

**COVID 19 Impact ES Follow-up Survey – Round 3: Zimbabwe**  
 The World Bank  
 March 2021

**INSTRUCTIONS (NOT SHOWN): READ ALL QUESTIONS AS WRITTEN. ITEMS MARKED (SPONTANEOUS) SHOULD NOT BE READ AND ARE ADMINISTERED ONLY BY PHONE.**

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

Unique ID (not known to respondent)

**idstd**

Follow-up Survey ID

**idCOV**

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.1** | Participated in Round 1 of the COVID-19 impact survey

Yes	1
No	2

**COV2r1**

**INTERVIEW ALL THE ESTABLISHMENTS EXCEPT THOSE CONFIRMED PERMANENTLY CLOSED THAT HAVE ANSWERED H-SECTION IN WAVE-1. ALL OTHERS, INCLUDING PREVIOUSLY UNOBTAINABLE OR REFUSED, SHOULD BE CONTACTED AND INTERVIEWED.**

**READ THE FOLLOWING TO THE TARGET RESPONDENT, IF COVR1 IS YES AND BY PHONE  
(mode=1)**

**Good [morning/afternoon/evening], I'm calling you from Probe Market Research to thank you for the participation in the first round of the COVID-19 impact survey for the World Bank that we undertook June/July. I hope you received the 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 COVID-19 virus on your establishment since we spoke in June/July.**

**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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<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>COVa20y</b>	<b>COVa20m</b>	<b>COVa20d</b>



<b>Last completed month</b>
<b>COVa20m_1</b>

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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>COVb0</b>

*ASK ONLY IF COV2r1 = 1*

<b>B.1a</b>	Since <b>[insert wave 1 month]</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>COV2b1a</b>

*ASK ONLY IF COV2r1 = 1*

<b>B.1b</b>	For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak since <b>[insert wave 1 month]</b> ?
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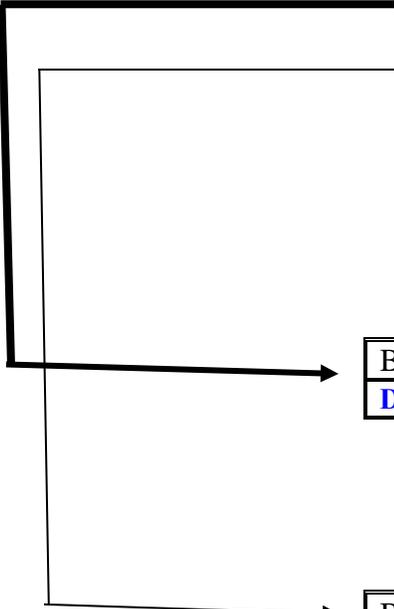
Weeks the establishment was closed	<b>COV2b1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
Decrease	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>COVb2a</b>	

*GO TO QUESTION B.3*

*GO TO QUESTION B.3*



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

	Percent
By what percentage did the sales decrease?	<b>COVb2c</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Percent	<b>DON'T KNOW (SPON.)</b>
National sales	<b>COVb3a</b> %	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>COVb3b</b> %	<b>-9</b>
Direct exports	<b>COVb3c</b> %	<b>-9</b>
	<b>100%</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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	<b>Percent</b>
Capacity utilization	<b>COVc1%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.2</b>	Comparing <b>[insert option]</b> for <b>[insert last completed month]</b> with the same month in 2019, 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>
This establishment's total hours of operations per week <b>COVc2a</b>	1	2	3	<b>-9</b>
The demand for this establishment's products and services <b>COVc2b</b>	1	2	3	<b>-9</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>

**ASK ONLY IF COVc2c = 3**

<b>ZIMC.1</b>	What was the main reason for the disruption in intermediate materials?
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Not available because of lockdown in Zimbabwe and South Africa	1
Not available for reason NOT related to lockdown in Zimbabwe and South Africa	2
Cost increased	3
Lower quality	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMCOVc1**

**ZIMCOVC.2a** Since **February 2020**, 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 <b>ZIMCOVC2ax</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>

**ZIMCOVC2a**

**ZIMC.2** Since **[insert round 1 month]**, has this establishment's imported inputs, raw materials, or finished goods and materials purchased to resell decrease?

Yes	1
No	2
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMC2**

**C.3** Since **February 2020**, did this establishment experience any of the following changes in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

	Yes	No	<b>DON'T KNOW (SPON.)</b>
Introduced new or improved products or services? <b>COV2c3a</b>	1	2	<b>-9</b>
Discontinued the production of some goods or the offering of any services? <b>COV2c3b</b>	1	2	<b>-9</b>

**ZIMCOVC.3** Since **February 2020**, has this establishment invested in any new equipment, software or digital solution in response to COVID-19?

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

**ZIMCOVC3**

**ASK ONLY IF COV2r1 = 1**

**C.4** Since [insert wave 1 month], did this establishment experience any of the following changes in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

	Yes	No	<b>DON'T KNOW (SPON.)</b>
Started or increased business activity online? <b>COV2c4a</b>	1	2	<b>-9</b>
Started or increased delivery or carry-out of goods or services? <b>COV2c4b</b>	1	2	<b>-9</b>
Started or increased remote work arrangement for its workforce? <b>COV2c4c</b>	1	2	<b>-9</b>

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

	<b>Percent</b>
Share of online sales <b>COVc5 %</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	<b>Percent</b>
Share of workforce working remotely <b>COVc6 %</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMC.6** Currently what is the share of this establishment's female employees that are working remotely?

	<b>Percent</b>
Share of workforce working remotely <b>ZIMc6 %</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOESN'T APPLY (FIRM HAS NO FEMALE EMPLOYEES)</b>	<b>-7</b>

**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	<b>COVd1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMCOVD.1** At the end of the last completed month, that is in **[insert last completed month]**, how many part-time employees did this establishment have? Please include all employees and managers  
**(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).**

	Number
Number of part-time employees end of last month	<b>ZIMCOVd1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>DON'T KNOW (SPON.)</b>
Female permanent full-time workers end of last month	<b>COVd2</b>	<b>-9</b>

**ZIMCOVD.2** Since **[insert round 1 month]**, how many permanent, full-time workers were newly hired?

Number of newly hired workers	<b>ZIMCOVd2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	

<b>D.3</b>	Since [insert wave 1 month], 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>
Temporary workers <b>COV2d3b</b>	1	2	3	<b>-9</b>

**ASK ONLY IF COVd1 < COVd0a OR COVD3B = 3**

<b>D.4</b>	Since [insert wave 1 month], how many workers have taken leave for more than 5 days or quit due to illness, childcare interruption, or mobility restrictions linked to the COVID-19 outbreak?
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Number workers that quit or took leave	<b>COV2d4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF D4 IS GREATER THAN 0, OR DON'T KNOW**

<b>D.5</b>	How many of these were <b>female</b> ?
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Number female workers that quit or took leaves	<b>COV2d5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF COVd1 < COVd0a OR COVD3B = 3**

<b>D.6</b>	Since [insert wave 1 month], how many workers have been laid off due to the COVID-19 outbreak?
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Number workers laid off	<b>COV2d6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZIMD.6</b>	In [insert last completed month], how many workers have been laid off due to the COVID-19 outbreak?
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Number workers laid off	<b>ZIMCOVd6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</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>COV2d7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZIMD.8</b>	Since [insert round 1 month], what is the share of permanent full time employees who had their salary, wages, or benefits reduced due to the COVID-19 outbreak?
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Share of employees whose salary, wage and benefits reduced	<b>ZIMd8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMD.8a** In **[insert last completed month]**, how many employees had their salary, wages, or benefits reduced due to the COVID-19 outbreak?

Number of employees whose salary, wage and benefits reduced	<b>ZIMd8a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF ZIMD.8 IS GREATER THAN 0**

**ZIMD.9** What was the average percentage reduction in the salary, wage or benefit of this establishments current workers **since [insert round 1 month]**

	<b>Percent</b>
average reduction in salary and benefitst	<b>ZIMd9 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMD.10** Since **[insert round 1 month]**, how many workers had their working hours reduced due to the COVID-19 outbreak?

Numbe of workers whose working hours were reduced	<b>ZIMd10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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 wave 1 month], 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>
Liquidity or cash flow <b>COV2e1a</b>	1	2	3	<b>-9</b>

**ASK ONLY IF COV2E1A = 3**

**E.2** Since [insert wave 1 month], what has been the main source this establishment has used to deal with cash flow shortages?

Loans from commercial banks without a public guarantee	1
Loan from commercial banks with a public guarantee	2
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies)	3
Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	4
Delaying payments to suppliers or workers	5
Government grants and subsidies	6
Asset disposal	7
Others (e.g, NGOs) (specify <b>COV2e2x</b> )	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2e2**

**ASK ONLY IF COV2E1A = 3**

**ZIME.2** Since [insert round 1 month], what has been the **Second main** source this establishment has used to deal with cash flow shortages?

Loans from commercial banks without a public guarantee	1
Loan from commercial banks with a public guarantee	2
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies)	3
Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	4
Delaying payments to suppliers or workers	5
Government grants and subsidies	6
Asset disposal	7
Others (e.g, NGOs) ((specify <b>ZIMCOVe2x</b> )	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMCOVe2**

**E.3** Since [insert wave 1 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	<b>DON'T KNOW (SPON.)</b>	<b>DOES NOT APPLY (SPON.)</b>
Its suppliers <b>COV2e3a</b>	1	2	<b>-9</b>	-
Its landlords <b>COV2e3b</b>	1	2	<b>-9</b>	<b>-7</b>
The tax authorities <b>COV2e3c</b>	1	2	<b>-9</b>	-

**E.4** Since [insert wave 1 month], 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>

**COV2e4**

**ZIMCOVE.5** Since **February 2020**, has this establishment restructured any of its outstanding liabilities (for example changes in terms and/or schedule of credits or loans)?

Yes	1
No	2
<b>DOES NOT APPLY (NO OUTSTANDING LIABILITIES)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMCOVe5**

**E.6** Since the outbreak of COVID-19, has this establishment applied for any lines of credit or loans or overdraft facility?

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

**GO TO E.8**

**GO TO F.1**

**COV2k16**

**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
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2k17 GO TO F.1**

**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
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2k20a1**

## F. POLICIES

<b>F.1</b>	Since <b>[insert wave 1 month]</b> , has this establishment received any national or local government support in response to the crisis?
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Yes	1	<b>GO TO F.3</b> <b>GO TO F.3</b> <b>COV2f1</b>
No, but expect to receive it in the next 3 months	2	
No	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>ZIMF.1</b>	From which of the following entities was the support (s) obtained?
---------------	--

National Government	1	<b>ZIMCOVf1</b>
Local Government	2	
From both national and state Government	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<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>
Cash transfers for businesses <b>COV2f2a</b>	1	2	<b>-9</b>
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COV2f2b</b>	1	2	<b>-9</b>
Access to new credit <b>COV2f2c</b>	1	2	<b>-9</b>
Tax reductions or tax deferrals <b>COV2f2d</b>	1	2	<b>-9</b>
Wage Subsidies <b>COV2f2e</b>	1	2	<b>-9</b>
Training for digital marketing and selling <b>COV2f2g</b>	1	2	<b>-9</b>
Support (technical assistance or subsidies) for adoption of digital technologies <b>ZIMCOVf2h</b>	1	2	<b>-9</b>
Support (technical assistance or subsidies) for adoption of health protocols <b>ZIMCOVf2i</b>	1	2	<b>-9</b>
Support (technical assistance or subsidies) to improve my marketing and/or repackage my product or introduce new products <b>ZIMCOVf2j</b>	1	2	<b>-9</b>
Support (technical assistance or subsidies) to improve management skills to reduce costs <b>ZIMCOVf2k</b>	1	2	<b>-9</b>
Other (specify <b>COV2f2fx</b> ) <b>COV2f2f</b>	1	2	<b>-9</b>

**ASK ONLY IF COV2F1 = 3 OR -9**

**ZIMF.2** Which of the following options best describe the reason why this establishment did not receive any federal or state level government support in response to the crisis?

I was not aware	1
Too cumbersome or costly to apply	2
I am not eligible	3
I don't expect to get it because I don't have the right connections	4
I have applied but not received it	5
I do not need it	6
Other (specify <b>ZIMf2x</b> )	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMf2**

**ZIMF.3** What would be the **MOST** helpful policy needed 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
Other (specify <b>ZIMf3x</b> )	11
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMf3**

<b>ZIMF.4</b>	What would be the <b>SECOND MOST</b> helpful policy needed to support this business over the COVID-19 crisis?
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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
Other (specify <b>ZIMf4x</b> )	11
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZIMf4</b>
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**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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>

**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	<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>

**ZIMG.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
Remain the same	2
Decrease	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO ZIMG.7a**

**GO TO ZIMG.7a**

**ZIMg5a**

**ZIMG.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	<b>ZIMg5 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMG.5b** On a scale of 1-100, what is the chance you believe that this expected sales changes will happen

Chances of Expected change in sales	<b>ZIMg5b (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMG.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	<b>GO TO ZIMG.7a</b>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO ZIMG.7a</b>
		<b>ZIMg6a</b>

**ZIMG.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	<b>ZIMg6 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**ENUMERATORS, PLEASE READ THE FOLLOWING: AS YOU KNOW, SOMETIMES BUSINESSES DON'T GO AS EXPECTED, GIVEN THAT BUSINESSES CAN GO BETTER OR WORSE. LET US TALK ABOUT THESE POSSIBLE ALTERNATIVE SITUATIONS FOR SALES:**

**ZIMG.7a** In a more optimistic (better) scenario, do you expect that this establishment's sales for the next 6 months will increase, remain the same, or decrease compared to same period last year?

Increase	1	<i>GO TO ZIMG.7b</i>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO ZIMG.7b</i>
		<b>ZIMg7a</b>

**ZIMG.7** By how much will this establishment's sales expected to change compared to the same period last year?

Expected change in sales	<b>ZIMg7 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMG.7b** On a scale of 1-100, what is the chance you believe that optimistic (better) scenario will happen

Chances of Expected change in sales	<b>ZIMg7b (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMG.8a** In a more pessimistic (worst) scenario, do you expect that this establishment's sales for the next 6 months will increase, remain the same, or decrease compared to same period last year?

Increase	1	<i>GO TO ZIMG.8b</i>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO ZIMG.8b</i>
		<b>ZIMg8a</b>

**ZIMG.8** By how much will this establishment's sales expected to change compared to the same period last year?

Expected change in sales	<b>ZIMg8 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMG.8b** On a scale of 1-100, what is the chance you believe that the pessimistic (worst) scenario will happen

Chances of Expected change in sales	<b>ZIMg8b (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZIMG.9</b>	It is said that establishments in <b>Zimbabwe</b> sometimes report only part of their workforce for the purpose of payroll taxes. On average, what percentage of their full-time permanent workers do establishments like this one report?
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	<b>Percent</b>
Percentage of workers reported for the purpose of payroll taxes	<b>ZIMg9%</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO a17x*

*GO TO a17x*

*GO TO a17x*

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

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

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

**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**

Name of the main respondent **a20x**

**A.21** Position of the respondent

Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) <u>  <b>a21x</b>  </u>	10

**a21**

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

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

Yes	1
No	2

**a22**

**A.23** Gender of the respondent

Male	1
Female	2
<b>Refusal (SPONTANEOUS)</b>	<b>-8</b>

**a23**

**A.24** Time interview ended

<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a24y</b>	<b>a24m</b>	<b>a24d</b>

**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	<b>a26</b>
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<b>A.27</b>	Full Firm Contact information	
	Full address	<b>a27ax</b>
	Phone number(s)	<b>a27b</b>
	Email	<b>a27dx</b>