

Results from Myanmar COVID-19 Monitoring Platform (Firm Survey Round 8)

High-level findings:

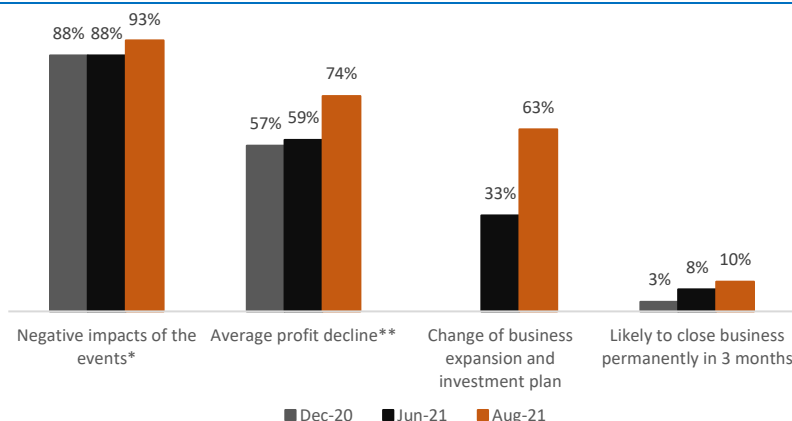
In Round 8 of the Firm Survey, conducted in August 2021:

- 93 percent of firms reported negative impacts from the third wave of COVID-19, which has caused further disruptions to the business environment.
- Sales compared to January 2021 are down for four out of five firms, by an average of 70 percent
- The share of firms reporting temporary closures quadrupled between June and August 2021.
- Business expectations have fallen to new lows with only 52 percent of firms confident that they will stay in business over the next month.

Note: The latest survey was administered between August 9, 2021 and August 27, 2021 and covered a nationally representative sample of 500 firms. The figures below show the results of Round 6 (December 2020), Round 7 (June 2021), and Round 8 (August 2021). Round 8 includes 303 of the same firms that were surveyed in Round 7. Due to attrition, the remaining firms have been substituted to meet sample needs.

Survey results indicate that the COVID-19 third wave further disrupted firms' operations – which were already weakened in the aftermath of the February 2021 coup

Figure 1: Negative impacts reported by firms



Note:

*Questions are slightly different for each round. For December 2020, firms were asked to report how they were impacted by the second wave of COVID-19, for June 2021 by the coup, and for August 2021 by the third wave of COVID-19.

** Firms were asked to report about the last completed month.

Source: The World Bank's COVID-19 Firm Survey Round 8

Results from the Myanmar COVID-19 Monitoring Platform (firm survey round 8) indicate that the COVID-19 third wave significantly affected firms' operations (Figure 1). The impacts of the February 2021 coup and the resurgence of COVID-19 in mid-2021 were greater than the impacts of the pandemic in 2020. 93 percent of firms reported negative impacts of the COVID-19 third wave in August 2021. More firms experienced a decline in profits compared to January 2021, and on average, firms' profits decreased by 74 percent – 15 percentage points worse than that observed in June 2021. The share of firms reporting a change of business expansion and investment plan almost doubled. Since operational challenges have dampened firms'

expectations, an increasing number of firms reported that they were likely to close business permanently in the next 3 months.

Operational Status

Temporary closures were four times higher in August 2021, and firms' operating capacity remained well below full capacity

The COVID-19 third wave led to a rapid increase in temporary closures with almost half of firms temporarily closing down. In August 2021, 44 percent of firms temporarily closed – four times higher than that observed in June 2021 and December 2020. Agricultural firms were least impacted with 21 percent of firms temporarily closed – less than half of the national average (Figure 2). By firm size, large firms continued to be the least affected by temporary closures. Only 3 percent of large firms temporarily closed, compared with 49 percent of micro firms in August 2021 (Figure 3).

Figure 2: Share of firms reporting temporary closures – by sector

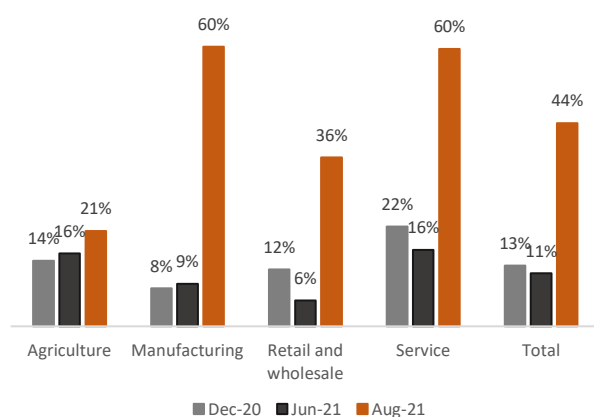
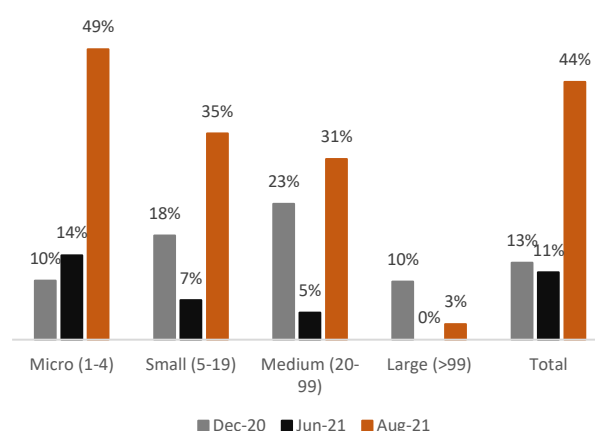


Figure 3: Share of firms reporting temporary closures – by firm size



Source: The World Bank's COVID-19 Firm Survey Round 8

Firms that remained open operated well below their full capacity. In August 2021, the firms that were not temporarily closed operated only at 62 percent of their capacity – one-percentage point lower than in June 2021. Across sectors, lower operational capacity was driven by manufacturing and service firms. Average operating capacities of manufacturing and service firms decreased by 4 and 8 percent respectively compared to June 2021 (Figure 4). However, the average operating capacity for agricultural firms and retail and wholesale firms remained unchanged. Despite 97 percent of large firms reporting that their businesses were open, their average operating capacity was the lowest – at less than 50 percent of full capacity in August 2021 (Figure 5). Moreover, average operational capacity of large firms was 18-percentage points lower than in June. Likewise, average operating capacity of small and medium firms also decreased in August 2021, however, average operating capacity of micro firms increased slightly.

Figure 4: Average operating capacity – by sector

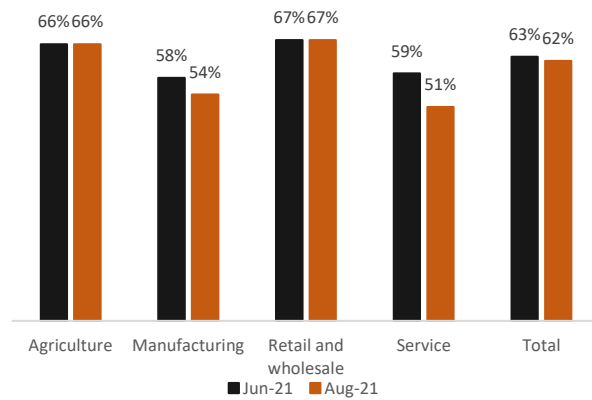
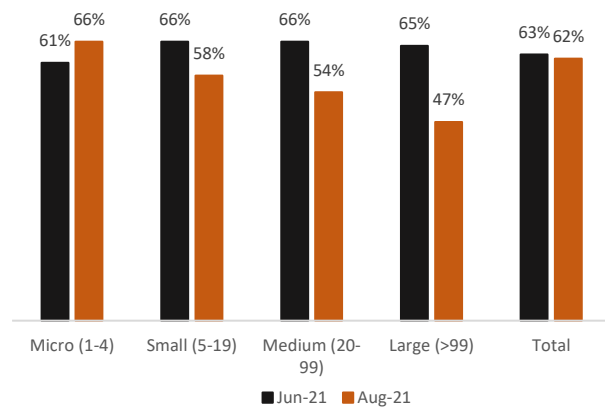


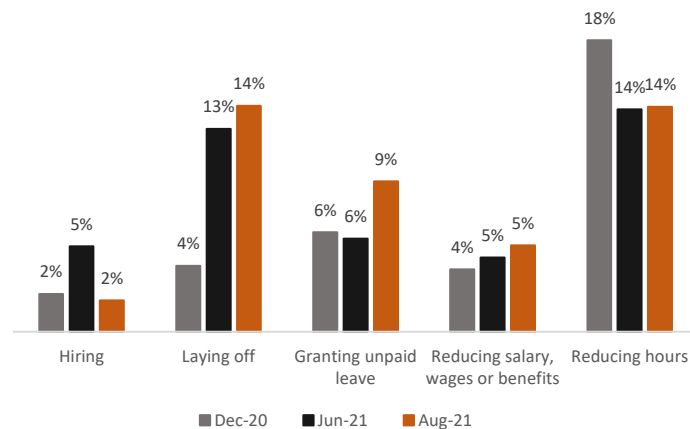
Figure 5: Average operating capacity – by firm size



Note: Firms were asked to report about the last completed month.
Source: The World Bank's COVID-19 Firm Survey Round 8

Further negative employment impacts were observed in August 2021 (Error! Reference source not found.). With the resurgence of COVID-19, only 2 percent of firms reported hiring in August 2021 – 3 percent lower than that observed in June 2021. The share of firms reporting layoffs slightly increased to 14 percent. Other labor adjustments reported by firms included the granting of unpaid leave to employees (9 percent of firms) and reducing salaries, wages or benefits (5 percent of firms) (Error! Reference source not found.).

Figure 6: Share of firms reporting labor impacts in August 2021



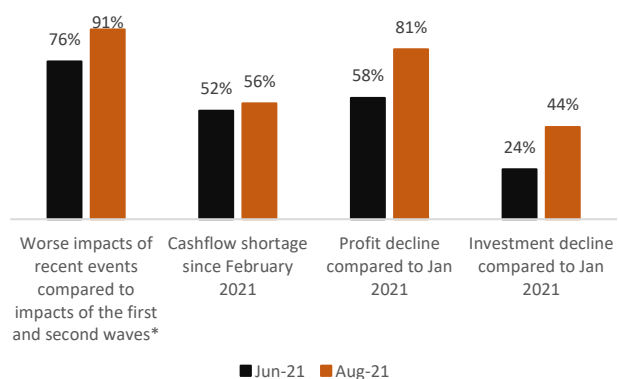
Note: Note: Firms were asked to report about the last completed month.
Source: The World Bank's COVID-19 Firm Survey Round 8

Business performance

Business performance further deteriorated

Almost all firms reported that the combined impacts of the third wave and the coup were worse than what they experienced during COVID-19 last year (Figure 7). The share of firms experiencing cashflow shortages since February 2021 increased from 52 percent in June 2021 to 56 percent in August 2021. Disruptions to operations led 81 percent of firms to report a decline in profits compared to January 2021, 23 percentage points higher than that observed in June 2021. Similarly, in the month of August there was a sharp increase in the share of firms reporting a decline of investment since January.

Figure 7: Share of firms reporting challenges



Sales declined for the majority of firms in August. Compared to their sales in January 2021, 82 percent of firms experienced a decline in August 2021, significantly higher than the 57

percent of firms reporting sales decline in June 2021 (Figure 8). While an increasing number of smaller firms experienced sales decline, the share of large firms reporting sales decline in August decreased by 8-percentage points compared to that observed in June 2021. However, among the large firms' that reported a decline, average sales were down by 76 percent – seven times higher than June 2021, and the highest among other firm sizes (Figure 9). The decrease in sales for firms during the third wave of COVID-19 reveals yet another blow to firm performance after an already weakened bottom-line in the aftermath of the coup.

Note: *Question is designed slightly differently for June and August. For June, firms reported whether they experienced worse impacts of the coup compared to the COVID-19 impacts while firms reported the combined impacts of the third wave and coup for August compared to the COVID-19 impacts during the first and second waves

Source: The World Bank's COVID-19 Firm Survey Round 8

Figure 8: Share of firms reporting sales decline compared to January 2021 – by firm size

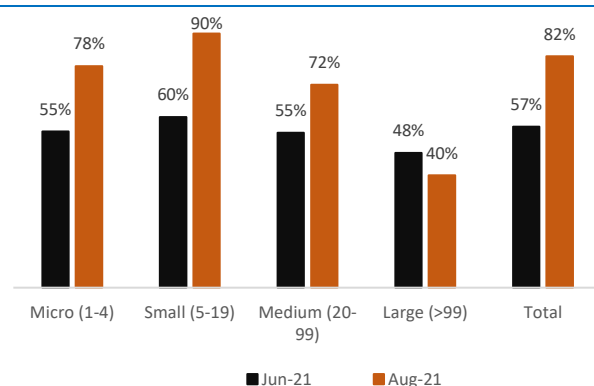
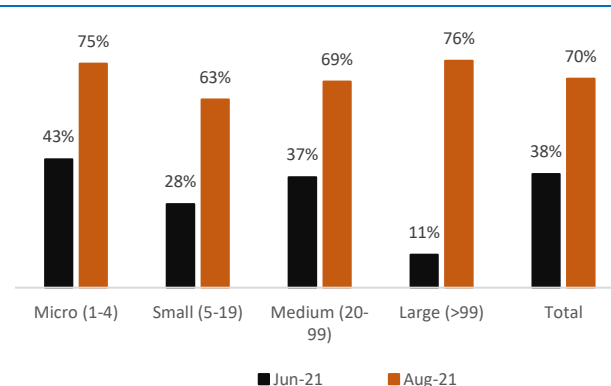


Figure 9: Average sales decline – by firm size



Note: Firms were asked to report about the last completed month.
Source: The World Bank's COVID-19 Firm Survey Round 8

Given limited access to financing from banking and non-banking institutions, loans from family and friends remained a major source of financing for most firms. The number of firms with outstanding loans from all sources decreased by 2-percentage points in August 2021 compared to that observed in June 2021. The decline could be driven by lesser access to finance from commercial banks and non-banking financial institutions while financing from family and friends remained as a major source (Figure 10). The survey results showed a 1-percentage point decrease for firms with outstanding loans from commercial banks and a 2-percentage point decrease in firms with outstanding loans from non-banking financial institutions in August 2021, compared with what was observed in June 2021.

Figure 10: Share of firms with outstanding loans from each lender

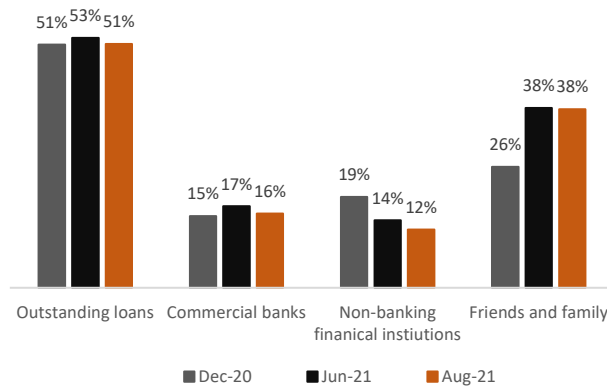
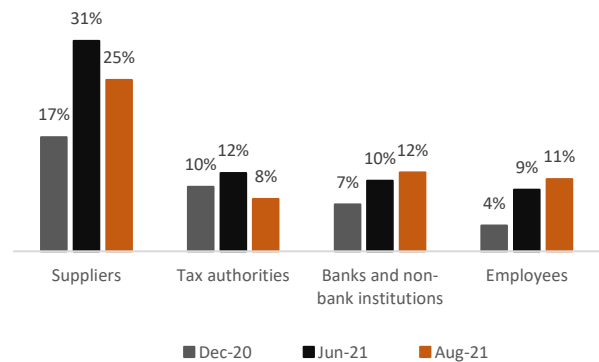


Figure 11: Share of firms reporting delayed payments to each payee



Note: Firms were asked to report about the last completed month.
Source: The World Bank's COVID-19 Firm Survey Round 8

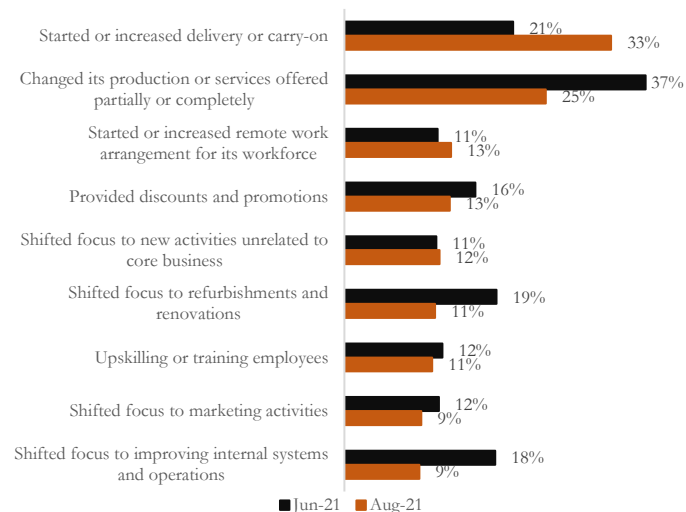
More firms continued to delay payments to financial institutions and employees. While suppliers remained as the major payee experiencing delays, the share of firms delaying payments to suppliers decreased from 31 percent in June 2021 to 25 percent in August 2021 (Figure 11). However, it was still higher than the 17 percent observed in December 2020. Despite a decline in delayed payments to suppliers, more firms are delaying payments to financial institutions and employees. In August 2021, 12 percent of firms delayed payments to banks and non-bank institutions – 2 percentage points higher than that observed in June and almost two times higher than that observed in December 2020. In addition, the share of firms delaying payments to other employees increased by 2-percentage points compared to June 2021 and has increased almost threefold since December 2020.

Adaptations

Firms' ability to adjust their operations remained lower, and fewer firms used online services and digital financial services for their business operation

Findings from August indicate that firms' ability to adjust to operate under a challenging environment remained limited. Since the third wave brought restrictions on firms' operations, delivery or carry-on became a major adjustment mechanism (with 33 percent of firms) in August (Figure 12). Change of production or services offered partially or entirely was a second major adjustment of 25 percent of firms. While there were stay-at-home restrictions, only 13 percent of firms started or increased remote work arrangements for their respective workforces in August. Adjustments related to business performance improvement further declined in August, where 11 percent of firms shifted focus

Figure 12: Share of firms reporting adjustments made since February 2021



Source: The World Bank's COVID-19 Firm Survey Round 8

to refurbishments and renovations (compared to 19 percent observed in June), and 9 percent of firms shifted focus to improving internal systems and operations (compared to 18 percent in June). Despite sales reduction being a major issue, a lesser number of firms adjusted activities directly related to improving sales compared to June 2021, with 13 percent of firms reporting discounts and promotions, and 9 percent of firms reporting a shift to focus on marketing activities.

Less than a third of firms used online and digital financial services. Only 28 percent of firms reported that they used online services and digital financial services for their business – indicating limited digital literacy especially of smaller firms. This could be in part attributable to limited internet access, which has increasingly become a concern for Myanmar firms’ access to digital services. Across sectors, only 20 percent of agricultural firms and 23 percent of retail and wholesale firms used online services and digital financial services for their business operations, lower than the share of firms in the manufacturing and service sectors (Figure 13). This suggests that firms in less productive and formalized sectors experience more challenges in digitalizing parts of their business functions. Across regions, firms in Yangon were ahead of those in other regions for adoption of online and digital financial services (Figure 14) suggesting a sizeable regional gap between Yangon, the major commercial region, and other parts of the country.

Figure 13: Share of firms reporting use of online services and digital financial services – by sector

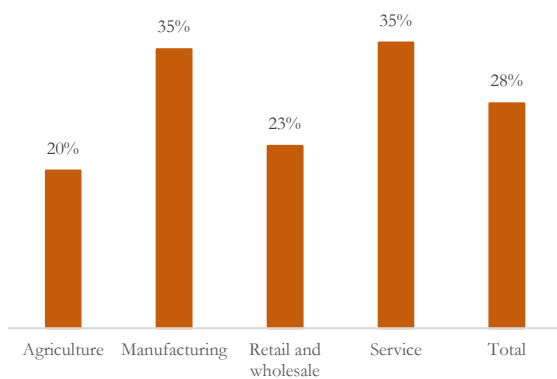
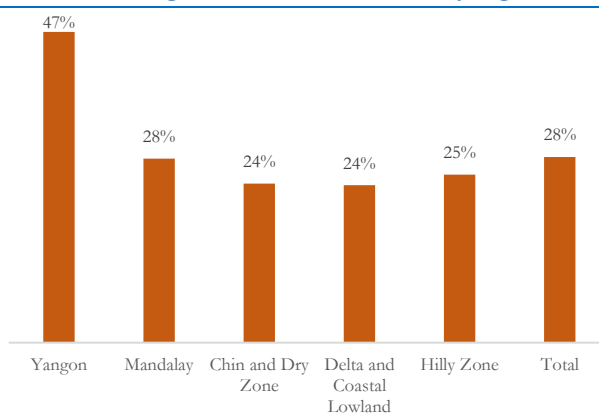


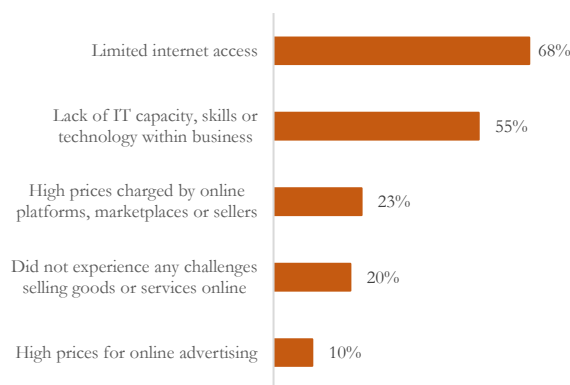
Figure 14: Share of firms reporting use of online services and digital financial services – by region



Source: The World Bank’s COVID-19 Firm Survey Round 8

Limited internet access and lack of IT capacity, skills or technology have posed major challenges for firms to adopt online and digital financial services since February 2021. Among the firms that used online and digital financial services, 68 percent of firms reported limited internet access as a major challenge to use these services (Figure 15). Lack of IT capacity, skills or technology within the business has been a second major challenge reported by 55 percent of firms. While both issues were major challenges for smaller firms, only limited internet was reported as the major challenge for large firms to use digital related services for their business operations (Figure 16) while only 11 percent of large firms reported lack of IT capacity, skills or

Figure 15: Share of firms reporting major challenges for use of online services and digital financial services



Source: The World Bank’s COVID-19 Firm Survey Round 8

technology as a major challenge (Figure 17). This indicates that there is a need for digital literacy for smaller firms to transform their businesses while limited internet access would remain as a major challenge.

Figure 16: Share of firms reporting limited internet access as a major challenge to use online services and digital financial services – by firm size

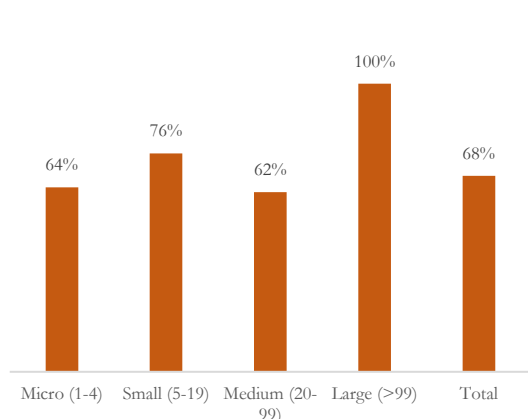
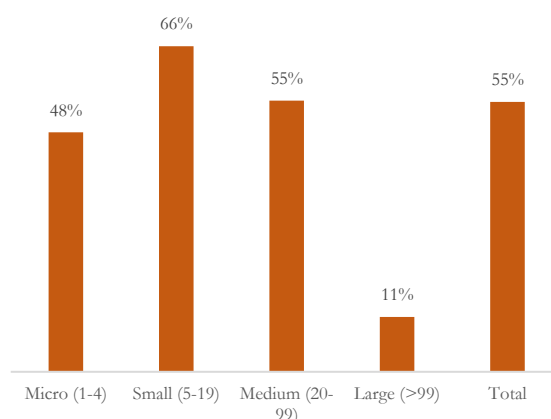


Figure 17: Share of firms reporting lack of IT capacity, skills, or technology within business as a major challenge to use online services and digital financial services – by firm size

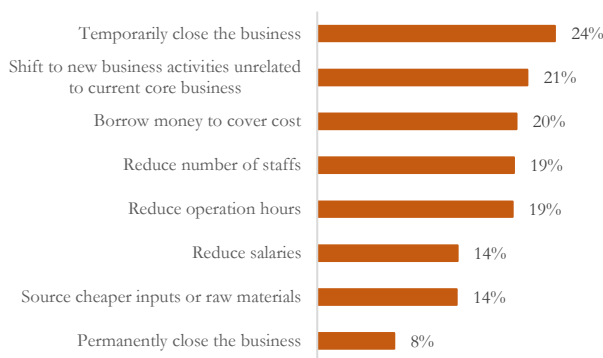


Source: The World Bank's COVID-19 Firm Survey Round 8

A further deterioration of the business environment is likely if the situation does not improve in the next three months.

Temporary closures (24 percent) were the most reported adjustment mechanism that firms would adopt if the situation does not improve in the three months, followed by operational pivots to new business activities unrelated to their current core business (reported by 21 percent of firms) if the situation does not improve in the next three months (Figure 18). To avoid cashflow shortages, 20 percent of firms intend to borrow money to cover costs. This could likely increase reliance upon friends and family as a major source of financing given disruptions to formal financial access. Further employment impacts are also likely if there is no improvement given that 19 percent of firms reported plans to reduce employees and operational hours, while 14 percent of firms plan to reduce salaries which could result in lower consumer spending. As part of cost reductions, 14 percent of firms reported to source cheaper inputs or raw materials. Eight percent of firms reported closure of business as the last resort adjustment mechanism.

Figure 18: Share of firms reporting adjustment plan if the situation does not improve in next 3 months



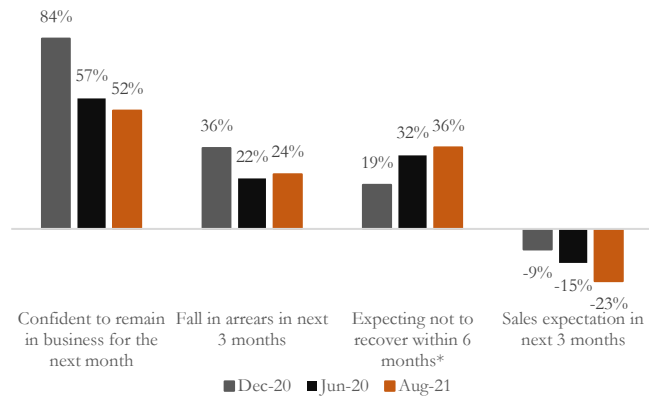
Source: The World Bank's COVID-19 Firm Survey Round 8

Business expectations

Business expectations have fallen to new lows

Firms' future expectations have continued to decline. The share of firms with confidence to remain in business for the next month continued to decline from 84 percent in December 2020, to 57 percent in June and to 52 percent in August 2021 (Figure 19). Firms expecting to fall in arrears in next 3 months slightly increased from 22 percent in June to 24 percent in August 2021. In addition, 36 percent of firms did not expect to recover to levels seen before February 2021 within the next 6 months – 4-percentage points higher compared that observed in June 2021. Firms reported an expectation that sales would decline by an average of 23 percent in the next 3 months compared to same period last year (when firms in Myanmar struggled with the second wave of COVID-19).

Figure 19: Firms' expectations to remain in business for the next month, expecting to fall in arrears in the next 3 months, expecting not to recover within the next 6 months, and average sales declines in the next 3 months



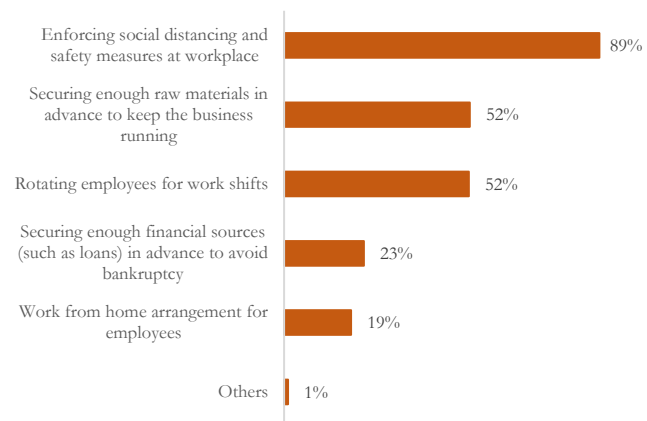
Note: *Question is designed slightly differently for each period. For December 2020, firms were asked to report their expectations to recover back to pre-COVID-19 levels while for June and August 2021, firms reported their expectation to recover back to levels prior to February 2021.
Source: The World Bank's COVID-19 Firm Survey Round 8

Businesses' resilience against COVID-19

The COVID-19 third wave brought further pressure to businesses in an already constrained environment

Given the already deteriorating business environment, firms' ability to respond to the third wave was limited. Despite a large number of temporary closures, 15 percent of firms reported that their employees were absent from work due to contracting COVID-19. Of those firms that have been operating under the COVID-19 impacted environment since 2020, only 14 percent reported preparedness measures to stay resilient against the third wave – indicating that majority of firms remained vulnerable to further pandemic shocks. A variation across firm sizes was also observed as more than half of large firms made preparations against the third wave – significantly higher than the national average of 14 percent. This suggests that smaller firms are more vulnerable than larger firms to withstand shocks. Among the firms that prepared for the third wave, enforcing social distancing and safety measures at workplaces was the major

Figure 20: Share of firms reporting for preparations against the third wave



Source: The World Bank's COVID-19 Firm Survey Round 8

enforcing social distancing and safety measures at workplaces was the major

preparation that firms made to build resilience (**Error! Reference source not found.**). While social distancing and safety measures at the workplace are important for the health and safety of employees, preparations related to business performances were relatively weak. About half of firms reported securing enough raw materials in advance to remain operational and less than a quarter of firms secured sufficient finance to avoid bankruptcy. Only 52 percent of firms reported employee rotations to avoid COVID-19 spreading and only 12 percent of firms reported working-from-home arrangements as major preparations for their business. Firms –particularly manufacturing firms that operate 24 hours a day – may have experienced difficulties in employee roster rotations given imposed lockdown-related curfews and other security concerns. Not being able to use online and digital services, limited internet services and lack of IT capacity are some of the structural challenges why firms could not adopt work-from-home arrangements.

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 and recent political situation 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 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 zone¹, industry and firm size. The distribution of samples by sector, firm size, 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 and adjustment mechanisms that they have taken.

Table 1: Sample distribution by sector

Sector	Number of firms	Share of firms
Agriculture	74	15%
Manufacturing	170	34%
Retail and wholesale	87	17%
Service	169	34%
Total	500	100%

Table 2: Sample distribution by firm size

Firm size	Number of firms	Share of firms
Micro (1-4)	211	42%
Small (5-19)	190	38%
Medium (20-99)	77	15%
Large (>99)	22	4%
Total	500	100%

¹ 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.

Table 3: Sample distribution by industry

Industry	Number of firms	Share of firms
Agriculture and Aquaculture	74	15%
Food and Beverage Products	86	17%
Textiles and Garments	21	4%
Other Manufacturing	63	13%
Retail and Wholesale	87	17%
Construction	12	2%
Accommodation	20	4%
Food and Beverage Services	63	13%
Financial Services	10	2%
Information Technology and Communication	10	2%
Health and Pharmaceutical Services	12	2%
Other Services	42	8%
Total	500	100%

Table 4: Sample distribution by ecological zone

Geographical zone	Number of firms	Share of firms
Yangon	141	28%
Mandalay	102	20%
Chin and Dry Zone	79	16%
Delta and Coastal Lowland	91	18%
Hilly Zone	87	17%
Total	500	100%

Appendix 2: Operational Status

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

Sector	Open	Temporarily closed
Agriculture	78%	21%
Manufacturing	40%	60%
Retail and wholesale	64%	36%
Service	40%	60%
Industry		
Agriculture and Aquaculture	78%	21%
Food and Beverage Products	52%	48%
Textiles and Garments	23%	77%
Other Manufacturing	27%	73%
Retail and Wholesale	64%	36%
Construction	52%	48%
Accommodation	41%	59%
Food and Beverage Services	46%	54%
Financial Services	0%	100%
Information Technology and Communication	39%	61%
Health and Pharmaceutical Services	87%	13%
Other Services	30%	70%
Firm size		
Micro (1-4)	50%	49%
Small (5-19)	65%	35%
Medium (20-99)	69%	31%
Large (>99)	97%	3%
Ecological zone		
Yangon	60%	40%
Mandalay	61%	39%
Chin and Dry Zone	63%	37%
Delta and Coastal Lowland	45%	55%
Hilly Zone	65%	33%
Ownership by gender		
Fully female owned	52%	48%
Fully male owned	55%	45%
Partially female owned	66%	34%
Total	56%	44%
Sample Size	288	191

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

Sector	Average weeks closed	Average weeks to be Resumed
Agriculture	9	7
Manufacturing	8	7
Retail and wholesale	10	5
Service	13	4
Industry		
Agriculture and Aquaculture	9	7
Food and Beverage Products	9	10
Textiles and Garments	14	4
Other Manufacturing	7	5
Retail and Wholesale	10	5
Construction	17	
Accommodation	16	4
Food and Beverage Services	11	4
Financial Services	6	1
Information Technology and Communication	17	
Health and Pharmaceutical Services	24	4
Other Services	14	4
Firm size		
Micro (1-4)	10	6
Small (5-19)	10	6
Medium (20-99)	11	4
Large (>99)	14	
Ecological zone		
Yangon	9	8
Mandalay	12	5
Chin and Dry Zone	10	7
Delta and Coastal Lowland	10	6
Hilly Zone	9	3
Ownership by gender		
Fully female owned	9	8
Fully male owned	10	6
Partially female owned	10	3
Total	10	6

Appendix 3: Business Performance

Table 7: Impacts of the third wave on firms – by share of firms

Sector	Don't know (spontaneous)	Very negative	Negative	No effect at all	Positive
Agriculture	4%	50%	39%	6%	0%
Manufacturing	0%	77%	19%	3%	1%
Retail and wholesale	0%	54%	38%	7%	2%
Service	0%	64%	31%	4%	0%
Industry					
Agriculture and Aquaculture	4%	50%	39%	6%	0%
Food and Beverage Products	0%	80%	14%	4%	1%
Textiles and Garments	0%	34%	66%	0%	0%
Other Manufacturing	0%	78%	19%	2%	0%
Retail and Wholesale	0%	54%	38%	7%	2%
Construction	0%	79%	21%	0%	0%
Accommodation	0%	86%	14%	0%	0%
Food and Beverage Services	0%	70%	24%	6%	0%
Financial Services	0%	81%	0%	19%	0%
Information Technology and Communication	0%	58%	21%	21%	0%
Health and Pharmaceutical Services	0%	74%	26%	0%	0%
Other Services	0%	52%	46%	1%	0%
Firm size					
Micro (1-4)	2%	61%	31%	7%	0%
Small (5-19)	0%	64%	32%	3%	2%
Medium (20-99)	0%	68%	28%	4%	0%
Large (>99)	0%	9%	91%	0%	0%
Ecological zone					
Yangon	0%	65%	33%	2%	0%
Mandalay	4%	57%	35%	4%	0%
Chin and Dry Zone	0%	66%	29%	5%	1%
Delta and Coastal Lowland	2%	57%	35%	6%	1%
Hilly Zone	0%	65%	24%	8%	2%
Ownership by gender					
Fully female owned	0%	60%	35%	4%	1%
Fully male owned	2%	62%	30%	6%	0%
Partially female owned	0%	63%	31%	3%	2%
Total	1%	62%	32%	5%	1%
Sample Size	5	299	153	25	3

Table 8: Impacts of the coup 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
Agriculture	94%	47%	59%	26%	22%	11%
Manufacturing	98%	42%	63%	26%	39%	25%
Retail and wholesale	92%	61%	49%	24%	30%	8%
Service	96%	30%	48%	28%	42%	14%
Industry						
Agriculture and Aquaculture	94%	47%	59%	26%	22%	11%
Food and Beverage Products	97%	34%	53%	28%	28%	24%
Textiles and Garments	99%	87%	71%	17%	75%	11%
Other Manufacturing	98%	47%	77%	26%	49%	27%
Retail and Wholesale	92%	61%	49%	24%	30%	8%
Construction	98%	92%	75%	37%	36%	45%
Accommodation	100%	2%	45%	27%	84%	1%
Food and Beverage Services	98%	35%	50%	22%	42%	16%
Financial Services	92%	0%	11%	11%	92%	0%
Information Technology and Communication	100%	66%	61%	47%	34%	55%
Health and Pharmaceutical Services	94%	88%	26%	8%	32%	0%
Other Services	91%	20%	46%	40%	35%	13%
Firm size						
Micro (1-4)	95%	44%	57%	29%	34%	18%
Small (5-19)	94%	50%	52%	18%	32%	10%
Medium (20-99)	100%	56%	56%	28%	38%	8%
Large (>99)	83%	74%	48%	48%	6%	0%
Ecological zone						
Yangon	97%	50%	62%	23%	23%	13%
Mandalay	97%	48%	57%	27%	47%	21%
Chin and Dry Zone	97%	47%	48%	19%	36%	14%
Delta and Coastal Lowland	93%	43%	61%	33%	38%	17%
Hilly Zone	91%	50%	45%	19%	15%	4%
Ownership by gender						
Fully female owned	98%	46%	48%	24%	26%	9%
Fully male owned	94%	47%	55%	26%	34%	16%
Partially female owned	93%	42%	70%	32%	36%	17%
Total	95%	46%	56%	26%	33%	15%
Sample Size	428	224	254	125	167	67

Table 9: Impacts of the coup on firm operations – by share of firms

Sector	Difficulty making payments on loans and other business credits?	Difficulty making payments to suppliers and employees due to reduced revenue	Difficulty making payments to suppliers and employees due to limited bank	Limited internet access impacting business operation	Damage to any business assets or location
Agriculture	32%	35%	48%	27%	13%
Manufacturing	32%	68%	55%	39%	7%
Retail and wholesale	20%	29%	47%	37%	8%
Service	17%	40%	39%	36%	15%
Industry					
Agriculture and Aquaculture	32%	35%	48%	27%	13%
Food and Beverage Products	27%	63%	46%	41%	10%
Textiles and Garments	18%	83%	67%	60%	9%
Other Manufacturing	41%	72%	66%	31%	3%
Retail and Wholesale	20%	29%	47%	37%	8%
Construction	76%	81%	100%	74%	25%
Accommodation	18%	33%	53%	37%	1%
Food and Beverage Services	21%	51%	46%	30%	12%
Financial Services	0%	0%	89%	92%	0%
Information Technology and Communication	55%	79%	74%	100%	0%
Health and Pharmaceutical Services	0%	25%	66%	57%	0%
Other Services	9%	22%	25%	42%	23%
Firm size					
Micro (1-4)	28%	41%	40%	31%	12%
Small (5-19)	23%	46%	60%	40%	7%
Medium (20-99)	19%	58%	77%	53%	10%
Large (>99)	40%	64%	90%	57%	0%
Ecological zone					
Yangon	24%	36%	52%	45%	10%
Mandalay	32%	51%	73%	40%	10%
Chin and Dry Zone	35%	49%	46%	42%	10%
Delta and Coastal Lowland	23%	43%	43%	32%	11%
Hilly Zone	14%	38%	37%	17%	10%
Ownership by gender					
Fully female owned	26%	41%	38%	22%	9%
Fully male owned	24%	42%	48%	37%	9%
Partially female owned	35%	54%	58%	40%	18%
Total	26%	43%	48%	35%	10%
Sample Size	116	232	275	181	50

Table 10: Major reasons for the firms experiencing shortage of inputs – by share of firms

Sector	Note available	Cost increased	Lower quality
Agriculture	67%	63%	20%
Manufacturing	89%	80%	22%
Retail and wholesale	69%	80%	18%
Service	85%	59%	8%
Industry			
Agriculture and Aquaculture	67%	63%	20%
Food and Beverage Products	85%	82%	33%
Textiles and Garments	92%	77%	44%
Other Manufacturing	91%	79%	3%
Retail and Wholesale	69%	80%	18%
Construction	75%	70%	6%
Accommodation	100%	100%	0%
Food and Beverage Services	87%	68%	5%
Financial Services			
Information Technology and Communication	100%	100%	73%
Health and Pharmaceutical Services	97%	95%	0%
Other Services	72%	9%	16%
Firm size			
Micro (1-4)	74%	74%	21%
Small (5-19)	74%	69%	13%
Medium (20-99)	95%	87%	27%
Large (>99)	95%	56%	5%
Ecological zone			
Yangon	80%	82%	22%
Mandalay	89%	79%	33%
Chin and Dry Zone	83%	58%	23%
Delta and Coastal Lowland	66%	72%	9%
Hilly Zone	68%	84%	16%
Ownership by gender			
Fully female owned	78%	72%	21%
Fully male owned	74%	73%	15%
Partially female owned	80%	74%	34%
Total	75%	73%	18%
Sample Size	184	162	38

Table 11: Reasons for not having cashflow shortages – by share of firms

Sector	Sales has been going well	Have access to commercial banks	Have access to non-banking financial institutions	Others
Agriculture	56%	0%	0%	14%
Manufacturing	33%	0%	2%	14%
Retail and wholesale	53%	2%	5%	7%
Service	39%	2%	2%	25%
Industry				
Agriculture and Aquaculture	56%	0%	0%	14%
Food and Beverage Products	28%	0%	3%	18%
Textiles and Garments	2%	0%	0%	0%
Other Manufacturing	54%	2%	0%	7%
Retail and Wholesale	53%	2%	5%	7%
Construction	94%	94%	0%	0%
Accommodation	20%	3%	23%	5%
Food and Beverage Services	48%	0%	0%	34%
Financial Services	0%	91%	0%	0%
Information Technology and Communication	57%	0%	0%	0%
Health and Pharmaceutical Services	82%	49%	43%	4%
Other Services	27%	0%	0%	17%
Firm size				
Micro (1-4)	37%	1%	1%	12%
Small (5-19)	59%	1%	5%	18%
Medium (20-99)	75%	5%	2%	11%
Large (>99)	43%	24%	0%	0%
Ecological zone				
Yangon	63%	2%	0%	11%
Mandalay	50%	3%	0%	3%
Chin and Dry Zone	40%	1%	5%	15%
Delta and Coastal Lowland	42%	0%	2%	15%
Hilly Zone	48%	3%	3%	21%
Ownership by gender				

Fully female owned	51%	1%	1%	11%
Fully male owned	41%	1%	3%	16%
Partially female owned	64%	2%	0%	14%
Total	46%	1%	2%	14%
Sample Size	118	8	7	28

Table 12: Impacts of the coup and the third wave compared to impacts of the first and second waves- by share of firms

Sector	Worse	Same	Better
Agriculture	94%	6%	0%
Manufacturing	92%	7%	1%
Retail and wholesale	95%	4%	1%
Service	91%	8%	1%
Industry			
Agriculture and Aquaculture	94%	6%	0%
Food and Beverage Products	91%	7%	2%
Textiles and Garments	97%	3%	0%
Other Manufacturing	92%	7%	0%
Retail and Wholesale	95%	4%	1%
Construction	100%	0%	0%
Accommodation	100%	0%	0%
Food and Beverage Services	95%	4%	1%
Financial Services	92%	8%	0%
Information Technology and Communication	100%	0%	0%
Health and Pharmaceutical Services	97%	0%	3%
Other Services	83%	17%	0%
Firm size			
Micro (1-4)	94%	6%	0%
Small (5-19)	93%	6%	1%
Medium (20-99)	92%	4%	4%
Large (>99)	89%	11%	0%
Ecological zone			
Yangon	89%	11%	0%
Mandalay	95%	5%	0%
Chin and Dry Zone	93%	6%	1%
Delta and Coastal Lowland	97%	2%	1%
Hilly Zone	87%	12%	0%
Ownership by gender			
Fully female owned	88%	8%	4%
Fully male owned	95%	5%	0%
Partially female owned	93%	7%	0%
Total	93%	6%	1%
Sample Size	440	34	6

Table 13: Share of firms reporting the worst event that they have experienced

Sector	COVID first wave	COVID second wave	The February 2021 coup	COVID third wave
Agriculture	0%	0%	26%	70%
Manufacturing	2%	1%	22%	73%
Retail and wholesale	1%	1%	15%	80%
Service	1%	0%	27%	67%
Industry				
Agriculture and Aquaculture	0%	0%	26%	70%
Food and Beverage Products	3%	1%	16%	78%
Textiles and Garments	9%	0%	20%	71%
Other Manufacturing	0%	0%	31%	67%
Retail and Wholesale	1%	1%	15%	80%
Construction	0%	0%	42%	58%
Accommodation	0%	0%	17%	75%
Food and Beverage Services	2%	0%	29%	63%
Financial Services	0%	0%	0%	89%
Information Technology and Communication	0%	0%	63%	37%
Health and Pharmaceutical Services	0%	0%	0%	100%
Other Services	0%	0%	24%	72%
Firm size				
Micro (1-4)	0%	0%	23%	72%
Small (5-19)	2%	0%	20%	74%
Medium (20-99)	0%	4%	26%	68%
Large (>99)	20%	0%	15%	65%
Ecological zone				
Yangon	1%	0%	31%	64%
Mandalay	0%	1%	18%	73%
Chin and Dry Zone	1%	1%	20%	77%
Delta and Coastal Lowland	1%	0%	19%	77%
Hilly Zone	4%	0%	29%	63%
Ownership by gender				
Fully female owned	3%	2%	17%	75%
Fully male owned	1%	0%	23%	72%
Partially female owned	2%	0%	26%	71%
Total	1%	0%	22%	72%
Sample Size	8	3	122	322

Table 14: Sales in the last completed month compared to January 2021 – by share of firms

Sector	Don't know	Increase	Remain the same	Decrease
Agriculture	13%	4%	8%	75%
Manufacturing	7%	2%	7%	84%
Retail and wholesale	4%	0%	10%	86%
Service	10%	1%	6%	82%
Industry				
Agriculture and Aquaculture	13%	4%	8%	75%
Food and Beverage Products	5%	4%	14%	78%
Textiles and Garments	22%	0%	0%	78%
Other Manufacturing	7%	0%	1%	92%
Retail and Wholesale	4%	0%	10%	86%
Construction	19%	0%	1%	80%
Accommodation	13%	0%	7%	80%
Food and Beverage Services	3%	2%	7%	87%
Financial Services	81%	0%	19%	0%
Information Technology and Communication	47%	0%	0%	53%
Health and Pharmaceutical Services	5%	3%	31%	61%
Other Services	20%	0%	3%	77%
Firm size				
Micro (1-4)	10%	2%	9%	78%
Small (5-19)	4%	1%	5%	90%
Medium (20-99)	9%	8%	11%	72%
Large (>99)	31%	0%	29%	40%
Ecological zone				
Yangon	11%	0%	10%	79%
Mandalay	5%	0%	3%	92%
Chin and Dry Zone	9%	0%	12%	79%
Delta and Coastal Lowland	8%	3%	6%	83%
Hilly Zone	9%	4%	9%	79%
Ownership by gender				
Fully female owned	11%	2%	5%	82%
Fully male owned	7%	1%	10%	82%
Partially female owned	9%	7%	5%	78%
Total	8%	2%	8%	82%
Sample Size	44	8	43	385

Table 15: Profit in the last completed month compared to January 2021 – by share of firms

Sector	Don't know	Increase	Remain the same	Decrease
Agriculture	14%	4%	7%	75%
Manufacturing	6%	2%	9%	84%
Retail and wholesale	7%	0%	6%	87%
Service	14%	0%	6%	79%
Industry				
Agriculture and Aquaculture	14%	4%	7%	75%
Food and Beverage Products	6%	3%	11%	80%
Textiles and Garments	22%	0%	0%	77%
Other Manufacturing	3%	0%	7%	90%
Retail and Wholesale	7%	0%	6%	87%
Construction	22%	0%	0%	78%
Accommodation	18%	0%	2%	80%
Food and Beverage Services	9%	0%	4%	87%
Financial Services	81%	0%	8%	11%
Information Technology and Communication	47%	0%	0%	53%
Health and Pharmaceutical Services	5%	3%	28%	64%
Other Services	22%	0%	10%	68%
Firm size				
Micro (1-4)	11%	2%	7%	80%
Small (5-19)	7%	1%	7%	85%
Medium (20-99)	12%	4%	4%	80%
Large (>99)	34%	0%	27%	39%
Ecological zone				
Yangon	14%	0%	12%	74%
Mandalay	7%	0%	3%	90%
Chin and Dry Zone	6%	0%	12%	81%
Delta and Coastal Lowland	8%	3%	4%	86%
Hilly Zone	20%	2%	6%	71%
Ownership by gender				
Fully female owned	9%	1%	9%	81%
Fully male owned	11%	1%	7%	82%
Partially female owned	7%	6%	5%	82%
Total	10%	1%	7%	82%
Sample Size	60	7	33	380

Table 16: Share of firms reporting the labor related activities in the last completed month

Sector	Hiring	Laying off	Granting unpaid leave	Reducing salary, wages or benefits	Reducing hours
Agriculture	2%	5%	2%	0%	6%
Manufacturing	4%	23%	15%	6%	15%
Retail and wholesale	0%	16%	8%	5%	16%
Service	1%	10%	12%	11%	20%
Industry					
Agriculture and Aquaculture	2%	5%	2%	0%	6%
Food and Beverage Products	7%	15%	13%	3%	11%
Textiles and Garments	5%	9%	53%	11%	53%
Other Manufacturing	0%	35%	12%	10%	14%
Retail and Wholesale	0%	16%	8%	5%	16%
Construction	0%	3%	0%	38%	22%
Accommodation	0%	32%	6%	24%	1%
Food and Beverage Services	1%	10%	19%	14%	20%
Financial Services	0%	0%	0%	0%	8%
Information Technology and Communication	0%	61%	16%	5%	26%
Health and Pharmaceutical Services	0%	32%	12%	0%	41%
Other Services	2%	8%	2%	6%	22%
Firm size					
Micro (1-4)	3%	11%	9%	3%	9%
Small (5-19)	0%	20%	9%	10%	22%
Medium (20-99)	4%	10%	14%	10%	25%
Large (>99)	21%	6%	34%	9%	32%
Ecological zone					
Yangon	1%	16%	4%	9%	24%
Mandalay	1%	19%	12%	5%	16%
Chin and Dry Zone	0%	6%	5%	2%	11%
Delta and Coastal Lowland	4%	18%	14%	8%	14%
Hilly Zone	0%	12%	8%	2%	7%
Ownership by gender					
Fully female owned	0%	16%	6%	3%	12%
Fully male owned	2%	15%	10%	5%	14%
Partially female owned	6%	7%	12%	7%	15%
Total	2%	14%	9%	5%	14%
Sample Size	10	76	48	40	79

Table 17: Outstanding loans from commercial banks, non-banking financial institutions, friends and family – by share of firms

Sector	Commercial banks	Non-banking financial institutions	Friends or family
Agriculture	17%	12%	42%
Manufacturing	26%	15%	33%
Retail and wholesale	4%	9%	44%
Service	13%	13%	32%
Industry			
Agriculture and Aquaculture	17%	12%	42%
Food and Beverage Products	26%	15%	33%
Textiles and Garments	14%	6%	25%
Other Manufacturing	28%	15%	33%
Retail and Wholesale	4%	9%	44%
Construction	10%	0%	47%
Accommodation	15%	17%	9%
Food and Beverage Services	15%	20%	36%
Financial Services	0%	0%	0%
Information Technology and Communication	42%	21%	34%
Health and Pharmaceutical Services	0%	0%	13%
Other Services	8%	2%	27%
Firm size			
Micro (1-4)	14%	12%	42%
Small (5-19)	18%	14%	31%
Medium (20-99)	23%	4%	27%
Large (>99)	37%	1%	35%
Ecological zone			
Yangon	19%	5%	37%
Mandalay	16%	10%	36%
Chin and Dry Zone	16%	14%	44%
Delta and Coastal Lowland	18%	13%	37%
Hilly Zone	5%	18%	30%
Ownership by gender			
Fully female owned	11%	12%	37%
Fully male owned	18%	13%	38%
Partially female owned	10%	8%	35%
Total	16%	12%	38%
Sample Size	76	59	166

Table 18: Delaying payments more than one week to suppliers, tax authorities, banks and non-bank institutions and employees– by share of firms

Sector	Suppliers	Tax authorities	Banks and non-bank	Employees
Agriculture	27%	2%	5%	12%
Manufacturing	29%	4%	19%	10%
Retail and wholesale	24%	11%	8%	7%
Service	19%	17%	16%	14%
Industry				
Agriculture and Aquaculture	27%	2%	5%	12%
Food and Beverage Products	31%	4%	21%	12%
Textiles and Garments	18%	9%	12%	2%
Other Manufacturing	30%	4%	16%	9%
Retail and Wholesale	24%	11%	8%	7%
Construction	34%	10%	25%	6%
Accommodation	21%	11%	15%	9%
Food and Beverage Services	20%	10%	15%	15%
Financial Services	0%	0%	0%	0%
Information Technology and Communication	16%	13%	21%	2%
Health and Pharmaceutical Services	8%	0%	0%	3%
Other Services	18%	30%	18%	15%
Firm size				
Micro (1-4)	22%	7%	11%	7%
Small (5-19)	29%	8%	12%	17%
Medium (20-99)	46%	26%	11%	15%
Large (>99)	41%	15%	31%	0%
Ecological zone				
Yangon	21%	11%	9%	6%
Mandalay	32%	15%	10%	13%
Chin and Dry Zone	26%	8%	7%	17%
Delta and Coastal Lowland	21%	4%	17%	10%
Hilly Zone	36%	7%	9%	6%
Ownership by gender				
Fully female owned	21%	9%	11%	3%
Fully male owned	26%	7%	12%	11%
Partially female owned	27%	9%	10%	20%
Total	25%	8%	12%	11%
Sample Size	149	57	57	51

Table 19: Major mechanism to deal with cashflow shortages - by share of firms

Sector	Loans from banks	Loans from non-banks	Loans from friends or family	Delaying payments
Agriculture	6%	10%	79%	5%
Manufacturing	18%	7%	73%	2%
Retail and wholesale	8%	4%	84%	5%
Service	14%	8%	75%	3%
Industry				
Agriculture and Aquaculture	6%	10%	79%	5%
Food and Beverage Products	28%	9%	58%	4%
Textiles and Garments	12%	9%	78%	1%
Other Manufacturing	12%	6%	82%	0%
Retail and Wholesale	8%	4%	84%	5%
Construction	0%	0%	69%	31%
Accommodation	65%	35%	0%	0%
Food and Beverage Services	11%	12%	73%	4%
Financial Services				
Information Technology and Communication	44%	0%	28%	28%
Health and Pharmaceutical Services	0%	0%	50%	50%
Other Services	15%	0%	84%	1%
Firm size				
Micro (1-4)	9%	6%	84%	1%
Small (5-19)	18%	9%	65%	8%
Medium (20-99)	14%	9%	58%	19%
Large (>99)	0%	0%	99%	1%
Ecological zone				
Yangon	8%	0%	86%	6%
Mandalay	16%	6%	75%	3%
Chin and Dry Zone	7%	21%	72%	1%
Delta and Coastal Lowland	17%	1%	78%	4%
Hilly Zone	1%	17%	77%	5%
Ownership by gender				
Fully female owned	2%	12%	84%	2%
Fully male owned	15%	7%	73%	5%
Partially female owned	6%	3%	91%	0%
Total	12%	7%	77%	4%
Sample Size	25	23	147	18

Appendix 4: Business Expectations

Table 20: Firms' confidence to remain open in next month, with current level of cashflow – by share of firms

Sector	Not very confident	Not confident	Neutral	Confident	Very confident
Agriculture	11%	6%	26%	31%	26%
Manufacturing	3%	18%	19%	43%	17%
Retail and wholesale	3%	14%	38%	38%	7%
Service	16%	18%	22%	38%	6%
Industry					
Agriculture and Aquaculture	11%	6%	26%	31%	26%
Food and Beverage Products	2%	16%	19%	43%	20%
Textiles and Garments	6%	14%	5%	63%	12%
Other Manufacturing	3%	23%	21%	40%	13%
Retail and Wholesale	3%	14%	38%	38%	7%
Construction	7%	0%	15%	78%	0%
Accommodation	42%	8%	38%	12%	0%
Food and Beverage Services	18%	19%	14%	44%	5%
Financial Services	0%	0%	0%	100%	0%
Information Technology and Communication	34%	21%	19%	0%	26%
Health and Pharmaceutical Services	17%	0%	0%	80%	3%
Other Services	10%	19%	35%	28%	7%
Firm size					
Micro (1-4)	9%	18%	28%	31%	14%
Small (5-19)	4%	7%	24%	51%	14%
Medium (20-99)	10%	7%	12%	42%	29%
Large (>99)	3%	6%	14%	55%	22%
Ecological zone					
Yangon	10%	4%	30%	37%	19%
Mandalay	6%	12%	30%	48%	5%
Chin and Dry Zone	15%	14%	29%	33%	9%
Delta and Coastal Lowland	3%	21%	24%	35%	17%
Hilly Zone	7%	8%	23%	43%	20%
Ownership by gender					
Fully female owned	7%	18%	24%	43%	8%
Fully male owned	6%	14%	25%	37%	18%
Partially female owned	13%	11%	36%	34%	6%
Total	8%	14%	26%	38%	14%
Sample Size	42	59	121	186	72

Table 21: Likelihood to shut down business in next 3 months – share of firms

Sector	Not very likely	Not likely	Neutral	Likely	Very likely
Agriculture	35%	25%	32%	8%	0%
Manufacturing	30%	45%	16%	8%	1%
Retail and wholesale	29%	42%	24%	3%	2%
Service	17%	39%	20%	16%	7%
Industry					
Agriculture and Aquaculture	35%	25%	32%	8%	0%
Food and Beverage Products	38%	50%	10%	1%	1%
Textiles and Garments	5%	63%	29%	2%	0%
Other Manufacturing	24%	36%	23%	17%	1%
Retail and Wholesale	29%	42%	24%	3%	2%
Construction	17%	39%	32%	4%	7%
Accommodation	18%	15%	36%	8%	24%
Food and Beverage Services	19%	40%	17%	16%	8%
Financial Services	0%	19%	81%	0%	0%
Information Technology and Communication	47%	39%	13%	0%	0%
Health and Pharmaceutical Services	67%	20%	13%	0%	0%
Other Services	12%	41%	22%	19%	6%
Firm size					
Micro (1-4)	28%	40%	21%	9%	2%
Small (5-19)	30%	34%	27%	8%	2%
Medium (20-99)	25%	45%	22%	8%	0%
Large (>99)	21%	47%	30%	2%	0%
Ecological zone					
Yangon	29%	28%	24%	13%	6%
Mandalay	16%	45%	25%	9%	4%
Chin and Dry Zone	28%	39%	25%	8%	1%
Delta and Coastal Lowland	30%	41%	23%	6%	0%
Hilly Zone	37%	35%	18%	7%	2%
Ownership by gender					
Fully female owned	26%	45%	18%	10%	0%
Fully male owned	30%	37%	24%	8%	1%
Partially female owned	25%	33%	26%	6%	10%
Total	29%	38%	23%	8%	2%
Sample Size	137	178	113	40	12

Table 22: Share of firms that expect to fall into arrears in outstanding liabilities in next 3 months and not expecting to recover to levels before February 2021

Sector	Fall in arrears	Not expectation to recover
Agriculture	28%	31%
Manufacturing	23%	32%
Retail and wholesale	23%	44%
Service	23%	38%
Industry		
Agriculture and Aquaculture	28%	31%
Food and Beverage Products	25%	30%
Textiles and Garments	16%	29%
Other Manufacturing	20%	34%
Retail and Wholesale	23%	44%
Construction	24%	24%
Accommodation	38%	67%
Food and Beverage Services	32%	41%
Financial Services	0%	88%
Information Technology and Communication	0%	63%
Health and Pharmaceutical Services	13%	9%
Other Services	8%	30%
Firm size		
Micro (1-4)	21%	40%
Small (5-19)	28%	29%
Medium (20-99)	39%	30%
Large (>99)	23%	21%
Ecological zone		
Yangon	24%	33%
Mandalay	20%	42%
Chin and Dry Zone	28%	32%
Delta and Coastal Lowland	26%	34%
Hilly Zone	18%	45%
Ownership by gender		
Fully female owned	16%	33%
Fully male owned	27%	34%
Partially female owned	24%	49%
Total	24%	36%
Sample Size	122	173

Appendix 5: Adaptations

Table 23: Share of firms with adjustment mechanisms

Sector	Changed production or services offered partially or completely	Started or increased delivery or carry-on	Started or increased remote work arrangement for its workforce	Shifted focus to marketing activities	Shifted focus to improving internal systems and operations	Shifted focus to refurbishments and renovations
Agriculture	31%	12%	12%	18%	12%	15%
Manufacturing	19%	44%	19%	6%	11%	16%
Retail and wholesale	20%	35%	7%	7%	6%	6%
Service	30%	34%	15%	9%	7%	7%
Industry						
Agriculture and Aquaculture	31%	12%	12%	18%	12%	15%
Food and Beverage Products	17%	41%	18%	9%	15%	20%
Textiles and Garments	30%	70%	45%	8%	3%	1%
Other Manufacturing	20%	44%	15%	3%	6%	14%
Retail and Wholesale	20%	35%	7%	7%	6%	6%
Construction	54%	0%	56%	0%	20%	53%
Accommodation	24%	9%	7%	8%	10%	8%
Food and Beverage Services	34%	40%	8%	11%	9%	8%
Financial Services	0%	0%	8%	0%	0%	11%
Information Technology and Communication	61%	55%	100%	46%	15%	39%
Health and Pharmaceutical Services	74%	5%	16%	0%	20%	34%
Other Services	23%	28%	25%	4%	3%	3%
Firm size						
Micro (1-4)	20%	29%	13%	6%	5%	12%
Small (5-19)	31%	37%	13%	15%	15%	10%
Medium (20-99)	36%	47%	14%	4%	17%	10%

Large (>99)	15%	21%	19%	15%	5%	19%
Ecological zone						
Yangon	33%	31%	14%	10%	11%	9%
Mandalay	17%	44%	10%	4%	7%	16%
Chin and Dry Zone	34%	32%	21%	14%	16%	13%
Delta and Coastal						
Lowland	18%	29%	7%	7%	7%	13%
Hilly Zone	24%	35%	16%	14%	4%	4%
Ownership by gender						
Fully female owned	27%	48%	17%	5%	5%	4%
Fully male owned	23%	29%	10%	11%	8%	13%
Partially female owned	28%	28%	19%	6%	18%	9%
Total	25%	33%	13%	9%	9%	11%
Sample Size	134	153	64	46	48	56

Table 24: Share of firms with adjustment mechanisms

Sector	Shifted to new business activities unrelated to my core business	Provided discounts and promotions	Upskilling or training employees
Agriculture	22%	20%	6%
Manufacturing	8%	9%	12%
Retail and wholesale	9%	13%	11%
Service	8%	11%	14%
Industry			
Agriculture and Aquaculture	22%	20%	6%
Food and Beverage Products	11%	3%	6%
Textiles and Garments	8%	12%	48%
Other Manufacturing	4%	17%	14%
Retail and Wholesale	9%	13%	11%
Construction	26%	21%	4%
Accommodation	18%	21%	8%
Food and Beverage Services	11%	12%	7%
Financial Services	0%	0%	0%

Information Technology and Communication	15%	31%	32%
Health and Pharmaceutical Services	0%	19%	40%
Other Services	3%	6%	23%
Firm size			
Micro (1-4)	15%	11%	10%
Small (5-19)	6%	15%	12%
Medium (20-99)	6%	17%	7%
Large (>99)	29%	19%	13%
Ecological zone			
Yangon	6%	12%	12%
Mandalay	11%	16%	11%
Chin and Dry Zone	13%	7%	15%
Delta and Coastal Lowland	13%	14%	10%
Hilly Zone	15%	19%	4%
Ownership by gender			
Fully female owned	5%	7%	3%
Fully male owned	13%	15%	13%
Partially female owned	14%	10%	9%
Total	12%	13%	11%
Sample Size	47	63	52

Table 25: Share of firms reporting major challenges for using online services and digital financial services

Sector	Lack of IT capacity	High prices charged by online platforms	High prices for online advertising	Lack of internet
Agriculture	82%	13%	27%	61%
Manufacturing	53%	25%	4%	68%
Retail and wholesale	37%	24%	6%	85%
Service	56%	26%	12%	61%
Industry				
Agriculture and Aquaculture	82%	13%	27%	61%
Food and Beverage Products	44%	35%	1%	70%
Textiles and Garments	35%	43%	35%	29%
Other Manufacturing	72%	5%	2%	72%
Retail and Wholesale	37%	24%	6%	85%
Construction	53%	53%	53%	100%
Accommodation	27%	0%	0%	55%
Food and Beverage Services	41%	13%	12%	70%
Financial Services	100%	0%	0%	100%
Information Technology and Communication	39%	86%	0%	91%
Health and Pharmaceutical Services	43%	21%	0%	79%
Other Services	87%	52%	13%	39%
Firm size				
Micro (1-4)	48%	23%	7%	64%
Small (5-19)	66%	27%	17%	76%
Medium (20-99)	55%	12%	8%	62%
Large (>99)	11%	0%	0%	100%
Ecological zone				
Yangon	53%	18%	13%	79%
Mandalay	71%	41%	37%	77%
Chin and Dry Zone	76%	63%	0%	84%
Delta and Coastal				
Lowland	30%	0%	7%	55%
Hilly Zone	65%	9%	3%	46%
Ownership by gender				
Fully female owned	51%	0%	0%	55%
Fully male owned	53%	28%	10%	67%
Partially female owned	68%	16%	18%	83%
Total	55%	23%	10%	68%
Sample Size	83	28	17	105

Table 26: Share of firms reporting adjustment plans to make in next 3 months if the situation does not improve

Sector	Reduce number of staffs	Reduce salaries	Reduce operation hours	Source cheaper inputs or raw materials
Agriculture	24%	8%	16%	14%
Manufacturing	18%	15%	18%	12%
Retail and wholesale	12%	9%	22%	18%
Service	25%	26%	23%	12%
Industry				
Agriculture and Aquaculture	24%	8%	16%	14%
Food and Beverage Products	8%	5%	10%	15%
Textiles and Garments	12%	28%	31%	18%
Other Manufacturing	32%	25%	26%	7%
Retail and Wholesale	12%	9%	22%	18%
Construction	9%	3%	3%	32%
Accommodation	40%	33%	29%	5%
Food and Beverage Services	28%	27%	21%	17%
Financial Services	0%	11%	11%	0%
Information Technology and Communication	45%	0%	20%	32%
Health and Pharmaceutical Services	32%	32%	32%	28%
Other Services	19%	24%	25%	1%
Firm size				
Micro (1-4)	18%	13%	16%	14%
Small (5-19)	22%	15%	24%	13%
Medium (20-99)	29%	21%	24%	16%
Large (>99)	9%	26%	34%	4%
Ecological zone				
Yangon	17%	16%	18%	8%
Mandalay	25%	13%	15%	21%
Chin and Dry Zone	25%	12%	25%	15%
Delta and Coastal Lowland	19%	17%	22%	12%
Hilly Zone	12%	6%	8%	17%
Ownership by gender				
Fully female owned	12%	9%	11%	16%
Fully male owned	19%	16%	21%	14%
Partially female owned	32%	13%	22%	13%
Total	19%	14%	19%	14%
Sample Size	100	70	88	75

Table 27: Share of firms reporting adjustment plans to make in next 3 months if the situation does not improve

Sector	Borrow money to cover cost	Temporarily close the business	Permanently close the business	Shift to new business activities unrelated to current core business
Agriculture	21%	13%	11%	25%
Manufacturing	24%	26%	4%	19%
Retail and wholesale	14%	19%	3%	16%
Service	20%	39%	15%	26%
Industry				
Agriculture and Aquaculture	21%	13%	11%	25%
Food and Beverage Products	21%	20%	0%	20%
Textiles and Garments	41%	33%	0%	14%
Other Manufacturing	24%	33%	9%	17%
Retail and Wholesale	14%	19%	3%	16%
Construction	37%	21%	0%	24%
Accommodation	13%	56%	34%	53%
Food and Beverage Services	23%	37%	15%	24%
Financial Services	0%	92%	0%	0%
Information Technology and Communication	3%	15%	0%	21%
Health and Pharmaceutical Services	9%	9%	0%	5%
Other Services	15%	43%	13%	26%
Firm size				
Micro (1-4)	20%	27%	10%	26%
Small (5-19)	21%	17%	4%	12%
Medium (20-99)	12%	33%	4%	12%
Large (>99)	8%	25%	5%	5%
Ecological zone				
Yangon	13%	27%	9%	17%
Mandalay	24%	23%	6%	10%
Chin and Dry Zone	27%	19%	13%	26%
Delta and Coastal Lowland	20%	25%	4%	25%
Hilly Zone	12%	23%	8%	15%
Ownership by gender				
Fully female owned	24%	26%	5%	16%
Fully male owned	18%	22%	8%	22%
Partially female owned	25%	30%	12%	25%
Total	20%	24%	8%	21%
Sample Size	97	122	34	93

Appendix 6: Questionnaires for the firm-level impacts in 2021 – Round 8

Round 8 of Firm assessment

Phone interview introduction and consent form:

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, and the purpose of this survey is to better understand the current situation of businesses in Myanmar. I anticipate that this survey/interview will take less than [insert number of minutes] minutes to complete.

The results of the survey will be used by the World Bank to monitor private sector development and to assess impacts of the recent events on businesses. All information and opinions you provide will be anonymized and kept confidential. Your name, the name of your establishment, detailed contact information will not be used in any document based on this survey. Participating in this survey is completely voluntary, and you can stop participating in this survey at any time. Please call [Insert number of the supervisor] if you have any further questions or want to withdraw from the survey.

0. Do you agree to participate in this survey?

Yes	1	Continue with survey questions
No	2	Thank them for their time

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

Date (start_01)	
Time (start_02)	

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. For street address (a2a), please check with respondents first if they are comfortable of their street address being included in the survey. If respondents are not comfortable and insert “Not Applicable” (-5).

	Name	Not Applicable
Street address (a2a)		-5
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 (spontaneous)	-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	Go to a10
No	2	
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 2021? (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 2021? (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 2021? (a12)

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

13. Does this establishment usually export any of its 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 2021? (a14)

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

15. Have plans of this establishment to invest and expand the business in 2021 changed because of the coup since February 2021? (a15)

Yes	1	Go to question (a15a)
No	2	Go to question (a18)
Don't know (spontaneous)	-9	

Which of following decisions have you taken because of the coup? (a15a) [Instruction: Ask only a15=1, and select all that apply]

	Yes	No	Don't know (spontaneous)	Not Applicable
Suspended planned business expansion (a15aa)	1	2	-9	-5
Suspended planned investment (a15ab)	1	2	-9	-5
Suspended new product or service launch (a15ac)	1	2	-9	-5
Froze hiring (a15ad)	1	2	-9	-5
Reduced hours of staff employed (a15ae)	1	2	-9	-5
Reduced number of staff (a15af)	1	2	-9	-5

Shifted to a new product or service due to new opportunities (a15ag)	1	2	-9	-5
--	---	---	----	----

16. Does this establishment have an official business bank account? (a18)

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

17. Is this establishment located in urban or rural area? (a19)

Urban	1
Rural	2
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 this establishment? (Instruction: If business is closed to public, but operates, it should be considered open) (b2)

Open	1	Go to question (b2a)
Temporary closed	2	Go to question (b3)
Don't know (spontaneous)	-9	Go to question (b5)

What percent of capacity for production or service did this establishment operate in the last completed month? (b2a) (Instruction: Only ask this question if b2=1, then go to question b5)

Percent	(insert percent)
Don't know (spontaneous)	-9

3. For how many weeks has this establishment been closed due to the aftermath of the coup since February 1, 2021? (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 full operations? (b4)

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

5. Overall, the effect of the aftermath of the coup on this establishment was [inset options]? (b5)

Very negative	1	
Negative	2	
No effect at all	3	
Positive	4	
Very positive	5	

Don't know (spontaneous)	-9	
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6. Did this establishment experience any of the following since Feb 2021? (b6)

	Yes	No	Don't know (spontaneous)	Not applicable
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 making payments to suppliers and employees due to reduced revenue (b6j)	1	2	-9	-5
Having difficulty making payments to suppliers and employees due to limited banking access (b6k)	1	2	-9	-5
Limited internet access impacting business operation (b6l)	1	2	-9	-5
Damage to any business assets or location (b6m)	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)			

8. Why did you not experience cash flow shortage? (b9) (Instruction: Only ask this question if b6d=2, and select all that apply)

	Yes	No	Don't know (spontaneous)
Sales has been going well (b9a)	1	2	-9
This establishment can still have access to commercial banks (b9b)	1	2	-9
This establishment can still have access to non-banking financial institutions (b9c)	1	2	-9
Others (specify) (b9e)			

9. Compared to the impacts of COVID-19 first and second waves, have the impacts of the Coup aftermath and the third wave been ___ on this establishment? (b10)

	Yes	No	Don't know (spontaneous)
Worse (b10a)	1	2	-9
The same (b10b)	1	2	-9
Better (b10c)	1	2	-9

10. Which of the following events had the worst impacts on this establishment? (b11) [Instruction: Select only one choice]

COVID-19 first wave	1
COVID-19 second wave	2
The Coup	3
COVID-19 third wave	4
Don't know (spontaneous)	-9

C. Impacts on Sales

1. Comparing this establishment's sales for the last completed month in 2021 with January 2021, 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 with January 2021, 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)

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

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 (male) (d3e)		-9
Granted unpaid leave of absence (female) (d3f)		
Had their salary, wages, or benefits reduced (male) (d3g)		-9
Had their salary, wages, or benefits reduced (female) (d3h)		-9
Had their hours reduced (male) (d3i)		-9
Had their hours reduced (female) (d3j)		-9

4. Since the beginning of February 2021, by what percent has this establishment size changed in terms of number of full-time employees? (d4)

Percent change	(Insert percent change)
Don't know (spontaneous)	-9
Not applicable	-5

5. Did this establishment face any difficulties finding labor to fill available positions if any labors are hired? (d5) [Instruction: Ask only if d3a>0 or d3b>0]

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

E. Impacts on finance

1. Does this establishment 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 third wave 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 beginning of February 2021 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
Loans from friends or family	4
Delaying payments to suppliers/workers/authorities	5
Don't know (spontaneous)	-9

4. How long (in months) will your establishment be able to service its debt/s in the current situation? [Instruction: Ask only if b6d=2] (e5)

	Number
Months	
Don't know (Spontaneous)	-9

5. Why did this establishment not have outstanding loans? [instruction: Ask only if e2a=2, e2b=2 and e2c=2, and select all that apply]

	Yes	No	Don't know (spontaneous)
This establishment can pay all outstanding loans on time (e6a)	1	2	-9
This establishment has enough savings to finance my expenses (e6b)	1	2	-9
This establishment have never had access to finance through formal and informal channels (e6c)	1	2	-9
This establishment no longer need loans due to reduced production (e6d)	1	2	-9
This establishment cannot access any new loans (e6e)			
Others (specify) (e6f)	1	2	-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 2021? (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 2021 with January 2021 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 this establishment 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 this establishment will need to close 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 back to levels before Feb 2021 in next 6 months? (g4)

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

5. Looking ahead to the next 3 months, 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. Adjustment mechanisms

1. Has this establishment made any of the following adjustment due to the aftermath of the coup? (i1) [Select all that apply]

	Yes	No	Don't know (spontaneous)	Not Applicable
Changed its production or services offered partially or completely (i1a)	1	2	-9	-5
Started or increased delivery or carry-on (i1b)	1	2	-9	-5
Started or increased remote work arrangement for its workforce (i1c)	1	2	-9	-5
Shifted focus to marketing activities (i1e)	1	2	-9	-5
Shifted focus to improving internal systems and operations (i1f)	1	2	-9	-5
Shifted focus to refurbishments and renovations (i1g)	1	2	-9	-5
Shifted focus to new business activities unrelated to my core business (i1h)	1	2	-9	-5
Provided discounts and promotions (i1i)	1	2	-9	-5
Upskilling or training employees (i1j)	1	2	-9	-5

2. Does this establishment use online services and digital financial services? (i4)

Yes	1	Go to question (i6)
No	2	
Not applicable	-5	
Don't know (spontaneous)	-9	

3. Has this establishment experienced any of the following challenges with online services and digital financial services since February 2021? (i5) [instruction: Ask only if i4=1, and select all that apply]

	Yes	No	Not Applicable
Lack of IT capacity, skills or technology within the business (i5a)	1	2	-5
High prices charged by online platforms, marketplaces or sellers (i5b)	1	2	-5
High prices for online advertising (i5c)	1	2	-5
Did not experience any challenges selling goods or services online (i5d)	1	2	-5
Limited internet access (i5e)	1	2	-5
Others (i5f)	Please specify		

4. Does this establishment plan to make any of the following adjustments if the situation does not improve in next 3 months? (i6)

	Yes	No	Don't know (spontaneous)	Not Applicable
Reduce number of staffs (i6a)	1	2	-9	-5
Reduce salaries (i6b)	1	2	-9	-5
Reduce operation hours (i6c)	1	2	-9	-5
Source cheaper inputs or raw materials (i6d)	1	2	-9	-5
Borrow money to cover cost (i6e)	1	2	-9	-5
Temporarily close the business (i6f)	1	2	-9	-5
Permanently close the business (i6g)	1	2	-9	-5
Shift to new business activities unrelated to my core business (i6h)	1	2	-9	-5

I. Impact of COVID-19 third wave

1. What were the major impact of COVID-19 third wave on this establishment? (j1)

Sales decline	1	Go to question (j3)
Employee lay-off	2	
Reduced operation hours	3	
Temporarily closure of the business	4	Go to question (j2)
No impact at all	5	Go to question (j3)

2. For how many weeks has this establishment been closed due to the COVID-19 third wave (which is since the end of June 2021)? (j2) [Instruction: Ask only if j1=4]

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

3. Did this establishment make any preparations for the third wave to remain resilient? (j3)

Yes	1	Go to question (j5)
No	2	

4. Which of the following did this establishment prepare for the third wave to remain resilient? (j4) [Instruction: Ask only if j3=1, and select all that applies]

	Yes	No	Don't know (spontaneous)	Not Applicable
Enforcing social distancing and safety measures at workplace (j4a)	1	2	-9	-5
Securing enough raw materials in advance to keep the business running (j4b)	1	2	-9	-5
Securing enough financial sources (such as loans) in advance to avoid bankruptcy (j4c)	1	2	-9	-5
Rotating employees for work shifts (j4d)	1	2	-9	-5
Work from home arrangement for employees (j4e)	1	2	-9	-5
Others (j4f) (specify)	1	2	-9	-5

5. Have any employees of this establishment contracted COVID-19 and had to miss work since the end of June? (j5)

Yes	1	Go to question (j6)
No	2	Don't continue to question (j6)
Don't know (spontaneous)	-9	
Not applicable	-5	

6. What types of support have this establishment provided to the employees who contracted COVID-19? (j6) [Instruction: Ask only if j5=1, and select all that applies]

	Yes	No	Don't know (spontaneous)	Not Applicable
Paid leave (j6a)	1	2	-9	-5
Cash support for medical expenses (j6b)	1	2	-9	-5
Staff loans (j6c)	1	2	-9	-5
Care package (j6d)	1	2	-9	-5
No support at all (j6e)	1	2	-9	-5
Others (j6f) (specify)	1	2	-9	-5

7. Overall, the effect of the COVID-19 third wave on this establishment was [inset options]? (j7)

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

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 (k1) [Instruction: Select "Not applicable" if respondents do not feel comfortable providing their names]

Name	
Not applicable	-5

2. What option best reflect your main occupation in this establishment? (k2) [Instruction: Select “Not applicable” if respondents do not feel comfortable providing their titles]

Owner, CEO or CFO	1
Manager	2
Accountant or lawyer	3