



Global  
Listening  
Project™

# LONELINESS, TRUST & HOPE

The lives of young people  
emerging from the  
COVID-19 pandemic





SEPTEMBER 2024



*Leaders must be able to listen to others, especially experts and advisors in specialized fields. But they must also listen to the real situations and real problems of people.”*

- Male, 35+, Bangkok

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Report designer: Diana Lieu

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**Professor Rafael Lozano**, Professor of Health Metrics Sciences and the Director of Health Systems at the Institute for Health Metrics and Evaluation (IHME), University of Washington, Seattle, USA

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**Prasada Rao**, Special Envoy, The UN Secretary General

**Andrew Rosen**, Senior Director, Integrated Evidence Team Leader, Moderna

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**Mariana Servin**, Head of Global Insights (Respiratory Vaccines), Moderna

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**Dr. Mathuram Santosham**, M.D, Founder and Director Emeritus of the Center for Indigenous Health, Johns Hopkins University, USA



# Loneliness, Trust & Hope: The lives of young people emerging from the COVID-19 pandemic

A REPORT FROM THE GLOBAL LISTENING PROJECT

## PREFACE

Fifteen years ago, when I founded the Vaccine Confidence Project, and began mapping public confidence in vaccines to understand what factors built confidence and what undermined public trust in vaccines, we quickly learned that confidence in vaccines was influenced by a broader mix of trust issues beyond trust in the vaccine itself. Trust in government more broadly, trust in the health system, trust in the vaccine producers, and trust in information, among other influencers, all weighed into people's vaccine confidence. And, importantly, all these different levers and levels of trust were shaped by past experiences.

The COVID-19 pandemic brought issues around public trust to a whole new level, with the new sources of information—as well as mis- and disinformation—rapidly spreading through digital media and social networks.

In 2021, Professor Pierre Van Damme from the University of Antwerp and I realized that lessons from COVID-19 around societal trust in times of crisis could—and needed to—be applied to the growing range of crises requiring public cooperation, from climate with its related impacts on extreme weather shocks, food security and migration, to conflicts and disease outbreaks.



In this context, we co-founded a new initiative, The Global Listening Project, using active listening and dialogue to drive understanding of people's experiences, trust networks, fears and hopes to inform what is needed to build resilient societies and prepare for crises. This active listening informed, and will continue to inform, our large-scale surveys to assess the scope of issues, concerns and opportunities detected in the listening sessions.

We already learned how important the listening and dialogue was—not just for the future, but for re- building trust and societal cohesion now for the many people around the world who told us that they felt voiceless during the COVID-19 pandemic. These sentiments give credence to our deep-seated conviction that those most affected by a crisis must be heard and their experiences crucial to trust building and informing crisis response efforts.

The data we present in this report is the first of its kind. Informed by 60 in-depth interviews and 36 focus groups conducted in six major cities—Sao Paulo, New York City, Paris, Abuja, Delhi and Bangkok, we developed a survey which was rolled out in 70 countries, reaching over 70,000 people.

When a crisis occurs, all societies mobilize to respond as best they can in the moment. However, the success of that response depends in part on how well those impacted are able and willing to cooperate, trust technology and trust the guidance from government and the science that drives those recommendations.

As the member states of the UN meet for the Summit for the Future in September 2024, our call to action is that preparedness and responsiveness strategies that will be needed to address the plethora of crises we face, must place people at their heart. And as a starting point, 18-24 year olds—the generation across the world who came to maturity and adulthood during the COVID-19 pandemic are feeling ignored and unheard, and facing loneliness and health challenges. At the same time, many harbor higher trust and hope in a better future than older age groups. They are our future—and we must listen to them now, to not let that trust erode.

**Professor Heidi Larson**

Co-Founder & Chair  
The Global Listening Project



*We are at a time of profound global transformation... We are confronted by rising catastrophic and existential risks, many caused by the choices we make.*

*If we do not change course, we risk tipping into a future of persistent crisis and breakdown. Yet this is also a moment of hope and a progress grounded in our common humanity.”*

- UN Pact for the Future

**PUBLIC TRUST IS CRUCIAL TO BUILDING SOCIAL COHESION, RESILIENCE AND PREPARATION FOR CRISES OF ALL KINDS**

**Public trust is crucial to building social cohesion, resilience to and prepared for crises of all kinds: climate related floods, droughts and extreme weather; conflicts; outbreaks of infectious disease and global pandemics.** There is widespread recognition that trust has faltered or broken in many ways, and that the future depends on successful efforts to rebuild and strengthen trust.

But trust—and distrust—are often spoken of in broad terms, making it difficult to know where to start when it comes to building trust. When people say “there is no trust in government” what does that really mean? No trust in the leadership? In regulatory bodies? The health system? Local politics?

**THE FOUNDING OF THE GLOBAL LISTENING PROJECT**

The Global Listening Project (GLP) was founded in 2021 to use active listening and dialogue as well as large scale surveys to diagnose trust issues and map the trust ecosystem to understand where trust building is needed. The GLP is dedicated to creating a more nuanced understanding of trust issues that can guide actionable measures and drive understanding of what it takes to build resilient societies and prepare for crises.

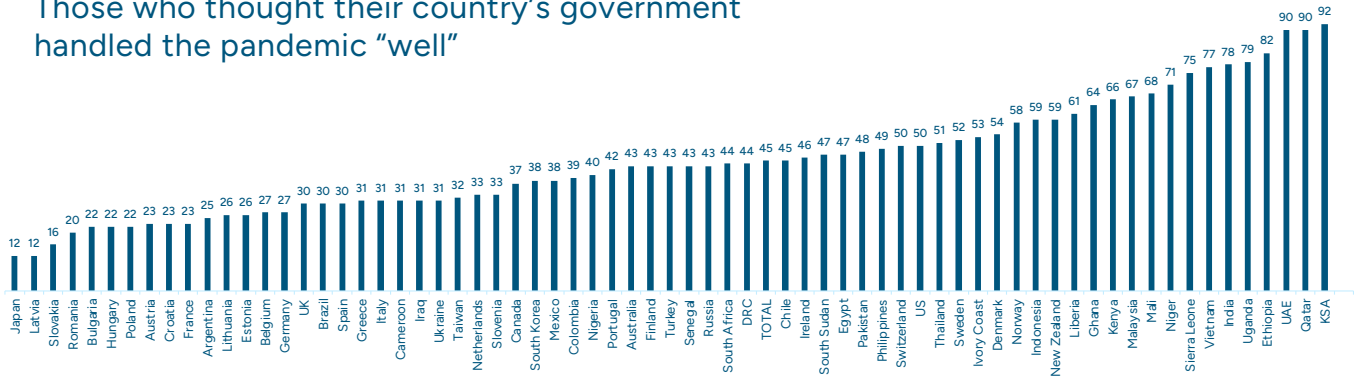
The COVID-19 pandemic response put the world’s already fragile trust to the test. The GLP recognized that the multiple pandemic preparedness

**The Global Listening Project** was co-founded and is chaired by Heidi J. Larson, PhD, Professor of Anthropology, Risk and Decision Science, Director, The Vaccine Confidence Project, London School of Hygiene & Tropical Medicine, and Pierre Van Damme, Vice-Dean of the Faculty of Medicine and Health Sciences and Professor of Vaccinology at the University of Antwerp, Belgium.

efforts gave little attention to societal preparedness, while focusing primarily on important surveillance, vaccine and therapeutic development and delivery, infrastructure and governance issues. It was in this context, as the COVID-19 pandemic unfolded and a disconnect between policies and people in many countries became apparent, that we felt an urgency to gather as much global evidence as possible on public experiences of the COVID-19 pandemic and the response measures.

## COVID-19 Pandemic Experience

Those who thought their country's government handled the pandemic "well"



QC1. For each of the following, please select whether or not you experienced it during the COVID-19 pandemic - I experienced mental health problems e.g. anxiety, depression.

All respondents n= 70781

**The COVID-19 pandemic was an unforeseen yet crucial wake-up call—for it revealed the woeful unpreparedness of the global community for a crisis of such magnitude.**

It did not merely test, but indeed it put on trial the humanity of the international community—thus sparking profound reflections on the very essence and meaning of international solidarity and cooperation.

Trust in science, trust in governments, trust in institutions, trust in each other—all found themselves compromised.

It is absolutely imperative that we restore it, in the interest of not only public health, but importantly, in the wider frame of societal stability.

**- His Excellency Dennis Francis**

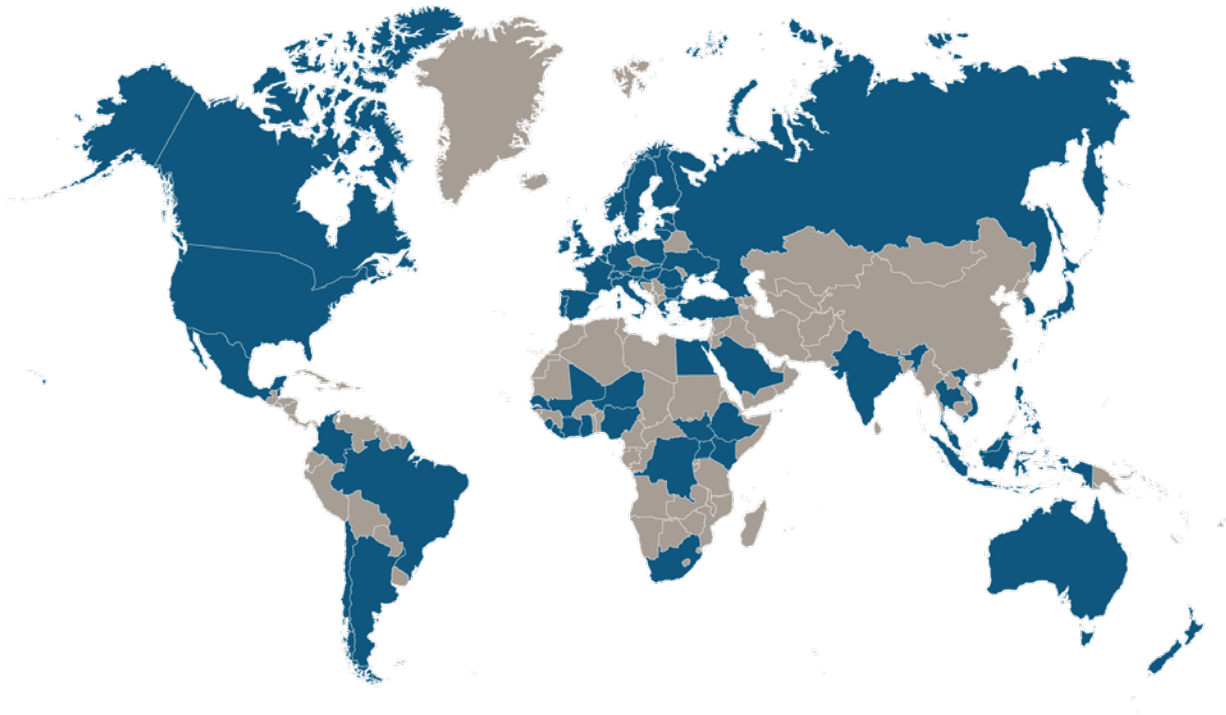
*President of the 78th Session of the UN General Assembly  
November 2023*



## THE GLP'S SOCIETAL PREPAREDNESS INSIGHTS

The GLP's in-depth analysis of data from 70,000 individuals in 70 countries is one of the first global studies to gather information about people's experiences during the COVID-19 pandemic, their levels of trust and their outlook for the future. The GLP seeks to understand how experiences during COVID-19, including mental health challenges, loneliness, education disruption, and experience with death and illness, impact trust in institutions and information sources in the event of a future crisis—including potential public health, climate, conflict-related events.

### Map of countries surveyed



The GLP data set aims to fill a crucial gap in global understanding of the interplay between COVID-19 experiences and future crisis preparedness, which depends on social cohesion and individual resilience. GLP offers thought-provoking findings about how age, gender, experience of mental health challenges, loneliness and many other factors interact with levels of optimism about the future, and ecosystems of trust, including levels of trust in institutions and information sources to act in individual best interest in the event of a future crisis. These data will be shared in a series of focused reports and peer-reviewed publications.

**This report, the first in the series, looks closely at reported mental health, loneliness, trust and future outlook among 18–24 year olds on the occasion of the 2024 Summit of the Future.** This is the first of several reports that will be issued by the GLP showcasing actionable insights that can change the way the world approaches trust building and nurturing societal cohesion.

The focus on young people is guided by the recognition that this generation is coming of age at the intersection of global crises in both trust and mental health which are, all too often, viewed in isolation.

The world cannot afford to move ahead with strategies that focus on building trust in institutions without addressing individuals' needs and concerns that impact trust. This work needs to be context-specific and informed by granular data analysis. The insights collected during the first phase of the GLP informed the development of a trust diagnostic that offers detailed insights into the factors shaping mental health, trust, mistrust, hope and optimism globally, regionally and at country level.

## TOP-LINE INSIGHTS FROM THE GLOBAL LISTENING PROJECT

- ★ At the height of COVID-19 in 2020 and 2021, people's top concerns were not about the virus, but about food security, mental health, employment and education<sup>1</sup>.
- ★ Publics felt ignored and unheard, instructed but not consulted.
- ★ In G7 nations, the GLP survey found that positive assessments of government performance were not tied to COVID-19 burden of disease and death<sup>2</sup>. Our qualitative data suggest that assessments were based on whether the response measures were perceived as fair and whether government was perceived as concerned with peoples' overall well-being.
- ★ 18–24-year-olds reported higher levels of mental health challenges and loneliness than older age groups during the COVID-19 pandemic, but still reported higher levels of trust in local politicians, national government and international authorities, as well as trust in social media to provide accurate information in the event of an emerging crisis.
- ★ In more than 80% of the GLP survey countries, 18-24 year olds were significantly more optimistic than older age groups regarding their outlook on their own finances as well as the national economy, health, education, and political systems improving in the coming two years.
- ★ Action on mental health issues in this generation is needed to sustain their trust and optimism.

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<sup>1</sup> This finding emerged from the six-city qualitative research phase of the GLP.

<sup>2</sup> This is finding, as well as findings on mental health challenges, loneliness, optimism and trust, come from the 70-country survey.



## GLP Findings in Context

There is an expanding body of literature on the relationship between trust and mental health issues, including depression and anxiety, during and in the aftermath of crises, including the COVID-19 pandemic, the 2008 global recession, earthquakes and other disasters<sup>i, ii, iii, iv, v, vi</sup>. In many of these studies, interpersonal and, in some instances, institutional trust in political leaders and authorities, appears to serve as a protective effect, or buffer, against mental health issues like depression and anxiety.

Many of these studies analyze self-reported mental well-being and trust levels at a specific point in time; those that explore the relationship longitudinally suggest that the buffering effect may be short term or that it may be mitigated by other hardships experienced during the crisis period. Many studies focus on interpersonal trust<sup>vii</sup>.

There is less information on how trust in government and authorities interacts with mental health issues during and after crises; some studies in high-income countries in COVID-19 found a buffering effect, especially in people 55 and older; other studies in the context of different crises do not show this association<sup>viii, ix, x, xi, xii, xiii, xiv, xv, xvi</sup>.

Explorations of trust and mental health are as complex as the terms themselves. Trust operates on many levels, from a sense of connectedness to ones' neighbors to confidence in the information provided by local or national authorities. Mental health and well-being are multi-faceted terms with cultural specificity, and, in some instances, stigma associated with disclosure. This is also true for loneliness and isolation, distinct but related terms.

Some of the available research analyzes the impact of age, race and gender on trust and mental health parameters; other studies do not, and the majority of the studies identified by the GLP look at individuals in high- or upper-middle income countries. One study has found a causal relationship between mental ill-health and decreased social trust.



*As much as I don't like how the US government handled the pandemic overall, I feel like it had more trust in its people to handle the pandemic by themselves. That was a good thing."*

- Female, 18-34, New York

The 2024 Edelman Trust Barometer analysis of health issues <sup>xvii</sup> found that people who had high levels of trust in businesses, practitioners, authorities and providers to 'do what is right' for their healthcare, and who were empowered actors in their own healthcare were most likely to report good or excellent health. People who felt empowered but had less trust were more likely to report good or excellent health than those groups who were deferential (less empowered), disempowered and distrustful. These findings further emphasize the complex relationship between trust and reported well-being.

The GLP complements and expands on this work to date, bringing global coverage, analyzable to the individual level, of information on multiple forms of trust, centered on who respondents would trust in the event of a future crisis of any type. Study participants were also asked about their experiences with mental health, isolation and loneliness during the height of the COVID-19 pandemic (2020-2022). This is among the only data sets to directly explore how COVID-19 experiences impact future outlook and trust in the authorities and information sources that would be activated in the event of a future crisis.

The study does not find associations between mental health challenges and/or loneliness and isolation during COVID-19 and decreased trust in specific institutions and authorities to act in individual best interest in the event of a future crisis. More research is needed, including deeper analysis of the GLP data, which is ongoing, to understand this finding. At a minimum, the finding reinforces the need to investigate connections between both institutional and interpersonal trust and mental health to identify meaningful, impactful interventions.



**ANXIOUS, NOT ALIENATED: GLP FINDINGS ON YOUNG PEOPLE, MENTAL HEALTH, LONELINESS AND TRUST**

**Today's young people live at the intersection of concurrent global crises in mental health and trust in institutions, authorities and technology, including vaccines.** Many reports on the mental health challenges faced by young people emphasize the alienation, distrust and disconnectedness from community and society that can fuel, and be fueled by, anxiety and depression. Mental health challenges can cause distrust and disconnectedness, and there is a critical need for context-specific strategies to support all people, including youth, struggling with these issues. But mental health does not always or inevitably lead to reduced trust. Assuming that young people suffering from mental health issues are also alienated from society risks further stigmatization, and also overlooks sources of resilience in this age group, including levels of trust and optimism about the future that are higher than those in older generations.

The GLP data suggest that, globally, young people who struggled with mental health challenges and/or loneliness and isolation in COVID-19 have maintained high levels of trust in institutions and groups to act in their best interest in the event of a crisis. They are more likely to participate in or share information with the digital health ecosystem that can play a crucial role in pandemic preparedness and response, and they are more likely to trust national and international media sources, compared to local media and word of mouth.

GLP is supplementing its global quantitative analysis with in-depth country-level qualitative research to develop a more granular and nuanced understanding of the interplay between personal experience, trust and outlook across all age groups. Our top-line findings affirm the need for countries and communities to look beyond assumptions and generalizations about the interplay between trust and mental health, particularly with young people who may be struggling but who are also, in many instances, more trusting than their older counterparts.

The GLP data concur with multiple other studies showing that young people are experiencing high levels of mental health challenges, loneliness and isolation than other age groups.

**Mental health does not always or inevitably lead to reduced trust.** Assuming that young people suffering from mental health issues are also alienated from society risks further stigmatization, and also overlooks sources of resilience in this age group, including levels of trust and optimism about the future that are higher than those in older generations

**Professor Heidi Larson**  
Chair and Co-Founder  
The Global Listening Project

## KEY FINDINGS

- ★ Although there were variations across countries, our 70-country survey found that young people were:
  - Significantly more likely to say that they had “a lot” of trust in specific institutions and/or groups of people to act in their best interest in the event of a future crisis compared to older age bands
  - Significantly more likely to say that their financial future and/or national systems (education, health, economic) would be “a lot” better in two years’ time compared to older age bands.
- ★ Higher levels of trust and future outlook were found in countries where 18–24 year olds also had significantly higher levels of reported mental health challenges.
- ★ 18-24- and 25–34-year olds were significantly more likely to be comfortable with sharing information with at least one health app and to have shared DNA information with a company or organization.
- ★ Robust trust was independent of mental health challenges in this age group. Countries in which 18–24 year olds reported significantly higher mental health challenges than some or all age groups also showed robust trust.

# THE 18-24 YEAR OLDS FINDINGS IN CONTEXT

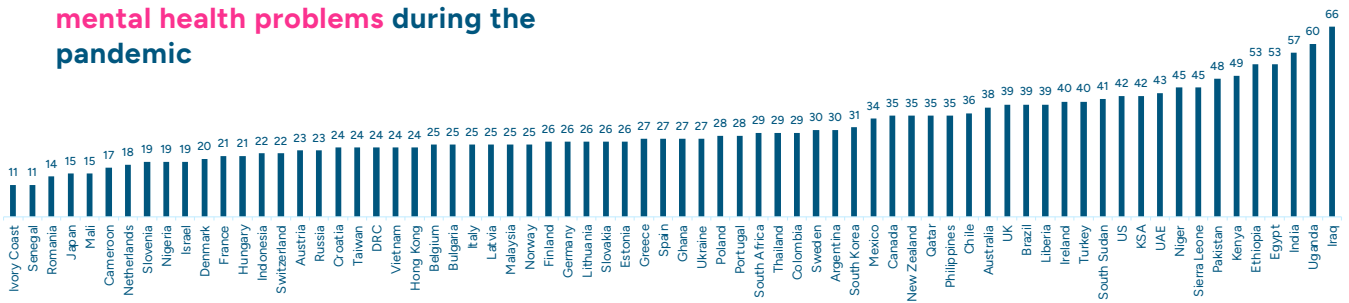
## 70-COUNTRY STUDY

The GLP 70-country study found that 18–24 year olds reported higher levels of mental health challenges and loneliness during COVID-19. But despite these reported mental health issues, in 80% of the countries surveyed, 18–24 year olds had significantly more trust in specific institutions and authorities to act in their best interests in the event of a crisis. They were also significantly more optimistic about the near-term future than older age groups.

### Reported mental health problems All ages (top) versus 18-24 year olds (bottom)

**31%**

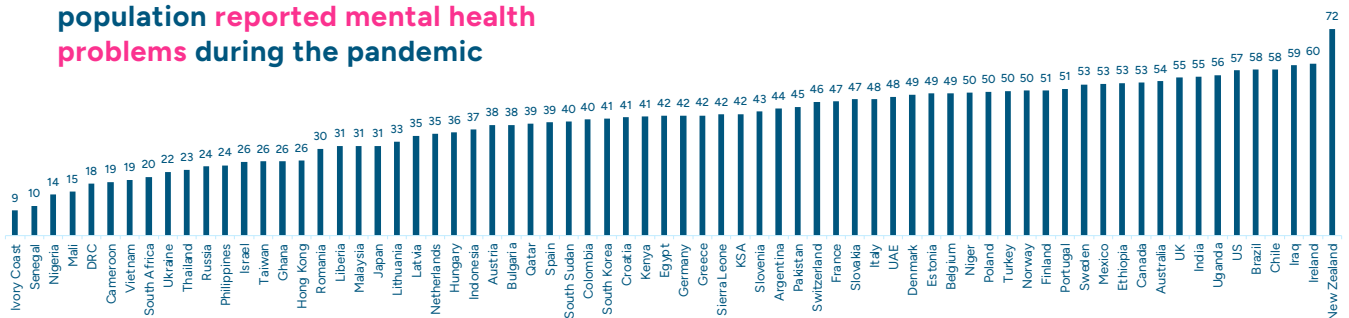
Of the global population reported mental health problems during the pandemic



QC1. For each of the following, please select whether or not you experienced it during the COVID-19 pandemic - I experienced mental health problems e.g. anxiety, depression.  
All respondents n= 70781

**38%**

Of the 18-24 year olds global population reported mental health problems during the pandemic



QC1. For each of the following, please select whether or not you experienced it during the COVID-19 pandemic - I experienced mental health problems e.g. anxiety, depression.  
All respondents (18-24) n= 11,323

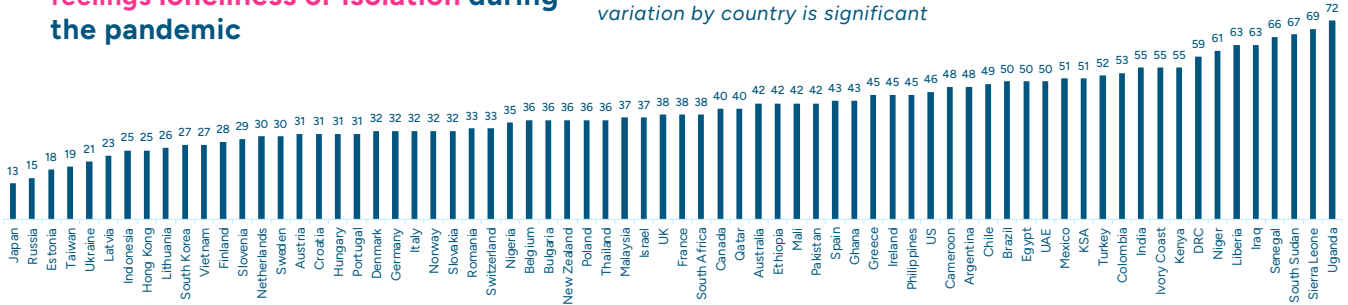
## Reported feelings of loneliness or isolation

All ages (top) versus 18-24 year olds (bottom)

40%

Of the global population reported feelings loneliness or isolation during the pandemic

Globally, 2 in 5 reported feelings of loneliness and isolation during the pandemic. However, variation by country is significant

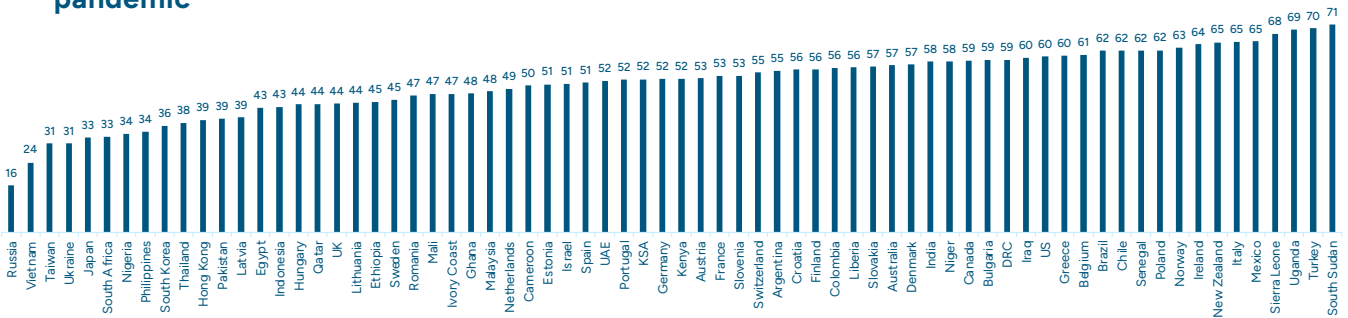


QC1. For each of the following, please select whether or not you experienced it during the COVID-19 pandemic - I struggled with feelings of loneliness and isolation. All respondents n= 70781

52%

Of the 18-24 year olds global population reported feelings of loneliness and isolation during the pandemic

Over half of the global population aged 18-24 reported feelings of isolation and loneliness during the pandemic. In fifty-eight countries over half of 18-24 year olds reported experiencing loneliness.



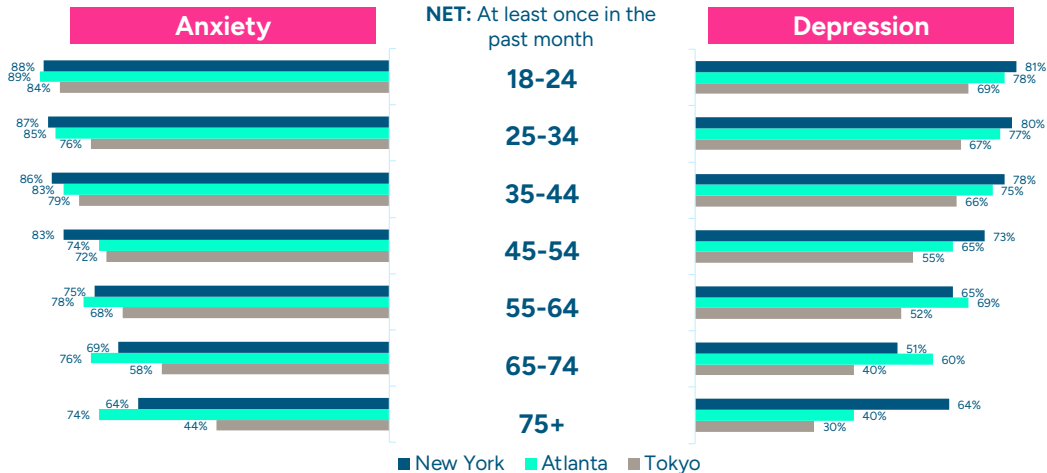
QC1. For each of the following, please select whether or not you experienced it during the COVID-19 pandemic - I struggled with feelings of loneliness and isolation. All respondents (18-24) n= 11,323

## DEEP-DIVE STUDIES

Further to the 70-country study, the GLP conducted deep-dive studies in early 2024 in New York City, Atlanta (USA) and Tokyo to get further insights on the reported mental health issues and found clear age-related trends.

# Age-related trends

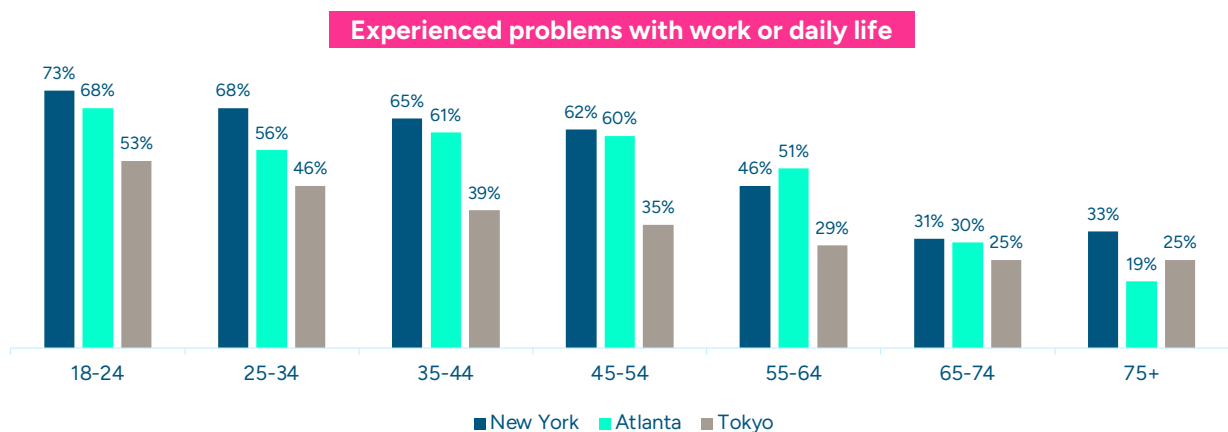
There is a clear age-related trend in reporting recent experiences of anxiety and depression, with younger age groups being the most likely to have encountered these in the past month. However, in New York, the prevalence of reported depression increases again among individuals over 75 years old.



MH1. How often, if at all, have you experienced the following in the last month?  
All respondents n= 11,250

# Impact on daily life

Among those who have experienced anxiety or depression in the past month, **young people are the most likely to report this causing problems** with their work or daily life.

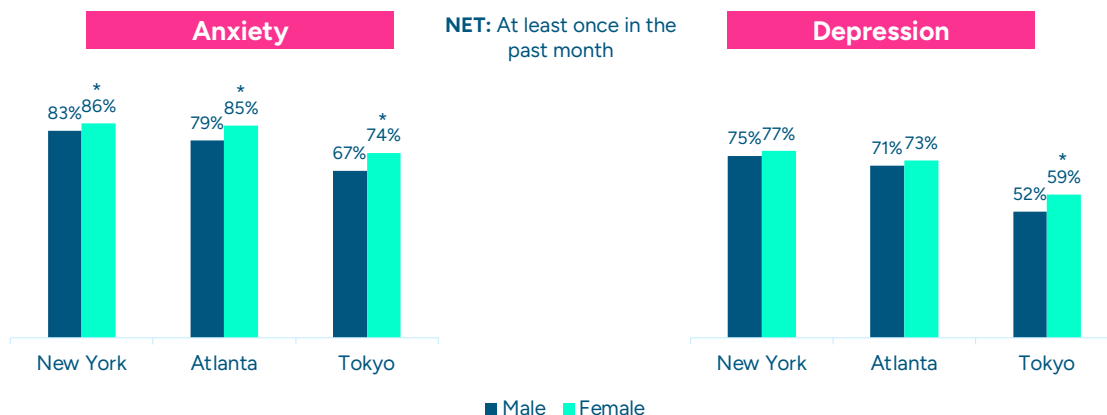


MH2. During the past month, have you had any problems with your work or daily life due to feeling depressed or anxious?  
Those who have experienced anxiety or depression in the past month n= 9050



# Gender matters

In all three cities, **women are significantly more likely than men to have experienced anxiety** in the past month. Similar gender differences are observed for depression, although this is only statistically significant in Tokyo.

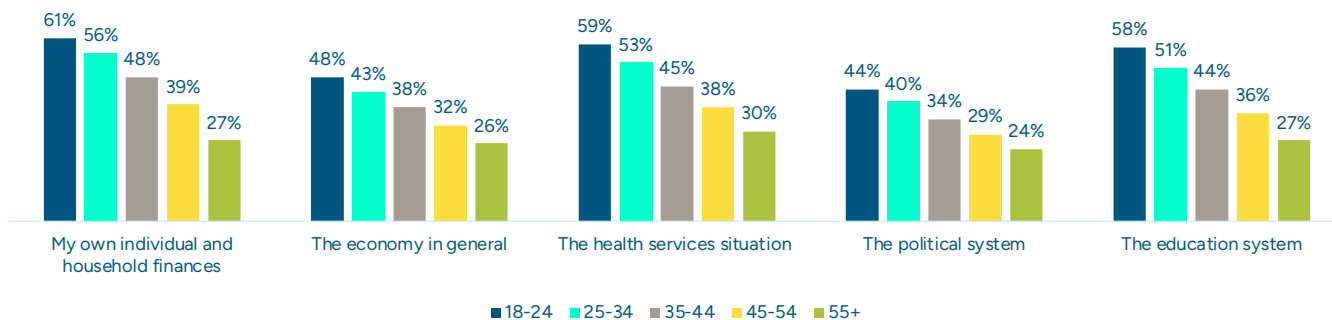


MH1. How often, if at all, have you experienced the following in the last month?  
All respondents n= 11,250      \*Significantly different from men

# Future outlook

**Agree the following will get better in 2 years:**

NET: Much better/ a little better



D1. In two years' time, do you think that the following things in [COUNTRY] will be better, worse, or the same as today?  
Base: All interviews n=70,781



*I didn't dare go anywhere near my mother. And then I thought, I have to do it. I have to do it because the communication was deplorable.*

- Female, 35+, Paris



*We were hearing that the government was sharing [resources] but it was not getting to us."*

- Female, 18-34, Abuja

**The findings underscore the importance of addressing mental health and trust crises with an integrated approach, rather than as separate issues.** At a moment when resources are scarce, and problems are proliferating, the GLP points toward opportunities for synergy and impact.

This report is designed to prompt conversations and questions, not to prescribe solutions. Above all it seeks to demonstrate the power and the urgency of deep listening as the first step to understanding issues, trust networks and resources towards building a more social cohesion and mutual trust.

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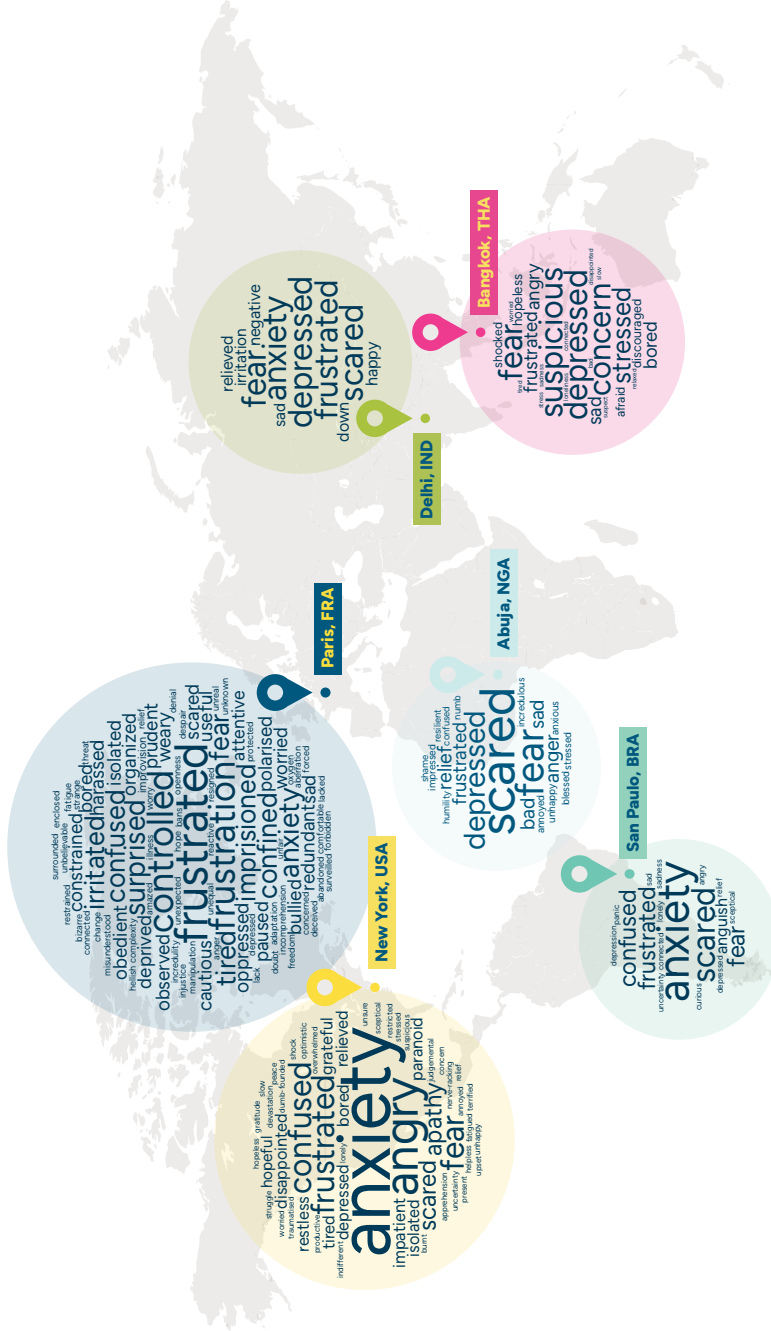
## DEEP LISTENING

**What do we mean by deep listening?** We started our effort in six major cities in the world—Abuja, Bangkok, Delhi, New York City, Paris and Sao Paolo—with all the diversity that greater metropolitan areas attract and each with a different COVID-19 experience. In each of these cities, between October and November 2022, we conducted in-depth interviews and multiple focus groups to include different ages, genders, ethnicities, and their varying beliefs and socio-economic statuses.

Based on these opened ended discussions, we heard the range of experiences, good days and bad days, and who people trusted and turned to in navigating the COVID-19 pandemic and response measures. We heard what the people we interviewed felt worked and what did not in helping them through the pandemic, how they assessed their government's response, and what were their hopes moving forward. The collective responses from across these six cities informed the questions in our 70-country survey with which we interviewed over 70,000 people around the world between July and September 2023.

## DEEP LISTENING SESSIONS

Loneliness, Trust & Hope: The lives of young people emerging from the COVID-19 pandemic  
Global Listening Project



### NEW YORK

The pandemic was responsible for many different emotions for New Yorkers. These were often associated with different stages of the pandemic—for example feelings of confusion and fear during the beginning of the lockdowns and boredom and apathy towards the end.



### SAN PAULO

"There were cases of depression. I think it was the apex of depression, anxiety."

Female, 18-34, San Paulo



### PARIS

The pandemic was responsible for many different emotions for Parisians. These were often associated with different stages of the pandemic—for example feelings of control complying with government-imposed restrictions or being frustrated with not being able to socialise.



### ABUJA

"For most of my friends, my family, even myself, the fear was there during that period. And even though we were not really affected, when you watch the news and see people, how people are dying, you get emotional, you get sad. The fear was really there."

Female, 18-34, Abuja



### DELHI

Like the other settings, participants in Delhi unanimously associated negative emotions with their experiences of the pandemic. Emotions related to their frustration with the situation and low mood.

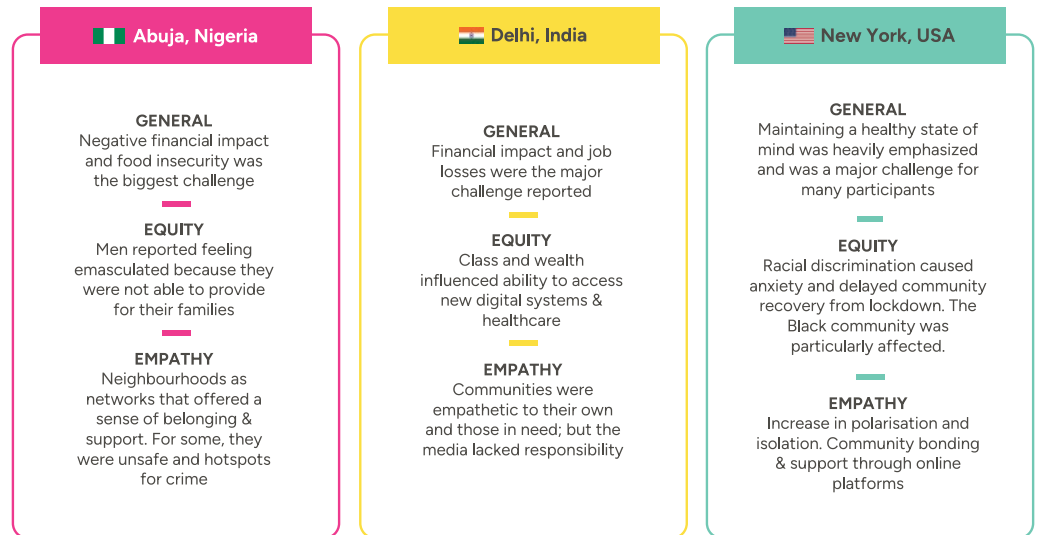
On coming out of lockdown, participants expressed feelings of happiness.



### BANGKOK

Bangkokians openly discussed the negative emotions they experienced during the pandemic, with many participants expressing feelings of depression, frustration and suspicion of others and authorities. Concerns expressed that lack of socializing had a negative impact on young people

When asked what their biggest concerns were at the peak of the pandemic in their settings, there were varied priority concerns. Strikingly, the respondents did not talk about COVID-19 itself as their top concern. All focused on the knock-on effect of COVID-19 control measures.



The GLP's findings to date strongly suggest that crisis preparedness and response strategies will fail if they do not account for and take action on the drivers of trust and mistrust and the overall well-being of people—particularly young people.

In the midst of COVID-19, food security, children's education, keeping jobs and having cash-flow for day-to-day needs, and mental health were top of mind for those we interviewed. The threat and impact of the virus itself was far less important for most people than other basic needs and assessments of government performance as measured in the GLP survey during the pandemic did not correlate with the burden of disease or mortality in any given country. In the qualitative data gathered, GLP found that assessments of government performance were founded on how perceptions of whether the government considered peoples' overall well-being.

**PUT THE PUBLIC AT THE CENTER OF PREPAREDNESS: THE GLP CALL TO ACTION**

**Peoples' experiences during COVID-19 and other crises will shape their willingness to trust** specific institutions, authorities and information sources in the event of another crisis, whether it is an outbreak, conflict or climate-related event. Yet most efforts to improve levels of future preparedness for future crises are focused on building trust in specific information sources or institutions, without first listening to publics about their experiences with psychological distress, changes in education or economic status and other issues during COVID-19, or other crises.

If we listen to people about their experiences during COVID-19, we hear reports of anxiety, depression, loneliness and isolation. But we also hear young people expressing higher levels of trust than older generations in specific in-

stitutions and groups to act in their best interest in the event of a future crisis. We hear, too, that people who reported experiencing mental health challenges across all age groups are more likely to trust specific institutions and authorities compared to people who did not.

This finding stands apart from studies that have looked at contemporaneous reports of mental health and trust in the context of other crises. There are several possible explanations, among them that people willing to admit mental health challenges in a survey are also more likely to be trusting, or that people who experienced mental health challenges in COVID-19 that subsequently resolved built trust in institutions or authorities that offered support. The questions asked people to reflect on past experiences and to imagine future crisis scenarios, a pairing that is unusual, if not unique, in the survey approaches to this subject.

The reality is that there is no single explanation for what drives trust or mistrust at a global level. Instead, the GLP affirms the urgent need for countries and communities to invest time and resources in deep listening, granular analysis and targeted action to diagnose specific trust gaps and locate sources of resilience. In this report, we highlight young people who have struggled with mental health issues and loneliness, while maintaining the trust and optimism that define future generations. This finding invites us to imagine cross-generational interventions that address youth mental health issues and close trust gaps in older generations by forging connections and transferring information.

## OUR CALL TO ACTION

1. **Put publics at the center of crisis preparedness** through deep listening to understand how their psychological, material and interpersonal experiences in the past and present impact their future outlook and trust.
2. **Young people, despite struggling with mental health issues, still have trust and optimism that need to be sustained and nurtured.** Addressing the felt loneliness and mental health challenges in this age group now will be crucial to nurturing and sustaining their trust moving forward. If left unattended, we risk losing their trust and positive future outlook.
3. **Youth trust in and experience with health-related technology is a resource** for community and country-level efforts to unlock the potential of digital tools for crisis preparedness and response.

Action on these recommendations will look different depending on the context. But in every context, these steps will lead to a more nuanced, effective and efficient approach to building more resilient, cohesive societies that have the confidence and capacity to cope with future crises.

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## ABOUT THE GLOBAL LISTENING PROJECT

A new initiative dedicated to driving real understanding and positive action to better prepare society for times of crisis.

We work to enable cooperation, cohesion and greater security.

 [global-listening.org](https://global-listening.org)

   @the-global-listening-project

 #thegloballisteningproject

# Figures

## LONELINESS, TRUST & HOPE: THE LIVES OF YOUNG PEOPLE EMERGING FROM THE COVID-19 PANDEMIC

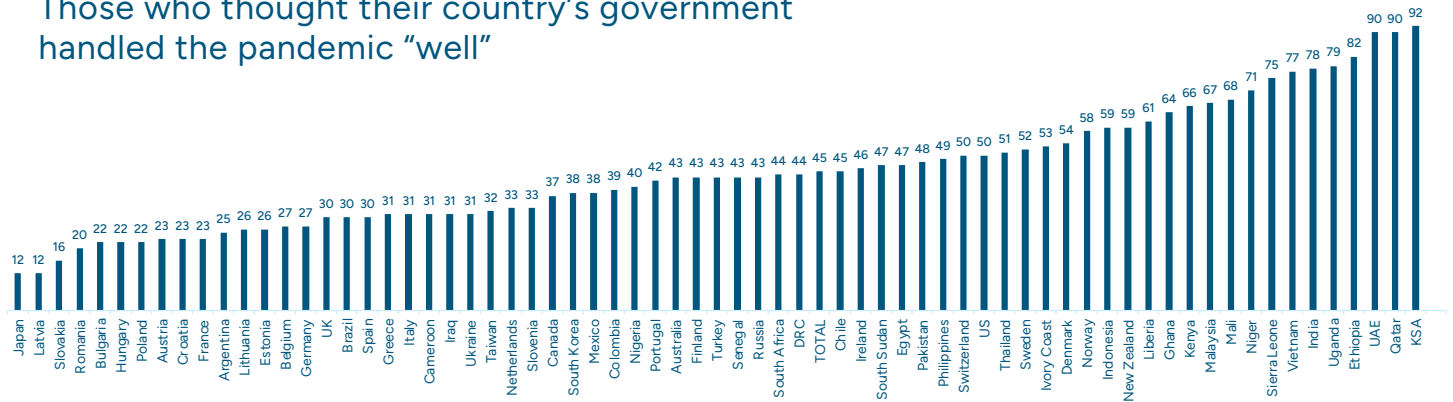
- Fig 1. COVID-19 Pandemic Experience
  - Fig 2. Map of countries surveyed
  - Fig 3. Reported mental health problems, global population
  - Fig 4. Reported mental health problems, 18-24 year olds
  - Fig 5. Reported loneliness or isolation, global population
  - Fig 6. Reported loneliness or isolation, 18-24 year olds
  - Fig 7. Age-related trends, experiences of anxiety and depression
  - Fig 8. Impact on daily life, experiences of anxiety and depression
  - Fig 9. Gender trends, experiences of anxiety and depression
  - Fig 10. Future outlook
- Deep Listening Sessions Word Clouds Poster (A3)



Fig 1. COVID-19 Pandemic Experience

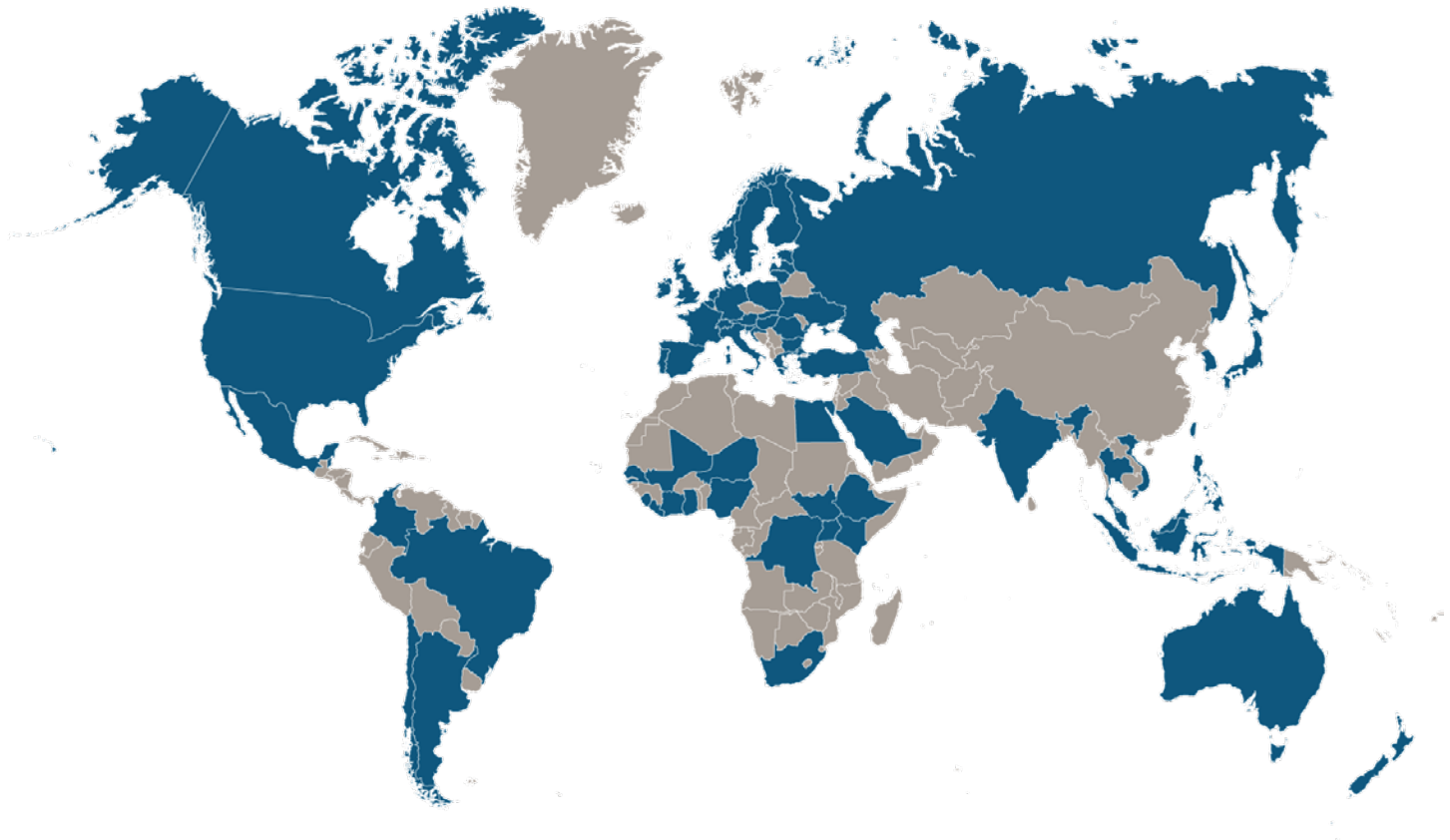
# COVID-19 Pandemic Experience

Those who thought their country's government handled the pandemic "well"



QC1. For each of the following, please select whether or not you experienced it during the COVID-19 pandemic - I experienced mental health problems e.g. anxiety, depression.  
All respondents n= 70781

Fig 2. Map of countries surveyed



**APPENDIX**

Loneliness, Trust & Hope: The lives of young people emerging from the COVID-19 pandemic

Fig 3. Reported mental health problems, global population

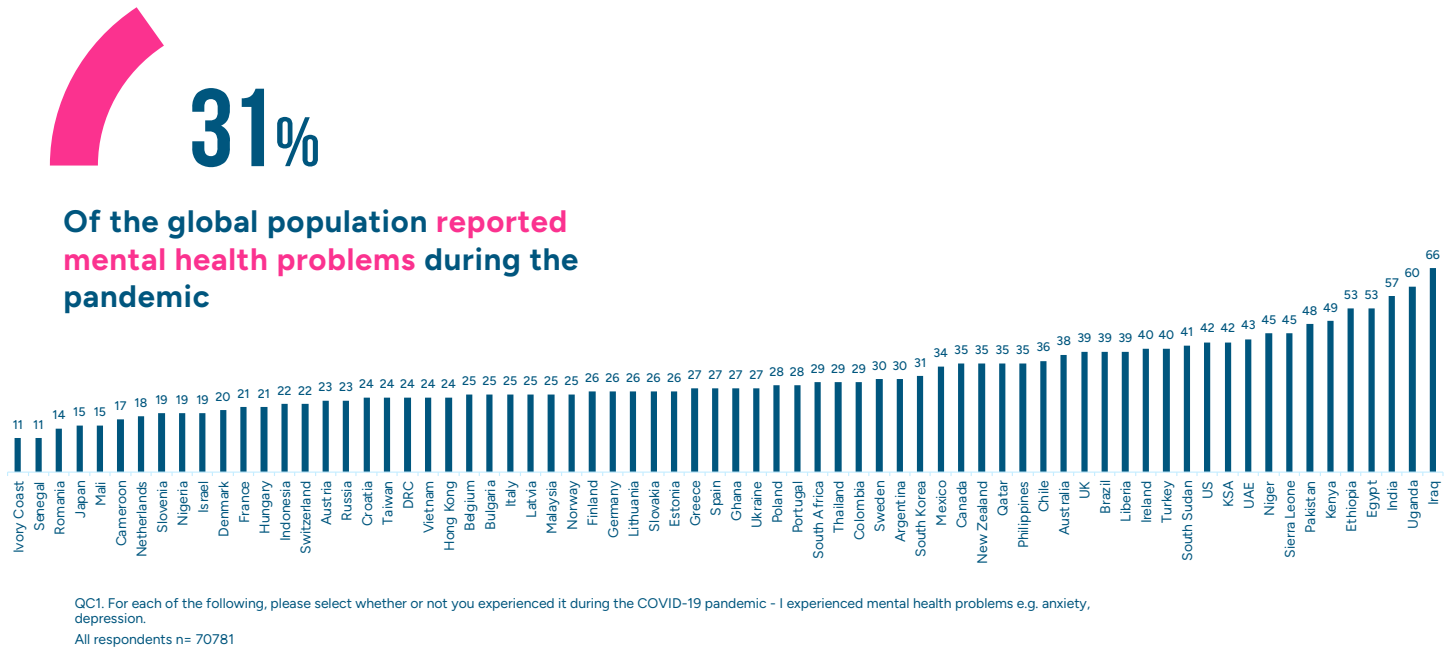
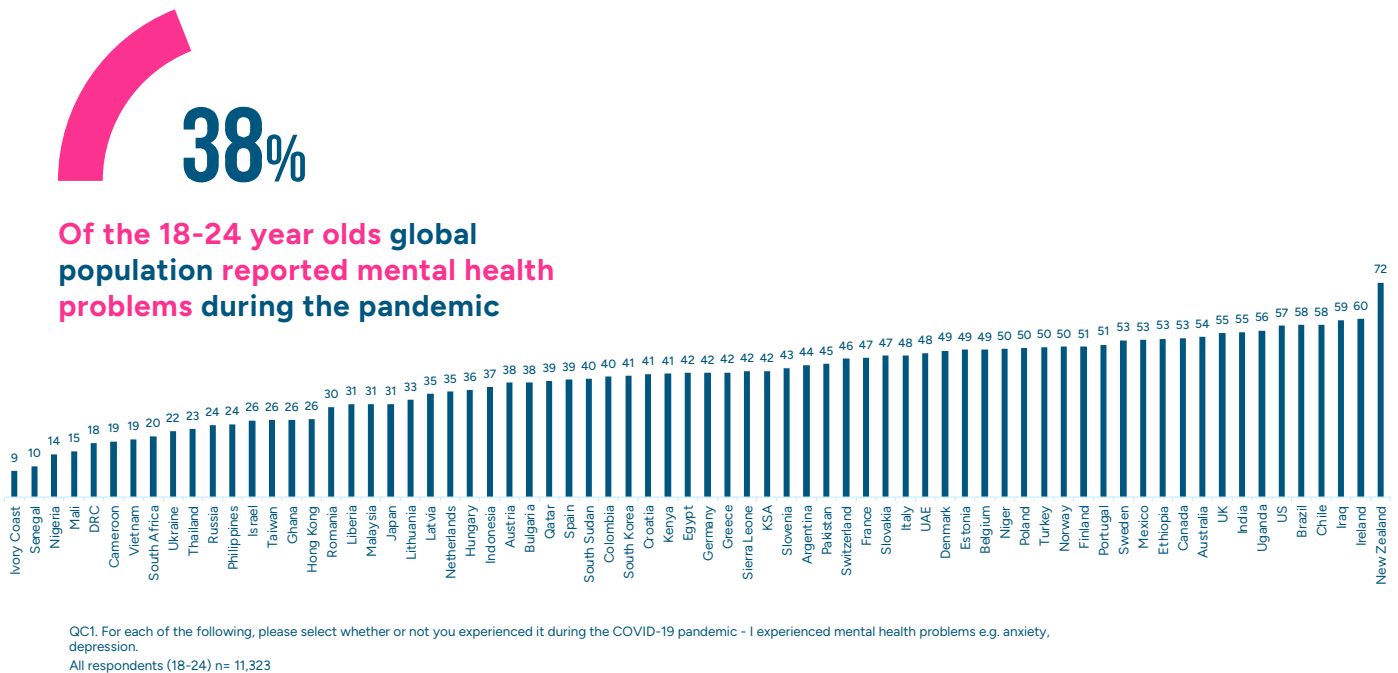


Fig 4. Reported mental health problems, 18-24 year olds



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Loneliness, Trust & Hope: The lives of young people emerging from the COVID-19 pandemic

Fig 5. Reported loneliness or isolation, global population

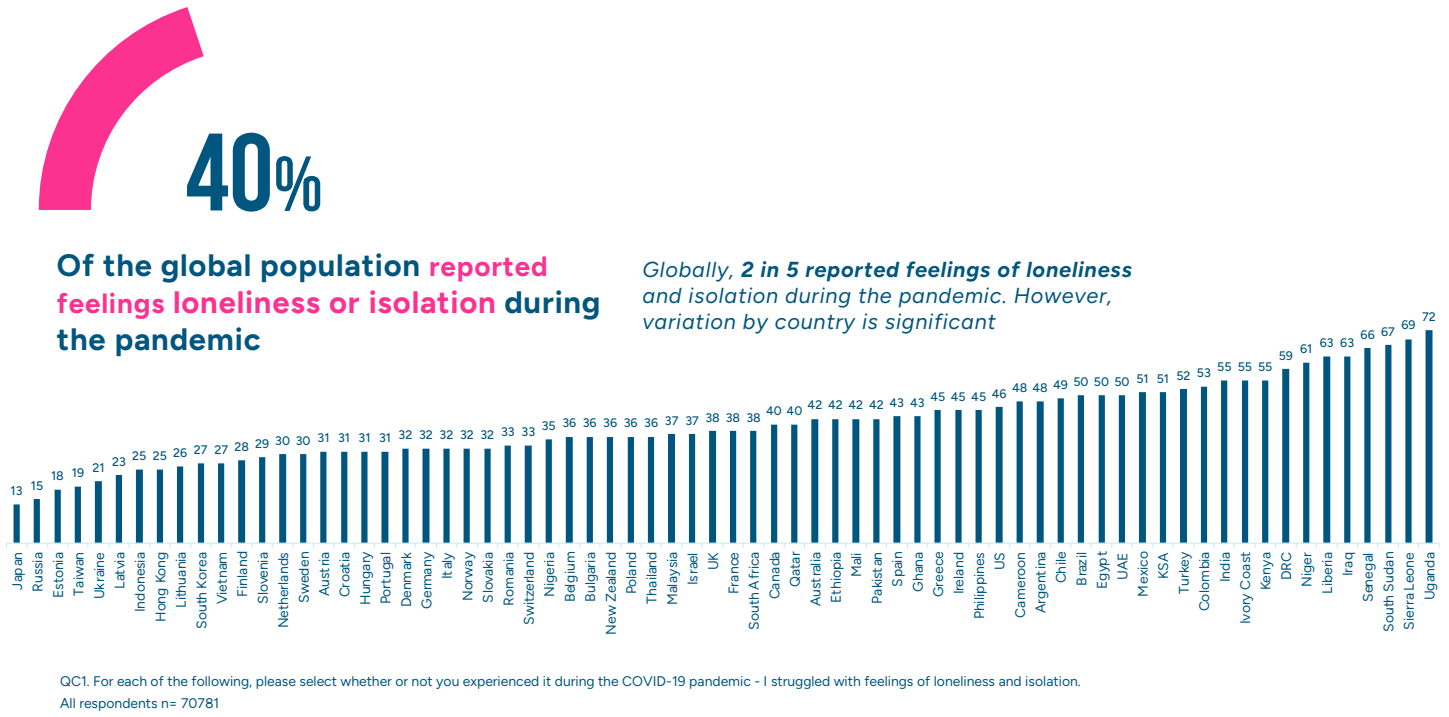
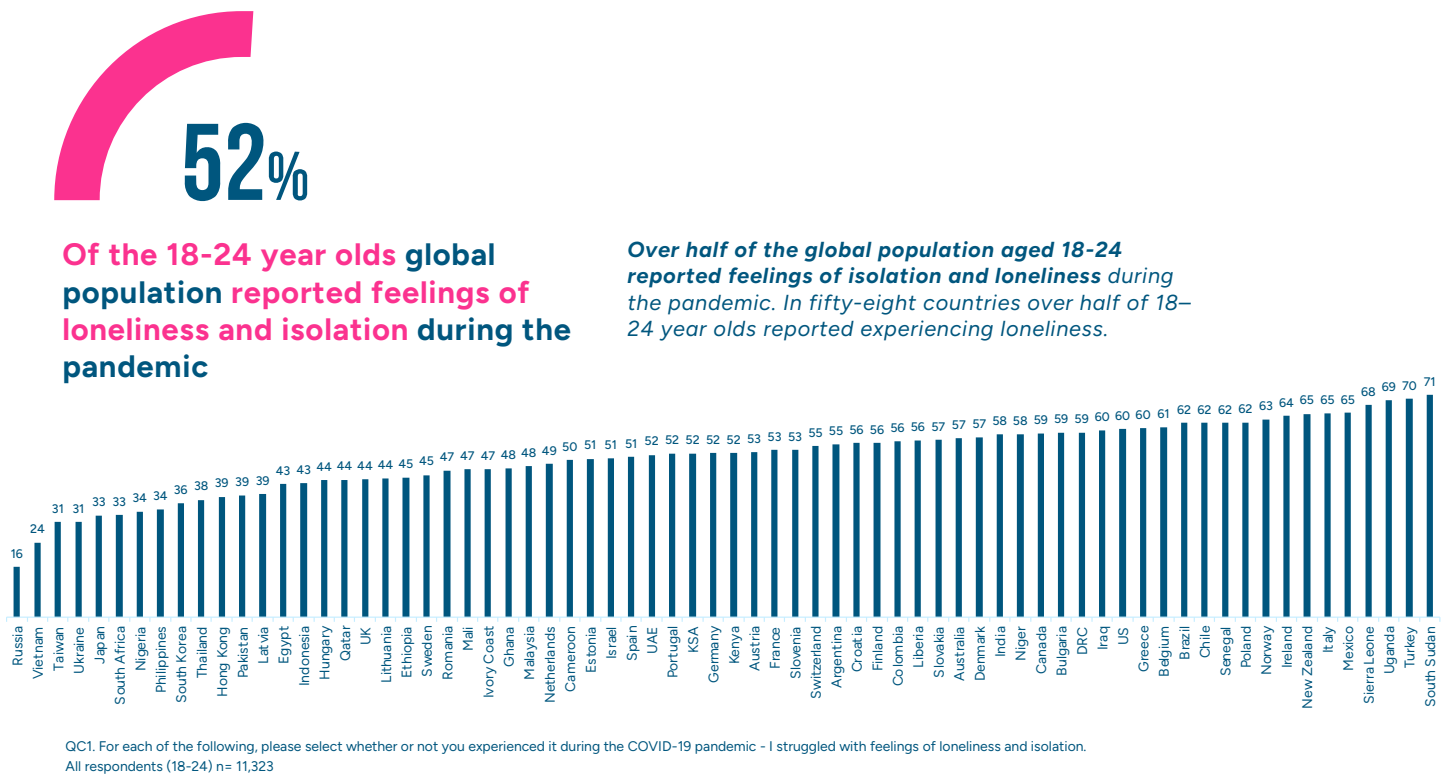


Fig 6. Reported loneliness or isolation, 18-24 year olds



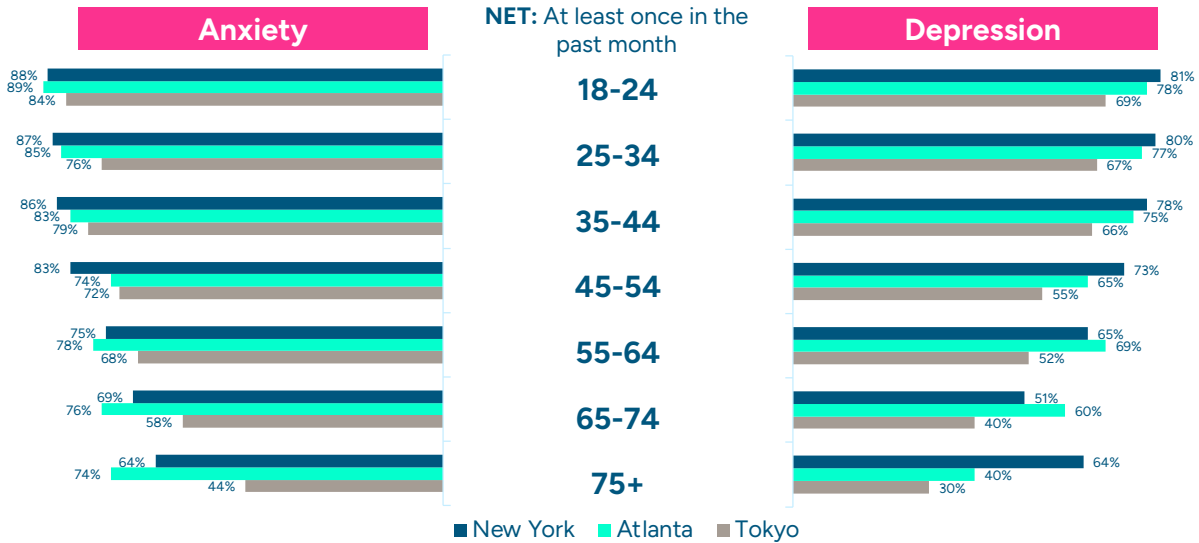
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Fig 7. Age-related trends, experiences of anxiety and depression

# Age-related trends

There is a clear age-related trend in reporting recent experiences of anxiety and depression, with younger age groups being the most likely to have encountered these in the past month. However, in New York, the prevalence of reported depression increases again among individuals over 75 years old.

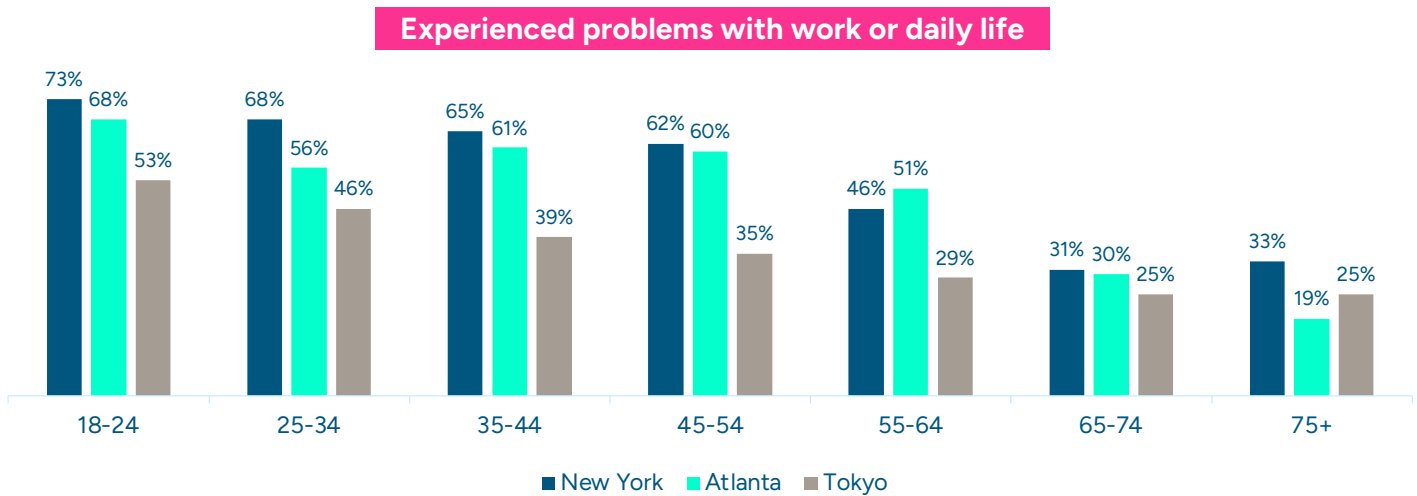


MH1. How often, if at all, have you experienced the following in the last month?  
All respondents n= 11,250

Fig 8. Impact on daily life, experiences of anxiety and depression

# Impact on daily life

Among those who have experienced anxiety or depression in the past month, **young people are the most likely to report this causing problems** with their work or daily life.



MH2. During the past month, have you had any problems with your work or daily life due to feeling depressed or anxious?  
Those who have experienced anxiety or depression in the past month n= 9050

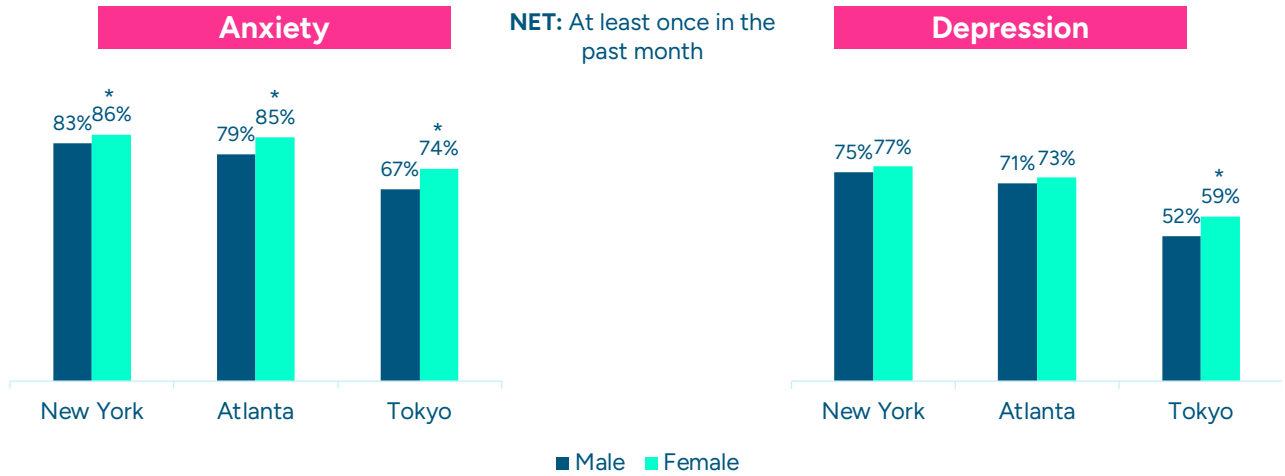
**APPENDIX**

Loneliness, Trust & Hope: The lives of young people emerging from the COVID-19 pandemic

Fig 9. Gender trends, experiences of anxiety and depression

# Gender matters

In all three cities, **women are significantly more likely than men to have experienced anxiety** in the past month. Similar gender differences are observed for depression, although this is only statistically significant in Tokyo.



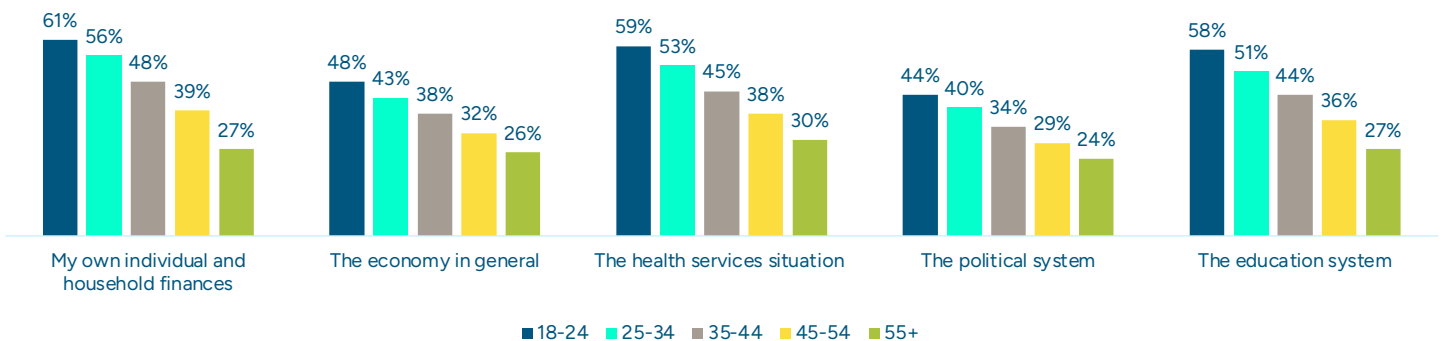
MH1. How often, if at all, have you experienced the following in the last month?  
 All respondents n= 11,250      \*Significantly different from men

Fig 10. Experienced loneliness or isolation, 18-24 year olds

# Future outlook

Agree the following will get better in 2 years:

NET: Much better/ a little better



D1. In two years' time, do you think that the following things in [COUNTRY] will be better, worse, or the same as today?  
 Base: All interviews n=70,781

# DEEP LISTENING SESSIONS

Loneliness, Trust & Hope: The lives of young people emerging from the COVID-19 pandemic  
Global Listening Project



## NEW YORK

The pandemic was responsible for many different emotions for New Yorkers. These were often associated with different stages of the pandemic—for example feelings of confusion and fear during the beginning of the lockdowns and boredom and apathy towards the end.

## SAN PAULO

*"There were cases of depression. I think it was the apex of depression, anxiety."*

Female, 18-34, San Paulo

## PARIS

The pandemic was responsible for many different emotions for Parisians. These were often associated with different stages of the pandemic—for example feelings of control compiling with government-imposed restrictions or being frustrated with not being able to socialise.

## ABUJA

*"For most of my friends, my family, even myself, the fear was there during that period. And even though we were not really affected, when you watch the news and see people, how people are dying, you get emotional, you get sad. The fear was really there."*

Female, 18-34, Abuja

## DELHI

Like the other settings, participants in Delhi unanimously associated negative emotions with their experiences of the pandemic. Emotions related to their frustration with the situation and low mood.

On coming out of lockdown, participants expressed feelings of happiness.

## BANGKOK

Bangkokians openly discussed the negative emotions they experienced during the pandemic, with many participants expressing feelings of depression, frustration and suspicion of others and authorities. Concerns expressed that lack of socializing had a negative impact on young people