

COVID-19 Impact Follow-up Survey – Zambia
Round 2: December 2020
The World Bank Group

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

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	mode

a0	Questionnaire
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Manufacturing	1	a0
Retail	2	
Other Services	3	

R.1	Participated in Round 1 of the COVID-19 impact survey
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Yes	1	COVR1
No	2	

READ THE FOLLOWING TO THE TARGET RESPONDENT, IF BY PHONE (mode=1)

Good [morning/afternoon/evening], I'm calling you from Ipsos Zambia to thank you for the participation in the first round of the COVID-19 impact survey for the World Bank that we undertook June/July. 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 since we spoke in June/July.

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

SHOW THE FOLLOWING TO RESPONDENT NOT COVERED IN THE PREVIOUS ROUND

Good [morning/afternoon/evening], I'm calling you from Ipsos Zambia on behalf of the World Bank. We are conducting a survey to better understand the effect of the COVID-19 on businesses like yours. Your business is randomly selected to participate in a quick over the phone survey. The information gathered will help to design policy responses for private sector recovery and growth in Zambia.

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 1 month] , did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?
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Yes	1	
No	2	<i>GO TO B.2</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
		COVb1a

B.1b	For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak since [insert round 1 month] ?
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Weeks the establishment was closed	COVb1b
DON'T KNOW (SPONTANEOUS)	-9

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

ASK ONLY IF COVb2a = 1

B.2b	By what percentage did the sales increase?
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	Percent
Percentage increase in sales	COVb2b %
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF COVb2a = 3

B.2c	By what percentage did the sales Decrease?
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	Percent
Percentage decrease in sales	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%	

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 2019, 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 worked 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

ZAMC.1	What was the main reason for the disruption in intermediate materials?
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Not available	1
Cost increased	2
Lower quality	3
DON'T KNOW (SPONTANEOUS)	-9

ZAMCOVc1

ZAMC.2a	Since February 2020 , what has been the main adjustment by this establishment when there is disruptions to essential inputs? 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
Other (specify ZAMc2ax)	6
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (ESSENTIAL INPUTS HAVE NOT BEEN DELAYED OR INTERRUPTED)	-7

ZAMc2a

ZAMC.2	Since [insert round 1 month] , has this establishment's imported inputs, raw materials, or finished goods and materials purchased to resell decrease?
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Yes	1
No	2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

ZAMc2

C.3	Since February 2020 , 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? COV2c3a	1	2	-9
Discontinued the production of some goods or the offering of any services? COV2c3b	1	2	-9

ZAMC.3	Since February 2020 , has this establishment invested in any new equipment, software or digital solution in response to COVID-19?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ZAMc3

C.4	Since [insert round 1 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? COV2c4a	1	2	-9
Started or increased delivery or carry-out of goods or services? COV2c4b	1	2	-9
Started or increased remote work arrangement for its workforce? COVc4c	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

ZAMC.4	Currently what share of this establishment's female employees are working remotely?
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	Percent
Share of establishment's female employees working remotely ZAMc4 %	
DON'T KNOW (SPONTANEOUS)	-9

D. LABOR

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

And now I would like to ask some questions about this establishment workforce

ASK ONLY IF COVR1= 2

D.0a	At the end of February 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).
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	Number
Permanent, full-time workers end of February 2020	COVd0a
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF COVR1= 2

D.0b	At the end of February 2020 , in this establishment how many permanent, full-time workers were <u>female</u> ?
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	Number	DON'T KNOW (SPON.)
Female permanent full-time workers end of February 2020	COVd0b	-9

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).
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	Number
Permanent, full-time employees end of last month	COVd1
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 <u>female</u> ?
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	Number	DON'T KNOW (SPON.)
Female permanent full-time workers	COVd2	-9

ZAMD.1	Since [insert round 1 month] , how many permanent, full-time workers were newly hired?
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Number of newly hired workers	ZAMd1
DON'T KNOW (SPONTANEOUS)	

D.3	Since [insert round 1 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 COVD3b	1	2	3	-9

ASK ONLY IF COVD1 < COVD0a OR COVD3B = 3

D.4	Since [insert round 1 month] , how many workers have taken leave for more than 5 days or quit due to illness, childcare interruption, or mobility restrictions linked to the COVID-19 outbreak?
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Number workers that quit or took leave	COVD4
DON'T KNOW (SPONTANEOUS)	-9

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

D.5	How many of these were female ?
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Number female workers that quit or took leave	COVD5
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF COVD1 < COVD0a OR COVD3B = 3

D.6	Since [insert round 1 month] , how many workers have been laid off due to the COVID-19 outbreak?
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Number workers laid off	COVD6
DON'T KNOW (SPONTANEOUS)	-9

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	COVD7
DON'T KNOW (SPONTANEOUS)	-9

ZAMD.8	Since [insert round 1 month] , how many permanent full time employees had their salary, wages, or benefits reduced due to the COVID-19 outbreak?
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Number of employees whose salary, wage and benefits reduced	ZAMd8
DON'T KNOW (SPONTANEOUS)	-9

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 <u>since [insert round 1 month]</u>
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	Percent
Average reduction in salary and benefitst	ZAMd9 %
DON'T KNOW (SPONTANEOUS)	-9

COVD.10	Since <u>[insert round 1 month]</u> , how many full-time permanent employees had their working hours reduced due to the COVID-19 outbreak?
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Numbe of workers whose working hours were reduced	COV d10
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 round 1 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 COVe1a	1	2	3	-9

ASK ONLY IF COVE1A = 3

E.2 Since [insert round 1 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
Others (e.g. NGOs) ((specify COVe2x)	6
DON'T KNOW (SPONTANEOUS)	-9

COVe2

E.3 Since [insert round 1 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.)
Its suppliers COVe3a	1	2	-9
Its landlords COVe3b	1	2	-9
The tax authorities COVe3c	1	2	-9

E.4	Since [insert round 1 month] , has this establishment been overdue on its obligations to any financial institution?
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Yes	1
No	2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

COVe4

ZAME.1	Since February 2020 , has this establishment restructured any of its outstanding liabilities (for example changes in terms and/or schedule of credits or loans)?
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Yes	1
No	2
DOES NOT APPLY (NO OUTSTANDING LIABILITIES)	-7
DON'T KNOW (SPONTANEOUS)	-9

ZAMe1

E.6	Since February 2020, has this establishment applied for any lines of credit or loans or overdraft facility?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO E.8

GO TO F.1

COV2k16

E.7	What was the main reason why this establishment did not apply for any line of credit or loan?
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No need for a loan - establishment had sufficient capital	1	GO TO F.1
Application procedures were complex	2	GO TO F.1
Interest rate was too high	3	GO TO F.1
Collateral requirements were too high	4	GO TO F.1
Size of loan and maturity were insufficient	5	GO TO F.1
Did not think it would be approved	6	GO TO F.1
Other	7	GO TO F.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO F.1

COV2k17

E.8	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? INTERVIEWER: READ OUT
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Application was approved in full	1
Application was approved in part	2
Application was rejected	3

Application was withdrawn	4	COV2k20a1
APPLICATION STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	

F. POLICIES

F.1	Since [insert round 1 month], has this establishment received any federal or state level government support in response to the crisis?
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Yes	1
No, but expect to receive it in the next 3 months	2
No	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO ZAMF.2

GO TO ZAMF.2

COVF1

ZAMF.1	From which of the following entities was the support (s) obtained?
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National Government	1
Local Government	2
From both national and state Government	3
DON'T KNOW (SPONTANEOUS)	-9

ZAMCOVF1

F.2	Did any of these measures involve any of the following:
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	Yes	No	DON'T KNOW (SPON)
Cash transfers for businesses COVF2a	1	2	-9
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. COVF2b	1	2	-9
Access to new credit COVF2c	1	2	-9
Tax reductions or tax deferrals COVF2d	1	2	-9
Wage Subsidies COVF2e	1	2	-9
Training for digital marketing and selling COVF2g	1	2	-9
Other (specify COVF2fx) COVF2f	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
DON'T KNOW (SPONTANEOUS)	-9

ZAMf2

ZAMF.3	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 ZAMf2x)	7
DON'T KNOW (SPONTANEOUS)	-9

ZAMf3

COV2F.4	What would be the MOST needed policies 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 COV2f3x)	11
DON'T KNOW (SPONTANEOUS)	-9

COV2f4

G. EXPECTATIONS

G.1	Is it expected that this establishment will fall in arrears in any of its outstanding liabilities in the next 6 months?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

COVg1

G.2	Keeping the cost structure as it is now, how many weeks would this establishment be able to remain open if its sales stopped as of today?
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Weeks the establishment would remain open	COVg2
DON'T KNOW (SPONTANEOUS)	-9

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

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?
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Increase	1	GO TO ZAMG.6a
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO ZAMG.6a
		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?
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Expected change in sales	ZAMg5 (in %)
DON'T KNOW (SPONTANEOUS)	-9

ZAMG.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	
Remain the same	2	<i>GO TO a17x</i>
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO a17x</i>
		ZAMg6a

ZAMG.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?
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Expected change in number of workforce	ZAMg6 (in %)
DON'T KNOW (SPONTANEOUS)	-9

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 PROTOCOLName of the main
respondent**a20x****A.21** Position of the respondent

Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) a21x	10

a21**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
Refusal (SPONTANEOUS)	-8

a23**A.24** Time interview ended

Year	Month	Day
a24y	a24m	a24d

ASK ONLY IF MODE = 1 (PHONE - CATI)

A.25	Respondent cooperation
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Excellent	1
Fair	2
Average	3
Bad	4

a25

A.26	Interviewer number	a26
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A.27	Full Firm Contact information	
	Full address	a27ax
	Phone number(s)	a27b
	Email	a27dx