

Phone survey of 1500 businesses in Lomé

March – April 2021

Confidential

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INFORMATION TO FILL OUT BEFORE THE INTERVIEW			
A. Business identification number	/ _ / _ / _ / _ / _	B. Interviewer number	/ _ / _
C. Business name			
D. Industry		E. Industry code	/ _ / _ / _
F. Entrepreneur's surname		H. Status of the last survey	/ _
G. Entrepreneur's given name		1 = In Sept. 2016 , still had business 2 = In Sept. 2016 , no longer had business 3 = In Sept. 2015 , still had business 4 = In Sept. 2015 , no longer had business 5 = In Jan. 2015 , still had business 6 = In Jan. 2015 , no longer had business 7 = In Sept. 2014 , still had business 8 = In Sept. 2014 , no longer had business 9 = In Oct. 2013 (baseline survey)	

1. SECTION 1 : INITIAL CONTACT

1.1 Appointment date (dd/mm/yy) : / _ / _ / _ / _ / _

1.2 Starting time of the interview : / _ / _ : / _ / _

Interviewer: Hello, my name is _____. Are you Mr./Ms. [full name of the person on your list ; confirm that you are talking with the right person.] I am here on behalf of « Consultant Firm » for a study about the Private Sector Development Project (PADSP) funded by the World Bank. This phone call is part of a follow-up survey funded by the organization Innovations for Poverty Action (IPA), which we are conducting with 1,500 entrepreneurs in the Commune of Lomé. One of our collaborators visited you in **[SEE H. Status of the last survey]**. The **goal of this survey is to understand the situation and the characteristics of micro and small enterprises, in order to identify the most appropriate programs to support these businesses and to improve existing programs.** Our call of today aims to better understand how your business evolves since the last time we spoke and we would like to collect information on any positive or negative events that occurred since the last time. Our survey today will last about 15 minutes. **I remind you that your participation in this survey will not condition your acces to further grant and will not affect your participation in other programs of the World Bank.** All the responses you provide will remain strictly confidential, and your identity will not be shared with anyone. In order to thank you for your time and your

participation in this survey, you will be transferred an airtime coupon worth 200 FCFA at the end of this interview.

1.3 Do you agree to participate in this survey ? \de nelõ be yeano numekuku dõ sia mea? .../___/

1 = Yes **(SKIP TO QUESTION 1.7)**

2 = No

1.4 Why do you not wish to participate in the survey ? / Nu ka ñuti miele didim be miakpõ gome le numekuku sia me o ?

(IF QUESTION 1.3 = 2)

1.5 Before ending this interview, I would to ask you if you are still running a business today?

1 = Yes

2 = No **(SKIP TO QUESTION END OF INTERVIEW)**

3 = Don't want to answer

(IF QUESTION 1.5 = 1)

1.6 How many employees does this business have? /___/___/

END OF INTERVIEW Thank you for your answers. Best of luck with your business ! ***[Write down the refusal in the appeal results and fill out the refusal form.]***

1.7 Can you remind me of your name ? \Nyanjũdõla fe fome ñkõ :

VERIFY THAT THE SURNAME AND GIVEN NAME ARE THE SAME AS ON YOUR SHEET.

2. SECTION 2 : LIFE SATISFACTION LADDERS

To start our interview, we would like to know more about how your life in general is going. Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. The top of the ladder (step 10) represents the best possible life for you, and the bottom of the ladder (step 0) represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time?

3. SECTION 3 : EXISTENCE AND INFORMATION OF THE COMPANY

3.0 Main activity at the moment : What would you say is your main labor activity in the past month ?

- 1 = Working in my own firm or firms
- 2 = Wage or salary work
- 3 = Casual or daily labor
- 4 = Agricultural work on a family farm
- 5 = Unpaid work in a family business or farm
- 6 = Not working, but looking for work
- 7 = Not working and not looking for work
- 8 = Other (specify)

To note down ; see item H in the interviewee information table. Status of the last survey
..... /___/

- 1 = Surveyed in September 2016, still had a business
- 2 = Surveyed in September 2016, didn't have a business anymore (SKIP TO SECTION 4)
- 3 = Surveyed in September 2015, still had a business
- 4 = Surveyed in September 2015, didn't have a business anymore (SKIP TO SECTION 4)
- 5 = Surveyed in January 2015, still had a business
- 6 = Surveyed in January 2015, didn't have a business anymore (SKIP TO SECTION 4)
- 7 = Surveyed in September 2014, still had a business
- 8 = Surveyed in September 2014, didn't have a business anymore (SKIP TO SECTION 4)
- 9 = Last survey : baseline survey, October 2013

3.1 The last time you were surveyed, we spoke with you about your company, which was called [*name of the company on the list*] and which operated in [*industry on the list*]. Do you still work for this company ? *Zi mamlɔe si wowɔ numekuku kple mi, woku nu me kple mi tso miafe dɔwɔfe si ŋkɔ nye [nom de l'entreprise sur la liste] eye dɔwɔwɔa nye [secteur d'activité sur la liste] Miega le dɔ wɔm na dɔwɔfe maa ?* /___/

- 1 = Yes (SKIP TO QUESTION 3.9)
- 2 = No, because the company was closed down
- 3 = No, for another reason (SKIP TO QUESTION 3.6)

3.3 When was the company shut down ? / *yeyiyi ka mee wo tui ?*

- a. Month : /___/___/
- b. Year : /___/___/___/___/

3.5 What is the main reason why you no longer work for this company ? / *Nu kae nye taɔɔdzinu vevie si ta miegale dɔ wɔm le dɔwɔfe sia me o ?* /___/___/

(Do not read out the answers !!)

- 1 = I wanted to invest in a new company instead
- 2 = I found a salaried job opportunity
- 3 = I had family obligations (child, sick relative, death in the family, etc.)
- 4 = I moved
- 5 = I retired
- 6 = I sold the company
- 7 = I passed the company on to a family member
- 8 = I was sick

- 9 = I traveled
10 = I closed the business due to COVID-19
11 = Other

a. If other, explain : _____

3.6 When did you stop working for this company ? / **Ƴeyiyi ka mee miegbe dɔ le dɔwɔfe sia?**

a. Month : /__/_/

Year : /__/_/_/_/

SKIP TO SECTION 4

3.9 During the last month, how many people work for this company, not including yourself ? Include family members who work for the company, unpaid workers, temporary workers, apprentices, managers, and owners who work for the company. \ Ame nenie wɔa dɔ le dɔwɔfe, wɔ ɲuto manɔmee ? Nɔtsɔ wɔ fometɔ siwo le dɔ wɔm le dɔwɔfe aɖe me, dɔwɔla siwo mexɔa fetu o, Ƴeyiyi me dɔwɔla, dɔsrɔlawo, dɔdzikpɔlawo kple dɔ 'feto siwo wɔa dɔ le dɔwɔfe, wɔ ɲuto manɔmee. Na ame siwo wɔa dɔ le dɔwɔfe la fe ɲkɔwo nam
..... /__/_/

IF 3.9 = 0, SKIP TO QUESTION 3.10

- a. How many are paid for their work ? / **Nenie xɔa fetu?**..... /__/_/
b. How many only receive a transportation or subsistence allowance ? / **Nenie xɔa vuɖoga alo nuɖuga?**
...../__/_/
c. How many receive no remuneration ? / **Nenie me xɔa ga aɖeke o?** /__/_/

Verify that the total from 3.9a to 3.9c is equal to 3.9.

3.10 During the year of 2020, how many people on average work for this company, not including yourself ? Include family members who work for the company, unpaid workers, temporary workers, apprentices, managers, and owners who work for the company. \ Ame nenie wɔa dɔ le dɔwɔfe, wɔ ɲuto manɔmee ? Nɔtsɔ wɔ fometɔ siwo le dɔ wɔm le dɔwɔfe aɖe me, dɔwɔla siwo mexɔa fetu o, Ƴeyiyi me dɔwɔla, dɔsrɔlawo, dɔdzikpɔlawo kple dɔ 'feto siwo wɔa dɔ le dɔwɔfe, wɔ ɲuto manɔmee. Na ame siwo wɔa dɔ le dɔwɔfe la fe ɲkɔwo nam
..... /__/_/

3.13 What was the total of sales in XOF for this company... / Translate

	Estimated minimum \Asixɔɔ sueto (optional) (i)	Best estimate \Asixɔɔ nyuito (ii)	Estimated maximum \Asixɔɔ kɔkɔto (optional) (iii)
During the last month (February 2021)? \ (Translate)			
During the best month of 2020? \(Translate)			
During the worst month of 2020? \(Translate)			

3.14 What was the total of profits in XOF for this company... / Translate

	Estimated minimum \Asixɔɔ sueto (optional) (i)	Best estimate \Asixɔɔ nyuito (ii)	Estimated maximum \Asixɔɔ kɔkɔto (optional) (iii)
During the last month (February 2021)			

Business identification number : _____

\ (Translate)			
During the best month of 2020? \(Translate)			
During the worst month of 2020? \(Translate)			

3.15 We know that the year of 2020 has been different from past year due to the COVID situation in Togo and around the world. That's why we would like to ask you the same questions for the year of 2019. What was the total of sales in XOF for this company... / Translate

	Estimated minimum \Asixoxo sueto (optional) (i)	Best estimate \Asixoxo nyuito (ii)	Estimated maximum \Asixoxo kokoto (optional) (iii)
During the best month of 2019? \(Translate)			
During the worst month of 2019? \(Translate)			

3.16 What was the total of profits in XOF for this company... / Translate

	Estimated minimum \Asixoxo sueto (optional) (i)	Best estimate \Asixoxo nyuito (ii)	Estimated maximum \Asixoxo kokoto (optional) (iii)
During the best month of 2019? \(Translate)			
During the worst month of 2019? \(Translate)			

4. SECTION 4: INFORMATION ON OTHER BUSINESSES AND ACTIVITIES

This brings us to the part of our survey where we discuss about any other companies than the one we mentioned and other activities you could have. / Translate

4.1 How many other companies do you currently own or manage, not including this one ? / Dɔwɔfe nenie mienye dote/edola alo dɔdzikpola na le fifi me esia manome?...../_/_/_/

Co-owning and co-management are included.

(IF 4.1 = 0, SKIP TO QUESTION 4.6)

The following questions are about all those companies not including the one reported in SECTION 3

4.2 What was the total of sales in XOF for these companies... / Translate

	Estimated minimum \Asixoxo sueto (optional) (i)	Best estimate \Asixoxo nyuito (ii)	Estimated maximum \Asixoxo kokoto (optional) (iii)
During the last month (February 2021)? \ (Translate)			
During the best month of 2020? \(Translate)			

During the worst month of 2020? (Translate)			
--	--	--	--

4.3 What was the total of profits in XOF for these companies... / Translate

	Estimated minimum (Asixoxo sueto) (optional) (i)	Best estimate (Asixoxo nyuito) (ii)	Estimated maximum (Asixoxo kakoto) (optional) (iii)
During the last month (February 2021) (Translate)			
During the best month of 2020? (Translate)			
During the worst month of 2020? (Translate)			

4.4 We know that the year of 2020 has been different from past year due to the COVID situation in Togo and around the world. That's why we would like to ask you the same questions for the year of 2019. What was the total of sales in XOF for these companies... / Translate

	Estimated minimum (Asixoxo sueto) (optional) (i)	Best estimate (Asixoxo nyuito) (ii)	Estimated maximum (Asixoxo kakoto) (optional) (iii)
During the best month of 2019? (Translate)			
During the worst month of 2019? (Translate)			

4.5 What was the total of profits in XOF for these companies... / Translate

	Estimated minimum (Asixoxo sueto) (optional) (i)	Best estimate (Asixoxo nyuito) (ii)	Estimated maximum (Asixoxo kakoto) (optional) (iii)
During the best month of 2019? (Translate)			
During the worst month of 2019? (Translate)			

4.6 [Apart from the business(es) that you own or manage], do you have other sources of revenue ? By other sources of revenue, I mean the money received for a paid job, farming, retirement pensions, and/or money received from an investment. / To vovo na dɔwɔfe si nenye dɔtefeɔla alo dɔdzikpɔla na, ɔe gakpɔmɔnu bubuwo gale asi woàa ? To gakpɔmɔnu bubuwo dzi, medi magblɔ, dɔwɔwɔfetu, agbledede alo gbɔdemefetu xoxo kpakple ga si do tso woà dɔwɔwɔ aɔe me. /

1 = Yes

2 = No (SKIP TO SECTION 5)

4.7 How many other sources of revenue do you have ? / Translate /

4.8 What is the type of your main activity apart from the business(es) that you own or manage (meaning the one bringing the highest revenue) ? / Translate /

Do not read out the answers !!! If the person has several occupations, you should ask which one brings in the most income.

1 = Paid employee in the same industry

Business identification number : _____

- 2 = Paid employee in another industry
- 3 = Unpaid worker in a family business
- 4 = Unpaid worker on a family farm
- 5 = Unpaid worker in another company
- 6 = Not working, searching for a salaried position
- 7 = Not working, not looking for work
- 8 = Temp or seasonal worker
- 9 = Student, apprentice
- 10 = Retired
- 11 = Other

a. If other, explain : _____

4.9 When did you start this activity? / Translate

Month : / __ / __

Year : / __ / __ / __ / __

4.10 How much was your combined revenue from paid work, farming, retirement pensions, and/or money received from an investment ... / **Ho nenie nye mia fe dɔwɔwɔfetu, agbledede alo gbɔdemefetu xɔxɔ kpakple ga si do tso woà dɔwɔwɔ aɖe me.**

	Estimated minimum Asixɔxɔ sueto (optional) (i)	Best estimate Asixɔxɔ nyuito (ii)	Estimated maximum Asixɔxɔ kɔkɔto (optional) (iii)
During the last month (February 2021)? (Translate)			
During the best month of 2020? (Translate)			
During the worst month of 2020? (Translate)			

4.11 How much was your combined revenue from paid work, farming, retirement pensions, and/or money received from an investment ... / **Ho nenie nye mia fe dɔwɔwɔfetu, agbledede alo gbɔdemefetu xɔxɔ kpakple ga si do tso woà dɔwɔwɔ aɖe me.**

	Estimated minimum Asixɔxɔ sueto (optional) (i)	Best estimate Asixɔxɔ nyuito (ii)	Estimated maximum Asixɔxɔ kɔkɔto (optional) (iii)
During the best month of 2019? (Translate)			
During the worst month of 2019? (Translate)			

5 SECTION 5 : PERSONAL INITIATIVE

5.1 Now I am going to present you with several statements that describe people's behavior in general in a variety of situations. Please indicate how well each statement describes your behavior over the past six months, by telling me for each of the following statements whether you : **(Show the card with the words to the respondents who know how to read. Show the card with the images to the respondents who don't know how to read.)**

1 : strongly disagree, 2 : disagree somewhat, 3 : neither agree nor disagree, 4 : agree somewhat, or 5 : agree strongly.

Your answers concern your character as you are most often and not as you wish to be in the future. You can also answer by just giving the number of the answer you choose.

Fifia matsý nyagbýgbly vovovo siwo fena amewo Će nýnyme fiana le nudzýdzý gefewo me afia woè. Gblý nu si tututu fee fia le agbaleĖa dzi la, fe nýnyme fe sia fe gýme le eye naègbly nya ku fe nyafýkpe siawo ÷u nam nenyè be miený nýnyme siawo dometý afe me ...leti ade siwo va yi ale, deka meèda asi fe edzi kura o, alo eve meda asi fe edzi o, etýĖ neda asi fe edzi alo ene meda asi fe edzi o alo atýĖ neda asi fe edzi ÷utý. MiaĖe ÷ufofo siawo ku fe nu siwo mienye fifia eye menye nu si miedi be yewoava zu o.

Nº	In the past six months:/ Le ...leti ade siwo va yi me fe ne :	Strongly disagree \ Nyeme da asi fe edzi kura o	Disagree somewhat \ NyemelyĖ fe edzi o	Neither agree nor disagree \ Nyemegbe haĖ o eye nyemelyĖ haĖ o	Agree somewhat \ MelyĖ fe edzi	Strongly agree \ MelyĖ fe edzi vevie
B	I normally go beyond what is expected of me. \ Mewýa dý wu esiwo wobia tso asinye.	1	2	3	4	5
F	I take the initiative immediately even when others don't. \ Mexýa ÷gý na nuwýnawo nenyè be ame bubuwo mele ewým o.	1	2	3	4	5
H	I quickly use opportunities in order to reach my goals. \ Mewýa mýnukpýkpýwo ÷uti dý hena nye tafodzinuwo kpýkpý.	1	2	3	4	5
J	I actively tackle problems. \ Mewýa kuxiwo ÷uti dý wewie.	1	2	3	4	5
L	I have a gift for implementing ideas. \ òutete le asinye le susufefewo me.	1	2	3	4	5

5 SECTION 5 : RECALL OF INTERVENTION

[This section will be answered only for a random sample of the treatment group]

This brings us to the last part of our survey, which deals about the intervention from the PADSP you attended. (Translate)

5.1 Do you recall attending this training ? \ (Translate)..... / _ / _ /

1 = Yes

2 = No (SKIP TO SECTION 6)

5.2 What are the main takeaways you recall from this intervention? \ (Translate)

List of indicators	Answer 1 = Yes // 2 = No
1	/ _ /
2	/ _ /
3	/ _ /

5.3 Do you still receive business advices from the facilitator that organized this training? \ (Translate)

1 = Yes

2 = No (**SKIP TO QUESTION 5.5**)

5.4 How often are those interactions ? \ (Translate)

/ _ / _ / per week

/ _ / _ / per month

5.5 Are you still in contact with other entrepreneurs that you met through this training? \ (Translate)

1 = Yes

2 = No

5.6 Did you attend any other training since this one? \ (Translate)

1 = Yes

2 = No

6 SECTION 6 : CONCLUSION

6.1 This brings us to the end of our interview. **THANK YOU VERY MUCH** for all the time that you have given me !!! I hope you have a wonderful day ! \ **Míafe numekukuwo ase de afi sia. Akpe de yeeyi si miegble de mia ntu ta !!! Mebia nkekea fe dzi dzedze nyuie na mi !**

6.2 *Time the interview ended* : / _ / _ / : / _ / _ /

6.3 *Language of the interview* / _ /

1 = French

2 = Ewe

3 = Mix of Ewe and French

4 = Other

a. If other, explain : _____

FACILITATOR VISA

6.4 Interview conditions

	Not at all	Not really	During a part of the interview	Throughout the interview
A. There was a lot of noise/bad connection during the interview.	1	2	3	4
B. I think that the interviewee answered truthfully.	1	2	3	4

6.5 Comments on the interview conditions :
