

**Zambia COVID 19 Impact ES Follow-up Survey**  
 The World Bank  
*June, 2020*

**INSTRUCTIONS (NOT SHOWN): READ ALL QUESTIONS AS WRITTEN. ITEMS MARKED (SPONTANEOUS) SHOULD NOT BE READ AND ARE ADMINISTERED ONLY BY PHONE.**

**A. CONTROL INFORMATION & INTRODUCTION (to be filled out from the existing information)**

Unique ID (not known to respondent)

**idstd**

Follow-up Survey ID

**idCOV**

A.1 Country Code

**a1**

Country Name

**countryx**

A.1a Language of the interview

**a1a**

**MODE** | **MODE OF INTERVIEW**

Phone (CATI)	1	<b>mode</b>
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**a0** | Questionnaire

Manufacturing	1	<b>a0</b>
Retail	2	
Other Services	3	

**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. Your participation in this survey is voluntary, and the interview will take approximately 20 minutes

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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<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>COVa20y</b>	<b>COVa20m</b>	<b>COVa20d</b>



<b>Last completed month</b>
<b>COVa20m_1</b>

**B. SALES**

**B.0** Currently is this establishment open, temporarily closed (suspended services or production), or permanently closed?

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

**B.1a** Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?

Yes	1	
No	2	<i>GO TO B.2</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.2</i>
		<b>COVb1a</b>

**B.1b** For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?

Weeks the establishment was closed	<b>COVb1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.2** Comparing this establishment's sales for [insert last completed month] with the same month in 2019, did sales increase, remain the same, or decrease?

Increase	1	
Remain the same	2	<i>GO TO B.3</i>
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.3</i>
		<b>COVb2a</b>

*ASK ONLY IF COVb2a = 1*

**B.2b** By what percentage did the sales increase?

	<b>Percent</b>
Percentage increase in sales	<b>COV2b</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*ASK ONLY IF COVb2a = 3*

**B.2c** By what percentage did the sales decrease?

	<b>Percent</b>
Percentage decrease in sales	<b>COV2c</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	<b>Percent</b>	<b>DON'T KNOW (SPON.)</b>
National sales	<b>COVb3a</b> %	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>COVb3b</b> %	<b>-9</b>
Direct exports	<b>COVb3c</b> %	<b>-9</b>
	<b>100%</b>	

**B.4** Comparing the percentage of direct and indirect exports in the last completed month, that is in **[insert last completed month]**, with the same month in 2019, did the percentage increase, remain the same, or decrease?

Increase	1	
Remain the same	2	
Decrease	3	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>COVb4</b>

**C. PRODUCTION**

**C.3** Has this establishment adjusted or converted, partially or fully, its production or the services it offers in response to the COVID-19 outbreak?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVc3**

**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)?

	<b>Percent</b>
Capacity utilization	<b>COVc1 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.2** Comparing **[insert option]** for **[insert last completed month]** with the same month in 2019, did it (they) increase, remain the same, or decrease? **INTERVIEWER: READ OUT**

	Increase	Remain the same	Decrease	<b>DON'T KNOW (SPONTANEOUS)</b>
This establishment's total hours worked per week <b>COVc2a</b>	1	2	3	<b>-9</b>
The demand for this establishment's products and services <b>COVc2b</b>	1	2	3	<b>-9</b>
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell <b>COVc2c</b>	1	2	3	<b>-9</b>

**ASK ONLY IF COVc2c = 3**

**ZAMC.1** What was the main reason for the disruption in establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell?

Not available	1
Cost increased	2
Lower quality	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZAMc1**

**ZAMC.2** Since March 2020, has this establishment's imported inputs, raw materials, or finished goods and materials purchased to resell decrease?

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

**ZAMc2**

**C.4** Did this establishment experience any of the following changes in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

	Yes	No	<b>DON'T KNOW (SPON.)</b>
Started or increased business activity online? <b>COVc4a</b>	1	2	<b>-9</b>
Started or increased delivery or carry-out of goods or services? <b>COVc4b</b>	1	2	<b>-9</b>
Started or increased remote work arrangement for its workforce? <b>COVc4c</b>	1	2	<b>-9</b>

**C.5** Currently what is the share of this establishment's online sales out of total sales?

	<b>Percent</b>
Share of online sales <b>COVc5 %</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.6** Currently what is the share of this establishment's workforce working remotely?

	<b>Percent</b>
Share of workforce working remotely <b>COVc6 %</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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** At the end of Februry 2020, how many permanent, full-time employees did this establishment have? Please include all employees and managers

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.

**(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).**

	<b>Number</b>
Permanent, full-time workers end of February	<b>COVd0a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.0b** At the end of February 2020, in this establishment how many permanent, full-time workers were **female**?

	<b>Number</b>	<b>DON'T KNOW (SPON.)</b>
Female permanent full-time workers end of February	<b>COVd0b</b>	<b>-9</b>

**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 have? Please include all employees and managers

**(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE).**

	<b>Number</b>
Permanent, full-time employees end of last month	<b>COVd1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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**?

	<b>Number</b>	<b>DON'T KNOW (SPON.)</b>
Female permanent full-time workers	<b>COVd2</b>	<b>-9</b>

**D.3** Since March 2020, has the total number of this establishment's temporary workers increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>
Temporary workers <b>COVD3b</b>	1	2	3	<b>-9</b>

**ASK ONLY IF COVD1 < COVD0A OR COVD3B = 3**

**D.4** Since March 2020, 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?

Number workers that quit or took leave	<b>COVD4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**D.5** How many of these were **female**?

Number female workers that quit or took leave	<b>COVD5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF COVD3A = 3 OR COVD3B = 3**

**D.6** Since March 2020, how many workers have been laid off due to the COVID-19 outbreak?

Number workers laid off	<b>COVD6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF D6 IS GREATER THAN 0, OR DON'T KNOW**

**D.7** How many of these were **female**?

Number female workers laid off	<b>COVD7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZAMD.8** Since March 2020, how many workers have their salary, wages, or benefits reduced due to the COVID-19 outbreak?

Number workers whose salary, wage and benefits reduced.	<b>ZAMd8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF ZAMD.8 IS GREATER THAN 0**

**ZAMD.9** What was the average percentage reduction in the salary, wage or benefit of this establishments current workers since March 2020

	<b>Percent</b>
average reduction in salary and benefitst	<b>ZAMd9 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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 March 2020, has/have this establishment's insert option increased, remained the same, or decreased? **INTERVIEWER: READ OUT**

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>
Liquidity or cash flow <b>COVe1a</b>	1	2	3	<b>-9</b>
Sales on credit <b>COVe1b</b>	1	2	3	<b>-9</b>
Purchases on credit <b>COVe1c</b>	1	2	3	<b>-9</b>

**ASK ONLY IF COVE1A = 3**

**E.2** Since March 2020, 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
Used establishment's own saving/retained earnings	6
None of the above	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVe2**

**E.3** Since March 2020, 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	<b>DON'T KNOW (SPON.)</b>
Its suppliers <b>COVe3a</b>	1	2	<b>-9</b>
Its landlords <b>COVe3b</b>	1	2	<b>-9</b>
The tax authorities <b>COVe3c</b>	1	2	<b>-9</b>

**E.4** Since March 2020, has this establishment been overdue on its obligations to any financial institution?

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

**COVe4**

**E.5** Since March 2020, has this establishment filed for insolvency or bankruptcy?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVe5**

## F. POLICIES

**F.1** Since March 2020, has this establishment received any national or local government support in response to the COVID-19 crisis?

Yes	1
No, but expect to receive it in the next 3 months	2
No	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO ZAMF.2**  
**GO TO ZAMF.2**

**COVF1**

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

	Yes	No	DON'T KNOW (SPON)
Cash transfers for businesses <b>COVF2a</b>	1	2	-9
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COVF2b</b>	1	2	-9
Access to new credit <b>COVF2c</b>	1	2	-9
Fiscal exemptions or reductions <b>COVF2d</b>	1	2	-9
Wage Subsidies <b>COVF2e</b>	1	2	-9
Other (specify <b>COVF2fx</b> ) <b>COVF2f</b>	1	2	

**ASK ONLY IF COVF1 = 3 OR -9**

**ZAMF.2** Is this establishment aware of any support proposed by the national or local government targeting business like yours to better respond to the impact of the COVID-19 crisis?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZAMF2**

**ZAMF.3** What would be the most needed policies to support this business over the COVID-19 crisis?

Deferral of rent, mortgage, or utilities	1
Deferral of credit payments, suspension of interest payments, or rollover of debt	2
Deferral of tax payments	3
Access to new credit	4
Loans with subsidized interest rates	5
Fiscal exemptions or reductions	6
Wage subsidies	7
Cash transfers for business	8
Others (specify <b>ZAMF3x</b> )	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G.3** In how many months is it expected that this establishment's sales will get back to normal?

Number of months	<b>COVg3</b>
<b>CURRENT SALES ARE AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>COVg4</b>
<b>CURRENT WORKFORCE IS AS NORMAL</b>	<b>0</b>
<b>NEVER</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZAMG.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	<b>GO TO ZAMG.6a</b>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO ZAMG.6a</b>

**ZAMg5a**

**ZAMG.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	<b>ZAMg5 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ZAMG.6a</b>	Looking ahead to the next <b>six months</b> , 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><b>GO TO a17x</b></i>
Remain the same	2	
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i><b>GO TO a17x</b></i>
		<b>ZAMg6a</b>

<b>ZAMG.6</b>	Looking ahead to the next <b>six months</b> , by what percentage is this establishment's workforce expected to change compared to the same period last year?
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Expected change in number of workforce	<b>ZAMg6 (in %)</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**H.3** | Is it expected that this establishment will re-open in the future?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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**

**A.23** Gender of the respondent

Male	1
Female	2
<b>Refusal (SPONTANEOUS)</b>	<b>-8</b>

**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**

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