

Mozambique COVID 19 Impact ES Follow-up Survey

The World Bank

June 22 2020

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
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mode

a0 | Questionnaire

Manufacturing	1
Retail	2
Other Services	3

a0

READ THE FOLLOWING TO THE TARGET RESPONDENT, IF BY PHONE (mode=1)

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

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

	Date of the interview
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Year	Month	Day
COVa20y	COVa20m	COVa20d



Last completed month
COVa20m_1

B. SALES

B.0 Currently is this establishment open, temporarily closed (suspended services or production), or permanently closed?

Permanently closed	1
Temporarily closed	2
Open as usual	3
Open with restrictions	4
DON'T KNOW (SPONTANEOUS)	-9

GO TO SECTION H

GO TO B.2

COVb0

B.1a Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?

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

GO TO MOZB.1

GO TO MOZB.1

COVb1a

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	COVb1b
DON'T KNOW (SPONTANEOUS)	-9

MOZB.1 In **[insert last completed month] 2019**, what were this establishment's total sales for **all** products and services?

	[Insert LCUs]
Total annual sales in [insert last completed month]	MOZb1
DON'T KNOW (SPONTANEOUS)	-9

MOZB.2 In **February 2020**, what were this establishment's total sales for **all** products and services?

	[Insert LCUs]
Total annual sales in February 2020	MOZb2
DON'T KNOW (SPONTANEOUS)	-9

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	GO TO MOZB.2a
Remain the same	2	
Decrease	3	GO TO MOZB.2a COVb2a
DON'T KNOW (SPONTANEOUS)	-9	

ASK ONLY IF COVb2a = 1

B.2b By what percentage did the sales increase?

	Percent
Percentage increase in sales	COVb2b %
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF COVb2a = 3

B.2c By what percentage did the sales Decrease?

	Percent
Percentage decrease in sales	COVb2c %
DON'T KNOW (SPONTANEOUS)	-9

MOZB.2a In **[insert last completed month]**, what were this establishment's total sales for **all** products and services?

	[Insert LCUs]
Total sales in [insert last completed month]	MOZb2a
DON'T KNOW (SPONTANEOUS)	-9

B.3 In **[insert last completed month]**, what percentage of this establishment's sales were:

	Percent	DON'T KNOW (SPON.)
National sales	COVb3a %	-9
Indirect exports (sold domestically to third party that exports products)	COVb3b %	-9
Direct exports	COVb3c %	-9
	100%	

C. PRODUCTION

C.3	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
DON'T KNOW (SPONTANEOUS)	-9

COVc3

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)?
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	Percent
Capacity utilization	COVc1 %
DON'T KNOW (SPONTANEOUS)	-9

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
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	Increase	Remain the same	Decrease	DON'T KNOW (SPONTANEOUS)
This establishment's total hours worked per week COVc2a	1	2	3	-9
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell COVc2c	1	2	3	-9

C.4	Did this establishment experience any of the following changes in response to the COVID-19 outbreak? INTERVIEWER: READ OUT
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	Yes	No	DON'T KNOW (SPON.)
Started or increased business activity online? COVc4a	1	2	-9
Started or increased delivery or carry-out of goods or services? COVc4b	1	2	-9
Started or increased remote work arrangement for its workforce? COVc4c	1	2	-9
Introduced health and safety regulations COVc4d	1	2	-9

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

	Percent
Share of online sales	COVc5 %
DON'T KNOW (SPONTANEOUS)	-9

MOZC.5 | In February 2020, what was the share of this establishment's online sales out of total sales?

	Percent
Share of online sales in February 2020	MOZc5 %
DON'T KNOW (SPONTANEOUS)	-9

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 February 2020, 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 February 2020	COVd0a
DON'T KNOW (SPONTANEOUS)	-9

D.0b At the end of February 2020, in this establishment how many permanent, full-time workers were **female**?

	Number	DON'T KNOW (SPON.)
Female permanent full-time workers end of February 2020	COVd0b	-9

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

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 employees end of last month	COVd1
DON'T KNOW (SPONTANEOUS)	-9

D.2 At the end of the last completed month, that is the end of [insert last completed month], in this establishment how many permanent, full-time workers were **female**?

	Number	DON'T KNOW (SPON.)
Female permanent full-time workers	COVd2	-9

D.3	Since <u>March 2020</u> , 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 COVD3b	1	2	3	-9

ASK ONLY IF COVD3A = 3 OR COVD3B = 3

D.4	Since March 2020, how many workers have taken leave or quit due to the COVID-19 outbreak?
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Number workers that quit or took leave	COVD4
DON'T KNOW (SPONTANEOUS)	-9

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

D.5	How many of these were <u>female</u> ?
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Number female workers that quit or took leaves	COVD5
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF COVD3A = 3 OR COVD3B = 3

D.6	Since March 2020, how many workers have been laid off (retranché) due to the COVID-19 outbreak?
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Number workers laid off (retranché)	COVD6
DON'T KNOW (SPONTANEOUS)	-9

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

D.7	How many of these were <u>female</u> ?
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Number female workers laid off (retranché)	COVD7
DON'T KNOW (SPONTANEOUS)	-9

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 March 2020, 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.)
Liquidity or cash flow COVe1a	1	2	3	-9
Sales on credit COVe1b	1	2	3	-9
Purchases on credit COVe1c	1	2	3	-9

ASK ONLY IF COVE1A = 3

E.2 Since March 2020, 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
Personal or family loan	6
None of the above	7
DON'T KNOW (SPONTANEOUS)	-9

COVe2

E.3 Since March 2020, 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.)
Its suppliers COVe3a	1	2	-9
Its landlords COVe3b	1	2	-9
The tax authorities COVe3c	1	2	-9
Workers MOZe3	1	2	-9

F. POLICIES

F.1 Since March 2020, 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
DON'T KNOW (SPONTANEOUS)	-9

GO TO MOZF.0

GO TO MOZF.0

COVf1

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

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

MOZF.0 What would be the most needed policies to support this business over the COVID-19 crisis?

Deferral of rent, mortgage, or utilities	1
Deferral of credit payments, suspension of interest payments, or rollover of debt	2
Deferral of tax payments	3
Access to new credit	4
Loans with subsidized interest rates	5
Tax exemptions or reductions	6
Wage subsidies	7
Cash transfers or grants for business	8
Others (specify MOZF0x)	9
DON'T KNOW (SPONTANEOUS)	-9

MOZF0

MOZF.1 Is this establishment aware of the 500 USD million credit line distributed to commercial banks to help companies with liquidity problems due to Covid-19?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO MOZF.4
GO TO MOZF.4

MOZf1

MOZF.2 Has this establishment applied for the credit?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO MOZF.5

GO TO MOZF.5

MOZf2

MOZF.3 Why didn't this establishment apply?

I don't think this would help me/it is the right instrument	1
I don't need it	2
I think it would take too long to concretize	3
I don't know whether I would be able to pay back	4
DON'T KNOW (SPONTANEOUS)	-9

MOZf3

MOZF.4 Would this establishment apply for it?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

MOZf4

MOZF.5 Is this establishment aware of the measure taken by the government that postpones income and corporate tax payments for firms with turnover less than MZN 2.5 million until 2021?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

MOZF5

MOZF.6 Is/would this establishment going to apply for it?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO MOZF.8

GO TO MOZF.8

MOZF6

MOZF.7 Why not?

I don't think this would help me/it is the right instrument	1
I don't need it	2
I think it would take too long to concretize	3
It doesn't apply to my establishment	4
DON'T KNOW (SPONTANEOUS)	-9

MOZF7

MOZF.8 Is this establishment aware of the measure taken by the government to suspend the fixed fee of electricity payments for low-consumer companies and for companies in the hotel, restaurant, cultural and sports industries?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

MOZF8

MOZF.9 Is/would this establishment going to apply for it?

Yes	1
No	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO G.1

GO TO G.1

MOZF9

MOZF.10 Why not?

I don't think this would help me/it is the right instrument	1
I don't need it	2
I think it would take too long to obtain from the EDM (electricity utility)	3
It doesn't apply to my establishment	4
DON'T KNOW (SPONTANEOUS)	-9

MOzf10

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

COVg1

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

H. INFORMATION ON PERMANENTLY CLOSED ESTABLISHMENTS

H.1 How many weeks after the start of the outbreak did this establishment close permanently?

Weeks between outbreak and permanent closing	COVh1
Closed before COVID-19 outbreak	-55
DON'T KNOW (SPONTANEOUS)	-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) or other organization's support COVh2f	1	2	-9

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.**

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

A.21 Please indicate which option best describes the main respondents position:

Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) <u> a21x </u>	10

a21x

ASK ONLY IF MODE = 1 (PHONE - CATI)

A.22 Interviewee was the same person as in baseline survey?

Yes	1
No	2

a22

A.23 Gender of the respondent

Male	1
Female	2
Refusal (SPONTANEOUS)	-8

a23

A.24 interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a24d	a24m	a24y	a24h	a24min

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