

COVID 19 Impact ES Follow-up Survey – Mongolia
The World Bank
Round 2: February 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

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 |

COVR1

INTERVIEW ALL THE ESTABLISHMENTS EXCEPT THOSE CONFIRMED PERMANENTLY CLOSED THAT HAVE ANSWERED H-SECTION IN ROUND-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 [Insert name of the contractor] to thank you for your recent participation in the World Bank's Enterprise Survey. 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.

SHOW THE FOLLOWING TO THE RESPONDENT, IF COVR1 IS YES AND ONLINE (mode=2)

Hello from [Insert name of the contractor]. We would like to thank you for your recent participation in the World Bank's Enterprise Survey. By now, you should have received a 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 |
|--|-----------------------|

| Year | Month | Day |
|----------|----------|----------|
| COV2a20y | COV2a20m | COV2a20d |



| Last completed month |
|----------------------|
| COV2a20m_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> |
| | | COV2b0 |

| | |
|-------------|---|
| B.1a | 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> |
| | | COV2b1aR2 |

| | |
|-------------|---|
| 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 | COV2b1bR2 |
| 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 | <i>GO TO QUESTION B.2a2</i> |
| Remain the same | 2 | |
| Decrease | 3 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION B.2a2</i> |
| Don't know | -99 | <i>GO TO QUESTION B.2a2</i> |
| COV2b2a | | |

| | |
|--|------------------|
| | Percent |
| By what percentage did the sales increase? | COV2b2b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|--|------------------|
| | Percent |
| By what percentage did the sales decrease? | COV2b2c % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|--------------|---|
| B.2a2 | Comparing this establishment's sales for July with the same month in 2019, did sales increase, remain the same, or decrease? |
|--------------|---|

| | | |
|---------------------------------|------------|---------------------------|
| Increase | 1 | <i>GO TO QUESTION B.3</i> |
| Remain the same | 2 | |
| Decrease | 3 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION B.3</i> |
| Don't know | -99 | <i>GO TO QUESTION B.3</i> |
| COV2b2a2a | | |

| | |
|--|--------------------|
| | Percent |
| By what percentage did the sales increase? | COV2b2a2b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|--|--------------------|
| | Percent |
| By what percentage did the sales decrease? | COV2b2a2c % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------|--|
| 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 | COV2b3a % | -9 | -99 |
| Indirect exports (sold domestically to third party that exports products) | COV2b3b % | -9 | -99 |
| Direct exports | COV2b3c % | -9 | -99 |
| | 100% | | |

| | |
|----------------------|---|
| BPSCO V6a | In fiscal year 2019, what were this establishment's total annual sales for all products and services? |
|----------------------|---|

| | Number | DON'T KNOW (SPON.) | Don't know |
|---------------------|-----------------|-----------------------------------|-----------------------|
| Total sales in 2019 | BPSCOV6a | -9 | -99 |

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 | COV2c1% |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------|---|
| C.2 | Comparing [insert option] for [insert last completed month] with the same month in 2019, 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 operation per week COV2c2a | 1 | 2 | 3 | -9 | -99 |
| The demand for this establishment's products and services COV2c2b | 1 | 2 | 3 | -9 | -99 |
| This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell COV2c2c | 1 | 2 | 3 | -9 | -99 |

| | |
|------------|---|
| C.3 | Since the outbreak of Covid-19, 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? COV2c3aR2 | 1 | 2 | -9 | -99 |
| Discontinued the production of some goods or the offering of any services? COV2c3bR2 | 1 | 2 | -9 | -99 |

| | |
|------------------|---|
| BPSCO V5d | Since the outbreak of Covid-19, 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 |
| Don't know | -99 |

BPSCOV5d

| | |
|------------|---|
| C.4 | Since the outbreak of Covid-19, 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? COV2c4aR2 | 1 | 2 | -9 | -99 |
| Started or increased delivery or carry-out of goods or services? COV2c4bR2 | 1 | 2 | -9 | -99 |
| Started or increased remote work arrangement for its workforce? COV2c4cR2 | 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 | COV2c5 % |
| 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 | COV2c6 % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------------|--|
| BPSCO V7a | In the last completed month, that is in [insert last completed month] , did this establishment have to cancel any sale orders because there were no inputs for production (they were delayed or interrupted)? |
|------------------|--|

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

BPSCOV7a

ASK IF BPSCOV7a = 1

| | |
|------------------|--|
| BPSCO V7b | What is the percentage of monthly sales that those cancelled transactions represent? |
|------------------|--|

| | Percent |
|----------------------------------|----------------------|
| Share of monthly sales cancelled | BPSCOV7b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------------|--|
| BPSCO V7c | Since the outbreak of Covid-19, what has been the main adjustment by this establishment when essential inputs have been delayed or interrupted? 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 BPSCOV7cx) | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |
| DOES NOT APPLY (ESSENTIAL INPUTS HAVE NOT BEEN DELAYED OR INTERRUPTED) | -7 |
| Does not apply | -77 |

BPSCO V7c

| | |
|------------------|---|
| BPSCO V5k | In the last completed month, that is in [insert last completed month] , has the competition in this establishment sector of activity increased, remained the same, or decreased? |
|------------------|---|

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

**BPSCO
V5k**

ASK IF BPSCOV5K = 1

| | |
|--------------------|--|
| BPSCO V5k_1 | Which option best describes the reason why competition increased in this establishment's sector? INTERVIEWER: READ OUT |
|--------------------|--|

| | |
|---------------------------------|------------|
| There are more competitors | 1 |
| There is less demand | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

**BPSCO
V5k_1**

ASK IF BPSCOV5K = 3

| | |
|--------------------|--|
| BPSCO V5k_2 | Which option best describes the reason why competition decreased in this establishment's sector? INTERVIEWER: READ OUT |
|--------------------|--|

| | |
|---------------------------------|------------|
| There are fewer competitors | 1 |
| There is more demand | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

**BPSCO
V5k_2**

| | |
|------------------|---|
| BPSCO V5i | Since the outbreak of Covid-19, which option best describes what happened to the price of this establishment's main product or service, which is the product or service that accounts for the largest share of the revenue of this establishment at the time of the interview? INTERVIEWER: READ OUT |
|------------------|---|

| | |
|---|------------|
| The price of the product or service has increased | 1 |
| The price of the product or service has not changed | 2 |
| The price of the product or service has decreased | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

**BPSCO
V5i**

ASK IF BPSCOV5i = 1

| | |
|--------------------|---|
| BPSCO V5i1a | By what percentage did the price of the main product or service increase? |
|--------------------|---|

| | |
|---------------------------------|--------------------------------|
| | Percent |
| Price increase | BPSCOV5i1 a % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

ASK IF BPSCOV5i = 3

| | |
|--------------------|---|
| BPSCO V5i1b | By what percentage did the price of the main product or service decrease? |
|--------------------|---|

| | |
|---------------------------------|--------------------------------|
| | Percent |
| Price decrease | BPSCOV5i1 b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------------|---|
| BPSCO V5j | Think about the cost of one more unit of the product or service that accounts for the largest share of revenue of this establishment at the time of the interview. Since the outbreak of Covid-19, which option best describes what happened to the cost of this product or service? INTERVIEWER: READ OUT |
|------------------|---|

| | |
|--|------------|
| The cost of the product or service has increased | 1 |
| The cost of the product or service has not changed | 2 |
| The cost of the product or service has decreased | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

BPSCO V5j

ASK IF BPSCOV5j = 1

| | |
|--------------------|--|
| BPSCO V5j1a | By what percentage did the cost of the main product or service increase? |
|--------------------|--|

| | |
|---------------------------------|--------------------------------|
| | Percent |
| Cost increase | BPSCOV5j 1a % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

ASK IF BPSCOV5j = 3

| | |
|------------------------|--|
| BPSCO V5j1b | By what percentage did the cost of the main product or service decrease? |
|------------------------|--|

| | |
|---------------------------------|--------------------------|
| | Percent |
| Cost decrease | BPSCOV5j 1b % |
| 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

ASK ONLY IF COVR1= 2

| | |
|-------------|---|
| 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 | COV2d0a |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

ASK ONLY IF COVR1 = 2

| | |
|-------------|---|
| D.0b | At the end of December 2019, in this establishment how many permanent, full-time workers were <u>female</u> ? |
|-------------|---|

| | Number | DON'T KNOW (SPON.) | Don't know |
|---|---------|--------------------|------------|
| Female permanent full-time workers end of December 2019 | COV2d0b | -9 | -99 |

| | |
|------------|--|
| 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 | COV2d1 |
| 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 <u>female</u> ? |
|------------|--|

| | Number | DON'T KNOW (SPON.) | Don't know |
|--|--------|--------------------|------------|
| Female permanent full-time workers end of last month | COV2d2 | -9 | -99 |

| | |
|-------------|--|
| D.1a | Thinking back at the end of July , 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 | COV2d1a |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|-------------------|---|
| BPSCO V1d1 | Since the outbreak of COVID-19, how many permanent, full-time workers were newly hired? |
|-------------------|---|

| | |
|---------------------------------|---------------------|
| Number of newly hired workers | BPSCOV 1d1R2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------|--|
| D.3 | Since the outbreak of COVID-19, 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 COV2d3bR2 | 1 | 2 | 3 | -9 | -99 |

| | |
|------------|--|
| 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 mobility restrictions linked to the COVID-19 outbreak? |
|------------|--|

| | |
|--|-----------------|
| Number workers that quit or took leave | COV2d4R2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

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

| | |
|------------|--|
| D.5 | How many of these were female ? |
|------------|--|

| | |
|--|-----------------|
| Number female workers that quit or took leaves | COV2d5R2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------|---|
| 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 | COV2d6R2 |
| 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 | COV2d7R2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------|---|
| D.8 | Since the outbreak of COVID-19, how many workers have been furloughed? [insert equivalent local term for furlough] |
|------------|---|

| | |
|---|-----------------|
| Number workers put on furlough [insert equivalent local term for furlough] | COV2d8R2 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Does not apply | -77 |
| Don't know | -99 |

GO TO D.10

GO TO D.10

ASK ONLY IF D.8 IS GREATER THAN 0 OR DON'T KNOW

| | |
|------------|--|
| D.9 | How many of these were female ? |
|------------|--|

| | |
|--|-----------------|
| Number female workers put on furlough [insert equivalent local term for furlough] | COV2d9R2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|-------------|---|
| D.10 | 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? |
|-------------|---|

| | |
|--|----------------|
| Number employees whose salary, wage and benefits reduced | COV2d10 |
| 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 since the outbreak of COVID-19? |
|-------------|---|

| | |
|--|----------------|
| Average reduction in salary and benefits | COV2d11 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|-----------------------|---|
| BPSCO V1d5 | Since the outbreak of COVID-19, how many workers had their hours reduced? |
|-----------------------|---|

| | |
|-----------------------------------|-------------------------|
| Number workers with hours reduced | BPSCOV 1d5R2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

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.) | Don't know |
|--|-----------|-------------------|-----------|--------------------|------------|
| Liquidity or cash flow COV2e1aR2 | 1 | 2 | 3 | -9 | -99 |

ASK ONLY IF COV2E1A = 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 |
| Don't know | -99 |

COV2e2R2

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.) | Don't know | DOES NOT APPLY (SPON.) | Does not apply |
|---|-----|----|--------------------|------------|------------------------|----------------|
| Its suppliers COV2e3aR2 | 1 | 2 | -9 | -99 | - | - |
| Its landlords COV2e3bR2 | 1 | 2 | -9 | -99 | -7 | -77 |
| The tax authorities COV2e3cR2 | 1 | 2 | -9 | -99 | - | - |

| | |
|------------|--|
| E.4 | Since the outbreak of COVID-19, 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 |

COV2e4R2

| | |
|------------|--|
| E.5 | Since the outbreak of COVID-19, has this establishment filed for insolvency or bankruptcy? |
|------------|--|

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

COV2e5R2

| | |
|------------------|--|
| BPSCOV2g2 | Since the outbreak of COVID-19, 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 |
| DOES NOT APPLY (NO OUTSTANDING LIABILITIES) | -7 |
| Does not apply (no outstanding liabilities) | -77 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

BPSCOV2g2

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

GO TO E.8

GO TO BPSCOV6e1

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

COV2k17 *GO TO BPSCOV6e1*

| | |
|------------|--|
| 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 |

COV2k20a1

| | |
|-------------------|--|
| BPSCO V6e1 | What was the total amount of this establishment's debts on January 1 2020? |
|-------------------|--|

| | Number | DON'T KNOW (SPON.) | Don't know |
|-------------------------------|------------------|---------------------------|-------------------|
| Total debts on January 1 2020 | BPSCOV6e1 | -9 | -99 |

| | |
|------------------|--|
| BPSCO Ve2 | What was the total amount of this establishment's debts on September 1 2020? |
|------------------|--|

| | Number | DON'T KNOW (SPON.) | Don't know |
|---------------------------------|-----------------|---------------------------|-------------------|
| Total debts on September 1 2020 | BPSCOVe2 | -9 | -99 |

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 | GO TO F.2 |
| No, but expect to receive it in the next 3 months | 2 | GO TO F.2 |
| No | 3 | GO TO BPSCOV4d |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO F.3 |
| Don't know | -99 | GO TO F.3 |
| | | COV2f1R2 |

| | |
|------------------|--|
| BPSCO V4d | Which of the following options best describe the reason why this establishment did not receive any national or local government measures issued in response to the crisis? |
|------------------|--|

| | | |
|--|------------|------------------|
| Not aware | 1 | |
| Too cumbersome or costly to apply | 2 | |
| Not eligible | 3 | |
| Do not expect to get it because of lacking right connections | 4 | |
| Applied but not received it | 5 | |
| No need of support | 6 | |
| Other (specify BPSCOV4dx) | 7 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| Don't know | -99 | |
| | | BPSCO V4d |

ASK ONLY IF COV2f1R2 = 1 OR COV2f1R2 = 2

| | |
|------------|---|
| 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 COV2f2aR2 | 1 | 2 | -9 | -99 |
| Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt COV2f2b R2 | 1 | 2 | -9 | -99 |
| Access to new credit COV2f2cR2 | 1 | 2 | -9 | -99 |
| Tax reductions or tax deferrals COV2f2dR2 | 1 | 2 | -9 | -99 |
| Wage Subsidies COV2f2eR2 | 1 | 2 | -9 | -99 |
| Support (technical assistance or subsidies) for adoption of digital technologies COV2f2gR2 | 1 | 2 | -9 | -99 |
| Other (specify COV2f2fxR2) COV2f2fR2 | 1 | 2 | | |

| | |
|------------|---|
| F.3 | What would be the most needed government measures to support this business over the COVID-19 crisis? INTERVIEWER: READ OUT |
|------------|---|

| | |
|--|------------|
| 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 COV2f3x) COV2f3 | 7 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

COV2f3

| | |
|------------|--|
| F.4 | 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 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

COV2f4

F.2 HEALTH PROTOCOLS

| | |
|-------------------|---|
| BPSCO V5k1 | Is this establishment aware of any the protocols and preventive measures to minimize the risk of contagion for COVID-19 in the workplace? |
|-------------------|---|

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

BPSCO V5k1

| | |
|-------------------|--|
| BPSCO V5k2 | Is this establishment implementing any protocols and preventive measures for COVID-19? |
|-------------------|--|

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

BPSCO V5k2

ASK ONLY IF BPSCOV5K2 = 1

| | |
|-------------------|---|
| BPSC OV5k3 | Which of the following measures has this establishment taken to minimize the risk of contagion for COVID-19? INSTRUCTION: CHOOSE ALL THAT APPLY |
|-------------------|---|

| | Yes | No | DON'T KNOW (SPON) | Don't know |
|--|-----|----|--------------------------|-------------------|
| Health protocols for workers (e.g. temperature measurement and protective equipment such as mask and training on new protocols) BPSCOV5k3a | 1 | 2 | -9 | -99 |
| Modification in workers' shift and flexibilization of working arrangement BPSCOV5k3b | 1 | 2 | -9 | -99 |
| Health protocols for customers (e.g. temperature measurement and protective equipment such as mask) BPSCOV5k3c | 1 | 2 | -9 | -99 |
| Change the layout of the establishment to adjust with social distance (e.g. installation of signaling material, spacing of furniture or equipment, or protection barriers) BPSCOV5k3d | 1 | 2 | -9 | -99 |
| Adoption of alternative payment methods (contactless) BPSCOV5k3e | 1 | 2 | -9 | -99 |
| Other (specify BPSCOV5k3fx) BPSCOV5k3f | 1 | 2 | | |

ASK ONLY IF BPSCOV5K2 = 1

| | |
|-----------------------|---|
| BPSCO V5k4 | Since the outbreak of Covid-19, how much did this establishment invest to implement these COVID-19 prevention measures? |
|-----------------------|---|

| | |
|----------------------------------|-----------------------|
| Investment (local currency unit) | BPSCOV 5k4 |
| No Investment | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

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 |

COV2g1

| | |
|------------|---|
| 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 | COV2g2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|-------------------|---|
| BPSCO V2g1 | And for how many additional weeks this establishment could continue paying all costs and payments (such as payroll, suppliers, taxes or loan repayment) relying on external sources of finance that this establishment has access to? |
|-------------------|---|

| | |
|---|-----------------|
| Weeks the establishment would remain open relying on external sources | BPSCOV2g |
| DON'T KNOW (SPONTANEOUS) | 1 |
| Don't know | -9 |
| Don't know | -99 |

INTERVIEWER: IN THE FOLLOWING QUESTIONS, IF THE FIRST ANSWER IS DON'T KNOW, TRY TO ELICIT AN ANSWER ACCORDING TO THE PROVIDED CATEGORIES

| | |
|--------------------|--|
| BPSCO V3a_1 | Looking ahead to the next 6 months, do you expect that the sales of this establishment will increase, decrease, or remain the same, compared to the same period last year? |
|--------------------|--|

| | |
|---------------------------------|------------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

BPSCO V3a_1

ASK IF BPSCOV3a_1 = 1

| | |
|-------------------------|-----------------------|
| BPSCO V3a_1a | Increase by how much? |
|-------------------------|-----------------------|

| | |
|---------------------------------|---------------------------|
| | Percent |
| % increase | BPSCOV3a _1a % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

ASK IF BPSCOV3a_1 = 3

| | |
|-------------------------|-----------------------|
| BPSCO V3a_1b | Decrease by how much? |
|-------------------------|-----------------------|

| | |
|---------------------------------|---------------------------|
| | Percent |
| % decrease | BPSCOV3a _1b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

INSTRUCTION: As you know, sometimes businesses don't go as we expect, given that businesses can go better or worse, let us talk about these possible alternative situations:

| | |
|------------------------|---|
| BPSCO V3a_2 | Thinking to a more optimistic (better) scenario, looking ahead to the next 6 months, do you expect that the sales of this establishment will increase, decrease, or remain the same, compared to the same period last year? |
|------------------------|---|

| | |
|---------------------------------|------------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

**BPSCO
V3a_2**

ASK IF BPSCOV3a_2 = 1

| | |
|-------------------------|-----------------------|
| BPSCO V3a_2a | Increase by how much? |
|-------------------------|-----------------------|

| | |
|------------|---------------------------|
| | Percent |
| % increase | BPSCOV3a _2a % |

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

ASK IF BPSCOV3a_1 = 3

| | |
|-------------------------|-----------------------|
| BPSCO V3a_2b | Decrease by how much? |
|-------------------------|-----------------------|

| | |
|---------------------------------|---------------------------|
| | Percent |
| % decrease | BPSCOV3a _2b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------------------|---|
| BPSCO V3a_3 | Thinking to a more pessimistic (worse) scenario, looking ahead to the next 6 months, do you expect that the sales of this establishment will increase, decrease, or remain the same, compared to the same period last year? |
|------------------------|---|

| | |
|---------------------------------|------------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

**BPSCO
V3a_3**

ASK IF BPSCOV3a_3 = 1

| | |
|-------------------------|-----------------------|
| BPSCO V3a_3a | Increase by how much? |
|-------------------------|-----------------------|

| | |
|---------------------------------|---------------------------|
| | Percent |
| % increase | BPSCOV3a _3a % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

ASK IF BPSCOV3a_3 = 3

| | |
|-------------------------|-----------------------|
| BPSCO V3a_3b | Decrease by how much? |
|-------------------------|-----------------------|

| | |
|---------------------------------|---------------------------|
| | Percent |
| % decrease | BPSCOV3a _3b % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

| | |
|------------------------|---|
| BPSCO V3a_L | Thinking about these three scenarios (neutral, more optimistic, and more pessimistic) and considering a total probability of 100%, what is the chance (probability) that each of these 3 scenarios will happen? |
|------------------------|---|

| | Percent | DON'T KNOW (SPON.) | Don't know |
|-----------------------------------|----------------------|-------------------------------|-------------------|
| Neutral scenario | BPSCOV3a_La % | -9 | -99 |
| More optimistic (better) scenario | BPSCOV3a_Lb % | -9 | -99 |
| More pessimistic (worse) scenario | BPSCOV3a_Lc % | -9 | -99 |
| | 100% | | |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

**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) |
|----------|----------|-----------------------------|
| COV2h1ay | COV2h1am | -9 |

H.1b What was the main reason to close the business?

| | |
|--|-----|
| Insufficient demand | 1 |
| Not enough cash to pay for costs | 2 |
| No access to external finance to pay for costs | 3 |
| Problem in accessing inputs | 4 |
| Health concerns among staff and customers | 5 |
| Other (specify COV2h1bx) | 7 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| Don't know | -99 |

COV2h1b

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 COV2h2a | 1 | 2 | -9 | -99 |
| Reduced salary for some or all the workforce COV2h2b | 1 | 2 | -9 | -99 |
| Sold some of the establishment's assets COV2h2c | 1 | 2 | -9 | -99 |
| Increased the level of debt (more credit from banks or other institutions) COV2h2d | 1 | 2 | -9 | -99 |
| Converted the production line or services offered COV2h2e | 1 | 2 | -9 | -99 |
| Received government (national or local) support COV2h2f | 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 |

COV2h3

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

| A.27 | Full Firm Contact information | |
|------|-------------------------------|-------|
| | Full address | a27ax |
| | Phone number(s) | a27b |
| | Email | a27dx |