

## Measuring the Impact of Covid-19 Crises on the Private Sector through Enterprise Surveys Follow-up Phone Interviews

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(Contact information: Jorge Rodriguez Meza [jrodriguezmeza@worldbank.org](mailto:jrodriguezmeza@worldbank.org))

### Framework

Starting March 11, 2020, when the WHO declared the Covid-19 pandemic caused by a new coronavirus, the world hasn't been the same. After few weeks from the WHO declaration, the Covid-19 has been reported on every continent except Antarctica and in more than 100 countries. The number of confirmed cases worldwide continues to grow, with some countries reporting thousands of new cases each day. In an effort to contain the alarming levels of spread and alleviate the pressure on the health systems, more and more countries are declaring lockdowns; asking individuals to work from home, whenever possible; reducing business working hours; closing non-essential businesses; and in some cases, asking businesses to reconvert their production. While being of extreme importance to slow down the spread of the virus, these measures, which were unimaginable just a few weeks ago, will certainly have a huge economic impact on both the public and private sectors worldwide.

Supporting the development of a healthy and thriving private sector as key engine of economic growth and employment has been at the core of the World Bank Group (WBG)'s priorities in non-emergency times. In the current situation, this attention and support become even more important. In response to the rapid escalation of the spread of Covid-19 throughout the globe, the WBG has already activated measures, including a dedicated financing line of up to \$14 billion on a fast-track basis, policy advice and technical assistance to countries that are facing the negative effects of the pandemic, and data collection efforts to measure the effects of the pandemic. Within this context, collecting data on the impact of the Covid-19 on the private firms is of fundamental importance, not only to understand how the virus is affecting the productive structure of an economy but also to start thinking on the best policies to implement once the situation starts normalizing.

Given the attention paid to the development of the private sector worldwide, the WBG has developed several instruments to capture the private sector condition and to benchmark the business environment of its member countries throughout the world. One of these products is the Enterprise Surveys (ES). Over many years the ES has developed a methodology to measure the business environment, as experienced by the private sector, through standard, nationally representative, firm-level surveys. The surveys capture firms' outcomes as well as most aspects of the business environment, from physical infrastructure to regulation; they also incorporate all the variability introduced by the firms' sector of activity, size, and/or geographical location.

This proposal builds from the experience of the World Bank Group undertaking the Enterprise Surveys to design and implement a post-crisis data collection effort in some of the countries most affected by the pandemic. The proposal also builds from a very successful similar exercise the team implemented in 2009 after the global financial crisis of 2008. The surveys on the impact of the Covid-19 will build on ES data collected in 2019 in several countries and will be designed as a short follow-up module to be implemented over the phone.

### **Covid-19 Enterprise Survey follow-up**

Conducting follow-up surveys on the impact of the Covid-19 under the ES methodology has the following objectives and advantages:

- a- The follow-up surveys will **measure the impact of the crisis on incumbent firms** both in term of survival rate and in term of changes in outcomes and conditions. This will be possible as existing ES data, collected in the past years using the ES global methodology, will be used as baseline, allowing to measure the effects of an exogenous shock as the Covid-19 pandemic. The follow-up survey can be conducted in several economies as indicated in table 1 below. In the 42 economies in which the ES was conducted in 2019 or 2018, the expectations are of a lower attrition rate as compared to the economies in which the ES was conducted before. Nonetheless, given the considerable advantages of having a baseline, economies with ES conducted in previous years will be also considered (see Annex 1 for the distribution of the sample by size, sector, and within country location in the economies with ES conducted in 2019).
- b- Using the ES data as baseline will also allow to conduct the follow-up survey without putting too much burden on firms in a particularly stressful and difficult time. This will be possible by designing and implementing **a short follow-up questionnaire** that will be used to measure variations with respect to the known situation pre-crisis as already described by the existing data.
- c- The survey will be implemented via **over the phone interviews** to be conducted as soon as the situation in the different countries starts stabilizing. Several follow-up waves, one every six months, could also be implemented to track the evolution of the situation over time and to build a longitudinal data set of responses. Phone-interviews were used by the DECEA team to conduct the 2009 financial crisis and they were very successful; moreover, they are being used by several contractors currently in the field to adapt to the current limitations on face-to-face interviews.
- d- The questionnaire will include **a maximum of 35 to 40 questions** (opinion and factual) to be asked to firms' top managers and business owners. The questions will be designed for phone interviews and will follow a simple structure to keep the overall length of the survey to a maximum of 15 minutes, hopefully shorter. The questionnaire will capture changes in the production, employment, access to inputs and value chains, and finance. A draft questionnaire is attached in Annex 2.

**Table 1: Economies with recent ES data**

EU Member States	LAC	MENA
<b>2019</b>	<b>2019</b>	<b>2019</b>
Bulgaria	Haiti	Jordan
Croatia	<b>2018</b>	Morocco
Cyprus	Suriname	West Bank and Gaza
Czech Republic	<b>2017</b>	<b>2016</b>
Estonia	Argentina	Egypt
Italy	Colombia	
Latvia	Guatemala	<b>SSA</b>
Lithuania	Peru	<b>2019</b>
Malta	Uruguay	Rwanda
Poland	Bolivia	Somalia
Portugal	Ecuador	<b>2018</b>
Slovenia	Paraguay	Kenya
<b>2018</b>	<b>2016</b>	Mozambique
Greece	Dominican Republic	Chad
	Honduras	Gambia
	Nicaragua	<b>2017</b>
	El Salvador	Liberia
<b>Other ECA</b>	<b>EAP</b>	Niger
<b>2019</b>	<b>2018</b>	Sierra Leone
Albania	Lao PDR	<b>2016</b>
Bosnia and Herzegovina	<b>2016</b>	Cameroon
Georgia	Myanmar	Côte d'Ivoire
Kazakhstan	Cambodia	Guinea
Kosovo	Thailand	Togo
Kyrgyz Republic	<b>2015</b>	Zimbabwe
Moldova	Indonesia	Benin
Mongolia	Malaysia	Eswatini
Montenegro	Papua New Guinea	Lesotho
North Macedonia	Philippines	Mali
Russian Federation	Solomon Islands	<b>2015</b>
Serbia	Timor-Leste	Ethiopia
Tajikistan	Vietnam	
Turkey		
Ukraine		
Uzbekistan		
<b>2018</b>		
Belarus		

- e- The **sample design will mirror the ES methodology and** it will require revisiting the full realized sample of the ES. Given that firms will be contacted only by phone there will be some potential non-response. The experience of the financial crisis, however, shows that non-response is not particularly high, since the follow-up will be short in duration as compared to the ES which lasts on average one hour. Unobtainable rate will also offer an indication of potentially non-surviving firms.
- f- The budget for each economy will vary on the size of the size of the ES but from the experience of 2009 it is expected that these follow-up survey will be measured at a fraction of the cost of the ES.
- g- The timeline of implementation is maximum one month, maybe much shorter since phone interviews are quick to complete.

### **More on the Enterprise Surveys global methodology**

The Enterprise Surveys are fully comparable firm-level surveys that measure the business environment across countries. The surveys have the unique feature of systematically collecting information on the business environment along with firm-characteristics and financial results. Since 2006 data are collected using a global methodology thereby enabling studies of country-specific issues as well as cross-country comparisons. For larger economies around the world comparisons are also possible for within-country regions. To date, over 144,000 firms in 142 countries have been surveyed using this global methodology. Data on countries for all levels of income are available so that comparisons can be made not only with high-technology, high-income economies but also with low-cost labor and resource rich economies. The data available for comparison is currently being considerably expanded with the inclusion of all the members of the European Union which are currently being surveyed and whose data will be available in 2020.

The global methodology is built on several principles:<sup>1</sup>

- a. Standardized survey instruments. The survey questionnaire covers both factual and subjective data. Over 90% of the questions objectively measure characteristics of a country's business environment as experienced by each firm or firm outcomes. The remaining questions assess the respondents' opinion on obstacles to firms' operations. The ES uses two variations of the same instrument: a Manufacturing and a Services Questionnaire. Although many questions overlap, some are only applicable to only one type of business.
- b. Almost one fourth of the questionnaire is reserved to incorporate country and/region specific issues. This is equivalent to about 60 variables. The interview requires around 1 hour to be completed.
- c. A consistent Universe of Inference of the survey across countries. The ES universe is defined as the non-agricultural, non-extractive, formal, private sector with 5 employees or more. Agriculture, extracting, and financial intermediation activities and government-owned firms are excluded. More specifically, following the International Standard Industrial Classification (ISIC revision 3.1), the ES

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<sup>1</sup> More information on the Enterprise Surveys methodology is available at: <http://www.enterprisesurveys.org/Methodology/>

universe includes the following sectors: manufacturing (D), construction (F), wholesale, retail trade, and repair services (G), hotels and restaurants (H), transport, storage, and communications (I), and the subsector of computer and related activities (72).

- d. Uniform sampling methodology. In every country sampling is conducted by stratified random sampling. This sampling strategy guarantees representativeness at each level of stratification thereby allowing the computation of indicators for any of the strata. It also increases the overall precision of estimates at the national level. Standard levels of stratification are: sector of activity, firm-size, and geographical location. Stratification by geographical location aims at including most of the economic centers and/or regions of every country. Stratification by firm-size is implemented using standard strata in every country: small (5-19 employees), medium (20 to 99 employees), and large (100 and more). Stratification by sector of activity is stratified at the 2 digit industry level; depending on the characteristics of the country industries with lesser relevance are subsumed into residuals categories.
- e. A uniform methodology of implementation. Close monitoring of field work and sample coverage is managed in-house in order to maximize response rates, item response rates, and quality of the information.

For more information please contact Jorge Luis Rodriguez Meza [jrodriguezmeza@worldbank.org](mailto:jrodriguezmeza@worldbank.org).

## Annex 1 – Distribution of the 2019 ES sample by economies

This annex contains the countries covered by the Enterprise Survey starting from January 2018. The list includes the countries for which the dataset and the reports are published and already available on the online platform <https://www.enterprisesurveys.org/>, and the countries for which the data collection is not finalized yet (marked with an asterisk).

For each country the tables report the number of realized surveys subdivided by region, size, and sector. The size is categorized in three levels: “Small” identifies firms with less than 20 employees, “Medium” identifies the firms with 20 to 99 employees, “Large” identifies the firms with 100 employees or more.

Table 1: Albania

Region	Size	Manufacturing	Retail	Other Services	
North Albania	Small	8	10	17	119
	Medium	15	7	23	
	Large	29	1	9	
Central Albania	Small	13	19	43	133
	Medium	16	9	13	
	Large	14	2	4	
Southern Albania	Small	11	19	26	125
	Medium	13	8	11	
	Large	27	2	8	
		<b>146</b>	<b>77</b>	<b>154</b>	<b>377</b>

Table 2: Belarus

Region	Size	Food	Garments	Other Manuf.	Retail	Other Services	
Minsk	Small	1	0	13	17	24	122
	Medium	3	3	13	6	18	
	Large	4	4	5	4	7	
Minskaya	Small	7	4	15	9	16	118
	Medium	7	8	8	6	6	
	Large	14	4	8	3	3	
Gomelskaya, Mogilevskaya	Small	3	4	11	12	10	121
	Medium	7	7	12	6	8	
	Large	12	5	11	5	8	
Brestskaya, Grodnenskaya	Small	3	5	7	12	13	121
	Medium	9	9	9	5	10	
	Large	10	7	5	9	8	
Vitebskaya	Small	3	6	9	13	9	118
	Medium	12	7	10	10	4	
	Large	8	8	10	6	3	
		<b>103</b>	<b>81</b>	<b>146</b>	<b>123</b>	<b>147</b>	<b>600</b>

Table 3: Bosnia and Herzegovina

Region	Size	Manufacturing	Retail	Other Services	
Bosnia & Hercegovina Region	Small	14	13	13	128
	Medium	18	12	21	
	Large	23	8	6	
Sarajevo Region	Small	8	10	15	114
	Medium	19	15	15	
	Large	11	6	15	
Republika Srpska & Distrikt Brcko	Small	13	16	31	120
	Medium	17	8	15	
	Large	11	5	4	
		<b>134</b>	<b>93</b>	<b>135</b>	<b>362</b>

Table 4: Croatia

Region	Size	Manufacturing	Retail	Other Services	
Kontinentalna Hrvatska	Small	38	24	26	245
	Medium	32	16	29	
	Large	33	17	30	
Jadranska Hrvatska	Small	9	23	28	159
	Medium	16	14	27	
	Large	21	3	18	
		<b>149</b>	<b>97</b>	<b>158</b>	<b>404</b>

Table 5: Republic of Cyprus

Region	Size	Manufacturing	Retail	Other Services	
Republic of Cyprus	Small	46	41	50	240
	Medium	23	19	24	
	Large	11	7	19	
		<b>80</b>	<b>67</b>	<b>93</b>	<b>240</b>

Table 6: Estonia

Region	Size	Manufacturing	Retail	Other Services	
Põhja-Eesti	Small	9	14	29	118
	Medium	12	8	16	
	Large	13	5	12	
Lääne-Eesti, Kesk-Eesti ja Kirde-Eesti	Small	7	27	29	129
	Medium	25	9	20	
	Large	10	1	1	
Lõuna-Eesti	Small	15	12	21	113
	Medium	37	5	13	
	Large	7	1	2	
		<b>135</b>	<b>82</b>	<b>143</b>	<b>360</b>

Table 7: Georgia

Region	Size	Food	Manuf.	Retail	Hotels and Restaurants	Other Services	
Tbilisi	Small	6	10	16	14	26	182
	Medium	9	16	9	17	18	
	Large	7	5	12	1	16	
East	Small	14	7	20	4	11	108
	Medium	13	9	4	6	10	
	Large	4	0	0	0	6	
North and West	Small	16	15	24	19	12	172
	Medium	16	8	11	10	17	
	Large	4	5	2	2	11	
Center	Small	4	10	12	17	13	119
	Medium	12	6	4	15	10	
	Large	2	7	0	2	5	
		<b>107</b>	<b>98</b>	<b>114</b>	<b>107</b>	<b>155</b>	<b>581</b>

Table 8: Greece

Region	Size	Food	Fabricated Metal Products	Other Manuf.	Retail	Other Services	
Northern Greece	Small	7	15	13	8	22	151
	Medium	8	16	7	10	5	
	Large	14	4	10	5	7	
Central Greece	Small	7	15	6	16	20	144
	Medium	13	8	16	3	9	
	Large	12	4	10	0	5	
Attica	Small	5	7	7	19	24	155
	Medium	4	10	10	13	17	
	Large	7	1	17	9	5	
Aegean Islands, Crete	Small	20	6	11	24	15	150
	Medium	13	1	5	17	16	
	Large	3	0	3	0	16	
		<b>113</b>	<b>87</b>	<b>115</b>	<b>124</b>	<b>161</b>	<b>600</b>

Table 9: Haiti

Region	Size	Manufacturing	Services	
Port-au-Prince	Small	23	83	149
	Medium	5	28	
	Large	3	7	
		<b>31</b>	<b>118</b>	



Table 10: Jordan

Region	Size	Food	Garments	Other Manuf.	Retail	Other Services	
Amman	Small	11	16	21	28	41	230
	Medium	15	7	23	10	15	
	Large	7	6	13	6	11	
Irbid	Small	17	4	17	11	6	108
	Medium	11	17	8	1	7	
	Large	0	6	2	0	1	
Zarqa	Small	9	2	10	8	32	103
	Medium	6	0	20	1	6	
	Large	0	4	4	1	0	
North & Central	Small	1	0	4	1	26	45
	Medium	2	0	1	1	3	
	Large	1	0	3	1	1	
South	Small	9	0	10	14	44	115
	Medium	0	1	1	0	32	
	Large	0	1	1	1	1	
		<b>89</b>	<b>64</b>	<b>138</b>	<b>84</b>	<b>226</b>	<b>601</b>

Table 11: Kazakhstan

Region	Size	Food	Garments	Fabricated Metal Products	Machinery and Equipment	Non Metallic Mineral Products	Other Manuf.	Retail	Other Services	
Akmola Region	Small	0	1	2	1	5	16	11	27	117
	Medium	2	1	0	1	2	6	6	29	
	Large	0	0	0	0	1	1	0	5	
Aktobe Region	Small	5	4	9	1	10	9	14	2	120
	Medium	8	1	3	3	4	3	5	6	
	Large	7	0	1	1	4	1	5	14	
Almaty	Small	15	16	21	11	13	10	7	16	168
	Medium	19	2	5	4	4	9	2	2	
	Large	0	0	4	1	1	2	2	2	
Almaty Region	Small	17	3	2	1	10	13	1	3	118
	Medium	6	0	3	3	9	20	1	5	
	Large	3	0	3	2	1	5	2	5	
Nur-Sultan	Small	9	4	12	2	6	13	2	36	159
	Medium	6	4	6	3	13	13	2	7	
	Large	2	0	1	0	3	3	4	8	
Atyrau region	Small	1	1	1	1	5	9	9	36	118
	Medium	3	0	0	1	2	4	6	22	
	Large	0	0	1	0	1	3	0	12	
Mangystau and West Kazakhstan	Small	7	2	9	5	7	12	13	9	119
	Medium	8	3	1	1	1	5	2	8	
	Large	4	0	2	0	2	1	3	14	
East Kazakhstan	Small	8	7	11	3	7	4	7	5	119
	Medium	13	0	5	3	6	10	6	6	
	Large	7	0	2	1	0	3	2	3	
Karaganda Region	Small	11	3	10	5	15	7	11	2	121
	Medium	16	1	4	0	2	12	6	4	
	Large	2	0	1	0	0	0	4	5	
Kostanay North Kazakhstan and Pavlodar	Small	4	4	10	2	6	5	6	11	120
	Medium	8	3	4	3	5	14	8	5	
	Large	6	0	2	1	0	4	3	6	
Kyzylorda Region, South Kazakhstan, Jambyl	Small	5	10	5	8	3	7	18	10	167
	Medium	15	4	4	2	14	4	7	10	
	Large	4	0	2	0	7	18	5	5	
		221	74	146	70	169	246	180	340	1446

Table 12: Italy

Region	Size	Food	Fabricated Metal Products	Machinery and Equipment	Other Manuf.	Retail	Other Services	
Northwest	Small	2	8	7	17	11	35	163
	Medium	4	6	11	4	3	7	
	Large	11	10	14	6	5	2	
Northeast	Small	4	6	5	12	6	31	149
	Medium	6	8	7	5	3	9	
	Large	10	10	10	10	4	3	
Center	Small	1	4	2	14	15	25	151
	Medium	7	8	10	8	5	8	
	Large	8	6	7	10	8	5	
South	Small	5	7	5	8	20	13	148
	Medium	12	8	7	8	7	2	
	Large	11	7	9	12	5	2	
Islands	Small	15	13	12	6	20	13	149
	Medium	16	10	2	10	14	17	
	Large	0	0	0	0	1	0	
		<b>112</b>	<b>111</b>	<b>108</b>	<b>130</b>	<b>127</b>	<b>172</b>	<b>760</b>

Table 13: Kenya

Region	Size	Food	Textiles and Garments	Chemicals Plastics and Rubber	Other Manuf.	Hospitality and Tourism	Retail	Other Services	
<b>Mombasa</b>	Small	3	1	2	9	6	2	13	<b>94</b>
	Medium	7	4	1	5	6	1	10	
	Large	5	2	0	4	10	0	3	
<b>Kilifi</b>	Small	2	0	0	4	15	16	13	<b>70</b>
	Medium	1	0	0	0	10	5	3	
	Large	0	0	0	0	1	0	0	
<b>Machakos</b>	Small	2	0	0	3	5	9	5	<b>69</b>
	Medium	3	2	4	5	10	2	8	
	Large	1	2	3	5	0	0	0	
<b>Kirinyaga</b>	Small	26	1	0	0	10	7	7	<b>74</b>
	Medium	11	0	0	1	2	4	2	
	Large	2	0	0	0	0	1	0	
<b>Kiambu</b>	Small	7	2	3	4	4	5	7	<b>106</b>
	Medium	21	3	3	7	4	5	3	
	Large	9	3	5	8	2	0	1	
<b>Trans Nzoia</b>	Small	3	0	0	3	4	5	6	<b>40</b>
	Medium	3	0	0	0	4	3	5	
	Large	1	0	0	0	0	1	2	
<b>Uasin Gishu</b>	Small	1	5	0	12	4	7	6	<b>70</b>
	Medium	3	0	0	3	11	5	5	
	Large	1	2	0	0	1	0	4	
<b>Nakuru</b>	Small	6	1	1	4	7	16	14	<b>100</b>
	Medium	4	3	3	7	7	9	4	
	Large	3	2	3	1	2	1	2	
<b>Kisumu</b>	Small	1	0	0	4	8	16	4	<b>73</b>
	Medium	1	0	0	5	9	4	7	
	Large	1	0	0	5	1	2	5	
<b>Nairobi</b>	Small	3	7	8	15	7	38	32	<b>305</b>
	Medium	3	9	28	31	7	21	17	
	Large	9	9	24	21	3	5	8	
		<b>143</b>	<b>58</b>	<b>88</b>	<b>166</b>	<b>160</b>	<b>190</b>	<b>196</b>	<b>1001</b>

Table 14: Kosovo

Region	Size	Manufacturing	Services	
<b>Western Kosovo</b>	Small	38	31	<b>116</b>
	Medium	20	18	
	Large	5	4	
<b>Eastern Kosovo</b>	Small	29	34	<b>155</b>
	Medium	49	26	
	Large	7	10	
		<b>148</b>	<b>123</b>	<b>271</b>

Table 15: Kyrgyz Republic

Region	Size	Manufacturing	Retail	Other Services	
Bishkek	Small	15	34	22	149
	Medium	13	16	14	
	Large	15	7	13	
Chui, Jalalabad, Issyk-Kul	Small	11	14	16	112
	Medium	33	2	15	
	Large	14	0	7	
Talas, Naryn, Osh, Batken	Small	13	12	17	99
	Medium	24	8	14	
	Large	9	0	2	
		147	93	120	360

Table 16: Lao PDR

Region	Size	Manufacturing	Retail	Other Services	
Vientiane	Small	39	16	28	137
	Medium	24	3	11	
	Large	6	1	9	
Luang Prabang	Small	21	9	16	54
	Medium	1	2	4	
	Large	0	0	1	
Khammouane	Small	13	2	24	46
	Medium	4	0	3	
Savannakhét	Small	9	12	16	50
	Medium	6	0	2	
	Large	3	0	2	
Champasak	Small	11	7	15	45
	Medium	5	0	7	
		142	52	138	332

Table 17: Latvia

Region	Size	Manufacturing	Retail	Other Services	
Riga & Pieriga	Small	11	5	19	113
	Medium	12	6	14	
	Large	19	4	23	
Kurzeme & Zemgale	Small	9	20	15	114
	Medium	20	19	14	
	Large	9	3	5	
Vidzeme & Latgale	Small	18	26	18	132
	Medium	18	11	18	
	Large	14	5	4	
		130	99	130	359

Table 18: Lithuania

Region	Size	Manufacturing	Retail	Other Services	
Vilnius	Small	10	18	28	111
	Medium	10	12	9	
	Large	10	6	8	
Kaunas & Klaipeda	Small	10	14	23	128
	Medium	19	14	14	
	Large	24	3	7	
Rest of the Country	Small	14	25	16	119
	Medium	10	15	8	
	Large	21	3	7	
		<b>128</b>	<b>110</b>	<b>120</b>	<b>358</b>

Table 19: Malta

Region	Size	Manufacturing	Services	
Malta	Small	39	73	242
	Medium	36	63	
	Large	8	23	
		<b>83</b>	<b>159</b>	<b>242</b>

Table 20: Moldova

Region	Size	Manufacturing	Retail	Other Services	
North	Small	7	8	9	98
	Medium	21	7	16	
	Large	24	0	6	
Center	Small	21	26	35	163
	Medium	18	10	20	
	Large	12	10	11	
South	Small	7	23	10	99
	Medium	16	15	11	
	Large	12	1	4	
		<b>138</b>	<b>100</b>	<b>122</b>	<b>360</b>

Table 21: Mongolia

Region	Size	Manufacturing	Retail	Other Services	
Central & East Mongolia	Small	17	25	27	111
	Medium	17	8	14	
	Large	2	0	1	
Ulaanbaatar	Small	10	10	25	133
	Medium	19	6	21	
	Large	16	8	18	
Khangai & West Mongolia	Small	23	20	17	116
	Medium	17	6	26	
	Large	3	0	4	
		<b>124</b>	<b>83</b>	<b>153</b>	<b>360</b>

Table 22: Montenegro

Region	Size	Manufacturing	Services	
Entire Country	Small	33	36	150
	Medium	24	21	
	Large	8	28	
		<b>65</b>	<b>85</b>	<b>150</b>

Table 23: Morocco

Region	Size	Food	Garments	Other Manuf.	Retail	Other Services	
Tanger-Tétouan-Al Hoceima	Small	2	1	1	4	11	146
	Medium	3	6	3	5	12	
	Large	5	57	19	2	15	
Oriental	Small	9	0	14	31	26	127
	Medium	4	1	9	7	17	
	Large	2	1	0	0	6	
Fès-Meknès	Small	5	2	3	2	11	133
	Medium	17	10	21	5	12	
	Large	6	15	8	1	15	
Béni Mellal-Khénifra and Drâa-Tafilalet	Small	1	0	3	40	41	123
	Medium	1	0	0	4	26	
	Large	2	0	1	1	3	
Rabat-Salé-Kénitra	Small	4	1	1	6	23	153
	Medium	6	8	25	7	24	
	Large	2	9	13	0	24	
Casablanca-Settat	Small	1	1	6	12	36	159
	Medium	2	27	8	3	21	
	Large	6	27	4	2	3	
Marrakech-Safi	Small	18	0	3	10	12	130
	Medium	12	5	13	8	15	
	Large	3	3	5	2	21	
Souss-Massa	Small	1	0	2	25	34	125
	Medium	3	0	6	10	16	
	Large	4	0	2	2	20	
		<b>119</b>	<b>174</b>	<b>170</b>	<b>189</b>	<b>444</b>	<b>1096</b>

Table 24: North Macedonia

Region	Size	Manufacturing	Retail	Other Services	
Skopje	Small	8	15	22	121
	Medium	8	15	16	
	Large	15	11	11	
Eastern Macedonia	Small	15	17	12	123
	Medium	23	14	12	
	Large	19	2	9	
Western Macedonia	Small	14	18	19	116
	Medium	16	16	9	
	Large	15	4	5	
		<b>133</b>	<b>112</b>	<b>115</b>	<b>360</b>



Table 25: Poland

Region	Size	Food	Garments	Furniture	Fabricated Metal Products	Machinery and Equipment	Rubber and Plastics Products	Other Manuf.	Retail	Other Services	
<b>Center</b>	Small	18	14	14	13	8	10	28	22	44	<b>306</b>
	Medium	8	8	8	6	10	10	7	2	14	
	Large	13	5	10	5	11	7	3	2	6	
<b>South</b>	Small	8	17	18	5	6	5	18	18	39	<b>229</b>
	Medium	5	8	2	9	5	8	9	2	9	
	Large	10	3	1	2	5	7	3	3	4	
<b>East</b>	Small	10	7	16	6	4	6	19	13	23	<b>204</b>
	Medium	15	6	8	7	9	7	5	1	8	
	Large	6	2	3	5	6	6	2	2	2	
<b>Northwest</b>	Small	7	8	9	7	5	4	16	15	35	<b>206</b>
	Medium	8	9	10	6	6	7	7	2	5	
	Large	8	3	5	6	4	5	5	2	2	
<b>Southwest</b>	Small	12	8	9	15	7	6	11	7	19	<b>219</b>
	Medium	12	7	9	9	13	11	5	3	5	
	Large	7	1	8	9	9	7	6	1	3	
<b>North</b>	Small	11	5	9	9	3	4	12	8	25	<b>205</b>
	Medium	8	7	11	6	8	7	12	4	8	
	Large	7	4	6	5	6	9	4	3	4	
		<b>173</b>	<b>122</b>	<b>156</b>	<b>130</b>	<b>125</b>	<b>126</b>	<b>172</b>	<b>110</b>	<b>255</b>	<b>1369</b>

Table 26: Portugal

Region	Size	Food	Garments	Fabricated Metal Products	Machinery and Equipment	Other Manuf.	Retail	Other Services	
<b>North</b>	Small	6	24	8	12	9	10	25	<b>241</b>
	Medium	4	31	12	22	10	4	6	
	Large	6	23	7	2	12	2	6	
<b>Algarve</b>	Small	14	1	13	2	28	16	9	<b>145</b>
	Medium	13	0	2	0	8	13	9	
	Large	0	0	0	0	2	2	13	
<b>Center</b>	Small	6	12	11	12	6	6	10	<b>198</b>
	Medium	7	15	6	21	10	4	6	
	Large	5	12	8	7	22	5	7	
<b>Lisbon Metropolitan Area</b>	Small	6	6	8	13	11	13	20	<b>178</b>
	Medium	3	4	6	15	18	5	7	
	Large	4	1	2	4	18	7	7	
<b>Alentejo</b>	Small	10	2	15	9	26	13	6	<b>152</b>
	Medium	13	1	6	3	20	3	2	
	Large	4	0	1	0	10	0	8	
<b>Aut. Region of the Azores &amp; Aut. Region of Madeira</b>	Small	12	1	18	5	19	10	15	<b>148</b>
	Medium	19	0	6	2	12	4	5	
	Large	8	0	1	0	2	4	5	
		<b>140</b>	<b>133</b>	<b>130</b>	<b>129</b>	<b>243</b>	<b>121</b>	<b>166</b>	<b>1062</b>

Table 27: Russia

Region	Size	Food	Garments	Fabricated Metal Products	Machinery and Equipment	Non Metallic Mineral Products	Other Manuf.	Retail	Other Services	
Central Federal District	Small	3	10	14	4	4	14	13	33	293
	Medium	4	19	8	8	3	15	8	37	
	Large	14	5	14	14	17	18	4	10	
Southern Federal District and North-Caucasian Federal District	Small	5	12	3	6	3	5	7	11	157
	Medium	6	3	6	6	6	16	10	6	
	Large	18	0	8	3	6	5	1	5	
North-West Federal District	Small	5	16	2	3	4	4	5	31	184
	Medium	5	5	5	5	6	13	6	5	
	Large	16	0	7	17	12	4	3	5	
Far Eastern Federal District	Small	3	16	4	6	4	10	18	11	137
	Medium	10	1	3	1	4	13	5	11	
	Large	6	0	1	0	0	2	2	6	
Siberian Federal District	Small	5	13	5	4	3	5	10	31	180
	Medium	5	1	5	9	10	13	14	5	
	Large	13	0	6	2	5	7	2	7	
Ural Federal District	Small	3	20	2	3	3	5	4	11	161
	Medium	3	1	4	10	8	12	11	5	
	Large	8	0	8	9	10	11	5	5	
Volga Federal District	Small	1	10	5	1	3	6	12	36	211
	Medium	10	6	10	3	9	10	9	6	
	Large	13	2	8	15	12	16	2	6	
		<b>156</b>	<b>140</b>	<b>128</b>	<b>129</b>	<b>132</b>	<b>204</b>	<b>151</b>	<b>283</b>	<b>1323</b>

Table 28: Serbia

Region	Size	Manufacturing	Retail	Other Services	
Belgrade	Small	12	10	22	120
	Medium	13	10	16	
	Large	6	19	12	
South Serbia	Small	20	14	22	121
	Medium	14	8	16	
	Large	11	10	6	
Vojvodina	Small	12	13	12	120
	Medium	13	16	8	
	Large	26	4	16	
		<b>127</b>	<b>104</b>	<b>130</b>	<b>361</b>

Table 29: Slovenia

Region	Size	Manufacturing	Retail	Other Services	
Eastern Slovenia	Small	30	26	32	205
	Medium	40	6	36	
	Large	27	3	5	
Western Slovenia	Small	18	22	47	204
	Medium	35	13	34	
	Large	26	4	5	
		<b>176</b>	<b>74</b>	<b>159</b>	<b>409</b>

Table 30: Suriname

Region	Size	Food	Other Manuf.	Retail	Other Services	
Paramaribo and Nickerie	Small	11	34	36	51	233
	Medium	15	19	21	34	
	Large	2	0	1	9	
		<b>28</b>	<b>53</b>	<b>58</b>	<b>94</b>	<b>233</b>

Table 31: Tajikistan

Region	Size	Manufacturing	Retail	Other Services	
Sughd	Small	29	11	20	124
	Medium	21	9	14	
	Large	17	0	3	
Dushanbe	Small	17	17	23	113
	Medium	9	13	12	
	Large	7	6	9	
Region of Republican Subordination & Khatlon	Small	23	11	19	115
	Medium	22	5	17	
	Large	15	1	2	
		<b>160</b>	<b>73</b>	<b>119</b>	<b>352</b>

Table 32: Turkey

Region	Size	Food	Garments	Textiles	Fabricated Metal Products	Machinery and Equipment	Other Manuf.	Construc.	Retail	Other Services	
Istanbul	Small	7	4	5	5	3	19	7	18	16	150
	Medium	2	2	5	3	2	4	3	6	7	
	Large	2	4	3	4	5	8	2	0	4	
West Marmara	Small	4	7	6	12	20	6	1	3	2	136
	Medium	9	6	11	7	7	5	4	2	4	
	Large	4	2	4	1	0	7	0	1	1	
Aegean	Small	4	6	3	1	4	4	7	16	12	145
	Medium	5	11	8	5	1	6	5	2	3	
	Large	2	5	10	5	6	5	2	2	5	
East Marmara	Small	5	6	6	2	5	4	4	3	4	134
	Medium	3	7	6	6	8	4	4	3	3	
	Large	2	4	18	6	6	10	2	1	2	
West Anatolia	Small	5	2	6	6	3	10	4	7	7	135
	Medium	5	5	8	3	3	6	7	1	6	
	Large	7	3	3	4	8	7	6	2	1	
Mediterranean	Small	2	7	3	3	3	8	2	12	10	139
	Medium	5	7	6	4	2	6	2	4	2	
	Large	5	13	10	8	3	5	1	3	3	
Central Anatolia	Small	4	1	5	2	7	7	3	9	9	136
	Medium	5	3	6	17	5	12	2	0	6	
	Large	2	1	4	6	3	8	3	5	1	
West Black Sea	Small	6	5	5	6	10	8	6	6	4	138
	Medium	7	7	2	1	9	15	5	4	5	
	Large	2	12	0	2	1	5	1	3	1	
East Black Sea	Small	5	0	4	7	2	9	6	20	8	138
	Medium	8	2	5	3	3	7	14	19	4	
	Large	3	3	1	0	0	0	2	1	2	
Northeast Anatolia	Small	18	0	0	5	1	6	15	23	16	139
	Medium	4	0	0	0	1	3	15	8	16	
	Large	0	1	0	0	0	1	3	3	0	
Central East Anatolia	Small	14	5	0	6	5	2	14	13	16	135
	Medium	6	2	1	0	2	10	9	10	9	
	Large	1	0	5	0	1	0	2	0	2	
Southeast Anatolia	Small	7	6	7	5	6	4	2	8	2	138
	Medium	5	6	9	3	4	12	5	3	7	
	Large	2	3	22	1	0	2	3	1	3	
		177	158	197	149	149	235	173	222	203	1663

Table 33: Ukraine

Region	Size	Food	Garments	Fabricated Metal Products	Machinery and Equipment	Non Metallic Mineral Products	Other Manuf.	Retail	Other Services	
Kyiv	Small	10	19	14	8	8	19	14	25	242
	Medium	10	4	9	9	6	18	4	30	
	Large	11	2	1	3	5	5	5	3	
West	Small	10	15	7	3	7	8	5	21	228
	Medium	13	13	12	12	17	19	5	10	
	Large	12	8	4	4	5	10	5	3	
Dnipropetrovska, Kharkivska	Small	7	2	9	5	6	13	3	18	184
	Medium	10	5	4	5	1	28	4	24	
	Large	7	1	2	4	1	16	2	7	
Sumska, Zaporizka	Small	3	6	6	9	5	5	6	8	129
	Medium	7	4	6	8	6	4	6	5	
	Large	3	2	4	8	2	11	3	2	
Khersonska, Mykolaivska, Odeska	Small	6	4	5	4	2	13	9	25	149
	Medium	4	2	3	7	5	11	3	19	
	Large	4	1	1	5	3	7	2	4	
Cherkaska, Chernihivska	Small	5	0	1	3	5	11	10	15	127
	Medium	10	1	3	3	1	14	4	18	
	Large	4	1	0	2	1	3	2	10	
Kirovohradska, Poltavska	Small	6	9	8	2	3	11	2	4	137
	Medium	5	12	6	11	9	0	5	5	
	Large	12	2	1	6	3	8	4	3	
Vinnytska, Zhytomyrska	Small	3	6	7	5	6	3	5	9	141
	Medium	4	8	7	7	12	7	4	5	
	Large	10	4	2	10	6	4	3	4	
		<b>176</b>	<b>131</b>	<b>122</b>	<b>143</b>	<b>125</b>	<b>248</b>	<b>115</b>	<b>277</b>	<b>1337</b>

Table 34: West Bank and Gaza Strip

Region	Size	Manufacturing	Retail	Other Services	
West Bank	Small	33	28	38	205
	Medium	30	13	27	
	Large	14	3	19	
Gaza Strip	Small	30	42	29	160
	Medium	18	14	17	
	Large	4	1	5	
		<b>129</b>	<b>101</b>	<b>135</b>	<b>365</b>

Table 35: Mozambique

Region	Size	Food	Machinery Computer and Elect	Other Manuf.	Retail	Hospitality and Tourism	Other Services	
<b>Cabo Delgado</b>	Small	2	1	1	8	12	4	<b>52</b>
	Medium	2	0	2	4	5	5	
	Large	1	0	1	0	1	3	
<b>Nampula</b>	Small	8	7	14	7	8	9	<b>87</b>
	Medium	3	2	6	4	2	4	
	Large	6	1	2	0	0	4	
<b>Zambézia</b>	Small	4	2	2	5	3	5	<b>47</b>
	Medium	1	0	2	5	9	6	
	Large	0	0	2	0	0	1	
<b>Tete</b>	Small	2	2	2	2	3	1	<b>37</b>
	Medium	2	3	2	2	2	2	
	Large	0	0	1	1	1	9	
<b>Manica</b>	Small	2	1	3	15	2	4	<b>47</b>
	Medium	3	1	2	1	2	3	
	Large	3	0	1	1	0	3	
<b>Sofala</b>	Small	5	8	19	11	4	6	<b>96</b>
	Medium	6	6	1	1	3	3	
	Large	3	0	4	0	1	15	
<b>Maputo (Greater)</b>	Small	5	29	37	27	13	15	<b>235</b>
	Medium	19	8	14	6	8	18	
	Large	6	7	8	5	2	8	
		<b>83</b>	<b>78</b>	<b>126</b>	<b>105</b>	<b>81</b>	<b>128</b>	<b>601</b>

Table 36: Uzbekistan

Region	Size	Food	Garments	Textiles	Rubber and Plastics Products	Non Metallic Mineral Products	Other Manuf.	Retail	Other Services	
Andijan Region	Small	7	9	3	8	2	7	11	9	133
	Medium	7	12	7	2	6	4	5	9	
	Large	4	1	8	1	1	4	3	3	
Fergana Region	Small	5	4	5	11	4	6	4	13	123
	Medium	6	8	5	4	5	6	4	9	
	Large	2	2	6	0	4	2	2	6	
Qashqadaryo Region	Small	11	5	7	1	7	7	7	10	124
	Medium	5	1	2	1	9	9	7	9	
	Large	4	2	9	0	1	0	2	8	
Samarqand Region	Small	8	5	5	16	2	8	10	23	147
	Medium	12	5	4	2	9	6	4	7	
	Large	5	3	4	0	3	2	0	4	
Tashkent Region	Small	4	8	0	8	3	8	13	20	155
	Medium	6	5	2	8	4	12	4	12	
	Large	3	7	2	1	1	9	3	12	
Tashkent	Small	9	4	7	11	2	26	18	35	205
	Medium	4	4	5	14	4	11	4	15	
	Large	3	2	5	2	4	6	4	6	
Karakalpakstan	Small	9	2	5	6	9	9	5	14	113
	Medium	7	0	3	0	11	8	2	6	
	Large	4	0	7	0	4	1	0	1	
Navoiy and Jizzakh Region	Small	9	8	4	13	9	4	4	8	115
	Medium	4	1	7	3	7	6	0	6	
	Large	4	3	6	0	4	2	1	2	
Surxondaryo Region	Small	15	5	7	3	11	8	5	15	124
	Medium	4	0	7	0	12	6	3	7	
	Large	3	0	8	0	1	0	1	3	
		<b>164</b>	<b>106</b>	<b>140</b>	<b>115</b>	<b>139</b>	<b>177</b>	<b>126</b>	<b>272</b>	<b>1239</b>

Table 37: Bulgaria\*

Region	Size	Food	Machinery and Equipment	Other Manuf.	Retail	Other Services	
Severozapaden	Small	6	2	7	6	4	82
	Medium	11	4	5	9	2	
	Large	4	4	13	2	3	
Severen tsentralen	Small	4	5	2	4	3	38
	Medium	2	0	1	2	2	
	Large	2	3	1	1	6	
Severoiztochen	Small	1	5	4	4	8	77
	Medium	10	1	6	6	6	
	Large	6	1	7	3	9	
Yugoiztochen	Small	3	2	6	5	11	89
	Medium	8	6	6	4	9	
	Large	4	3	7	5	10	
Yugozapaden	Small	1	0	1	2	2	17
	Medium	3	0	2	2	1	
	Large	2	0	0	0	1	
Yuzhen Tsentralen	Small	2	12	9	10	10	93
	Medium	3	12	6	4	6	
	Large	7	2	4	2	4	
		<b>79</b>	<b>62</b>	<b>87</b>	<b>71</b>	<b>97</b>	<b>396</b>

Table 38: Czech Republic\*

Region	Size	Food	Fabricated Metal Products	Machinery and Equipment	Other Manuf.	Retail	Other Services	
Central	Small	1	0	0	1	3	3	23
	Medium	0	2	1	1	0	1	
	Large	1	2	4	1	1	1	
South	Small	1	0	0	0	2	4	17
	Medium	1	1	2	2	0	0	
	Large	0	0	2	2	0	0	
North	Small	2	2	1	2	2	6	29
	Medium	1	0	3	3	0	1	
	Large	0	4	1	0	0	1	
East	Small	3	6	2	2	3	4	61
	Medium	2	3	5	2	3	3	
	Large	5	4	6	6	0	2	
		<b>17</b>	<b>24</b>	<b>27</b>	<b>22</b>	<b>14</b>	<b>26</b>	<b>130</b>



Table 39: Rwanda\*

Region	Size	Manufacturing	Retail	Other Services	
<b>Kigali</b>	Small	7	19	38	<b>162</b>
	Medium	17	12	21	
	Large	21	0	27	
<b>Western Province</b>	Small	19	16	22	<b>100</b>
	Medium	14	0	25	
	Large	3	0	1	
<b>Southern Province</b>	Small	29	24	16	<b>98</b>
	Medium	8	4	15	
	Large	2	0	0	
		<b>120</b>	<b>75</b>	<b>165</b>	<b>360</b>

Table 40: Somalia\*

Region	Size	Manufacturing	Retail	Other Services	
<b>Bosaso</b>	Small	8	33	12	<b>94</b>
	Medium	5	13	19	
	Large	1	2	1	
<b>Mogadishu</b>	Small	3	49	35	<b>100</b>
	Medium	1	4	8	
		<b>18</b>	<b>101</b>	<b>75</b>	<b>194</b>

**COVID 19 Impact ES Follow-up Survey**  
 The World Bank  
 June 13 2020

**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**

<b>MODE</b>	<b>MODE OF INTERVIEW</b>
-------------	--------------------------

Phone (CATI)	1
Online	2

**mode**

<b>a0</b>	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.

**SHOW THE FOLLOWING TO THE RESPONDENT, IF 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
--	-----------------------

<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.1a** Did this establishment close temporarily (suspended services or production) 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?

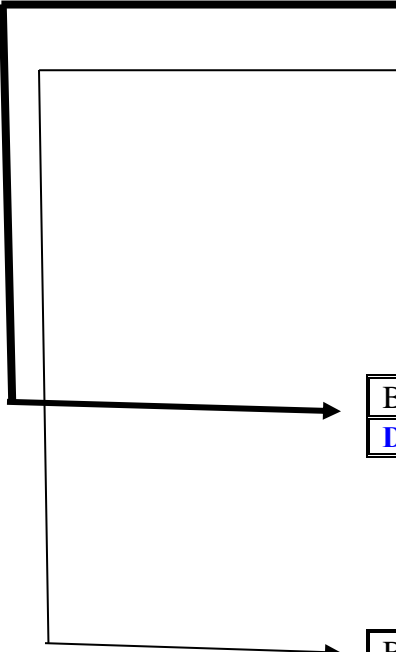
Weeks the establishment was closed	<b>COVb1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**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 QUESTION B.3*

*GO TO QUESTION 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>
National sales	<b>COVb3a</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.4** Comparing the percentage of direct and indirect exports in the last month, that is in **[insert last completed month]**, with the same month in 2019, did the percentage increase, remain the same, or decrease?

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

**COVb4**

## 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?
------------	--

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)?
------------	---

	<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>
------------	---

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

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



**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	COVd0a
<b>DON'T KNOW (SPONTANEOUS)</b>	-9
<b>Don't know</b>	-99

**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	COVd0b	-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	COVd1
<b>DON'T KNOW (SPONTANEOUS)</b>	-9
<b>Don't know</b>	-99

**D.2** At the end of 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 end of last month	COVd2	-9	-99

<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?
------------	--

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

**ASK ONLY IF COVD1 < COVD0A 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?
------------	--

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

<b>D.5</b>	How many of these were <b>female</b> ?
------------	--

Number female workers that quit or took leaves	<b>COVd5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**ASK ONLY IF COVD1 < COVD0A 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?
------------	---

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**

<b>D.7</b>	How many of these were <b>female</b> ?
------------	--

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>

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

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>
<b>Does not apply</b>	<b>-77</b>
<b>Don't know</b>	<b>-99</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> ?
------------	--

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

### 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
<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 (delay payment as per the current regulation; i.e. they don't include payments postponed by government decrees) to:  
**INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPON.)	Don't know
Its suppliers <b>COVe3a</b>	1	2	-9	-99
Its landlords <b>COVe3b</b>	1	2	-9	-99
The tax authorities <b>COVe3c</b>	1	2	-9	-99

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

Yes	1
No	2
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Does not apply</b>	<b>-77</b>
<b>Don't know</b>	<b>-99</b>

<b>COVe4</b>
--------------

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

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

<b>COVe5</b>
--------------

## 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 G.1</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO G.1</i>
<b>Don't know</b>	<b>-99</b>	<i>GO TO G.1</i>
		<b>COVf1</b>

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

	Yes	No	<b>DON'T KNOW (SPON)</b>	<b>Don't know</b>
Cash transfers for businesses <b>COVf2a</b>	1	2	<b>-9</b>	<b>-99</b>
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COVf2b</b>	1	2	<b>-9</b>	<b>-99</b>
Access to new credit <b>COVf2c</b>	1	2	<b>-9</b>	<b>-99</b>
Fiscal exemptions or reductions <b>COVf2d</b>	1	2	<b>-9</b>	<b>-99</b>
Wage Subsidies <b>COVf2e</b>	1	2	<b>-9</b>	<b>-99</b>
Other (specify <b>COVf2fx</b> ) <b>COVf2f</b>	1	2		

## G. EXPECTATIONS

<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?
------------	---

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

**COVg1**

<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?
------------	---

Weeks the establishment would remain open	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

<b>G.3</b>	In how many months is it expected that this establishment's sales will get back to normal?
------------	--

Number of months	<b>COVg3</b>
<b>CURRENT SALES ARE AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</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?
------------	--

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>

**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)	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