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The Firm-Level Impact of the COVID-19 Pandemic – Round 2

1. Introduction

As part of the COVID-19 monitoring platform, the World Bank continued the second round of a firm-level survey to monitor dynamic impacts of the COVID-19. Data collection of the second-round survey was completed between June 25, 2020 and July 17, 2020. As in the first round of the survey, the nationally representative World Bank survey included 500 firms spanning a wide range of industries and firm sizes, as well as the formal and informal sectors. The second-round survey was able to include 353 of the same firms that were surveyed in the first round, and 147 firms were replaced with new firms. The attrition rate is about 29 percent, and distribution of firms in the sample is detailed in the appendix. This note is divided into two sections: the first provides descriptive analysis of the firm-level impact of COVID-19 based on round 2 results; and the second provides comparative analysis of panel firms (353 firms) that were included in both survey rounds to analyze the dynamic nature of firm-level impacts.

2. Descriptive analysis of firms in round 2

This section provides a descriptive analysis of firm-level impacts of COVID-19, based on 500 sample firms.

2.1. Operational impacts

While only 6 percent of firms reported temporarily closing operations for an average of six weeks across all sectors, operational impacts were varied across sectors and firm sizes in May. Firms in the service sector were worst affected by COVID-19, with 11 percent of service firms reporting temporary closures (Figure 1). Across firm sizes, smaller firms were more materially impacted than larger-size firms as indicated by 8 percent of micro firms being temporarily closed compared to 1 percent of large firms being forced to do the same.

Figure 1: Share of firms reporting temporary closures by sector

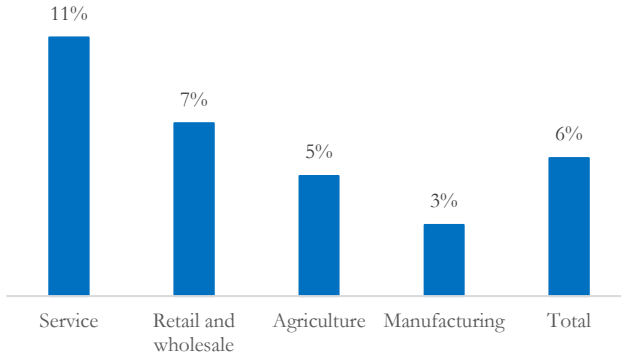
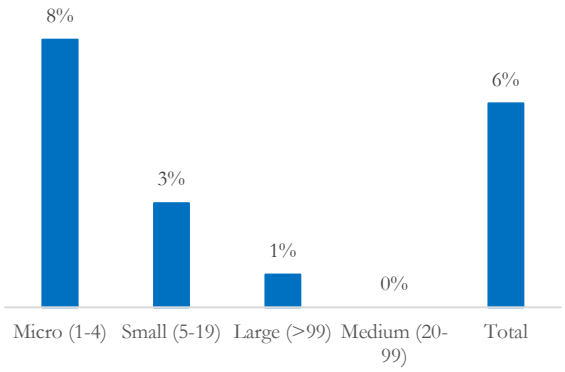


Figure 2: Share of firms reporting temporary closures by firm size



Source: The World Bank's COVID-19 firm survey

While representatives of closed firms expected to resume operations in an average of 8 weeks, resumption estimates among firms in the service sector were as high as 14 weeks. The range of responses reflects how differently COVID-19 has affected individual firms across different sectors (Figure 3). As service firms accounted for a higher share of temporary closures, those firms were closed for the highest number of weeks with an average of 14 weeks. However, while only 3 percent of manufacturing firms were temporarily closed, their length of closure was significant, averaging 13 weeks (Figure 1 and Figure 3). Agriculture firms were the most likely to continue operating, with only 5 percent of firms reporting temporary closures, and those firms were closed for only 2 weeks.

Figure 3: Number of weeks closed by sector

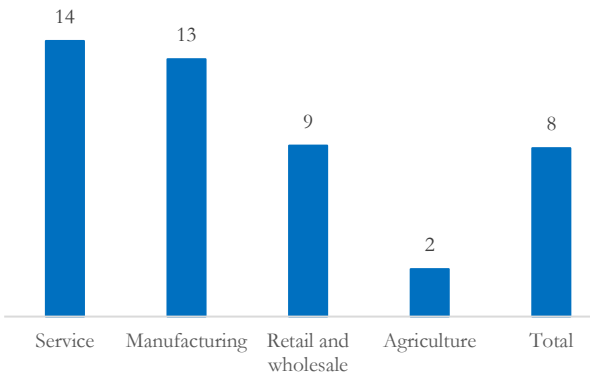
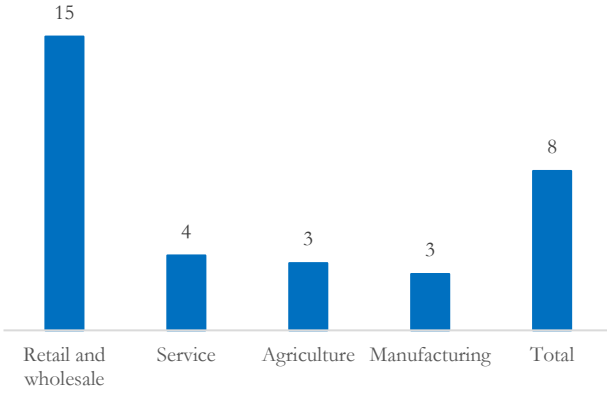


Figure 4: Number of weeks to resume by sector



Source: The World Bank's COVID-19 firm survey

It would take 8 weeks on average for firms that were temporarily closed to resume business operations. However, there was a significant variation across different sectors – ranging from about 3 weeks for manufacturing and agricultural firms up to 15 weeks for retail and wholesale firms (Figure 5). The negative impacts of COVID-19 were less pronounced on agriculture firms with 68 percent reporting such impacts as compared to an average of 79 percent of firms reporting the same in other sectors.

Figure 5: Negative impacts of COVID-19 on firms by sector

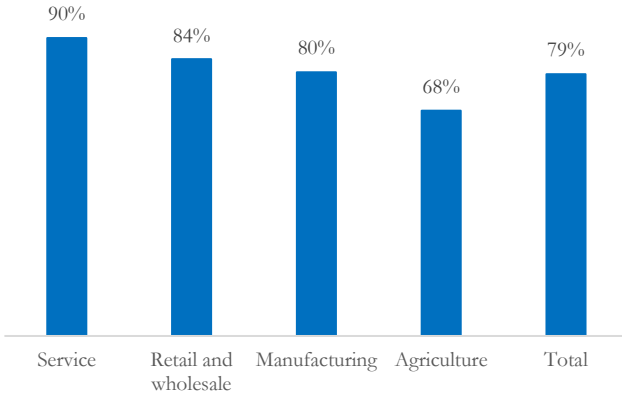
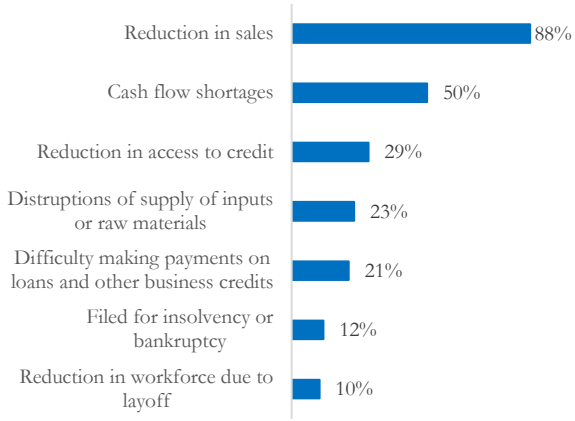


Figure 6: COVID-19 impacts on firms' operations



Source: The World Bank's COVID-19 firm survey

Across sectors, the three most commonly reported impacts of COVID-19 were lower sales, cashflow shortages and reduction in access to credit (Figure 6). A full 88 percent of the firms reported a decline in sales, 50 percent of the firms reported cash flow shortages, and 29 percent of firms reported reduction in access to credit. Sales decline was the main operational impact of COVID-19 on firms, and the impacts were varied by sector and firm size. In terms of sectors, the share of firms reporting lower sales due to COVID-19 ranged from 99 percent in the service sector to 78 percent in the agricultural sector (Figure 7). By firm size, 88 percent of the small and micro firms to a full 100 percent of large firms suffered a decline in sales – indicating that the sales of larger firms were more materially impacted than smaller ones.

Figure 7: Sales decline due to COVID-19 by sector

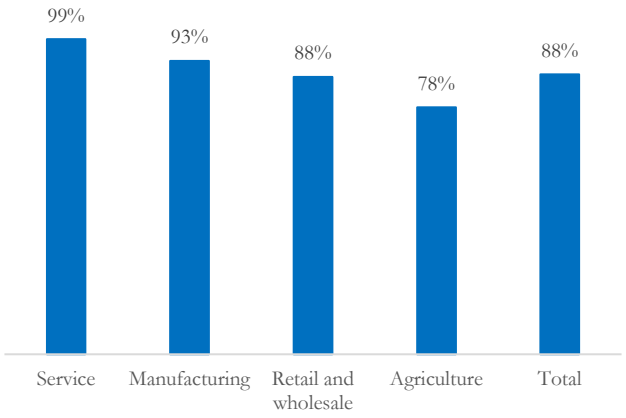
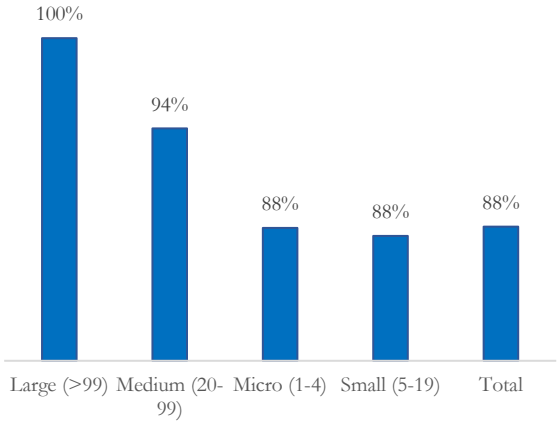


Figure 8: Sales decline due to COVID-19 by firm size



Source: The World Bank's COVID-19 firm survey

2.2. Sales impacts

Compared to the same period last year, 83 percent of firms reported a decline in sales and 81 percent of firms a decline in profit in May 2020. Whereas 75 percent of agricultural firms experienced both sales and profit declines in May compared to the same period last year, they still fared better than firms in the service sector which experienced the most dramatic impact of COVID-19 as sales and profit declined by 90 percent and 88 percent respectively (Figure 9). In terms of firm size, large firms were likely to experience less of a profit decline than other firms and a greater share of large firms experienced sales decline (Figure 10).

Figure 9: Share of firms experiencing sales and profit decline in May compared to the same period last year by sector

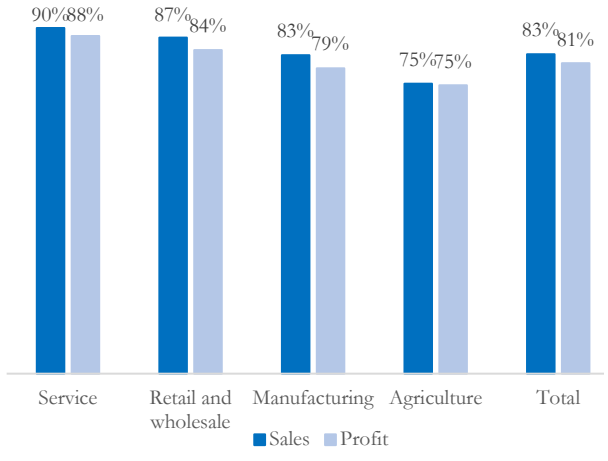
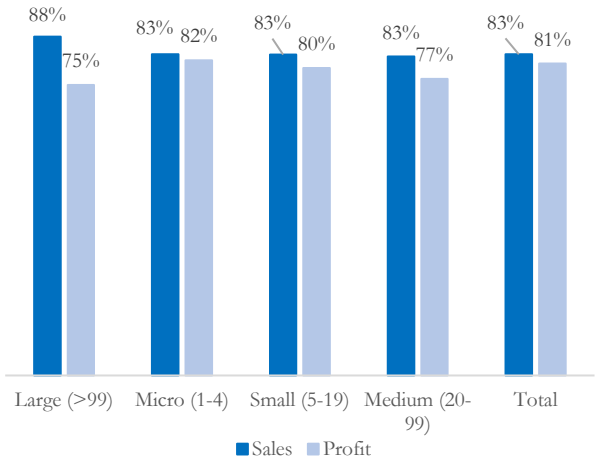


Figure 10: Share of firms experiencing sales and profit decline in May compared to the same period last year by firm size



Source: The World Bank's COVID-19 firm survey

Firms experienced more than a 50 percent decline in sales and profits in May 2020, compared to the same period last year. Among those firms experiencing declines in sales and profits, the average decline was 57 percent in sales and 61 percent in profits compared to the same period last year. While there were no

significant variation of sales and profit decline among sectors, service firms were worst hit with an average sales decline of 60 percent and an average profit decline of 68 percent as compared to the same period last year (Figure 11). By firm size, larger firms experienced the lowest sales and profit declines on average with 45 percent and 54 percent respectively – lower than national average sales and profit declines (Figure 12).

Figure 11: Average sales and profit (in percent) decline in May compared to the same period last year by sector

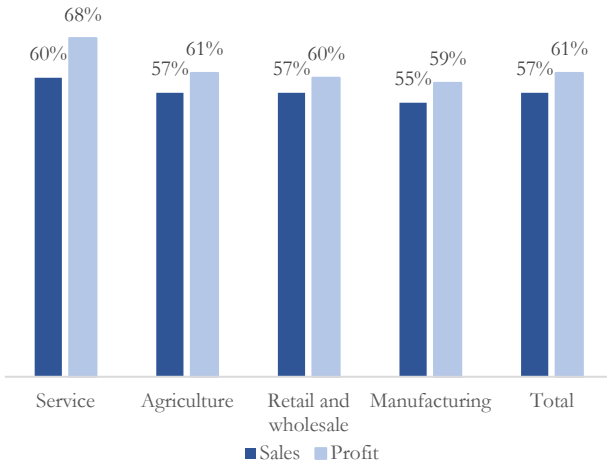
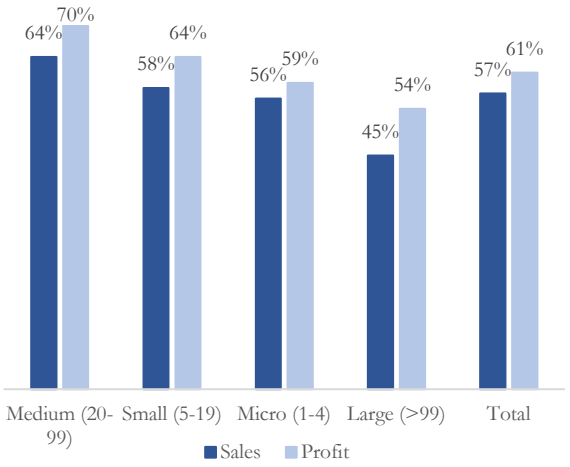


Figure 12: Average sales and profit (in percent) decline in May compared to the same period last year by firm size



Source: The World Bank's COVID-19 firm survey

2.3. Employment impacts

In terms of employment impacts, the retail and wholesale firms and smaller-sized firms were the worst hit by COVID-19 in May. The retail and wholesale sector accounted for about 42 percent of employee layoffs – the highest among across the sectors – followed by manufacturing firms with 35 percent (Figure 13). Agricultural firms were the least impacted accounting for only 10 percent of total employee layoffs. As retail and wholesale firms mostly tend to be small and micro size firms in Myanmar, smaller-sized firms accounted for 90 percent of employee layoffs – with micro firms accounting for 16 percent and small firms accounting for 74 percent of total employee layoff. This suggests that employees in the small- and medium-sized firms are vulnerable for losing employment, and they should be prioritized when employee support programs or policies are developed to ease COVID-19 impacts on employees who were laid off due to the pandemic.

Figure 13: Retail and wholesale firms accounted for the highest share of employee layoff

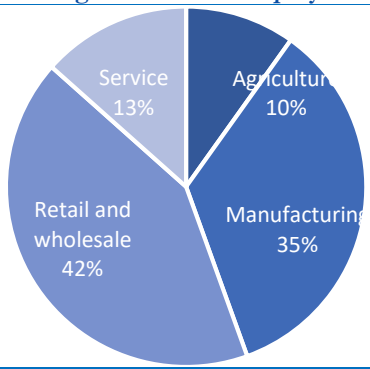
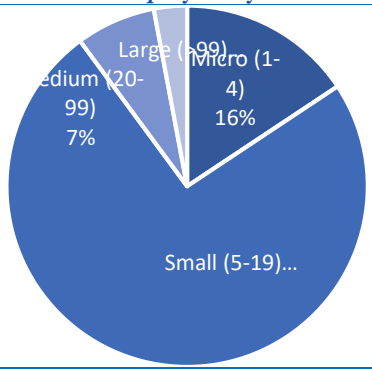


Figure 14: Smaller firms accounted for the major share of employee layoff



Source: The World Bank's COVID-19 firm survey

2.4. Financial impacts

With its larger share of outstanding loans, firms in the agricultural sector have a higher risk of indebtedness during COVID-19. Even though 35 percent of all firms had outstanding loans in May, 48 percent of agricultural firms had outstanding loans (Figure 15). When types of loans were broken down into sources, there were higher share of agricultural firms for outstanding loans in each source of financing mechanism. While 10 percent of all firms had outstanding loans from commercial banks, this figure rose to 28 percent for firms in the agricultural sector. Some 17 percent of firms in the agricultural sector reported active loans from non-banking financial institutions as compared to an average of 14 percent across other firms. Further, indicative of the reliance on short term credit, 28 percent of agricultural firms had outstanding loans from family and friends compared to an average of 20 percent across all firms (Figure 16).

Figure 15: Higher share of agricultural firms reported outstanding loans in May

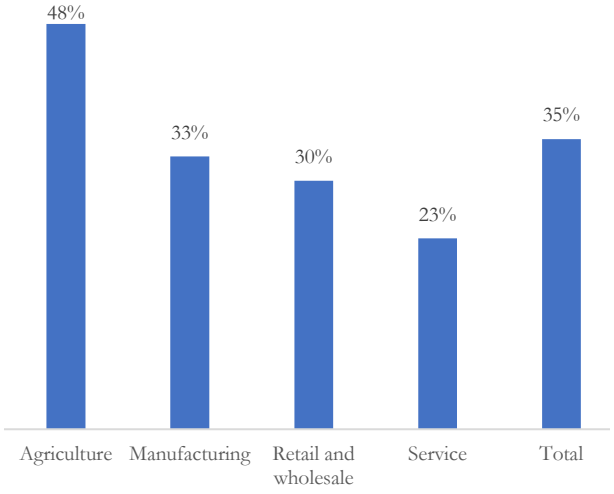
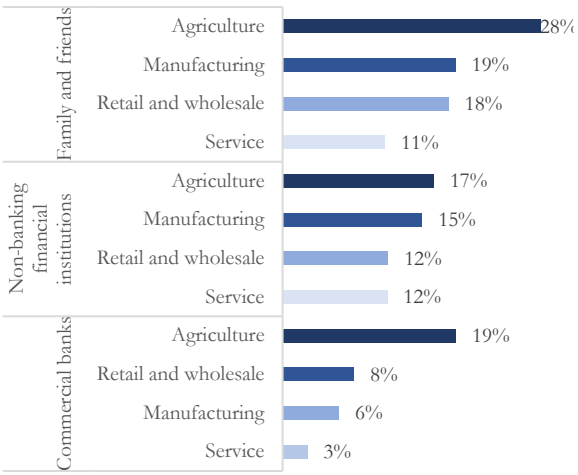


Figure 16: Loans from friends and family was the major ways to finance operations



Source: The World Bank's COVID-19 firm survey

In May, COVID-19 caused a large share of firms to delay payments to suppliers, and agricultural firms were the most likely to report delaying payments to financial institutions. Overall, 19 percent of firms reported delaying payments to suppliers by more than one week (Figure 17). By contrast, only 7 percent of firms reported delaying payments to employees. Retail/wholesale and agricultural firms were the most likely to report delaying payments to suppliers, at 33 percent and 30 percent respectively. Firms in the service sector were the most likely to report delaying payments to tax authorities at 18 percent, well above the average of 9 percent for all firms. Some 10 percent of agricultural firms reported delaying payments to banks or nonbank financial institutions, confirming the finding that COVID-19 has financially impacted agricultural firms to a greater extent than firms in other sectors despite its limited effect on agricultural sales. While only 7 percent of all firms delayed payments to employees, 15 percent of agricultural firms delayed payments to their employees – indicating that agricultural workers who are more likely to be casual and informal are at risk of financial security. The sensitivity of agricultural firms to the pandemic reflects their limited financial security, inherent seasonality, frequent informality, and lack of access to financing during the economic downturn.

Figure 17: Share of firms reporting delayed payments due to COVID-19

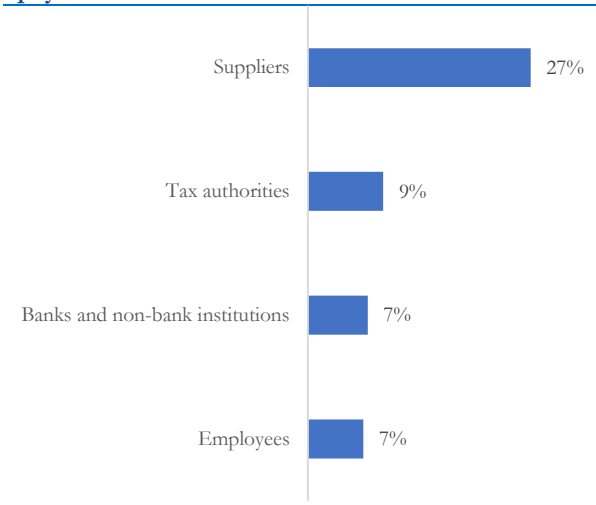
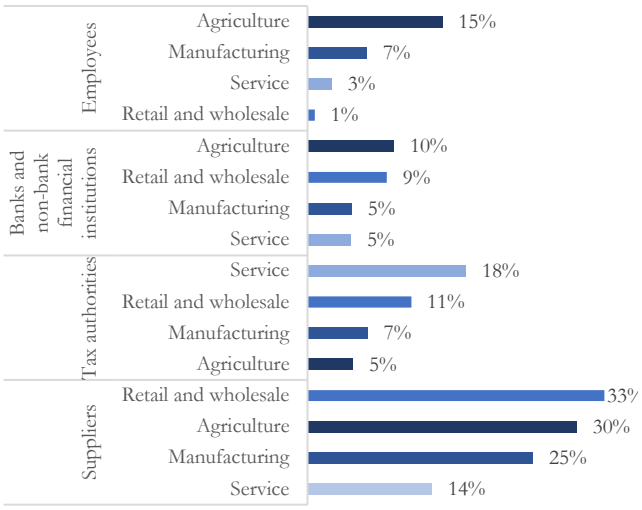


Figure 18: Loans from friends and family was the major ways to finance operations



Source: The World Bank's COVID-19 firm survey

2.5. Resilience

While COVID-19 has led to decline in sales for majority of firms, firms remained resilient for their short-term operations in May. Overall, 80 percent of firms are confident to stay in business for the next month with their current level of cash flow (Figure 19), and there is no significant variation among all sectors for their confidence levels to remain in business. In line with their confidence level for next month, the majority of firms (79%) reported that they would not shut down their businesses in the next three months even if the current situation does not improve (Figure 20). Across sectors, only 71 percent of agricultural firms reported that they would likely not be required to shut down their business – lower than an average of 80 percent across firms. This again indicates that agricultural firms are generally more susceptible to indebtedness, cash flow issues and the risk of bankruptcy where capital cannot be readily secured to fund operational and running expenses.

Figure 19: Firms' confidence to stay in business for next month

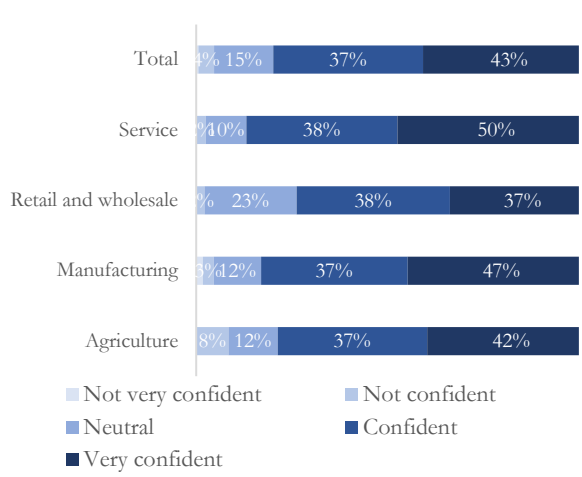
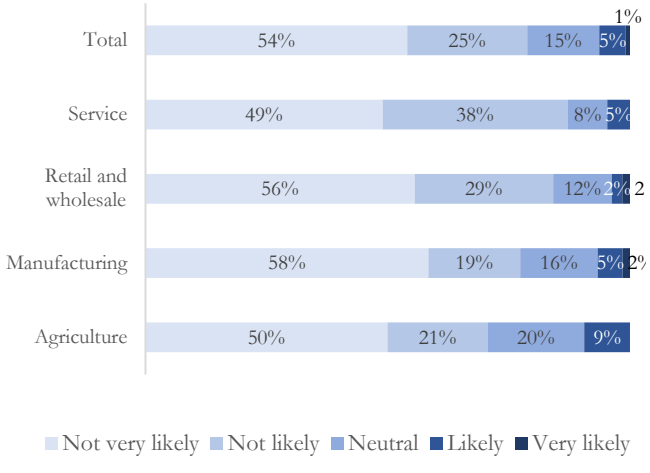


Figure 20: Likelihood that firms would shut down their business if the current situation does not improve



Source: The World Bank's COVID-19 firm survey

While 73 percent of firms reported confidence they would remain operational during the following month, 33 percent of firms expected to fall in arrears on outstanding repayment obligations within the next three months. Over half of agricultural firms expected to fall in arrears on oustanding liabilities over the next three months, compared to an average of 33 percent for all firms, further comfirming the disproportionate degree of financial vulnerability of agricultural firms to COVID-19 (Figure 21). By firm size, medium-sized firms were most likely to report being at risk of falling into arrears on outstanding liabilities at 39 percent, far above the average of 33 percent (Figure 22). However, only 3 percent of large firms expected to fall in arrears in outstanding liabilties – suggesting that large firms have lower financial risk than the smaller firms. This finding implies that the finnacial needs of smaller firms should be addressed by government firm-support programs on a priority basis.

Figure 21: Share of firms expecting to fall in arrears on outstanding liabilities – by sector

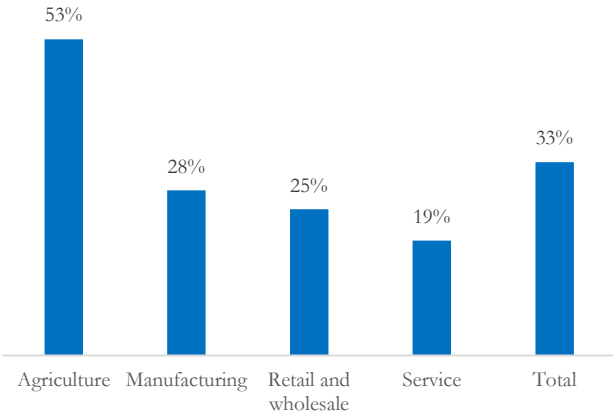
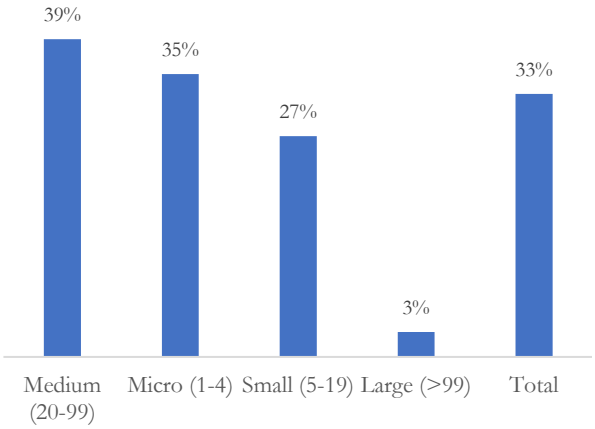


Figure 22: Share of firms expecting to fall in arrears on outstanding liabilities – by firm size



Source: The World Bank's COVID-19 firm survey

With a decline in sales being the most reported impact of COVID-19, firms expected to decease sales by an average of 24 percent over the next three months. Across sectors, retail and wholesale firms expected to experience a 30 percent decline in sales – the highest average sales decrease among firms –while agricultural firms were expected to suffer a 14 percent decrease (Figure 23) suggesting that sales impacts over the next 3 months will be varied across different sectors. There is also a material variation for expected sales decline among firms across industries – from a 67 percent decrease in health and pharmaceutical products to 2 percent in the textile and garment industry (Figure 24). The results also suggest that the textile and garment industry might recover more readily than other sectors despite being one of the most affected industries in Myanmar even prior to the onset of COVID-19 due to order cancellations from European customers and the industry facing shortages in raw materials due to pandemic-related supply chain disruptions.

Figure 23: Expected average sales change in next 3 months – by sector

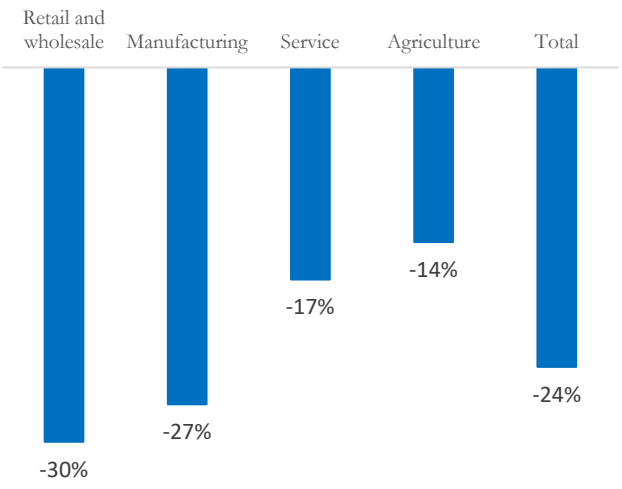
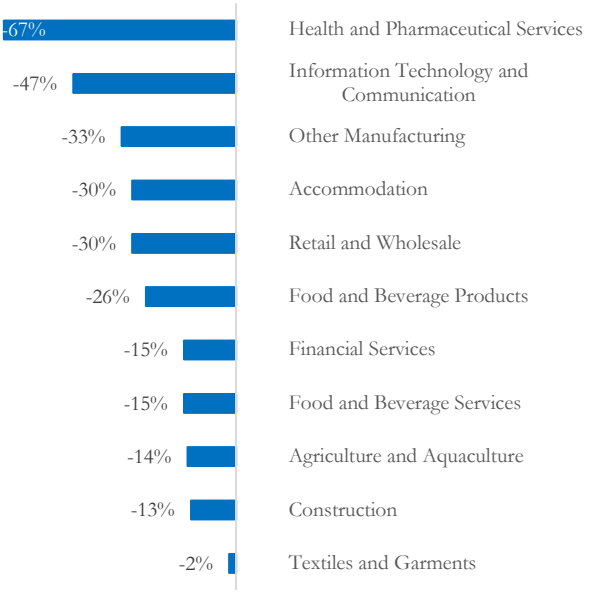


Figure 24: Expected average sales change in next 3 months – by industry



Source: The World Bank's COVID-19 firm survey

Employment is likely to be less impacted than sales by COVID-19 in May. Firms expect employment to decrease by only 2 percent in the next three months while sales are expected to decrease by 24 percent. While agricultural firms expect the least sales decline over next three months compared to other sectors, those firms expect the most significant declines in employment 7 percent (Figure 26). While the majority of firms expect continued declines in employment over next three months, accommodation and textile and garment industries expect to increase their employment by 12 percent and 10 percent respectively (Figure 26). One possible reason is that those two industries were already suffering pandemic-related impacts even prior to the first of known cases of COVID-19 in Myanmar, resulting in firms in the textile and garment industries to terminate the employment of a significant share of their employees. Now, those firms expect the current business climate to improve and to hire more employees in next three months following the government's gradual reopening of the economy in May.

Figure 25: Expected average employment change in next 3 months – by sector

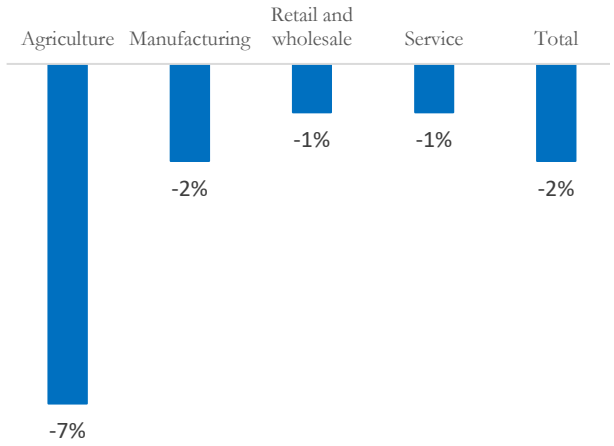
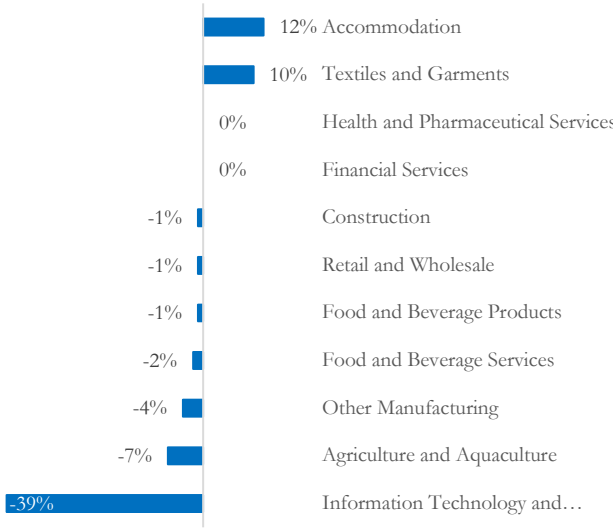


Figure 26: Expected average employment change in next 3 months – by industry

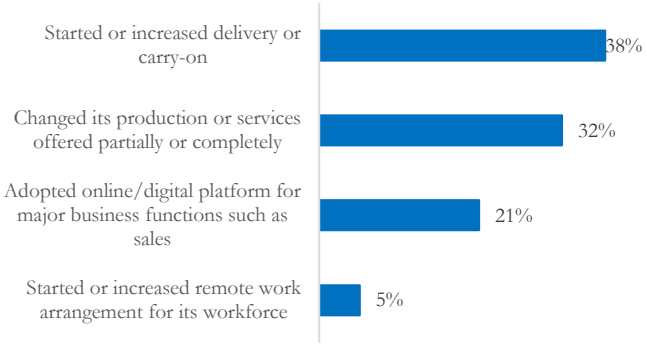


Source: The World Bank's COVID-19 firm survey

2.6. Adjustment mechanisms

Most firms were not able to adapt operations to mitigate the operational and financial impacts of COVID-19. Starting or increasing delivery services was the most common adjustment mechanism adopted by firms in response to COVID-19 impacts – with 38 percent firms reporting adopting this measure (Figure 27). Most firms continued their conventional production or services delivery model as only 32 percent of firms reported changing their production or mode of services delivery partially or completely. Only 21 percent of firms adopted digital platforms or online systems to perform business functions, and only 5 percent embraced remote-work arrangments. Agricultural and micro-sized firms were the least likely to report adopting new mechanisms to cope with COVID-19.

Figure 27: Share of firms reporting major adjustment mechanisms



Source: The World Bank's COVID-19 firm survey

All firms did not have protective measures in place for the safety of employees and customers from COVID-19 at workplaces. While the majority of firms provided hand santizers and cleaning supplies to employees and ensured their employees wore masks, about one-fourth of firms did not introduce social distancing among employees at all (Figure 28). The share of firms providing hand santizers and cleaning supplies to customers was slightly lower as compared to their provisioning of such supplies to their employees (Figure 29). Similarly, social distancing was not in place among customers and between employees and customers in a significant share of firms (Figure 29). About half of the firms disinfected workplaces, and a majority of firms did not adjust to a 'new normal' working style such as reducing operation hours or rotating shifts, instituting a work-from-home policy or otherwise adopting an online mode of service delivery.

Figure 28: Measures at workplace for safety of employees

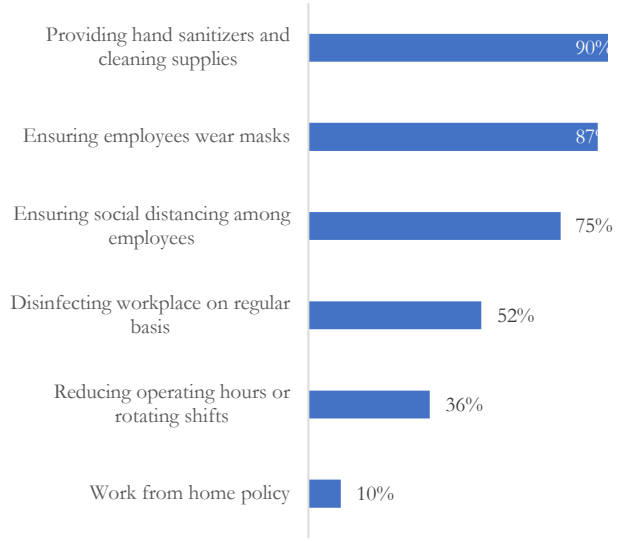
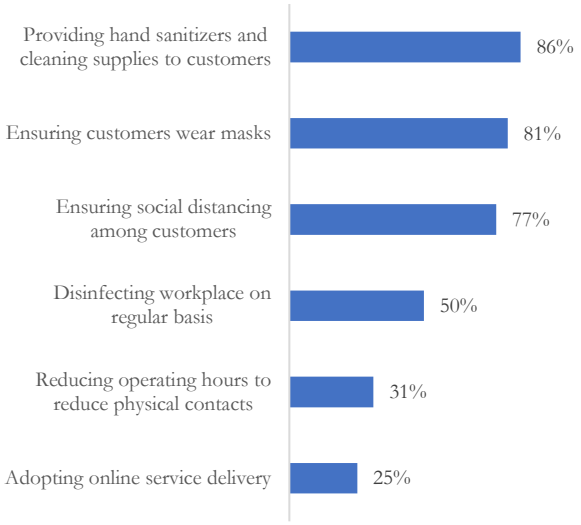


Figure 29: Measures at workplace for safety of customers



Source: The World Bank's COVID-19 firm survey

2.7. Government policy

More than half of the respondent firms were aware of economic support programs offered by the government. Seventy-three percent of manufacturing firms were aware of the availability of support, which was higher when compared to other sectors with an average of 63 percent, with only 49% of retail and wholesale firms reporting being aware of the program (Figure 30). Across firm sizes, the share of firms that were aware of government support ranged from 55 percent of small firms to 75 percent of large firms (Figure 31) – indicating that a significant share of smaller firms may have been disadvantaged by a general lack of awareness of government support.

Figure 30: Share of firms that were aware of government support – by sector

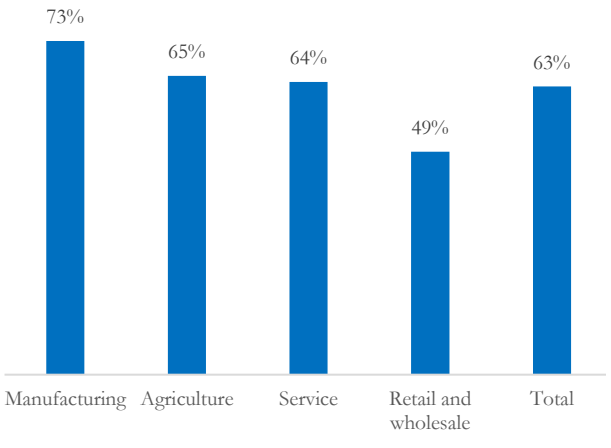
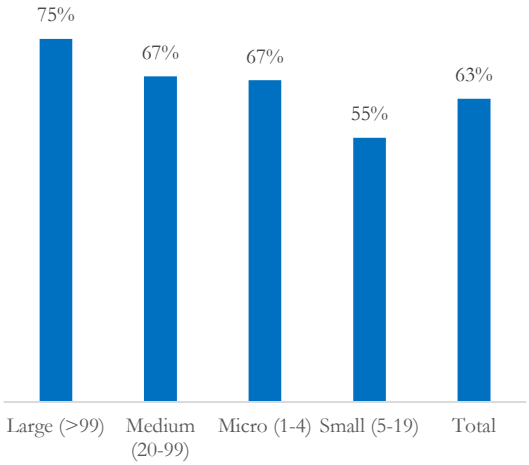


Figure 31: Share of firms that were aware of government support – by firm size



Source: The World Bank's COVID-19 firm survey

While 63 percent of firms were aware of programs designed to mitigate the impact of COVID-19 on firms, only 17 percent of firms reported applying for public support. Across sectors, the share of firms

that applied for government support ranged from 10 percent among manufacturing firms to 28 percent among agricultrual firms (Figure 32). In terms of firm size, only 15 percent of micro firms applied to support programs compared to 54 percent of large firms (Figure 33). These results suggest that the government may need to expand its outreach and targeted communication efforts and develop a broader, more inclusive set of programs.

Figure 32: Share of firms that applied government support – by sector

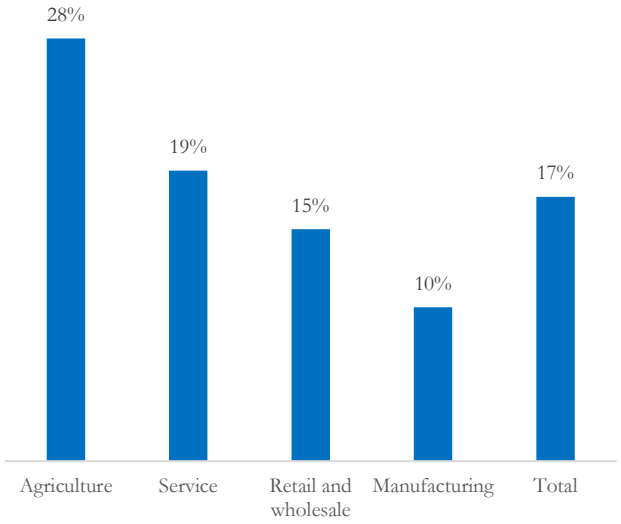
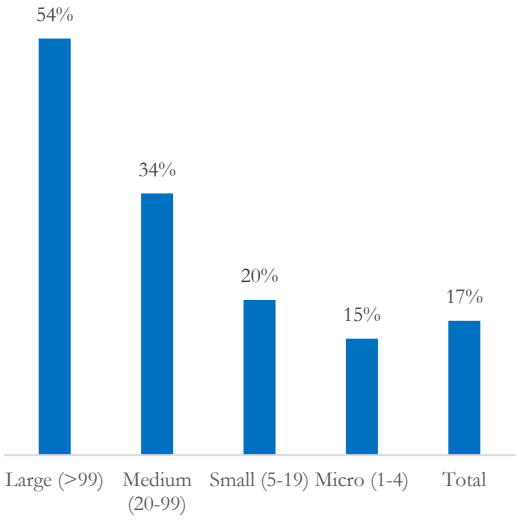


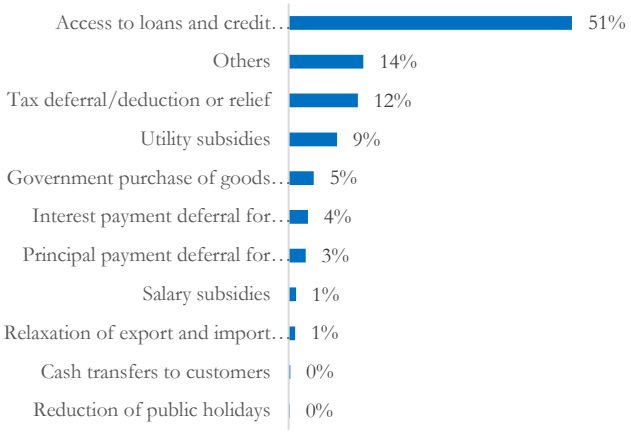
Figure 33: Share of firms that applied government support – by firm size



Source: The World Bank's COVID-19 firm survey

While the government continues to expand their efforts to ease COVID-19 impacts on the private sector, access to loans and credit guarantees are still the most needed government policy for firms. Similar to round 1 results, 51 percent of firms reported that loans and credit gurantees were the most needed policy interventions (Figure 34). While tax defferal/deduction or relief was still one of the top three most needed policies, firms reported that other types of policy reponses were also required.

Figure 34: Most urgent government policy response



Source: The World Bank's COVID-19 firm survey

3. Comparative analysis for panel firms

This section compares the impacts of COVID-19 on firms that were included in both rounds 1 and 2 to capture the dynamic impacts on firms. A total of 353 firms were included in a balanced panel format. The distribution of samples across sectors, firm sizes and ecological zones are included in the appendix.

3.1. Operational impacts

Firms reported gradually returning to normal operations in round 2 as compared to round 1[1]. During this period, only an average of 6 percent of firms were temporarily closed, a 10-percentage point decrease compared to round 1. Firms in the service sector were still the worst hit by COVID-19 since a higher share of service firms had temporarily ceased operations in both rounds (Figure 35). However, service firms experienced a significant recovery with only 14 percent temporarily closed – compared to 40 percent in round 1. Similar improvement was also observed across firm sizes (Figure 36). Medium firms went from being the hardest hit, to a near complete recovery in two periods. Even though large firms reported the largest share of temporary closures, they have experienced operational improvements since round 1. One possible reason for such improvement is the gradual reopening of the economy from early May as the government eased restrictions on firms by providing specific guidelines to operate during COVID-19.

Figure 35: Share of firms reporting temporary closures by sector – comparison between round 1 and round 2

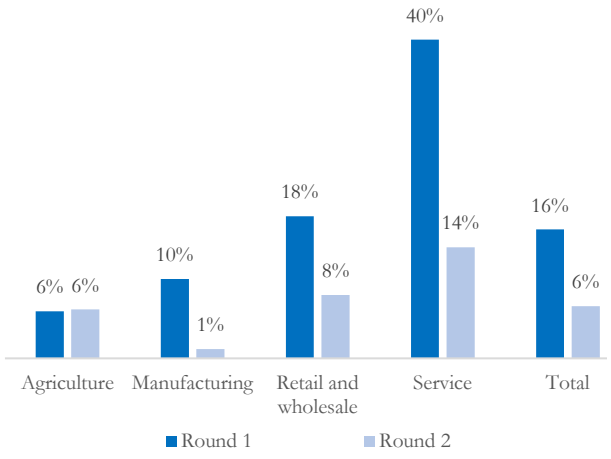
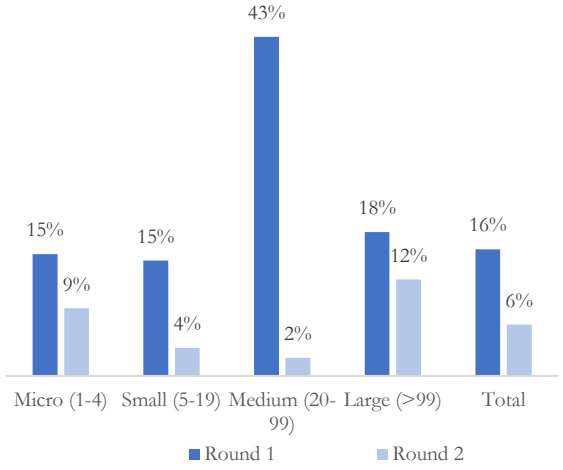


Figure 36: Share of firms reporting temporary closures by firm size – comparison between round 1 and round 2



Source: The World Bank's COVID-19 firm survey

While some firms that were temporarily closed in round 1 reported being able to resume operations in round 2, those firms that were still closed reported difficulties in reopening for business. While there was only a one-week increase in the average number of weeks firms were temporarily closed between round 1 and 2 (Figure 37), firms in round 2 estimated that they would require an average of 9-weeks to recover business operations as compared to the 4 weeks in round 1 (Figure 38). Yet different sectors yield different results. For example, firms in the agriculture sector have now been closed for an average of 2 weeks compared to 7 weeks in round 1, but both service and manufacturing firms have now been closed for 10 and 15 weeks respectively, a much longer period than in round 1 (Figure 37). While there was no significant variation for recovery expectations among the agriculture, manufacturing and service sectors, retail and wholesale firms expect to recover considerably later than any other sector (Figure 38).

[1] For certain questions, the survey is designed to explore situation of firms in the exact period. For instance, there are certain questions in the survey such as exploring sales or employment situation of firms in the last completed month. For such questions, March is used for round 1 and May for round 2. Hence, throughout this section, some comparison uses March and May, and others use round 1 and round 2.

Figure 37: Average weeks that firms temporarily closed – comparison between round 1 and round 2

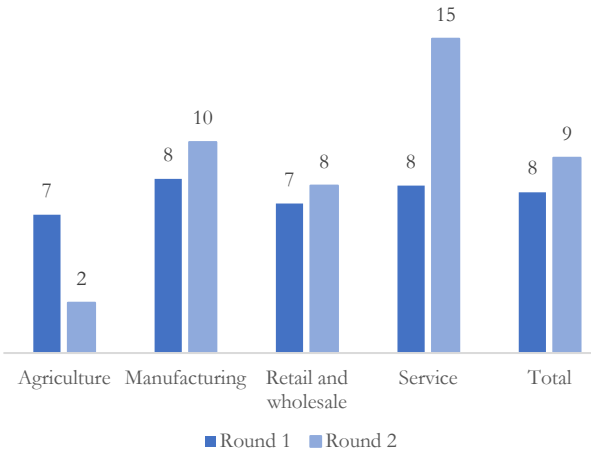
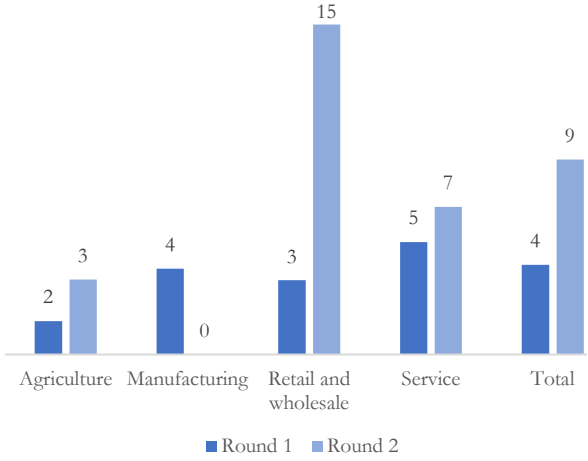


Figure 38: Average weeks that firms expect to recover – comparison between round 1 and round 2



Source: The World Bank's COVID-19 firm survey

Firms' perceptions on negative impacts of COVID-19 was slightly improved. According to round 2 results, 78 percent of firms reported negative impacts of COVID-19 – sightly slower than the 81 percent of firms reporting the same in round 1 (Figure 39). Compared to an average, service, retail and manufacturing firms reported a larger negative impact in round 2. However, while the proportion of service firms reporting being impacted by COVID-19 has increased compared to round 1, the share of firms in all other sectors has decreased. In terms of ecological zone variations, firms in Yangon – contributing the majority of domestic GDP – now represent the largest share of firms being adversely affected by COVID-19 (Figure 40) indicating that the economy is still susceptible to the pandamic given that the country's key commercial area will continue to experience adverse economic effects until the pandemic fully subsides.

Figure 39: Share of firms reporting negative impacts of COVID-19 by sector – comparison between round 1 and round 2

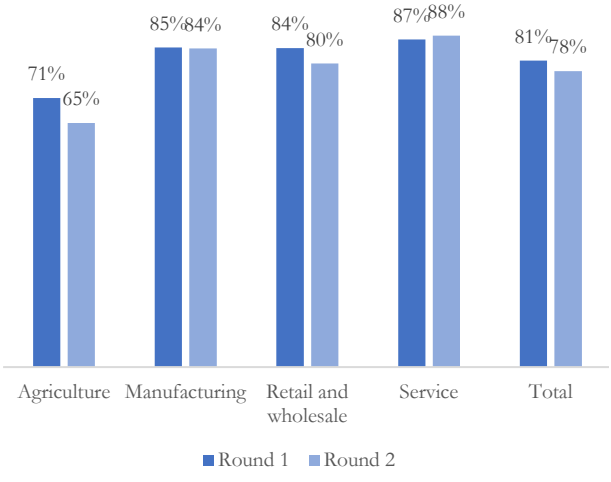
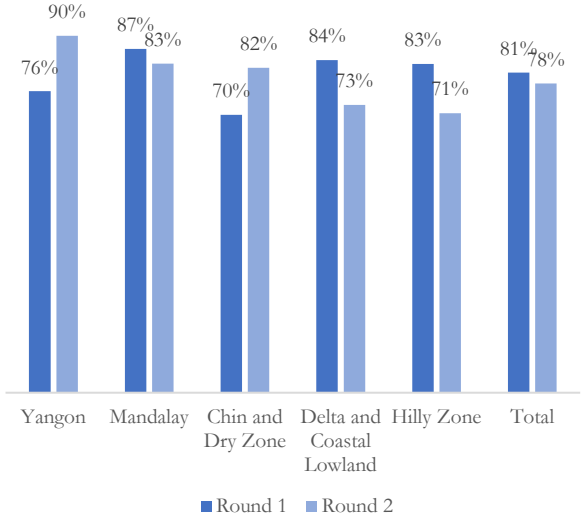


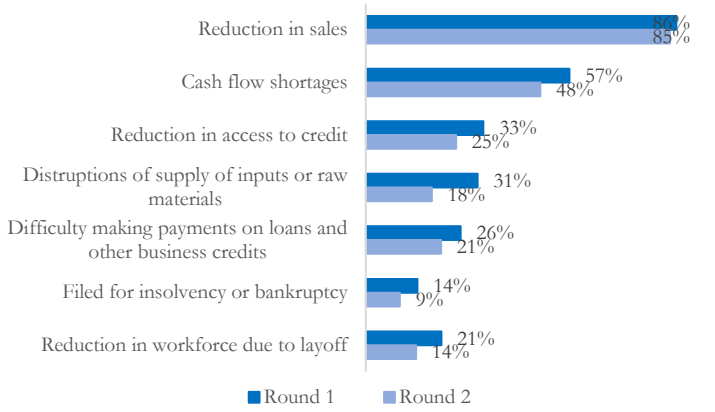
Figure 40: Share of firms reporting negative impacts of COVID-19 by ecological zones – comparison between round 1 and round 2



Source: The World Bank's COVID-19 firm survey

Reduction in sales, cash flow shortages and reduction in access to credit were still the major areas that firms experienced as operational impacts of COVID-19. Overall fewer firms reported being negatively impacted by COVID-19 in round 2 than in round 1, in every single category (Figure 41). However, there was only one percentage-point decrease in reducion in sales. In general, sales was still the worst hit area while impacts of COVID-19 on other operational aspects eased in round 2 compared to round 1.

Figure 41: Operational impacts of COVID-19



Source: The World Bank's COVID-19 firm survey

The vast majority of firms experienced a reduction in sales, but firms operating in services and large firms were hit harder in both rounds. Firms across all sectors and of all sizes experienced a decrease in sale in both rounds, with a slight decrease in firms experiencing this setback in round 2. Ninety-seven percent of firms in the services sector (Figure 42) and all large firms experienced a reduction in sales (Figure 43) in round 2. While agriculture firms have recovered the most between rounds, 73% still reported a reduction in sales.

Figure 42: Share of firms reporting reduction in sales due to COVID-19 by sector – comparison between round 1 and round 2

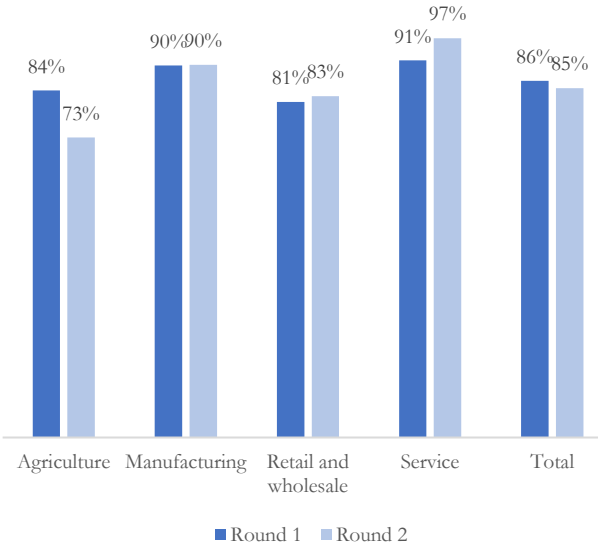
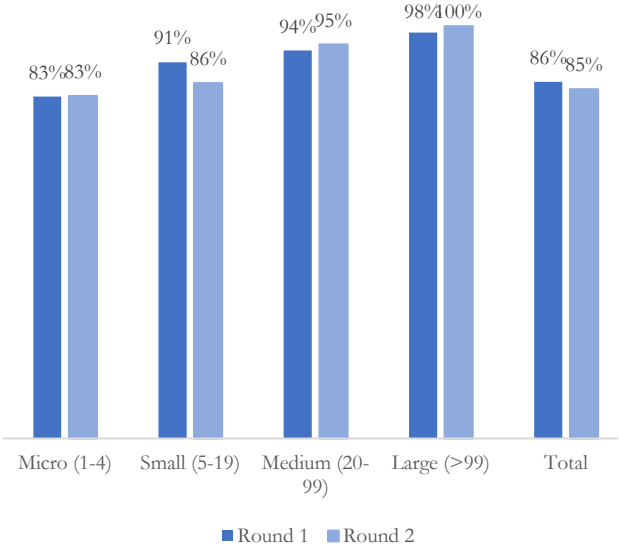


Figure 43: Share of firms reporting reduction in sales due to COVID-19 by firm size – comparison between round 1 and round 2



Source: The World Bank's COVID-19 firm survey

3.2. Sales impacts

Since March, COVID-19 caused both sales and profit decline for the majority of firms with a sharp increase in May. The share of firms reporting a decrease in sales and profits compared to the same period last year significantly increased from March to May. While there were no material variations across sectors for both

sales and profit, agricultural firms were in better position than others reporting less profit and sales decline than other firms in both March and May (Figure 44 and Figure 45).

Figure 44: Share of firms reporting reduction in sales YOY comparison – March and May

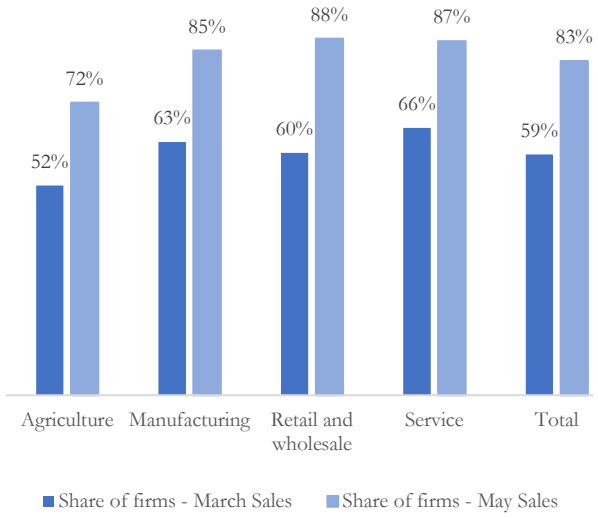
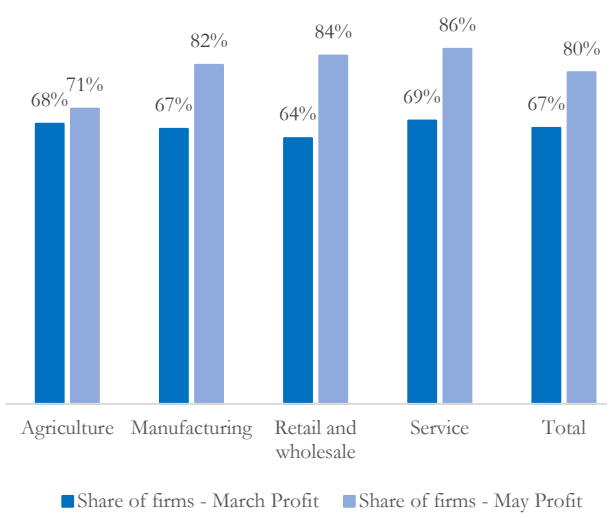


Figure 45: Share of firms reporting reduction in profit YOY comparison – March and May



Source: The World Bank's COVID-19 firm survey

Firms experiencing a decrease in sales and profits saw a larger profit reduction in May than in March, compared to the same period last year. While there was no significant change for sales decline across sectors (Figure 46), a year-over-year (YOY) profit decline comparison for May showed a 6 percent decline of profits than in March (Figure 47). In terms of both average sales and profit decline, the manufacturing sector was still better off in both March and May.

Figure 46: Average sales decline YOY comparison – March and May

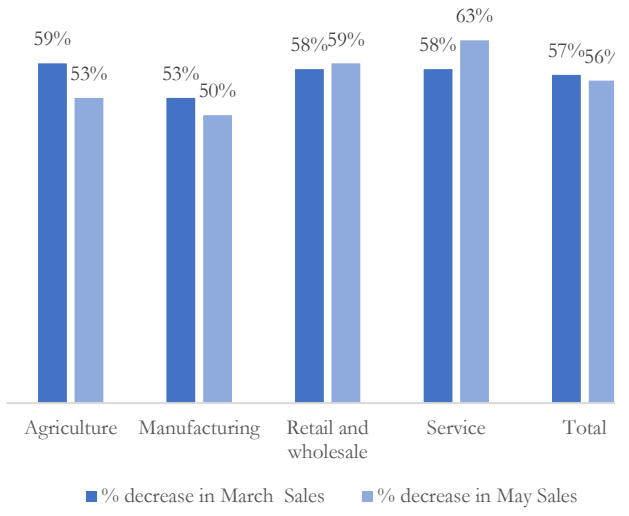
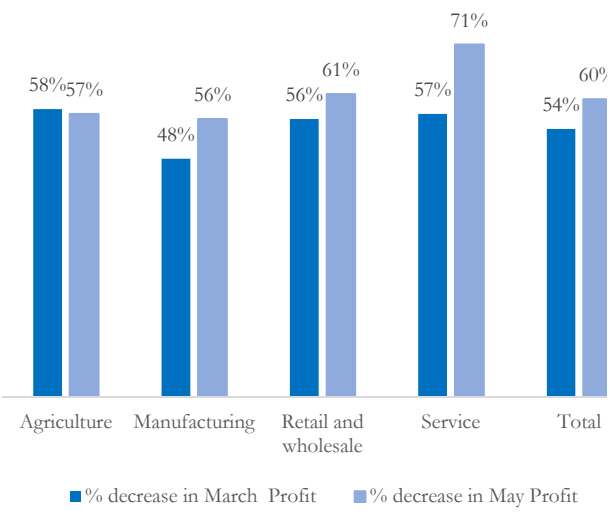


Figure 47: Average profit decline YOY comparison – March and May



Source: The World Bank's COVID-19 firm survey

3.3. Employment impacts

The dynamic for employee layoffs across firms changed between March and May and was consistent across firm sizes. In May, the manufacturing sector became the most adversely affected sector with regard to employment impacts with 53 percent of employees laid off (Figure 48). However in March, the service sector was most affected, with 69 percent of employees laid off (Figure 49). By firm size, small firms still comprise the largest share of firms which laid off employees both in March and in May, followed by micro firms (Figure 50 and Figure 51). Hence, smaller firms were still vulnerable to employee impacts, which suggests that employee support programs should also target employees in small and micro firms and take into account the often-informal nature of employment arrangements and the limited access (and awareness) of small and micro firm employees to government support.

Figure 48: Manufacturing firms accounted for the highest share of employee layoffs in May

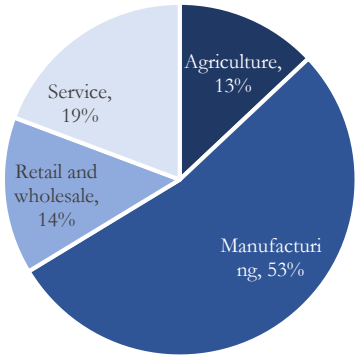
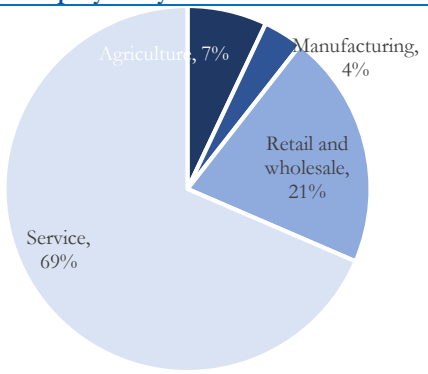


Figure 49: Service firms accounted for the major share of employee layoffs in March



Source: The World Bank's COVID-19 firm survey

Figure 50: Small firms still accounted for the highest share of employee layoffs in May

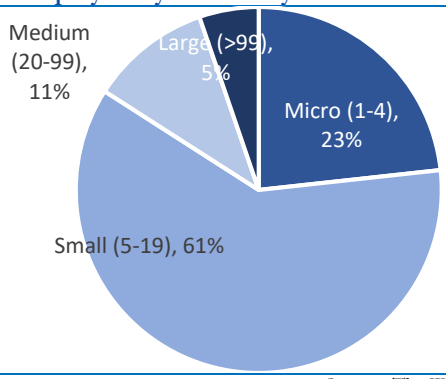
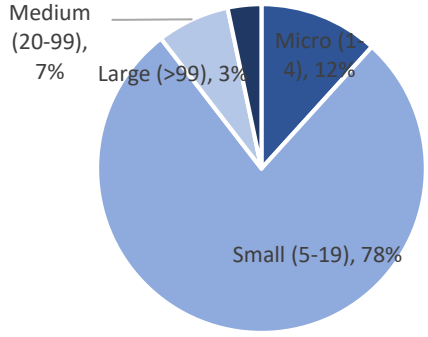


Figure 51: Small firms accounted for the major share of employee layoffs in March



Source: The World Bank's COVID-19 firm survey

3.4. Financial Impacts

While fewer firms had outstanding loans in May than March in general, manufacturing and retail and wholesale firms had an increase in outstanding loans. In May, 44 percent of Manufacturing firms had outstanding loans representing an 8-percentage point increase compared to March. Likewise, 37 percent of retail and wholesale firms had outstanding loans in May – a 6-percentage point increase compared to March (Figure 52).

Figure 52: Higher share of manufacturing and retail and wholesale firms had outstanding loans in May than in March

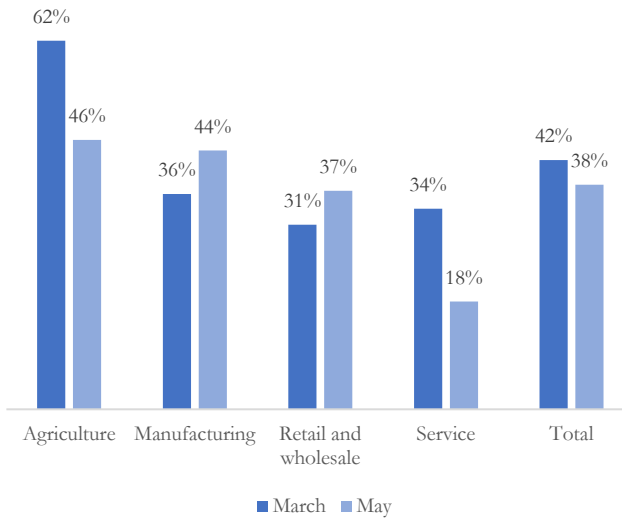
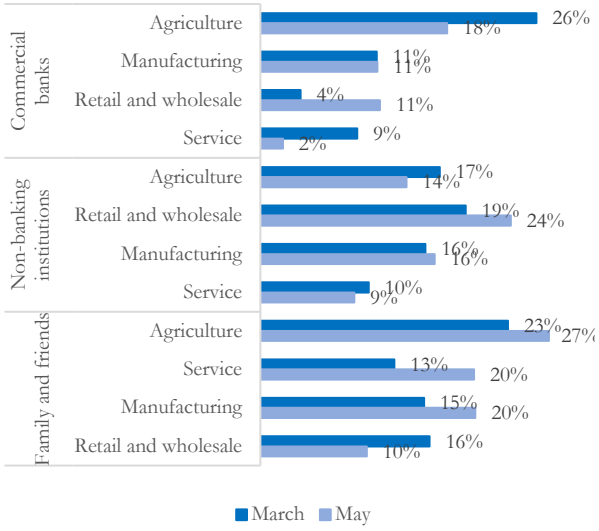


Figure 53: Loans from friends and family was the major ways to finance operations in both March and May

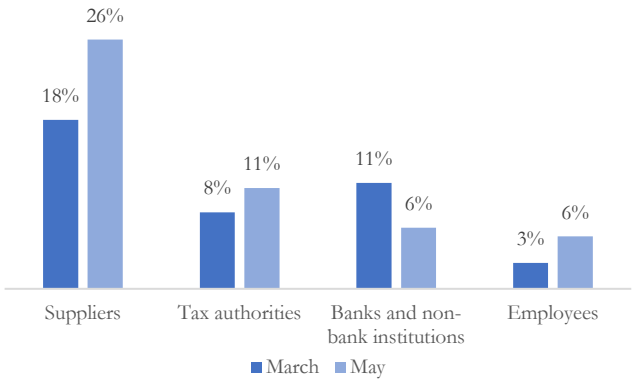


Source: The World Bank's COVID-19 firm survey

Loans from friends and family still remain a major source of loans for firms in May. While the proportion of agricultural firms with outstanding loans from commercial banks and non-banking institutions reduced in May, the share of those firms with outstanding loans from family and friends increased (Figure 53). This implies that agricultural firms – which tend to be small and informal – have limited access to the formal financial sector, resulting in a tendency to seek loans from friends and family to alleviate financial burdens. Similar patterns were also observed for service firms in May. Only retail and wholesale firms seemed to prefer seeking loans from formal financial channels given the higher share of firms in the services sector with outstanding loans from commercial banks and non-banking financial institutions in May compared to March (Figure 53).

Suppliers remained as last in line to receive payments compared to other payees. In May, 26 percent of firms reported delaying payments to suppliers more than one week, a figure 8-percentage points higher than in March (Figure 54). Likewise, the share of firms delaying payments to tax authorities and employees also increased in May. Banks and non-bank institutions were the only payees that a lower share of firms delayed making payments to in May as compared to March.

Figure 54: Delaying payments to suppliers continued to be higher in May



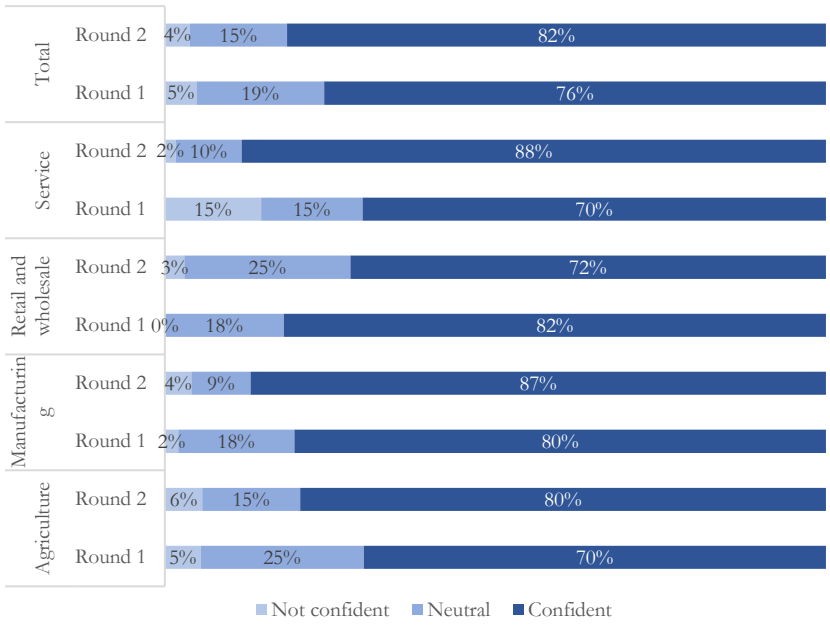
Source: The World Bank's COVID-19 firm survey

3.5. Resilience

Round 2 results suggested that the share of firms reporting confidence to stay in business increased. In round 1, 76 percent of firms were confident to stay in business for subsequent month, while in round 2, this share increased to 82 percent (Figure 55).

While an overall higher share of firms expressed a confidence to stay in business for the following month, the share of retail and wholesale firms reporting such confidence decreased in May by 16-percentage points (Figure 55) – implying that a certain proportion of retail and wholesale firms might shut down their businesses either temporarily or permanently if the current situation in relation to COVID-19 impacts do not improve. Those firms might further be at financial risk due to a greater likelihood of being smaller in size, and hence less likely to have access to formal financial channels.

Figure 55: Firms' confidence to stay in business for next month increased



Source: The World Bank's COVID-19 firm survey

Compared to round 1, a fewer share of firms expected to fall in arrears on outstanding liabilities in the subsequent three months. Overall, there was a 3-percentage point decrease in the share of firms expecting to fall in arrears on outstanding liabilities. Across sectors, the share of service firms expecting to fall in arrears on outstanding liabilities dropped from 41 percent in March to 34 percent in May (Figure 56). By firm size, larger firms tend to have less financial risk indicated by the share of large and medium firms expecting to fall in arrears significantly reducing in May, while the share of micro firms expecting the same slightly increased by 1-percentage point (Figure 57).

Figure 56: Share of firms expecting to fall in arrears on outstanding liabilities – comparison between Round 1 and Round 2 (by sector)

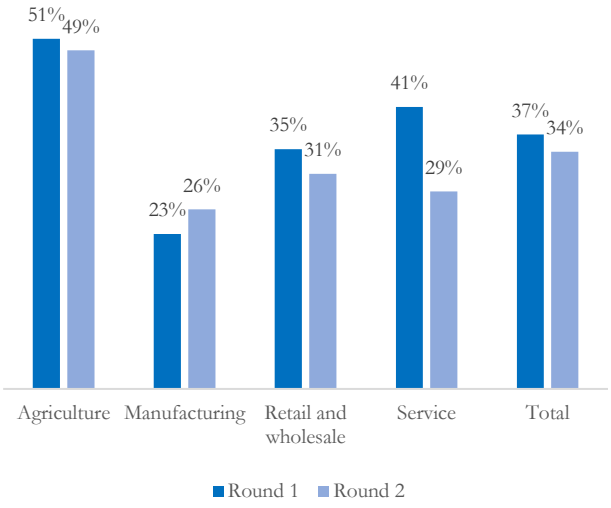
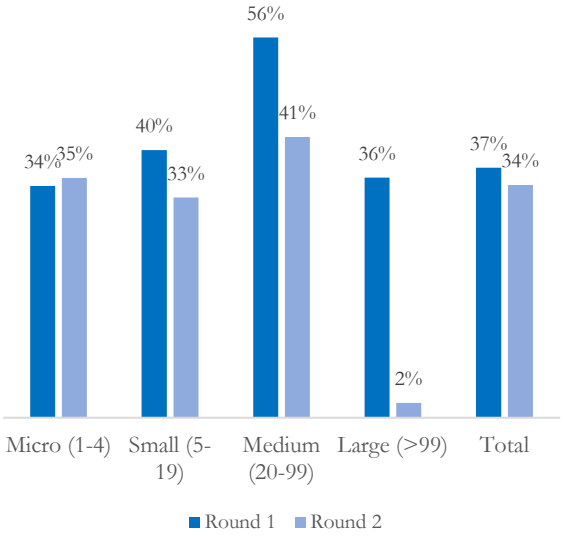


Figure 57: Share of firms expecting to fall in arrears on outstanding liabilities – comparison between Round 1 and Round 2 (by firm size)



Source: The World Bank's COVID-19 firm survey

Firms were less optimistic about recovery in round 2 than they were in round 1. Overall, only 60 percent of firms expected to recover in round 2 – which is a significant 13-percentage point decrease compared to round 1. Across sectors, this decrease was principally driven by the agricultural and manufacturing sectors with a 23 and 28-percentage point decrease, respectively (Figure 58). Across firm size, decreased optimism was mainly driven by micro firms with a 21-percentage point decrease, while percentage point decreases in other firm sizes were not significant (Figure 59). This finding suggests that micro firms were much less optimistic than other firms, and they might have more challenges to remain operational amidst ongoing COVID-19 uncertainties.

Figure 58: Share of firms expecting to recover – comparison between round 1 and round 2 (by sector)

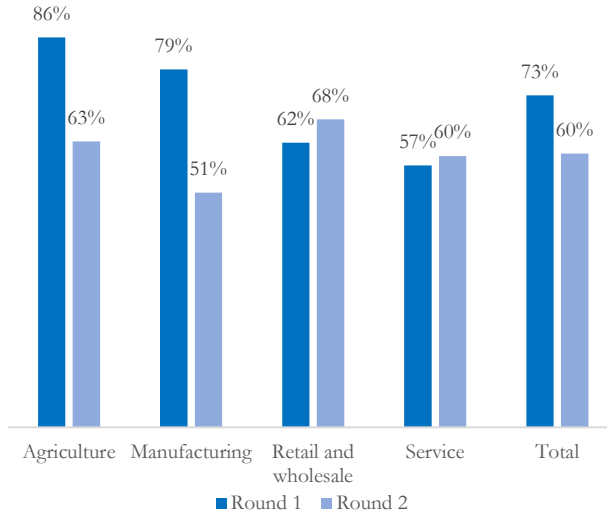
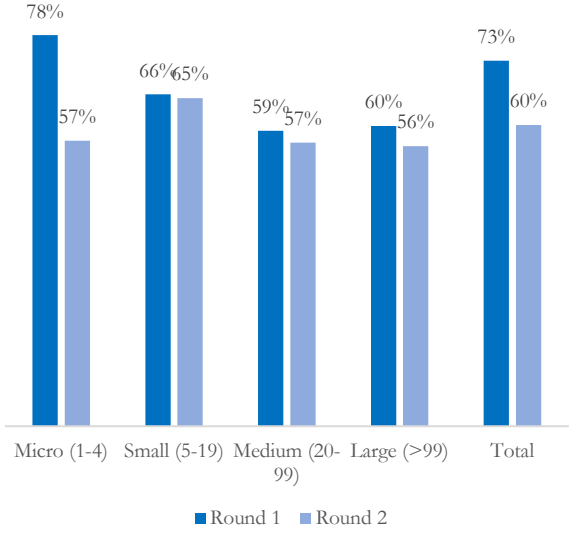


Figure 59: Share of firms expecting to recover- comparison between round 1 and round 2 (by firm size)



Source: The World Bank's COVID-19 firm survey

Firms' expectations in round 2 regarding changes in sale volumes in subsequent months improved as compared to round 1, however firms did not report any expectations for significant changes for rates of employment . Firms reported an expectation for sales to be 17 percent lower in the following three months after being surveyed compared to the same period last year – an overall improvement compared to their expectations in round 2 (Figure 60). The improvement was mainly driven by the agriculture and service sectors. Separately, firms expect that there would be no employment changes in the next three months compared to last year – a 3 percentage point reduction compared to expectations in round 1 (Figure 61). While only service firms in round 1 expected a decrease in employees compared to last year, agriculture firms along with service firms also expected a decrease in employment in round 2.

Figure 60: Expected average sale change in next 3 months by sector – comparison between round 1 and round 2

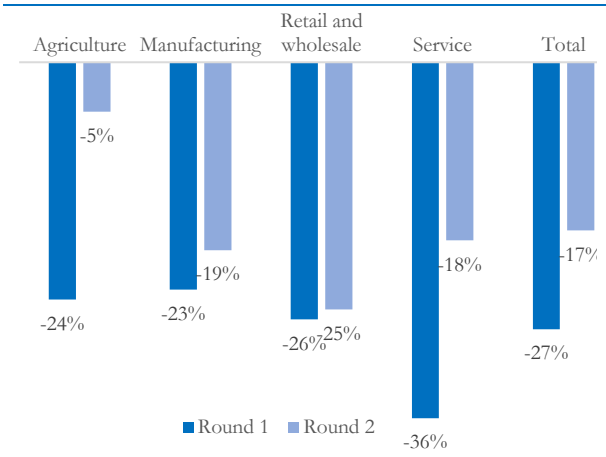
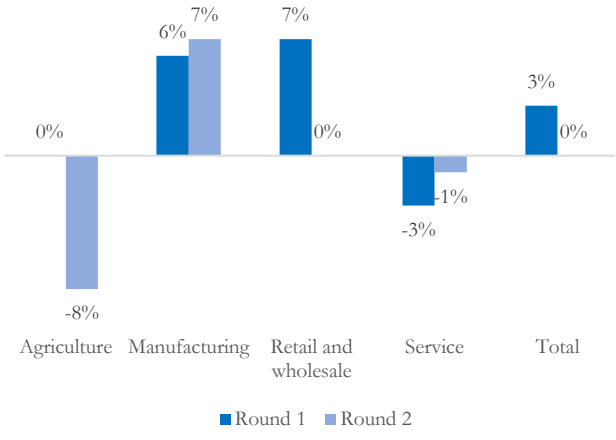


Figure 61: Expected average employment change in next 3 months by sector – comparison between round 1 and round 2

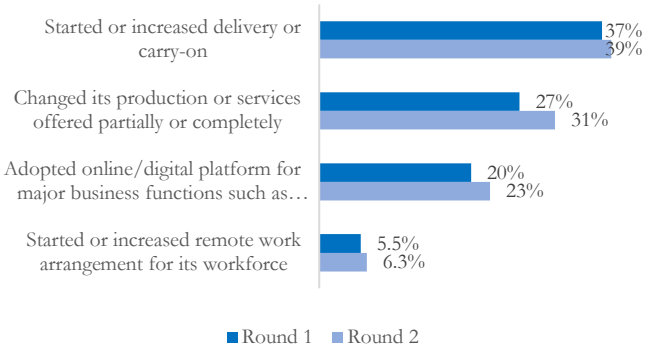


Source: The World Bank's COVID-19 firm survey

3.6. Adjustment mechanisms

While most firms were not able to adapt to new ways of operation to mitigate COVID-19 impacts, there were slight improvements in reported adjustment mechanisms. Findings from round 2 suggest that starting or increasing delivery services remained the most common adjustment mechanism adopted by firms in response to the pandemic – with 39 percent of firms reporting adopting this measure: a 2-percentage point increase compared to round 1 (Figure 62). The use of other adjustment mechanisms has also increased, namely a change in production or services offered, while the share of firms adopting remote working has remained stable in round 2.

Figure 62: Share of firms reporting major adjustment mechanisms



Source: The World Bank's COVID-19 firm survey

Round 2 findings suggest that firms were more aware of safety measures to protect employees and customers in light of the pandemic. With the exception of reducing operating hours, a higher share of firms implemented health and safety measures at the workplace between round 1 and 2 (Figure 63). Likewise, workplace measures directed at customers were also in place among a higher share of firms in round 2 (Figure 64). However, the majority of firms were still unable to adopt new-normal ways of doing businesses such as reducing operating hours, enabling employees to work from home and adopting online service delivery. The majority of firms may not be able to adopt such measures due to fundamental capacity and resource constraints with regard to the purchase and installation of IT systems or equipment which would otherwise enable employees to work from home or adopt online service delivery.

Figure 63: Measures at workplace for safety of employees – round 1 and round 2 comparison

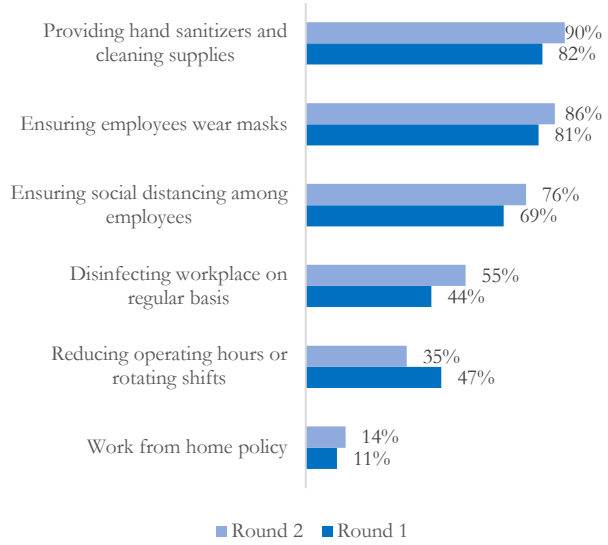
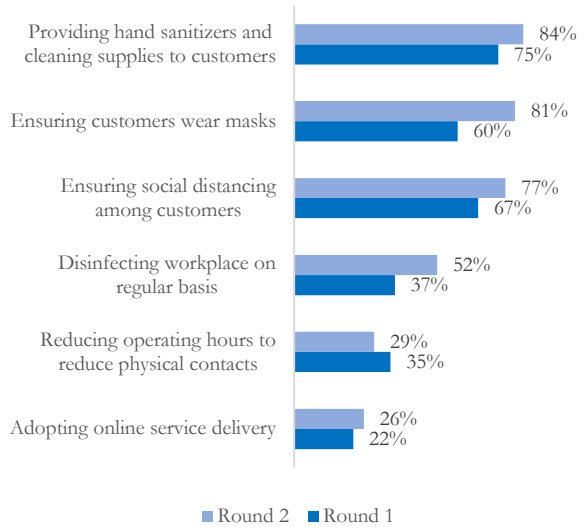


Figure 64: Measures at workplace for safety of customers – round 1 and round 2 comparison



Source: The World Bank's COVID-19 firm survey

3.7. Government policy

An increasing share of firms were aware of economic support programs offered by the government and had, by round 2, applied for the support. Compared to round 1, slightly more firms were aware of COVID-19 related government support in round 2, however, the awareness among retail and wholesale firms significantly decreased (Figure 65). While only 21 percent of firms applied for government support, this still represents a 9 percentage point increase with respect to round 1 (Figure 66). Almost one third of agriculture firms have now applied for government support, followed by 23 percent of service firms. The agriculture sector accounts both for the largest share of firms in absolute and incremental terms that have applied for support.

Figure 65: Share of firms that were aware of government support – comparison between round 1 and round 2

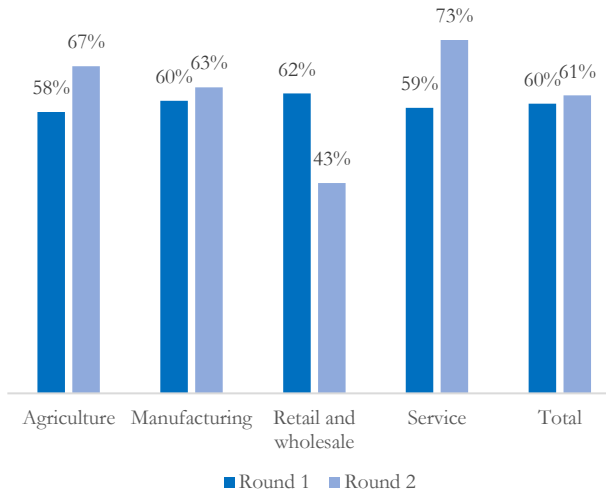
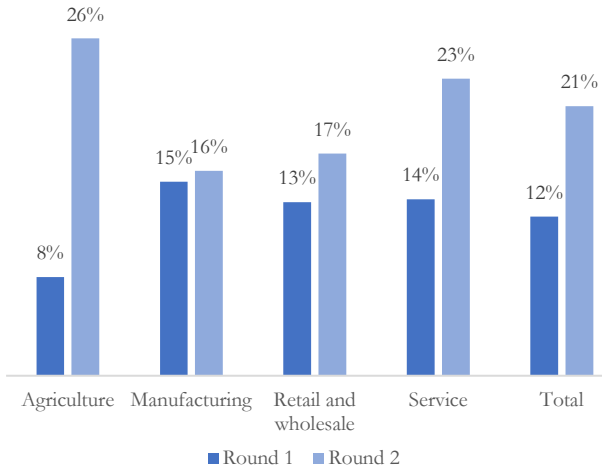


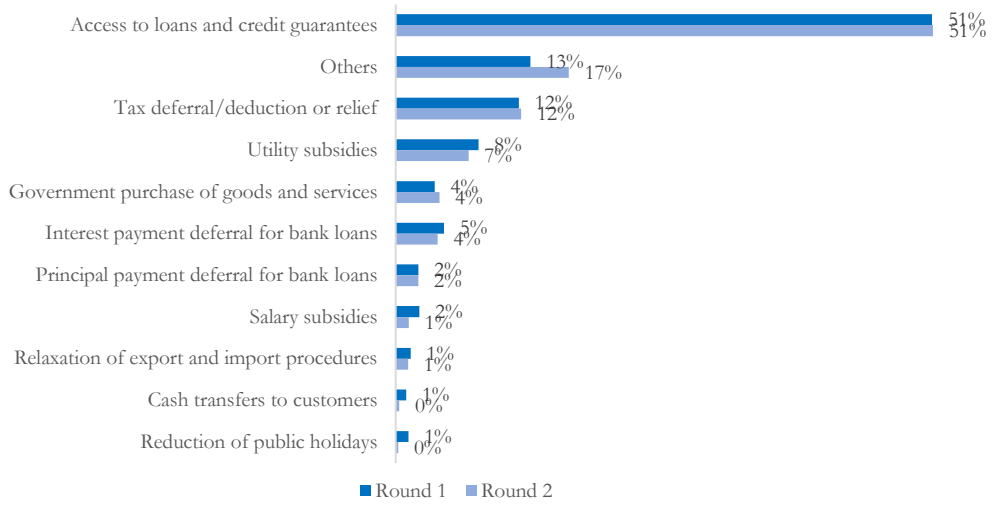
Figure 66: Share of firms that applied the government support – comparison between round 1 and round 2



Source: The World Bank's COVID-19 firm survey

Round 2 results suggested that access to loans and credit guarantees is still the most pressing government policy priority for firms. Unchanged from round 1 results, 51 percent of firms firms reported that loans and credit guarantees were the most needed policy priority (Figure 67). Generally, firms' reported government policy response priorities remain relatively similar between round 1 and 2.

Figure 67: Most urgent government policy response - comparison between round 1 and round 2



Source: The World Bank's COVID-19 firm survey

Appendix 1: Methodology

The World Bank contracted Thura Swiss, a research and consulting firm, to conduct High-Frequency Phone Survey (HFPS) for impacts of COVID-19 on firms in Myanmar. The HFPS for firms is a multi-topic and multi-round survey designed collect information on operational impacts, sales impacts, financial impacts, resilience, government policy and adjustment mechanisms. The survey is to be implemented from May 2020 to December 2020 with 6 to 8 rounds spaced by 3 to 4 weeks. The questionnaire will be adapted as situation in Myanmar evolves.

In this survey, the sample frame is all firms in Myanmar, and this survey used the sample frame based on two sources. The first source is Myanmar Business Survey (MBS) 2015, which included 14,331 businesses representing 126,928 businesses nationally. However, the MBS survey did not cover agriculture and financial firms. Since the HFPS intends to cover all sectors across Myanmar, the firm list provided by Thura Swiss is used to have a sampling frame for agricultural and financial firms. Combining these two sources, the sampling frame used in this survey covered 169,964 firms. From this frame, 500 firms were randomly selected based on three stratum – geographical zone[2], industry[3] and firm size. The distribution of samples by sector, firm size,

[2] States and regions are grouped into zones based on their economic and geographic characteristics. Two of the five zones are single regions, Yangon and Mandalay. The Hilly Zone includes the states of Kachin, Kayah, and Shan. The Delta and Coastal Lowland Zone includes Ayeyarwaddy region, Rakhine region, Mon state, Bago region, Tanintharyi region, and Kayin state. Chin and the Dry Zone includes Chin state, Sagaing region, Magwe region, and Nay Pyi Taw.

[3] Mining and quarrying industry was dropping as no enough sample were not interviewed. In addition, hotels and tourism firms are combined as accommodation as there is only one firm in the sample for tourism firm.

industry and zone are in Table 1, Table 2, Table 3 and Table 4. To allow interference from sample to population, the responses are weighted using inverse probability weights.

The design of the questionnaire was based on existing enterprise surveys such as the World Bank Enterprise Survey (ES), FCI's Business Pulse Survey, the ES COVID-19 survey, and experience of the World Bank team. The questions were designed to assess operational impacts, sales impacts and financial impacts that firms experienced due to COVID-19. In addition, the questionnaire also explored resilience of firms, adjustment mechanisms that they have taken and opinion on the government support and policy.

Table 1: Sample distribution by sector

Sector	Number of firms	Share of firms
Agriculture	84	17%
Manufacturing	170	34%
Retail and wholesale	84	17%
Service	162	32%
Total	500	100%

Table 2: Sample distribution by firm size

Firm size	Number of firms	Share of firms
Micro (1-4)	187	37%
Small (5-19)	200	40%
Medium (20-99)	88	18%
Large (>99)	25	50%
Total	500	100%

Table 3: Sample distribution by industry

Industry	Number of firms	Share of firms
Agriculture and Aquaculture	84	17%
Food and Beverage Products	80	16%
Textiles and Garments	27	5%
Other Manufacturing	63	13%
Retail and Wholesale	84	17%
Construction	10	2%
Accommodation	19	4%
Food and Beverage Services	61	12%
Financial Services	11	2%
Information Technology and Communication	10	2%
Health and Pharmaceutical Services	12	2%
Other Services	39	8%
Total	500	100%

Table 4: Sample distribution by ecological zone

Geographical zone	Number of firms	Share of firms
Yangon	140	28%
Mandalay	100	20%
Chin and Dry Zone	80	16%
Delta and Coastal Lowland	90	18%
Hilly Zone	90	18%
Total	500	100%

Appendix 2: Impacts on operations

Table 5: Current operational status of firms – by share of firms

Sector	Open	Temporarily closed
Agriculture	95%	5%
Manufacturing	97%	3%
Retail and wholesale	93%	7%
Service	89%	11%
Industry		
Agriculture and Aquaculture	95%	5%
Food and Beverage Products	97%	3%
Textiles and Garments	97%	3%
Other Manufacturing	96%	4%
Retail and Wholesale	93%	7%
Construction	100%	0%
Accommodation	100%	1%
Food and Beverage Services	88%	12%
Financial Services	100%	0%
Information Technology and Communication	100%	0%
Health and Pharmaceutical Services	100%	0%
Firm size		
Micro (1-4)	92%	8%
Small (5-19)	97%	3%
Medium (20-99)	100%	0%
Large (>99)	99%	1%
Female-owned		
Yes	94%	6%
No	95%	5%
Ecological zone		
Yangon	94%	7%
Mandalay	96%	4%
Chin and Dry Zone	93%	7%
Delta and Coastal Lowland	93%	7%
Hilly Zone	99%	1%
Total	**94%**	**6%**
Sample Size	**467**	**33**

Table 6: Average weeks closed and expected average weeks to resume operation

Sector	Average Weeks Closed	Average weeks to resume operation
Agriculture	2.38	3.44
Manufacturing	12.87	2.89
Retail and wholesale	8.55	15.03
Service	13.79	3.84
Industry		
Agriculture and Aquaculture	2.38	3.44
Food and Beverage Products	14.00	3.00
Textiles and Garments	14.00	2.00
Other Manufacturing	10.00	
Retail and Wholesale	8.55	15.03
Construction		
Accommodation	12.00	
Food and Beverage Services	13.79	3.84
Financial Services		
Information Technology and Communication		
Health and Pharmaceutical Services		
Other Services		
Firm-size		
Micro (1-4)	8.67	9.13
Small (5-19)	7.46	4.84
Medium (20-99)		
Large (>99)	12.00	
Female-owned		
Yes	11.41	3.51
No	5.01	10.95
Ecological zone		
Yangon	13.73	7.09
Mandalay	4.58	
Chin and Dry Zone	12.97	3.00
Delta and Coastal Lowland	4.89	10.40
Hilly Zone		
Total	8.43	8.16

Table 7: Impacts of COVID-19 on firms – by share of firms

Sector	Don't know	Very negative	Negative	No effect at all	Positive
Agriculture	0%	26%	42%	20%	12%
Manufacturing	0%	23%	57%	9%	11%
Retail and wholesale	0%	37%	46%	16%	0%
Service	0%	30%	60%	6%	4%
Industry					
Agriculture and Aquaculture	0%	26%	42%	20%	12%
Food and Beverage Products	0%	19%	56%	10%	16%
Textiles and Garments	0%	39%	37%	5%	19%
Other Manufacturing	0%	27%	62%	8%	3%
Retail and Wholesale	0%	37%	46%	16%	0%
Construction	0%	0%	77%	21%	2%
Accommodation	0%	22%	78%	0%	0%
Food and Beverage Services	0%	31%	59%	5%	5%
Financial Services	0%	3%	21%	75%	0%
Information Technology and Communication	0%	5%	85%	9%	1%
Health and Pharmaceutical Services	0%	10%	90%	0%	0%
Firm Size					
Micro (1-4)	0%	25%	51%	16%	9%
Small (5-19)	0%	36%	49%	10%	5%
Medium (20-99)	0%	35%	53%	4%	9%
Large (>99)	0%	9%	79%	12%	0%
Female-ownership					
Yes	0%	33%	50%	12%	4%
No	0%	25%	50%	15%	10%
Ecological zone					
Yangon	0%	41%	52%	7%	0%
Mandalay	0%	29%	58%	11%	3%
Chin and Dry Zone	0%	30%	47%	14%	9%
Delta and Coastal Lowland	0%	22%	54%	13%	11%
Hilly Zone	0%	33%	37%	23%	7%
Total	**0%**	**29%**	**50%**	**14%**	**7%**
Sample Size	**1**	**150**	**263**	**64**	**22**

Table 8: Effects of COVID-19 on firm operations – by share of firms

Sector	Reduction in sales?	Disruptions of supply of inputs or raw materials?	Cash flow shortages?	Reduction in access to credit?	Reduction in workforce due to layoff?	Filed for insolvency or bankruptcy	Difficulty making payments on loans and other business credits?
Agriculture	78%	35%	71%	39%	8%	14%	28%
Manufacturing	93%	20%	46%	29%	9%	7%	19%
Retail and wholesale	88%	21%	43%	22%	11%	15%	19%
Service	99%	12%	36%	24%	16%	9%	19%
Industry							
Agriculture and Aquaculture	78%	35%	71%	39%	8%	14%	28%
Food and Beverage Products	92%	24%	36%	29%	8%	8%	20%
Textiles and Garments	94%	24%	49%	21%	20%	2%	28%
Other Manufacturing	93%	15%	58%	29%	8%	7%	18%
Retail and Wholesale	88%	21%	43%	22%	11%	15%	19%
Construction	65%	34%	22%	8%	0%	0%	13%
Accommodation	100%	13%	60%	14%	35%	13%	61%
Food and Beverage Services	100%	12%	35%	25%	15%	9%	16%
Financial Services	50%	48%	9%	22%	0%	0%	3%
Information Technology and Communication	71%	11%	7%	21%	0%	1%	28%
Health and Pharmaceutical Services	100%	23%	0%	0%	10%	0%	0%
Firm size							
Micro (1-4)	88%	24%	51%	26%	5%	11%	20%
Small (5-19)	88%	20%	50%	35%	19%	13%	23%
Medium (20-99)	94%	39%	40%	7%	13%	3%	23%
Large (>99)	100%	21%	46%	1%	25%	0%	24%

Female-owned							
Yes	92%	20%	46%	33%	12%	15%	21%
No	85%	26%	55%	25%	9%	9%	22%
Ecological zone							
Yangon	85%	13%	26%	27%	16%	10%	14%
Mandalay	94%	14%	51%	26%	6%	7%	19%
Chin and Dry Zone	92%	20%	52%	31%	10%	15%	22%
Delta and Coastal Lowland	90%	26%	56%	24%	9%	13%	29%
Hilly Zone	77%	40%	58%	37%	11%	10%	11%
Total	88%	23%	50%	29%	10%	12%	21%
Sample Size	401	94	223	109	53	46	108

Table 9: The Major Reasons for the Firms Experiencing Shortage of Inputs – by Share of Firms

Sector	Not available	Cost increased	Lower quality
Agriculture	82%	35%	11%
Manufacturing	63%	35%	0%
Retail and wholesale	52%	48%	0%
Service	100%	51%	0%
Industry			
Agriculture and Aquaculture	82%	35%	11%
Food and Beverage Products	47%	32%	0%
Textiles and Garments	71%	29%	1%
Other Manufacturing	91%	42%	0%
Retail and Wholesale	52%	48%	0%
Construction	100%	0%	0%
Accommodation	100%	0%	0%
Food and Beverage Services	100%	57%	0%
Information Technology and Communication	100%	0%	0%
Health and Pharmaceutical Services	100%	0%	0%
Firm size			
Micro (1-4)	67%	34%	7%
Small (5-19)	81%	51%	0%
Medium (20-99)	88%	26%	2%
Large (>99)	20%	20%	0%
Female-owned			
Yes	72%	41%	6%
No	72%	37%	4%
Ecological zone			
Yangon	93%	13%	1%
Mandalay	88%	24%	0%
Chin and Dry Zone	79%	44%	0%
Delta and Coastal Lowland	54%	47%	12%
Hilly Zone	80%	36%	0%
Total	72%	39%	5%
Sample Size	**74**	**27**	**5**

Appendix 3: Impacts on sales

Table 10: Sales in May 2020 compared to the same period last year – by share of firms

Sector	Don't know	Increase	Remain the same	Decrease
Agriculture	5%	6%	14%	75%
Manufacturing	2%	5%	10%	83%
Retail and wholesale	4%	3%	6%	87%
Service	5%	4%	2%	90%
Industry				
Agriculture and Aquaculture	5%	6%	14%	75%
Food and Beverage Products	0%	8%	13%	79%
Textiles and Garments	0%	10%	13%	77%
Other Manufacturing	4%	1%	5%	90%
Retail and Wholesale	4%	3%	6%	87%
Construction	26%	2%	22%	51%
Accommodation	6%	0%	0%	94%
Food and Beverage Services	5%	4%	1%	90%
Financial Services	9%	0%	69%	22%
Information Technology and Communication	8%	1%	0%	91%
Health and Pharmaceutical Services	10%	0%	0%	90%
Firm size				
Micro (1-4)	4%	4%	9%	83%
Small (5-19)	5%	5%	7%	83%
Medium (20-99)	1%	8%	9%	83%
Large (>99)	0%	0%	12%	88%
Female-owned				
Yes	3%	4%	10%	84%
No	5%	5%	8%	83%
Ecological zone				
Yangon	13%	1%	9%	78%
Mandalay	4%	2%	4%	90%
Chin and Dry Zone	3%	0%	10%	87%
Delta and Coastal Lowland	2%	6%	8%	84%
Hilly Zone	1%	14%	13%	72%
Total	**4%**	**4%**	**9%**	**83%**
Sample Size	**24**	**16**	**43**	**417**

Table 11: Profit in May 2020 compared to the same period last year – by share of firms

Sector	Don't know	Increase	Remain the same	Decrease
Agriculture	8%	11%	7%	75%
Manufacturing	5%	5%	10%	79%
Retail and wholesale	4%	3%	9%	84%
Service	5%	4%	3%	88%
Industry				
Agriculture and Aquaculture	8%	11%	7%	75%
Food and Beverage Products	5%	8%	13%	74%
Textiles and Garments	5%	0%	23%	72%
Other Manufacturing	6%	1%	4%	89%
Retail and Wholesale	4%	3%	9%	84%
Construction	26%	2%	22%	51%
Accommodation	6%	0%	0%	94%
Food and Beverage Services	5%	4%	3%	88%
Financial Services	9%	3%	66%	21%
Information Technology and Communication	8%	1%	0%	91%
Health and Pharmaceutical Services	10%	0%	0%	90%
Firm size				
Micro (1-4)	5%	5%	9%	82%
Small (5-19)	7%	7%	6%	80%
Medium (20-99)	8%	2%	13%	77%
Large (>99)	25%	0%	0%	75%
Female-owned				
Yes	6%	3%	9%	82%
No	6%	8%	7%	80%
Ecological zone				
Yangon	11%	0%	9%	80%
Mandalay	10%	0%	7%	82%
Chin and Dry Zone	5%	0%	8%	87%
Delta and Coastal Lowland	3%	10%	7%	80%
Hilly Zone	4%	14%	10%	72%
Total	**6%**	**6%**	**8%**	**81%**
Sample Size	**37**	**19**	**38**	**406**

Table 12: Average sales and profit decrease in May compared to the same period last year

Sector	Average sales decrease	Average profit decrease
Agriculture	57%	61%
Manufacturing	55%	59%
Retail and wholesale	57%	60%
Service	60%	68%
Total	57%	61%
Industry		
Agriculture and Aquaculture	57%	61%
Food and Beverage Products	53%	53%
Textiles and Garments	74%	78%
Other Manufacturing	55%	63%
Retail and Wholesale	57%	60%
Construction	44%	44%
Accommodation	75%	75%
Food and Beverage Services	59%	68%
Financial Services	46%	56%
Information Technology and Communication	60%	62%
Health and Pharmaceutical Services	75%	55%
Other Services		
Firm size		
Micro (1-4)	56%	59%
Small (5-19)	58%	64%
Medium (20-99)	64%	70%
Large (>99)	45%	54%
Female-owned		
Yes	60%	65%
No	54%	58%
Ecological zone		
Yangon	60%	63%
Mandalay	58%	61%
Chin and Dry Zone	60%	62%
Delta and Coastal Lowland	54%	60%
Hilly Zone	56%	62%
Total	**57%**	**61%**

Appendix 4: Impacts on finance

Table 13: Outstanding loans from commercial banks, non-banking financial institutions, friends and family in May

Sector	Commercial Banks	Non-banking financial institutions	Family and friends
Agriculture	19%	17%	28%
Manufacturing	6%	15%	19%
Retail and wholesale	8%	12%	18%
Service	3%	12%	11%
Industry			
Agriculture and Aquaculture	19%	17%	28%
Food and Beverage Products	9%	15%	24%
Textiles and Garments	0%	0%	15%
Other Manufacturing	3%	19%	12%
Retail and Wholesale	8%	12%	18%
Construction	31%	0%	8%
Accommodation	14%	21%	14%
Food and Beverage Services	2%	11%	11%
Financial Services	7%	0%	0%
Information Technology and Communication	0%	1%	1%
Health and Pharmaceutical Services	0%	0%	0%
Firm-size			
Micro (1-4)	10%	17%	23%
Small (5-19)	8%	10%	16%
Medium (20-99)	21%	5%	14%
Large (>99)	0%	0%	24%
Female-owned			
Yes	10%	17%	23%
No	9%	12%	18%
Ecological zone			
Yangon	3%	4%	15%
Mandalay	6%	18%	10%
Chin and Dry Zone	14%	9%	20%
Delta and Coastal Lowland	11%	21%	26%
Hilly Zone	10%	10%	21%
Sample Size	**56**	**49**	**79**

Table 14: Share of firms delaying payments more than one week to suppliers, tax authorities, banks and non-bank institutions and employees due to COVID-19

Sector	Suppliers	Tax authorities	Banks and non-bank financial institutions	Employees
Agriculture	30%	5%	10%	15%
Manufacturing	25%	7%	5%	7%
Retail and wholesale	33%	11%	9%	1%
Service	14%	18%	5%	3%
Industry				
Agriculture and Aquaculture	30%	5%	10%	15%
Food and Beverage Products	16%	6%	5%	2%
Textiles and Garments	10%	11%	8%	11%
Other Manufacturing	42%	8%	4%	13%
Retail and Wholesale	33%	11%	9%	1%
Construction	29%	0%	0%	0%
Accommodation	6%	23%	6%	6%
Food and Beverage Services	14%	18%	5%	3%
Financial Services	0%	0%	0%	0%
Information Technology and Communication	6%	2%	0%	1%
Health and Pharmaceutical Services	80%	0%	0%	0%
Firm size				
Micro (1-4)	24%	8%	8%	7%
Small (5-19)	32%	10%	6%	6%
Medium (20-99)	30%	12%	9%	8%
Large (>99)	37%	12%	0%	1%
Female-owned				
Yes	26%	10%	7%	3%
No	28%	8%	8%	10%
Ecological zone				
Yangon	24%	7%	1%	2%
Mandalay	25%	9%	5%	5%
Chin and Dry Zone	29%	17%	8%	7%
Delta and Coastal Lowland	24%	5%	12%	9%
Hilly Zone	37%	10%	3%	7%
Total	**27%**	**9%**	**7%**	**7%**
Sample Size	**123**	**58**	**33**	**34**

Appendix 5: Resilience

Table 15: Firms' confidence to remain open in next month

Sector	Not very confident	Not confident	Neutral	Confident	Very confident
Agriculture	0%	8%	12%	37%	42%
Manufacturing	2%	3%	12%	37%	47%
Retail and wholesale	0%	2%	23%	38%	37%
Service	0%	2%	10%	38%	50%
Industry					
Agriculture and Aquaculture	0%	8%	12%	37%	42%
Food and Beverage Products	3%	1%	13%	43%	40%
Textiles and Garments	1%	10%	19%	37%	33%
Other Manufacturing	0%	4%	9%	26%	60%
Retail and Wholesale	0%	2%	23%	38%	37%
Construction	0%	0%	43%	43%	15%
Accommodation	0%	27%	35%	28%	10%
Food and Beverage Services	0%	1%	8%	39%	52%
Financial Services	0%	0%	6%	12%	82%
Information Technology and Communication	0%	2%	26%	45%	28%
Health and Pharmaceutical Services	0%	0%	80%	10%	10%
Firm size					
Micro (1-4)	1%	5%	12%	41%	42%
Small (5-19)	0%	2%	21%	33%	44%
Medium (20-99)	2%	4%	15%	18%	61%
Large (>99)	0%	2%	14%	36%	48%
Firm size					
Yes	1%	5%	16%	43%	34%
No	0%	3%	13%	32%	52%
Ecological zone					
Yangon	0%	4%	24%	27%	45%
Mandalay	0%	4%	11%	44%	42%
Chin and Dry Zone	2%	3%	14%	31%	49%
Delta and Coastal Lowland	0%	3%	12%	45%	40%
Hilly Zone	0%	6%	20%	32%	42%
Total	1%	4%	15%	37%	43%
Sample Size	**4**	**26**	**81**	**169**	**220**

Table 16: How likely firms are to shut down business in next 3 months

Sector	Not very likely	Not likely	Neutral	Likely	Very likely
Agriculture	50%	21%	20%	9%	0%
Manufacturing	58%	19%	16%	5%	2%
Retail and wholesale	56%	29%	12%	2%	2%
Service	49%	38%	8%	5%	0%
Industry					
Agriculture and Aquaculture	50%	21%	20%	9%	0%
Food and Beverage Products	53%	22%	18%	4%	3%
Textiles and Garments	60%	32%	0%	7%	1%
Other Manufacturing	66%	12%	16%	6%	0%
Retail and Wholesale	56%	29%	12%	2%	2%
Construction	46%	21%	13%	20%	0%
Accommodation	10%	68%	21%	1%	0%
Food and Beverage Services	51%	36%	8%	5%	0%
Financial Services	97%	3%	0%	0%	1%
Information Technology and Communication	3%	70%	0%	27%	0%
Health and Pharmaceutical Services	10%	90%	0%	0%	0%
Firm size					
Micro (1-4)	54%	25%	14%	7%	1%
Small (5-19)	53%	25%	17%	3%	1%
Medium (20-99)	57%	26%	11%	5%	1%
Large (>99)	92%	4%	1%	3%	0%
Female-owned					
Yes	52%	27%	16%	4%	1%
No	56%	22%	14%	7%	1%
Ecological zone					
Yangon	54%	30%	14%	1%	0%
Mandalay	44%	23%	28%	5%	0%
Chin and Dry Zone	52%	27%	19%	0%	2%
Delta and Coastal Lowland	61%	21%	7%	9%	1%
Hilly Zone	50%	26%	16%	8%	0%
Total	**54%**	**25%**	**15%**	**5%**	**1%**
Sample Size	**273**	**134**	**62**	**24**	**7**

Table 17: Share of firms falling into arrears in outstanding liabilities in next 3 months

Sector	**Share of firms**
Agriculture	53%
Manufacturing	28%
Retail and wholesale	25%
Service	19%
Industry	
Agriculture and Aquaculture	53%
Food and Beverage Products	33%
Textiles and Garments	12%
Other Manufacturing	23%
Retail and Wholesale	25%
Construction	64%
Accommodation	44%
Food and Beverage Services	18%
Financial Services	0%
Information Technology and Communication	3%
Health and Pharmaceutical Services	0%
Firm size	
Micro (1-4)	35%
Small (5-19)	27%
Medium (20-99)	39%
Large (>99)	3%
Female-owned	
Yes	32%
No	33%
Ecological zone	
Yangon	22%
Mandalay	35%
Chin and Dry Zone	38%
Delta and Coastal Lowland	30%
Hilly Zone	39%
Total	**33%**
Sample Size	**150**

Table 18: Expected average sales and employment change in next 3 months

Sector	Sales change	Employment change
Agriculture	-14%	-7%
Manufacturing	-27%	-2%
Retail and wholesale	-30%	-1%
Service	-17%	-1%
Industry		
Agriculture and Aquaculture	-14%	-7%
Food and Beverage Products	-26%	-1%
Textiles and Garments	-2%	10%
Other Manufacturing	-33%	-4%
Retail and Wholesale	-30%	-1%
Construction	-13%	-1%
Accommodation	-30%	12%
Food and Beverage Services	-15%	-2%
Financial Services	-15%	0%
Information Technology and Communication	-47%	-39%
Health and Pharmaceutical Services	-67%	0%
Other Services		
Firm size		
Micro (1-4)	-23%	-4%
Small (5-19)	-23%	-1%
Medium (20-99)	-31%	7%
Large (>99)	-35%	-2%
Female-owned		
Yes	-29%	-3%
No	-19%	-2%
Ecological zone		
Yangon	-27%	3%
Mandalay	-12%	-2%
Chin and Dry Zone	-29%	-6%
Delta and Coastal Lowland	-26%	-3%
Hilly Zone	-16%	-3%
Total	-24%	-2%

Appendix 6: Adjustment mechanisms

Table 19: Share of firms with adjustment mechanisms

Sector	Changed its production or services offered partially or completely	Started or increased delivery or carry-on	Started or increased remote work arrangement for its workforce	Adopted online/digital platform for major business functions such as sales
Agriculture	24%	18%	0%	16%
Manufacturing	30%	51%	7%	23%
Retail and wholesale	27%	42%	10%	22%
Service	62%	38%	4%	25%
Industry				
Agriculture and Aquaculture	24%	18%	0%	16%
Food and Beverage Products	28%	55%	4%	27%
Textiles and Garments	34%	32%	29%	46%
Other Manufacturing	32%	47%	7%	14%
Retail and Wholesale	27%	42%	10%	22%
Construction	46%	13%	23%	49%
Accommodation	36%	1%	3%	23%
Food and Beverage Services	64%	41%	3%	24%
Financial Services	75%	0%	75%	72%
Information Technology and Communication	75%	13%	8%	36%
Health and Pharmaceutical Services	90%	10%	0%	89%
Firm size				
Micro (1-4)	30%	36%	2%	16%
Small (5-19)	34%	40%	8%	26%
Medium (20-99)	60%	57%	32%	60%
Large (>99)	46%	43%	54%	78%
Female-owned				
Yes	31%	40%	6%	17%
No	33%	35%	5%	24%
Ecological zone				
Yangon	29%	42%	17%	34%
Mandalay	29%	38%	12%	23%
Chin and Dry Zone	30%	35%	1%	15%
Delta and Coastal Lowland	36%	38%	1%	22%
Hilly Zone	32%	37%	7%	15%
Total	**32%**	**38%**	**5%**	**21%**
Sample Size	**178**	**177**	**58**	**148**

Table 20: Share of firms having protective measures against COVID-19 in place for employees' safety

Sector	Ensuring employees wear masks	Providing hand sanitizers and cleaning supplies	Ensuring social distancing among employees	Work from home policy	Reducing operating hours or rotating shifts	Disinfecting workplace on daily basis
Agriculture	68%	70%	50%	5%	14%	44%
Manufacturing	92%	95%	85%	17%	35%	52%
Retail and wholesale	93%	97%	81%	8%	43%	42%
Service	94%	97%	91%	4%	64%	82%
Industry						
Agriculture and Aquaculture	68%	70%	50%	5%	14%	44%
Food and Beverage Products	90%	97%	95%	17%	40%	53%
Textiles and Garments	91%	91%	87%	43%	28%	78%
Other Manufacturing	95%	95%	71%	14%	30%	45%
Retail and Wholesale	93%	97%	81%	8%	43%	42%
Construction	100%	100%	100%	23%	13%	84%
Accommodation	100%	100%	100%	3%	30%	82%
Food and Beverage Services	93%	97%	90%	4%	66%	82%
Financial Services	100%	100%	100%	7%	86%	93%
Information Technology and Communication	100%	100%	100%	9%	43%	82%
Health and Pharmaceutical Services	100%	100%	100%	50%	90%	100%
Firm-size						
Micro (1-4)	79%	85%	73%	8%	32%	47%
Small (5-19)	97%	95%	77%	7%	41%	57%

Medium (20-99)	91%	96%	83%	46%	54%	60%
Large (>99)	100%	100%	100%	93%	27%	68%
Female-owned						
Yes	87%	93%	81%	6%	43%	52%
No	86%	87%	70%	13%	31%	52%
Ecological zone						
Yangon	93%	95%	76%	18%	56%	56%
Mandalay	92%	85%	75%	18%	39%	53%
Chin and Dry Zone	81%	83%	70%	7%	30%	54%
Delta and Coastal Lowland	85%	93%	83%	5%	36%	42%
Hilly Zone	89%	88%	63%	7%	25%	74%
Total	**87%**	**90%**	**75%**	**10%**	**36%**	**52%**
Sample Size	**407**	**412**	**359**	**56**	**171**	**272**

Table 21: Share of firms having protective measures against COVID-19 in place for customers' safety

Sector	Ensuring customers wear masks	Providing hand sanitizers and cleaning supplies	Ensuring social distancing among customers, and between customers and employees	Reducing operating hours to reduce physical contacts	Disinfecting workplace on daily basis	Adopting online service delivery
Agriculture	72%	70%	59%	7%	38%	17%
Manufacturing	90%	90%	77%	31%	54%	42%
Retail and wholesale	78%	91%	84%	35%	42%	17%
Service	81%	90%	91%	60%	78%	22%
Industry						
Agriculture and Aquaculture	72%	70%	59%	7%	38%	17%
Food and Beverage Products	88%	87%	93%	37%	63%	44%
Textiles and Garments	91%	91%	90%	31%	87%	43%
Other Manufacturing	93%	93%	56%	23%	37%	39%
Retail and Wholesale	78%	91%	84%	35%	42%	17%
Construction	34%	54%	34%	27%	84%	0%
Accommodation	100%	100%	100%	12%	55%	34%
Food and Beverage Services	79%	90%	90%	64%	80%	22%
Financial Services	91%	91%	100%	70%	90%	0%
Information Technology and Communication	100%	100%	99%	13%	65%	34%
Health and Pharmaceutical Services	100%	100%	100%	90%	90%	0%

Firm size						
Micro (1-4)	77%	80%	74%	28%	47%	25%
Small (5-19)	86%	94%	81%	36%	53%	23%
Medium (20-99)	84%	94%	82%	39%	52%	38%
Large (>99)	100%	100%	100%	44%	93%	92%
Female-owned						
Yes	80%	89%	82%	38%	51%	26%
No	81%	82%	71%	25%	49%	25%
Ecological zone						
Yangon	88%	91%	81%	43%	52%	37%
Mandalay	76%	82%	79%	40%	49%	32%
Chin and Dry Zone	80%	82%	77%	29%	51%	11%
Delta and Coastal Lowland	79%	88%	75%	26%	44%	26%
Hilly Zone	85%	84%	74%	25%	64%	28%
Total	81%	86%	77%	31%	50%	25%
Sample Size	362	378	345	138	252	110

Appendix 7: Government Policy

Table 22: Share of firms that were aware of government support, applied to government support and perceived that government support were helpful for business continuity

Sector	Aware of government support?	Applied to government support?
Agriculture	65%	28%
Manufacturing	73%	10%
Retail and wholesale	49%	15%
Service	64%	19%
Industry		
Agriculture and Aquaculture	65%	28%
Food and Beverage Products	69%	14%
Textiles and Garments	51%	21%
Other Manufacturing	82%	4%
Retail and Wholesale	49%	15%
Construction	38%	0%
Accommodation	59%	50%
Food and Beverage Services	64%	18%
Financial Services	91%	0%
Information Technology and Communication	7%	12%
Health and Pharmaceutical Services	90%	11%
Firm size		
Micro (1-4)	67%	15%
Small (5-19)	55%	20%
Medium (20-99)	67%	34%
Large (>99)	75%	54%
Female-owned		
Yes	59%	14%
No	66%	20%
Ecological zone		
Yangon	59%	13%
Mandalay	59%	2%
Chin and Dry Zone	62%	32%
Delta and Coastal Lowland	63%	16%
Hilly Zone	70%	19%
Total	**63%**	**17%**
Sample Size	**322**	**66**

Appendix 8: Questionnaires for the COVID-19 impacts on enterprises round 2

Phone interview introduction:

Good morning/afternoon/evening.

I am calling from [insert implementing contractor], on behalf of the World Bank. This establishment was randomly selected to participate in a survey to better understand the impact of the COVID-19 pandemic on businesses in Myanmar.

The results of the survey will be used to inform government responses aiming to support businesses during the crisis. All information and opinions you provide will be anonymized. Neither your name nor the name of your establishment will be used in any document based on this survey.

0. Date and time of the interview (start) [Instruction: To be completed by interviewer/supervisor)

Date (start_01)	
Time (start_02)	

[Instruction: Section A is to be asked only for the first round]

A. Screener and General Characteristics

1. What is name of the establishment? (a1) [Instruction: To be completed before interview]

Name of the establishment	

2. Location of the establishment [Instruction: To be completed before interview]

	Name
Street address (a2a)	
Township (a2b)	
State/region (a2c)	

3. Is this establishment located in the industry zone? (a3) [Instruction: To be completed before interview]

Yes – Headquarters is in the zone	1
Yes – Branches, factory and warehouse are in the zone	2
No	3

4. What type of product or service represents this establishment's largest share of annual sales? (a4)

Product or service with largest share of annual sales	

5. What is the main industry of activity of your establishment? (a5) [Instruction: To be filled out by enumerator based on question a4].

Sector	Industry Name	Code
Agriculture	Agriculture and Aquaculture	1
Manufacturing	Food and Beverage Products	3
	Textiles and Garments	4
	Other Manufacturing	5
Retail and wholesale	Retail and Wholesale	6
Services	Construction	7
	Accommodation	8
	Restaurants or Food and Beverage services	9
	Financial Services	10
	Information Technology and Communication	12
	Health and Pharmaceutical Services	13
	Other Services	14

6. Is this establishment formally registered with any level government authority at present a business registration certificate/license and other necessary certificates/licenses/permits to operate a business? (a6)

Yes	1
No	2
Don't know (spontaneous)	-9

7. What is the firm's ownership status? (a7)

Private owned by national(s)	1
Private owned by foreigner(s)	2
Joint venture owned by national and foreign company(s)	3
Other (Specify)	4
Don't know	-9

8. When was this establishment established? (a8)

Year this establishment was established	
Don't know (spontaneous)	-9

9. Amongst the owners of this establishment, are there any female? (a9)

Yes	1	
No	2	Go to a10
Don't know (spontaneous)	-9	

	Number
What percentage of the establishment is owned by a female(s) (a9a)	% owned by female(s)

10. How many employees did this establishment have in January 2020? (a10)

	Number
Number of full-time employees (a10a)	
Number of part-time employees (a10b)	

11. What was the total share of female employees in January 2020? (a11)

	Number
Female full-time employees (a11a)	Share (%)
Female part-time employees (a11b)	Share (%)

12. What was the value of total sales of this establishment in January 2020? (a12)

	Number
Value of sales	
Don't know (Spontaneous)	-9

13. Do you usually export any of your products overseas? (a13)

Yes	1
No	2
Don't know (spontaneous)	-9

14. What was the total value of investment, including equipment, machines, software and buildings of this establishment in January 2020? (a14)

	Number
Value of investment	
Don't know (Spontaneous)	-9

B. Impacts on overall operation

1. How many days did this establishment operate in the last completed month? (b1)

Days the establishment operated	(insert number of days)
Don't know (spontaneous)	-9

2. What is the current status of your establishment? (Instruction: If business is closed to public, but operates, it should be considered open) (b2)

Open	1	Go to question (b5)
Temporary closed	2	
Don't know (spontaneous)	-9	

3. For how many weeks has the establishment been closed due to the COVID-19? (b3)

Weeks the establishment has been closed	(insert number of weeks)
Don't know (spontaneous)	-9

4. In how many weeks do you expect that this establishment will resume operations? (b4)

Number of weeks that the establishment	(insert number of weeks)
Don't know (uncertain)	-9

5. Overall, the effect of the COVID-19 on this establishment was [inset options]? (b5)

Very negative	1	
Negative	2	
No effect at all	3	
Positive	4	Go to Section C
Very positive	5	
Don't know (spontaneous)	-9	

6. Did this establishment experience any of the following issues due to the COVID-19? (b6)

	Yes	No	Don't know (spontaneous)	Not applicable
Reduction of production (b6a)	1	2	-9	-5
Reduction of sales (b6b)	1	2	-9	-5
Disruption of the supply of inputs and raw materials (b6c)	1	2	-9	-5
Cash flow shortages (b6d)	1	2	-9	-5
Reduction in access to credit (b6e)	1	2	-9	-5
Reduction in workforce due to layoff (b6f)	1	2	-9	-5
Filed for insolvency or bankruptcy (b6g)	1	2	-9	-5
Having difficulty making payments on loans and other business credits (b6h)	1	2	-9	-5
Having difficulty selling products or services to customers (b6i)	1	2	-9	-5

7. What was the main reason for the disruption in intermediate materials? (b7) (Choose all that apply) [Instruction: Only ask if b6c=1]

	Yes	No	Don't know (spontaneous)
Not available (b7a)	1	2	-9
Cost increased (b7b)	1	2	-9
Lower quality (b7c)	1	2	-9
Others (specify) (b7d)			

C. Impacts on Sales

1. Comparing this establishment's sales for the last completed month in 2020 with the same month in 2019, did the sales? (c2)

Increase	1	
Remain the same	2	Go to question c3
Decrease	3	
Don't know (spontaneous)	-9	Go to question c3

	Percent
Increased by how much? (c2a)	

	Percent
Decreased by how much? (c2b)	

2. Comparing this establishment's profit for the last completed month in 2020 with the same month in 2019, did profit?? (c3)

	Profit	
Increase	1	
Remain the same	2	Go to question c4
Decrease	3	
Don't know (spontaneous)	-9	Go to question c4

	Percent
Increased by how much? (c3a)	
Decreased by how much? (c3b)	

D. Impacts on labor

1. How many employees did this establishment have in the last completed month? (d1)

	Number
Number of full-time employees (d1a)	
Number of part-time employees (d1b)	

2. What was the total share of female employees in the last completed month? (d2)

	Number
Female full-time employees (d2a)	Share (%)
Female part-time employees (d2b)	Share (%)

3. In the last completed month, how many full-time workers were: (d3) [Instruction: Insert 0 if none of the following activities happen]

	Number	Don't know (spontaneous)
Hired (male) (d3a)		-9
Hired (female) (d3b)		-9
Laid-off (male) (d3c)		-9

Laid-off (female) (d3d)		-9
Granted unpaid leave of absence (d3e)		-9
Had their salary, wages, or benefits reduced (d3f)		-9
Had their hours reduced (d3g)		-9

E. Impacts on finance

1. In the last completed month, did you have any outstanding loans from following institutions/individuals? (e2)

	Yes	No	Don't know (Spontaneous)
Commercial banks (e2a)	1	2	-9
Non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies) (e2b)	1	2	-9
Friends or family members (e2c)	1	2	-9

2. In the last completed month, did this establishment delay payments due to the COVID-19 for more than one week to? (e3)

	Yes	No	Don't know (spontaneous)
Suppliers (e3a)	1	2	-9
Tax authorities (e3b)	1	2	-9
Banks and non-bank financial institutions (e3c)	1	2	-9
Employees (for salary) (e3d)	1	2	-9

3. Since the of the COVID-19 what is the main mechanism used by this establishment to deal with cash flow shortages? [Instruction: Ask only if b6d=2] (e4)

Loans from commercial banks	1
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies	2
Equity finance (new shareholders or greater capital increase from existing owners/shareholders)	3
Loans from friends or family	4
Delaying payments to suppliers/workers/authorities	5
Don't know (spontaneous)	-9

F. Impacts on Investment

1. What was the total value of investment, including equipment, machines, software and buildings of this establishment in the last completed month in 2020? (f1)

	Number
Value of total investment	

Don’t know (Spontaneous)	-9

2. Comparing this establishment’s total value of investment for the last completed month in 2020 with the same month in 2019, did the total investment? (f2)

Increase	1	
Remain the same	2	Go to section G
Decrease	3	
Don’t know (spontaneous)	-9	Go to section G

	Percent
Increased by how much? (f2a)	

	Percent
Decreased by how much? (f2b)	

G. Response and resilience for business continuity

1. With your current cash flow, how confident are you that your business can remain open for the next month? (g1)

Not very confident	1
Not confident	2
Neutral	3
Confident	4
Very confident	5

2. If the current situation does not improve, how likely is that you will need to close your business permanently in 3 months? (g2)

Not very likely	1
Not likely	2
Neutral	3
Likely	4
Very likely	5

3. Do you anticipate that this establishment will fall in arrears in any of its outstanding liabilities in the course of the next 3 months? (g3)

Yes	1
No	2
Don’t know (spontaneous)	-9

4. Do you expect this establishment business to recover? (g4)

Yes	1	
No	2	Go to question g6
Not applicable	-5	
Don't know (spontaneous)	-9	

5. Looking ahead to the next 3 months[4], what is the expected change in sales that you anticipate for this establishment compared to the same period last year? (g5)

Sales change (%)	
Don't know	-9

6. Looking ahead to the next 3 months, what is the expected change in employment that you anticipate for this establishment compared to the same period last year? (g6)

Employment change (%)	
Don't know	-9

7. Looking ahead to the next 3 months, what is the expected change in investment that you anticipate for this establishment compared to the same period last year? (g7)

Investment change (%)	
Don't know	-9

H. Policies

1. Are you aware of any local or national government support issued in response to the crisis since the COVID-19? (h1)

Yes	1	
No	2	Go to question no. h5
Don't know (spontaneous)	-9	

2. Since the COVID-19, has this establishment applied for any national or local government measures issued in response to the crisis? (h2)

Yes	1
No	2
Don't know (spontaneous)	-9

[4] Could be 3-month if survey period is short

3. Did any of these measures involve any of the following: (h3)

	Yes	No	Don't know (spontaneous)
Improved access to credit such as lower interest loans (h3a)	1	2	-9
Tax exemptions or reductions (h3b)	1	2	-9
Relaxation of export and import procedures (h3c)	1	2	-9
Utility subsidies (h3d)	1	2	-9
Salary subsidies (h3e)	1	2	-9
Others (h3f)	Please specify		

4. Were these supports helpful for your business continuity? (h4)

Yes	1
No	2
Don't know (spontaneous)	-9

5. Since the COVID-19, has the government made following procedures easier? (h5)

	Yes	No	Don't know	Not applicable
Export/import license procedures (h5a)	1	2	-9	-5
Customs clearance procedures (h5b)	1	2	-9	-5
Port clearance procedures (h5c)	1	2	-9	-5
Tax related procedures (h5d)	1	2	-9	-5
Company registration procedures (h5e)	1	2	-9	-5
Others (h5f)	Please specify			

6. What would be the most needed policy to support this establishment over the COVID-19 crisis? (h6)

Tax deferral/deduction or relief	1
Reduction of public holidays	2
Interest payment deferral for bank loans	3
Principal payment deferral for bank loans	4
Utility subsidies	5
Access to loans and credit guarantees	6
Salary subsidies	7
Government purchase of goods and services	8
Relaxation of export and import procedures	9
Cash transfers to customers	10
Others (Please specify)	11

I. Adjustment mechanisms

1. Has this establishment made any of the following adjustment due to the COVID-19? (i1)

	Yes	No	Don't know (spontaneous)
Changed its production or services offered partially or completely (i1a)	1	2	-9
Started or increased delivery or carry-on (i1b)	1	2	-9
Started or increased remote work arrangement for its workforce (i1c)	1	2	-9
Adopted online/digital platform for major business functions such as sales, marketing and payment (i1d)	1	2	-9

2. What is the share of employees currently working remotely from home? (i2) [Ask only if i1c=1]

Share of employees	%
Don't know (spontaneous)	-9

3. In the last completed month, has the share of workers working from home increased or decreased? (i3)

Increased	1
Decreased	2
No change	3
Don't know (spontaneous)	-9

4. In response to the COVID-19, did you set the following measures at your workplace for safety of your employees? (i4)

	Yes	No	Not Applicable
Ensuring employees wear masks (i4a)	1	2	-5
Providing hand sanitizers and cleaning supplies (i4b)	1	2	-5
Ensuring social distancing among employees (i4c)	1	2	-5
Work from home policy (i4d)	1	2	-5
Reducing operating hours or rotating shifts (i4e)	1	2	-5
Disinfecting workplace on regular basis (i4f)	1	2	-5
Others (i4g)	Please specify		

5. In response to the COVID-19, did you set the following measures at your workplace for safety of your customers? (i5)

	Yes	No	Not Applicable
Ensuring customers wear masks (i5a)	1	2	-5
Providing hand sanitizers and cleaning supplies (i5b)	1	2	-5

Ensuring social distancing among customers, and between customers and employees (i5c)	1	2	-5
Reducing operating hours to reduce physical contacts (i5d)	1	2	-5
Disinfecting workplace on regular basis (i5e)	1	2	-5
Adopting online service delivery (i5f)	1	2	-5
Others (i5g)	Please specify		

The survey ends here. I would like to gather a few final details.
Thank you for your time and cooperation.

J. Control Questions

1. The name of the respondent (j1)

Name	

2. What option best reflect your main occupation in this establishment? (j2)

Owner, CEO or CFO	1
Manager	2
Accountant or lawyer	3
Other	Please specify

3. Contact information (j3)

Email (j3a)	
Phone number (j3b)	

4. Would like you to participate in the future rounds of the survey? (j4)

Yes	1
No	2

5. Number of calls attempted (j5) [Instruction: To be completed by interviewer/supervisor)

Number of calls attempted	

6. Date and time of the interview (end) [Instruction: To be completed by interviewer/supervisor)

Date (End_01)	
Time (End_02)	