

**ES Follow-up Survey on COVID-19 – Bosnia and Herzegovina**  
**Round 1: February 2021**  
The World Bank Group

**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**

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

Good [morning/afternoon/evening], 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. 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.

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>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>COVb1a</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>COVb1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.2</b>	Comparing this establishment's sales for <b>[insert last completed month]</b> with the same month in 2020, 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>	

  

	<b>Percent</b>	
By what percentage did the sales increase?	<b>COVb2b</b>	%
<b>Don't know (spontaneous)</b>	<b>-9</b>	

  

	<b>Percent</b>	
By what percentage did the sales decrease?	<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>
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 C.1 ONLY IF A0 = 1 (MANUFACTURING)

C.1	In the last completed month, that is in <u>[insert last completed month]</u> , 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	COVc1%
DON'T KNOW (SPONTANEOUS)	-9

C.2	Comparing <u>[insert option]</u> for <u>[insert last completed month]</u> 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	DON'T KNOW (SPONTANEOUS)
This establishment's total hours of operations per week COVc2a	1	2	3	-9
The demand for this establishment's products and services COVc2b	1	2	3	-9
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell COVc2c	1	2	3	-9

C.4	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	DON'T KNOW (SPON.)
Started or increased business activity online? COVc4a	1	2	-9
Started or increased delivery or carry-out of goods or services? COVc4b	1	2	-9
Started or increased remote work arrangement for its workforce? COVc4c	1	2	-9
Introduced new or improved products or services? COVc3a	1	2	-9
Discontinued the production of some goods or the offering of any services? COVc3b	1	2	-9

<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>C.6</b>	Currently what is the share of this establishment's workforce working remotely?
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	<b>Percent</b>
Share of workforce working remotely	<b>COVc6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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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**

<b>D.0a</b>	<p>At the end of December 2019, how many permanent, full-time employees did this establishment employ? Please include all employees and managers</p> <p>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.</p> <p><b>(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).</b></p>
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	Number
Permanent, full-time workers end of December 2019	COVd0a
DON'T KNOW (SPONTANEOUS)	-9

<b>D.0b</b>	At the end of December 2019, in this establishment how many permanent, full-time workers were <u>female</u> ?
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	Number	DON'T KNOW (SPON.)
Female permanent full-time workers end of December 2019	COVd0b	-9

<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	COVd1
DON'T KNOW (SPONTANEOUS)	-9

<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 <u>female</u> ?
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	Number	DON'T KNOW (SPON.)
Female permanent full-time workers end of last month	COVd2	-9

<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>
Temporary workers <b>COVd3b</b>	1	2	3	<b>-9</b>

<b>D.4</b>	Since the outbreak of COVID-19, 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>COVd4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK D5 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>COVd5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</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>COVd6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



**ASK D7 ONLY IF D6 IS GREATER THAN 0, OR DON'T KNOW**

<b>D.7</b>	How many of these were <u>female</u> ?
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Number female workers laid off	<b>COVD7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.8</b>	Since the outbreak of COVID-19, how many workers have been furloughed? <b>[insert equivalent local term for furlough]</b>
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Number workers put on furlough <b>[insert equivalent local term for furlough]</b>	<b>COVD8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO D.10**

**ASK D9 ONLY IF D8 IS GREATER THAN 0, OR DON'T KNOW**

<b>D.9</b>	How many of these were <u>female</u> ?
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Number female workers put on furlough <b>[insert equivalent local term for furlough]</b>	<b>COVD9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</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>COV2d10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK D11 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 since the outbreak of COVID-19?
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Average reduction in salary and benefits	<b>COV2d11</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 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	DON'T KNOW (SPON.)
Liquidity or cash flow <b>COVe1a</b>	1	2	3	-9

### ASK ONLY IF COVE1A = 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
None of the above	6
DON'T KNOW (SPONTANEOUS)	-9

**COVe2**

**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	DON'T KNOW (SPON.)	DOES NOT APPLY (SPON.)
Its suppliers <b>COVe3a</b>	1	2	-9	-
Its landlords <b>COVe3b</b>	1	2	-9	-7
The tax authorities <b>COVe3c</b>	1	2	-9	-

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

**COVe4**

<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>

**COVe5**

<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	<b>GO TO E.8</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.1</b>
		<b>COV2k16</b>

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

**COV2k17** **GO TO F.1**

<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>

**COV2k20a1**

## F. POLICIES

<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.3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.3</b>
		<b>COVf1</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>COVf2a</b>	1	2	<b>-9</b>
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COVf2b</b>	1	2	<b>-9</b>
Access to new credit <b>COVf2c</b>	1	2	<b>-9</b>
Tax reductions or tax deferrals <b>COVf2d</b>	1	2	<b>-9</b>
Wage Subsidies <b>COVf2e</b>	1	2	<b>-9</b>
Support (technical assistance or subsidies) for adoption of digital technologies <b>COVf2g</b>	1	2	<b>-9</b>
Other (specify <b>COVf2fx</b> ) <b>COVf2f</b>	1	2	<b>-9</b>

<b>F.3</b>	What would be the most needed government measures to support this business over the COVID-19 crisis?
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Cash transfers for businesses	1	
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt	2	
Access to new credit	3	
Tax reductions or tax deferrals	4	
Wage Subsidies	5	
Support (technical assistance or subsidies) for adoption of digital technologies	6	
Other (specify <b>COV2f3x</b> ) <b>COV2f3</b>	7	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>COV2f3</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.)
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Increase	1
Remain the same	2
Decrease	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2f4**

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**G. EXPECTATIONS**

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

<b>COVg1</b>
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<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?
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Weeks the establishment would remain open	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<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>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>

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

## H. INFORMATION ON PERMANENTLY CLOSED ESTABLISHMENTS

<b>H.1a</b>	When did this establishment close?
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Year	Month	DON'T KNOW (SPONTANEOUS)
COVh1ay	COVh1am	-9

<b>H.2</b>	Did this establishment implement any of the following measures before permanently closing: <b>INTERVIEWER: READ OUT</b>
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		Yes	No	DON'T KNOW (SPON)
Laid off some of the workforce	COVh2a	1	2	-9
Reduced salary for some or all the workforce	COVh2b	1	2	-9
Sold some of the establishment's assets	COVh2c	1	2	-9
Increased the level of debt (more credit from banks or other institutions)	COVh2d	1	2	-9
Converted the production line or services offered	COVh2e	1	2	-9
Received government (national or local) support	COVh2f	1	2	-9

<b>H.3</b>	Is it expected that this establishment will re-open in the future?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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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Name of the main respondent		<b>a20x</b>
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Position of the respondent		<b>a21x</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.23</b>	Gender of the respondent
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Male	1	
Female	2	
<b>Refusal (SPONTANEOUS)</b>	<b>-8</b>	

**a23**

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

**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	<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>