

**Zambia COVID 19 Impact ES Follow-up Survey – Round 3**  
The World Bank [**non-participants of one or both of previous rounds**]  
*October 2021*

**INSTRUCTIONS (NOT SHOWN): READ ALL QUESTIONS AS WRITTEN. ITEMS MARKED (SPONTANEOUS) SHOULD NOT BE READ AND ARE ADMINISTERED ONLY BY PHONE. CORRESPONDING ANSWERS IN green APPEAR TO ONLINE RESPONDENTS ONLY.**

**A. CONTROL INFORMATION & INTRODUCTION (to be filled out from the existing information)**

**Unique ID (not known to respondent)**

**idstd**

**Follow-up Survey ID**

**id**

**A.1 Country Code**

**a1**

**Country Name**

**countryx**

**A.1a Language of the interview**

**a1a**

**MODE | MODE OF INTERVIEW**

Phone (CATI)	1
Online	2

**mode**

**a0 | Questionnaire**

Manufacturing	1
Retail	2
Other Services	3

**a0**

**R.2 | Participated in previous rounds of the COVID-19 impact survey**

Participated in Round-2	1
Participated in Round-1 only	2
Did not participate in any follow-up	3

**COV3r2**

**INTERVIEW ALL THE ESTABLISHMENTS.**

**READ THE FOLLOWING TO THE RESPONDENT, IF COV3R2 IS 2 or 3 AND BY PHONE (mode=1)**

Good [morning/afternoon/evening], I'm calling you from Ipsos Zambia to thank you for the participation in the World Bank's Enterprise Survey. We would like to take this opportunity to ask you a few questions to follow up on the effect of the COVID-19 virus on your establishment.

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

**SHOW THE FOLLOWING TO THE RESPONDENT, IF COV3R2 IS 2 or 3 AND ONLINE (mode=2)**

Hello from Ipsos Zambia. We would like to thank you for your recent participation in the World Bank's Enterprise Survey. We would like to take this opportunity to ask you a few questions to follow up on the effect of the COVID-19 virus on your establishment.

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

	Date of the interview
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Year	Month	Day
COVa20y	COVa20m	COVa20d



Last completed month
COVa20m_1

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**B. SALES**

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<b>B.0</b>	Currently is this establishment open, temporarily closed (suspended services or production), or permanently closed?
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Permanently closed	1	<i>GO TO SECTION H</i>
Temporarily closed	2	<i>GO TO B.1b</i>
Open	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.2</i>
<b>Don't know</b>	<b>-99</b>	<i>GO TO B.2</i>
		<b>COVb0</b>

<b>B.1a</b>	Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?
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Yes	1	<i>GO TO B.1b</i>
No	2	<i>GO TO B.2</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.2</i>
<b>Don't know</b>	<b>-99</b>	<i>GO TO B.2</i>
		<b>COV3b1aR3</b>

<b>B.1b</b>	For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?
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Weeks the establishment was closed	<b>COV3b1bR3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>B.2</b>	Comparing this establishment's sales for <b>[insert last completed month]</b> with the same month in 2019, did sales increase, remain the same, or decrease?
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Increase	1	
Remain the same	2	<i>GO TO B.3</i>
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.3</i>
		<b>COVb2a</b>

*ASK ONLY IF COVb2a = 1*

<b>B.2b</b>	By what percentage did the sales increase?
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	<b>Percent</b>
Percentage increase in sales	<b>COVb2b</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF COVb2a = 3**

<b>B.2c</b>	By what percentage did the sales Decrease?
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	<b>Percent</b>
Percentage decrease in sales	<b>COVb2c</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.3</b>	In the last completed month, that is in <b>[insert last completed month]</b> , what percentage of this establishment's sales were:
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	<b>Percent</b>	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
National sales	<b>COVb3a</b> %	<b>-9</b>	<b>-99</b>
Indirect exports (sold domestically to third party that exports products)	<b>COVb3b</b> %	<b>-9</b>	<b>-99</b>
Direct exports	<b>COVb3c</b> %	<b>-9</b>	<b>-99</b>
	<b>100%</b>		

<b>B.5</b>	Since the outbreak of COVID-19, did the Top Manager of this establishment change?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>
	<b>COV3b5</b>

<b>B.6</b>	Currently, is the Top Manager female?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>
	<b>COV3b6</b>

## C. PRODUCTION

### ASK ONLY IF A0 = 1 (MANUFACTURING)

<b>C.1</b>	In the last completed month, that is in <b>[insert last completed month]</b> , what was this establishment's output produced as a percentage of the maximum output possible if using all the physical capital available (capacity utilization)?
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	Percent
Capacity utilization	<b>COVc1%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>C.2</b>	Comparing <b>[insert option]</b> for <b>[insert last completed month]</b> with the same month in 2020, did it (they) increase, remain the same, or decrease? <b>INTERVIEWER: READ OUT</b>
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	Increase	Remain the same	Decrease	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>Don't know</b>
This establishment's total hours of operations per week <b>COVc2a</b>	1	2	3	<b>-9</b>	<b>-99</b>
The demand for this establishment's products and services <b>COVc2b</b>	1	2	3	<b>-9</b>	<b>-99</b>
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell <b>COVc2c</b>	1	2	3	<b>-9</b>	<b>-99</b>

<b>ZAMC.2a</b>	Since outbreak of COVID-19, what has been the main adjustment by this establishment when there is disruptions to essential inputs? <b>INTERVIEWER: READ OUT</b>
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No change, waiting until the situation improves	1
Expand the number of local suppliers	2
Expand the number of foreign suppliers	3
Increased in-house production of inputs	4
Keep larger inventories	5
Other (specify <b>ZAMc2ax</b> )	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (ESSENTIAL INPUTS HAVE NOT BEEN DELAYED OR INTERRUPTED)</b>	<b>-7</b>

**ZAMc2a**

<b>C.3</b>	Since the outbreak of COVID-19, did this establishment experience any of the following changes in response to the COVID-19 outbreak? <b>INTERVIEWER: READ OUT</b>
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	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Introduced new or improved products or services? <b>COV3c3aR3</b>	1	2	<b>-9</b>	<b>-99</b>
Discontinued the production of some goods or the offering of any services? <b>COV3c3bR3</b>	1	2	<b>-9</b>	<b>-99</b>

<b>ZAMC.3</b>	Since the outbreak of COVID-19, has this establishment invested in any new equipment, software or digital solution in response to COVID-19?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZAMc3**

<b>C.4</b>	Since the outbreak of COVID-19, did this establishment experience any of the following changes in response to the COVID-19 outbreak? <b>INTERVIEWER: READ OUT</b>
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	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Started or increased business activity online? <b>COV3c4aR3</b>	1	2	<b>-9</b>	<b>-99</b>
Started or increased delivery or carry-out of goods or services? <b>COV3c4bR3</b>	1	2	<b>-9</b>	<b>-99</b>
Started or increased remote work arrangement for its workforce? <b>COV3c4cR3</b>	1	2	<b>-9</b>	<b>-99</b>

<b>C.5</b>	Currently what is the share of this establishment's online sales out of total sales?
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	<b>Percent</b>
Share of online sales <b>COVc5</b> %	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

C.6	Currently what is the share of this establishment's workforce working remotely?
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	Percent
Share of workforce working remotely	COVc6 %
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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**D. LABOR**

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**PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask some questions about this establishment workforce

**ASK ONLY IF COV3r2=3 OR IN COUNTRIES WITHOUT THIS QUESTION**

<b>D.0a</b>	At the end of December 2019, how many permanent, full-time employees did this establishment employ? Please include all employees and managers  Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.  <b>(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).</b>
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	Number
Permanent, full-time workers end of December 2019	<b>COV3d0a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ASK ONLY IF COV3r2=3 OR IN COUNTRIES WITHOUT THIS QUESTION**

<b>D.0b</b>	At the end of December 2019, in this establishment how many permanent, full-time workers were <b>female</b> ?
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	Number	DON'T KNOW (SPON.)	Don't know
Female permanent full-time workers end of December 2019	<b>COV3d0b</b>	<b>-9</b>	<b>-99</b>

<b>D.1</b>	At the end of the last completed month, that is in <b>[insert last completed month]</b> , how many permanent, full-time employees did this establishment employ? Please include all employees and managers
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	Number
Permanent, full-time employees end of last month	<b>COVd1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>D.2</b>	At the end of the last completed month, that is the end of <b>[insert last completed month]</b> , in this establishment how many permanent, full-time workers were <b>female</b> ?
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	Number	DON'T KNOW (SPON.)	Don't know
Female permanent full-time workers end of last month	<b>COVd2</b>	<b>-9</b>	<b>-99</b>



<b>ZAMD.0</b>	Out of the total number of people employed by this establishment at the end of <b>[insert last completed month]</b> , what percentage were:
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	<b>Percent</b>	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Between 15 and 24 years old	<b>ZAMd0a %</b>	<b>-9</b>	<b>-99</b>
Between 25 and 35 years old	<b>ZAMd0b %</b>	<b>-9</b>	<b>-99</b>
	<b>100%</b>		

<b>ZAMD.1</b>	Since <b>[insert previous round month]</b> , how many permanent, full-time workers were newly hired?
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Number of newly hired workers	<b>ZAMd1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	

<b>D.3</b>	Since the outbreak of COVID-19, has the total number of this establishment's temporary workers increased, remained the same, or decreased?
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	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Temporary workers <b>COV3d3bR3</b>	1	2	3	<b>-9</b>	<b>-99</b>

<b>D.6</b>	Since the outbreak of COVID-19, how many workers have been laid off due to the COVID-19 outbreak?
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Number workers laid off	<b>COV3d6R3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ASK ONLY IF D6 IS GREATER THAN 0, OR DON'T KNOW**

<b>D.7</b>	How many of these were <b>female</b> ?
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Number female workers laid off	<b>COV3d7R3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ASK ONLY IF D6 IS GREATER THAN 0, OR DON'T KNOW**

<b>ZAMD.2</b>	Of the workers that have been laid off due to the COVID-19 pandemic, what percentage of them were young workers, that is, aged between 15 and 35?
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Share of youth in employees laid off due to COVID-19	<b>ZAMd2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>D.10</b>	Since the outbreak of COVID-19, how many permanent full time employees had their salary, wages, or benefits reduced due to the COVID-19 outbreak?
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Number of employees whose salary, wage and benefits reduced	<b>COV3d10</b>
	<b>R3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ASK ONLY IF D.10 IS GREATER THAN 0**

<b>D.11</b>	What was the average percentage reduction in the salary, wage or benefit of this establishments current workers?
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Average reduction in salary and benefits	<b>COV3d11</b>
	<b>R3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>ZAMD.10</b>	Since <b>[insert round 1 month]</b> , how many full-time permanent employees had their working hours reduced due to the COVID-19 outbreak?
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Numbe of workers whose working hours were reduced	<b>ZAMd10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZAMD.11</b>	If this establishment had to hire someone to fill a position for <b>administrative or professional role</b> , which of the following categories would be preferred?
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Workers between 15 and 24 years of age	1
Workers between 25 and 35 years of age	2
Workers above 35 years of age	3
No preference	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ZAMd11**

<b>ZAMD.12</b>	If this establishment had to hire someone to fill a position for <b>manual or production role</b> , which of the following categories would be preferred?
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Workers between 15 and 24 years of age	1
Workers between 25 and 35 years of age	2
Workers above 35 years of age	3
No preference	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ZAMd12**

<b>ZAMD.13</b>	In your opinion, which of the following is <b>the main</b> constraint to this establishment hiring more young people, that is, workers aged between 15 and 35?
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It is difficult to find young people with good experience	1
It is difficult to find young people with the right skills for this establishment	2
It is difficult to retain young people in this establishment once they are hired	3
Young people are less reliable in the workplace	4
Young people expect a salary that is too high for the jobs available.	5
Other (specify <b>ZAMd13x</b> )	6
<b>NO CONSTRAINTS TO HIRING MORE YOUNG PEOPLE (DOES NOT APPLY)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ZAMd13**

<b>ZAMD.14</b>	In the 12 months before the COVID-19 pandemic, did this establishment offer any training to young workers (i.e., workers aged between 15 and 35)?
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Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO ZAMD.16</b>
<b>Don't know</b>	<b>-99</b>	<b>GO TO ZAMD.16</b>
		<b>ZAMd14</b>

<b>ZAMD.15</b>	On average, how long did the training took to complete?
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3 months or less	1
3 to 6 months	2
6 months or above	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ZAMd15**

<b>ZAMD.16</b>	Has this establishment conducted any training for young workers (i.e., workers aged between 15 and 35) since the start of the COVID-19 pandemic?
----------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ZAMd16**

## E. FINANCE

### PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

And now I would like to ask a few questions about the effect of the COVID-19 outbreak on this establishment's access to finance

**E.1** Since the outbreak of COVID-19, has/have this establishment's liquidity or cash flow increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Liquidity or cash flow <b>COV3e1aR3</b>	1	2	3	<b>-9</b>	<b>-99</b>

### ASK ONLY IF COV3E1AR3 = 3

**E.2** Since the outbreak of COVID-19, what has been the main source this establishment has used to deal with cash flow shortages?

Loans from commercial banks	1
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies)	2
Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	3
Delaying payments to suppliers or workers	4
Government grants	5
Funding from family and friends	6
None of the above	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COV3e2R3**

**E.3** Since the outbreak of COVID-19, has this establishment delayed payments due to the COVID-19 outbreak for more than one week (excluding payments postponed following current regulation) to:  
**INTERVIEWER: READ OUT**

	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>	<b>DOES NOT APPLY (SPON.)</b>	<b>Does not apply</b>
Its suppliers <b>COV3e3aR3</b>	1	2	<b>-9</b>	<b>-99</b>	-	-
Its landlords <b>COV3e3bR3</b>	1	2	<b>-9</b>	<b>-99</b>	<b>-7</b>	<b>-77</b>
The tax authorities <b>COV3e3cR3</b>	1	2	<b>-9</b>	<b>-99</b>	-	-

<b>E.4</b>	Since the outbreak of COVID-19, has this establishment been overdue on its obligations to any financial institution?
------------	--

Yes	1
No	2
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Does not apply</b>	<b>-77</b>
<b>Don't know</b>	<b>-99</b>

**COV3e4R3**

<b>E.5</b>	Since the outbreak of COVID-19, has this establishment filed for insolvency or bankruptcy?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COV3e5R3**

<b>E.6</b>	Since the outbreak of COVID-19, has this establishment applied for any lines of credit or loans or overdraft facility?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**GO TO E.8**

**GO TO E.9a**

**COV3k16R3**

<b>E.7</b>	What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan?
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No need for a loan - establishment had sufficient capital	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Did not think it would be approved	6
Not aware of where and how to apply	7
Other	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COV3k17R3**

**GO TO  
E.9a**

<b>E.8</b>	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? <b>INTERVIEWER: READ OUT</b>
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Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COV3k20a1  
R3**

<b>E.9a</b>	Since the outbreak of COVID-19, has this establishment applied to restructure any existing liabilities? (changes in terms and/or schedule of payments)
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Yes	1
No	2
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Does not apply</b>	<b>-77</b>
<b>Don't know</b>	<b>-99</b>

**GO TO E.10  
GO TO E.10  
GO TO E.10  
GO TO E.10  
GO TO E.10**

**COV3e9a**

<b>E.9b</b>	What was the outcome of that application? <b>INTERVIEWER: READ OUT</b>
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Application was approved, fully or partially	1
Application was rejected	2
Application was withdrawn	3
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Application still in process</b>	<b>-66</b>
<b>Don't know</b>	<b>-99</b>

**COV3e9b**

**E.10**

It is said that establishments in **Zambia** sometimes report only part of their labor cost for the purposes of payroll taxes. Since the outbreak of COVID-19, did the average share of reporting increase, remain the same, or decrease?

Increase	1
Remain the same	2
Decrease	3
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOESN'T APPLY</b>	<b>-7</b>
<b>Refuse to answer</b>	<b>-88</b>
<b>Don't know</b>	<b>-99</b>
<b>Doesn't apply</b>	<b>-77</b>

**COV3e10**

## F. POLICIES

**ASK ONLY IF COV3R2 = 3**

<b>F.1</b>	Since the outbreak of COVID-19, has this establishment received any national or local government support in response to the crisis?
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Yes	1	
No, but expect to receive it in the next 3 months	2	
No	3	<b>GO TO F.5a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.4</b>
<b>Don't know</b>	<b>-99</b>	<b>GO TO F.4</b>
		<b>COV3f1R3</b>

**ASK ONLY IF COV3R2 = 3**

<b>F.2</b>	Did any of these measures involve any of the following:
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	Yes	No	<b>DON'T KNOW (SPON)</b>	<b>Don't know</b>
Cash transfers for businesses <b>COV3f2aR3</b>	1	2	<b>-9</b>	<b>-99</b>
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COV3f2bR3</b>	1	2	<b>-9</b>	<b>-99</b>
Access to new credit <b>COV3f2cR3</b>	1	2	<b>-9</b>	<b>-99</b>
Tax reductions or tax deferrals <b>COV3f2dR3</b>	1	2	<b>-9</b>	<b>-99</b>
Wage Subsidies <b>COV3f2eR3</b>	1	2	<b>-9</b>	<b>-99</b>
Support (technical assistance or subsidies) for adoption of digital technologies <b>COV3f2gR3</b>	1	2	<b>-9</b>	<b>-99</b>
Other (specify <b>COV3f2fR3x</b> ) <b>COV3f2fR3</b>	1	2	<b>-9</b>	<b>-99</b>

**ASK ONLY IF COV3R2 = 3 AND COV3F1R3 = 3**

<b>F.5a</b>	Which of the following options best describes the reason why this establishment did not receive any national or local government support in response to the crisis? <b>INTERVIEWER: READ OUT</b>
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Not eligible	1	<b>GO TO F.4</b>
Not aware	2	<b>GO TO F.4</b>
Applied but did not receive	3	<b>GO TO F.4</b>
Did not apply	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.4</b>
<b>Don't know</b>	<b>-99</b>	<b>GO TO F.4</b>
		<b>COV3f5aR3</b>



**ASK ONLY IF COV3F5AR3 = 4**

<b>F.5b</b>	Why has this establishment not applied for any national or local government support in response to the crisis? <b>INTERVIEWER: READ OUT</b>
-------------	---

No need	1
Too costly or risky to apply	2
Support is too small or unlikely	3
Other (specify <b>COV3f5bR3x</b> )	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COV3f5bR3** **GO TO F.4**

**ASK ONLY IF COV3R2 = 2**

<b>F.1R1</b>	Since [insert round-1 month], has this establishment received any national or local government support in response to the crisis?
--------------	---

Yes	1
No, but expect to receive it in the next 3 months	2
No	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**GO TO F.5aR1**

**GO TO F.4**

**GO TO F.4**

**COV3f1R1**

**ASK ONLY IF COV3R2 = 2**

<b>F.2R1</b>	Did any of these measures involve any of the following:
--------------	---

	Yes	No	<b>DON'T KNOW (SPON)</b>	<b>Don't know</b>
Cash transfers for businesses <b>COV3f2aR1</b>	1	2	<b>-9</b>	<b>-99</b>
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COV3f2bR1</b>	1	2	<b>-9</b>	<b>-99</b>
Access to new credit <b>COV3f2cR1</b>	1	2	<b>-9</b>	<b>-99</b>
Tax reductions or tax deferrals <b>COV3f2dR1</b>	1	2	<b>-9</b>	<b>-99</b>
Wage Subsidies <b>COV3f2eR1</b>	1	2	<b>-9</b>	<b>-99</b>
Support (technical assistance or subsidies) for adoption of digital technologies <b>COV3f2gR1</b>	1	2	<b>-9</b>	<b>-99</b>
Other (specify <b>COV3f2fR1x</b> ) <b>COV3f2fR1</b>	1	2	<b>-9</b>	<b>-99</b>

**ASK ONLY IF COV3R2 = 2 AND COV3F1R1 = 3**

<b>F.5aR1</b>	Which of the following options best describes the reason why this establishment did not receive any national or local government support in response to the crisis? <b>INTERVIEWER: READ OUT</b>
---------------	--

Not eligible	1	<b>GO TO F.4</b>
Not aware	2	<b>GO TO F.4</b>
Applied but did not receive	3	<b>GO TO F.4</b>
Did not apply	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.4</b>
<b>Don't know</b>	<b>-99</b>	<b>GO TO F.4</b>
		<b>COV3f5aR1</b>

**ASK ONLY IF COV3F5AR1 = 4**

<b>F.5bR1</b>	Why has this establishment not applied for any national or local government support in response to the crisis? <b>INTERVIEWER: READ OUT</b>
---------------	---

No need	1	
Too costly or risky to apply	2	
Support is too small or unlikely	3	
Other (specify <b>COV3f5bR1x</b> )	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>Don't know</b>	<b>-99</b>	
		<b>COV3f5bR1</b>

<b>F.4</b>	Since the outbreak of COVID-19, did the percentage of total senior management's time spent on dealing with requirements imposed by government regulations increase, remain the same, or decrease? (By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.)
------------	--

Increase	1	
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>Don't know</b>	<b>-99</b>	
		<b>COV3f4R3</b>

<b>ZAMF.4</b>	What would be the <b>MOST</b> needed policies to support this business over the COVID-19 crisis?
---------------	--

Deferral of payments (loan, rent, mortgage, or utilities)	1
Deferral of tax payments	2
Access to new credit	3
Loans with subsidized interest rates	4
Wage subsidies	5
Cash transfers for business	6
Support for adoption of digital technologies, including online marketing.	7
Support to improve my marketing skills, including packaging and display	8
Support to improve management skills to reduce costs	9
Support for adoption of COVID-19 health protocols	10
Waiving or relaxation business licensing processes	11
Other (specify <b>ZAMf4x</b> )	12
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZAMf4**

## G. EXPECTATIONS

<b>G.1</b>	Is it expected that this establishment will fall in arrears in any of its outstanding liabilities in the next 6 months?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COVg1**

<b>G.2</b>	Keeping the cost structure as it is now, how many weeks would this establishment be able to remain open if its sales stopped as of today?
------------	---

Weeks the establishment would remain open	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>G.5</b>	In the next 6 months, is this establishment expected to purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COVg5**

<b>G.3</b>	In how many months is it expected that this establishment's sales will get back to normal?
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Number of months	<b>COVg3</b>
<b>CURRENT SALES ARE AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>G.4</b>	In how many months is it expected that the size of this establishment's workforce will get back to normal?
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Number of months	<b>COVg4</b>
<b>CURRENT WORKFORCE ARE AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>ZAMG.5a</b>	Looking ahead to the next <b>six months</b> , do you expect establishment's sales to increase, remain the same, or decrease compared to same period last year?
----------------	--

Increase	1	<b>GO TO ZAMG.6a</b>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO ZAMG.6a</b>
		<b>ZAMg5a</b>

<b>ZAMG.5</b>	Looking ahead to the next <b>six months</b> , by what percentage are this establishment's sales expected to change compared to the same period last year?
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Expected change in sales	<b>ZAMg5 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZAMG.6a</b>	Looking ahead to the next <b>six months</b> , do you expect establishment's workforce to increase, remain the same, or decrease compared to same period last year?
----------------	--

Increase	1	<b>GO TO a17x</b>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO a17x</b>
		<b>ZAMg6a</b>

<b>ZAMG.6</b>	Looking ahead to the next <b>six months</b> , by what percentage is this establishment's workforce expected to change compared to the same period last year?
---------------	--

Expected change in number of workforce	<b>ZAMg6 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**THE SURVEY ENDS HERE**  
**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

## H. INFORMATION ON PERMANENTLY CLOSED ESTABLISHMENTS

**H.1a** When did this establishment close?

Year	Month	DON'T KNOW (SPONTANEOUS)
COVh1ay	COVh1am	-9

**H.2** Did this establishment implement any of the following measures before permanently closing:  
**INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPON)	Don't know
Laid off some of the workforce <b>COVh2a</b>	1	2	-9	-99
Reduced salary for some or all the workforce <b>COVh2b</b>	1	2	-9	-99
Sold some of the establishment's assets <b>COVh2c</b>	1	2	-9	-99
Increased the level of debt (more credit from banks or other institutions) <b>COVh2d</b>	1	2	-9	-99
Converted the production line or services offered <b>COVh2e</b>	1	2	-9	-99
Received government (national or local) support <b>COVh2f</b>	1	2	-9	-99

**H.3** Is it expected that this establishment will re-open in the future?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

**COVh3**

**THE SURVEY ENDS HERE**  
**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**ASK ONLY IF MODE = 1 (PHONE - CATI)**

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

**a17x**

<b>INTERVIEW PROTOCOL</b>
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**ASK ONLY IF MODE = 1 (PHONE - CATI)**

<b>A.22</b>	Interviewee was the same person as in baseline survey?
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Yes	1
No	2

**a22**

**ASK ONLY IF MODE = 2 (ONLINE)**

<b>A.22Online</b>	Were you the same respondent as in the recent Enterprise Survey conducted by the World Bank?
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Yes	1
No	2

**a22online**

<b>A.24</b>	Number of minutes the interview lasted
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<b>Minutes</b>
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**a24**

**ASK ONLY IF MODE = 1 (PHONE - CATI)**

<b>A.25</b>	Respondent cooperation
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Excellent	1
Fair	2
Average	3
Bad	4

**a25**

<b>A.26</b>	Interviewer number
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**a26**