

**Financial Crisis Survey**  
The World Bank  
(2009)

**A. CONTROL INFORMATION (to be filled out from the existing information, except for a4c )**

**A.1 Country**

<b>a0</b>
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**A.1a Language of the interview**

<b>a1a</b>
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**A.2**

**Sampling Region  
a2**

Region 1	1
Region 2	2
Region 3	3
Region 4	4
Region 5	5

**A.3x City/town/village**

<b>a3x</b>
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**A.3 Size of locality**

**a3**

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

**A.3a**

**Region of the  
establishment  
a3a**

Region 1	1
Region 2	2
Region 3	3
Region 4	4
Region 5	5
Region 6	6
Region 7	7
Region 8	8

**A.4 Industry**

		Screener sector <b>a4b</b>	Revised sector <b>a4c</b>
Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Service	Retail	52	52
Other	Other manufacturing	2	2
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

**A.6 Size**

**Screener size  
a6b**

Less than 5 (panel only)	0
Small >=5 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

**READ THE FOLLOWING TO THE TARGET RESPONDENT**

Good morning. I'm calling you from [Insert name of the contractor] to thank you for the participation in the survey for the World Bank that we undertook a few months ago and I would like to inform you that we are sending you a brief report of the results. We would like to take this opportunity to ask you a few questions to follow up on the effect of the current economic crisis on your establishment.

[The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey]

**B. SALES AND SUPPLIES**

**b.1** If you compare this establishment's sales for the last completed month in 2009 with the same month in 2008, how did they change?

Increased	1	<b>GO TO QUESTION B.2</b>
Remained the same	2	
Decreased	3	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION B.2</b>
<b>b1a</b>		

  

	<b>Percent</b>
Increased by how much?	<b>b1b</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

  

	<b>Percent</b>
Decreased by how much?	<b>b1d</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**INTERVIEWER:**  
Record either answer

<b>LCU</b>
<b>b1c</b>
<b>-9</b>

  

**INTERVIEWER:**  
Record either answer

<b>LCU</b>
<b>b1e</b>
<b>-9</b>

**b.2** What do you expect will happen with this establishment's sales one year from now?

Increased	1	<b>GO TO QUESTION B.3</b>
Remained the same	2	
Decreased	3	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION B.3</b>
<b>b2a</b>		

  

	<b>Percent</b>		<b>LCU</b>
Increased by how much?	<b>b2b</b> %	<b>Interviewer: Record one answer</b>	<b>b2c</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>		<b>-9</b>

  

	<b>Percent</b>		<b>LCU</b>
Decreased by how much?	<b>b2d</b> %	<b>Interviewer: Record one answer</b>	<b>b2e</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>		<b>-9</b>

**b.3** In the last completed month, what percent of this establishment's sales were:

	Percent	Don't know
National sales	<b>b3a</b> %	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>b3b</b> %	<b>-9</b>
Direct exports	<b>b3c</b> %	<b>-9</b>
	<b>100%</b>	

**b.4** In the last completed month, what was this establishment's output in comparison with the maximum output possible using all resources available (capacity utilization)?

	Percent
Capacity utilization	<b>b4</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c. LABOR**

<b>c.1</b>	At the end of the last completed month, how many permanent, full-time employees did this establishment employ? Please include all employees and managers ( <b>INTERVIEWER: include respondent if applicable</b> ).
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**INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day.**

	Number
Permanent, full-time employees end of last month	<b>c1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>c.1a</b>	Does this establishment plan to reduce the number of permanent full-time employees in the next 6 months due to the financial crisis?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c1a**

<b>c.2</b>	How many full-time temporary employees worked in this establishment in the last 6 months? ( <b>Interviewer: include all temporary workers not only new hires</b> )
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**INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day.**

	Number
Full-time seasonal/temporary workers employed last 6 months	<b>c2</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION d.1**

<b>c.3</b>	What was the average length of employment of all full-time temporary employees in the last 6 months?
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	Months
Average length full-time seasonal/temporary employment last 6 months	<b>c3</b>
<b>Less than one month</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>c.3a</b>	Does this establishment plan to change the number of temporary workers it employs in the next 6 months due to the financial crisis?
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Yes, increase	1
Yes, decrease	2
No	3
Don't know (spontaneous)	-9

**c3a**

## D. FINANCE

<b>d.1</b>	In the last completed month, did this establishment sell goods or services on credit?
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Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION d.3  
GO TO QUESTION d.3

**d1**

<b>d.2</b>	Comparing last month's sales on credit with the month before did they?
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Increased	1
Remained the same	2
Decreased	3
Don't know (spontaneous)	-9

**d2**

<b>d.3</b>	In the last completed month, did this establishment delay payments for more than one week to tax authorities or suppliers?
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Yes	1
No	2
Don't know (spontaneous)	-9

**d3**

<b>d.4</b>	In the last completed month please estimate the proportion of this establishment's working capital that was financed from internal funds or retained earnings?
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	<b>Percent</b>
Proportion of working capital financed with internal funds or	<b>d4%</b>

retained earnings	
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>d.5</b>	In the last completed month please estimate the proportion of this establishment's working capital that was financed from banks?
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	<b>Percent</b>
Proportion of working capital financed from banks	<b>d5%</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>d.6</b>	And going back to the end of fiscal year 2008, please estimate the proportion of this establishment's working capital financed from internal funds or retained earnings?
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	<b>Percent</b>
Proportion of working capital financed with internal funds or retained earnings at the end of fiscal year 2008	<b>d6%</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>d.7</b>	What is the current level of total liabilities (debt) of this establishment?
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	<b>LCU</b>
Total current level of liabilities	<b>d7</b>
No liabilities	0
<b>Refusal (spontaneous)</b>	<b>-8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION d.10  
GO TO QUESTION d.10**

<b>d.8</b>	What percentage of the total level of liabilities (debt) of this establishment is denominated in foreign currency?
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	<b>%</b>
Share of debt in foreign currency	<b>d8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>d.9</b>	What percentage of the total level of liabilities (debt) of this establishment has a term to maturity of less than one year (short term)?
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	<b>%</b>
Share of short term liabilities	<b>d9</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>d.10</b>	Has this establishment been overdue on its obligations to any financial institution in the last 12 months?
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Yes	1	
No	2	<b>GO TO d.12</b>
<b>Refuse to respond</b>	<b>-8</b>	<b>GO TO d.12</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO d.12</b>

**d10**

<b>d.11</b>	Has this establishment been overdue in the last 12 months for 90 days or more?
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Yes	1
No	2
<b>Refuse to respond</b>	<b>-8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**d11**

<b>d.12</b>	Has this establishment restructured any of its outstanding liabilities in the last 12 months?
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Yes	1
No	2
<b>Not applicable (no liabilities)</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**d12**

<b>d.13</b>	Do you anticipate that this establishment will fall in arrears in any of its outstanding liabilities in the course of the next 6 months?
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Yes	1	
No	2	<b>GO TO QUESTION e.1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION e.1</b>

**d13**

<b>d.14</b>	Do you anticipate that this establishment will not be able to repay its outstanding liabilities that will be due in the course of the next 6 months?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

d14

**E. FINANCIAL CRISIS**

**e.1** Has the financial crisis affected this establishment?

Yes	1	GO TO e.6 GO TO e.6
No	2	
Don't know (spontaneous)	-9	
		e1

**e.2** Choosing from the following list what has been the **main** effect the financial crisis on this establishment? **INTERVIEWER: READ OUT**

Increase the level of debt	1	
Increase input cost	2	
Reduce access to credit	3	
Drop in demand for its products or services	4	
Other. (Specify <b>e2x</b> )	5	
Don't know (spontaneous)	-9	
		e2

**e.3** Has the establishment filed for reorganization that is revaluing the value of the assets to reflect their actual market value, during the last 12 months?

Yes	1	
No	2	
Don't know (spontaneous)	-9	
		e3

**e.4** Has the establishment filed for insolvency or bankruptcy during the last 12 months?

Yes	1	
No	2	
Don't know (spontaneous)	-9	
		e4

**e.5** Has this establishment applied for direct state aid in the last 12 months?

Yes	1
No	2

Don't know (spontaneous)	-9
e5	

e.6 What were this establishment's total annual sales for fiscal year 2008?

	LCU's	
Total annual sales fiscal year finishing on December 2008	e6	TERMINATE
Refuse to respond (spontaneous)	-8	
Don't know (spontaneous)	-9	

e.7 If you compare this establishment's sales for the fiscal year 2008 with fiscal year 2007, how did they change?

Increased	1	
Remained the same	2	TERMINATE
Decreased	3	
Don't know (spontaneous)	-9	TERMINATE
e7a		

  

	Percent		LCU
Increased by how much?	e7b %	INTERVIEWER:	e7c
Don't know (spontaneous)	-9	Record either answer	-9

  

	Percent		LCU
Decreased by how much?	e7d %	INTERVIEWER:	e7e
Don't know (spontaneous)	-9	Record either answer	-9

Name of the respondent a20x

Position of the respondent a21x

a.27	Full Firm Contact information	
	Full address	a27ax
	Phone number(s)	a27b
	Fax number	a27c
	email	a27dx

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

**INTERVIEWER COMMENTS:** (Problems occurred or extraordinary circumstances which could influence results)

a17x

INTERVIEW PROTOCOL

	Day (dd)	Month (mm)	Year (yyyy)
Date of the interview	a14d	a14m	a14y

A22a. Respondent name from  
baseline survey  
**respondent\_name**

a.22	Interviewee was the same person as in baseline survey?
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Yes	1
No	2

a22

a.23	Gender of the respondent
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Male	1
Female	2

a23

a.24	Number of minutes the interview lasted
------	--

Minutes

a24

a.25	Respondent cooperation
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Excellent	1
Fair	2
Average	3
Bad	4

a25

a.26	Interviewer number	a26
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**SERIAL NUMBER**

**Same as  
BEEPS**