

COVID 19 Impact ES Follow-up Survey – Zimbabwe Round 3

The World Bank

May 2022

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

id

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.2 | Participated in previous rounds of the COVID-19 impact survey

Participated in Round-2	1
Participated in Round-1 only	2
Did not participate in any follow-up	3

COV3r2

INTERVIEW ALL THE ESTABLISHMENTS.

READ THE FOLLOWING TO THE RESPONDENT, IF COV3R2 IS 1 AND BY PHONE (mode=1)

Good [morning/afternoon/evening], I'm calling you from **Probe Market Research** to thank you for the participation in the second round of the COVID-19 impact survey for the World Bank last [Insert month of last round]. In order to get a better assessment of the impact of the pandemic on your establishment, we would like to take this opportunity to ask you to participate in the third round of data collection. The interview will be similar to the previous rounds. Your participation is crucial to guarantee an accurate representation of the ongoing evolution of the effects of the pandemic on the private sector in **Zimbabwe**.

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	Since [insert round 2 month] , 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>
		COV3b1a

B.1b	For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak since [insert round 2 month] ?
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Weeks the establishment was closed	COV3b1b
DON'T KNOW (SPONTANEOUS)	-9

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?
------------	--

Increase	1	GO TO QUESTION B.3
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION B.3
		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.5	Since the outbreak of COVID-19, did the Top Manager of this establishment change?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
COV3b5	

B.6	Currently, is the Top Manager female?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

COV3b6

C. PRODUCTION

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 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)
This establishment's total hours of operations 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

ASK ONLY IF COVc2c = 3

ZIMC.01	What was the main reason for the disruption in intermediate materials?
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Not available because of lockdown in Zimbabwe and South Africa	1
Not available for reason NOT related to lockdown in Zimbabwe and South Africa	2
Cost increased	3
Lower quality	4
DON'T KNOW (SPONTANEOUS)	-9

ZIMCOVc01

ZIM3C.1	Since [insert previous round month] , has this establishment experienced shortage or price increase for its inputs, raw materials, or finished goods and materials purchased to resell decrease?
----------------	--

Yes	1	
No	2	GO TO ZIMC.2
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO ZIMC.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO ZIMC.2
		ZIM3c1

ZIM3C.2	Thinking the main input, raw material or finished goods for resale for which there was a shortage or price increase , what was the main reason for the disruption?
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Lockdown in Zimbabwe and South Africa	1	
Not related to lockdown in Zimbabwe and South Africa	2	
War in Ukraine	3	
Other (specify ZIM3c2x)	4	
DON'T KNOW (SPONTANEOUS)	-9	
		ZIM3c2

ZIM3C.3	Thinking again about the main input, raw material or finished goods for resale for which there was a shortage, is the product?
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Of Domestic origin	1	
Of Foreign origin	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ZIM3c3

ZIM3C.5	What has been the main adjustment by this establishment to deal with the disruptions to input, raw material or finished goods for resale? INTERVIEWER: READ OUT
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No change, waiting until the situation improves	1	
Expand the number of local suppliers	2	
Expand the number of foreign suppliers	3	
Increased in-house production of inputs	4	
Keep larger inventories	5	
Increase price on final good	6	
Other (specify ZIM3c5x)	7	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		ZIM3c5

ZIMC.2	Since [insert previous round month] , has this establishment's imported inputs, raw materials, or finished goods and materials purchased to resell decrease?
---------------	---

Yes	1
No	2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

ZIMc2

ZIMCOVC.3	Since [insert previous round month] ,, has this establishment invested in any new equipment, software or digital solution in response to COVID-19?
------------------	---

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

ZIMCOVc3

C.3	Since [insert previous round month] , 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.)
Introduced new or improved products or services? COV3c3a	1	2	-9
Discontinued the production of some goods or the offering of any services? COV3c3b	1	2	-9

C.4	Since [insert previous round month] , 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? COV3c4a	1	2	-9
Started or increased delivery or carry-out of goods or services? COV3c4b	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

ZIMC.6	Currently what is the share of this establishment's female employees that are working remotely?
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	Percent
Share of workforce working remotely	ZIMc6 %
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (FIRM HAS NO FEMALE EMPLOYEES)	-7

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 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

ZIMCOVD.1	At the end of the last completed month, that is in [insert last completed month] , how many part-time employees did this establishment have? Please include all employees and managers (INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).
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	Number
Number of part-time employees end of last month	ZIMCOVD1
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 ?
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	Number	DON'T KNOW (SPON.)
Female permanent full-time workers end of last month	COVD2	-9

ZIMCOVD.2	Since [insert previous round month] , how many permanent, full-time workers were newly hired?
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Number of newly hired workers	ZIMCOVD2
DON'T KNOW (SPONTANEOUS)	

D.3	Since [insert previous round month] , 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 COV3d3b	1	2	3	-9

D.6	Since [insert previous round month] , how many workers have been laid off due to the COVID-19 outbreak?
------------	--

Number workers laid off	COV3d6
DON'T KNOW (SPONTANEOUS)	-9

ZIMD.6	In [insert last completed month] , how many workers have been laid off due to the COVID-19 outbreak?
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Number workers laid off	ZIMCOVd6
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	COV3d7
DON'T KNOW (SPONTANEOUS)	-9

ZIMD.8	Since [insert previous round month] , what is the share of permanent full time employees who had their salary, wages, or benefits reduced due to the COVID-19 outbreak?
---------------	--

Share of employees whose salary, wage and benefits reduced	ZIMd8
DON'T KNOW (SPONTANEOUS)	-9

ZIMD.8a	In [insert last completed month] , how many 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	ZIMd8a
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF ZIMD.8 IS GREATER THAN 0

ZIMD.9	What was the average percentage reduction in the salary, wage or benefit of this establishments current workers <u>since [insert previous round month]</u>
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	Percent
average reduction in salary and benefitst	ZIMd9 %
DON'T KNOW (SPONTANEOUS)	-9

ZIMD.10	Since <u>[insert previous round month]</u> , how many workers had their working hours reduced due to the COVID-19 outbreak?
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Numbe of workers whose working hours were reduced	ZIMd10
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 [insert previous round month], has/have this establishment's liquidity or cash flow increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)
Liquidity or cash flow COV3e1a	1	2	3	-9

ASK ONLY IF COV3E1A = 3

E.2 Since [insert previous round month], 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

COV3e2

ASK ONLY IF COV3E1A = 3

ZIME.2	Since [insert previous round month] , what has been the Second main source this establishment has used to deal with cash flow shortages?
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Loans from commercial banks without a public guarantee	1
Loan from commercial banks with a public guarantee	2
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies)	3
Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	4
Delaying payments to suppliers or workers	5
Government grants and subsidies	6
Asset disposal	7
Others (e.g, NGOs) (specify ZIMCOVe2x)	8
DON'T KNOW (SPONTANEOUS)	-9

ZIMCOVe2

E.3	Since [insert previous round month] , 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.)	DOES NOT APPLY (SPON.)
Its suppliers COV3e3a	1	2	-9	-
Its landlords COV3e3b	1	2	-9	-7
The tax authorities COV3e3c	1	2	-9	-

E.4	Since [insert previous round month] , has this establishment been overdue on its obligations to any financial institution?
------------	---

Yes	1
No	2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

COV3e4

E.5	Since [insert previous round month] , has this establishment filed for insolvency or bankruptcy?
------------	---

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

COV3e5

ZIMCOVE.5	Since [insert previous round month] , has this establishment restructured any of its outstanding liabilities (for example changes in terms and/or schedule of credits or loans)?
------------------	---

Yes	1
No	2
DOES NOT APPLY (NO OUTSTANDING LIABILITIES)	-7
DON'T KNOW (SPONTANEOUS)	-9

ZIMCOVe5

E.6	Since [insert previous round month] , has this establishment applied for any lines of credit or loans or overdraft facility?
------------	---

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

GO TO E.8

GO TO E.9a

COV3k16

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

COV3k17 **GO TO E.9a**

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
------------	--

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

COV3k20a1

E.9a	Since the outbreak of COVID-19, has this establishment applied to restructure any existing liabilities? (changes in terms and/or schedule of payments)
-------------	--

Yes	1
No	2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO E.10

GO TO E.10

GO TO E.10

COV3e9a

E.9b	What was the outcome of that application? INTERVIEWER: READ OUT
-------------	--

Application was approved, fully or partially	1
Application was rejected	2
Application was withdrawn	3
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

COV3e9b

E.10	It is said that establishments in Zimbabwe sometimes report only part of their labor cost for the purposes of payroll taxes. Since the outbreak of COVID-19, did the average share of reporting increase, remain the same, or decrease?
-------------	--

Increase	1
Remain the same	2
Decrease	3
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY	-7

COV3e10

F. POLICIES

F.1	Since [insert previous round month] , 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	GO TO F.5a
DON'T KNOW (SPONTANEOUS)	-9	GO TO F.4
		COV3f1

ZIMF.1	From which of the following entities was the support (s) obtained?
---------------	--

National Government	1	
Local Government	2	
From both national and state Government	3	
DON'T KNOW (SPONTANEOUS)	-9	
		ZIMCOVf1

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

	Yes	No	DON'T KNOW (SPON)
Cash transfers for businesses COV3f2a	1	2	-9
Deferral of credit payments, utility bills, rent or mortgage, suspension of interest payments, or rollover of debt COV3f2b	1	2	-9
Access to new credit COV3f2c	1	2	-9
Tax reductions or tax deferrals COV3f2d	1	2	-9
Wage Subsidies COV3f2e	1	2	-9
Support (technical assistance or subsidies) for adoption of digital technologies COV3f2g	1	2	-9
Other (specify COV3f2fx) COV3f2f	1	2	-9

ASK ONLY IF COV3F1 = 3 OR -9

ZIMF.2	Which of the following options best describe the reason why this establishment did not receive any federal or state level government support in response to the crisis?
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I was not aware	1
Too cumbersome or costly to apply	2
I am not eligible	3
I don't expect to get it because I don't have the right connections	4
I have applied but not received it	5
I do not need it	6
Other (specify ZIMf2x)	7
DON'T KNOW (SPONTANEOUS)	-9

ZIMf2

ZIMF.3	What would be the MOST helpful policy needed to support this business over the COVID-19 crisis?
---------------	--

Deferral of payments (loan, rent, mortgage, or utilities)	1
Deferral of tax payments	2
Access to new credit	3
Loans with subsidized interest rates	4
Wage subsidies	5
Cash transfers for business	6
Support for adoption of digital technologies, including online marketing.	7
Support to improve my marketing skills, including packaging and display	8
Support to improve management skills to reduce costs	9
Support for adoption of COVID-19 health protocols	10
Other (specify ZIMf3x)	11
DON'T KNOW (SPONTANEOUS)	-9

ZIMf3

ZIMF.4	What would be the SECOND MOST helpful policy needed to support this business over the COVID-19 crisis?
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Deferral of payments (loan, rent, mortgage, or utilities)	1
Deferral of tax payments	2
Access to new credit	3
Loans with subsidized interest rates	4
Wage subsidies	5
Cash transfers for business	6
Support for adoption of digital technologies, including online marketing.	7
Support to improve my marketing skills, including packaging and display	8
Support to improve management skills to reduce costs	9
Support for adoption of COVID-19 health protocols	10
Other (specify ZIMf4x)	11
DON'T KNOW (SPONTANEOUS)	-9

ZIMf4

ASK ONLY IF COV3F1 = 3

F.5a	Which of the following options best describes the reason why this establishment did not receive any national or local government support in response to the crisis? INTERVIEWER: READ OUT
-------------	--

Not eligible	1	GO TO F.4
Not aware	2	GO TO F.4
Applied but did not receive	3	GO TO F.4
Did not apply	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO F.4
		COV3f5a

ASK ONLY IF COV3F5A = 4

F.5b	Why has this establishment not applied for any national or local government support in response to the crisis? INTERVIEWER: READ OUT
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No need	1	
Too costly or risky to apply	2	
Support is too small or unlikely	3	
Other (specify COV3f5bR3x)	4	
DON'T KNOW (SPONTANEOUS)	-9	
		COV3f5b

F.4	Since [insert previous round month] , 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	
		COV3f4

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?
------------	---

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?
------------	---

Weeks the establishment would remain open	COVg2
DON'T KNOW (SPONTANEOUS)	-9

G.5	In the next 6 months, is this establishment expected to purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

COVg5

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?
------------	--

Number of months	COVg4
CURRENT WORKFORCE ARE AS NORMAL	0
NEVER	-5
DON'T KNOW (SPONTANEOUS)	-9

ZIMG.5a	Looking ahead to the next six months , do you expect establishment's sales to increase, remain the same, or decrease compared to same period last year?
----------------	--

Increase	1	<i>GO TO ZIMG.6a</i>
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO ZIMG.6a</i>
		ZIMg5a

ZIMG.5	Looking ahead to the next six months , by what percentage are this establishment's sales expected to change compared to the same period last year?
---------------	---

Expected change in sales	ZIMg5 (in %)
DON'T KNOW (SPONTANEOUS)	-9

ZIMG.6a	Looking ahead to the next six months , do you expect establishment's workforce to increase, remain the same, or decrease compared to same period last year?
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Increase	1	<i>GO TO ZIMG.9</i>
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO ZIMG.9</i>
		ZIMg6a

ZIMG.6	Looking ahead to the next six months , by what percentage is this establishment's workforce expected to change compared to the same period last year?
---------------	--

Expected change in number of workforce	ZIMg6 (in %)
DON'T KNOW (SPONTANEOUS)	-9

ZIMG.9	It is said that establishments in Zimbabwe sometimes report only part of their workforce for the purpose of payroll taxes. On average, what percentage of their full-time permanent workers do establishments like this one report?
---------------	--

	Percent	
Percentage of workers reported for the purpose of payroll taxes	ZIMg9%	<i>GO TO a17x</i>
REFUSAL (SPONTANEOUS)	-8	<i>GO TO a17x</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO a17x</i>

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)
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?

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

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?
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Yes	1
No	2

a22online

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
