

**ES Follow-up Survey on COVID-19**  
**Togo, June 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.**

**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**

<b>a0</b>	Questionnaire
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Manufacturing	1
Retail	2
Other Services	3

**a0**

**READ THE FOLLOWING TO THE TARGET RESPONDENT**

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 years ago. 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>

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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	
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 2019, 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>	

<b>B.4</b>	Comparing the percentage of direct and indirect exports in the last completed month, that is in <b>[insert last completed month]</b> , with the same month in 2019, did the percentage increase, remain the same, or decrease?
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Increase	1
Remain the same	2
Decrease	3
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>COVb4</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>

**COVc3**

### ASK C.1 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 worked 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>

<b>C.4</b>	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	<b>DON'T KNOW (SPON.)</b>
Started or increased business activity online? <b>COVc4a</b>	1	2	<b>-9</b>
Started or increased delivery or carry-out of goods or services? <b>COVc4b</b>	1	2	<b>-9</b>
Started or increased remote work arrangement for its workforce? <b>COVc4c</b>	1	2	<b>-9</b>

<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>	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.  <b>(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).</b>
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	<b>Number</b>
Permanent, full-time workers end of December 2019	<b>COVd0a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

<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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	<b>Number</b>
Permanent, full-time employees end of last month	<b>COVd1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<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 <b>female</b> ?
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	<b>Number</b>	<b>DON'T KNOW (SPON.)</b>
Female permanent full-time workers	<b>COVd2</b>	<b>-9</b>

<b>D.3</b>	Since the outbreak of COVID-19, has the total number of this establishment's <a href="#">[insert option]</a> 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>

**ASK D.4 ONLY IF COVD0A – COVD1 > 0 OR COVD3B = 3**

<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 D.5 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>

**ASK ONLY IF COVD0A – COVD1 > 0 OR COVD3B = 3**

<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 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>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? <a href="#">[insert equivalent local term for furlough]</a>
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Number workers put on furlough <a href="#">[insert equivalent local term for furlough]</a>	<b>COVd8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 1 OR MORE GO TO D.9  
OTHERWISE GO TO E.1**

<b>D.9</b>	How many of these were <b>female</b> ?
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Number female workers put on furlough <a href="#">[insert equivalent local term for furlough]</a>	<b>COVd9</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 insert option increased, remained the same, or decreased? **INTERVIEWER: READ OUT**

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>
Liquidity or cash flow <b>COVe1a</b>	1	2	3	<b>-9</b>
Sales on credit <b>COVe1b</b>	1	2	3	<b>-9</b>
Purchases on credit <b>COVe1c</b>	1	2	3	<b>-9</b>

### ASK E.2 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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</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>
Its suppliers <b>COVe3a</b>	1	2	<b>-9</b>
Its landlords <b>COVe3b</b>	1	2	<b>-9</b>
The tax authorities <b>COVe3c</b>	1	2	<b>-9</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>

**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**

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

**GO TO WAF.1**

**GO TO WAF.2**

**COVf1**

<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, 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>
Fiscal exemptions or reductions <b>COVf2d</b>	1	2	<b>-9</b>
Wage Subsidies <b>COVf2e</b>	1	2	<b>-9</b>
Other (specify <b>COVf2fx</b> ) <b>COVf2f</b>	1	2	

**ASK WAF1 ONLY IF F1 = 3**

<b>WAF.1</b>	What is the <b>main</b> reason this establishment did <b>not</b> receive assistance from national or local government measures issued in response to the outbreak of COVID-19?
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No need for assistance	1
Did not qualify to receive assistance	2
Did not know assistance opportunities existed	3
Measures are not relevant for the issues facing this business	4
Measures are too small in size to help the business	5
Other (specify <b>Waf1x</b> )	6
<b>PENDING DECISION ON ASSISTANCE</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**Waf1**

<b>WAF.2</b>	Which policy changes will be of benefit this business the <b>most</b> to cope with the effects from the outbreak of COVID-19?
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Reduction of tax obligations	1
Reduction of parafiscal fees	2
Increased labor subsidies	3
Increased availability to credit	4
Increased credit subsidies	5
Removal of Trade Restrictions	6
Reduction in regulatory requirements	7
Removal of price controls	8
Other (specify <b>Waf2x</b> )	9
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**Waf2**

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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 IS 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

**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 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

**WAH.1** Were there any monetary costs associated with the bankruptcy procedure?

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

**WAh1**

**WAH.2** Were there any difficulties when declaring bankruptcy?

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

**WAh2**

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

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

**COVh3**

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

**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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<b>A.22</b>	Interviewee was the same person as in baseline survey?
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Yes	1	
No	2	

**a22**

<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>	
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**a24**

<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>