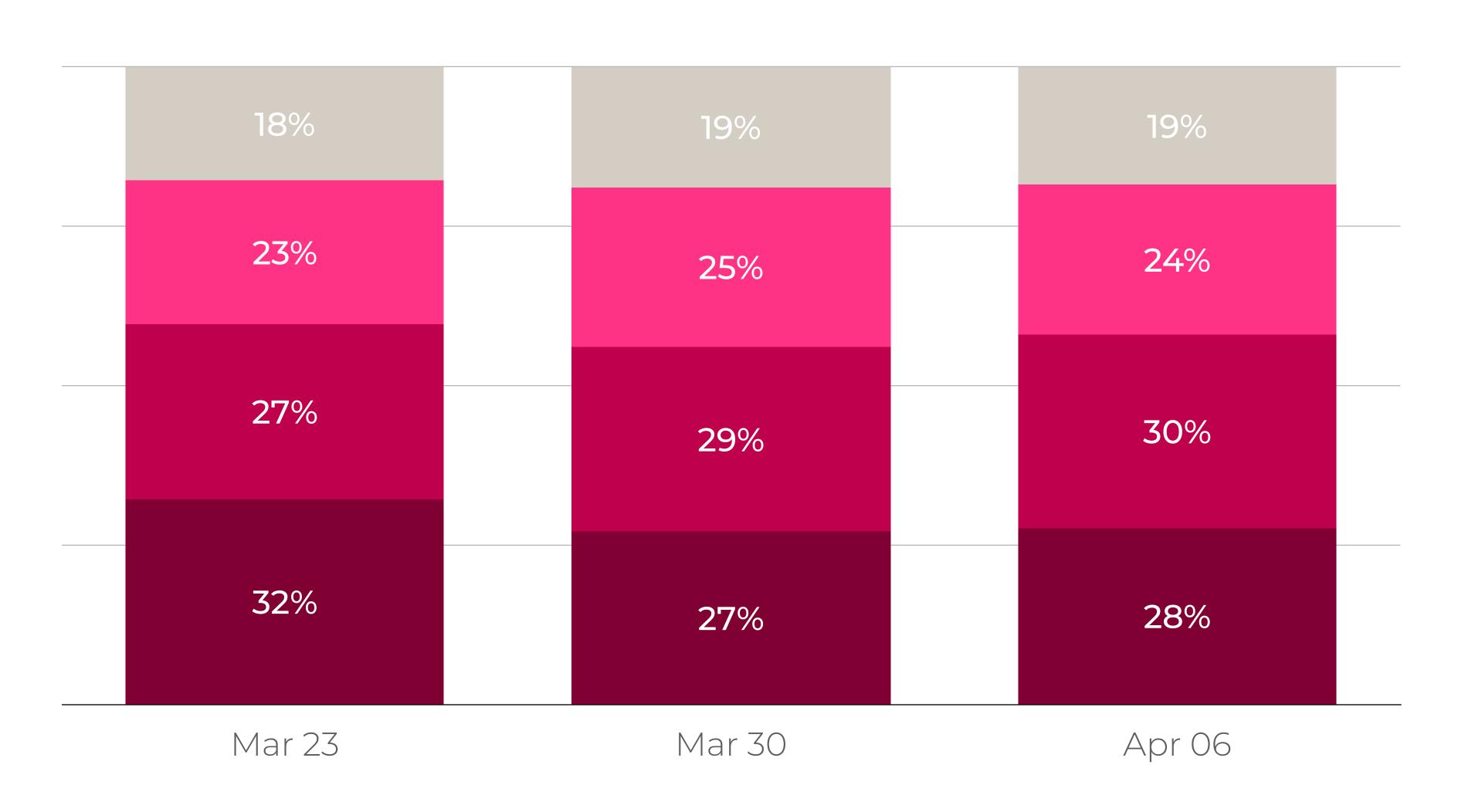


- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

#### Concern for the Stock Market Over Over Time



How concerned are you about the stock market?

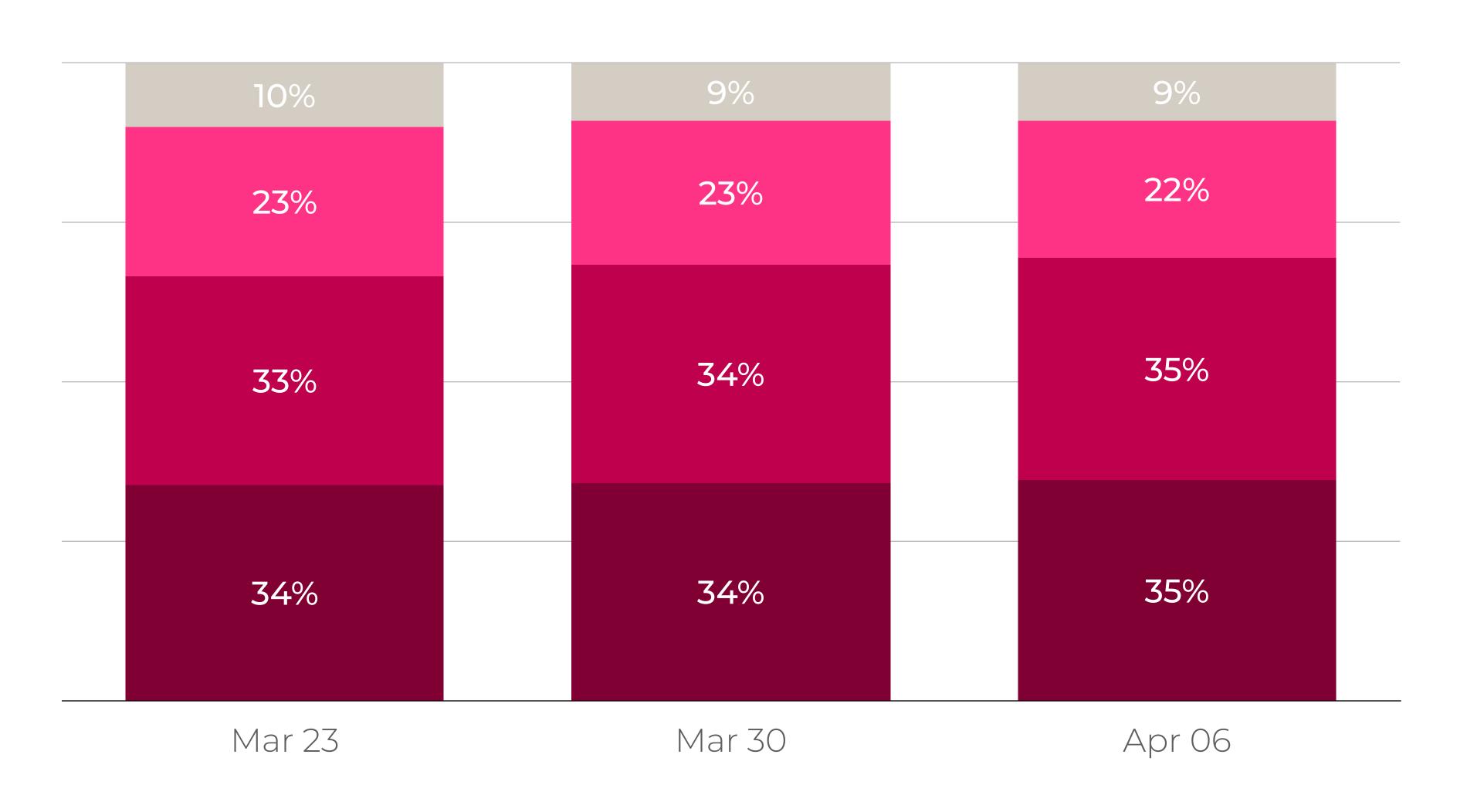


- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

#### Concern for Small to Mid-Sized Businesses Over Over Time



How concerned are you about small to mid-sized businesses?

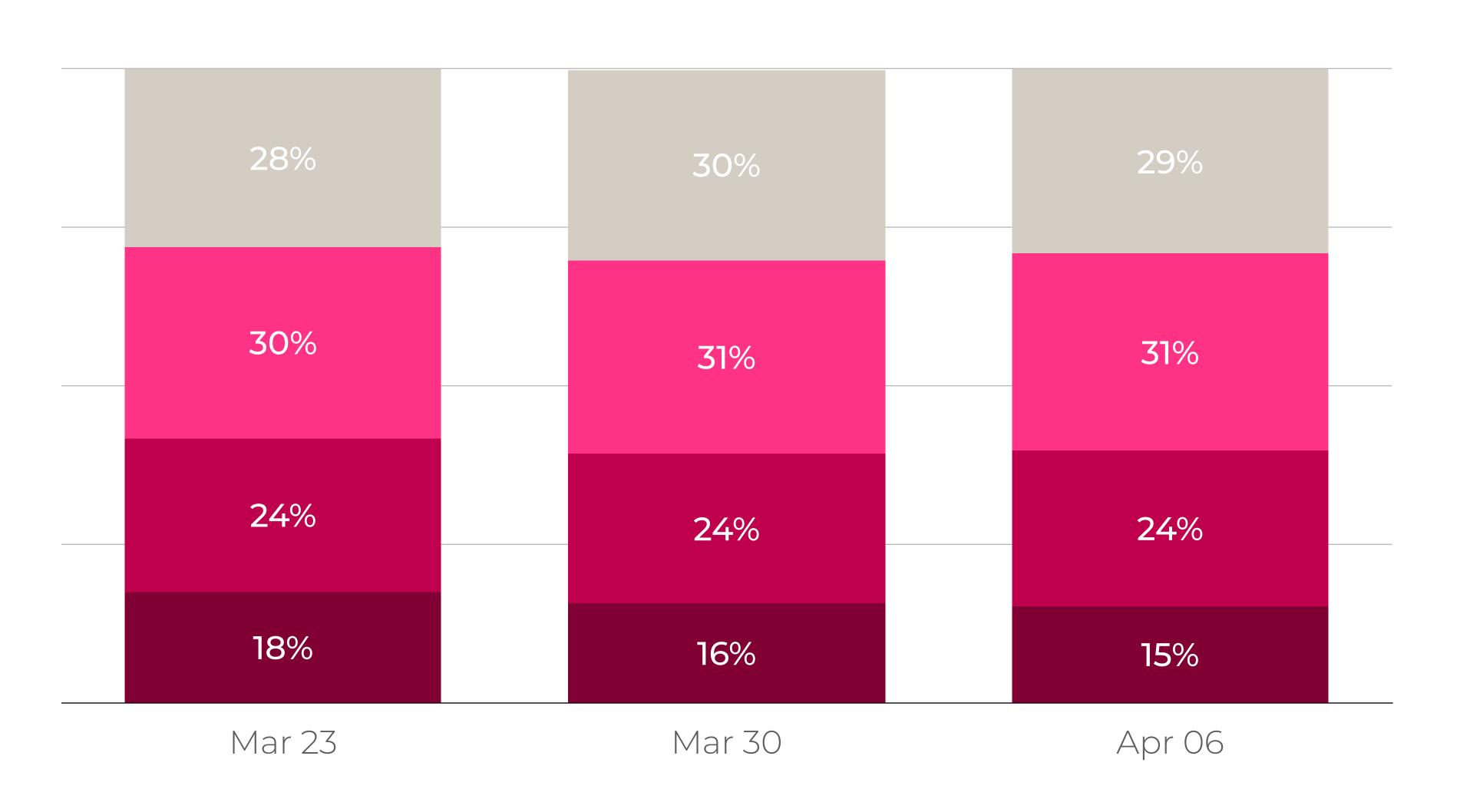


- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

#### Concern for Small to Large Corporations Over Over Time



How concerned are you about large corporations?



- Not at all concerned
- Slightly concerned
- Moderately concerned
- Extremely concerned

# April 6th Results

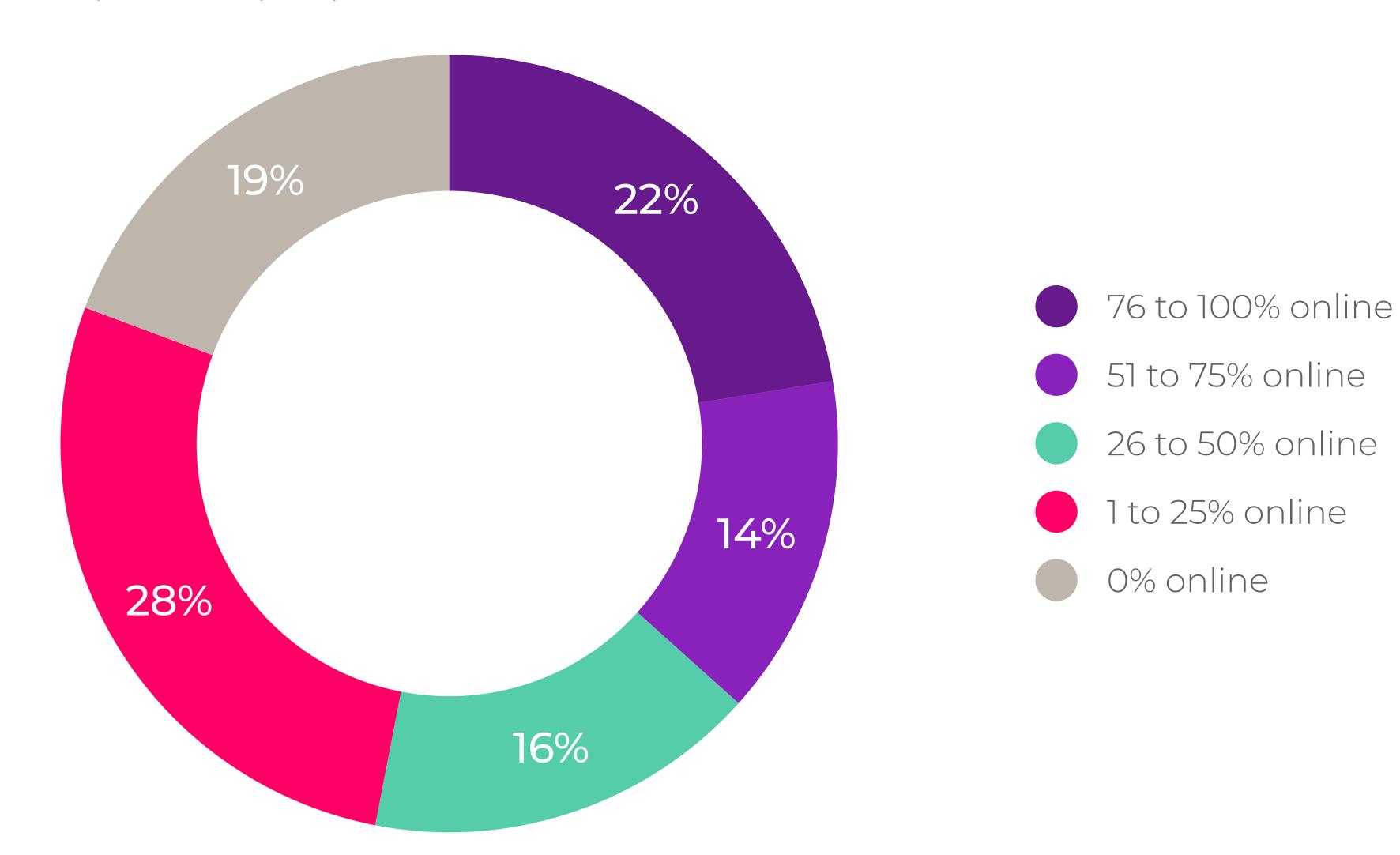
10,925 responses collected April 04 to April 06, 2020



#### Proportion of Purchases Made Online (April 4-6)

DISQO

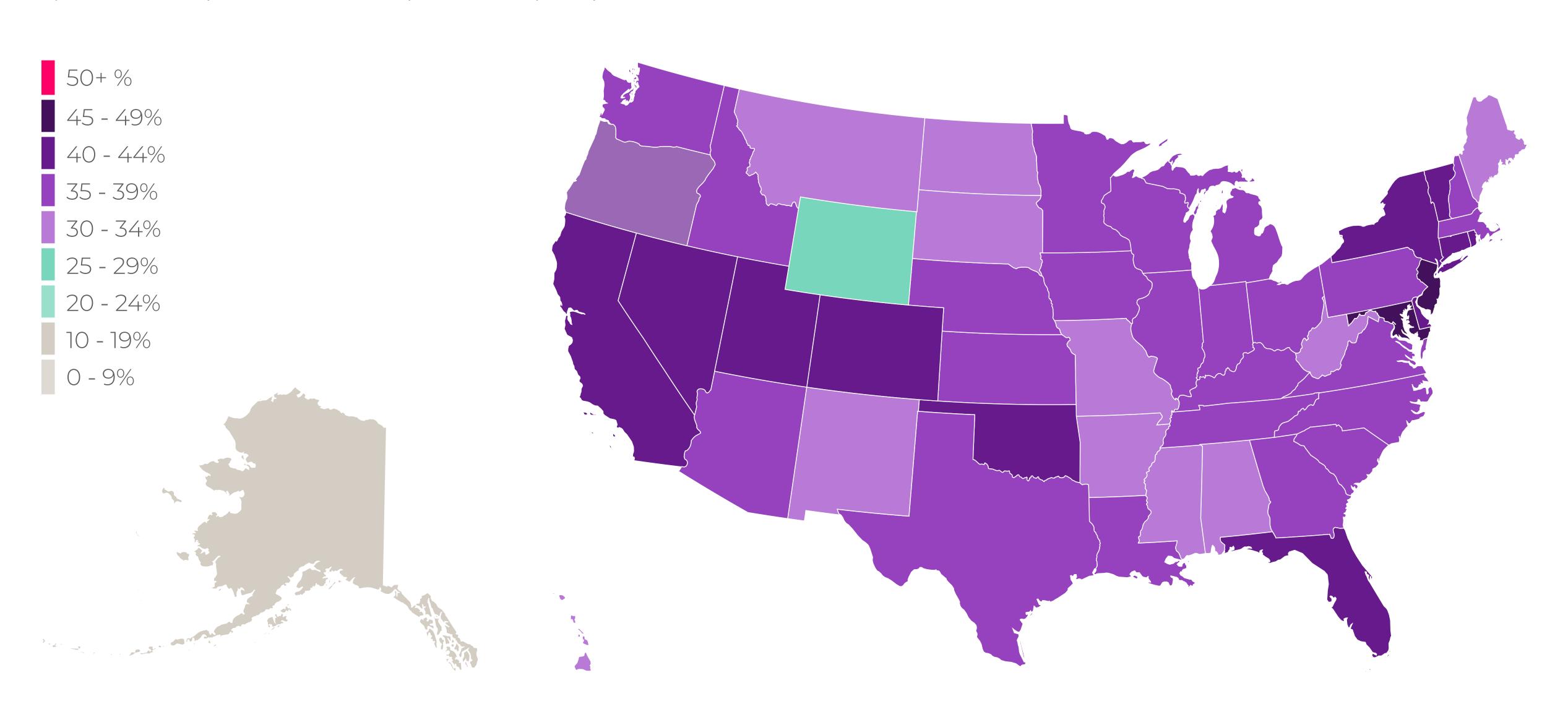
Q: Within the past week, what percent of your purchases have been made online?



#### Proportion of Purchases Made Online by State (April 4-6)

DISQO

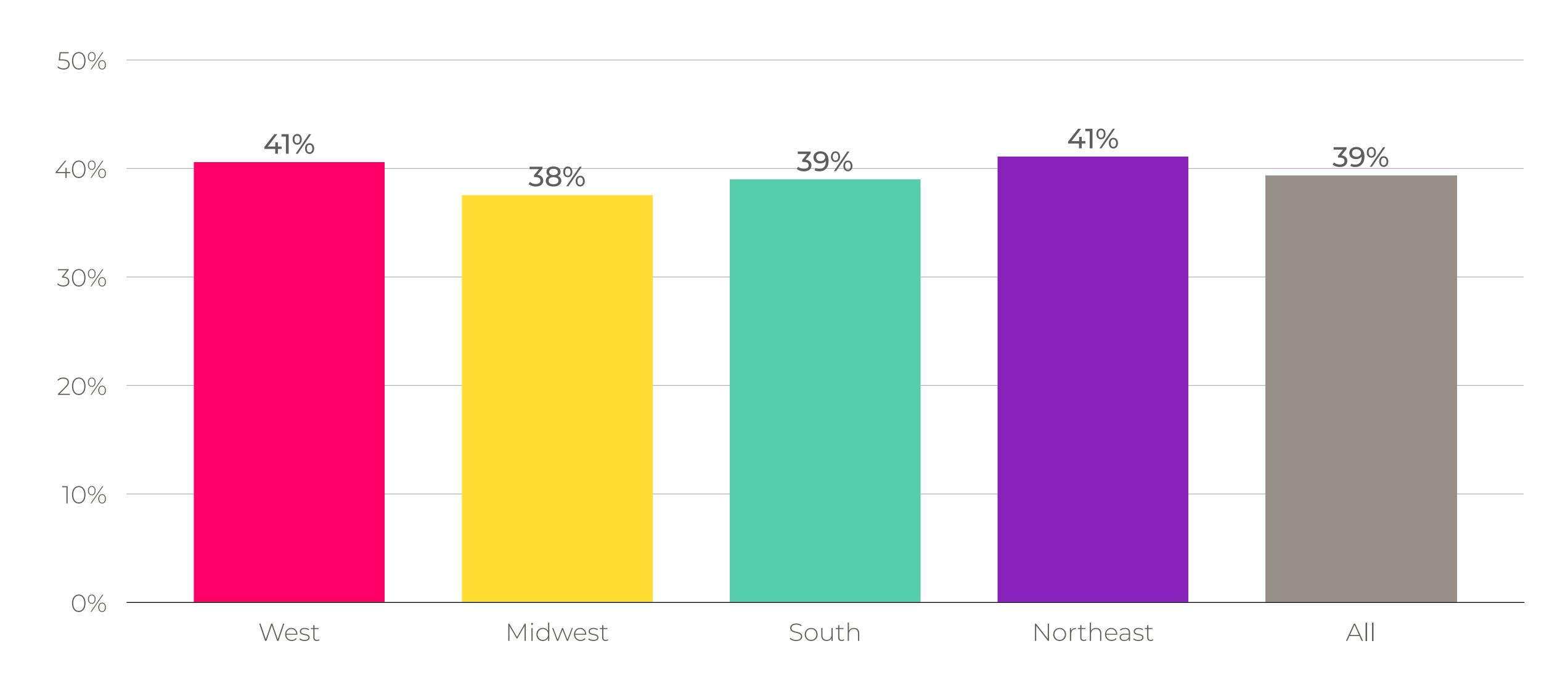
Q: Within the past week, what percent of your purchases have been made online?



## Overall Share of Purchases Made Online by Region (April 4-6)



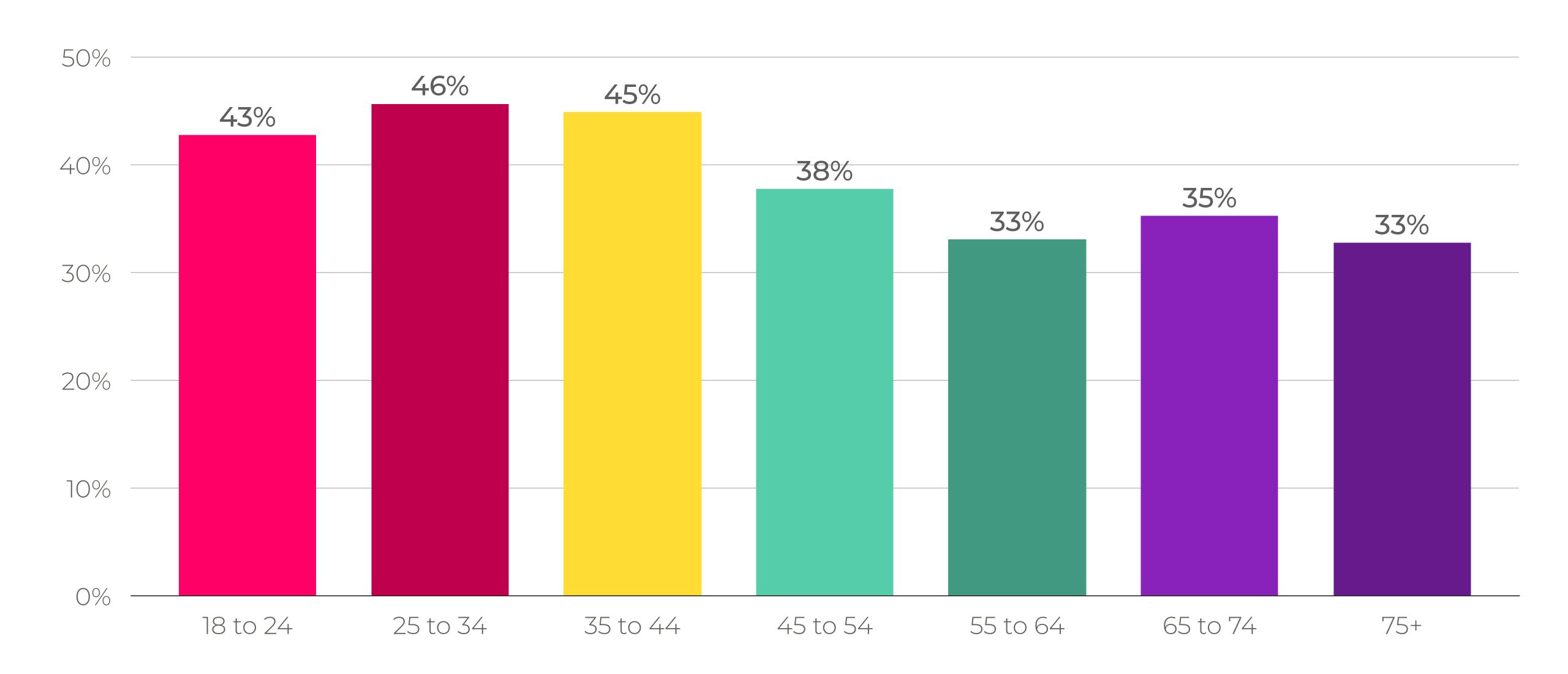
Within the past week, what percent of your purchases have been made online?



#### Overall Share of Purchases Made Online by Age (April 4-6)

DISQO

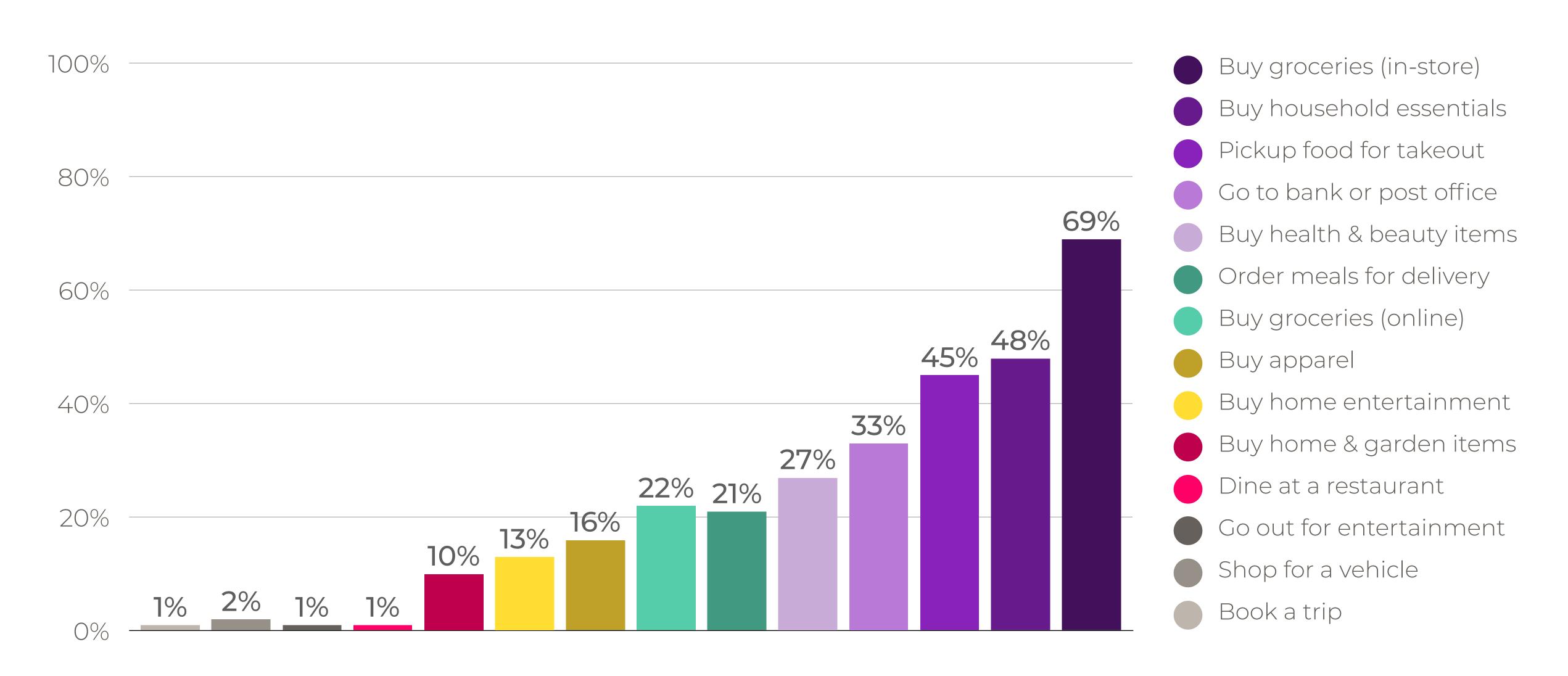
Within the past week, what percent of your purchases have been made online?



#### Recent Activities (April 4-6)



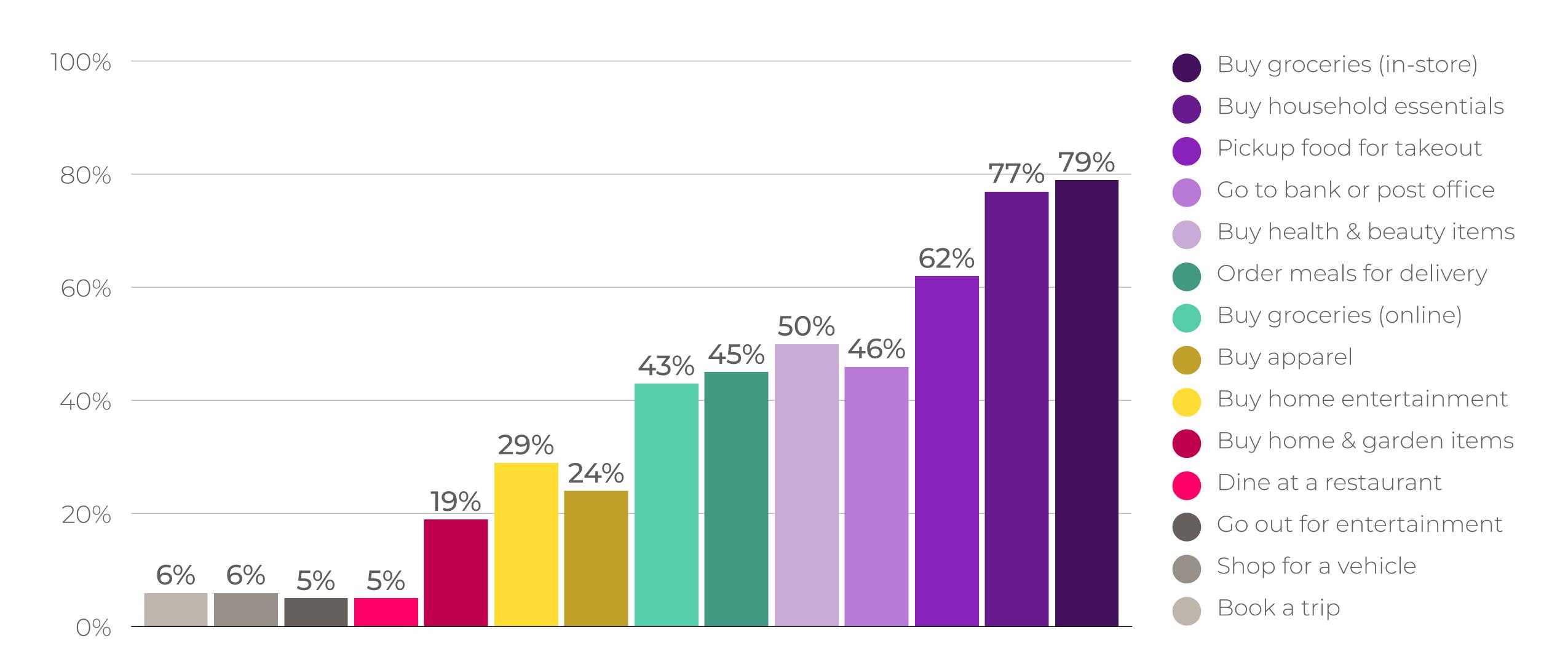
Q: Within the past week, which of the following activities did you do?



#### Planned Activities (April 4-6)



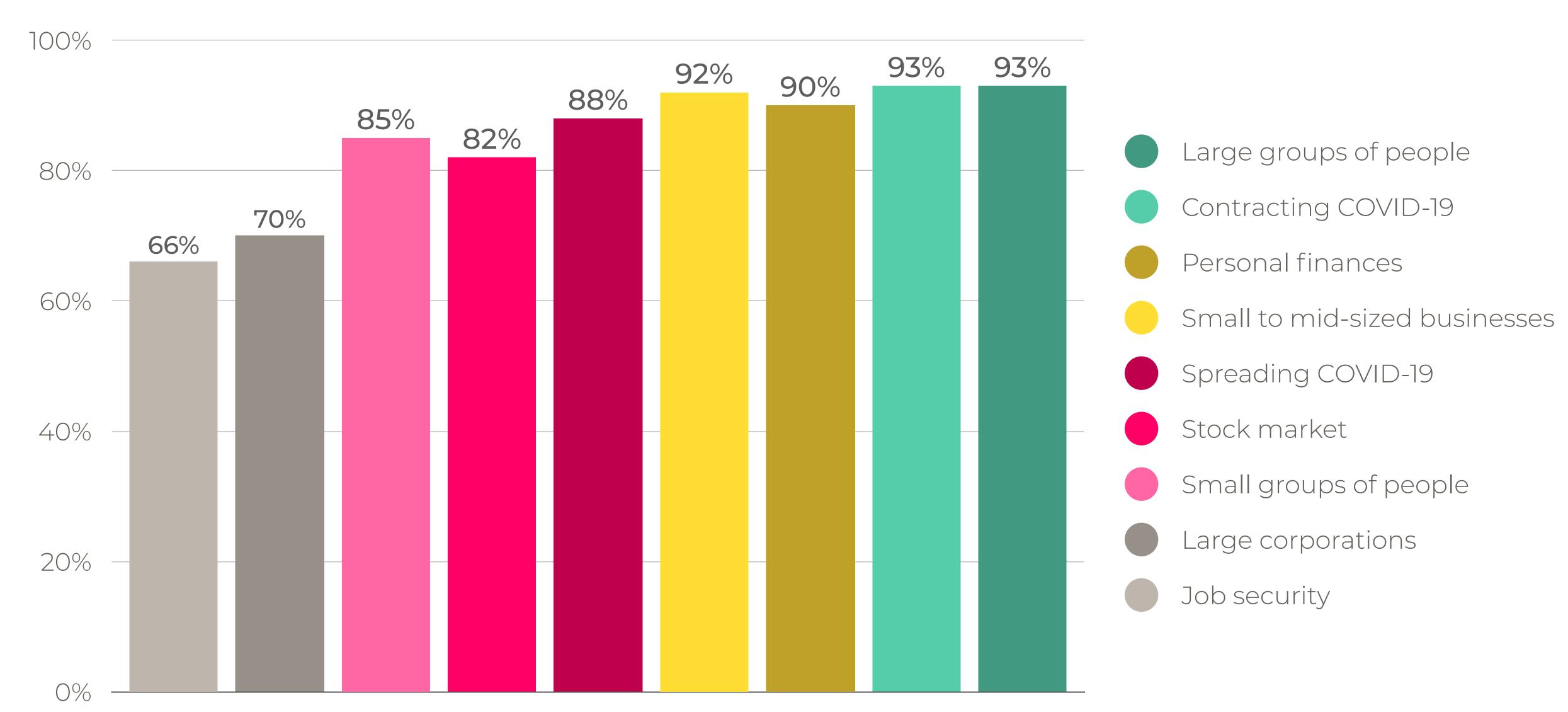
Q: How likely are you to \_\_\_\_\_ in the next 2 weeks?



#### Consumer Concerns (April 4-6)

DISQO

Q: How concerned are you about \_\_\_\_\_?



Source: 3rd edition of DISQO Consumer Confidence Survey; conducted April 04-06, 2020; n=10,925

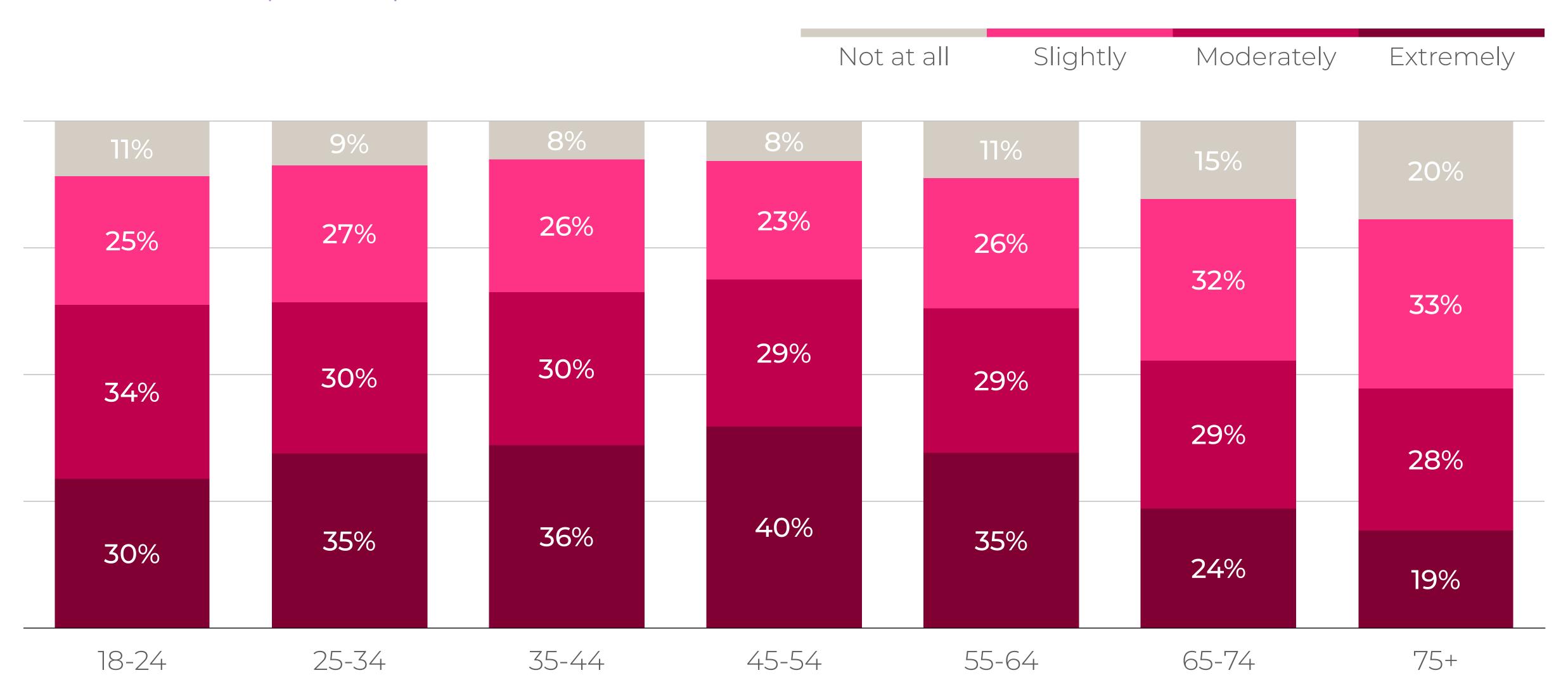
# Consumer Concerns by Age

April 4-6

#### Concern Over Personal Finances by Age (April 4-6)

DISQO

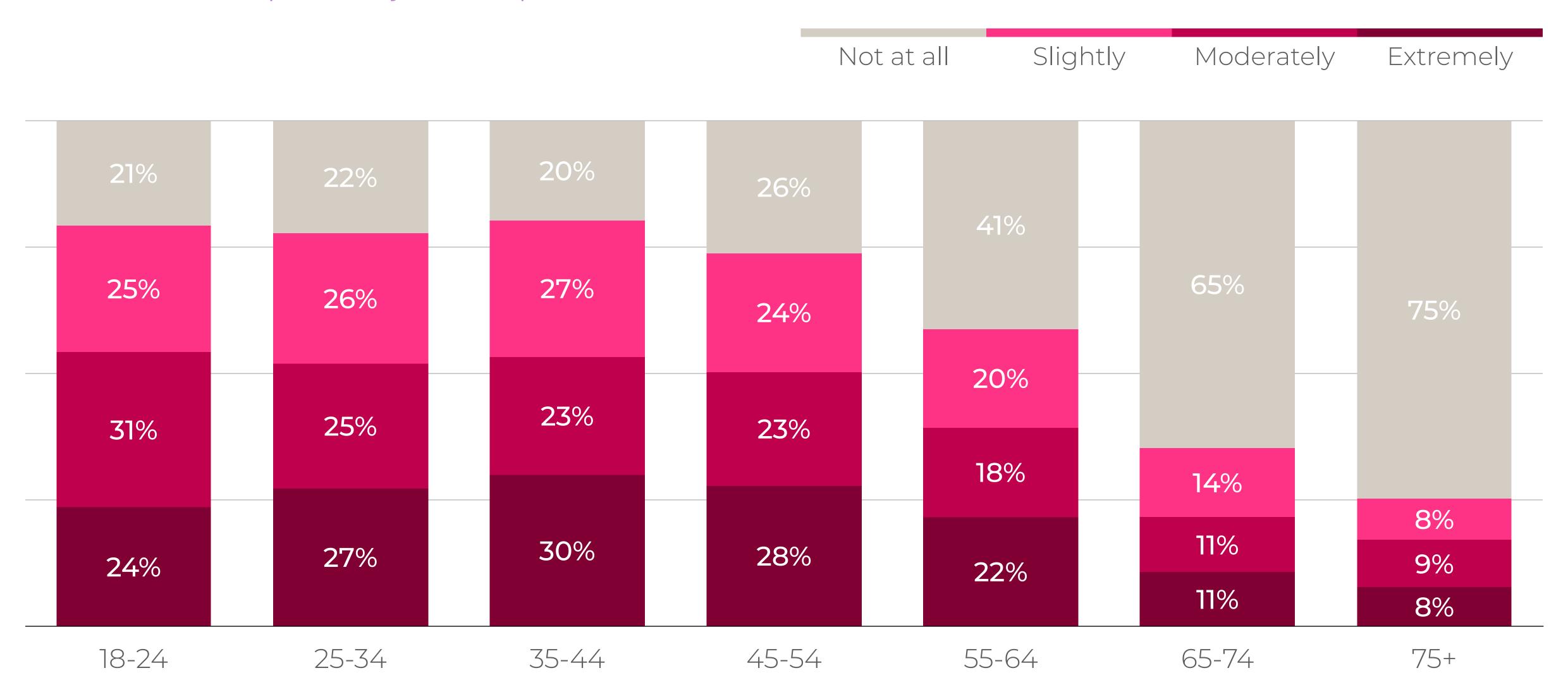
How concerned are you about personal finances?



## Concern Over Job Security by Age (April 4-6)

DISQO

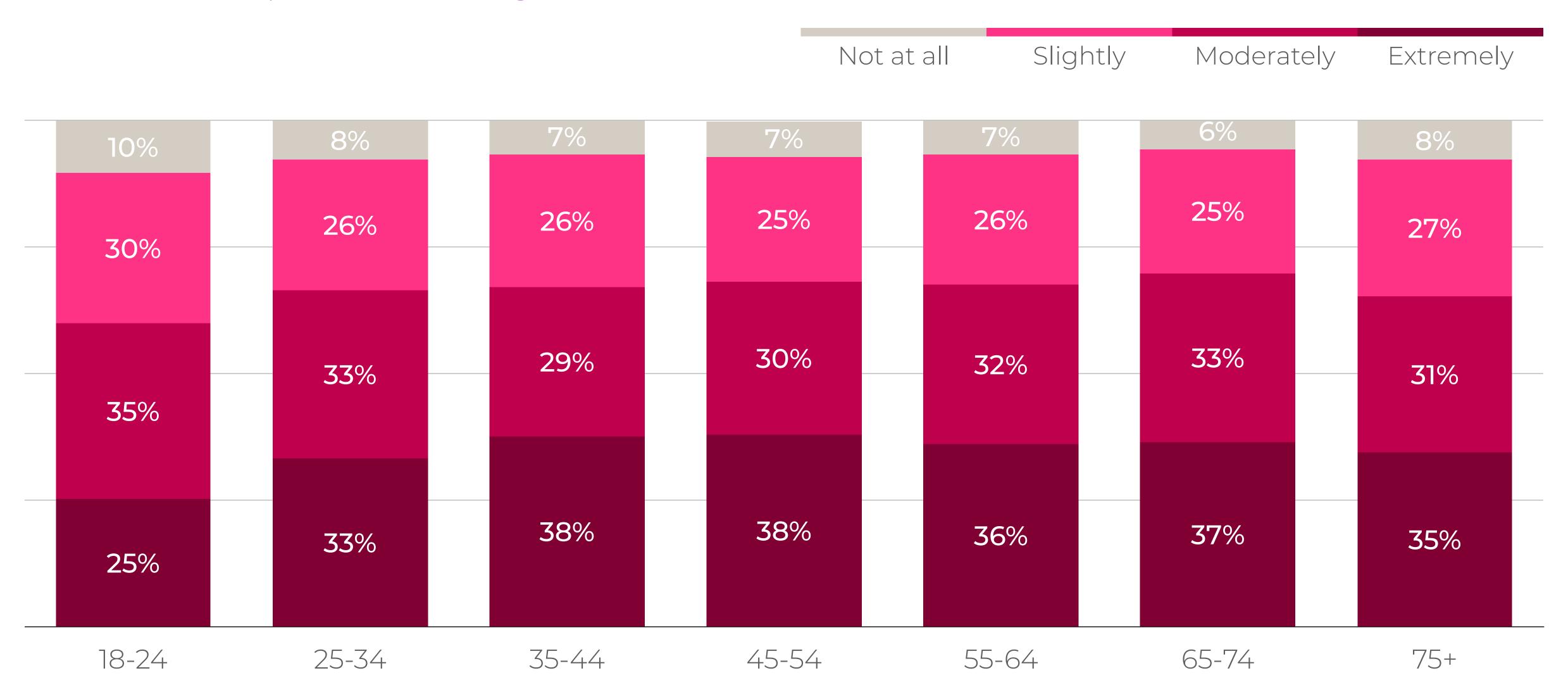
How concerned are you about job security?



## Concern Over Contracting COVID-19 by Age (April 4-6)

DISQO

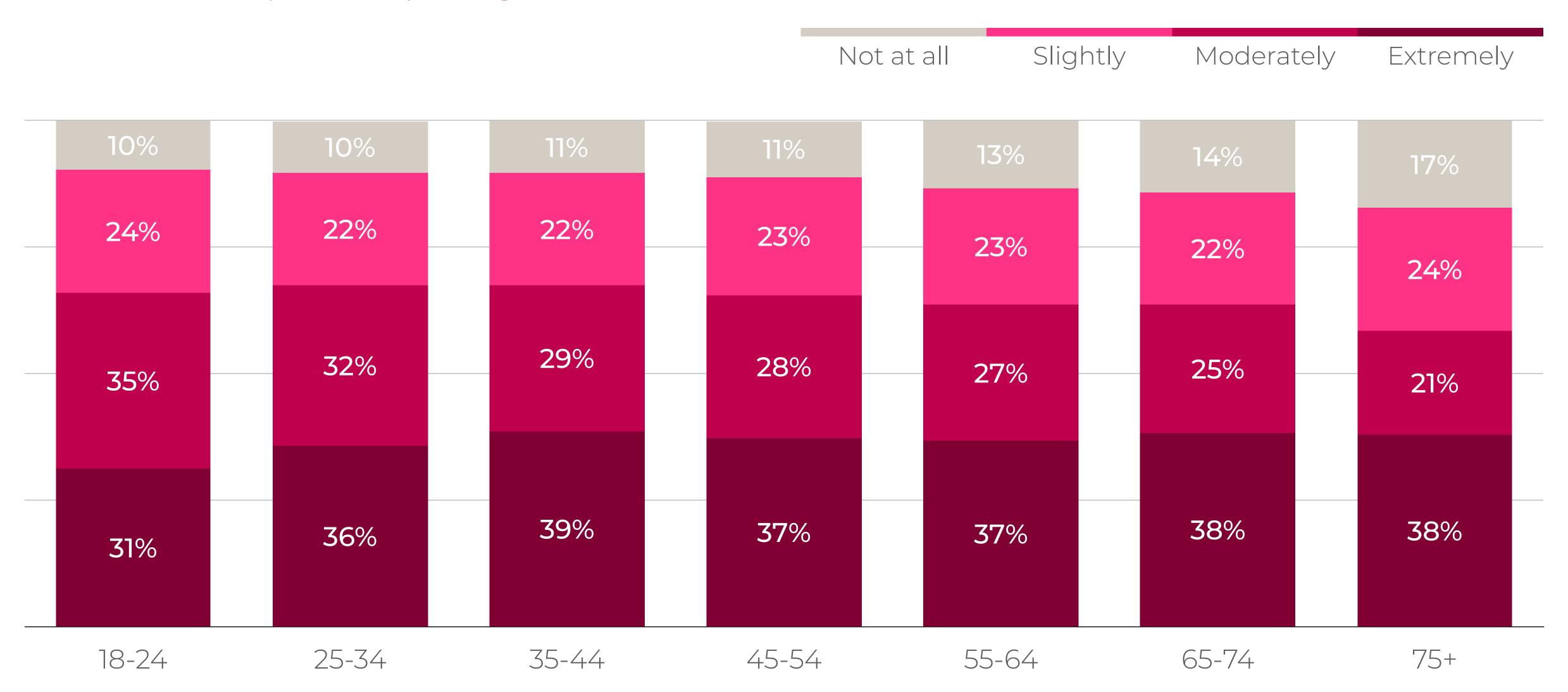
How concerned are you about contracting COVID-19?



## Concern Over Spreading COVID-19 by Age (April 4-6)



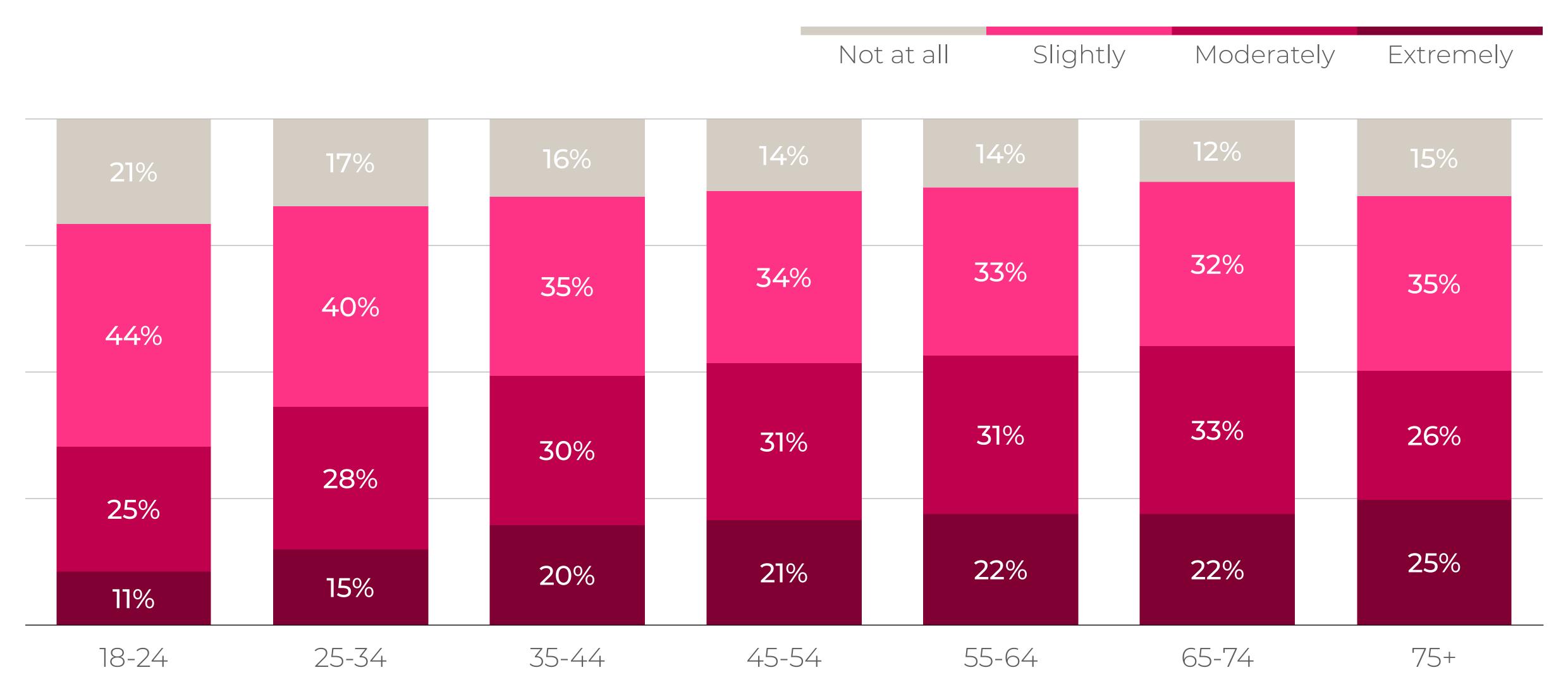
How concerned are you about spreading COVID-19?



#### Concern Over Small Groups of People by Age (April 4-6)

DISQO

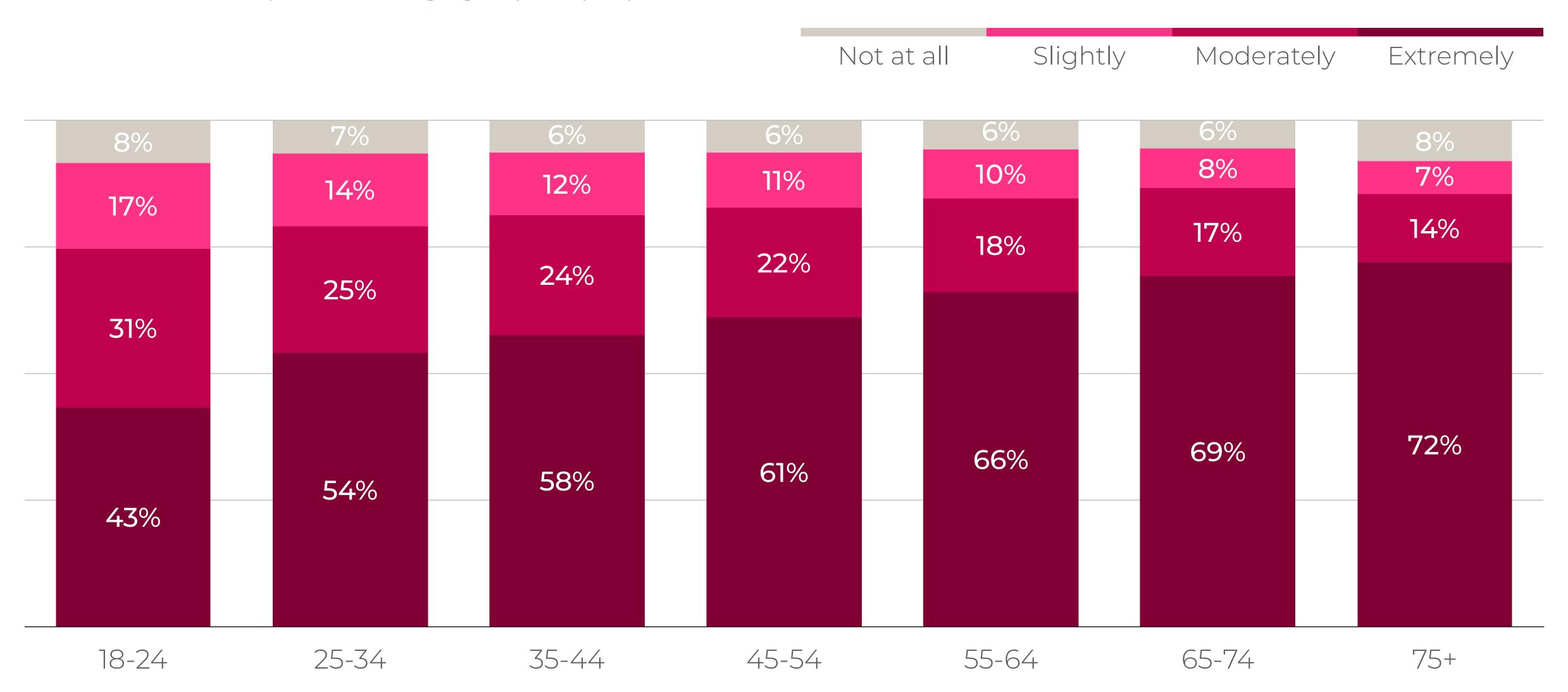
How concerned are you about small groups of people?



## Concern Over Large Groups of People by Age (April 4-6)



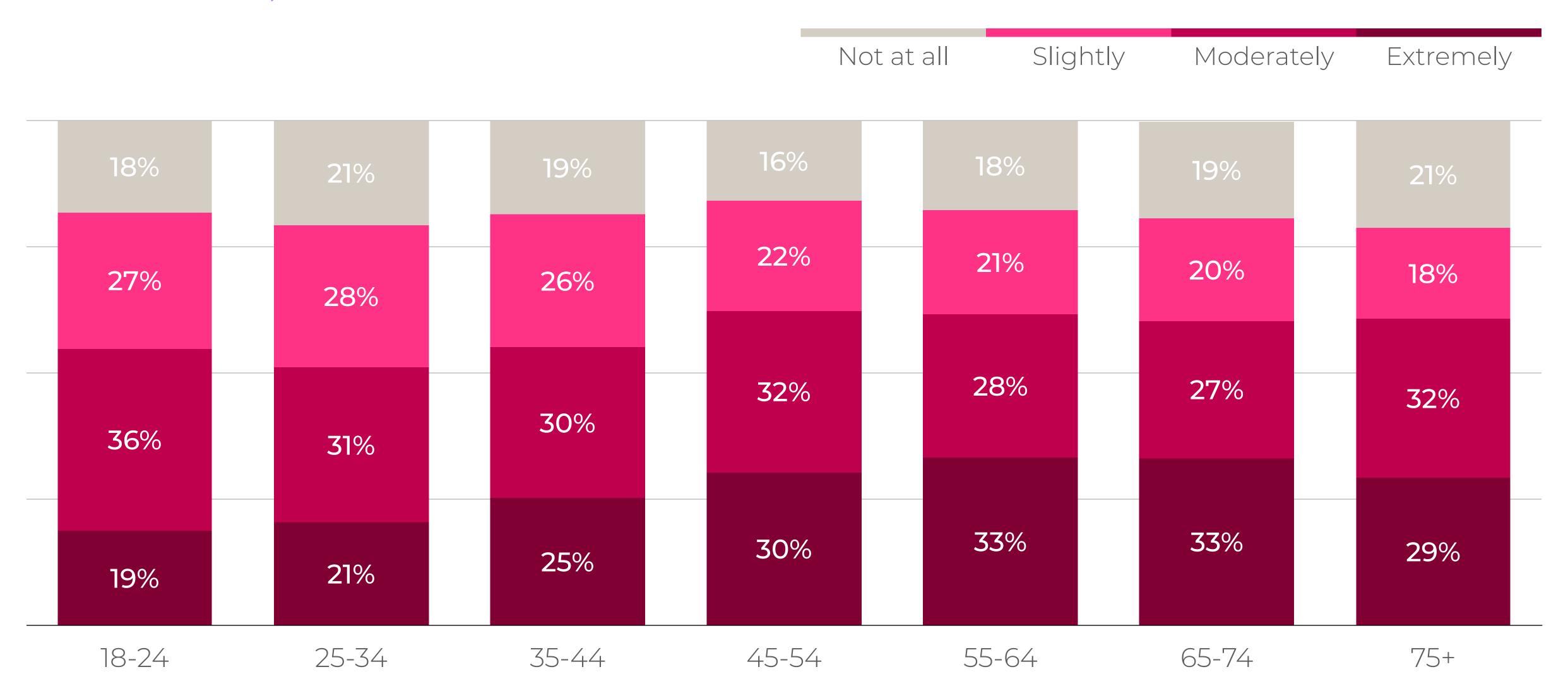
How concerned are you about large groups of people?



#### Concern Over Stock Market by Age (April 4-6)

DISQO

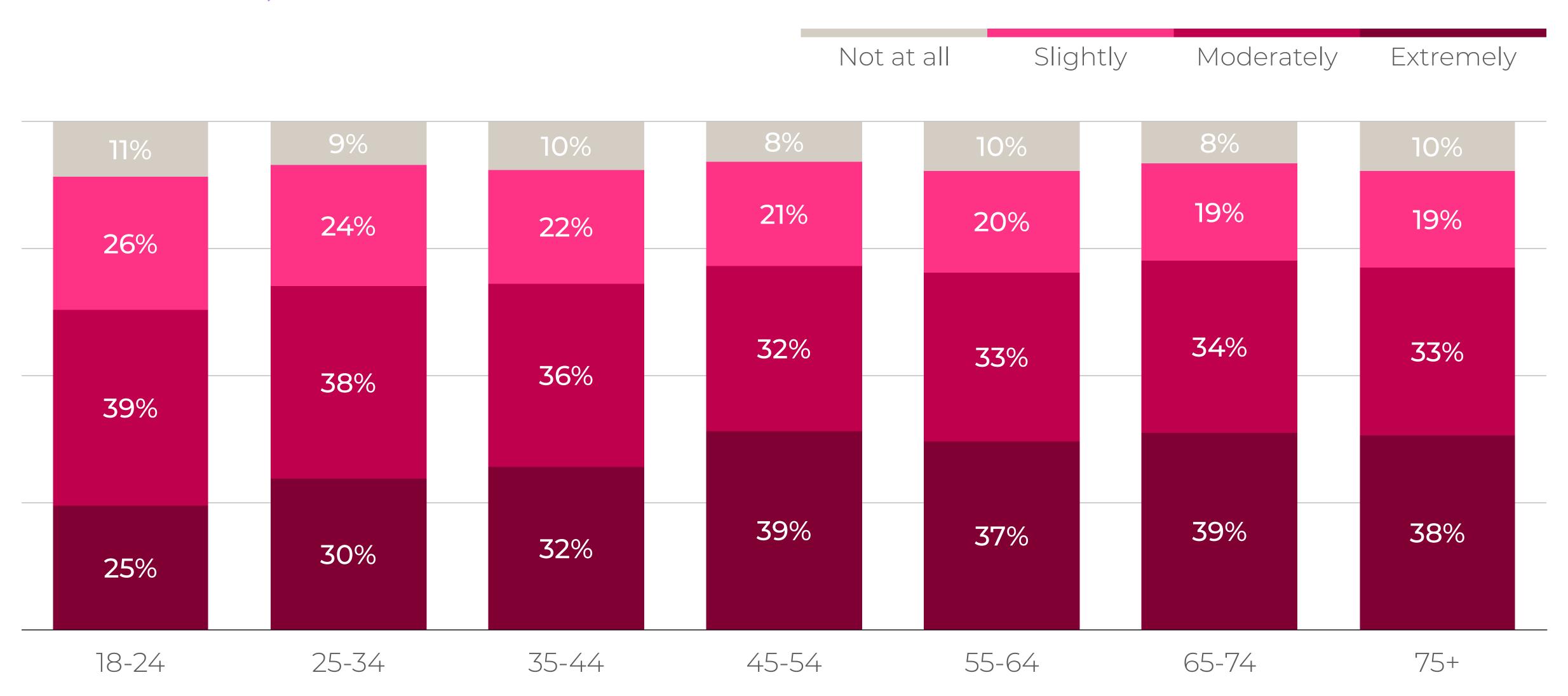
How concerned are you about the stock market?



#### Concern Over Small to Mid-Sized Businesses by Age (April 4-6)

DISQO

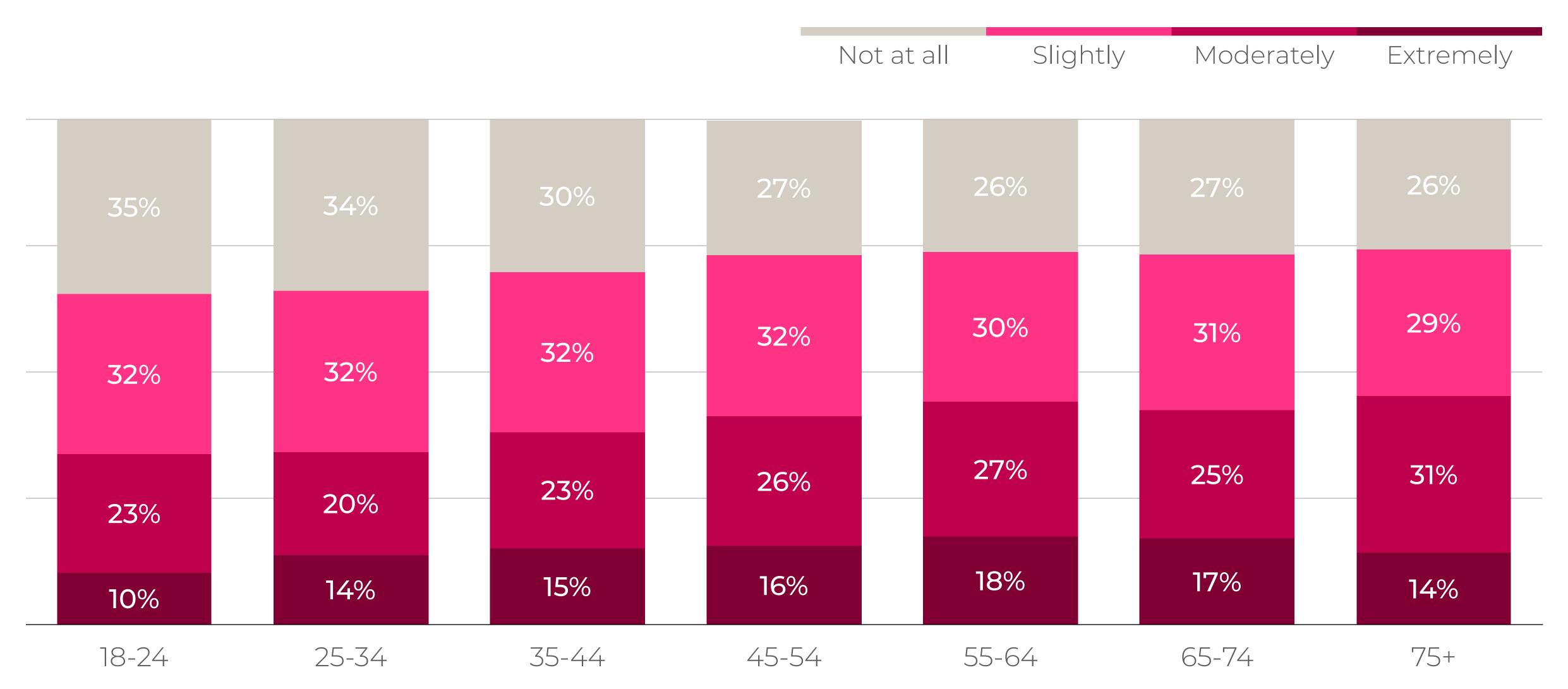
How concerned are you about small to mid-sized businesses?



# Concern Over Large Corporations by Age (April 4-6)

DISQO

How concerned are you about large corporations?



# March 30th Results

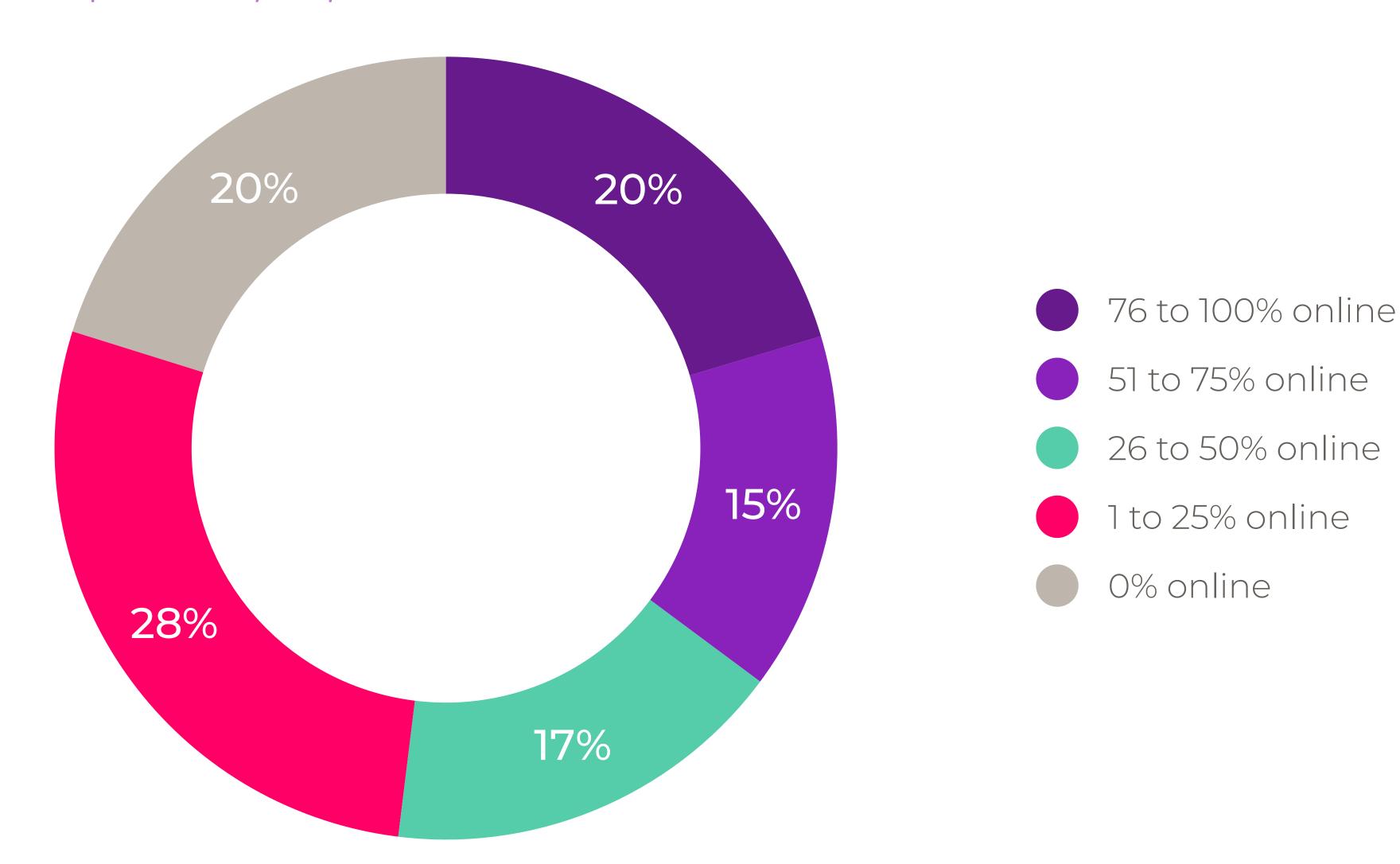
10,399 responses collected March 28 to March 30, 2020



#### Proportion of Purchases Made Online (Mar. 28-30)

DISQO

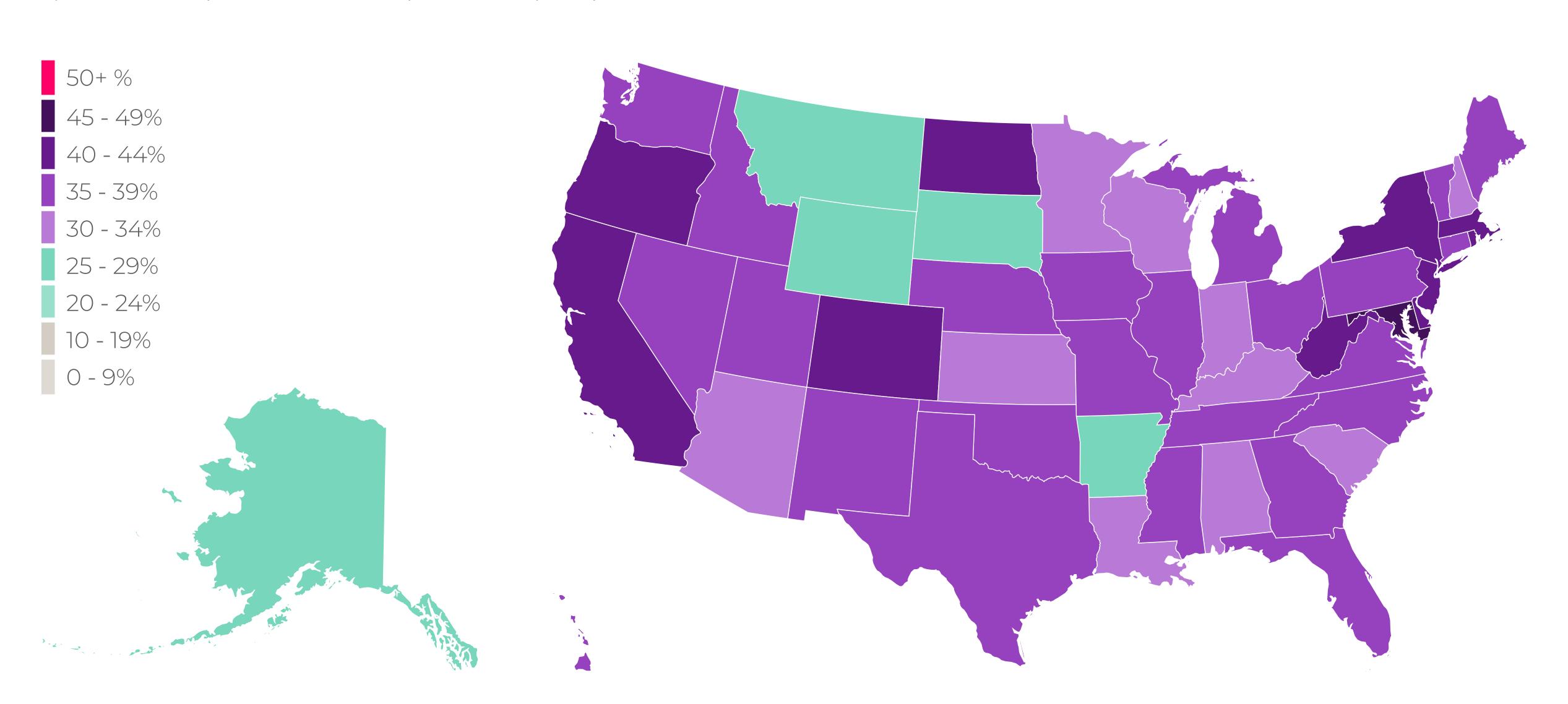
Q: Within the past week, what percent of your purchases have been made online?



## Proportion of Purchases Made Online by State (Mar. 28-30)

DISQO

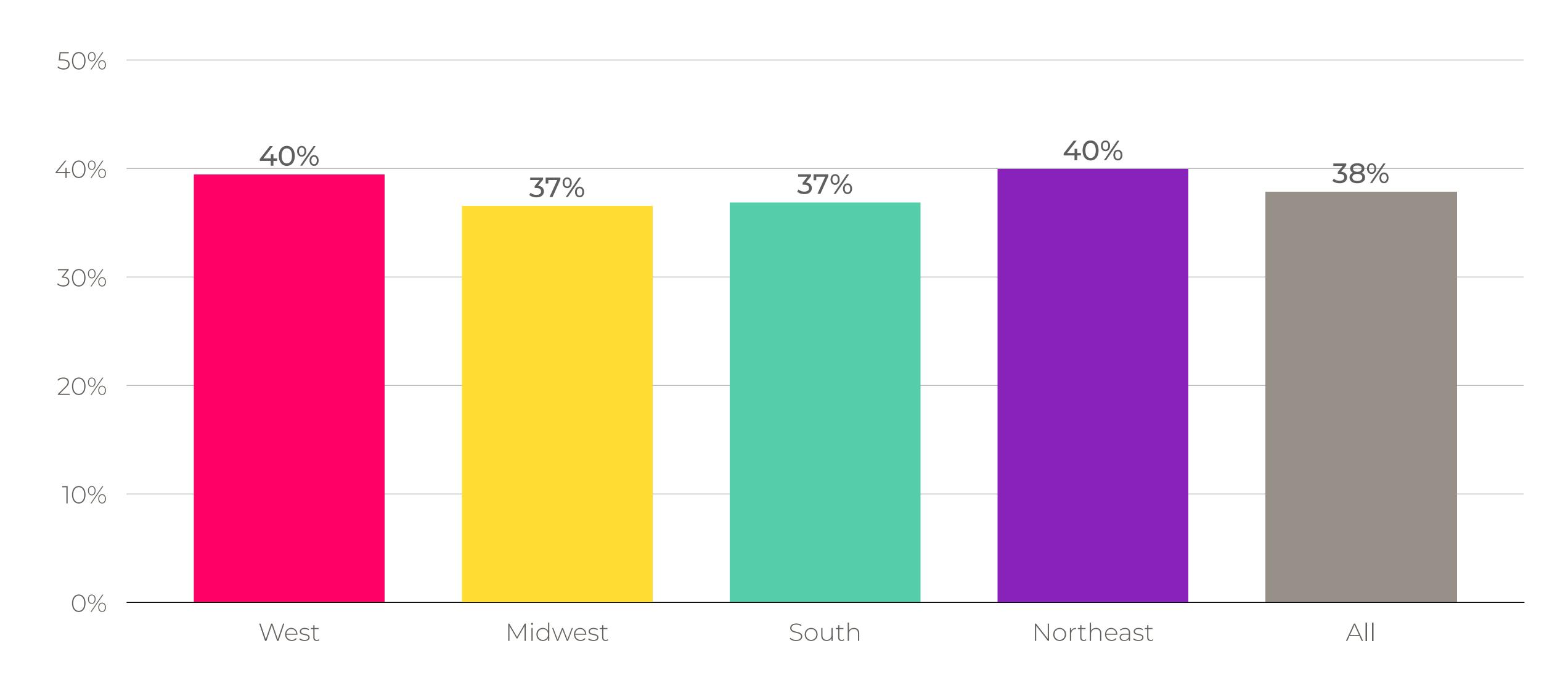
Q: Within the past week, what percent of your purchases have been made online?



# Overall Share of Purchases Made Online by Region (Mar. 28-30)



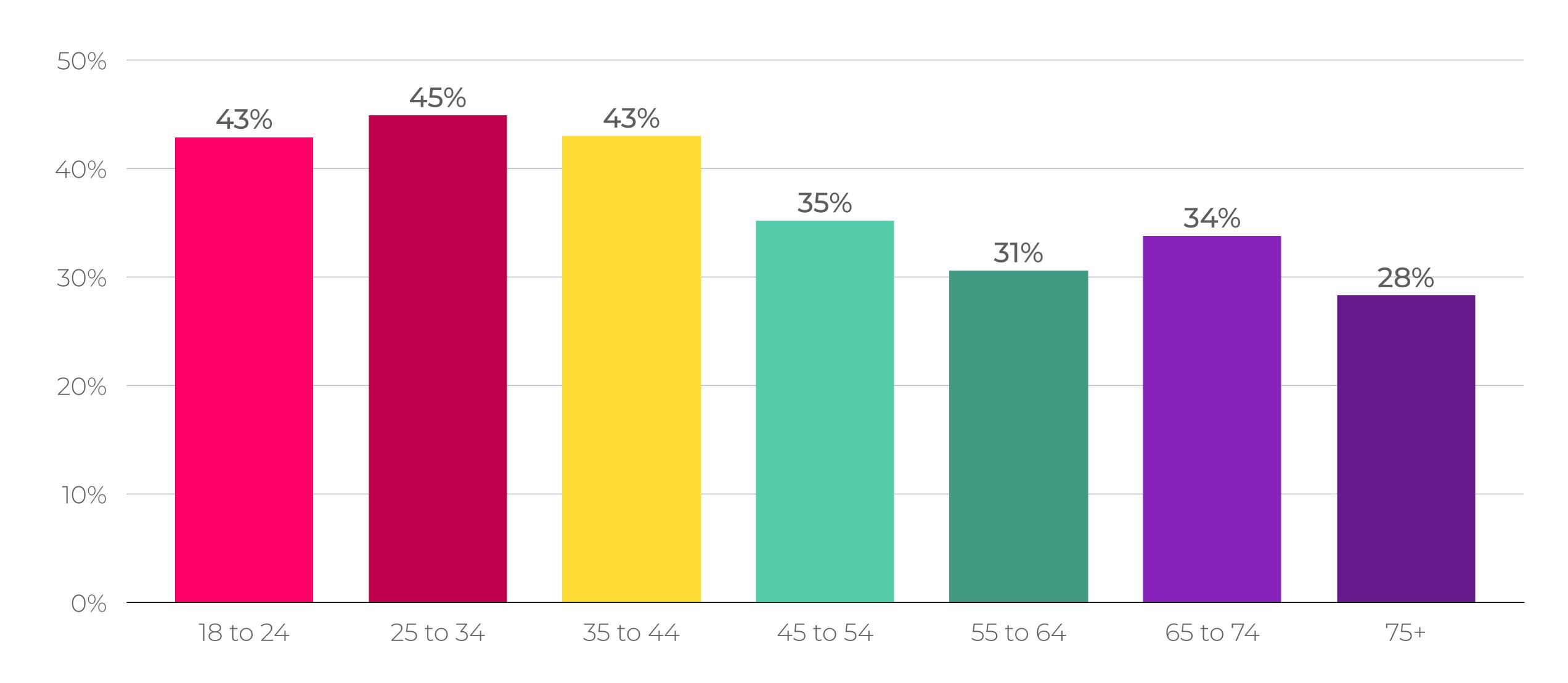
Within the past week, what percent of your purchases have been made online?



## Overall Share of Purchases Made Online by Age (Mar. 28-30)



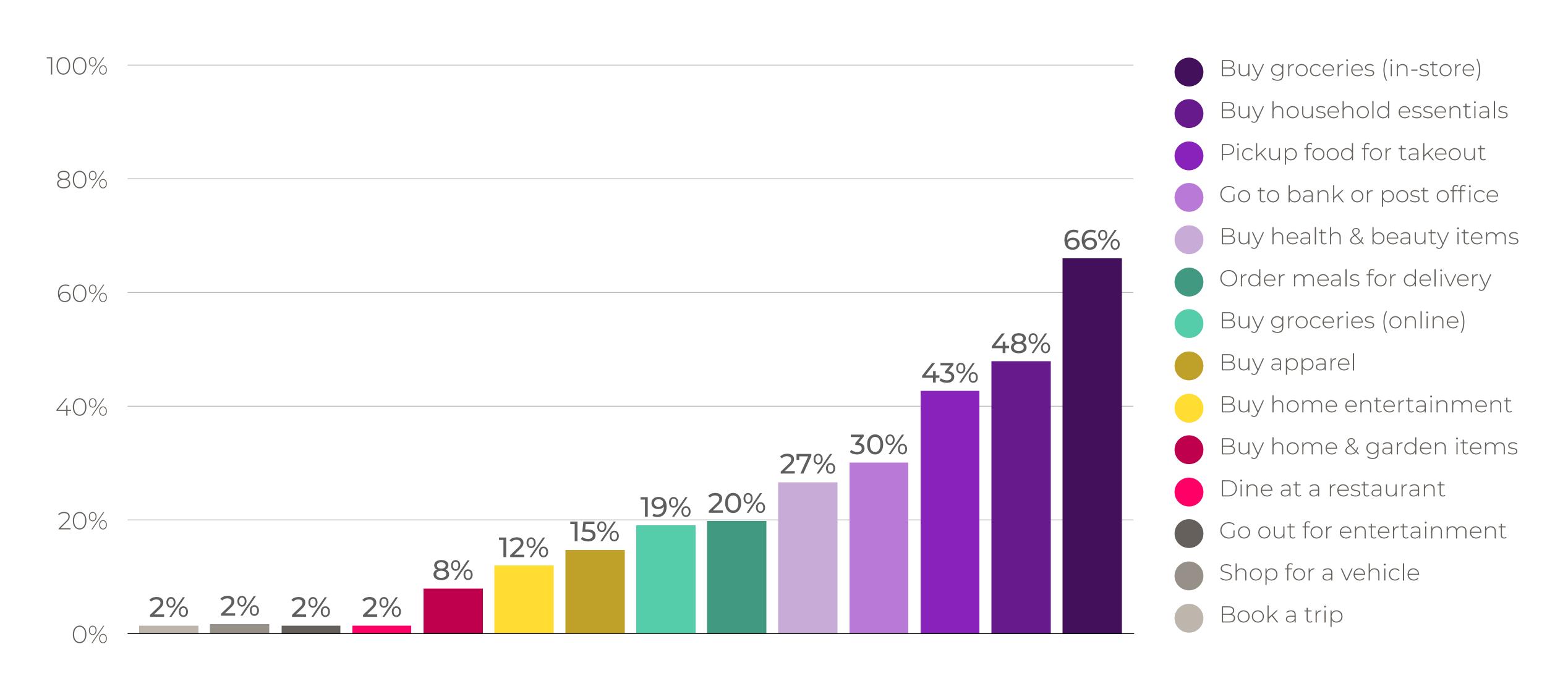
Within the past week, what percent of your purchases have been made online?



#### Recent Activities (Mar. 28-30)



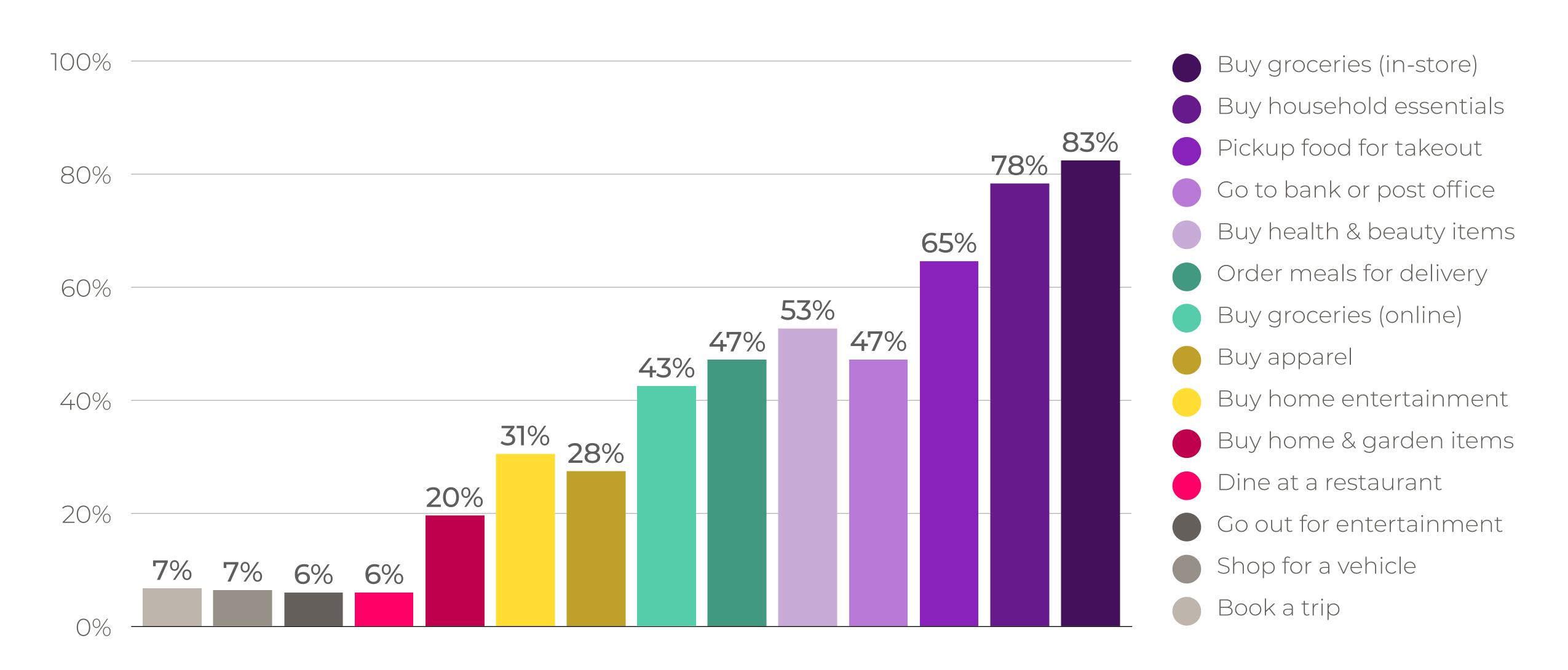
Q: Within the past week, which of the following activities did you do?



#### Planned Activities (Mar. 28-30)



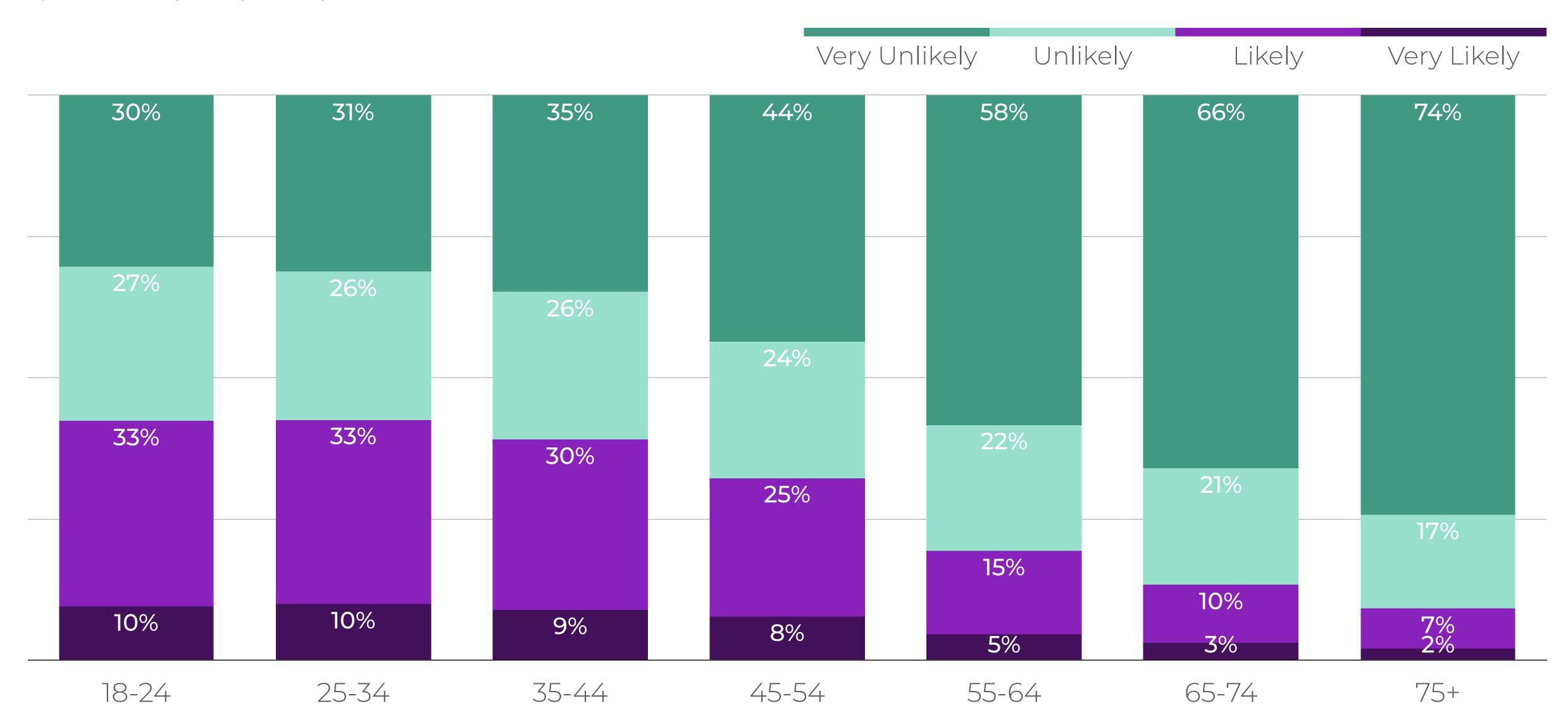
Q: How likely are you to \_\_\_\_\_ in the next 2 weeks?



#### Likelihood of Purchasing Home Entertainment (Mar. 28-30)

DISQO

Q: How likely are you to purchase home entertainment in the next 2 weeks?

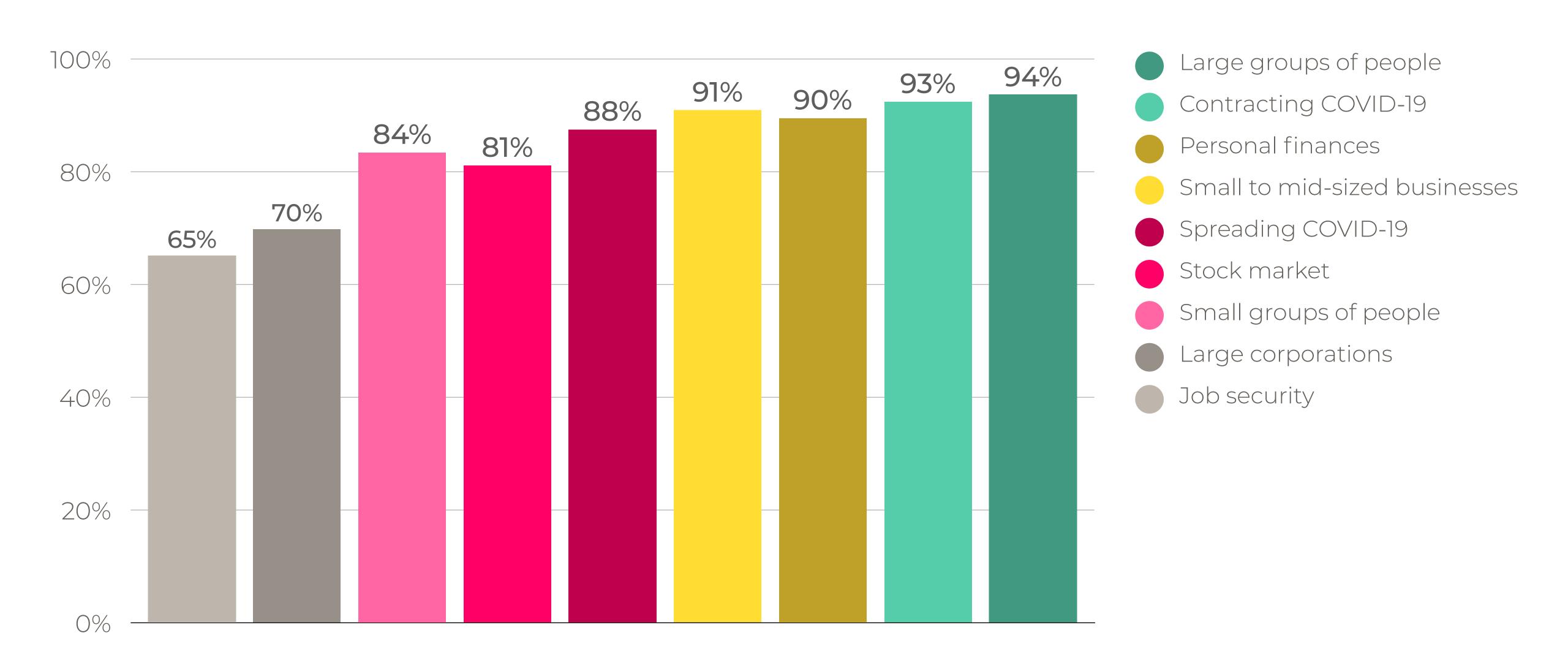


Source: 2nd edition of DISQO Consumer Confidence Survey; conducted March 28-30, 2020; n=10,399

#### Consumer Concerns (Mar. 28-30)

DISQO

Q: How concerned are you about \_\_\_\_\_?



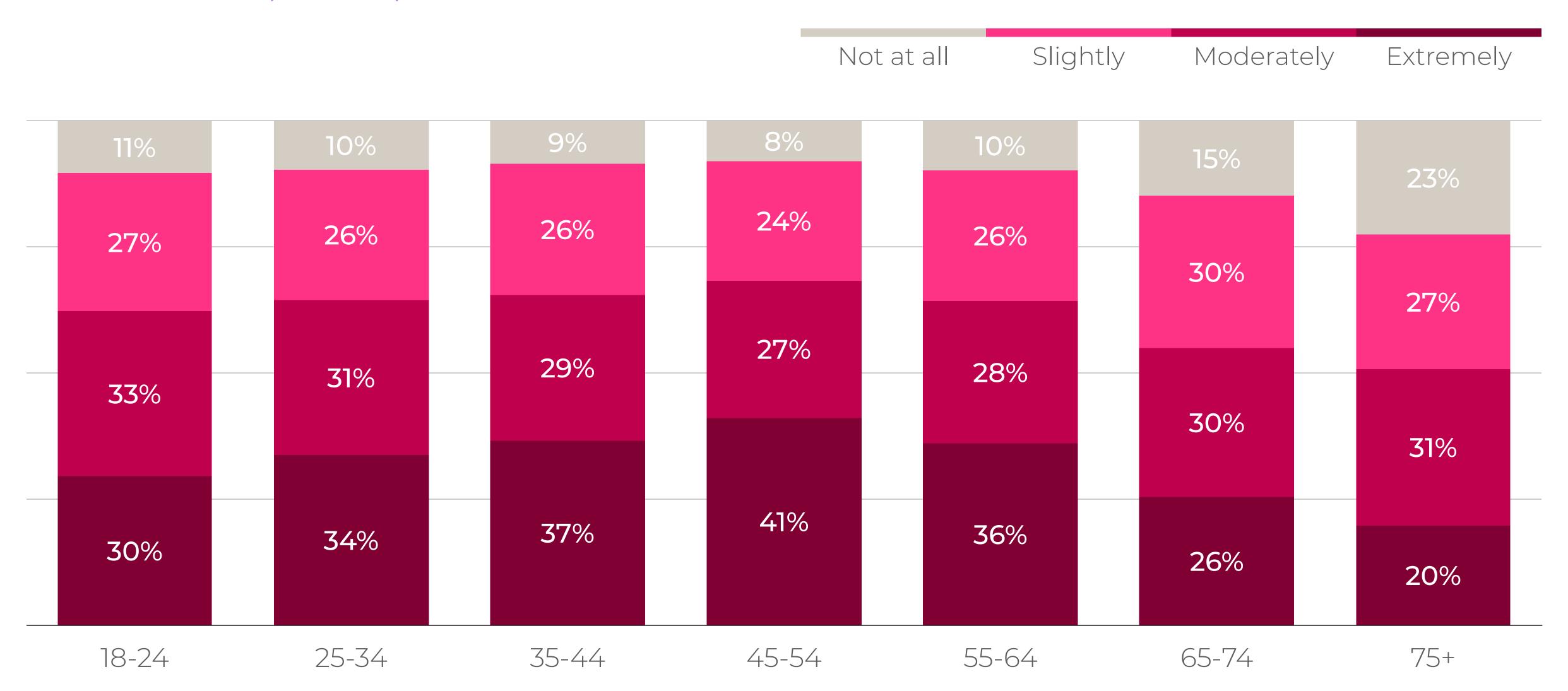
# Consumer Concerns by Age

March 28-30

#### Concern Over Personal Finances by Age (Mar. 28-30)

DISQO

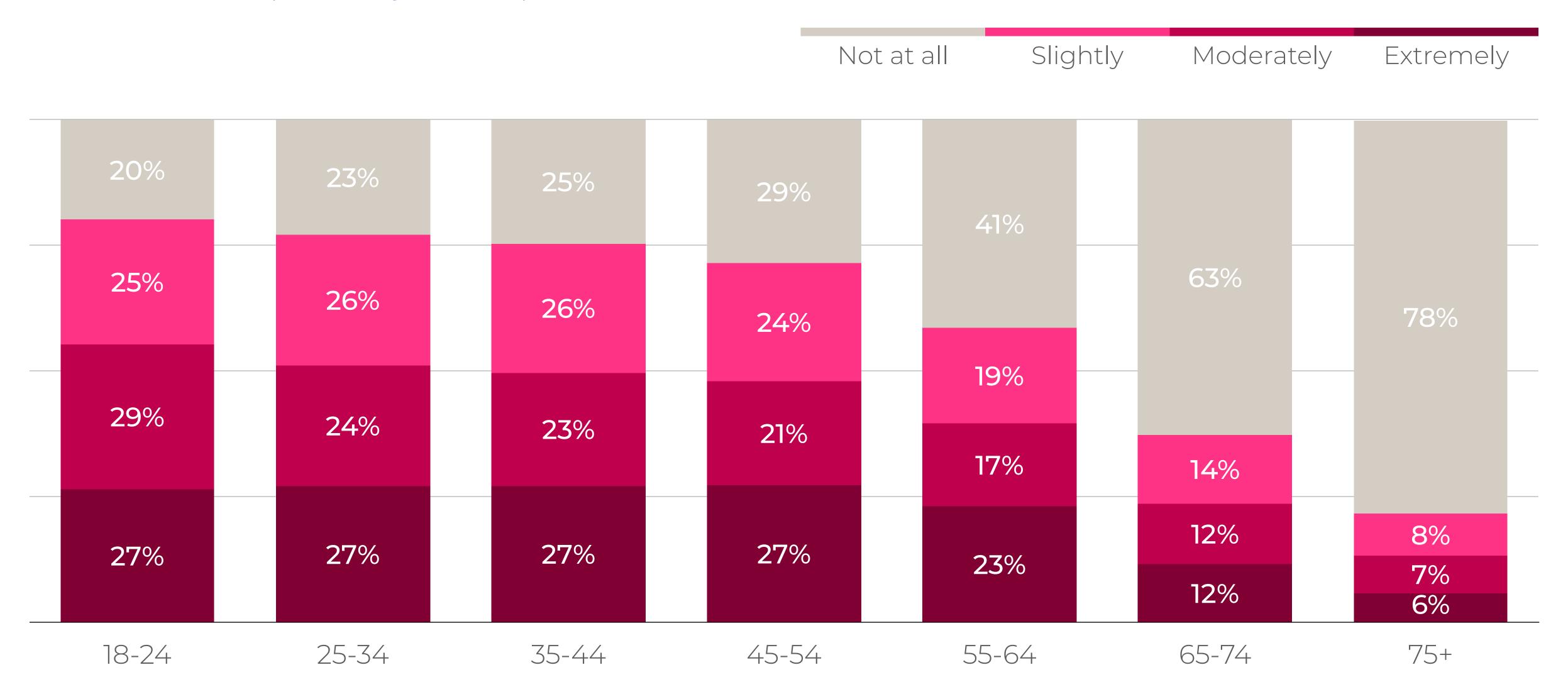
How concerned are you about personal finances?



# Concern Over Job Security by Age (Mar. 28-30)

DISQO

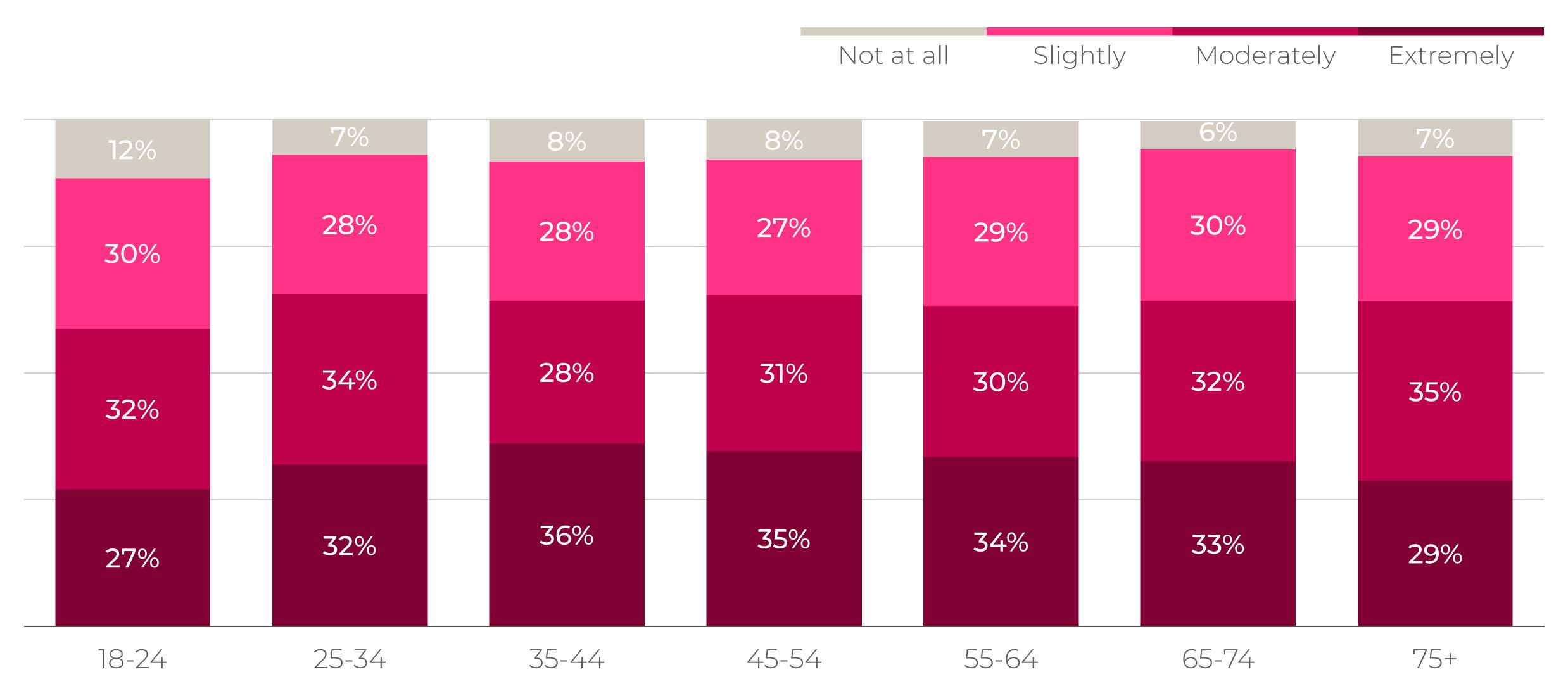
How concerned are you about job security?



# Concern Over Contracting COVID-19 by Age (Mar. 28-30)



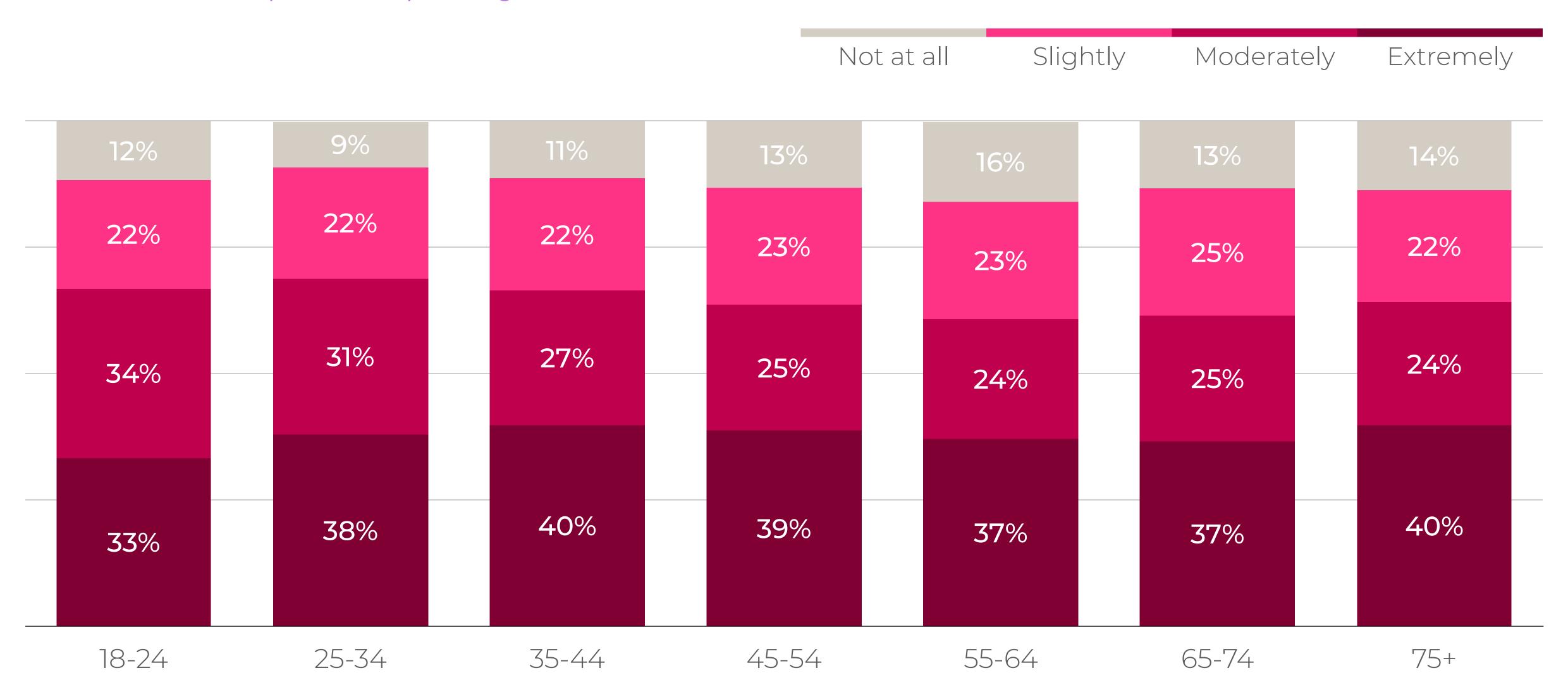
How concerned are you about contracting COVID-19?



# Concern Over Spreading COVID-19 by Age (Mar. 28-30)

DISQO

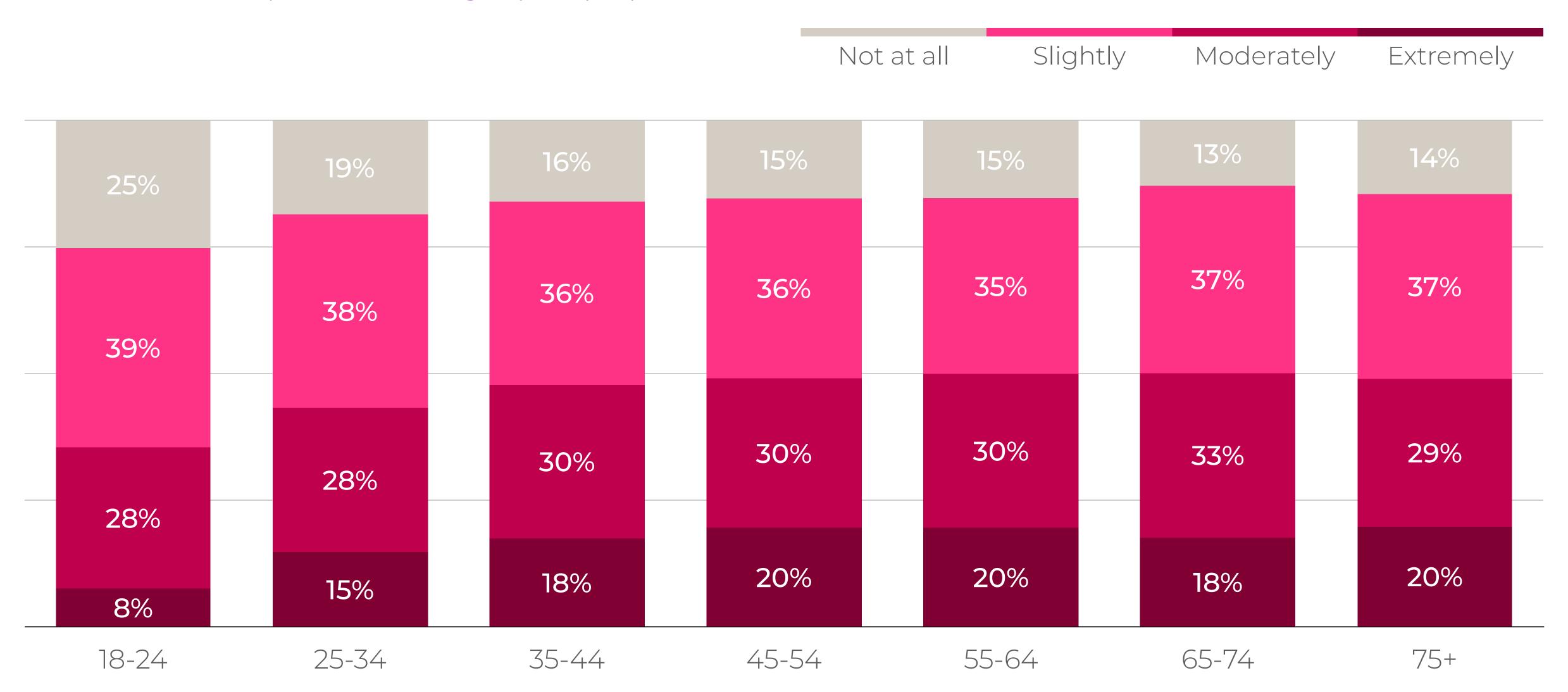
How concerned are you about spreading COVID-19?



# Concern Over Small Groups of People by Age (Mar. 28-30)

DISQO

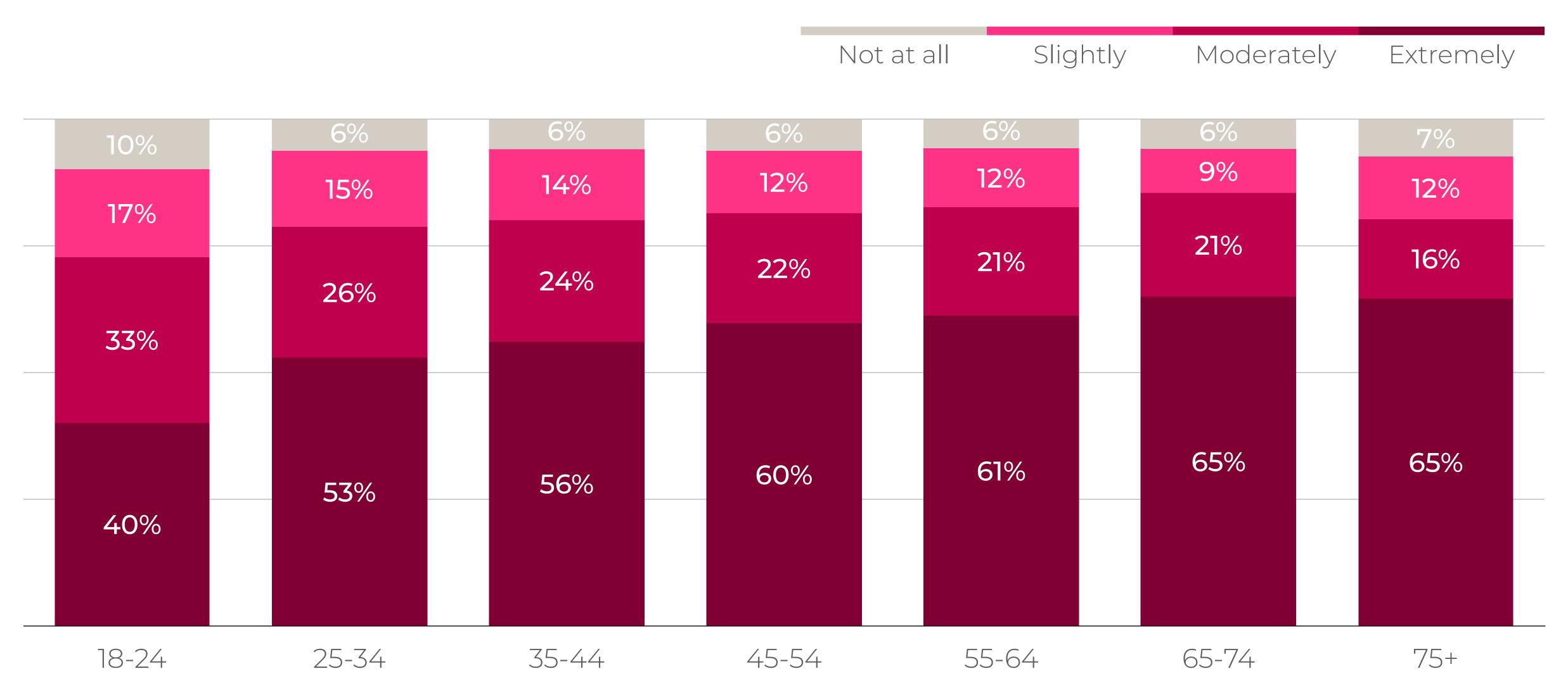
How concerned are you about small groups of people?



## Concern Over Large Groups of People by Age (Mar. 28-30)



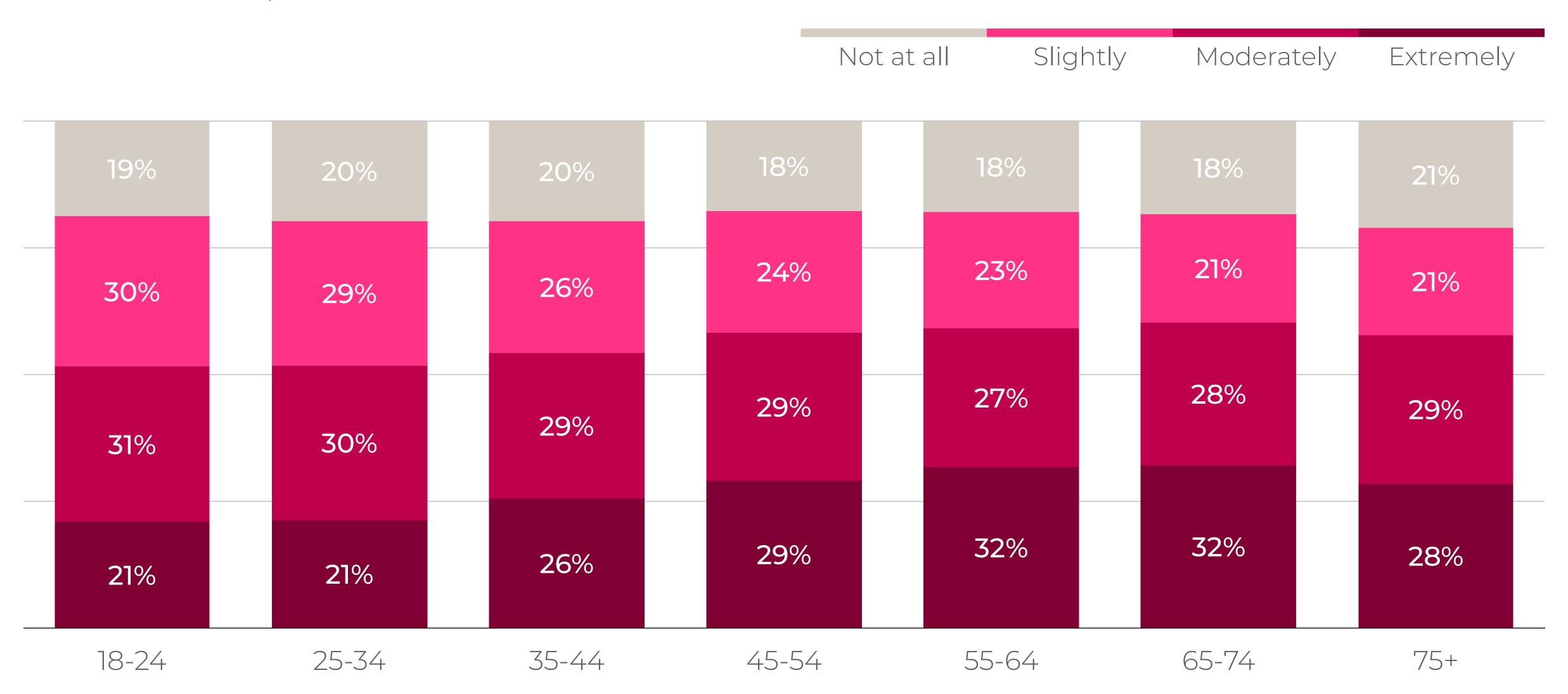
How concerned are you about large groups of people?



# Concern Over Stock Market by Age (Mar. 28-30)

DISQO

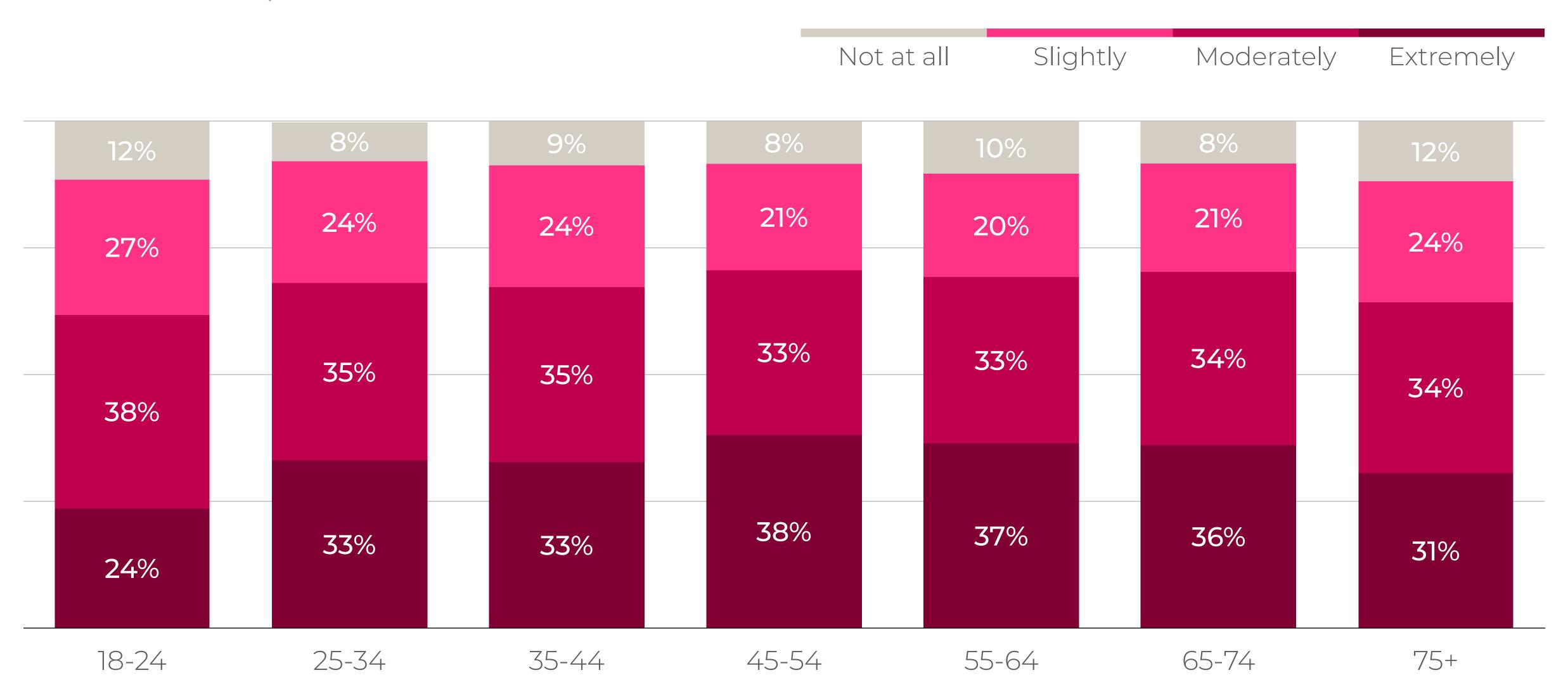
How concerned are you about the stock market?



#### Concern Over Small to Mid-Sized Businesses by Age (Mar. 28-30)



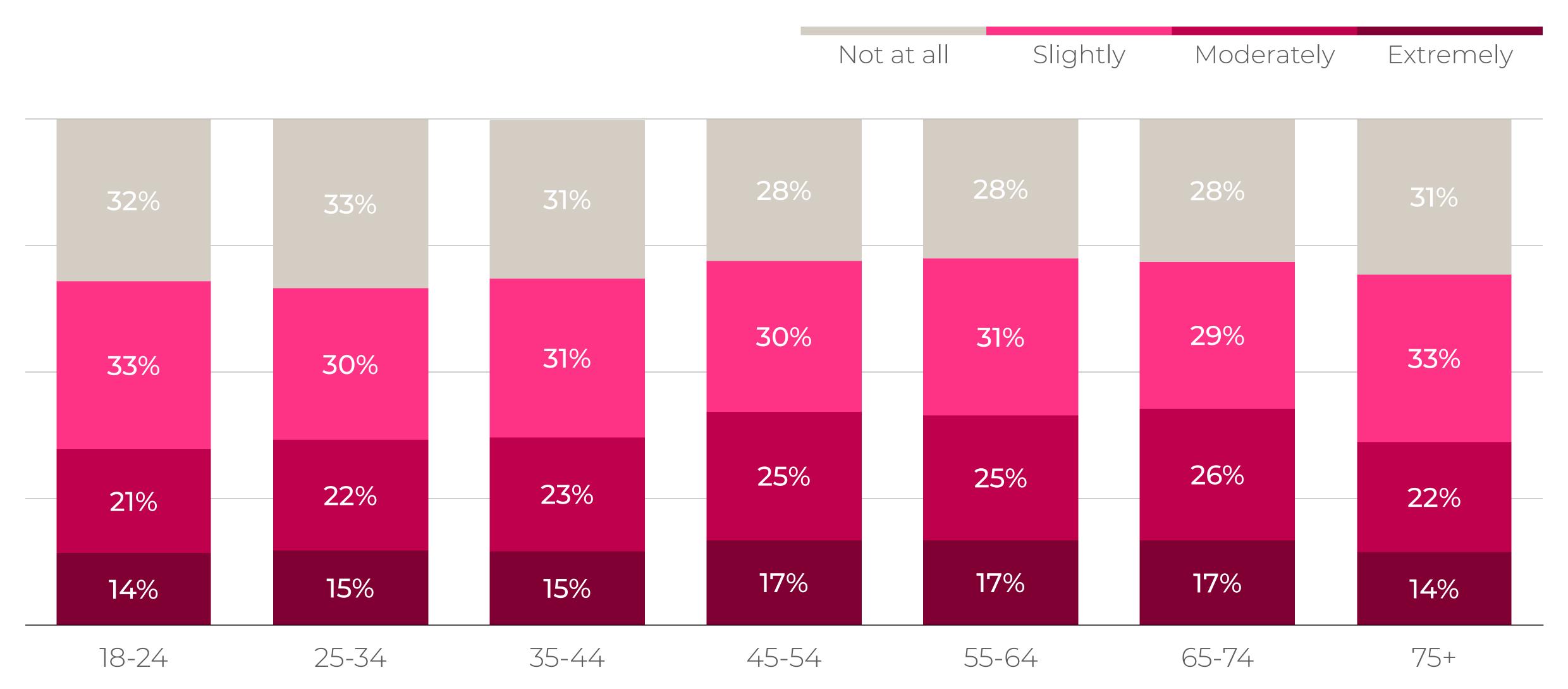
How concerned are you about small to mid-sized businesses?



#### Concern Over Large Corporations by Age (Mar. 28-30)



How concerned are you about large corporations?



# March 23rd Results

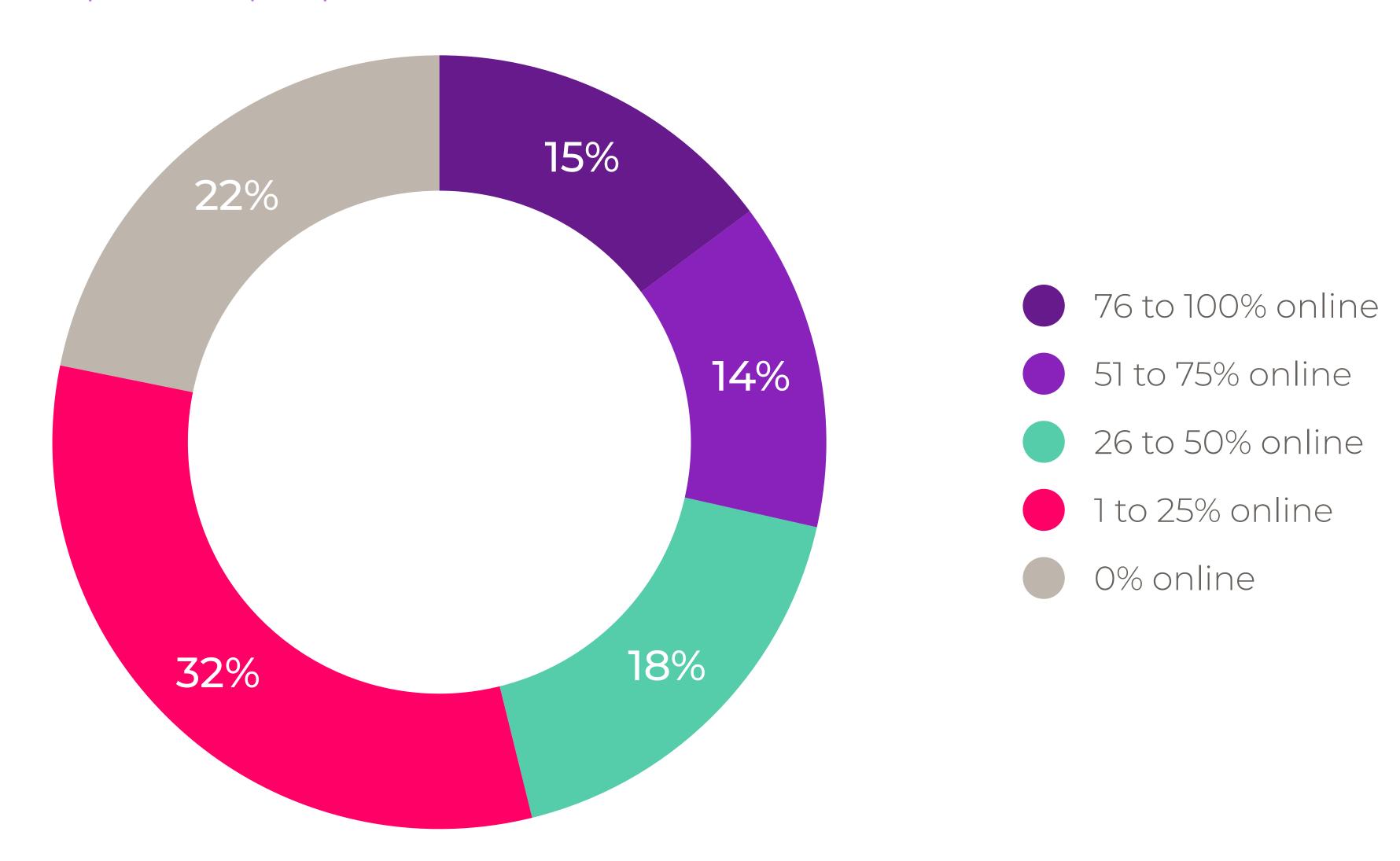
11,250 responses collected March 21 to March 23, 2020



#### Proportion of Purchases Made Online (Mar. 21-23)

DISQO

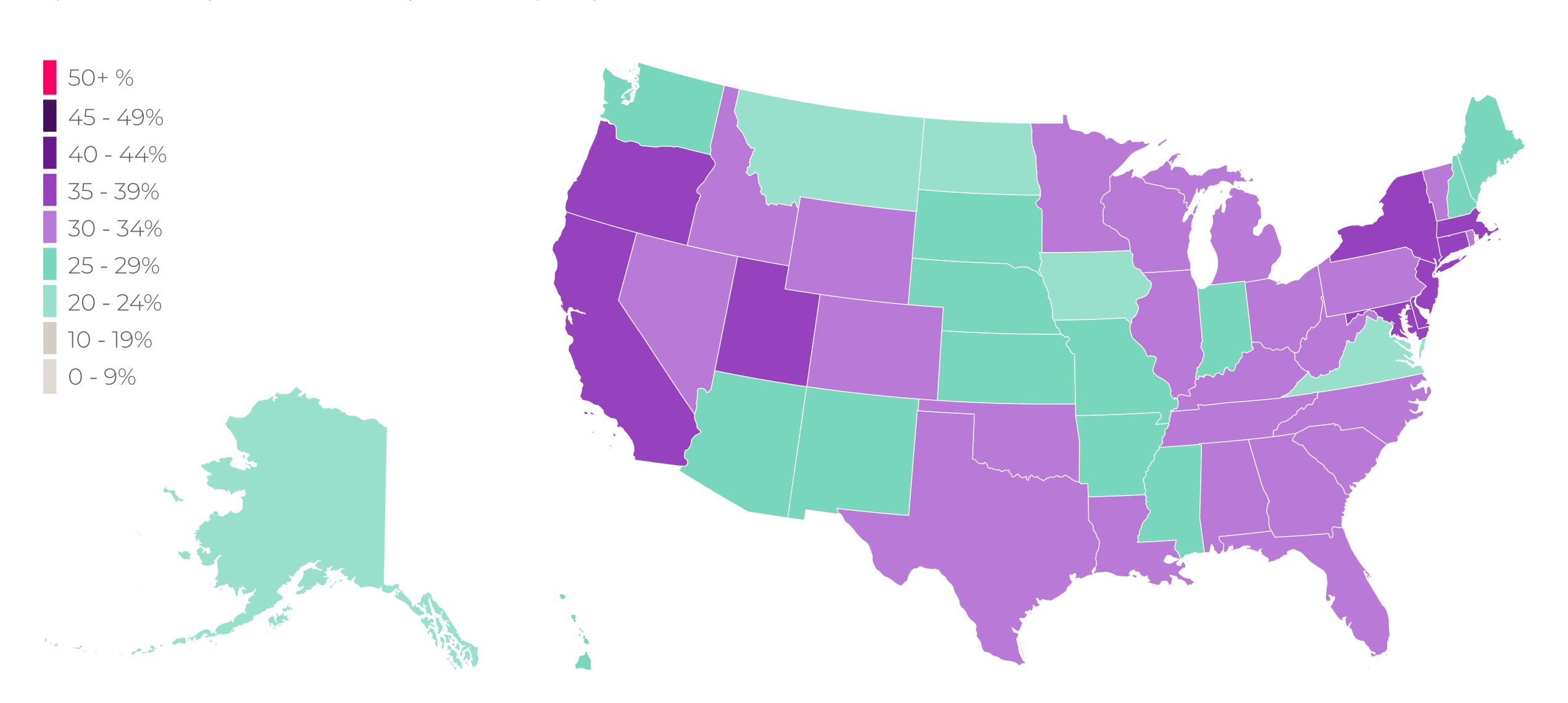
Q: Within the past week, what percent of your purchases have been made online?



# Proportion of Purchases Made Online by State (Mar. 21-23)

DISQO

Q: Within the past week, what percent of your purchases have been made online?

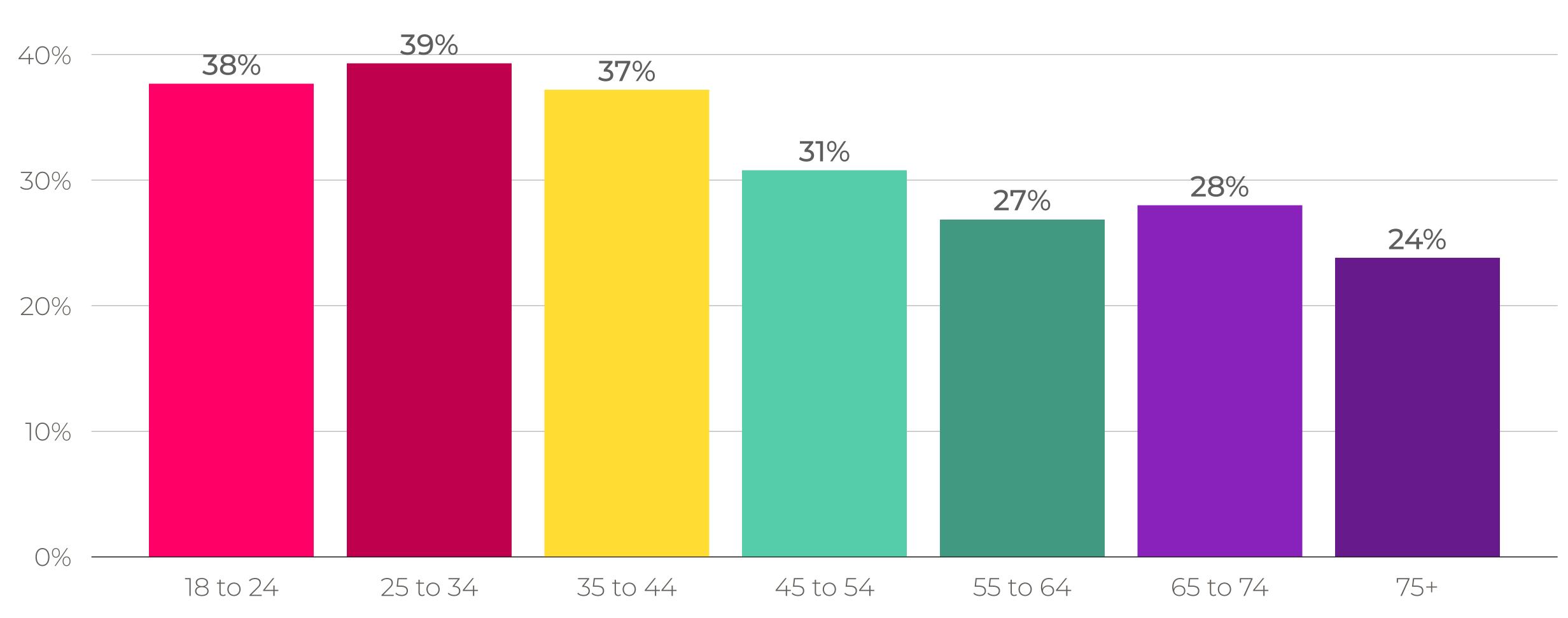


### Overall Share of Purchases Made Online by Age (Mar. 21-23)

DISQO

Within the past week, what percent of your purchases have been made online?

50%

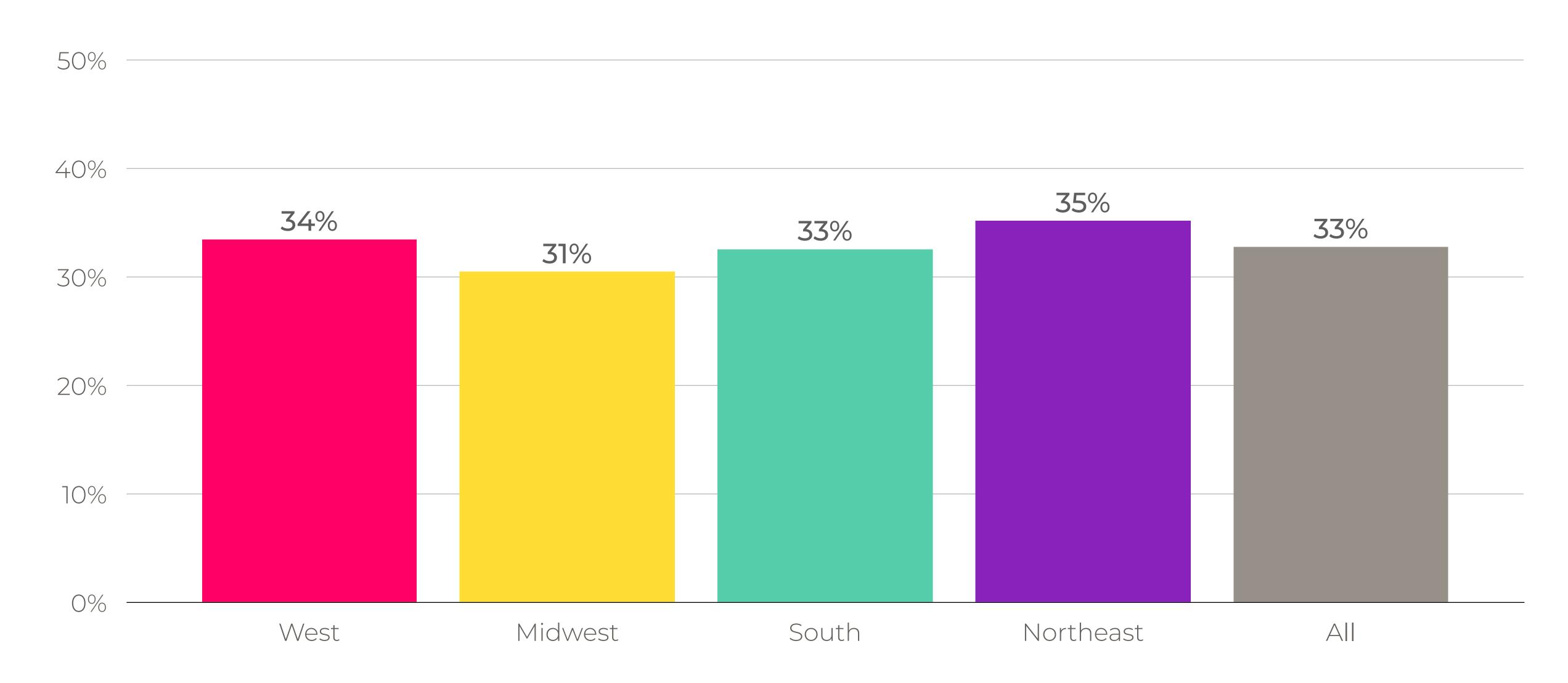


Source: 1st edition of DISQO Consumer Confidence Survey; conducted March 21-23, 2020; n=11,250

## Overall Share of Purchases Made Online by Region (Mar. 21-23)

DISQO

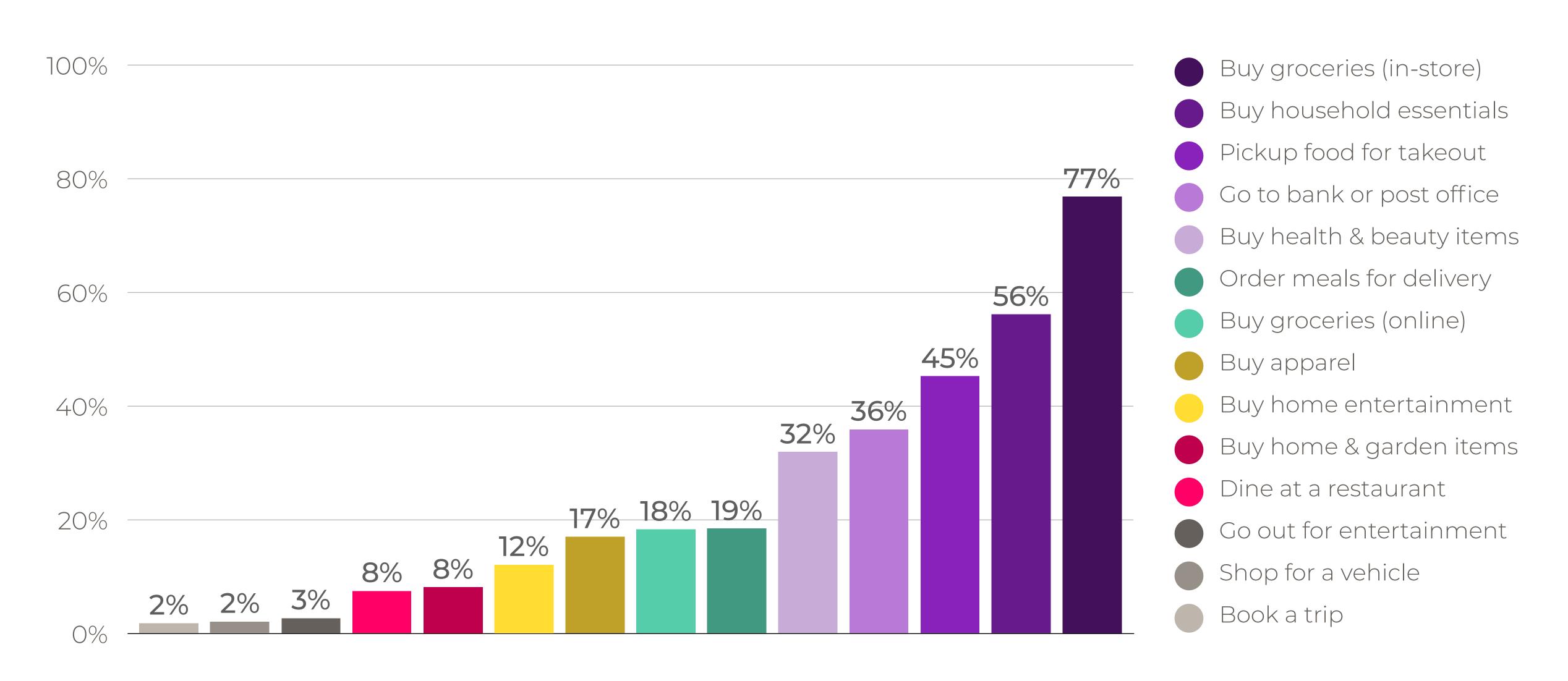
Within the past week, what percent of your purchases have been made online?



#### Recent Activities (Mar. 21-23)



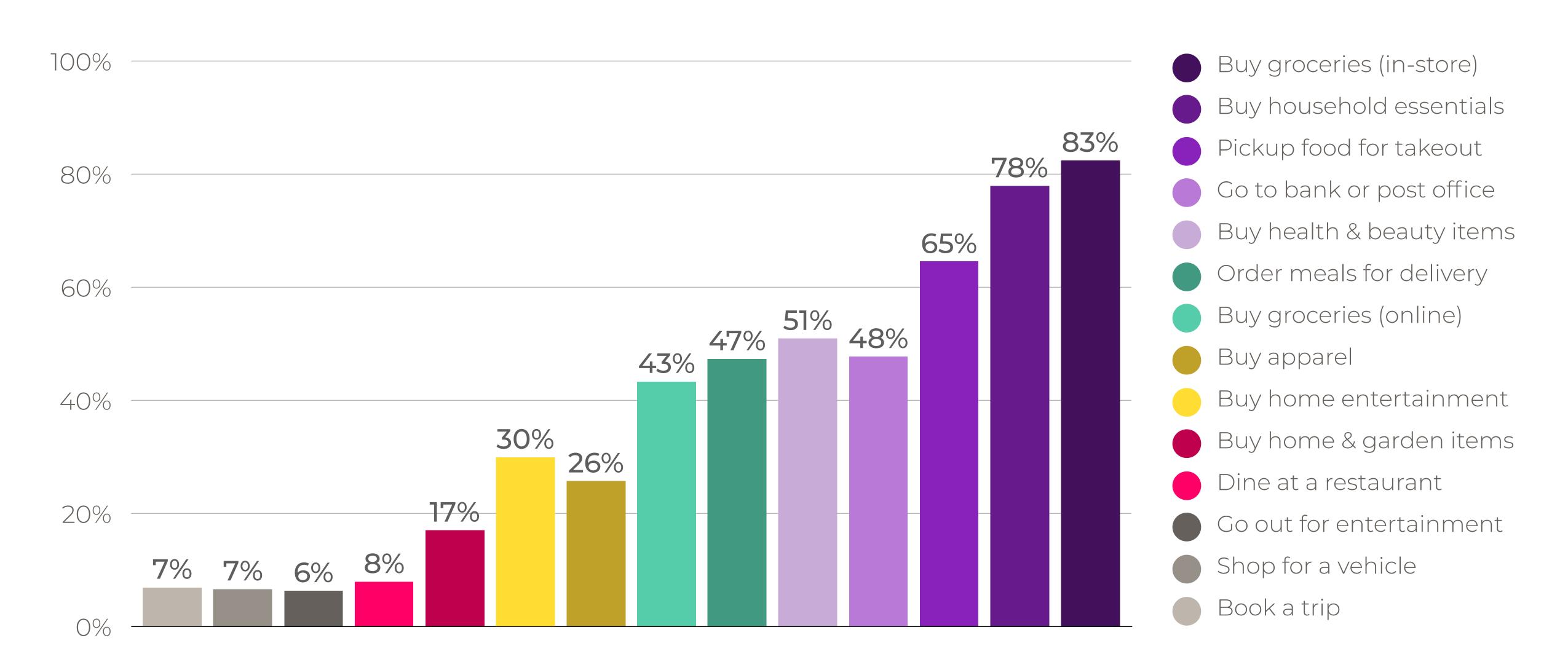
Q: Within the past week, which of the following activities did you do?



#### Planned Activities (Mar. 21-23)

DISQO

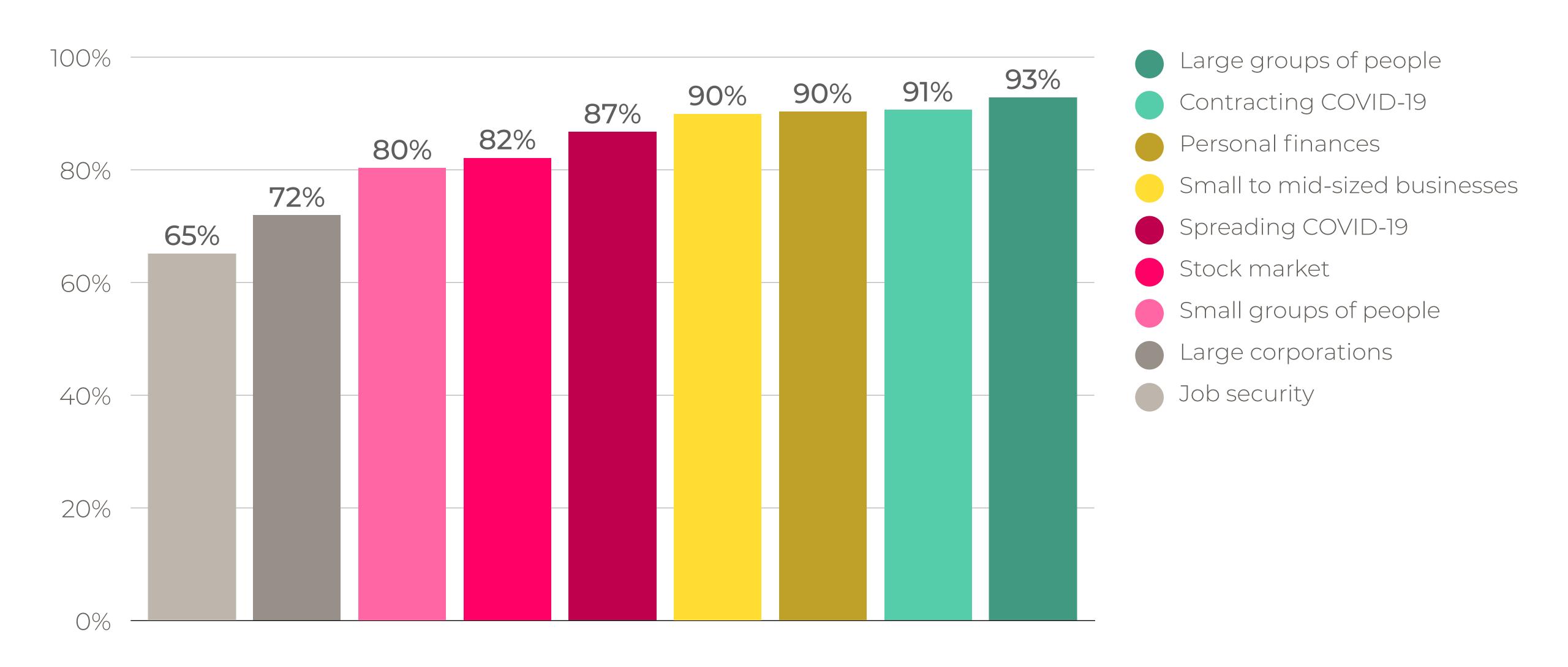
Q: How likely are you to \_\_\_\_\_ in the next 2 weeks?



#### Consumer Concerns (Surveyed Mar. 21-23)

DISQO

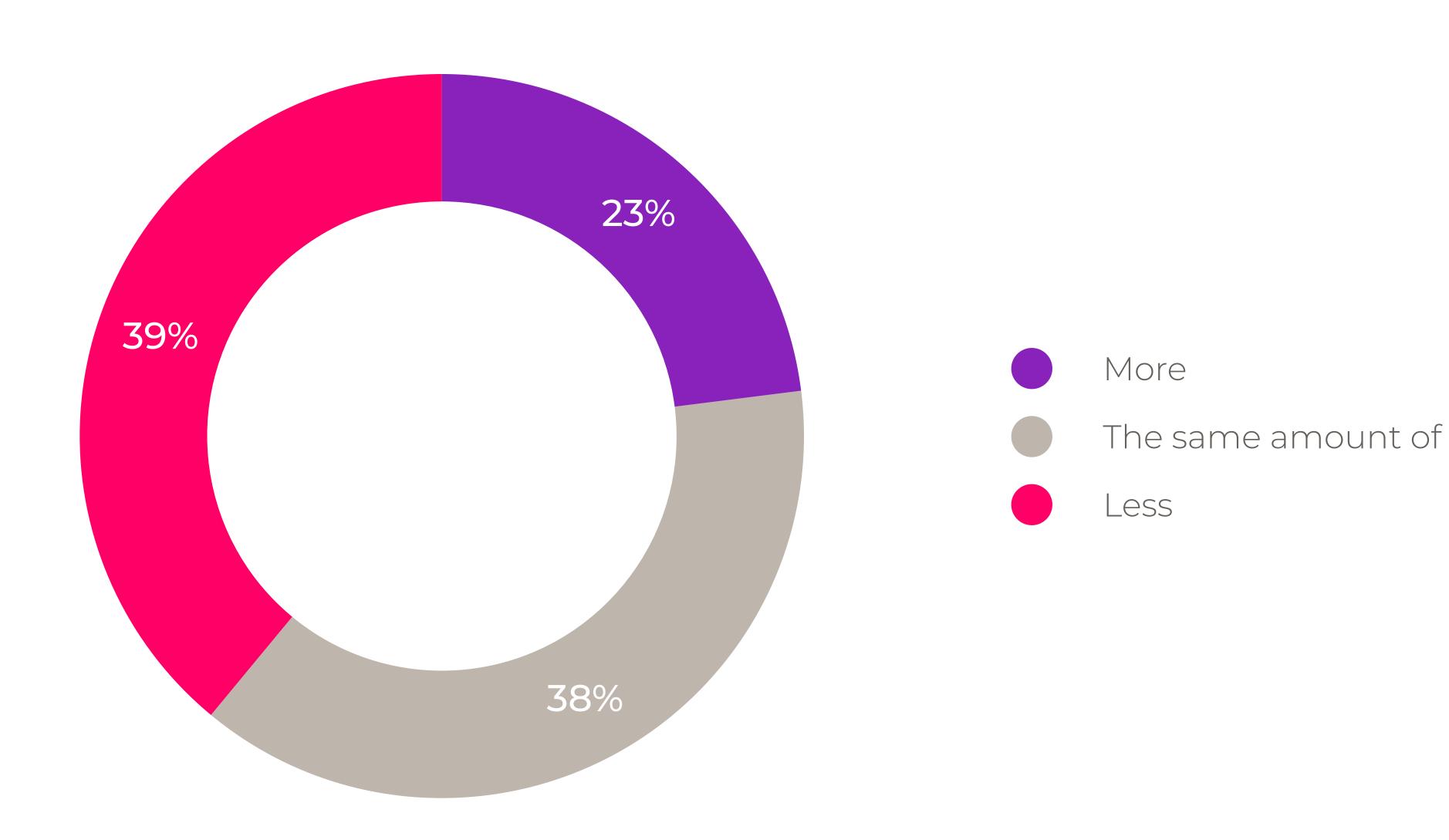
Q: How concerned are you about \_\_\_\_\_?



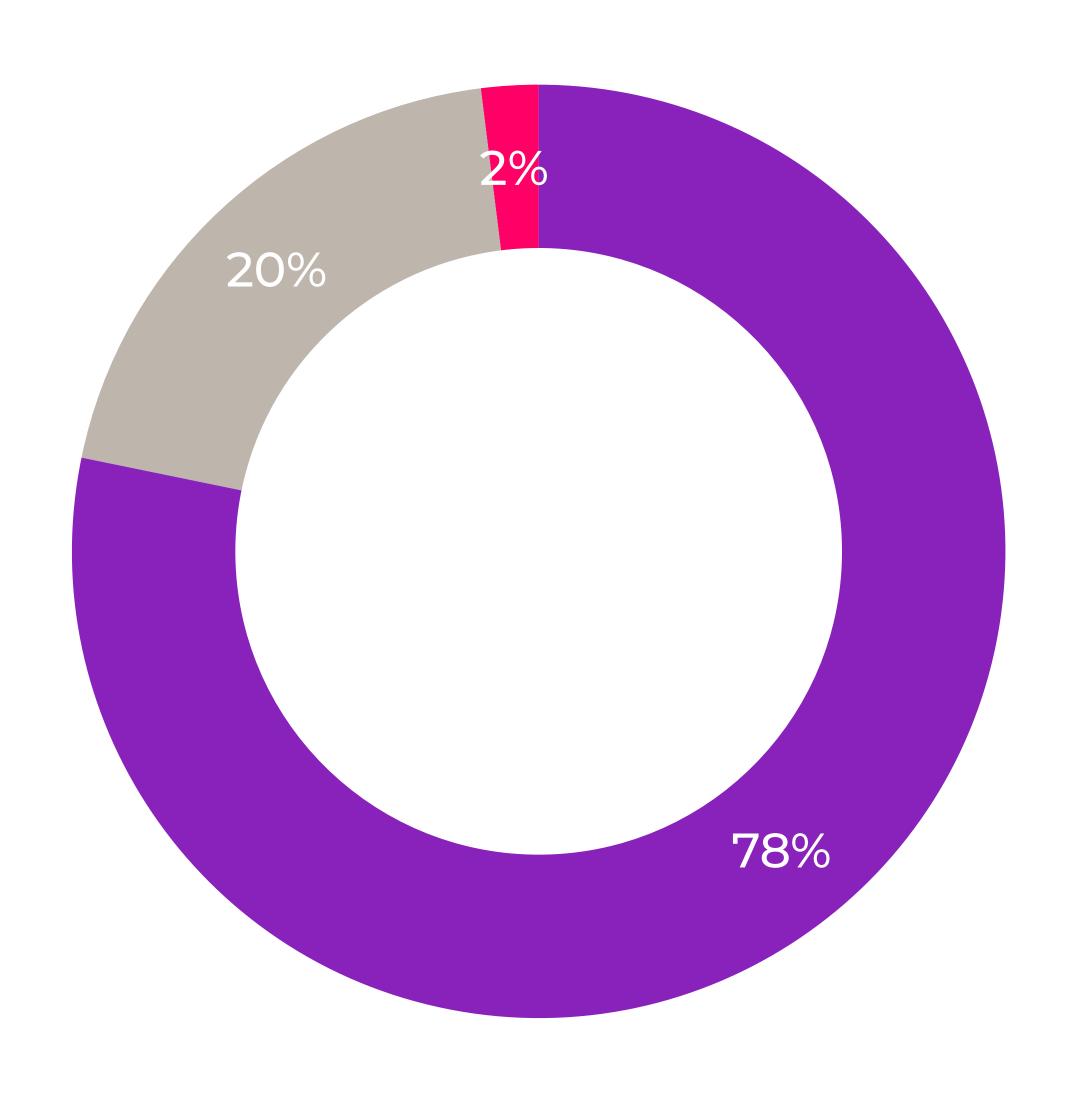
# Consumer Spending Habits (Mar. 21-23)

DISQO

Q: I am spending \_\_\_\_\_ money than I was last month.



Q: I'm in my home \_\_\_\_\_ I was last month.

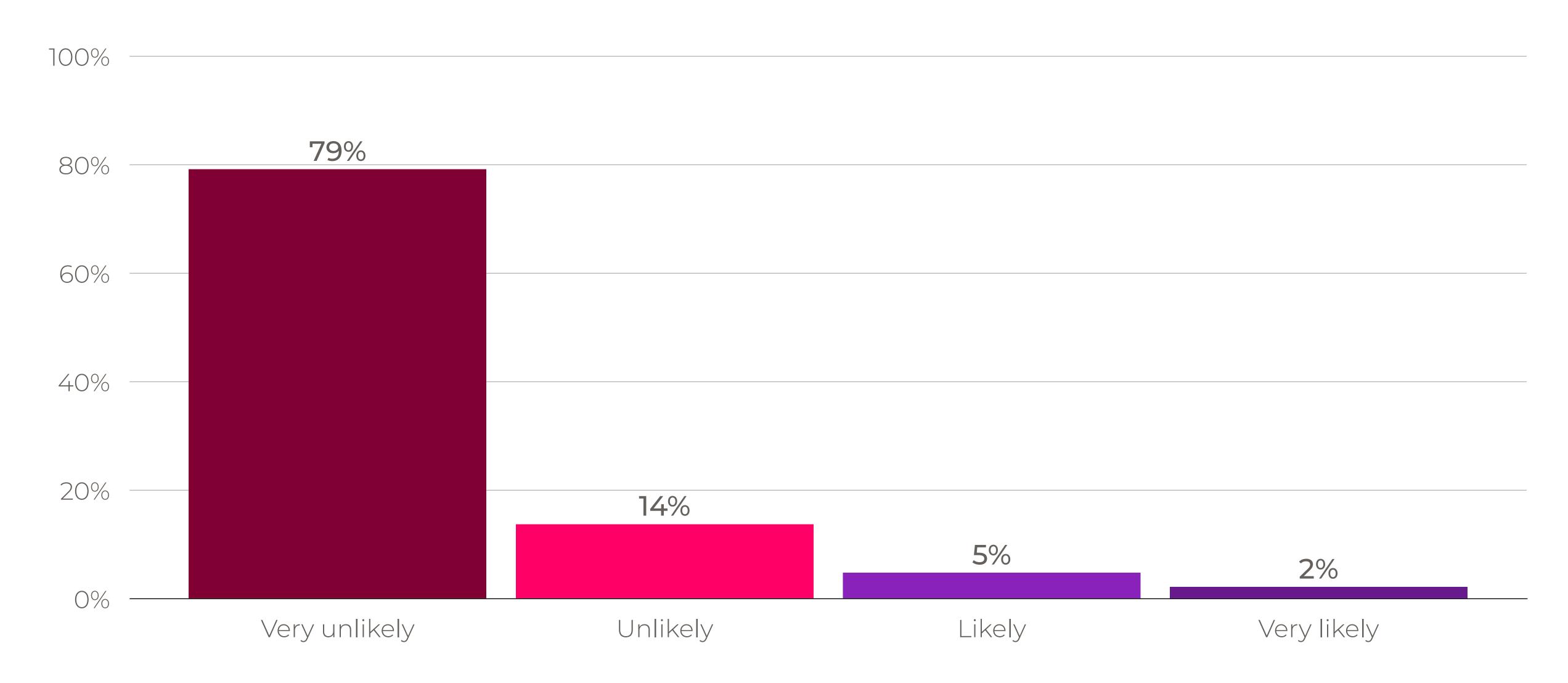


- More
- The same amount of
- Less

# Planned Activity Breakdown

March 21-23

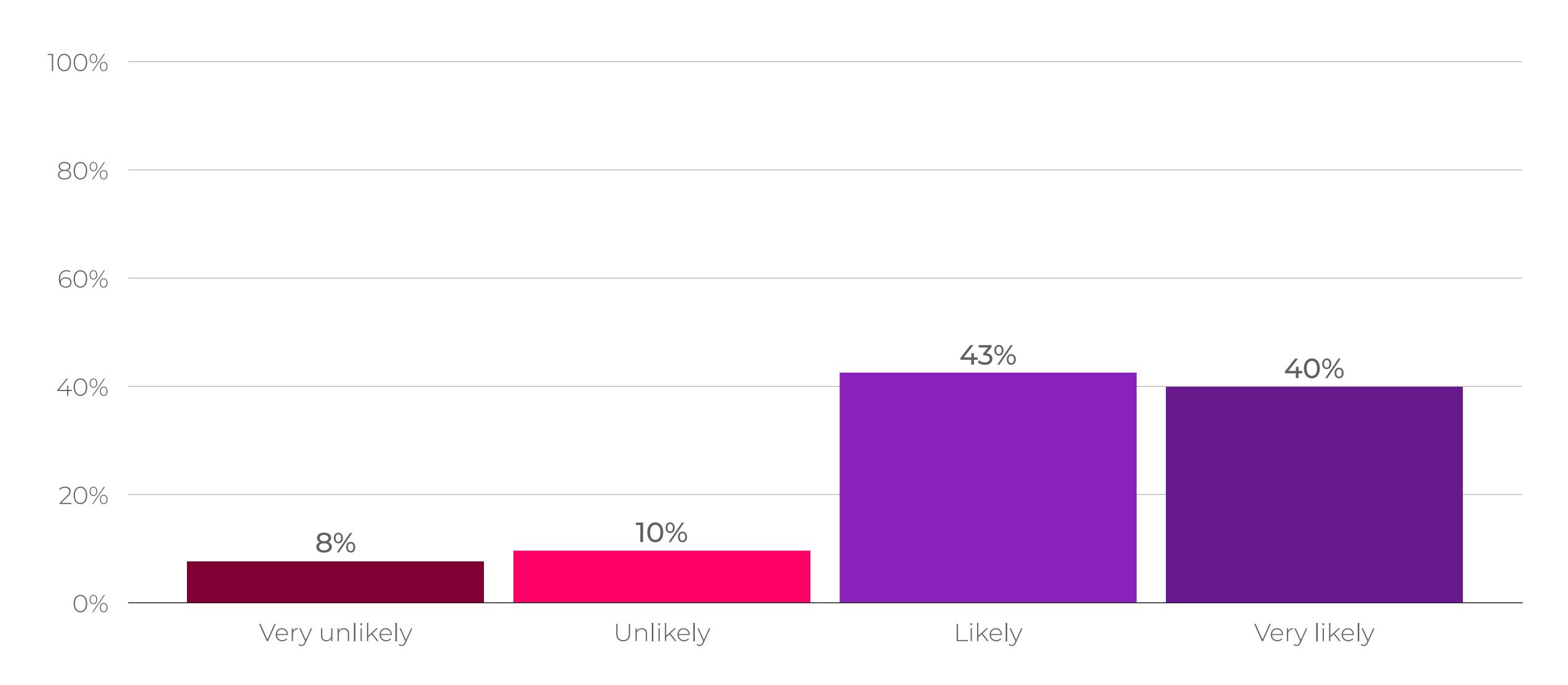
Q: How likely are you to book a trip in the next 2 weeks?



## Likelihood to Shop for Groceries In-Store (Mar. 21-23)

DISQO

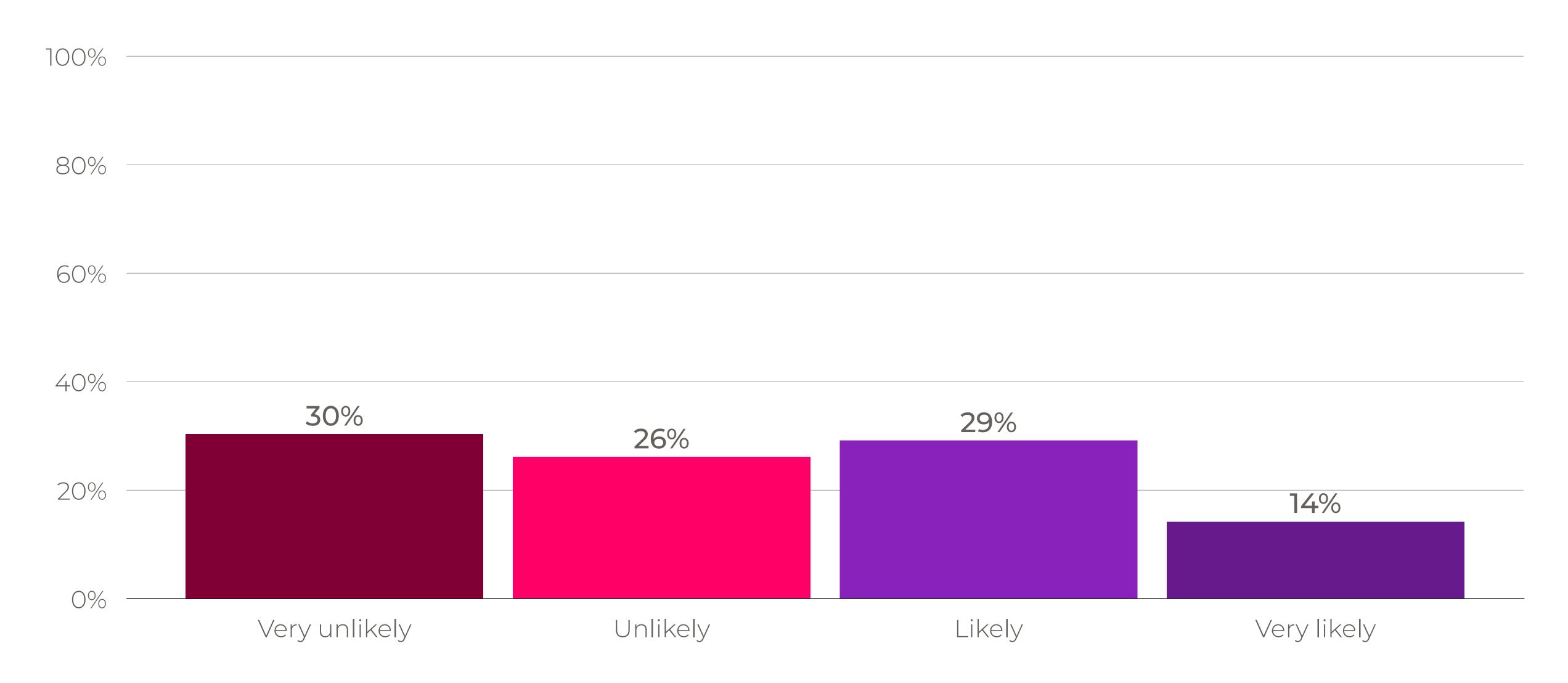
Q: How likely are you to purchase groceries in-store in the next 2 weeks?



# Likelihood to Shop for Groceries Online (Mar. 21-23)

DISQO

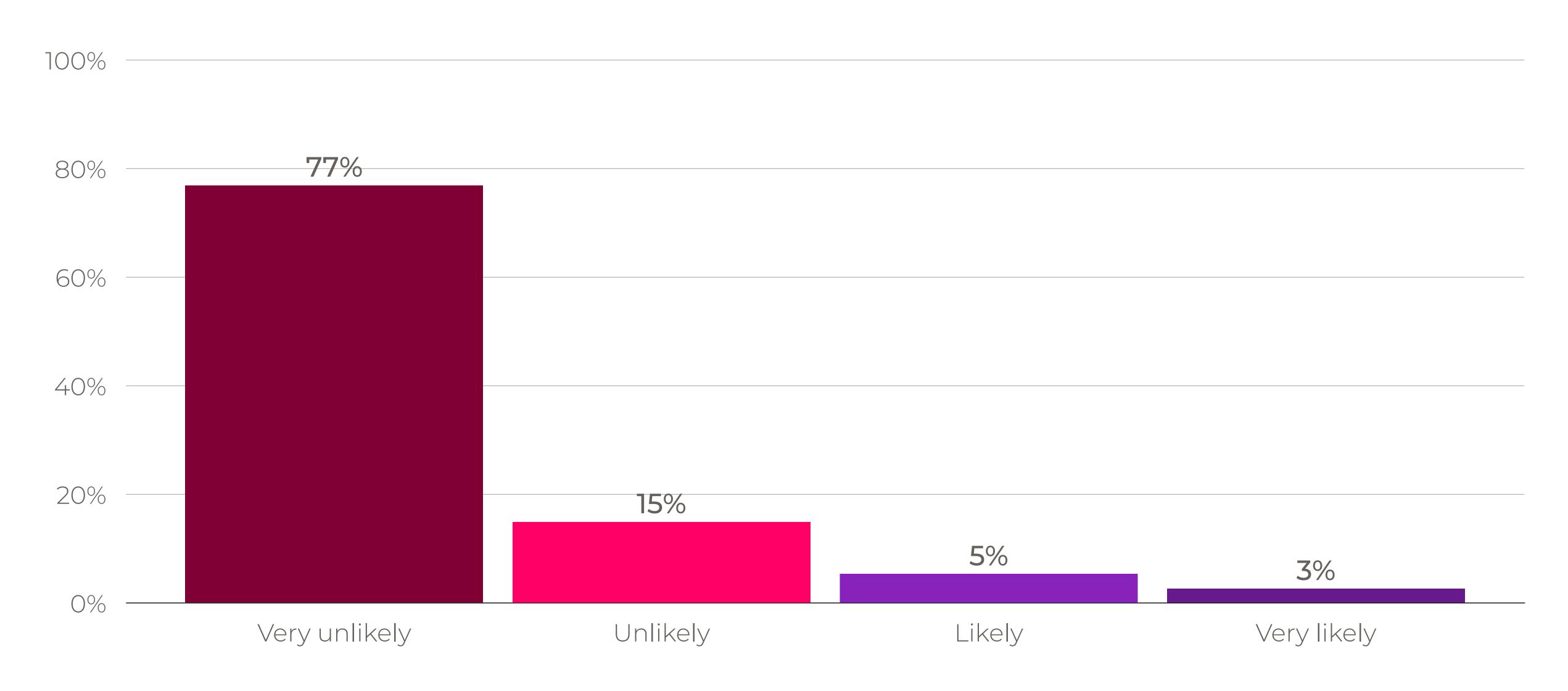
Q: How likely are you to purchase groceries online in the next 2 weeks?



#### Likelihood to Dine at a Restaurant (Mar. 21-23)

DISQO

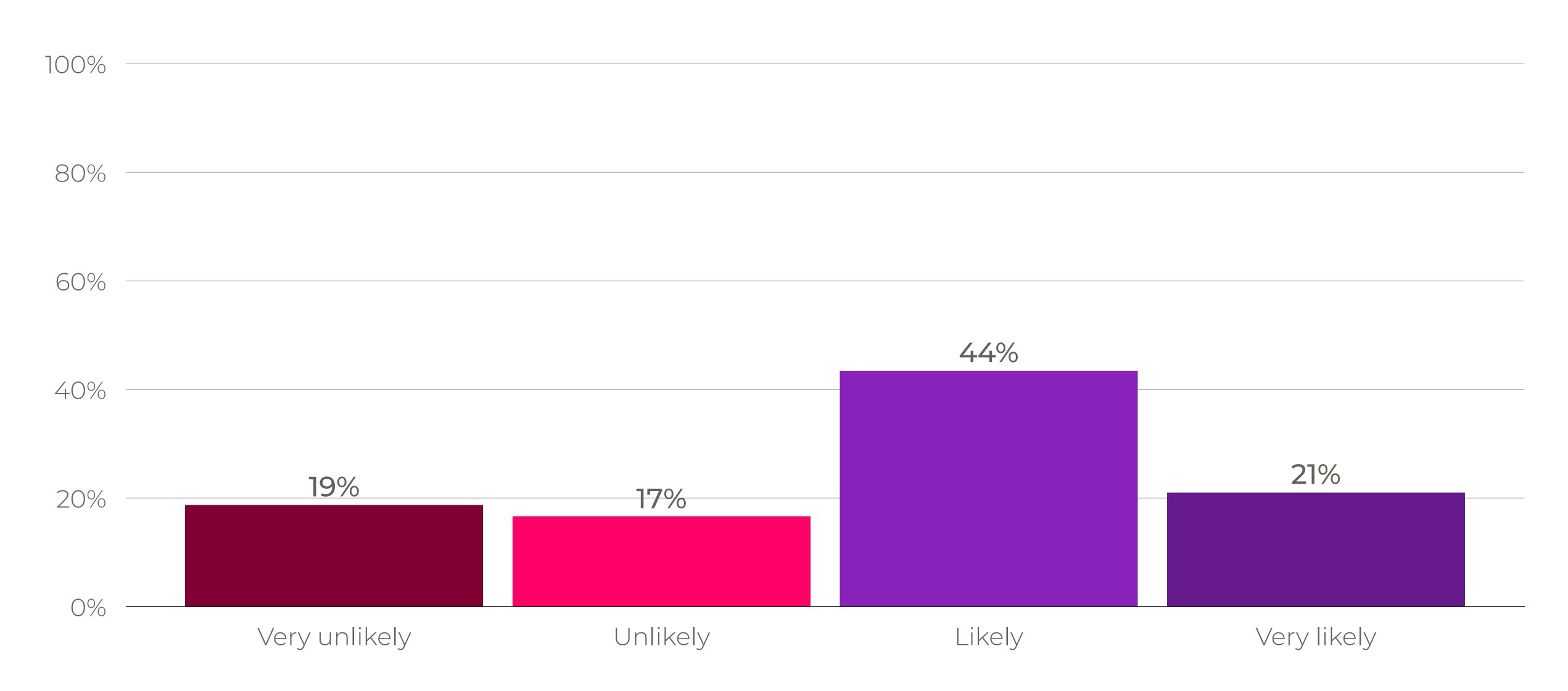
Q: How likely are you to dine at a restaurant in the next 2 weeks?



# Likelihood to Pickup Food for Takeout (Mar. 21-23)

DISQO

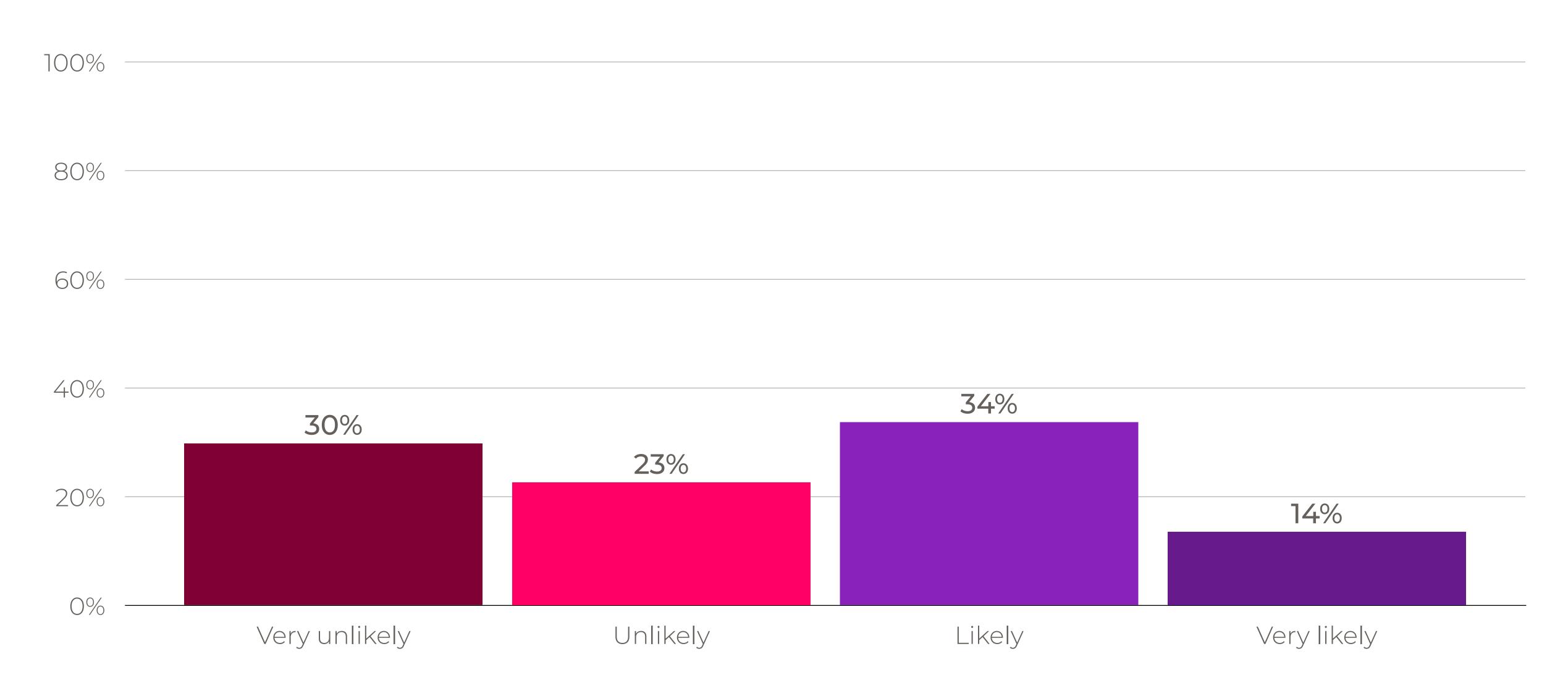
Q: How likely are you to pickup food for takeout in the next 2 weeks?



## Likelihood to Order Meals for Delivery (Mar. 21-23)

DISQO

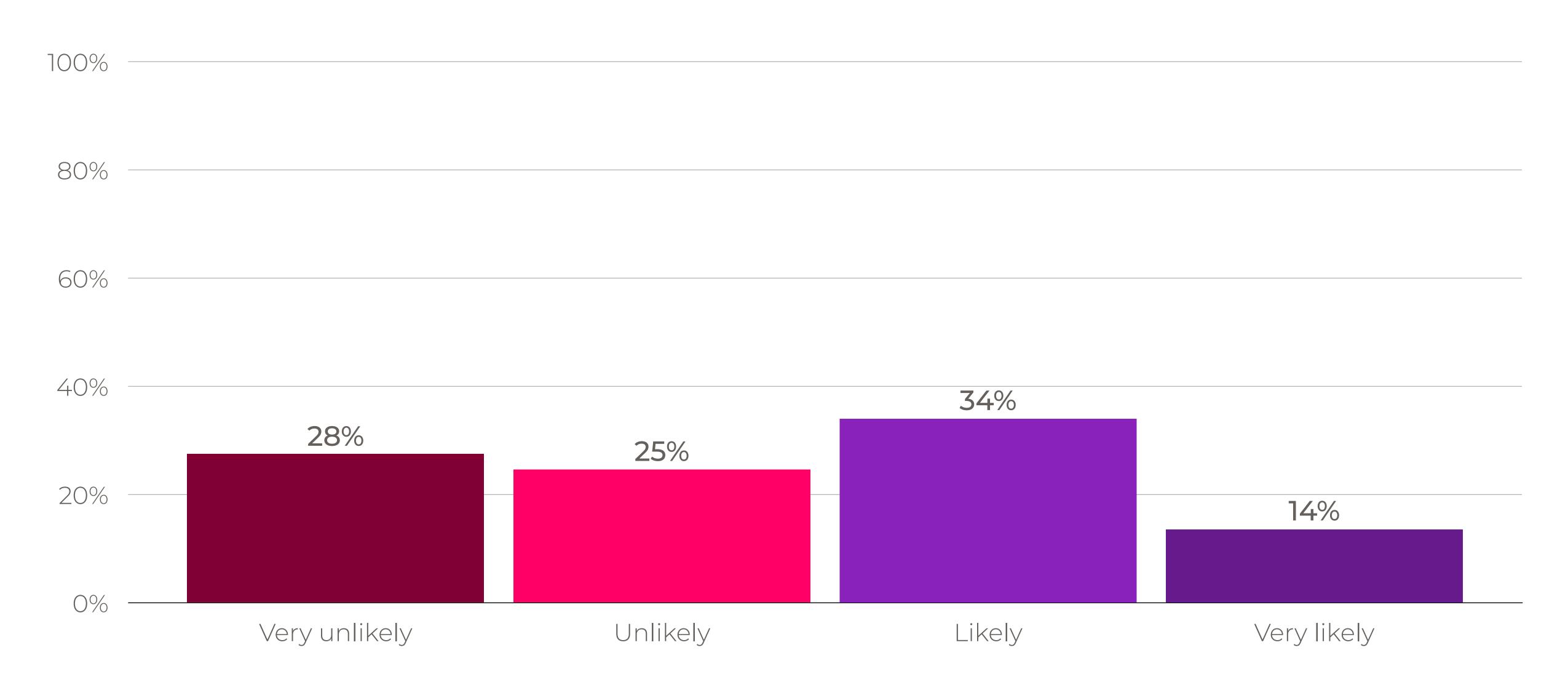
Q: How likely are you to order meals for delivery in the next 2 weeks?



#### Likelihood to Visit the Bank or Post Office (Mar. 21-23)

DISQO

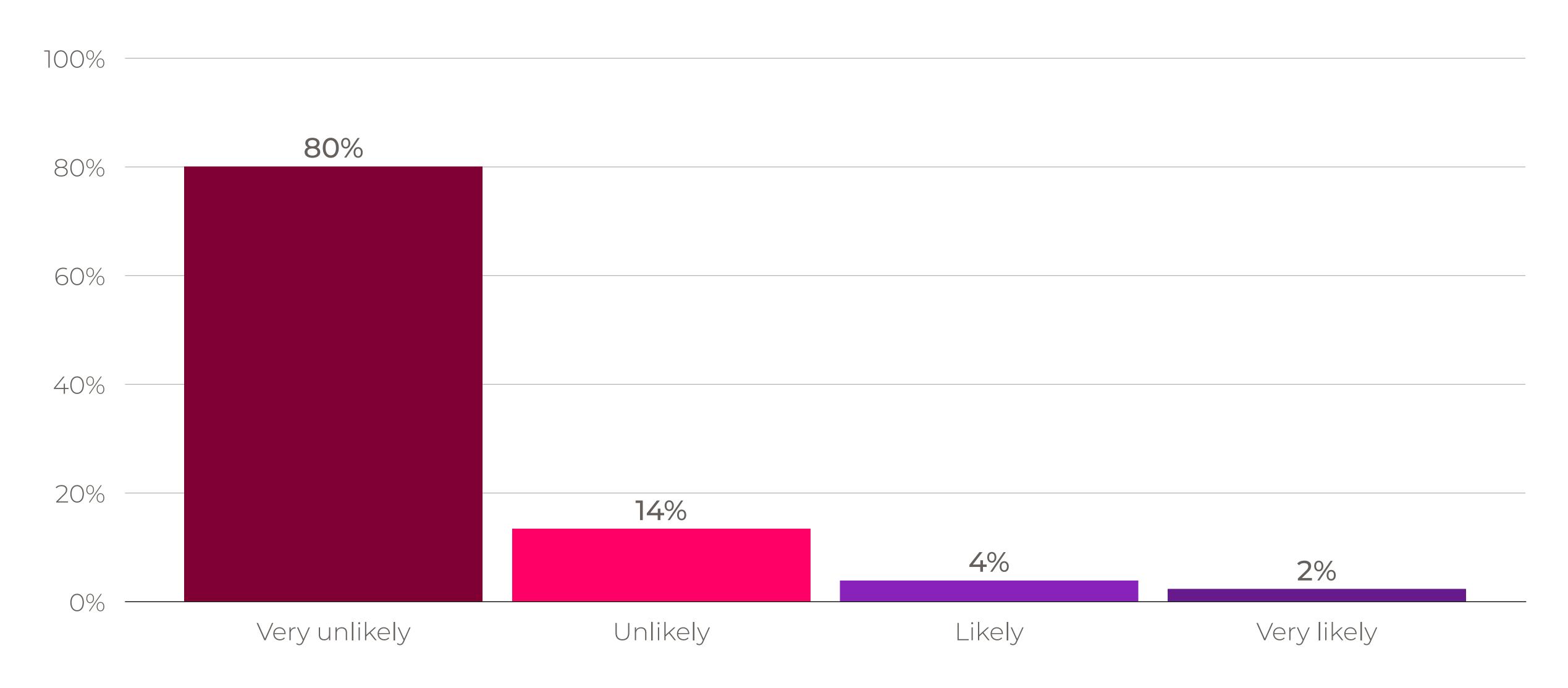
Q: How likely are you to go to the bank or post office in the next 2 weeks?



#### Likelihood to Go Out for Entertainment (Mar. 21-23)

DISQO

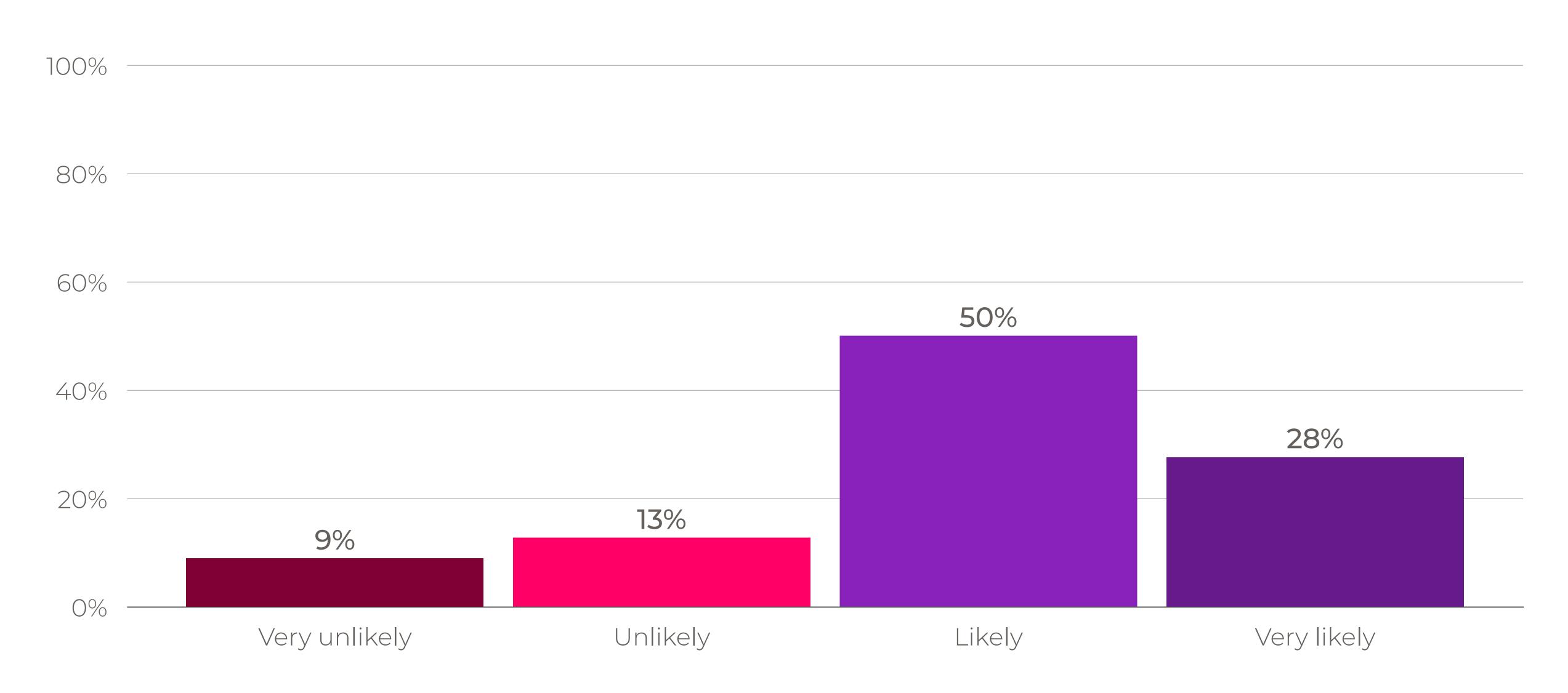
Q: How likely are you to go out for entertainment in the next 2 weeks?



#### Likelihood to Purchase Household Essentials (Mar. 21-23)

DISQO

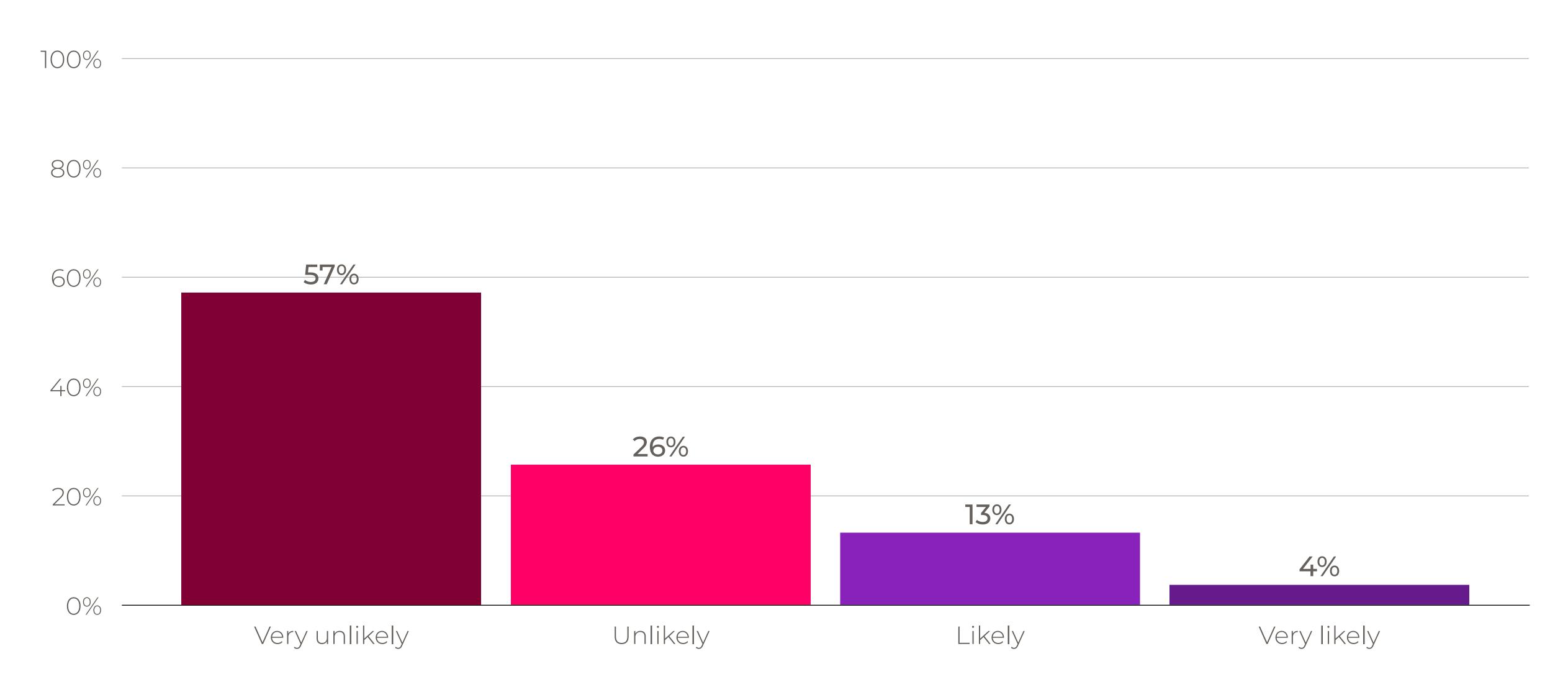
Q: How likely are you to purchase household essentials in the next 2 weeks?



#### Likelihood to Purchase Home & Garden Items (Mar. 21-23)

DISQO

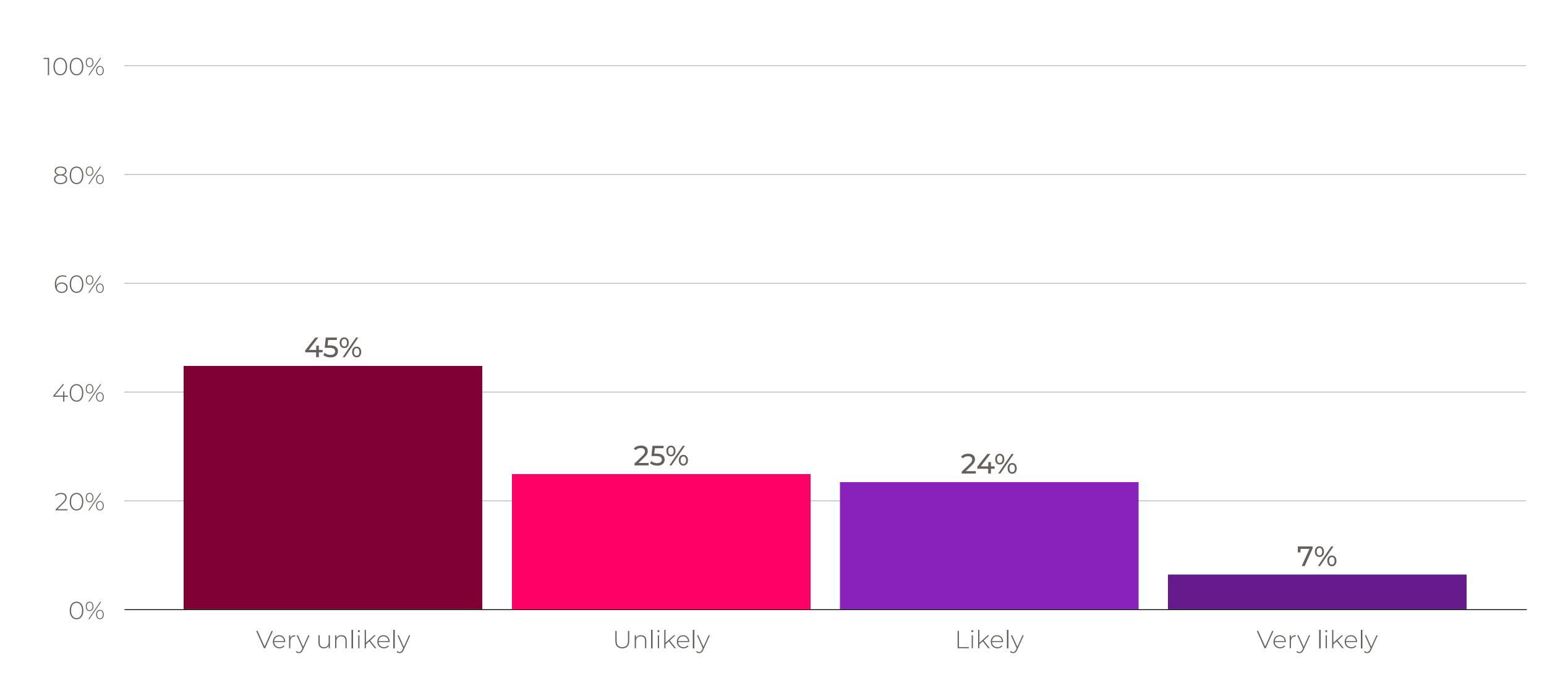
Q: How likely are you to purchase home & garden items in the next 2 weeks?



#### Likelihood to Purchase Home Entertainment (Mar. 21-23)

DISQO

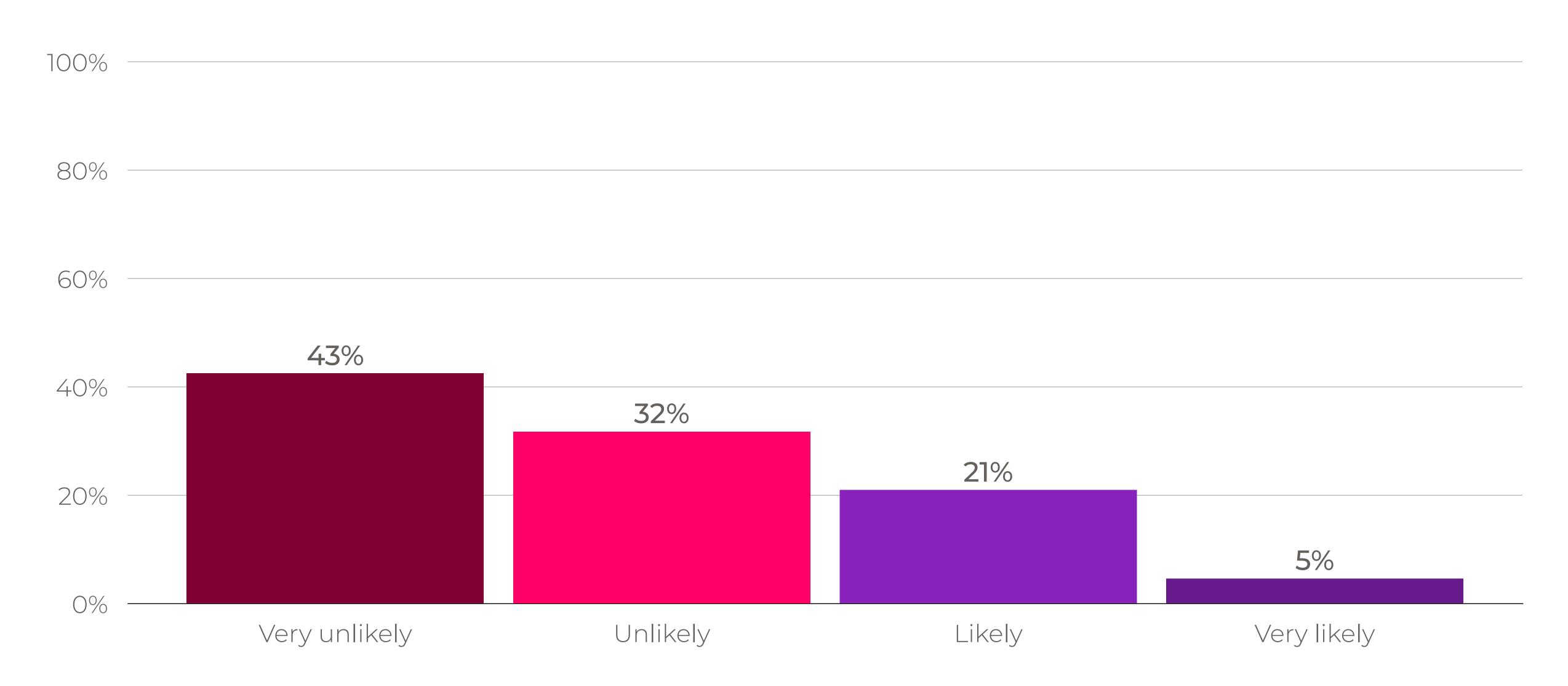
Q: How likely are you to purchase home entertainment in the next 2 weeks?



## Likelihood to Purchase Apparel (Mar. 21-23)

DISQO

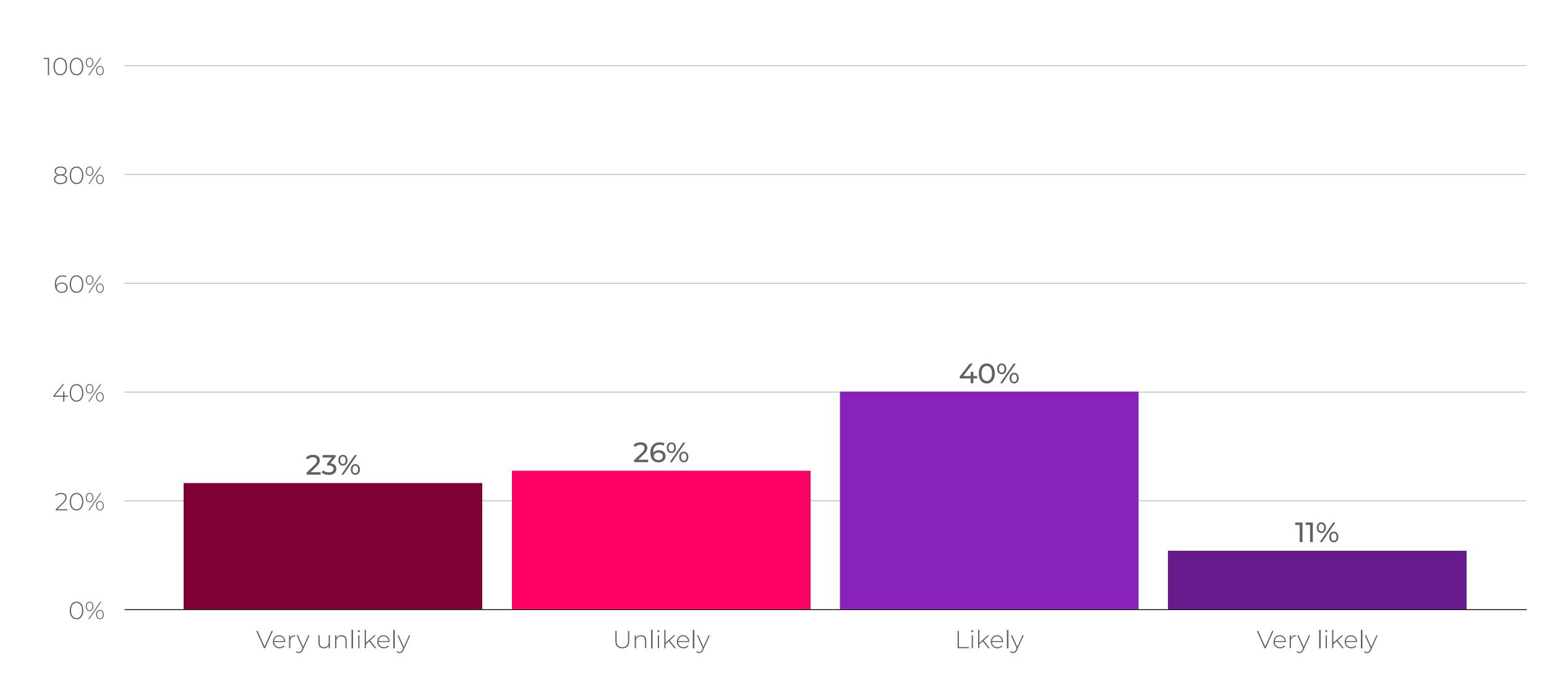
Q: How likely are you to purchase apparel in the next 2 weeks?



## Likelihood to Purchase Health & Beauty Products (Mar. 21-23)

DISQO

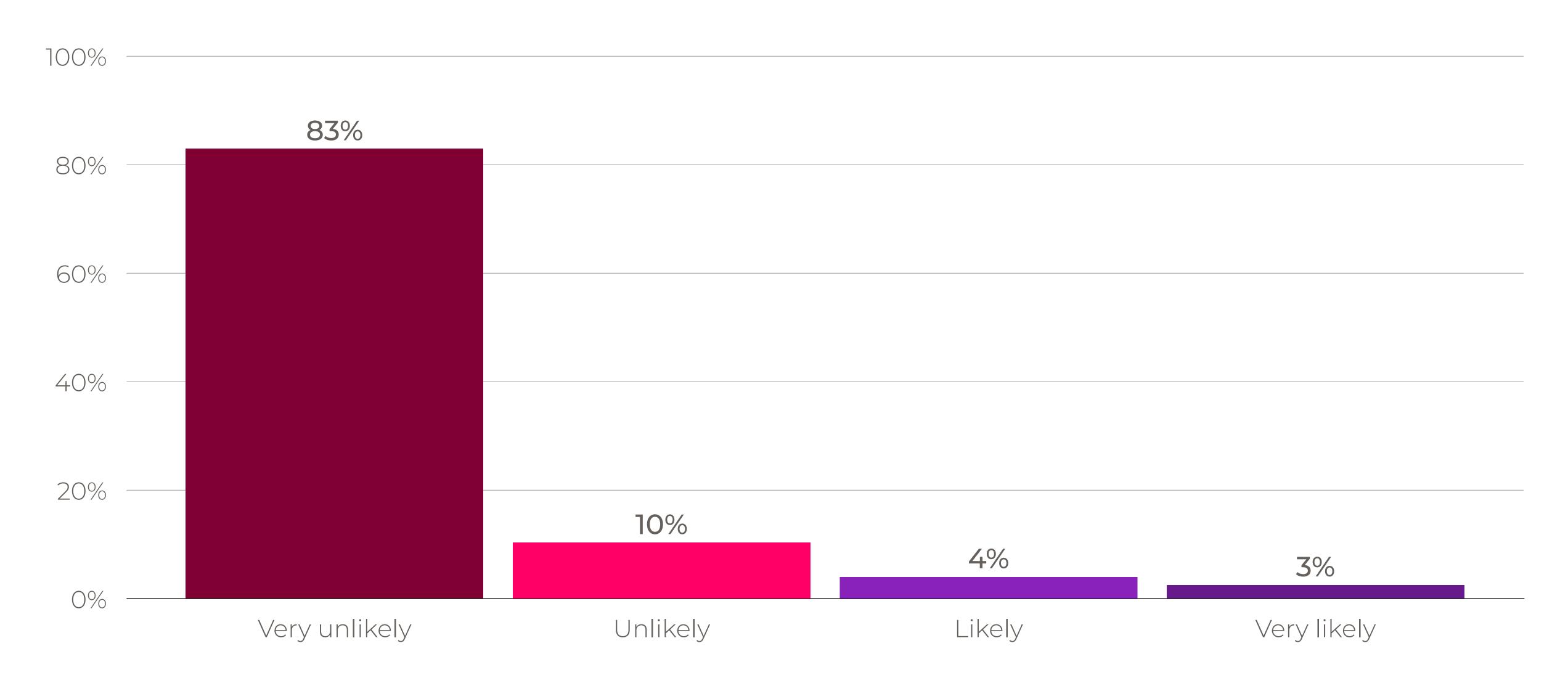
Q: How likely are you to purchase health & beauty products in the next 2 weeks?



## Likelihood to Shop for a New Vehicle (Mar. 21-23)

DISQO

Q: How likely are you to shop for a new vehicle in the next 2 weeks?



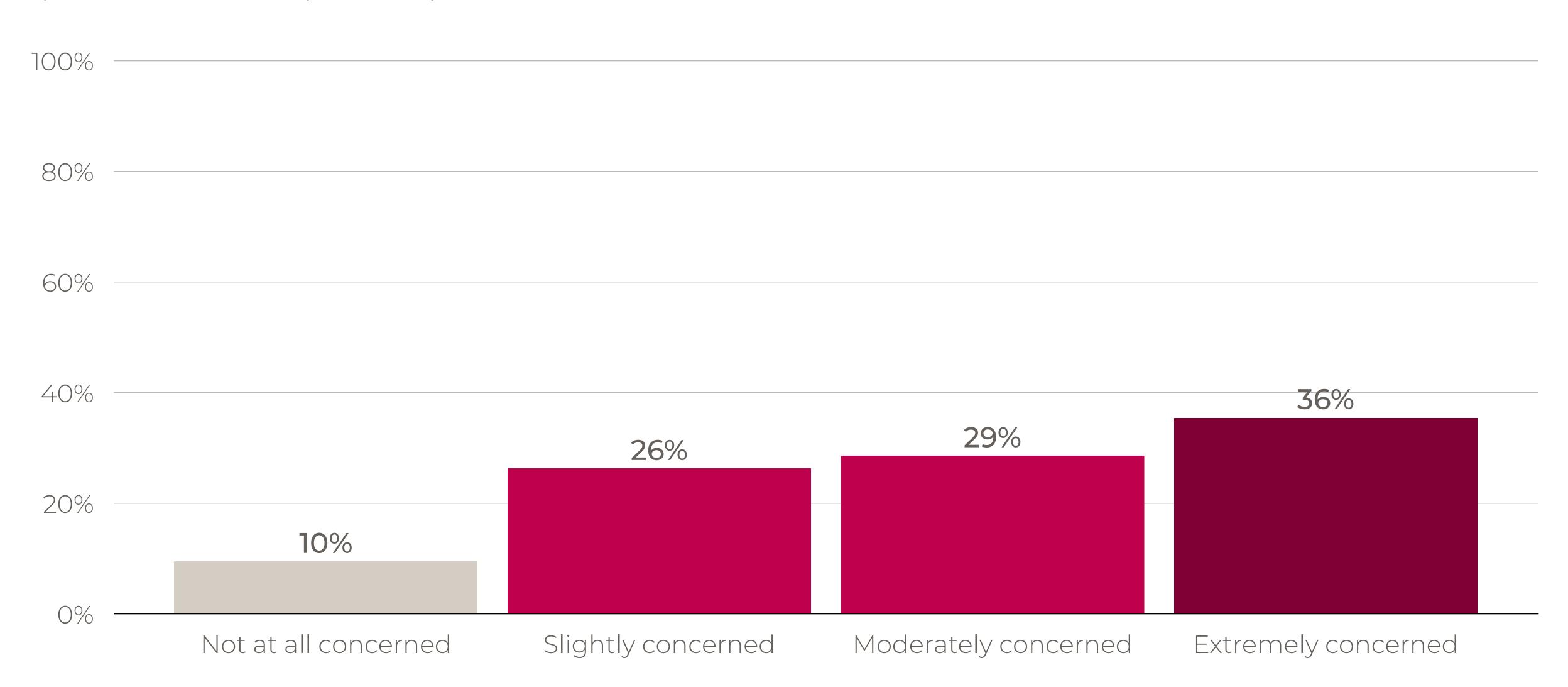
# Consumer Concern Breakdown

March 21-23

#### Concern Over Personal Finances (Mar. 21-23)

DISQO

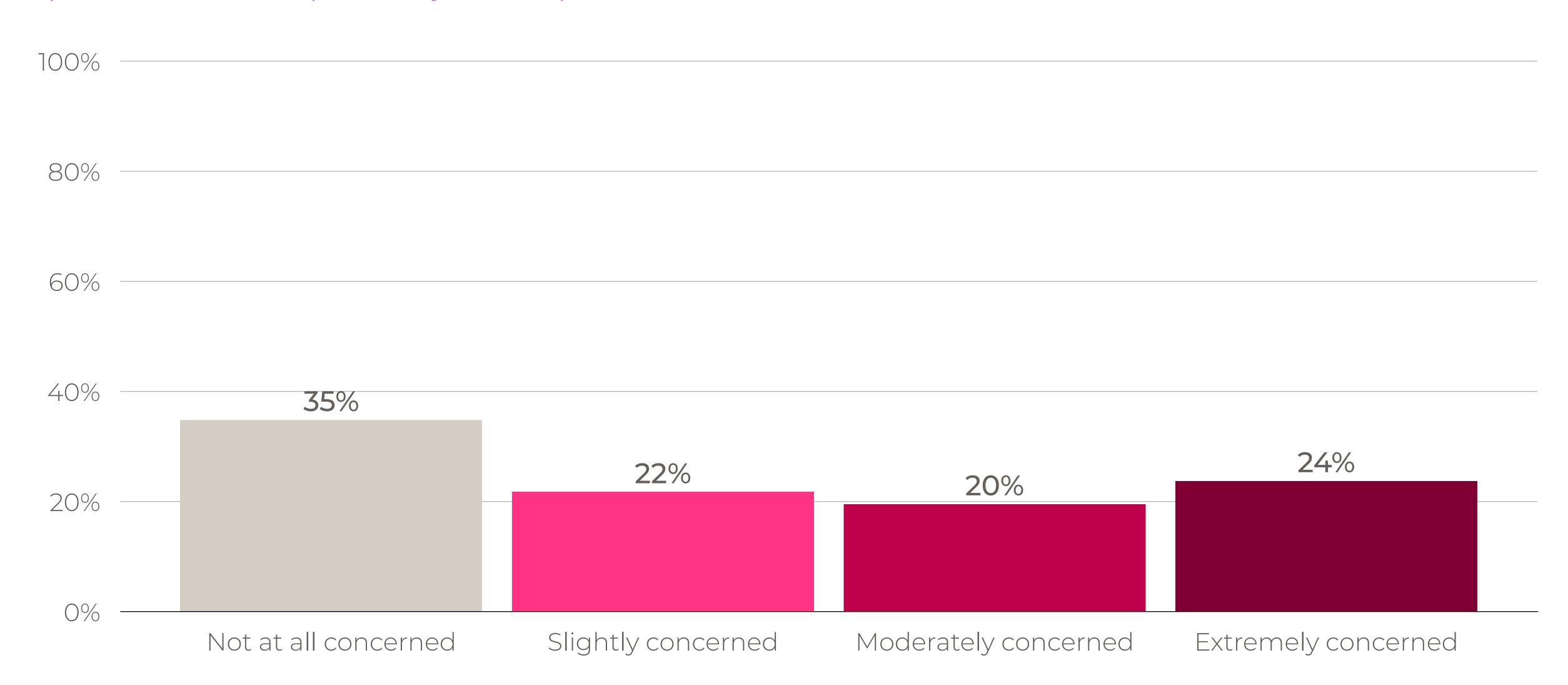
Q: How concerned are you about personal finances?



### Concern Over Job Security (Mar. 21-23)

DISQO

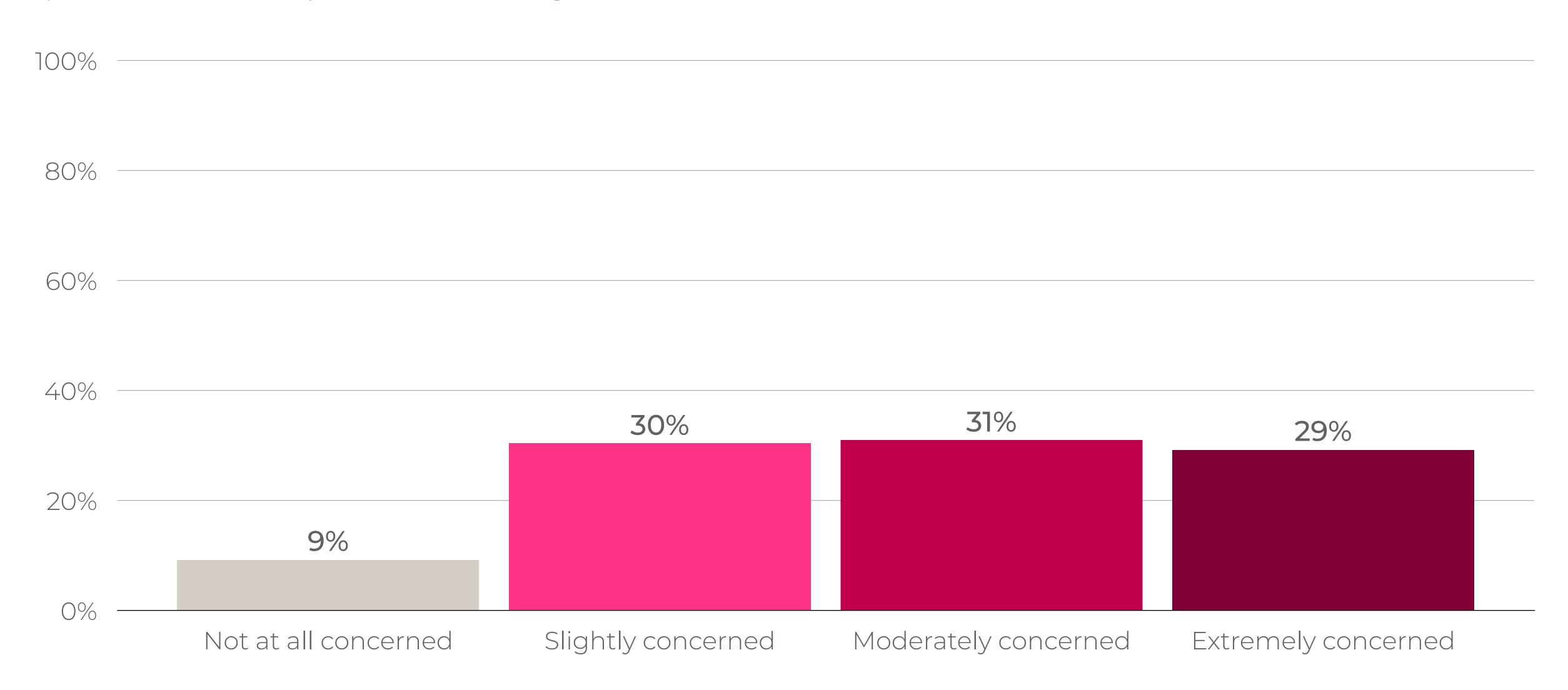
Q: How concerned are you about job security?



#### Concern Over Contracting COVID-19 (Mar. 21-23)

DISQO

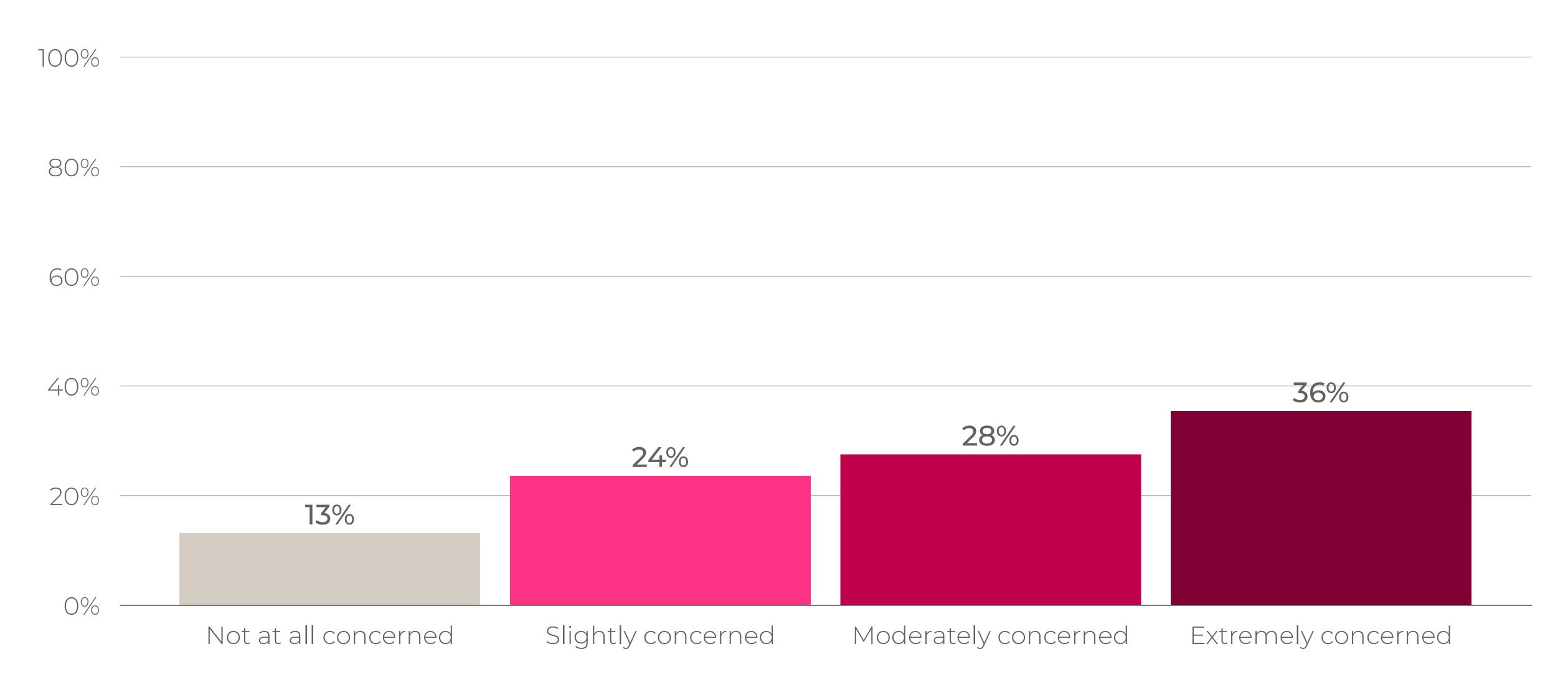
Q: How concerned are you about contracting COVID-19?



## Concern Over Spreading COVID-19 (Mar. 21-23)

DISQO

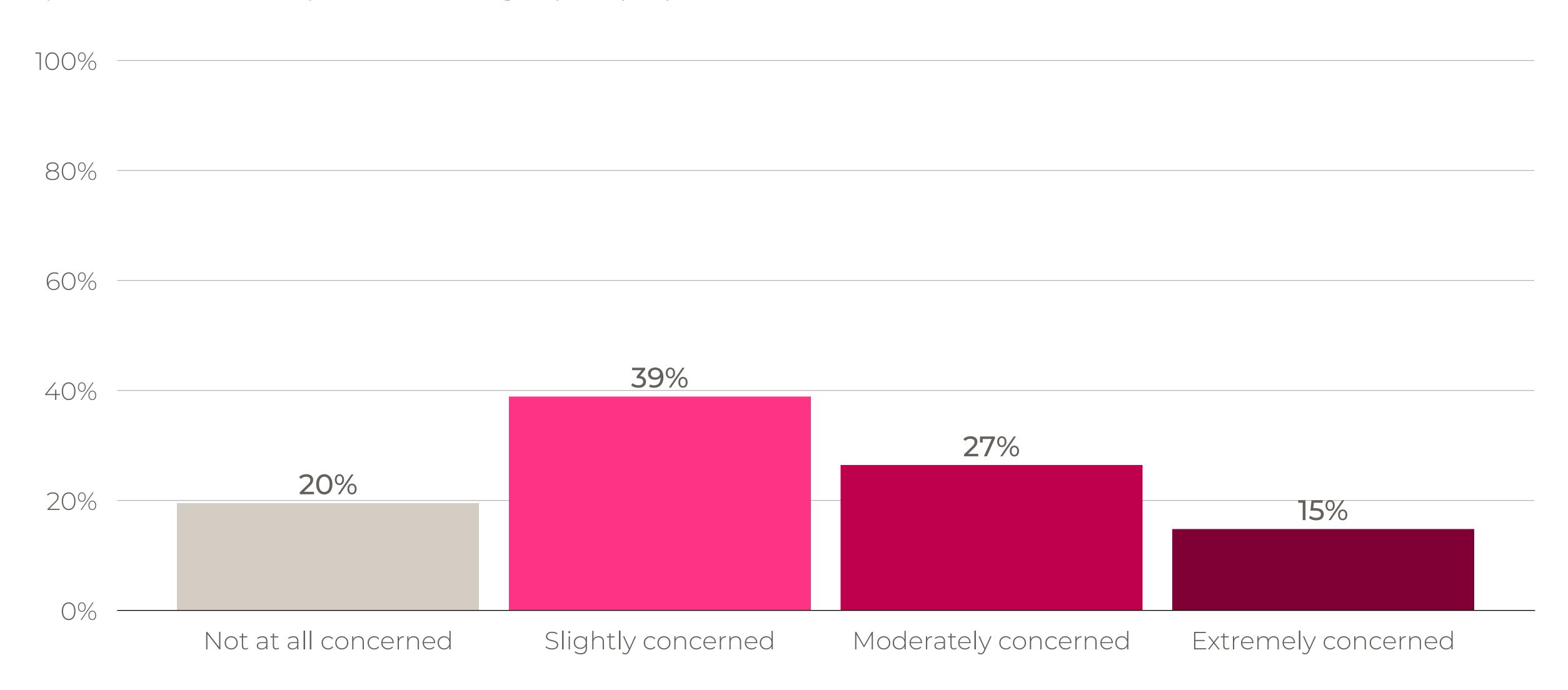
Q: How concerned are you about spreading COVID-19?



#### Concern Over Small Groups of People (Mar. 21-23)

DISQO

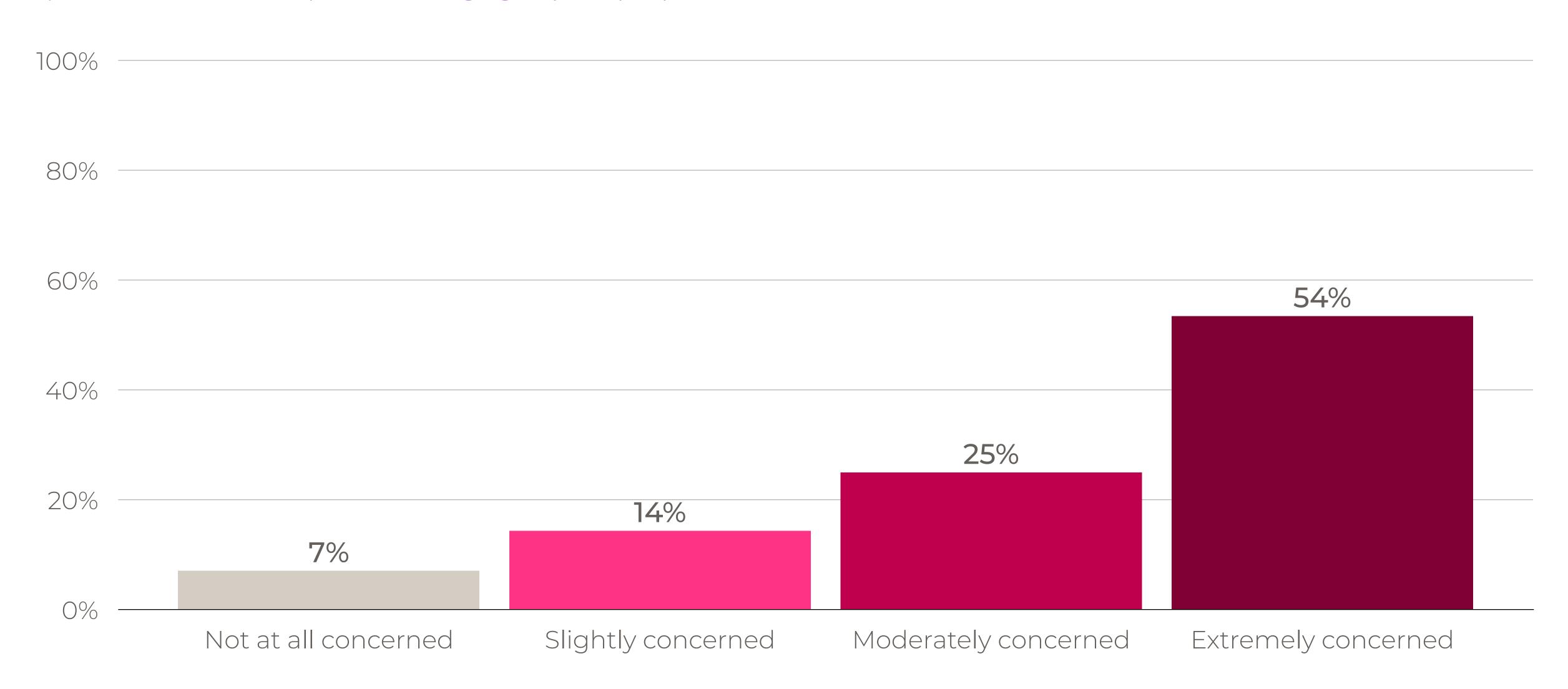
Q: How concerned are you about small groups of people?



#### Concern Over Large Groups of People (Mar. 21-23)

DISQO

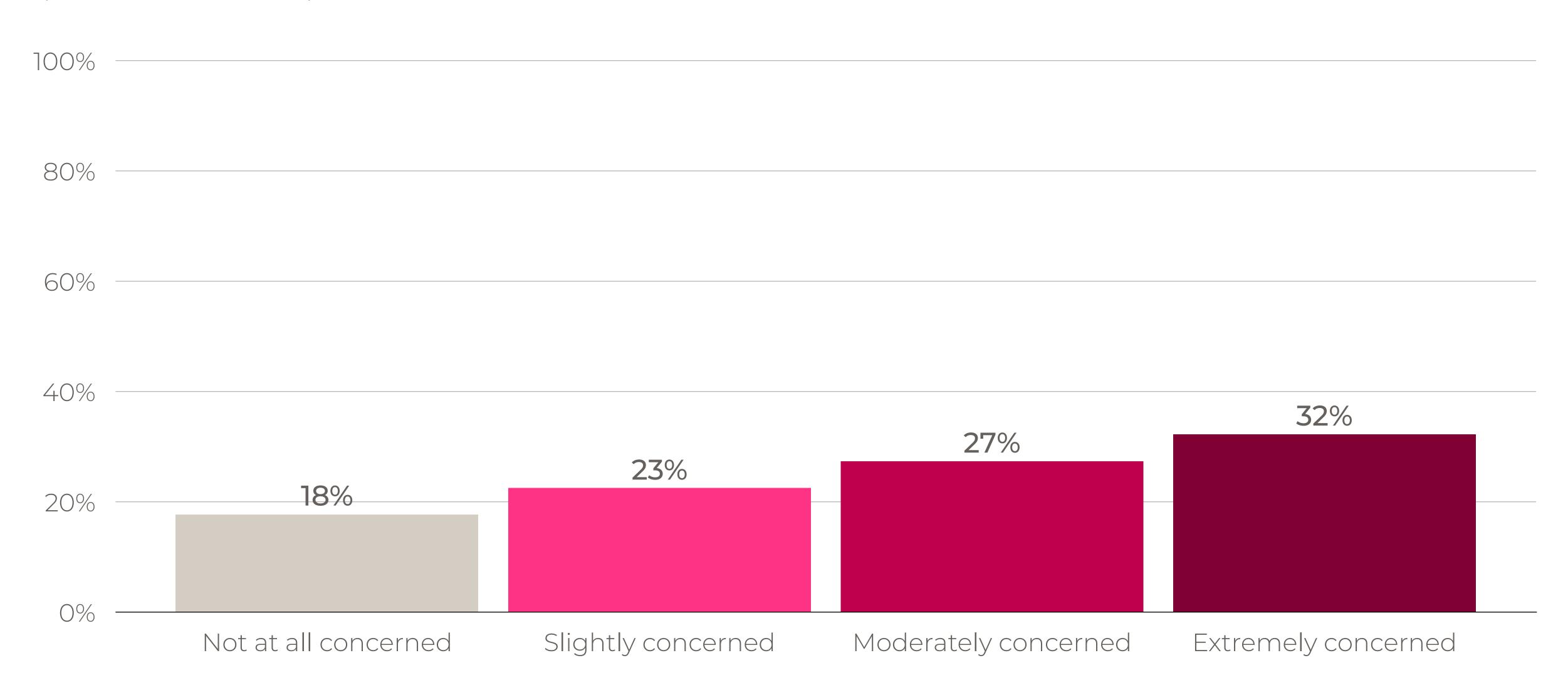
Q: How concerned are you about large groups of people?



#### Concern Over Stock Market (Mar. 21-23)

DISQO

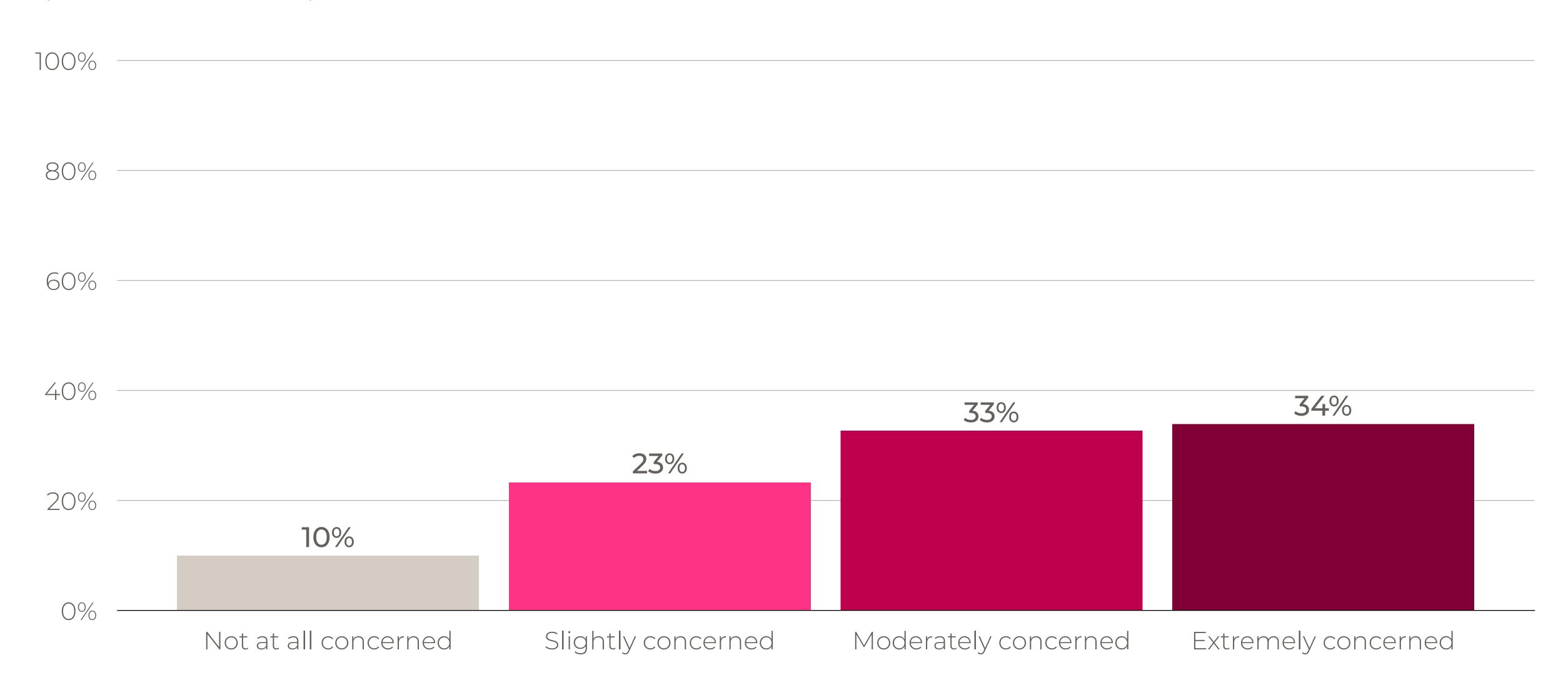
Q: How concerned are you about the stock market?



#### Concern Over Small to Mid-Sized Businesses (Mar. 21-23)

DISQO

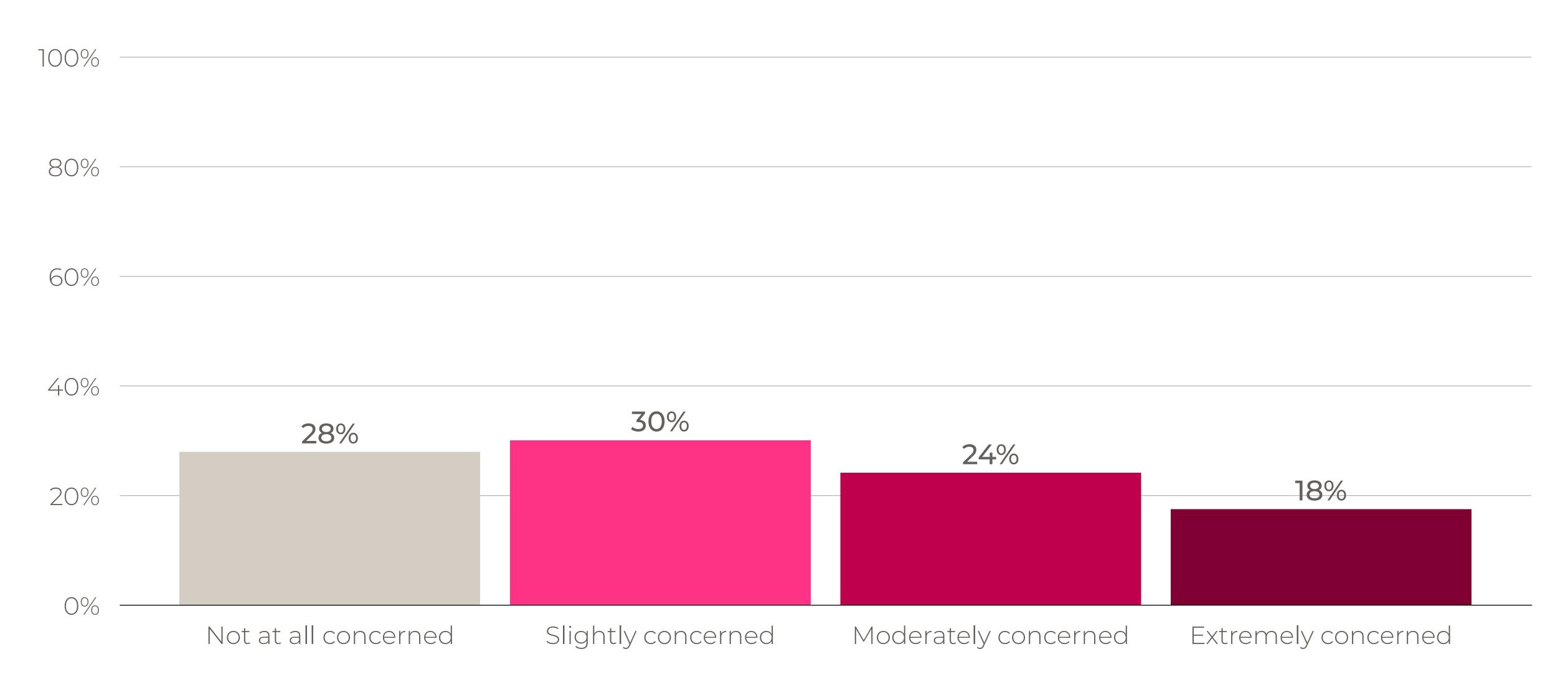
Q: How concerned are you about small to mid-sized businesses?



#### Concern Over Large Corporations (Mar. 21-23)

DISQO

Q: How concerned are you about large corporations?



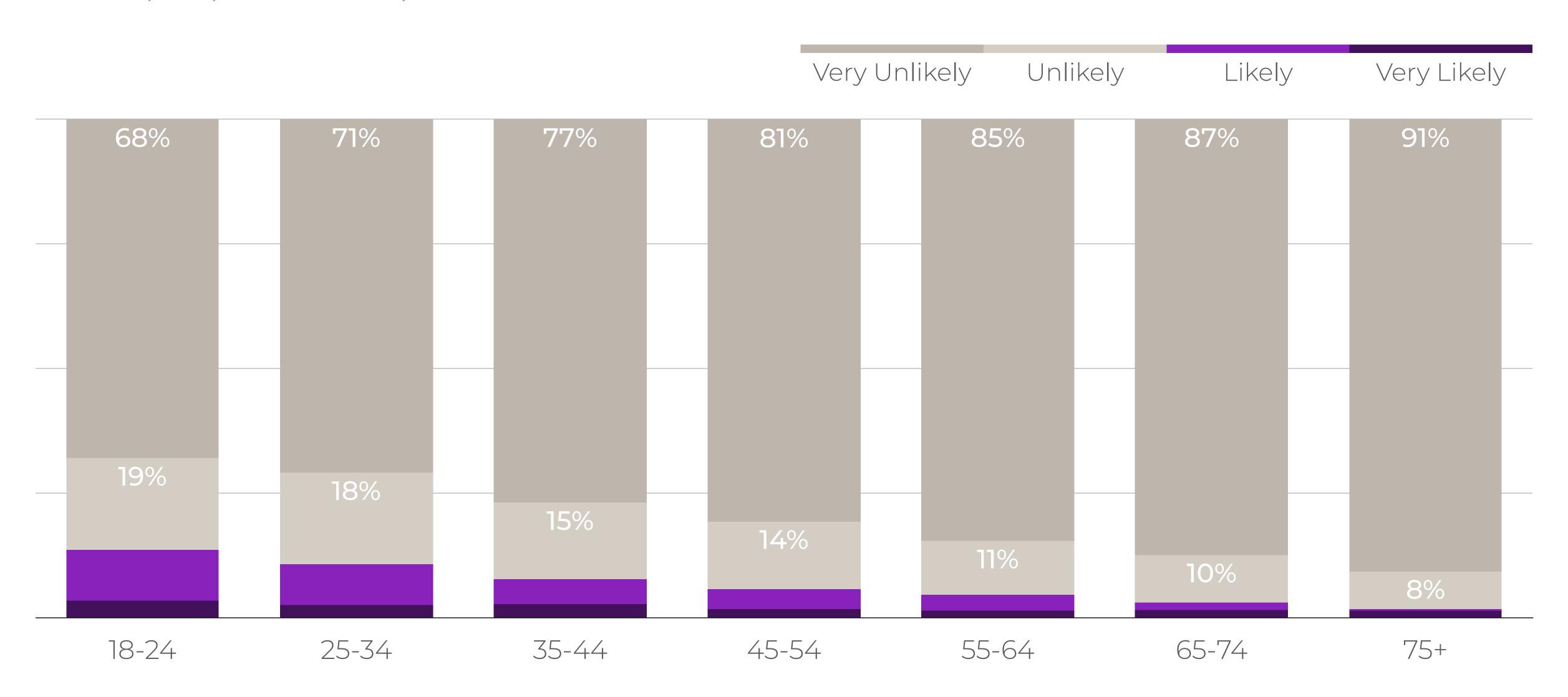
# Planned Consumer Activities by Age

March 21-23

# Likelihood of Booking a Trip by Age (Mar. 21-23)

DISQO

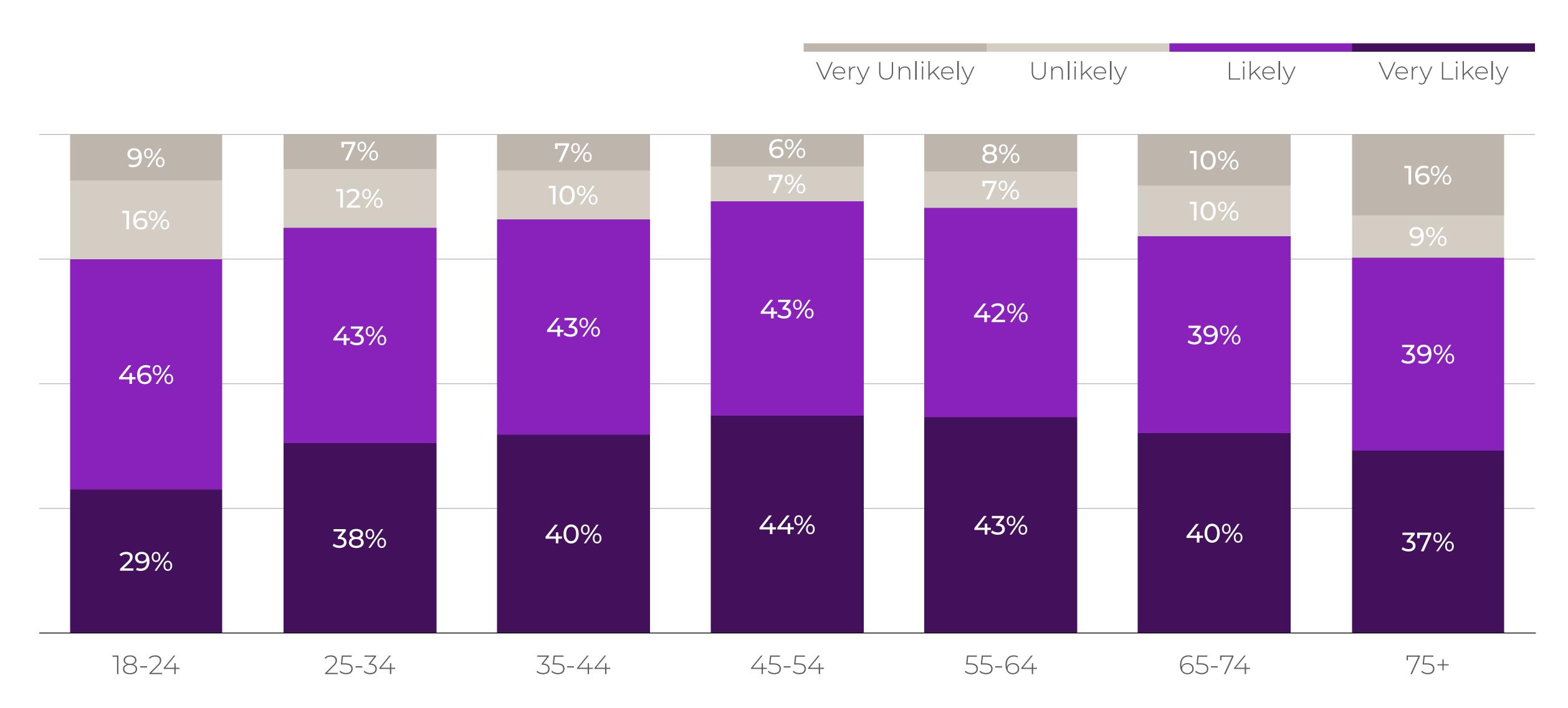
How likely are you to book a trip in the next 2 weeks?



#### Likelihood of Purchasing Groceries In-Store by Age (Mar. 21-23)



How likely are you to purchase groceries in-store in the next 2 weeks?

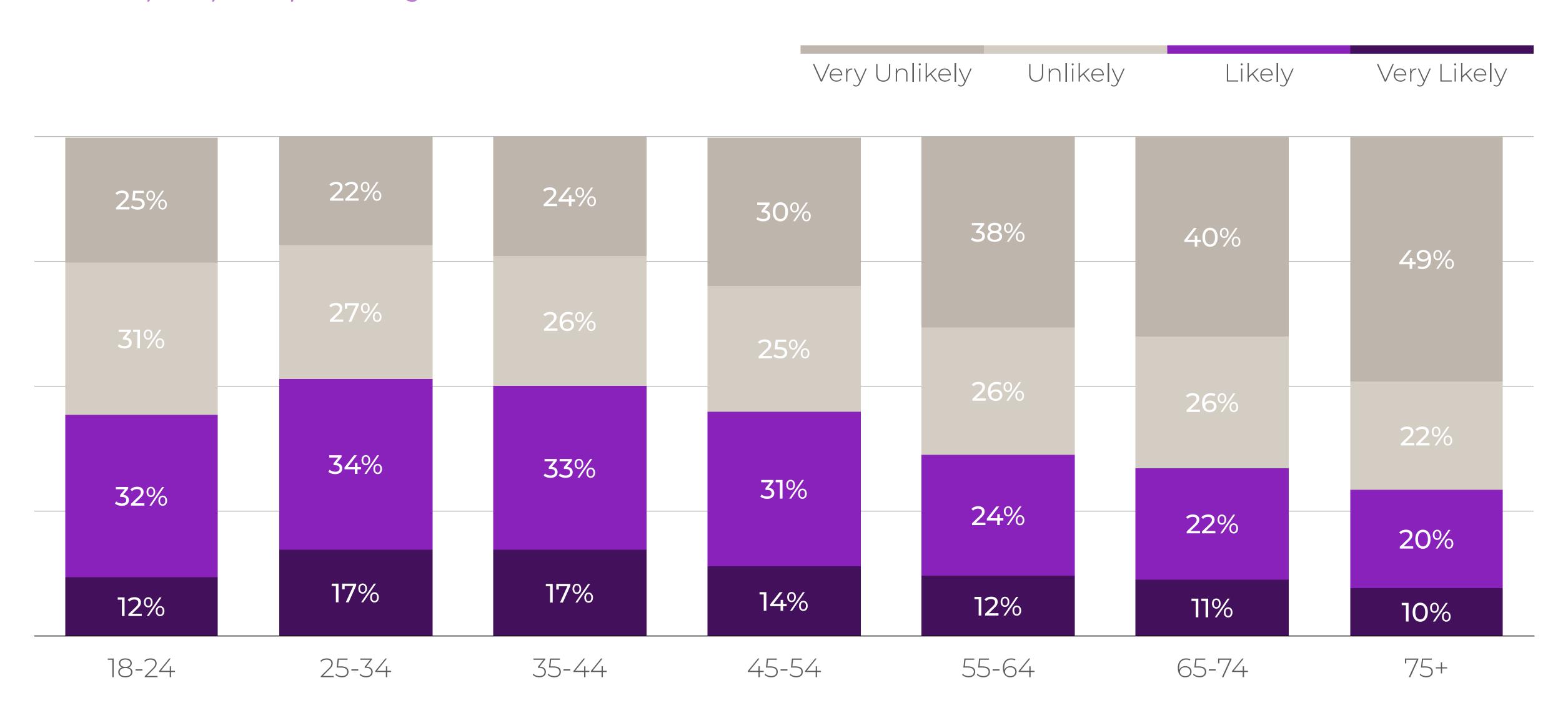


<sup>\*</sup>Consumer Confidence Survey (1st Edition) — Mar. 21-23, 2020

## Likelihood of Purchasing Groceries Online by Age (Mar. 21-23)

DISQO

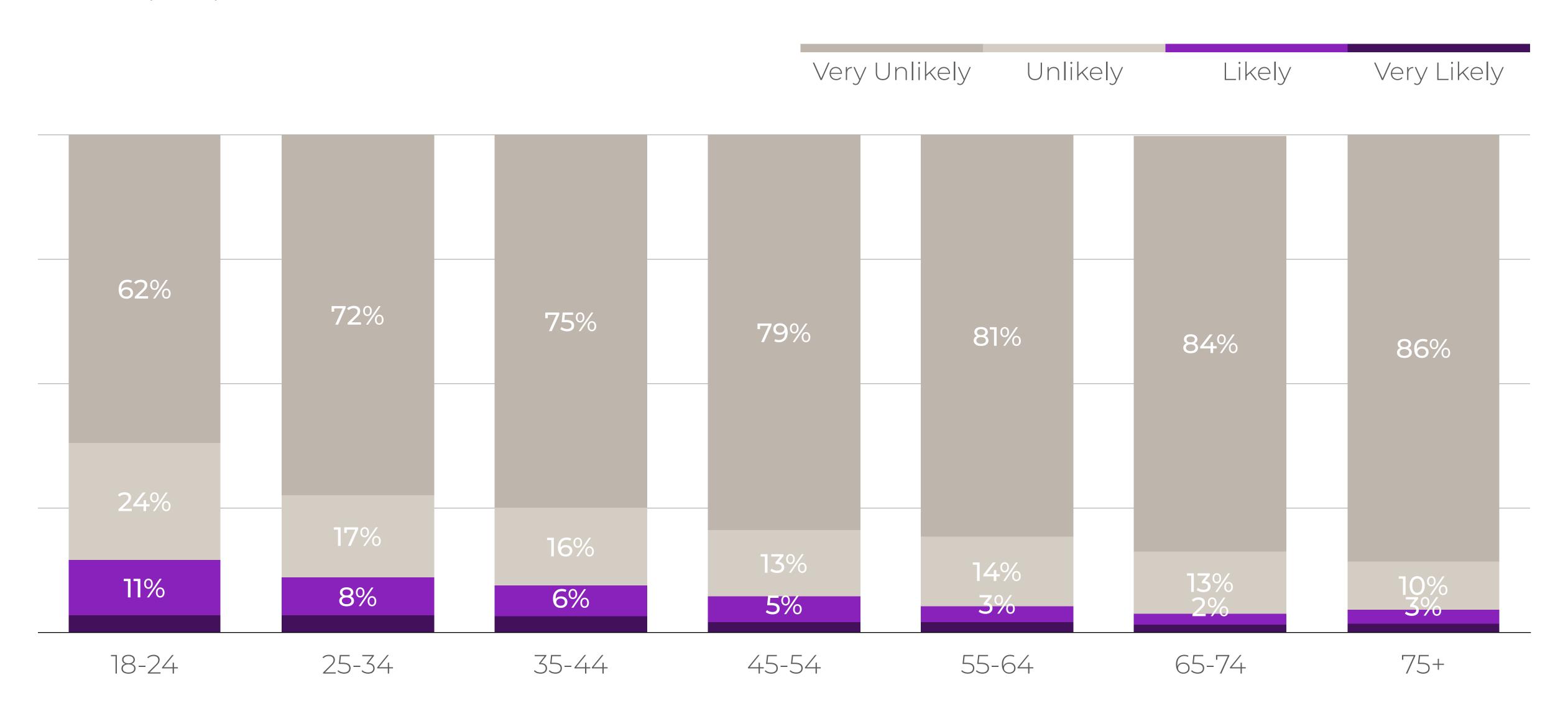
How likely are you to purchase groceries online in the next 2 weeks?



## Likelihood of Dining at a Restaurant by Age (Mar. 21-23)

DISQO

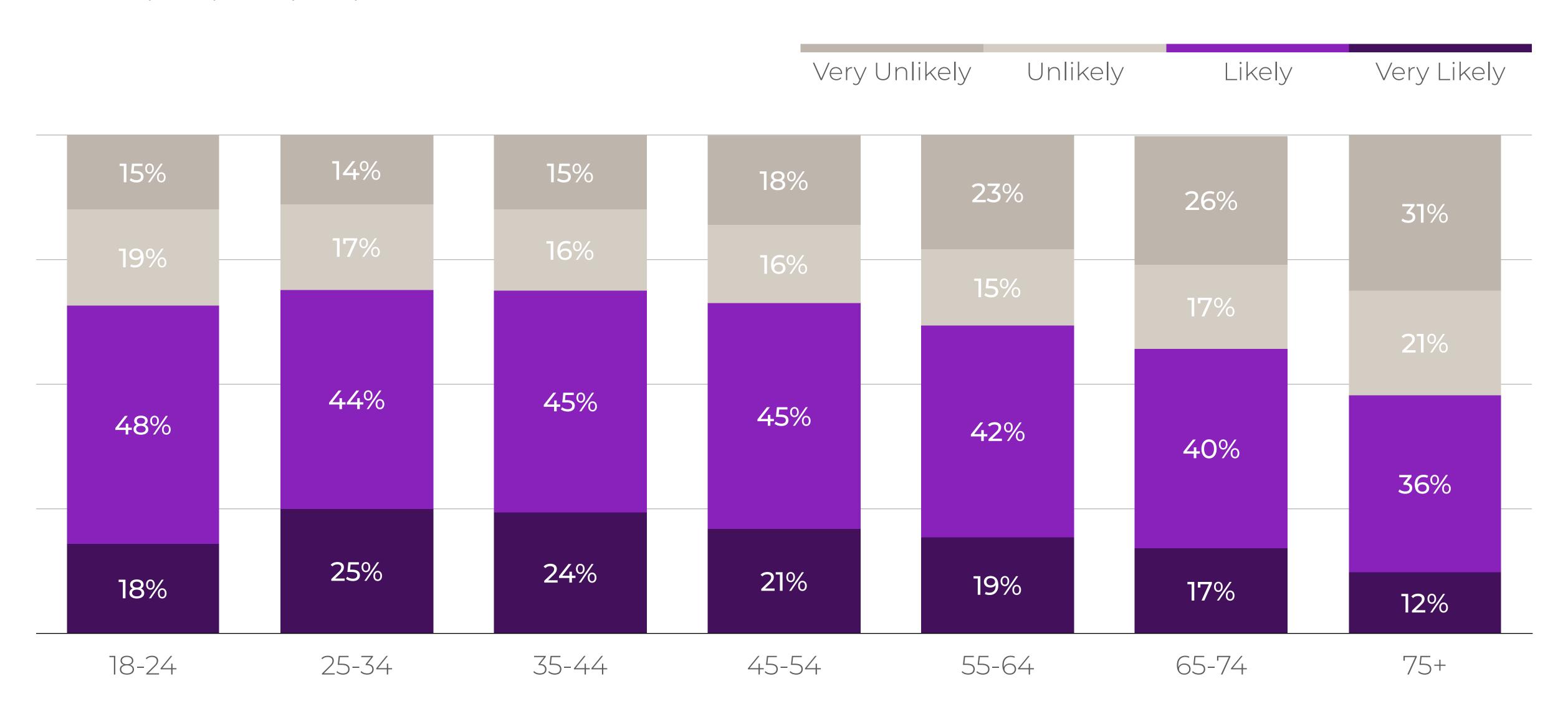
How likely are you to dine at a restaurant in the next 2 weeks?



## Likelihood of Picking Up Food for Takeout by Age (Mar. 21-23)

DISQO

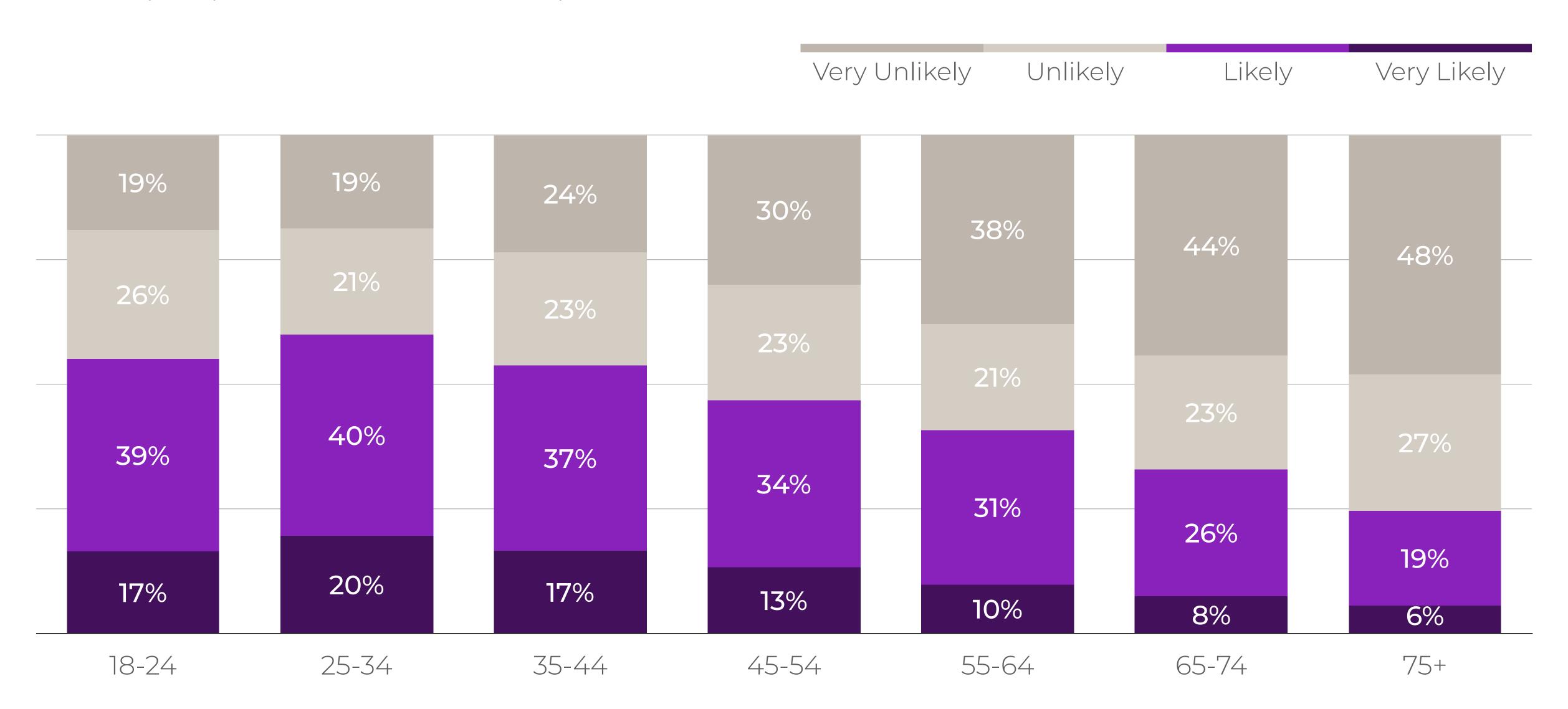
How likely are you to pickup food for takeout in the next 2 weeks?



## Likelihood of Ordering Meals for Delivery by Age (Mar. 21-23)



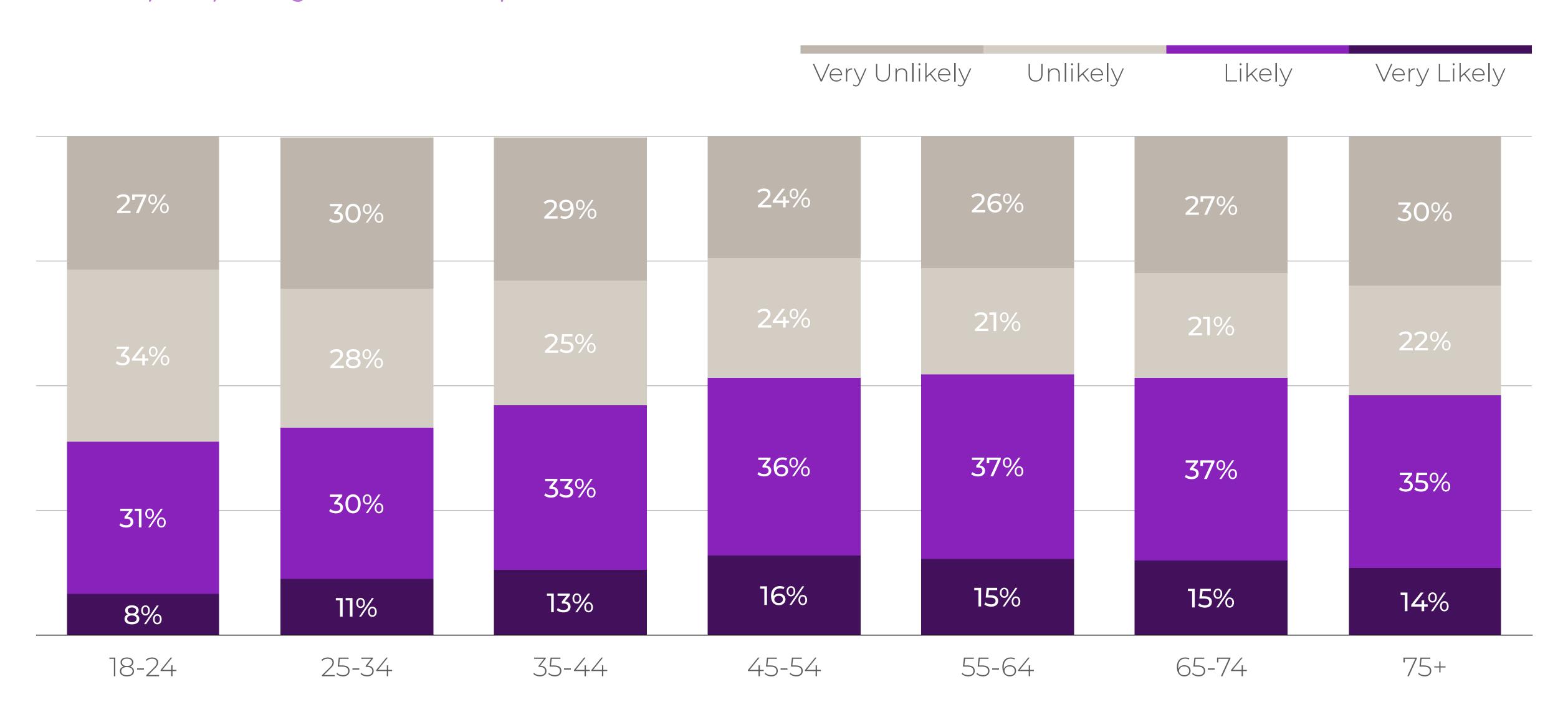
How likely are you to order meals for delivery in the next 2 weeks?



#### Likelihood of Visiting the Bank or Post Office by Age (Mar. 21-23)

DISQO

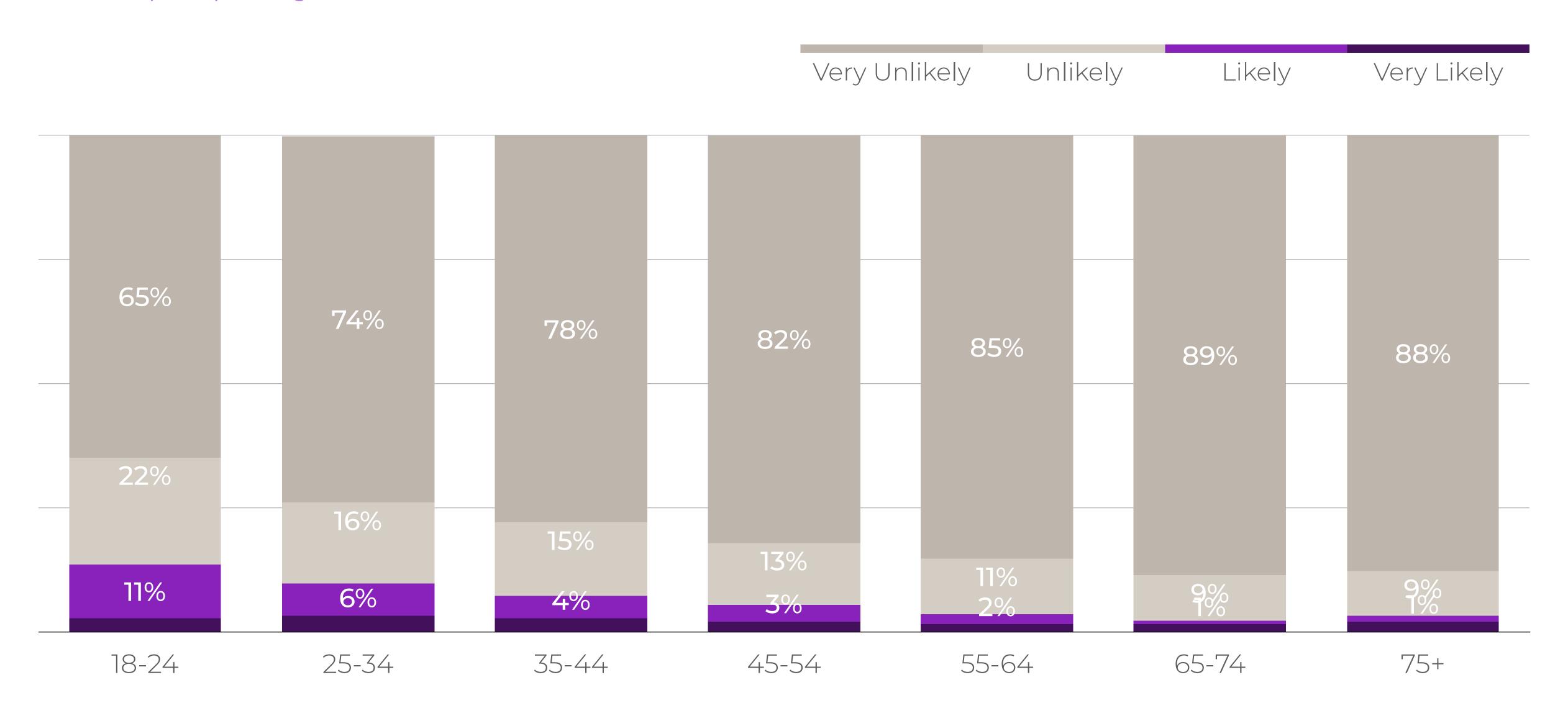
How likely are you to go to the bank or post office in the next 2 weeks?



### Likelihood of Going out for Entertainment by Age (Mar. 21-23)



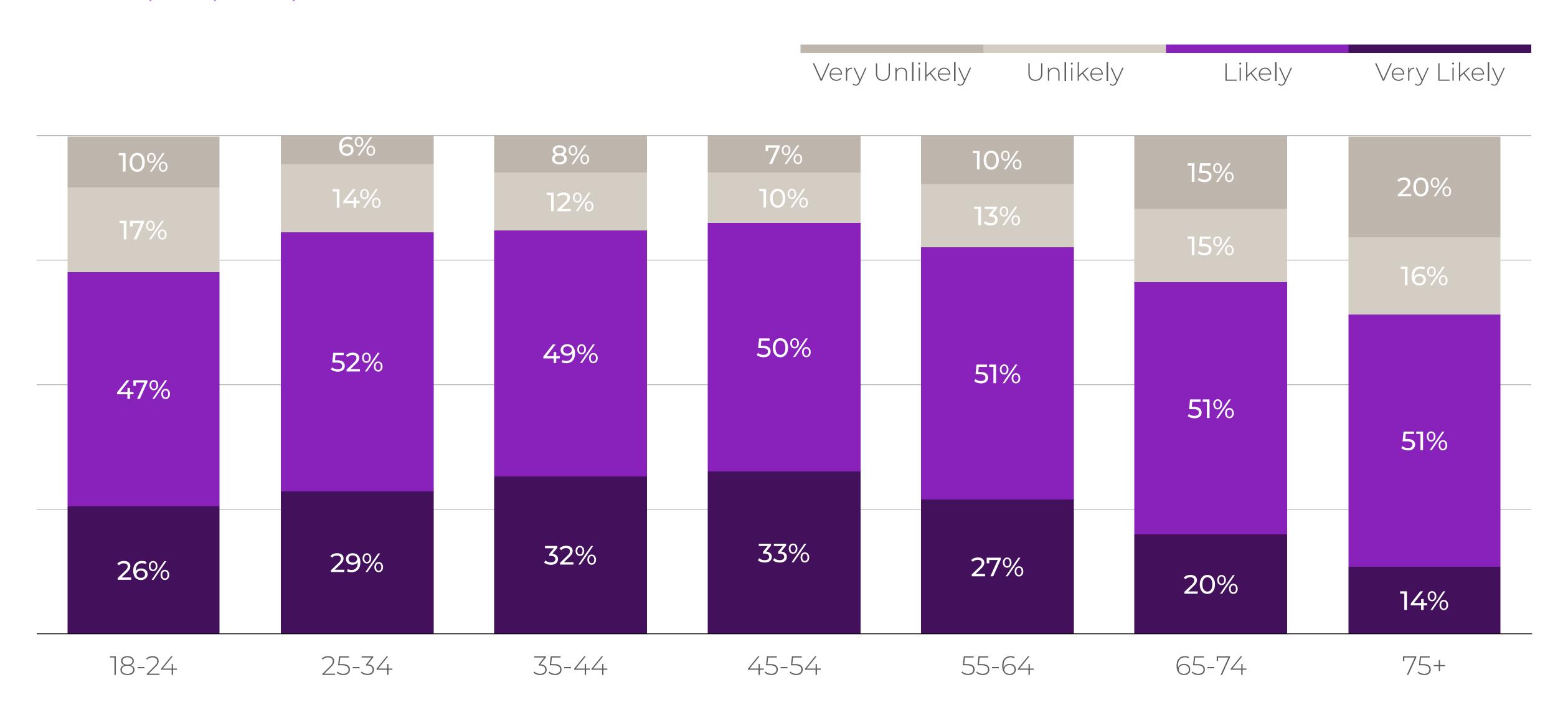
How likely are you to go out for entertainment in the next 2 weeks?



#### Likelihood of Purchasing Household Essentials by Age (Mar. 21-23)



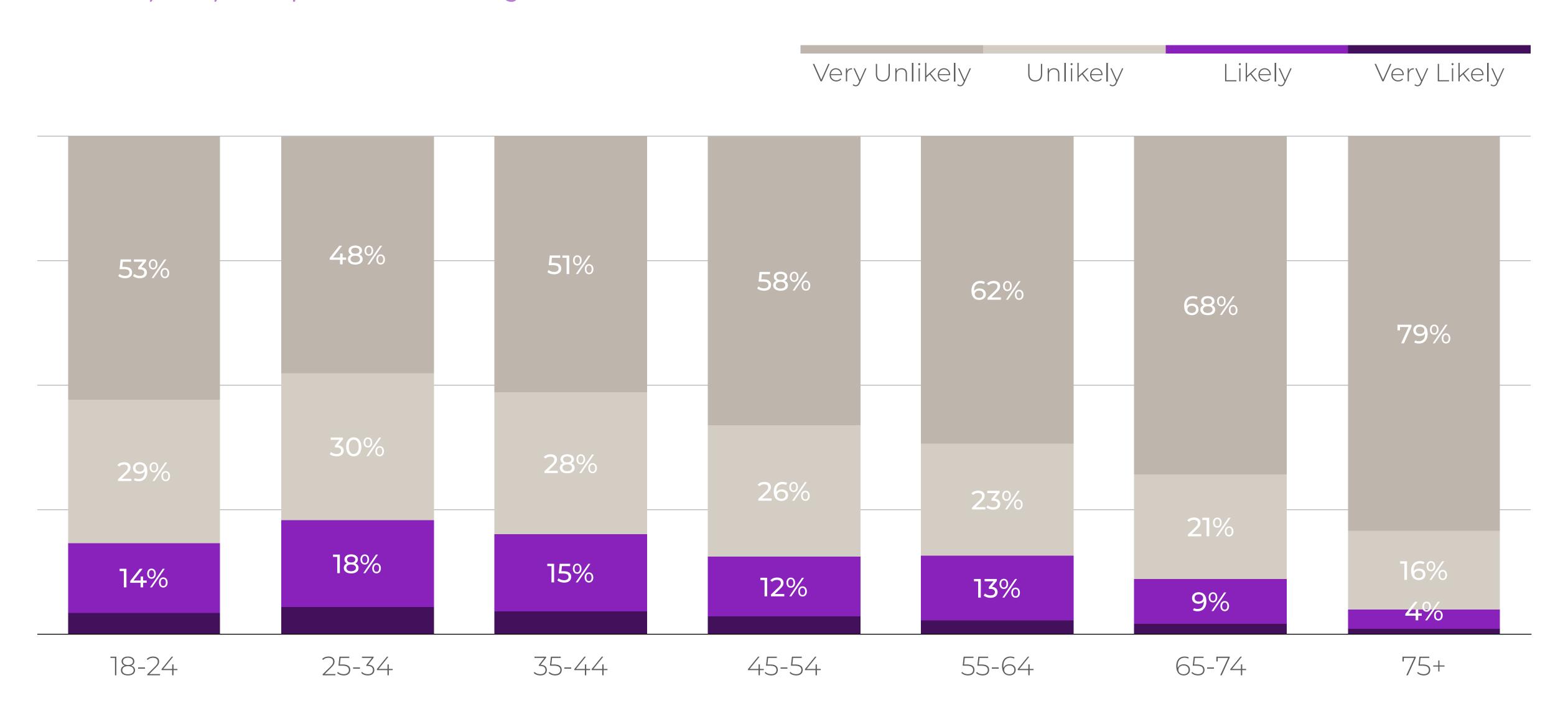
How likely are you to purchase household essentials in the next 2 weeks?



## Likelihood of Purchasing Home & Garden Items by Age (Mar. 21-23)



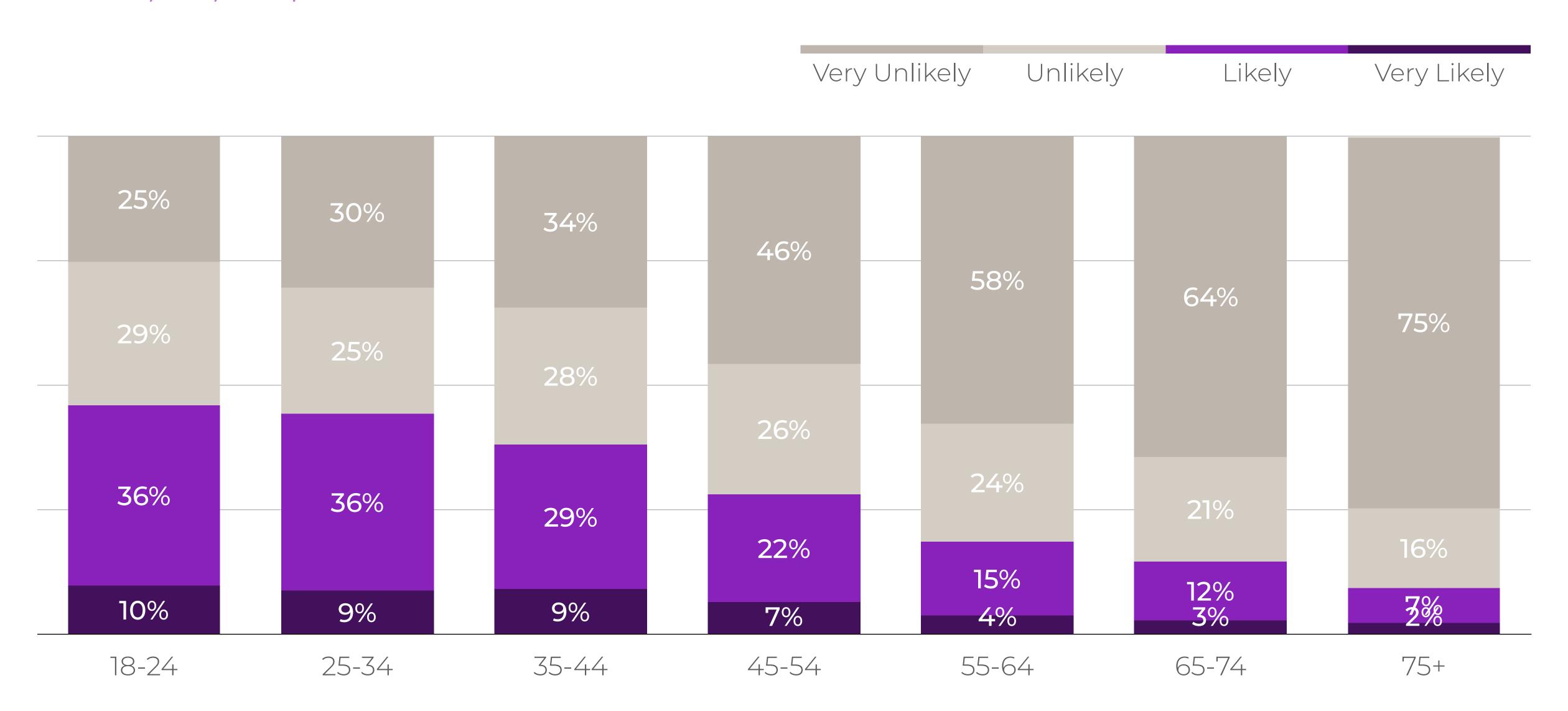
How likely are you to purchase home & garden items in the next 2 weeks?



### Likelihood of Purchasing Home Entertainment by Age (Mar. 21-23)



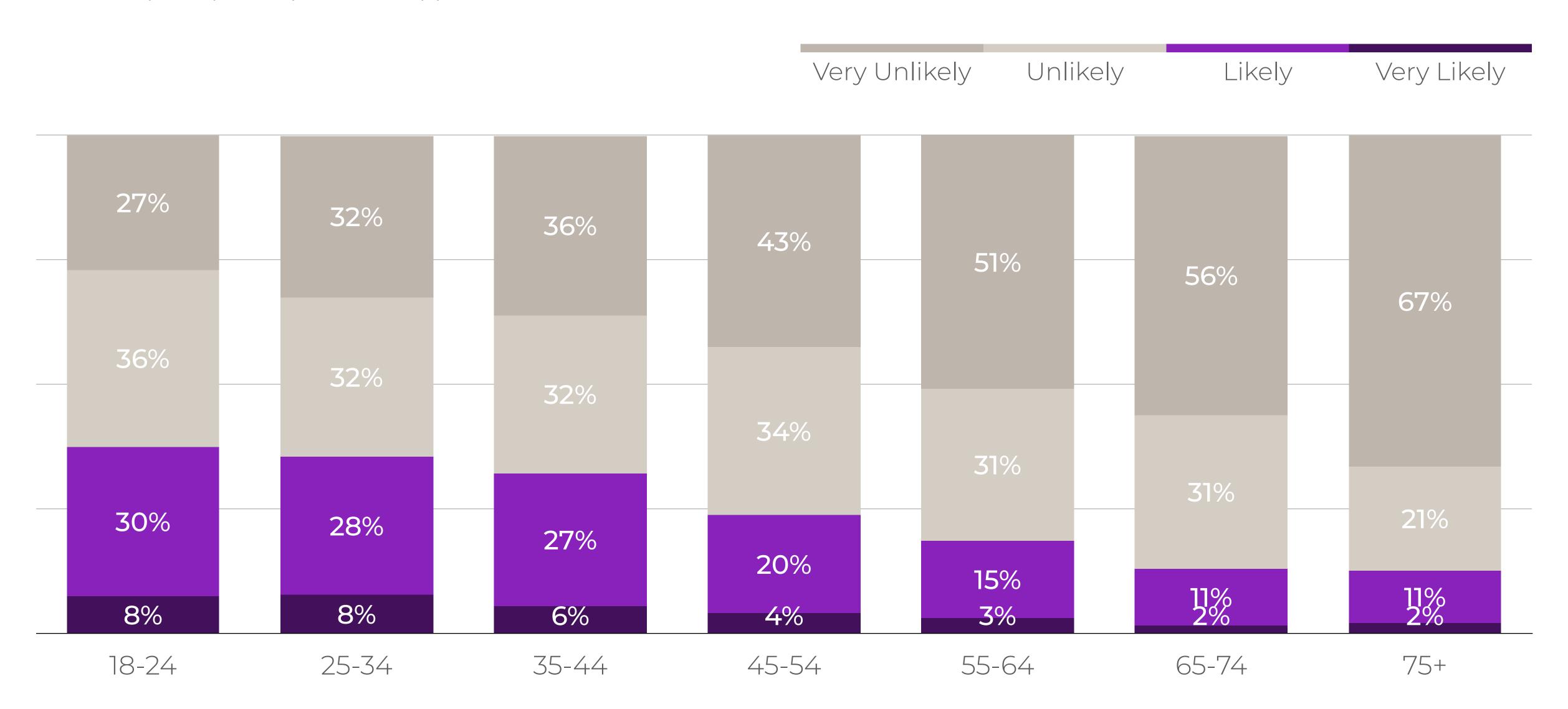
How likely are you to purchase home entertainment in the next 2 weeks?



## Likelihood of Purchasing Apparel by Age (Mar. 21-23)

DISQO

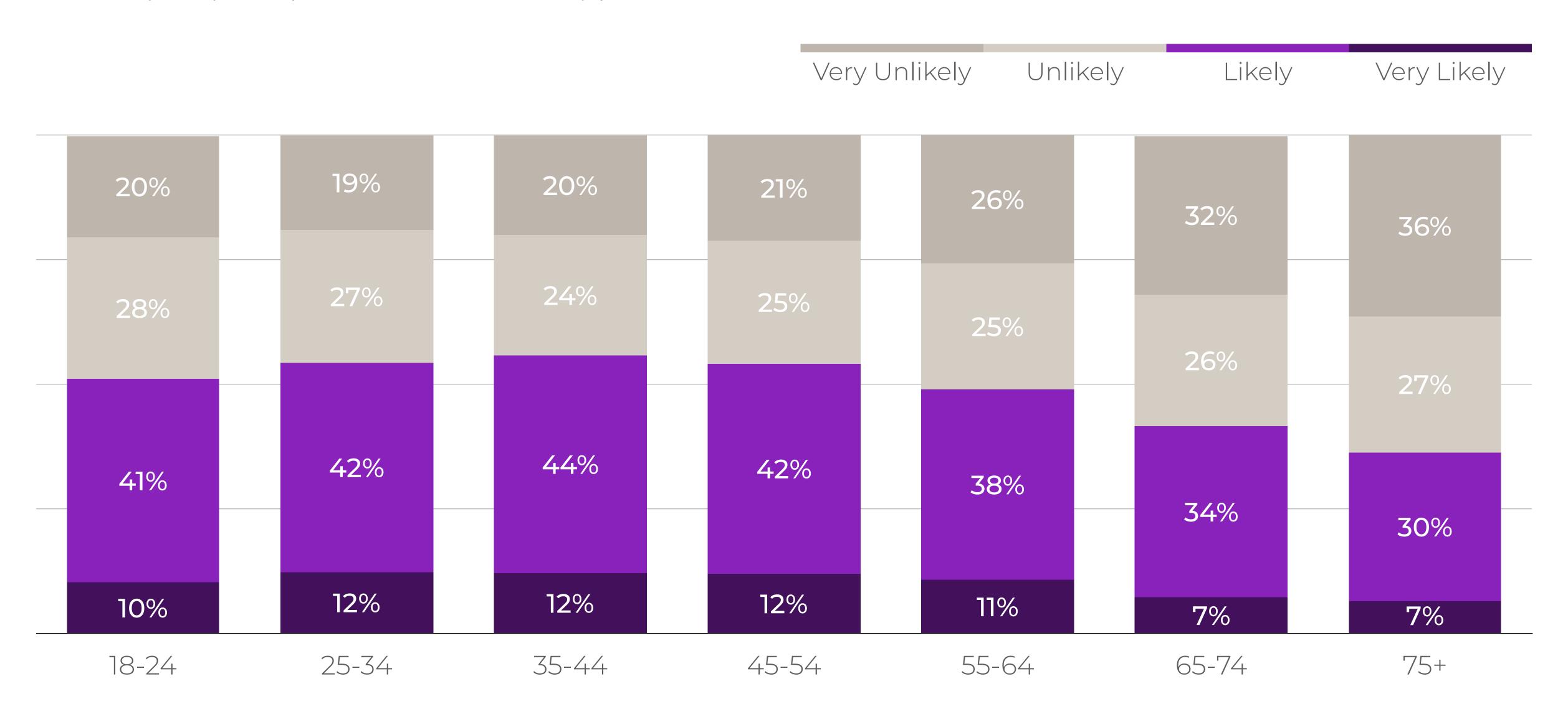
How likely are you to purchase apparel in the next 2 weeks?



#### Likelihood of Purchasing Health & Beauty Products by Age (Mar. 21-23)



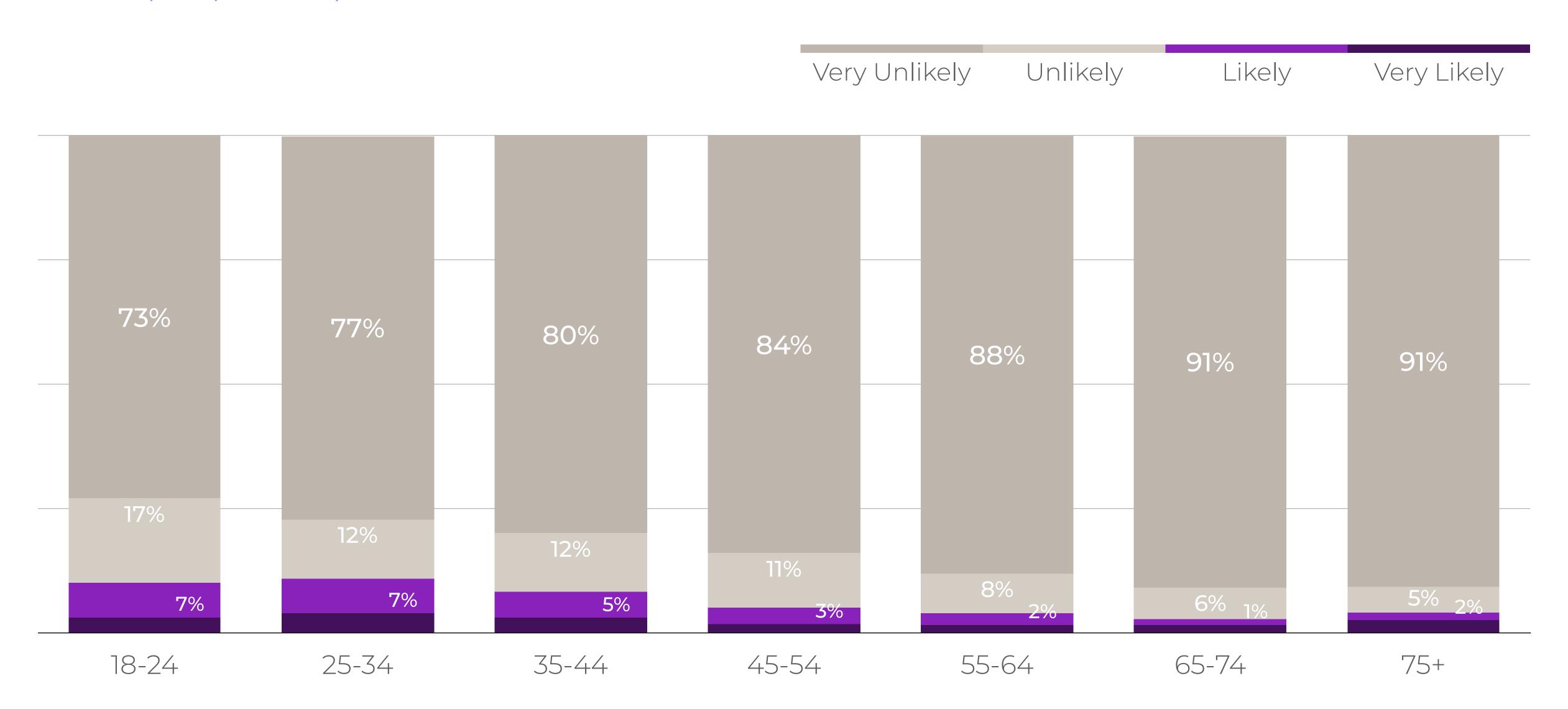
How likely are you to purchase health & beauty products in the next 2 weeks?



## Likelihood of Purchasing a New Vehicle by Age (Mar. 21-23)

DISQO

How likely are you to shop for a new vehicle in the next 2 weeks?



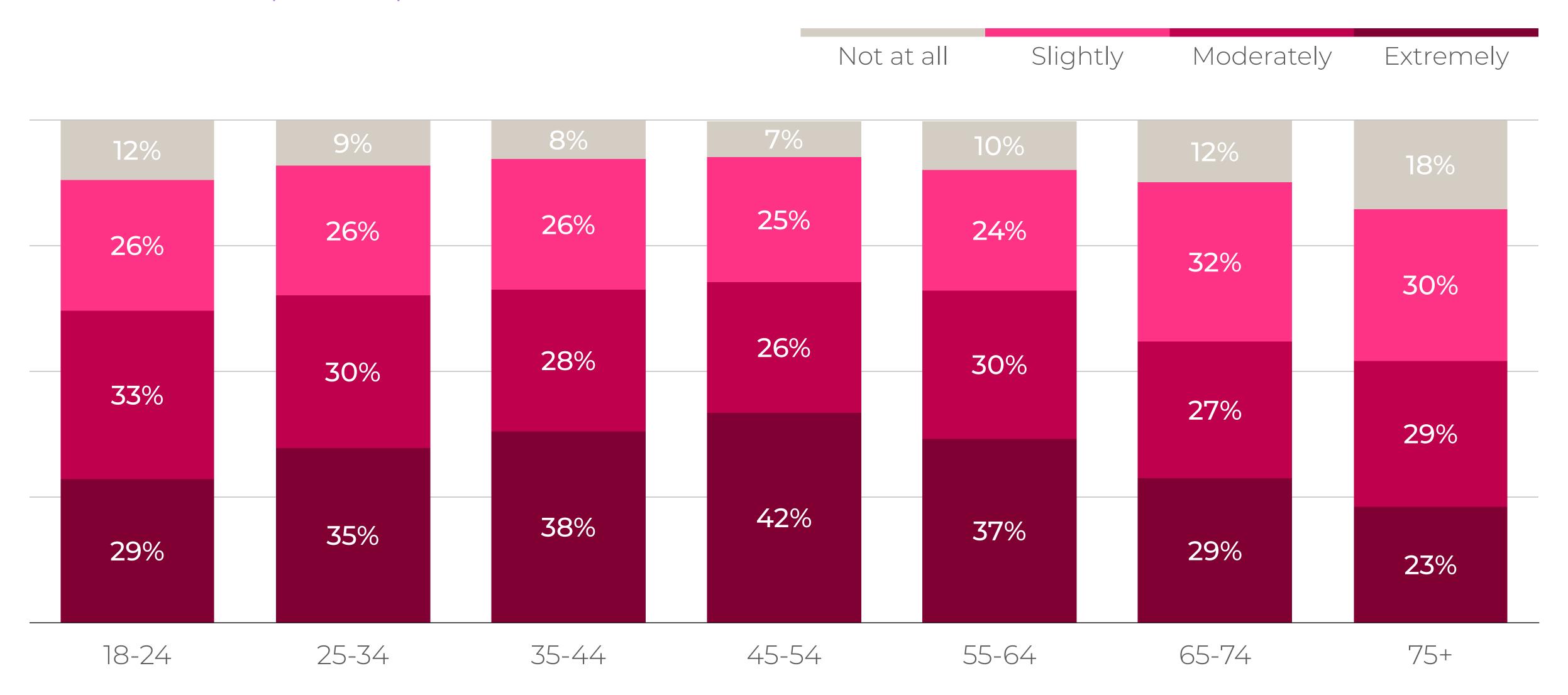
# Consumer Concerns by Age

March 21-23

#### Concern Over Personal Finances by Age (Mar. 21-23)

DISQO

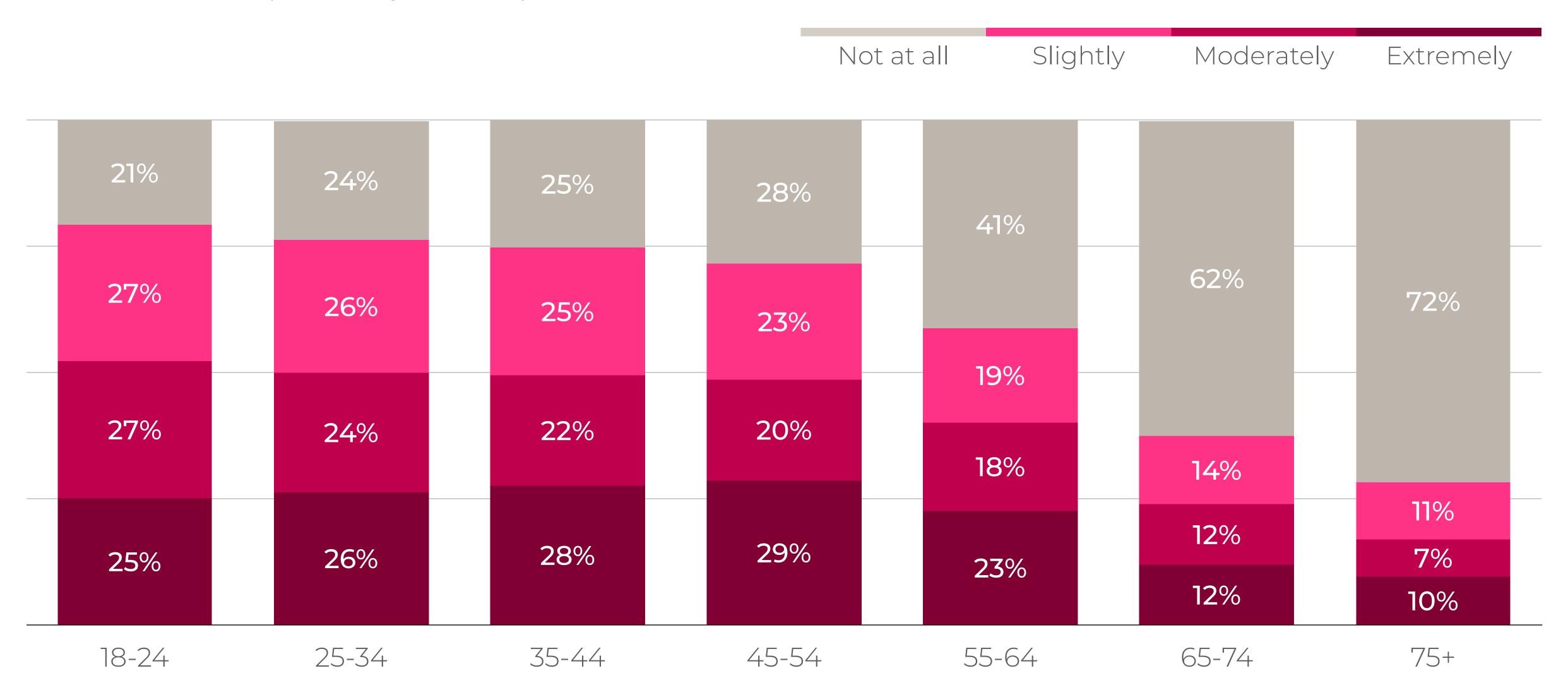
How concerned are you about personal finances?



## Concern Over Job Security by Age (Mar. 21-23)

DISQO

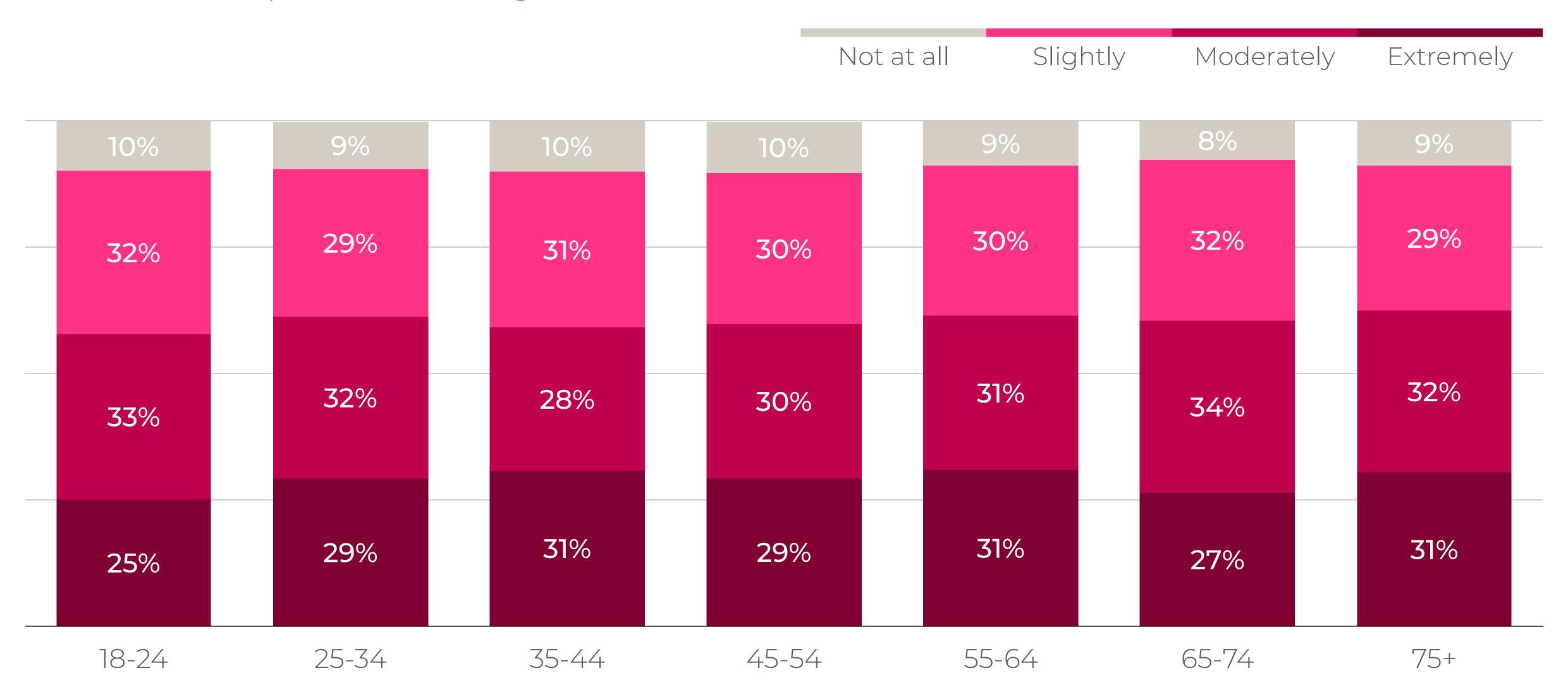
How concerned are you about job security?



## Concern Over Contracting COVID-19 by Age (Mar. 21-23)

DISQO

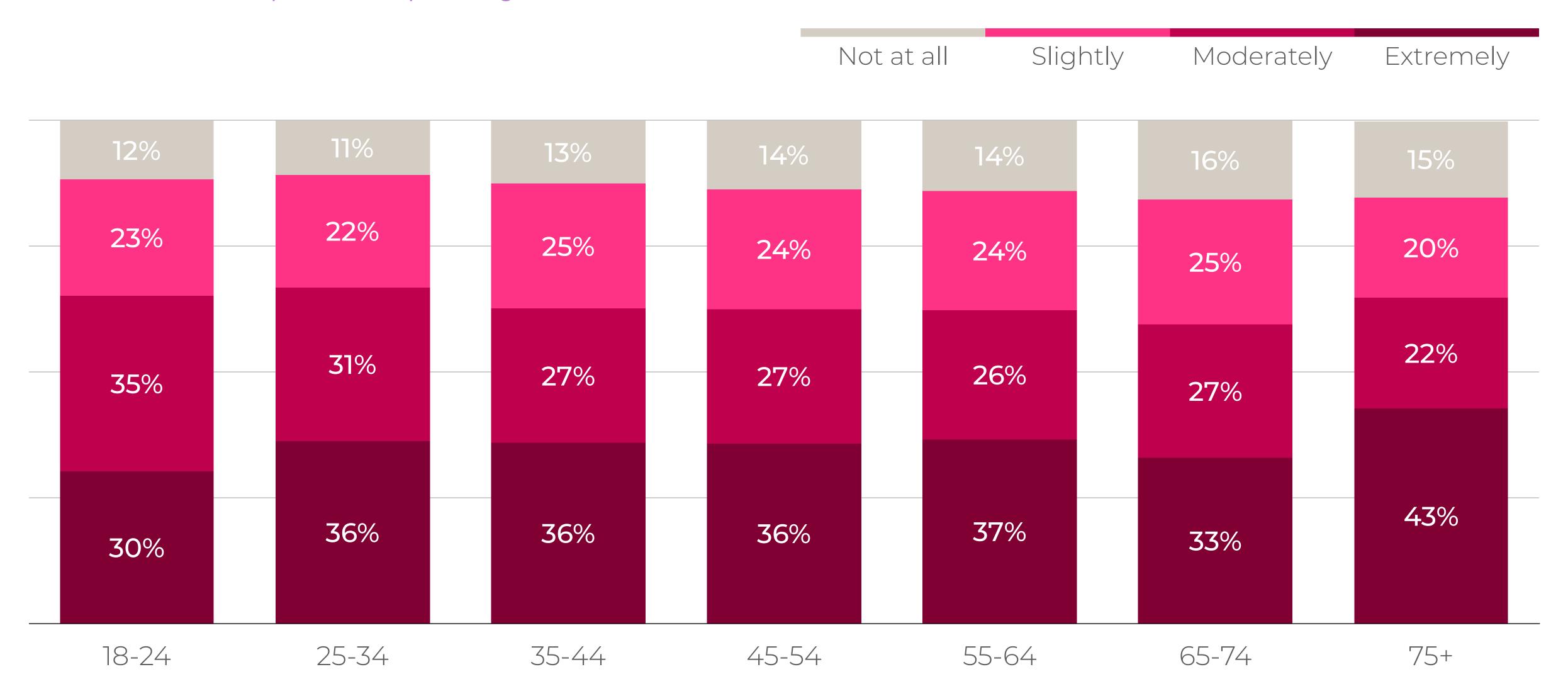
How concerned are you about contracting COVID-19?



## Concern Over Spreading COVID-19 by Age (Mar. 21-23)

DISQO

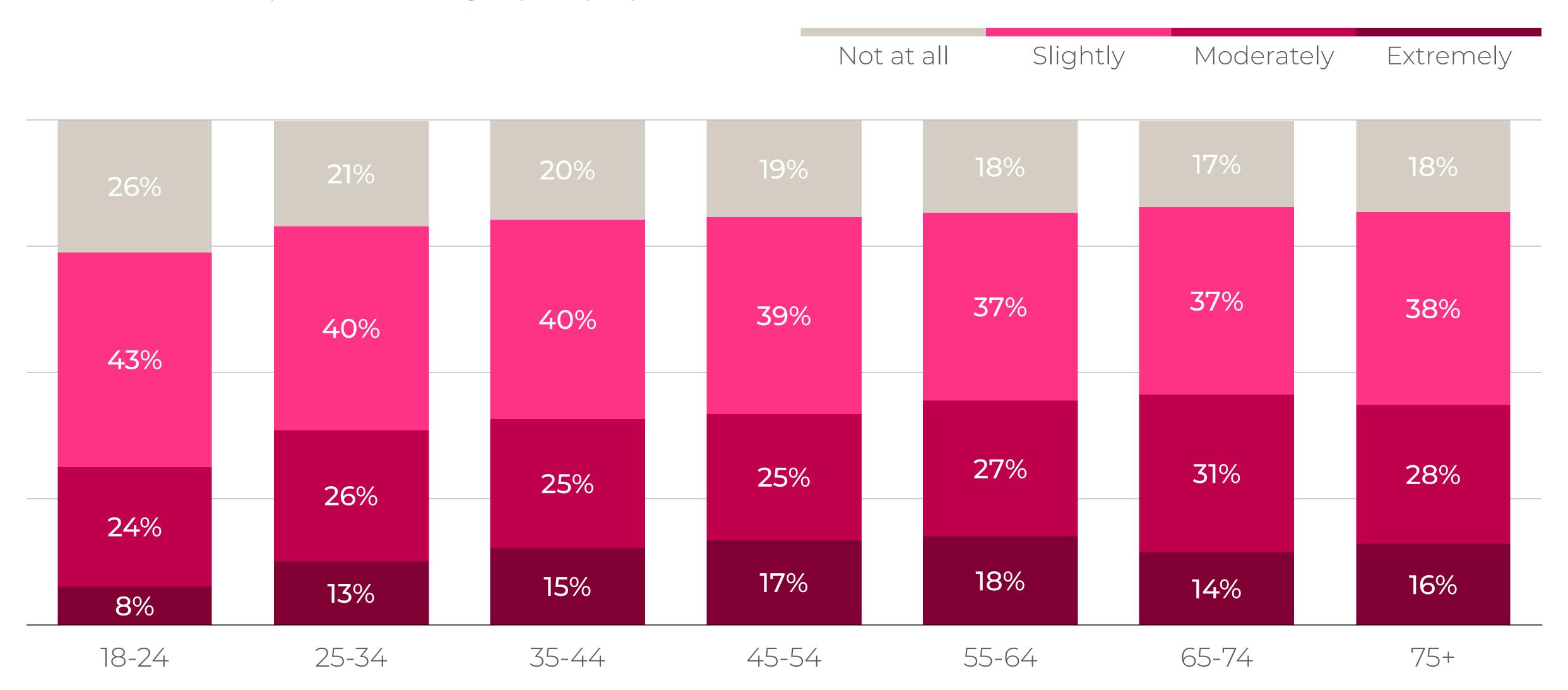
How concerned are you about spreading COVID-19?



## Concern Over Small Groups of People by Age (Mar. 21-23)

DISQO

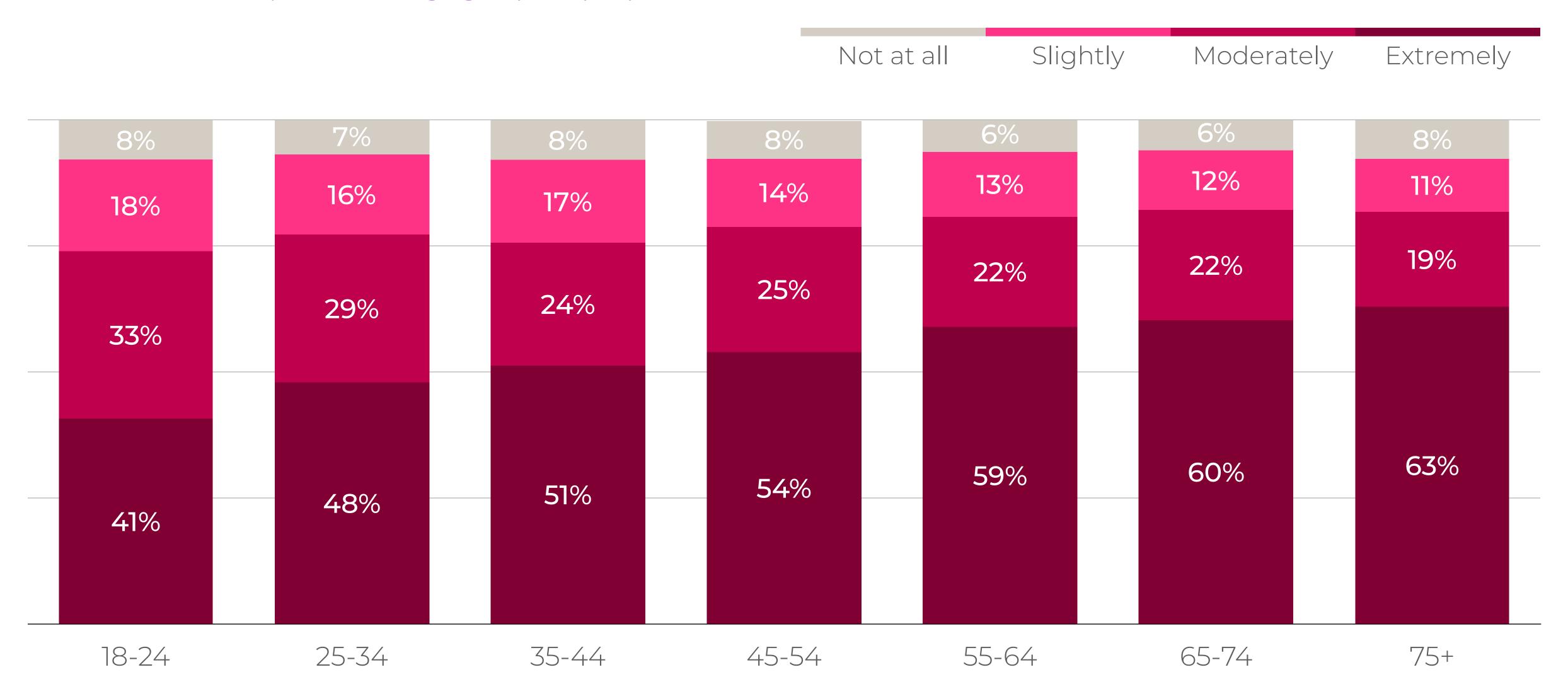
How concerned are you about small groups of people?



#### Concern Over Large Groups of People by Age (Mar. 21-23)

DISQO

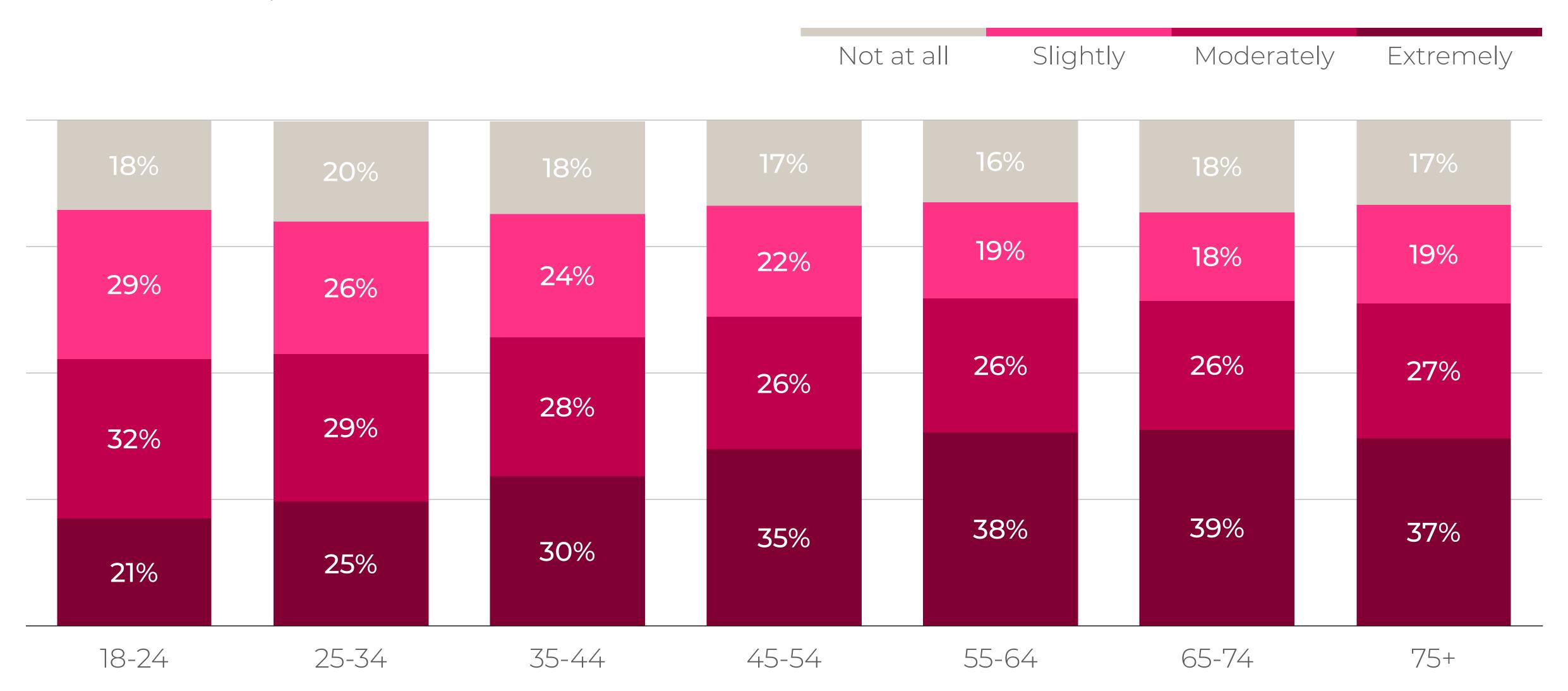
How concerned are you about large groups of people?



#### Concern Over Stock Market by Age (Mar. 21-23)

DISQO

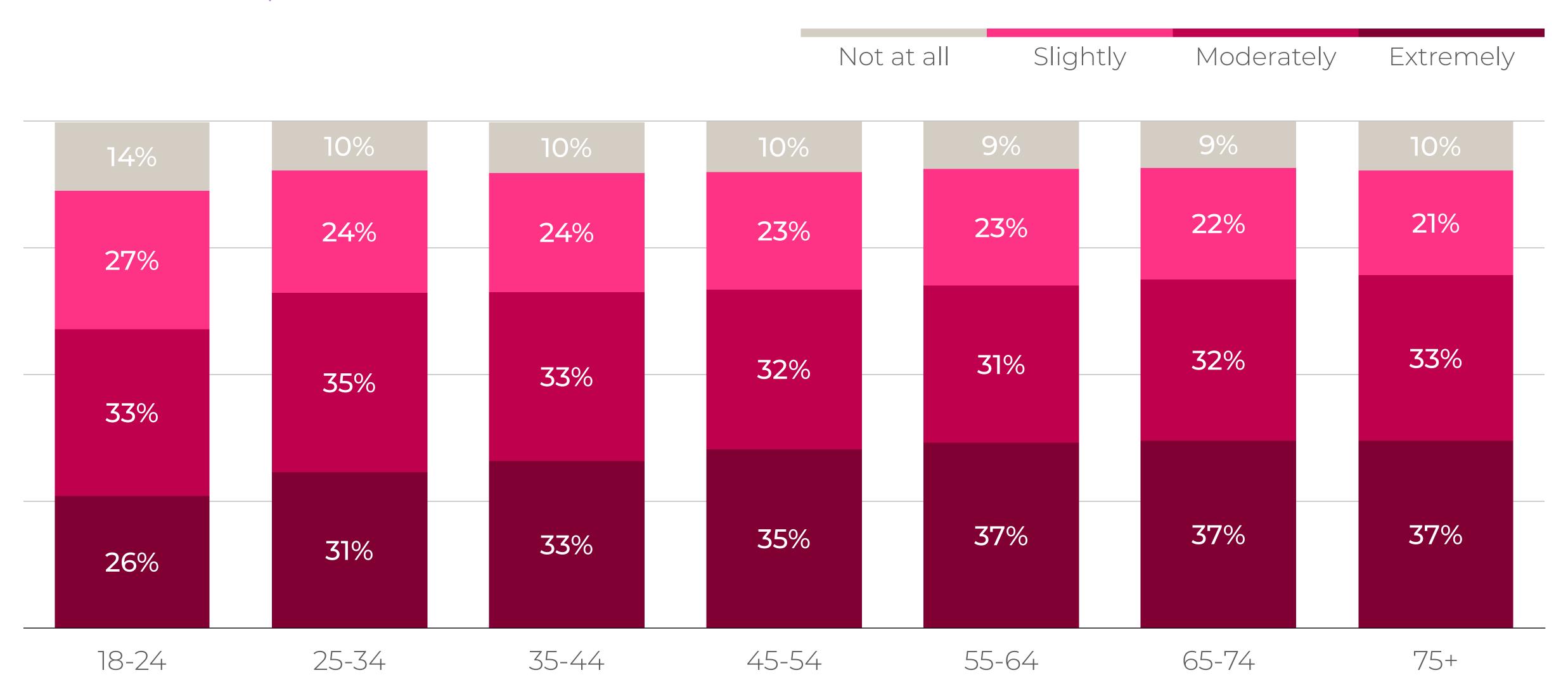
How concerned are you about the stock market?



#### Concern Over Small to Mid-Sized Businesses by Age (Mar. 21-23)



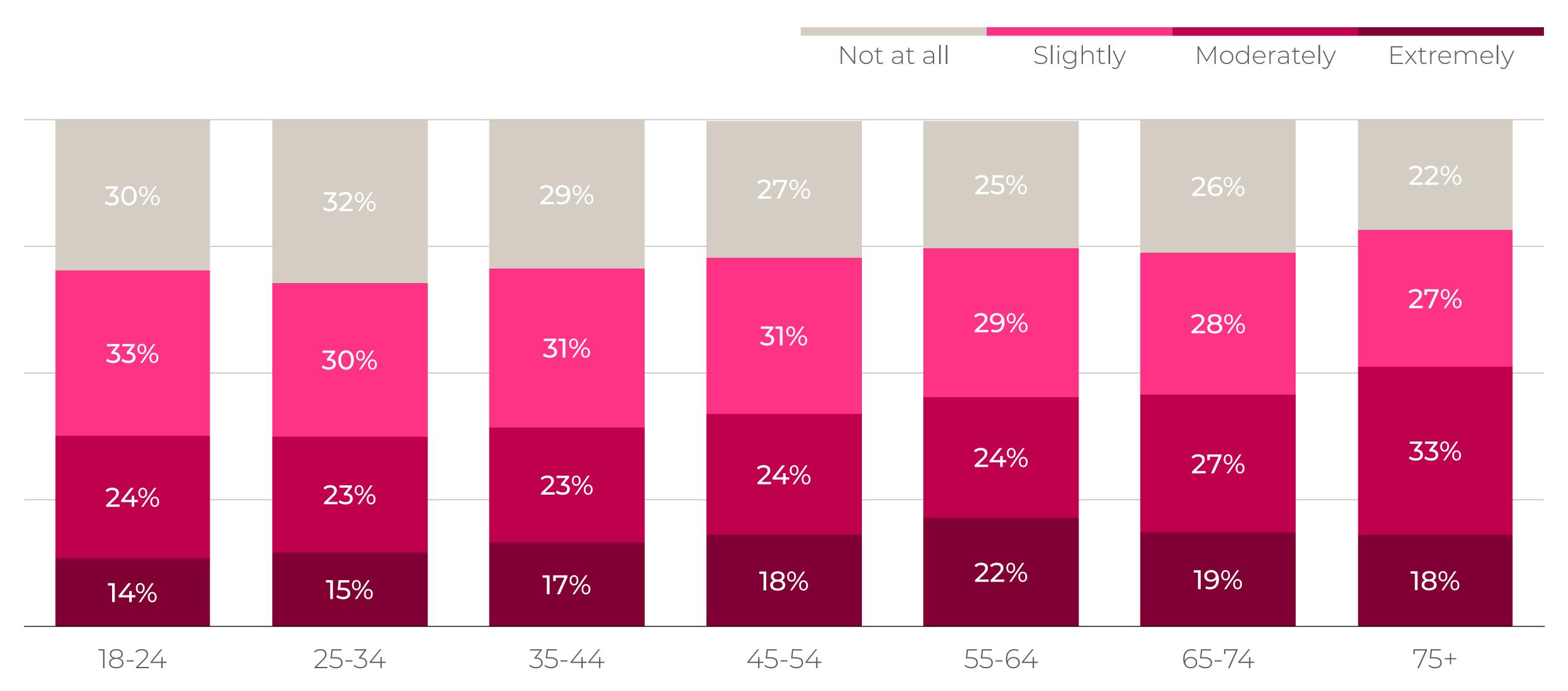
How concerned are you about small to mid-sized businesses?



### Concern Over Large Corporations by Age (Mar. 21-23)

DISQO

How concerned are you about large corporations?



Thank you!