

COVID-19 ECONOMIC IMPACT SURVEY					Notes
Tel_op	What is the type of operator?	1= Operator Company: Number [ ] 2= Operator Company: Number [ ] 3= Operator Company: Number [ ] 4= Any other operator (specify) : Number [ ], specify: text [ ]			Need country-specific adaptation
COR1	Telephone #				
COR2_1	Result of call	Phone disconnected/ busy	1		Try for up to 3 times
		Not in service	2		
		Did not answer	3		Try for up to 3 times
		Picked up and refused	4		
		Incomplete and refused	5		
		Incomplete and call returned	6		Try for up to 3 times
		Complete	7		
Time_1	Time for first result of call				
Date_1	Date for first result of call				
COR2_2	Result of call	Phone disconnected/ busy	1		Try for up to 3 times
		Not in service	2		
		Did not answer	3		Try for up to 3 times
		Picked up and refused	4		
		Incomplete and refused	5		
		Incomplete and call returned	6		Try for up to 3 times
		Complete	7		
Time_2	Time for second result of call				
Date_2	Date for second result of call				
COR2_3	Result of call	Phone disconnected/ busy	1		Try for up to 3 times
		Not in service	2		
		Did not answer	3		Try for up to 3 times
		Picked up and refused	4		
		Incomplete and refused	5		
		Incomplete and call returned	6		Try for up to 3 times
		Complete	7		
Time_3	Time for third result of call				
Date_3	Date for third result of call				
Consent					
COR3	<p>Good morning/ afternoon/ evening, I am ..... from Phi (a research agency). We spoke to you two months ago about the economic impact of the COVID-19 outbreak, and we would like to ask you few questions again today.</p> <p>This survey will take approximately 15 minutes to complete. We will ask about your economic activities prior to being affected by COVID-19 and how the outbreak impacted you.</p> <p>You may also be asked personal information that is important for the results of the study, some of which might make you feel anxious or embarrassed. You will also have a chance to share your contact information at the end of the survey, in case you are interested in participating in a follow-up survey. Please note that this information will be kept strictly confidential. You can choose to answer follow-up surveys every two months for up to a total of four interviews.</p> <p>Your participation is completely voluntary. You can choose not to take part. You can agree to take part and later change your mind without any Consequences. Your refusal to participate will not result in any consequences or any loss of benefits that you are otherwise entitled to receive. We will compensate your time and participation with phone credits worth [XXX] from your phone provider .Otherwise you will receive no direct benefits from participating in the study.</p> <p>If you have questions, concerns, or complaints, or think the research has hurt you, please contact [+21650506677].</p> <p>Do you agree to participate in this survey?</p>		1=Yes; 2=No	If no (=2), end interview	Add incentives
COR4	Do you agree to be recorded for quality control purposes?		1=Yes; 2=No		

COVID-19 ECONOMIC IMPACT SURVEY				
Firm survey				
FIR14	What is the current status of your business?  Note: If business is closed to public, but operates, it should be considered open	Temporarily closed due to government mandate related to the COVID-19 outbreak	1	
		Chose to temporarily close due to other challenges related to the COVID-19 outbreak	2	
		Temporarily or permanently closed due to factors unrelated to the COVID-19 outbreak	3	
		Permanently closed due to challenges related to the COVID-19 outbreak	4	
		open with the same business hours	5	
		open but reduction in business hours due to government mandate related to the COVID-19 outbreak	6	
		Open but reduction in business hours because I chose to	7	
		Do not know	8	
FIR16	When are you expecting that this business will resume operations?	Less than 2 weeks	1	Only ask if closed
		Between 2 and 4 weeks	2	
		Between 1 and 2 months	3	
		Between 2 and 6 months	4	
		More than 6 months	5	
		Never	6	
		Don't know (uncertain)	7	
FIR17_1	did your sales/revenues increase or decrease in the last 60 days compared to your sales/revenue in the same period in 2019 (The year Before the COVID-19 pandemic)?	increase	1	(Skip the next question if not change)
		decrease	2	
		no change	3	
FIR17_2	what is the percentage of this increase or decrease in your sales/revenues? ENUMERATOR: Use 998 if don't know, 996 if refuse		[_] percent	
FIR18_1	do you expect your sales/revenues will increase or decrease in the next 60 days compared to your sales/revenue in the same period in 2019 (The year Before the COVID-19 pandemic)?	increase	1	(Skip the next question if not change)
		decrease	2	
		no change	3	
FIR18_2	what is the percentage of increase or decrease that you expect in your sales/revenues? ENUMERATOR: Use 998 if don't know, 996 if refuse		[_] percent	

FIR19	In the last 60 days, has your business been facing any of the following challenges due to the coronavirus/COVID-19 outbreak and related restrictions? (Enumerator: read all responses one by one, and mark all that apply)	Difficulties in accessing customers due to mobility restrictions imposed by government	1	No response should be selected with response number 8
		Loss in demand due to other reasons (e.g., regular customers can no longer afford our products or services or have cancelled orders)	2	
		Difficulties in accessing suppliers due to mobility restrictions imposed by government	3	
		Reduction in the availability and/or price increases for the main inputs	4	
		Difficulties with worker absenteeism	5	
		Difficulties tending to my business because I have to take care of a family member (e.g. children, sick relative, etc)	6	
		Other (specify)	7	
		No particular challenge, things have proceeded as normal	8	
FIR20	Under current conditions, for how much longer do you think you will be able to keep your business open?	Less than 2 weeks	1	Only ask if open
		Between 2 and 4 weeks	2	
		Between 1 and 2 months	3	
		Between 2 and 6 months	4	
		More than 6 months	5	
		Don't know (uncertain)	6	
FIR21	Has your business adjusted its business model to reduce being directly in physical proximity with customers Since the start of the COVID-19 pandemic? (Enumerator: read all responses one by one, and mark all that apply)	Use of phone for marketing, placing order etc.	1	
		Use of Internet, online social media, specialized apps or digital platforms	2	
		Switched product	3	
		Other (specify)	4	
		No change in business model	5	
FIR22	In the next 6 months, how many of your workers do you expect will experience any of the following as a result of the coronavirus/covid-19 outbreak and related restrictions? ENUMERATOR: Use zero (0) if does not expect any to be affected, 998 if don't know	FIR22_1 Temporary layoff/suspension of work (without pay)	[ ][ ][ ] workers	Only if open
		FIR22_2 Permanent layoff/suspension of work (without pay)	[ ][ ][ ] workers	
		FIR22_3 Reduction in earnings from this work or delays in wage payment	[ ][ ][ ] workers	
		FIR22_4 Hired additional workers	[ ][ ][ ]	

FIR23_1	Over 2021, how much lower/higher do you expect your business' total sales to be compared to 2019(Before the COVID-19 Pandemic)?	increase	1	(Skip the next question if not change)
		decrease	2	
		no change	3	
FIR23_2	What is the percentage of change (increase/decrease) that you expect in your business' total sales? ENUMERATOR: Use 998 if don't know, 996 if refuse	[_] percent		
FIR24_1	Over 2021, how much lower/higher do you expect your business' total investment to be compared to 2019 (The year Before the COVID-19 pandemic)?	increase	1	(Skip the next question if not change)
		decrease	2	
		no change	3	
FIR24_2	What is the percentage of change (increase/decrease) that you expect in your business' total investments? ENUMERATOR: Use 998 if don't know, 996 if refuse	[_] percent		
	In the past 60 days how many workers without contracts:			
FIR25	Hired		[ ][ ][ ] workers	
FIR26	Fired		[ ][ ][ ] workers	Only ask if FIR5>0
FIR27	Granted leave of absence		[ ][ ][ ] workers	Only ask if FIR5>0
FIR28	Had their salary, wages or benefits reduced		[ ][ ][ ] workers	Only ask if FIR5>0
FIR29	Had their hours reduced		[ ][ ][ ] workers	Only ask if FIR5>0
	In the past 60 days, how many definite duration contract workers :			
FIR30	Hired		[ ][ ][ ] workers	
FIR31	Fired		[ ][ ][ ] workers	Only ask if FIR4>0
FIR32	Granted leave of absence		[ ][ ][ ] workers	Only ask if FIR4>0
FIR33	Had their salary, wages or benefits reduced		[ ][ ][ ] workers	Only ask if FIR4>0
FIR34	Had their hours reduced		[ ][ ][ ] workers	Only ask if FIR4>0
	In the past 60 days, how many indefinite duration contract workers:			
FIR35	Hired		[ ][ ][ ] workers	
FIR36	Fired		[ ][ ][ ] workers	Only ask if FIR3>0
FIR37	Granted leave of absence		[ ][ ][ ] workers	Only ask if FIR3>0
FIR38	Had their salary, wages or benefits reduced		[ ][ ][ ] workers	Only ask if FIR3>0
FIR39	Had their hours reduced		[ ][ ][ ] workers	Only ask if FIR3>0

	In the past 60 days, has this establishment experienced:			
FIR40	A disruption in your access to inputs?		1=Yes; 2=No; 3 = NA	If 2 or 3, skip next two questions
FIR41	Was the reduction of availability of inputs for local or imported ones?	Local	1	
		Imported	2	
		Both	3	
FIR42	What was the main reason for the disruption in intermediate materials/ or goods for sale ? (Enumerator: read all responses one by one, and mark all that apply)	Due to mobility restrictions	1	
		Closure of Suppliers	2	
		Bankruptcy of suppliers	3	
		Cost increased	4	
		Lower quality	5	
		Closed borders	6	
		Others	7	
FIR43_1	In the past 60 days, was the demand for products or services increased or decreased compared the same period in 2019 (The year Before the COVID-19 pandemic)?	increase	1	(Skip the next question if not change)
		decrease	2	
		no change	3	
FIR43_2	In the past 60 days, what is the percentage of increase or decrease in the demand for products or services compared to the same period in 2019 (The year Before the COVID-19 pandemic)?		[ ] percent	
FIR44	The decrease in demand was due to: (Enumerator: read all responses one by one, and mark all that apply)	Mobility restrictions	1	
		Loss of income of regular customers	2	
		Loss of activity of businesses my establishment supplies	3	
		Closed borders	4	
		Other (specify)	5	
FIR45	Did any of your workers currently or previously work remotely In the past 60 days?	Yes, currently	1	Skip next question if yes
		Yes, previously	2	
		No	3	
FIR46	Would it have been possible for workers to work from home?		1=Yes; 2=No	Skip next question if yes, skip next three questions if no
FIR47	What was the highest number of workers who worked remotely in the past 60 days?		[ ][ ][ ] workers	
FIR48	What difficulties has the business faced in having your workers work from home? [Select all that apply; read and mark one-by-one]	No computer	1	
		No required material	2	
		No internet access	3	
		Poor quality internet	4	
		No workspace at home	5	
		Child care	6	
		Difficulty to monitor worker performance	7	
FIR49	In the past 60 days, has this establishment invested in any new equipment, software or digital solution to allow people to work from home		1=Yes; 2=No	
FIR50	In the past 60 days, has your establishment rearranged the workplace to keep workers at a safe distance?		1=Yes; 2=No	

FIR51	In the past 60 days, Has your firm made any modification in its activity? (Enumerator: read all responses one by one, and mark all that apply)	Change in product	1	skip next question if no (=6)
		Change in production processes	2	
		Re-arrangement of the workplace	3	
		Change in transportation/delivery	4	
		other (specify)	5	
		No	6	
FIR52	What are the obstacles to reorient the activities of your business? (Enumerator: read all responses one by one, and mark all that apply)	Regulation	1	
		Financial restrictions	2	
		Know-how	3	
		N/A	4	
FIR53	Do you keep inventories of (finished) product?		1=Yes; 2=No	Skip next if no
FIR54	Currently, how many days of (finished) product inventory did you have?		[_]days	
FIR55	Do you keep inventories of main inputs (any materials that be used for the workflow)?		1=Yes; 2=No	Skip next if no
FIR56	-Currently, how many days of main input (any materials that be used for the workflow) did you have?		[_]days	
FIR57	Do you purchase inputs on credit (any materials that be used for the workflow)?		1=Yes; 2=No	Skip next if no
FIR58	Currently what percentage of your inputs (any materials that be used for the workflow) were bought on credit?		[_]percent	
FIR59	Do you sell goods on credit?		1=Yes; 2=No	Skip next if no
FIR60	-Currently, what percentage of your sales were on credit?		[_]percent	
FIR61	Have you applied for or are you currently receiving any government programs to support businesses like yours? (Enumerator: read all responses one by one, and mark all that apply)	Business loans	1	No response should be selected with response number 9
		Loan payment deferrals	2	
		Partial or total salary subsidies	3	
		Cash transfers of unemployment benefits	4	
		Rental or utilities subsidies or deferrals	5	
		Subsidized provision of specific products, inputs or services	6	
		Reduction or delay in taxes	7	
		delays in paying social security	8	
		I haven't applied for any programs	9	

FIR62	What would be the most needed policy to support your business over the COVID-19 crisis?	Business loans	1	
		Loan payment deferrals	2	
		Partial or total salary subsidies	3	
		Cash transfers or unemployment benefits	4	
		Rental or utilities subsidies or deferrals	5	
		Subsidized provision of specific products, inputs or services	6	
		Reduction or delay in taxes	7	
		delays in paying social security	8	
		Others (specify)	9	
FIR63	Why have you not applied to any government programs?	I am not aware of any such programs	1	Only ask if did not apply to any
		It requires internet/smart phone and I do not have one	2	
		Even if I apply, I don't think I will get support from these programs	3	
		I will need to pay a bribe to apply to these programs	4	
		Bureaucracy/avoidance of interaction with the government	5	
		Not eligible	6	
		Others (specify)	7	
		No, none	8	
FIR64	In the past 60 days, has your business done any of the following? (Enumerator: read all responses one by one, and mark all that apply)	Contracted bank credit	1	
		Rescheduled bank loans	2	
		Purchased on credit from suppliers or benefited from advances from customers	3	
		Received aid from friends, family, or relatives in Jordan	4	
		Received aid from friends, family, or relatives abroad	5	
		None	6	

COVID-19 ECONOMIC IMPACT SURVEY				
Tracking module				
TR1	We have now come to the end of our interview. Thank you for your participation. We would like to offer you [XXX] for sharing your opinions with us.			
TR2	Should I send the airtime to this phone number?	Yes, this number	1	Skip next two
		No, another number	2	
TR3	If another number what is that number?			
TR4	*Enter phone number second time* [survey validation that they match]			
TR5	Which network do you use with that number so that we can send the correct airtime? (Enumerator: single response only)	1= Operator Company: Number [ ] 2= Operator Company: Number [ ] 3= Operator Company: Number [ ] 4= Any other operator (specify) : Number [ ], specify: text [ ]		Needs adaptation
TR6	Read: We would like to be able to contact you again in the future to participate in additional research on the effects of covid-19 in [Country]. If you agree we will keep your contact details along with your survey data and may contact you in the next few months. We will not share your contact information with anyone other than staff members and researchers from [Firm]. You may also decline participation in any or all future studies at no personal cost.			
TR7	Would you be willing to be contacted again in the future to participate in additional research on the effects of covid-19 in [Country] ?	1=Yes; 2=No	If No, end	
TR8	What is your full name?			
TR9	Is this the correct phone number in case we want to ask some follow up questions?	1=Yes; 2=No	If no, skip to TR 12	
TR10	*If yes* Confirm RDD number.			
TR11	*Enter phone number twice* [survey validation that they match]			
TR12	*If no* Enter correct phone number twice.			
TR13	*Enter phone number twice* [survey validation that they match]			
TR14	Do you have a second phone number we could reach you on?	1=Yes; 2=No	If no, skip to TR 17	
TR15	If yes enter phone number twice.			
TR16	*Enter phone number twice* [survey validation that they match]			
TR17	Can you please provide contact details of one person who would know how to get in touch with you if you move or lose your phone and we wish to re-contact you for clarifications or to participate in additional research?	1=Yes; 2=No	If no, skip to TR 22, Thank and end interview	
TR18	If yes enter name of person and then phone number of this person twice. Name 1			
TR19	Name 1 [survey validation that they match]			
TR20	Enter phone number of [Name 1] twice. Phone number			
TR21	*Enter phone number twice* [survey validation that they match]			
TR22	Thank you for your participation in our survey. Have a good day.	[End survey]		