

Zambia COVID 19 Impact ES Follow-up Survey – Round 3
 The World Bank
 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 1 AND BY PHONE (mode=1)

Good [morning/afternoon/evening], I'm calling you from Ipsos Zambia to thank you for the participation in the second round of the COVID-19 impact survey for the World Bank last [Insert month of last round]. In order to get a better assessment of the impact of the pandemic on your establishment, we would like to take this opportunity to ask you to participate in the third round of data collection. The interview will be similar to the previous rounds. Your participation is crucial to guarantee an accurate representation of the ongoing evolution of the effects of the pandemic on the private sector in Zambia.

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 1 AND ONLINE (mode=2)

Hello from Ipsos Zambia. We would like to thank you for the participation in the second round of the COVID-19 impact survey for the World Bank last [Insert month of last round]. In order to get a better assessment of the impact of the pandemic on your establishment, we would like to take this opportunity to ask you to participate in the third round of data collection. The interview will be similar to the previous rounds. Your participation is crucial to guarantee an accurate representation of the ongoing evolution of the effects of the pandemic on the private sector in Zambia.

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
--	-----------------------

Year	Month	Day
COVa20y	COVa20m	COVa20d



Last completed month
COVa20m_1

B. SALES

B.0 Currently is this establishment open, temporarily closed (suspended services or production), or permanently closed?

Permanently closed	1	<i>GO TO SECTION H</i>
Temporarily closed	2	<i>GO TO B.1b</i>
Open	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
Don't know	-99	<i>GO TO B.2</i>
		COVb0

B.1a Since **[insert round 2 month]**, did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?

Yes	1	<i>GO TO B.1b</i>
No	2	<i>GO TO B.2</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
Don't know	-99	<i>GO TO B.2</i>
		COV3b1a

B.1b For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak since **[insert round 2 month]**?

Weeks the establishment was closed	COV3b1b
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

B.2 Comparing this establishment's sales for **[insert last completed month]** with the same month in 2019, did sales increase, remain the same, or decrease?

Increase	1	
Remain the same	2	<i>GO TO B.3</i>
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.3</i>
		COVb2a

ASK ONLY IF COVb2a = 1

B.2b By what percentage did the sales increase?

	Percent
Percentage increase in sales	COVb2b %
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF COVb2a = 3

B.2c By what percentage did the sales Decrease?

	Percent
Percentage decrease in sales	COVb2c %
DON'T KNOW (SPONTANEOUS)	-9

B.3 In the last completed month, that is in **[insert last completed month]**, what percentage of this establishment's sales were:

	Percent	DON'T KNOW (SPON.)	Don't know
National sales	COVb3a %	-9	-99
Indirect exports (sold domestically to third party that exports products)	COVb3b %	-9	-99
Direct exports	COVb3c %	-9	-99
	100%		

B.5 Since the outbreak of COVID-19, did the Top Manager of this establishment change?

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

COV3b5

B.6 Currently, is the Top Manager female?

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

COV3b6

C. PRODUCTION

ASK ONLY IF A0 = 1 (MANUFACTURING)

C.1 In the last completed month, that is in **[insert last completed month]**, what was this establishment’s output produced as a percentage of the maximum output possible if using all the physical capital available (capacity utilization)?

	Percent
Capacity utilization	COVc1%
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

C.2 Comparing **[insert option]** for **[insert last completed month]** with the same month in 2020, did it (they) increase, remain the same, or decrease? **INTERVIEWER: READ OUT**

	Increase	Remain the same	Decrease	DON'T KNOW (SPONTANEOUS)	Don't know
This establishment’s total hours of operations per week COVc2a	1	2	3	-9	-99
The demand for this establishment’s products and services COVc2b	1	2	3	-9	-99
This establishment’s supply of inputs, raw materials, or finished goods and materials purchased to resell COVc2c	1	2	3	-9	-99

ZAMC.2a Since **[insert previous round month]**, what has been the main adjustment by this establishment when there is disruptions to essential inputs? **INTERVIEWER: READ OUT**

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 ZAMc2ax)	6
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (ESSENTIAL INPUTS HAVE NOT BEEN DELAYED OR INTERRUPTED)	-7

ZAMc2a

C.3 Since **[insert previous round month]**, did this establishment experience any of the following changes in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPON.)	Don't know
Introduced new or improved products or services? COV3c3a	1	2	-9	-99
Discontinued the production of some goods or the offering of any services? COV3c3b	1	2	-9	-99

ZAMC.3 Since **[insert previous round month]**, has this establishment invested in any new equipment, software or digital solution in response to COVID-19?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ZAMc3

C.4 Since **[insert previous round month]**, did this establishment experience any of the following changes in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPON.)	Don't know
Started or increased business activity online? COV3c4a	1	2	-9	-99
Started or increased delivery or carry-out of goods or services? COV3c4b	1	2	-9	-99

C.5 Currently what is the share of this establishment's online sales out of total sales?

	Percent
Share of online sales	COVc5 %
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

C.6 Currently what is the share of this establishment's workforce working remotely?

	Percent
Share of workforce working remotely	COVc6 %
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

D. LABOR

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

D.1 At the end of the last completed month, that is in **[insert last completed month]**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers

	Number
Permanent, full-time employees end of last month	COVd1
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

D.2 At the end of the last completed month, that is the end of **[insert last completed month]**, in this establishment how many permanent, full-time workers were **female**?

	Number	DON'T KNOW (SPON.)	Don't know
Female permanent full-time workers end of last month	COVd2	-9	-99

ZAMD.0 Out of the total number of people employed by this establishment at the end of **[insert last completed month]**, what percentage were:

	Percent	DON'T KNOW (SPON.)	Don't know
Between 15 and 24 years old	ZAMd0a %	-9	-99
Between 25 and 35 years old	ZAMd0b %	-9	-99
	100%		

ZAMD.1 Since **[insert previous round month]**, how many permanent, full-time workers were newly hired?

Number of newly hired workers	ZAMd1
DON'T KNOW (SPONTANEOUS)	

D.3 Since **[insert previous round month]**, has the total number of this establishment's temporary workers increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)	Don't know
Temporary workers COV3d3b	1	2	3	-9	-99

D.6	Since [insert previous round month] , how many workers have been laid off due to the COVID-19 outbreak?
------------	--

Number workers laid off	COV3d6
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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

D.7	How many of these were female ?
------------	--

Number female workers laid off	COV3d7
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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

ZAMD.2	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?
---------------	---

Share of youth in employees laid off due to COVID-19	ZAMd2
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

D.10	Since [insert previous round month] , how many permanent full time employees had their salary, wages, or benefits reduced due to the COVID-19 outbreak?
-------------	--

Number of employees whose salary, wage and benefits reduced	COV3d10
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ASK ONLY IF D.10 IS GREATER THAN 0

D.11	What was the average percentage reduction in the salary, wage or benefit of this establishments current workers?
-------------	--

Average reduction in salary and benefits	COV3d11
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ZAMD.10	Since [insert round 1 month] , how many full-time permanent employees had their working hours reduced due to the COVID-19 outbreak?
----------------	--

Numbe of workers whose working hours were reduced	ZAMd10
DON'T KNOW (SPONTANEOUS)	-9

ZAMD.11 If this establishment had to hire someone to fill a position for **administrative or professional role**, which of the following categories would be preferred?

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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ZAMd11

ZAMD.12 If this establishment had to hire someone to fill a position for **manual or production role**, which of the following categories would be preferred?

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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ZAMd12

ZAMD.13 In your opinion, which of the following is **the main** constraint to this establishment hiring more young people, that is, workers aged between 15 and 35?

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 ZAMd13x)	6
NO CONSTRAINTS TO HIRING MORE YOUNG PEOPLE (DOES NOT APPLY)	-7
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ZAMd13

ZAMD.14 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)?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO ZAMD.16

GO TO ZAMD.16

Don't know	-99	GO TO ZAMD.16
		ZAMd14

ZAMD.15 On average, how long did the training took to complete?

3 months or less	1
3 to 6 months	2
6 months or above	3
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ZAMd15

ZAMD.16 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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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 [insert previous round month], has/have this establishment's liquidity or cash flow increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)	Don't know
Liquidity or cash flow COV3e1a	1	2	3	-9	-99

ASK ONLY IF COV3E1A = 3

E.2 Since [insert previous round month], 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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV3e2

E.3 Since [insert previous round month], 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	DON'T KNOW (SPON.)	Don't know	DOES NOT APPLY (SPON.)	Does not apply
Its suppliers COV3e3a	1	2	-9	-99	-	-
Its landlords COV3e3b	1	2	-9	-99	-7	-77
The tax authorities COV3e3c	1	2	-9	-99	-	-

E.4 Since **[insert previous round month]**, has this establishment been overdue on its obligations to any financial institution?

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

COV3e4

E.5 Since **[insert previous round month]**, has this establishment filed for insolvency or bankruptcy?

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

COV3e5

E.6 Since **[insert previous round month]**, has this establishment applied for any lines of credit or loans or overdraft facility?

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

GO TO E.8

GO TO E.9a

COV3k16

E.7 What was the **main** reason why this establishment did not apply for any line of credit or loan?

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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV3k17 **GO TO E.9a**

E.8 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?
INTERVIEWER: READ OUT

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV3k20a1

E.9a Since the outbreak of COVID-19, has this establishment applied to restructure any existing liabilities? (changes in terms and/or schedule of payments)

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

GO TO E.10

COV3e9a

E.9b What was the outcome of that application? **INTERVIEWER: READ OUT**

Application was approved, fully or partially	1
Application was rejected	2
Application was withdrawn	3
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9
Application still in process	-66
Don't know	-99

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
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY	-7
Refuse to answer	-88
Don't know	-99
Doesn't apply	-77

COV3e10

F. POLICIES

F.1	Since [insert previous round 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	GO TO F.5a
DON'T KNOW (SPONTANEOUS)	-9	GO TO F.4
Don't know	-99	GO TO F.4
		COV3f1

F.2	Did any of these measures involve any of the following:
------------	---

	Yes	No	DON'T KNOW (SPON)	Don't know
Cash transfers for businesses COV3f2a	1	2	-9	-99
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt COV3f2b	1	2	-9	-99
Access to new credit COV3f2c	1	2	-9	-99
Tax reductions or tax deferrals COV3f2d	1	2	-9	-99
Wage Subsidies COV3f2e	1	2	-9	-99
Support (technical assistance or subsidies) for adoption of digital technologies COV3f2g	1	2	-9	-99
Other (specify COV3f2fx) COV3f2f	1	2	-9	-99

ASK ONLY IF COV3F1 = 3

F.5a 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? **INTERVIEWER: READ OUT**

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

COV3f5a

ASK ONLY IF COV3F5A = 4

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

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

COV3f5b

ZAMF.4 What would be the **MOST** 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 ZAMf4x)	12
DON'T KNOW (SPONTANEOUS)	-9

ZAMf4

F.4	Since [insert previous round month] , 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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV3f4

G. EXPECTATIONS

G.1	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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COVg1

G.2	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	COVg2
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

G.5	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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COVg5

G.3	In how many months is it expected that this establishment's sales will get back to normal?
------------	--

Number of months	COVg3
CURRENT SALES ARE AS NORMAL	0
NEVER	-5
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

G.4	In how many months is it expected that the size of this establishment's workforce will get back to normal?
------------	--

Number of months	COVg4
CURRENT WORKFORCE ARE AS NORMAL	0
NEVER	-5
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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

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

ZAMG.5 Looking ahead to the next **six months**, by what percentage are this establishment's sales expected to change compared to the same period last year?

Expected change in sales	ZAMg5 (in %)
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

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 COVh2a	1	2	-9	-99
Reduced salary for some or all the workforce COVh2b	1	2	-9	-99
Sold some of the establishment's assets COVh2c	1	2	-9	-99
Increased the level of debt (more credit from banks or other institutions) COVh2d	1	2	-9	-99
Converted the production line or services offered COVh2e	1	2	-9	-99
Received government (national or local) support COVh2f	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

INTERVIEW PROTOCOL

ASK ONLY IF MODE = 1 (PHONE - CATI)

A.22 Interviewee was the same person as in baseline survey?

Yes	1
No	2

a22

ASK ONLY IF MODE = 2 (ONLINE)

A.22Online Were you the same respondent as in the recent Enterprise Survey conducted by the World Bank?

Yes	1
No	2

a22online

A.24 Number of minutes the interview lasted

Minutes

a24

ASK ONLY IF MODE = 1 (PHONE - CATI)

A.25 Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

a25

A.26 Interviewer number **a26**