

**COVID 19 Impact Survey- Informal Sector Businesses: Zimbabwe**  
The World Bank  
*October 2021*

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

---

**A.0. CONTROL INFORMATION & INTRODUCTION (to be pre-filled)**

---

**Unique ID**

**id**

**A.1 Country Code**

**a1**

**Country Name**

**countryx**

**A.1a Language of the interview**

**a1a**

**READ THE FOLLOWING TO THE TARGET RESPONDENT**

Good [morning/afternoon/evening], I'm calling you from **Probe Market Research** 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 Zimbabwe.

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

	Date of the interview
--	-----------------------

Year	Month	Day
COVa20y	COVa20m	COVa20d



Last completed month
COVa20m_1

## B. GENERAL INFORMATION

<b>A.4</b>	What is the main business activity?
------------	-------------------------------------

		Main business	
<b>Making goods (Manufacturing)</b> <b>a41a==1</b>	Manufacturing of clothes or shoes	1	<b>a4m</b>
	Manufacturing of food (including bakers)	2	
	Manufacturing of coffee, sugar, oil, dry fruits and other processed foods (exclude restaurants, street food-sellers)	3	
	Manufacturing of handcrafts	4	
	Manufacturing of furniture	5	
	Manufacturing of metal products	6	
	Manufacturing of household items	7	
	Manufacturing of tools and instruments	8	
	Other manufacturing (specify <b>a4x</b> )	14	
<b>Reselling of goods (Services)</b> <b>a41a==2</b>	Selling of agricultural products	151	<b>a4r</b>
	Selling of raw meat and animal	152	
	Selling of food products for immediate consumption (street food seller, restaurants, catering)	153	
	Reselling of finished food products or groceries	154	
	Selling of clothes or household items	16	
	Selling of business/computer/phone services	17	
	Selling of other goods (specify <b>a4x</b> )	18	
<b>Provision of services</b> <b>a41a==3</b>	Transport services	19	<b>a4s</b>
	Cleaning and washing services	20	
	Hairdressers and barber shops	21	
	Professional services (including internet services)	22	
	Repair of motor vehicles and motorcycles	231	
	Repair of machinery and equipment	232	
	Repair of computers, personal and household goods	233	
	Construction	24	
	Other services (specify <b>a4x</b> )	30	

<b>A.5</b>	Where does this business primarily operate from?
------------	--

1	Household
2	Non-household with permanent structure
3	Non-household with temporary structure, including stall or stands
4	Non-fixed premises, including hawkers
<b>-9</b>	<b>DON'T KNOW (SPONTANEOUS)</b>

**COVa5**

<b>A.6</b>	<b>Does this business have registration from Zimbabwe Registrar of Companies?</b>
------------	---

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

**Terminate the Interview**

**COVa6**

<b>A.7</b>	<b>Does this business have a registration or operating permit from the Municipality/rural district council/town council?</b>
------------	--

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

**COVa7**

<b>B.3</b>	<b>In which year did this business originally start operation?</b>
------------	--

	<b>Year</b>	<b>Month</b>
Business started operation in?	<b>COVb3a</b>	<b>COVb3b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

<b>B.1</b>	<b>How many owners does this business or activity have?</b>
------------	---

Number of owners in this business	<b>b1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF I GO TO B.4**

<b>B.2</b>	<b>How many owners are female?</b>
------------	------------------------------------

Number of female owners	<b>b2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**THE TOTAL NUMBER OF FEMALE OWNERS SHOULD BE LESS THAN OR EQUAL TO B.1**

<b>B.4</b>	<b>Is the main owner female?</b>
------------	----------------------------------

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

**COVb4**

<b>B.5</b>	What is the <b>main owner's</b> age?
------------	--------------------------------------

	Years
Age of main the main owner	<b>COVb5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.11</b>	What is <b>[the main owner]</b> 's highest level of completed education? <b>INTERVIEWER: READ OUT</b>
-------------	--

No schooling	1
Incomplete primary school	2
Complete primary school	3
Incomplete secondary school (secondary school certificate)	4
Complete secondary school (secondary school certificate)	5
Incomplete tertiary (university bachelors or technical diploma)	6
Complete tertiary (university bachelors or technical diploma)	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b11**

<b>B.6</b>	Does the <b>main owner</b> currently have a job with either a temporary or permanent contract? <b>INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR</b>
------------	---

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

**COVb6**

<b>B.7</b>	Is the main owner of the business the primary income earner of his/her household?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>EQUAL INCOME EARNER</b>	<b>-5</b>

**b16**

<b>B.14</b>	How many people live in <b>[owner]</b> 's household other than <b>[owner]</b> ? <b>INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE</b>
-------------	---

	Number
Number of household members of the <b>[owner]</b>	<b>b14</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.15</b>	How many of [owner]'s household members are less than 6 years old?
-------------	--

	Number
Household members who are less than 6 years old	<b>b15</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.16</b>	How many of the <b>main owner's</b> household members currently have a job with either a temporary or permanent contract? <b>INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR</b>
-------------	--

	Number
Household members who <b>main owner's</b> household members currently	<b>COVb16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.17</b>	For how many years [has]/[have] the [owner] lived in this city? <b>INTERVIEWER: IF THE NUMBER OF YEARS IS LESS THAN ONE YEAR, RECORD 1.</b>
-------------	--

	Number of Years	
Number of years	<b>COVb17</b>	
<b>ENTIRE LIFE</b>	<b>-5</b>	<b>GO TO B.0</b>
<b>DOES NOT LIVE IN THIS CITY</b>	<b>-7</b>	<b>GO TO B.0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO B.0</b>

<b>B.18</b>	Where did [owner] live before moving to this city? <b>INTERVIEWER: READ OUT.</b>
-------------	---

Rural/village in Zimbabwe	1
Smaller city/town in Zimbabwe	11
Bigger or same size of city/town in as is this one	2
Different country	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>COVb18</b>

## C. SALES AND OPERATIONS

<b>B.0</b>	Currently is this business or activity open, temporarily closed (suspended services or production), or permanently closed?
------------	--

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

<b>B.1a</b>	Did this business or activity close temporarily (suspended services or production) due to the COVID-19 outbreak?
-------------	--

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

<b>B.1b</b>	For how many weeks in total has this business been closed (or was closed) due to the COVID-19 outbreak since March 2020?
-------------	--

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

<b>C.3</b>	Comparing this business's sales for [insert last completed month] with sales in February 2020 (just before the COVID-19 outbreak), did sales increase, remain the same, or decrease?
------------	--

Increase	1	
Remain the same	2	<b>GO TO C.3c</b>
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.3c</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>COVc3</b>

**ASK ONLY IF COVc3 = 1**

<b>C.3a</b>	By what percentage did the sales increase?
-------------	--

	<b>Percent</b>
Percentage increase in sales	<b>COVc3a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF COVc3 = 3**

<b>C.3b</b>	By what percentage did the sales decrease?
-------------	--

	<b>Percent</b>
Percentage decrease in sales	<b>COVc3b</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.3c</b>	Comparing this business's sales for <b>[insert last completed month]</b> with <b>sales six months ago</b> , did sales increase, remain the same, or decrease?
-------------	---

Increase	1	<b>GO TO C.2</b>
Remain the same	2	
Decrease	3	<b>GO TO C.2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>COVc3c</b>

**ASK ONLY IF COVc3c = 1**

<b>C.3d</b>	By what percentage did the sales increase?
-------------	--

	<b>Percent</b>
Percentage increase in sales	<b>COVc3d</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK ONLY IF COVc3c = 3**

<b>C.3e</b>	By what percentage did the sales decrease?
-------------	--

	<b>Percent</b>
Percentage decrease in sales	<b>COVc3e</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.2</b>	Comparing <b>[insert option]</b> for <b>[insert last completed month]</b> with <b>February 2020</b> , did it (they) increase, remain the same, or decrease? <b>INTERVIEWER: READ OUT</b>
------------	--

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



<b>C.2d</b>	Comparing <a href="#">[insert option]</a> for <a href="#">[insert last completed month]</a> with <a href="#">six months ago</a> , did it (they) increase, remain the same, or decrease? <b>INTERVIEWER: READ OUT</b>
-------------	--

	Increase	Remain the same	Decrease	<b>DON'T KNOW (SPONTANEOUS)</b>
total hours of operations per week <b>COVc2da</b>	1	2	3	<b>-9</b>
demand for this business's products and services <b>COVc2db</b>	1	2	3	<b>-9</b>
supply of inputs, raw materials, or finished goods and materials purchased to resell <b>COVc2dc</b>	1	2	3	<b>-9</b>

<b>C.4</b>	Did this business or activity experience any of the following changes due to the COVID-19 outbreak? <b>INTERVIEWER: READ OUT</b>
------------	---

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Changed the main location of the business <b>COVc4a</b>	1	2	<b>-9</b>
Changed products sold or services rendered <b>COVc4b</b>	1	2	<b>-9</b>
Adapted no-contact/contactless sales method <b>COVc4c</b>	1	2	<b>-9</b>
Closure or business premise <b>COVc4d</b>	1	2	<b>-9</b>
Changed the time or day of operation <b>COVc4e</b>	1	2	<b>-9</b>

<b>C.5</b>	For how many weeks would this business be able to remain operational if its sales stopped as of today?
------------	--

Weeks the business would remain operational	<b>COVc5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

---

**D. LABORFORCE**

---

<b>D.1</b>	In <b>February 2020 (just before the outbreak of COVID-19)</b> , how many people worked in this business? <b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b>
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Number of workers in February 2020	<b>COVd1</b>	<b>-9</b>

<b>D.1a</b>	How many of them were female?
-------------	-------------------------------

	Number	DON'T KNOW (SPON.)
Number of female workers in February 2020	<b>COVd1a</b>	<b>-9</b>

<b>D.2</b>	<b>Six months ago</b> , how many people worked in this business? <b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b>
------------	---

	Number	DON'T KNOW (SPONTANEOUS)
Number of workers six months ago	<b>COVd2</b>	<b>-9</b>

<b>D.3</b>	In <b>[insert last calendar month]</b> , how many people worked in this business (both full and part time), including the main owner? <b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b>
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Number of workers last month	<b>COVd3</b>	<b>-9</b>

<b>D.4</b>	How many of them were female?
------------	-------------------------------

	Number	DON'T KNOW (SPON.)
Number of female workers last month	<b>COVd4</b>	<b>-9</b>

<b>D.4a</b>	Since <b>the outbreak of COVID-19</b> , has the number of family members working on this business increased, remained the same, decreased compared to pre-COVID?
-------------	--

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>
Number of <b>main owner's</b> paid family members working in the business <b>COVd4a</b>	1	2	3	<b>-9</b>
Number of <b>main owner's</b> non-paid family members working in the business <b>COVd4b</b>	1	2	3	

<b>COV.L.1</b>	Since the outbreak of the COVID-19, <b>in a regular/typical month</b> has the:
----------------	--

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOES NOT APPLY (SPONTANEOUS)</b>
Number of people working in this business or activity <b>COV11a</b>	1	2	3	<b>-9</b>	<b>-7</b>
Number of workers that are members of <b>main owner's</b> family <b>COV11b</b>	1	2	3	<b>-9</b>	<b>-7</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 business' access to finance

<b>E.1</b>	Since the outbreak of COVID-19, has/have this business' <b>liquidity or cash flow</b> increased, remained the same, or decreased?
------------	---

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

### ASK ONLY IF COVe1a = 3

<b>E.2</b>	Since the outbreak of COVID-19, what has been the main source have you used to deal with cash flow shortages?
------------	---

Loans from commercial banks without a public guarantee	1
Loan from commercial banks with a public guarantee	2
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, savings club, credit unions, or finance companies)	3
Loans from a pawn shop, moneylenders, friends and relatives	
Increase contributions or capital from existing owners (Equity finance)	4
Delaying payments to suppliers or workers	5
Government grants and subsidies	6
Selling asset	7
Others (e.g., NGOs) ((specify <b>COVe2x</b> )	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVe2**

<b>E.3</b>	Since the outbreak of COVID-19, has this business or activity delayed payments on its obligations for more than one week (excluding payments postponed following current regulation) to: <b>INTERVIEWER: READ OUT</b>
------------	--

	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>DOES NOT APPLY (SPON.)</b>
Its suppliers <b>COVe3a</b>	1	2	<b>-9</b>	<b>-7</b>
Its landlords <b>COVe3b</b>	1	2	<b>-9</b>	<b>-7</b>

<b>E.4</b>	Since the outbreak of COVID-19, has this business or activity fallen behind on scheduled payments to any of its lenders?
------------	--

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

**COVe4**

<b>E.6</b>	Since the outbreak of COVID-19, has this business or activity sought (applied for) any loans, from informal money lenders, friends and family, and formal financial institutions?
------------	---

Yes	1	<b>GO TO E.8</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO F.1</b>

**COVk16**

<b>E.7</b>	What was the <b>main</b> reason why this business or activity did not seek or apply for any credit or loan?
------------	---

No need for a loan - business had sufficient capital	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Did not think it would be approved	6
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVk17** **GO TO F.1**

<b>E.8</b>	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? <b>INTERVIEWER: READ OUT</b>
------------	--

Got the loan in full	1
Got less than requested amount	2
Loan denied	3
I decided not to borrow	4
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVk20a1**

## F. POLICIES AND PROSPECTS

<b>F.1</b>	Since <b>outbreak of COVID-19</b> , has this business or the main owner or this business received any cash support from national or local government in response to the crisis?
------------	---

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

**COVf1**

<b>COV.K2g</b>	Since the <b>outbreak of COVID-19</b> , has the main owner of this business or activity received any other support (besides cash) from the national or any local government in response to the crisis?
----------------	--

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

**GO TO F.3**

**COV.k2g**

<b>COV.K2gx</b>	Please specify the non-cash support received by the main owner of this business or activity?
-----------------	--

<b>COV.k2gx</b>
<b>DON'T KNOW (SPONTANEOUS)</b> <b>-9</b>

<b>F.3</b>	Since the <b>outbreak of COVID-19</b> , has the main owner or this business received any support (cash or kind) issued in response to the crisis from national or international NGOs?
------------	---

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

**COVf3**

<b>F.4</b>	Looking ahead to the next <b>three months</b> , which of the following do you anticipate is more likely to happen?
------------	--

Sales of the business will grow	1
Sales of the business will stay the same or fall, but the business will still continue to operate	2
I will close the business and look for employment elsewhere	3
Close this business and start another one	4
Others (specify <b>COVf4x</b> )	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**COVf4**

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

Access to new credit	1
Loans with subsidized interest rates	2
Cash transfers for business	3
Support for adoption of digital technologies, including online marketing.	4
Support to improve my marketing skills, including packaging and display	5
Support to improve management skills to reduce costs	6
Support for adoption of COVID-19 health protocols	7
Open the country's borders to allow cross-border trade	8
Other (specify <b>ZIMf3x</b> )	9
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZIMf3**

## R. REGISTRATION

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**We now turn to another topic.**

<b>R.1</b>	Has the <b>main owner</b> ever taken any steps, including gathering any information, to register with the <b>[Insert the name of first level of registration that defines business as formal at the national (central), provincial, or district levels]</b> ?
------------	---

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

**r1**

<b>R.3</b>	Of the following reasons for not being registered with <b>Zimbabwe Registrar of Companies</b> , please tell me which one, if any, currently represents the main reason <b>INTERVIEWER: PLEASE READ OUT</b>
------------	---

Because of time, fees, and paperwork required to complete registration	1
Because of the taxes that need to be paid if registered	2
Because of the inspections and meetings with government officials that would take place if registered	3
Because of the bribes registered businesses need to pay	4
Because there is no benefit for my business or activity from being registered	5
Because of lack of information about the process of registration, including where to register	6
The registration offices are too far	7
Other (specify)	8

Main reason why business is not registered	<b>r3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



<b>R.6</b>	Of the following items, please tell me which one, if any, is the main benefit for your business or activity that could be obtained from being registered with the <b>[Insert the name of first level of registration that defines business as formal at the national (central), provincial, or district levels]</b> <b>INTERVIEWER: PLEASE READ OUT (SHOWCARD)</b>
------------	---

Better access to financing or loans	1
Better access to raw materials, infrastructure services, and government services	2
Lesser informal payments to make	3
Better access to potential customers	4
No benefit from registering	5
Other (specify <b>r6x</b> )	6

Main benefit of formally registering	<b>R6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>R.5</b>	Does this business or activity have to give gifts, informal payments or bribes to continue operating as informal?
------------	---

Yes	1
No	2
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r5**

<b>I.5</b>	Do you think that unregistered businesses or activities similar to this one, give informal payments, gifts, bribes or protection payments to government officials or police in order to stay in business as informal?
------------	---

Yes	1
No	2
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**i5**

**THE SURVEY ENDS HERE**  
**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

## H. INFORMATION ON PERMANENTLY CLOSED BUSINESS OR ACTIVITY

**H.1a** When did this business or activity close?

Year	Month	DON'T KNOW (SPONTANEOUS)
COVh1ay	COVh1am	-9

**H.2** Did this business or activity undertake any of the following measures before permanently closing:  
**INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPON)
Laid off some of employees or reduced salary, if any COVh2a	1	2	-9
Sold some of its assets COVh2c	1	2	-9
Borrowed money to help finance the business COVh2d	1	2	-9
Change product 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 business or activity 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.**

**INTERVIEWER COMMENTS:** (Problems occurred or extraordinary circumstances which could influence results)

**a17x**

<b>INTERVIEW PROTOCOL</b>
---------------------------

Name of the main respondent

	<b>a20x</b>
--	-------------

<b>A.21</b>	Position of the respondent
-------------	----------------------------

Largest owner	1
Employee related to largest owner	2
Employee NOT related to largest owner	3
Other (Specify) <b>a21x</b>	10

<b>a21</b>
------------

<b>A.23</b>	Gender of the respondent
-------------	--------------------------

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

<b>a23</b>
------------

<b>A.24</b>	Time interview ended
-------------	----------------------

<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a24y</b>	<b>a24m</b>	<b>a24d</b>

**ASK ONLY IF MODE = 1 (PHONE - CATI)**

<b>A.25</b>	Respondent cooperation
-------------	------------------------

Excellent	1
Fair	2
Average	3
Bad	4

<b>a25</b>
------------

<b>A.26</b>	Interviewer number	
-------------	--------------------	--

<b>a26</b>
------------

<b>A.27</b>	Full Firm Contact information	
-------------	-------------------------------	--

Full address	<b>a27ax</b>
Phone number(s)	<b>a27b</b>
Email	<b>a27dx</b>