

COVID 19 Impact ES Follow-up Survey – Moldova
Wave 1: May 2020
The World Bank

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

a0	Questionnaire
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Manufacturing	1
Retail	2
Other Services	3

a0

READ THE FOLLOWING TO THE TARGET RESPONDENT, IF BY PHONE

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?
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Permanently closed	1	<i>GO TO SECTION H</i>
Temporarily closed	2	<i>GO TO B.1b</i>
Open	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
		COVb0

B.1a	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>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
		COVb1a

B.1b	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	COVb1b
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?
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	Increase	1	
	Remain the same	2	<i>GO TO B.3</i>
	Decrease	3	
	Don't know (spontaneous)	-9	<i>GO TO B.3</i>
			COVb2a

	Percent	
By what percentage did the sales increase?	COVb2b	%
Don't know (spontaneous)	-9	

	Percent	
By what percentage did the sales decrease?	COVb2c	%
Don't know (spontaneous)	-9	

B.3	In the last completed month, that is in [insert last completed month] , what percentage of this establishment's sales were:
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	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%	

B.4	Comparing the percentage of direct and indirect exports in the last completed month, that is in [insert last completed month] , 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	
DOES NOT APPLY (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		COVb4

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 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
The demand for this establishment's products and services COVc2b	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

C.5	Currently what is the share of this establishment's online sales out of total sales?
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	Percent
Share of online sales	COVc5 %
DON'T KNOW (SPONTANEOUS)	-9

C.6	Currently what is the share of this establishment's workforce working remotely?
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	Percent
Share of workforce working remotely	COVc6 %
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.1 At the end of the last 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 employees 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 last 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 the outbreak of COVID-19, has the total number of this establishment's [insert option] increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)
Permanent workers COVd3a	1	2	3	-9
Temporary workers COVd3b	1	2	3	-9

ASK ONLY IF COVD3A = 3 OR COVD3B = 3

D.4 Since the outbreak of COVID-19, how many workers have taken leave for more than 5 days or quit due to illness, childcare interruption, or other mobility restrictions linked to the COVID-19 outbreak?

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 female?

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 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	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 female ?
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Number female workers laid off	COVD7
DON'T KNOW (SPONTANEOUS)	-9

D.8	Since the outbreak of COVID-19, how many workers have been furloughed? [insert equivalent local term for furlough]
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Number workers put on furlough [insert equivalent local term for furlough]	COVD8	IF 1 OR MORE GO TO D.9 OTHERWISE GO TO E.1
DON'T KNOW (SPONTANEOUS)	-9	

D.9	How many of these were female ?
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Number female workers put on furlough [insert equivalent local term for furlough]	COVD9
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 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.)
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

MDE.1 Since the outbreak of COVID-19, by what percentage has cash flow availability decreased?

	Percent
Percentage Decrease in Cash Flow Availability	MDe1 %
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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
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		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

E.4	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
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

COVe4

E.5	Since the outbreak of COVID-19, has this establishment filed for insolvency or bankruptcy?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

COVe5

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?
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Yes	1	
No, but expect to receive it in the next 3 months	2	
No	3	GO TO MDF.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO MDF.1
		COVf1

F.2	Did any of these measures involve any of the following:
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	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
Tax deferrals MDf2g	1	2	-9
Wage Subsidies COVf2e	1	2	-9
Other (specify COVf2fx) COVf2f	1	2	

ASK ONLY IF F1 = 3

MDF.1	What is the main reason this establishment did not 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 MDf1x)	6
PENDING DECISION ON ASSISTANCE	-5
DON'T KNOW (SPONTANEOUS)	-9

MDf1

MDF.2	Which policy changes will be of benefit this business the most 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 Mdf2x)	9
DON'T KNOW (SPONTANEOUS)	-9

Mdf2

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

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

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

G.4	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	COVg4
CURRENT WORKFORCE IS AS NORMAL	0
NEVER	-5
DON'T KNOW (SPONTANEOUS)	-9

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

H. INFORMATION ON CLOSED ESTABLISHMENTS

H.1	How many weeks after the start of the outbreak did this establishment close permanently?
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Weeks between outbreak and permanent closing	COVh1
DON'T KNOW (SPONTANEOUS)	-9

H.2	Did this establishment implement any of the following measures before permanently closing: INTERVIEWER: READ OUT
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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

H.3	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.

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

a17x

INTERVIEW PROTOCOL

Name of the main respondent		a20x
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Position of the respondent		a21x
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A.22	Interviewee was the same person as in baseline survey?
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Yes	1	
No	2	

a22

A.23	Gender of the respondent
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Male	1	
Female	2	
Refusal (SPONTANEOUS)	-8	

a23

A.24	Number of minutes the interview lasted
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Minutes	
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a24

A.25	Respondent cooperation
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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