

## Lomé Business In-Person Long-Term Follow-up Survey

**September-October 2021**

**Business identification number:** \_\_\_\_\_

<i>RESERVED FOR DATA ENTRY AND PROOFREADING</i>		
Heading	Name	Code
Batch number		/ _ _
Data entry specialist 1		/ _
Errors		
Data entry specialist 2		/ _
Proofreader		/ _

<i>INFORMATION TO FILL OUT BEFORE THE INTERVIEW</i>			
A. Business identification number	/ _ _ _ _	B. Interviewer number	/ _ _
C. Business name	_____		
D. Industry	_____	E. Industry code	/ _ _
F. Entrepreneur's surname	_____	H. Status of the last in-person or phone survey	/ _
G. Entrepreneur's given name	_____	90 = In <b>Apr 2021</b> , still had business 91 = In <b>Apr 2021</b> , no longer had business 1 = In <b>Sept. 2016</b> , still had business 2 = In <b>Sept. 2016</b> , no longer had business 3 = In <b>Sept. 2015</b> , still had business 4 = In <b>Sept. 2015</b> , no longer had business 5 = In <b>Jan. 2015</b> , still had business 6 = In <b>Jan. 2015</b> , no longer had business 7 = In <b>Sept. 2014</b> , still had business 8 = In <b>Sept. 2014</b> , no longer had business 9 = In <b>Oct. 2013</b> (baseline survey)	

Business address/instructions to find location of interview : \_\_\_\_\_  
 \_\_\_\_\_

Phone number of respondent : \_\_\_\_\_

Alternative contact number : \_\_\_\_\_

#### SECTION F: ABILITY TO PERFORM THE SURVEY

**Interviewer: Complete this section if you are unable to interview the respondent after multiple attempts. Talk to other household members, neighbors, or other contacts to try to understand what is the current business status of the original interviewee, and to try to obtain additional tracking information that we can use to find them and interview them if they have moved.**

F.1. Were you able to find the respondent?

1. Yes **Go to F.2.**
2. No, and I have made many attempts (at least five times) **Go to instructions after F.2.**

F.2. Was the respondent ready to be interviewed?

1. Yes and he/she has no issue in participating in the survey. **Go to next Section**
2. No **See instructions after F.2.**

**If the respondent refuses to participate in the survey, try to get them to answer the first couple of questions after the informed consent statement in section 1. If they will not talk at all, or if the respondent could not be located, obtain the following information from a neighbor or respondent or family member or anyone else.**

F.3. Who supplied the information? (It could be more than one person) (MA)

1. Respondent
2. Family member/(s)
3. Neighbor/(s)
4. Other enterprise owner/(s)
5. Other (specify) .....

F.4. Is the enterprise owner still running a business?

1. Yes, running a business
2. No, the business is not functioning

3. No, the business is being run by an immediate family member the enterprise owner
4. No, the business is being run by some other person
5. Do not know

F.5. What is this person doing currently? (MA)

- |  |                                   |
|--|-----------------------------------|
| 1. Running the business                  | <b>Go to F.7</b>                  |
| 2. Engaged in another/new business       | <b>Go to F.7</b>                  |
| 3. Engaged in wage work                  | <b>See instructions after F.8</b> |
| 4. Involved in agriculture               | <b>See instructions after F.8</b> |
| 5. Moved residence to another city       | <b>Go to F.6</b>                  |
| 6. Moved to another country              | <b>See instructions after F.8</b> |
| 7. Not involved in any economic activity | <b>See instructions after F.8</b> |
| 8. Passed away                           | <b>See instructions after F.8</b> |
| 9. Other (Specify) .....                 | <b>See instructions after F.8</b> |
| 10. Don't know                           | <b>See instructions after F.8</b> |

F.6. If moved residence to a different city, what might that city be? ..... 999 Don't know

**See instructions after F.8.**

F.7. Is the business currently operated at the same locations as earlier?

- |                |                                   |
|----------------|-----------------------------------|
| 1. Yes         | <b>See instructions after F.8</b> |
| 2. No          | <b>Go to F.8</b>                  |
| 3. Do not know | <b>See instructions after F.8</b> |

F.8. Where is the business being currently operated? (Obtain address if possible)

.....  
 .....  
 .....

**Interviewer:** Obtain information about the respondent and his/her business as much as possible and mention below. If the respondent has moved overseas or to another city include any follow-up address or phone number for respondent or family member.

.....  
.....  
.....  
.....

## 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. You were previously interviewed in the past for this project, and we would now like to ask a few more questions to see how you and your business are doing.

**The goal of this survey is to understand the current situation and experience over the past couple of years of micro and small enterprises, as well as those who used to run them, in order to identify the most appropriate programs and to improve existing programs.** Our survey today will last about 30 to 40 minutes. I remind you that your participation in this survey **will not condition your access to further grants 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 5000 FCFA at the end of this interview.

1.3 Do you agree to participate in this survey ? /de nel3 be yeano numekuku do 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 guti miele didim be miakpo 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.]***

*We will start by asking you some questions about how your life and business are going in general. Some of these might be similar to questions we have asked you previously, but we want to learn about your current status and what may have changed since we last talked with you.*

## **2. SECTION 2 : GENERAL INFORMATION AND LIFE SATISFACTION LADDERS**

2.1. **INTERVIEWER:** What is the respondent's gender?

- 1. Male
- 2. Female

2.2 **INTERVIEWER:** Where does the respondent currently live?

1 = Lomé

2 = Another location in Togo (specify) \_\_\_\_\_

3= Outside of Togo

2.3. What is your age? ..... in years

2.4 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 worse 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 in-person or phone survey** ..... /\_\_\_/

90 = In **Apr 2021**, still had business

91 = In **Apr 2021**, no longer had business

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 In a previous survey, 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 wɔwɔ 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 3.7)**  
 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 ? / **yeɣiyi 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 ? / **yeɣiyi ka mee miegbe dɔ le dɔwɔfe sia?**  
 a. Month : /\_\_/\_/  
 Year : /\_\_/\_/\_/\_/

**SKIP TO SECTION 4 if they no longer operate on this business**

3.7 We would like to know about any major changes made in this company in the last five years. Have you done any of the following?

- |   |         |        |
|---|---------|--------|
| a. Changed the main location of your business?                | 1 = Yes | 2 = No |
| b. Changed the main industry in which this business operates? | 1 = Yes | 2 = No |
| c. Opened additional locations                                | 1 = Yes | 2 = No |

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 ɣuto manomee ? Natsɔ wɔ fometɔ siwo le dɔ wɔm le dɔwɔfe aɔ me, dɔwɔla siwo mexɔa fetu o, yeɣiyi me dɔwɔla, dɔsrɔlawo, dɔdzikɔlawo kple dɔ fetɔ siwo wɔa dɔ le dɔwɔfe, wɔ ɣuto manomee. Na ame siwo wɔa dɔ le dɔwɔfe la fe ɣkɔwo nam ..... /\_\_/\_/

**IF 3.9 = 0, SKIP TO QUESTION 3.10**

- a. How many are paid for their work ? / **Nenie xaa fetu?**..... /\_\_/\_/
- b. How many only receive a transportation or subsistence allowance ? / **Nenie xaa buɗoga alo nuɗuga?** ...../\_\_/\_/
- c. How many receive no remuneration ? / **Nenie me xaa ga aɗeɗe 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 worked 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 waa da le dawa/fea, wò guta manamee ?** Nàtsò wò fometò siwo le dò wòm le dawa/fe aɗe me, dawa/fe siwo mexaa fetu o, yeyiyi me dawa/fe, dɔsrɔlawo, dɔdzikɔlawo kple dɔ 'feto siwo waa da le dawa/fea, wò guta manamee. Na ame siwo waa da le dawa/fe la fe gkɔwo nam ..... /\_\_/\_/

3.13 What was the total of sales in XOF for this company. **Note that we just need their best estimate. If they have trouble answering, or say “don’t know”, then ask them what the minimum it could be, then the maximum, and then ask them for their best estimate of sales between this minimum and maximum.**

	Estimated minimum <b>\Asixaxo sueto (optional) (i)</b>	Best estimate <b>\Asixaxo nyuito (ii)</b>	Estimated maximum <b>\Asixaxo kokoto (optional) (iii)</b>
During the last month (e.g. August 2021)? <b>\(Translate)</b>			
During the best month of 2021 so far? <b>\(Translate)</b>			
During the worst month of 2021 so far? <b>\(Translate)</b>			

3.14 What was the total of profits in XOF for this company. **Note that we just need their best estimate. If they have trouble answering, or say “don’t know”, then ask them what the minimum it could be, then the maximum, and then ask them for their best estimate of sales between this minimum and maximum.**

	Estimated minimum <b>\Asixaxo sueto (optional) (i)</b>	Best estimate <b>\Asixaxo nyuito (ii)</b>	Estimated maximum <b>\Asixaxo kokoto (optional) (iii)</b>
During the last month (e.g. August 2021) <b>\(Translate)</b>			
During the best month of 2021 so far? <b>\(Translate)</b>			
During the worst month of 2021 so far? <b>\(Translate)</b>			



3.15 We know that the last year has been different from past years 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...

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

3.17 Is your company registered with the Chamber of Commerce and Industry of Togo (CCIT) or the Business Formalities Center (CFE) ? \ de wode dzezi (woɲɔ) wò dɔwɔfeɛ de Adzɔdɔlawodɔwɔfe «Chambre de Commerce et de l'Industrie du Togo "CCIT"» 'gbalè me loo alo dzeɛde adzɔdɔlawo dɔwɔfe (Centre de Formalités des Entreprises "CFE") gbɔa ?

- a. CCIT  
b. CFE
- i. Registered? (1 = Yes, 2 = No)      ii. Year of registration

## 4. SECTION 4: INFORMATION ON OTHER BUSINESSES

If they operate the original business (answered Q3.7), then say:

We would now like to discuss any other companies that you operate apart from the one we just discussed. Note, if you produce multiple products but still operate it as a joint business where you keep at most one set of books, then your previous sales and profits questions should have covered the full business. Only answer than you operate additional businesses if you operate distinct businesses whose sales and revenues were not included in your answers above.

If they no longer operate the original business (so skip here after 3.6), then say:

We would now like to know about any businesses that you may currently own and manage.

4.1 How many other companies do you currently own or manage ? / **Dawa fe nenie mienye dote fedola alo dodzikpola na le fifi me esia manome?**...../\_\_\_/\_\_\_/

**Co-owning and co-management are included.**

**(IF 4.1 = 0, SKIP TO SECTION 5 if they operate only one business and it has been asked about already, and SECTION 7 if they do not operate any business)**

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

4.2 When did you start the most recent of these businesses?

a. Month \_\_\_\_\_

b. Year \_\_\_\_\_

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

	Estimated minimum Asixaxo sueto (optional) (i)	Best estimate Asixaxo nyuito (ii)	Estimated maximum Asixaxo kokota (optional) (iii)
During the last month (e.g. August 2021)? (Translate)			
During the best month of 2021? (Translate)			
During the worst month of 2021? (Translate)			

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

	Estimated minimum Asixaxo sueto (optional) (i)	Best estimate Asixaxo nyuito (ii)	Estimated maximum Asixaxo kokota (optional) (iii)
During the last month (e.g. August 2021) (Translate)			
During the best month of 2021? (Translate)			
During the worst month of 2021? (Translate)			

4.5 We know that the last year has been different from past years 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 Asixaxo sueto (optional) (i)	Best estimate Asixaxo nyuita (ii)	Estimated maximum Asixaxo kokoto (optional) (iii)
During the best month of 2019? (Translate)			
During the worst month of 2019? (Translate)			

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

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

4.7 During the last month, how many people work for this company or companies, 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 waa do le dawofea, wò nuto manomee? Nàtsò wò fometo siwo le dā wòm le dawofe aḍe me, dawola siwo mexaa fetu o, yeyiyi me dawola, dāsrālawo, dādzikpālawo kple dā fetu siwo waa do le dawofea, wò nuto manomee. Na ame siwo waa do le dawofea la fe nkowo nam ..... /\_/\_/\_/

IF 4.7 = 0, SKIP TO QUESTION 4.8

- a. How many are paid for their work? / Nenie xaa fetu? ..... /\_/\_/\_/
- b. How many only receive a transportation or subsistence allowance? / Nenie xaa vuḍoga alo nuḍuga? ..... /\_/\_/\_/
- c. How many receive no remuneration? / Nenie me xaa ga aḍeke o? ..... /\_/\_/\_/

Verify that the total from 4.7a to 4.7c is equal to 4.7.

4.8 During the year of 2020, how many people on average worked for this company or companies, 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 waa do le dawofea, wò nuto manomee? Nàtsò wò fometo siwo le dā wòm le dawofe aḍe me, dawola siwo mexaa fetu o, yeyiyi me dawola, dāsrālawo, dādzikpālawo kple dā fetu siwo waa do le dawofea, wò nuto manomee. Na ame siwo waa do le dawofea la fe nkowo nam ..... /\_/\_/\_/

4.9 Are any of these other businesses registered with the Chamber of Commerce and Industry of Togo (CCIT) or the Business Formalities Center (CFE) ? \ de wode dzesi (woŋlɔ) wò dɔwɔfea de Adzɔdɔlawodɔwɔfe «Chambre de Commerce et de l'Industrie du Togo "CCIT"» 'gbalẽ me loo alo dɛside adzɔdɔlawo dɔwɔfe (Centre de Formalités des Entreprises "CFE") gbɔa ?

- a. CCIT  
b. CFE

i. Registered? (1 = Yes, 2 = No)

ii. Year of registration

## 5. SECTION 5: INNOVATION, DIGITAL USAGE, PIVOTING and PROACTIVE BUSINESS PRACTICES

Now I would like you to ask you a few questions about how you operate your firm and how you may or may not have adjusted your business activities since the start of the COVID-19 pandemic in March 2020. Please answer whether you have done any of the following in any of the different businesses you operate.

5.1 Have you PIVOTED (fundamentally changed the nature of your business) at all since March 2020, by changing the focus of your business to a different product, or different type of customer, or different target market?

1 = Yes

2 = No -> 5.3

5.2 Can you describe what the most major change you made in your business was?

(open-ended response) \_\_\_\_\_

5.3 Have you changed WHERE you sell your products or services? E.g. moving from selling in a fixed location or marketplace to selling by delivery or out of your home?

1 = Yes

2 = No

5.4 (Innovation) Did you start selling a new product or service at all since March 2020?

1 = Yes

2 = No -> Q5.7

5.5 What was the new product or service introduced?

(open-ended response) \_\_\_\_\_

5.6 Is this new product or service?

1 = Invented by your company, based on your own ideas

2 = Invented by the company, but copied or inspired by what another business is doing

### Commented [I1]:

The CFE is located inside the CCIT at Lomé. The CCIT is a consulate chamber that promotes Togolese businessmen and businesswomen interests inside and outside the country and that relates them with local and foreign business opportunities. The CFE records formal businesses based in Togo. Since the PADSP, it offers to business owners a unique business card ID registration with CNSS (Caisse Nationale de Sécurité Sociale), OTR (Office Togolaise des Recettes) and RCCM (Régistre du Commerce et du Crédit Mobilier) data;

New OTR taxation laws provide two kind of taxation regime for formal enterprises: The regime "Réel avec ou sans TVA" (for sales over 60 millions XOF per year) taxed on the profit and the TPU "Taxe professionnelle Unique forfaitaire ou declarative" (for sales under 60 millions XOF per year) taxed on the sales. With the rising of the municipality administration (since 2019), businesses (formal and informal) are all registered for the applying of Community taxes laws. This is mixed with OTR mission that also helps to collect Municipality taxes such as motor car taxes, housing taxes, land taxes, etc.

Commented [HCJ2R1]: I don't think we need to change the question, as registration at the CCIT was the way to formalize the business prior to the creation of the CFE, as far as I know. Unless, would you recommend adding something on registration for community taxes or registration with OTR? We are mostly interested in whether the company is "formal"

3 = Purchased from a supplier

4 = Other (specify) \_\_\_\_\_

5.7 (Digital technology usage, based on business pulse). Has your firm started using, or increased the use of internet, online social media, specialized apps, or digital platforms since the start of the COVID-19 outbreak (March 2020)?

1 = Yes, it started using them

2 = Yes, it increased using them

3 = No, it uses them, but use has not increased

4 = No, it does not use them at all.

5.8 Does your business?

a. Have a website?

1 = Yes

2 = No

b. Use Facebook/Whatsapp/Other social media for marketing?

1 = Yes

2 = No

c. Accept Mobile money payments

1 = Yes

2 = No

5.9 Has your business invested in any new equipment, software, or digital solutions in response to COVID-19 since the beginning of the crisis in March 2020?

1 = Yes

2 = No

5.10 Now I am going to ask you questions about how often you have done certain things in your business during the last six months.

Please tell me whether you do each of these activities 1 : Never, 2 : About once a month, 3 : About once a week, 4 : Every day. You could also respond by giving just the number that corresponds to your answer.

- have you visited one of your competitors in order to become familiar with their products or prices ? \ Tsadiqi (nkutsatsa) le nudzrala bubuwo gbo ne nake de nu siwo dzram wole kple ho nenie wole edzrom nu ?
- have you asked your customers whether there are products or services that they wish you would offer ? \ Dee nebia nugome wo nuflelawo ku de nu siwo wodina le nudzadzrawo kple downawo nu le downawo nebia ?
- have you offered promotions to attract customers ? \ Dee neqidina nudzadzrawo fe asi dzi hena asiyoa ?
- have you compared your suppliers' prices or product quality with those of other suppliers ? \ Dee nesa wo nudzadzrawo fe asi alo wofe nyonyo le nuflelawo gbo kple ame bubwo tsa ?
- have you analyzed your company's performance in order to identify ways to improve performance ? \ Dee nelea nku de totro si vaa eme le downawo me le downawo ne nade dzesi ale si natro asi le enutia ?
- have you changed the way your products and services are presented to make them more attractive ? \ Mie traa asi le miafe nudzadzrawo alo downawo nu be woanyakpoa alebe nuflelawo nagatede mianu tso wua ?
- have you consulted the internet, magazines, newspapers, or books in order to learn about new developments in your industry ? \ dee neya internet dzi, alo kpoa nyadzodzo 'gbalawo alo agbalawo bubuwo me hena keke de nu yeyewo nu hena downawo ?

5.11 In the past six months, have you asked a supplier which products sell well in your business sector ?

**Commented [I3]:** Concerning the use of digital innovation, or mobile money, the new government prevails the mission to promote IT policies. But the fear of COVID contributes to the rising of this market with the support of authorities and communities. On this period (2019-2020) of economic crisis, there were also the rising of trading and network marketing activities and many people amazed by promises of high benefit (sometimes 300 percent of the investment) have invested on various digital platforms (we are talking about billions XOF). They are mainly business owners with resources and less digital culture. So, I think we must take into account the mass effect but also identify innovative action from the entrepreneur or the firm that expresses a real intention of the entrepreneur to assimilate the technology.

**Commented [HCJ4R3]:** Do you have concrete recommendations on a question to add or how to tweak? The recommended question here comes from a survey that is used in multiple countries and could help with cross-country comparisons if we're interested in benchmarking how these firms have responded in comparison to firms elsewhere.

1= Yes, 2 = No

5.12 Does your company have a written budget ?

1= Yes, 2= No

5.13 Do you set sales goals for your company ?

1 = Yes 2 = No

## 6. ASSETS AND FINANCE

6.1 Now I am going to talk to you about the tools, machines, lots of land, buildings, vehicles, and other assets of the company. This concerns the assets belonging to the company and not your personal assets. If you have multiple companies, please respond with respect to the total assets of all of your companies combined.

I will ask if you have a certain type of asset, and then the amount needed to replace those assets with others in similar condition.

Assets Nunɔamesiwo	Number of [assets] that the company owns \ Dɔwɔ fea fe nunɔamesiwo <i>Put « 0 » if the company doesn't have any and skip to the next line. (1)</i>	Approximate value in CFA francs in their current state \ Ga home si woaka nae le yeyiyi sia me le FCFA me (2)
A. Machines or equipment \ Mɔ alo nunɔsiwo		
B. Other work tools \ Dɔwɔnu bubuwo		
Vehicles (car, motorcycle, bicycle, rickshaw, cart, etc.) C. \ Mɔ siwo taya le gɔme na (vu, dzokeke, gasɔ, kekevi...)		
D. Furniture \ Xɔmenuwo		
Land, buildings, kiosks, or other facilities E. \ Anyigba, xɔtutuwo, fiasewo alo nu bubuwo		
F. Other assets (not including stock) \ Nunɔamesi bubuwo (nufefle aɖewo gale nudzraɖofe mele eme o) <i>Explain :</i>		

6.2 Do you have stock, such as goods to sell, manufacturing inputs, goods in course of production, and spare parts, that is currently kept at the business ? \ dee

...../\_\_\_/ nu fe/le aḡewo gale nudzrado fe abe  
nudzadzra, agblemenukuwo, nu siwo woava fle, mɔ, keke alo uu gutinuwo siwo gale dɔwɔfeɛ sia?

1 = Yes -> Q6.4

2 = No

6.3 What is the total value of all the stock that you have at the business in terms of sales price ?

\ Nu siwo le nudzrado fe la fe homee nye ka?

\_\_\_\_\_XOF

6.4 Do you have an account at a bank or a microfinance institution that is in the name of your company

1 = Yes

2 = No

6.5 If your company were facing an unexpected situation and you needed to borrow money for your company within two weeks, what would be the maximum amount that you would be able to borrow ?

\_\_\_\_\_XOF

## 7. ENTREPRENEURIAL SELF-EFFICACY

Regardless of whether or not you currently operate a business, we would like to ask about how confident are you in your ability to do certain business activities.

7.1 Sur une échelle allant de 1 à 5 où 1 = pas du tout confiant, 2 = pas tellement confiant, 3 = ni confiant ni sans confiance, 4 = plutôt confiant, et 5 = très confiant, quel est votre niveau de confiance en votre capacité de : / Le dɔfe sia tso 1 va se de 5 esi me 1 = Nyemeka de edzi kura o, 2 = nyemeka de edzi tututu o, 3 = nyemenya ne mekaḡe edzi loo alo nyemeka de edzi o, 4 = meka de edzi, et 5 = mekafeḡe tututu, dɔfe kae le asiwò le kakaḡeḡe de wò nɔtete nɔ : (Lisez toutes les réponses !! Donnez la fiche.)

	Quel est votre niveau de confiance en votre capacité de :	Pas du tout confiant	Pas tellement confiant	Ni confiant ni sans confiance	Plutôt confiant	Très confiant
A	Fonder une entreprise ? \ <u>Dɔwɔfe dɔdɔ anyi ?</u>	1	2	3	4	5
B	Bien percevoir les opportunités d'affaires ? \ <u>ɲkuléle nyui de dɔa fe monukpokpowo nɔ le dɔa me?</u>	1	2	3	4	5
C	Bien assurer le marketing de l'entreprise ? \ <u>ɲkuléle de dɔwɔfe fe marketing nɔtia?</u>	1	2	3	4	5
D	Bien fixer les prix des produits ou services ? \ <u>Asikaka nyui na nudzadzrawo de dɔwɔfe fe nudzraga nɔ nyuie?</u>	1	2	3	4	5

E	Bien négocier avec d'autres hommes d'affaires ? \ Fofose wowo kple adzodola bubuwoa ?	1	2	3	4	5
F	Bien gérer une équipe de personnel ? \ Dowola siwo le dowofea kpokplo nyuiea ?	1	2	3	4	5
G	Bien gérer une entreprise ? \ Dowofea kpokplo nyuiea ?	1	2	3	4	5
H	Écrire un bon plan d'affaires ? \ Dowododo nyui nɔɔlo hena efe ngodedea ?	1	2	3	4	5
I	Trouver le financement du capital au démarrage d'une entreprise ? \ Gakpekpedeɔu kpokpo na dowofe gome dodo anyia ?	1	2	3	4	5

## 8. SECTION 8 : NON-BUSINESS INCOME AND ACTIVITIES

8.1 [Apart from the business(es) that you own or manage], do you have other sources of income? By other sources of income, I mean the money received for a paid job, farming, retirement pensions, and/or money received from an investment. / To vovo na dawofe si nenye dɔtefeɔla alo dɔdzikpɔla na, dɛ gakpɔmɔnu bubuwo gale asi woàa ? To gakpɔmɔnu bubuwo dzi, medi magblɔ, dawawɔfetu, agbledede alo gbɔɔmefetu xoxɔ kpakple ga si do tso woà dawawɔ ade me. .... /\_\_/

1 = Yes

2 = No **(SKIP TO SECTION 9)**

8.2 How many other sources of revenue do you have ? / Translate ..... /\_\_/

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

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 :** \_\_\_\_\_

8.4 When did you start this activity? / Translate

Month : /\_\_/\_/

Year : /\_\_/\_/\_/\_/



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

	Estimated minimum Asixɔxɔ suetɔ (optional) (i)	Best estimate Asixɔxɔ nyuitɔ (ii)	Estimated maximum Asixɔxɔ kɔkɔtɔ (optional) (iii)
During the last month (e.g. August 2021)? (Translate)			
During the best month of 2021? (Translate)			
During the worst month of 2021? (Translate)			

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

	Estimated minimum Asixɔxɔ suetɔ (optional) (i)	Best estimate Asixɔxɔ nyuitɔ (ii)	Estimated maximum Asixɔxɔ kɔkɔtɔ (optional) (iii)
During the best month of 2019? (Translate)			
During the worst month of 2019? (Translate)			

## 9. SECTION 9 : PERSONAL INITIATIVE AND EMPOWERMENT

9.1 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 nyagbýgblý vovovo siwo fena amewo Cɛe nýnýme fiana le nudzýdzý gefewo me afia woè. Gblý nu si tututu fee fia le agbaleEa dzi la, fe nýnýme fe sia fe gýme le eye naègblý nya ku fe nyafýkpe siawo ÷u nam nenye be miený nýnýme siawo dometý afe me ...leti ade siwo va yi ale, deka meèda asi fe edzi kura o, alo eve meda asi fe edzi o, etýE neda asi fe edzi alo ene meda asi

fe edzi o alo atýĚ neda asi fe edzi ÷utý. MiaĊEe ÷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 \ NyemelyĚ fe edzi o	Neither agree nor disagree \ Nyemegbe haĚ o eye nyemelyĚ haĚ o	Agree somewhat \ MelyĚ fe edzi	Strongly agree \ MelyĚ fe edzi vevie
B	I normally go beyond what is expected of me. \ Mewya dý wu esiwo wobia tso asinye.	1	2	3	4	5
F	I take the initiative immediately even when others don't. \ Mexya ÷gý na nuwýnawo nenye be ame bubuwo mele ewým o.	1	2	3	4	5
H	I quickly use opportunities in order to reach my goals. \ Mewya mýnukpýkpýwo ÷uti dý hena nye tafodzinuwo kpýkpý.	1	2	3	4	5
J	I actively tackle problems. \ Mewya 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
A	Whenever something goes wrong, I search for a solution immediately	1	2	3	4	5
C	Whenever there is a chance to get actively involved, I take it	1	2	3	4	5

## 9.2 Error Competence

For each of the following statements, please tell me whether you:

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

- ☐ A. When I have made a mistake, I know immediately how to correct it.
- ☐ B. When I do something wrong at work, I correct it immediately.
- ☐ C. If it is all possible to correct a mistake, then I usually know how to get about it.
- ☐ D. I don't let go of the goal, although I make mistakes.

## 9.3 Empowerment.

	<b>9_3_1 Currently, I am involved in making decisions about...</b> 1= Yes 2= No 3 = Not applicable	<b>9_3_2 I would like to be involved in making decisions about...</b> 1 = Yes -> next row 2 = No -> 9_3_3	<b>9_3_3 What are the reasons why you don't want to be involved in making this decision? (Select all that apply)</b> 1= I do not have the time to make this decision 2=I do not have the mental space to take this decision 3=I am not interested in making this decision 4=I would prefer another household member to have the responsibility of this decision so I do not get blamed if the decision is regretted 5=It is not appropriate for someone like me to make this decision 6=I do not want to make this decision because other household members are better equipped to do so 7=Other (specify: __)
a. When and where I can work			
b. How to spend household income			
c. What food to buy and consume			
d. Purchasing furniture/ large items for the household			
e. Purchasing livestock			
f. Whether the household should take out a loan			
g. Housework and care work in the home			
h. Children's education			
i. How many children to have			

## SECTION 10 : HOUSEHOLD

10.1 How many people are in your household, including you ?

10.2 Does anyone else in the household run a business that is separate from any of the businesses that you own or manage?

1 = Yes,

2 = No -> section 11

10.3 Were any of these businesses run by other household members originally started by you?

1 = Yes

2 = No

10.4 How many hours in a typical week do you spend working in businesses of other household members? \_\_\_\_\_

10.5 What is your best estimate of the total profits of these other household businesses

	Estimated minimum Asixaxo sueto (optional) (i)	Best estimate Asixaxo nyuito (ii)	Estimated maximum Asixaxo kokoto (optional) (iii)
During the last month (e.g. August 2021)? (Translate)			

## SECTION 11 : CONCLUSION

11.1 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 yeyiyi si miegble de mia nu ta !!! Mebia nkekea fe dzi dzedze nyuie na mi !

11.2 Time the interview ended : /\_\_/\_/ : /\_\_/\_/

11.3 Language of the interview ..... /\_\_/\_/

1 = French

2 = Ewe

3 = Mix of Ewe and French

4 = Other a. If other, explain : \_\_\_\_\_

11.4 Interview conditions

FACILITATOR VISA

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

**11.5 Comments on the interview conditions :**