



Results *from* Myanmar Firm Monitoring



Round 12 Detailed Note

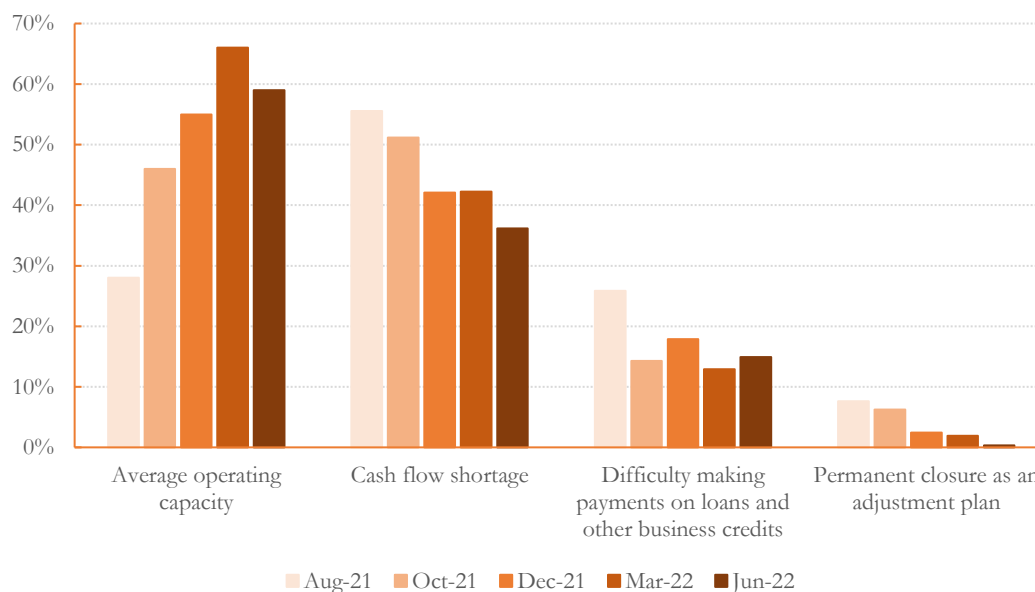
High-level findings:

- **Operating capacity declined:** On average, firms operated at 59 percent of their capacity in June 2022—above 2021 levels but still representing a decline from 66% in March 2022.
- **Disruptive power outages:** About half of all firms reported that power outages remained a concern for business operations.
- **Weakened kyat:** Depreciation of the kyat against the US dollar remained a concern for about half of firms.
- **Continued price pressure:** Fifty-six percent of firms raised prices in the three months to June 2022, resulting in a 16 percent average price increase over that period.

Note: The latest survey was administered between May 11, 2022, and June 9, 2022, and covered a nationally representative sample of 500 firms. The period for the latest survey is referred to as June 2022. Figures show the results of Round 8 (August 2021), Round 9 (October 2021), Round 10 (December 2021), Round 11 (March 2022), and Round 12 (June 2022); Round 12 includes 203 of the same firms that were surveyed in Round 11. Due to attrition, the remaining firms have been substituted to meet sample needs. The reasons for high attrition rates are incomplete appointments (representing appointments that were continually rescheduled during the data collection period resulting in replacement with new firms) and declined appointments (representing unavailable respondents who declined to participate in survey rounds by noting there had been no significant changes in business operations from the prior).

Firms continued operating in a challenging business environment, but few firms were considering closing.

Figure 1: The business environment remained challenging in June 2022



Source: World Bank Firm Survey (Round 12)

Partly due to seasonality,¹ the average operating capacity of all firms declined in June 2022 (from March 2022) but remained higher than in 2021 (Figure 1). The share of firms reporting difficulty making repayments on loans and other business credits increased slightly to 15 percent (up from 13 percent in March 2022) but remained lower than the 2021 average. However, the share of firms experiencing cash flow shortages continued to decline in June 2022. Despite operating in an uncertain business environment, very few firms consider permanent business closure as an option, even if the current situation does not improve within the next three months.

With continued demand and supply-side constraints, firms' operational levels modestly declined in June 2022 but remained higher than in 2021.

Firms' operational levels modestly declined (Figure 2). In June 2022, temporary closures fell to only 8 percent of firms. Despite a sowing period for monsoon rice (a major agricultural crop), agricultural firms were the primary drivers of overall temporary closures, with 20 percent reporting closures, likely impacted by increased logistics and input costs and conflict escalation. With seasonality affecting operational hours, only 33 percent of firms operated at full capacity in June 2022—12 percentage points lower than in March 2022. Consequently, the average operating capacity across all firms declined to 59 percent in June 2022, down from 66 percent in March 2022. With a relatively higher share of firms reporting temporary closures, the average operating capacity of agricultural firms was only 53 percent—the lowest compared with firms in other sectors

¹ Time period for questions related to firms' business operations for the last completed month in this round is April. Hence, the seasonality factor (April with a longer public holiday period than the other months) is likely to contribute to firms' performance and operations.

(Figure 3). Although there was an overall decline in average operating capacity, service firms' average operating capacity continued to improve in June 2022.

Figure 2: Firms' operating status

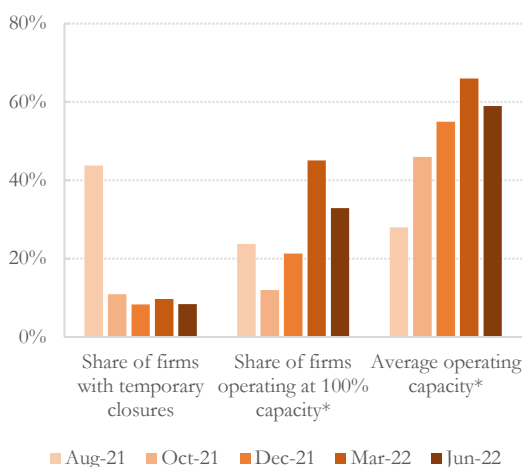
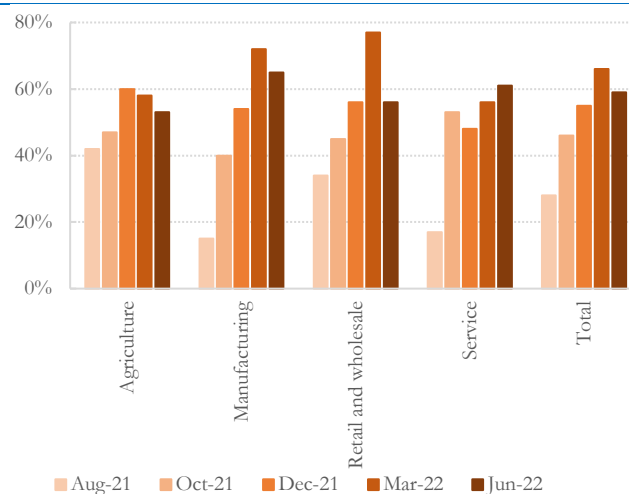


Figure 3: Average operating capacity of firms (by sector)



Note: *Firms were asked to report on the last completed month. An average operating capacity across all firms was reported in this brief, as compared to reporting an average operating capacity of only those firms that were operational in previous briefs.

Source: World Bank Firm Survey (Round 12)

Both demand and supply constraints remained for firms (Figure 4). Of the firms still unable to operate at full capacity in the last completed month, about two-thirds reported that the reduction in sales was their most significant constraint. However, supply-side constraints remained important, with about one-third of firms reporting power outages and the unavailability of intermediate inputs as major challenges. Across all firms, conflict escalation, power outages, kyat volatility, and sales reduction were operational challenges in the last completed month, but there were variations across sectors (Figure 5). Conflict escalation was the biggest concern for agricultural firms, while power outages were more significant for service and manufacturing firms. Sales reduction and kyat volatility were the biggest challenges for retail and wholesale firms.

Figure 4: Challenges reported by firms not being able to operate at full capacity

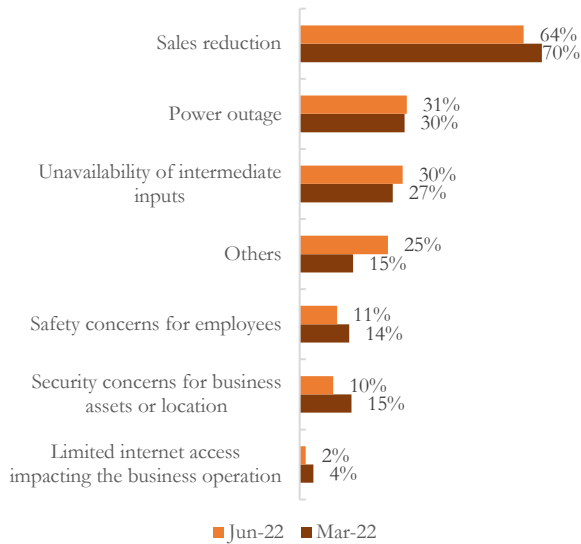
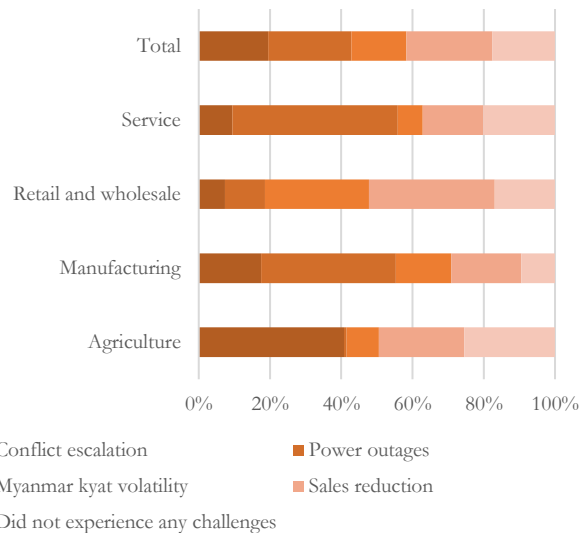


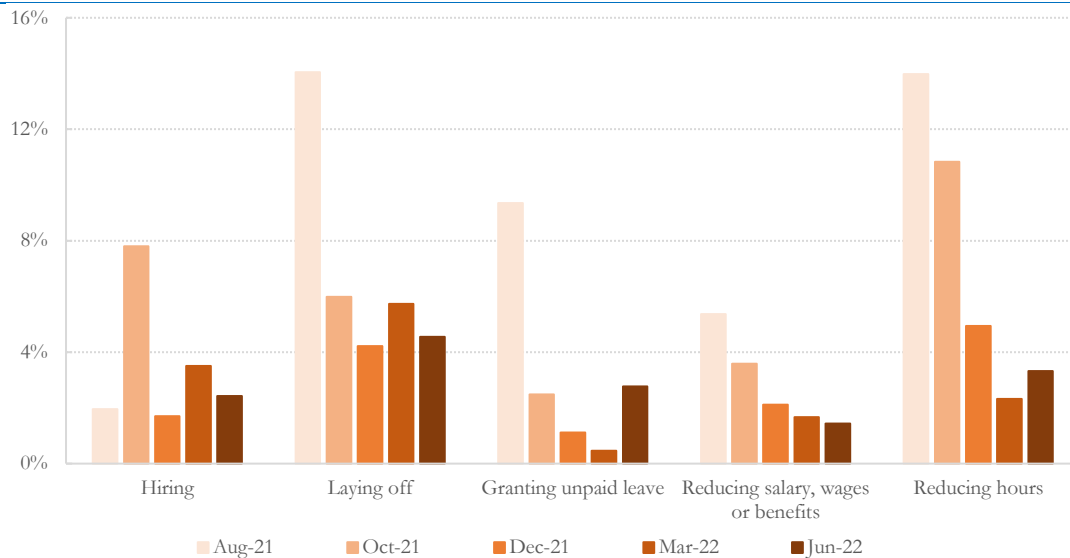
Figure 5: Share of firms reporting the biggest challenge for their operations in the last completed month



Note: Firms were asked to report the last completed month.
Source: World Bank Firm Survey (Round 12)

The labor market remained broadly stable in June 2022 (Figure 6). Because of seasonality, hiring activities were slightly lower, with only 2 percent of firms reporting new hires. In addition, the reported percentage of firms granting unpaid leave and reducing employee work hours picked up again. This is attributed to seasonality, as employees take more days off during this time with public holidays in April. More employees being likely to take leave and firms reducing labor hours mirror a decline in operating capacity. However, the June 2022 results indicate a modest decline in reports of layoffs and salary/wage reductions. Overall, the labor market conditions were generally stable, despite some disruptions resulting from seasonality factors.

Figure 6: Share of firms reporting labor challenges



Note: Firms were asked to report the last completed month

Sales decline, inflationary pressure and exchange-rate depreciation continued.

Sales and profit remained lower in June 2022 (Figure 7). With reduced operating capacity, 44 percent of firms reported lower sales in June 2022 than the same period last year. Consequently, average sales across all firms were 19 percent lower than in the same period last year. Worsening conflict, continued power outages, and foreign-exchange restrictions introduced in April 2022 all likely contributed to the sales decline. Across sectors, retail and wholesale firms suffered the most-severe sales impacts, with 66 percent of firms reporting sales declines at an average of 26 percent. Also, 54 percent of firms reported profit reductions, resulting in an average profit reduction of 30 percent. By region, a higher share of firms in Yangon reported profit reductions than in other parts of the country, at 61 percent. Firms in this region are more integrated with international trade and, therefore, more susceptible to higher imported input costs (due to higher global prices, kyat depreciation, and logistics constraints). Chin and the Dry Zone experienced the highest average profit reduction, with 34 percent, suggesting that the conflict escalation in these regions impacted firms' profitability.

Figure 7: Sales impacts on firms

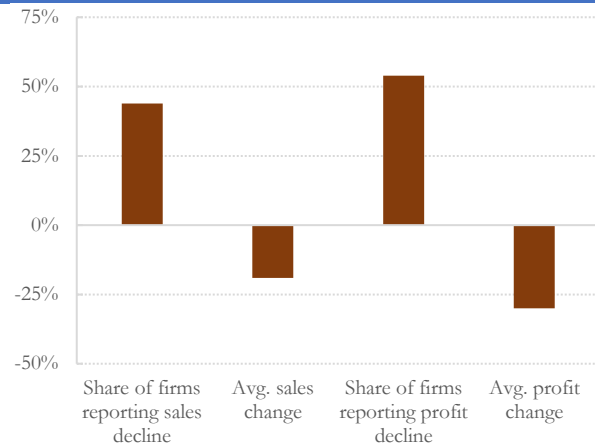
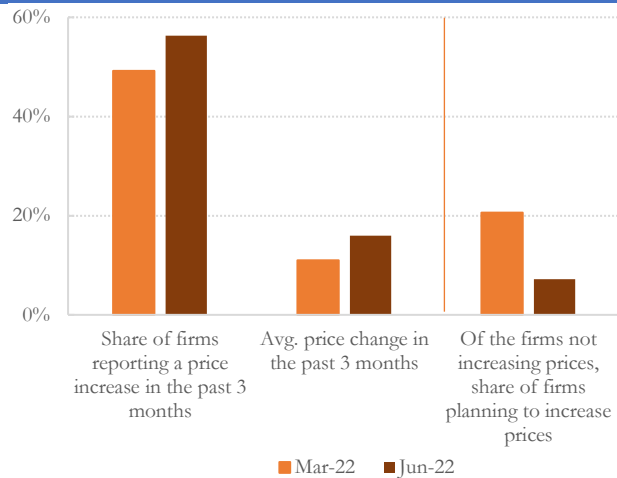


Figure 8: Share of firms reporting price impacts

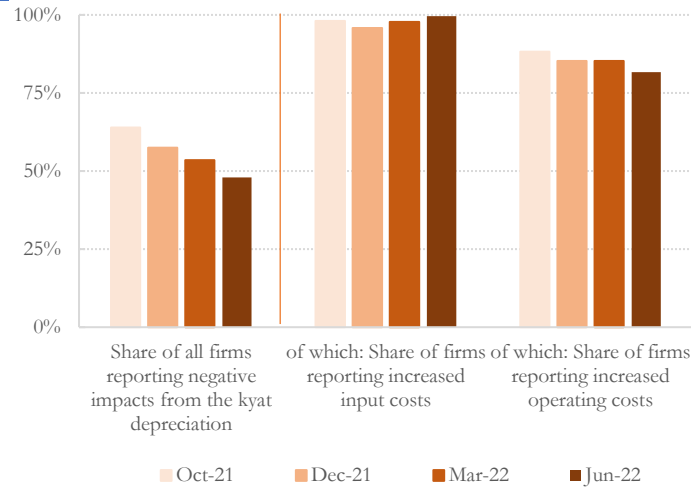


Note: Firms were asked to report the last completed month.

Source: World Bank Firm Survey (Round 12)

Inflationary pressures continued to increase (Figure 8). In the three months to June 2022, 56 percent of firms reported an increase in prices, their primary reason being the necessity to cover high intermediate and input prices. While only 27 percent of large firms increased prices, more than half of smaller firms did. As a result, the average price increase across all firms was 16 percent. Further increases could be expected in the near term, given increased input costs primarily due to the kyat depreciation.

Figure 9: Share of firms reporting kyat depreciation



Note: Firms were asked to report the last completed month.
Source: World Bank Firm Survey (Round 12)

Despite a modest decline, negative impacts from the kyat depreciation remained in June 2022 (Figure 9). About half of firms still experienced negative impacts of the kyat depreciation against the US dollar. Of these firms, almost all experienced increased input costs. Moreover, 82 percent of these firms also reported an increase in operational costs, with service firms being hit the hardest with increases in their operational costs reported by 92 percent. This will impact firms' decisions on their output prices and efforts to control costs, including staffing decisions.

Blackouts remained a concern for firm performance and operations.

Figure 10: Share of firms reporting power outages as a disruption to business operations

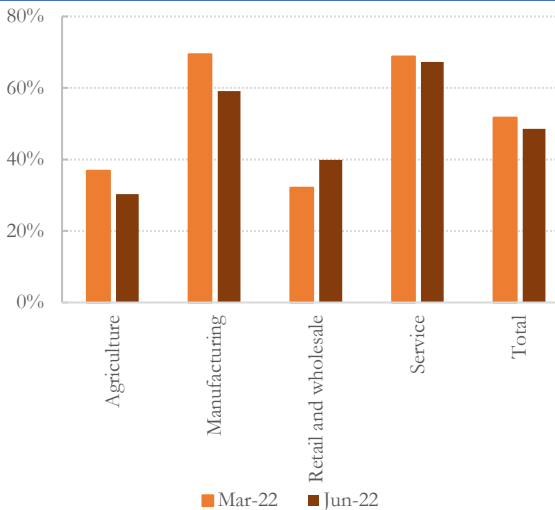
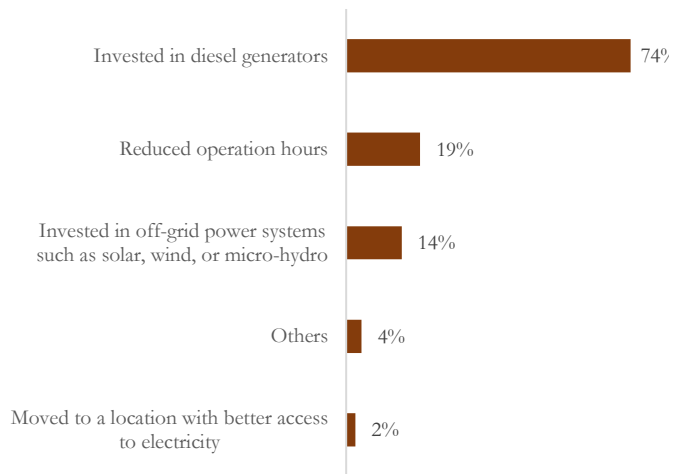


Figure 11: Share of firms reporting how they have managed power outages



Source: World Bank Firm Survey (Round 12)

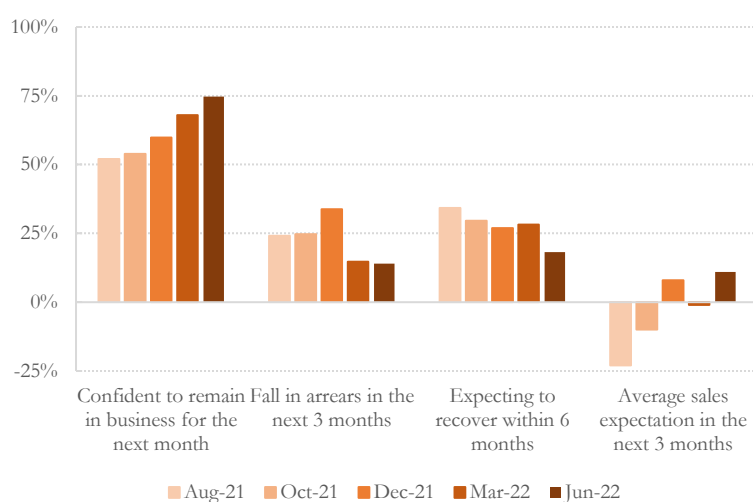
Power outages remained a critical issue for firms' operations (Figure 10). Half of the firms reported that these outages were disruptive to their business operations, with sectoral and regional differences. Despite a decline from March, roughly two-thirds of firms in the manufacturing and service sectors still experienced outages as disruptive to their operations. More firms in the retail and wholesale sector reported impacts as well. With their relatively lower electricity consumption, the agricultural sector remained the least affected by outages. Firms in Yangon continued to experience more-disruptive power outages than firms in other regions – reflecting a concentration of firms in the manufacturing and service sectors (which tend to consume more electricity) in Yangon.

Due to the vital role of electricity in business operations and performance, 80 percent of firms have already managed to find a solution to recurring power outages (Figure 11). However, they incurred additional costs, with 74 percent of these firms opting to invest in diesel-based generators, adding further capital and operational expenses (and increasing vulnerability to higher fuel prices). Of the firms not yet able to manage power outages, 52 percent do not have plans to address the issue.

Business expectations slightly improved from rock bottom levels for the short term, but challenges persist.

Survey results suggest that short-term business expectations have slightly improved, but challenges persist (Figure 12). In June 2022, 75 percent of firms reported confidence about staying in business for the next month—reflecting a continued improvement since mid-2021. Also, the share of firms expecting to fall into arrears in the next three months remained lower than in 2021. Moreover, firms expected their sales to increase by 11 percent in the next three months compared to the same period last year. Despite optimistic expectations for the short term, only 18 percent of firms expect a recovery in the next six months to levels that existed before February 2021. Almost half of the surveyed firms expressed uncertainty as to whether they can recover to their pre-February 2021 levels. This suggests that long-term uncertainty remains for firms' operations; nevertheless, they have better business expectations for the next three months. In addition, firms reported that power outages, lack of demand, conflict escalation, and kyat volatility would remain challenges for their operations in the next three months. Consistent with these findings, only 7 percent of firms reported plans to invest and expand their business in 2022—half the number in March 2022.

Figure 12: Firms' business expectations



Source: World Bank Firm Survey (Round 12)

Firms primarily relied on traditional methods for sales transactions and payments.

The use of digital technology for payments and transactions is quite limited. Survey results suggest that firms frequently used traditional systems such as selling at business premises, text messages (SMS), and phone calls (Figure 13). Despite Myanmar's high mobile usage rate,² only one-third of firms reported using SMS or phone calls for sales transactions. Likewise, only 14 percent of firms reported using social media platforms for sales, although roughly 40 percent of the population is on social media.³ The share of firms using other modern digital mechanisms (such as e-commerce platforms) remained negligible. Also, digital technology is still limited in sales payments, with cash being the most frequently used payment method (Figure 14). While mobile money applications have been in place for several years, only about a quarter of firms used them for transfers of sales payments. The use of other digital payment mechanisms, such as mobile banking and debit/credit cards, also remained limited. The low level of digital technology usage for sales transactions and payments suggests that most of Myanmar's firms may not have the capacity to adopt digital tools for business operations. In addition, internet disruptions or banking sector disruptions could hamper firms' attempts to embrace modern digital technology.

Figure 13: The most frequently used methods for sales transactions

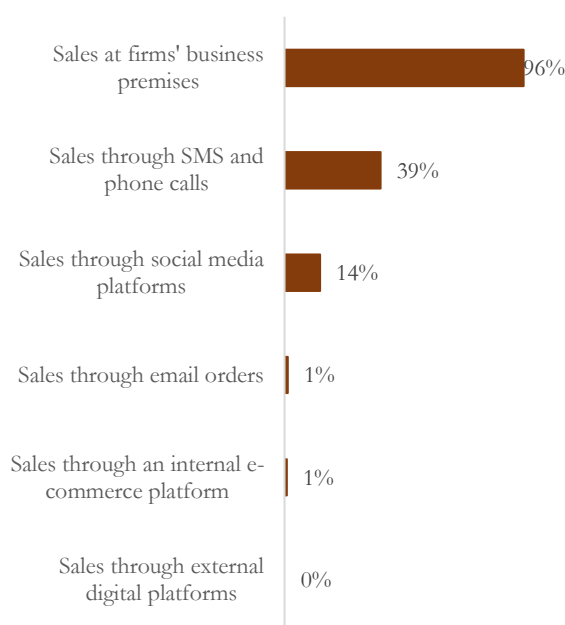
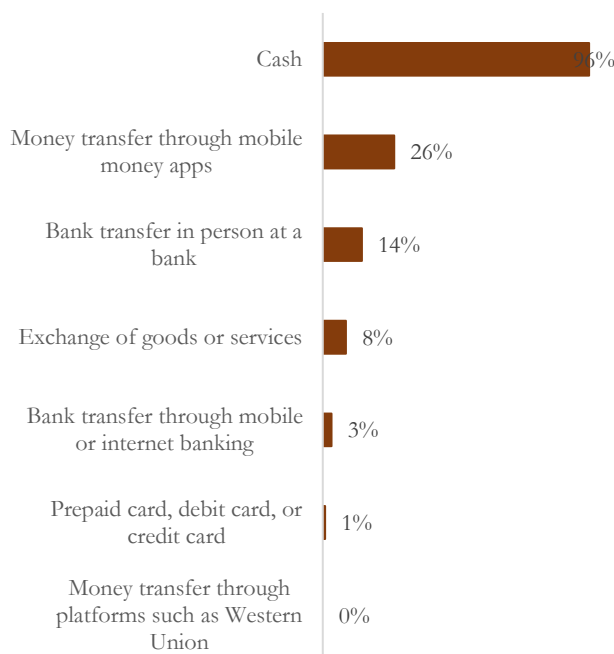


Figure 14: The most frequently used method for sales payment



Source: World Bank Firm Survey (Round 12)

²According to DataReportal, [Myanmar's mobile connections as a percentage of its total population were found to be 126% in January 2020.](#)

³According to DataReportal, [there were 22 million social media users in Myanmar with 41 percent of social media penetration rate in January 2020.](#)

Appendix 1: Methodology

The World Bank contracted Thura Swiss, a research and consulting firm, to conduct High-Frequency Phone Survey (HFPS) for the impacts of recent developments on firms in Myanmar. The HFPS for firms is a multi-topic and multi-round survey designed to collect information on operational impacts, sales impacts, financial impacts, resilience, and adjustment mechanisms. The questionnaire will be adapted as the 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 zone⁴, 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 the experience of the World Bank team. The questions were designed to assess operational, sales, and financial impacts that firms experienced due to recent developments. The questionnaire also explored the resilience of firms, the adjustment mechanisms that they have taken, and governance-related issues such as tax payments and access to certain government services.

Table 1: Sample distribution by sector

Sector	Number of firms	Share of firms
Agriculture	86	17%
Manufacturing	161	32%
Retail and wholesale	91	18%
Service	162	32%
Total	500	100%

Table 2: Sample distribution by firm size

Firm size	Number of firms	Share of firms
Micro (1-4)	189	38%
Small (5-19)	203	41%
Medium (20-99)	83	17%
Large (>99)	25	5%
Total	500	100%

⁴ 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	86	17%
Food and beverage products	79	16%
Textiles and garments	25	5%
Other manufacturing	57	11%
Retail and wholesale	91	18%
Construction	11	2%
Accommodation	16	3%
Food and beverage services	63	13%
Financial services	11	2%
Information technology and communication	10	2%
Health and pharmaceutical services	10	2%
Other services	41	8%
Total	500	100%

Table 4: Sample distribution by ecological zone

Geographical zone	Number of firms	Share of firms
Yangon	140	28%
Mandalay	100	20%
Chin and Dry Zone	79	16%
Delta and Coastal Lowland	93	19%
Hilly Zone	88	18%
Total	500	100%

Appendix 2: Operational Status

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

Sector	Open	Temporarily closed
Agriculture	80%	20%
Manufacturing	96%	4%
Retail and wholesale	98%	3%
Service	93%	7%
Industry		
Agriculture and aquaculture	80%	20%
Food and beverage products	94%	6%
Textiles and garments	100%	0%
Other manufacturing	99%	1%
Retail and wholesale	98%	3%
Construction	100%	0%
Accommodation	96%	4%
Food and beverage services	92%	8%
Financial services	100%	0%
Information technology and communication	100%	0%
Health and pharmaceutical services	100%	0%
Other services	93%	7%
Firm size		
Micro (1-4)	93%	7%
Small (5-19)	88%	12%
Medium (20-99)	100%	0%
Large (>99)	100%	0%
Ecological zone		
Yangon	99%	1%
Mandalay	93%	7%
Chin and Dry Zone	72%	28%
Delta and Coastal Lowland	98%	2%
Hilly Zone	96%	4%
Ownership by gender		
Fully female-owned	96%	4%
Fully male-owned	92%	8%
Partially female-owned	86%	14%
Total	92%	8%
Sample Size	469	23

Table 6: Average weeks closed and expected average weeks to resume operation for firms that were temporarily closed

Sector	Average weeks closed	Average weeks to be Resumed
Agriculture	38	19
Manufacturing	25	5
Retail and wholesale	34	9
Service	41	3
Industry		
Agriculture and aquaculture	38	19
Food and beverage products	26	5
Textiles and garments		
Other manufacturing	13	
Retail and wholesale	34	9
Construction		
Accommodation		
Food and beverage services	30	3
Financial services		
Information technology and communication		
Health and pharmaceutical services		
Other services	62	1
Firm size		
Micro (1-4)	55	18
Small (5-19)	15	3
Medium (20-99)		
Large (>99)		
Ecological zone		
Yangon	48	
Mandalay	55	
Chin and Dry Zone	35	7
Delta and Coastal Lowland	13	2
Hilly Zone	53	48
Ownership by gender		
Fully female-owned	49	9
Fully male-owned	43	14
Partially female-owned	21	3
Total	37	13
Sample size	18	7

Table 7: Share of firms operating at the full capacity and average operating capacity of all firms

Sector	Share of firms operating at full capacity	Average operating capacity
Agriculture	42%	53%
Manufacturing	40%	65%
Retail and wholesale	19%	56%
Service	30%	61%
Industry		
Agriculture and aquaculture	42%	53%
Food and beverage products	36%	60%
Textiles and garments	70%	79%
Other manufacturing	40%	71%
Retail and wholesale	19%	56%
Construction	5%	74%
Accommodation	62%	45%
Food and beverage services	29%	68%
Financial services	46%	88%
Information technology and communication	33%	69%
Health and pharmaceutical services	48%	67%
Other services	28%	52%
Firm size		
Micro (1-4)	31%	58%
Small (5-19)	37%	60%
Medium (20-99)	30%	67%
Large (>99)	35%	63%
Ecological zone		
Yangon	39%	65%
Mandalay	39%	57%
Chin and Dry Zone	22%	40%
Delta and Coastal Lowland	36%	70%
Hilly Zone	25%	58%
Ownership by gender		
Fully female-owned	30%	59%
Fully male-owned	38%	61%
Partially female-owned	20%	52%
Total	33%	59%
Sample size	149	491

Table 8: Operational challenges for the firms that were not able to operate at the full capacity – by share of firms

Sector	Safety concerns for employees	Security concerns for business assets or location	Sales reduction	Unavailability of intermediate inputs	Power outages	Limited internet access impacting the business operation
Agriculture	16%	15%	55%	38%	18%	1%
Manufacturing	7%	12%	65%	25%	38%	2%
Retail and wholesale	3%	1%	73%	17%	21%	0%
Service	23%	14%	60%	47%	48%	3%
Industry						
Agriculture and aquaculture	16%	15%	55%	38%	18%	1%
Food and beverage products	3%	7%	66%	19%	29%	0%
Textiles and garments	24%	0%	58%	9%	10%	0%
Other manufacturing	10%	19%	64%	34%	52%	5%
Retail and wholesale	3%	1%	73%	17%	21%	0%
Construction	49%	7%	54%	47%	11%	0%
Accommodation	0%	10%	70%	0%	10%	0%
Food and beverage services	26%	17%	56%	60%	69%	2%
Financial services	87%	83%	17%	4%	91%	0%
Information technology and communication	0%	0%	79%	79%	21%	21%
Health and pharmaceutical services	0%	14%	32%	4%	28%	0%
Other services	20%	10%	66%	28%	16%	6%
Firm size						
Micro (1-4)	10%	10%	62%	32%	24%	1%
Small (5-19)	12%	10%	71%	24%	45%	2%
Medium (20-99)	18%	3%	53%	22%	40%	7%
Large (>99)	19%	0%	80%	60%	59%	0%
Ecological zone						

Yangon	11%	7%	68%	23%	38%	2%
Mandalay	10%	6%	70%	42%	31%	5%
Chin and Dry Zone	20%	20%	61%	35%	33%	0%
Delta and Coastal						
Lowland	8%	10%	66%	22%	30%	2%
Hilly Zone	7%	3%	58%	36%	24%	1%
Ownership by gender						
Fully female-owned	3%	2%	56%	18%	11%	0%
Fully male-owned	8%	9%	68%	25%	28%	3%
Partially female-owned	24%	18%	65%	53%	55%	0%
Total	11%	10%	64%	30%	31%	2%
Sample Size	43	27	188	88	114	11

Table 9: The biggest operational challenge for all firms – by share of firms

Sector	Conflict escalation	Power outages	Myanmar kyat volatility	Sales reduction	Did not experience any challenges
Agriculture	41%	1%	9%	24%	25%
Retail and wholesale	7%	11%	29%	35%	17%
Service	9%	46%	7%	17%	20%
Industry					
Agriculture and aquaculture	41%	1%	9%	24%	25%
Food and beverage products	18%	42%	19%	17%	4%
Textiles and garments	0%	35%	3%	19%	43%
Other manufacturing	19%	32%	12%	23%	14%
Retail and wholesale	7%	11%	29%	35%	17%
Construction	1%	7%	7%	42%	43%
Accommodation	6%	26%	0%	51%	18%
Food and beverage services	3%	60%	3%	18%	17%
Financial services	88%	5%	5%	0%	2%
Information technology and communication	55%	14%	31%	0%	0%
Health and pharmaceutical services	26%	17%	24%	19%	14%
Other services	19%	29%	13%	12%	26%
Firm size					
Micro (1-4)	20%	21%	15%	23%	21%
Small (5-19)	21%	25%	16%	27%	11%
Medium (20-99)	7%	55%	12%	9%	17%
Large (>99)	0%	43%	36%	20%	1%
Ecological zone					
Yangon	8%	30%	14%	23%	25%
Mandalay	18%	20%	7%	31%	23%
Chin and Dry Zone	39%	23%	12%	19%	8%
Delta and Coastal					
Lowland	14%	23%	20%	24%	19%
Hilly Zone	16%	22%	19%	28%	15%
Ownership by gender					
Fully female-owned	2%	24%	20%	35%	19%
Fully male-owned	21%	21%	17%	23%	18%
Partially female-owned	32%	30%	8%	17%	14%
Total	20%	23%	16%	24%	18%
Sample Size	71	145	79	117	80

Table 10: Share of firms reporting the labor-related activities

Sector	Hiring	Laying off	Granting unpaid leave	Reducing salary, wages, or benefits	Reducing hours
Agriculture	2%	1%	0%	1%	1%
Manufacturing	3%	7%	6%	7%	5%
Retail and wholesale	1%	3%	1%	3%	2%
Service	4%	9%	3%	9%	6%
Industry					
Agriculture and aquaculture	2%	1%	0%	1%	1%
Food and beverage products	3%	8%	9%	8%	4%
Textiles and garments	6%	1%	0%	1%	0%
Other manufacturing	3%	5%	3%	5%	7%
Retail and wholesale	1%	3%	1%	3%	2%
Construction	0%	42%	0%	42%	43%
Accommodation	7%	0%	4%	0%	0%
Food and beverage services	5%	2%	0%	2%	0%
Financial services	0%	0%	0%	0%	0%
Information technology and communication	0%	0%	0%	0%	0%
Health and pharmaceutical services	3%	6%	0%	6%	8%
Other services	2%	20%	8%	20%	15%
Firm size					
Micro (1-4)	2%	3%	3%	3%	3%
Small (5-19)	3%	7%	3%	7%	5%
Medium (20-99)	9%	4%	0%	4%	2%
Large (>99)	24%	6%	17%	6%	2%
Ecological zone					
Yangon	8%	7%	6%	7%	6%
Mandalay	2%	5%	2%	5%	2%
Chin and Dry Zone	0%	6%	5%	6%	3%
Delta and Coastal Lowland	2%	4%	2%	4%	4%
Hilly Zone	1%	1%	0%	1%	1%
Ownership by gender					
Fully female-owned	2%	4%	4%	4%	2%
Fully male-owned	2%	5%	2%	5%	4%
Partially female-owned	4%	4%	3%	4%	4%
Total	2%	5%	3%	5%	3%
Sample Size	27	30	16	30	26

Appendix 3: Business Performance

Table 11: Sales in the last completed month compared to the same period last year – by share of firms

Sector	Don't know	Increase	Remain the same	Decrease
Agriculture	13%	19%	38%	31%
Manufacturing	9%	15%	29%	47%
Service	12%	31%	28%	29%
Industry				
Agriculture and aquaculture	13%	19%	38%	31%
Food and beverage products	12%	13%	30%	45%
Textiles and garments	9%	33%	42%	15%
Other manufacturing	5%	16%	27%	52%
Retail and wholesale	3%	4%	27%	66%
Construction	0%	0%	48%	52%
Accommodation	14%	8%	48%	30%
Food and beverage services	9%	38%	26%	28%
Financial services	46%	0%	2%	51%
Information technology and communication	3%	0%	81%	16%
Health and pharmaceutical services	0%	0%	72%	28%
Other services	17%	24%	26%	32%
Firm size				
Micro (1-4)	8%	18%	31%	43%
Small (5-19)	12%	14%	28%	46%
Medium (20-99)	9%	9%	45%	37%
Large (>99)	19%	19%	17%	45%
Ecological zone				
Yangon	2%	14%	39%	45%
Mandalay	18%	13%	24%	45%
Chin and Dry Zone	25%	8%	25%	42%
Delta and Coastal Lowland	0%	24%	26%	50%
Hilly Zone	5%	16%	49%	30%
Ownership by gender				
Fully female-owned	10%	17%	25%	48%
Fully male-owned	8%	14%	28%	49%
Partially female-owned	12%	22%	42%	24%
Total	9%	16%	31%	44%
Sample Size	42	63	164	223

Table 12: Share of firms reporting a price increase in the past three months and average price change across all firms

Sector	Share of firms reporting a price increase	Average price change
Agriculture	41%	11%
Manufacturing	64%	16%
Retail and wholesale	59%	22%
Service	62%	17%
Industry		
Agriculture and aquaculture	41%	11%
Food and beverage products	66%	14%
Textiles and garments	59%	21%
Other manufacturing	62%	18%
Retail and wholesale	59%	22%
Construction	51%	11%
Accommodation	20%	2%
Food and beverage services	71%	16%
Financial services	49%	19%
Information technology and communication	19%	9%
Health and pharmaceutical services	46%	10%
Other services	53%	19%
Firm size		
Micro (1-4)	54%	17%
Small (5-19)	60%	16%
Medium (20-99)	59%	11%
Large (>99)	27%	11%
Ecological zone		
Yangon	63%	18%
Mandalay	50%	14%
Chin and Dry Zone	44%	18%
Delta and Coastal Lowland	66%	17%
Hilly Zone	49%	13%
Ownership by gender		
Fully female-owned	69%	25%
Fully male-owned	51%	14%
Partially female-owned	61%	15%
Total	56%	16%
Sample Size	268	492

Table 13: Major decisions to increase prices among the firms that increased prices – by share of firms

Sector	To cover higher costs due to an increase in supply, intermediate and input prices	To cover higher costs due to an increase in operation cost	To follow industry trends as competitors increased prices	To boost revenue
Agriculture	79%	16%	0%	5%
Manufacturing	96%	4%	0%	0%
Retail and wholesale	96%	1%	3%	0%
Service	83%	17%	0%	0%
Industry				
Agriculture and aquaculture	79%	16%	0%	5%
Food and beverage products	94%	6%	0%	0%
Textiles and garments	100%	0%	0%	0%
Other manufacturing	99%	1%	0%	0%
Retail and wholesale	96%	1%	3%	0%
Construction	96%	4%	0%	0%
Accommodation	100%	0%	0%	0%
Food and beverage services	95%	5%	0%	0%
Financial services	100%	0%	0%	0%
Information technology and communication	100%	0%	0%	0%
Health and pharmaceutical services	100%	0%	0%	0%
Other services	55%	45%	0%	0%
Firm size				
Micro (1-4)	89%	10%	0%	1%
Small (5-19)	95%	3%	2%	0%
Medium (20-99)	69%	31%	0%	0%
Large (>99)	7%	93%	0%	0%
Ecological zone				
Yangon	87%	9%	4%	0%
Mandalay	91%	9%	0%	0%
Chin and Dry Zone	100%	0%	0%	0%

Delta and Coastal Lowland	84%	14%	0%	2%
Hilly Zone	99%	1%	0%	0%
Ownership by gender				
Fully female-owned	95%	3%	3%	0%
Fully male-owned	85%	13%	0%	2%
Partially female-owned	98%	2%	0%	0%
Total	90%	8%	1%	1%
Sample Size	246	20	1	1

Table 14: Average sales and profit change in the last completed month compared to the same period last year

Sector	Average sales change	Average profit change
Agriculture	-17%	-29%
Manufacturing	-20%	-31%
Retail and wholesale	-26%	-39%
Service	-9%	-20%
Industry		
Agriculture and aquaculture	-17%	-29%
Food and beverage products	-24%	-38%
Textiles and garments	8%	-7%
Other manufacturing	-19%	-26%
Retail and wholesale	-26%	-39%
Construction	-25%	-34%
Accommodation	-17%	-17%
Food and beverage services	-8%	-15%
Financial services	-67%	-53%
Information technology and communication	-4%	-37%
Health and pharmaceutical services	-11%	-23%
Other services	-9%	-32%
Firm size		
Micro (1-4)	-19%	-30%
Small (5-19)	-20%	-33%
Medium (20-99)	-12%	-17%
Large (>99)	-18%	-32%
Ecological zone		
Yangon	-14%	-29%
Mandalay	-22%	-26%
Chin and Dry Zone	-29%	-34%
Delta and Coastal Lowland	-16%	-32%
Hilly Zone	-15%	-28%
Ownership by gender		
Fully female-owned	-18%	-32%
Fully male-owned	-23%	-35%
Partially female-owned	-7%	-14%
Total	-19%	-30%
Sample Size	450	416

Table 15: Among the firms that did not increase prices in the past three months, the share of firms reporting a plan to increase prices in the next three months

Sector	Plan to increase prices
Agriculture	7%
Manufacturing	9%
Retail and wholesale	3%
Service	10%
Industry	
Agriculture and aquaculture	7%
Food and beverage products	11%
Textiles and garments	8%
Other manufacturing	5%
Retail and wholesale	3%
Construction	0%
Accommodation	0%
Food and beverage services	0%
Financial services	0%
Information technology and communication	17%
Health and pharmaceutical services	0%
Other services	19%
Firm size	
Micro (1-4)	8%
Small (5-19)	3%
Medium (20-99)	11%
Large (>99)	22%
Ecological zone	
Yangon	8%
Mandalay	4%
Chin and Dry Zone	8%
Delta and Coastal Lowland	6%
Hilly Zone	11%
Ownership by gender	
Fully female-owned	0%
Fully male-owned	9%
Partially female-owned	6%
Total	7%
Sample Size	16

Table 16: Reasons for input shortages among the firms experiencing supply disruptions – by share of firms

Sector	Not available	Cost increased	Lower quality
Agriculture	52%	91%	42%
Manufacturing	80%	94%	26%
Retail and wholesale	76%	93%	26%
Service	59%	92%	16%
Industry			
Agriculture and aquaculture	52%	91%	42%
Food and beverage products	77%	95%	25%
Textiles and garments	99%	94%	8%
Other manufacturing	83%	94%	27%
Retail and wholesale	76%	93%	26%
Construction	100%	100%	84%
Accommodation	100%	100%	28%
Food and beverage services	54%	91%	13%
Financial services	100%	100%	0%
Information technology and communication	83%	83%	65%
Health and pharmaceutical services	84%	56%	0%
Other services	75%	100%	28%
Firm size			
Micro (1-4)	63%	93%	26%
Small (5-19)	70%	92%	36%
Medium (20-99)	97%	87%	22%
Large (>99)	99%	92%	12%
Ecological zone			
Yangon	93%	95%	36%
Mandalay	73%	87%	35%
Chin and Dry Zone	44%	93%	56%
Delta and Coastal Lowland	60%	94%	9%
Hilly Zone	73%	92%	33%
Ownership by gender			
Fully female-owned	78%	99%	16%
Fully male-owned	79%	91%	31%
Partially female-owned	25%	96%	34%
Total	66%	93%	30%
Sample Size	141	165	61

Table 17: Share of reporting foreign exchange issues impacting their business performance and operations

Sector	MMK depreciation against USD	Limited access to USD	MMK depre
Agriculture	46%		18%
Manufacturing	45%		21%
Retail and wholesale	51%		10%
Service	52%		27%
Industry			
Agriculture and aquaculture	46%		18%
Food and beverage products	44%		21%
Textiles and garments	33%		12%
Other manufacturing	47%		22%
Retail and wholesale	51%		10%
Construction	57%		9%
Accommodation	51%		1%
Food and beverage services	61%		33%
Financial services	49%		49%
Information technology and communication	100%		69%
Health and pharmaceutical services	97%		6%
Other services	35%		18%
Firm size			
Micro (1-4)	49%		16%
Small (5-19)	47%		22%
Medium (20-99)	48%		32%
Large (>99)	54%		45%
Ecological zone			
Yangon	45%		25%
Mandalay	42%		14%
Chin and Dry Zone	45%		13%
Delta and Coastal Lowland	45%		16%
Hilly Zone	67%		30%
Ownership by gender			
Fully female-owned	45%		18%
Fully male-owned	50%		17%
Partially female-owned	46%		24%
Total	48%		19%
Sample Size	245		120

Table 18: Among the firms experiencing the kyat depreciation against the US dollar, major impacts are – by share of firms

Sector	Increased raw material or input cost	Increased operational cost
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Agriculture	100%	70%
Manufacturing	99%	81%
Retail and wholesale	99%	84%
Service	100%	92%
Industry		
Agriculture and aquaculture	100%	70%
Food and beverage products	99%	73%
Textiles and garments	96%	50%
Other manufacturing	100%	94%
Retail and wholesale	99%	84%
Construction	100%	100%
Accommodation	100%	16%
Food and beverage services	100%	98%
Financial services	100%	100%
Information technology and communication	100%	70%
Health and pharmaceutical services	100%	64%
Other services	100%	92%
Firm size		
Micro (1-4)	100%	84%
Small (5-19)	99%	76%
Medium (20-99)	96%	85%
Large (>99)	91%	91%
Ecological zone		
Yangon	100%	85%
Mandalay	99%	79%
Chin and Dry Zone	100%	45%
Delta and Coastal Lowland	100%	98%
Hilly Zone	99%	82%
Ownership by gender		
Fully female-owned	99%	87%
Fully male-owned	100%	79%
Partially female-owned	99%	86%
Total	100%	82%
Sample Size	241	196

Table 19: 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	27%	7%	35%
Manufacturing	13%	14%	41%
Retail and wholesale	11%	10%	40%
Service	6%	4%	42%
Industry			
Agriculture and aquaculture	27%	7%	35%
Food and beverage products	12%	13%	37%
Textiles and garments	19%	39%	62%
Other manufacturing	14%	11%	43%
Retail and wholesale	11%	10%	40%
Construction	48%	1%	55%
Accommodation	15%	12%	17%
Food and beverage services	4%	5%	47%
Financial services	0%	0%	51%
Information technology and communication	18%	0%	69%
Health and pharmaceutical services	0%	0%	0%
Other services	7%	0%	38%
Firm size			
Micro (1-4)	14%	10%	37%
Small (5-19)	16%	7%	42%
Medium (20-99)	16%	7%	45%
Large (>99)	1%	0%	42%
Ecological zone			
Yangon	17%	2%	53%
Mandalay	11%	17%	40%
Chin and Dry Zone	14%	10%	36%
Delta and Coastal Lowland	13%	6%	38%
Hilly Zone	19%	14%	33%
Ownership by gender			
Fully female-owned	13%	11%	46%
Fully male-owned	18%	8%	40%
Partially female-owned	7%	9%	31%
Total	15%	9%	39%
Sample Size	81	41	199

Table 20: Delaying payments for more than one week to suppliers, tax authorities, banks, and non-bank institutions and employees– by share of firms

Sector	Supplier s	Tax authorities	Banks and non- bank	Employee s
Agriculture	10%	1%	4%	2%
Manufacturing	14%	5%	8%	3%
Retail and wholesale	21%	9%	2%	4%
Service	13%	5%	5%	7%
Industry				
Agriculture and aquaculture	10%	1%	4%	2%
Food and beverage products	10%	7%	8%	1%
Textiles and garments	23%	0%	0%	0%
Other manufacturing	18%	3%	10%	7%
Retail and wholesale	21%	9%	2%	4%
Construction	43%	0%	0%	6%
Accommodation	21%	9%	0%	0%
Food and beverage services	11%	2%	6%	10%
Financial services	0%	0%	0%	0%
Information technology and communication	4%	3%	17%	0%
Health and pharmaceutical services	25%	6%	0%	0%
Other services	15%	8%	4%	5%
Firm size				
Micro (1-4)	12%	4%	5%	3%
Small (5-19)	18%	7%	6%	5%
Medium (20-99)	21%	4%	1%	14%
Large (>99)	23%	17%	0%	0%
Ecological zone				
Yangon	18%	11%	8%	5%
Mandalay	26%	5%	8%	6%
Chin and Dry Zone	11%	1%	5%	5%
Delta and Coastal Lowland	9%	4%	3%	3%
Hilly Zone	20%	8%	6%	2%
Ownership by gender				
Fully female-owned	17%	5%	5%	0%
Fully male-owned	10%	6%	5%	4%
Partially female-owned	24%	2%	5%	6%
Total	14%	5%	5%	4%
Sample Size	90	31	26	33

Table 21: Major mechanisms to deal with cash flow shortages among the firms experiencing cash flow shortages - by the share of firms

Sector	Loans from commercial banks	Loans from non-banking financial institutions	Loans from friends or family	Delaying payments to payees
Agriculture	9%	8%	72%	10%
Manufacturing	3%	5%	89%	3%
Retail and wholesale	1%	4%	86%	9%
Service	7%	3%	68%	22%
Industry				
Agriculture and aquaculture	9%	8%	72%	10%
Food and beverage products	0%	11%	89%	0%
Textiles and garments	0%	0%	0%	100%
Other manufacturing	6%	0%	90%	4%
Retail and wholesale	1%	4%	86%	9%
Construction	0%	0%	100%	0%
Accommodation	0%	0%	43%	57%
Food and beverage services	13%	6%	79%	2%
Financial services	0%	0%	100%	0%
Information technology and communication				
Health and pharmaceutical services				
Other services	0%	0%	56%	44%
Firm size				
Micro (1-4)	3%	7%	79%	11%
Small (5-19)	11%	4%	77%	8%
Medium (20-99)	0%	2%	93%	6%
Large (>99)	0%	0%	90%	10%
Ecological zone				
Yangon	3%	2%	89%	7%
Mandalay	7%	7%	85%	2%
Chin and Dry Zone	4%	4%	88%	4%
Delta and Coastal				
Lowland	5%	6%	77%	11%
Hilly Zone	10%	10%	63%	17%
Ownership by gender				
Fully female-owned	0%	4%	64%	33%
Fully male-owned	7%	6%	83%	4%
Partially female-owned	4%	4%	73%	18%

Total	6%	6%	79%	10%
Sample Size	9	9	125	11

Appendix 4: Business Expectations

Table 22: Firms' confidence to remain open in next month, with the current level of cash flow – by share of firms

Sector	Not very confident	Not confident	Neutral	Confident	Very confident
Agriculture	5%	0%	21%	44%	29%
Manufacturing	0%	0%	18%	53%	28%
Retail and wholesale	1%	1%	43%	46%	10%
Service	0%	0%	10%	41%	49%
Industry					
Agriculture and aquaculture	5%	0%	21%	44%	29%
Food and beverage products	0%	1%	20%	49%	31%
Textiles and garments	2%	0%	21%	44%	34%
Other manufacturing	0%	0%	15%	60%	25%
Retail and wholesale	1%	1%	43%	46%	10%
Construction	0%	43%	3%	54%	0%
Accommodation	1%	0%	16%	55%	29%
Food and beverage services	0%	0%	11%	49%	40%
Financial services	0%	0%	0%	51%	49%
Information technology and communication	0%	0%	14%	30%	55%
Health and pharmaceutical services	0%	17%	14%	45%	25%
Other services	0%	0%	8%	27%	65%
Firm size					
Micro (1-4)	2%	0%	28%	41%	28%
Small (5-19)	0%	1%	15%	58%	26%
Medium (20-99)	0%	1%	13%	44%	42%
Large (>99)	5%	2%	26%	27%	40%
Ecological zone					
Yangon	2%	1%	15%	56%	26%
Mandalay	0%	0%	26%	49%	25%
Chin and Dry Zone	6%	0%	26%	49%	19%
Delta and Coastal Lowland	0%	1%	22%	46%	31%
Hilly Zone	0%	0%	27%	35%	38%
Ownership by gender					
Fully female-owned	0%	0%	45%	30%	25%
Fully male-owned	3%	1%	17%	53%	27%
Partially female-owned	0%	0%	21%	44%	35%
Total	2%	0%	23%	47%	28%
Sample Size	7	11	100	229	145

Table 23: Likelihood to shut down business in the next three months – by share of firms

Sector	Not very likely	Not likely	Neutral	Likely	Very likely
Agriculture	36%	39%	19%	6%	0%
Manufacturing	33%	52%	13%	0%	2%
Retail and wholesale	37%	45%	16%	1%	0%
Service	48%	32%	18%	1%	0%
Industry					
Agriculture and aquaculture	36%	39%	19%	6%	0%
Food and beverage products	32%	54%	10%	1%	3%
Textiles and garments	42%	53%	4%	0%	0%
Other manufacturing	32%	51%	18%	0%	0%
Retail and wholesale	37%	45%	16%	1%	0%
Construction	0%	54%	45%	1%	0%
Accommodation	37%	32%	31%	0%	0%
Food and beverage services	37%	43%	18%	2%	0%
Financial services	7%	93%	0%	0%	0%
Information technology and communication	66%	34%	0%	0%	0%
Health and pharmaceutical services	10%	76%	14%	0%	0%
Other services	69%	14%	17%	0%	0%
Firm size					
Micro (1-4)	42%	41%	13%	3%	1%
Small (5-19)	30%	47%	21%	1%	0%
Medium (20-99)	28%	45%	28%	0%	0%
Large (>99)	53%	27%	2%	18%	0%
Ecological zone					
Yangon	35%	46%	17%	2%	0%
Mandalay	34%	40%	19%	3%	4%
Chin and Dry Zone	25%	44%	25%	6%	0%
Delta and Coastal Lowland	47%	41%	11%	1%	0%
Hilly Zone	39%	49%	12%	0%	0%
Ownership by gender					
Fully female-owned	44%	50%	6%	1%	0%
Fully male-owned	33%	46%	17%	3%	1%
Partially female-owned	46%	30%	23%	2%	0%
Total	38%	43%	16%	2%	1%
Sample Size	173	226	82	10	1

Table 24: Share of firms expecting to fall into arrears in outstanding liabilities in the next three months and recover to levels before February 2021 in the next six months

Sector	Fall in arrears	Expecting to recover
Agriculture	8%	23%
Manufacturing	19%	15%
Retail and wholesale	21%	15%
Service	11%	20%
Industry		
Agriculture and aquaculture	8%	23%
Food and beverage products	23%	16%
Textiles and garments	41%	3%
Other manufacturing	11%	17%
Retail and wholesale	21%	15%
Construction	3%	0%
Accommodation	28%	51%
Food and beverage services	7%	21%
Financial services	0%	2%
Information technology and communication	0%	14%
Health and pharmaceutical services	0%	17%
Other services	18%	17%
Firm size		
Micro (1-4)	14%	15%
Small (5-19)	14%	25%
Medium (20-99)	10%	11%
Large (>99)	17%	10%
Ecological zone		
Yangon	28%	36%
Mandalay	18%	10%
Chin and Dry Zone	5%	21%
Delta and Coastal Lowland	12%	10%
Hilly Zone	15%	25%
Ownership by gender		
Fully female-owned	20%	19%
Fully male-owned	14%	18%
Partially female-owned	11%	18%
Total	14%	18%
Sample Size	50	81

Table 25: Share of firms reporting a plan to invest and expand business in 2022

Sector	Plan to invest and expand business
Agriculture	9%
Manufacturing	9%
Retail and wholesale	6%
Service	2%
Industry	
Agriculture and aquaculture	9%
Food and beverage products	14%
Textiles and garments	24%
Other manufacturing	0%
Retail and wholesale	6%
Construction	0%
Accommodation	0%
Food and beverage services	0%
Financial services	0%
Information technology and communication	0%
Health and pharmaceutical services	0%
Other Services	6%
Firm size	
Micro (1-4)	7%
Small (5-19)	8%
Medium (20-99)	1%
Large (>99)	0%
Ecological zone	
Yangon	9%
Mandalay	12%
Chin and Dry Zone	3%
Delta and Coastal Lowland	6%
Hilly Zone	10%
Ownership by gender	
Fully female-owned	3%
Fully male-owned	7%
Partially female-owned	12%
Total	7%
Sample Size	30

Table 26: Operational challenges in the next three months – by share of firms

Sector	Conflict escalation	Supply chain disruptions	Power outages	The kyat volatility	Lack of demand	Uncertain business environment
Agriculture	61%	44%	26%	24%	41%	25%
Manufacturing	27%	34%	54%	31%	38%	20%
Retail and wholesale	25%	34%	42%	47%	52%	11%
Service	39%	22%	65%	42%	33%	24%
Industry						
Agriculture and aquaculture	61%	44%	26%	24%	41%	25%
Food and beverage products	25%	25%	51%	27%	39%	15%
Textiles and garments	27%	61%	56%	37%	34%	37%
Other manufacturing	30%	43%	57%	37%	39%	24%
Retail and wholesale	25%	34%	42%	47%	52%	11%
Construction	54%	5%	9%	48%	7%	5%
Accommodation	24%	5%	61%	51%	24%	2%
Food and beverage services	27%	36%	82%	43%	33%	27%
Financial services	7%	46%	49%	93%	51%	5%
Information technology and communication	72%	3%	56%	98%	0%	0%
Health and pharmaceutical services	57%	47%	43%	76%	0%	7%
Other services	61%	1%	39%	38%	35%	24%
Firm size						
Micro (1-4)	38%	35%	46%	35%	45%	19%
Small (5-19)	38%	34%	44%	36%	34%	22%
Medium (20-99)	37%	20%	59%	29%	32%	19%
Large (>99)	41%	42%	97%	20%	19%	34%
Ecological zone						
Yangon	25%	28%	52%	41%	34%	30%
Mandalay	25%	32%	41%	30%	39%	16%
Chin and Dry Zone	44%	25%	39%	28%	36%	19%

Delta and Coastal Lowland	45%	38%	51%	41%	45%	20%
Hilly Zone	32%	47%	40%	34%	50%	16%
Ownership by gender						
Fully female-owned	31%	37%	57%	35%	42%	14%
Fully male-owned	36%	32%	44%	36%	43%	23%
Partially female-owned	50%	37%	41%	33%	36%	15%
Total	38%	34%	46%	35%	41%	20%
Sample Size	181	157	232	172	175	108

Appendix 5: Power outage – impacts and responses

Table 27: Share of firms experiencing power outages disruptive to business operations, and of which, the share of firms that have managed power outages

Sector	Share of firms experiencing power outages	Of which: Share of firms that have managed power outages
Agriculture	30%	71%
Manufacturing	59%	80%
Retail and wholesale	40%	64%
Service	67%	96%
Industry		
Agriculture and Aquaculture	30%	71%
Food and Beverage Products	59%	81%
Textiles and Garments	59%	98%
Other Manufacturing	60%	76%
Retail and Wholesale	40%	64%
Construction	90%	52%
Accommodation	91%	100%
Food and Beverage Services	73%	94%
Financial Services	46%	100%
Information Technology and Communication	100%	86%
Health and Pharmaceutical Services	48%	100%
Other Services	55%	99%
Firm size		
Micro (1-4)	46%	76%
Small (5-19)	51%	87%
Medium (20-99)	64%	70%
Large (>99)	93%	95%
Ecological zone		
Yangon	62%	89%
Mandalay	50%	83%
Chin and Dry Zone	46%	76%
Delta and Coastal Lowland	52%	72%
Hilly Zone	31%	97%
Ownership by gender		
Fully female-owned	51%	67%
Fully male-owned	47%	79%
Partially female-owned	48%	95%
Total	49%	80%
Sample Size	265	220

Table 28: Share of firms that have invested in diesel generators and off-grid power systems among the firms that have managed power outages

Sector	Invested in diesel generators	Invested in off-grid power systems
Agriculture	65%	15%
Manufacturing	89%	5%
Retail and wholesale	71%	19%
Service	64%	22%
Industry		
Agriculture and Aquaculture	65%	15%
Food and Beverage Products	91%	2%
Textiles and Garments	100%	9%
Other Manufacturing	84%	8%
Retail and Wholesale	71%	19%
Construction	100%	0%
Accommodation	77%	5%
Food and Beverage Services	58%	31%
Financial Services	5%	0%
Information Technology and Communication	58%	0%
Health and Pharmaceutical Services	100%	0%
Other Services	76%	8%
Firm size		
Micro (1-4)	72%	19%
Small (5-19)	75%	9%
Medium (20-99)	95%	5%
Large (>99)	99%	0%
Ecological zone		
Yangon	73%	8%
Mandalay	74%	20%
Chin and Dry Zone	82%	5%
Delta and Coastal Lowland	67%	23%
Hilly Zone	87%	9%
Ownership by gender		
Fully female-owned	82%	8%
Fully male-owned	77%	10%
Partially female-owned	59%	31%
Total	74%	14%
Sample Size	184	24

Appendix 5: Tax payments

Table 29: Share of firms reporting any types of taxes owed to the authorities in the past three months and the average tax payment change compared with the same period last year

Sector	Paid taxes in the past 3 months	The average tax payment change
Agriculture	15%	1%
Manufacturing	47%	5%
Retail and wholesale	48%	2%
Service	58%	5%
Industry		
Agriculture and aquaculture	15%	1%
Food and beverage products	47%	8%
Textiles and garments	47%	10%
Other manufacturing	45%	0%
Retail and wholesale	48%	2%
Construction	84%	1%
Accommodation	46%	-2%
Food and beverage services	67%	1%
Financial services	5%	0%
Information technology and communication	0%	
Health and pharmaceutical services	28%	2%
Other Services	48%	16%
Firm size		
Micro (1-4)	39%	5%
Small (5-19)	44%	2%
Medium (20-99)	47%	2%
Large (>99)	48%	1%
Ecological zone		
Yangon	50%	2%
Mandalay	19%	0%
Chin and Dry Zone	40%	2%
Delta and Coastal Lowland	49%	6%
Hilly Zone	34%	4%
Ownership by gender		
Fully female-owned	46%	4%
Fully male-owned	38%	6%
Partially female-owned	47%	-2%
Total	41%	4%
Sample Size	203	189

Table 30: Share of firms filing taxes in the past 3 months

Sector	Filed taxes in the past 3 months
Agriculture	0%
Manufacturing	1%
Retail and wholesale	5%
Service	13%
Industry	
Agriculture and aquaculture	0%
Food and beverage products	1%
Textiles and garments	6%
Other manufacturing	1%
Retail and wholesale	5%
Construction	0%
Accommodation	1%
Food and beverage services	20%
Financial services	0%
Information technology and communication	3%
Health and pharmaceutical services	0%
Other Services	3%
Firm size	
Micro (1-4)	3%
Small (5-19)	6%
Medium (20-99)	7%
Large (>99)	6%
Ecological zone	
Yangon	18%
Mandalay	1%
Chin and Dry Zone	5%
Delta and Coastal Lowland	0%
Hilly Zone	5%
Ownership by gender	
Fully female-owned	12%
Fully male-owned	2%
Partially female-owned	2%
Total	4%
Sample Size	32

Table 31: Share of firms reporting that major types of taxes paid in the past 3 months

Sector	Corporate income tax	Commercial tax	Registration tax
Agriculture	40%	6%	46%
Manufacturing	53%	22%	65%
Retail and wholesale	48%	13%	44%
Service	31%	10%	68%
Industry			
Agriculture and aquaculture	40%	6%	46%
Food and beverage products	48%	26%	82%
Textiles and garments	86%	53%	32%
Other manufacturing	57%	11%	43%
Retail and wholesale	48%	13%	44%
Construction	97%	0%	100%
Accommodation	46%	2%	95%
Food and beverage services	24%	2%	63%
Financial services	0%	0%	100%
Information technology and communication			
Health and pharmaceutical services	40%	0%	67%
Other Services	44%	31%	78%
Firm size			
Micro (1-4)	38%	14%	61%
Small (5-19)	50%	14%	51%
Medium (20-99)	75%	21%	85%
Large (>99)	89%	86%	46%
Ecological zone			
Yangon	45%	19%	35%
Mandalay	26%	13%	55%
Chin and Dry Zone	54%	19%	48%
Delta and Coastal Lowland	37%	5%	71%
Hilly Zone	61%	40%	67%
Ownership by gender			
Fully female-owned	38%	6%	28%
Fully male-owned	50%	12%	65%
Partially female-owned	33%	26%	70%
Total	44%	14%	58%
Sample Size	104	45	123

Appendix 6: Use of digital technology in sales transactions and payments
Table 32: The top three most frequently used methods for sales transactions – by share of firms

Sector	Sales at firms' business premises	Sales through SMS and phone calls	Sales through social media platforms
Agriculture	94%	36%	13%
Manufacturing	93%	48%	19%
Retail and wholesale	100%	30%	7%
Service	98%	38%	18%
Industry			
Agriculture and aquaculture	94%	36%	13%
Food and beverage products	91%	47%	10%
Textiles and garments	77%	40%	33%
Other manufacturing	98%	51%	30%
Retail and wholesale	100%	30%	7%
Construction	58%	48%	50%
Accommodation	100%	72%	17%
Food and beverage services	99%	30%	16%
Financial services	100%	44%	0%
Information technology and communication	100%	33%	19%
Health and pharmaceutical services	94%	58%	35%
Other Services	96%	47%	22%
Firm size			
Micro (1-4)	96%	36%	11%
Small (5-19)	97%	43%	19%
Medium (20-99)	89%	58%	30%
Large (>99)	62%	29%	18%
Ecological zone			
Yangon	92%	46%	32%
Mandalay	96%	30%	12%
Chin and Dry Zone	99%	32%	9%
Delta and Coastal Lowland	96%	45%	11%
Hilly Zone	95%	35%	15%
Ownership by gender			
Fully female-owned	99%	23%	10%
Fully male-owned	97%	42%	15%
Partially female-owned	92%	43%	14%
Total	96%	39%	14%
Sample Size	455	213	68

Table 33: The top three most frequently used methods for sales payments – by share of firms

Sector	Cash	Transfer through mobile money apps	Bank transfer in person at a bank
Agriculture	97%	20%	11%
Manufacturing	93%	31%	22%
Retail and wholesale	98%	19%	12%
Service	97%	34%	8%
Industry			
Agriculture and aquaculture	97%	20%	11%
Food and beverage products	94%	21%	17%
Textiles and garments	80%	57%	28%
Other manufacturing	93%	42%	29%
Retail and wholesale	98%	19%	12%
Construction	58%	90%	5%
Accommodation	100%	27%	1%
Food and beverage services	98%	28%	4%
Financial services	56%	0%	44%
Information technology and communication	100%	33%	1%
Health and pharmaceutical services	100%	27%	6%
Other Services	96%	45%	13%
Firm size			
Micro (1-4)	96%	23%	12%
Small (5-19)	96%	30%	16%
Medium (20-99)	94%	42%	27%
Large (>99)	57%	20%	35%
Ecological zone			
Yangon	92%	46%	18%
Mandalay	97%	39%	15%
Chin and Dry Zone	98%	15%	9%
Delta and Coastal Lowland	96%	20%	14%
Hilly Zone	93%	24%	19%
Ownership by gender			
Fully female-owned	99%	19%	9%
Fully male-owned	96%	28%	15%
Partially female-owned	94%	26%	16%
Total	96%	26%	14%
Sample Size	457	126	67

Appendix 7: Questionnaire for Myanmar Firm Monitoring Survey Round 12

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 World Bank will use the survey results to monitor private sector development and assess the impacts of the recent events on businesses. The findings from the survey will be available to the public via the World Bank Myanmar website and Facebook page and will also be used in the World Bank's Myanmar Economic Monitor - a biannual publication assessing the latest developments in Myanmar's economy.

All information and opinions you provide will be anonymized and kept confidential. Your name, the name of your establishment, and 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 the name of the establishment? (a1) [Instruction: To be completed before the interview]

Name of the establishment	
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2. Location of the establishment [Instruction: To be completed before the interview. For street address (a2a), please check with respondents if they are comfortable with their street address being included in the survey. If respondents are uncomfortable, 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 the interview]

Yes – Headquarters is in the zone	1
Yes – Branches, factories, and warehouses 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 the largest share of annual sales	
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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 of government authority at present with 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 a national(s)	1
Private owned by a foreigner(s)	2
A joint venture owned by a 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 females? (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 a 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 the 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. Does this establishment have an official business bank account? (a18)

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

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

Urban	1
Rural	2
Don't know (spontaneous)	-9

16. Does this establishment use online services and digital financial services? (a20)

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

17. Does this establishment need any foreign currencies for business operations? (a21)

Yes	1	Go to question a22 Go to the next section
No	2	
Not applicable	-5	
Don't know (spontaneous)	-9	

18. Which of the following applies to the need for foreign currencies? (a22) [Instruction: Ask only if a21=1]

	Yes	No	Not applicable
We import finished products directly and distribute them to the local market (a22a)	1	2	-5

We import supply and raw materials directly (a22b)	1	2	-5
We pay suppliers in foreign currencies (payment for services or any indirect imports) (a22c)	1	2	-5
We have loans from foreign banks (a22d)	1	2	-5

19. Did this establishment pay any taxes to the authorities in the past three months before February 2021? (a23)

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

20. Which of the following taxes did you pay in the past three months before February 2021? (a24) Select all that applies [Instruction: Ask only if a23=1]

	Yes	No	Don't know (spontaneous)	Not Applicable
Corporate income taxes (a24a)	1	2	-9	-5
Commercial tax (a24b)	1	2	-9	-5
Specific good tax (a24c)	1	2	-9	-5
Customs duties (a24d)	1	2	-9	-5
Registration tax (a24e)	1	2	-9	-5
Payroll tax (a24f)	1	2	-9	-5
Stamp duties (a24g)	1	2	-9	-5
Others (a24h)	Please specify			

21. Does this establishment arrange transportation for employees to come to the workplace or office? (a25)

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

B. Impacts on the 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 the business is closed to the 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

What were the challenges of not being able to operate at full capacity? (b2b) (Instruction: Only ask this question if b2a<100%, and select all that applies)

	Yes	No	Don't know (spontaneous)	Not Applicable
Safety concerns for employees (b2b_a)	1	2	-9	-5
Security concerns for business assets or location (b2b_b)	1	2	-9	-5
Sales reduction (b2b_c)	1	2	-9	-5
Unavailability of intermediate inputs (b2b_d)	1	2	-9	-5
Power outage (b2b_e)	1	2	-9	-5
Limited internet access impacting business operation (b2b_f)	1	2	-9	-5
Others (b2b_g)	Please specify			

3. How many weeks has this establishment been closed since the most recent closure? (b3)

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

4. How many weeks do you expect this establishment to resume full operations? (b4)

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

5. Did this establishment experience any of the following in the last completed month? (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 the 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
Reduction in tax payments to the current administration (b6n)	1	2	-9	-5

6. What was the main reason for the disruption in intermediate materials or inputs? (b7) [Select all that applies] [Instruction: Only ask if b6c=1]

	Yes	No	Don't know (spontaneous)	
Not available (b7a)	1	2	-9	Go to question b9
Cost increased (b7b)	1	2	-9	Go to question b7ba
Lower quality (b7c)	1	2	-9	Go to question b9
Others (specify) (b7d)				

How much did intermediate materials or input prices increase compared to ____? (b7ba) [Instruction: Ask only if b7b=1]

	January 2021 (b7ba1)	Past three months (b7ba2)
The percentage of intermediate or input prices increased	(insert percent)	(insert percent)
Don't know (spontaneous)	-9	-9

7. Why did you not experience a cash flow shortage? (b9) Select all that apply. [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
This establishment has enough savings to manage cash flow (b9d)	1	2	-9
Others (b9e)	Please specify		

8. Does any of the following impact the performance and operation of this establishment? (b12)

	Yes	No	Don't know (spontaneous)
Depreciation of Myanmar Kyat against US dollar (b12a)	1	2	-9

Limited access to US dollar (b12b)	1	2	-9
Depreciation of Myanmar Kyat against other foreign currencies (b12c)	1	2	-9
Limited access to foreign currencies other than US Dollars (b12d)	1	2	-9

9. Which of the following impacts did this establishment experience? (b13) Select all that apply. [Instruction: Ask only if any of the above in b12=1].

	Yes	No	Don't know (spontaneous)	Not applicable
Delayed payments to suppliers quoting payments in US dollars (b13a)	1	2	-9	-5
Inability to make payments to supplier quoting payments in US dollars (b13b)	1	2	-9	-5
Delayed payments to suppliers quoting payments in other foreign currencies (b13c)	1	2	-9	-5
Inability to make payments to suppliers quoting payments in other foreign currencies (b13d)	1	2	-9	-5
Increase in raw material or input cost (b13e)	1	2	-9	-5
Increase in operational costs (b13f)	1	2	-9	-5
Increase in kyat-equivalent income from export sales (b13g)	1	2	-9	-5
Others (b13h)	Please specify			

10. Which of the following was the biggest challenge for business operations in the last completed month? (b14) Only select one option.

Conflict escalation	1
Power outages	2
Myanmar kyat volatility	3
Sales reduction	4
Did not experience any challenges	5

C. Impacts on Sales

1. Comparing this establishment's sales for the last completed month with the same period last year, 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 the same period last year, 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)	

3. Did this establishment increase the prices of products or services in the past three months? (c4)

Yes	1	
No	2	Skip subsequent questions and go to question c7
Don't know (spontaneous)	-9	

	Percent
Increased by how much? (c4a)	

4. What was the major decision to increase prices? (c6) [Instruction: Ask only if c4=1].

	Code
To cover higher costs due to an increase in supply, intermediate and input prices	1
To cover higher costs due to an increase in operation cost	2
To follow industry trends as competitors increased prices	3
To boost revenue	4
Others (Specify)	

5. Does this establishment plan to increase the prices of products or services in the next three months? [Instruction: Ask only if c4=2]

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

6. Which of the following is the sales method used most often by this establishment for sales in the last completed month? (c8) [Select top 3 methods]

	Yes	No
--	-----	----

Sales at your business premises or based on in-person or face-to-face visits (c8a)	1	2
Sales through SMS and phone calls (c8b)	1	2
Sales through email orders (c8c)	1	2
Sales through social media platforms (c8d)	1	2
Sales through external digital platforms such as shop.com.mm or e-commerce applications (c8e)	1	2
Sales through an internal e-commerce platform (or the establishment's owned website) (c8f)	1	2
Others (c8g)	Please specify	

7. Which of the following is the payment method for transactions most often used by this establishment in the last completed month? (c8) [Select top 3 methods]

	Yes	No
Exchange of goods or services (c9a)	1	2
Cash (c9b)	1	2
Bank transfer in person at a bank (c9c)	1	2
Bank transfer through mobile or internet banking (c9d)	1	2
Prepaid card, Debit card, or Credit card (c9e)	1	2
Money transfer through mobile money apps such as KBZPay, WavePay, etc. (c9f)	1	2
Money transfer through platforms such as Western Union (c9g)	1	2
Others (c9h)	Please specify	

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. Does this establishment experience that employees arrive late due to poor public transport? (d4)
[Instruction: Ask only if a25=2]

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

5. Does the establishment subsidize transportation expenses to employees for the increased rates in public transport? (d4) [Instruction: Ask only if a25=2]

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

E. Impacts on finance

1. Does this establishment have any outstanding loans from the 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 payment for more than one week? (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. What was the main mechanism to deal with cash flow shortages in the last completed month? [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 expenses (e6b)	1	2	-9
This establishment has never had access to finance through formal and informal channels (e6c)	1	2	-9
This establishment no longer needs loans due to reduced production (e6d)	1	2	-9
This establishment cannot access any new loans (e6e)	1	2	-9
Others (specify) (e6f)	1	2	-9

F. Response and resilience for business continuity

1. How confident are you that this establishment can remain open for the next month with your current cash flow? (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 it that this establishment will need to close business permanently in the next three 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 its outstanding liabilities in the next three months? (g3)

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

4. Do you expect this establishment's business to recover back to levels before Feb 2021 in the next six months? (g4)

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

5. Looking ahead to the next three 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 three 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 three 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

8. Which of the following would be the three most significant challenges for business operations in the next three months? (g8) Select only the top 3 challenges.

	Yes	No	Don't know (spontaneous)
Conflict escalation (g8a)	1	2	-9
Supply chain disruptions (g8b)	1	2	-9
Banking disruptions (g8c)	1	2	-9
Internet restrictions (g8d)	1	2	-9
Power outages (g8e)	1	2	-9
Myanmar kyat volatility (g8f)	1	2	-9
Limited marketing and advertising opportunities (g8g)	1	2	-9
Lack of demand (g8h)	1	2	-9
Uncertain business environment (g8i)	1	2	-9
Others	Please specify		

G. Adjustment mechanisms

1. What adjustments did this establishment make for better business performance in the last completed month? (i1)

	Yes	No	Don't know (spontaneous)	Not Applicable
Increased marketing and advertising activities (i1a)	1	2	-9	-5
Provided discounts and promotions (i1b)	1	2	-9	-5
Sourced cheaper intermediate inputs (i1c)	1	2	-9	-5
Invested in new machinery or equipment (i1d)	1	2	-9	-5
Shifted to new business activities unrelated to my core business (i1e)	1	2	-9	-5
Did not need any adjustments for improvement (i1f)	1	2	-9	-5
Other (i1g)	Please specify			

2. Have power outages been disruptive to business operations in the past three months? (i2)

Yes	1	Skip the following question and go to question i4
No	2	
Not applicable	-5	
Don't know (spontaneous)	-9	

Did this establishment already manage power outages for business operations? (i2a) [Ask only if i2=1]

Yes	1	Skip the following question and go to question i3
No	2	
Don't know (spontaneous)	-9	

How did this establishment manage power outages for business operations? (i2b) [Ask only if i2a=1]
[Select all that applies]

	Yes	No	Not Applicable
Invested in generators (i2ba)	1	2	-5
Invested in off-grid power systems such as solar, wind, or micro-hydro (i2bb)			
Moved to a location with better access to electricity (i2bc)	1	2	-5
Reduced operation hours (i2bd)	1	2	-5
Others (i2be)	Please specify		

3. How does this establishment plan to manage power outages for business operations if any adjustments have not been made? (i3) [Ask only if i2a=2] [Select all that applies]

	Yes	No	Not Applicable
Invest in electric generators (i3a)	1	2	-5
Invest in off-grid power systems such as solar, wind, or micro-hydro (i3b)			

Move to a location with better access to electricity (i3c)	1	2	-5
Reduce operation hours (i3d)	1	2	-5
No plan yet (i3e)	1	2	-5
Others (i3f)	Please specify		

4. Does this establishment plan to invest and expand its business in 2022? (i4)

Yes	1	Continue to question i4a
No	2	Go to question i5
Don't know (spontaneous)	-9	

Which of the following does this establishment plan to do? (i4a) Select all that applies [Instruction: Ask only if i4=1]

	Yes	No	Don't know (spontaneous)	Not Applicable
Open new branches domestically (i4a_a)	1	2	-9	-5
Launch new products or services (i4a_b)	1	2	-9	-5
Invest in new businesses (i4a_c)	1	2	-9	-5
Hire more employees (i4a_d)	1	2	-9	-5
Expand into a foreign market (i4a_e)	1	2	-9	-5
Renovate buildings (i4a_f)	1	2	-9	-5
Upgrade machinery or equipment (i4a_g)	1	2	-9	-5
Others (i4a_h)	Please specify			

If this establishment has already initiated planned business expansion and investment, what proportion of planned activities were implemented? (i4b) [Instruction: Ask only if i4=1]

Percent (%)	
Don't know (spontaneous)	-9

5. Has this establishment experienced any of the following challenges with online and digital financial services in the last completed month? (i5) [instruction: Ask only if a20=1, and select all that applies]

	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
Disrupted electronic banking services (i5f)	1	2	-5
Others (i5g)	Please specify		

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

	Yes	No	Don't know (spontaneous)	Not Applicable
Reduce the number of staff (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 the 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
Others (i6i)	Please specify			

H. Tax payment and regulatory environment

1. Did this establishment pay any taxes to the authorities in the past three months? (j1)

Yes	1	Go to the next question
No	2	Go to question j4
Not applicable	-5	
Don't know (spontaneous)	-9	

2. Which of the following taxes did you pay in the past three months? (j2) [Instruction: Ask only if j1=1]

	Yes	No	Don't know (spontaneous)	Not Applicable
Corporate income taxes (j2a)	1	2	-9	-5
Commercial tax (j2b)	1	2	-9	-5
Specific good tax (j2c)	1	2	-9	-5
Customs duties (j2d)	1	2	-9	-5
Registration tax (j2e)	1	2	-9	-5
Payroll tax (j2f)	1	2	-9	-5
Stamp duties (j2g)	1	2	-9	-5
Others (j2h)	Please specify			

3. Compared to the same period last year, did this establishment's estimated tax payments to the authorities _____ in the past three months? (j3) [Instruction: Ask only if j1=1]

Increase	1	Go to question (j3b)
Remain the same	2	Go to question (j4)
Decrease	3	Go to question (j3a)
Don't know (spontaneous)	-9	Go to question (j4)
Not applicable	-5	Go to question (j4)

	Percent
Decreased by how much? (j3a)	
Increased by how much? (j3b)	

4. Did this establishment file taxes in the past three months? (j4)

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

5. How was the ease of filing and paying taxes in the past three months? (j5) [Instruction: Ask only if j1=1 or j4=1]

Improved	1
Worsened	2
Remained the same	3
Don't know (spontaneous)	-9

What are the reasons for worsened ease of filing and paying taxes? (j5a) [Instruction: Ask only if j5=2, and select all that applies]

	Yes	No	Don't know (spontaneous)	Not Applicable
Increased fees/charges (j5aa)	1	2	-9	-5
Increased informal cost (j5ab)	1	2	-9	-5
Slower service (j5ac)	1	2	-9	-5
Unresponsive service (j5ad)	1	2	-9	-5
More paperwork (j5ae)	1	2	-9	-5
Increased security concerns (j5af)	1	2	-9	-5
Others (j5ag)	Please specify			

Approximately how much did the cost increase in the past three months – compared to the same period last year? (j5b) [Instruction: Ask only if j5aa=1 or j5ab=1]

Percent (%)	
Don't know (Spontaneous)	-9

6. Did this establishment require any customs clearance in the past three months?⁵ (j6)

Yes	1	Go to the next question
No	2	Go to question j8
Don't know (spontaneous)	-9	

7. How was the ease of customs clearances and making customs payments in the past three months? (j7)

Improved	1	Go to question j8
Worsened	2	Go to the next question
Remained the same	3	Go to question j8

⁵ This applies not only to firms that export or import but also those firms that imports parts, equipment, machineries, or anything required for their own business operation – even if it is occasionally.

Don't know (spontaneous)	-9	
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What are the reasons for worsened ease of customs clearance and making customs payments? (j7a)
[Instruction: Ask only if j7=2, and select all that applies]

	Yes	No	Don't know (spontaneous)	Not Applicable
Increased fees/charges (j7aa)	1	2	-9	-5
Increased informal cost (j7ab)	1	2	-9	-5
Slower service (j7ac)	1	2	-9	-5
Unresponsive service (j7ad)	1	2	-9	-5
More paperwork (j7ae)	1	2	-9	-5
Increased security concerned (j7af)	1	2	-9	-5
Others (j7a_g)	Please specify			

Approximately how much did the cost increase in the past three months – compared to the same period last year? (j7b) [Instruction: Ask only if j7a_a=1 or j7a_b=1]

Percent (%)	
Don't know (Spontaneous)	-9

8. Did your establishment acquire any business-related license in the past three months? (j8)

Yes	1	Go to the next question
No	2	Skip the next question, and the survey ends here
Don't know (spontaneous)	-9	

9. How was the ease of acquiring any business-related license in the past three months?⁶ (j9)

Improved	1	Skip the next question, and the survey ends here
Worsened	2	Go to the next question
Remained the same	3	Skip the next question, and the survey ends here
Don't know (spontaneous)	-9	

What are the reasons for worsened ease of acquiring a business license? (j9a) [Instruction: Ask only if j9=2, and select all that applies]

	Yes	No	Don't know (spontaneous)	Not Applicable
Increased fees/charge (j9aa)	1	2	-9	-5
Increased informal cost (j9ab)	1	2	-9	-5
Slower service (j9ac)	1	2	-9	-5
Unresponsive service (j9ad)	1	2	-9	-5
More paperwork (j9ae)	1	2	-9	-5
Increased security concerned (j9af)	1	2	-9	-5

⁶ License implies to all sorts of license such as imports/exports license, alcohol license for restaurants (that sells alcohol) or license from municipal government such as YCDC, not just business or company registration license.

Others (j9ag)	Please specify
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Approximately how much did the cost increase in the past three months – compared to the same period last year? (j9b) [Instruction: Ask only if j9a_a=1 or j9a_b=1]

Percent (%)	
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.

I. 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 reflects 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
Other	Please specify
Not applicable	-5

3. Contact information (k3) [Instruction: Select “Not applicable” if respondents do not feel comfortable providing contact info details]

	Email/Phone number	Not applicable
Email (k3a)	Insert email address	-5
Phone number (k3b)	Insert phone number	-5

4. Would you like to participate in future rounds of the survey? (k4)

Yes	1
No	2

5. Number of calls attempted (k5) [Instruction: To be completed by interviewer/supervisor]

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

Date (End_01)	
Time (End_02)	