** Business Botswana**

**COVID-19 Impact and Needs Survey**

**Introduction:**

Business Botswana is currently working with the United Nations Development Programme (UNDP) to prepare an economic recovery plan for the private sector. This recovery plan is intended not only to provide recommendations to the Government of Botswana regarding support for the private sector while managing the Covid-19 pandemic, but also to build a more diverse and resilient economy.

This survey is intended to obtain the feedback and views of Business Botswana’s members. As we are expected to present preliminary findings by Monday, 18th of May 2020, kindly return your completed questionnaire by 14th of May, but no later than 15th of May 2002.

Your collaboration is most appreciated. Thank you for your support.

**Part 1. How is your business impacted by the Covid-19 crisis?**

1.1 Have you stopped operations because of the current crisis?  *(only one answer)*

* No, operations are still running
* Yes, temporarily stopped because of Covid-19 cases in our business
* Yes, temporarily stopped because of reduced orders
* Yes, temporarily stopped because of instructions by authorities
* Yes, permanently stopped
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(enter text to describe action)*

1.2 What has been the impact of Covid-19 on your business until now? *(please tick one box per line)*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | None | 0-25% | 25-50% | 50-75% | 75-100% | Don’t Know |
| Reduction in Revenue |  |  |  |  |  |  |
| Increase in Revenue |  |  |  |  |  |  |
| Reduction in Orders |  |  |  |  |  |  |
| Increase in Orders |  |  |  |  |  |  |
| Reduction in Workforce |  |  |  |  |  |  |
| Increase in Workforce |  |  |  |  |  |  |
| Increase in Cost of Doing Business |  |  |  |  |  |  |

1.3 What impact do you expect Covid-19 to have on your business in 2020? *(please tick one box per line)*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | None | 0% to -25%  | -25% to -50% | -50% to -100%  | Increase | Don't know |
| Revenues |  |  |  |  |  |  |
| Orders |  |  |  |  |  |  |
| Workforce |  |  |  |  |  |  |

1.4 Have you faced difficulties with the following so far due to Covid-19? *(please tick one box per line)*

|  |  |  |  |
| --- | --- | --- | --- |
|  | No | Yes | Don’t know |
| Shortage of supplies/input materials |  |  |  |
| Shipping of finished goods |  |  |  |
| Shortage of cash (Cashflow problems) |  |  |  |

Please Explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1.5 Do you expect difficulties with the following in 2020 due to Covid-19? *(please tick one box per line)*

|  |  |  |  |
| --- | --- | --- | --- |
|  | No | Yes | Don’t know |
| Shortage of supplies/input materials |  |  |  |
| Shipping of finished goods  |  |  |  |
| Shortage of cash (Cashflow problems) |  |  |  |
| Market access |  |  |  |

Please explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­

1.6 Do you face a shortage of workers? If yes, what are the reasons? *(please tick one box per line)*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Main reason | Minor reason | Don’t know |
| No (move to next question)  |  |  |  |
| Because workers are infected with Covid-19  |  |  |  |
| Because workers staying away, afraid of getting infected |  |  |  |
| Because workers are restricted in their movement or quarantined |  |  |  |
| Because workers are taking care of sick family members or children |  |  |  |

**Part 2. How is your enterprise responding to the crisis?**

2.1 What actions are you currently taking?  *(Multiple replies possible)*

* Reducing production of goods or services due to reduced demand
* Increasing production due to increased demand
* Diversifying products to respond to new demands (producing masks, sanitiser etc.)
* Automating production to reduce dependence on labour
* Diversifying marketing/sales channels – online marketing, delivery
* Negotiating payment terms with banks and suppliers
* Negotiating with workers with regards to scaling down worktime and/or salaries
* Using downtime to retrain workers
* Retrenching staff
* Winding down the business
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(enter text to describe action)*
* No action

2.2 What challenges are you encountering in adapting your businesses to teleworking? *(Please tick yes if the issue constitutes a challenge and provide an explanation)*

|  |  |  |  |
| --- | --- | --- | --- |
| Challenge | No | Yes | Explanation |
| Required infrastructure (e.g. laptops, systems) |  |  |  |
| Internet access for workers |  |  |  |
| Teleworking regulations |  |  |  |
| Worker productivity |  |  |  |

2.3 Which of the Government of Botswana’s interventions in support of businesses during the COVID-19 crisis have you benefitted from? If yes, please specify. *(Multiple replies possible)*

* Wage subsidies:
	+ For how many employees? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(enter number)*
	+ Total amount of subsidy? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_BWP
* Loan guarantee:
	+ Loan amount? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ BWP
* Tax concessions:
	+ BURS 2nd quarterly payment deferral
	+ Deferral of self-assessed tax (SAT) payments
	+ Reduced VAT refund period

2.4 Which of the foregoing interventions has been most beneficial to your business? Please explain

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.5 Have you tried to benefit from one or more of the foregoing interventions but were denied? If yes, please list the interventions and the reasons as to why your application was denied.

* No
* Yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.6 Have you benefited from a repayment holiday from your bank for your loan?

* Yes
* No

2.7 Do you have idle workers due to reduced operations? If yes, have you done any of the following? *(Multiple replies possible, please specify the number of female and male workers per action applicable)*

* No (move to the next question)
* Yes, I have taken the following actions:
	+ Reduced number of temporary workers: \_\_\_ female and \_\_\_male workers
	+ Laid off \_\_ female and \_\_\_ male permanent workers
	+ Reduced working hours for \_\_\_ female workers and \_\_\_ male workers
	+ Asked workers to take paid leave: \_\_\_ female and \_\_\_male workers
	+ Asked workers to take unpaid leave: \_\_\_ female and \_\_\_male workers
	+ Asked workers to work for reduced pay: \_\_\_ female and \_\_\_male workers
	+ Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(please describe action)*

2.7 What are you doing to protect workers from being infected? *(Multiple replies possible)*

* Informing workers about Covid-19 transmission and prevention measures
* Encouraging workers to stay home when they feel sick
* Physical distancing between workers
* Staggered shift work
* Teleworking
* Temperature checks
* Providing personal protection equipment like masks as well as sanitisers
* Expanded paid sick leave
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(please describe action)*

2.8 Does your business provide unemployment benefits for workers?

* Yes
* No

2.9 Do you benefit from an unemployment insurance scheme for yourself as the owner of the business/entrepreneur?

* Yes
* No

2.9 How long would it take your business to fully restore operations? *(only one answer)*

* Less than 7 days
* Between 8 and 30 days
* Between 31 and 90 days
* Between 91 and 180 days
* Over 181 days
* I am considering closing temporarily or permanently

2.10 Will you consider continuing to allow more teleworking after restoring full operations?

* Yes
* No

**Part 3. What support do you need to continue your business currently and in the near future?**

3.1 What business development services do you need? *(Select and rank the top three priorities)*

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1st priority | 2nd priority | 3rd priority |
| Advice on how to prevent infections while maintaining business operations  |  |  |  |
| Advice with contingency and business continuity planning  |  |  |  |
| Business advice and support on diversification of products and sales channels  |  |  |  |
| Advice on export and logistics restrictions and requirements  |  |  |  |
| Online business management training  |  |  |  |
| Online worker training |  |  |  |
| Legal advice on application of labour regulations during crisis  |  |  |  |
| Support in improving or putting in place Occupational Safety and Health (OSH) policies at your business |  |  |  |
| Advice on how to integrate OSH in your contingency and business continuity plan |  |  |  |
| Support in putting in place adequate regulations and procedures to enable teleworking |  |  |  |
| Advice on starting a new business in another sector |  |  |  |
| Business incubation |  |  |  |
| Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*(describe service needed)* |  |  |  |
| Other: (2)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*(describe service needed)* |  |  |  |

3.2 What government support do you need? *(Select and rank the top three priorities)*

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1st priority | 2nd priority | 3rd priority |
| More information on transmission and spread of the virus  |  |  |  |
| More clarity on official measures to contain the crisis  |  |  |  |
| More clarity and guidance on how to obtain official business support measures (wage subsidies, loan guarantee and tax concessions) |  |  |  |
| Supplies of personal protection equipment like masks, thermometers etc.  |  |  |  |
| Legal advice on application of labour laws and regulations during crisis  |  |  |  |
| Other support to access finance beyond the offered loan guarantee |  |  |  |
| Deferring or subsidising social security contributions |  |  |  |
| Extension of social protection for workers |  |  |  |
| Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*(describe support needed)* |  |  |  |
| Other: (2)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*(describe support needed)* |  |  |  |

**Part 4. In your view, post Covid-19, which changes should be made to Botswana’s business enabling environment to foster a more independent and resilient private sector for the future?**

4.1 What in your view are the priorities to make doing business easier for entrepreneurs and ensure adequate social protection of workers and entrepreneurs? *(Please rank in order of importance, 1 being the most important, and give your reasons)*

|  |  |  |
| --- | --- | --- |
| **Issues** | **Rank** | **Reason(s)** |
| Reduce the number of procedures and time necessary to start a business  | 1 | 2 | 3 |  |
| Invest in the provision of electricity to improve availability, reliability and cost of electricity | 1 | 2 | 3 |  |
| Improve property registration and administration | 1 | 2 | 3 |  |
| Put in place further instruments to improve access to finance, in particular to start new businesses | 1 | 2 | 3 |  |
| Improve judicial processes to increase the chances of enforcing contracts | 1 | 2 | 3 |  |
| Revise labour laws and regulations to better support teleworking arrangements | 1 | 2 | 3 |  |
| Make unemployment benefits compulsory for all formally employed workers | 1 | 2 | 3 |  |
| Put in place an unemployment insurance scheme for entrepreneurs | 1 | 2 | 3 |  |
| Improve the extent and coverage of social protection schemes for workers and entrepreneurs | 1 | 2 | 3 |  |
| Other:*(describe intervention needed)* | 1 | 2 | 3 |  |
| Other(2): *(describe intervention needed)* | 1 | 2 | 3 |  |

4.2 In your view, what are the three key economic activities Botswana should prioritise for the diversification of the economy? *(Please rank in order of importance, 1 being the most important, and give your reasons)*

|  |  |  |
| --- | --- | --- |
| **Sector** | **Rank** | **Reason(s)** |
| Agriculture, Forestry and Fishing | 1 | 2 | 3 |  |
| Mining and Quarrying | 1 | 2 | 3 |  |
| Manufacturing | 1 | 2 | 3 |  |
| Electricity, Gas, & Air Conditioning Supply | 1 | 2 | 3 |  |
| Infrastructure, Construction of Buildings | 1 | 2 | 3 |  |
| Wholesale & Retail Trade | 1 | 2 | 3 |  |
| Transport & Logistics | 1 | 2 | 3 |  |
| Infrastructure development | 1 | 2 | 3 |  |
| Tourism, Accommodation and Food Service Activities | 1 | 2 | 3 |  |
| Information and Communication Technologies and Services | 1 | 2 | 3 |  |
| Energy | 1 | 2 | 3 |  |
| Finance and Insurance Activities | 1 | 2 | 3 |  |
| Real Estate Activities | 1 | 2 | 3 |  |
| Professional, Scientific and Technical Services | 1 | 2 | 3 |  |
| Education | 1 | 2 | 3 |  |
| Human Health and Social Work Activities | 1 | 2 | 3 |  |
| Arts, Entertainment and Recreation | 1 | 2 | 3 |  |
| Other: | 1 | 2 | 3 |  |

4.3 What policy/strategy interventions do you think are necessary to accelerate economic diversification? (*Rank in order of importance by circling, 1 being the most important, and provide your reasons.)*

|  |  |  |
| --- | --- | --- |
| **Intervention** | **Rank** | **Explanation**  |
| Improve the quality of the human resources significantly  | 1 | 2 | 3 |  |
| Moving up the value chain across sectors, i.e. processing raw materials | 1 | 2 | 3 |  |
| Improve the quality of and reliability of infrastructure services (roads, electricity, telecommunications, water and sewerage) | 1 | 2 | 3 |  |
| Reduce the cost of infrastructure services significantly | 1 | 2 | 3 |  |
| Improve the quality and effectiveness of government services significantly | 1 | 2 | 3 |  |
| Improve connectivity (broadband (speed and coverage) significantly | 1 | 2 | 3 |  |
| Improve the quality of business development and support services significantly | 1 | 2 | 3 |  |
| Use immigration policy smartly to attract talent and skills | 1 | 2 | 3 |  |
| Make policies, laws and regulations more business friendly | 1 | 2 | 3 |  |
| Other:*(describe intervention)* | 1 | 2 | 3 |  |

4.4 In what ways can Botswana more effectively promote citizen economic empowerment? (*Rank your three top choices in order of importance and provide a reason)*

|  |  |  |
| --- | --- | --- |
|  **Reason** | **Rank** | **Explanation** |
| Reserve more business for citizens only (list activities) | 1 | 2 | 3 |  |
| Invest in expanding the competitiveness of SMEs | 1 | 2 | 3 |  |
| Strengthen business linkages between large and small businesses | 1 | 2 | 3 |  |
| Improve the quality of training and skills development | 1 | 2 | 3 |  |
| Other: | 1 | 2 | 3 |  |

**Respondent information**

Industry sector of your enterprises

* Agriculture, Forestry and Fishing
* Mining and Quarrying
* Manufacturing
* Electricity, Gas, & Air Conditioning Supply
* Water Supply, Sewage and Waste Management
* Construction of Buildings
* Wholesale & Retail Trade
* Transport & Storage
* Accommodation and Food Service Activities
* Information and Communication
* Finance and Insurance Activities
* Real Estate Activities
* Professional, Scientific and Technical Activities
* Administrative and Support Service Activities
* Public Administration and Defence
* Education
* Human Health and Social Work Activities
* Arts, Entertainment and Recreation
* Other Service Activities

Is your business registered with any of the following? *(please tick those that apply)*

* CIPA
* BURS
* PPADB

Number of employees in your enterprise *(only one answer)*

* Below 10
* 10-25 Small
* 26-100 Medium
* Above 100 Large

Location of enterprise (city/town): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2019 Turnover *(only one answer)*

* Less than P60 000
* P60,001 to P1 500 000 [Small]
* P1 500 001 and P5 000 000 [Medium]
* Above 5 million [Large]

Are you exporting? *(only one answer)*

* Yes
* No

Ownership of your business *(only one answer)*

* Government-owned
* Male-owned
* Women-owned
* Other

Are you (or is the Manager/CEO of the company) a single head of household with school-aged or younger children *(only one answer)*

* Yes
* No

Any other comment on the impact of COVID-19 on your business or the assistance your business might need?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_