

**COVID 19 Impact ES Follow-up Survey – Jordan**  
**Wave 2: February 2021**  
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**

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

**COV2r1**

**INTERVIEW ALL THE ESTABLISHMENTS EXCEPT THOSE CONFIRMED PERMANENTLY CLOSED THAT HAVE ANSWERED H-SECTION IN WAVE-1. ALL OTHERS, INCLUDING PREVIOUSLY UNOBTAINABLE OR REFUSED, SHOULD BE CONTACTED AND INTERVIEWED.**

**READ THE FOLLOWING TO THE TARGET RESPONDENT, IF COV2R1 IS NO AND BY PHONE  
(mode=1)**

**Good [morning/afternoon/evening], I'm calling you from [Insert name of the contractor] to thank you for the participation in the survey for the World Bank that we undertook a few months ago. I hope you received the brief report of the results. We would like to take this opportunity to ask you a few questions to follow up on the effect of the COVID-19 virus on your establishment.**

**The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.**

	Date of the interview
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Year	Month	Day
COVa20y	COVa20m	COVa20d



Last completed month
COVa20m_1

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**B. SALES**

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<b>B.0</b>	Currently is this establishment open, temporarily closed (suspended services or production), or permanently closed?
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Permanently closed	1	<i>GO TO SECTION H</i>
Temporarily closed	2	<i>GO TO B.1b</i>
Open	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.2</i>
		<b>COVb0</b>

*ASK ONLY IF COV2r1 = 2*

<b>B.1a</b>	Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?
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Yes	1	<i>GO TO B.1b</i>
No	2	<i>GO TO B.2</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.2</i>
		<b>COV2b1aR2</b>

*ASK ONLY IF COV2r1 = 2*

<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>COV2b1bR2</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	<b>GO TO QUESTION B.3</b>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<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>
Sales to Jordanian Government	<b>JCOV2b3a1 %</b>	<b>-9</b>
Other National sales	<b>JCOV2b3a2 %</b>	
Indirect exports (sold domestically to third party that exports products)	<b>COVb3b %</b>	<b>-9</b>
Direct exports	<b>COVb3c %</b>	<b>-9</b>
	<b>100%</b>	

## C. PRODUCTION

### ASK 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 of operations 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>

### ASK ONLY IF COV2r1 = 2

<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>COV2c4aR2</b>	1	2	<b>-9</b>
Started or increased delivery or carry-out of goods or services? <b>COV2c4bR2</b>	1	2	<b>-9</b>
Started or increased remote work arrangement for its workforce? <b>COV2c4cR2</b>	1	2	<b>-9</b>
Introduced new or improved products or services? <b>COV2c3aR2</b>	1	2	<b>-9</b>
Discontinued the production of some goods or the offering of any services? <b>COV2c3bR2</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

**ASK ONLY IF COV2r1= 2 OR IN COUNTRIES WITHOUT THIS QUESTION (ARMENIA, GEORGIA, MOLDOVA, ITALY)**

<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>COV2d0a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF COV2r1 = 2 OR IN COUNTRIES WITHOUT THIS QUESTION (ARMENIA, GEORGIA, MOLDOVA, ITALY)**

<b>D.0b</b>	At the end of December 2019, in this establishment how many permanent, full-time workers were <u>female</u> ?
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	<b>Number</b>	<b>DON'T KNOW (SPON.)</b>
Female permanent full-time workers end of December 2019	<b>COV2d0b</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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	Number	DON'T KNOW (SPON.)
Female permanent full-time workers end of last month	COVd2	-9

<b>D.3</b>	Since the outbreak of COVID-19, has the total number of this establishment's temporary workers increased, remained the same, or decreased?
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	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)
Temporary workers COV2d3bR2	1	2	3	-9

<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	COV2d4R2
DON'T KNOW (SPONTANEOUS)	-9

**ASK 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	COV2d5R2
DON'T KNOW (SPONTANEOUS)	-9

<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	COV2d6R2
DON'T KNOW (SPONTANEOUS)	-9



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

<b>D.7</b>	How many of these were <u>female</u> ?
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Number female workers laid off	<b>COV2d7R2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.8</b>	Since the outbreak of COVID-19, how many workers have been furloughed? <b>[insert equivalent local term for furlough]</b>
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Number workers put on furlough <b>[insert equivalent local term for furlough]</b>	<b>COV2d8R2</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO D.10**

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

<b>D.9</b>	How many of these were <u>female</u> ?
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Number female workers put on furlough <b>[insert equivalent local term for furlough]</b>	<b>COV2d9R2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.10</b>	Since the outbreak of COVID-19, how many permanent full time employees had their salary, wages, or benefits reduced due to the COVID-19 outbreak?
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Number of employees whose salary, wage and benefits reduced	<b>COV2d10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF D.10 IS GREATER THAN 0**

<b>D.11</b>	What was the average percentage reduction in the salary, wage or benefit of this establishments current workers since the outbreak of COVID-19?
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Average reduction in salary and benefits	<b>COV2d11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

## E. FINANCE

### PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

And now I would like to ask a few questions about the effect of the COVID-19 outbreak on this establishment's access to finance

**E.1** Since the outbreak of COVID-19, has/have this establishment's liquidity or cash flow increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>
Liquidity or cash flow <b>COV2e1aR2</b>	1	2	3	<b>-9</b>

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

**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	<b>DON'T KNOW (SPON.)</b>	<b>DOES NOT APPLY (SPON.)</b>
Its suppliers <b>COV2e3aR2</b>	1	2	<b>-9</b>	-
Its landlords <b>COV2e3bR2</b>	1	2	<b>-9</b>	<b>-7</b>
The tax authorities <b>COV2e3cR2</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>

**COV2e4R2**

<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>

**COV2e5R2**

<b>E.6</b>	Since the outbreak of COVID-19, has this establishment applied for any lines of credit or loans or overdraft facility?
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Yes	1	<b>GO TO E.8</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.1</b>
		<b>COV2k16</b>

<b>E.7</b>	What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan?
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No need for a loan - establishment had sufficient capital	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Did not think it would be approved	6
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2k17 GO TO F.1**

<b>E.8</b>	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? <b>INTERVIEWER: READ OUT</b>
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Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2k20a1**

## F. POLICIES

<b>F.1</b>	Since the outbreak of COVID-19, has this establishment received any national or local government support in response to the crisis?
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Yes	1	
No, but expect to receive it in the next 3 months	2	
No	3	<b>GO TO F.3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.3</b>
		<b>COV2f1R2</b>

<b>JF.1a</b>	What was the main reason this establishment did not receive any government support?
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No support needed	1	
Procedures too complex	2	
Application not approved	3	
Lack of knowledge on how to apply	4	
Government procedures are too slow	5	
None of the above	6	
<b>I WAS NOT ELIGIBLE TO APPLY</b>		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>JCOV2f1a</b>

<b>F.2</b>	Did any of these measures involve any of the following:
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	Yes	No	<b>DON'T KNOW (SPON)</b>
Cash transfers for businesses <b>COV2f2aR2</b>	1	2	<b>-9</b>
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COV2f2bR2</b>	1	2	<b>-9</b>
Access to new credit <b>COV2f2cR2</b>	1	2	<b>-9</b>
Tax reductions or tax deferrals <b>COV2f2dR2</b>	1	2	<b>-9</b>
Wage Subsidies <b>COV2f2eR2</b>	1	2	<b>-9</b>
Support (technical assistance or subsidies) for adoption of digital technologies <b>COV2f2gR2</b>	1	2	<b>-9</b>
Other (specify <b>COV2f2fR2x</b> ) <b>COV2f2fR2</b>	1	2	<b>-9</b>

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

**COV2f3**

<b>F.4</b>	Since the outbreak of COVID-19, did the percentage of total senior management's time spent on dealing with requirements imposed by government regulations increase, remain the same, or decrease? (By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.)
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Increase	1
Remain the same	2
Decrease	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COV2f4**

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**G. EXPECTATIONS**

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<b>JG.1a</b>	Is it expected that this establishment will layoff any workers in the next 6 months?
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Yes	1	<b>GO TO G.1</b> <b>GO TO G.1</b> <b>JCOV2g1a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>JG.1b</b>	Over the coming 6 months, how many workers are expected to be laid off?
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Number workers expected to be laid off	<b>JCOV2G1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<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	<b>COVg1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>G.2</b>	Keeping the cost structure as it is now, how many weeks would this establishment be able to remain open if its sales stopped as of today?
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Weeks the establishment would remain open	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>G.3</b>	In how many months is it expected that this establishment's sales will get back to normal?
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Number of months	<b>COVg3</b>
<b>CURRENT SALES ARE AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>G.4</b>	In how many months is it expected that the size of this establishment's workforce will get back to normal?
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Number of months	<b>COVg4</b>
<b>CURRENT WORKFORCE ARE AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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



## H. INFORMATION ON PERMANENTLY CLOSED ESTABLISHMENTS

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

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

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

COVh3

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

**ASK ONLY IF MODE = 1 (PHONE - CATI)**

**INTERVIEWER COMMENTS:** (Problems occurred or extraordinary circumstances which could influence results)

**a17x**

## 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