

ES Follow-up Survey on COVID-19 – Serbia
Round 1: March 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. 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

MODE | **MODE OF INTERVIEW**

Phone (CATI)	1
Online	2

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.

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
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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>
Don't know	-99	<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	<i>GO TO B.1b</i>
No	2	<i>GO TO B.2</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
Don't know	-99	<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
Don't know	-99

B.2	Comparing this establishment's sales for [insert last completed month] with the same month in 2020, 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.)	Don't know
National sales	COVb3a %	-9	-99
Indirect exports (sold domestically to third party that exports products)	COVb3b %	-9	-99
Direct exports	COVb3c %	-9	-99
	100%		

C. PRODUCTION

ASK C.1 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
Don't know	-99

C.2	Comparing [insert option] for [insert last completed month] with the same month in 2020, 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)	Don't know
This establishment's total hours of operations per week COVc2a	1	2	3	-9	-99
The demand for this establishment's products and services COVc2b	1	2	3	-9	-99
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell COVc2c	1	2	3	-9	-99

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.)	Don't know
Started or increased business activity online? COVc4a	1	2	-9	-99
Started or increased delivery or carry-out of goods or services? COVc4b	1	2	-9	-99
Started or increased remote work arrangement for its workforce? COVc4c	1	2	-9	-99
Introduced new or improved products or services? COVc3a	1	2	-9	-99
Discontinued the production of some goods or the offering of any services? COVc3b	1	2	-9	-99

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
Don't know	-99

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
Don't know	-99

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	<p>At the end of December 2019, how many permanent, full-time employees did this establishment employ? Please include all employees and managers</p> <p>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.</p> <p>(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).</p>
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	Number
Permanent, full-time workers end of December 2019	COVd0a
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

D.0b	At the end of December 2019, in this establishment how many permanent, full-time workers were <u>female</u> ?
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	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
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	Number
Permanent, full-time employees end of last month	COVd1
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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 ?
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	Number	DON'T KNOW (SPON.)	Don't know
Female permanent full-time workers end of last month	COVd2	-9	-99

D.3	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.)	Don't know
Temporary workers COVd3b	1	2	3	-9	-99

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 mobility restrictions linked to the COVID-19 outbreak?
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Number workers that quit or took leave	COVd4
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ASK D5 ONLY IF D4 IS GREATER THAN 0, OR DON'T KNOW

D.5	How many of these were female ?
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Number female workers that quit or took leaves	COVd5
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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
Don't know	-99

ASK D7 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
Don't know	-99

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
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9
Does not apply	-77
Don't know	-99

GO TO D.10

GO TO D.10

ASK D9 ONLY IF D8 IS GREATER THAN 0, OR DON'T KNOW

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
Don't know	-99

D.10	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	COV2d10
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

ASK D11 ONLY IF D.10 IS GREATER THAN 0

D.11	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	COV2d11
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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	DON'T KNOW (SPON.)	Don't know
Liquidity or cash flow COVe1a	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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COVe2

E.3 Since the outbreak of COVID-19, has this establishment delayed payments due to the COVID-19 outbreak for more than one week (excluding payments postponed following current regulation) to:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPON.)	Don't know	DOES NOT APPLY (SPON.)	Does not apply
Its suppliers COVe3a	1	2	-9	-99	-	-
Its landlords COVe3b	1	2	-9	-99	-7	-77
The tax authorities COVe3c	1	2	-9	-99	-	-

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
Does not apply	-77
Don't know	-99

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
Don't know	-99

COVe5

E.6	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
No	2
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

GO TO E.8

GO TO F.1

COV2k16

E.7	What was the main 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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV2k17 GO TO F.1

E.8	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? INTERVIEWER: READ OUT
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Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV2k20a1

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 F.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO F.3
Don't know	-99	GO TO F.3
		COVf1

F.2	Did any of these measures involve any of the following:
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	Yes	No	DON'T KNOW (SPON)	Don't know
Cash transfers for businesses COVf2a	1	2	-9	-99
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt. COVf2b	1	2	-9	-99
Access to new credit COVf2c	1	2	-9	-99
Tax reductions or tax deferrals COVf2d	1	2	-9	-99
Wage Subsidies COVf2e	1	2	-9	-99
Support (technical assistance or subsidies) for adoption of digital technologies COVf2g	1	2	-9	-99
Other (specify COVf2fx) COVf2f	1	2	-9	-99

F.3	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 COV2f3x) COV2f3	7	
DON'T KNOW (SPONTANEOUS)	-9	
Don't know	-99	
		COV2f3

F.4	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
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COV2f4

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
Don't know	-99

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
Don't know	-99

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
Don't know	-99

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 ARE AS NORMAL	0
NEVER	-5
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

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 COVh2a	1	2	-9	-99
Reduced salary for some or all the workforce COVh2b	1	2	-9	-99
Sold some of the establishment's assets COVh2c	1	2	-9	-99
Increased the level of debt (more credit from banks or other institutions) COVh2d	1	2	-9	-99
Converted the production line or services offered COVh2e	1	2	-9	-99
Received government (national or local) support COVh2f	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

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