

**ES Follow-up Survey on COVID-19 – Jordan**  
**Wave 1: July 2020**  
The World Bank Group

**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

**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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<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>

**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	
<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.0a** For how many more weeks this establishment can remain open in the current circumstances?

Weeks the establishment would remain open	<b>JCOVb0a</b>
<b>INDEFINITELY</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**B.1a** Did this establishment close temporarily due to the COVID-19 outbreak?

Yes	1	
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>COVb1a</b>

**B.1b** For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?

Weeks the establishment was closed	<b>COVb1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</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>Don't know</b>	<b>-99</b>
<b>COVb2a</b>	

*GO TO B.3*

*GO TO B.3*

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

	<b>Percent</b>	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Sales to Jordanian Government	<b>JCOVb3a1</b> %	<b>-9</b>	<b>-99</b>
Other National sales	<b>JCOVb3a2</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.4</b>	In that month, has this establishment had delayed payments of more than one week from: <b>INTERVIEWER: READ OUT</b>
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Use appropriate skip patterns from b3 above to populate N/A values

	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
From Government Contracts <b>JCOVb4a</b>	1	2	<b>-9</b>	<b>-99</b>
From Domestic Customers <b>JCOVb4b</b>	1	2	<b>-9</b>	<b>-99</b>
From International Customers <b>JCOVb4c</b>	1	2	<b>-9</b>	<b>-99</b>

**C. PRODUCTION**

<b>C.3</b>	Has this establishment adjusted or converted, partially or fully, its production or the services it offers in response to the COVID-19 outbreak?
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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>

**COVc3**

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

<b>C.1</b>	In the last 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>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 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>	<b>Don't know</b>
This establishment's total hours worked 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>

**C.4** 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>	<b>Don't know</b>
Started or increased business activity online? <b>COVc4a</b>	1	2	<b>-9</b>	<b>-99</b>
Started or increased delivery or carry-out of goods or services? <b>COVc4b</b>	1	2	<b>-9</b>	<b>-99</b>
Started or increased remote work arrangement for its workforce? <b>COVc4c</b>	1	2	<b>-9</b>	<b>-99</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>
<b>Don't know</b>	<b>-99</b>

**C.7** Has this establishment used technology (e.g. internet, online social media, specialized apps, or digital platforms) in response to COVID-19 outbreak?

Yes. It started	1	
Yes. It increased	2	
No	3	<b>GO TO C.9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.9</b>
<b>Don't know</b>	<b>-99</b>	<b>GO TO C.9</b>

**JCOVC7**

**C.8** For which of the following business functions has this establishment used technology in response to COVID-19 outbreak?  
**INSTRUCTION: CHOOSE ALL OPTIONS THAT APPLY**

	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Management <b>JCOVc8a</b>	1	2	<b>-9</b>	<b>-99</b>
Marketing <b>JCOVc8b</b>	1	2	<b>-9</b>	<b>-99</b>
Making or receiving payments <b>JCOVc8c</b>	1	2	<b>-9</b>	<b>-99</b>

**C.9** What is the current share of sales of this establishment using external digital platforms, apps, or own website?

	<b>Percent</b>
Percent of sales on digital platform	<b>JCOVc9 %</b>
No sales on digital platforms	0
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**GO TO C.11**

**C.10** In the last 30 days, has the share of sales of this establishment using digital platforms increased or decreased?

Increased	1
Decreased	2
Remained the same	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**JCOVc10**

**C.11** 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>
<b>Don't know</b>	<b>-99</b>

**JCOVc11**

**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.0a** 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.

**(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).**

	Number
Permanent, full-time workers end of December 2019	<b>COVd0a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**D.0b** At the end of December 2019, 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 December 2019	<b>COVd0b</b>	<b>-9</b>	<b>-99</b>

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

**(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).**

	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>

**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	<b>COVd2</b>	<b>-9</b>	<b>-99</b>

**D.3** Since the outbreak of COVID-19, has the total number of this establishment's [insert option](#) increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Permanent workers <b>COVd3a</b>	1	2	3	<b>-9</b>	<b>-99</b>
Temporary workers <b>COVd3b</b>	1	2	3	<b>-9</b>	<b>-99</b>

**ASK ONLY IF D3A = 3 OR D3B = 3**

**D.4** 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 other mobility restrictions linked to the COVID-19 outbreak?

Number workers that quit or took leave	<b>COVd4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ASK ONLY IF D3A = 3 OR D3B = 3**

**D.6** Since the outbreak of COVID-19, how many workers have been laid off due to the COVID-19 outbreak?

Number workers laid off	<b>COVd6</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**

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

Number female workers laid off	<b>COVd7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**D.10** Since the outbreak of COVID-19, have you reduced salaries for some or all workers salaries?

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

**JCOVd10**

**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 [insert option] increased, remained the same, or decreased? **INTERVIEWER: READ OUT**

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Cash flow availability <b>COVe1a</b>	1	2	3	<b>-9</b>	<b>-99</b>
Sales on credit <b>COVe1b</b>	1	2	3	<b>-9</b>	<b>-99</b>
Purchases on credit <b>COVe1c</b>	1	2	3	<b>-9</b>	<b>-99</b>

**ASK ONLY IF EIA = 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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**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	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Its suppliers <b>COVe3a</b>	1	2	<b>-9</b>	<b>-99</b>
The tax authorities <b>COVe3c</b>	1	2	<b>-9</b>	<b>-99</b>
Payroll and staff salaries <b>JCOVe3d</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?
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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>

<b>COVe4</b>
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<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>

<b>COVe5</b>
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**F. POLICIES**

**F.1** Since the outbreak of COVID-19, 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	<i>GO TO F.3</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO F.3</i>
<b>Don't know</b>	<b>-99</b>	<i>GO TO F.3</i>

**COVf1**

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

	Yes	No	DON'T KNOW (SPON)	Don't know
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COVf2b</b>	1	2	-9	-99
Access to new credit through government supported programs <b>COVf2c</b>	1	2	-9	-99
Fiscal exemptions or reductions <b>COVf2d</b>	1	2	-9	-99
Wage Subsidies <b>COVf2e</b>	1	2	-9	-99
Other (specify <b>COVf2fx</b> ) <b>COVf2f</b>	1	2		

**F.3** What would be the most needed policies to support this business over the COVID-19 crisis?  
**CONDITION: Choose up to three options**

	Yes	No	DON'T KNOW (SPON)	Don't know
Working capital and fixed costs (grants), including wage subsidies <b>JCOVf3a</b>	1	2	-9	-99
Deferral of rent, mortgage, or utilities <b>JCOVf3b</b>	1	2	-9	-99
Access to new credit/ loans <b>JCOVf3c</b>	1	2	-9	-99
Fiscal exemptions or reductions <b>JCOVf3d</b>	1	2	-9	-99
Tax deferral <b>JCOVf3e</b>	1	2	-9	-99
Other (specify <b>JCOVf3fx</b> ) <b>JCOVf3f</b>	1	2		

<b>F.4</b>	<b>To what extent do you agree with the following statements (strongly agree, agree, disagree, strongly disagree)</b>
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>(SPONTANEOUS)</b>	
					<b>DON'T KNOW</b>	<b>Refusal</b>
In general, the legislations affecting my business are stable <b>JCOVf4a</b>	1	2	3	4	<b>-9</b>	<b>-8</b>
In general, changes to the legislations affecting my business are predictable <b>JCOVfb</b>	1	2	3	4	<b>-9</b>	<b>-8</b>
Legislations (laws, bylaws, instructions) are easy to find and access <b>JCOVf4c</b>	1	2	3	4	<b>-9</b>	<b>-8</b>
Legislations and compliance requirements are applied uniformly <b>JCOVf4d</b>	1	2	3	4	<b>-9</b>	<b>-8</b>

<b>F.5</b>	Over the last three months, did this establishment submit an application to obtain any kind of permit from the government? For example, a utility connection, construction permit, import license or operating license
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Yes	1	
No	2	<b>GO TO G.1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO G.1</b>
		<b>JCOVf5</b>

<b>F.6</b>	In reference to the most recent application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?
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	<b>Days</b>
Wait for service <b>JCOVf6</b>	
<b>ONE DAY OR LESS</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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>
<b>Don't know</b>	<b>-99</b>

**COVg1**

**G.3** In how many months is it expected that this establishment's sales will get back to normal (pre-covid status)?

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>

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

Number of months	<b>COVg4</b>
<b>CURRENT WORKFORCE IS 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>

**G.5** Is it expected that this establishment will INCREASE the number of permanent FULL-time workers employed 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>

**JCOVg5**

<b>G.6</b>	Is it expected that this establishment will INCREASE the number of permanent PART-time workers employed in the next 6 months?
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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>

**JCOVg6**

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

**H. INFORMATION ON 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**

**INTERVIEW PROTOCOL**

Name of the main respondent a20x

Position of the respondent a21x

**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.23** Gender of the respondent

Male	1
Female	2
Refusal (SPONTANEOUS)	-8

a23

**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

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